







Blended Management: Love and Marriage



Blended Management: Making the Marriage Work



- Principle 1: Property Management Supports Mission-Driven Housing
- Principle 2: Establish Clear Roles and Responsibilities
- Principle 3: Recognize Overlap and Built-In Tension Between Roles

Decision-Making Considerations in Blended Management

Safety/culture of building

Safety & well-being of individuals

Individual resident needs, abilities, preferences

Asset protection

Cost effectiveness of operations

Vacancies/turnover

Individual Outcomes

Preventing homelessness

Community relations

Regulatory/funding requirements



Greenbridge Case Study

How we applied blended management approaches in these scenarios:

- Drug use
- Drug running/trafficking
- Threats/Violence
- Other suspicious activity (sex work, predatory behavior, etc.)



Strategies that have worked for us: Communication

- Weekly PM/SS team meetings to problem-solve building and individual resident issues
- Quarterly Property Manager/Program Manager meetings
- Monthly leadership meetings
- Monthly co-led community meetings with residents at each PSH
- Daily incident logs at front desk and real-time communication about issues

Strategies that have worked for us

- Annually updating Housing First Policies & Procedures together
- Defining the specific problem (i.e. instead of "drugs", problem-solve around drug-related violence, predatory behavior, theft, etc.)
- Issuing warnings/30 day notices and creating housing success plans together
- Using data to identify and address trends
- Ongoing training

Questions/Comments/Ideas?

We'd love to hear from you!

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