



CATHOLIC CHARITIES
of St. Paul and Minneapolis



POSITION PROFILE

Position Title:	Senior Division Director, Single Adult Housing
Reporting To:	Laurie Ohmann, Executive V.P. and Chief Operating Officer
Location:	Saint Paul - Minneapolis, Minnesota

Catholic Charities of St. Paul & Minneapolis (CCSPM) is seeking to hire a Senior Division Director to lead its Single Adult Housing portfolio. The ideal candidate for this executive leadership position will possess: a strategic vision for and operational experience in emergency and supportive housing services for low-income and vulnerable single adults; collaborative leadership skills; the capacity to build partnerships with other providers and funders; and, a passion for social justice and racial equity.

This opportunity is being created due to the planned retirement of the current Senior Director of Housing Stability, Tracy Berglund, in Summer 2022. Tracy's two+ decade tenure with Catholic Charities will culminate in the opening of "Exodus 2," a 203-bed permanent supportive housing facility in the Elliot Park Neighborhood in Summer 2022.

Single Adult Housing Stability Programming

CCSPM is perhaps most well-known for its commitments to housing stability for adults, adolescents and families. Since the late 1960's, Catholic Charities has been actively responding to those experiencing homelessness by creating programs and services as well as developing affordable housing units for extremely low income, vulnerable adults. Initial drop-in, neighborhood-based daytime services quickly highlighted the needs for overnight emergency shelter. These temporary "living rooms" and "bed-rooms" advanced the development of low-barrier transitional and permanent supportive housing units as well as housing specifically for those with chronic alcohol and substance abuse disorders. By Summer 2022, Catholic Charities will have capacity for 700 emergency shelter beds and nearly 1300 transitional and permanent housing beds for single adults, adolescents and families in Hennepin and Ramsey counties. For single adult guests and tenants, this includes:

- The innovative Higher Ground Minneapolis facility, which offers 171 emergency shelter and 80 "pay for stay" beds on the lower levels with 80 units of permanent supportive housing on the upper floors. Higher Ground Minneapolis is complimented by the Frey Opportunity Center, a drop-in service location in the Elliot Park Neighborhood where those unsheltered, homeless and with low incomes can access meals, health care services, job support and other programming to support their on-going housing stabilization goals.
- The \$100MM investment in Dorothy Day Place in downtown Saint Paul. The two-building campus (Higher Ground Saint Paul and the Saint Paul Opportunity Center/Dorothy Day Residence) represents the largest public-private partnership of its kind in the state's history. Services on the campus include dignified shelter for both single adult men and women, permanent housing for 370

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individuals – including housing specific for women with alcohol substance abuse disorder; “pay for stay” and emergency shelter beds; recuperative care for hospital step down care; and meals and other drop-in services (health care, veterans support, income support, etc.) to nearly 1,000 people/day.

- An additional 600 units of low barrier-to-entry, permanent supportive housing in five locations owned or leased by CCSPM and in scattered sites throughout the community. This includes 140 units for those with chronic alcohol substance use who often have mental health issues in addition to a history of homelessness. CCSPM provides meals, health care screenings, and nursing, case management and other services to provide a safe and housing stable environment.
- A new home for our Exodus Residence in the Elliot Park neighborhood of Minneapolis. Catholic Charities is currently overseeing the redevelopment of a former nursing home into 203 units of housing, including 30 medical respite beds. The facility will also house a storefront clinic operated by Hennepin Health and become the new home for CCSPM’s administrative services and its Aging and Disability Services program staff.

The Single Adult Housing Leadership Position and Team

After years of expanding bed capacity and programming to support those experiencing or at risk of homelessness, the new Senior Director of Single Adult Housing Stability will pivot the agency’s focus from adding affordable housing capacity to advancing operational excellence in shelter-to-housing programming and stable, low-barrier housing for extremely low income adults.

Housing Stability & Opportunity Services: This division of the single adult housing portfolio has responsibility for all emergency services for single adults. Pre-pandemic, CCSPM provided 600+ emergency shelter beds each night in Minneapolis and Saint Paul for single adult men and women. Shelter and drop-in center users total more than 11,000 persons annually. The vision for emergency services is that they are client-centered and outcome-focused, i.e., stable housing, from the time of entry to shelter or drop-in centers.

The COVID-19 pandemic provided many challenges and opportunities for this division. Shelters were deconcentrated to support social distancing and Catholic Charities expanded its programming to support three additional temporary shelter and isolation sites. Returning to a post-pandemic “normal” and advancing a shelter-to-housing model into implementation are key priorities for the coming year. This includes revisiting staffing models, improving recruitment and retention strategies and cultivating strong, on-site partnerships with other providers to support shelter/drop-in users housing stability goals.

Supportive Housing: Catholic Charities provides 804 units of low-barrier, permanent supportive housing for single adults in addition to supporting tenancy in 300+ community-based rental units. The CCSPM portfolio will include nearly 1,200 supportive housing units with the completion of the Exodus 2.0 project in Summer 2022. Catholic Charities is the leading provider of housing for those with alcoholic substance use disorder in the metro area and one of the leading providers of housing for people experiencing long-term homelessness.

Catholic Charities is the only PSH provider who provides both property management and individualized case management services for nearly all tenants. These property management and client support services are separate yet coordinated in accordance with best practices in supportive housing.

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The **Property Management** division provides leadership for tenant selection and eligibility, tenant leasing, rental collection, property management services and building management at eight locations owned or leased by CCSPM. This includes managing various compliance activities related to tenant populations and financing mechanisms (i.e., Housing Infrastructure Bonds, New Market Tax Credits, HUD and other funding sources).

The **Client Services** division provides person-centered planning support that is client-directed and focuses on their needs, preferences and priorities. Effective support and services are identified to help people live, learn, work and participate in their preferred communities and on their own terms.

The Property Management and Client Services divisions continue to focus on implementing the separate yet coordinated HUD best practice for supportive housing. Effectively implementing core operational practices with responsive customer service that supports tenants' housing stability needs and produces both tenant and staff safety are key goals in the coming year. These divisions are working closely with their administrative partners to plan and open the new Exodus site by Spring 2022. In addition, the Client Services division is leading the implementation of both a recuperative care/integrated services model and Housing Stability Services for eligible clients in site and community-based programs.

The single adult housing stability portfolio has an annual operating budget of \$21MM. CCSPM served over 13,000 single adults in housing-focused programming in FY20; these guests and tenants are supported by nearly 200 FTE.

The position will report to Laurie Ohmann, Chief Operating Officer of Catholic Charities and participate as a member of the Executive Team. With Laurie, Tracy Berglund will support the new Senior Director in transitioning into the role over the course of the next year.

Position Requirements

Candidates for the Senior Director of Single Adult Housing Stability must possess a master's degree in social work or other related area and ten years of experience in the housing field, with an emphasis on operational responsibility for emergency housing, transitional or permanent supportive housing. Experience in program development, budget management and staff leadership is required.

Additional Desired Strengths include:

- Committed to listening and integrating voices of individuals with lived experience into program design and operations
- Ability to deepen the visions of each housing-focused shelter, and coordinated property and case management housing services to move foundational practices into operating norms of excellence
- Strong collaboration skills with ability to find opportunities to break down walls between/among aspects of housing and emergency services, site cultures and shared administrative services
- Ability to manage complex funding sources, including tax credit and new market financing, and support necessary compliance functions
- A passion for racial equity and social justice and the courage to challenge the status quo on behalf of both guests/tenants and staff to promote inclusion and a culture of belonging
- Demonstrates leadership in active performance management to achieve desired divisional outcomes
- Collaborative approach to problem solving on issues related to affordable housing and homelessness with community partners and stakeholders

Compensation

Catholic Charities, an Equal Opportunity Employer, is committed to a diverse workforce, and has a competitive compensation philosophy that will provide a competitive salary and benefit package to the selected candidate.

About Catholic Charities

Catholic Charities of St. Paul and Minneapolis (CCSPM) serves those most in need. A service provider in the region for 150+ years, CCSPM is a critical part of the social and civic infrastructure upon which the community relies to respond to those in need and to advocate for justice. Catholic Charities offers 24 different programs at 16 sites in the Twin Cities region with an annual operating budget approaching \$55 million. Prior to the pandemic, CCSPM provided nearly 530,000 nights of housing and shelter and served more than 1.2 million meals to those living in poverty. CCSPM programs for children, families and adults helped more than 23,000+ people in fiscal year 2021, regardless of faith, background or circumstance. Through advocacy efforts, CCSPM serves as a tireless voice for those who often go unheard.

The work of Catholic Charities is supported by scores of civic, business and faith groups who contribute nearly 100,000 hours of volunteer service. More than 16,000 individual, corporate and foundation donors provide critical financial support and approximately 5,000 advocates build public support for social justice and policy initiatives that serve and support those most in need.

Catholic Charities is an independent Minnesota nonprofit corporation which maintains tax-exempt status under Section 501(c) (3) of the U.S. Internal Revenue Code. It is governed by a self-sustaining Board of Directors which works with the President and CEO Michael Goar and his executive leadership team to establish and execute the organization's strategy. There are currently 37 members of the Board of Directors who serve two three-year terms.

CCSPM has been honored by the Charities Review Council for meeting the Council's strict accountability standards. The agency is accredited by the Council on Accreditation (COA) and is a member of Catholic Charities USA, one of the largest private networks of social services providers in the country.

Values, Culture, and Strategy

The culture of Catholic Charities is shaped and driven by the foundational values of Catholic Social Teaching: deep respect for the dignity of every person, protection of human rights and responsibilities to each other and the community, a preferential option for the poor and vulnerable, and a deep commitment to the common good. Catholic Charities welcomes and serves, employs, is governed by and collaborates with people and organizations regardless of faith, background or circumstance. Catholic Charities is especially committed to combating racism and promoting racial equity and social justice as well as practicing trauma-responsive service delivery.

Contact Information:

Interested applicants will find the formal job description for Senior Division Director at [Catholic Charities Careers](#). Applications should be submitted through Catholic Charities' web portal. Questions about the position may be emailed to Nancy Granner, Assistant to the COO, at Nancy.Granner@cctwincities.org. Please allow 1-2 days for a response. The position will remain open until filled; however, applicant screening and initial interviews are expected to commence in late July.

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