

Practical Applications - Supportive Housing

1. Module 2

1.1 Practical Applications



Notes:

Practical Applications – Supportive Housing
Northeast and Caribbean MHTTC
Fall 2023, 2025

1.2 Objectives

Objectives			
01	02	03	04
Goals and Assessment Discuss the importance of the assessment process and goal planning.	Roles Describe the roles and responsibilities of Permanent Supportive Housing staff, tenant and landlords.	Services Identify the services that Permanent Supportive Housing staff may provide.	Securing Housing Compare and contrast the steps involved in selecting, obtaining, and maintaining Permanent Supportive Housing.
 <small>Northeast and Caribbean and Region 2 MHTTC Mental Health Technology Transfer Center Network Funded by the U.S. Department of Health and Human Services</small>			

Notes:


In Module 1, you explored the background and history of Permanent Supportive Housing . In this module, you will examine the practical aspects of Permanent Supportive Housing .

Upon completing this module, you will be able to:

1. Discuss the importance of the assessment process and goal planning.
2. Describe the roles and responsibilities of Permanent Supportive Housing staff, tenants, and landlords.
3. Identify the services that Permanent Supportive Housing staff may provide.
4. Compare and contrast the steps involved in selecting, obtaining, and maintaining Permanent Supportive Housing.

1.3 Your Guide

Your Guide



- Provides training and technical assistance to mental health agencies that deliver Community Support Services.
- Conducts in-person and remote training sessions for mental health providers in partnership with the Washington State Healthcare Authority.
- Possesses extensive experience in the mental health field as both a direct care staff member and a manager of a Community Support Service program.
- Offers counseling services in a private practice setting.

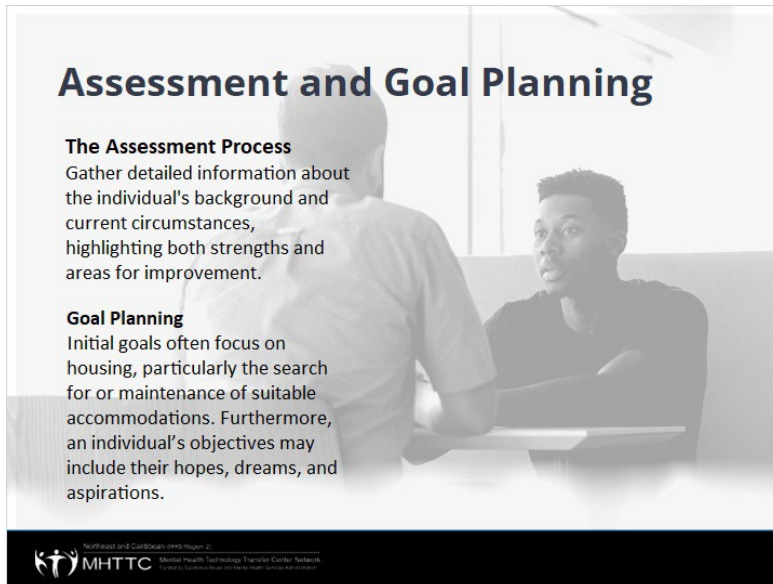
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Department of Psychiatric
Rehabilitation and Counseling
Professions

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Notes:

Your guide for this module is **Emilie Banz, MS, LPC, CPRP**, a Lecturer in the Department of Psychiatric Rehabilitation and Counseling Professions at Rutgers School of Health Professions. She plays a vital role in the Community Support Services Initiative, facilitating training and providing technical assistance to mental health agencies that deliver Community Support Services. Emilie has also conducted both in-person and remote training for mental health providers funded by the Washington State Healthcare Authority. Before joining Rutgers, she gained extensive experience in the mental health field as both direct care staff and manager of a CSS program. Emilie continues to work clinically, offering counseling services in a private practice setting.

1.4 Assessments and Goals



Assessment and Goal Planning

The Assessment Process
Gather detailed information about the individual's background and current circumstances, highlighting both strengths and areas for improvement.

Goal Planning
Initial goals often focus on housing, particularly the search for or maintenance of suitable accommodations. Furthermore, an individual's objectives may include their hopes, dreams, and aspirations.

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Notes:

Before initiating services, Supportive Housing providers must establish a clear process for assessing and collaboratively setting goals with the individual.

The assessment process should prioritize gathering comprehensive information about the individual's history and current circumstances. Understanding the individual's background provides essential insights for staff working with the service recipient, facilitating better engagement and relationship-building. Furthermore, the assessment should evaluate both the individual's strengths and needs. Strengths should highlight areas where the individual is thriving, while needs should identify where additional support is required and any barriers that may affect the individual's functioning.

This assessment process will assist both the provider and the service recipient in determining the individual's goals. Initial goals may focus on housing, such as securing or maintaining stable housing. Additionally, the individual's goals may encompass their hopes, dreams, and aspirations.

1.5 Delivering Supportive Housing Services

Delivering Supportive Housing Services

Supportive Housing Services should be provided in environments that best suit the individual, ensuring accessibility and alignment with their needs. Below are examples of suitable locations for meetings.



Park
Arrange a meeting in a park to walk and discuss goals.

Library
Meet at the library to access resources like computers, printers, and classes.

Food Store
Meet at food store to purchase groceries when learning daily living skills.

Apartment
Gather at home to collaboratively work on developing essential skills such as cleaning and cooking.

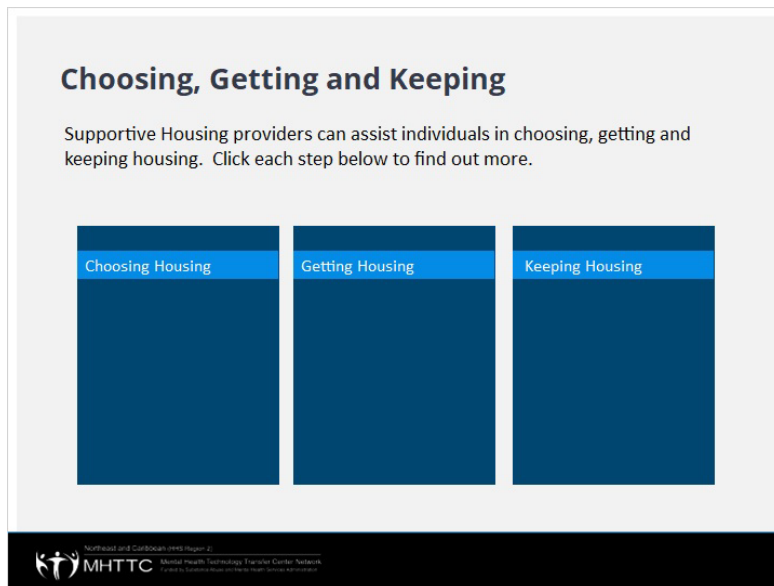
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Notes:

Supportive Housing agencies are essential in providing vital services to individuals in need.

To deliver effective support, services should be offered in familiar and accessible environments. This may include the individual's apartment, community spaces, or workplace. The objective is to foster an environment that meets the individual's needs and aligns with outreach goals. For example, if an individual seeks to develop a daily living skill such as cooking, a provider might meet them at a library to research recipes online, at a grocery store to purchase ingredients, or in their home for hands-on cooking instruction.

1.6 Choosing, Getting and Keeping



Notes:

Providers play a vital role in helping individuals choose, obtain, and maintain housing. Click on each step below to learn more.

Choosing Housing

In this service, providers assist individuals in locating a housing unit that meets their voucher requirements. Providers should collaborate with individuals to identify their housing preferences. For example, does the individual prefer a specific neighborhood? Are they looking to live near a particular medical provider? Do they need a ground-floor unit? While not all preferences may be met, it is crucial for providers to engage individuals in discussing their preferences and determining which can be accommodated.

Getting Housing

Once an apartment is identified, providers can assist individuals in securing the housing unit. This support may include helping individuals obtain necessary documents such as their birth certificate or ID. Additionally, individuals may need assistance with completing the application process, including access to resources like a computer.

Keeping Housing

Service providers will support individuals in maintaining their housing. Services should be recovery-oriented, which can include support for substance use recovery as well as mental health recovery. For instance, recovery for an individual with a mental health condition may focus on teaching skills necessary for successful and independent living in the community, managing symptoms, and providing support in finding and maintaining employment or education, ultimately enhancing the individual's overall quality of life.

Finally, in relation to the previously mentioned goals, staff can employ various evidence-based practices to assist individuals in achieving their objectives. Techniques such as motivational interviewing, cognitive behavioral strategies, skills training, and illness management and recovery will be explored in detail in another section of this module.

Choosing Housing (Slide Layer)

Choosing, Getting and Keeping

Supportive Housing providers can assist individuals in choosing, getting and keeping housing. Click each step below to find out more.

Choosing Housing	Getting Housing	Keeping Housing
Identify preferences and suitable locations. Ensure alignment with housing voucher requirements.		

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Getting Housing (Slide Layer)

Choosing, Getting and Keeping

Supportive Housing providers can assist individuals in choosing, getting and keeping housing. Click each step below to find out more.

Choosing Housing	Getting Housing	Keeping Housing
	Gather necessary documents. Complete the application form. Ensure access to required resources.	

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Keeping Housing (Slide Layer)

Choosing, Getting and Keeping

Supportive Housing providers can assist individuals in choosing, getting and keeping housing. Click each step below to find out more.


Choosing Housing

Getting Housing

Keeping Housing
Focus on recovery-oriented approaches.

Developing skills for independent living.

Assisting individuals in securing employment or pursuing education.



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1.7 Tenant Roles

Tenant Roles



Choosing Housing

When choosing a residence, tenants should evaluate the following essential factors:

- Access to essential services and transportation
- Safety of the neighborhood
- Proximity to friends and family

It is essential to identify non-negotiable preferences during this decision-making process.



Getting Housing

Essential Steps for Tenants:

- Apply for a housing voucher or rental assistance.
- Gather all necessary documents.
- Purchase essential items for your apartment.
- Utilize available community resources.



Keeping Housing

Tenants are encouraged to:

- Collaborate with staff to identify their strengths and needs.
- Comply with the terms of their lease agreement.
- Make timely payments for rent and utilities.
- Successfully pass all inspections.
- Be considerate neighbors.

Notes:

Tenants must actively engage in the processes of selecting, acquiring, and maintaining their housing.

When choosing housing, tenants play a crucial role. They should have the opportunity to reside in a location of their choice and in a type of housing that meets their needs. Key factors for tenants to consider include access to essential services such as public transportation and healthcare, neighborhood safety, and proximity to friends and family.

While it may not be possible to meet all preferences, tenants should identify which aspects they can compromise on and which are non-negotiable.

In the process of obtaining housing, tenants are responsible for independently or collaboratively completing tasks such as applying for housing, securing a housing voucher or rental assistance if necessary, gathering required documents like a birth certificate or state ID, and seeking financial aid for moving expenses. Additionally, tenants will need to acquire essential items for their new home, including toiletries, furniture, and kitchenware. Many individuals starting anew must assess and identify the items they require. Community resources, such as food banks or organizations that provide new or gently used items, can be beneficial, and tenants may also apply for funds to assist with these purchases.

To maintain their housing, individuals should collaborate with staff to evaluate their strengths and needs. Questions to consider include:

- Have they lived in an apartment before?
- What skills do they need to develop to sustain their tenancy?
- Are they capable of budgeting their finances?
- Will they remember to pay their bills?
- Are they interested in employment?

If they have experienced housing instability in the past, what factors contributed to that situation? What support can staff provide to help them retain their housing? The primary responsibility for tenants is to comply with their lease agreement. This includes reading and understanding the lease, knowing their rights and relevant state laws regarding renters, being aware of the expectations associated with their rental assistance and lease, ensuring timely payment of rent and utilities, passing inspections, and being a considerate neighbor.


Let's check back with Lisa to see how this information applies to a real-life situation.

1.8 Supporting Lisa

(Drag and Drop, 0 points, 1 attempt permitted)

Supporting Lisa

You have met with Lisa a few times and completed the “Choosing” process of attaining housing. Now think about the “Getting” and “Keeping” phases and match the tasks that belong in each phase by dragging the items found left to the drop areas on the right.



Application for Housing

Financial support for security deposit

Linkages to health providers

Finding and Applying for Part-Time Jobs

Obtaining State ID

GETTING

KEEPING

Drag Item	Drop Target
Application for Housing	Drop Target 01
Financial support for security deposit	Drop Target 01
Linkages to health providers	Drop Target 02
Finding and Applying for Part-Time Jobs	Drop Target 02
Obtaining State ID	Drop Target 01

Drag and drop properties
Return item to start point if dropped outside any drop target
Snap dropped items to drop target (Tile)

Feedback when correct:

That's right! You selected the correct response.

Feedback when incorrect:

You did not select the correct response.

Notes:

You have initiated your collaboration with Lisa. After several meetings, you have successfully completed the “Choosing” phase of securing housing. During these discussions, you and Lisa identified the type of housing subsidy for which she qualifies, as well as the preferred area for her and her daughter to reside. Now, concentrate on the “Getting” and “Keeping” phases of housing attainment, and align the necessary tasks with each phase.

Drag the items from the left to the appropriate drop area on the right. Please note that correct answers will snap into the column, while incorrect answers will return to the left column.

Correct

That's right! You selected the correct response.

Incorrect

You did not select the correct response.

Answer:

Getting

Application for Housing

Financial support for security deposit

Obtaining State ID

Keeping


Linkages to health providers


Finding and Applying for Part-Time Jobs

Correct (Slide Layer)

Supporting Lisa

You have met with Lisa a few times and completed the “Choosing” process of attaining housing. Now think about the “Getting” and “Keeping” phases and match the tasks that belong in each phase by dragging the items found






Correct
That's right! You selected the correct response.


CONTINUE

Incorrect (Slide Layer)

Supporting Lisa

You have met with Lisa a few times and completed the “Choosing” process of attaining housing. Now think about the “Getting” and “Keeping” phases and match the tasks that belong in each phase by dragging the items found

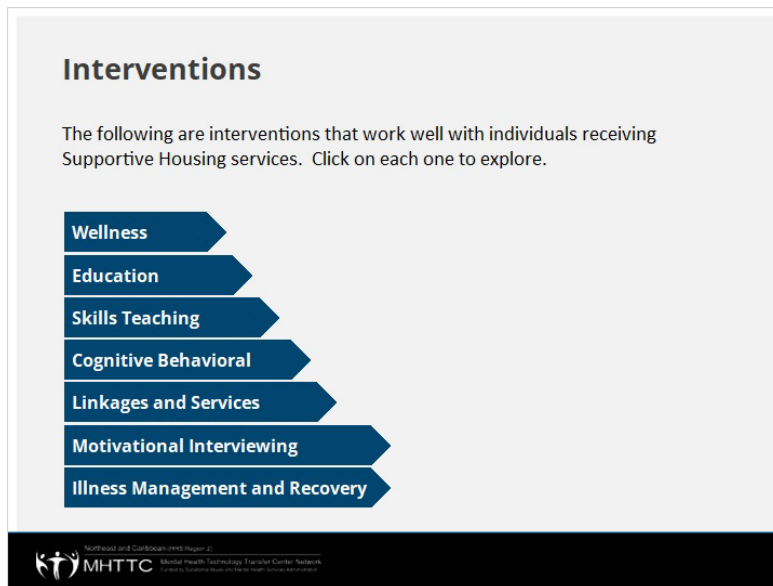




Incorrect
You did not select the correct response.

CONTINUE

1.9 Interventions



Notes:

The following interventions are effective for individuals receiving Supportive Housing services. Click on the tabs to the left to explore further.

Wellness

Wellness, similar to recovery, is unique to each individual and generally includes habits and behaviors that promote a healthy lifestyle. Individuals can evaluate their wellness across various life aspects, including their environment, emotional health, physical health, and spirituality. Wellness activities may involve managing physical health conditions like diabetes, spending time with friends, or connecting with a higher power. It can also include stress-reducing activities or personalizing their living space. Permanent Supportive Housing can support individuals in achieving their wellness goals through interventions such as Illness Management and Recovery, skills development training, education, Motivational Interviewing strategies, and connections to other providers or community resources.

Education

Education covers a wide range of topics. For instance, a service recipient may require information about their rights as a tenant. Alternatively, if staff are assisting an individual in managing a physical health condition, they may need to provide education about the diagnosis or management strategies.

Cognitive Behavioral Strategies

Cognitive behavioral strategies assist individuals in modifying their behaviors. The term “cognitive behavioral” is often associated with Cognitive Behavioral Therapy. However, even those not licensed to practice therapy can apply cognitive behavioral techniques to help individuals achieve their goals. Techniques such as modeling, role-playing, cognitive restructuring, and reinforcement can be effective. For example, role-playing can be used to practice interview skills, while cognitive restructuring can help individuals identify and change negative or unhelpful thoughts.

Linkages to Services

Service recipients may require assistance in accessing various services. Individuals experiencing homelessness, incarceration, or hospitalization may lose access to benefits they previously had. Once they are in the community and receiving services from a Permanent Supportive Housing agency, they may need help accessing or reinstating benefits such as Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Temporary Assistance for Needy Families (TANF), Medicare, Medicaid, food stamps, utility assistance programs, and veterans' benefits. The availability of benefits may also vary by state.

Skills Teaching

Research indicates that individuals with serious mental health conditions can learn and benefit from skills development training. This training equips individuals with the necessary skills for successful community living, particularly in their apartments. Experiences of institutionalization, incarceration, and homelessness may reduce the use of certain skills, such as cleaning. Skills development training supports individuals in learning new skills or reinforcing existing ones.

Motivational Interviewing

Motivational interviewing techniques assist individuals in progressing through the stages of change to actively pursue their goals. While MI is often associated with substance use, it can be applied to help anyone achieve their objectives. When establishing treatment goals, PSH staff should assess the individual's stage of change related to their desired goal. This assessment enables staff to determine which interventions align with the individual's stage of change. Additional useful techniques within MI include empathy, rolling with resistance, and communication strategies such as open-ended questions, affirmations, reflective responses, and summaries.

Illness Management and Recovery (IMR)

Illness Management and Recovery is a structured, evidence-based practice designed to assist individuals in their recovery journey. The Substance Abuse and Mental Health Services Administration (SAMHSA) provides a free downloadable toolkit for providers. This evidence-based practice encompasses 12 key areas, including setting recovery goals, understanding specific diagnoses, minimizing relapse, and developing advocacy skills.

Wellness (Slide Layer)

Interventions

The following are interventions that work well with individuals receiving Supportive Housing services. Click on each one to explore.

Wellness

Education

Skills Teaching

Cognitive Behavioral

Linkages and Services


Motivational Interviewing

Illness Management and Recovery

Wellness

Wellness is a unique experience for each individual, encompassing various aspects such as living and working environments, emotional health, physical health, and spirituality.

Achieving wellness can be supported through various strategies, including Illness Management and Recovery, skills development training, education, motivational techniques, and connections to additional service providers.



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Education (Slide Layer)

Interventions

The following are interventions that work well with individuals receiving Supportive Housing services. Click on each one to explore.

Wellness

Education

Skills Teaching

Cognitive Behavioral

Linkages and Services


Motivational Interviewing

Illness Management and Recovery

Education

Education encompasses a wide range of topics, including:

1. Tenant rights
2. Understanding a diagnosis
3. Managing a health condition



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Cognitive Behavioral Strategies (Slide Layer)

Interventions

The following are interventions that work well with individuals receiving Supportive Housing services. Click on each one to explore.

Wellness

Education

Skills Teaching

Cognitive Behavioral

Linkages and Services


Motivational Interviewing

Illness Management and Recovery

Cognitive Behavioral Strategies

These strategies assist individuals in modifying their behaviors.

The techniques employed include modeling, role-playing, cognitive restructuring, and reinforcement.

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Linkages to Services (Slide Layer)

Interventions

The following are interventions that work well with individuals receiving Supportive Housing services. Click on each one to explore.

Wellness

Education

Skills Teaching

Cognitive Behavioral

Linkages and Services


Motivational Interviewing

Illness Management and Recovery

Linkages to Services

Service recipients may require assistance in accessing benefits that they have been unable to utilize, or in regaining access to benefits they had before experiencing homelessness, incarceration, or hospitalization.

These benefits may include Supplemental Security Income, Social Security Disability Insurance, Medicare, Medicaid, Food Stamps, and others.

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Skills Teaching (Slide Layer)

Interventions

The following are interventions that work well with individuals receiving Supportive Housing services. Click on each one to explore.

Wellness

Education

Skills Teaching

Cognitive Behavioral

Linkages and Services


Motivational Interviewing

Illness Management and Recovery

Skills Teaching

Many individuals using Supportive Housing services can benefit from basic life skills training such as washing dishes, cooking and cleaning.

This can involve learning new skills or reinforcing and strengthening the skills they already have.



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Motivational Interviewing (Slide Layer)

Interventions

The following are interventions that work well with individuals receiving Supportive Housing services. Click on each one to explore.

Wellness

Education

Skills Teaching

Cognitive Behavioral

Linkages and Services


Motivational Interviewing

Illness Management and Recovery

Motional Interviewing

Techniques that support an individual in moving through the stages of change to work towards their goals. Determining the stage of change an individual is currently in is critical to success.

Other useful techniques that fall under MI are empathy, rolling with resistance and communication techniques like open-ended questions, affirmations, reflective responses and summaries.



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Illness Management and Recovery (Slide Layer)

Interventions

The following are interventions that work well with individuals receiving Supportive Housing services. Click on each one to explore.

Wellness

Education

Skills Teaching

Cognitive Behavioral

Linkages and Services

Motivational Interviewing


Illness Management and Recovery

Illness Management and Recovery

This training provides a structured, evidence-based approach aimed at supporting individuals in their recovery journey.

Key areas covered in this training include setting recovery goals, minimizing relapse, and developing advocacy skills.

Training can be [found here](#).



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Partners in Community Support and Recovery

1.10 Staff Roles

Staff Roles

Click on the tabs to the left to explore these roles.

Point of Contact

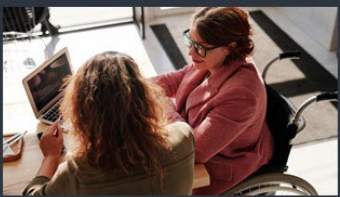
Obtain Referrals

Advocate

Build Relationships

Promote Recovery

Encourage Wellness



Permanent Supportive Housing staff are the main contact for recipients. They play many roles, which range from temporary to permanent.

Notes:

Permanent Supportive Housing (PSH) staff act as the primary contact for service recipients. They perform various roles, which may be temporary or permanent. Click on the tabs to the left to explore these roles.

Point of Contact

PSH staff serve as the main point of contact for outreach, engagement, and developing therapeutic relationships with individuals. This is an ongoing process. Even if your program is the

individual's first experience with Supportive Housing, many will have had prior interactions with other behavioral health and medical providers. Individuals may have experienced trauma, which can impact their ability and willingness to trust you and the support you provide. Your role as PSH staff includes building trust through active listening and consistently offering support to the service recipient.

Obtain Referrals

PSH staff may also be responsible for obtaining referrals for the program. Referrals can originate from community or hospital settings. Your role may involve making initial contact with individuals and initiating the assessment and engagement process.

Advocate

As a PSH staff member, you may advocate for the rights of service recipients. This includes educating individuals about their rights under the Americans with Disabilities Act and tenant rights, including local and federal housing laws and protections. Your role may also involve advocating against stigma, as individuals with mental health diagnoses often face discrimination. Understanding the intersectionality of a service recipient's identities is crucial, as it can influence their treatment. For instance, a queer black woman with a mental health diagnosis may experience different treatment than a heterosexual white woman with a similar diagnosis.

Build Relationships

In addition to advocacy, PSH staff should engage in community education and relationship-building. Your role may involve educating and fostering relationships with landlords to ensure service recipients have access to safe housing that meets their needs. You may also need to build connections with other behavioral health and medical providers, as well as community resources like partial hospitalization programs and food pantries. Establishing these relationships will enhance your ability to support the individuals served by your agency, facilitating referrals to trusted providers.

Promote Recovery

Another key role of PSH staff is to actively promote recovery. Recovery is often associated with substance use, but individuals diagnosed with mental health conditions may also identify as being in recovery. Recovery is a personalized journey, so it is essential to understand what recovery means for each individual. This may involve community integration through participation in events or meaningful activities like volunteering. Recovery can also focus on wellness, coping with mental health symptoms, building social support, and finding employment.


Encourage Wellness

Finally, as a PSH staff member, it is vital to prioritize your own health and wellness. PSH programs often experience high staff turnover, and many staff members report burnout. While those in helping professions are driven to assist others, it is crucial to recognize and respect personal limits. Staff should maintain ethical boundaries with service recipients, adhere to agency policies, utilize paid time off and sick leave when available, and engage in self-care activities that promote overall wellness.

Point of Contact (Slide Layer)

Staff Roles


Click on the tabs to the left to explore these roles.

Point of Contact	 <p>Engage and motivate individuals by fostering trust through active listening and consistently offering support.</p>
Obtain Referrals	
Advocate	
Build Relationships	
Promote Recovery	
Encourage Wellness	

Obtain Referrals (Slide Layer)

Staff Roles


Click on the tabs to the left to explore these roles.

Point of Contact	 <p>Establish connections with fellow providers</p>
Obtain Referrals	
Advocate	
Build Relationships	
Promote Recovery	
Encourage Wellness	

Advocate (Slide Layer)

Staff Roles

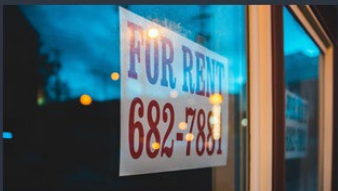
Click on the tabs to the left to explore these roles.

Point of Contact	 <p>Inform service recipients about their rights. Additionally, you may need to advocate on their behalf and challenge any stigma they face.</p>
Obtain Referrals	
Advocate	
Build Relationships	
Promote Recovery	
Encourage Wellness	

Build Relationships (Slide Layer)

Staff Roles

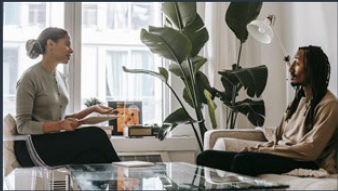
Click on the tabs to the left to explore these roles.

Point of Contact	 <p>Actively engage with community members, including landlords and service providers, to foster connections and strengthen relationships with local resources.</p>
Obtain Referrals	
Advocate	
Build Relationships	
Promote Recovery	
Encourage Wellness	

Promote Recovery (Slide Layer)

Staff Roles


Click on the tabs to the left to explore these roles.

Point of Contact	 <p>Highlight wellness, social relationships, work, and choices</p>
Obtain Referrals	
Advocate	
Build Relationships	
Promote Recovery	
Encourage Wellness	

Encourage Wellness (Slide Layer)

Staff Roles

Click on the tabs to the left to explore these roles.

Point of Contact	 <p>Focus on maintaining boundaries and using self care</p>
Obtain Referrals	
Advocate	
Build Relationships	
Promote Recovery	
Encourage Wellness	

1.11 Landlords and Property Manager Roles

Landlords and Property Manager Roles

Click on the tabs to find out more about these roles in Permanent Supported Housing.

Safety	Maintain	Abide by Laws
Inside and outside the building	Inside and outside the building	Abiding by all state and federal laws

Notes:

In this section, we will examine the roles of landlords and property managers. A landlord is an individual or entity that owns a property, while some landlords may hire a property management company to oversee the property. PSH staff collaborate with both landlords and property managers, as their roles and responsibilities often overlap. Both are primarily responsible for ensuring the safety of the building, maintaining the property, and complying with all state and federal laws.

Click on the tabs to learn more about the roles that landlords and property managers play in Permanent Supported Housing.

Safety

Landlords and property managers are responsible for ensuring safety both outside and inside the building. For instance, landlords must repair broken locks on windows and doors and ensure that elevators are operational. They may also need to verify that sprinkler systems and fire extinguishers in hallways are functioning properly, depending on state regulations. Inside the unit, landlords must ensure that electrical appliances, such as heating and air conditioning systems, are in working order. If an appliance fails, such as an air conditioner breaking during summer, the landlord is responsible for its repair or replacement. The lease should clearly outline the responsibilities of both the landlord and the tenant.

Maintenance

Landlords and property managers are also tasked with the general maintenance of the property and individual units. This includes maintaining shared spaces such as yards, patios, and parking lots. They may also be responsible for unit maintenance, including painting, replacing old appliances, or updating flooring or carpeting. Additionally, they manage some utilities, with some landlords including certain utilities in the rent, such as water or sewage access. If plumbing issues arise, such as broken pipes, the landlord is responsible for addressing these problems. The lease will specify which utilities are the responsibility of the tenant and which fall to the landlord.

Legal Compliance

Lastly, landlords must comply with all state and federal laws, including those outlined in the Fair Housing Act and Section 504 of the Rehabilitation Act for individuals with mental health conditions. State laws regarding eviction processes and rent increases vary by location, and landlords are responsible for being informed about these regulations.

Safety (Slide Layer)

Landlords and Property Manager Roles

Click on the tabs to find out more about these roles in Permanent Supported Housing.

Safety	Maintain	Abide by Laws
Inside and outside the building	Inside and outside the building	Abiding by all state and federal laws




This includes repairing broken locks and ensuring that sprinkler systems, fire extinguishers, heating, air conditioning, and appliances are functioning properly.

Maintain (Slide Layer)

Landlords and Property Manager Roles

Click on the tabs to find out more about these roles in Permanent Supported Housing.

Safety	Maintain	Abide by Laws
Inside and outside the building	Inside and outside the building	Abiding by all state and federal laws



Tasks include painting, replacing appliances, and updating floors and carpeting. Additionally, responsibilities involve maintaining utilities and addressing plumbing issues.

Abide by Laws (Slide Layer)

Landlords and Property Manager Roles

Click on the tabs to find out more about these roles in Permanent Supported Housing.

Safety	Maintain	Abide by Laws
Inside and outside the building	Inside and outside the building	Abiding by all state and federal laws




This encompasses the Fair Housing Act, Section 504, as well as regulations concerning eviction and rent increases.

1.12 Lisa

Lisa – A Proud Moment

Lisa has successfully completed her journey in Permanent Supportive Housing and is now ready to graduate. To learn more, please click on **EACH** radio button below. As you explore, consider the services she may require moving forward.



"We are thriving in our new home and routine!"

- ☐ Her Successes
- ☐ Living Situation
- ☐ Linking to Services

Notes:

Lisa has successfully completed her journey in Permanent Supported Housing and is now ready to graduate. Let's check in with her to see how she is doing. To learn more, please click on **EACH** radio button below. As you explore, consider what services she might need moving forward.

Her Successes

I have been part of the Permanent Supported Housing program for two years! I have successfully maintained my own apartment, secured a job, and received a promotion to full-time, allowing me to support myself and my daughter. Additionally, I obtained mental health treatment for both of us, and I can confidently say we are thriving in our new home and routine.

Graduating PSH

I feel prepared to graduate from Permanent Supported Housing. I wish to continue my outpatient mental health program, where I can receive my medications and necessary counseling. I am incredibly grateful for the support I received during this critical time in my life. My counselor has been exceptional, and I will definitely keep in touch.


Linkages to Other Services

While graduation may look different for various service recipients, it is a significant milestone that can be achieved. Once service recipients have stabilized and met their goals, your organization and the service recipient may collaboratively decide on graduation. When this occurs, the agency typically ensures that the service recipient has connections to other services, such as outpatient mental health services. This can be a bittersweet yet hopeful time for both the organization and the service recipient.

Lisa's Success (Slide Layer)

Lisa – A Proud Moment

Lisa has successfully completed her journey in Permanent Supportive Housing and is now ready to graduate. To learn more, please click on **EACH** radio button below. As you explore, consider the services she may require moving forward.



I have been with Permanent Supported Housing for two years! I have successfully maintained my own apartment, kept my job, and was promoted to working full-time, successfully supporting myself and my daughter. I was also able to obtain mental health treatment for both of us, and I describe us as thriving in our new home and routine.

☒ Her Successes

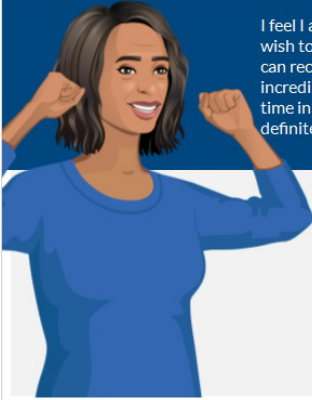
☐ Living Situation

☐ Linking to Services

Graduating PSH (Slide Layer)

Lisa – A Proud Moment

Lisa has successfully completed her journey in Permanent Supportive Housing and is now ready to graduate. To learn more, please click on **EACH** radio button below. As you explore, consider the services she may require moving forward.




I feel I am ready to graduate from Permanent Supported Housing. I wish to continue my outpatient mental health program, where I can receive my medications and the necessary counseling. I am incredibly grateful for the support I received during such a critical time in my life. My counselor has been exceptional, and I will definitely keep in touch.

- ☐ Her Successes
- ☐ Living Situation
- ☐ Linking to Services

Linkages to other services (Slide Layer)

Lisa – A Proud Moment

Lisa has successfully completed her journey in Permanent Supportive Housing and is now ready to graduate. To learn more, please click on **EACH** radio button below. As you explore, consider the services she may require moving forward.



When graduation occurs, the agency will ensure Lisa has linkages to all the other services that she needs. If Lisa had been working with you, what do you think she and her daughter might need as she leaves Supportive Housing services?

- ☐ Her Successes
- ☐ Living Situation
- ☐ Linking to Services

1.13 Test Your Knowledge

01 Test Your Knowledge

Notes:

As we conclude this series, take a moment to reflect on what you have learned with this self-test. Please note that your and results and score will NOT be saved, and no credit or certificate will be awarded.

1.14 Question 1

(Multiple Choice, 10 points, 2 attempts permitted)

Question 1



What responsibilities are typically associated with landlords in Permanent Supportive Housing?

- ☐ Explaining the lease to the service recipient
- ☐ Providing a furnished apartment
- ☒ Ensuring the safety and overall upkeep of the unit and property
- ☐ Assisting the service recipient in applying for a housing voucher

Correct	Choice
	Explaining the lease to the service recipient
	Providing a furnished apartment
X	Ensuring the safety and overall upkeep of the unit and property
	Assisting the service recipient in applying for a housing voucher

Feedback when correct:

That's right! You selected the correct response.

Feedback when incorrect:

You did not select the correct response.

Notes:

What responsibilities are typically associated with landlords in Permanent Supportive Housing?
Choose one answer.

- a.Explaining the lease to the service recipient
- b.Providing a furnished apartment
- c.Ensuring the safety and overall upkeep of the unit and property (correct)
- d.Assisting the service recipient in applying for a housing voucher

Correct (Slide Layer)

Question 1

What responsibilities are typically associated with landlords in the context of housing?

Correct

That's right! You selected the correct response.

☐ Explaining the terms and conditions of the lease agreement

☐ Providing a furnished apartment

☒ Ensuring the safety and overall upkeep of the unit and property

☐ Assisting the service recipient in applying for a housing voucher

Continue

Incorrect (Slide Layer)

Question 1

What responsibilities are typically associated with landlords in the context of housing?

Incorrect

You did not select the correct response.

☐ Explaining the terms and conditions of the lease agreement

☐ Providing a furnished apartment

☒ Ensuring the safety and overall upkeep of the unit and property

☐ Assisting the service recipient in applying for a housing voucher

Continue

Try Again (Slide Layer)

Question 1

What responsibilities are typically associated with landlords in Permanent Supportive Housing?

Incorrect

That is incorrect. Please try again.

[Try Again](#)

- ☐ Explaining the rules of the community
- ☐ Providing a furnished apartment
- ☒ Ensuring the safety and overall upkeep of the unit and property
- ☐ Assisting the service recipient in applying for a housing voucher

1.15 Question 2

(Multiple Choice, 10 points, 2 attempts permitted)

Question 2

What roles do tenants typically play in Permanent Supportive Housing?

- ☐ Purchasing items for the apartment
- ☐ Identifying transportation options
- ☐ Paying rent and utilities on time
- ☒ All the above

Correct	Choice
	Purchasing items for the apartment
	Identifying transportation options

Correct	Choice
	Paying rent and utilities on time
X	All the above

Feedback when correct:

That's right! You selected the correct response.

Feedback when incorrect:

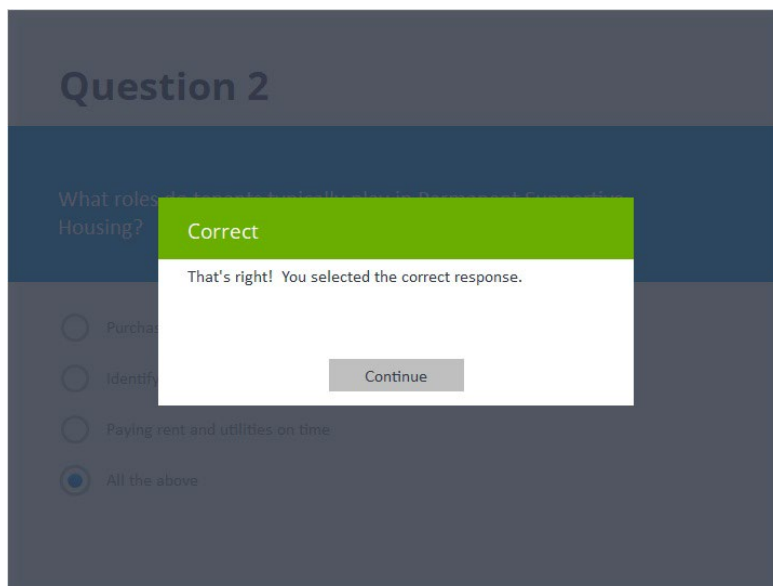
You did not select the correct response.

Notes:

What roles do tenants typically play in Permanent Supportive Housing? Choose one answer.

- a. Purchasing items for the apartment
- b. Identifying transportation options
- c. Paying rent and utilities on time
- d. All of the above (correct)

Correct (Slide Layer)



Incorrect (Slide Layer)

The screenshot shows a quiz interface for 'Question 2'. The question is 'What roles do you play in your Housing?'. There are four radio button options: 'Purchaser', 'Identified', 'Paying rent and utilities on time', and 'All the above'. The 'All the above' option is selected. A red feedback overlay is displayed in the center, with a red header 'Incorrect' and a white body containing the text 'You did not select the correct response.' and a 'Continue' button.

Question 2

What roles do you play in your Housing?

☐ Purchaser

☐ Identified

☐ Paying rent and utilities on time

☒ All the above

Incorrect

You did not select the correct response.

Continue

Try Again (Slide Layer)

This screenshot is identical to the previous one, showing the same quiz question and selected answer. However, the feedback overlay is different. It has a red header 'Incorrect' and a white body with the text 'That is incorrect. Please try again.' and a 'Try Again' button.

Question 2

What roles do you play in your Housing?

☐ Purchaser

☐ Identified

☐ Paying rent and utilities on time

☒ All the above

Incorrect

That is incorrect. Please try again.

Try Again

1.16 Question 3

(Multiple Choice, 10 points, 2 attempts permitted)

Question 3



Which of the following represents a step in the "Getting Housing" process?

- ☐ Securing education or employment
- ☐ Determining preferences and location
- ☒ Obtaining needed documents
- ☐ Learning skills for independent living

Correct	Choice
	Securing education or employment
	Determining preferences and location
X	Obtaining needed documents
	Learning skills for independent living

Feedback when correct:

That's right! You selected the correct response.

Feedback when incorrect:

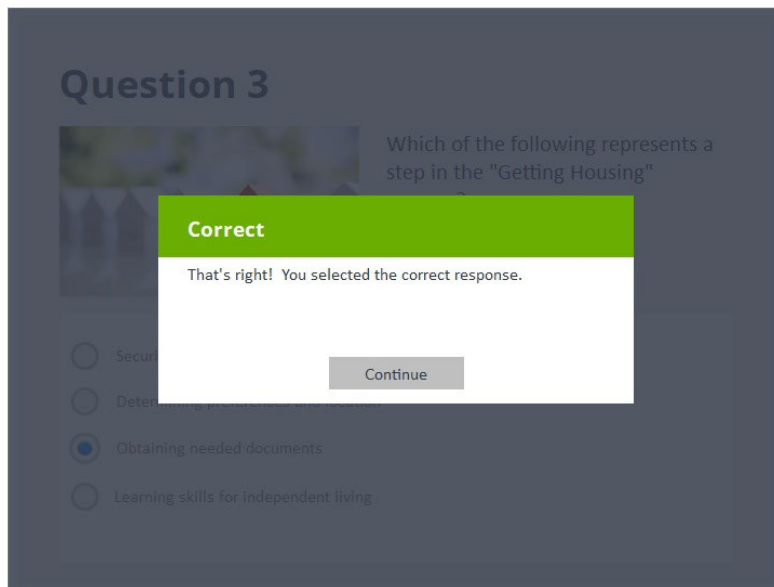
You did not select the correct response.

Notes:

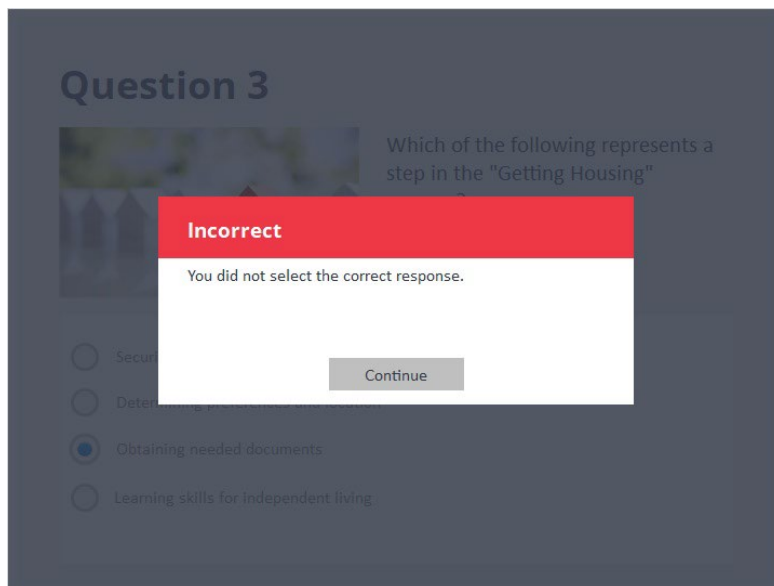
Which of the following represents a step in the "Getting Housing" process? Choose one answer.

- a. Securing education or employment
- b. Determining preferences and location
- c. Obtaining needed documents (correct)
- d. Learning skills for independent living

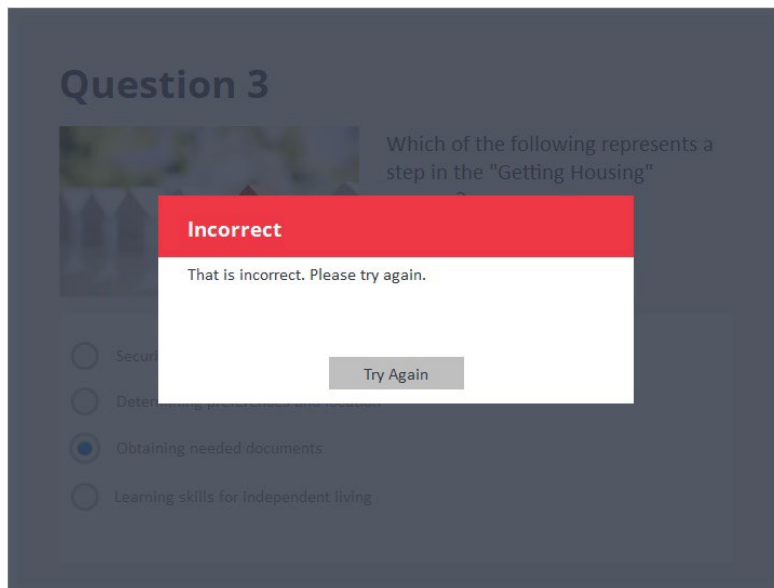
Correct (Slide Layer)



Incorrect (Slide Layer)



Try Again (Slide Layer)



1.17 Summary

Summary

- 01.** Permanent supportive housing combines affordable housing with voluntary support services, effectively meeting the needs of individuals facing homelessness.
- 02.** Our services are customized to meet individual needs, focusing on promoting autonomy and fostering community integration.
- 03.** Staff collaborate with service recipients and engage closely with landlords to ensure effective support and communication.
- 04.** Staff members are responsible for assisting service recipients in reaching their wellness and recovery goals. They also collaborate with and advocate for landlords to ensure that safe and stable housing is provided.

A photograph of a person's hand holding a silver pen, writing on a white notepad. The person is wearing a blue shirt and a dark jacket. The background is blurred.

Notes:

As we near the end of our session, let's take a moment to summarize the key points we have discussed. This summary will reinforce our learning and ensure we leave with a clear understanding of the concepts covered.

Permanent supportive housing is a vital intervention that combines affordable housing assistance with a variety of voluntary support services tailored to meet the diverse needs of individuals experiencing homelessness. This approach not only provides shelter but also

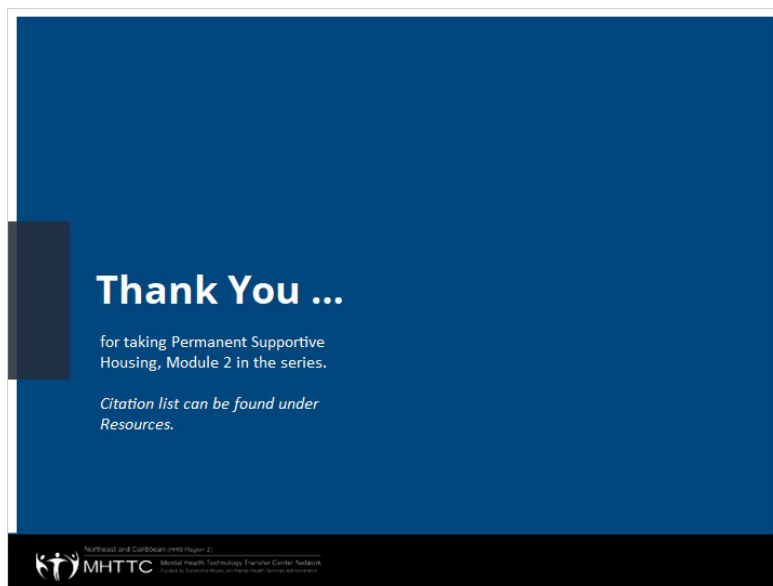
addresses the underlying issues contributing to homelessness, paving the way for stability and independence.

The services within this framework are customized to the individual, highlighting the importance of autonomy and community integration. This personalized approach ensures that each person receives the necessary support to thrive in their new environment.

In the context of permanent supportive housing, staff members play a crucial role by collaborating closely with service recipients. They also engage with landlords to create a supportive network that enhances the living experience for those in need. This collaboration is essential for fostering a sense of community and belonging.

Staff responsibilities encompass a wide range of supportive actions, including assisting service recipients in achieving their wellness and recovery goals. Additionally, they collaborate and advocate with landlords to ensure that safe and stable housing is not merely a dream, but a reality for those they serve. This holistic approach is fundamental to the success of permanent supportive housing initiatives.

1.18 Thank You ...



Notes:

Thank you for taking part in the second module of Permanent Supportive Housing. We are glad you could join us as we covered this very important topic.

