

Housing the Homeless: Supportive Services

Who Is Likely to Benefit From Permanent Supportive Housing (PSH)?

Sample demographics of an individual who has benefited

A male who had been homeless off and on for 36 years who was survived while sleeping on the streets. This individual had frequent encounters with law enforcement and problematic substance use. He accessed emergency departments for health care and the Department of Mental Health for mental health needs. Due to his nomadic lifestyle he had poor medication compliance. After a long period of engagement and building trust, he was finally successfully housed. The stabilization period required staff to provide intensive case management through consistent home visits and interventions that addressed his ambivalence regarding substance use, mental health treatment and medical care. His case manager currently takes him to appointments, and linked him to payee services to ensure rent is paid on time. With this assistance this individual has achieved housing stability.



Who Will You Be Supported By?

Supportive Service Case Managers

On-site and off-site PSH case managers will have an individual caseload and are encouraged to build partnerships and work collaboratively with community providers to provide intensive case management and other necessary services to meet the tenant needs. These services will utilize Evidence Based Practices such as Harm Reduction, Motivational Interviewing, and Critical Time Intervention to engage, assess, and best meet the needs of this unique population. This level of intensive case management services will be delivered on a daily basis providing the ability to rapidly address, triage, and put prevention strategies in place to attend to functional, mental health, and medical crisis.

How Will They Be Supporting My Tenant?

Supportive Service Interventions

Supportive Service Providers ensure housing stability by implementing consistent interventions. These interventions ensure individuals are successful in permanent housing. The supportive service provider is a resource for the homeless individual, the landlord and the community. These interventions include:

- ✓ Money Management or Mandated Payee services
- ✓ Home visits to proactively address potential concerns
- ✓ Conflict resolution
- ✓ Life Skills training: how to be a good tenant/how to a good neighbor/how to do laundry
- ✓ Transition planning /community re-integration
- ✓ Ensure participation in medical/mental health/substance use services
- ✓ Transportation to critical appointments
- ✓ 24 hour crisis intervention
- ✓ Direct contact for landlord to address tenant issues immediately

Can You Tell Me A Little More About These Interventions?

Interventions Defined

- **Money Management or Mandated Payee services**

This guarantees that rent is paid on time each month. Focus is also on budgeting to help pay all bills related to ensuring stable housing. Individuals learn how to manage their money and how to prioritize how it is spent.
- **Home visits to proactively address potential issues with hoarding/bed bugs/property destruction**

Home visits are generally on a weekly basis when individual is first housed to help with transition from street to home. Case manager is able to monitor basic needs (food, hygiene, and housekeeping). This also helps to address unwanted house guests or inappropriate house guests. Home visits enable staff to determine when a tenant may need an IN HOME SERVICES WORKER.
- **Conflict resolution**

Case Manager is able to help tenant resolve conflicts with other tenants or neighbors.
- **Life Skills training: how to be a good tenant/how to clear apartment/how to do laundry.**

Life skills training is integral part of transition to apartment living. Many previously homeless tenants need help relearning how to live in housing.
- **Transition planning /community re-integration**

Integrating the tenant into the community in which he is housed decreases isolation and increases housing stability. Case Manager can help tenant to identify ways to become a productive community member. Individual often need suggestions and/or introductions to resources in their community.
- **Ensure participation in Medical/mental health/SA services**

Medical/Mental Health/SA services are field based when needed. This helps with medication compliance and decreases risk of increased symptoms. Prevents hospitalization and over use of healthcare system.
- **Transportation to appointments**

Staff will provide transportation to individuals that need help getting to their appointment. This helps them learn how to navigate their way around their community and learn how to adhere to a structured schedule.
- **Crisis resolution**

Staff are available after hours to address crisis situations that may occur.
- **Landlord has contact to address tenant issues immediately**

For scattered site housing, case manager often functions as both the property manager as well as the service provider. Landlord is able to contact skilled person who can address barriers to successful housing placement, and can relocation if individual is not successful in unit to avoid eviction.