



City of Ketchum

CITY COUNCIL MEETING AGENDA MEMO

Meeting Date: Staff Member/Dept:

Agenda Item:

Recommended Motion:

“I move to approve the contract #22863 to establish a Housing Navigation System”

Reasons for Recommendation:

- The community and stakeholders prioritize a system that makes it easier to find and access housing and related resources.
- Staff do not have the capacity or expertise to setup the infrastructure, although they do have the capacity to maintain such infrastructure.
- Courtney Noble lives locally and has over 15 years of experience coordinating countywide, cross-agency efforts and improving housing systems.

Policy Analysis and Background (non-consent items only):

GOAL 3: EXPAND + IMPROVE SERVICES TO CREATE HOUSING STABILITY
Address immediate needs of unhoused and people at risk of displacement in our community. Integrate, improve and expand supportive services, rapidly rehouse, and prevent future displacement throughout the region.

Last Fall, staff assisted Blaine County Housing Authority (BCHA) in “convening a one-stop-shop” per the Housing Action Plan. This action arose from community and stakeholder input that called for streamlining and clarifying how residents can find and access housing and related resources. For homes restricted to people who live and work here, with or without income restrictions, there are a myriad of property managers, eligibility criteria, applications, and waitlists. For those that work many hours and many jobs, and/or are already housing stressed, the search for resources is challenging and processes are overwhelming and confusing. Eligibility criteria are difficult to find and self-assess: Some eager residents spend hours on applications, submitting paperwork, and paying fees for applications and background checks just to find that they aren’t eligible for specific properties or units. Others abandon the search and leave the area.

Last Fall, staff lead brainstorming on this concept with Agnew::Beck – funded by Blaine County and formally conducted by BCHA. The project team convened property managers, owners, and service providers to refine the need and scope of work. The group’s recommendations clarified that (a) winter shelter needed to be prioritized and (b) that Staff didn’t have capacity to set up the infrastructure for a one-stop-shop.

The group recommended against one entity or person being the only resource for all housing, particularly since case workers throughout the valley have established relationships with vulnerable households and the flood of requests would overwhelm one entity. They did, however, recommend BCHA to project manage establishing the infrastructure, maintain it going forward, and train service providers and others on it. Such efforts include the following:

- Annually update Resource Guide (*complete*) + one-pager
- Create common pre-application + waitlist
- Create cheat sheet on how to apply + train case managers
- Continue case conferences
- Create/adopt referral system
- Educate on system, BCHA's policies, VAWA, fair housing, housing navigation system, landlord-tenant law
- Certify BCHA program administrator as Housing Counselor

BCHA's program administrator is well positioned to take on this coordination role but does not have the expertise to set up the infrastructure, or time while being trained on and continuing BCHA's primary responsibility of managing its deed-restricted units and processing applications.

The Program Administrator, Kylie Anderson, will work closely with Courtney Noble, who has 15 years of experience in coordinating similar efforts and in housing systems. In many communities, United Way takes on these coordination initiatives. Courtney worked for United Way in King County, Washington overseeing a countywide housing stability initiative. She continues to consult on housing systems nationwide.

Courtney lives in the Wood River Valley and has already established relationships with primary partners through her work on the Shelter Plan. Courtney will project manage setting up the infrastructure, with BCHA's Program Administrator as support and guidance from the City's Housing Director.

Sustainability Impact:

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Financial Impact:

None OR Adequate funds exist in account:	Adequate funds in Housing Fund.
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Attachments:

1. 5B Community Collaborative Scope of Work
2. Courtney Noble's resume

Proposed Statement of Work

Noble/ 5B Community Collaborative

Project Purpose: Support the 5B Community Collaborative and assist the group in building strategies that maximize collaborative effectiveness to ensure that all people experiencing housing instability in Blaine County have access to a continuum of housing and services.

Background: The 5B Community Collaborative is the name of a new initiative working to improve services and outcomes for the community members of Blaine County. The initiative, facilitated and funded by the Blaine County Housing Authority (BCHA), is a result of six months of planning by BCHA and other organizations throughout the County. Through a collaborative planning effort, the group produced a set of recommendations for a Community Collaborative Charter and a Year 1 Action Plan. The community is now seeking a qualified professional to facilitate implementation of components of the Action Plan.

Proposed Scope: After meeting with Collaborative members on April 20, 2023, BCHA is seeking a professional independent contractor to assist with the following priorities identified by community partners:

- 1. Create a “cheat sheet” on who is eligible and how to apply for subsidized properties.** This work will be done in partnership with BCHA staff.
 - Estimate: 30 hours

- 2. Create a shared pre-application process and potentially a common waitlist for subsidized properties.**
 - a. Collect applications and summarize eligibility for each subsidized property (to the extent not already completed under Priority 1, above.)
 - b. Convene property managers and owners to vet a pre-application and build consensus around an implementation process. Facilitate these meetings.
 - c. Develop a work plan and timeline for roll-out of a pre-application.
 - d. With property managers and owners, explore feasibility of a common waitlist from which matched referrals to subsidized properties could be made.
 - Estimate five one-hour workgroup meetings plus 40 hours of support work: 45 hours

- 3. Explore and pursue funding opportunities to support housing stability in Blaine County.** This may include:
 - a. HUD funding (including the Emergency Services Grant and HOME-ARP) distributed through Idaho Housing and Finance Association
 - b. HUD funding including Rapid Rehousing funds distributed through our Continuum of Care and the Idaho Housing and Finance Association
 - c. FEMA funding
 - d. Private funding
 - Estimate up to 35 hours per funding application not to exceed 100 hours

- 4. Provide ongoing support to identify emergency housing and implement community Shelter Plan.** This may include establishing community eligibility for the funding streams noted above, convening an emergency housing planning team. etc.
 - Estimate up to 30 hours.

Approach: The consultant will work closely with city and BCHA staff and Collaborative agencies.

Timeline: The project will launch in May 2023 and conclude at the end of September. The consultant will touch base with Ketchum and BCHA staff bi-monthly during the development of the deliverables.

Project Budget: Estimated hours to complete the project are 105-205. The consultant's hourly rate will be \$140/hour. The agreement is approved up to and is not to exceed \$28,700 in labor expenses.

COURTNEY NOBLE

50 Greens End Lane, Hailey ID 83333 | (206) 618-3265 | courtneyhcnoble@gmail.com

EXPERIENCE

FJORD STRATEGIES | Hailey, Idaho
Principal Consultant / October 2015 to present

Advise nonprofit and philanthropic clients on strategy, program evaluation, communications, advocacy and operational effectiveness to help them achieve meaningful and sustainable progress for target populations. Proven skills include:

- *Strategic planning.* Gathering and assessing data and research; summarizing and incorporating these findings into initiatives to meet long-term goals.
- *Metrics and policy analysis.* Creating instruments to measure progress and establish data-driven benchmarks. Advising on policy and programmatic changes that are evidence-informed. Redesigning strategies to achieve more equitable outcomes.
- *Data visualization.* Creating dashboards to monitor results and communicate with senior leadership.
- *Grant management.* Providing insight on grant procurement and management; funding scans; grantee coordination and communication.

Expertise in homelessness, child welfare, youth development and inequality. Affiliated with Bright Spring Strategy Consulting on projects servicing global health and vaccine delivery clients. Sample clients include the Raikes Foundation, Youth Villages, Accelerator YMCA, Washington Department of Commerce and the Houston Homeless Youth Network.

UNITED WAY OF KING COUNTY | Seattle, Washington
Impact Manager, Ending Homelessness / June 2012 to October 2015

Oversaw strategic planning and grant-making for county-wide housing stability initiative. Managed a portfolio of \$10.8 million annually allocated to service providers and advocates supporting homeless and low-income individuals. Primary author of logic models, theories of change and outcome measurement tools for United Way's ending homelessness strategy. Led competitive funding processes, reviewed applications and conducted evaluations of grantee progress. Participated in the design of academic studies and managed contracts with external evaluators. Additionally served as Project Director on federal grant addressing the intersection of foster care and youth homelessness in Washington State, uniting a diverse team of public and private stakeholders in a two-year strategic planning process.

Manager of Basic Needs Programs | March 2010 to May 2012
Free Tax Campaign Manager | August 2007 to March 2010

Designed, executed and evaluated county-wide poverty alleviation programs. Managed two full time and 25 seasonal staff. Crafted annual communications and advocacy campaign to reach low income individuals in need of tax help; monitored penetration and effectiveness of print and social media outreach efforts. Mobilized and maintained relationships with community partners, developed asset building strategies and participated in city, state and national anti-poverty coalitions. Solicited and managed program grants, and supported United Way's distribution of grants targeting poverty and hunger.

SHARTSIS FRIESE LLP | San Francisco, California
Associate Attorney | November 2004 to July 2007

Negotiated and closed mergers and acquisitions, advised companies on entity formation, researched and drafted various commercial agreements and registered intellectual property for clients at small, full-service law firm. Served as regular *pro bono* attorney for Legal Services for Entrepreneurs and California Lawyers for the Arts and as outside general counsel for the International Tibet Support Network and the Society of Vascular and Interventional Neurologists, advising on formation, fiduciary duties, board activities, tax exemption, and ongoing reporting and compliance.

EDUCATION

NEW YORK UNIVERSITY SCHOOL OF LAW | New York, New York

Juris Doctor | May 2004

Honors: Dean's Scholarship Recipient

YALE UNIVERSITY | New Haven, Connecticut

Bachelor of Arts | Women's and Gender Studies, *cum laude* | May 2000

Honors: Distinction in the Women's and Gender Studies Major

ADDITIONAL INFORMATION

Certified Tableau data visualization software user. Comfortable analyzing large-scale, complex datasets in Excel and Access. Admitted to practice law in the State of California. Proficient in spoken and written French. Enjoy politics, skiing, science fiction, nonfiction about social policy, and coffee. Raised in Canada.