

Program Requirements – Permanent Supportive Housing (PSH)

Permanent Supportive Housing (PSH) Programs funded through this RFA provides housing with supportive services for people who are homeless, as defined by current WA Department of Commerce SDG Guidelines, and have disabilities, through a Housing First Model.

Minimum performance measures used for Permanent Supportive Housing programs funded through this RFA:

PSH System Goals	Anticipated Annual Outcomes
Minimum percent retention or exit to permanent housing	95% <i>or</i> Annual increase of at least 5%
Decrease the median number of days between referral and program entry	Less than 10 days <i>or</i> Annual decrease of 5 days
Decrease the median number of days households are homeless after entry to PSH program	Less than 90 days <i>or</i> Annual decrease of 10 days
Promote positive exits from shelters	Every 5 th referral must be for a household in shelter

Program Goals	Anticipated Unduplicated Annual Outputs
Maximum caseload per full time staff	20

Program Goals	Anticipated Unduplicated Annual Outcomes
Individuals maintain or increase income	At least 50% <i>or</i> Annual increase of 5%
Individuals to complete SOAR application	1

PSH programs funded under this RFA must:

1. Promote Dignity and Respect

- a. Consistently implement practices to meet people where they are and provide person-centered care that focuses on personal strengths.
- b. Establish formal policies and value statements that convey clear expectations that persons will be treated with dignity and respect in every interaction. Monitor adherence to expectations. Provide people served with a grievance process.
- c. Have expectations of program participants clearly communicated and easily accessible for review.

- d. Serve individuals in a trauma informed manner, providing choice, transparency, a clear explanation of role, flexibility, and accommodation, whenever possible.
- e. Ensure that services provided are client-directed, respectful of individuals' right to self-determination, and voluntary.
- f. Practice cultural competency and provide appropriate accommodations for program participants across demographic differences. Take active steps to help their organizations and programs increase cultural awareness and improve delivery of services to historically underserved communities in Clark County.

2. Adopt a Housing First Approach and Create Low-Barrier Access to Housing

- a. Have minimal expectations or requirements of people seeking assistance. Programs must not terminate or deny services to households based on refusal to participate in supportive services. Supportive services are helping or educational resources that include support groups, mental health services, alcohol and substance abuse services, life skills or independent living skills services, vocational services, and social activities. Supportive services do not include housing stability planning or case management. The services and the housing are available permanently.
- b. Households shall not be screened out of the program for the following criteria: having too little or no income; having poor credit or financial history; having poor or lack of rental history; having involvement with the criminal justice system; having active or history of alcohol and/or substance use; having a history of victimization; the type or extent of disability-related services or supports that are needed; lacking ID or proof of U.S. Residency Status; or other behaviors that are perceived as indicating a lack of "housing readiness," including resistance to receiving services.
- c. Formally collaborate with Coordinated Entry (HSC) to help program participants promptly access housing assistance.
- d. Actively participate in the local Continuum of Care and HCRS, to include: Coordinated Assessment Workgroup, HMIS Data Users Workgroup, and any others as appropriate.
- e. Routinely use HMIS data to detect trends, identify frequent users, and monitor success in achieving goals and performance measures.
- f. Contractor will be staffed by employees who are suitably trained to provide person-centered, culturally competent customer service and to use: HMIS, Motivational interviewing techniques, Diversion, Progressive Engagement, Assertive Engagement, Progressive engagement, Trauma informed approach.

3. Facilitate Housing Identification

- a. For scattered site proposals- Recruit landlords to provide housing opportunities for individuals and families experiencing homelessness.
- b. Address potential barriers to landlord participation such as concern about nature of rental assistance and tenant qualifications.
- c. Educate landlords regarding the WA Department of Commerce Landlord Mitigation program and other incentives available.
- d. Assist households to find and secure appropriate rental housing. For facility-based programs, a lease or rental agreement is required between the PSH project and the household.

- e. Help individuals and families negotiate manageable and appropriate lease agreements with landlords.

4. Provide Rent and Move-In Assistance

- a. Provide financial assistance to cover move-in costs, deposits, rent and/or utility assistance necessary to allow households to move immediately out of homelessness and stabilize in permanent supportive housing. The services and housing are available permanently

5. Provide Housing Stability Support Services

- a. Help households experiencing homelessness identify and select among various permanent housing options based on their unique needs, preferences, and financial resources.
- b. Help households experiencing homelessness develop a housing stability plan and address issues that may impede access to housing (such as credit history, arrears, and legal issues).
- c. Make appropriate services and supports available to households to allow them to stabilize quickly in permanent housing.
- d. Monitor participants' housing stability and be available to resolve crises.
- e. Provide or assist the household with connections to resources that help them improve their safety and well-being to achieve their long-term goals.
- f. Case management must be community-based and not restricted to agency offices.
- g. Ensure that services provided are client-directed, respectful of individuals' right to self-determination, and voluntary.
- h. Collaborate with the Clark County SSI/SSDI, Outreach, Access, and Recovery (SOAR) program coordinator