



 **HOM**[™]

**BRIGHTER
FUTURES,
STRONGER
COMMUNITIES**



Our Why

We believe that individuals, families, and communities are safer, healthier, and stronger when everyone has a home.

Homelessness is not just a crisis in Arizona — it's a national emergency. Many people in our communities struggle to find affordable homes, leading to thousands of our neighbors struggling to make ends meet, and eventually ending up in shelters or on the street.

Unfortunately, communities and organizations who tackle homelessness face a multitude of barriers, from complex regulations to a lack of specialized staff and technological limitations. Cultural perceptions regarding homelessness and the administrative complexities of housing assistance programs compound the challenge, highlighting the need for better support structures to address homelessness effectively.

That's why at HOM, Inc., we take an innovative, partnership-centered approach to ending homelessness by working with other organizations in the housing space to make their programs run more efficiently and effectively, clearing the way for more people to get into permanent homes.

As a team of housing experts, we take care of the fine points of Permanent Supportive Housing (PSH), Rapid Rehousing (RRH), and other permanent housing assistance programs. This includes:

- Administering vouchers and helping service providers navigate and satisfy regulations and requirements.
- Overseeing the process of getting participants into a home, from verifying eligibility and performing inspections to calculating rent payments and facilitating lease execution.
- Providing ongoing support for the service provider, property owner & operator, and tenant, including making payments and acting as a liaison between the different parties.

With our deep knowledge of real estate and extensive experience working in the homeless system, we're able to operate complex programs with ease. That way, our partners — nonprofits and public agencies that serve those experiencing homelessness and housing instability — can focus on doing what they do best: supporting the well-being of those exiting homelessness. Since 1994, we've become a leader in administering housing assistance programs, working side-by-side with our partners to assist thousands of people throughout our community.

When organizations partner with HOM, Inc. to help more people to get into permanent homes, they gain access to comprehensive support in managing their housing assistance programs. They gain a true partner in our shared pursuit of safer, healthier, and stronger communities where everyone has a home.



Chief Housing Officer

HOM, Inc., Housing Program Administrator
Phoenix, AZ

The Chief Housing Officer (CHO) will oversee the strategic growth, development, and execution of the company's housing programs operations, including the management of Key Performance Indicators (KPIs). The CHO is responsible for the oversight of all housing programs and related services provided to HOM's partners and customers, while also focusing on the development of leaders and staff to promote a culture of growth, accountability, and high performance. Reporting directly to the President/Chief Operating Officer, the CHO assists in representing the company's interests with community partners and stakeholders to retain, expand, and diversify housing program opportunities.

Michael Shore, Chief Executive Officer



With over 30 years of leadership at HOM, Inc., Michael Shore, CEO, has been a driving force behind efforts to increase funding and implement innovative housing solutions to combat homelessness in Arizona. His extensive experience includes serving as Director of Operations for the 100,000 Homes Campaign, where he played a pivotal role in transforming the national response to chronic homelessness.

In 2019, Michael co-founded Padmission, a technology company that combines software and programmatic expertise to help organizations addressing homelessness and housing insecurity streamline their work. Padmission's solutions make it easier to connect individuals and families with available housing, operate and manage housing programs, and ensure accuracy and compliance. His leadership and advocacy continue to shape HOM's mission, driving meaningful progress in affordable housing and homelessness solutions.

Brian Petersen, President, Chief Operations Officer

As Chief Operations Officer and President of HOM, Inc., Brian Petersen oversees day-to-day business operations and drives the execution of the company's strategic goals. With nearly 25 years with HOM, Brian started as a housing specialist and quickly found his path in business operations. His leadership has been instrumental in guiding HOM through significant growth in partnerships and services. Through strategic planning, financial management, and human resource development, Brian continues to champion HOM's mission of ending homelessness in Arizona through housing solutions.





Leadership Opportunities for the CHO

As the Chief Housing Officer at HOM, you will play a crucial leadership role, managing the daily operations of our housing programs while ensuring compliance, efficiency, and quality. Leading a team of directors, supervisors, and housing program staff, you will oversee the development and implementation of policies and procedures that align with program rules, regulations, and contract requirements. You will also be responsible for reviewing and updating housing program processes and workflows, ensuring HOM remains adaptable and responsive to evolving program requirements.

In addition to overseeing program management, you will be responsible for the financial stewardship of HOM's housing programs. This includes closely monitoring program budgets to ensure utilization targets are achieved, managing departmental budgets, and collaborating with housing program directors to review monthly invoices and financial reports. Your strong financial expertise will ensure that resources are allocated effectively and that expenditures are aligned with the organization's goals, driving both fiscal responsibility and mission impact.

A vital aspect of your role will be fostering and sustaining positive relationships with diverse stakeholders, including funding and contracting agencies. Your effective communication skills will be essential in conveying housing program performance to the Executive Leadership team through regular status reports and presentations. You will lead cross-functional teams, developing streamlined workflows to enhance the effectiveness of HOM's housing programs. Additionally, advocating for program participants within the community and maintaining a high standard of customer service for all we serve will be essential.

This is an opportunity to lead with impact, directly contributing to the mission of providing housing solutions for vulnerable populations. The Chief Housing Officer role at HOM offers a dynamic blend of program leadership, financial management, people development, and strategic innovation, providing you with a platform to shape the future of housing services in Arizona.





Essential Duties, Qualifications, and Desired Attributes

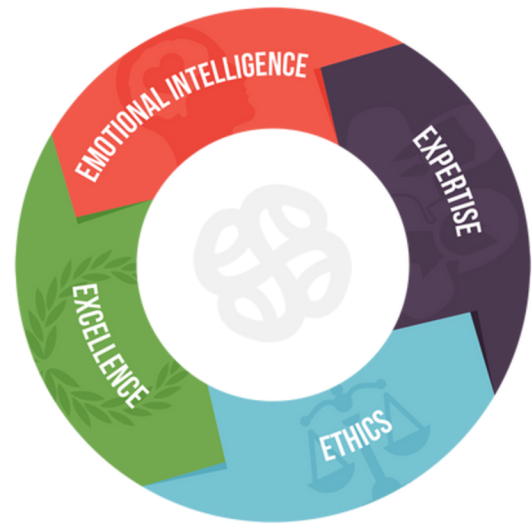
The ideal candidate for the Chief Housing Officer (CHO) position at HOM, Inc. will bring a diverse set of essential skills, including strong people leadership, to effectively lead our housing programs. Strong analytical and problem-solving abilities are critical, with a demonstrated track record of enhancing business processes, reducing costs, and improving operational efficiency. The candidate must also possess excellent organizational skills, along with a talent for project management and multitasking, enabling them to manage multiple concurrent projects while consistently delivering high-quality results.

In addition to these technical skills, the successful candidate will embody the core performance attributes outlined in HOM's Competency Model—Emotional Intelligence, Expertise, Ethics, and Excellence—to coach

and lead their team effectively. The CHO will utilize these competencies to foster a supportive and collaborative environment, demonstrating strong interpersonal and communication skills to engage with diverse teams, stakeholders, and communities. By leveraging the HOM Competency Model, the CHO will be equipped to manage change effectively while promoting a cohesive team dynamic that drives success and continuous improvement.

The CHO should also have a solid understanding of the Arizona Residential Landlord & Tenant Act, along with experience working closely with homeless and/or disabled populations. A commitment to housing-first principles, trauma-informed care, and fair housing regulations is essential. Additionally, the ability to identify and implement best practices, coupled with ongoing performance measurement, is key to ensuring program success and adaptability.

Proficiency with financial tools, as well as the ability to make accurate business forecasts and strategic decisions, will be necessary to manage budgets effectively and align expenditures with programmatic goals. The position requires flexibility, as the candidate will need to travel both in-state and out-of-state for meetings and other work-related activities.



Candidates should hold certifications such as Certified Public Housing Manager (C-PHM) or Certified Manager of Voucher Operations (CMVO), or be willing to obtain them within one year of hire.

A bachelor's degree in business administration, public administration, urban planning, real estate, social sciences, finance, or a closely related field is required, with a master's degree in these areas preferred.



Phoenix Valley Metro Area

Phoenix and the surrounding Arizona region offer a unique blend of natural beauty, vibrant culture, and professional opportunity, making it an ideal location for both personal and career growth. With over 300 days of sunshine annually and access to some of the best hiking trails, golf courses, and outdoor amenities in the country, Arizona is perfect for nature enthusiasts. The Grand Canyon, one of the world's great natural wonders, is just a day trip away, while the Arizona State Parks Trails system offers over 600 non-motorized trails for hiking, mountain biking, and horseback riding.



Phoenix offers a rich arts and culture scene, with world-class museums, theaters, and cultural centers like the Phoenix Art Museum, The Gammage Theater, Arizona Science Center, Desert Botanical Garden, and the Heard Museum. Events such as First Fridays on Roosevelt Row showcase the local art community, while sports fans can cheer on a variety of major league teams, including the Arizona Cardinals, Phoenix Suns, and Arizona Diamondbacks.

Professionally, Phoenix provides a strategic environment for leaders, especially in the housing sector. As the state capital and largest city, Phoenix is a vibrant hub for housing, technology, healthcare, and finance. For executives joining HOM, Inc. as the Chief Housing Officer, this dynamic economy offers the chance to lead innovative strategies addressing affordable housing, homelessness, and sustainable living. The CHO will play a central role in guiding HOM's mission to meet the evolving needs of the community while shaping Arizona's housing future.



In short, Arizona offers an exceptional quality of life, diverse career opportunities, and a growing demand for forward-thinking leaders. Those who relocate here will enjoy year-round sunshine, breathtaking landscapes, and a balanced lifestyle, making Phoenix the perfect place to live, work, and lead.



Points of Distinction

Leader in Permanent Housing Solutions

HOM has evolved from a small family business to a national leader in providing rapid rehousing and permanent supportive housing for individuals and families experiencing homelessness. As Chief Housing Officer, you will be at the forefront of this mission, driving innovative housing strategies that change lives.

6,500
total assisted households

A Vision for the Future

As HOM embarks on its next chapter, including transitioning to cloud-based housing administration platform, Padmission Journey, the CHO will be instrumental in shaping the organization's future. This role offers the opportunity to lead and develop a team that will continue to transform housing that impacts thousands of lives.

over 1,700
available rental units
558% increase since 2021

Statewide and National Influence

With offices in Phoenix, Tucson, and Flagstaff, HOM has expanded its reach across Arizona while consulting nationally. The CHO will lead efforts that influence housing policies both locally and nationally, contributing to vital conversations on homelessness and affordable housing.

\$70 Million
in administered
rental assistance



Supportive and Purpose-Driven

HOM fosters a work environment centered on belonging, collaboration, and open communication. Team-building activities, peer recognition, and a unified sense of purpose create a workplace where everyone works toward shared goals. As Chief Housing Officer, you will lead a team where success is achieved through collaboration and a strong sense of responsibility.

By joining HOM, Inc. as Chief Housing Officer, you will not only lead Arizona's housing transformation but also be part of a mission-driven organization that prioritizes employee well-being, fosters innovation, and delivers meaningful impact to communities across the state. For those seeking a fulfilling, purpose-driven career, HOM offers a unique opportunity to make a lasting difference.