

Supportive Housing 101

A webinar presented by



Presenters

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Lending, WHEDA

IMPROVING LIVES



CSH is a touchstone for new ideas and best practices, a collaborative and pragmatic community partner, and an influential advocate for supportive housing



**TRAINING AND
EDUCATION**



LENDING



POLICY REFORM



**CONSULTING &
TECHNICAL
ASSISTANCE**

HOW WHEDA WORKS

Our mission:

To stimulate the state's economy and improve the quality of life for Wisconsin residents by providing affordable housing and business financing products.

Our work:

WHEDA offers financing and expertise to expand equitable access to affordable housing and economic opportunity.



WHEDA

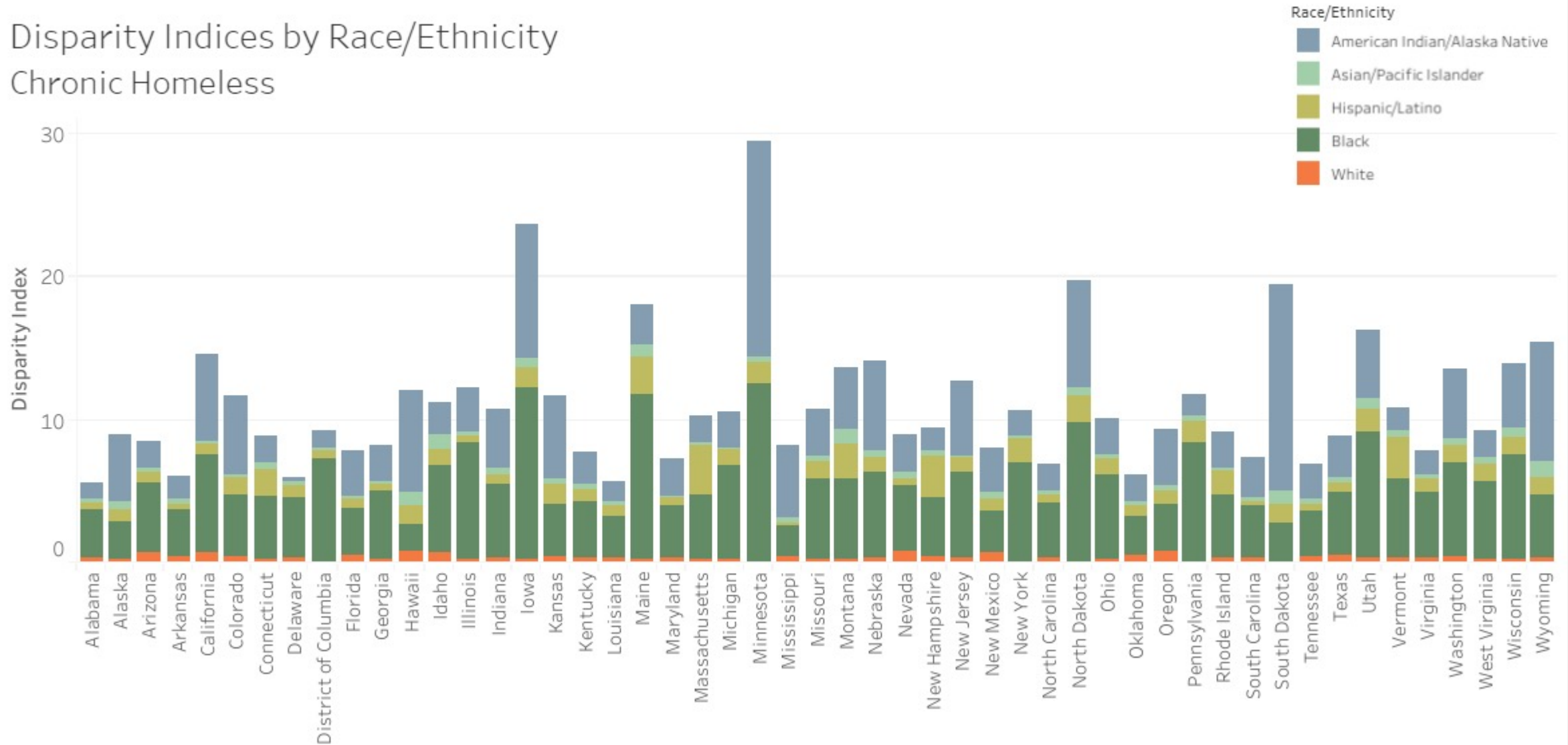


Agenda



NATIONAL DATA - HOMELESSNESS

Disparity Indices by Race/Ethnicity
Chronic Homeless



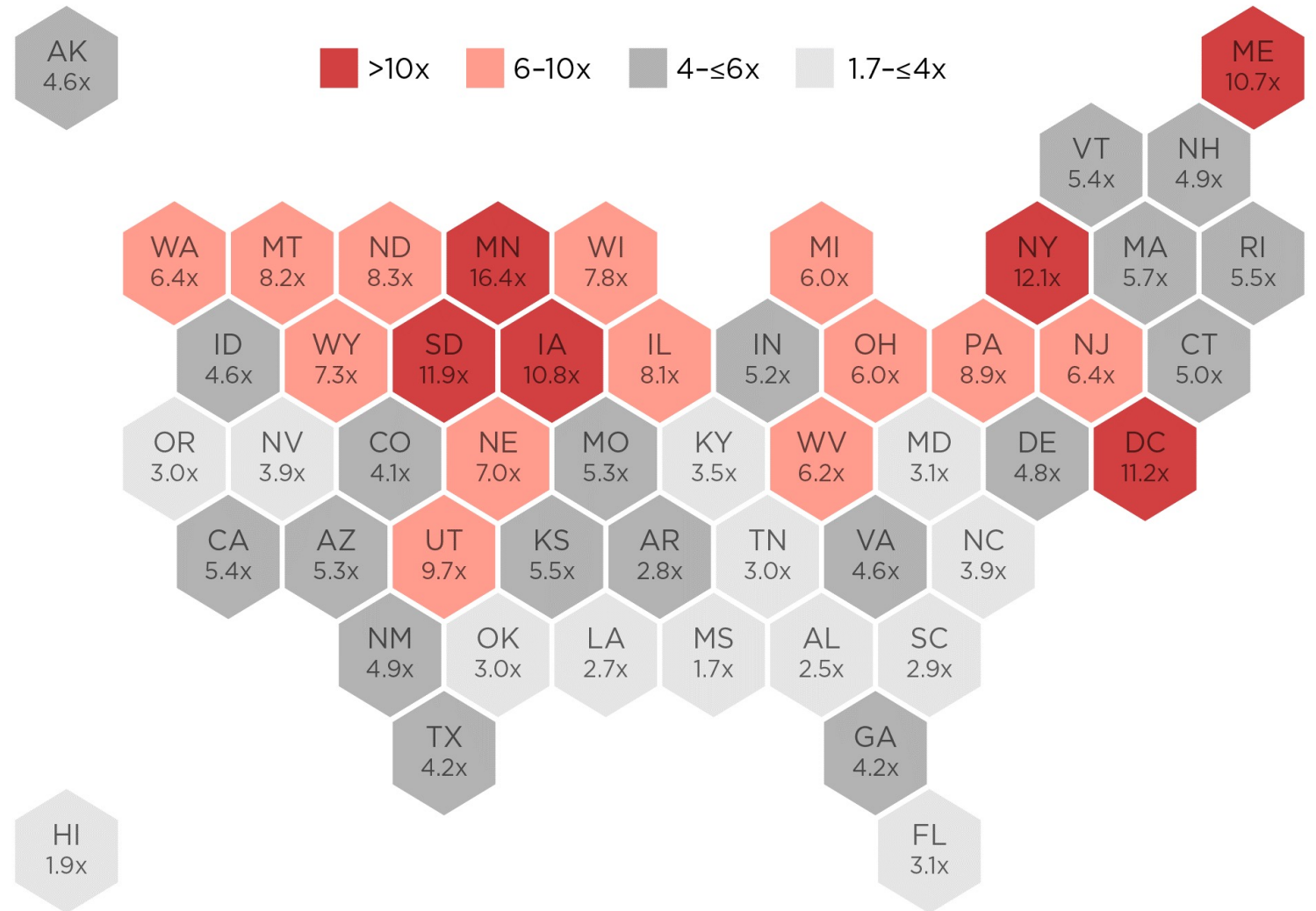
NATIONAL DATA - HOMELESSNESS

US Pop/Homeless
1.35 --> 3% Native
13% --> 40% Black
16.7% --> 22% Latinx
76% --> 49% White

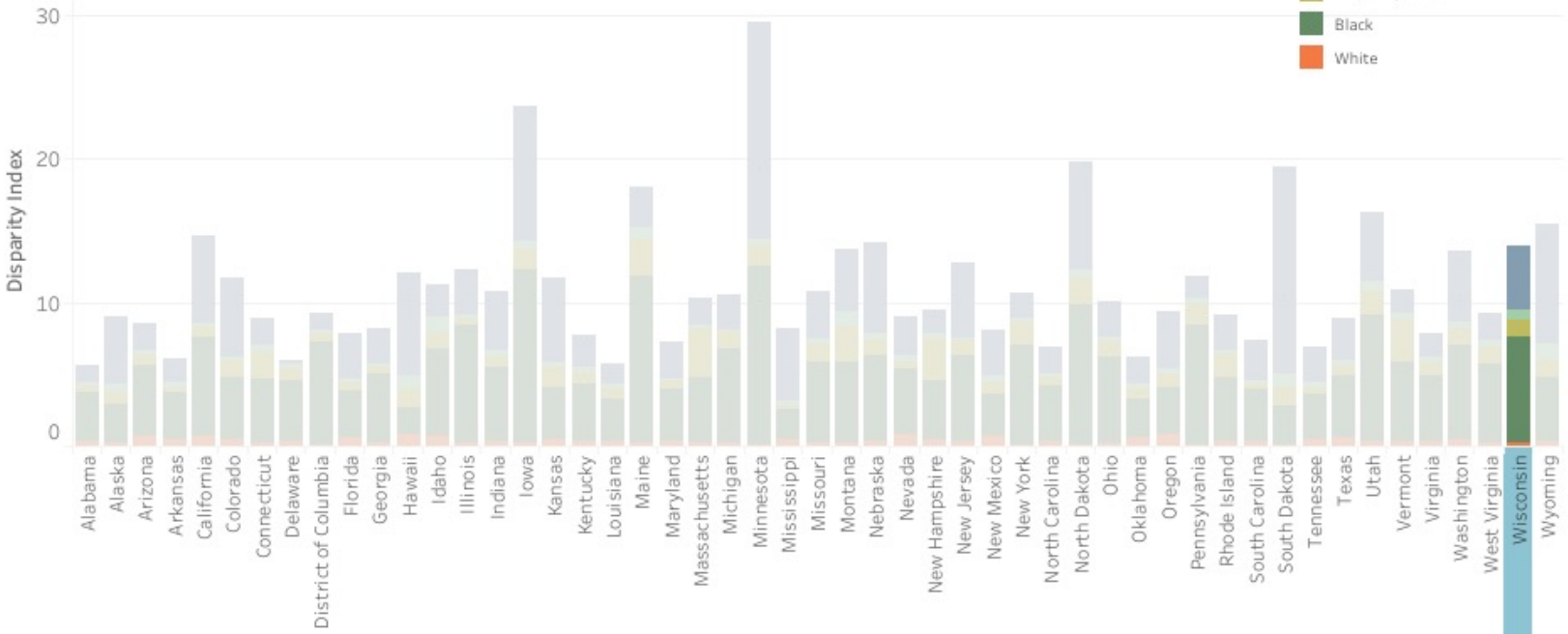
Source: National Alliance to End Homelessness

In Every State, African Americans Are More Likely Than Whites to Experience Homelessness

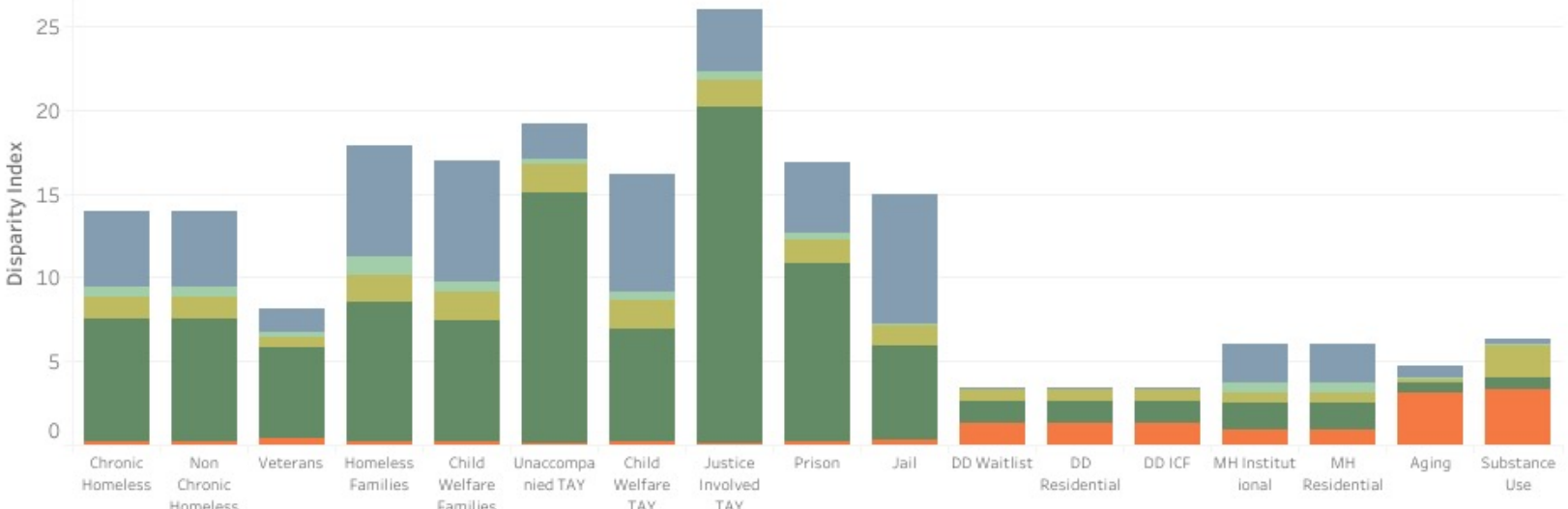
Ratio of Black-to-White homelessness rate by state, 2018



Disparity Indices by Race/Ethnicity Chronic Homeless

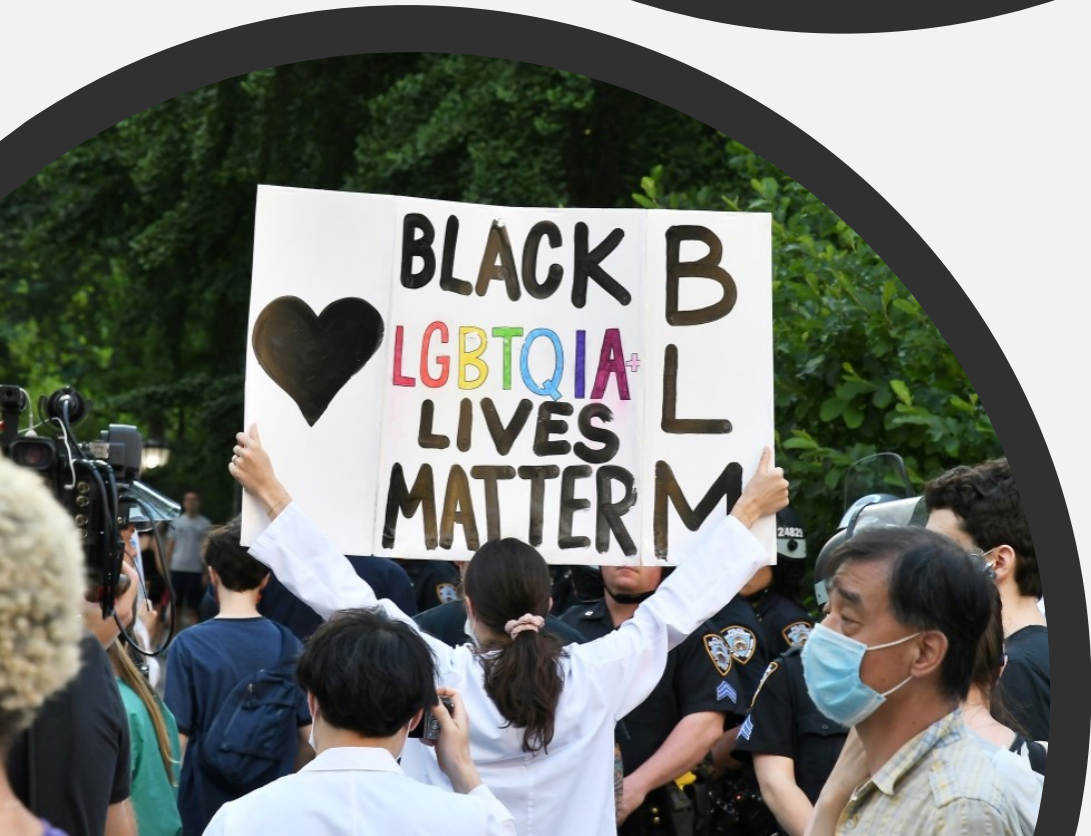


Disparity Indices in Wisconsin



The Disparity Index

Disparity Indices are calculated by comparing a racial group's rate of representation in a system with all other groups. It measures the likelihood of a group experiencing system involvement compared to all other groups.

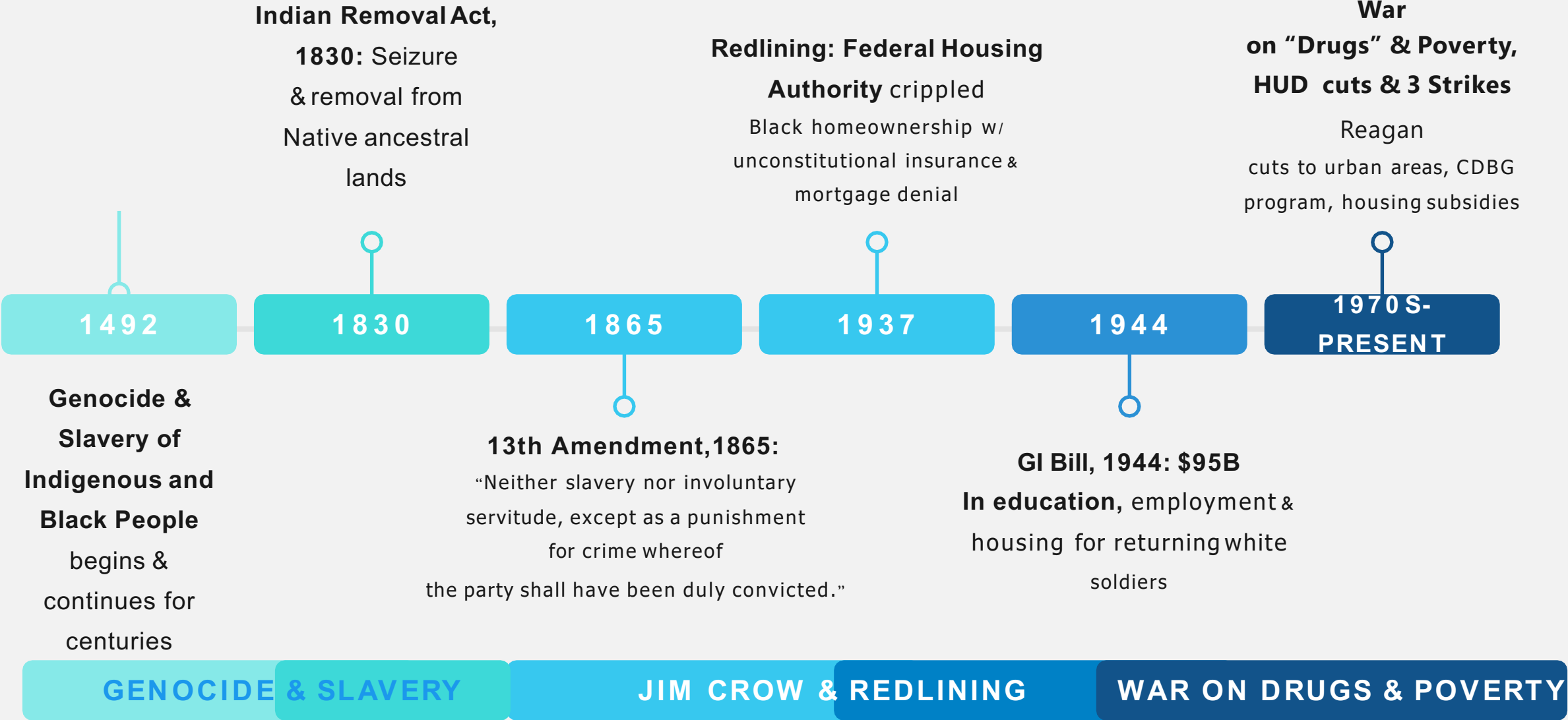


RACIAL DISPARITIES

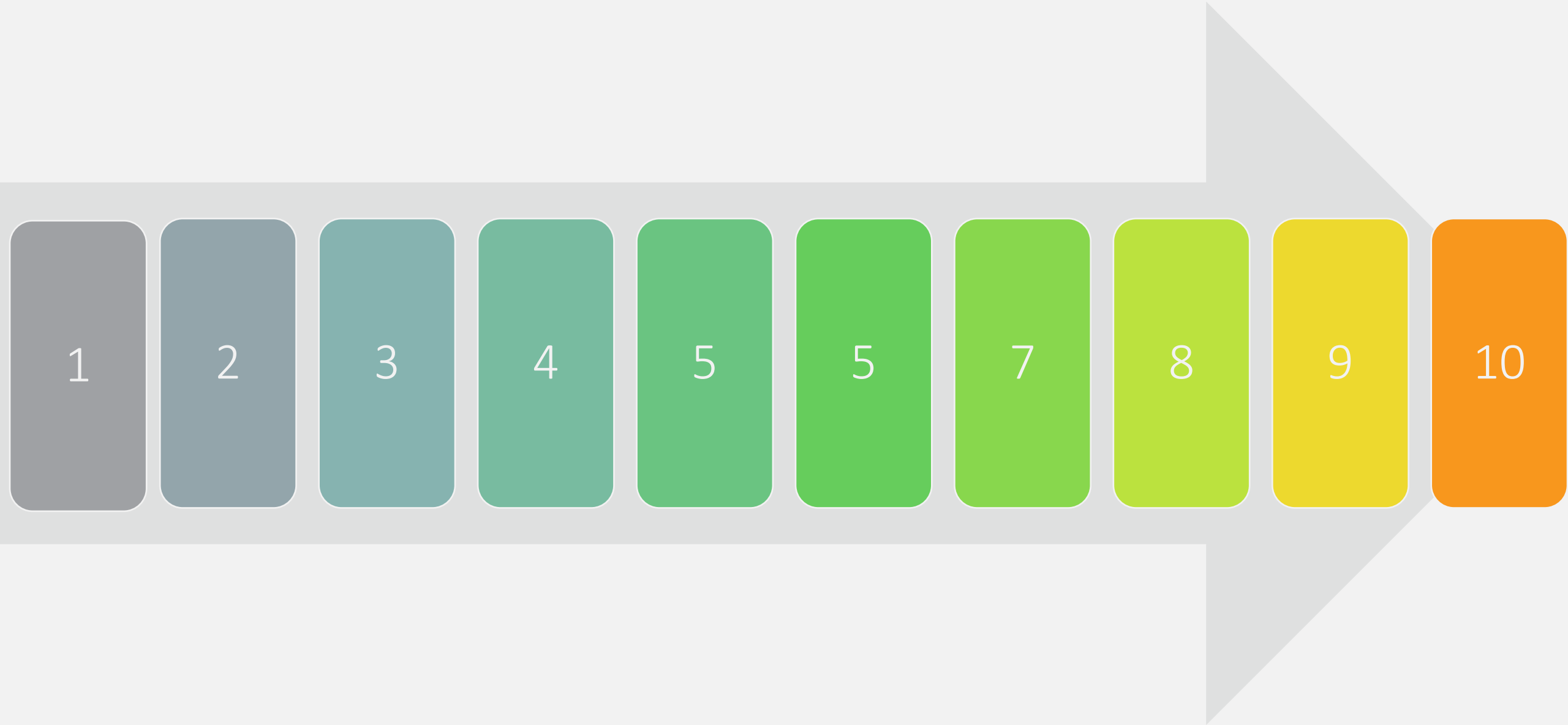
IMPACT OF RACISM AND DISCRIMINATION



Racialized Policies Created Steep Racial Inequities



Expertise with Supportive Housing

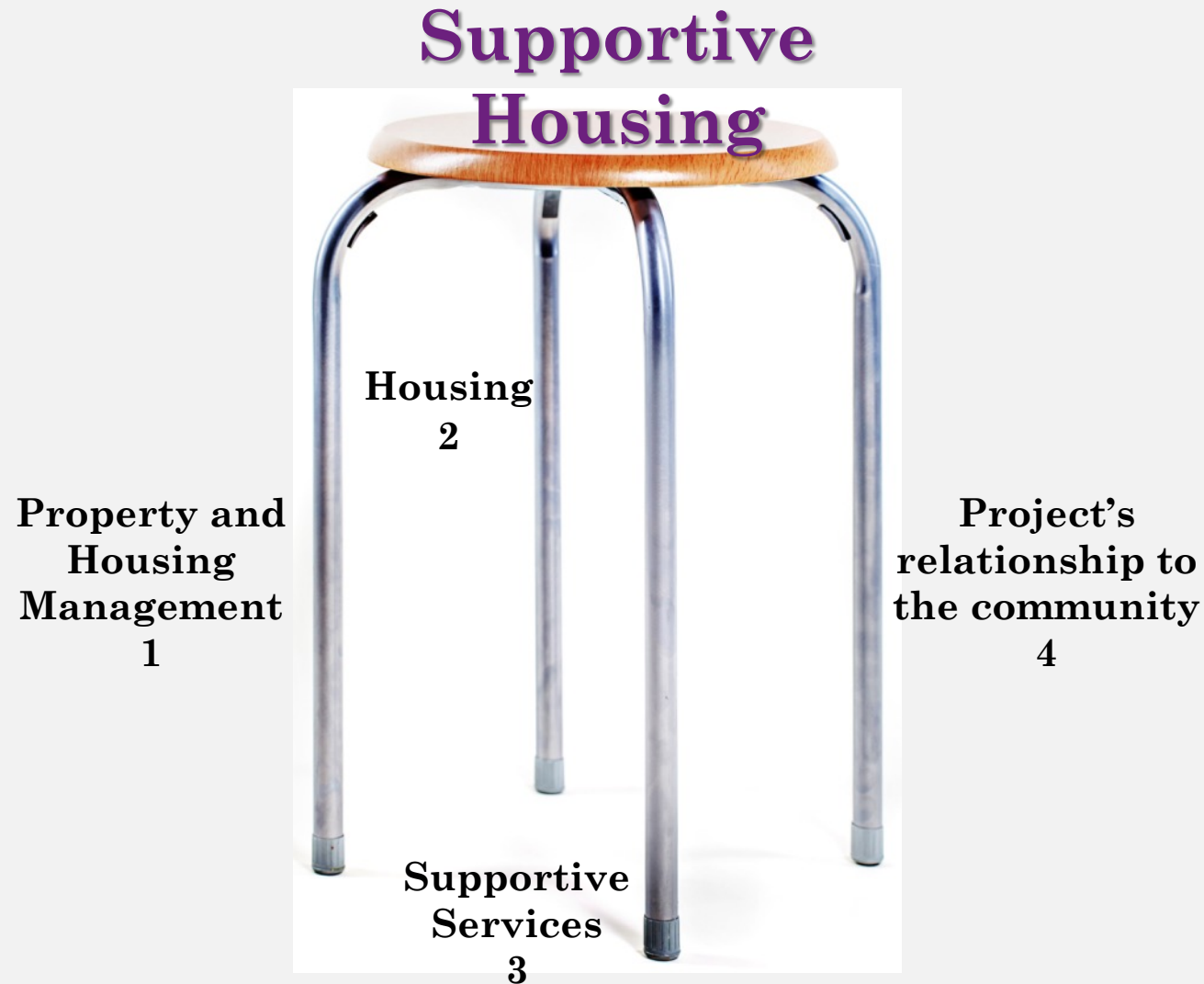


What is Supportive Housing?

Supportive housing combines affordable housing with services that help people who face the most complex challenges to live with stability, autonomy and dignity.



How do you describe supportive housing?



Key Elements Of Supportive Housing

1 Engages households with multiple barriers

2 Housing is affordable

3 Provides unit with lease

4 Engages tenants in flexible, voluntary services

5 Coordinates among key partners

6 Supports connecting with community

1

Engages Households with Multiple Barriers



- Chronically Homeless
- Persons with Chronic mental health challenges and substance use disorders
- Child Welfare-Involved Families
- Justice Involved Persons
- Frequent or high utilizers of emergency services
- Persons with intellectual and developmental disabilities
- Seniors
- Transition Age Youth
- Veterans
- Medically Fragile
- Others

2

Housing is Affordable



- No more than 30% of income goes to rent and utilities

3

Provides Tenant with a Lease



- No different to those in non-supportive housing
- Tenants have choice of unit
- Tenants have rights and understand responsibilities
- Participation in services is not required

3

Provides Tenant with a Lease



- Barrier Free Application

4

Engages Tenants in Flexible, Voluntary Services



- Range of services that are tenant-centered
- Meet the unique needs of the tenant

5

Coordinates With Key Partners



- Linkages with core services
 - Behavioral health
 - Healthcare
 - Treatment services
 - Employment
 - Education

6

Connects Tenants with Community



Units are located within safe neighborhoods that are in close proximity to:

- Transportation
- Schools/Education
- Employment opportunities
- Services
- Shopping, recreation and socialization.

Supportive Housing is not

- Treatment model or method
- Transitional
- Licensed Community care





Supportive Housing Model- Single Site

Single building or property.



Supportive Housing Model- Scattered Site

Dispersed units across multiple properties

Supportive Housing Development



**New
Development**



**Acquisition/
Rehabilitation**



Master-Lease

Supportive Housing vs. Other Models



Market Rate Housing

- Those who can pay market-rate rent without a subsidy



Affordable Housing

- Low-income
- Prioritization can happen for sub-populations



Perm. Supportive Housing (PSH)

- **Very vulnerable**
- **Chronically homeless**



Rapid Rehousing (RRH)

- Most homeless families
- Newly homeless



Transitional Housing (TH)

- Non-disabled, high barrier
- Desire structured treatment



Emergency Shelter (ES)

- Interim housing <30 days while waiting for housing



Prevention

- Targets those at-risk who actually enter system

How Supportive Housing Differs

Housing Type	Emergency Shelter	Transitional Housing	Rapid Rehousing	Permanent Supportive Housing
Agreement	House Rules	Program Agreement	Lease or Sub-Lease	Lease or Sub-Lease
Living Arrangements	Congregate Living	Congregate Living or Single Site	Scattered Site	Single or Scattered Site
Time Limit	Short-Term	Time Limited 24 months	Short-Term	Permanent
Typical Service Delivery	Limited access to services	Directed, required, intensive services	Tailored, tapered services	Tailored, comprehensive service package
Operations	Nonprofit Provider serves as service and property manager	Nonprofit Provider serves as service and property manager	Private Landlords with services delivered by provider.	Various Property Managers/ Owners; Nonprofit Service Provider

Four Components of a Supportive Housing Project and Five Dimensions of Quality

Project Elements

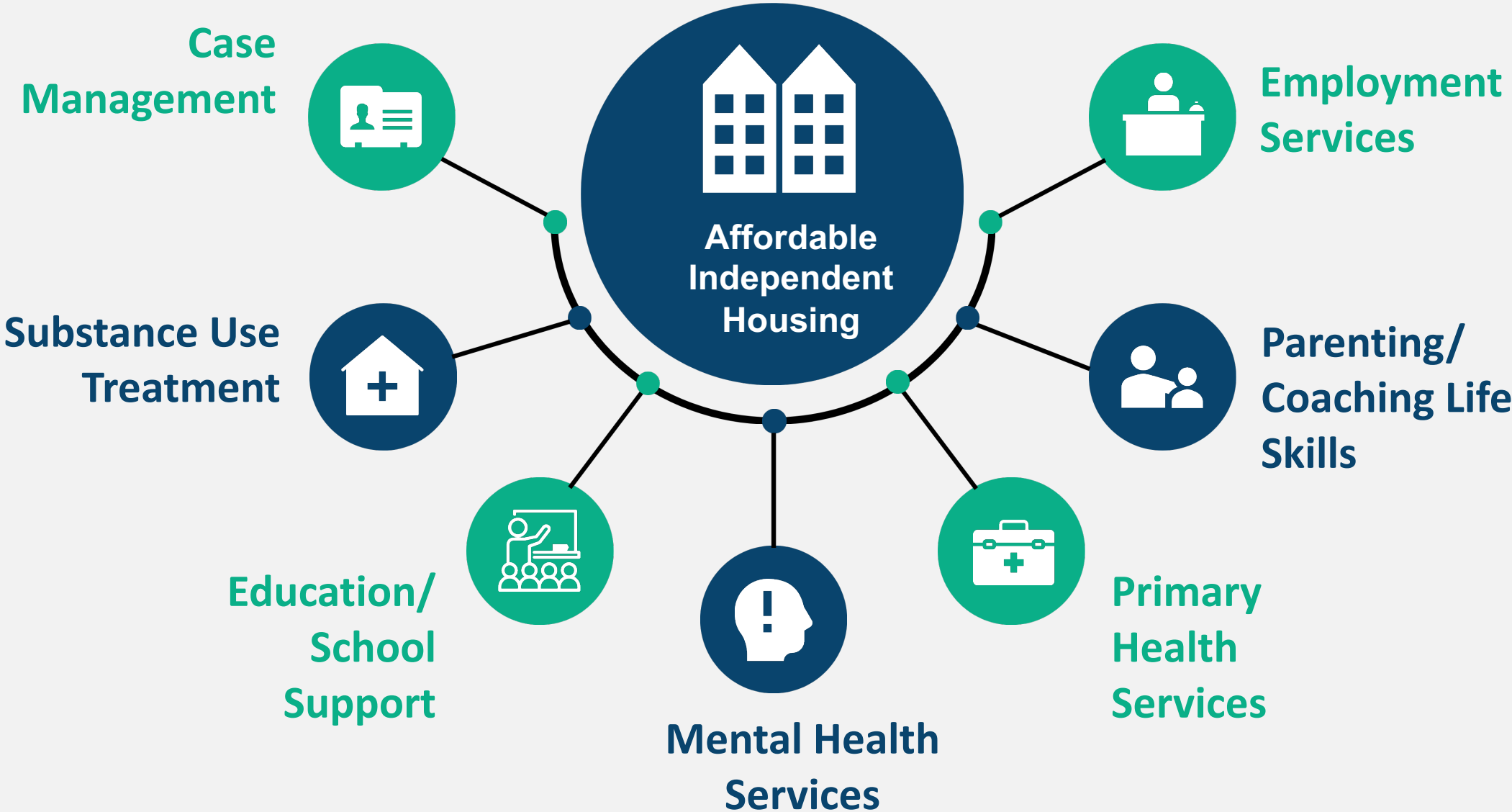
Property Design & Administration

Property & Housing Management

Supportive Services

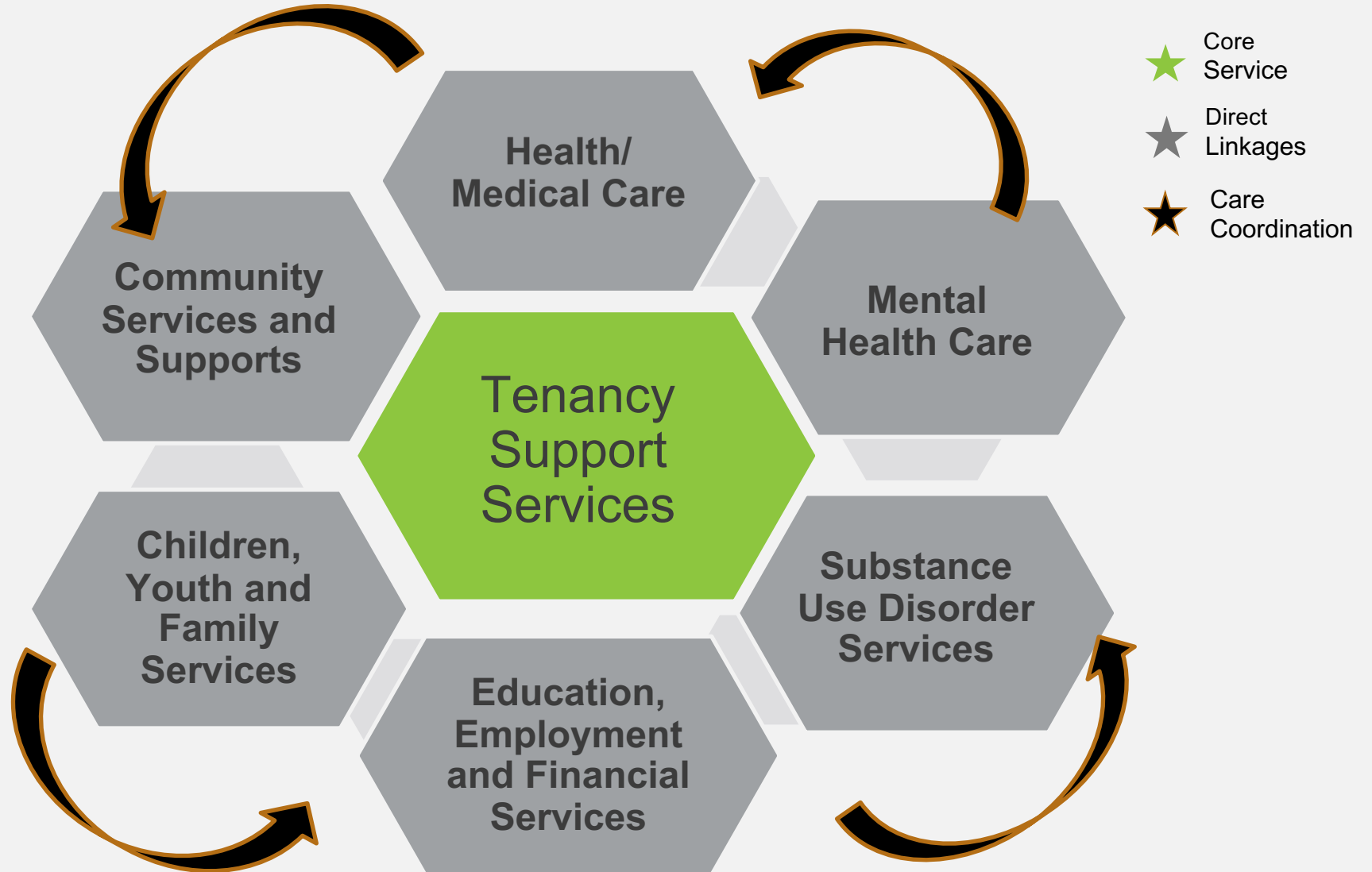
Community

Supportive Housing



Services make the difference in helping vulnerable persons obtain and sustain housing

Integrating Housing & Services: Engage families in flexible, voluntary, wraparound services



Services help families quickly access housing so that they can use it as a platform for health, recovery, and personal growth

Project Elements

Property Design & Administration

Property & Housing Management





Supportive Services

Community

Dimensions of Quality Supportive Housing

<https://www.csh.org/supportive-housing-101/quality/>

DIMENSIONS OF QUALITY

	PROJECT COMPONENTS			
	 Project Design and Administration	 Property and Housing Management	 Supportive Services	 Community
Tenant-Centered	Tenants play an active role in planning the supportive housing project, and all partners share a common commitment to helping tenants thrive.	Staff educates tenants on their rights and responsibilities as leaseholders, actively soliciting tenant feedback.	Services are voluntary, customized and comprehensive, reflecting the needs of all household members.	Tenants have meaningful opportunities for leadership through avenues such as tenant associations and board positions.
Accessible	The housing is affordable, in a location that meets tenants' needs and accommodates persons with special needs.	Tenants move into housing quickly, and the process accommodates their varying backgrounds and cultural needs.	Staff actively works to ensure that tenants are aware of available services, which are at convenient hours and locations.	The housing application and screening process is part of a larger community strategy to coordinate access to housing.
Coordinated	Roles, responsibilities and communication strategies are clearly established among the supportive housing partners, codified in written agreements and revisited regularly.	Staff works closely with service providers and landlords to ensure tenants sustain stable housing.	The primary service provider has established connections to mainstream and community-based resources.	Tenants who have high service needs or who are high utilizers of existing systems are given priority for available units.
Integrated	The supportive housing project meets or exceeds community standards, and the partners actively engage in community dialogue.	All tenants are offered a choice of housing unit and have a lease identical to tenants not in supportive housing.	Staff supports tenants in developing and strengthening connections to their community.	There is an overall strategy promoting the ability of tenants to choose from a variety of housing models and neighborhoods.
Sustainable	The supportive housing project has funding that is adequate for its ongoing operations and allows it to target its intended tenants.	While respecting tenant rights and privacy, staff regularly checks to ensure that the unit remains in good condition and receives any needed maintenance.	The supportive housing project has funding that is sufficient to provide services to tenants on an ongoing basis and flexible enough to address changing tenant needs.	Goals outlined in community planning efforts, such as 10-year plans to end homelessness and consolidated plans, are furthered as a result of this supportive housing.

The Essentials of Quality Supportive Housing: Housing First, Harm Reduction and Cultural Humility

Essentials of Quality Supportive Housing



Housing First

- Quick re-housing



- Housing focused, voluntary services



Seven Key Principles: Housing First

Direct access to housing

- Move people into housing directly from streets and shelters without preconditions of treatment acceptance or compliance;

Robust services

- The provider is obligated to bring robust support services to the housing. These services are predicated on assertive engagement, not coercion;

Voluntary services

- Continued tenancy is not dependent on participation in services;

Targets most vulnerable

- Units targeted to most disabled and vulnerable homeless members of the community;

Embraces harm-reduction

- Embraces harm-reduction approach to addictions rather than mandating abstinence. At the same time, the provider must be prepared to support resident commitments to recovery;

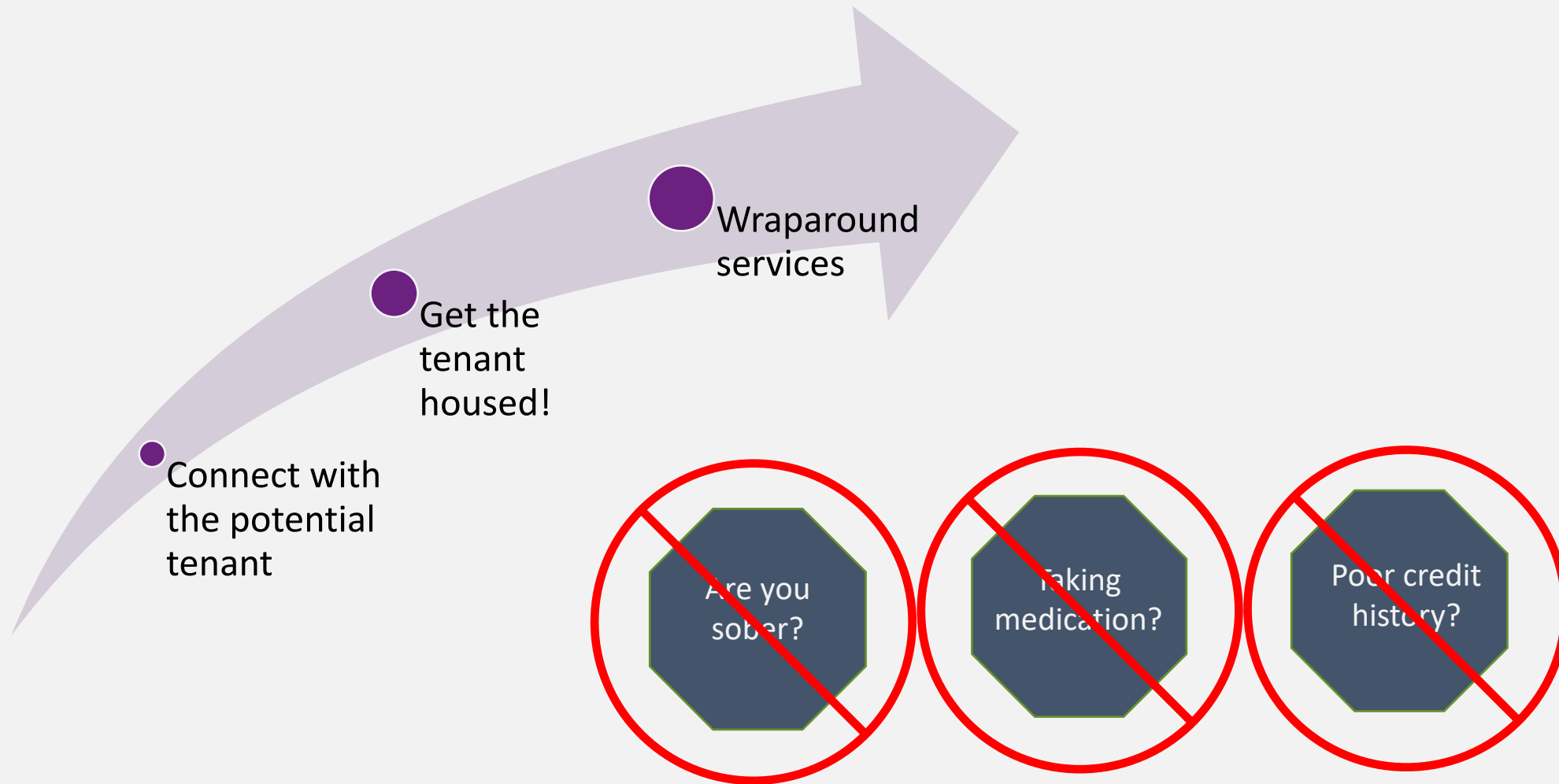
Lease

- Residents must have leases and tenant protections under the law;

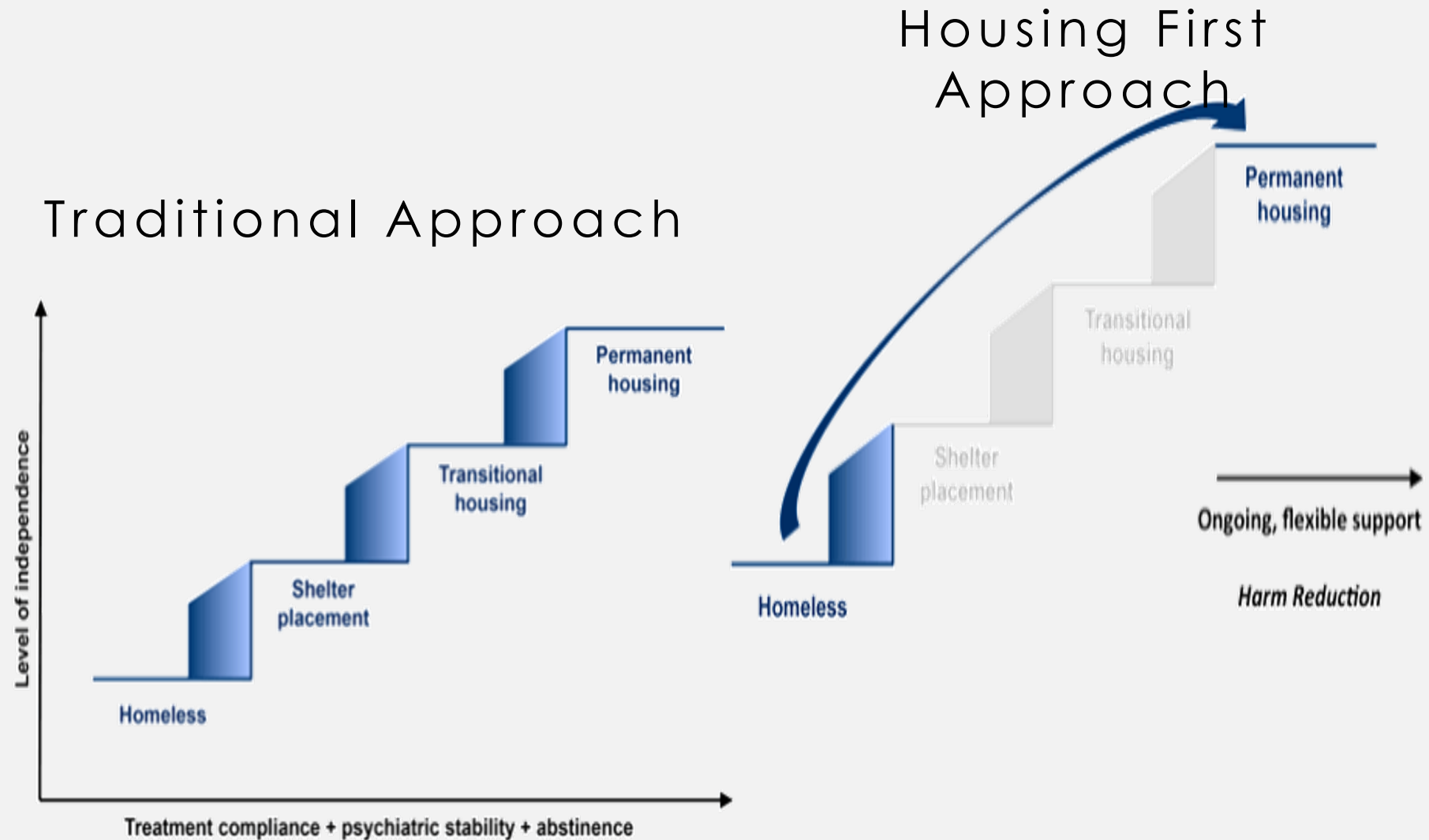
Multiple Models

- Can be implemented as either a project-based or scattered site model.

Taking out the Housing Ready “stuff”



Access to Homeless Assistance Resources



What Harm Reduction Is...

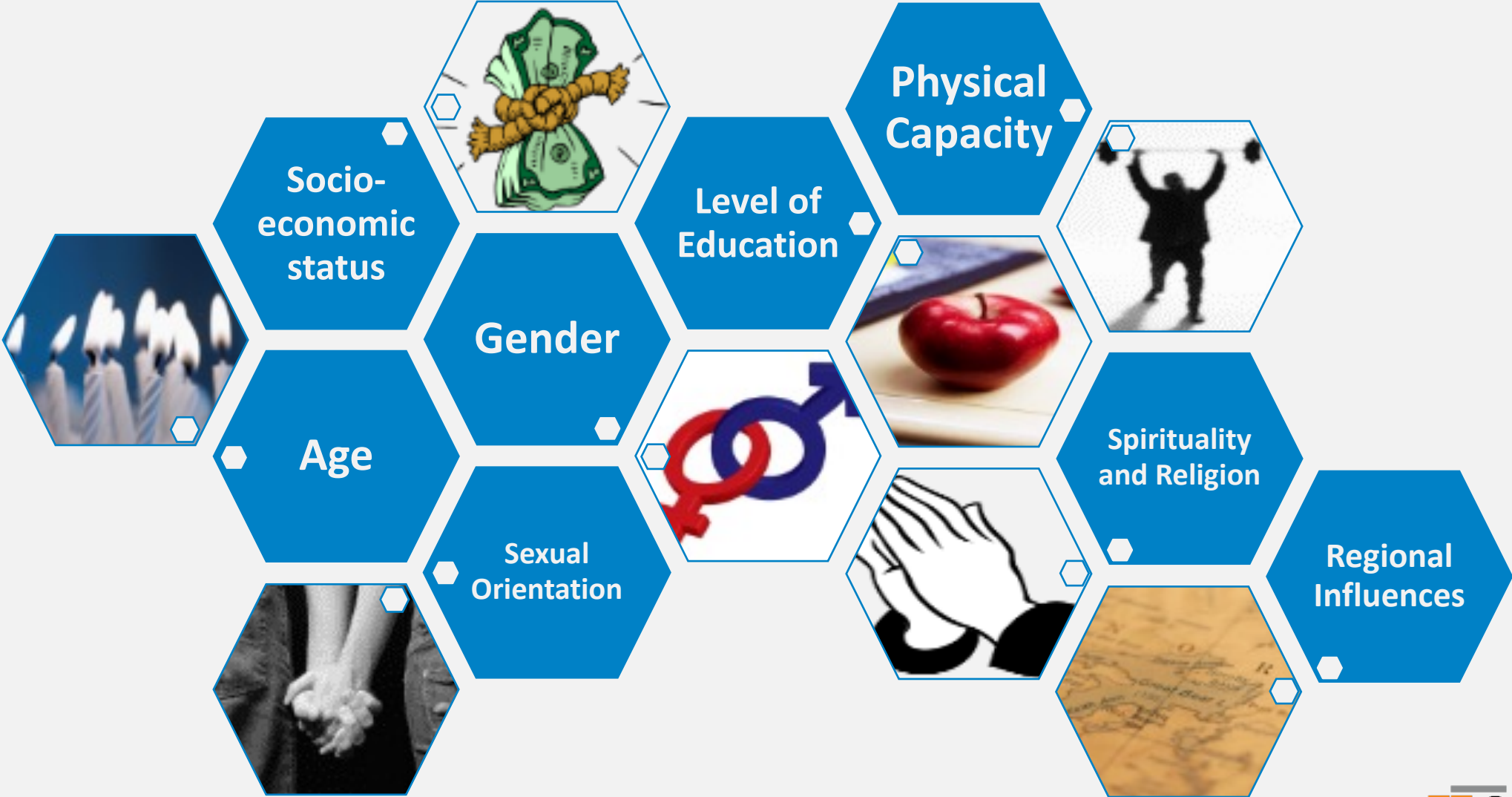
A belief that those who participate in high-risk behaviors deserve education on ways to protect themselves.

A philosophy that recognizes the resilience of individuals.

A way to expand the therapeutic conversation.

Allows providers to effectively engage with active users who are not yet contemplating abstinence.

Cultural Competency vs Cultural Humility



Quality Supportive Housing Outcomes

Supportive Housing Outcomes

Supportive Housing Improves Lives



Housing stability



Employment



Mental and physical health



School attendance



Supportive Housing Outcomes

Direct
public
system
savings

Emergency room visits decline by 57%

Use of emergency detoxification services decline by 87%

The rate of incarceration declines by 52%

More than 83% stay housed for at least one year

SUCCESS



Tenants have social and community connections.

Tenants stay housed.

Tenants improve their physical and mental health.

Tenants increase their income and employment.

Tenants are satisfied with the services and housing.





Supportive Housing 101: WHEDA financing tools

Feb. 23, 2021

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Supportive Housing

- Targeted Set-Aside to Address Homelessness
- Integrated Supportive Housing Points
- Certain Design Requirements

Additional information can be found at

<https://www.wheda.com/developers-and-property-managers/tax-credits/htc/allocating/2021/2021-program>

Targeted Set-Aside to Address Homelessness

10% of the per-capita credit is set aside for developments that provide supportive services to at least 25% of the units with resident who are chronically homeless or prone to homelessness and require access to services.

- Firm commitments for rental subsidy
- Additional collaborations



Integrated Supportive Housing Points

Developments that provide supportive services to veterans, individuals and families that need access to supportive services to maintain housing

- No more than 25% of the units
- Effort to maintain supportive units as intended
- Commitment for Rental Subsidies (30% CMI)



Certain Design Requirements

- ‘Appendix M’ Design Standards
 - Lever-style handles on doors, single-lever type faucets
 - Grab bars in bathtubs, toilets, showers
 - Clear floor space for parallel approach for wheelchairs
 - Low profile thresholds
 - 100% visitable units
 - Lighting controls, switches and outlets must meet certain standards



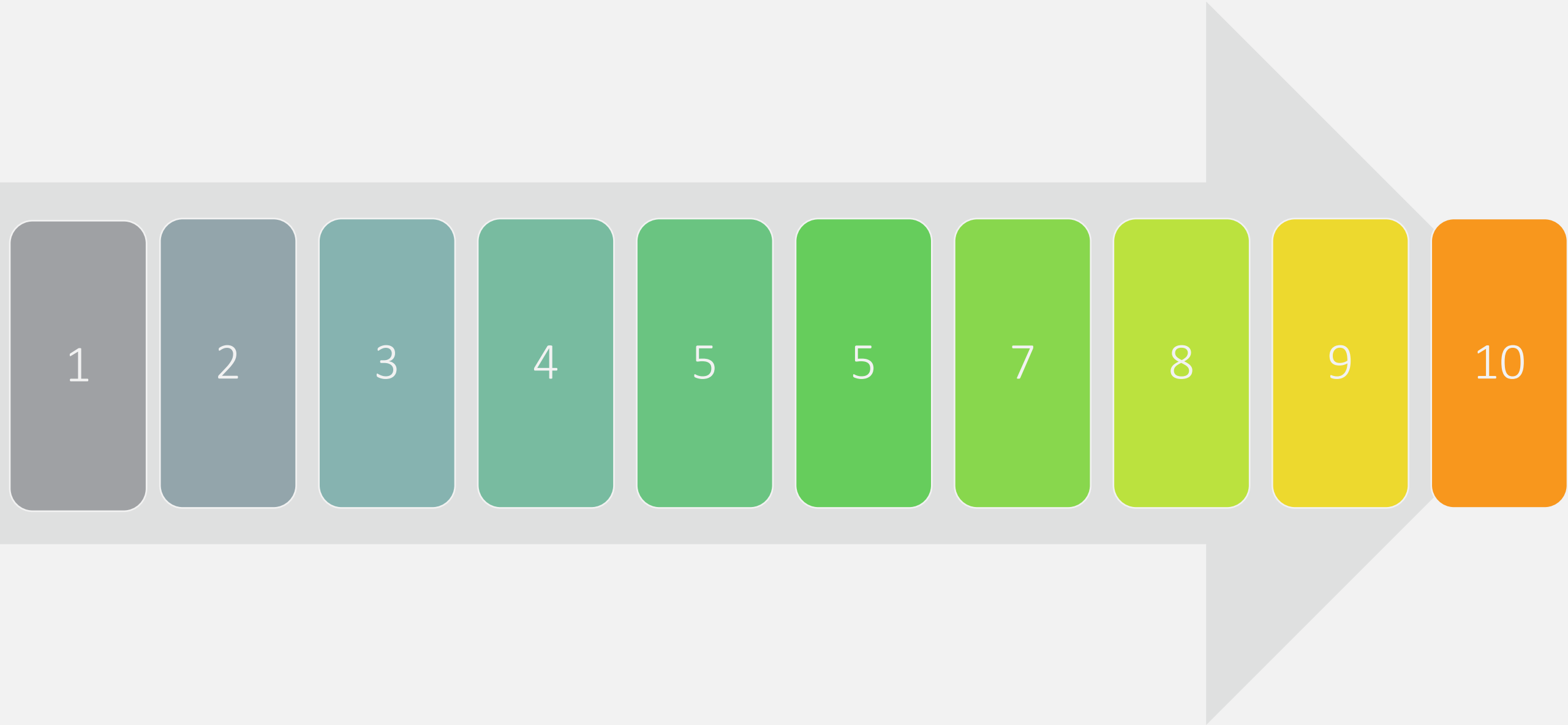
Scoring Incentive for Universal Design Elements

- Up to 18 points for incorporating additional Universal Design features
 - Enhanced levels of accessibility in units and common areas
 - Developers may self-select elements to include to tailor to specifics of the project and tenant population

Financing Tools for Supportive Housing

- **Tax Credit Boost**
 - 25% boost for supportive housing applications
- **National Housing Trust Fund**
 - Targets units designated at 30% CMI
 - Scoring incentives for incorporating supportive housing units
 - Held a special round in 2019 only for projects eligible for the Supportive Housing set-Aside in the QAP
- **Section 811 Vouchers**
 - Target extremely low-income people with disabilities

Expertise with Supportive Housing





QUESTIONS?



WHEDA

THANK YOU!



WHEDA