



Stepping Up: Career Paths in Property Management

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Florida Supportive Housing Conference
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Florida and Connecticut— A Few “Fast Facts”

- Population: **18,089,888**
 - Density (per sq mile)
 - **296 persons/sq mile**
 - Homeless persons (PIT)
 - **45,719 (2007)**
 - “Tickets” Issued (TTW)
 - 595,076 (3.3%)
 - Income Inequality: **15th**
- Population: **3,504,809**
 - Density (per sq mile)
 - **702 persons/sq mile**
 - Homeless Persons (PIT)
 - **4,370 (2008)**
 - “Tickets” Issued (TTW)
 - 103,363 (3.0%)
 - Income Inequality: **7th**

Why Develop a “Career Path”?

- Tenants connected to low wage jobs
- Difficulty accessing mainstream employment resources (WIB and VR systems)
- Barriers to training opportunities
- Value in engaging with higher education
- Lack of job advancement strategies

State of the PM Industry

- No career pathway
- Physical property services staff do not cross over to PM operations side
- Certification exists form senior staff mostly with college degrees
- Tenants fill in at deskclerk positions
- Commercial PM different than residential

Goal of the PM Sector Project

- Provide access to a PM career path
- Support the affordable and supportive housing industry workforce
- Increase and maintain the quality of PM services in the sector
- Develop and strengthen community based partnerships for sustainable change

Sectoral Approach to PM

- Respond to the employment needs of a disadvantaged population
- Respond to the labor needs of an industry
- Prepare people through competency training with skills in occupations needed in the industry
- Establish industry positions with employers using the same/similar job titles

Getting Started...

- Build on Chicago “Stepping Up” successes
- Create an Advisory Board
 - Identify the key stakeholders
- Gather information
 - About the industry, the potential students, the desired program
- Establish clear goals and roles
- Build the partnership

Property Management Career Path Advisory Board

- Housatonic Community College
- Career Resources (One Stop operator)
- State VR Agency
- CT Housing Finance Authority
- State Mental Health Agency
- Service Providers, Property Managers
- CT Housing Coalition

Gather Information About Tenant Interests and Capacities

- Solicit information on tenant interests
 - Conducted survey
 - Affordable and supportive housing tenants
- Engage tenants to join Advisory Board

PM Desk Clerk Credential—Chicago

- **12 College Credits with Credential**
- **Taught by industry leaders**
- **Courses:**
 - **Introduction to Property Management**
 - **Desk Clerk Operations**
 - **Tenant Services and Communications**
 - **PM Clerk Internship**

PM Leasing Specialist— Chicago and CT

- 12 College Credits
- Marketing and Leasing
- Finance and Accounting
- Maintenance and Risk Management
- Leasing Specialist Internship
- Starting as noncredit
- Build on Chicago efforts
- Hire a curriculum consultant—possibly use Chicago instructor as resource
- Plan for Spring 2009

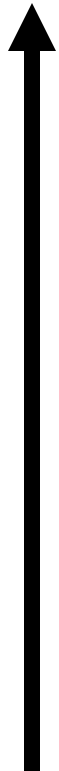
Credential Development— Chicago

Approval by the Illinois Community College Board

Approval by Chicago Community College System

Approval by Wright Community College

Development of Syllabus for 8 Course Sequence



Current

- Convened “Peer-to-Peer Learning Exchange” with Chicago and Bridgeport groups
- Reviewing curriculum, identify consultant
- Additional fundraising—staff support
- Frame out student support component
- Develop marketing materials/strategy

Partnerships

Housatonic Community College

Career Resources

CT Bureau of Rehabilitation Services

Governor's Office for Workforce Competitiveness

CT Housing Finance Authority

CT Dept of Mental Health & Addiction Services

Supportive Housing Service Providers, Property Management Companies and Housing Developers

CT Housing Coalition

Corporation for Supportive Housing