CSH
The Source for Housing Solutions

State of the Supportive Housing Industry

2015 Survey Results

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Acknowledgements

CSH wishes to acknowledge the assistance of the following professionals in the development, implementation, analyzation and distribution of the 2015 State of the Supportive Housing Industry Survey: Stephanie Harms, Chief of Staff; Connie Tempel, Chief Operating Officer; Nancy McGraw, Chief Development Officer; Andy McMahon, Managing Director Government Affairs and Innovation; Kevin Irwin, Senior Program Manager; and Taryn Boland, Communications Manager.

INTRODUCTION

In 2015, CSH conducted its fifth annual State of the Industry Survey. This Survey is designed to take the pulse of the supportive housing industry and help us better understand the challenges, opportunities, trends, and issues that our partners in the field are facing in the current climate. The Survey includes questions covering topics about the future prospects for the industry, targeting supportive housing to new populations, funding issues, organizational capacity and training needs, the level of political will to maintain or increase supportive housing development, and CSH's value to the local community and providers.

We had a record number of 635 responses to the Survey. Seventy percent (70%) of the respondents were from non-profit agencies, and about one-fifth (22%) represented local, state, or federal government agencies.

Respondents included representatives from public housing authorities, for profit businesses, foundations, hospitals/managed care organizations, and universities. There was wide participation from many different sectors – the most prominent non-exclusive were housing and community development (60%), social services (48%), mental health (42%), substance use services (23%) as well as workforce development, veterans services, youth services, public health, services for the aging, and criminal justice.

Respondents directly involved in supportive housing development, operations or services mostly work with the scattered-site model (74.5%), followed by single-site, entirely supportive housing residences (51%).

Consistent with our 2013 survey, 84% of respondents indicated that supportive housing was a commonly used and accepted intervention in their community.

The top supportive housing resident populations served by respondents are:

- Individuals or families chronically facing homelessness
- Persons in mental health recovery
- Persons in addiction and substance use recovery

Support, optimism for supportive housing remains high

Political support for supportive housing remains relatively strong, with at least moderate to high levels of perceived support from:

- 72% - believe local level officials support it
- 47% - believe their state legislature supports it
- 45% - believe state Executive Branch/Commissioner-level supports it
- 43% - believe state executive/governor supports it

Respondents' perceptions of the level of general political support for investing public resources in supportive housing indicated an overall improvement, with 26% reporting an increase and 41% assessing no change since 2013.

Nearly 76% of respondents reported feeling "hopeful" or "somewhat hopeful" about the future of supportive housing, a nearly 6% increase from our last survey conducted in 2013.

Challenges and needs in the field

When asked to describe the most "significant unmet needs" of those who respondents are working with in the field, the top five responses in order are:

- Affordable housing and/or rental assistance
- Employment supports and jobs training
- Mental health and psychiatric services
- Income and benefits
- Housing-based services and case management

Increased federal, state, and local level funding continues to be seen as vital to the future success of the supportive housing industry (73% each). Other notable priorities from respondents include:

- 65% - Simplifying and streamlining funding for supportive housing
- 58% - Ensuring Quality and Consistency in supportive housing
- 53% - Tapping more into mainstream resources (i.e. Medicaid, Sec 8, TANF)
- 50% - Advancing innovation around supportive housing services

The top four current sources of funding for services linked to supportive housing are identified as:

- Continuum of care – by 62.4%
- State, local mental health funding (from general funds) – by 36%
- Veterans Affairs – by 35%
- Federal grant programs such as SAMHSA, Ryan White, HOPWA – by 32.6%

On funding for services, only 18.2% of respondents say their agency receives Medicaid reimbursement for supportive housing services. Out of that small number, only 27% have a relationship with a managed care organization (MCO) or Health Homes.

Of particular note in this year's survey, among the 149 respondents involved in the development of supportive housing, 72% reported experiencing Not-In-My-Backyard "NIMBYism" when siting or otherwise developing a project.

HIGH ALIGNMENT BETWEEN COMMUNITY NEEDS AND CSH CAPACITY

Respondents were asked to provide their impressions of the degree to which various practices/initiatives directly related to supportive housing are being implemented in their communities.

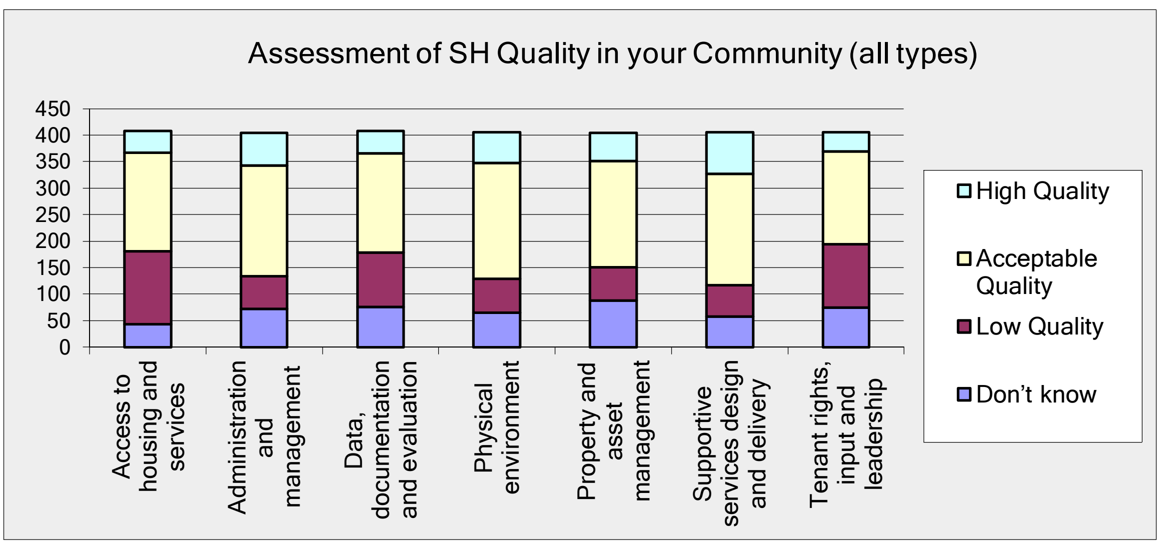
The table below provides a selection of those responses which indicates current activities and planned activities that are well aligned with CSH priorities, current initiatives, technical expertise and products that CSH is offering, or those in our development pipeline.

Activity	Currently Implement	Plan to Implement	No Plan to Implement	CSH Initiative/Product
Coordinated Intake	46%	31%	11%	Coordinated Access
Coordinated interagency financing and production for supportive housing	23%	34%	18%	Blueprint
Frequent Users Systems Engagement (FUSE)	15%	24%	23%	CSH FUSE
Housing first, harm reduction and low-demand models of supportive housing	61%	22%	9%	Housing First & Access to Housing
Integration of community health centers and supportive housing	24%	36%	20%	Health Center Training, Technical Assistance
Leveraging Medicaid for supportive housing	19%	46%	15%	Creating Medicaid Supportive Housing Services benefit
Moving On Initiatives:	30%	36%	16%	Moving On Initiatives
Reentry supportive housing for people leaving or diverted from prisons/jails	21%	33%	26%	Reentry Housing
Social Impact Bonds	3%	20%	30%	Social Impact Investment
Supportive housing or services models for high utilizers of crisis health services	34%	33%	15%	Focusing on High Utilizers
Supportive housing models for child welfare-involved families	14%	24%	34%	Keeping Families Together ACYF Demonstration
Supportive housing models for youth and/or youth aging out of foster care system	21%	25%	30%	Transition age youth Triage Tool (Background) TAY Triage Tool Stable Homes, Brighter Futures
Systems Data Matching	15%	22%	21%	Blueprint

Two stand-out areas of increased focus centered on the current and potential rollouts of Pay for Success or Social Impact investment to create supportive housing, and a growing awareness of the US Supreme Court's *Olmstead* mandate and increased federal enforcements of the Americans with Disabilities Act and Fair Housing law, and their impacts on the future development of supportive housing.

- Over 100 respondents indicated that their communities are either implementing or considering the implementation of Pay for Success/Social Impact Investments
- Of those, 85% are considering Supportive Housing as an intervention
- Report their community as needing high levels of Technical Assistance in this area, particularly in Financial Modeling (80%) and addressing Provider Capacity (75%)
- Close to 76% of respondents are very or somewhat aware of *Olmstead* and the federal government's enforcement efforts
- Over 35% say there is an *Olmstead* plan (to transition individuals from institutions to integrated, community-based housing) in their states and also resources dedicated to it
- Close to 55% of respondents say their organizations are already planning to or interested in providing supportive housing to people exiting institutional care settings

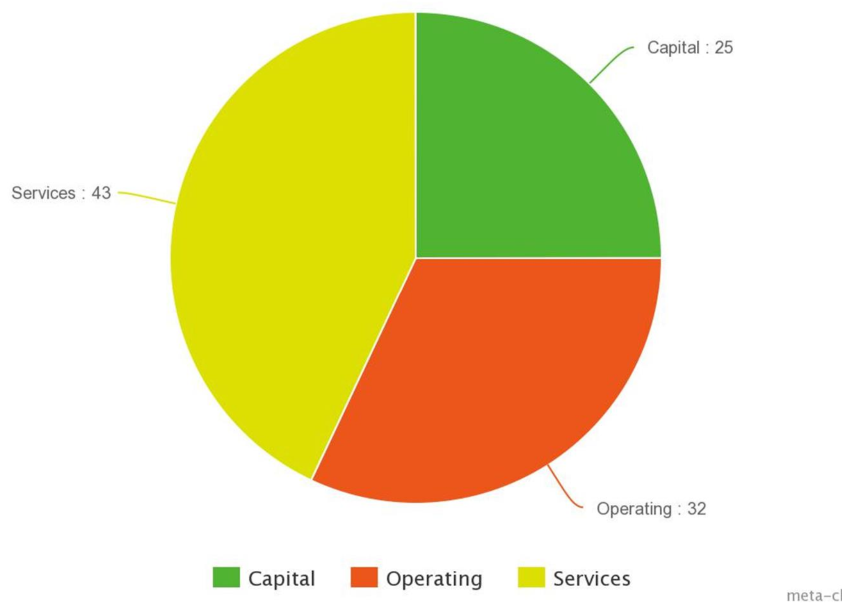
Another encouraging area of alignment with CSH priorities was found in a set of new survey items related to the CSH Dimension of Quality and Quality Certification.



Regarding the Supportive Housing Quality Certification now being developed by CSH, 62% indicated that it will be useful for the field and 45% of respondents indicated that they would be willing to pursue Quality Certification when it becomes available.

Need and demand for funding are strong

Of the 149 respondents involved in the development of supportive housing, significantly more (compared to 2013) identified the lack of sufficient Capital and Services dollars for supportive housing as major impediments to moving projects forward. As you can see below, 43 of those respondents prioritized the need for more funds to cover Services and 25 expressed a desire for additional resources for Capital. The percentage of the respondents identifying Operating funds as a need remained level with 2013 results.



When asked what operating/rental subsidy sources are being used to underwrite and/or subsidize new supportive housing, the four top resources identified by respondents are:

- Housing Choice (Section 8) vouchers
- Shelter Plus Care
- Project-based Assistance from Public Housing Authorities
- State/local Rental Assistance

Knowledge is Power

Respondents also reported that there remains a high desire for more information or research on the impact and effectiveness of supportive housing, especially in the areas of:

- 64% - Which housing models work best for different populations
- 63% - Which service models work best for different populations
- 62% - Number of unmet units of supportive housing at the state and local level
- 61% - The impact of supportive housing on hospitalizations, health outcomes and Medicaid
- 61% - The impact of supportive housing on corrections involvement and recidivism
- 52% - The impact/effectiveness of supportive housing on serving families

Industry members continue to report a wide variety of different technical assistance and training needs, particularly around improving support services, reporting systems and coordinated access.

On coordinated access, close to 72% reported their communities are beginning to implement, have mostly or fully implemented a coordinated access system, whereby people who need housing and services have a streamlined and aligned process for accessing the assistance they need.

Looking Forward

CSH will be using these findings to inform our work as we continue to lead the industry, foster innovations, secure resources, develop products and tools, and expand opportunities to create supportive housing while remaining flexible enough to respond to each community's unique needs.

The findings from the 2015 State of the Industry Survey demonstrate the ongoing commitment of supportive housing providers, developers and funders to ending homelessness and transforming the lives of our most vulnerable citizens.

Political support, optimism and innovation in the supportive housing industry are on the rise as we continue to see unprecedented opportunities for growth.

In response to the survey results, CSH will:

- Increase our advocacy to secure additional federal and state resources to create and sustain supportive housing
- Increase our advocacy for greater access to community-based behavioral health services and job trainings and opportunities for residents of supportive housing
- Double-down on our outreach to states and communities interested in pursuing Pay for Success partnerships to fund the creation of supportive housing, especially to increase the amount of supportive housing available to those transition into communities from institutions and hospitals
- Increase provider awareness and capabilities with regards to maximizing Medicaid reimbursement for services provided to supportive housing residents, increasing the resources available for such services through Medicaid and stronger partnerships between providers and Managed Care Organizations (MCOs)
- Work on the federal, state and local levels to increase the number of Housing Choice and Family Unification Program Vouchers to house residents in supportive housing
- Provide more research and evaluation on the efficacy of supportive housing as it applies to several populations, including frequent utilizers/users of systems services, families, the elderly and those leaving criminal justice facilities
- Increase our trainings through our Supportive Housing Training Center to ensure the creation of quality supportive housing and a process whereby projects can be evaluated and certified as meeting the highest standards in the industry

CSH is proud to be a leader in supportive housing and we look forward to helping the industry adapt to new challenges, and leverage opportunities for more dynamic growth and innovation.