

Program Requirements – Permanent Supportive Housing (PSH)

Permanent Supportive Housing (PSH) Programs funded through this RFA will prioritize persons who are unsheltered, and under that umbrella focus on: 1) Families; 2) Veterans; 3) Youth (ages 18-24); and 4) People who are Chronically Homeless.

Performance measures used for Permanent Supportive Housing programs funded through this RFA will be: 1) average length of time from a person's referral from Coordinated Entry to moving into housing (lower amount of time is better); 2) number of program exits to moving into housing (higher placement rate is better), or retention rates of persons in Permanent Supportive Housing (higher rates are better).

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. Practice cultural awareness and provide appropriate protections for program participants across demographic differences.
- e. Set only minimal and reasonable requirements for housing placement, and enforce requirements in a fair and transparent way.
- f. Provide decent, safe housing, which is affordable to the program participant. The services and the housing are available permanently.
- g. Promote integration of program participants into the Community.

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. Actively participate in the local Continuum of Care.
- c. Formally collaborate with Coordinated Entry, to help persons access the housing they need in the shortest timeframe possible.
- d. Use data routinely to detect trends, monitor housing success and other performance measures.
- e. Be staffed by employees who are suitably trained to effectively utilize HMIS, work with people who have a disability, utilize motivational interviewing techniques, provide progressive engagement, as well as trauma informed, housing-focused services to a population with high barriers to housing stability. Staff should also provide great customer service and ensure the program offers services in a culturally aware and appropriate manner to each program participant.

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 tenant qualifications.
- c. 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.

4. Provide Rent and Move-In Assistance

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

5. Provide Housing Stability Support Services

- a. Help individuals and families experiencing homelessness identify and select among various permanent housing options based on their unique needs, preferences, and financial resources.

- b. Help individuals and families experiencing homelessness address issues that may impede access to housing (such as credit history, arrears, and legal issues).
- c. Help individuals and families negotiate manageable and appropriate lease agreements with landlords.
- d. Make appropriate services and supports available to families and individuals to allow them to stabilize quickly in permanent housing. The services are available permanently.
- e. Provide or assist the household with connections to other community resources and people supports that help them improve their safety and well-being and achieve their long-term goals.
- f. Monitor participants' housing stability and be available to resolve crises.
- g. Provide or assist the household with connections to resources that help them improve their safety and well-being and achieve their long-term goals.