The Evidence

Permanent Supportive Housing

U.S. Department of Health and Human Services
Substance Abuse and Mental Health Services Administration
Center for Mental Health Services
Acknowledgments

This document was produced for the Substance Abuse and Mental Health Services Administration (SAMHSA) by Abt Associates, Inc., and Advocates for Human Potential, Inc., under contract number 280-04-0095 and Westat under contract number 270-03-6005, with SAMHSA, U.S. Department of Health and Human Services (HHS). Pamela Fischer, Ph.D., served as the Government Project Officer.

Disclaimer

The views, opinions, and content of this publication are those of the authors and contributors and do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services (CMHS), SAMHSA, or HHS.

Public Domain Notice

All material appearing in this document is in the public domain and may be reproduced or copied without permission from SAMHSA. Citation of the source is appreciated. However, this publication may not be reproduced or distributed for a fee without the specific, written authorization from the Office of Communications, SAMHSA, HHS.

Electronic Access and Copies of Publication

This publication may be downloaded or ordered at http://www.samhsa.gov/shin. Or, please call SAMHSA’s Health Information Network at 1-877-SAMHSA-7 (1-877-726-4727) (English and Español).

Recommended Citation


Originating Office

Center for Mental Health Services
Substance Abuse and Mental Health Services Administration
1 Choke Cherry Road
Rockville, MD 20857

HHS Publication No. SMA-10-4509
Printed 2010
The Evidence

*The Evidence* introduces all stakeholders to the research literature and other resources on Permanent Supportive Housing. This booklet includes the following:

- An annotated bibliography of training and education materials; and
- References for the citations presented throughout the KIT.
This KIT is part of a series of Evidence-Based Practices KITs created by the Center for Mental Health Services, Substance Abuse and Mental Health Services Administration, U.S. Department of Health and Human Services.

This booklet is part of the Permanent Supportive Housing KIT, which includes eight booklets:

How to Use the Evidence-Based Practices KITs

Getting Started with Evidence-Based Practices

Building Your Program

Training Frontline Staff

Evaluating Your Program

The Evidence

Tools for Tenants

Using Multimedia to Introduce Your EBP
What’s in *The Evidence*

Resources for Training and Education .......................................................... 1
References ................................................................................................. 9
Acknowledgments ..................................................................................... 23
The Evidence

Resources for Training and Education

Coordinating services


This resource—

- Contains training curriculum not specific to people with psychiatric disabilities and emphasizes single-site Supportive Housing.
- Compares models of single-site Supportive Housing involving a single entity providing social services and property management with a partnership model; and
- Explains how to maintain separation between social services and property management functions.


This resource —

- Contains training curriculum not specific to people with psychiatric disabilities;
- Discusses a variety of approaches including Supported Employment; and
- Raises issues such as confidentiality, the Americans with Disabilities Act (ADA), and managing entitlements.


Corporation for Supportive Housing
50 Broadway
17th Floor
New York, NY 10004


This brief pamphlet for staff of scattered-site Permanent Supportive Housing —

- Delineates roles of service staff and property management; and
- Describes situations in which collaboration is necessary and offers communication strategies.


This resource —

- Presents information about planning supports;
- Includes worksheets for planning supports; and
- Includes such topics as mental health, substance abuse, HIV/AIDS, crisis resolution, and community building.


Web site: [http://documents.csh.org/pdfs/Not_A_Solo_Act_1.pdf](http://documents.csh.org/pdfs/Not_A_Solo_Act_1.pdf)

This workbook —

- Describes how organizations can collaborate effectively to provide housing and supports; and
- Contains worksheets and forms.

**Guidelines**


This resource —

- Describes philosophy, values, conceptual framework, and basis of state’s scattered-site housing approach;
- Lists key components of the scattered-site approach to housing using tenant-based rental assistance;
- Identifies key supports necessary for tenants;
- Outlines management and operational procedures; and
- Offers suggestions for working to improve the supply of affordable housing.


This training manual for support workers—

- Focuses on strategies to address housing barriers and promote recovery;
- Describes skills that should be taught to tenants to foster self-sufficiency;
- Provides case studies illustrating appropriate scattered-site housing acquisition and support service planning;
- Describes 12 emerging best practices for supporting recovery; and
- Contains blank Collaborative Housing Interview & Plan form.

---

**Legal and regulatory issues**


This resource—

- Provides overview of anti-discrimination laws protecting people with disabilities, including psychiatric disabilities; and
- Explains how to request accommodations based on disability and remedies for housing discrimination.


Corporation for Supportive Housing
50 Broadway
17th Floor
New York, NY 10004

This resource—

- Gives comprehensive overview of legal issues relating to single-site Supportive Housing for a variety of target groups;
- Examines legal ramifications of limiting housing to certain target groups; and
- Discusses enforceability of house rules and lease requirements.


This resource—

- Contains training curriculum that is not specific to people with psychiatric disabilities and emphasizes single-site Supportive Housing using project-based rental assistance; and
- Describes necessary procedures for complying with HUD’s financial reporting requirements.
Program development and implementation (general)


This resource —

- Contains training curriculum that is not specific to people with psychiatric disabilities; and
- Covers engagement and outreach, goal-setting, motivational interviewing, and maintaining case records.


This resource —

- Contains training curriculum that is not specific to people with psychiatric disabilities and emphasizes single-site Supportive Housing;
- Describes planning considerations such as program philosophy and target population;
- Offers guidance in planning services to be offered; and
- Includes job descriptions for social services and property management staff.


This resource —

- Contains training curriculum that is not specific to people with psychiatric disabilities and emphasizes single-site Supportive Housing;
- Provides guidance in steps necessary to ensure the success of a new single-site Supportive Housing project; and
- Also describes issues that tenants face in their transition from homelessness to Supportive Housing.


This resource —

- Contains training curriculum that is not specific to people with psychiatric disabilities; and
- Provides guidance in helping people move from transitional housing to permanent housing; and
- Discusses evaluating support needs and housing preferences.


This resource —

- Discusses development and rental assistance approaches to developing housing for low-income people with disabilities;
- Describes funding sources for development and rental assistance;
- Explains planning processes used to allocate federal housing funds; and
- Offers strategies for improving access to housing for low-income people with disabilities.


This resource —

- Compiles and synthesizes operating procedures for single-site Supportive Housing programs in California;
- Focuses on property management issues rather than supportive services; and
- Covers tenants screening, lease applications, rent collection, safety procedures, maintenance, lease enforcement, and eviction.


Corporation for Supportive Housing
50 Broadway
17th Floor
New York, NY 10004


This brief pamphlet for staff of scattered-site Permanent Supportive Housing —

- Offers a number of concrete suggestions for developing trusting relationships with tenants; and
- Suggests methods for engaging tenants with one another and with others in the community.


Corporation for Supportive Housing
50 Broadway
17th Floor
New York, NY 10004


This brief pamphlet for staff of scattered-site Permanent Supportive Housing —

- Offers a checklist of steps that can be taken to assist tenants moving into a new home;
- Lists important topics that should be reviewed with tenants to ensure a successful transition; and
- Divides tasks into stages: pre-move, at move, and longer term.

Corporation for Supportive Housing
50 Broadway
17th Floor
New York, NY 10004


This brief pamphlet for staff of scattered-site Permanent Supportive Housing—

- Addresses the issues of isolation and the impact that visitors and long-term guests can have on tenancy;
- Offers strategies for helping tenants meet landlords’ expectations; and
- Offers mediation strategies for avoiding eviction.


Web site: [http://www.tacinc.org/index/admin/index/_uploads/docs/Sect8.2ndEd.pdf](http://www.tacinc.org/index/admin/index/_uploads/docs/Sect8.2ndEd.pdf)

This step-by-step guidebook to helping people get on and stay on Section 8 waiting lists—

- Offers practical advice and advocacy tips; and
- Provides an overview of the Housing Choice Voucher Program.


This resource—

- Reports on national surveys; and
- Contains major findings indicating a lack of affordable housing for people with disabilities.


This step-by-step guide written for case managers—

- Assists people who have been homeless with SSDI and SSI applications and appeals; and
- Specifically addresses the evaluation of disability related to mental illnesses and co-occurring disorders.


This report—

- Discusses legal and practical issues involved in providing Supportive Housing for homeless families; and
- Covers both single-site and scattered-site housing approaches and includes a discussion on addressing landlords’ concerns in scattered-site housing.

This training —

- Helps case managers support people with psychiatric disabilities in scattered-site rental housing; and

- Covers housing affordability issues affecting people with disabilities, accessing housing subsidies and other housing resources for people with psychiatric disabilities, fair housing laws, and supporting consumers in the landlord/tenant relationship.


Corporation for Supportive Housing
50 Broadway
17th Floor
New York, NY 10004


This trainers guide —

- Contains training curriculum designed for people and organizations interested in securing funding for and building single-site, project-based Permanent Supportive Housing;

- Describes development as a five-phase process: (1) concept; (2) feasibility; (3) contract negotiations and “dealmaking”; (4) construction; and (5) operations;

- Covers sources of funding and financial considerations associated with development; and

- Offers advice on managing the construction process.

---

**Resources for tenants**


This workbook —

- Serves as a tool for recovery for people with psychiatric disabilities; and

- Promotes recovery in many areas of life, including having a sense of home, education, finding work, exploring relationship and supports, wellness, recreation, intimacy, and spirituality.
Special populations


AIDS Housing Corporation
29 Stanhope Street
Boston, MA 02116

Web site: http://www.ahc.org/publications_list.html

This workbook —

- Provides operational guidance for Supportive Housing programs for people with HIV/AIDS;
- Compiles forms for internal use and for collecting tenant feedback, including intake forms, housing applications, policy manuals, incident reports, and exit interviews; and
- Offers detailed sample job descriptions.


This resource —

- Provides overview of needs of formerly incarcerated people in establishing housing; and
- Discusses strategies for serving ex-offenders in Supportive Housing.


Corporation for Supportive Housing
50 Broadway
17th Floor
New York, NY 10004


This manual —

- Addresses the training of supportive housing staff, not specific to programs for people with psychiatric disabilities;
- Focuses on housing retention rather than substance abuse treatment;
- Includes detailed case studies and related discussions; and
- Includes topics such as identifying risks to housing retention, resolving conflicts, and dealing with evictions.


This resource —

- Describes strategies for serving families and youth in permanent supportive housing; and
- Profiles successful programs.


References


Nelson, G., Sylvestre, J., Aubry, T., George, L., & Trainor, J. (2007). Housing choice and control, housing quality, and control over professional support as contributors to the subjective quality of life and community adaptation of people with severe mental illness. *Administration and Policy in Mental Health and Mental Health Services Research, 34*(2), 89-100.


Ohio Department of Mental Health (1997). *Housing as housing: A resource and discussion guide for use in conjunction with living in community*. Columbus, OH: Author.


The materials included in the Permanent Supportive Housing EBP KIT are part of a series developed by a team that included Abt Associates, Advocates for Human Potential, Inc., and the National Association of State Mental Health Program Directors (NASMHPD) Research Institute.

The Project’s Lead—Abt Associates—operated under the direction of the Substance Abuse and Mental Health Services Administration, Center for Mental Health Services, in partnership with many other collaborators, including practitioners, researchers, consumers, family members, and administrators, in developing, evaluating, and revising these materials.

On the next few pages, we wish to acknowledge the many people who contributed to all aspects of this project.
Acknowledgments

Evidence-Based Practice National Steering Committee

Peter Ashenden
Depression and Bipolar Support Alliance
Chicago, Illinois

Paul Gorman
Dartmouth University
New Lebanon, New Hampshire

Caroline Kaufmann
Consumer Research and Evaluation
Pittsburgh, Pennsylvania

Danna Mauch
Abt Associates
Bethesda, Maryland

Robert Nikkel
Oregon Department of Human Services,
Addiction and Mental Health Division
Salem, Oregon

Gail Robinson
Abt Associates
Bethesda, Maryland

Linda Rosenberg
National Council for Community Behavioral Health
Rockville, Maryland

Wayne Stelk
Value Options
Boston, Massachusetts

Beth Tanzman
Vermont Department of Mental Health
Montpelier, Vermont
Consensus Panel

Michael, Allen
Bazelon Center for Mental Health Law
Washington, D.C.

Merton Briggs
National Alliance on Mental Illness-Delaware
Wilmington, Delaware

Isaac Brown
Mental Health Empowerment Project
Albany, New York

Linda K. Frisman
Connecticut Department Mental Health & Addiction Services
Hartford, Connecticut

Bonnie Milstein
Civil Rights Consulting
San Francisco, California

Debra Rog
Vanderbilt Institute for Public Policy Studies
Washington, DC

Vicki Skryha
Oregon Department of Human Services,
Addiction and Mental Health Division
Salem, Oregon

Andrew Sperling
National Alliance on Mental Illness—National Office
Arlington, Virginia

Sam Tsemberis
Pathways to Housing, Inc.
New York, New York

Carol Wilkins
Corporation for Supportive Housing
Oakland, California

Tony Zipple
Thresholds
Chicago, Illinois

SAMHSA Center for Mental Health Services

Frances L. Randolph
Division of Service Systems Improvement
Substance Abuse and Mental Health Services Administration
Rockville, Maryland

Pamela Fischer
Homeless Programs Branch
Substance Abuse and Mental Health Services Administration
Rockville, Maryland
Acknowledgments

Team Leader

Lynn Aronson
Advocates for Human Potential
Sunnyvale, California

Contributors

Carol Bianco
Advocates for Human Potential, Inc.
Albany, New York

Emily Cooper
Technical Assistant Collaborative, Inc.
Boston, Massachusetts

Rudy De LaHoya
Center for Urban Community Services
New York, New York

Ann V. Denton
Advocates for Human Potential, Inc.
Austin, Texas

Shoma Ghosh
Westat
Rockville, Maryland

Susan Hills
Advocates for Human Potential, Inc.
Burke, Virginia

Chandria Jones
Westat
Rockville, Maryland

Alan Marzilli
Advocates for Human Potential, Inc.
Homewood, Alabama

Mary Anne Myers
Westat
Rockville, Maryland

Priscilla Ridgway
Yale University
Program in Recovery & Community Health
New Haven, Connecticut

Ann O’Hara
Technical Assistance Collaborative, Inc.
Boston, Massachusetts

Andrea White
Center for Urban Community Services
New York, New York
Field Reviewers

Jesse Aguilera
Metrocare Services
Dallas, Texas

JoAnn Almanza
Jackson County Mental Health
Medford, Oregon

David Beech
AltaPointe Health Systems, Inc.
Alabama

Cynthia Bisbee
National Alliance on Mental Illness
Montgomery, Alabama

Angie Bradley
SpectraCare
Dolthan, Alabama

Molly Brooms
Alabama Department of Mental Health and Mental Retardation
Montgomery, Alabama

Gregory Carlson
Glenwood Incorporated
Pelham, Alabama

Tristicia Cowser
CED Mental Health Center
Alabama

Richard Craig
JBS MH/MR Authority
Birmingham, Alabama

Kathryn Crouthers
Chilton Shelby Mental Health Center
Calera, Alabama

Ray Dixon
Madison County Mental Health
Huntsville, Alabama

Drake Ewbank
SAFE—Valia
Springfield, Oregon

Jessica Hales
Alabama Department of Mental Health and Mental Retardation
Montgomery, Alabama

Mona Knapp
Luke Dorf
Tigard, Oregon

Acquanetta Knight
Alabama Department of Mental Health and Mental Retardation
Montgomery, Alabama

Terry N. Mastin
Addictions and Mental Health Division
Salem, Oregon

Terin McGee
Catholic Community Services
Salem, Oregon

Mavis McElrath-Cheaha
Mental Health Center
Sylacauga, Alabama

Alice Mills
Lifeways Malheur
Ontario, Oregon

Christine Muller-Gonzales
Metrocare Services
Dallas, Texas

Michelle R. Nault
The Alabama Institute for Mental Health Services
Birmingham, Alabama

Sheryl Peterson
Columbia Care
Portland, Oregon

Robert Savage
The Alabama Institute for Mental Health Services
Birmingham Alabama

Hope Stedman
Metrocare Services
Dallas, Texas
Henry K. Stough  
Alabama Department of Mental Health and Mental Retardation  
Montgomery, Alabama

Chris Steele  
Shelter Care  
Eugene, Oregon

Tom Wheeler  
South Lane Mental Health  
Cottage Grove, Oregon

Jennifer Wilcox  
Cascadia Behavioral Healthcare  
Portland, Oregon

Cheryl Zentz  
Polk County Mental Health  
Dallas, Oregon

Production, editorial, and graphics support

Carolyn Boccella Bagin  
Center for Clear Communication, Inc.  
Rockville, Maryland

Jason Davis  
Westat  
Rockville, Maryland

Sushmita Shoma Ghose  
Westat  
Rockville, Maryland

Julien Hofberg  
Westat  
Rockville, Maryland

Chandria Jones  
Westat  
Rockville, Maryland

Glynis Jones  
Westat  
Rockville, Maryland

Tina Marshall  
Westat  
Rockville, Maryland

Mary Anne Myers  
Westat  
Rockville, Maryland