

PSH Services Guidelines, Delivery Structure and Eligible Activities

Guidelines

Four core system-wide service delivery approaches are expected to be utilized by Service Providers receiving JOHS funding for provision of PSH services:

- **Housing First and Low Barrier:** Housing First is an approach to quickly and successfully connect households experiencing homelessness to permanent housing without preconditions and barriers to entry.
- **Assertive Engagement (AE):** is a synthesis of evidence-based practices adopted by Multnomah County that includes elements from Motivational Interviewing, Strengths-Based Practice, and Assertive Community Treatment. It is a person-centered and strengths-based social service approach to working with people that honors the individual as experts in their own lives.
- **Racial and Social Justice:** In order to end homelessness, we must acknowledge and address through our work the continuing role that structural and institutional racism play in causing significantly disproportionate rates of homelessness among Communities of Color. Eliminating these disparities requires an understanding among service providers of how historical and current structural, institutional, and personal racism shape the experiences and opportunities of People of Color in our community.
- **Culturally Responsive and Culturally Specific Services:** Supportive housing providers will be expected to deliver services in a Culturally Responsive and/or Culturally Specific manner, as those terms have been defined through a collaborative County-wide work group, led by the Multnomah County Chief Operating Officer and the Director of the Office of Diversity and Equity. These definitions realize the County's stated belief that **culturally responsive and culturally specific services eliminate structural barriers and provide a sense of safety and belonging which will lead to better outcomes**. For more detailed information on cultural specificity and responsiveness, please see Multnomah County's guidance on [Culturally Specific Services](#).

PSH services should take approaches consistent with existing community plans, guidelines and quality standards, including:

- Project takes all referrals from Multnomah County's Coordinated Access system unless another referral pathway is allowable by funding source and agreed upon with the County; PSH Service Provider works closely with Coordinated Access staff and other providers to support a smooth transition into the program for the participant;
- Services are intensive, flexible, tenant-driven, voluntary, individualized, and intended to assist participants in gaining and maintaining long-term housing stability;
- PSH Service Provider directly provides or facilitates access to all services listed under Eligible Activities as needed;
- Equitable access to resources is provided, as shown by rates of program participation and outcomes that are as good or better for communities of color;
- Services support tenant transitions, including more intensive supports as tenants' transition into and out of supportive housing; all efforts should be taken to minimize evictions;
- Services are delivered at times, locations and in manners that facilitate access; locations include at or near where the participant resides;
- Initial entry and ongoing access to services is available through multiple front doors with appropriate linguistic supports;

- PSH Service Provider supports tenants in developing and strengthening connections to their community;
- PSH Service Provider has a sufficient number of qualified staff to design, manage, coordinate and deliver services;
- PSH staff must demonstrate the expertise and capacity to serve all members in their programs;
- Services are well-coordinated, making use of cross-agency teams or programs when possible;
- PSH Service Provider works to develop relationships with key community partners such as behavioral health providers, health care providers, benefit and employment service providers and other community stakeholders to coordinate and continuously improve the service delivery system;
- Project-based PSH: Project operations are managed through an effective partnership among the project owner and/or sponsor, the property management agent, resident services, the PSH Service Provider, relevant public agencies, and the tenants.
- Tenant-based PSH: Project operations are supported by an effective partnership among the landlord, the PSH Service Provider and the tenants.

Delivery Structure

PSH project teams are encouraged to be creative in their chosen delivery method of supportive services to meet the needs of the target population(s) in the most effective manner, and according to the service guidelines outlined above. PSH services can be structured in several ways:

- A dedicated single-service contract with one provider for all supportive services
- Service contracts with multiple agencies
- A multi-disciplinary team providing mobile services to this project and/or other projects
- Services leveraged through partnership
- A combination of the above

Eligible Activities

Households residing in PSH often require long-term, intensive support services to address a range of needs, including primary and behavioral health needs. **Baseline Services** are services that should be made available to all PSH participants. Many PSH participants will need the other services listed. Projects should directly provide and/or facilitate access to all listed services as needed.

Component	Service Menu	Baseline Service
Pre-Tenancy Housing Access		
	<u>Tenant-based PSH</u> : Housing search support, supporting households to find appropriate units in the community	
	Housing application and qualification support, supporting reasonable accommodation requests and associated appeals, supporting resolving of household debts	X
	Arranging for and supporting details of move-in	X
	Liaising with property management or landlord	X

	Coordination with the Coordinated Access System around receiving referrals and supporting a smooth transition into the program for new participants. This may include attending case conferencing meetings as well as project-specific lease-up meetings.	X
	For PSH programs with rent assistance through the Regional Long-Term Rent Assistance (RLRA) Program: referral and coordination with Home Forward	
	Supporting with move-in costs such as Security/utility deposits, furnishings, application fees, moving costs	
Housing Retention & Tenancy Sustaining Services	New tenant orientation & tenant's rights education (in collaboration with property management or landlord)	X
	Assessments and participant-driven planning to meet tenant needs and secure long-term housing stability and reach goals	X
	Tenant-centered transition and housing plans that are updated at least annually	X
	Case management; supportive counseling targeted toward housing stability and permanency	X
	Income acquisition and improvement: facilitate access to gaining SSI/SSDI and other benefits; employment/vocational support	
	Assistance/support with activities of daily living	
	Support with improving independent living skills such as communication, financial management and credit counseling, nutrition and meal preparation, housekeeping, laundry, etc.	
	Health: community-based mental health and substance use services, mental health peer support, health care navigation; linkages to routine and preventative physical health care, assistance applying for medical benefits; consultation with mental health professionals when necessary	X
	Transportation support as needed	
	Services navigation and linkages to community and mainstream services	X
	Support in identifying and engaging in opportunities for community connection	
Eviction prevention and connection to legal services as needed		

	Partnership and communication with landlord or property manager to support housing retention	X
	Crisis intervention and management (<u>Project-based PSH</u> : in collaboration with Resident Services and Property Management)	X
	Transition planning for tenants who choose to no longer receive PSH services, who need a different PSH living situation, and/or those who transition to independent living. This may include coordinating with the Coordinated Access system if a participant requires a transfer to another PSH program in order to be successful in housing.	X
	Services for special populations (e.g. safety planning for Domestic Violence survivors) as needed	
	Support housing and/or rent assistance recertification process	X
Provider Capacity, Project and Partnership Support	Lead operational service planning and launch of services	
	Ongoing communication and coordination of project applicant referrals, including coordination with the Coordinated Access System(s)	
	Ongoing communication and coordination with property management or landlord, rent assistance provider (e.g. Home Forward), and other service providers supporting participants	
	Creation and ongoing management of services contracts or agreements such as MOUs; other support and oversight needs related to services in the project	

Project-based PSH: Enhanced Resident Services for PSH

In 100% PSH projects or projects where 25%+ of units are operating as PSH , enhanced resident services may be desired to foster positive outcomes, ensure long-term housing stability and greater wellbeing for tenants with complex needs. Strategies can include providing 24/7 desk coverage, offering or contracting for 24/7 crisis support and hiring reception, security and/or maintenance staff with clinical, peer, and/or social services backgrounds. Proposed projects are encouraged to maximize the use of ongoing project-based operating subsidies to cover these enhanced costs. Use of services funding for enhanced resident services is permitted; however, the total funding cap on services remains. Enhanced resident services may overlap with housing access and retention services listed above.