

### Supportive Housing

In addition to having access to a permanent housing subsidy that is paid directly to the landlord, supportive housing residents have been assigned to case managers who may act as liaisons with the landlord and/or property manager regarding housing issues. It is important to understand that these services are voluntary, and RAP participants are not mandated to engage in services to keep their subsidy. However, supportive housing service providers are required by their funders to continuously outreach and assertively engage their clients in services. Additionally, supportive housing case managers **cannot** share personal information about the tenant with landlord and property management and they **cannot** force tenants to move out of the unit.

This approach to service delivery allows a case manager to intervene and mediate when rules of tenancy may have been violated, as well as provide an array of other supportive services that strengthen a tenant's ability to remain stably housed. The exact services provided vary by agency, but the following is a general list of housing-based services that are included in supportive housing.

#### Pre-Tenancy Supports

- » Conducting a screening and assessment of housing preferences/barriers related to successful tenancy
- » Developing an individual housing support plan based on assessment
- » Assisting with rent subsidy application/certification and housing application processes
- » Assisting with housing search process
- » Identifying resources to cover start-up expenses, moving costs, and other one-time expenses
- » Ensuring housing unit is safe and ready for move-in
- » Assisting in arranging for and supporting the details of move-in
- » Developing an individualized housing support crisis plan

#### Tenancy Sustaining Services

- » Providing early identification/intervention for behaviors that may jeopardize housing
- » Education/training on the role, rights, and responsibilities of the tenant and landlord
- » Coaching on developing/maintaining relationships with landlords/property managers
- » Assisting in resolving disputes with landlords and/or neighbors
- » Advocacy/linkage with community resources to prevent eviction
- » Assisting with the housing recertification process
- » Coordinating with tenant to review/update/modify housing support and crisis plan
- » Continuing training on being a good tenant and lease compliance

The above services represent only the housing-based services that supportive housing agencies provide to their residents. Depending on the agency, supportive housing also provides assistance with entitlements and benefits counseling, transportation, independent living skills, and job skills training and education. Many agencies partner with community based providers to ensure tenants have access to appropriate community-based resources that may be required to address any medical, physical, or mental health needs.

For additional information about supportive housing and other resources, visit [csh.org](http://csh.org)