Permanent Supportive Housing Development

Basics and Best Practices
Our Mission

Advancing housing solutions that:

- Improve lives of vulnerable people
- Maximize public resources
- Build strong, healthy communities
CSH Products and Services

**Tools**
- QAP Survey
- Housing Options
- Financial Modeling
- PHA Toolkit

**Training**
- Quality
- Technical Assistance
- Supportive Housing Institute

**Consulting**
- Planning
- Research and Evaluation
- Policy Work
- Program Design

**Lending**
- Loan Products
- New Market Tax Credits (CDFI certified)

In everything we do, CSH collaborates with public, private and nonprofit stakeholders to create solutions for communities’ toughest problems.
Defining Supportive Housing
What we’ll cover

- Supportive Housing Definition
- Populations Served
- Outcomes
- Quality
What is Supportive Housing?
Supportive housing combines affordable housing with services that help people who face the most complex challenges to live with stability, autonomy and dignity.
How would you describe SH?

Permanent, affordable, independent, tenant centered, flexible, voluntary
What is Supportive Housing?

Affordable Housing

Coordinated Services

- Case Management
- Mental Health Services
- Health Care
- Employment Services
- Substance Abuse Treatment
- Flexible Voluntary Independent Support
Supportive Housing Models

Build or lease
Supportive Housing is not:

- Treatment
- Transitional
- Licensed community care
Defining Supportive Housing

Targets households with barriers

Provides unit with lease

Is affordable

Engages tenants in flexible, voluntary services

Coordinates among key partners

Supports connecting with community
1. Targets households with multiple barriers
What is Supportive Housing?

Who is supportive housing for?
Supportive Housing is for People Who:

- Are chronically homeless.
- Cycle through institutional and emergency systems and are at risk of long-term homelessness.
- Are being discharged from institutions and systems of care.
- Without housing, cannot access and make effective use of treatment and supportive services.
Homelessness as an institutional circuit

Drug Treatment → Shelter → Jail → Detox → Emergency Room → Hospital → Psych Center → Drug Treatment
People Who:

✓ **BUT FOR HOUSING**, cannot access and make effective use of treatment and supportive services in the community;

and

✓ **BUT FOR SUPPORTIVE SERVICES**, cannot access and maintain stable housing in the community.
Supportive housing provides essential support to families that present a high cost to society.

CSH’s *Keeping Families Together* pilot demonstration in NYC

- annual public cost $3/day
- child welfare involvement declined
- children were reunited with their families from foster care
- average school attendance improved

**Child Welfare and Supportive Housing Resource Center**

- provides technical support
- facilitates information-sharing
- assists in capacity-building
- encourages and supports peer learning
Many people who are released from jails and prisons cycle between homelessness and incarceration for months or years at great public expense and with tragic human outcomes.

CSH’s Returning Home Initiative is designed to:
- improve the lives of tenants
- make more efficient use of public resources
- align and coordinate public and private resources and policies to create supportive housing
- generate cost offsets in crisis systems like jails and shelters
- reduce recidivism and the use of costly emergency services
Communities spend billions of dollars on services that bounce vulnerable people between crisis services. CSH's *FUSE model* helps break that cycle while increasing housing stability and reducing multiple crisis service use.

**Data-Driven Problem-Solving**
- Cross systems data match
- Track Implementation
- Measure outcomes, impact and cost effectiveness

**Policy and Systems Reform**
- Convene multi-sector working group
- Troubleshoot housing placement and retention barriers
- Enlist policymakers to bring FUSE to scale

**Targeted Housing and Services**
- Create supportive housing, develop recruitment process
- Recruit and place clients into housing, stabilize with services
- Expand model and house additional clients
Veterans

Veterans Supportive Housing Projects

- Developed specifically for Veterans who are experiencing homelessness
- Developed for people who are chronically homeless, or other population and Veterans are served as part of this larger group.
2. Provides unit with lease
All tenants are offered a choice with regard to their housing unit and have a lease identical to those of tenants who are not in SH.
What’s different about supportive housing

- Supportive housing starts with a target population – often tenants many “private” landlords would deny
- Property management and supportive services staff need to work together to “Screen In” those who will benefit from the housing
Application Process

- As barrier-free as possible
- Screen in, not out
  - Avoid automatically screening out for: poor credit, negative housing history, past drug use or criminal activity.
Common Misconceptions
Who MUST be screened out by Housing Authorities for public housing and Section 8 programs?

- Individuals subject to lifetime registration under a state sex offender registration program.
- Individuals convicted of the manufacture or production of methamphetamine in federally assisted housing.

Housing Authorities have discretion for other issues related to criminal histories or drug-involvement.
Mythbusting: HUD McKinney Programs and HEARTH CoC

- Does not specify tenant screening & selection criteria outside of eligibility
- Recent SNAPS weekly e-focus: Housing First
3. Housing is affordable

“Yes - affordable housing is available”
Whenever possible, adequate financing is secured to allow tenant’s payment for rent and utilities to be no more than 30% of tenant income.
Typically accomplished through a housing subsidy

Strategies
- For projects currently under development
- For projects currently open
4. Engages tenants in flexible, voluntary services
Tenant-Centered Service Design

What do we know about our prospective tenants and their needs?

What do prospective tenants say that they need?
Flexible, voluntary
Counseling
Health and mental health services
Alcohol and substance use services
Independent living skills
Money management / rep payee
Community-building activities
Vocational counseling and job placement
Voluntary, Consumer-Driven Services

- **Services are voluntary and consumer-driven.**
  - Focus on ensuring that tenants can obtain and thrive in stable housing, regardless of barriers they may face.
Why are Services Important?

Services make the difference in helping vulnerable persons obtain and sustain housing.

Services help tenants quickly access housing (first) so that they can use it as a platform for health, recovery, and personal growth.
### Voluntary Services

<table>
<thead>
<tr>
<th>Participation in services is not a condition of tenancy</th>
<th>Services are voluntary for tenants...not staff</th>
<th>Emphasis should be on user-friendly services driven by tenant needs and individual goals</th>
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Does it work?

Low Demand

High Rate of Housing Stability
5. Coordinates among key partners
Coordinated Property/Housing Management Staff + Supportive Services Providers = Tenants sustain stable housing
Supportive housing brings together 3 very different disciplines:
  - Development
  - Supportive services
  - Property management or landlord/housing manager

Variety of partners needed to make project a success
6. Supports connecting with community
Units are located in within safe neighborhoods with close proximity to:

- Transportation
- Employment opportunities
- Services
- Shopping, recreation and socialization.

The housing and its tenants are good neighbors, contributing to meeting community needs and goals whenever possible.
Community Integration
DOES IT WORK?
Supportive housing positively impacts a variety of stakeholders, but at its core, focuses on improving the lives of its tenants.
Core Outcomes for Tenants in SH

- Tenants stay housed
- Tenants have social and community connections
- Tenants are satisfied with the services and housing
- Tenants improve their physical and mental health
- Tenants increase their income and employment
99% savings in shelter cost

14% savings @ ER

32% savings ambulance

6 month total: $219,791 savings
More than 80% of tenants stay housed for at least one year

Even when services are not a condition of tenancy, tenants participate at high rates:
  - 81% health care utilization
  - 80% mental health treatment
  - 56% substance abuse services
WHAT DOES QUALITY SUPPORTIVE HOUSING LOOK LIKE?
Dimensions of Quality Supportive Housing
Public Housing Agencies Toolkit

1. HOUSING CHOICE VOUCHER TOOLS
   - Introduction
   - PHA Roles
   - Service Partner Roles
   - Getting Started
   - Learn From Other PHAs
   - Tools

2. PUBLIC HOUSING TOOLS
   - Introduction
   - PHA Roles
   - Service Partner Roles
   - Getting Started
   - Learn From Other PHAs
   - Tools

3. PROJECT-BASED VOUCHER TOOLS
   - Introduction
   - Getting Started
   - Soliciting/Selecting Proposals
   - New Construction, Rehabilitation and the AHAP
   - Waitlists and Preferences
   - Family Right to Move
   - Project-based More than 25% of the Units in a Project
   - Learn From Other PHAs
   - Tools

4. UNIQUE PHA PROGRAMS & INITIATIVES
   - Housing Development
   - Sponsor-based Subsidies
   - Coordinated Funding
   - “Moving On” Initiatives
   - Partnering with Schools
   - Partnering with Health Centers

5. PRIMER ON HOMELESSNESS AND SUPPORTIVE HOUSING
   - Homelessness
   - Supportive Housing
   - Supportive Services
   - Supportive Housing Key Terms
Thank You

You can find more resources at www.csh.org