

Department of Human Services



The Housing Ladder
May 7, 2014

Permanent Supportive Housing Programs

TYPE OF UNITS

	Adult					TOTAL ADULT	Family TOTAL FAMILY	TOTAL
	General	Woman -only	Senior	TAY	Vets			
SRO Master Lease								
Care Not Cash (CNC)	1253	33				1286		2523
Non-CNC	1022	85	86			1193		
Pilot Program w/HUD \$				44		44		
Shelter Plus Care (S+C)	514		16		15	545	198	743
Local Operating Subsidy Program (LOSP)	260		31			291	194	485
TOTAL						3359	392	3751

How do people access HSA's permanent supportive housing?

Adult SRO and LOSP Units

Referral Access Points

- Adult Emergency Shelters
- Homeless Resource Centers and Drop-In Programs
- San Francisco Homeless Outreach Team
- County Adult Assistance Programs (for Care Not Cash funded units)
- Pre-identified Non-Profit Organizations serving the target population

Family LOSP Units

Referral Source: Access Point Agencies (APA)

- 19 Community-based organizations:
 - Family emergency shelter wait list
 - Family emergency shelters
 - Domestic violence shelters
 - Transitional housing facilities
 - Stand-alone, non-residential programs
- APA's assist client in completing housing applications and navigating the process.
- All referrals are done in real time and no wait lists are created.

New Tiered Funding Structure

- Created at the direction of the Human Services Commission
- Intended to rationalize the level of funding for supportive services provided across multiple housing sites
- Will be used to determine funding allocations for all HSA permanent supportive housing contracts starting July 1, 2014
- Tiers reflect varying levels of staffing correlated to the resident make-up of the buildings

Supportive Housing Model: Tier I

Step-Up Master Lease and Non-Placement Units

Model A – Step-Up Master Lease: Adults Only

- Housing offered to tenants in the larger Master Lease program who have a history of successful tenancy.
- Funding for leasing, operations/property management and support services.

Model B – Non-Placement Units and Buildings: Adults and/or Family Housing units where HSA does not make placements.

- Funding for support services.
- Direct Support Service Staff to Unit Ratio:
 - 1.0 FTE to 75 for Adult Units
 - 1.0 FTE to 50 for Family Units

Supportive Housing Model: Tier II

Master Lease - Moderate Support Services

- Master Lease units or buildings where HSA funds leasing, housing operations/property management and support services.
- HSA establishes the referral and placement process to fill vacancies.
- Direct Support Service Staff to Unit Ratio:
 - 1.0 FTE to 50 for Adult Units

Supportive Housing Model - Tier III

Master Lease - Stronger Support Services

- Master Lease units or buildings where HSA funds leasing, housing operations/property management and support services.
- HSA establishes the referral and placement process to fill vacancies.
- These are adult only sites.
- Direct Support Service Staff to Unit Ratio:
 - 1.0 FTE to 35 for Adult Units

Supportive Housing Model - Tier IV

Local Operating Subsidy Program (LOSP), HUD Supportive Housing Program (SHP) &/or Shelter Plus Care (S+C): Moderate Need Adult &/or Family

- Local Operating Subsidy Program (LOSP), HUD Supportive Housing Program (SHP) and Shelter Plus Care (S+C) units.
- HSA establishes the referral and placement process to fill vacancies. These include both adult and family units.
- The eligibility criteria does not require all referrals to be chronically homeless and have a certification of disability.
- HSA funds support services.
- Direct Support Service Staff to Unit Ratio:
 - 1.0 FTE to 25 for Adult and Family Units

Supportive Housing Model - Tier V

Local Operating Subsidy Program (LOSP), HUD Supportive Housing Program (SHP) &/or Shelter Plus Care (S+C): High Need Adult &/or Family

- Local Operating Subsidy Program (LOSP), HUD Supportive Housing Program (SHP) and Shelter Plus Care (S+C) units.
- HSA establishes the referral and placement process to fill vacancies. These include both adult and family units.
- The eligibility criteria does require all referrals to be chronically homeless and have a certification of disability, or 100% of the building is LOSP.
- HSA funds support services with additional funding for staff with higher training/skills.
- Direct Support Service Staff to Unit Ratio:
- 1.0 FTE to 25 for Adult and Family Units

Coordinated Assessment

- Required for all HUD funded homeless programs in the next 5 years
- San Francisco Coordinated Assessment pilot project for placement of adult households in Continuum of Care vacant units will begin July 1, 2014.

Goals:

- Reduce length of homelessness
- Improve assessment to place clients in the most appropriate housing placement

Ending Chronic Homelessness

- National Goal Date: December 31, 2016
- Recommended strategy: Prioritize chronically homeless people for placement in supportive housing.
- Create a 'Housing Ladder' strategy to increase positive exits from supportive housing into other affordable (or market rate) housing.

Controller's Study of HSA Permanent Supportive Housing

- Currently underway; final report due Sept. 2014
- Undertaken to increase understanding of:
 - 1. Residents' service utilization** (e.g., What are the most prevalent service needs? Are residents effectively linked to appropriate services? Do residents follow through on service referrals?)
 - 2. The trajectory of residents while in PSH** (e.g., How long do clients stay in PSH? Do client needs change over time?)
 - 3. Client outcomes after exiting PSH** (e.g., How many clients exit PSH each year and where do they go? What are the characteristics of those who successfully exit?)