

# STREAMLINING HOUSING PLACEMENTS

Housing Acquisition and Navigation Strategies from the Flexible Housing Subsidy Pool, a Nationally Recognized Supportive Housing Solution



# OUR FOUNDING MISSION



# OUR IMPACT AT A GLANCE

10000+

PERMANENT SUPPORTIVE  
HOUSING PLACEMENTS



EACH MONTH, WE  
MOVE

200+

PEOPLE OUT OF  
HOMELESSNESS  
INTO PERMANENT  
HOMES



1000+

PEOPLE WITH  
DEVELOPMENTAL  
DISABILITIES HOUSED



1700+

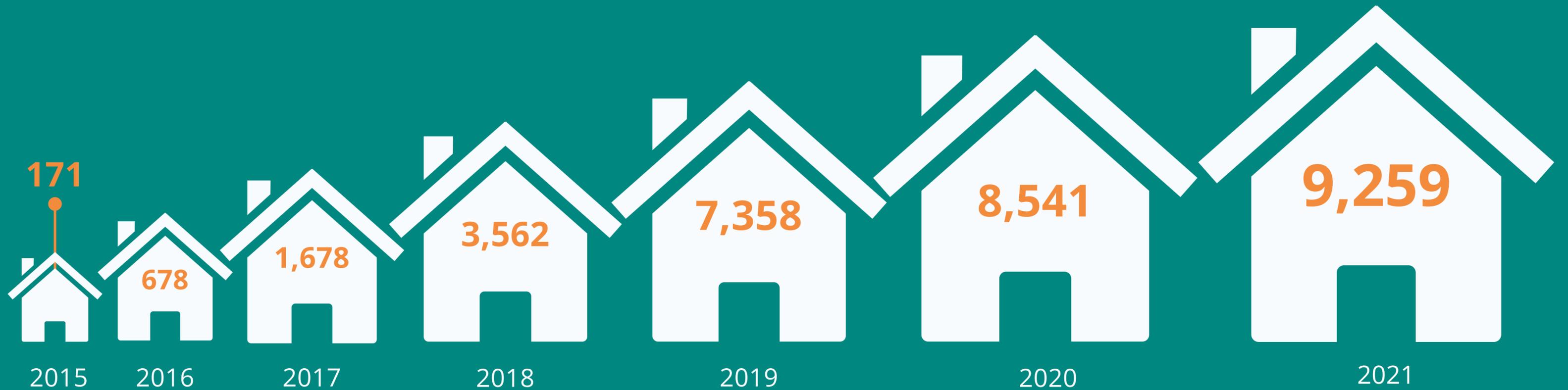
PEOPLE SERVED  
THROUGH  
INTENSIVE CASE  
MANAGEMENT



**The solution to  
homelessness is housing.  
Throughout the country,  
there are vacant units  
waiting to be leased.**

## WHAT'S THE IMPACT?

There were **171** housing placements in Year 1 of LA County's Flex Pool. Since then, there have been over **9,200** cumulative placements.



# Model Overview



**Landlord  
Engagement  
Creates Portfolio  
of Units**



**Tenancy  
Supports Team  
Ensures Housing  
Stability**

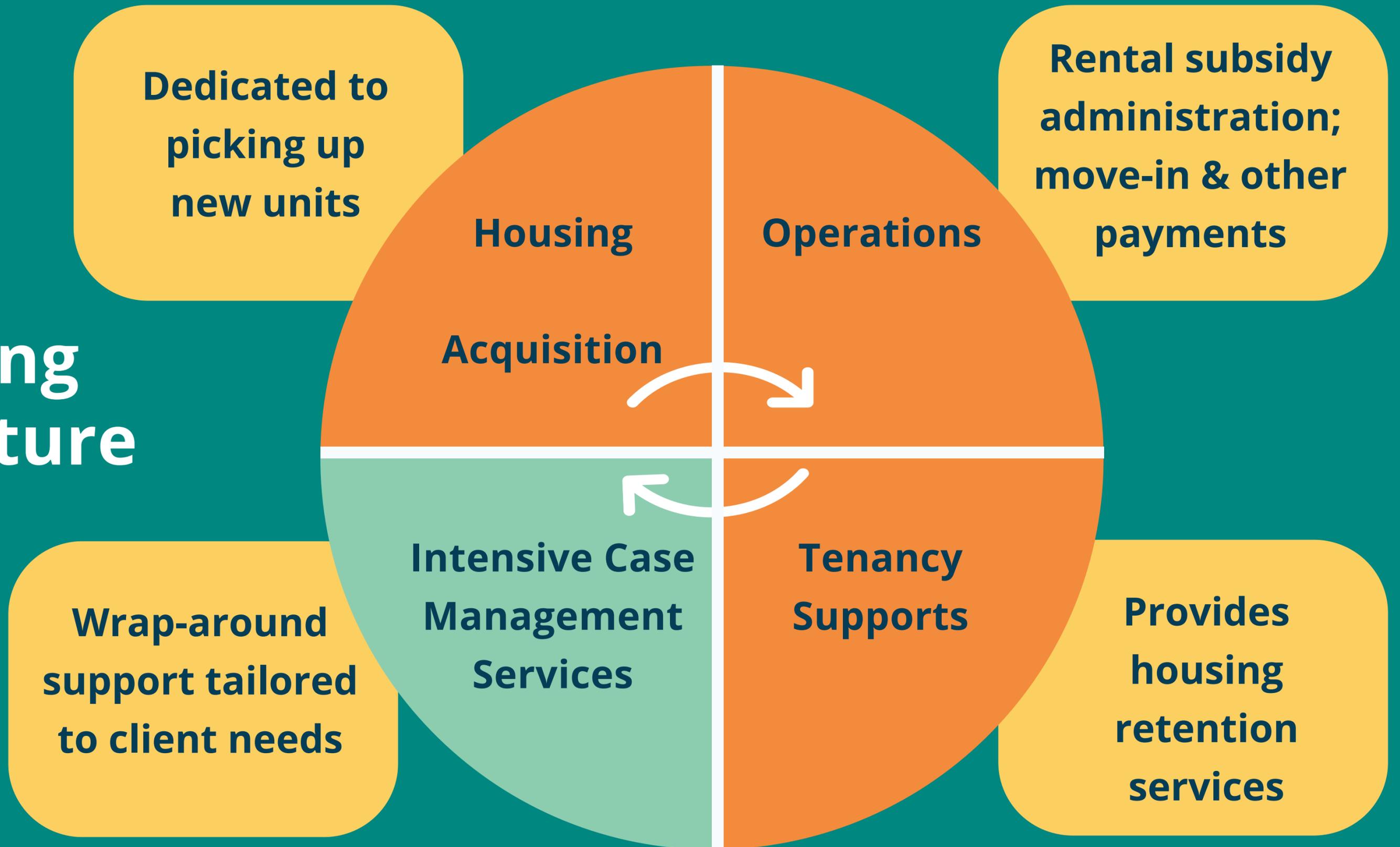


**Operations Team  
Streamlines Lease  
& Rent Process**



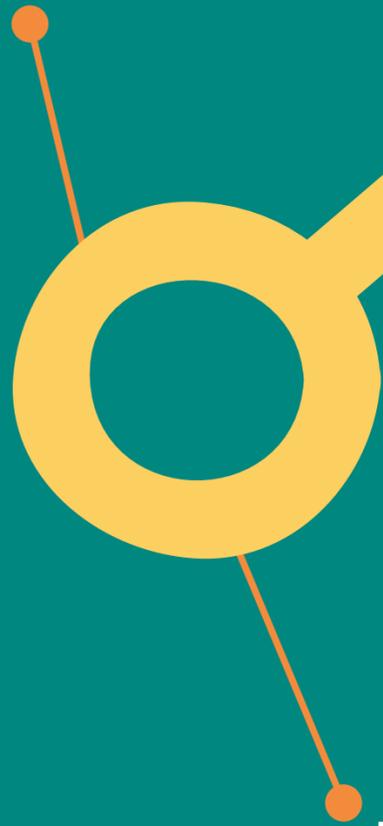
**Intensive Case  
Management Provides  
Wrap-Around  
Support**

# Staffing Structure

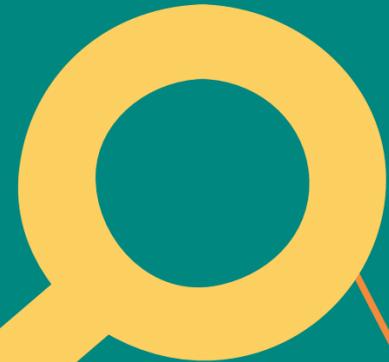
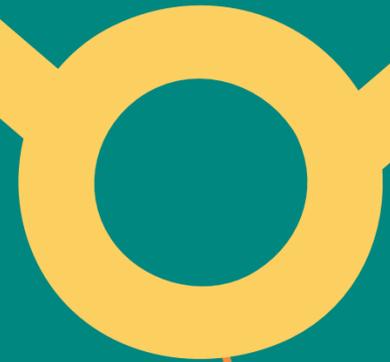


# How it Works

Brilliant Corners curates a portfolio of units based on client needs through landlord engagement



Partners refer client



Client moves into unit and is provided housing retention and case management services

Units are held to create pool

Brilliant Corners matches client to available unit

# Understanding Landlord Motivation

**Rent**

**No  
Vacancies**

**Damage  
Mitigation**

**Support**

# Brilliant Corners' Housing Acquisition Model

## STANDARD FINANCIAL TOOLS

### **Unit Holding Agreement**

Funding to quickly hold vacant units for client match.

### **Streamlined Inspections**

Specialists are mobilized to conduct housing quality inspections, making this process happen faster than traditional Housing Authorities, shortening the time to bring units online.

### **Move-in Payments**

Security deposit, first & last month's rent.

### **Move-in Assistance**

Funding for household needs: furniture, bedding, cookware, & utility turn-on fees.

### **Property Provider Incentives**

Encourage property provider participation, such as lease-signing bonus & inspection repair funds.

### **Flexible Financial Assistance**

Funding to support & maintain client's tenancy: past-due rent balances; unit repairs; unit modifications.

### **Rent Subsidy Administration**

Brilliant Corners administers ongoing rental payments, requiring full Operations Team capacity.

# Housing Retention Services

## WRAPAROUND SUPPORT

After moving into a unit, tenants receive ongoing support from Brilliant Corners Housing Coordinators during the lease to ensure positive tenant-landlord relationships and lease compliance.



# How This Can Work in Your Community

## DEVELOP A ROBUST STAFFING MODEL

- ✓ A robust staffing model includes dedicated personnel for landlord engagement, tenancy support services, program operations, and case management
- ✓ Having disaggregated case management, tenancy supports and landlord engagement enables a laser-like focus on the practical challenges of securing units, forming stable landlord partnerships, and supporting tenants for long term housing stability

# How This Can Work in Your Community

## CREATING A POOL OF UNITS

- ✓ If you can hold vacant units in advance of placement – this can decrease the time needed to place someone into housing.
- ✓ A pooled approach to unit acquisition helps decrease lease-up time and provide a range of housing options that clients can be quickly matched to.

# How This Can Work in Your Community

## LANDLORD ENGAGEMENT AND RETENTION STRATEGIES

- ✓ Engage with local landlords and property owners now to see if they have units coming online soon.
- ✓ Maintain positive relationships with them even after client move-in.
- ✓ Hold an event for prospective and current landlords you work with to pitch program/vouchers/goals.
- ✓ Create a one-pager for landlords that explain the benefits of the program/vouchers.
- ✓ Work closely with all parties involved in a client's case to ensure a smooth move-in process.

# A Place to Call Home

A key takeaway from operating the Flexible Housing Subsidy Pool is that the **combination of housing locator services, tenancy support and wrap-around case management is the key recipe for success.**

Professionalizing these functions—as they are different skill sets—contributes to:

- 🏠 Program impact
- 🏠 Exceptional service for clients and landlord partners alike
- 🏠 Ability to rapidly scale housing placements thousands of our unhoused neighbors



The Shockley Family at their new home.

# Thank you!

## Please contact us with any further questions:

**Tyler Fong**, Senior Director of Programs | Brilliant Corners  
tfong@brilliantcorners.org | c: 415.519.7077

