

Permanent Support Housing Heartland Housed

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Permanent Supportive Housing



ELIGIBILITY AND
RECORDKEEPING

COORDINATED ENTRY AND
REFERRALS TO PSH

HOUSING FIRST

HARM REDUCTION

Eligibility Requirements

Housing Requirements

- The unit rent is under HUD's published Fair Market Rent (FMR)
- The unit meets HUD's Housing Quality Standards (HQS) and Lead Based Paint Requirements
- The unit is accessible
- If leasing, there is an Environmental Review on file

People You Serve

- The household is prioritized through the Coordinated Entry Process
- The household's homelessness has been verified
- An adult household member has a documented disability
- The household's resident rent must be affordable

People you Serve

- Must be unsheltered or residing in a shelter at the time of identification
- Must have a documented disability
- If the project is Dedicated Plus, households must have the longest time homeless or severe service needs as determined by the Coordinated Entry Process
- If the project is dedicated to serving **chronically homeless** persons, there must be third party documentation for 9 of the 12 months for at least 75% of the participants



Definition of Chronic Homelessness

An individual is defined by HUD as “Chronically Homeless” if they have a disability and have lived in a shelter, safe haven, or place not meant for human habitation for 12 continuous months or for 4 separate occasions in the last three years (must total 12 months). Breaks in homelessness, while the individual is residing in an institutional care facility will not count as a break in homelessness. Additionally, an individual who is currently residing in an institutional care facility for less than 90 days and meets the above criteria for chronic homelessness may also be considered chronically homeless. Lastly, a family with an adult/minor head of household who meets the above-mentioned criteria may also be considered chronically homeless, despite changes in family composition (unless the chronically homeless head of household leaves the family).



Time for Documentation



People should not remain homeless waiting for documentation




Time homeless can be completed **within 180 days** of housing in the PSH Program

Disability documentation can be completed **within 90 days** of housing in the PSH Program

Until proper documentation can be completed within the approved timeframes, self-certification for time homeless and case manager observation for disability will suffice

Time-Homeless Documentation

This presentation provides some sample recordkeeping tools for the Chronic Homelessness Definition. To review the exact language, please refer to 24 CFR Parts 91 & 578 and the HUD Exchange.

Recordkeeping Documentation Options Explained			
3 rd Party Documentation			
	Documentation from HMIS/Comparable Database	Written observation by an outreach worker or Written referral by another housing or service provider	Documentation from Institutions like Hospitals, Correctional Facilities, etc.
	<i>Records must show entries/exits at Shelters.</i>		<i>Must include records about stay the length of stay, signed by Clinician or other appropriate staff.</i>
	<i>An answer of "Yes" to the question as to whether the individual is chronically homeless (Universal Data Element 3.917) is not sufficient.</i>		

Notes about Third Party Documentation of Time Homeless

Third Party Documentation is preferred for documenting all the time someone has experienced homelessness.

All breaks in homelessness can all be Self-Certified.

Housing History

Check the box to indicate where people were experiencing their homelessness: Street, Shelter, Safe Have, or Institution for each month and note if documentation is attached.

The form is available at www.hudexchange.info-Sample Chronic Homelessness Documentation Checklist

	Month # 1	Month # 2	Month # 3	Month # 4	Month # 5	Month # 6	Month # 7	Month # 8	Month # 9	Month # 10	Month # 11	Month # 12
Mo./ Yr.	(Current Month)											
Location	<input type="checkbox"/> Streets <input type="checkbox"/> Shelter <input type="checkbox"/> Safe Haven <input type="checkbox"/> Inst. (<90 days)	<input type="checkbox"/> Streets <input type="checkbox"/> Shelter <input type="checkbox"/> Safe Haven <input type="checkbox"/> Inst. (<90 days)	<input type="checkbox"/> Streets <input type="checkbox"/> Shelter <input type="checkbox"/> Safe Haven <input type="checkbox"/> Inst. (<90 days)	<input type="checkbox"/> Streets <input type="checkbox"/> Shelter <input type="checkbox"/> Safe Haven <input type="checkbox"/> Inst. (<90 days)	<input type="checkbox"/> Streets <input type="checkbox"/> Shelter <input type="checkbox"/> Safe Haven <input type="checkbox"/> Inst. (<90 days)	<input type="checkbox"/> Streets <input type="checkbox"/> Shelter <input type="checkbox"/> Safe Haven <input type="checkbox"/> Inst. (<90 days)	<input type="checkbox"/> Streets <input type="checkbox"/> Shelter <input type="checkbox"/> Safe Haven <input type="checkbox"/> Inst. (<90 days)	<input type="checkbox"/> Streets <input type="checkbox"/> Shelter <input type="checkbox"/> Safe Haven <input type="checkbox"/> Inst. (<90 days)	<input type="checkbox"/> Streets <input type="checkbox"/> Shelter <input type="checkbox"/> Safe Haven <input type="checkbox"/> Inst. (<90 days)	<input type="checkbox"/> Streets <input type="checkbox"/> Shelter <input type="checkbox"/> Safe Haven <input type="checkbox"/> Inst. (<90 days)	<input type="checkbox"/> Streets <input type="checkbox"/> Shelter <input type="checkbox"/> Safe Haven <input type="checkbox"/> Inst. (<90 days)	<input type="checkbox"/> Streets <input type="checkbox"/> Shelter <input type="checkbox"/> Safe Haven <input type="checkbox"/> Inst. (<90 days)
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Check One												
(Except Self-Cert. select both)												
Doc. of Situation	<input type="checkbox"/> Doc. of steps to obtain evidence	<input type="checkbox"/> Doc. of steps to obtain evidence	<input type="checkbox"/> Doc. of steps to obtain evidence	<input type="checkbox"/> Doc. of steps to obtain evidence	<input type="checkbox"/> Doc. of steps to obtain evidence	<input type="checkbox"/> Doc. of steps to obtain evidence	<input type="checkbox"/> Doc. of steps to obtain evidence	<input type="checkbox"/> Doc. of steps to obtain evidence	<input type="checkbox"/> Doc. of steps to obtain evidence	<input type="checkbox"/> Doc. of steps to obtain evidence	<input type="checkbox"/> Doc. of steps to obtain evidence	<input type="checkbox"/> Doc. of steps to obtain evidence
Doc. Att.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Breaks in Homelessness

Document any breaks in homelessness. Breaks will generally be self-certified and include any time in housing for over seven days. This is used when someone has been homeless 4 times in three years for a cumulative total of 12 months or more.

Break Mo./Yr. & Description or N/A	Break 1: Break 2: Break 3: If there are additional breaks please detail and attach.
Notes	
Attach Self Certification	

Definition of Disability

It is required that an adult in the household have a documented disability to reside in PSH

The term 'homeless individual with a disability' means an individual who is homeless, as defined in section 103, and has a disability that

- *Is expected to be long-continuing or of indefinite duration;*
 - *Substantially impedes the individual's ability to live independently;*
 - *Could be improved by the provision of more suitable housing conditions; and*
 - *Is a physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury;*
- *Is a developmental disability, as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002); or*
- *Is the disease of acquired immunodeficiency syndrome or any condition arising from the etiologic agency for acquired immunodeficiency syndrome.*

Indicate the Type of Disability for the File

The head of household has been diagnosed with one or more of the following (check all that apply):

- Substance use disorder
- Serious mental illness
- Developmental disability
- Post-traumatic stress disorder
- Cognitive impairments resulting from brain injury
- Chronic physical illness or disability
- Other:

Attach Acceptable Documentation

- Intake staff-recorded observation of disability that, no later than 45 days from the application for assistance, is accompanied by supporting evidence.
- Written verification of the disability from a licensed professional;
- Written verification from the Social Security Administration; or
- The receipt of a disability check



Documentation of Housing Requirements



FAIR MARKET RENTS



RENTAL AND UTILITY
CALCULATIONS



INSPECTIONS

Rents must be under HUD's FMR

Fair Market Rent (FMR) includes both rent and utilities. Calculate the cost of the unit by adding the rent and the utility allowance together and ensure the total is lower than HUD's published FMR for the bedroom size.



FY 2024 FAIR MARKET RENT DOCUMENTATION SYSTEM

The FY 2024 Springfield, IL MSA FMRs for All Bedroom Sizes

Final FY 2024 & Final FY 2023 FMRs By Unit Bedrooms					
Year	Efficiency	One-Bedroom	Two-Bedroom	Three-Bedroom	Four-Bedroom
FY 2024 FMR	\$725	\$873	\$1,070	\$1,421	\$1,459
FY 2023 FMR	\$609	\$741	\$911	\$1,194	\$1,254

Amount of The Resident's Rent

The amount will be based on:

- number of people in household
- age of people in household
- anticipated income
- anticipated expenses
- anticipated allowances
- anticipated household-paid utilities



Rental Calculation

1

Determine Annual Income: All eligible income of family members over the age of 18

2

Determine the Dependent Deduction: Subtract \$480 per dependent from the annual income

3

Determine Childcare Deduction: Subtract unreimbursed child-care costs for dependents under 13

4

Determine Disability Assistance Deduction: Subtract unreimbursed costs of necessary equipment or care

5

Determine Medical Expenses Deduction: Subtract unreimbursed medical for persons over the age of 62 or disabled

6

Determine Elderly/Disabled Deduction: Deduct \$400 for each person over the age of 62 or disabled

7

Determine the Adjusted Annual Income: Total income after subtracting deductions

8

Determine Resident Rent: Multiply the Adjusted Annual Income by .30.

Utilities: . CoC recipients are required to use their local Public Housing Authority's (PHA) schedule of utility allowances per Notice CPD-17-11.

If utilities are not included in the rent but are the responsibility of the resident, a utility allowance for reasonable utility consumption must be subtracted from the rent

If the cost of utilities is less than the permitted monthly rental amount, the amount of rent must be reduced by the cost of utilities.

If the cost of utilities is greater than the permitted monthly rental amount, the household should receive a utilities reimbursement (**View Notice CPD-17-11 for more information**).

What if the program participant does not pay rent at all due to having no income, do they still receive a utility allowance reimbursement?

Yes, if the program participant is responsible for paying for their own utilities, they are eligible to receive a utility allowance. If, when the recipient or subrecipient deducts the reasonable monthly utility consumption amount from the program participant's rent contribution or maximum occupancy charge amount (§ 578.77(b)-(c)), the calculation equals a number less than \$0, then the recipient or subrecipient must provide a utility reimbursement to the program participant in accordance with the methods outlined in Section D of the CPD Notice 17-11.

The “utility reimbursement” may be paid using CoC program funds:

For program participants in TH or PSH projects, the utility reimbursement may be paid using operating funds.

For program participants receiving rental assistance, the utility reimbursement may be paid using rental assistance funds.

The Resident 's Total Rental Costs May Not Exceed:

- 30% of the Resident's Adjusted Gross Income
- 10% of the Resident's Gross Income
- If the family is receiving payments for welfare assistance from a public agency and a part of the payments (adjusted in accordance with the family's actual housing costs) is specifically designated by the agency to meet the family's housing costs, the portion of the payments that is designated for housing costs.

Calculate Resident Rents:

Be sure to maintain detailed records of the calculations in the resident's file



At program entry



On the annual recertification date



As needed when there is an income change

Inspections

To Be Done Prior to Move-In and Annually Thereafter

Housing Quality Standards



All units that will be paid for with CoC rental assistance or leasing funds must meet certain basic housing quality standards (HQS) prior to expending CoC funds on that unit.



All units must additionally meet state and local codes.

Housing Quality Standards (cont.)

Timing: The recipient or subrecipient must physically inspect all units prior to expending CoC funds and must continue to do so annually throughout the grant period.

Inspector: Inspectors do not need to be certified.

Addressing Deficiencies: The owner of the unit has 30 days to address and correct any deficiencies.

Documentation: The recipient or subrecipient must maintain documentation of compliance with HQS, including inspection reports.

Lead Based Paint

The recipient must screen for, disclose the existence of, and take reasonable precautions regarding the presence of lead-based paint in leased or assisted units constructed prior to 1978.



Environmental Review



All grants for acquisition, rehabilitation, conversion, **leasing**, repair, disposal, demolition, or construction must demonstrate that the project site is free of hazardous materials that could affect the health and safety of the occupants prior to expending CoC funds.



Costs of carrying out environmental review responsibilities is an eligible use of administrative funds.



Environmental reviews must be conducted by a “Responsible Entity” (a unit of local government).

Accessibility

Recipients and subrecipients must comply with the accessibility requirements of:

- Fair Housing Act
- Section 504 of the Rehabilitation Act of 1973
- Titles II and III of the Americans with Disabilities Act

Housing and supportive services must be provided in the most integrated setting appropriate to the needs of persons with disabilities

Record Keeping Requirements

Benefits of Good Record Keeping



Allows you to keep track of what does and does not work



Helps you measure the services provided



Helps you know what takes up most of your time and checks your efficiency



Helps you make programming decisions



Strengthens your outcome reports



Lets you know when you need grant amendments



Makes it easier and quicker to apply and report to funders

Keys to Good Record Keeping



DOCUMENT ACTIVITIES, MAINTAIN FILES, AND MONITOR (AT LEAST) ANNUALLY FOR COMPLIANCE ON ALL AREAS.



OBTAIN DOCUMENTATION FROM QUALIFIED SOURCE(S).



DESIGN A SYSTEM TO MAINTAIN RELEVANT RECORDS.

Confidentiality

Develop and implement written procedures to ensure security and confidentiality of:

All records containing protected identifying information of applicants or participants

The address or location of any housing of a program participant

Record Retention



All records pertaining to CoC funds must be retained for at least 5 years.



Exception: Eligibility documentation must be retained for 5 years after the final expenditure of all grant funds.

Levels of Recordkeeping

ORGANIZATIONAL RECORDKEEPING

PROJECT-LEVEL RECORDKEEPING

PARTICIPANT-LEVEL RECORDKEEPING



Organizational Record Keeping

**Standard Operating
Procedures**

Conflicts of Interest

Homeless Participation

Faith-Based Activities

**Affirmatively Furthering
Fair Housing**

**Other Federal
Requirements**

Standard Operating Procedures

Each recipient and subrecipient must:

Establish and maintain standard operating procedures for ensuring that CoC funds are used in compliance with the CoC interim rule

Establish and maintain sufficient records to enable HUD to determine whether the recipient and its subrecipients are meeting the requirements of the CoC interim rule

Policies and Procedures

Program Operations

Financial Management

Grant Related

Staff & Board

Housing Related

Non-Discrimination

Program Participant Related

Conflicts of Interest

- Each recipient must maintain records documenting compliance with the conflict-of-interest requirements, including:

- Evidence that recipients or subrecipients are rendering impartial CoC assistance
- Evidence that no covered person is impaired in his or her objectivity in performing CoC-funded work, including by having a financial interest or benefits from a CoC-funded activity
- Evidence that no covered person has obtained a financial interest or benefit from a CoC-funded activity, either for him or herself or for those with whom he or she has immediate family or business ties, during his or her tenure or during the one-year period following his or her tenure.
- A copy of the personal conflict-of-interest policy developed and implemented to comply with the requirements
- Records supporting exceptions to the personal conflict-of-interest prohibitions.

Lived Experience Participation

At a minimum, recipients and subrecipients must have policies related to the participation of people with lived experience and maintain records documenting compliance with requirements, including:

At least one current or formerly homeless individual is on the recipient or subrecipient's Board of Directors or other equivalent policymaking entity

Each recipient or subrecipient involves homeless individuals and families in employment, volunteer services, supportive services, or operation of the project to the extent practicable.

Faith Based Activities

Each recipient should maintain records documenting compliance, including:

- No recipient or subrecipient discriminates against any client or prospective client on the basis of religious affiliation, belief or refusal to hold belief, or refusal to attend/participate in a religious practice.
- Activities that involve overt religious content must perform such activities and services outside of programs supported with federal funds in both time and location.
- Participation in religious activities must be voluntary on the part of clients benefiting from CoC funds.



Affirmatively Furthering Fair Housing

Each recipient should maintain records documenting compliance, including:

- Copies of marketing, outreach, and other materials used to inform eligible persons of the program, showing:
 - Evidence that the recipient or subrecipient **affirmatively markets** their housing or supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, or handicap who are **least likely to apply in the absence of special outreach**
 - Evidence that where a recipient encounters a condition or action that impedes fair housing choice for current or prospective program participants, the recipient provides such information to the **Con Plan jurisdiction**
 - Evidence that participants are **appraised of their rights and of available remedies** under federal, State, and local fair housing and civil rights laws
 - Evidence that the recipient and subrecipient are ensuring that their program's housing and supportive services are provided in the **most integrated setting appropriate to the needs of persons with disabilities**



Other Federal Requirements

Each recipient should maintain records documenting compliance with **24 CFR 578.99**, including:

- Environmental review
- Section 6002 of the Solid Waste Disposal Act
- Transparency Act Reporting
- Coastal Barriers Resources Act of 1982
- OMB Circulars
- Lead-based paint
- Audits
- Section 3 of the Housing and Urban Development Act.

Recipient/ Subrecipient Record Keeping

**Project-Specific
Policies and Procedures**

Services Provided

Housing Standards

Match

**Subrecipients
and Contractors**

Program Specific Policies and Procedures

The grant administrator should maintain records regarding program-specific policies and procedures on all aspects of program operation:

- Eligible and ineligible costs
- Eligible client for particular programs/program types
- Restrictions on combining funds for specific activities
- Reporting
- Restrictive Covenants
- Single occupancy agreements/leases/sub-leases
- Residential Supervision
- Coordinated Entry/Written Standards for Providing CoC Assistance

Services Provided

- Each recipient should maintain records documenting compliance, including:

- Evidence of:
 - An ongoing assessment of supportive services needed by residents of project and homeless persons using the project
 - Availability of services
 - Coordination of services needed to ensure long-term housing stability
- Evidence of documentation of the types of supportive services provided and amounts spent on those services and
- Evidence of at least an annual review of such documentation
- Evidence that the service package is adjusted as necessary

Housing Standards

Each recipient should maintain records documenting compliance, including inspection reports regarding:

- Lead based paint
- Housing Quality Standards
- Environmental Review

Records must show inspection prior to move in and at least annually during the grant period.



Match



Each recipient should maintain records documenting compliance



Source and use of contributions



Grant and fiscal year for which each matching contribution is counted



How the value placed on third party in-kind contributions was derived.



To the extent feasible, volunteer services must be supported by the same methods that the organization uses to support the allocation of regular personnel costs.



Subrecipients and Contractors

Each recipient should maintain records documenting compliance, including:

- Solicitations of and agreements with subrecipients
- Payment requests by and dates of payments made to subrecipients
- Monitoring, sanctions, and corrective actions of subrecipients, including any monitoring findings and corrective actions required
- Procurement contracts; and,
- Compliance with procurement requirements



Participant Record Keeping

Homeless or At Risk Status

**Other Program
Eligibility Verification**

**Program Participant
Records**

**Annual Program
Participant Income**



Eligibility Documentation

Maintain acceptable records regarding all aspects of eligibility:

- Homelessness Status
- Chronic Homelessness
- Disability



Program Participant Income

Each recipient receiving housing assistance where rent/occupancy charge is paid by program participants must document at program entry and annually:

HUD-mandated income evaluation form (rent calculation)

Source documents for the assets held by the program participant and income received prior to the date of evaluation

Program Participant Records

Each recipient should maintain records documenting:

The services and assistance provided to that program participant, including:

- Evidence that the recipient or subrecipient has conducted an annual assessment and adjusted the service as necessary
- Evidence of case management services

Program Participant Records (cont.)

Each recipient should maintain records documenting:

- Evidence of compliance with the termination of assistance requirement.
 - Due Process
 - Copy of Program Rules and Termination Process before participant begins to receive assistance
 - Written Notice – to participant containing clear statement of the reason for termination
 - Review of Decision – participant given opportunity to present written or oral objections before a person who made or approved termination decision
 - Prompt written notice of the final decision to the participant



Data Collection Points in HMIS

Information must be collected for each of the applicable data points at the following times:



Annual Progress Reports (APR)

- **Annual Performance Reports (APR)** - used by HUD to track the progress and accomplishments of projects funded by the Department.
- All CoC Program recipients must complete a CoC APR in e-snaps.
- Recipients have 90 days from the end of their operating year to submit their APR to HUD through SAGE.

Break

5 minutes

Housing First





*Housing First is an approach where [people experiencing homelessness] are provided **immediate access** to housing and **then** offered the supportive services that **may** be needed to foster long-term stability and prevent a return to homelessness. This approach removes **unnecessary barriers** and assumes that supportive services are more effective in addressing needs when the individual or family is housed – when the daily stress of being homeless is taken out of the equation.*

Ann Marie Oliva

Director, Office of Special Needs Assistance Programs

August 21, 2016

Key Concepts in Housing First

01

Homelessness is a housing problem and should be treated as such.

02

Persons should be stabilized in permanent housing as soon as possible – and then connected to resources to sustain that housing.

03

Underlying issues that contributed to a person's homelessness are best addressed after that person is in a stable housing environment.

04

All
ho
"h

Accept participants regardless of sobriety.

Participants will be supported in ways that meet their individual needs.

Participants will not be evicted for not complying with their service plan.

Participants are not required to take classes before being placed in housing.

Housing
First,
Without
a Bar

Why Benefits from Housing First?



People with **complex service needs**



Those **often turned away** from other affordable housing options



Those **least likely** to be able to proactively **seek and obtain housing on their own**

Lowering Barriers through Housing First

- Access to housing does not include barriers such as:
 - Sobriety or completion of treatment;
 - Minimum income;
 - Participation in services.
- Households are not rejected because of:
 - Poor credit or financial history;
 - Criminal record;
 - Poor or lack of rental history (e.g., evictions);
 - Any behaviors considered to indicate a lack of “housing readiness.”

Housing First Philosophy Shift

Shifts the power dynamic from provider to client:

- I literally have the power to decide if you get one ju (Rivianna Hyatt)

Shifts away from paternalism:

- Our job is not to parent or “raise” youth, it’s to acco Wentorf, CSH)

Shifts the burden for engagement to the provider:

- If you make it engaging, they will engage. (Robin Me Services)



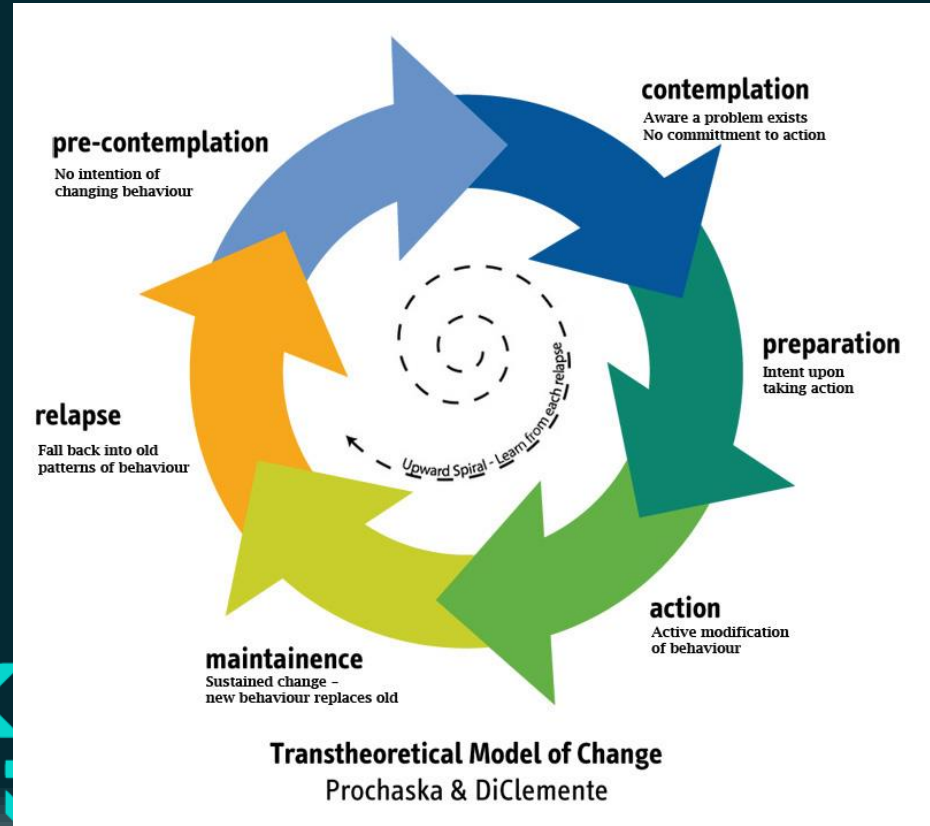
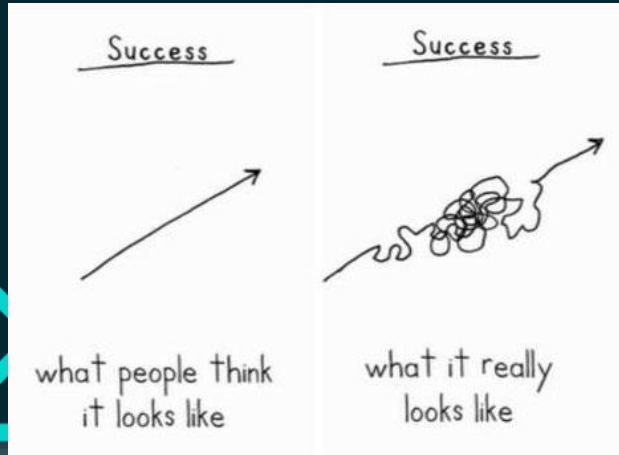
Harm Reduction



Definition of Harm Reduction

- Harm Reduction focuses on meeting people where they are to lessen the risks associated with behaviors that can cause harm, such as substance use.
- Success is measured by positive behavior change, no matter how big or small.
- Harm reduction honors a person's control and choice in defining their path but still promotes greater health and safety.

Stages of Change



Principle
#1

Harm reduction is a pragmatic, nonjudgmental approach to addressing high-risk behaviors that are a fact of human society, with complex multi-faceted causes and varying degrees of harm.

Principle
#2

The focus is on reducing harm, not consumption.

Principle
#3

It is the individual's choice to manage or mitigate the risk of high-risk behaviors.

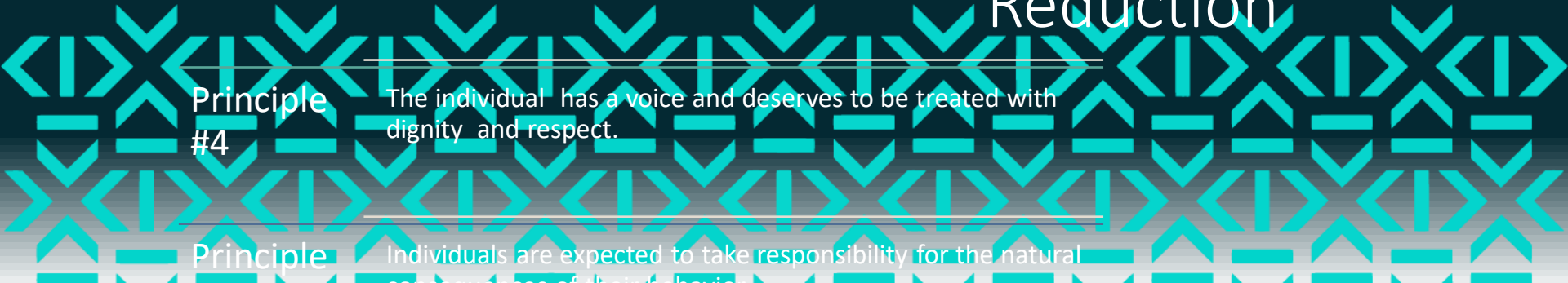
Principle
#4

The individual has a voice and deserves to be treated with dignity and respect.

Principle

Individuals are expected to take responsibility for the natural

Core
Principles of
Harm
Reduction



Key Characteristics of Harm Reduction

Remove Barriers

Access to programs/services is not contingent on participation/compliance.

Non-Coercive Engagement

It is the individual's choice to manage or mitigate the risk of their high-risk behaviors.

Client-Driven Services

Work together to explore options and set goals. Feedback informs services.

Focus on Immediate Needs

Set goals that are realistic and attainable. Celebrate progress on small goals as success.

Information and Education

Provide education and information to make informed decisions. Connect to resources.

Building Relationships

Focus on developing strong, trusting relationships. Stick with clients who resist.

Personal Responsibility

Use natural consequences of behaviors as tools to move toward a desire for change.

Community Partnerships

Identify and develop partnerships or referral procedures for appropriate resources.

Harm Reduction is a Housing First Strategy

Harm reduction is integral to the positive outcomes of Housing First programs

A decorative border at the bottom of the slide featuring a repeating geometric pattern of teal and white shapes, including triangles and squares, arranged in a grid-like fashion.



What about Customer Service?

Top Reasons Clients Disengage and/or Are Pushed from Services

- Services don't meet the client's most pressing needs
- Engagement is not perceived as the best use of limited resources
- Fear of negative consequences to engagement
- The expected frequency of engagement doesn't align with the client's needs
- Lack of capacity to engage

Referrals to PSH from Coordinated Entry

Make sure that Coordinated Entry Personnel know if your program is
DEDICATED TO PEOPLE EXPERIENCING CHRONIC HOMELESSNESS

Or

DEDICATED PLUS

Coordinated Entry

- CoC requirement to streamline entry to homeless housing and services projects
- HUD's primary goals:
 - Assistance be allocated as effectively as possible
 - Assistance be easily accessible no matter where or how people present
- Helps communities prioritize assistance based on vulnerability and severity of service needs
- Provides information about service needs and gaps

Heartland HOUSED Coordinated Entry Priorities

Chronically homeless individuals and families with the longest histories of homelessness AND the most severe service needs as documented in the Coordinated Entry System

Chronically homeless individuals and families with the most severe service needs as documented in the Coordinated Entry System

Chronically homeless individuals and families with the longest histories of homelessness as documented in the Coordinated Entry System

Chronically homeless individuals and families with the greatest barriers and risks as documented by the Coordinated Entry assessment process

Households with the earliest date of the Coordinated Entry assessment

Housing First in PSH

Housing First Principles

Homelessness is primarily a **housing problem**.

Housing is a **basic human right** to which all persons are entitled without qualification.

Homeless persons should be returned to or **stabilized in permanent housing** as soon as possible and **connected to the resources** required to sustain that housing.

Underlying issues that contributed to a person's homelessness are best addressed once that person is in a stable housing environment.

Independent living **empowers participants** to meet personal challenges and fosters self-reliance.

Housing First at the Program/Project Level

5 Core Elements:

- No requirement regarding sobriety, participation in services for acceptance into program
- No requirement regarding financial/rental/criminal history
- Accept Coordinated Entry referrals to house people directly from streets and shelters
- No requirement regarding participation in services for continued tenancy; emphasis on engagement and problem-solving
- Use of alcohol or drugs is not a basis for eviction

Model: Housing
First at the
Program/Project
Level

5 Advanced Elements:

- Prioritize vulnerability
- Provide client rent payments
- Case managers/service coordinators employ evidence-based practices
- Services informed by harm reduction philosophy
- Include special accommodations for persons with disabilities in units

Harm Reduction



Core Principles of Harm Reduction

1

Principle #1

Harm reduction is a pragmatic, nonjudgmental approach to addressing high-risk behaviors that are a fact of human society, with complex multi-faceted causes and varying degrees of harm.

2

Principle #2

The focus is on reducing harm, not consumption.

3

Principle #3

It is the individual's choice to manage or mitigate the risk of high-risk behaviors.

4

Principle #4

The individual has a voice and deserves to be treated with dignity and respect.

5

Principle #5 (discussion)

Individuals are expected to take responsibility for the natural consequences of their behavior.

Key Characteristics of Harm Reduction

1

Remove Barriers

- Access to programs/services is not contingent on participation/compliance

2

Non-Coercive Engagement

- It is the individual's choice to manage or mitigate the risk of their high-risk behaviors

3

Client-Driven Services

- Work together to explore options and set goals; Feedback informs services

4

Focus on Immediate Needs

- Set goals that are realistic and attainable; Celebrate progress on small goals as success

5

Information and Education

- Provide education and information to make informed decisions; Connect to resources

6

Building Relationships

- Focus on developing strong, trusting relationships; Stick with clients who resist

7

Personal Responsibility

- Use natural consequences of behaviors as tools to move toward a desire for change

8

Community Partnerships

- Identify and develop partnerships or referral procedures for appropriate resources,

Who Benefits from Harm Reduction?

Because of its flexible approach, harm reduction strategies are appropriate for numerous homeless **subpopulations**, including:

- Adults
- Families
- Youth

Harm reduction is a service model for individuals who engage in **high-risk behaviors**, including:

- Drug use
- Alcohol use
- Higher-risk sexual activity
- Sex work
- Etc.

Why Harm Reduction?

1

Housing First

2

Positive Client Outcomes

3

Benefits to Providers

Intersection with Housing First

- Housing First is a harm reduction strategy
- Harm reduction is integral to the positive outcomes of Housing First programs, including:
 - Residential stability
 - Social benefits
 - Cost effectiveness