

MADISON HOMELESS SUPPORTIVE HOUSING

HEARTLAND ALLIANCE
HOUSING

HEARTLAND ALLIANCE
HEALTH



Community Development Authority of the City of Madison
City of Madison
Request for Qualifications:
Homeless Supportive Housing
RFQ No: 4531-0-2016

Table of Contents

1. Firm Profile - pg. 4

- 1.1 Team Structure - pg. 4
- 1.2 Project Supervisor - pg. 7

2. Experience - pg. 9

2.1 Real Estate Development

- 2.1.1 Obtaining Section 42 tax credits - pg. 8
- 2.1.2 Developing low-income multifamily housing and senior housing - pg. 10
 - Harvest Commons Project Profile - pg. 14
- 2.1.3 Team experience in public/private partnerships - pg. 18
 - Town Hall Apartments Project Profile - pg. 19

2.2 Property Management

- 2.2.1 Providing property management services for housing with Section 42 low income housing tax credits - pg. 23
- 2.2.2 Providing property management services for low-income multiunit housing in buildings of comparable size - pg. 25
- 2.2.3 Providing property management services for permanent supportive housing for homeless adults- pg. 27

2.3 Supportive Services

- 2.3.1 Providing case management for chronically homeless adults - pg. 29
- 2.3.2 Providng or partnering with providers of supportive services for individuals with AODA, mental health, or physcial disability issues - pg. 31

3. References - pg. 33

4. Financial Information - pg. 34

- 4.1 Written statement of willingness and ability to provide construction, tax credit, and operating guarantees - pg. 34
- 4.2 Availability of financial statements - pg. 35
- 4.3 Financial/bank references - pg. 36

5. Appendix - pg. 37

- Key Staff - pg. 38
- Additional Heartland Housing Information - pg. 44
 - Heartland Housing Development List and Timeline - pg. 44
 - List of LIHTC Properties - pg. 47
 - List of Development Awards and Green Certifications pg. 48

1.1 FIRM PROFILE/Team Structure



Heartland Housing, Inc.

Developer

Location: 208 S. LaSalle St., Suite 1300, Chicago, IL 60604

Areas of Expertise: Development, Management and Compliance for affordable and permanent supportive housing for individuals and families; Housing for Older Adults; Mixed-Income Communities; Mixed-Use Developments.

Point of Contact

Nadia Underhill, Director of Real Estate Development
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312-660-1637 / nunderhill@heartlandalliance.org



Heartland Housing, Inc.

Property Manager

Location: 208 S. LaSalle St., Suite 1300, Chicago, IL 60604

Areas of Expertise: Development, Management and Compliance for affordable and permanent supportive housing for individuals and families; Housing for Older Adults; Mixed-Income Communities; Mixed-Use Developments.

Point of Contact

Kandyse McCoy-Cunningham / Director of Property Management
208 S. LaSalle St., Suite 1300, Chicago, IL 60604
312-660-1338 / kcunningham@heartlandalliance.org



Heartland Health Outreach

Service Provider

4750 North Sheridan Road, Chicago, IL 60640

Areas of Expertise: Health Care, Case Management and Housing for Disenfranchised Populations

Point of Contact: Ed Stellan, MS, MA, CADC / Executive Director

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HEARTLAND HOUSING, INC.

Heartland Housing, Inc. is a leader in developing and managing affordable housing in the Midwest. Since our founding in 1988, we have developed over 1,900 housing units in Chicago, Milwaukee and Madison; we currently manage over 1,000 affordable units. Our experience has helped us perfect the art of balancing solid property management with programs that create opportunities for residents. As a result, our work not only sparks community revitalization but also creates stable lives and homes.

Heartland's holistic approach to developing and managing quality supportive and affordable housing for a variety of populations is a model for local and national affordable housing developers. Heartland is committed to creating communities that meet our residents' needs where they are, from intensive case management to social events and connections to neighborhood activities and programs.

As a part of a broad service-based organization, Heartland Housing is able to draw upon the expertise of its Heartland Alliance partners to design and deliver integrated housing, social and health services. Heartland Human Care Services (HHCS) and Heartland Health Outreach (HHO) provide many services that are critical to maintaining housing stability in Heartland Housing properties, ranging from case management to mental health services to employment training and placement. When it is the right fit, we also partner with external service providers.

Developing and managing affordable housing and permanent supportive housing requires a thorough understanding of the myriad funding sources available and the knowledge of how to remain in compliance with these funds. Heartland Housing has extensive experience successfully layering multiple sources of development financing to create a successful project, including Low-Income Housing Tax Credits, HOME, CDBG, Federal Home Loan Bank, Housing Choice Vouchers, and Tax Increment Financing. For example, the Leland Apartments used over ten different funding programs in the development budget. Additionally, as the long-term owner and manager of our properties, we have extensive experience using and remaining in compliance with tax credits and these other funding sources. In addition, three of our tax credit developments are also HOPE VI developments - Roosevelt Square Phases I and II and Jazz on the Boulevard, and we currently have three properties which will utilize a RAD conversion in our pipeline.

Heartland Housing employs over 50 employees, of which six employees and one intern participate in real estate development activities. The remaining employees serve property management, asset management, service coordination, and compliance functions. Please see Appendix for more information on key staff members.

HEARTLAND HEALTH OUTREACH

Heartland Health Outreach (HHO), the health care partner of Heartland Alliance for Human Needs & Human Rights, was founded in 1985 as a Health Care for the Homeless demonstration project, funded by the Robert Wood Johnson Foundation and the Pew Charitable Trust. Today, it is a community health organization dedicated to addressing the lack of quality care for Chicago's many disenfranchised populations, including refugees and their families as well as people experiencing homelessness who may have HIV, mental illness, substance use disorders.

Since 1991, HHO has been a Federally Qualified Health Center and provides patient-centered primary care, oral health, mental health and substance use treatment, and supportive services, as well as linkages to community partner agencies for specialty care. In addition, HHO provides mobile medical-outreach at 40 overnight and transitional shelters and drop-in centers throughout Chicago. In 2012 HHO served more than 12,000 participants. In addition to health care services, HHO provides a wide array of services to 1,600 low income people living with HIV/AIDS, including supportive and medical case management, transitional and supportive housing, and food and nutrition services that include assessment and counseling provided by registered dietitians.

Since 1991, HHO has also operated a continuum of over 200 permanent supportive housing units, both supervised and independent, for individuals who are homeless and have a serious mental illness or a dual diagnosis. HHO staff and programs provide integrated care through multidisciplinary treatment teams that coordinate mental health treatment, primary health care, substance use treatment, legal representation, affordable housing, family and community support, and benefits and entitlements. HHO supportive services promote human dignity, empower participants, are community-based, and are culturally and linguistically appropriate. Our service model recognizes that individuals are experts about themselves, and services are designed to support people in whatever way they need in order to live quality lives.

Services enhance activities of daily living and problem-solving skills, promote access to resources and treatment, and ensure success in community living. Please see Appendix for more information on key staff members.

HEARTLAND HOUSING, INC.

HEARTLAND ALLIANCE SUBSIDIARY

- Property Management
- Real Estate Development

HEARTLAND HEALTH OUTREACH

HEARTLAND ALLIANCE SUBSIDIARY

- Medical, Mental Health, Addictions and Oral Health Treatment for Homeless Populations
- Refugee Health Care
- Cross Cultural Interpreting Services
- Health Systems Change

HEARTLAND HEALTH CENTERS

HEARTLAND ALLIANCE AFFILIATE

- School-Based Health
- Community-Based Health

HEARTLAND HUMAN CARE SERVICES

HEARTLAND ALLIANCE SUBSIDIARY

- Youth & Residential Services
- Wellness & Prevention
- Employment & Economic Opportunity
- Housing

HEARTLAND ALLIANCE INTERNATIONAL

HEARTLAND ALLIANCE LLC

- International Programs
- Marjorie Kovler Center



HEARTLAND ALLIANCE

- Social IMPACT Research Center/Policy & Advocacy
- National Immigrant Justice Center
- Global Initiative on Sexuality & Human Rights

Heartland Housing and Heartland Health Outreach are both members of the Heartland Alliance, the leading anti-poverty organization in the Midwest. Heartland Housing is a non-profit affordable housing developer and operator that provides housing opportunities for the most vulnerable people in our communities. Heartland Health Outreach is a non-profit healthcare and service provider that also targets vulnerable and disenfranchised populations. Together with our parent and other affiliated companies, we provide opportunities for over 1,000,000 individuals annually to improve their lives through services and programming in four key areas: jobs, justice, housing and healthcare.

1.2 FIRM PROFILE/Project Supervisor

Nadia Underhill - Director of Real Estate Development



Nadia Underhill is Director of Real Estate Development at Heartland Housing, leading the company's affordable housing development work. She continues Heartland's commitment to building creative developments that house vulnerable populations in thoughtfully-designed, high-performing buildings that are long term assets to their communities. She oversees all projects in development and predevelopment and plays a key role in charting Heartland's strategic growth with new partners and new markets.

Nadia has more than twelve years of experience financing, planning and constructing publicly financed housing developments. As Associate Director of Real Estate Development for Heartland, Nadia led the development of Town Hall Apartments, a 79-unit adaptive re-use and new construction project serving seniors including the LGBT population (and, to date, Heartland Housing's largest project as lead developer), as well as Harvest Commons, the 89-unit historic rehabilitation of the former Viceroy Hotel on Chicago's Near West Side. Both of these projects are certified for green building techniques and have won local, state and national awards for quality and mission. Prior to Heartland Housing, Nadia was Development Manager at Holsten Real Estate Development Corporation, with responsibility for the development of the rental phases of the mixed-income, HOPE VI development Parkside at Old Town. Her other professional experience includes Policy Analyst/Polikoff-Gautreaux Fellow at BPI and Housing Development Coordinator for the City of Oakland's Community and Economic Development Agency.

PROJECTS INITIATED OR COMPLETED UNDER NADIA'S SUPERVISION



HARVEST COMMONS

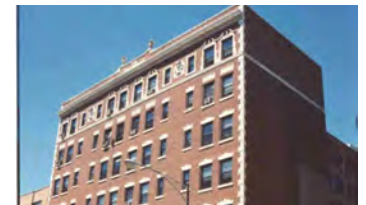


TOWN HALL APARTMENTS



RETHKE TERRACE

PROJECTS CURRENTLY UNDER NADIA'S SUPERVISION



PARKWAY APARTMENTS



MADISON FAMILY SUPPORTIVE HOUSING



ST. ANTHONY'S APARTMENTS

2.1.1 DEVELOPMENT EXPERIENCE/Obtaining Section 42 Tax Credits

Heartland Housing has been actively involved in the development, completion, and placement in service of 19 projects totaling over 1,900 units of affordable and permanent supportive housing. All but four of these developments have used Section 42 Low Income Housing Tax Credits (LIHTC). Heartland has received LIHTC awards from the Wisconsin Housing and Economic Development Authority (WHEDA), the Illinois Housing Development Authority (IHDA), and the City of Chicago. Heartland Housing successfully obtained tax credits for two supportive housing projects from WHEDA in 2016. Recent IHDA tax credit awards include Parkway Apartments, the preservation of a 90-unit building in Chicago's Lakeview neighborhood (2014 award) and Lathrop Homes, the redevelopment of an historic public housing development on Chicago's northwest side (2016 award).

Heartland's professional asset management department ensures that projects remain in compliance with tax credit requirements after construction. We have established strong relationships with national tax credit syndicators including US Bank, National Equity Fund, Enterprise Community Investment and the Richman Group, and have a strong reputation for closing deals in even the most challenging economic conditions. We have never failed to close on financing if we have received a LIHTC award. The following three case studies illustrate our success obtaining LIHTC awards and closing LIHTC deals.

Please see the appendix for a full list of all our LIHTC deals.

CASE STUDY RETHKE TERRACE



In 2013, Heartland Housing and Heartland Health Outreach were selected to develop Madison's first permanent supportive housing for chronically homeless adults. This effort, Heartland's introduction to Madison, successfully opened to house its first residents in June 2016 and is a critical accomplishment in Madison's five year plan to end homelessness.

After being selected to develop the property in November, Heartland acted quickly to establish a high quality development team and develop the project in order to succeed with an application to WHEDA for tax credits just 3 months later in January. Heartland's expertise in developing supportive housing in Wisconsin was evident when the project was awarded an allocation in the supportive housing set-aside in its first application.

Heartland won the RFQ with an ambitious building plan that included seeking to be the first multifamily development in Wisconsin to be certified under the rigorous rules of Passive House, a stringent energy-efficiency measure. Additionally, we were committed to providing outdoor and food-related programming, including an innovative "edible landscape", planter boxes for annuals, and an event space with a teaching kitchen to make possible ongoing educational and community building programming around healthy eating. These features, going above and beyond the basic requirements for a Section 42 development, evidence Heartland's commitment to excellence in its developments as measured by the dignity with which design is used to serve residents' needs. Careful value engineering was needed prior to closing to keep the construction costs within budget due to rising labor costs, but Heartland was able to manage this process without sacrificing the building's key features.

Our history of strong performance on Section 42 projects enabled us to obtain historically high pricing (at that time) of 1.044 per tax credit. The complexity of this deal also included land assembly from public and private actors, a complex financing structure for Dane County funds, and a midcourse application for VASH vouchers, did not deter Heartland from accomplishing the closing in mid-2015 and delivering units in mid-2016.

CASE STUDY CAPUCHIN APARTMENTS



In 2006, the Milwaukee Journal Sentinel investigated the deplorable conditions in which many of city's mentally ill and low-income residents were living, prompting local officials to take a harder look at the housing conditions of its most at-risk residents. Studies of the area's homeless population were initiated, and led to development of Milwaukee's first "10-Year Plan to End Homelessness." The 38 units provided by Capuchin Apartments are a step towards meeting the plan's goal of adding 1,260 permanent supportive housing units by 2020.

A significant challenge to executing the vision of the Capuchin Apartments was securing the needed financing. Heartland Housing was awarded an allocation of Low Income Housing Tax Credits from WHEDA in 2010, but credit pricing that year was significantly lower than past levels as a result of the national economic and housing crisis. In fact, credit pricing was so low at that point that it left a nearly \$1.5M gap in the development budget. Heartland took several measures to close the gap, including strategic value engineering changes to the design and a Tax Credit Assistance Program loan from WHEDA to compensate for low pricing. With strong local partners, Heartland was also able to obtain additional financial support from Milwaukee County, the City of Milwaukee and HUD. As a result, Heartland Housing was able to deliver a quality building substantially as envisioned and make an important step toward the City of Milwaukee's goal to end homelessness.

CASE STUDY MASKANI PLACE



In 2011, Heartland and Community Advocates (CA) of Milwaukee partnered to create one of Milwaukee's first permanent supportive housing projects for families. This partnership was prompted by CA's struggle to find decent affordable housing to meet the needs of larger families.

Heartland applied for LIHTCs in 2012 and was the only project in the state awarded credits in the supportive housing set aside., but the project required an additional \$750,000 in gap financing to be able to close. Heartland's creativity and tenacity were evidenced by applications to multiple sources of potential funding, including the City of Milwaukee and the Federal Home Loan Bank (FHLB). After winning a soft financing award from the city of Milwaukee amounting to just over \$200,000, however, the project was not successful in the FHLB application.

Heartland recognized, however, that the project would likely be successful in the following year's FHLB financing competition, because of the value that agency places on projects that have secured their building permit at the time of application. In order to close the deal and begin construction, we worked with our design and construction team to reduce the financing gap to one that we could manage by deferring a larger portion of our developer fee than we had anticipated, with the hope that the FHLB award would be able to restore our fee to the original budgeted level. Although risky for a smaller nonprofit developer like ourselves, our strategy was successful. In 2013, we completed construction of Maskani Place and began leasing up the building to families. Today, we have achieved stabilized occupancy in the building and currently house and provide services to more than 150 individuals in families

2.1.2 DEVELOPMENT EXPERIENCE/Developing Low-Income Multifamily Housing

LEADER IN AFFORDABLE HOUSING

Founded in 1988 as the community development arm of Heartland Alliance, Heartland Housing, Inc. is one of the first supportive housing developers in the United States. We combine housing development with supportive services to ensure resident housing success. We believe that all people, especially the most vulnerable members of society, are entitled to safe, decent, and quality housing regardless of income, race, class, or sexual orientation. Our values drive us to seek out and execute innovative solutions and best practices enable us to develop high quality, service enriched, and environmentally sensitive housing to help bring stability to our residents' lives and allow them to live with dignity.

In 28 years, Heartland has created over 1,900 units in 19 affordable housing communities. We currently manage over 900 units of quality, safe housing for the most vulnerable in Chicago, Milwaukee and Madison. All of our housing communities are based in multi-family rental properties ranging from 24 units to 200 units. Our developments include SRO supportive housing, independent senior housing, family supportive housing and large mixed-income developments, as well as historic rehabs, moderate rehabs and new construction projects. Tools include the spectrum of affordable housing financing tools such as Section 42 tax credits, Historic and Renewable Energy tax credits, Federal Home Loan Bank, HOME/CDBG, TIF and private debt. We house seniors, veterans, people with AIDS, homeless and at risk of being homeless single people and families, formerly incarcerated individuals, and workers, all of whom need an affordable, stable place to call home.



INNOVATOR OF GREEN DEVELOPMENT



Heartland Housing's focus on expanding the definition of green development is a commitment to our residents, buildings and communities. Recent sustainable features include rigid external insulation, high-efficiency HVAC systems, on-site urban agriculture, geothermal heating and cooling, solar thermal domestic hot water, green roofs, non-toxic surfaces and finishes, native drought-tolerant landscaping and permeable paving.

Beginning with our first design kickoff meeting and continuing throughout construction and operations, Heartland Housing seeks to implement the highest level of green certification building appropriate for each building's context. Our buildings have achieved or will achieve LEED for Homes Platinum (Rethke Terrace), LEED for Homes Gold (Prairie Apartments), LEED New Construction Gold (Town Hall Apartments), LEED New Construction Silver (Parkway Apartments) and Enterprise Green Communities Certification (Capuchin Apartments, Harvest Commons, and Maskani Place). Our property management continues this commitment to green living with low/non-toxic cleaning materials, support for residents' green living, and attention to lower-energy light fixtures, Energy Saver appliances, and low/no-VOC and/or recycled content floor coverings and paints.

Many of these components help us reduce the long-term operating costs of our properties, increasing our portfolio's financial stability. And, equally important to our mission, they help us create a healthier environment for our residents by providing good indoor air quality, areas to encourage an active lifestyle, and access to fresh produce.

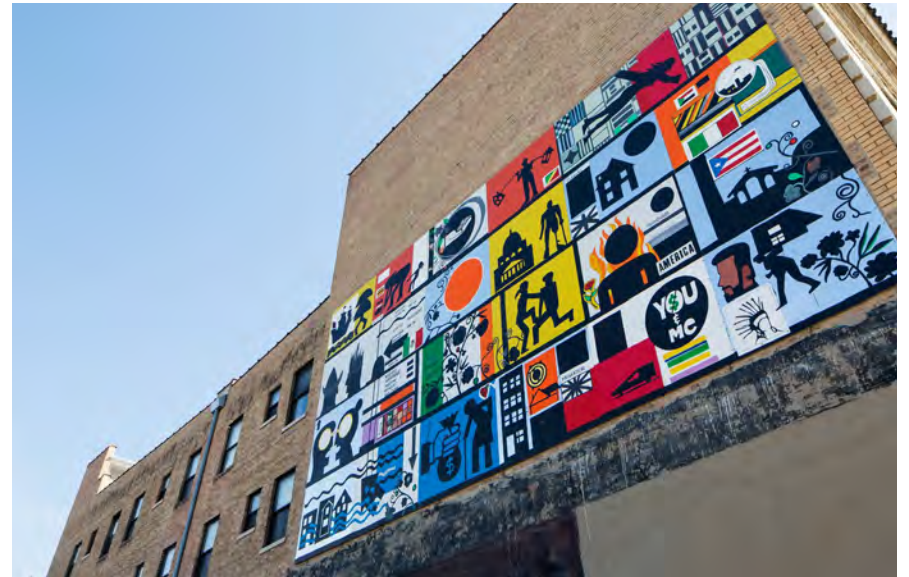
We expect to achieve green and/or WELL certification on all future developments, providing residents with healthy and resource-efficient housing and staff with a healthy work environment.

STRONG COMMUNITY PARTNER

Our strong partnerships with funders, government agencies, community leaders, non-profit organizations, and private developers help our residents stabilize their lives. Our commitment to community-driven solutions set us apart. We don't assume we know the challenges of a particular community or how to fix them, but listen to the community to apply our expertise in a project-specific way.

We want our buildings to be viewed as anchor assets in each community. They are places where residents are active, engaged community members and we find ways to invite the community into our buildings through art, gardening, and service projects. For example, Weiss Hospital in Chicago has been conducting wellness screening and services for the low-income seniors in our Hollywood House property. Top Box Foods coordinates delivery of affordable, fresh, healthy foods to several properties in our portfolio ensuring that residents have affordable, healthy food options. Boston Consulting Group and BMO Harris Bank, among others, have volunteered at other properties for events such as garden days.

Heartland Housing is proud of the many community organizations with whom we've partnered to bring affordable housing to their neighborhood. From churches to service providers and community centers to elected officials, our partners enable us to tailor our expertise in affordable housing finance and design to meet specific local needs.



COMMITTED TO INTEGRATED DESIGN



By collaborating with key stakeholders at every step of development, we are able to design buildings that cohesively take into account all of the involved parties' needs, ideas, and fields of expertise. Our development process begins with a day-long design charrette, bringing together our development and property management teams, the social service provider if applicable, and community stakeholders with the design and engineering team to create a comprehensive, realistic vision for the project.

In recent projects, following this design kickoff, we have held focus groups of prospective residents to gain feedback on early design plans, empowering them to share key insights that are crucial to the design process. Working with seniors in the development of Town Hall Apartments' design, for instance, led to the re-configuration of the residential units, a design emphasis on certain community spaces, and the inclusion of common areas of different sizes for residents to socialize in as well as be able to host gatherings from a game night to a dinner party. At Maskani Place, working with families of our partner's temporary housing shelter, we rethought the practicalities of life with young children in the design of the building's common areas.

This work with future residents also reminds us that, beyond developing buildings, we are creating homes. Understanding that the aesthetic elements can be just as valuable as the functional aspects in a home, we often continue the community design process to work with local artists and future or current residents to design and install a piece of public art.

CASE STUDY PRAIRIE APARTMENTS



In November 2006, Heartland and Guest House of Milwaukee, a well-respected local provider of supportive services for 27 years, partnered to develop our first project in Milwaukee. Prior to the development, the subject property was occupied by a vacant, deteriorating three-story apartment building from the 1960s. The last use of this building was as a detoxification center with clients temporarily living in 55 small "sleeping rooms" with no private cooking facilities and shared dorm-style bathrooms. Furthermore, shortly before the project was conceived, several *Milwaukee Journal-Sentinel* articles highlighted the deplorable living conditions for people with similar circumstances throughout Milwaukee. At that time, Prairie Apartments – a high-quality, well-designed, sustainable and affordable housing project – represented a new cultural model for addressing homelessness and the many disabilities typically associated with this condition.

Prairie Apartments provides on-site case management through The Guest House including any necessary counseling to ensure residents are able to become self-sufficient. Case managers assist residents with referrals to other social services, health care, mental health resources, employment training, access to clothing and food, and benefit assistance. In addition, residents who are consumers of the Milwaukee County Behavioral Health Division (BHD), for which 10 units are designated, will continue to work with a BHD case manager. The County case managers will focus on clinical and medical monitoring, while the Prairie/Guest House case manager focuses on daily living and tenant support.

CASE STUDY ROOSEVELT SQUARE



Built over two phases, Roosevelt Square is a mixed-income community that includes both income-restricted and market rate units for individuals and families. The development team for this ambitious project included Related Midwest on the for-sale component and Heartland Housing, Inc. on the rental component. All 367 units of affordable rental and public housing were completed in 2008 and additional phases of development are anticipated in the future.

Located in close proximity to the University of Illinois at Chicago, the Illinois Medical District, and the historic Taylor Street neighborhood, Roosevelt Square offers residents several different unit types in 6-flat masonry buildings to accommodate large families and individuals. Units are newly constructed and have modern amenities including central heat, air-conditioning, and energy-efficient appliances.

Many residents at Roosevelt Square are connected to programming from Heartland Human Care Services to provide post occupancy case management services along with employment and asset building initiatives. A primary focus of these programs is to provide counseling to eliminate barriers to employment and create linkages to transitional job programs and direct employment placement opportunities.

Total development costs for rental portion of both phases at Roosevelt Square was approximately \$97 million. The primary development sources include: 9% LIHTC, HOPE VI funds, Federal Home Loan Bank AHP fund, and Illinois Affordable Housing Tax Credit.

CASE STUDY RETHKE TERRACE



Just completed in 2016, Heartland is proud to have delivered the first 60 units of permanent supportive housing for chronically homeless adults in Madison, and helping to move forward the success of Madison's Five Year Plan to End Homelessness.

Assembled from a combination of public and privately-owned properties, Rethke Terrace is conveniently located on East Washington in the Carpenter-Ridgeway neighborhood. It offers residents partially-furnished studio apartments with private bath and kitchen, as well as storage space. Units are light-filled and feature high quality, durable finishes which were also chosen to reduce off-gases and pollutants and improve indoor air quality. The building also includes a terrace and an extensively landscaped edible landscape, a multipurpose community room and teaching kitchen, a library, fitness equipment, and computers.

Additionally, the property houses onsite property management and intensive case management from our partner, Heartland Health Outreach (HHO). A primary goal of our holistic management and services approach is to meet people where they are, with the goal of ensuring accountability to the building and their community while building the skills of living independently. Prospective tenants are selected for the project based on the length of time they have been homeless as well as their VI-SPIDAT score, with priority for individuals who have been homeless for the longest period of time. In addition to the case management and clinical services HHO provides residents, Heartland Housing is also working to develop a resident and community engagement model around the edible landscape, garden beds, and teaching kitchen.

Total development cost for Rethke Terrace was approximately \$8 million. Primary development sources included Low-Income Housing Tax Credit equity, City of Madison CDA, Dane County, Federal Home Loan Bank (AHP) and grants from Home Depot and Enterprise Community Partners. Additionally, the project utilizes 25 VASH vouchers, 27 project-based vouchers from the CDA and 27 project-based vouchers from the Dane County Housing Authority to make rents affordable for the development's extremely low income tenants.



HARVEST COMMONS

Section 42 and Supportive Housing Experience - Project Profile

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HARVEST COMMONS/Supportive Housing

Formerly one of the worst transient hotels in Chicago, Harvest Commons has been transformed into a place of new beginnings and hope.

Harvest Commons, the rehabilitation of an historic Art Deco hotel on the Near West Side, offers residents bright, efficient studio units to call home. Harvest Commons redefines “green living”, offering residents the opportunity to volunteer in the on-site urban farm, with our resident flock of chickens, and to learn about nutrition and green living from our partners Heartland Human Care Services and Heartland Health Outreach. Additional building amenities include the restored historic lobby, on-site supportive service staff, commercial teaching kitchen, computer lab, laundry, bicycle storage, and Gracie’s Café, a social enterprise coffee shop. Harvest Commons is close to multiple retail options, Union Park, and public transit. Units feature full kitchens and baths, and are partially furnished with a twin bed and chair.



Development Team

Heartland Housing, Inc.
Developer & Property Manager

First Baptist Congregational Church
Development Partner

Heartland Human Care Services, Heartland Health Outreach & St. Leonard’s Ministries
Supportive Services Provider

Landon Bone Baker
Architect

Linn Mathes, Inc.
General Contractor

Unit/Income Mix

Studio: 89

60% AMI: 80 units

30% AMI: 9 units

All units have project based vouchers - households will pay 30% of their income for rent

Building Features

- Restored historic lobby area
- On-site property management and supportive services
- Computer lab
- Teaching kitchen
- On-site laundry
- Urban farm
- Bicycle storage
- Social enterprise coffee shop
- Enterprise Green Communities Certification

Funding Sources

- Low Income Housing Tax Credits
- Historic Preservation Tax Credits
- Property donation (City of Chicago)
- IL Department of Commerce and Economic Opportunity Grant
- Tax Increment Financing
- Enterprise Community Loan Fund
- Chicago Housing Authority (Project Based Vouchers)
- Seller Financing



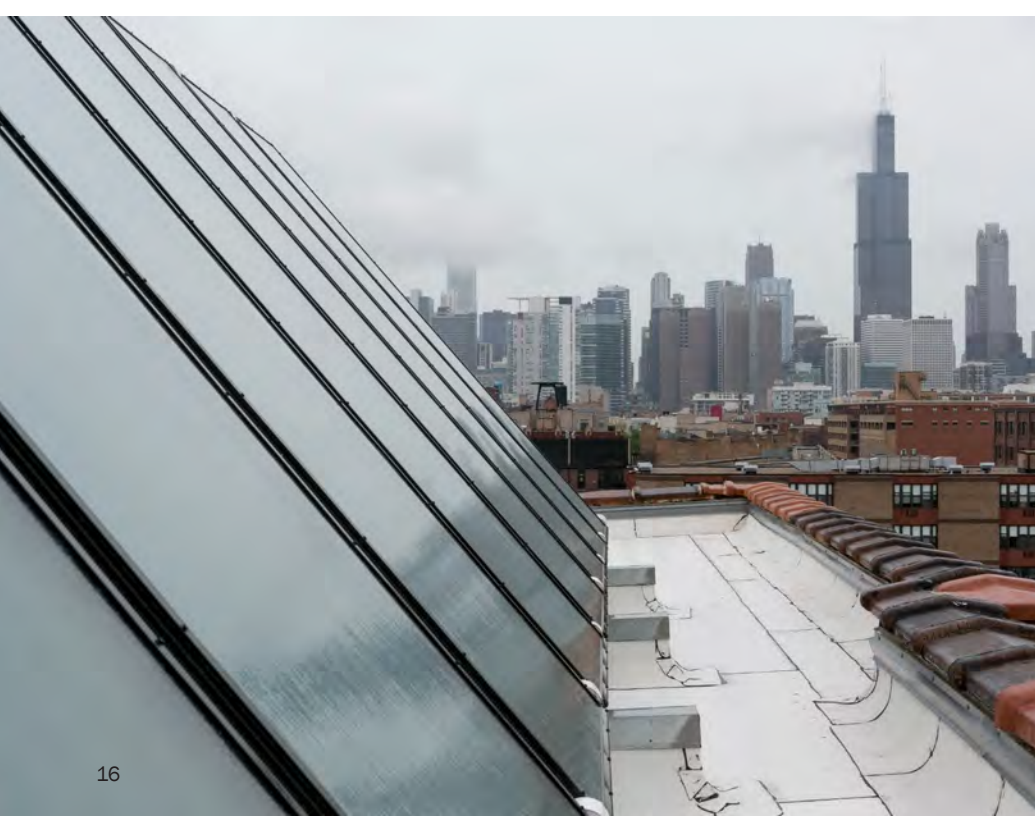
Partners:



LANDON BONE BAKER ARCHITECTS



Harvest Commons - Project Profile



Harvest Commons - Project Profile



2.1.3 DEVELOPMENT EXPERIENCE/**Public-Private Partnerships**

Many of Heartland's developments have been the result of successful public/ private joint ventures. Such collaborations are an important part of the work we do. In our experience, public/private joint ventures have taken multiple forms, including: responding to a specific city need through a request for proposal, working with a government agency such as the City of Madison or Chicago Housing Authority to realize a common vision, and partnering with funding agencies to obtain rental subsidies in order to serve those populations most in need.

CHICAGO HOUSING AUTHORITY (CHA) MIXED INCOME WORK

Heartland is a developer or co-developer on three Chicago Housing Authority (CHA) mixed-income projects: Roosevelt Square, Jazz on the Boulevard and Lathrop Homes. All three developments are part of the CHA's Plan Forward, which is aimed at reversing the physical and economic concentration of poverty and physical obsolescence of existing buildings in older public housing developments. For Roosevelt Square, the CHA chose Related Midwest and Heartland to transform the former ABLA Homes into a new 2,400-unit, mixed-income community on Chicago's Near West Side. With each phase of development, the development team enters into a long-term lease for \$1 with the CHA for the underlying development property, and the CHA provides capital and operating subsidy for its public housing units. In addition, the development team has also worked closely with the City to establish a TIF district and obtain TIF funds. A similar arrangement exists at our other two CHA properties – Jazz on the Boulevard, at which we own 39 rental units, and Lathrop Homes, a 1116-unit LEED-ND Gold development with significant commercial space. Working closely together with the CHA and the City, we are helping to transform challenged public housing that has concentrated poverty into vibrant mixed income, mixed use developments.

RENTAL SUBSIDIES

To ensure that we're able to serve populations most in need, Heartland worked hard to secure project-based rental assistance for all three of its Milwaukee properties, as well as the first two phases of permanent supportive housing in Madison:

- Rethke Terrace, our first permanent supportive housing project in Madison, has 57 units with project based rental assistance from the Madison CDA and Dane County Housing Authority. Of these, 25 project-based VASH vouchers will serve homeless veterans in partnership with Department of Veterans Affairs (VA) and local VA medical center.

- Prairie Apartments, our first permanent supportive housing project in Milwaukee, has 16 units with project based rental assistance from the Housing Authority of the City of Milwaukee (HACM). An additional 10 units are reserved

for individuals receiving services from the Milwaukee County Behavioral Health Division (BHD), for which a rental subsidy is received.

- Capuchin Apartments has 12 units with HUD Shelter Plus Care (S+C) project-based rental subsidy for chronically homeless individuals with a disability. It also has 14 Milwaukee County Behavioral Health Division (BHD) units to serve consumers of the County's Behavioral Health Division. Both programs are administered by Milwaukee County.

- Maskani Place, our first permanent supportive housing development for families received project based rental assistance from the Housing Authority of the City of Milwaukee (HACM) for all 37 units.

- With the project-based rental subsidies, residents in these units will be responsible for paying up to 30% of their income toward rent. As a result, families and individuals coming from homelessness, with little or no income, will be able to afford living at each development.

Heartland has also secured project based subsidies for 100% of its Chicago supportive housing units, including for Harvest Commons, Town Hall Apartments, Los Vecinos, Mae Suites and Karibuni Place.

CHA Property Rental Assistance (PRA)

- Harvest Commons: This supportive housing project is targeted toward individuals who have experienced homelessness, those at risk of homelessness, and/or have been formerly incarcerated. Property Rental Assistance (PRA), CHA's project based rental assistance program, was critical to housing this population. Heartland successfully obtained PRA for all 89 units.

- Town Hall: Town Hall targets a range of very low, low and moderate income seniors (individuals and couples from 30% to 80% of the area median income). All 79 units are subsidized by rental subsidies through the PRA program.

- Hollywood House: Hollywood House also targets a range of very low, low and moderate income seniors (from 30% AMI to unrestricted market rate units). In this mix of 197 units, we have 50 PRA units, 35 Chicago Low Income Housing Trust Fund Units and 12 Housing Choice Vouchers.

- In addition to these recent PRA projects, we also have project-based subsidies at several of our other Chicago projects: San Miguel – 14 PRA unit, Jazz on the Boulevard – 30 Public Housing units, Parkway – 45 Section 8 units, Leland – 12 RHI Section 8 units and PRA Section 8 units, Mae Suites – 39 Section 8 units, Karibuni – 60 Section 8 units and 12 PRA units.



TOWN HALL APARTMENTS

Public Private Partnerships - Project Profile

TOWN HALL APARTMENTS / Senior Housing

A safe, welcoming and affordable place for seniors to call home that embraces and supports its residents regardless of their sexual orientation.

Town Hall Apartments, the adaptive re-use of the historic decommissioned Town Hall police station and new construction of a six-story residential building, opened in August 2014.

Town Hall Apartments' target community is low and moderate-income seniors, particularly long-time residents of the neighborhood who have struggled to stay as much of the once-affordable housing stock has become unaffordable. It is purposely structured with a variety of income requirements, including units limited only to 80% AMI, to foster a diverse community. Additionally, while sexual orientation is not a factor of tenancy, Town Hall Apartments welcomes and includes all low-income seniors, including the Lesbian, Gay, Bisexual, and Transgender (LGBT) community. The mixed-use building also features Center on Addison, a full service senior center targeting LGBT seniors, a boutique gym, and onsite property management and supportive service staff just for building residents.



Development Team

Heartland Housing, Inc.

Developer & Property Manager

Center on Halsted

Supportive Services Provider

Gensler

Architect

Power Construction, LLC.

General Contractor

Building Features

- Spacious community room with kitchen
- Computer lab
- Fitness room
- Outdoor terrace
- Elevators
- Air conditioning
- On-site laundry facilities
- Bike parking
- Close proximity to transit
- Onsite senior center
- Adjacent to LGBT community center
- LEED NC Gold Certification

Unit/Income Mix

Studio: 30

1BR: 49

80% AMI: 4 units

60% AMI: 40 units

50% AMI: 35 units

All units have project based vouchers - households will pay 30% of their income for rent

Funding Sources

- Low Income Housing Tax Credits
- City of Chicago HOME
- Property donation (City of Chicago)
- IL Department of Commerce and Economic Opportunity grant
- Citibank permanent loan
- Citibank construction loan
- Chicago Housing Authority rental subsidies
- Seller Financing



Partners:



Town Hall - Project Profile



Town Hall - Project Profile



2.2.1 PROPERTY MANAGEMENT EXPERIENCE/Section 42 Properties

PROPERTY MANAGEMENT FOR TAX CREDIT PROPERTIES

In our 28-year history, Heartland Housing has been actively involved in the development and operation of 19 housing developments totaling over 1,900 units of affordable and permanent supportive housing. A critical financing component of 14 of these developments was the Section 42 Low Income Housing Tax Credits (LIHTC). HH has repeatedly received LIHTC awards from three allocating agencies: the Wisconsin Housing and Economic Development Authority (WHEDA), the Illinois Housing Development Authority (IHDA), and the City of Chicago.

As an experienced operator of LIHTC financed developments, Heartland Housing knows a critical element of using this financial tool is remaining in compliance with its myriad regulations affecting everything from resident qualifications to budgeting, fiscal operation and reporting. This is especially critical given the program's 15 year compliance period. Heartland Housing has the experience, capacity and relationships with allocating agencies and tax credit syndicators to take a development successfully through the compliance period.

All members of the senior property management team are tax-credit certified. Our Director of Property Management was formerly employed by IHDA as a Senior Asset Manager and lead compliance trainer. As the lead trainer, her primary duty was to prepare and provide instruction to property managers throughout the state of Illinois on IHDA requirements and Section 42 compliance. Heartland Housing has full-time asset management staff dedicated to ensuring our developments remain in compliance with the various monitoring agencies and funding sources. Lastly, we've established strong long-term relationships with the asset management departments of all three LIHTC allocating agencies, as well as multiple tax credit syndicators, including US Bank, NEF, Enterprise, Boston Financial, and the Richman Group. Given the importance placed on experience and track record, a testament to our success operating LIHTC properties is the fact that we have repeatedly been awarded and sold tax credits through the same agencies and syndicators at favorable pricing and terms.

CASE STUDY MASKANI PLACE



Our third project in Milwaukee, Maskani Place opened its doors to families in January 2014. Maskani Place was among the first of its kind in Milwaukee.

Tenant selection at this 37 unit building was guided by a site-based waiting list developed to provide families who are homeless or at risk of homelessness a priority to access this housing. The development also took names from the waiting list maintained by the Housing Authority of the City of Milwaukee (HACM) as needed to lease up vacant units. During this process, Heartland Housing successfully navigated and adhered to the LIHTC tenancy rules, HACM requirements, and all rules and regulations of the City of Milwaukee, WHEDA and HUD. The project achieved stabilization within three months after achieving full occupancy.

Maskani Place has continued to successfully provide quality supportive housing to families in Milwaukee and expects to continue far into the future. As of May 2016, Maskani Place is 97% occupied (one unit vacant) and the collections rate averages 95%.

These milestones and performance metrics could not have been accomplished without the property and asset management structure that we have at Heartland Housing. Our current structure consists of all application and re-certification processes initiated by our on site manager and reviewed and approved by our asset management department. Annually, our organization's internal auditor tests a sample of files to ensure compliance with the Tenant Selection Plan, Section 42 requirements, and other regulatory agency and lender requirements. In addition, the auditor makes a comparison of electronic and paper files to ensure further accuracy. This check-and-balance approach at all levels of operation enables us to consistently meet our regulatory obligations.

CASE STUDY
CAPUCHIN APTS.



In addition to providing quality, safe and affordable housing for residents, the primary objectives of any property management company that manages affordable or supportive housing are achieving financial stability and maintaining compliance (both physical and program requirements) with monitoring agencies, tax credit syndicators, housing authorities and other lenders. In doing so, the manager is helping to ensure this vital resource is available to vulnerable populations and communities for many years. Capuchin Apartments is an example of our commitment to this standard.

Capuchin Apartments is a 38-unit supportive housing development located in Milwaukee, Wisconsin. A Section 42 LIHTC development, Capuchin Apartments is also financed with resources from Milwaukee County and HUD's Shelter Plus Care program. Due to the variety of programs at the development, our Tenant Selection Plan requires that applicants are selected from three different waitlists. Heartland Housing has been able to effectively manage the waitlist and maintain satisfactory ratings on all Management and Occupancy Reviews conducted by WHEDA and our tax credit syndicator (The Richman Group) since its inception.

During the lease-up process, Capuchin was able to surpass pre-established tax credit occupancy requirements by obtaining 100% qualified occupancy within 45 days of opening the development. In addition, the development was able to achieve its critical break-even operations performance metric within a minimal amount of time. Since its inception, Capuchin Apartments has consistently maintained an average occupancy of 97% and collections rate at or above 95%. Work orders are addressed within 48 hours for non-emergency issues and less than 24 hours for emergency situations. Units are made ready for occupancy within 5 days from being vacated in preparation of the next resident.



2.2.2 PROPERTY MANAGEMENT EXPERIENCE / Multi-Unit Low Income Housing

PROPERTY MANAGEMENT FOR LOW INCOME MULTIUNIT HOUSING

Heartland Housing develops and manages high-quality, affordable housing that meets the community's needs. Our in-house property management team maintains the physical and financial health of our housing communities. We actively manage a portfolio of over 1,000 units. Our entire portfolio of developed and managed properties consists entirely of multifamily rental projects ranging in size from 24 units to 197 units in a single building. We have also developed large-scale HOPE VI public housing developments that consist of many units in smaller buildings. All of our housing communities serve extremely-low and low-income individuals, with a large portion specifically targeting the formerly homeless.

As a management agent, Heartland Housing, Inc. understands the importance of balanced property management, particularly in developments that aim to house individuals with special needs. Heartland's management model balances the needs of the building's community with the needs of the individual. Unlike typical market-rate housing, challenges common to low-income and homeless households, such as bad credit history or behavioral issues, are not automatic causes for an application denial or for an eviction. Rather, Heartland's property management team works closely with prospective residents and supportive service providers to ensure the development will be a good fit for all stakeholders, and work through resident and community issues that may arise. This approach has been critically important to helping homeless individuals secure and maintain their housing. It has also been critical to the success of our housing developments being viewed as community assets.

Heartland Housing's communities include: permanent supportive housing, affordable housing, mixed-income former public housing, and independent senior living. A few other points about our property management team and experience include:

- Heartland has been managing supportive and affordable housing since 1997.
- Approximately 35 full time employees serve Heartland's property management function, with 24-hour on-call emergency management and maintenance services.
- Heartland's Property management functions include property management, asset management, compliance, maintenance, janitorial, front-desk service and, in some cases, resident services.
- Professional certifications include Low Income Housing Tax Credits, certified occupancy specialist, fair housing, rent calculation and public housing.

- Director of Property Management certified through IREM's Accredited Residential and Property Management program.

- Develop and maintain waitlist, tenant selection plans, affirmative fair marketing plans and management agreements in compliance with the requirements of City of Chicago Department of Housing, Illinois Housing Development Authority, City and County of Milwaukee, City of Madison CDA, Dane County Housing Authority, and Wisconsin Housing and Economic Development Agency.

Our primary mission is housing stability for vulnerable populations. Despite their previous challenges with and obstacles to housing stability, Heartland Housing firmly believes in the strength and ability of our residents to improve their self-sufficiency and quality of life. As such, we promote opportunities for residents to empower themselves and to have some control over the environment which they call home.

To accomplish this we have partnered with many different social service providers as appropriate for the population being served. Please see appendix for further details on other partnerships.

HEARTLAND HOUSING LOW INCOME MULTIUNIT HOUSING OF COMPARABLE SIZE

Heartland Housing manages 11 properties ranging in size from 24 to 197 units. Below are four comparable new construction properties to the proposed 50-60 unit building described in the RFQ:

TOWN HALL APARTMENTS



Located in Chicago's Lakeview neighborhood, Town Hall Apartments provides 79 new studio and one-bedroom apartment units for low-income seniors. The project incorporates the adaptive reuse of an historic, decommissioned police station with a new construction residential mid-rise. Center on Halsted will provide on-site supportive services to building residents.

RETHKE TERRACE



Lease-up beginning in May 2016, Rethke Terrace will serve 60 individuals, most of whom have a history of chronic homelessness. In partnership with Heartland Health Outreach, a full range of supportive services are offered on-site to help residents overcome persistent obstacles to maintaining stable housing.

CAPUCHIN APARTMENTS



Completed in 2011, Capuchin Apartments provides 38 units of permanent supportive housing to homeless individuals, those with mental illness and the working poor on the Near Northwest Side of Milwaukee. This Section 42 LIHTC development is monitored by the Wisconsin Housing and Economic Development Authority. Supportive and resident services are provided by Guest House of Milwaukee and St. Ben's Community Meal.

MASKANI PLACE



Maskani Place, open since January 2014, offers permanent supportive housing for homeless families or those at risk of homelessness. Located in Milwaukee's Harambee neighborhood, Maskani Place's 37-units are comprised of two-, three-, and four-bedrooms units. Tax credits were awarded by Wisconsin Housing and Economic Development Agency; the Housing Authority of City of Milwaukee provides the subsidy for this development. Supportive services are provided by the Salvation Army.

2.2.3 PROPERTY MANAGEMENT EXPERIENCE/Supportive Housing

PROPERTY MANAGEMENT FOR FAMILY ORIENTED PERMANENT SUPPORTIVE HOUSING

Heartland is committed to providing residents access to appropriate supportive services and promoting their involvement in building and neighborhood activities and programs in order to foster the independence necessary to build stable lives and communities. At Heartland Housing, we know the nuts and bolts of financing and managing properties, maintaining the financial soundness and overall integrity of our buildings. But we also go beyond the bricks and mortar by providing residents with opportunities to be successful members of their communities. As the only housing developer in the city of Chicago to be chosen under all three of Mayor Daley's Supportive Housing Initiatives, Heartland has established itself as a model program for others in the city as well as nonprofits nation-wide.

Heartland works closely with local partners to provide residents with life skills and tools, such as personal budgeting and employment referrals. Our work with a wide range of individuals and families has taught us how to customize programs and services to best meet the resident's and community's needs. Depending on the population, typical services will vary, but may include: case management, mental health services, job training and placement, financial literacy, substance abuse, and linkages to outside service providers. Funding typically comes from a variety of sources, including Federal, State, County and City sources, as well as through private fundraising. Heartland Housing staff and partners work with residents both before and after move-in day so residents are equipped to be good neighbors. When a resident does experience a crisis, management and service staff intervene and collaborate to de-escalate the situation in partnership with the resident with the ultimate goal of maintaining housing stability.

Heartland Housing successfully developed and continues to manage over 600 units of affordable housing with supportive services. These projects include: The Leland, Mae Suites, Los Vecinos, Kari-buni Place, Jazz on the Boulevard, Prairie Apartments, Capuchin Apartments, Harvest Commons, Maskani Place, Town Hall Apartments, and Rethke Terrace.

CASE STUDY PRAIRIE APARTMENTS



In November 2006, Heartland and Guest House of Milwaukee, a well-respected local provider of supportive services for 27 years, partnered to develop our project in Milwaukee. Prior to the development of Prairie Apartments the subject property was occupied by a vacant, deteriorating three-story apartment building from the 1960's. The last use of this building was as a detoxification center with clients temporarily living in 55 small "sleeping rooms" with no private cooking facilities and shared dorm-style bathrooms. Furthermore, shortly before the project was conceived, several Milwaukee Journal-Sentinel articles highlighted the deplorable living conditions for people with similar circumstances throughout Milwaukee. At that time, the Prairie Apartments – a high-quality, well-designed, sustainable and affordable housing project – represented a new cultural model for addressing homelessness and the many disabilities typically associated with this condition.

Prairie Apartments provides on-site case management through The Guest House including any necessary counseling to ensure residents are able to become self-sufficient. Case managers assist residents with referrals to other social services, health care, mental health resources, employment training, access to clothing and food, and benefit assistance. In addition, residents who are consumers of the Milwaukee County Behavioral Health Division (BHD), for which 10 units are designated, will continue to work with a BHD case manager. The County case managers will focus on clinical and medical monitoring, while the Prairie/Guest House case manager will focus on daily living and tenant support.

CASE STUDY LELAND APARTMENTS



The Leland Apartments are housed in a beautiful six-story building that is listed on the National Register of Historic Places. Constructed in 1926 as the Leland Hotel, the building was eventually converted into private apartments before falling into serious disrepair. When the surrounding Uptown neighborhood began to undergo an economic revival, The Leland was at risk for gut rehab and conversion into condominiums. Currently it contains 137 affordable housing units, 4,000 square feet of commercial space, and a large community room for residents, neighborhood groups, and organizations.

The fifth and sixth floors of the building are dedicated to a permanent housing program for some of the hardest to house individuals those living on the street with a history of mental illness, substance abuse and are formerly homeless. This program, Pathways Home, is administered by Heartland Health Outreach (HHO), a sister agency of Heartland Housing, and includes 50 units. This program is funded with grants and HUD SHP funds. The SHP funds are used to pay Heartland Housing rent as well as for the majority of social services provided.

The Pathway Home program consists of two phases. The first phase is for individuals directly off the street who need an apartment to begin to stabilize their lives. This first phase is located on the second floor of the building. These residents do not have leases, and are closely monitored by around-the-clock staff located on the second floor. Staff includes social workers, doctors, and case managers. The second phase, located on the third floor, is for individuals who have graduated from the first phase and are now able to sign a longer term lease (3-6 months), and do not need as much assistance with daily tasks, but are still in need of case management. Social service staff is also located on the third floor.

CASE STUDY HARVEST COMMONS



Harvest Commons is an 89 unit development located on the near west side of Chicago. Heartland Housing partnered with First Baptist Congregational Church to develop our most recent project. Heartland Housing and First Baptist Congregational Church were both mission driven in their desire to develop Harvest Commons in order to accommodate persons who are least served by the housing market: formerly incarcerated individuals who have completed transitional housing programs, and persons who meet HUD's definition of homeless.

From conception to execution, Heartland carefully strategized to ensure that the target population was presented with an opportunity for quality housing and environment and the services necessary to succeed. This strategy initiated with the Chicago Housing Authority and the approval for allowing applicants who were formerly incarcerated and not on the authority's waitlist to be prioritized for the development. In addition, Heartland Housing partnered with St. Leonard's Ministries, a local service provider, to ensure that one floor in the building was set aside exclusively for ex-offenders. Believing individuals want to lead productive and whole lives, St. Leonard's Ministries provides opportunities for individuals recently released from prison to reach their potential. Residents are provided with an array of reentry program and employment services designed to assist them as they make the transition to successful independent living. Heartland worked with this organization because of the shared common objectives for this population.

Heartland Housing also collaborated with our sister agency Heartland Human Care Service (HHCS), who worked side by side with Heartland during the lease up process. HHCS's, role included initial screening of residents to identify their service needs and craft individual service plans. The service delivery team also includes a part-time substance abuse specialist, a housing specialist and an employment specialist. Another Heartland partner, Heartland Health Outreach, will be providing a part-time nutritionist to work with residents on healthy living programs.

2.3.1 SUPPORT SERVICES EXPERIENCE/Supportive Housing

EXPERIENCE PROVIDING CASE MANAGEMENT AND WELLNESS PROGRAMS FOR CHRONICALLY HOMELESS ADULTS

Heartland Health Outreach's continuum of supportive housing for individuals experiencing homelessness and have a serious mental illness or a dual diagnosis include the following programs:

(1) Assisted Permanent Housing (1991): a scattered-site, supportive living program for eight individuals who are homeless and have a serious mental illness who may have a co-occurring substance use disorder. Supportive services are designed to enhance Activities of Daily Living (ADL) and problem solving skills, promote independence and dignity, improve satisfaction, and ensure success in community living. Services are provided to the individual, in the community, by his or her Community Services team.

(2) Antonia Community Support Residential (1993): a building owned and managed by HHO that provides supervised residential treatment to sixteen adults with serious mental illness and long histories of institutional care.

(3) Antonia Safe Haven (1994): a residential program located within the Antonia building that is owned and managed by HHO that provides a communal housing model for individuals with histories of chronic homelessness with serious mental illness who are unwilling to participate in traditional mental health services. Staff are trained to engage and support individuals who are unlikely to find a proper fit in more traditional residential settings while utilizing motivational techniques to engage the participant in healthcare and, eventually, mental health services.

(4) Shelter Plus Care (1994, 1995, 1996, and 2002): a scattered-site, supportive permanent housing program for 88 individuals who are homeless and have a serious mental illness who require supportive services to maintain housing in the community. Rental assistance is provided in conjunction with supportive services

offered through HHO's community-based mental health programs or other external mental health providers.

(5) Supportive Permanent Housing (1997, 2002): a supportive housing program, with units scattered throughout a single building, for eighteen individuals who are homeless and who suffer from a serious mental illness who may have a co-occurring substance use disorder. Supportive services are designed to enhance activities of daily living and problem-solving skills, promote independence and dignity, improve satisfaction, and ensure success in community living.

(6) Pathways Home (2000): The Pathways Home program is located in the Leland Apartments, an affordable housing property developed, owned, and managed by Heartland Housing, Inc. (HHI). While HHI provides property management, HHO manages the supportive services for 50 adults with histories of chronic homelessness who have both serious mental illness and cooccurring substance use disorders. Pathways Home is specifically designed to engage, house, and support individuals who are not initially interested in traditional routes to recovery. Pathways Home is made up of two component programs: Safe Haven and Permanent Housing. Housing does not depend on treatment participation—rule infractions and substance use do not necessarily lead to discharge, but neither are they ignored. Support plans and consequences are put in place to address these issues. The Pathways Home Safe Haven is a community housing program designed to house 24 participants who find participation in treatment for their mental illness and substance use disorder particularly difficult. Pathways Home Permanent Housing is a community housing program that accommodates 26 participants. In this program, participants are more ready to look, learn, and talk about their illnesses, even if they have not yet attained consistent psychiatric stability or consistent management of their substance use.

(7) Samaritan Housing Initiative (2009): a scattered-site housing program for thirty individuals who have chronic health conditions. Supportive services are designed to help participants manage their conditions and maintain their housing.

(8) Medicaid Supportive Housing Program (2010): a scattered-site housing program for 34 individuals who have poorly managed chronic health conditions and, as a result, are high utilizers of Medicaid reimbursed services. Staff assists participants in managing their conditions and maintaining their housing in order to improve health outcomes and lower overall costs of care.

(9) Rethke Terrace (2016): Heartland Health Outreach (HHO) will operate in the building under a Supportive Services Plan, providing a trauma-informed, stage-based, Housing First service model. HHO intends to utilize Comprehensive Community Services (CCS) as the primary strategy for funding the onsite services, which will be provided seven days/week at the property. The fee-for-service mechanism requires the enrollment of individuals who qualify for these services.

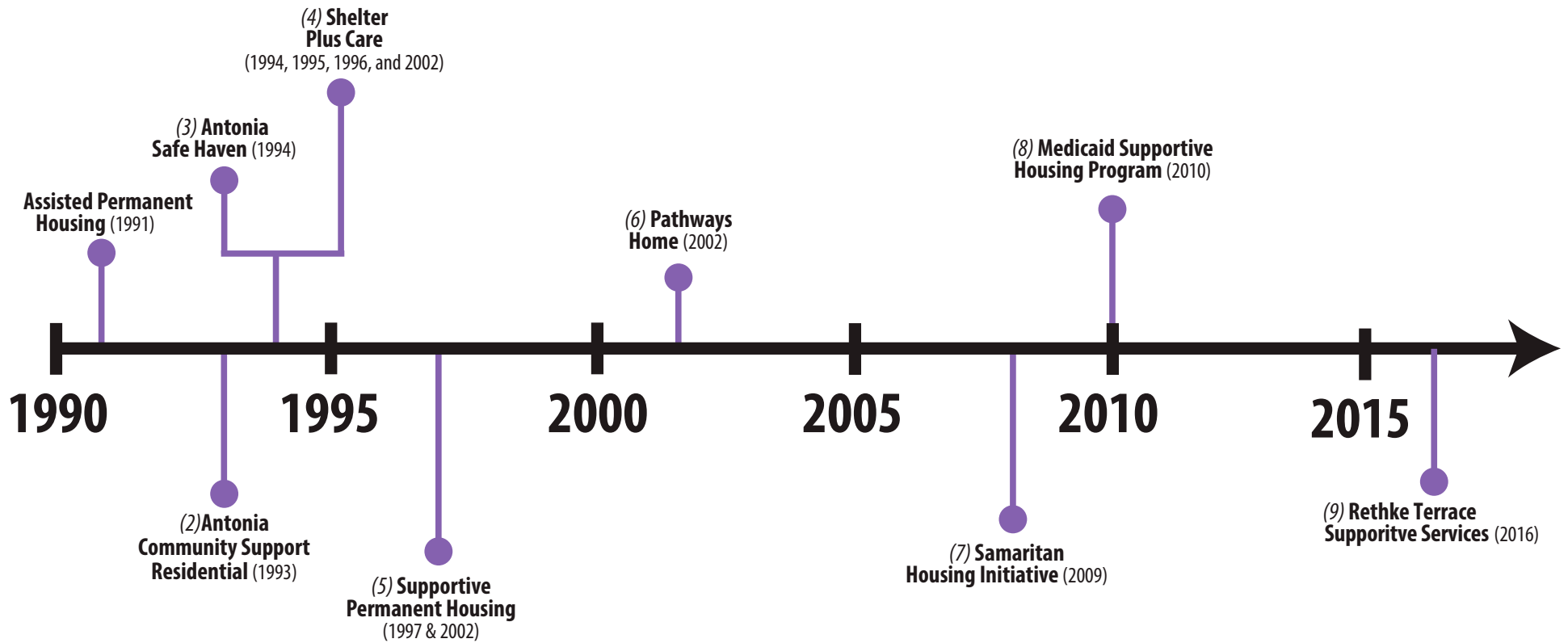
Case management services for the residents will include: general medical, health, and dental services assistance; income support and benefits assistance; substance abuse treatment assistance; psychological services assistance; rehabilitation, vocational and employment assistance including transportation, job training, and job placement assistance; consumer and family services assistance, nutritional counseling; and money management assistance. HHO will also refer residents to treatment services or other needed social services.

HEARTLAND ALLIANCE

HEALTH

SUPPORTIVE SERVICE PROGRAM TIMELINE

The following timeline documents start and renewal dates for Heartland Health Outreach's supportive services and housing programs. All programs are still in operation.



2.3.2 SUPPORT SERVICES EXPERIENCE/Supportive Housing

EXPERIENCE PROVIDING OR PARTNERING TO PROVIDE SERVICES FOR AODA, MENTAL HEALTH, OR PHYSICAL DISABILITY ISSUES

As outlined in the proposed services team profile, both Heartland Housing and Heartland Health Outreach have extensive experience providing and partnering for the provision of supportive services. As the affordable housing developer and operator, Heartland Housing routinely partners with our sister agencies – Heartland Health Outreach and Heartland Human Care Services - to provide services in our housing communities. We've also formed strategic partnerships with other Chicago-based service providers as needed to support residents in housing developments geared toward ex-offenders and lesbian, gay, bisexual and transgendered low-income seniors. In addition, we've formed strong relationships with three service providers in Milwaukee to serve our three supportive housing developments targeting the formerly homeless and mentally ill. Our primary service partners are listed to the right.

Heartland Health Outreach is a leading provider of health care, case management, and housing for the disenfranchised populations in Chicago. Additional detail is provided in the Firm Profile in Section 1. In addition, HHO is the service partner housed at the Leland Apartments. This 137-unit development for extremely low and low-income individuals, as well as homeless with a dual diagnosis of mental health and substance abuse issues, was developed and operated by Heartland Housing. A summary of this holistic collaboration follows.

CASE STUDY LELAND APARTMENTS



Since 2000, HHO has partnered with Heartland Housing, Inc. (HHI) in a program sited at the Leland Apartment, a six-story building owned and managed by HHI on the north side of Chicago. HHO's Pathways Home is a HUD funded program that occupies two floors of the Leland, providing supportive permanent housing to 50 formerly homeless individuals who have a serious mental illness and a co-occurring substance use disorder. Together, HHO and HHI work to ensure that our participants and the other residents of the building are afforded a dignified, safe community.

Through this partnership, HHI and HHO have learned how to carefully balance the efforts of property management with the goals of supportive services, particularly when the needs of a special population challenge those of the larger community. Extensive discussion, experimentation, and modification have allowed us to craft a model that effectively balances the needs of the community with the needs of the individual. In fact, the underpinnings of this alliance rest on a common understanding that one set of needs cannot be adequately addressed without attention to the other. Heartland's property management team works closely with residents, their families, and service providers if applicable, to ensure the development will be a good fit for the resident and to work through resident and community issues that may arise. They also establish relationships with neighborhood associations and the police and fire departments. This network of relationships ensures that HHI developments are perceived as community assets, while helping residents access community resources they need to improve their economic security and quality of life. Meanwhile Heartland's healthcare team engages and supports some of Chicago's most vulnerable residents as it provides the services and treatment necessary to help these individuals live healthier, more productive, and more satisfying lives. HHO is continually engaging stakeholders in the community to help shape their understanding that Pathways Home is a solution worthy of their support.

Partnering with Social Service Providers

HEARTLAND HOUSING HAS PARTNERED WITH THE FOLLOWING SOCIAL SERVICE PROVIDERS:

Guest House

(Prairie & Capuchin Apartments)

The Guest House of Milwaukee delivers shelter, housing, education and services to Milwaukee's homeless who seek to transform their lives with dignity and purpose. The Guest House takes an integrative approach to move people beyond the cycle of homelessness to break the revolving door phenomenon that has happened for so many in the past. In addition to its work at Prairie and Capuchin Apartments, The Guest House runs a Homeless Shelter and comprehensive services related to education, training, case management, and treatment aspects associated with eradicating homelessness.

St. Ben's Community Meal

(Capuchin Apartments)

St. Ben's, a Capuchin Franciscan ministry, has served the homeless and hungry in Milwaukee for over 40 years. A local leader in caring for the most poor and vulnerable, St. Ben's is the local champion and funds and coordinates the provision of supportive services at Capuchin Apartments.

St. Leonard's Ministries

(Harvest Commons)

St. Leonard's Ministries (SLM) provides interim housing and supportive services for formerly incarcerated men and women returning to the community from Illinois prisons. Residents are provided with an array of program services designed to assist them as they make the transition to successful, independent living. SLM fills 17 units at Harvest Commons with participants in its programs. In addition, it runs Gracie's Café on the ground floor of the building as a food service training program.

Heartland Health Outreach

(Leland Apartments, Harvest Commons, Rethke Terrace)

Based in Chicago, Heartland Health Outreach (HHO), the health care arm of Heartland Alliance, is an established leader in providing affordable, high-quality health care to men, women, and children who would otherwise struggle to address basic health needs. HHO provides culturally competent, multidisciplinary services designed to prevent illness and improve physical, mental and social well-being, and through advocacy that promotes the human right to comprehensive, integrated systems of care. HHO serves residents at the Leland Apartments through its Pathways program and residents of Harvest Commons through its Vital Bridges program. HHO utilizes a Comprehensive Community Services fee for service model to support onsite services seven days/week at Rethke Terrace.

Heartland Human Care Services

(Harvest Commons, Mae Suites, Karibuni Place, Los Vecinos)

Based in Chicago, Heartland Human Care Services (HHCS), the supportive service provider at Harvest Commons, is the leading direct service human rights organization developing and implementing solutions to the toughest societal challenges in metropolitan Chicago, the Midwest and, on select issues, the nation. HHCS provides a wide array of services for residents at Harvest Commons. Case management services include assessment, engagement, service planning and goal setting, crisis intervention, substance use services, linkages to workforce development and asset development services as well as mental health services - all geared toward the goal of maintaining housing stability and increasing self-sufficiency.

Community Advocates

(Maskani Place)

Community Advocates (CA) has been providing a wide array of basic needs social services to homeless and low-income families for the past 35 years. CA has partnerships with Milwaukee County and the City of Milwaukee to provide a host of homeless prevention services. These services include, but are not limited to, security deposit assistance, landlord tenant mediation, case management, and as mentioned earlier homeless prevention. CA also provides housing relocation and stabilization services, rental assistance and landlord/tenant mediation, and recently shelter services.

Center on Halsted

(Town Hall Apartments)

Center on Halsted (COH) is the Midwest's most comprehensive community center dedicated to advancing community and securing the health and well-being of the Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) people of Chicagoland. Heartland partnered with Center on Halsted on the development; COH's knowledge of LGBTQ seniors and community issues as well as its existing relationships and resources will translate into meaningful programs and relationships with the seniors at Town Hall. Currently, COH operates a successful SAGE program, which serves nearly 700 seniors each year and focuses on improving the quality of life for seniors in the LGBTQ community by providing services based upon well-established models of care. This program will expand to serve the seniors at Town Hall Apartments.

3. REFERENCES/Heartland Housing, Inc. & Heartland Health Outreach

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HEARTLAND HEALTH OUTREACH

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Address: 200 W. Jackson, Suite 2200, Chicago, Illinois, 60606
Telephone: (312) 909-1099
Email: abendixen@aidschicago.org
Projects: Supported housing: Samaritan; street outreach: CRS Outreach; mental health counseling: Access to Wellness and Healthy Connections; technical assistance: Access to Wellness

4.1 FINANCIAL INFORMATION/Guarantees

GUARANTEES

Heartland Housing, Inc. is willing and able to provide construction, tax credit recapture, operating, and other guarantees that are typically associated with LIHTC projects.

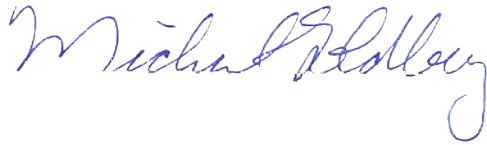
A handwritten signature in blue ink that reads "Michael Goldberg". The signature is written in a cursive style with a large, looping "G" at the end.

Michael Goldberg, Executive Director
Heartland Housing, Inc.

4.2 FINANCIAL INFORMATION/Availability of Financial Statements

GUARANTEES

Upon request, Heartland Housing will make its financial statements available.

A handwritten signature in blue ink that reads "Michael Goldberg". The signature is written in a cursive style with a large, looping "G" at the end.

Michael Goldberg, Executive Director
Heartland Housing, Inc.

4.3 FINANCIAL INFORMATION/Financial/Bank References

FINANCIAL/BANK REFERENCES

Contact: Rob Wasserman
Title: Business Development Officer
Organization: U.S. Bank
Address: 1307 Washington Avenue, Suite 300, St. Louis, MO 63103
Telephone: (314) 335-3306
Email: robert.wasserman@usbank.com
Projects: Rethke Terrace (715 Rethke Avenue, Madison, WI 53714), Parkway Apartments (712 W. Diversey Parkway, Chicago, IL 60614)

Contact: Katherine Mazzocco
Title: Senior Vice President, Community Development Lending
Organization: BMO Harris
Address: 111 W. Monroe Street/2 East, Chicago, IL 60603
Telephone: (312) 461-2797
Email: Katherine.Mazzocco@bmo.com
Projects: Rethke Terrace (715 Rethke Avenue, Madison, WI 53714), Hollywood House (5700 N. Sheridan Rd., Chicago, IL 60660), Maskani Place (320 E. Center St., Milwaukee, WI 53212), Town Hall Apartments (3600 N. Halsted St., Chicago, IL 60613)

Contact: Mark Risch
Title: Director
Organization: Citi Community Capital
Address: Citigroup Global Markets Inc., 1801 California St., Suite 3700, Denver, CO 80202
Telephone: (303) 308-7401
Email: Mark.G.Risch@citi.com
Projects: Capuchin Apartments (2502 W. Tamarack St., Milwaukee, WI 53206), Town Hall Apartments (3600 N. Halsted St., Chicago, IL 60613), Parkway Apartments (712 W. Diversey Parkway, Chicago, IL 60614)

Contact: Carrie Vanderford
Title: Vice President – Lending Services
Organization: Forward Community Investments
Address: 2045 Atwood Ave., Suite 101A, Madison, WI 53704
Telephone: (608) 204-8837
Email: carriev@forwardci.org
Projects: Maskani Place (320 E. Center St., Milwaukee, WI 53212)

Contact: Aron Weisner
Title: Director, Acquisitions
Organization: Enterprise Community Investment
Telephone: (410) 772-2621
Email: aweisner@enterprisecommunity.com
Projects: Harvest Commons (1519 W. Warren Blvd, Chicago, IL 60607)

5. APPENDIX

KEY STAFF

HEARTLAND HOUSING, INC.

Michael Goldberg, Executive Director
Nadia Underhill, Director of Real Estate Development
Kandyse McCoy Cunningham, Director of Property Management
Lisa Kuklinski, Director of Residential and Community Programs

HEARTLAND HEALTH OUTREACH

Ed Stellon, Executive Director

Michael Goldberg / Executive Director



Michael Goldberg brings 26 years of professional housing development and community planning experience to Heartland Housing, Inc. Mr. Goldberg joined Heartland Housing in 2003 and for seven years was responsible for managing the development of Heartland Housing's affordable and supportive housing portfolio. In this time Mr. Goldberg and his development team worked to close on financing and construct over 825 affordable housing units, which include HOPE VI development, supportive housing and senior housing. New initiatives begun under Mr. Goldberg's leadership include the expansion of Heartland's work into the collar counties of the Chicago Metropolitan Area and Wisconsin. In addition, Heartland's focus on sustainable development and green architecture have occurred under the leadership of Mr. Goldberg. In October of 2010, Mr. Goldberg was promoted to Executive Director of Heartland Housing, responsible for directing all aspects of the organization.

Mr. Goldberg's past experiences include his work as a senior planner with the consulting firm of SmithGroup JJR in Chicago. In this position Mr. Goldberg helped manage a community planning studio that provided services throughout the Midwest. Mr. Goldberg was also a community planner with the consulting firm of Planning Resources, Inc. Additionally, Mr. Goldberg coordinated housing and planning activities as a staff member for the cities of New York and Chicago. Mr. Goldberg received his Master of Science degree in Urban and Regional Planning from the University of Wisconsin-Madison. He currently serves on the Board of Directors for the Chicago Rehab Network. He served on the Permanent Housing Work Group helping to prepare Milwaukee's 10-Year Plan to End Homelessness. Mr. Goldberg was also on the Wisconsin Housing and Economic Development Authority's Tax Credit Advisory Committee.

HEARTLAND
ALLIANCE
HOUSING

Nadia Underhill / Director of Real Estate Development



Nadia Underhill is Director of Real Estate Development at Heartland Housing, leading the company's affordable housing development work. She continues Heartland's commitment to building creative developments that house vulnerable populations in thoughtfully-designed, high-performing buildings that are long term assets to their communities. She oversees all projects in development and predevelopment and plays a key role in charting Heartland's strategic growth with new partners and new markets.

Nadia has more than twelve years of experience financing, planning and constructing publicly financed housing developments. As Associate Director of Real Estate Development for Heartland, Nadia led the development of Town Hall Apartments, a 79-unit adaptive re-use and new construction project serving seniors including LGBT population (and, to date, Heartland Housing's largest project as lead developer), as well as Harvest Commons, the historic rehabilitation of the 89 unit former Viceroy Hotel on Chicago's Near West Side. Both of these projects are certified for green building techniques and have won local, state and national awards for quality and mission. Prior to Heartland Housing, Nadia was Development Manager at Holsten Real Estate Development Corporation, with responsibility for the development of the rental phases of the mixed-income, HOPE VI development Parkside at Old Town. Her other professional experience includes Policy Analyst/Polikoff-Gautreaux Fellow at BPI and Housing Development Coordinator for the City of Oakland's Community and Economic Development Agency.

Nadia holds a Master of Public Affairs from Princeton University, a Master of Science in Cities, Space and Society from the London School of Economics, and a Bachelor of Arts in English Literature from Carleton College. A Chicago native, she grew up in Hyde Park and attended Kenwood Academy.

HEARTLAND
ALLIANCE
HOUSING

Kandyse McCoy Cunningham / Director of Property Management



Kandyse brings 15 years of experience in Asset and Property Management to Heartland Housing. As the Director of Asset Management, Kandyse oversees the compliance, physical and financial performance of more than 700 units of affordable and supportive housing for low-income Chicagoans. Kandyse has worked with numerous housing programs including tax credits, Section 8, bond financing, mixed income, Section 202 and Section 236 programs. Kandyse is also a member of the Heartland Alliance Risk Management team, assisting in the development and implementation of the organization's response to financial, environmental, and political risk. Prior to joining Heartland, she was a Senior Asset Manager with the Illinois Housing Development Authority. Her formal education consists of a Bachelors of Science degree in Business Management from National Louis University, and a Masters of Business Administration degree, with a specialty in Organizational Development from the Lake Forest Graduate School of Management. In addition to the formal education, Kandyse has received her Accredited Residential Manager (ARM®) and Certified Property Management (CPM®) designations from the Institute of Real Estate Management (IREM); Certified Occupancy Specialist (COS), Tax Credit Specialist (TCS) and Blended Occupancy Specialist (BOS) accreditations from the National Center of Housing Management.

HEARTLAND
ALLIANCE
HOUSING

Lisa Kuklinski / Director of Residential & Community Programs

Lisa joined Heartland Housing in 2015. She brings 14 years of experience in affordable and supportive housing, public policy and public affairs to Heartland. Her position is a new one for Heartland Housing, increasing Heartland Housing's focus on Residential and Community Programs. Her responsibilities include: collaborating with both housing development and property management professionals; all aspects of housing development and operations; the design, monitoring and evaluation of resident services and community engagement for Heartland Housing's properties; oversight of contracts with external and internal partners; stakeholder and community building; leadership and supervision internally; and building relationships with community partners including governments.

Prior to Heartland Housing, Lisa was Vice President for Public Affairs & New Markets at Mercy Housing Lakefront (MHL). She was with MHL for 14 years in various roles in resident services, government and community affairs, public policy, communications and new market development. Her Civic Participation/Tenant Leadership Project, designed to reintegrate formerly homeless residents back into community life, received recognition from the National Alliance to End Homelessness.

Prior to her work in affordable housing, Lisa worked in public policy around several issues including gender equity, workforce development and public safety. She was a community organizer and a leader in the development of community policing in Chicago. She currently serves on the Board of Directors of the Supportive Housing Providers' Association and is active in her community.

Lisa Holds a Master's Degree in Political Science from Loyola University of Chicago and a Bachelor's Degree in Political Science and Economics from Eastern Illinois University.

HEARTLAND
ALLIANCE
HOUSING

Ed Stellan / Executive Director



During his 23 years at Heartland Health Outreach (HHO), Ed has held numerous positions. Most recently, Ed served as HHO's Chief Program Officer where he was responsible for oversight of the organization's comprehensive array of supportive and specialty services, systems integration activities, training and technical assistance programs, and its cross-cultural interpreting services. He has worked within the substance use, mental health, primary care, and homeless service systems providing direct care as well as overseeing outreach, behavioral health treatment programs, supportive housing, food and nutrition services, systems change initiatives, and training projects. He is committed to innovative service models that promote human rights and is a founding member of the Midwest Harm Reduction Institute.

Before joining Heartland Alliance, Ed was a counselor at Interventions/Northside Clinic where he initiated the organization's first HIV prevention activities for its methadone maintenance participants. Ed received his Bachelors of Arts from the University of Minnesota, a Master of Science degree in Human Services Administration from Spertus Institute, and a Master of Arts in Counseling from the Illinois School of Professional Psychology.

HEARTLAND
ALLIANCE
HEALTH

HEARTLAND HOUSING DEVELOPMENTS

Sutherland Apartments: Developed in 1988, the Sutherland Apartments is comprised of 154 studio and one-bedroom units in Chicago's Kenwood neighborhood. The target population included very low-income individuals on the State of Illinois's General Assistance program, and a limited amount of supportive services were provided on site. This property is no longer in Heartland's portfolio.

South Shore Limited Partnership: Developed in 1990, the property has 77 studio and one-bedroom apartments with supportive housing services for formerly homeless and low-income veterans. This property is no longer in Heartland's portfolio.

Winthrop Towers: Residents of Winthrop Towers in Chicago's Uptown neighborhood approached Heartland Housing in 1992 to purchase the troubled 280-unit building from the U.S. Department of Housing and Urban Development (HUD), which had foreclosed on the prior owner. Heartland Housing renovated the property in 1994 under an agreement with HUD, in which Heartland agreed to transition the property to resident cooperative ownership. Heartland helped train the residents and sold the property to the United Winthrop Towers Cooperative in 1999.

San Miguel Apartments: Located in Chicago's Uptown neighborhood, San Miguel Apartments offers 71 units of supportive housing, including studio, one-bedroom and two-bedroom units.

Karibuni Place: Karibuni Place offers studio and one-bedroom units in Chicago's historic Chatham neighborhood. Residents of this 72-unit building are able to take advantage of on-site supportive services.

Mae Suites: Developed in 1997, this permanent supportive housing development in Chicago's Austin neighborhood has 39 studio units serving homeless individuals.

Parkway Apartments: Providing scarce affordable housing in Chicago's premier Lakeview neighborhood, Parkway Apartments offers 90 studio and one-bedroom units, 45 of which are subsidized through HUD's Project Based voucher program.

Los Vecinos: Developed in 2002, Los Vecinos is a 62-unit permanent supportive housing development in the West Humboldt Park community of Chicago. It serves homeless and low-income individuals

Leland Apartments: The Leland Apartments are located in the Uptown community of Chicago. Developed in 2005, the Leland is a 137-unit permanent supportive housing development for low-income and formerly homeless individuals with a dual diagnosis of mental health disability and substance abuse.

Roosevelt Square I: Heartland Housing, Inc has a 25% General Partner interest, and Related Midwest has a 75% General Partner Interest in Roosevelt Square I. Developed in 2005, Phase I is the first phase of a HOPE VI-funded redevelopment of a Chicago Housing Authority project and is comprised of 185 units of family housing located on the former ABLA Homes site in Chicago's Near West Side. Former public housing residents benefit from one year of pre- and post-occupancy supportive services.

Jazz on the Boulevard: A mixed income community in the Kenwood-Oakland community of Chicago, Jazz on the Boulevard contains a mix of 71 market rate, for sale units, 30 PHA rental, 9 other LIHTC rentals units, and 27 affordable units for sale units.

Roosevelt Square II: Heartland Housing, Inc has a 25% General Partner interest, and Related Midwest has a 75% General Partner interest in Roosevelt Square II. Developed in 2007-08, Phase II is the second phase of a HOPE VI-funded redevelopment of a Chicago Housing Authority project and is comprised of 177 units of family housing located on the former ABLA Homes site in Chicago's Near West Side. Former public housing residents benefit from one year of pre- and post-occupancy supportive services.

Prairie Apartments: Developed in 2008, the Prairie Apartments provides 24 units of permanent supportive housing to homeless individuals, those with mental illness and the working poor on the Near West Side of Milwaukee. Prairie Apartments received LEED for Homes Gold certification.

Hollywood House: Hollywood House, a rehab of an existing senior building, finished work in 2010. Its 197 units serve independent seniors in Chicago's Edgewater community.

Capuchin Apartments: Completed in 2011, the Capuchin Apartments provides 38 units of permanent supportive housing to homeless individuals, those with mental illness and the working poor on the Near Northwest Side of Milwaukee. Capuchin Apartments received certification through the Enterprise Green Communities Program.

Harvest Commons: Harvest Commons a historic rehabilitation of a dilapidated hotel on Chicago's Near West Side, offers 89 supportive housing units. Harvest Commons redefines "green living", offering residents the opportunity to volunteer in the on-site urban farm, with our resident flock of chickens, and to learn about nutrition and green living. It received Enterprise Green Communities Certification.

Maskani Place: Maskani Place, opened in January 2014, offers permanent supportive housing for homeless families or those at risk of homelessness. Located in Milwaukee's Harambee neighborhood, Maskani Place's 37-units are comprised of two-, three-, and four-bedrooms units. It received Enterprise Green Communities Certification.

Town Hall Apartments: Located in Chicago's Lakeview neighborhood, Town Hall Apartments provides 79 new studio and one-bedroom apartment units for low-income seniors. The project incorporates the adaptive reuse of an historic, decommissioned police station with a new construction residential mid-rise. Center on Halsted will provide on-site supportive services to building residents. It received LEED NC Gold certification.

Rethke Terrace: Lease-up beginning in May 2016, Rethke Terrace will serve 60 individuals, most of whom have a history of chronic homelessness. In partnership with Heartland Health Outreach, a full range of supportive services are offered on-site to help residents overcome persistent obstacles to maintaining stable housing. It is expected to receive LEED Homes Platinum certification.

HEARTLAND HOUSING AFFORDABLE COMMUNITIES



Karibuni Place



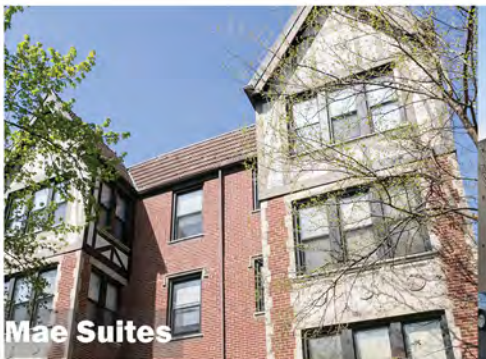
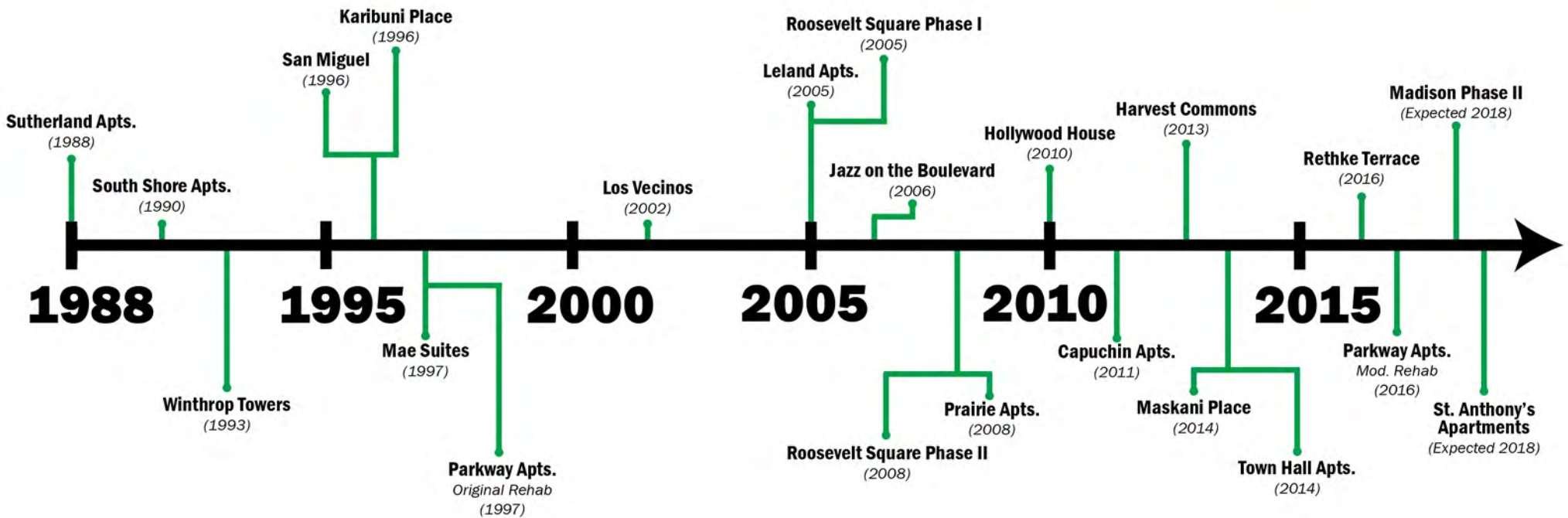
Los Vecinos



Hollywood House



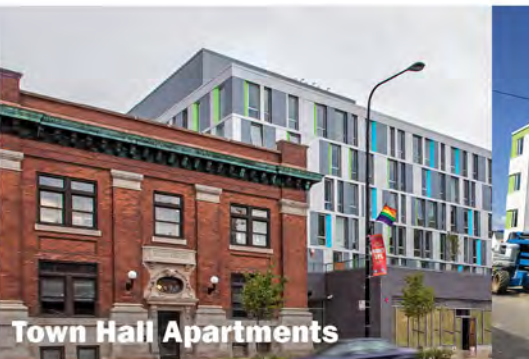
Harvest Commons



Mae Suites



Capuchin Apartments



Town Hall Apartments



Rethke Terrace

Our Portfolio

19

total developments



1900+

units of affordable housing



1,000+

currently under management



Heartland LIHTC Properties

Property Name	Units	Population	Section 42 Low Income Housing Tax Credits	Year Completed	Status	Total Development Costs
Mae Suites	39	Single Adults	9% IHDA Tax Credits	1997	In Operations	\$2.8 million
Los Vecinos	62	Single Adults	9% City of Chicago Tax Credits	2002	In Operations	\$6.8 million
Leland Apartments	137	Single Adults	9% IHDA Tax Credits	2005	In Operations	\$14.7 million
Jazz on the Boulevard	62	Adults, Families	9% City of Chicago Tax Credits	2006	In Operations	\$7.8 million
Roosevelt Square Phase 1	181	Adults, Families	9% IHDA Tax Credits	2006	In Operations	\$43.1 million
Roosevelt Square Phase 2	185	Adults, Families	9% IHDA Tax Credits	2008	In Operations	\$53.9 million
Prairie Apartments	24	Single Adults	9% WHEDA Tax Credits	2009	In Operations	\$4.7 million
Hollywood House	197	Senior Citizens	4% IHDA Tax Credits	2010	In Operations	\$32.9 million
Capuchin Apartments	38	Single Adults	9% WHEDA Tax Credits	2011	In Operations	\$7.3 million
Harvest Commons	89	Single Adults	9% IHDA Tax Credits	2013	In Operations	\$22.3 million
Maskani Place	37	Families	9% WHEDA Tax Credits	2014	In Operations	\$10.1 million
Town Hall Apartments	79	Senior Citizens	9% City of Chicago Tax Credits	2014	In Operations	\$26.7 million
Rethke Terrace	60	Single Adults	9% WHEDA Tax Credits	2016	In Operations	\$9 million
Parkway Apartments	90	Single Adults	9% IHDA Tax Credits	Anticipated 2016 (Originally purchased and rehabbed by Heartland in 1995)	In Operations, Rehab Underway	\$18 million
Madison Family Supportive Housing	45	Adults, Families	9% WHEDA Tax Credits	2018	In Predevelopment	\$12 million
St. Anthony's Apartments	60	Single Adults	9% WHEDA Tax Credits	2018	In Predevelopment	\$14 million
Total	1,362					

EXPERIENCE/Awards

Awards

- Town Hall Apartments: 2016 Community First Award - FHLB Chicago; 2016 Richard H. Driehaus Foundation Award for Architectural Excellence in Community Design - 3rd Place, 2015 Housing Champion Development of the Year - Illinois Housing Development Authority
- Harvest Commons: Affordable Housing Finance Magazine's 2013 Readers' Choice Awards for the Nation's Best Affordable Housing Developments – Winner in the Green category
- Harvest Commons: 2013 J. Timothy Anderson Award for Excellence in Historic Preservation for the National Housing and Rehabilitation Association – Winner in Most Innovative Adaptive Reuse category and Finalist in the Judges Award: Achievement of Sustainability category
- Harvest Commons: 2013 AIA Chicago Citation of Merit in the Distinguished Buildings Award category
- Hollywood House: LISC's 2011 Chicago Neighborhood Development Awards – Winner of the 2011 Polk Bros. Foundation Affordable Rental Housing Preservation Award
- LISC's 2006 Chicago Neighborhood Development Awards – Winner of the Non-Profit Neighborhood Development Group of the Year
- The Saint Joseph The Worker Award from the Evangelical Catholic Bishop for the Diocese of the Northwest – November 2, 2013. For our work to end homelessness.
- Prairie Apartments: 2009 WCREW Showcase Vision Award winner
- Prairie Apartments: Wisconsin Builder 2008 Top Project Award winner

Green Certifications

- Enterprise Green Communities for Harvest Commons, Capuchin Apartments
- LEED for Homes Gold for Prairie Apartments
- LEED for NC Gold for Town Hall Apartments
- Enterprise Green Communities for Maskani Place
- It is Heartland's goal to achieve green or WELL certification on all future developments, providing residents with healthy and resource-efficient housing and staff with a healthy work environment.

