



EVIDENCE-BASED  
PRACTICES

**KIT**

Knowledge Informing Transformation

# 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  
[www.samhsa.gov](http://www.samhsa.gov)





# The **Evidence**

## **Permanent Supportive Housing**

## 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.

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## Recommended Citation

Substance Abuse and Mental Health Services Administration. *Permanent Supportive Housing: The Evidence*. HHS Pub. No. SMA-10-4509, Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration, U.S. Department of Health and Human Services, 2010.

### Originating Office

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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

# Permanent Supportive Housing

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**



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# **Permanent Supportive Housing**





## The Evidence

### Resources for Training and Education

#### Coordinating services

Center for Urban Community Services. (n.d.). *Coordinating property management and social services in supportive housing* (Supportive Housing Training Series). Washington, DC: U.S. Department of Housing and Urban Development.

Web site: <http://www.hud.gov/offices/cpd/homeless/library/shp/training/index.cfm>

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.

Center for Urban Community Services. (n.d.). *Employment services in supportive housing* (Supportive Housing Training Series). Washington, DC: U.S. Department of Housing and Urban Development.

Web site: <http://www.hud.gov/offices/cpd/homeless/library/shp/training/index.cfm>

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—Southern New England. (2004). *Building successful relationships between service providers and property managers in scattered site supportive housing*. New York: Corporation for Supportive Housing.

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

Web site: <http://documents.csh.org/documents/ct/2004pmsp.pdf>

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.

Hannigan, T., & Wagner, S. (2003, June). *Developing the “support” in supportive housing: A guide to providing services in housing*. New York: Center for Urban Community Services.

Web site: <http://documents.csh.org/documents/pubs/DevelopingSupport-full.pdf>

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.

Reynolds, S., & Hamburger, L. (1997). *Not a solo act: Creating successful partnerships to develop and operate supportive housing*. New York: Corporation for Supportive Housing.

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.

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## Guidelines

Advocates for Human Potential, Inc., National Mental Health Consumers’ Self-Help Clearinghouse, & Louis de la Parte Florida Mental Health Institute, University of South Florida. (2003, June). *State of Florida guidelines for supportive housing for persons with mental illnesses*. Tallahassee, FL: Florida Department of Children and Families.

Web site: <http://www.dcf.state.fl.us/mentalhealth/publications/shguid.pdf>

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.

Ohio Department of Mental Health. (2004, June). *Community Psychiatric Supportive Treatment training manual: Guidelines for CPST interventions that enhance housing outcomes*. Columbus, OH: Author.

Web site: [http://www.namiohio.org/CPST\\_Manual20050414.pdf](http://www.namiohio.org/CPST_Manual20050414.pdf)

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.

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## Legal and regulatory issues

Bazelon Center for Mental Health Law. (2003, May). *What “fair housing” means for people with disabilities*. Washington, DC: Author.

Web site: <http://www.bazelon.org/issues/housing/publications/wfhm.pdf>

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.

Law Offices of Goldfarb & Lipman. (2001). *Between the lines: A question and answer guide on legal issues in supportive housing*, National edition. New York: Corporation for Supportive Housing.

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.

Center for Urban Community Services. (n.d.). *Financial management and HUD compliance* (Supportive Housing Training Series). Washington, DC: U.S. Department of Housing and Urban Development.

Web site: <http://www.hud.gov/offices/cpd/homeless/library/shp/training/index.cfm>

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)

Center for Urban Community Services. (n.d.). *Case management services* (Supportive Housing Training Series). Washington, DC: U.S. Department of Housing and Urban Development.

Web site: <http://www.hud.gov/offices/cpd/homeless/library/shp/training/index.cfm>

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.

Center for Urban Community Services. (n.d.). *Developing the supportive housing program* (Supportive Housing Training Series). Washington, DC: U.S. Department of Housing and Urban Development.

Web site: <http://www.hud.gov/offices/cpd/homeless/library/shp/training/index.cfm>

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.

Center for Urban Community Services. (n.d.). *Issues in the first year* (Supportive Housing Training Series). Washington, DC: U.S. Department of Housing and Urban Development.

Web site: <http://www.hud.gov/offices/cpd/homeless/library/shp/training/index.cfm>

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.

Center for Urban Community Services. (n.d.). *Making the transition to permanent housing* (Supportive Housing Training Series). Washington, DC: U.S. Department of Housing and Urban Development.

Web site: <http://www.hud.gov/offices/cpd/homeless/library/shp/training/index.cfm>

This resource—

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

Cooper, E., & O'Hara, A. (2003, March). *Regional housing forum: A technical assistance guide for housing resources and strategies*. New Brunswick, NJ: Community Living Exchange Collaborative.

Web site: [http://www.tacinc.org/cms/admin/cms\\_uploads/docs/Regional\\_Forum\\_guide.pdf](http://www.tacinc.org/cms/admin/cms_uploads/docs/Regional_Forum_guide.pdf)

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.

Corporation for Supportive Housing. (2003, September). *Supportive housing property management operations manual*. New York: Author.

Web site: <http://documents.csh.org/documents/training/SHPMOM/EntireManual.PDF>

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—Southern New England. (2004). *Designing tenant engagement strategies in scattered site housing*. New York: Corporation for Supportive Housing.

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

Web site: <http://documents.csh.org/documents/ct/2004engagement.pdf>

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—Southern New England. (2004). *Moving in: An overview of key issues*. New York: Corporation for Supportive Housing.

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

Web site: <http://documents.csh.org/documents/ct/2004MovingIn.pdf>

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—Southern New England. (2004). *Post move-in challenges: Suggestions for solutions*. New York: Corporation for Supportive Housing.

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

Web site: <http://documents.csh.org/documents/ct/2004postmovingin.pdf>

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.

O'Hara, A., & Cooper, E. (2003). *Section 8 made simple: Using the Housing Choice Voucher Program to assist people with disabilities* (2nd ed.). Boston: Technical Assistance Collaborative, Inc.

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.

O'Hara, A., & Miller, E. (2001). *A failing grade: A report card on the affordable housing system's response to the needs of people with disabilities*. Boston: Technical Assistance Collaborative, Inc.

This resource—

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

Rosen, J., and Perret, Y. (2005). *Stepping stones to recovery: A case manager's manual for assisting adults who are homeless with Social Security Disability and Supplemental Security Income Applications*. HHS Pub. No. SMA 05-4051. Rockville, MD: Center for Mental Health Services.

Web site: <http://www.pathprogram.samhsa.gov/SOAR/tools/manual.asp>

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.

Shegos, E.H. (2001). *Family matters: A guide to developing family supportive housing*. New York: Corporation for Supportive Housing.

Web site: <http://www.csh.org/html/FMFull.pdf>

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.

Technical Assistance Collaborative, Inc. (2004, May). *Housing in Hawaii: Solutions that work*. Workshop presented at a joint meeting of U.S. Department of Housing and Urban Development Honolulu Field Office and Hawaii Department of Health, Adult Mental Health Division, Community Housing Program, Oahu, Hawaii.

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.

Weisbord, J. (2003). *Introduction to supportive housing development: Trainer's guide to a one-day workshop*. New York: Corporation for Supportive Housing.

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

Web site: <http://documents.csh.org/documents/ke/IntroDevelopment/IntrotoSHDevelopment-TRAINERGUIDE.pdf>

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.

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## Resources for tenants

Ridgway, P., McDiarmid, D., Davidson, L., Bayes, J., & Ratzlaff, S. (2002). *Pathways to recovery: A strengths recovery self-help workbook*. Lawrence, KS: The University of Kansas School of Social Welfare.

Web site: <http://www.socwel.ku.edu/projects/SEG/pathways.html>

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. (2004). *Program Director's Workbook: Tools for Implementing HIV Supportive Housing*. Boston: Author.

AIDS Housing Corporation  
29 Stanhope Street  
Boston, MA 02116

Web site: [http://www.ahc.org/publications\\_list.html](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.

Cho, R., Gary, D., Ball, L., & Ladov, M. (2002). *A guide to reentry supportive housing: A three-part primer for non-profit supportive housing developers, social services providers, and their government partners*. New York: Corporation for Supportive Housing.

Web site: <http://documents.csh.org/documents/doclib/GuideReEntrySH.pdf>

This resource—

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

Clegg & Associates, Inc. (2002). *Successfully housing people with substance use issues: Trainers' manual*. New York: Corporation for Supportive Housing.

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

Web site: <http://documents.csh.org/documents/ke/shpsui/SHPSUITrainersManual.doc>

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.

Durham, K. (2005). *Home works: Solving family homelessness through permanent supportive housing*. New York: Corporation for Supportive Housing.

Web site: <http://documents.csh.org/documents/pubs/Homeworks.pdf>

This resource—

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



## The Evidence

### References

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## The Evidence

### *Acknowledgments*

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.

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HHS Publication No. SMA-10-4509  
Printed 2010

29508.0310.7765020407

