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Permanent Supportive Housing for People with Behavioral Health Diagnoses: Best Practices for Implementation and Evaluation

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August 2020

We believe in:

Optimized and equity-informed systems,

the ***power*** of analytics,

And ***expanded*** housing ***leading*** the way to ***ending*** homelessness.

TOPICS WE'LL DISCUSS TODAY



1. Current Climate
2. Existing PSH, PSH Goals & Opportunities
3. Effective Practices
4. Evaluation Strategy
5. Performance Measures & Considerations

CURRENT CONTEXT



1. Project HomeKey, CARES funding
2. COVID-19 impact
3. Prioritizing racial justice
4. Local housing market

Permanent Supportive Housing is:

Housing that is ***permanent, affordable,*** and ***independent,***

paired with supportive ***services***

to help participants ***find, obtain,*** and ***retain*** housing.



Goals of Permanent Supportive Housing

- End experience of homelessness, gain housing
- Support participants in maintaining least restrictive community-based housing
- Reduce acute psychiatric hospitalizations
- Reduce incarceration
- Improve health by increasing access to primary care
- Support engagement in meaningful employment/activities and social connectedness

PSH EVALUATION CONTEXT

Be clear about policy objectives

Examples:

- Reducing homelessness
- Greatest number of deeply affordable units
- Expanding PSH
- Community integration of people with disabilities
- Reducing disparate access to housing and/or services

Which are your priorities?

How will you measure success?

Differences between existing PSH and NPLH

- Referral source is coordinated entry
- Homelessness history (and trauma) more significant
- Service needs more intensive in most cases
- Often bigger, single site projects



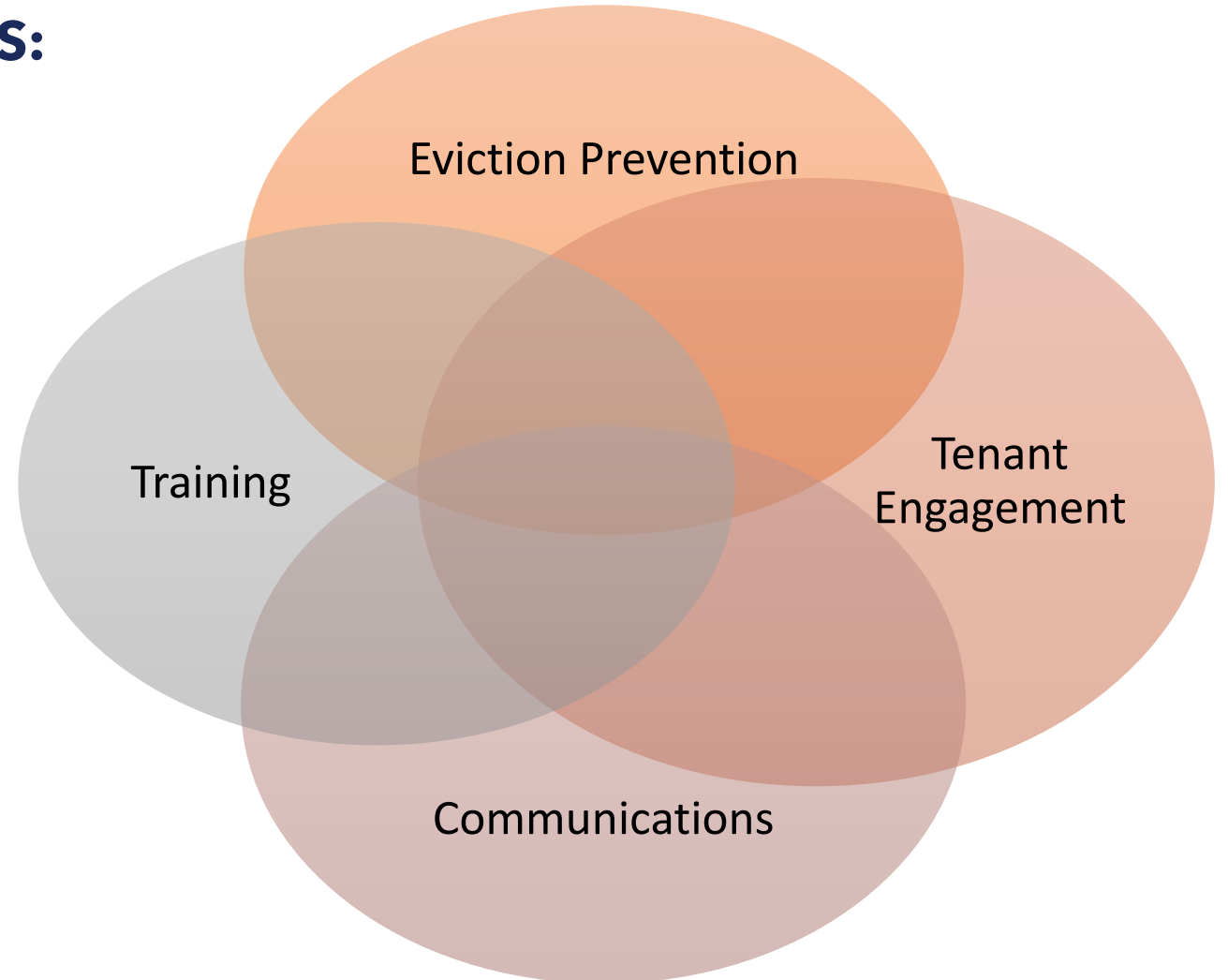
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ROLES AND RESPONSIBILITIES: HOUSING + SERVICES

ROLES AND RESPONSIBILITIES

PARTNERS SHARE RESPONSIBILITIES:

- Tenants
- Owner/Asset Manager
- Service Provider(s)
- Property Management
- Resident Services



ROLES AND RESPONSIBILITIES



Situations When Roles Overlap

- Tenant selection process
- Tenant lease compliance
- Safety and crisis
- Community building
- Tenant grievance process
- Tenant orientations



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EFFECTIVE APPROACHES

EFFECTIVE
APPROACHES
FOR ALL PSH
PARTNERS

Housing First

Strengths Based

Active Listening

Trauma-Informed Care

Harm Reduction

More information is provided in slides at the end of this presentation.

EFFECTIVE APPROACHES FOR ALL PSH PARTNERS



Housing First

- Affirms all people experiencing homelessness can achieve housing stability
- Recognizes improvements in quality of life many people experience once housed
- Affirms right to self-determination and to be treated with dignity and respect
- Reduces and removes barriers to housing access
- Adapts housing and services configuration to needs and preferences of participant



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EVALUATING PERFORMANCE

WHY EVALUATE PSH?

- Provide avenue for client feedback
- Assess alignment with and progress on policy goals
 - Are community objectives being met? (E.g., is intended target population being housed?)
- Assess performance of investment
 - Behavioral health investments in services and capital – are reporting objectives met? Community objectives? Are expectations of owners, property managers, other partners being met?
 - Is Behavioral Health aware of and able to respond to concerns about housing project performance?

Centering Equity - by race, ethnicity, gender

- Referral to application
- Application submission & outcome
- Housing move-ins
- Housing retention

Data Collection Considerations

- Emerging area, data collection strategy and quality improvement likely needed

Data Collection - Qualitative and Quantitative

- Frequency
 - Data collection
 - Reports out
- Format
- Source(s)

Key Measures

- Vacancy Rate
- Unit Turnover Time
- Applications and Acceptance Rates
- Voluntary and Non-Voluntary Move-Outs
- Exit Destinations
- Housing Retention

EVALUATING PERFORMANCE



Vacancy Rate

- Ensures capacity is being maximized
- Low vacancy days ensures property remains financially feasible

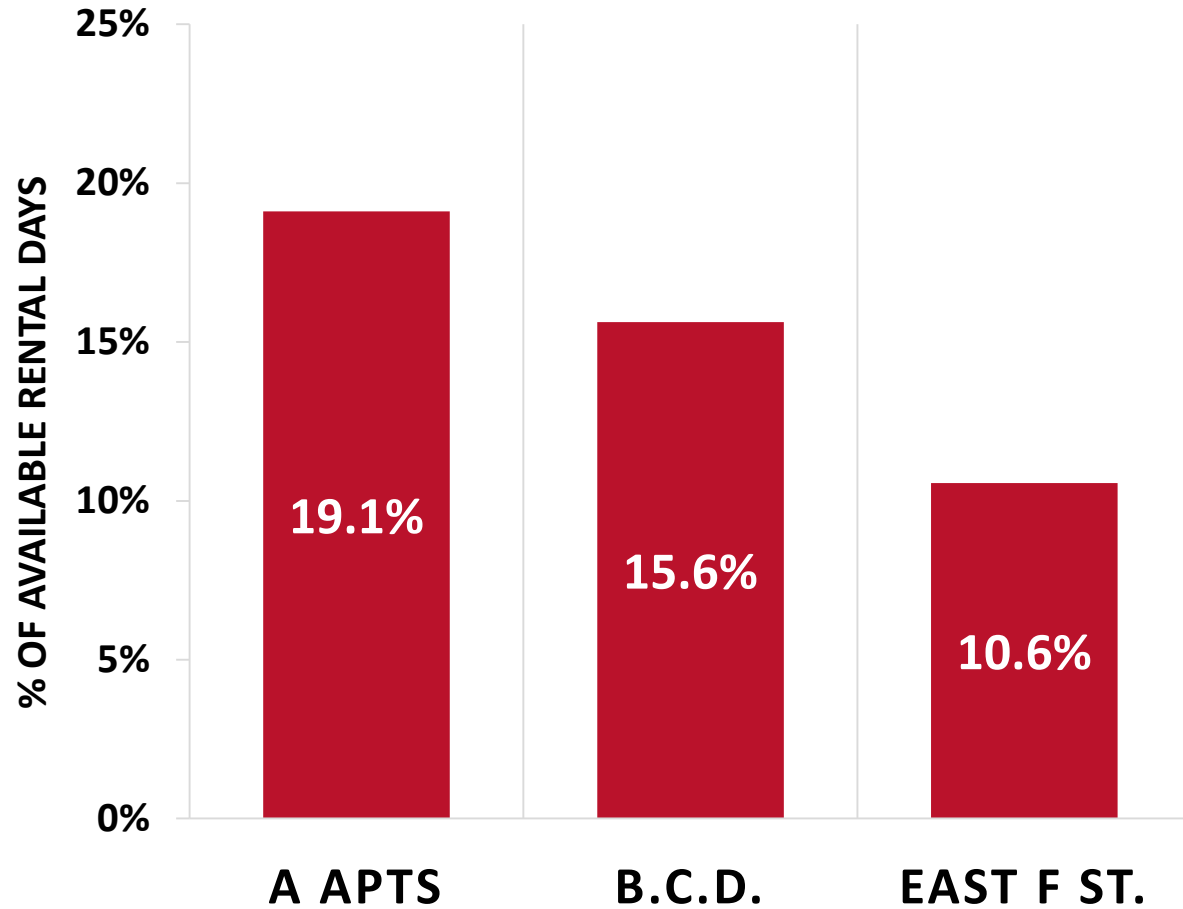
Turnover Time

- Different from vacancy days
- Every day a unit is vacant is another day a potential tenant remains homeless

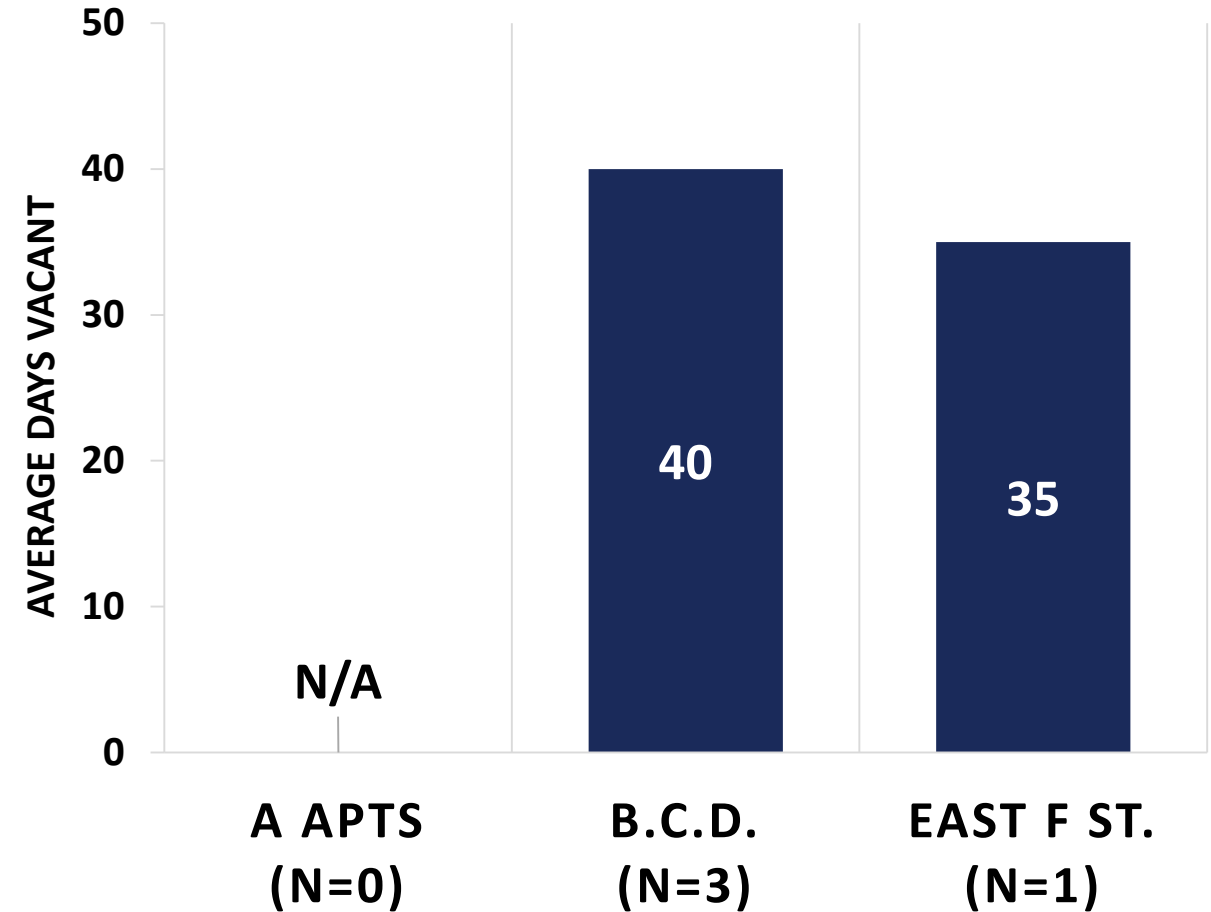
EVALUATING PERFORMANCE



VACANCY RATE



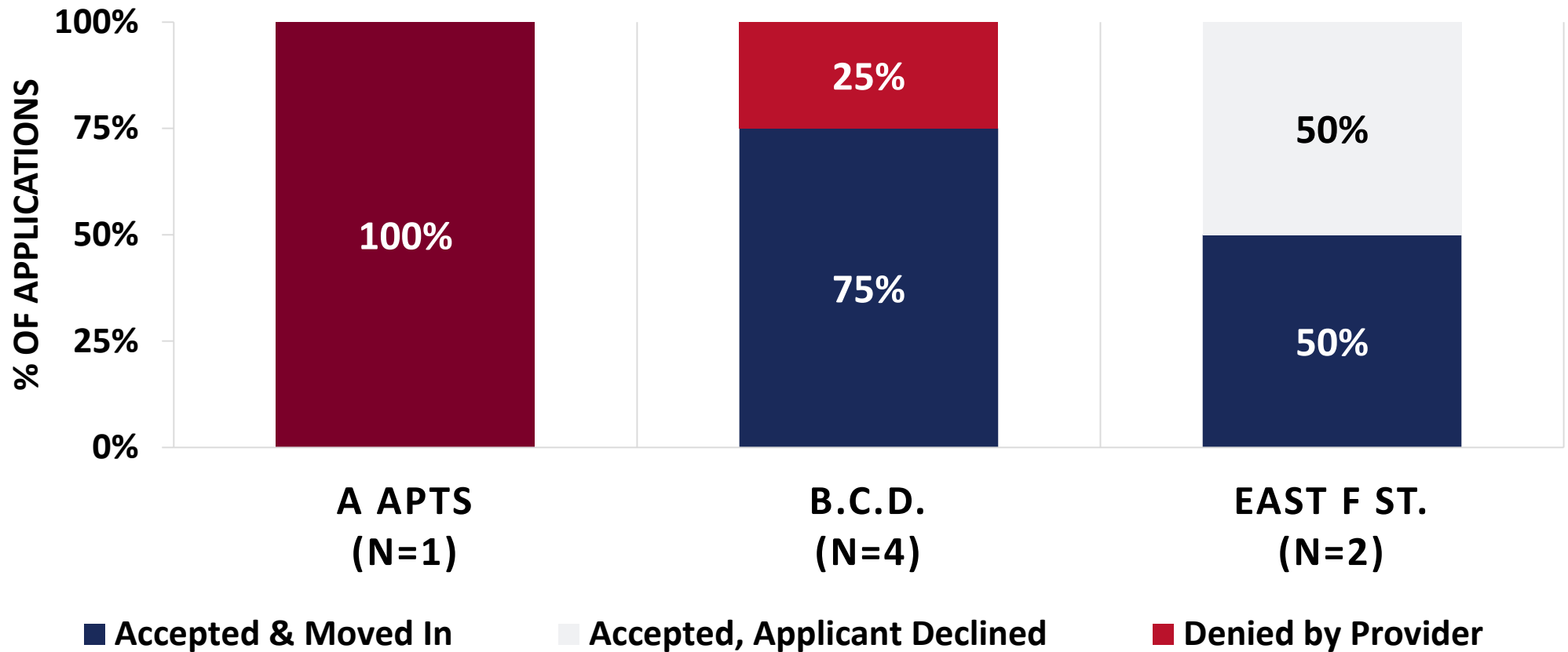
AVERAGE TURNOVER TIME



Application and Acceptance Rates

- Agreed upon tenant selection processes in place?
- Housing First compliant?

APPLICATION AND ACCEPTANCE RATE



Voluntary and Non-Voluntary Move-Outs

- Notice to move or quit
- Moving-On

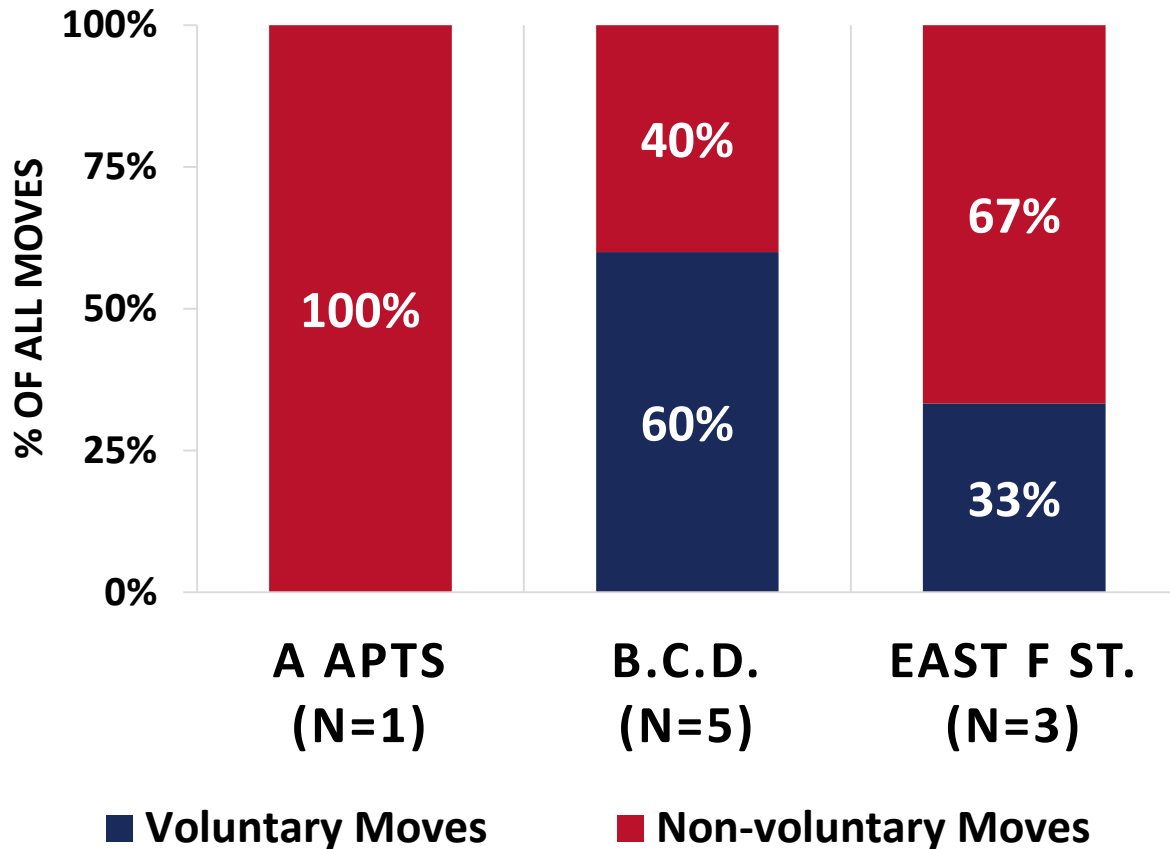
Exit Destinations

- Permanent Housing – few exits
- Positive Outcomes

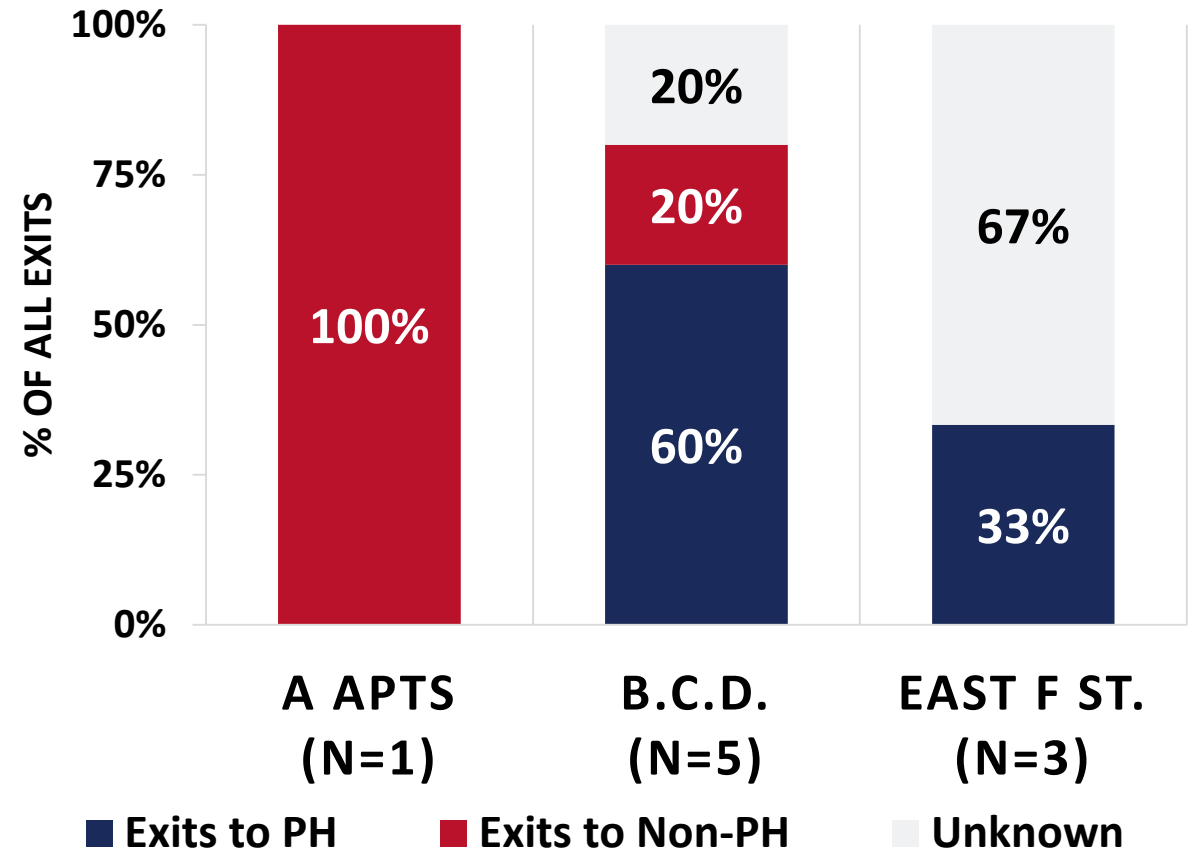
EVALUATING PERFORMANCE



VOLUNTARY & NON-VOLUNTARY MOVES



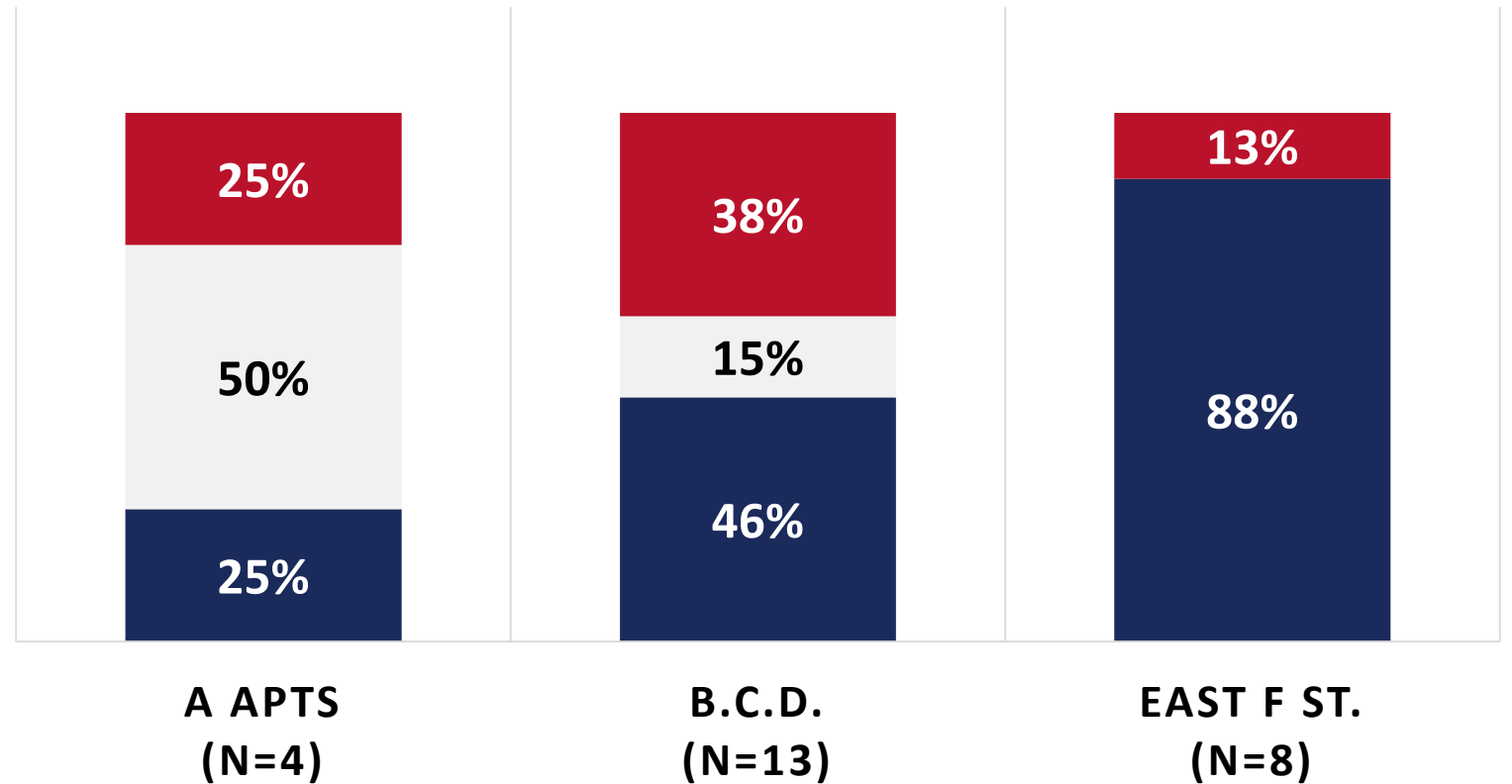
EXIT DESTINATIONS



EVALUATING PERFORMANCE

Housing Retention

- Length of tenancy for those who are still housed
- Typical PSH housing retention 80%+



■ Resident > 1 Year ■ Resident 6 Months - 1 Year ■ Resident < 6 Months



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QUESTIONS & REFLECTIONS



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Additional Information



The following slides are provided as deeper information on some topics that we cover in the presentation only briefly. For more information, please contact us at Genevieve Williamson at genevieve@focusstrategies.net or Megan Kurteff-Schatz at megan@focusstrategies.net

EFFECTIVE APPROACHES FOR ALL PSH PARTNERS



Housing First

Examples of Application within PSH

Reduce and remove barriers to housing access	Property Management: Avoid screening barriers such as requirements for sobriety, mental health treatment, medication compliance, etc.
Adapt housing and services configuration	Service Provider: Through assessments and/or engagement with tenant, identify support services needed, recognizing these may change over time and circumstantially

EFFECTIVE APPROACHES FOR ALL PSH PARTNERS



Strengths Based

Examples of Application within PSH	
Affirms strengths that contribute to wellness and stability	Tenant Services: Engage tenants in activities that promote self- and/or community-reflection on participants' resiliency, steps to gain/retain stability, etc.
Engages participant in solution generation	Service Provider: Respects tenant autonomy within development of housing stability plan; Co-develops plan in alignment with identified needs and desires of tenant for service engagement

EFFECTIVE APPROACHES FOR ALL PSH PARTNERS



Active Listening

Examples of Application within PSH

Pays attention to what tenant is communicating, as well as shifts in tone, emotion, behavior	Property Management: Recognizes sudden shifts in tenant behavior, such as shifts in engagement with staff or lease violations, and communicates with service provider regarding potential concerns
Uses communication strategies such as open-ended questions	Service Provider: Utilizes tools of active listening, within toolkit of Motivational Interviewing strategies, to support tenant reflection and change processes

EFFECTIVE APPROACHES FOR ALL PSH PARTNERS



Trauma-Informed Care

Examples of Application within PSH

Examples of Application within PSH	
Safety	All Staff: Explain to tenants, and uphold, extent and limits of confidentiality policies; Maintain boundaries with respect to tenant's personal space and unit
Trustworthiness and Transparency	Service Provider: Follow-through with appointments and communications Property Management: Avoid speaking about tenants' personal information in spaces that can be overheard by other tenants

EFFECTIVE APPROACHES FOR ALL PSH PARTNERS



Trauma-Informed Care

Examples of Application within PSH

Peer Support	Tenant Services: Facilitate community sessions with opportunities for meaningful engagement and leadership by tenants
Cultural, Historical, and Gender Lens	Service Provider: Recognize impact of historical, community, and intergenerational trauma; Respect and honor tenants' culture, gender, and values

EFFECTIVE APPROACHES FOR ALL PSH PARTNERS



Harm Reduction

Examples of Application within PSH

Awareness of potential reasons people may engage in behaviors	All Staff: Practice non-judgement; Recognize multi-faceted and complex reasons for using substances, declining mental health treatment, etc.
Provide education and explore alternatives that reduce risk of behaviors	Service Provider: With people engaged in active substance use, explore possible strategies to reduce harm such as reduced usage and/or adapted methods of use