

Fidelity to Supportive Housing Services

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The Source for
Housing Solutions



Today's Facilitators

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Go to Webinar Logistics

- **All participants are muted to maintain sound quality**
- **Use the chat box for questions**
- **Slide deck, follow-up materials and recording will be distributed to participants and posted on website after**

About CSH



**Improve the
lives of
vulnerable
people**



**Maximize
public
resources**



**Build strong,
healthy
communities**

What We Do

**Powerful
capital funds,
specialty loan
products and
development
expertise**

Lending

**Custom
community
planning and
cutting -edge
innovations**

**Training
&
Education**

**Research-
backed tools,
trainings and
knowledge
sharing**

**Policy
Reform**

**Systems reform,
policy
collaboration
and advocacy**

**Consulting
&
Assistance**

**Lines of
Business**

Our Roadmap for Today's Session

Learning Objectives

**Define quality
supportive housing
and its core
components**

**Understand the
keys to delivering
services in
supportive housing**

**Understand CSH's
Quality Supportive
Housing
Certification
benefits and
process**

INTRO TO QUALITY SUPPORTIVE HOUSING

What is Supportive Housing?

How do you describe Supportive Housing?

Supportive Housing

**Property and
Housing
Management**

**Project's
relationship to the
community**



Housing

**Supportive
Services**

What is Supportive Housing?

Why Supportive Housing?



What is Supportive Housing?

Supportive Housing Models

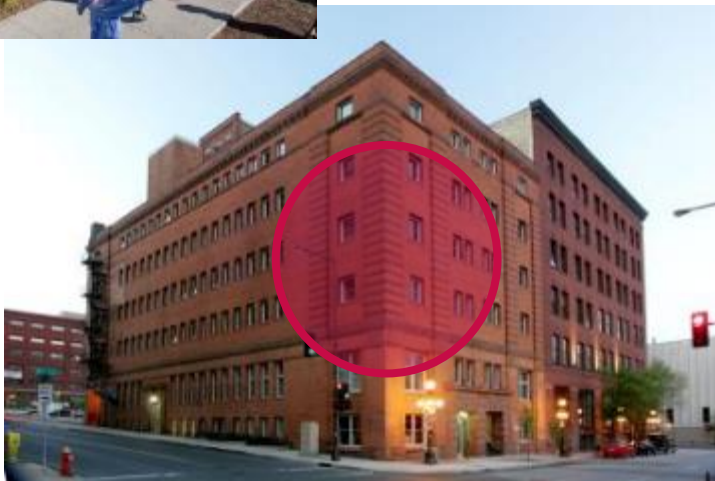
Single Site



What is Supportive Housing?

Supportive Housing Models

Scattered Site



What is Supportive Housing?

Supportive Housing Models



Build/Own



Lease

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**

**Targets households
with multiple barriers**

Key Components of Supportive Housing

Supportive Housing is for people who are...

**Chronically
homeless**

**At risk of
homelessness**

**Cycling through
systems**

**Exiting
institutions**



**Provides unit with a
lease**

Key Components of Supportive Housing

Leases in Supportive Housing



Identical to tenants in non-supportive housing.

Tenants have a clear understanding of their rights and responsibilities.


No service participation agreements.



Housing is affordable

Key Components of Supportive Housing

Access through Affordability

A pair of hands is shown holding a white card shaped like a house. The card contains text in a purple serif font. The background is a soft-focus image of the hands and the card.

**Whenever possible,
adequate financing
is secured to allow
tenant's payment
for rent and utilities
to be no more than
30% of tenant
income.**

**Engages tenant in
flexible, voluntary
services.**

Key Components of Supportive Housing

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.

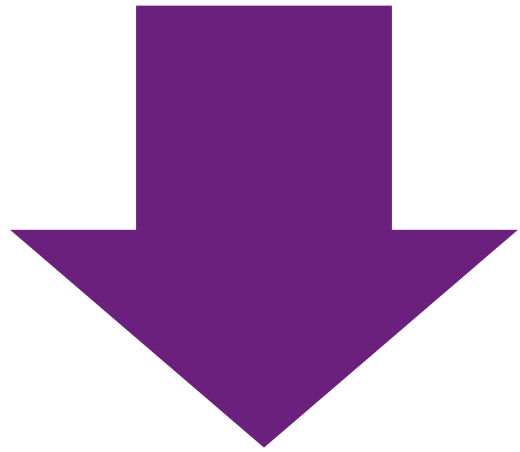
Key Components of Supportive Housing

Supportive Services



Key Components of Supportive Housing

The Low Demand Model



**Low
Demand**



**High Rate
of Housing
Stability**

Key Components of Supportive Housing

Medicaid Reimbursement for Services

Housing Transition

Tenant Screening

Individualized Housing Support Plan

Assistance with Application and Moving

Housing Crisis Planning

Housing and Tenancy Sustaining

Tenant Education, Coaching and Assistance with landlords/neighbors

Advocacy and identification of behaviors that may jeopardize housing

Updating Housing Support and Crisis Plan

Cross-Sector Collaborative Efforts

Developing Agreements/Relationships with housing providers

Planning

Identifying opportunities to increase housing options

Coordinates among
key partners

Key Components of Supportive Housing

Different disciplines brought together

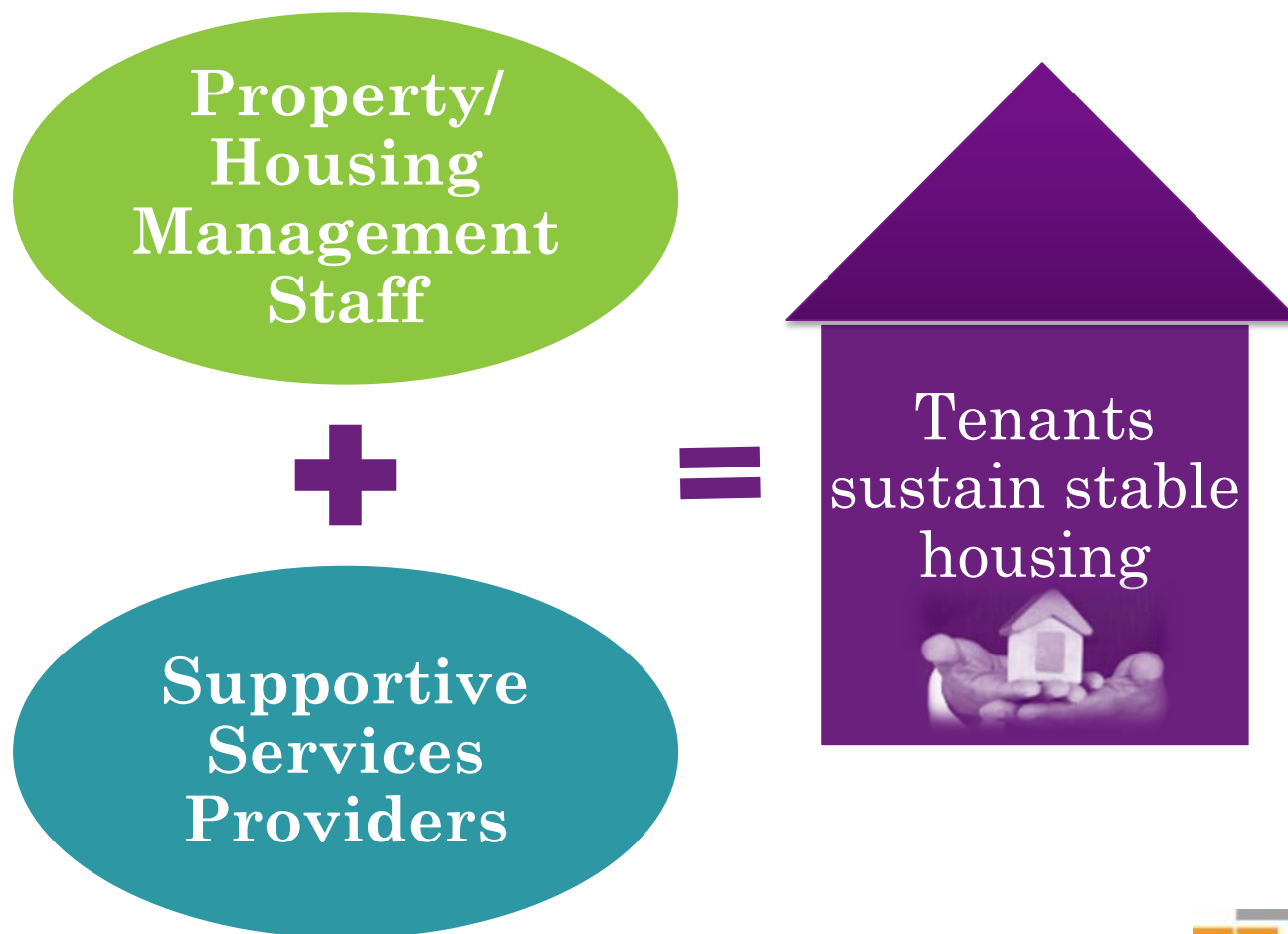
1. Development

2. Supportive Services

3. Property Management

Key Components of Supportive Housing

Coordinated Roles



Supports connecting with community

Key Components of Supportive Housing

Community Integration



True or False

**Raise your virtual hand if you think
this statement is true:**

**One of the primary differences
between Permanent Supportive
Housing and Market Rate Housing
is that Supportive Housing units are
subsidized to make them affordable.**

Poll

- **How does supportive housing differ from a traditional Transitional Housing model (select all that apply):**

Core Outcomes

Positive Supportive Housing Outcomes



Next Steps and Further Resources

Dimensions of Quality Supportive Housing



<http://www.csh.org/qualitytoolkit>

HOUSING FIRST



**What is a Housing First
Strategy?**

Two Central Premises

Quick
re-housing

Housing
focused
services

Two Central Premises

**Quick
re-housing**

Screen in not out
Reduce barriers
Ensure outreach to target
Keep someone engaged
throughout lease-up

Two Central Premises

Flexible Services

PM and Services work closely
Train staff on harm reduction
Orient outcomes to housing

**Housing
focused
services**

Key Principles: Housing First

1 Centered on Consumer choice

2 Quick access to housing

3 Robust support services with assertive engagement

4 Tenancy is not dependent on participation in services

5 Units targeted to most disabled and vulnerable

6 Embrace a harm-reduction approach

7 Provide leases and tenant protections

Centered on Consumer choice

- **Involve in program design, evaluation**
- **Participate in design of house rules if applicable**
- **Encourage to make own choices**
- **Participate in board, tenant council**
- **Encourage tenants to be active community members**
- **Ask for feedback**



Quick access to housing

Units targeted to most disabled and vulnerable

- **Create a straightforward application process**
 - What do you need to know to house someone?
 - Why do you reject applicants?
 - How long does your process take?
- **Examine who can really get in**
 - Does your program serve the homeless of your community today?
 - Are your entrance criteria as open as possible?
When was the last time you looked at them?
 - Do the staff understand the applicant stress points at application and during the process?
 - Does an applicant get enough information to understand how this PSH will help them stay housed?

Robust support services with assertive engagement

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

Housing stability
services

Robust support services with assertive engagement



Tenancy is not dependent on participation in services

What are voluntary services?

Participation in services is not a condition of tenancy

Services are voluntary for tenants...not staff

Staff must work to build relationships with tenants

Emphasis should be on user-friendly services driven by tenant needs and individual goals

Embrace a harm-reduction approach

- **A belief that those who participate in high-risk behaviors deserve education on ways to protect themselves**
- **A philosophy that recognizes the resilience of individuals**
- **A way to expand the therapeutic conversation**
 - Allows providers to effectively engage with active users who are not yet contemplating abstinence

Provide leases and tenant protections

Why are leases are important?

conveys an
which one party
lease agreement
rent property
guarantees th
lar payr

Housing First Self Assessment

Admission/tenant screening and selection practices affirm the acceptance of applicants regardless of their sobriety or use of substances, completion of treatment, and participation in services.

Applicants are seldom rejected on the basis of poor credit or financial history, poor or lack of rental history, minor criminal convictions, or behaviors that indicate a lack of “housing readiness.”

Housing accepts referrals directly from shelters, street outreach, drop-in centers, and other parts of crisis response system frequented by vulnerable people experiencing homelessness.

Housing First Self Assessment

Supportive services emphasize engagement and problem-solving over therapeutic goals.

Services plans are highly tenant-driven without predetermined goals.

Participation in services or program compliance is not a condition of permanent supportive housing tenancy. Rapid re-housing programs may require case management as condition of receiving rental assistance.

Use of alcohol or drugs in and of itself (without other lease violations) is not considered a reason for eviction.

VOLUNTARY SERVICES

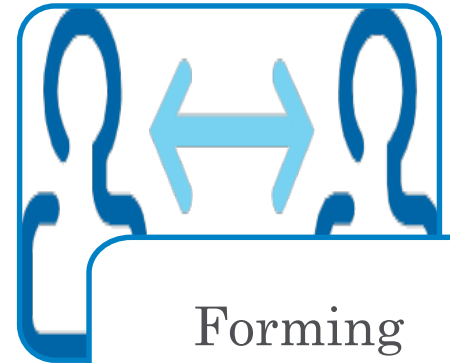
Why Voluntary Services? Achieving Goals



Housing
tenants first,
without
preconditions



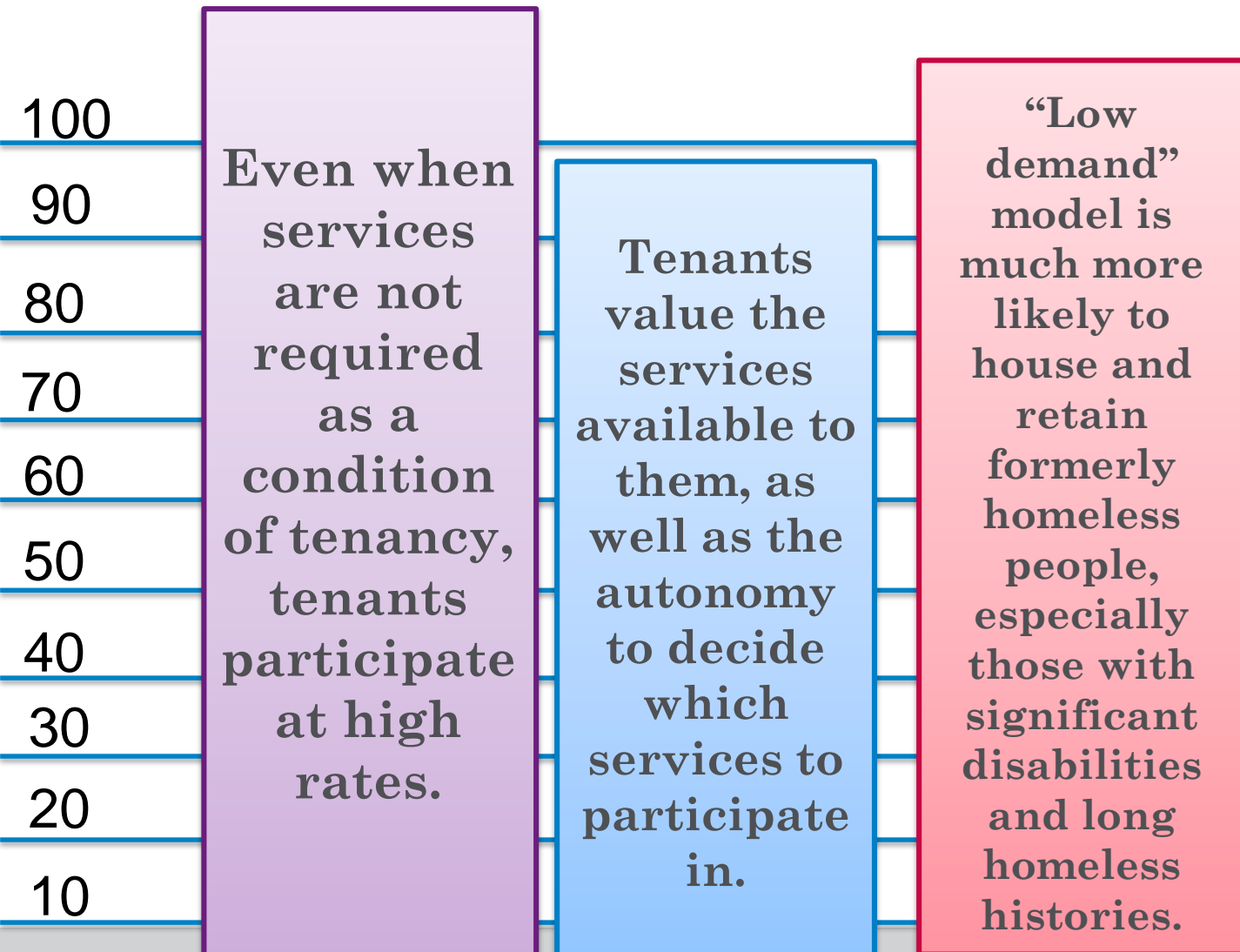
Keeping them
housed



Forming
effective
service
relationships

Why Voluntary Services?

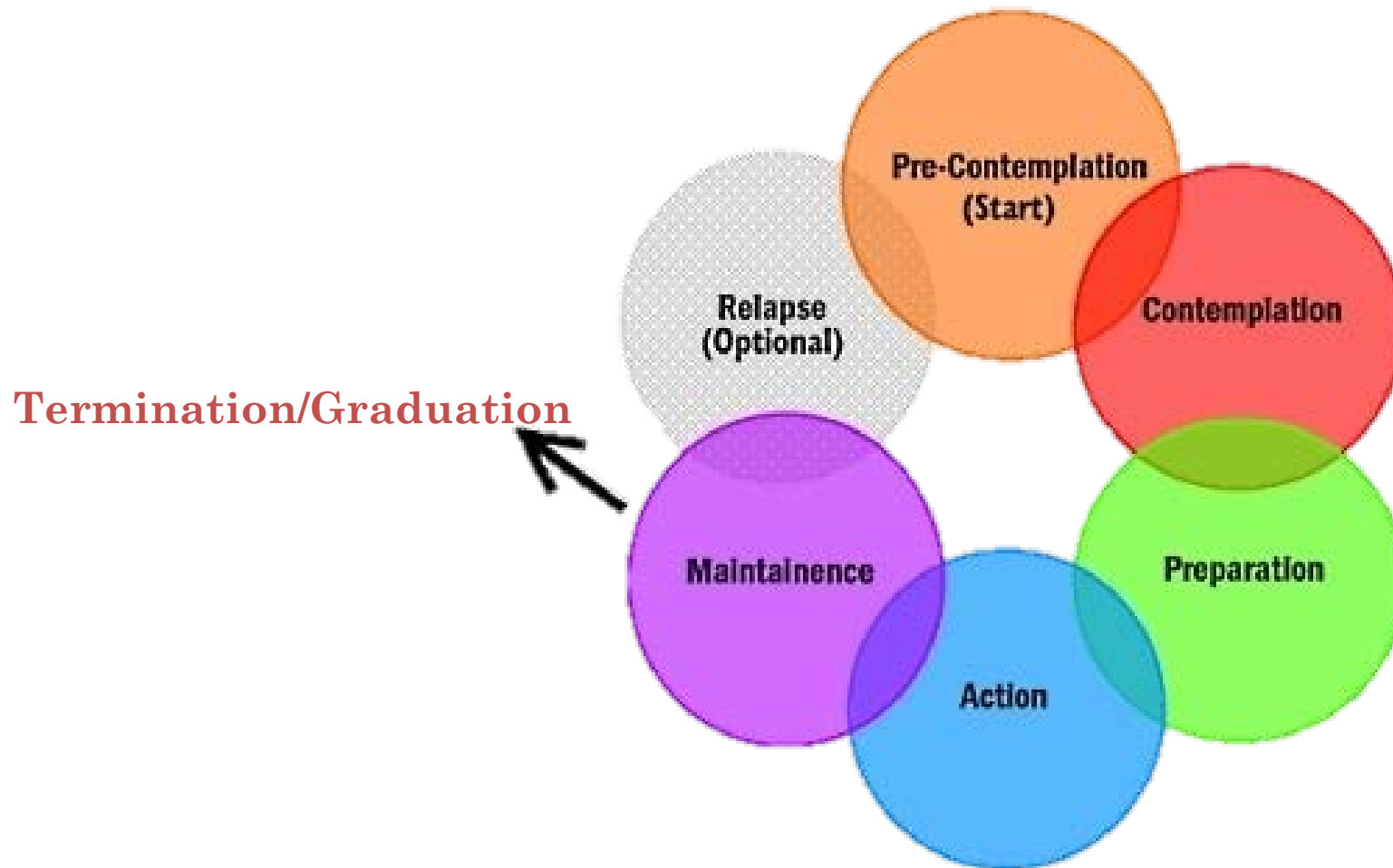
What the Research Shows




Voluntary Services Starts with....



Stages of Change



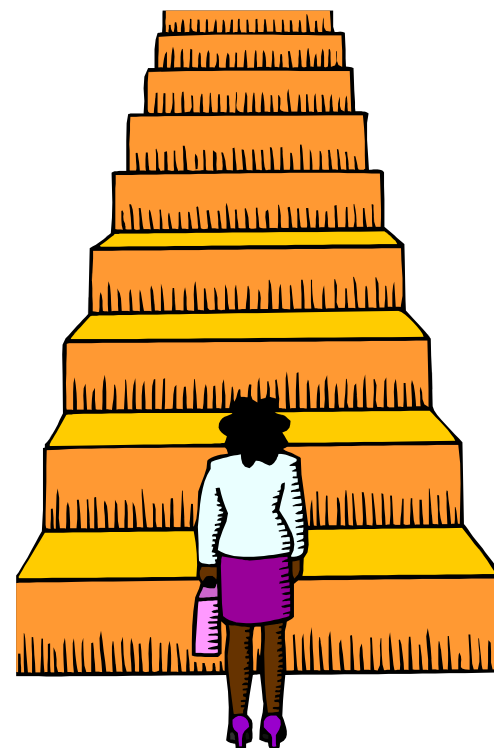
Engagement is a Process

- 
- **Where we introduce tenant to services relationship**
 - **Explain our role**
 - **Find common ground to build on**
 - **Engagement is not an event, does not happen overnight**
 - **Should be non threatening**
 - **Varies from tenant to tenant**

Assertive Engagement Principles

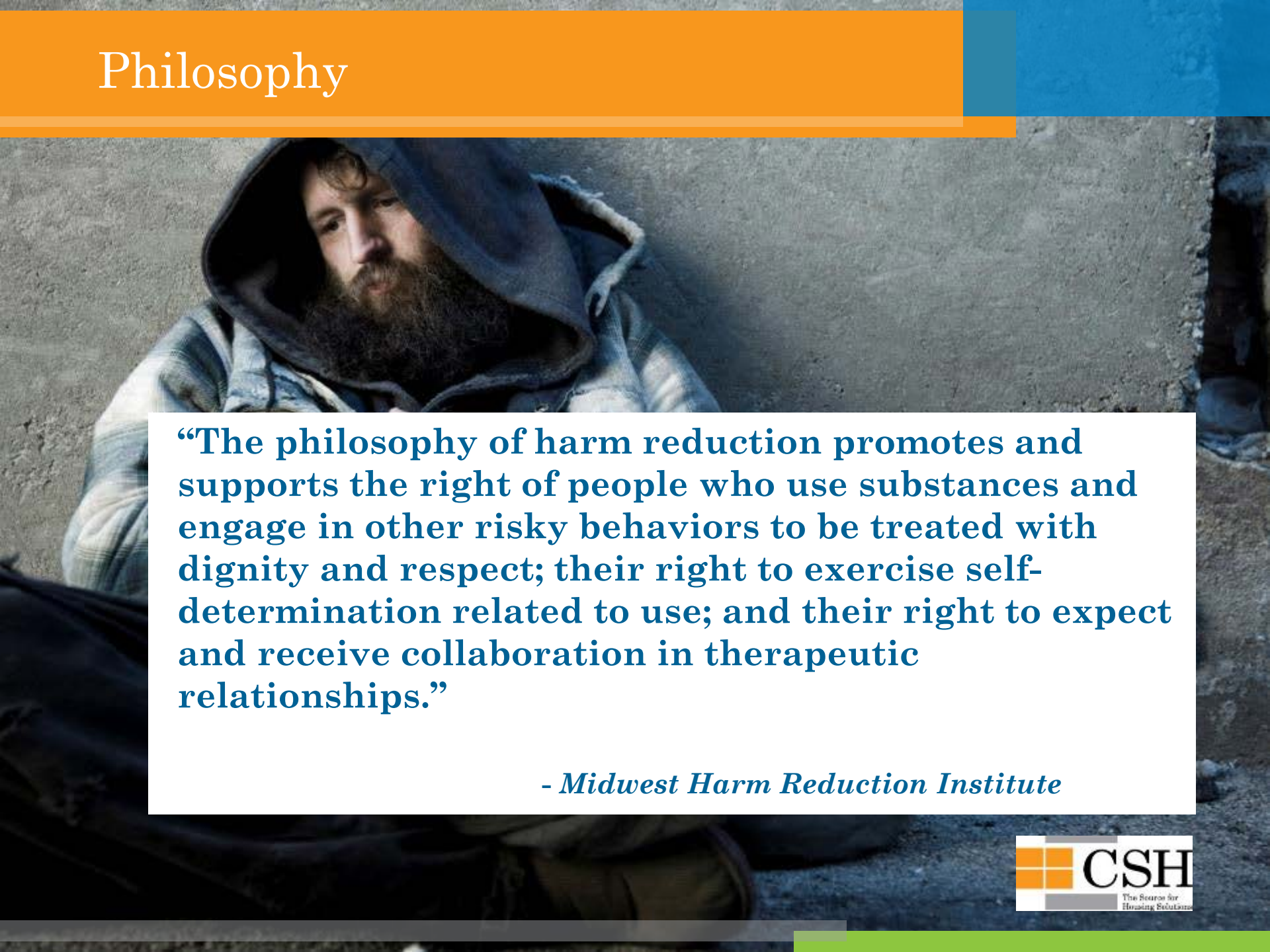
Professionals are catalysts for change

- **Care for immediate needs**
- **Help people make informed choices**
- **Develop an honest and trusting relationship**
- **Unconditional positive regard**
- **Provide and/or connect to services and resources**
- **A persistent and active approach to interaction**
- **Individualized**



HARM REDUCTION

Philosophy

A photograph of a man with a long, dark beard and mustache, wearing a dark hooded jacket. He is sitting on the ground, leaning against a rough, grey concrete wall. The background is a solid blue color.

“The philosophy of harm reduction promotes and supports the right of people who use substances and engage in other risky behaviors to be treated with dignity and respect; their right to exercise self-determination related to use; and their right to expect and receive collaboration in therapeutic relationships.”

- Midwest Harm Reduction Institute

What Harm Reduction Is...

- **Philosophy that recognizes the resilience of individuals**
- **Expands the therapeutic conversation**
 - Allows providers to intervene with active users who are not yet contemplating abstinence

What Harm Reduction is Not...

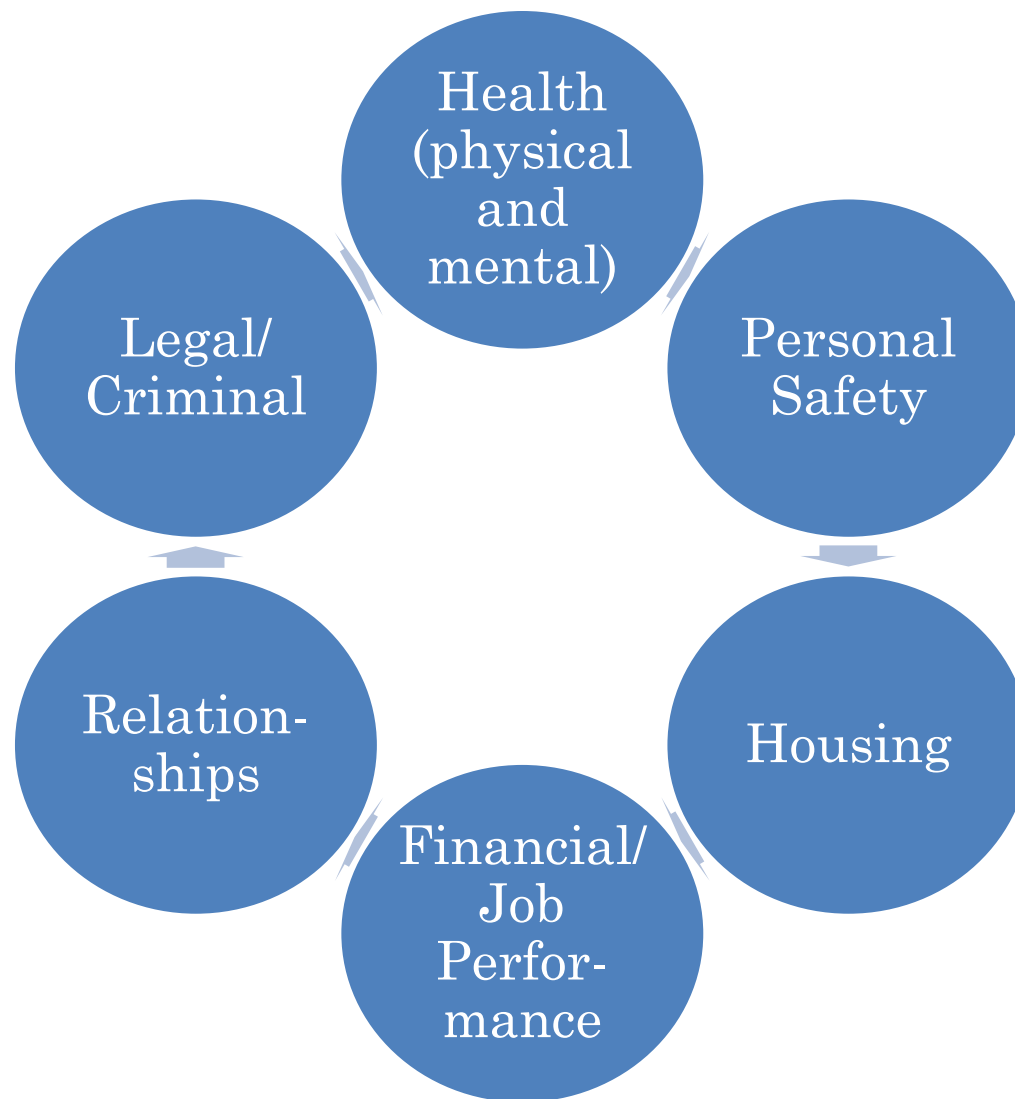
- **Neither for or against drug use**
- **Consent to use**
- **“Don’t ask, Don’t Tell”**
- **“anything goes”**
- **Anti-abstinence**

Core Principles

Harm reduction principles (per Mid-West Harm Reduction Institute)

- 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

Areas of Harm



Substance Use Management

- What is the goal (benefit) of your use?
- What harms have you experienced in the past that you'd like to avoid?
- What action steps can you take to avoid these harms?

CSH PROJECT CERTIFICATION

What Is It?

*Seal of approval for projects that
meet CSH's standards for **Quality**
Supportive Housing*



Quality Certification
certification@csh.org





We certify supportive housing projects that are:

- **Tenant Centered**
 - *Every aspect of housing focuses on meeting tenant needs*
- **Accessible**
 - *Tenants of all backgrounds and abilities enter housing quickly and easily*
- **Coordinated**
 - *All supportive housing partners work to achieve shared goals*
- **Integrated**
 - *Housing provides tenants with choices and community connections*
- **Sustainable**
 - *Housing operates successfully for the long term*

Who is Eligible for Certification?

- **Single– or scattered-site supportive housing projects in operation for at least one year**
- **Tenants have leases and pay no more than 30% of their incomes toward rent**
- **Project provides wide array of services, which are voluntary**
- **Project coordinated with community partners**

Agency Self-Assessment

Agency determines if they are eligible for certification



Pre-Screen Application

Agency completes and submits Pre-Screen Application



Agency Intake & Agreement

Eligible agencies participate in agency intake to review process and complete contract



Application

Agency completes and submits full CSH Certification Application



Site Visit

CSH conducts site visit: meet with key staff, focus groups, see units



Certification Evaluation

All materials are evaluated and the project is deemed certified or preliminarily certified



Final Certification or Re-Submission

Agencies are issued a final Certification Report indicating their certification status.

Questions



**Thank you for
joining us today!**

The Source for
Housing Solutions

