How to Assess and Ensure Quality in SH
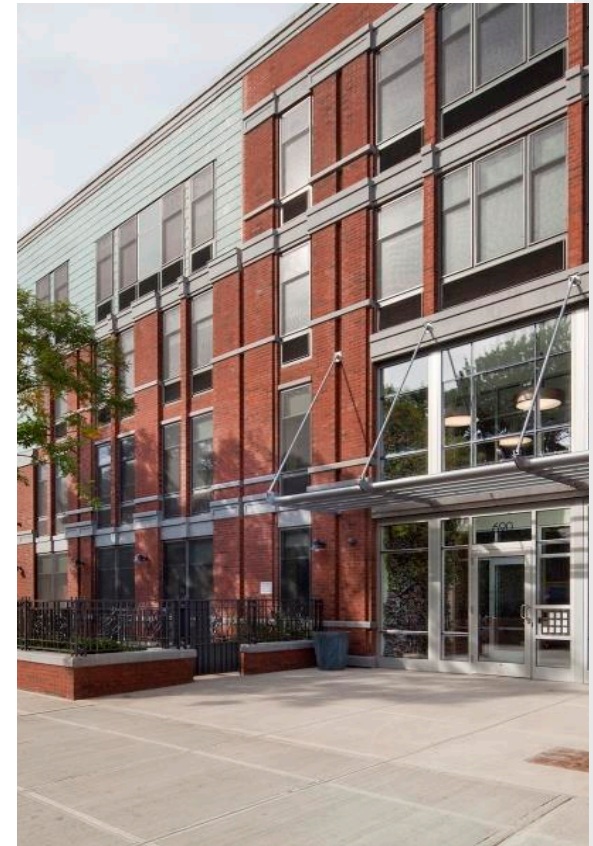
Noah Fay- CSH

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Improve the lives of vulnerable people.

Maximize public resources.

Build strong, healthy communities.

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What We'll Cover

Supportive Housing Definition

Tools for Assessing Fidelity

The Dimensions of Quality

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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.

Permanent, affordable, independent, tenant centered, flexible, voluntary
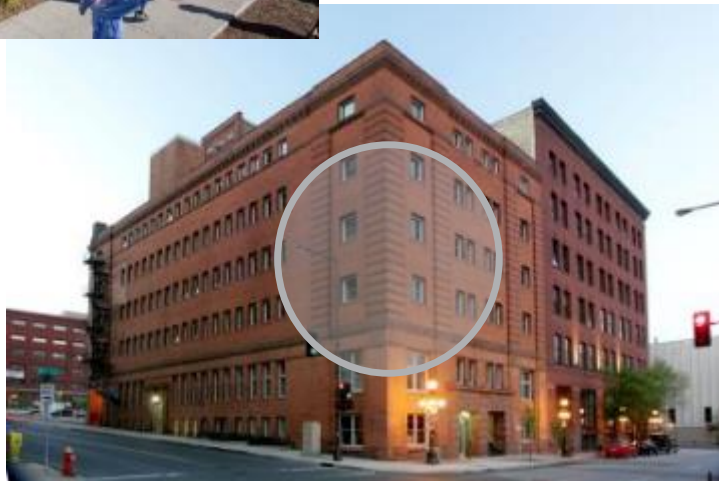
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Supportive Housing Models

Single Site

What is Supportive Housing?

Scattered Site

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Seven Key Principles: Housing First

Direct access to housing

- Move people into housing directly from streets and shelters without preconditions of treatment acceptance or compliance;

Robust services

- The provider is obligated to bring robust support services to the housing. These services are predicated on assertive engagement, not coercion;

Voluntary services

- Continued tenancy is not dependent on participation in services;

Targets most vulnerable

- Units targeted to most disabled and vulnerable homeless members of the community;

Embraces harm-reduction

- Embraces harm-reduction approach to addictions rather than mandating abstinence. At the same time, the provider must be prepared to support resident commitments to recovery;

Lease

- Residents must have leases and tenant protections under the law;

Multiple Models

- Can be implemented as either a project-based or scattered site model.

Harm Reduction Core Principles

Individuals have a voice

The focus is on reducing harm, not consumption

There are no pre-defined outcomes

The individual's decision to engage in risky behaviors is accepted

The individual is expected to take responsibility for his or her own behavior

The individual is treated with dignity

Midwest Harm Reduction Institute

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Key Components of Supportive Housing

Targets households with multiple barriers

Provides unit with lease

Housing is affordable

Engages tenants in flexible, voluntary services

Coordinates among key partners

Supports connecting with community

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Supportive Housing is for People Who:

Are chronically homeless.

Cycle through institutional and emergency systems and are at risk of long-term homelessness.

Have intellectual and developmental disabilities

Have chronic health conditions

Are being discharged from institutions and systems of care.

Without housing, cannot access and make effective use of treatment and supportive services.

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1. Targets Households with Multiple Barriers

Persons with chronic mental health challenges and substance use disorders	Child-welfare involved families	Criminal justice involved persons
Frequent or high utilizers of emergency services	Persons with intellectual and developmental disabilities	Seniors
Transition Age Youth	Veterans	Others?

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2. Housing is Affordable

FOR RENT

"*Yes* - affordable housing is available"

Access through Affordability

- Typically accomplished through a housing subsidy

- Strategies
    - For projects currently under development
    - For projects currently open

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3. Provides Tenants with Leases

Leases in Supportive Housing

Housing Unit Choice.

Identical to tenants in non-supportive housing.

Tenants have a clear understanding of their rights and responsibilities.

No service participation agreements.

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The Application Process in Supportive Housing

The application process should be as barrier-free as possible.

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4. Engages tenants in flexible, voluntary services

Key Components of Supportive Housing

House tenants first - without preconditions

→

Keep them housed

→

Form effective service relationships

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Key Components of Supportive Housing

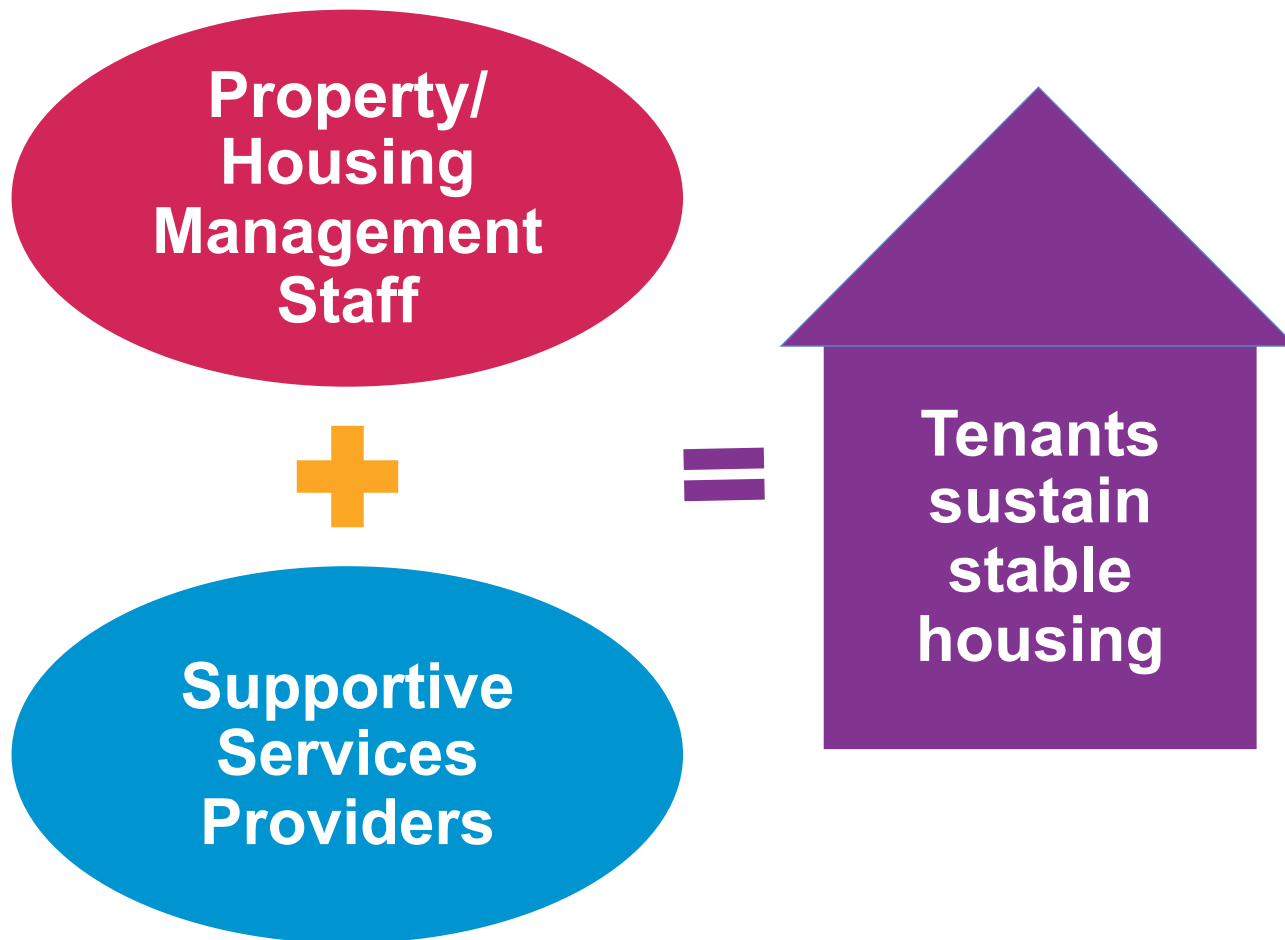Services make the difference in helping vulnerable persons obtain and sustain housing.

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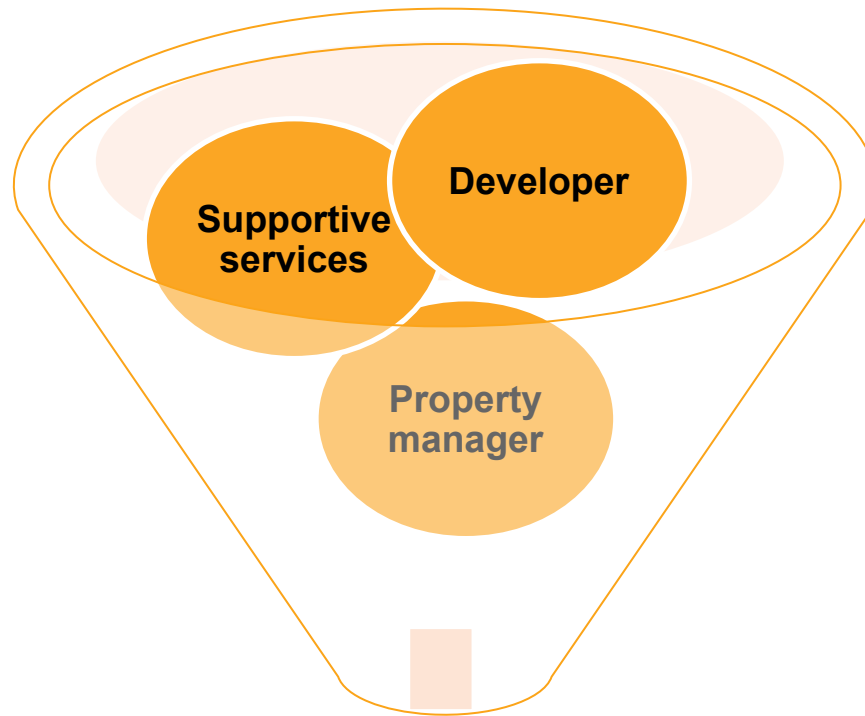
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Coordinates among key partners

Coordinated

Property/
Housing
Management
Staff

+

Supportive
Services
Providers

=

Tenants
sustain
stable
housing

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Supportive Housing is Not a Solo Act

Supportive services

Developer

Property manager

Supportive Housing

Multiple partners are needed to make a project a success!

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6. Connects tenants with community

- Units are located within safe neighborhoods that are in close proximity to:
  - Transportation
  - Employment opportunities
  - Services
  - Shopping, recreation and socialization.

Staff supports tenants in developing and strengthening connections to their community.

Supportive Housing is not:

❖ **Treatment**

❖ **Transitional**

❖ **Licensed community care**

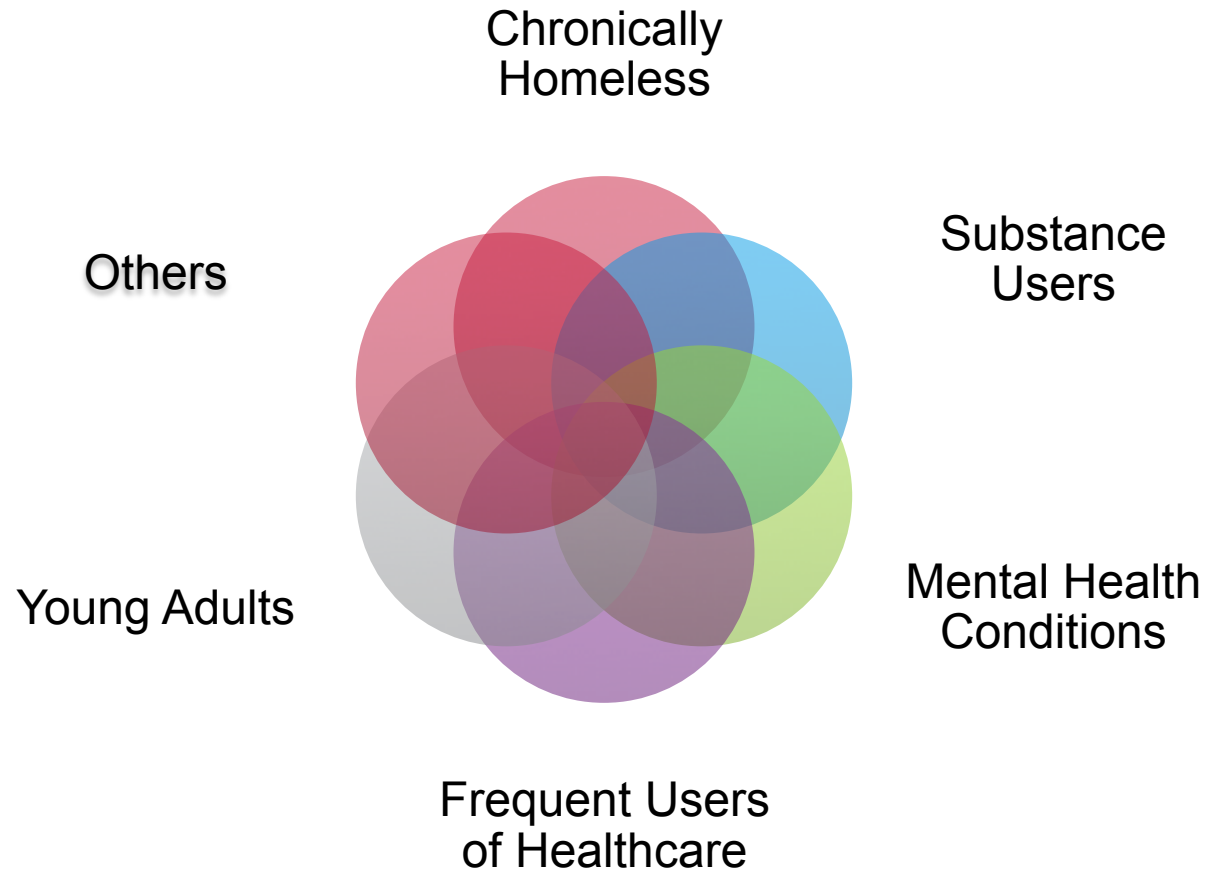CSH

But does it work?

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Yes!

Supportive Housing Outcomes

State of the Literature 2002-2016

There are at least 32 known studies from 2002-2016 that focus on various subpopulations in supportive housing.

Chronically Homeless

Substance Users

Mental Health Conditions

Frequent Users of Healthcare

Young Adults

Others

Link to Supportive Housing Studies

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Supportive Housing Outcomes

Supportive Housing Improves Lives

- Housing stability
- Employment
- Mental and physical health
- School attendance

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Supportive Housing Outcomes

Supportive Housing Generates Cost Savings to Public Systems, including decreased use of…
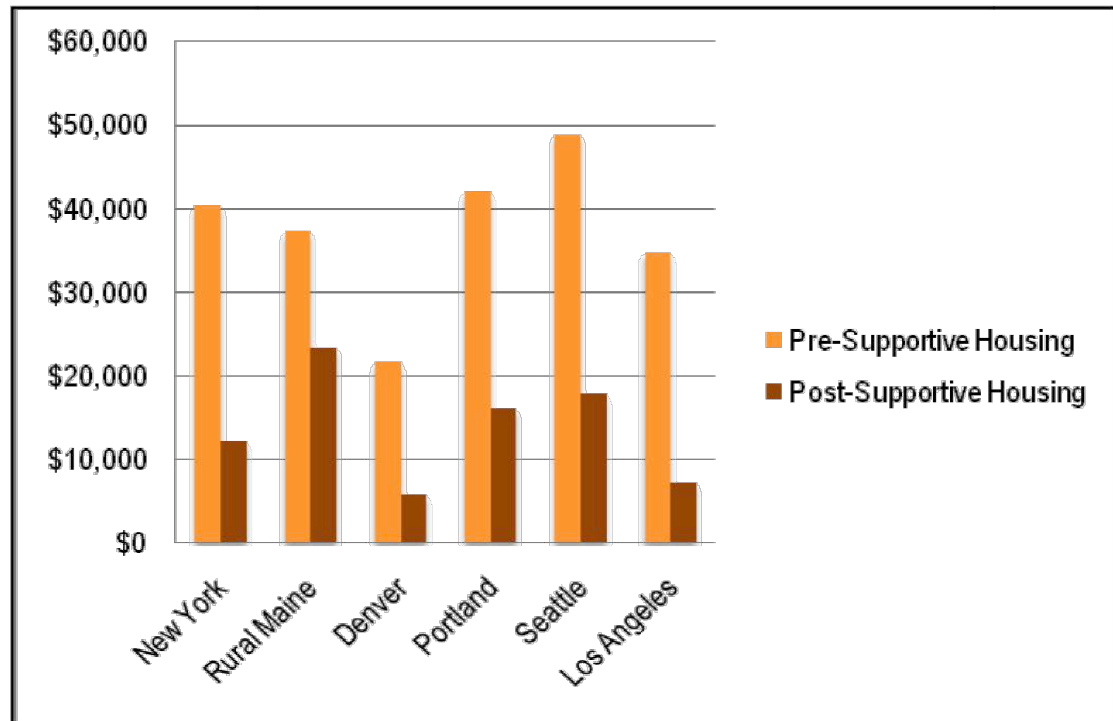
Homeless shelters

Hospitals

Emergency rooms

Jails and prisons

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Supportive Housing Outcomes

Cost studies in six different cities found that supportive housing results in decreased use of expensive homeless shelters, hospitals, emergency rooms, jails and prisons.

Per-Person Annualized Cost of Public Services Before and After Entering Supportive Housing

Housing for Health Outcomes

(n=890)

Rand Evaluation 2017

LA County public system savings

Emergency room visits decline by **66%** ↓

Inpatient admissions decline by **76%** ↓

Use of detox residential facilities decline by **57%** ↓

More than **96%** stay housed for at least one year ↑

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Supportive Housing Outcomes

Supportive Housing Benefits Communities

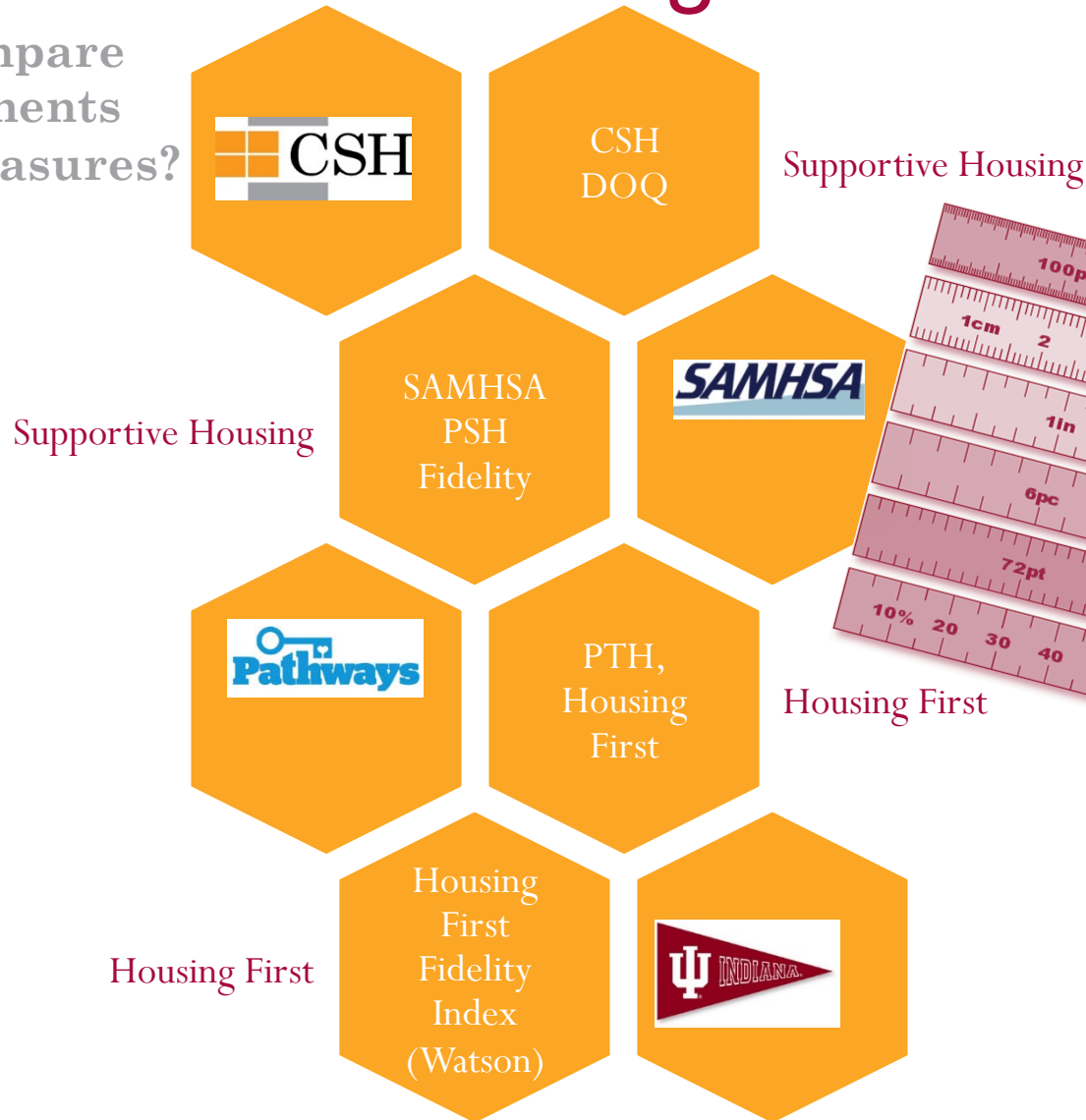Improves the safety of neighborhoods

Beautifies city blocks

Increases or stabilizes property values over time

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Measuring Quality Supportive Housing

How do we compare fidelity assessments and quality measures?

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CSH DOQ

Supportive Housing

SAMHSA PSH Fidelity

Supportive Housing

SAMHSA

Pathways

PTH, Housing First

Housing First

Housing First

Housing First Fidelity Index (Watson)

IU INDIANA

Core Outcomes	CSH
Services Approach: Team Based, Behavioral Health focused	CSH	Pathways	SAMHSA	Indiana
Eviction Prevention, Re-housing commitment,	CSH	Pathways		Indiana
Case Load Sizes & Contact Requirements		Pathways	SAMHSA	Indiana
Integration for PLWD, Emphasis on Scattered-Site		Pathways	SAMHSA	Indiana
Data Sharing	CSH
Decent, Safe Affordable Housing	CSH	Pathways	SAMHSA	Indiana
Hiring Practices, Key Policies, & Agency Expertise	CSH	Pathways		Indiana

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Quality practices result in positive outcomes

Certification measures core outcomes including:

- Tenants stay housed
- Tenants are satisfied with services and housing
- Tenants have social and community connections
- Tenants improve their physical and mental health
- Tenants increase their income and employment

POSITIVE SUPPORTIVE HOUSING OUTCOMES

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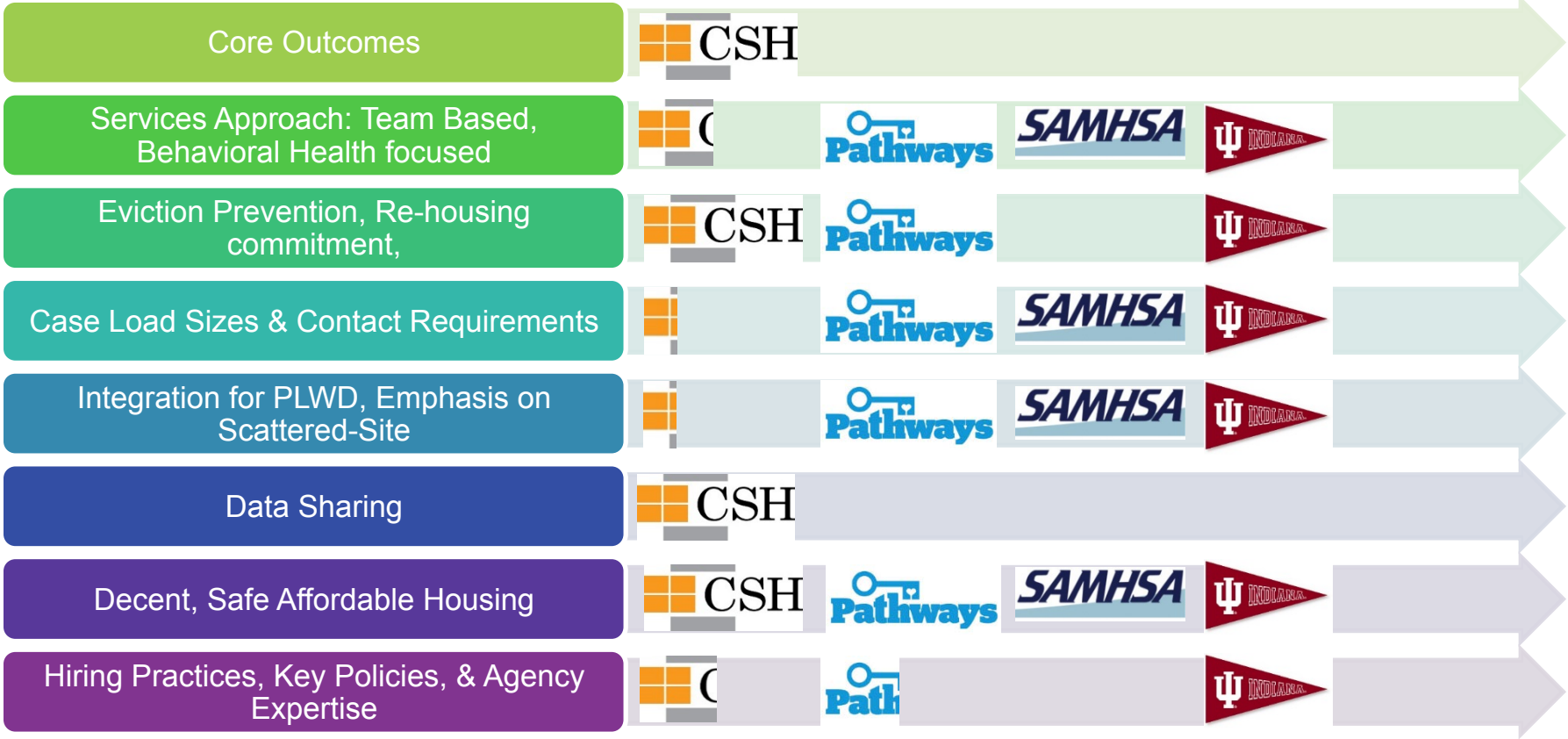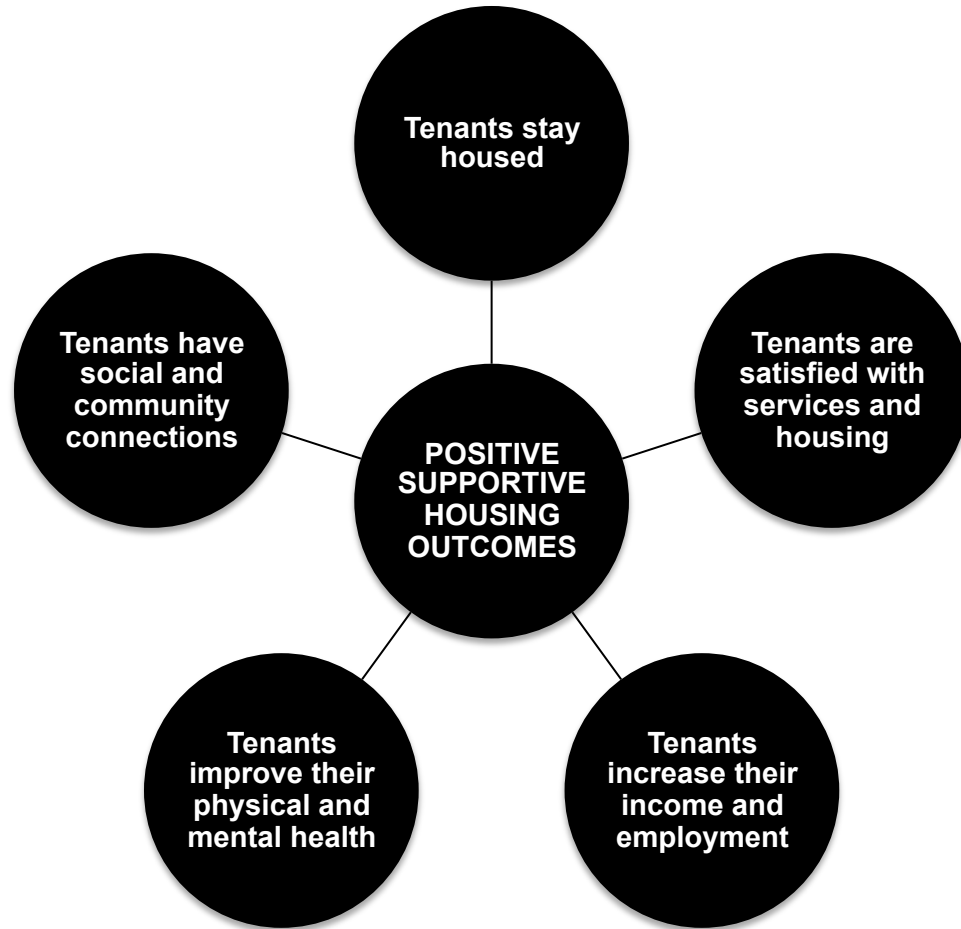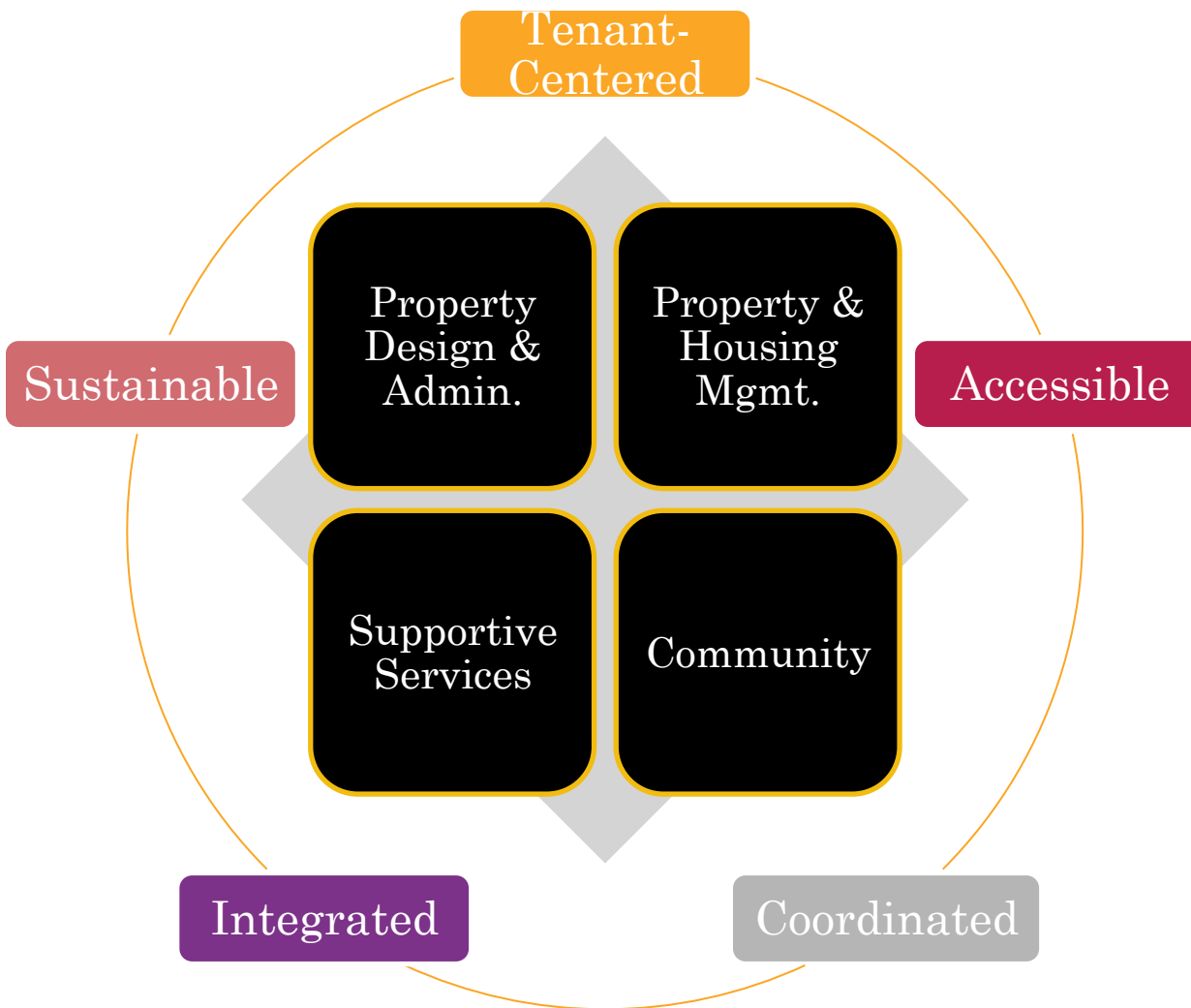
Certification examines
40 indicators across
5 Dimensions of Quality
and
4 Project Components

Learn more at: *www.csh.org/ quality*

Tenant-Centered

Tenant input in planning and project design

Staff educate tenants on rights and responsibilities, seek tenant feedback

Voluntary, customized, comprehensive & flexible services

Tenants have meaningful leadership opportunities

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Accessible

Housing is affordable & accommodating to special needs

Housed quickly in culturally competent way

Services are promoted, convenient & accessible

Housing application & screening is part of community strategy

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Coordinated

Clearly established roles, with formal written agreements

Coordination with property management, landlords and community service providers

Established formal connections to mainstream and community-based resources

Prioritization of tenants with high service needs at community level

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Integrated

Meets community standards, engages community dialogue

Choice in unit, with full rights as standard lease

Tenants develop & strengthen community connections with staff support

Community strategy promotes choice from multiple housing models and neighborhoods

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Sustainable

Project funding is adequate for ongoing operations

Unit is regularly checked and it remains in good condition and receives needed maintenance

Service funding is sustainable & flexible to meet changing needs

Community planning efforts are furthered by this supportive housing program

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Dimensions of Quality Supportive Housing

Learn about a particular dimension.

Learn how the dimensions apply to a particular component (like supportive services).

PROJECT COMPONENTS

DIMENSIONS OF QUALITY	● Project Design and Administration	■ Property and Housing Management	◆ Supportive Services	▲ Community
Tenant-Centered	Tenants play an active role in planning the supportive housing project, and all partners share a common commitment to helping tenants thrive.	Staff educates tenants on their rights and responsibilities as leaseholders, actively soliciting tenant feedback.	Services are voluntary, customized and comprehensive, reflecting the needs of all household members.	Tenants have meaningful opportunities for leadership through avenues such as tenant associations and board positions.
Accessible	The housing is affordable, in a location that meets tenants' needs and accommodates persons with special needs.	Tenants move into housing quickly, and the process accommodates their varying backgrounds and cultural needs.	Staff actively works to ensure that tenants are aware of available services, which are at convenient hours and locations.	The housing application and screening process is part of a larger community strategy to coordinate access to housing.
Coordinated	Roles, responsibilities and communication strategies are clearly established among the supportive housing partners, codified in written agreements and revisited regularly.	Staff works closely with service providers and landlords to ensure tenants sustain stable housing.	The primary service provider has established connections to mainstream and community-based resources.	Tenants who have high service needs or who are high utilizers of existing systems are given priority for available units.
Integrated	The supportive housing project meets or exceeds community standards, and the partners actively engage in community dialogue.	All tenants are offered a choice of housing unit and have a lease identical to tenants not in supportive housing.	Staff supports tenants in developing and strengthening connections to their community.	There is an overall strategy promoting the ability of tenants to choose from a variety of housing models and neighborhoods.
Sustainable	The supportive housing project has funding that is adequate for its ongoing operations and allows it to target its intended tenants.	While respecting tenant rights and privacy, staff regularly checks to ensure that the unit remains in good condition and receives any needed maintenance.	The supportive housing project has funding that is sufficient to provide services to tenants on an ongoing basis and flexible enough to address changing tenant needs.	Goals outlined in community planning efforts, such as 10-year plans to end homelessness and consolidated plans, are furthered as a result of this supportive housing.

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Exercise- DOQ Self Reflection
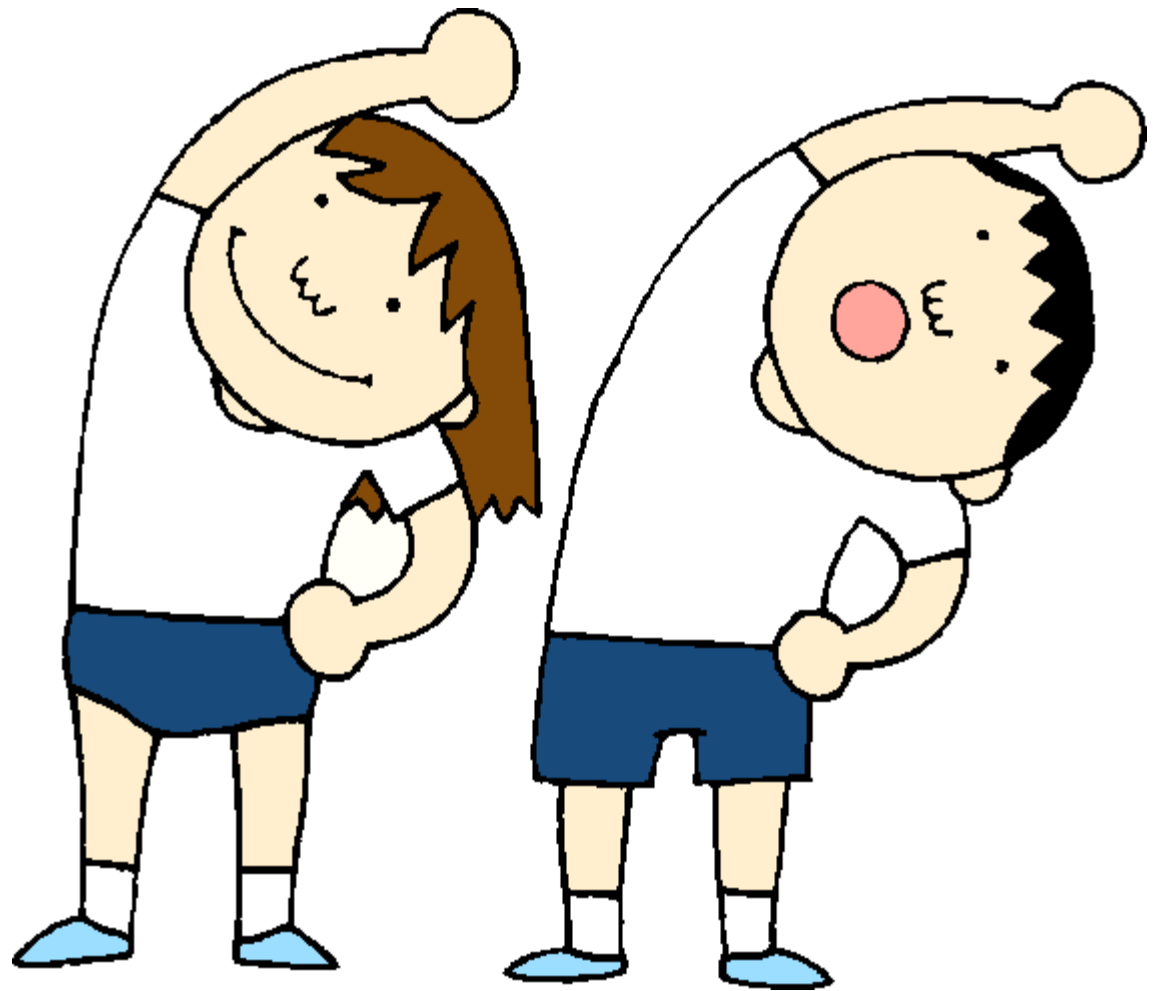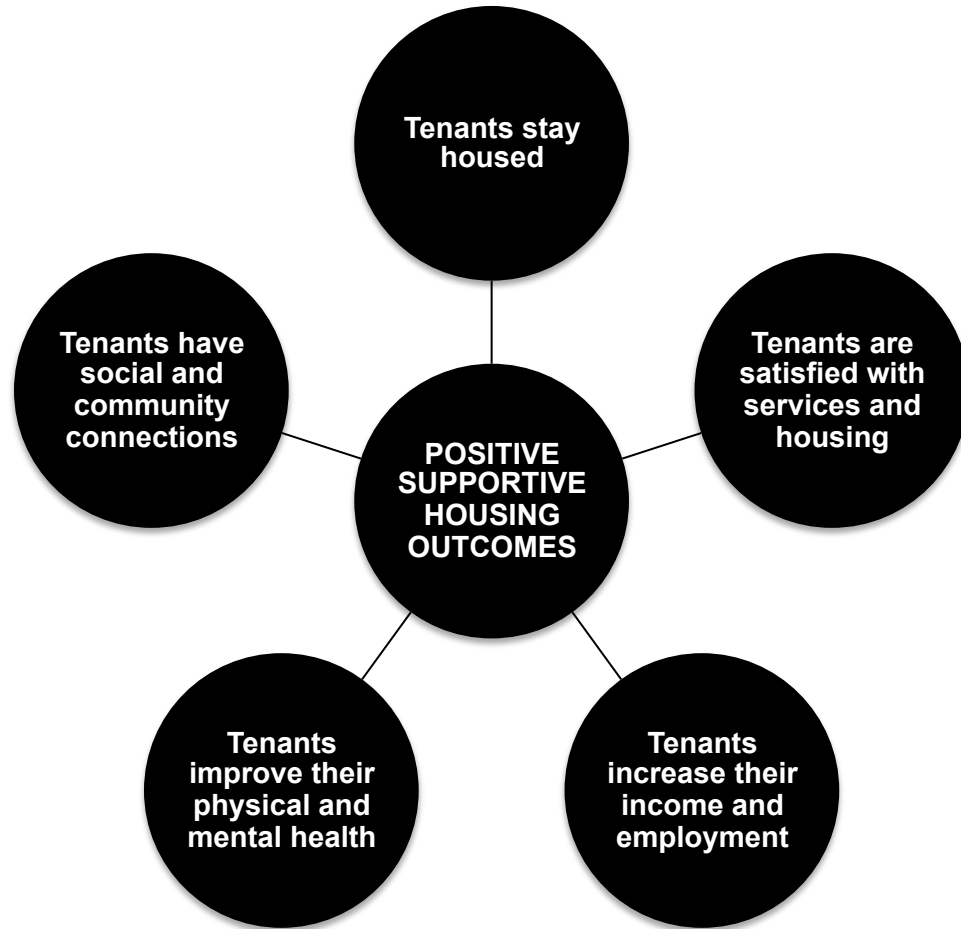
Scale

1. Not the case
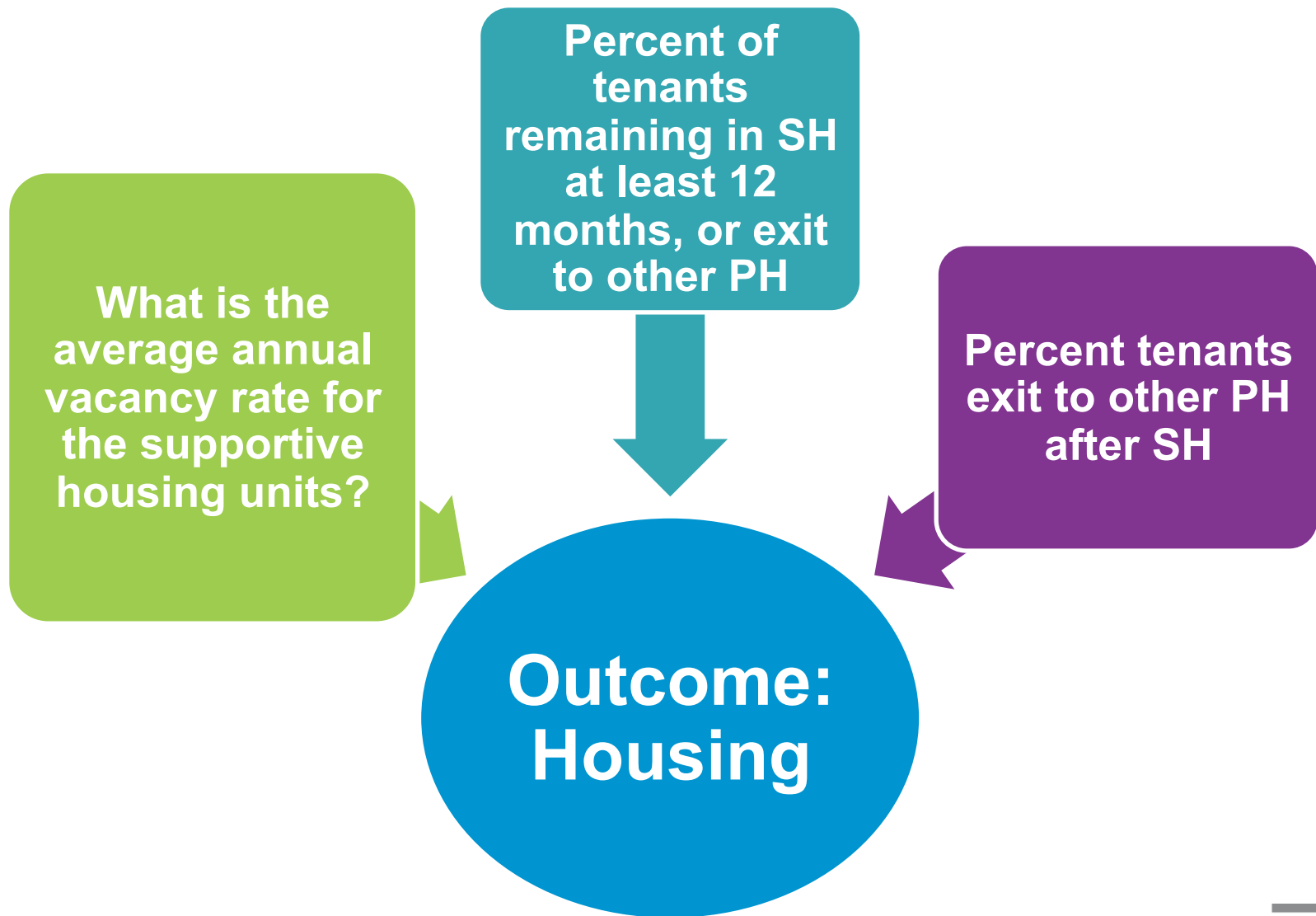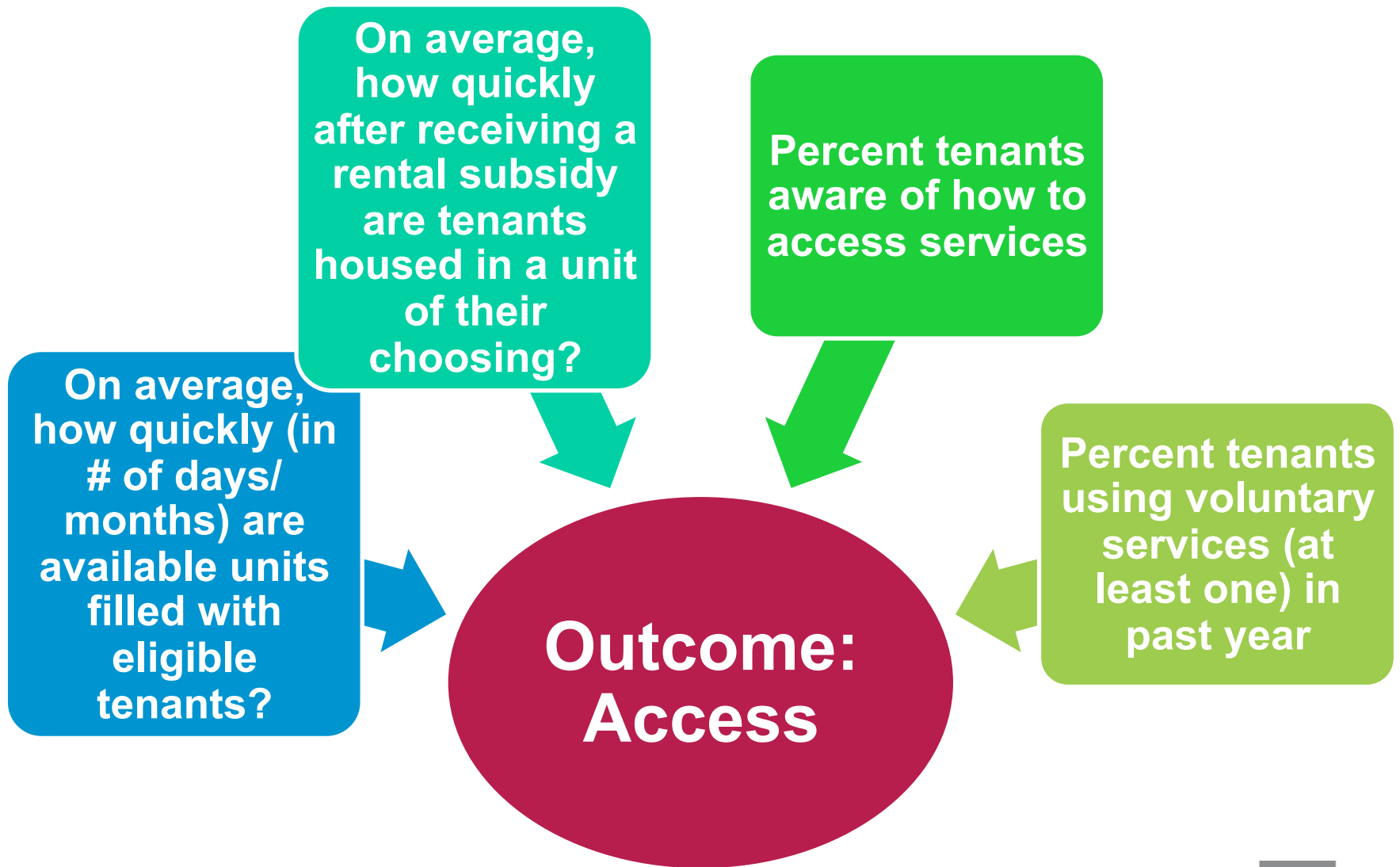
2. Sometimes the case

3. Always the case
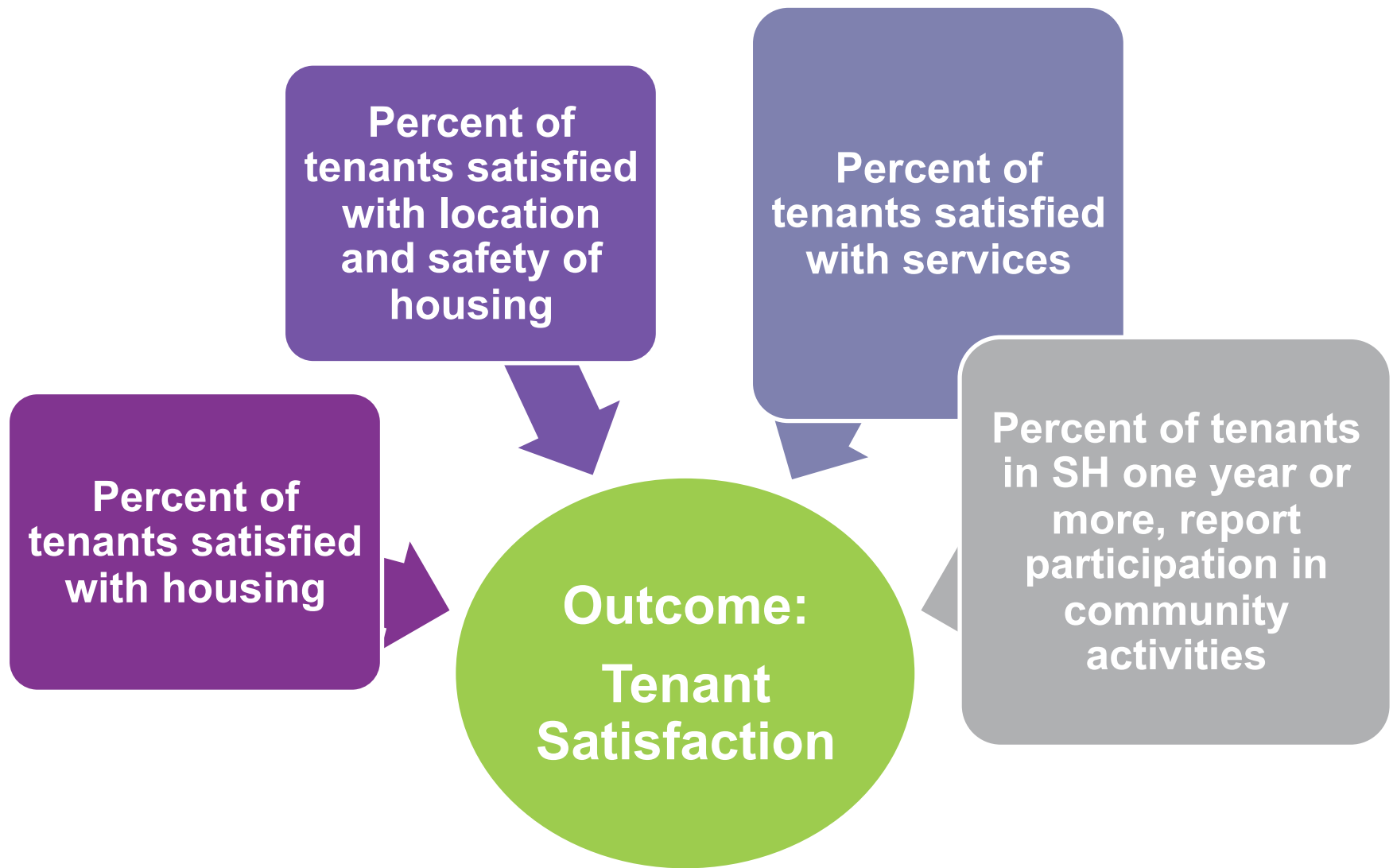
4. Always the case and policies in place

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Quality practices result in positive outcomes

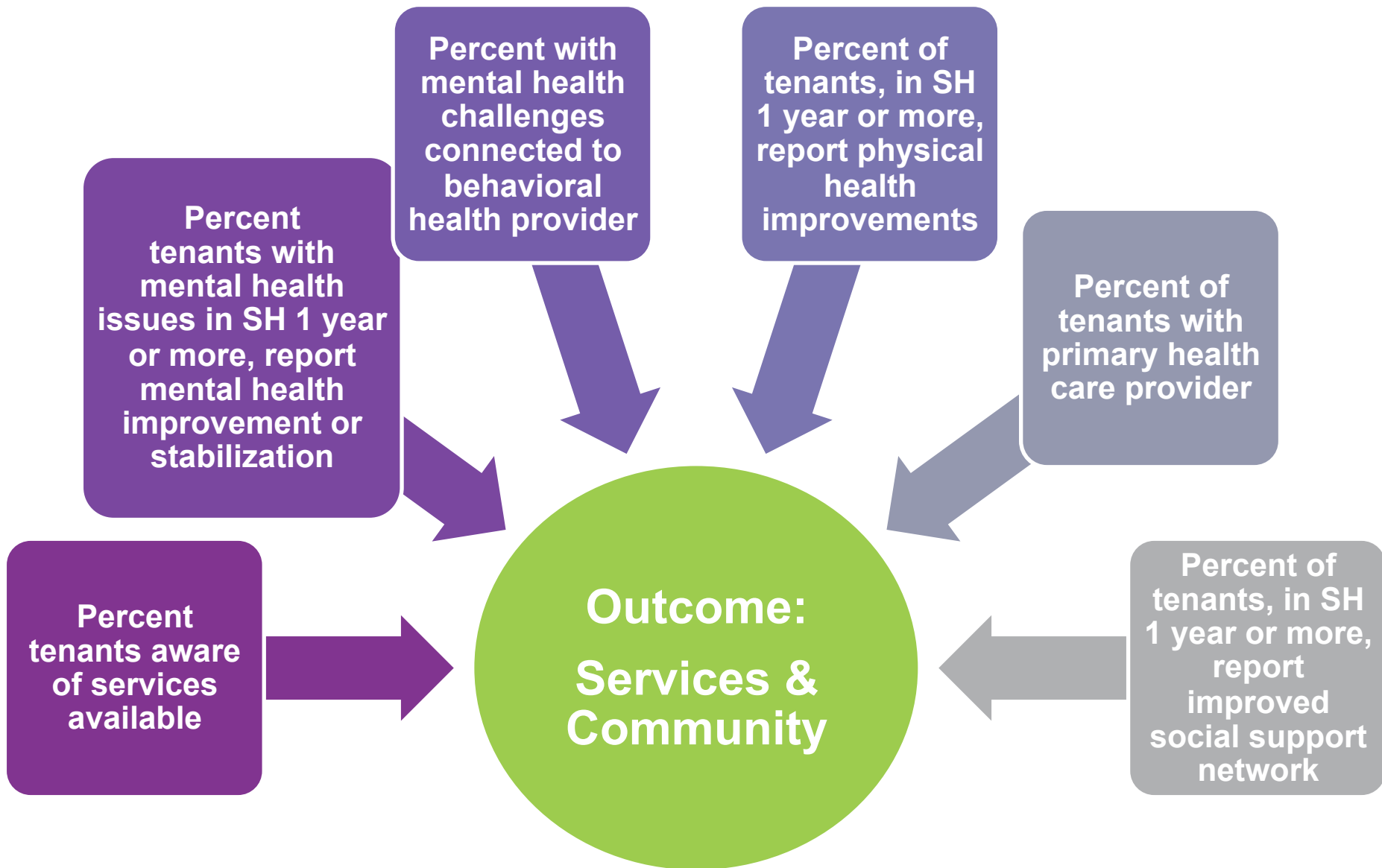Certification measures core outcomes including:

What is the average annual vacancy rate for the supportive housing units?

Percent of tenants remaining in SH at least 12 months, or exit to other PH

Percent tenants exit to other PH after SH

Outcome: Housing

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Complete the
worksheet:
Setting Project Goals

Five Scoring Categories for CSH Certification

- Project Design & Admin
- Property/ Housing Management
- Supportive Services
- Community
- Core Outcomes for Tenants

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Certification Process-existing projects

Certification Issued

Certification Evaluation

Site Visit

Application

Option for TA

Self-Assessment Report

Agency Self-Assessment

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Certification Process- new projects

Certification Issued

Certification Evaluation

Site Visit

Certification application

CSH Quality Endorsement

Option for TA

Supporting documentation submitted

Quality Endorsement Checklist

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The Self-assessment is a self-report online tool that guides programs through the standards in **ALL FIVE** categories
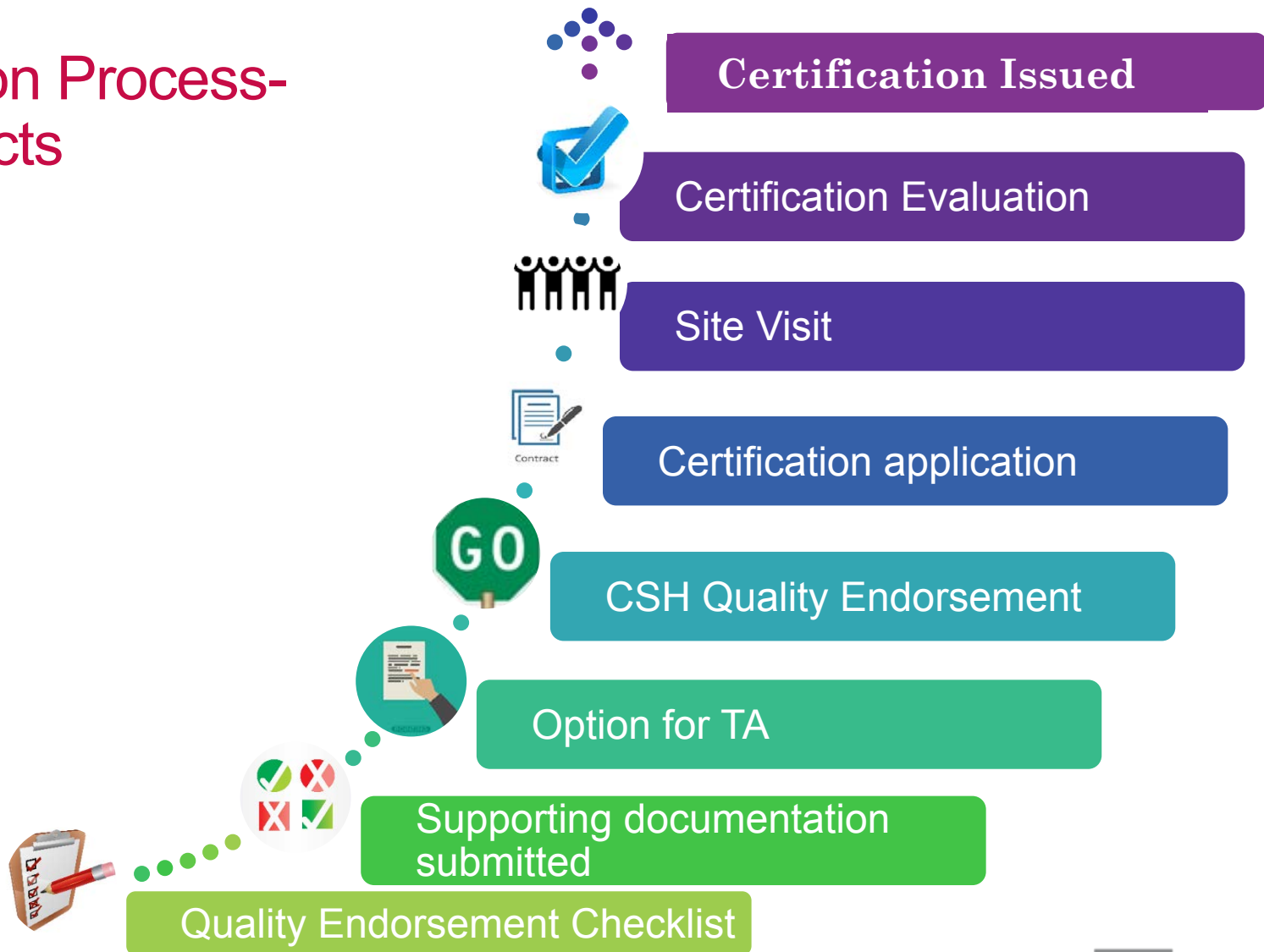
Five Scoring Categories for CSH Online Self-Assessment

Project Design & Admin

Property/ Housing Management

Supportive Services

Community

Core Outcomes for Tenants

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The Nitty Gritty

What to Expect		
90 minutes	Self-report	Multiple staff

How to Score		
Scoring sheets	Indicator averages	Dimension averages

Interpreting the Results	
CSH pairs results with TA & training	Indicators align with DOQ Guidebook

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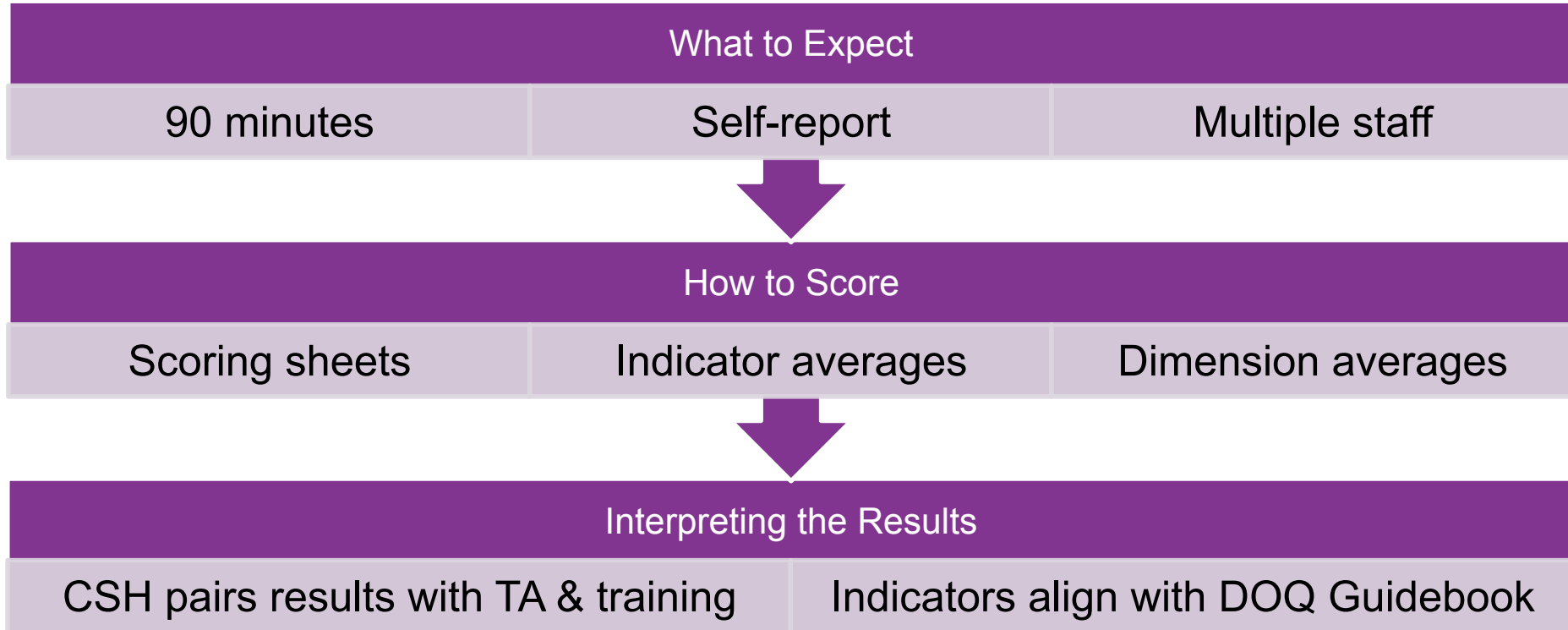
Preview: Self Assessment Tool & Report

Self-Assessment Results