

TI Advisor Board Review

December 2023

Director Support

- **Working with the Team:** MOHCD, One Treasure Island, Catholic Charities, Mercy Housing, and the Star View Court Management Team
- **Deliverables:** Star View Court Volunteer Support, Inclusionary Housing Information Pages, Online Resource Folder, Email Notices, one-on-one office hour sessions, sending preliminary award notices to SVC Volunteers.

Community Engagement

This month we increased our communication with households by dropping off door hangers to ALL Island Households. TI Advisors reached a significant milestone this month by distributing helpful information via door hangers to ALL households on Treasure Island, regardless of their housing provider. Each door hanger had TI Advisor contact information and a QR code for residents to easily schedule one-on-one sessions. The impact of this outreach was substantial, resulting in over 70 phone calls and scheduled one-on-one sessions from a diverse group of residents, including those living in Catholic Charities and HomeRise units and from other, non-island residents.

TI Advisors worked hard to respond to all emails and voicemails promptly. TI Advisors also met with residents in person and virtually for scheduled one-on-one sessions. This effort aimed to help residents develop an individualized housing plan tailored to their unique needs and circumstances. Several positive outcomes emerged from these one-on-one interactions. More residents expressed interest in moving into Star View Court which resulted in three new volunteer applications, demonstrating the effectiveness of our outreach. Additionally, TI Advisors successfully processed 11 Early In Lieu claims in 2023 with two additional claims pending. Most importantly, TI Advisors engaged with residents who had not previously responded to TIDA's outreach efforts.

Resident Spotlight: A noteworthy success story for TI Advisors this month involves a vested resident who is a monolingual Mandarin speaker. Despite language barriers, TI Advisors facilitated a one-on-one Zoom session by leveraging bilingual staff to interpret information between the resident and TI Advisor. The resident expressed gratitude for the information and conveyed a strong interest in applying to Star View Court. TI Advisors assured him that our commitment is to follow up with him and assist this household in the DAHLIA application process.

Challenges Faced: With expanded outreach and communications this month, we are now coordinating with more stakeholders – Mercy, Catholic Charities, and HomeRise – in communicating with residents. Collectively, we continue to strive to improve coordination amongst stakeholders to ensure that residents are receiving prompt, clear & consistent messages from all team members to mitigate resident frustration, heightened insecurities, and overall discontent.



1. **Communication with Star View Court Team:** TI Advisors will continue improving the process of handing off households volunteering for the new units at Star View Court, to the property management team. TI Advisors have asked the Star View Court team to support Legacy Resident volunteers with prompt attention and responses to residents in order to support residents and maintain their trust.
2. **Communication with HomeRise and Catholic Charities Residents:** Although the door hanger encouraged many calls from residents living in HomeRise and Catholic Charities apartments on the Island to check with their housing provider, TI Advisors also received many calls from these residents. While TI Advisors can provide basic information on the timing of the development of transitional housing for these residents, residents must address questions regarding program information, and lease terms, and contact personnel to their housing providers. TI Advisors have encouraged residents to speak with their program staff for this detailed information. TI Advisors have also requested that each program provide specific staff contacts so that residents are fully supported.

As we navigate these challenges, TI Advisors remain committed to facilitating open communication, providing support, and ensuring a smooth transition for all residents. We are actively working to address concerns and enhance collaboration with the housing providers on Treasure Island and hope they are committed and open to building a relationship with the TI Advisors and residents.

What information is available?

All informational documents are easily accessible online: TI Advisors have gathered all future housing information that has been developed and shared and have included it in every digital communication TI Advisors have shared. Residents have access to an online resource folder in their preferred language.

TI Advisors have an electronic calendar link: Using this link and including it in all communications makes it easy and convenient to schedule a meeting with a TI Advisor: <https://calendly.com/tiadvisor/meeting>

Monthly Summary

Throughout November, TI Advisors have been actively reaching out to Treasure Island residents through multiple communication channels. TI Advisors initiated conversations with approximately 40 households through phone calls and voicemails. Additionally, the team connected with 70+ individuals from diverse households, including those under different housing providers who reached out to the TI Advisors for information and assistance.

TI Advisors are currently focused on engaging Legacy Households with Legacy Household Ranking Numbers between 48 and 80 to provide information about Star View Court, Hawkins, Isle House, and Portico. TI Advisors are encouraging those who are interested to volunteer for a Legacy Transition Unit before the end of December.

TI Advisors are also reaching out to all Legacy Households in an effort to confirm the current occupancy of each resident included on The Villages lease. This will support TIDA's goal to issue Move Notices to Legacy Households in January 2024. Those Move Notices will be issued in order of the Legacy Household Ranking and matching of Legacy Household bedroom counts with the available Legacy Transition Units at Star View Court.



Star View Court By the Numbers

Island Households	
9	Legacy Household Preliminary Award Notices Sent and Accepted!
5	Legacy Household Volunteer Applications in Process
14	Legacy Units (Transition Units) Still Available
40	Affordable Units Still Available

In summary, November has seen increased engagement by TI Advisors and a commitment to providing residents with the information and support they need, within our scope, to create individual housing plans.

A look at the numbers:

Island Households	
224	One Treasure Island Partner Households
341	The Villages at Treasure Island
93	Legacy Households
57	Mixed Households (with Legacy, Vested and/or Post Vested Residents)
134	Vested Households
23	Post Vested Households with No Legacy or Vested Residents
31	Corporate Leases



Star View Court Updates

December 2023	<ul style="list-style-type: none"> • On Island Poster Session and Board Meeting December 13. • Continued outreach to Legacy Households for volunteer applications for Star View Court. • Continued support of Legacy and Vested Residents interested in future housing on TI. • Confirmation of Legacy Resident occupancy.
January 2024	TIDA Offers Remaining Transition Units to Legacy Households in order of Legacy Household Ranking
March 22, 2024	MOHCD holds DAHLIA Lottery for Star View Court Affordable Units
June – August 2024	Goal date for Star View Court Move In!

Community Engagement Record

The TIDA Board has requested that TI Advisors track resident engagement is tracked to demonstrate TI Advisor outreach efforts and responsiveness. A sample of a TI Advisor Resident Engagement Record was included in the October Board Report. All personal resident data has been removed from this sample record. TI Advisor Resident Engagement Records are updated regularly and are stored electronically by AR/WS.



Do you live in an apartment managed by **The Villages** at Treasure Island?



Please contact your TI Advisor for information about your future housing options:
(415) 650-6078 · TIAdvisor@arws.com

Do you live in an apartment managed by a **One Treasure Island** Housing Provider?

HomeRise



Please contact your Housing Provider for information about your future replacement housing.



¿Vive usted en un apartamento administrado por **The Villages** at Treasure Island?



Por favor contacte a su Asesor de TI para obtener información sobre sus futuras opciones de vivienda:
(415) 650-6078 · TIAdvisor@arws.com

¿Vive usted en un apartamento administrado por un Proveedor de Vivienda de **One Treasure Island**?

HomeRise



Por favor contacte a su Proveedor de Vivienda para obtener información sobre su futura vivienda de reemplazo.

