



Planning a Supportive Housing Project

Step 6: Selecting Your Team

Successful supportive housing projects must clearly identify the core members of the project team. These team members will work closely together throughout the process of planning and designing the supportive housing project and in many cases on an ongoing basis throughout the life of the project. Use this worksheet to identify key considerations as you work to flesh out your project team.

Please review “Step 5: Choosing Your Role” for a description of key tasks that each partner should be able to perform as well as questions to pose to a potential partner. You may skip any sections if the role is not applicable to your project

Role of the Lead Service Provider or Coordinator

The lead service provider or coordinator ensures that a comprehensive array of supportive services is designed and delivered to tenants. The lead service provider may directly deliver services to tenants or may coordinate the services to be delivered by other organizations.

Based on your project concept and your understanding of this role, what are some key considerations when selecting this partner? If you have already selected your provider what were the key considerations that led to their selection?(e.g. ability to bill Medicaid for services, experience with harm reduction, experience with service delivery to the target population, relationship with other community service providers)



Role of the Housing Manager

Housing management staff connect tenants to housing in the private rental market, make rental payments for units that the organization may lease directly from a landlord and, in some cases, receive tenant rent payments. Such staff often serve as ongoing landlord liaisons and have distinct roles from service providers.

Based on your project concept and your understanding of this role, what are some key considerations when selecting this partner? If you have already selected your provider what were the key considerations that led to their selection? (e.g. existing relationships with landlords, experience with supportive housing, experience working with service provider partners)

Role of the Property Manager

The property manager is responsible for day-to-day operations of the project once it is completed, and is key to the financial and physical viability of the project. Property management staff receive and process tenant rental applications, receive rent payments and ensure the ongoing physical upkeep of the housing.

Based on your project concept and your understanding of this role, what are some key considerations when selecting this partner? If you have already selected your provider what were the key considerations that led to their selection? (e.g. experience in managing properties and/or supportive housing properties, experience coordinating with services providers and/or housing managers, experience receiving and responding to tenant feedback)



Role of the Developer

In projects in which the associated housing units are created using a building strategy, the developer is responsible for the real estate development portion of the project — from the initial planning stages through the construction period.

Based on your project concept and your understanding of this role, what are some key considerations when selecting this partner? If you have already selected your provider what were the key considerations that led to their selection? (e.g. experience developing supportive housing, experience collaborating with a diverse team, successful history of managing the work of experts and contractors)

Role of the Owner

In projects in which the associated housing units are created using a building strategy, the owner is legally and financially responsible for the property, representing the long-term interests of the project and its residents. The owner drives the planning and development process.

Based on your project concept and your understanding of this role, what are some key considerations when selecting this partner? If you have already selected your provider what were the key considerations that led to their selection? (e.g. experience managing relationships with key stakeholders over the long term, ability to monitor overall project performance and tenant satisfaction, fit of the project goals with organizational mission and strategic plan)