



Integrated Supportive Housing

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www.csh.org

Presenters

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CSH

- **CSH is a national non-profit organization and Community Development Financial Institution that helps communities create permanent housing with services to prevent and end homelessness.**
- **Founded in 1991, CSH advances its mission by providing advocacy, expertise, leadership, and financial resources to make it easier to create and operate supportive housing.**



What Is Permanent Supportive Housing



PSH: Housing + Services

- **HOUSING**

- Permanent
- Affordable
- Independent

- **SERVICES**

- Flexible
- Voluntary
- Independent

What Populations Are We Talking About?

- **Chronic homeless with disabilities**
- **Veterans**
- **Families**
- **Youth**
- **Re-Entry**

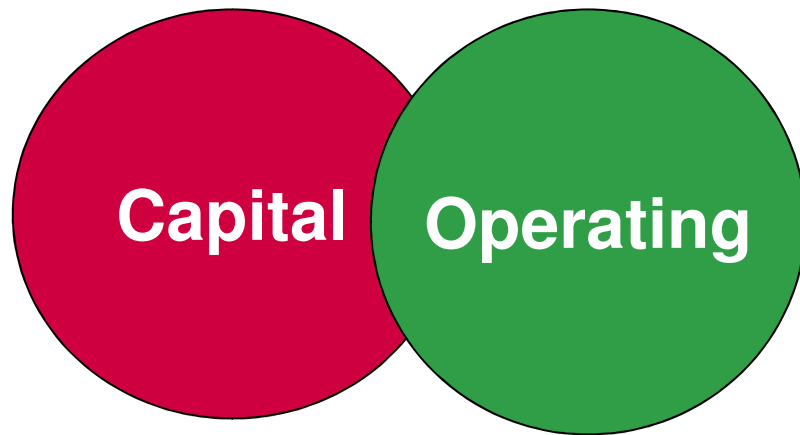
The Need

- As many as 150,000 individuals have nowhere to call home for years on end.
- For decades, communities have “managed” homelessness without addressing the underlying causes.
- Emergency and institutional systems are significant sources of care and support, yet they discharge people into homelessness.
- Government is spending hundreds of millions of dollars per year, yet homeless rates are growing.

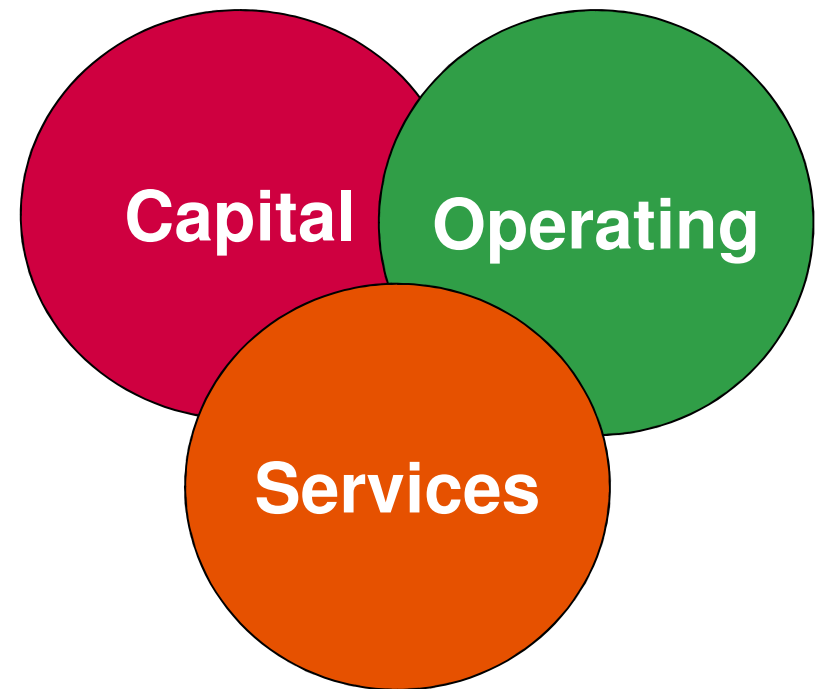


How Supportive Housing is Different

Differences between PSH and Affordable: Budgets



Affordable



PSH

Differences between PSH and Affordable : Tenant Selection, Screening, & Move-In

- Starts with a target population - serves the tenants many “private” landlords would deny
- Marketing and screening may be governed by federal and other regulations
- Property Management and Services need to work together to “Screen In” those who will benefit from the housing
- Tenants may need particular assistance in the intake and move-in process

Differences between PSH and Affordable Safety and Security

- Often a higher concentration of people with mental illnesses and co-occurring disorders
- People move in with a variety of experiences that may heighten their fears
- Some tenants may be prone to victimization
- Support services available to assist with many safety concerns
- All staff in supportive housing receive appropriate training

Differences between PSH and Affordable: Roles and Challenges

Property Management
Show me the money!

Supportive Services
I just want to help!



Goal: Provide the tenants the support they need to reach their fullest potential and to keep the building in good shape, physically and financially

Differences between PSH and Affordable: Operating

- Operating or rental subsidies are almost always needed in PSH.
- Reserves may have to be higher than normal in PSH.
- Some states are requiring integrated and PSH projects to have 24/7 front desk coverage.
- Connection between property manager and service provider greater in PSH developments.

Differences between PSH and Affordable: Physical Differences

- Private space for service delivery
- Office space for service provider
- Materials and furnishings
- Front desk/security



Housing Models



Housing Models: Mix Options

- Single Purpose
- Integrated Housing
- Affordable Housing

Housing Models: Development Options

- Turnkey
- Co-Development
- Master Leasing
- Service Contract



Partnerships

Development Team Roles

- Owner
- Developer
- Property Manager
- Service Provider

Two Key Project Goals:

- **Need to reach homeless tenants**
 - Tenant Selection plan must stipulate how potential tenants will be recruited to ensure that homeless households are reached.
- **Must embrace goal of housing stability**
 - Property management plan must recognize partnership of property manager and service provider to meet the goal of housing stability.

Assessing Interest and Partnership Needs

- Do the organizations agree on the program goals?
- Do the organizations have the staffing, interest, and funding support to work with a partner during the development and planning phase of the project?
During building operations?
- Are you likely to do multiple supportive housing development projects?
- Document all agreements with memorandums of understanding or contracts.

Questions?