



# Permanent Supportive Housing

Support Services

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## Webinar Logistics

- Sponsored by DEO
- Participants are muted
- Enter your questions in the box in your webinar panel
- Handouts are available with this webinar (see panel)
- This webinar is being recorded and will be available at [www.flhousing.org](http://www.flhousing.org)
- A survey will immediately follow the webinar; **please** complete it! Thanks!



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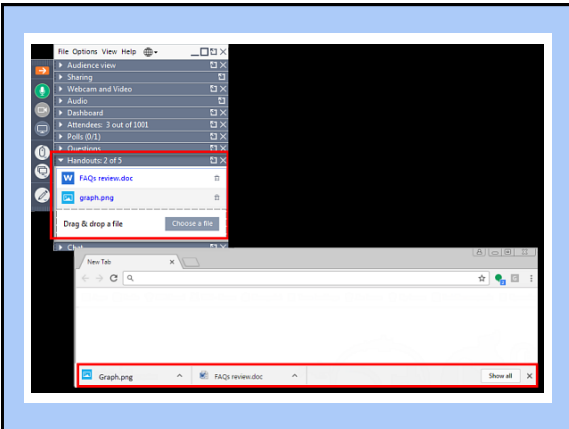
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File Options View Help

- Audience view
- Sharing
- Webcam and Video
- Audio
- Dashboard
- Attendees: 3 out of 1001
- Polls (0/1)
- Handouts: 2 of 5
- FAQs: review.doc
- graph.png

Drag & drop a file Choose a file

New Tab

graph.png | FAQ: review.doc | Show all

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## Resources

Past Trainings on Homelessness

- Case Management Series
- Webinar 1 and 2 – PSH Series
  - Property Management and Operations
  - Developing a PSH Project



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## Quick Poll – Who Are You?



- Case Manager/Support Services Staff
- Supervisor/Executive Staff
- Funder/Grant Administration
- Other

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## Quick Poll – Do You?

- Currently work in PSH
- Thinking about opening a PSH project
- Just curious



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## Permanent Supportive Housing



- **Permanent:** Tenants may reside in their home as long as they are abiding by their tenancy responsibilities.
- **Supportive:** Tenants have access to the supportive services they need and want
- **Housing:** Housing is decent, safe, and affordable. Integrated into the community.

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## PSH Case Management Models

Critical Time Intervention	Usually used post-institutionalization or when intensive services are needed. Intensive services in the beginning; decreased as client becomes stable. Time limited (9 months).
Assertive Community Treatment	Reserved for people with the most serious mental illness; 24 hour coverage; provider of all services; most intense community CM available; can be used in PSH
Intensive Case Management	Usually associated with PSH or in the mental health system; intensive case management provides a high level of case management as long as is needed; coordinates all services for clients

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## Separate Property Management and Services

### Property Management

- tenant application and eligibility determination
- rent collection
- maintenance and repairs
- legal issues surrounding non-payment of rent
- compliance
- accounting

### Services

- case management and service planning
- assistance with independent living skills
- creating a plan for meaningful daily activities
- accessing physical and behavioral health care
- help applying for mainstream benefits

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# PSH Principles

- Immediate access to permanent housing with no housing readiness requirements.
- Consumer choice and self-determination.
- Recovery orientation.
- Individualized and client-driven supports.
- Social and community integration.



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## Principle 1: Access to Housing



- There are no "housing readiness" conditions
  - Income, employability, sobriety, medication compliance
- Full rights of tenancy
- Offered choice in housing
  - PBRA V. TBRA




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## Principle 2: Consumer Choice



- Choice in support services offered
- Goals are developed collaboratively
- Person has control over their own life and choices
- Voluntary services




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**Principle 3:  
Recovery  
Orientation**



- Encourages recovery – no matter what that looks like
- Respects client values
- Utilizes a harm reduction approach



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**RECOVERY**

Expectations → Reality



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**Harm Reduction**



- Does not minimize or ignore the real and tragic harm and danger associated with behavioral health disorders.
- Reality is: Drug use and untreated mental health disorders are part of our world and the lives of those with whom we work.
- Works to minimize the harmful effects rather than ignore, condemn, or demand treatment or sobriety/treatment at all times.
- Affirms consumers themselves as the primary agents of reducing the harms related to behavior.

[Harm Reduction Coalition](#)

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**Principle 4:  
Individualized  
Supports**



- Tailored services to client needs
- Throw out a one size fits all approach
- Ex: Number of home visits varies
- Services are focused on housing stability



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**Principle 5:  
Community  
Integration**



- Olmstead Act
- Access to transportation, shopping, employment, services
- Scattered-Site
- Interdependence



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**Support Services –  
Home Based**

- Services occur **In the client's home** or a location the client chooses
- **Respectful** of the client's space as their own; only enter when invited in
- Objective-Based



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## Support Services – Collaborative

- Focus is on client building support **OUTSIDE** of the program
- Intended to connect a client with service options that **continue beyond the program**
- Link to other affordable housing projects



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“If your services are meaningful to participants’ goals, they will choose engagement.”

Staff Observation from the HomeFree rapid re-housing program in Portland, OR

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## PSH Team

- Case Manager
- LPN, RN
- Therapist
- Access to SAMH treatment
- Peer Support
- Assistant Case Manager



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### Case Manager

- Degree in human services
- Experience working with households experiencing chronic homelessness
- Adaptable and flexible
- Excellent time management skills
- Employs a strengths-based perspective and a person-centered approach
- Knowledge of disability benefits and other entitle benefits



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### Pro Tips

- ✓ Case Load 1:20
- ✓ Weekly Staffing
- ✓ Connect households to other housing opportunities
- ✓ Some people may need to be re-housed
- ✓ Utilize Motivational Interviewing
- ✓ Believe people can recover!



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Hey - Don't knock it till you've tried it!



your e cards  
someecards.com

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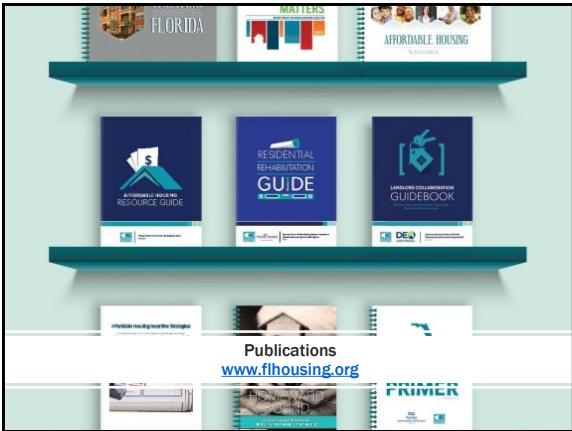
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