



SRO HOUSING CORPORATION

Opening Doors and Transforming Lives...

Presentation Outline – Supportive Housing

Title: Supportive Housing

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Objectives: Participants will be able to:

1. Discuss Supportive Housing Models and HUD-identified goals for homeless participants.
 - Supportive Housing – Model that combines affordable housing with services that help individuals who face complex challenges to develop stability, autonomy and dignity.
 - Goals Outlined by HUD
 - Housing 1st, wrap-around services
 - Achieve Resident Stability
 - Increase residents skill levels and/or income
 - Increase Self-determination (more influence over decision that affect their lives)
2. Discussion on Blending Housing and Supportive Services. Roles of Social Services, Property Managers, and Community Providers.
 - Property Manager
 - Social Services
 - Community Providers
3. Working effectively and efficiently with residents.
 - Problem Solving / Decision Making Process Activity

Presenter Bio: Reed, Virginia, MSW, ASW

Virginia is the Program Manager for the Permanent Supportive Housing Programs at SRO Housing Corporation in Los Angeles, California. She has a Master's Degree in Social Work from California State University, Los Angeles, and a certificate in alcohol & drug studies from Los Angeles City College. She has worked in the human services field for over 10 years as program manager, case manager, substance abuse counselor, mental health provider, and community organizer. Throughout this time, she has worked with a wide range of populations including homeless individuals, persons with mental illnesses, substance users/abusers, persons with co-occurring disorders, elderly, and persons infected and affected by HIV/AIDS.

Handout: Housing First Summary, What is a Property Manager, What is a Case Manager and Problem Solving / Decision Making Process Chart

Permanent Supportive Housing

Permanent Supportive Housing is safe, affordable, community-based housing that provides tenants with the rights of tenancy and links to voluntary and flexible supports and services. This model is designed to help individuals and families who face complex challenges to develop stability, autonomy and dignity through addressing their basic needs for housing and providing ongoing supports.

Department Of Housing and Urban Development (HUD)

Identified Goals

- Utilization of Housing First
- Achieve residential stability
- Increase skill levels and/or incomes
- Obtain greater self-determination

Housing First - Moving the most vulnerable chronically homeless directly into housing without requiring them to engage in services.

Guiding principles of Housing First

- Move people into housing directly from streets and shelters without preconditions of treatment acceptance or compliance;
- The provider is responsible to bring robust support services to the housing. These services are predicated on assertive engagement, not coercion;
- Continued tenancy is not dependent on participation in services;
- Units are targeted to the most disabled and vulnerable homeless members of the community;
- Embraces harm-reduction approach to addictions rather than mandating abstinence. At the same time, the provider must be prepared to support resident commitment to recovery;
- Residents must have leases and tenant protections under the law;
- Can be implemented as either a project-based or scattered site model.

Please note: there are many acceptable variations of the Housing First Model.

What is a Property Manager? A Property Manager is an individual who is responsible for the management and maintenance of a physical building or property.

What does a Property Manager do? The functions performed by Property Managers are usually identified as:

- Collects rents and tracks tenant deposits
- Prepares reports for the property
- Responds to tenant requests and addresses tenant problems
- Maintains and keeps up the property in good condition
- Is the point person for all outside entities
- Complies with regulatory laws
- Fills vacancies
- Complies with federal, state and local laws
- Enforces the lease agreement and house rules
- Evicts as a last resort
- Responds to emergencies
- Lives on site
- Makes tenant referrals when warranted

A Day in the Life of a Property Manager

Any residential property must be taken care of from both a physical and a tenant-relations standpoint, and that is what a Property Manager does.

S/he maintains and upgrades facilities while acting as a liaison between the owner of the property and the tenants. Since most Property Managers are often in charge of a number of properties at any time, their job can involve frantic work, unusual hours, and extremely difficult schedule coordination. "My desk looks like a hurricane hit it all the time," wrote one Property Manager, adding that his paperwork burden isn't just large, "It scares me."

It takes strong communication skills, strong organizational skills, and a flair for numbers to handle this demanding position. "Everything that goes wrong is your problem," noted one Property Manager, pointing out that a Property Manager has the most tenant contact when disasters occur, such as a flooded basement, a heating system gone awry, or a burglary. This can be daunting for those who don't perform well in crisis situations.

One person told us that the best Property Managers are "proactive rather than reactive." The more they can anticipate potential problems and prevent them, the fewer they have to deal with. When things do fall apart, often due to short-sighted owners who won't lay out sufficient money for upkeep, Property Managers must respond quickly and decisively.

More mundane tasks, such as collecting rent and coordinating garbage removal, cannot suffer because of unanticipated events. Many Property Managers feel that the best feature of their profession is the chance to work with a variety of people on a number of different tasks: "I never know what my day's going to be like," as one person put it. "I think I know what needs to be done. I've made lists of stuff to do. But as soon as you cross one thing out two new things come up. It's a race to keep on top of everything. I love it." While Property Managers spend a lot of their day dealing with paperwork and talking on the telephone, the problems they deal with vary greatly from week to week and month to month, giving most Property Managers a sense of creative challenge that keeps the job fresh.

What is a Case Manager? A Case Manager is an individual who serves as a point person for a client as s/he attempts to access various services, both within and outside of an agency.

What does a Case Manager do? The functions performed by Case Managers are usually identified as:

- Orientation
- Assessment
- Arrange for services
- Make referrals
- Evaluate client progress
- Advocate for clients/residents
- Record-keeping
- Close-out of cases

Case Managers work with clients in the development, implementation, and monitoring of an Individual Action Plan (IAP) in order to access services. They strive to establish a cooperative and supportive relationship with their clients to empower them in addressing their own needs.

What kind of services do Case Managers arrange for clients/residents?

Depending on the needs of the clients/residents, services might include:

- **Education** (such as access to benefits and medical care, safety issues, healthy diets, independent-living skills, etc.)
- **Employment** (such as job search, interviewing, training, résumé preparation, etc.)
- **Mental Health** (such as individual therapy, support groups, medications, etc.)
- **Recovery Services** (such as alcohol, drug abuse, sexual habits, 12-step meetings, etc.)
- **Legal Services** (such as fair housing concerns, immigration matters, other legal issues)
- **Money Management** (such as savings accounts, wise shopping, paying bills on time, etc.)
- **Transportation** (such as bus tokens, taxi service, van transportation, etc.)
- **Home Health Care** (such as Medical Case Management, attendant care, IHSS, etc.)
- **Public Benefits** (such as counseling about and referrals to the Social Security Administration, VA, DPSS; insurance matters, etc.)
- **Food** (such as food banks, food vouchers, emergency food, senior nutrition sites, etc.)
- **Residential Services** (such as emergency, transitional and permanent housing; shelters; Section 8 housing; Shelter Plus Care housing; reasonable accommodations, etc.)
- **Dental/Medical Assistance** (such as visiting medical professionals, on-site health screenings, referrals to private and public medical facilities, etc.)
- **Spiritual Support** (such as 12-step meetings, local churches, support groups, outings, etc.)
- **Socialization and Recreational Activities** (such as sporting and entertainment events; trips to museums, parks, beach, etc.)
- **Child Care** (such as Para Los Niños, maternal and child support services, etc.)
- **Special Services** (such as Art/Mosaic Workshops, Quilting classes, outings, local community events, tickets to special events, etc.)
- **Hospice Services** (such as Adult Protective Services, Assisted Living, Home Health, High-Risk issues, etc.)

What does Case Management mean? Case Management is a process of coordinating and accessing the multiple services needed to achieve progress toward self-sufficiency. It is only one part of a multi-component program. Matching client/resident needs and strengths to the most relevant programs is key to the decision-making functions of Case Managers. Therefore, the Individual Action Plan is key to all case management services.

Case Management Services are used to enhance the quality of life for homeless, formerly homeless, and very low-income persons who often present with additional situations such as substance addiction, mental illness, medical conditions, legal concerns, socialization issues, etc.

PROBLEM- SOLVING/DECISION- MAKING PROCESS

STAGE 1	STAGE 2	STAGE 3	STAGE 4	STAGE 5
WHAT	HOW	WHAT	HOW	WHAT
<p>Define the situation.</p> <p><i>"What's happening?"</i> <i>"What's going on?"</i> <i>"What do you need?"</i> <i>"What's on your mind?"</i> <i>"What would you like to talk about?"</i></p>	<p>Determine the emotional response to the situation.</p> <p><i>"How are you feeling?"</i> <i>"How does that make you feel?"</i> <i>"How are you doing?"</i> <i>"How did you deal with that?"</i></p>	<p>List options/alternatives/possibilities/ideas to address situation.</p> <p><i>"What have you done about it already?"</i> <i>"What do you see as a possibility?"</i> <i>"If you could change anything what would you do?"</i> <i>"What do you think would work in this situation?"</i></p>	<p>Assess the response to each alternative/option/possibility.</p> <p><i>"How do you feel about that idea?"</i> <i>"How does that possibility work for you?"</i> <i>"How does this option differ from that one?"</i> <i>"How do you think this alternative will work in your situation?"</i></p>	<p>Select the best alternative to address the situation.</p> <p><i>"What would you like to do about it?"</i> <i>"What do you think is the best option for you?"</i> <i>"What alternative are you most comfortable with?"</i> <i>"What would you like to try in your situation?"</i></p>
Defining Situation		Exploring Options		
		Selecting Alternative		

The alternatives selected become the "goals" that the person chooses to take in order to resolve the situation.