



# **Building Capacity to Create Housing Stability**

**How the Texas Supportive Housing Institute is Creating Housing  
2024 Texas Conference on Ending Homelessness**



# Partner Introductions

**Brooke Page (she/her)**  
**Director, Texas**



**Michael Wilt (he/him)**  
**Senior Manager,**  
**External Relations**



# About TSAHC

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The Texas State Affordable Housing Corporation (TSAHC) is a nonprofit housing corporation created at the direction of the Texas Legislature to facilitate the creation of safe, decent and affordable housing for extremely low, very low, low and moderate income Texans.

TSAHC Accomplishes this by:

Helping developers ***Build*** affordable housing

Helping people ***Buy*** a home

Helping people ***Stay*** in their homes





## About CSH

CSH is 501c3 nonprofit intermediary organization and CDFI that advances **supportive housing** as an approach to **help people thrive**.



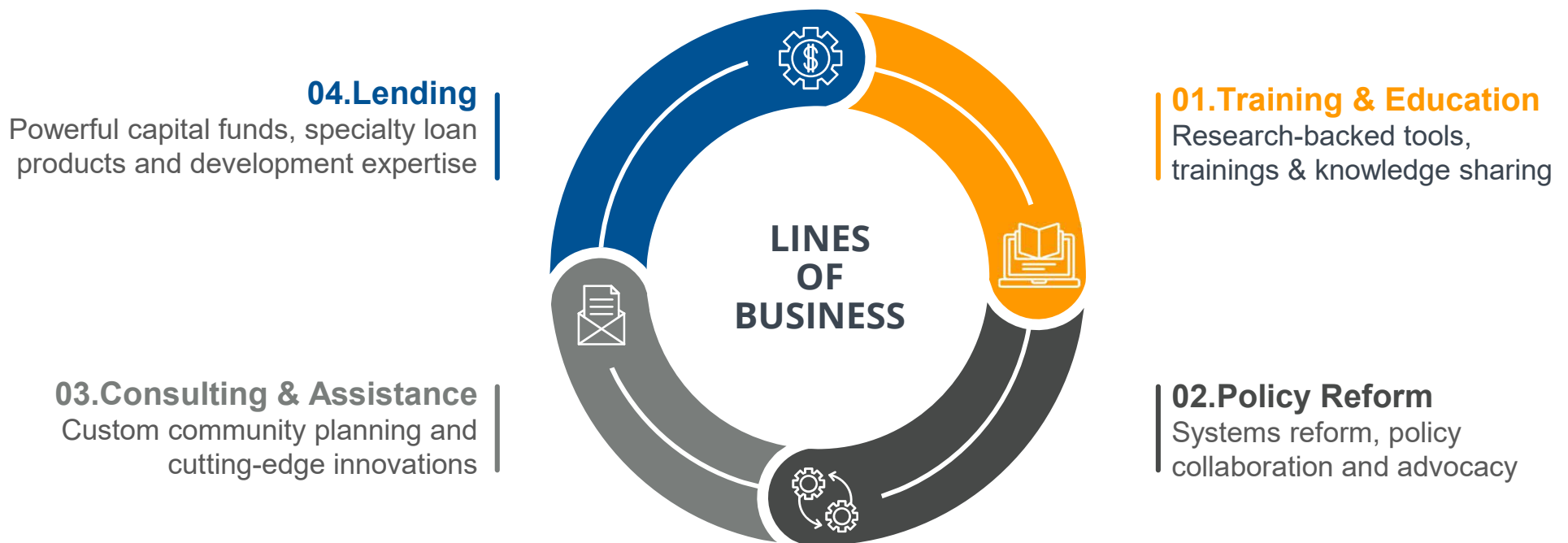
Since our founding in 1991, CSH has distributed more than **\$1.7 billion in loans and grants** that has created over **467,000 homes for individuals and families** exiting long-term homelessness.



[csh.org](https://www.csh.org)

# What **We** Do

CSH is a touchstone for new ideas and best practices, a collaborative and pragmatic community partner, and an influential advocate for supportive housing.





# Learning Objectives

Develop your understanding of the Texas Supportive Housing Institute

Obtain a foundational understanding of supportive housing

Understand the application process for the Texas Supportive Housing Institute

# Acronyms

TSHI - Texas  
Supportive  
Housing Institute

TSAHC – Texas  
State Affordable  
Housing  
Corporation

CSH –  
Corporation for  
Supportive  
Housing

SH/PSH –  
(Permanent)  
Supportive  
Housing

TA – Technical  
Assistance

PWLE/PLE –  
Person with  
Lived Experience  
(Expertise)



[csh.org](http://csh.org)



# Texas Supportive Housing Institute

## History & Purpose



TEXAS SUPPORTIVE HOUSING INSTITUTE



# Programs & Services

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## Build:

- Affordable Communities of Texas
- Texas Housing Impact Fund
- Multifamily Private Activity Bond Program
- Asset Oversight and Compliance
- Multifamily and Single-Family Rental

## Buy:

- Home Sweet Texas Home Loan Program
- Homes for Texas Heroes Home Loan Program

## Stay:

- Texas Foundations Fund
- Housing Connection
- Texas Supportive Housing Institute & PSH Symposium





**Why Supportive Housing. An Introduction.**

# What is Supportive Housing?

Supportive housing combines affordable housing with services that help people who face the most complex challenges to live with stability, autonomy and dignity.



# Key Components of **Supportive Housing**

Engages households with multiple barriers

Housing is affordable

Provides unit with lease

Engages tenants in flexible, voluntary services

Coordinates among key partners

Supports connecting with community



[csh.org](http://csh.org)

# EVIDENCE BASED ASSUMPTIONS

Strong Organizational Capacity



Effective Processes

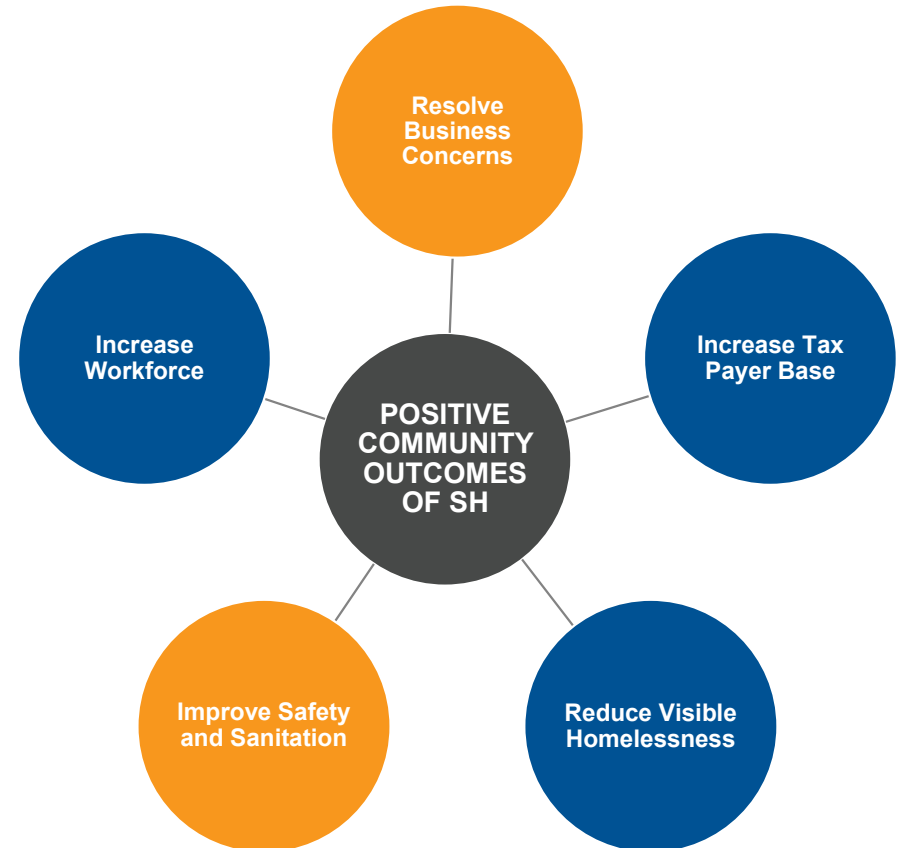
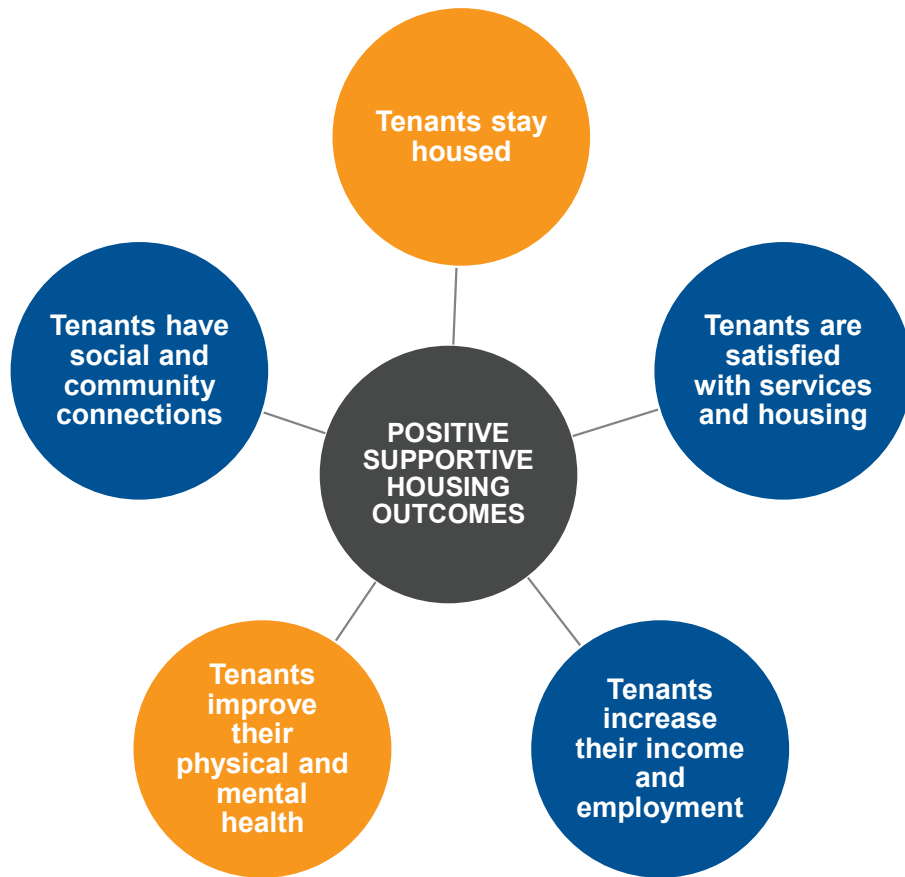


Positive Outcomes



Outcomes for both households  
& the community

# Positive Outcomes and Community Benefits



# Texas Supportive Housing Institute

2022 – 2023 Finale Recap





## **Why a Supportive Housing Institute?**

Picture: Texas Supportive Housing Institute Finale February 2022



Shown here:  
Texas SHI 2022-23 Teams

**We have hosted dozens  
of Institutes in 17 states  
throughout the country**

# About The Institute

## **ABOUT SUPPORTIVE HOUSING INSTITUTE**

CSH launched the "Supportive Housing Institute" in 2003. This signature initiative provides training and technical assistance to new and experienced development teams comprising housing developers, property managers, service providers, and more. Team members participate in four to five

months of individualized training with CSH subject matter experts who provide insight on coordinating services and property management, asset management, building a race equity culture, financing, funding, and trauma-informed design.



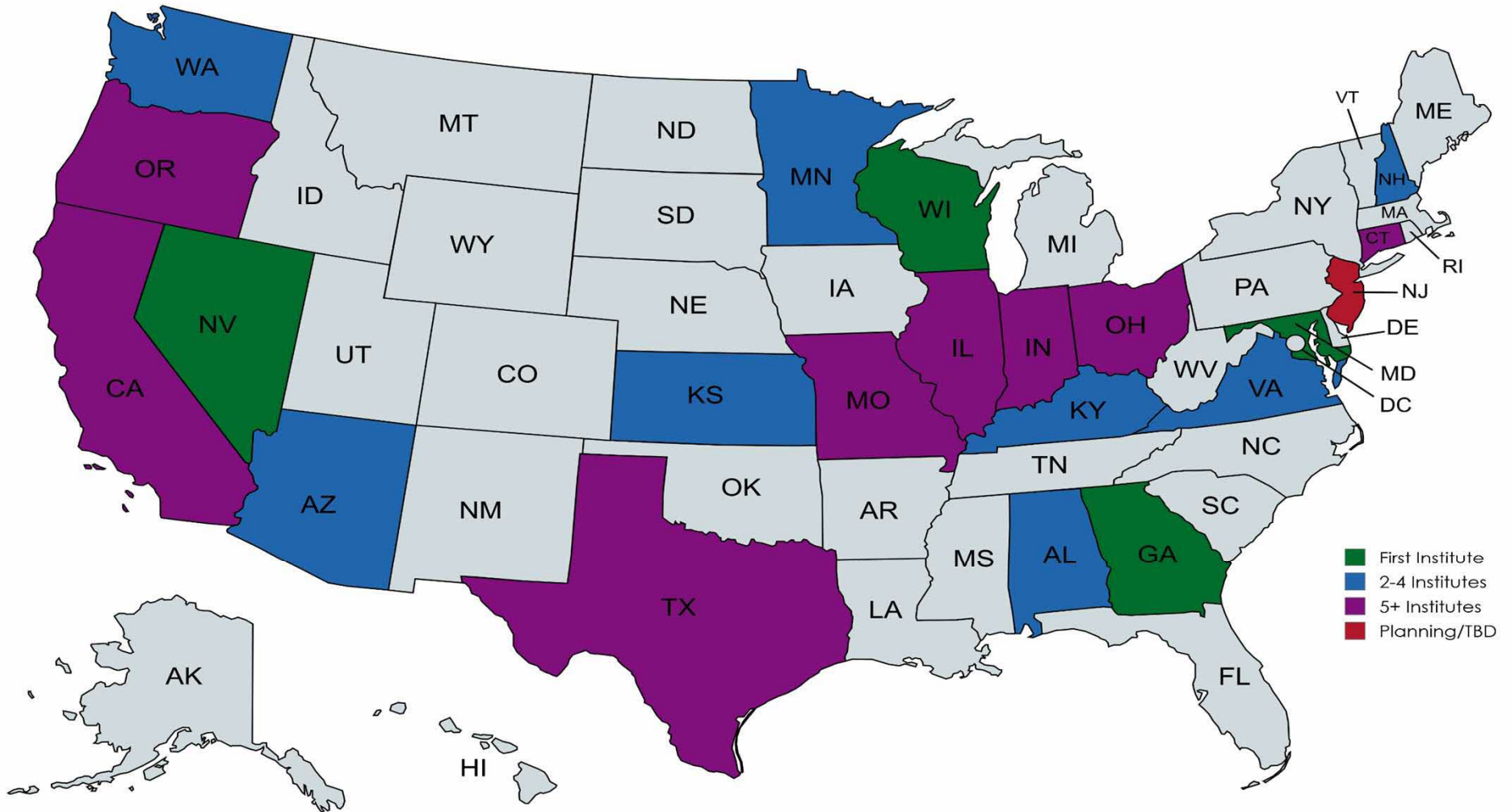
# Benefits of The Institute

The CSH Institute has a strong record of accomplishment, with graduates experiencing an 80% success rate in bringing projects into operation.

## **WHAT TEAMS GAIN FROM THE INSTITUTE:**

- A detailed, individualized supportive housing plan that includes supportive service and delivery strategies that can be used to apply for funding from multiple sources;
- The opportunity to apply for early pre-development financing through CSH Pre-development Initiation Loans to use on supportive housing projects planned through the Institute;
- Improved skills to operate existing supportive housing and develop new projects serving people who experience multiple barriers to housing;
- A strong, effective development, property management, and service team that leverages the strengths of each team member and has clearly defined roles and responsibilities;
- A powerful network of peers and experts to assist in project development and to troubleshoot problems;
- Post-Institute technical assistance from CSH

# Institutes Conducted



# Institute **Goals**

1

Improve communities  
by ending long-term  
and chronic  
homelessness

2

Reduce the number of  
households who are  
experiencing long-term  
homelessness and  
cycling in and out of  
emergency systems

3

Reduce the number of  
individuals who  
become homeless  
after leaving state  
operated facilities

# The CSH Quality Endorsement verifies all planning & procedural documents

1. SH sponsor completes the C2Q Checklist & sends CSH staff its Supporting Documentation.

2. CSH reviews Documentation & Planning, gives stamp of approval.

3. Quality Endorsement Letter from CSH is sent to project team for use in funding applications.



# Benefits of Endorsement

Assists with CQI

Access to professional development & national recognition

Honors Tenant & Staff Voices

Assures Funders of Third-Party Review

# TAKING A **QUALITY IMPROVEMENT** APPROACH

| Quality Assurance                | Quality Improvement                 |
|----------------------------------|-------------------------------------|
| Externally Driven                | Internally Driven                   |
| Follows organizational structure | Follows systems and processes       |
| Delegated to a few               | Embraced by all → everyone's job!   |
| Focused on individuals, outliers | Focused on processes                |
| Works toward endpoints           | Has no endpoints                    |
| Retrospective, detection         | Proactive, preventive               |
| Focuses on function              | Client focus                        |
| Punishes/sanctions, finds blame  | Rewards innovation, permits failure |



**TEXAS SUPPORTIVE  
HOUSING INSTITUTE**

**2022-2023**

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*A CSH Initiative to  
Advance Supportive Housing in Texas*

# The Texas Institute



## A FOCUS ON TEXAS

The 2022-23 Texas Supportive Housing Institute (Texas SHI) provided a forum for effective team building among project managers, direct service providers, and property management staff. Teams received information, resources, and tools to create successful supportive housing projects, move people out of long-term homelessness, and help formerly homeless tenants remain stably housed.

The Texas SHI consisted of four hybrid-virtual and in-person training sessions. Sessions were structured to include one virtual training opportunity and two in-person training opportunities. Members of the 2022 SHI can receive the Quality Endorsement for Supportive Housing from CSH, further endorsing a project's commitment to being tenant-centered, coordinated, sustainable, accessible, and integrated (based on CSH's Dimensions of Quality).

▶ **Watch the Texas SHI  
Recap Video**

The 2022 Texas SHI focused on assisting teams in the Austin area, which includes Travis, Williamson, Bastrop, Caldwell, and Hays counties.

Austin Mayor Steve Adler joined for the kick-off of the SHI. Mayor Adler said the SHI will provide much-needed expertise for groups that are familiar with the challenges of Austin's homelessness crisis.



Shown here:  
Austin Mayor Steve Adler speaking at Texas SHI kick-off

# The Austin Institute



# Texas Institute Benefits

- Upon completion, participants in the Institute will have:
  - Access to follow on grants historically have been \$10 - 12k.
  - Supportive Service Plan
  - Improved skills In supportive housing
  - Strong team: development, property management, service providers
  - Network
  - Support from CSH
  - Connection to resources

# Keys to a Successful Team

- Passionate about ending homelessness
- Engaging people with lived experience in the planning of the project
- Development understands and responds to community needs
- Appropriate partners are included
- The planned level of services meets the needs of the population
- Experience in developing supportive and/or affordable housing, including applying for LIHTC
- Leveraging local resources



# **Successful** Institute Projects

## PECAN GARDENS



**Target Population:** Older adults, 55+ years old

**Development Overview:** Pecan Gardens will be a 78-unit supportive housing development in Northwest Austin for older adults, ages 55+. Pecan Gardens will be operated by Family Eldercare, who will also provide onsite residential services to support the health and housing stability of each resident.

**Planned Services:** Family Eldercare will provide on-site services for Pecan Gardens residents to support their health and stability. Services and support will include intensive case management, employment assistance, SOAR, life skills training, healthcare navigation, peer support, food pantry, transportation assistance, and 24/7 staff.

**Partners:** Family Eldercare, City of Austin

**Project Status:** Construction begins April 2023, with a targeted lease-up date in September 2023

# Pecan Gardens

# Pecan Gardens

2022 – 2023 Finale Recap



# Cady Lofts

## CADY LOFTS



**Target Population:** Low and very-low-income individuals (60% AMI and below)

**Development Overview:** Cady Lofts seeks to provide homes and shared spaces where residents are proud to live, paired with personalized supportive services that improve their quality of life and help them thrive. Cady Lofts will include 100 units (a mix of studios and one bedrooms) onsite support services, and secure indoor and outdoor community space. Additionally, Cady Lofts will accept residential referrals from ECHO (Austin's Continuum of Care).

**Location:** 1004-1008 E 39th St. Austin, Texas

**Planned Services:** Onsite supportive services and case management will be provided by Endeavors. Support services include but are not limited to, support from licensed chemical dependency counselors, certified on-site case managers, referrals, direct assistance to necessities, and educational and recreational opportunities for spiritual and social well-being.

**Partners:** Austin Affordable Housing Corporation, SGI Ventures, Inc., Endeavors, New Hope Housing, Saigebrook Development/ O-SDA Industries, Broadleaf Community Consulting

**Project status:** To be determined



# Cady Lofts

2022 – 2023 Finale Recap

# Introducing Espero Austin at Rutland



Caritas of Austin, The Vecino Group and Austin Housing Finance Corporation have partnered together to develop a new permanent supportive housing community called Espero Rutland for people experiencing homelessness.



# ABOUT ESPERO RUTLAND

Meaning “I hope,” Espero is a deeply affordable and intensely supportive housing community with 171 studio apartments for individuals experiencing homelessness. Espero will provide high-quality living with soothing indoor and outdoor spaces with access to transportation, businesses, health care and other amenities. Residents will receive tailored case management, on-site supportive services and community-based services.

This development is designed to seamlessly integrate into the surrounding neighborhood fabric with high-quality construction and aesthetically pleasing architecture.

- 171 studio apartments for individuals
- 51 units are dedicated to people who have experienced chronic homelessness and are living with a disability.
- 101 units dedicated to the local Continuum of Care Coordinated Entry prioritization system.



# AFFORDABILITY MIX



Number of apartment units reserved for individuals at the following Median Family Income levels.

- 27 units at 30% Median Family Income (MFI) and below
- 117 units at 50% MFI and below
- 27 units at 60% MFI and below





**Mission Statement**

**First a house,  
then a home,  
in a compassionate  
supportive community.**



# Project Site Plan: Rezoning Hearing

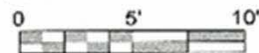


- Single site model on 17.4 acres
- 200 PSH units with ADA bathrooms
- Diversity and choice
  - Tiny Homes (100) – clusters around gazebo
  - Apartments (80)
  - RV trailers (25)
- On-site wrap around support services in 8 community buildings
- Transportation: on frequent bus route with direct service to grocery and down-town (4 AM - 10:30 PM)

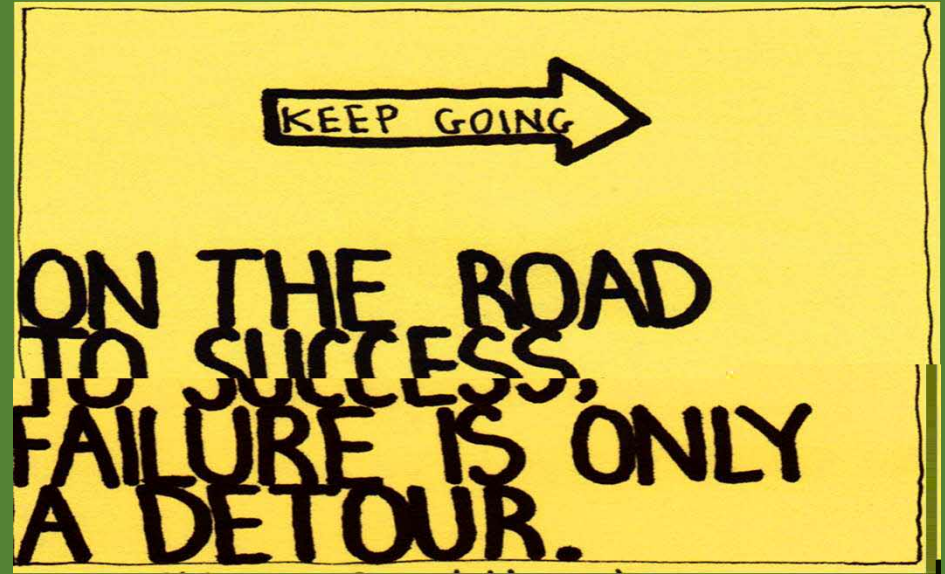


TOWNE TWIN VILLAGE  
HOUSING FIRST COMMUNITY COALITION  
"B" UNIT - TYPICAL SMALL HOUSE

SCALE 1/4" = 1'-0"







**CSH, TSAHC, THN Thank  
You!!!**



**Questions**

# Questions **After** Today

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# Thank you!

Learn more at [www.csh.org](http://www.csh.org)

and [www.tsahc.org](http://www.tsahc.org)



## Stay in Touch!



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