

About Tenancy Support Services (also known as Housing Case Management)

Summary: The core services in supportive housing are tenancy supports that help people access and remain in housing. Sometimes referred to as housing case management in CoC funded programs, tenancy supports are delivered at staff-to-client ratios of 1:10 for scattered site supportive housing and 1:15 for clustered and single-site supportive housing serving individuals with the most intensive service needs. Caseload sizes can be adjusted based on acuity levels and housing stabilization. As more and more states across the U.S. are adding tenancy supports to their Medicaid State Plans, the term tenancy supports is replacing housing case management- due to the numerous definitions of "case management" across service sectors. Tenancy Support Specialists are responsible for assisting with housing search, documentation, and subsidy applications; helping to acquire furnishings, cleaning supplies, and household items; ensuring rent is paid and recertification's are completed; safeguarding that lease obligations are met and tenancy rights are upheld; providing conflict resolution and supporting moves to different apartments when necessary; and helping tenants to make connections in their communities. Tenancy supports also include varying degrees of transportation to appointments, assistance with medication adherence, health and safety education, substance use disorder supports, nutritional counseling, and money management. Tenancy support specialists help tenants access other community-based services such as peer supports, out-patient mental health services, substance use disorder treatment and services, primary care, and education and employment. They also make connections with staffs of hospitals, health clinics, and hospice when tenants receiving acute medical and/or palliative care are in need of support at home.

- **Evidence Base and Resources for Fidelity in Replication:** [Link to TSS Resources & Research](#)
As research continues to develop on high quality supportive housing and housing-related service models, CSH will update the References and Resources folder of the Services Budget Tool. Do you have resources, research, or promising practices to share with the Quality Supportive Housing community of providers? Send them to consulting@csh.org with "Staffing Model Resource" in the subject line for review and inclusion.
- **Commonly mentioned strengths of this model:** Medicaid funded services offer new sustainable services funding for providers that can be braided into current funding sources, freeing up more flexible funding sources for rental subsidies and operating costs. TSS offers a coordinated service approach with a core focus on tenant goals and outcomes for housing stability and strong partnerships with existing community providers and resources.
- **Common critiques of this model:** This is a promising practice that is currently being evaluated in multiple states implementing new Medicaid benefits. Significant variety exists in how housing case management has been implemented to date and in reimbursement rates for providers.



For more information on service models and approaches, visit the [CSH Quality Supportive Housing](#) landing page to learn about the Dimensions of Quality Supportive Housing to ensure that your policies, procedures, practices and outcomes are Tenant-Centered, Accessible, Coordinated, Integrated, and Sustainable.

Service Staffing Models



Quality Supportive Housing Service Approaches require commitment to and training in:

- Trauma Informed Care
- Diversity in staff providing and leading service organizations
- Intentional inclusion of and influence from people with lived experience in leadership, governance and service provision
- Commitment to anti-racism, cultural humility and cultural competence
- Harm Reduction and Motivational Interviewing
- Housing First

At a Glance: References and Resources for Tenancy Support Services and housing case management	
CSH Toolkit	<i>"Services and Staff Roles."</i> CSH, 2018
	http://www.csh.org/toolkit/supportive-housing-quality-toolkit/supportive-services/services-and-staff-roles/
	On this resource page, CSH notes that staffing requirements for supportive services within the more traditional housing tenancy support model depends on the population being served, the goals of the project, the number of tenants, and available resources. Typically, the caseload ranges from 10 to 25 tenants per supportive service staff. This page also details a number of supportive services that may be offered to tenants, including case management/service coordination, mental health services, alcohol and substance abuse services, independent living skills, employment services, health/medical services, and peer support services. This list is not exhaustive, but may provide a framework for supportive service planning.
<u>Comparison of Case Management Interventions</u>	<i>Ponka D, Agbata E, Kendall C, Stergiopoulos V, Mendonca O, Magwood O, et al. (2020) The effectiveness of case management interventions for the homeless, vulnerably housed and persons with lived experience: A systematic review, 26 July 2019.</i>
	https://journals.plos.org/plosone/article/file?id=10.1371/journal.pone.0230896&type=printable This article provides a systematic review to examine the effectiveness and cost-effectiveness of case management interventions on health and social outcomes for homeless populations. Case management approaches were found to improve some if not all of the health and social outcomes that were examined in this study. The important factors were likely delivery intensity, the number and type of caseloads, hospital versus community programs and varying levels of participant needs.



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