

Part I: What is Supportive Housing

Services Provided to Tenants of Supportive Housing

Supportive Services - Housing	Support Services – Health, Well-Being, and Community		
Tenancy Supports	Health Care	Behavioral Health	Referrals to Social Supports
<ul style="list-style-type: none"> Intake Income eligibility Health insurance eligibility Assessment of need Development of housing plan Housing search Housing applications Landlord engagement Deposits Eviction prevention Obtaining furniture, household items Case management/care coordination On-site monitoring Housing Respite 	<ul style="list-style-type: none"> • Medical Respite • Primary care • Medication management • Vision • Dental <p>Documentation and application for:</p> <ul style="list-style-type: none"> • Disability • Health insurance <p>Accompanying tenant to appointments</p> <p>Transportation – medical appointments</p> <p>Pain management</p> <p>Palliative care</p>	<ul style="list-style-type: none"> • Assertive Community Treatment for high MH/SUD needs populations • Intensive case management for mild to moderate MH/SUD needs populations • Mobile crisis services including peer-based crisis • Peer support services • Psychosocial Rehabilitative Services (e.g., supported employment, skill building interventions, and community supports) • Non-Emergency Medical Transportation • Medication services including medication management/medication reconciliation • Substance use services (e.g., Medication Assisted Treatment for opioid dependence) • Individual and group therapies (e.g. Integrated Dual Disorders Treatment; illness management and recovery) 	<ul style="list-style-type: none"> Job training Apprenticeships Access to courses, education Nutrition education, including grocery shopping Activities (arts, crafts, hobbies) Legal services Budgeting and finances Documentation and application for food stamps Family counseling, mediation Crisis management Transportation – job-related Access to child care Activities of daily living

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Key Partner: Landlords

Landlord Partnership is Essential

- In scattered site supportive housing, landlords are often the deciding factor in accessing an adequate supply of affordable housing. Landlords choose whether to participate in government subsidized programs, such as the federal Section 8 Housing Choice Voucher Program. Landlords may hesitate to participate particularly when the tenant is a formerly homeless individual with significant challenges related to mental health, substance, or chronic conditions.
- While there can be financial risk to landlords if tenants are unable to pay their share of the rent, there are also benefits to renting to this population. Frequent case worker visits, for example, can resolve any issues a landlord may face very quickly and the subsidy portion of the rent is guaranteed.
- Some localities run **centralized landlord engagement programs** that are designed to find and retain landlords who own affordable rental units and are willing to accept subsidies and serve this population. Program features can include:
 - A centralized phone number for landlords to call if a unit is vacant or a tenant needs help;
 - Dedicated staff to conduct outreach and build relationships with landlords;
 - A neutral party to aid in disputes between tenants and landlords;
 - Funds for tenants to cover the incidentals of move-in or briefly pay rent if the tenant is unable; and
 - Education for landlords and tenants on rights and responsibilities.
- PHAs are very experienced and well-versed in landlord engagement because it is critical to getting Housing Choice Voucher Program recipients leased up quickly and efficiently.
- In supportive housing, the service providers, such as case workers, treatment facilities, etc., are also experienced in working with landlords on behalf of tenants.
 - They may have access to a “bank” of landlords who accept tenants within this population.

Risk Mitigation Fund

- State and local housing agencies or a state housing finance agency can share financial risk with landlords to encourage their participation. Government agencies may place funds in to a reserve or risk mitigation fund for the purpose of reimbursing landlords for any damage to their units and ensure timely rent payment if the tenant is unable to pay their share.
- This may include reimbursement for excessive damages to the unit, lost rent, or legal fees beyond the security deposit, up to a predetermined limit.
- This is a powerful landlord engagement tool because it creates assurances and financial guarantees that participating landlords will not incur significant losses. In exchange for those assurances, landlords may be more willing to rent to individuals who are formerly homeless and have extremely limited income, poor credit, poor rental history, or other barriers.

Louisiana HFA's Risk Mitigation Strategy:
Louisiana's housing finance agency requires their local lead agencies to set aside a portion of each tenant's rent subsidy. Those funds are to be used in the event that a landlord's unit is held vacant for a month or to be used as short-term/emergency rental assistance if the tenant is unable to pay his/her portion of the rent.

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