Permanent Supportive Housing
Support Services

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
- A survey will immediately follow the webinar; please complete it! Thanks!
Resources

Past Trainings on Homelessness
- Case Management Series
- Webinar 1 and 2 – PSH Series
  - Property Management and Operations
  - Developing a PSH Project

Quick Poll – Who Are You?
- Case Manager/Support Services Staff
- Supervisor/Executive Staff
- Funder/Grant Administration
- Other

Quick Poll – Do You?
- Currently work in PSH
- Thinking about opening a PSH project
- Just curious
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.

PSH Case Management Models

<table>
<thead>
<tr>
<th>Model</th>
<th>Description</th>
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<tbody>
<tr>
<td>Critical Time Intervention</td>
<td>Usually used post-institutionalization or when intensive services are needed. Intensive services in the beginning; decreased as client becomes stable. Time limited (9 months).</td>
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<tr>
<td>Assertive Community Treatment</td>
<td>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.</td>
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<tr>
<td>Intensive Case Management</td>
<td>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.</td>
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Separate Property Management and Services

<table>
<thead>
<tr>
<th>Property Management</th>
<th>Services</th>
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<tbody>
<tr>
<td>tenant application and eligibility determination</td>
<td>case management and service planning</td>
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<tr>
<td>rent collection</td>
<td>assistance with independent living skills</td>
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<tr>
<td>maintenance and repairs</td>
<td>creating a plan for meaningful daily activities</td>
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<td>legal issues surrounding non-payment of rent</td>
<td>accessing physical and behavioral health care</td>
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<td>compliance</td>
<td>help applying for mainstream benefits</td>
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<td>accounting</td>
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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.

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

Principle 2: Consumer Choice

- Choice in support services offered
- Goals are developed collaboratively
- Person has control over their own life and choices
- Voluntary services
Principle 3: Recovery Orientation

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

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
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

Principle 5: Community Integration

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

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
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

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

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

PSH Team

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

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!