



LA TENANT CENTERED COLLABORATORY

CO-LAB

A Supportive Housing Operations Intensive



The Co-LAB will take place over three Fridays via Zoom

- June 4
- June 11
- June 18

10:30 am - 12 pm and 1-3:30 pm
Lunch will be provided



The Co-LAB is designed for teams comprising of housing developers /owners, service providers and property manager partners that are within 1-3 years of leasing up their Los Angeles County supportive housing project.

Additionally, each team will be required to include a partner with lived experience of homelessness.



Participants may select Zoom sessions based on their particular learning needs.

Sessions include interactive panel discussions, CSH resource tools and curricula, peer learning and group work.

Register at bit.ly/colab-losangeles

Co-LAB is for

- ✓ Supportive Housing Providers
- ✓ Property Managers
- ✓ Property Developers
- ✓ Community Members with Lived Experience

About the CSH Co-LAB

The Co-LAB fosters co-creation of community environments centered in tenant choice, racial equity, safety and wellness. Building on curriculum from the CSH Supportive Housing Institute for projects in pre-development, the Co-LAB will prepare supportive housing partners moving from development and into operations. Participants will delve into practical tools responsive to common supportive housing operations challenges, ranging from initial stages of leasing up and the first year to long-term staff and tenant needs and project sustainability.

www.csh.org/la

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The 2021 Co-LAB Participants will learn:

DAY ONE — The First Year

Peer learn with supportive housing partners, build community understanding of common challenges in the first year of operations of a new project, learn and share innovative approaches to ensure challenges are prevented and/or harm is minimized. Day One will include topics such as:

- Common housing stabilization needs
- Policies & procedures to support day-to-day operations, engage tenants, and prevent and manage crisis
- Planning for common challenges such as addressing staff burnout and supporting tenants during times of crisis
- Coordination and communication to promote role clarity among partners
- Connecting tenants to community resources and support that help them thrive beyond stable housing

DAY TWO — Lease Up

Develop equitable strategies and tools to measure and support tenant lease-up and retention goals, with a focus on timely processes for coordination and sustained success in property management and service provision. Day Two will include topics such as:

- Supportive services & property management roles during lease up and move-in
- Strategies for reducing wait times between vacancies & CES match to move-in
- Tips and tools for reducing declined matches; common paperwork and eligibility issues
- Ensuring housing and services match household needs and preferences
- Screening-in practices & supporting formerly justice involved households

DAY THREE — Tenant Leadership

Co-create a place of belonging by embedding tenant leadership into existing operations with a focus on: prioritizing tenant wellness and outcomes; community values; equity in service provision and property management policies for safety and choice. Day Three will include topics such as:

- Co-develop culturally specific practices for service delivery, property management & organizational growth
- Understand and implement racial trauma informed practice for housing retention
- Co-create tenant leadership structure and identify funding innovations for sustained tenant engagement

****Wherever possible, participants are requested to attend the full day of all three Co-LAB dates.**