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

**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 liaison 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://www.integration.samhsa.gov/workforce/team-members/peer-providers#billing for peer services](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.
Supportive Housing
Tenancy Support Services:
Roles in Service Design, Provision & Coordination

Supportive Housing Services

• WHO
  • Supportive Housing Specialist

• WHAT
  • Pre-tenancy services
  • Housing stabilization and tenancy sustaining services
  • Individual service planning and coordination with other service providers

Direct Services (other community providers)

• WHO
  • Doctor, Nurse, Mental Health Professional, Psychiatrist, Substance Use Disorder Specialist, Group leader, Supported Employment Job Coach, Child development specialist, Child welfare caseworker, Personal Care Services Provider

• WHAT
  • Medical Care
  • Mental Health Care
  • Substance Use Disorder Services
  • Employment and Financial Services
  • Youth and Family Services
  • Long Term Services and Supports
  • Vocational and Educational Services

Care Coordination

• WHO
  • Managed Care Organizations, Accountable Care Organizations, Medical Homes, Health Departments

• WHAT
  • Care Planning
  • Utilization Review

Tenant

Choice & voice in services and individualized service planning,
Choice in housing,
Leaseholder

Who

What

Who

What

Who

What
All Services Models have

- Mix of staffing
- Staff to client ratios of 1:10-20
- Majority of staff time in the community vs in the office
- Evidence base to population match