

Tenancy Supports



- Tenancy support specialists are housing focused case managers that provide supportive housing services at a low caseload ratio (1:10-1:20).
- Services include the core supportive housing services: pre-tenancy, tenancy sustaining, housing stabilization and care coordination.
- Long-term, voluntary services
- Can be individual or team based in approach
- Behavioral health and other clinical services are not included in this model's direct service plan yet coordination with other community providers is key



Core Services in Quality Supportive Housing

Core Supportive Housing Services

Pre-Tenancy

- Outreach and in-reach services
- Assessment of housing preferences/ barriers related to tenancy
- Development of individualized housing support plan
- Identification of resources to cover moving and start-up expenses
- Ensuring housing unit is safe and ready for move in
- Assistance with move-in arrangements
- Assist in collecting required documentation
- Assist with housing search and completing housing applications
- Development of housing support crisis plan
- Development of re-housing plan: ongoing services to re-house

Housing Stabilization & Tenancy Sustaining

- Early identification and intervention for behaviors that may jeopardize housing
- Education on tenant and landlord rights and responsibilities
- Eviction prevention planning & coordination
- Coaching on developing/maintaining relationships with landlords/property managers
- Assistance resolving disputes with landlords and/or neighbors
- Advocacy/linkage with community resources to prevent eviction
- Assistance with credit repair activities and skill building
- Assistance with housing recertification process
- Review//modify housing support plan and eviction prevention plan with tenant
- Housing stabilization services
- Continued training on tenancy and household management

Service Coordination*

- Housing-focused care coordination (hospital/jail discharge planning, housing liason for tenant's care providers)
- Community integration information and referral
- Non-emergency Transportation
- On call crisis support/intervention
- Assistance with accessing community provider services
- Basic Health & Wellness Education

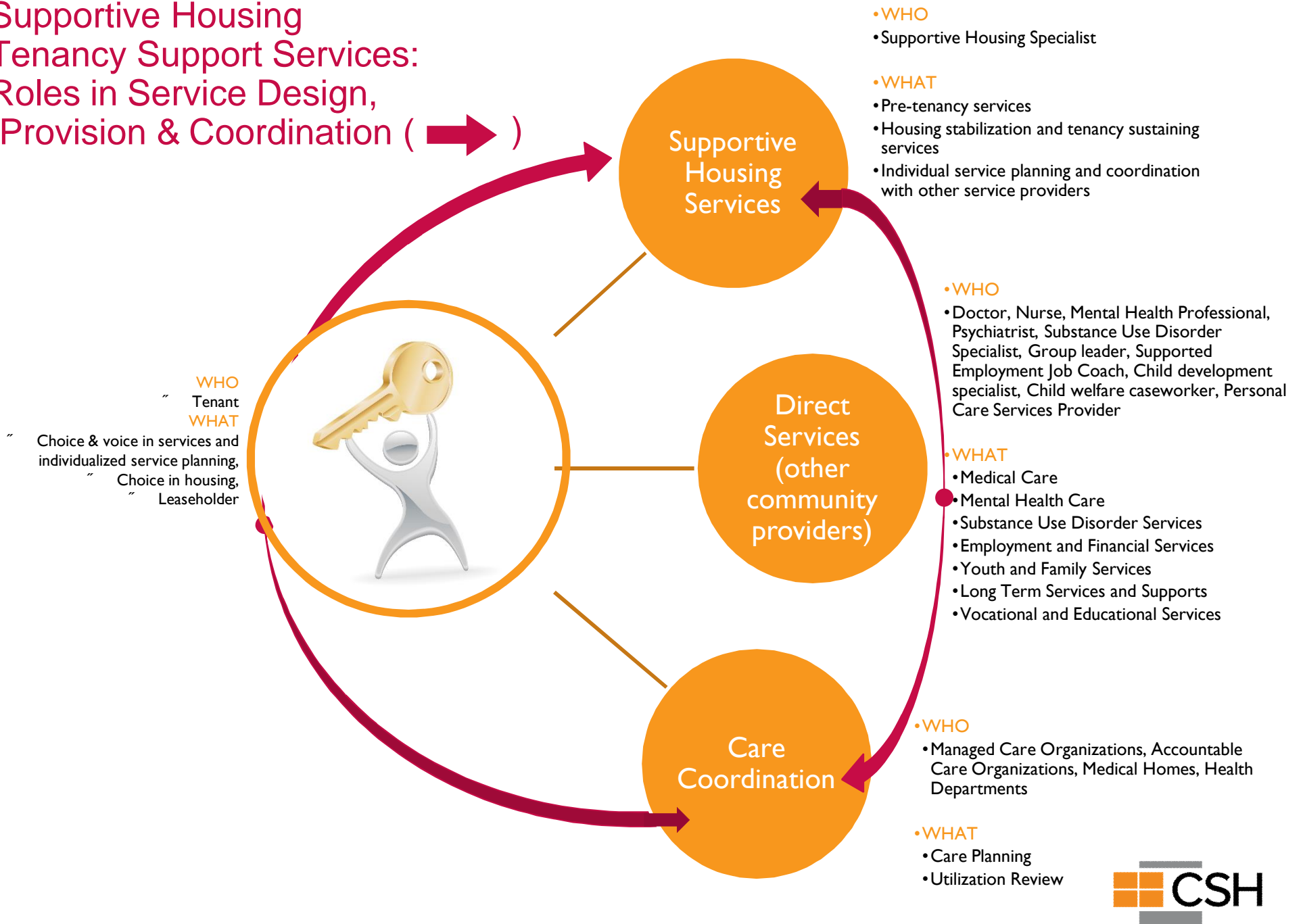
*The U.S. Department of Health and Human Services, Health Research and Services Administration defines enabling services as: "Per Section 330(b)(1)(A)(iv), enabling services are non-clinical services that do not include direct patient services that enable individuals to access health care and improve health outcomes. Enabling services include case management, referrals, translation/interpretation, transportation, eligibility assistance, health education, environmental health risk reduction, health literacy, and outreach."

Peer and Recovery Support Services



- Can be a stand alone service, or Peers working as part of a team.
- Encouraged in all models above and required in ACT teams.
- In the BH world, Community Health Workers are commonly called Peer Support Specialists.
- Eligible for unique Medicaid billing in a variety of states.
 - <https://downloads.cms.gov/cmsgov/archived-downloads/SMDL/downloads/SMD081507A.pdf>
 - <https://www.integration.samhsa.gov/workforce/team-members/peer-providers#billing> for peer services
- Offering hope and the experience of recovery to persons who commonly have no hope
- Workforce that has unique experiences and needs unique supports.
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Supportive Housing Tenancy Support Services: Roles in Service Design, Provision & Coordination (→)



All Services Models have

