EDEN, Inc. and FrontLine Service have provided property management and social services to Cleveland’s permanent supportive housing sites since 2006.

EDEN, Inc.'s mission is to provide housing affordable to people facing the challenges of losing evictions and homelessness.

FrontLine’s mission: Reaching out to adults and children in Northeast Ohio to end homelessness, prevent suicide, resolve behavioral health crises and overcome trauma.

South Pointe Commons
Clark Metro
$1.2 Million

Emerald Commons
Detroit-Shoreway
$8 Million

1850 Superior
Downtown
$4.4 Million

The Liberty at St. Clair
Glenville
$11.1 Million

Lorain Station
Historic District
Lorain
$10.2 Million

Greenbridge Commons
Fairfax
$12.1 Million

Buckeye Square
Buckeye
$11.2 Million

Edgewood Park
Slavic Village
$10.7 Million

Inez Killingsworth Pointe
Union Miles
$12.6 Million

Opened 2017

781 units occupied or underway

Greenbridge II
Middle
$11.1 Million

Opened 2018

Emerald Alliance XI
Brooklyn Centre
$12.8 Million

Opening 2020

Total Investment $131.1 Million
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!

Ijaz Qureshi - Eden, Inc.
iqureshi@edeninc.org

Jennifer Harrison - FrontLine Service, Inc.
jennifer.harrison@frontlineservice.org