



Mission-Based Property Management

Informational Hearing

Committee on Housing and Homelessness

April 18, 2023

New Narrative: *Who We Are*

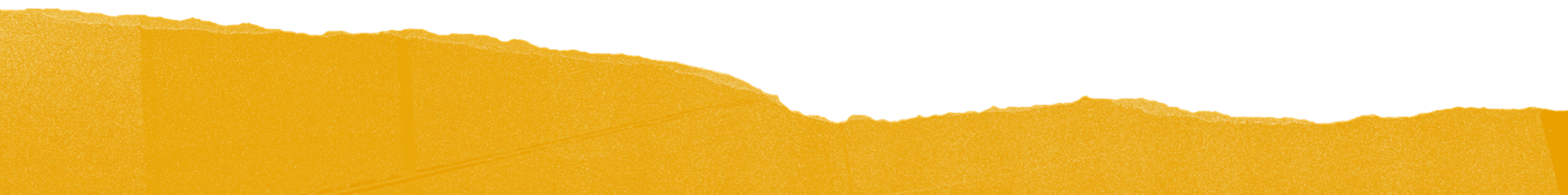
New Narrative is a non-profit mental health agency in operation for over 45 years in the greater Portland area.

Our Mission

From clinical care and peer support programs to housing, we provide resources so people seeking mental health care can develop the tools to thrive, not just survive.

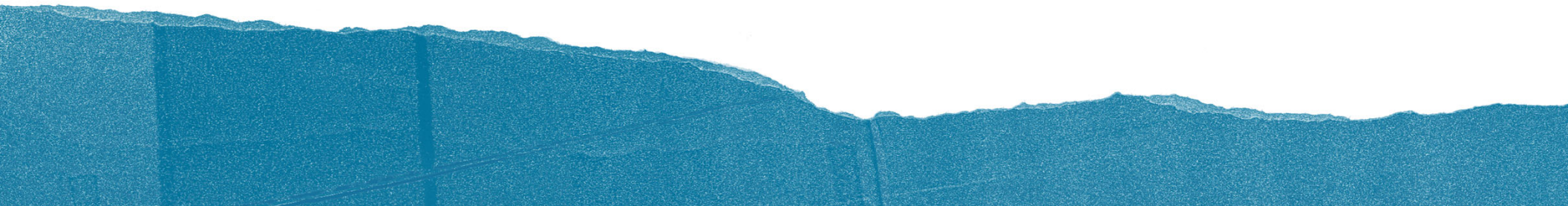
Our Vision

A future where everyone seeking mental health care can live the life they choose.



New Narrative: *Who We Serve*

- **Over 3,000 adults served each year**
- **Typical backgrounds and conditions:**
 - Homeless or formerly homeless – approx 25-40%
 - Significant mental health challenges – 100%
 - Low income and on OHP or County General Funds – 100%
 - Justice involved (Psychiatric Security Review Board & County Corrections) – 10-25%
 - Discharged from the state hospital – 10%
 - Aging out of the foster care system – 5%



New Narrative: *What We Do*

New Narrative provides a comprehensive set of services using *team-based care* to support the whole person:

- Mental health and psychiatric care
- Case management
- Skills training
- Peer support services
- Housing – a full continuum: residential treatment, transitional, supported, and independent
- Housing services

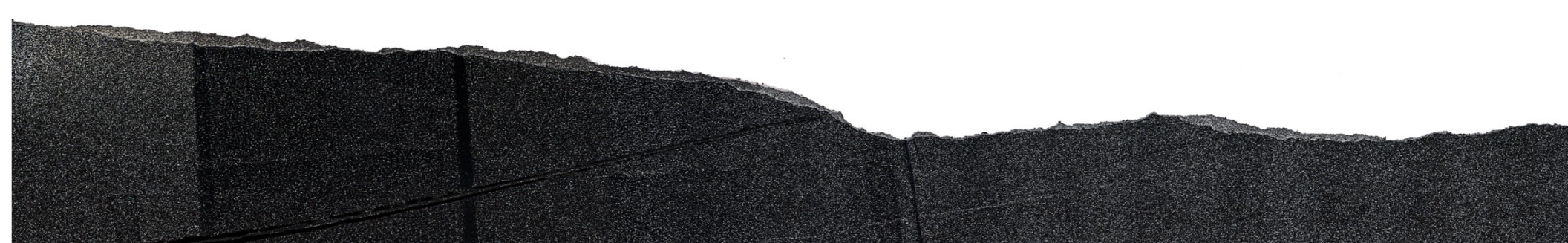
Housing is a big part of our programming at New Narrative, because we believe housing is healthcare.

Housing Video



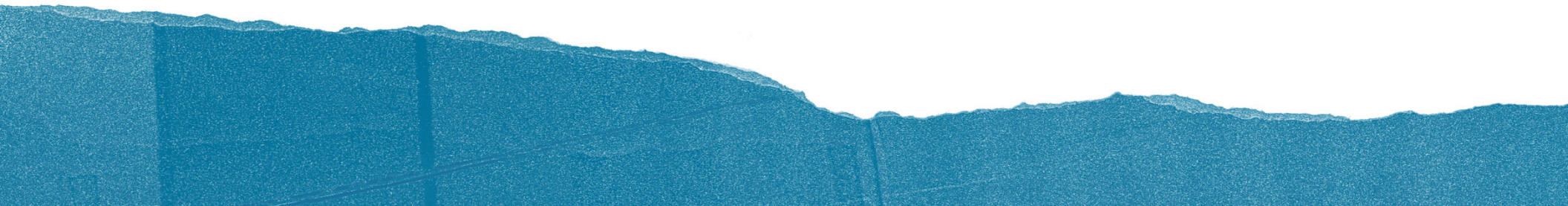
Mission-Based Property Management

- Why we brought property management in-house and based it on mission
- Commercial property managers
 - Not trained or trauma-informed in working with residents who experience significant mental health challenges
 - Not incented to collaborate with health providers in removing leasing barriers or resolving lease violations
 - Resulting in higher eviction rates
- The Key to removing leasing barriers and increasing housing retention



Mission-Based Property Mgmt: *Our Approach*

- **Cultural shift about how we partner**
 - Vision of our staff
 - Relationships with our tenants and stakeholders
- **Staff Training and approach to supporting complex and vulnerable populations**
 - Trauma informed and professional trained in progressive paradigms
- **Low Barrier commitment for PSH units**
 - Designing low barrier pathways into housing; avoiding arbitrary goal posts



Mission-Based Property Mgmt: *Our Approach*

- **Mission based design of policy and procedures**
 - Following the law, stewards of the properties, and promoting housing successes
- **Early intervention in lease violations and conflict areas**
 - Proactively addressing issues with tenants; not reacting to problems
- **Integration with services and supports for tenants**
 - Cultural and philosophical alignment
 - Close working relationships with all stakeholders
 - Open and transparent communications

Creating Thriving Communities – a home, not just four walls and a roof

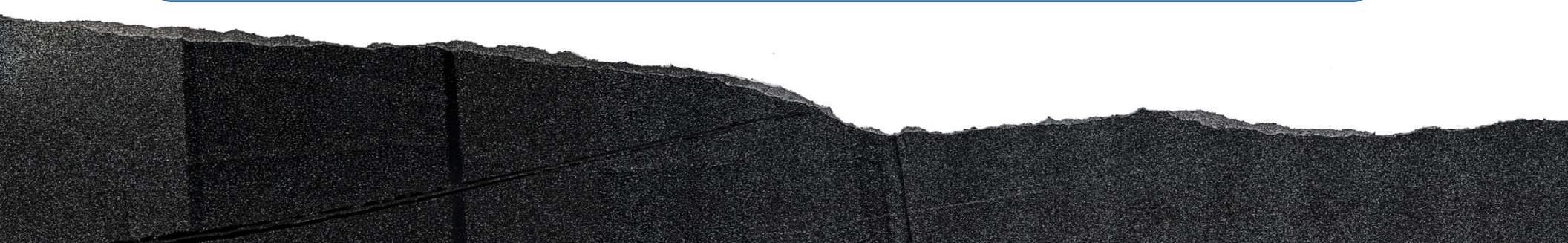
Mission-Based Property Mgmt: *Our Outcomes*

- **Reduced Eviction rate: 6% over 6 years; recent PSH studies show up to 23% return to homelessness over 2-year period**
 - High chance that PSH evictions lead to homelessness and traumatization
- **Reduced unit turnover rate and higher occupancy in housing units**
- **Reduced use of emergency services and healthcare**
 - 75% less emergency room use*
 - 80% less inpatient hospital use*
- **Higher engagement with supportive services and property management**
- **People meeting their goals and thriving in their communities**
- **Cost to system per person over 12 months**
 - Homelessness – Between \$40,000 - \$100,000, depending on utilization*
 - Permanent Supportive Housing - \$28,000*

Mission-Based Property Mgmt: *The Future*

- **Securing technical assistance funding**
 - Expanding to support other affordable housing partners by providing mission-based property management in both traditional affordable and PSH units
 - Lending Technical Assistance to both affordable housing nonprofits, private landlords, and commercial property management companies

Healthy and thriving communities throughout the State of Oregon that successfully support our most vulnerable community members



New Narrative – Bridge Meadows Partnership



Resident Testimony







Contact Information

Will Allen, VP of Operations
wallen@newnarrativepdx.org

Julia Jaure, Director of Property Management
jjaure@newnarrativepdx.org