



THEPEOPLECONCERN

# **AN INTRODUCTION TO RESIDENT SERVICES IN AFFORDABLE AND SUPPORTIVE HOUSING PROGRAMS:**

Key Concepts for a Successful Team

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# THE PEOPLE CONCERN

## ABOUT US & OUR SERVICES

One of Los Angeles County's largest housing and social service agencies, with over 57 years of experience working in the community, The People Concern is the expert in connecting with people on the streets, bringing them inside and then keeping them housed.

Our model of integrated and comprehensive care empowers people experiencing homelessness and survivors of domestic violence to navigate the multi-faceted obstacles in their lives, become their best selves and ultimately, connect and contribute to their communities.

92% of people placed in permanent housing by The People Concern never experience homelessness again!

[thepeopleconcern.org](http://thepeopleconcern.org)

Domestic Violence Services



Income Assistance



Interim Housing



Life Skills & Wellness



Medical Care



Mental Health Care



Outreach & Engagement



Permanent Supportive Housing



Substance Use Services



# PERMANENT SUPPORTIVE HOUSING (PSH) IS UNDER THE BROADER UMBRELLA OF AFFORDABLE HOUSING

- Services in PSH are more intensive due to acuity of residents.
- PSH tenants have specific needs based on their individual circumstances – severe and persistent mental health disorders, substance use, chronic medical conditions, domestic violence, PTSD and cumulative trauma.
- Housing retention is key – not just Housing First but Housing Always.
- Tenants often have unstable employment histories, poor credit and haven't lived in a unit for a long-time.
- Mixed populations in a building provides challenges and opportunities in service delivery.



# BASIC COMPONENTS OF PSH



Permanent – Tenants have leases and tenancy rights.



Tenants are people living with a disability.



Supportive services are tailored to the specific needs of the individual and are provided on an ongoing basis for as long as needed to support housing retention.



PSH can be either scattered site or project based.



# TYPES OF POPULATIONS SERVED IN PSH



Single Adults



Couples



Families



Veterans



Seniors



Transition Age Youth



# TYPICAL SERVICES OFFERED IN PSH



Behavioral health – individual or group therapy, medication management, crisis intervention.



Access to primary medical care.



Transportation assistance.



Support in complying with lease terms – paying rent in full and on time, maintain the unit in good repair and quiet enjoyment of the property.



Assistance with connecting to local community resources – food banks, pharmacies, grocery and other retail stores, banks.



# TYPICAL SERVICES OFFERED IN PSH (CONT.)



Money Management, Budgeting.



Health & Wellness Activities – exercise, yoga, smoking cessation, mindfulness, healthy eating/meal preparation, chronic disease management, gardening.



Social & Recreational Activities – barbecues, holiday and special occasion celebrations, outings to entertainment and cultural events/venues, art therapy.



Good PSH builds a therapeutic community where people don't just live but thrive!



# SERVICES CONSIDERATIONS FOR VARIOUS POPULATIONS

- People living with mental illness need access to treatment services, usually delivered by licensed/trained mental health clinicians, medication and meaningful daily activities to prevent isolation and loneliness.
- Seniors need environments that consider mobility challenges and the ability to age in place – possible live-in care givers.
- Families need support for the entire family – children and parents.
- TAY need support in transitioning out of foster care or other institutions that often don't prepare them to live independently.





# SERVICES CONSIDERATIONS FOR VARIOUS POPULATIONS (CONT.)

- Veterans often suffer from PTSD and have unique experiences based on their military service.
- Single adults may have children not currently living with them and want to re-unite.
- Many tenants may want to re-engage with family or friends once they're stably housed.
- Meaningful daily activities, a sense of belonging and purpose are important for all of us – how do the services support those goals?
- Services are tailored to meet individual needs.



# BUILDING DESIGN

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- Good use of indoor and outdoor space for active and passive recreation.
- Natural light, open floorplans, accessible for mobility challenged tenants.
- Outdoor areas for smoking and pets.
- Adequate services space - community room for social, recreational and information sharing gatherings; private offices for on-site service coordinator staff, private space for meeting with residents working with clinical staff.



# BUILDING DESIGN (CONT.)

- Storage
- Laundry
- Landscaping
- Parking
- Space for property management separate from services space.
- Security
- Space for specific programs – computer labs, art classes, cooking, media equipment.



# ROLE OF SERVICE COORDINATORS

- On-site, usually full-time depending on the project – number of tenants, tenant population and services plan.
- Develops and monitors individualized service plan for each tenant.
- Act as tenant advocate with property management and other service providers, and directly provides needed services or assists with connections to community resources.
- Available for crisis intervention.
- Monitors changes in tenants' behavior or situation that might compromise their tenancy – health, hoarding, substance use, interpersonal/family relationships, financial changes.



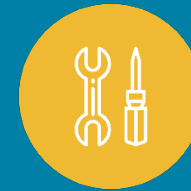
# ROLE OF PROPERTY MANAGEMENT



Screening & Selection



Collect rents



Maintenance & Repairs



Asset Management – Compliance with  
Financing and Regulatory  
Agreements



Evictions



# COLLABORATION BETWEEN SERVICE COORDINATORS AND PROPERTY MANAGEMENT

- Each has distinct roles but PSH works best when the relationship is mutually supportive and not adversarial.
- Both can be the other's "eyes and ears" to quickly identify and intervene with tenants before situations escalate.
- Both have a vested interest in stable tenants – less turnover, more stable building, fewer repairs and evictions.
- Goal should be to create a trusting relationship between PM and SC that supports problem solving and avoids evictions.





# BUILDING EFFECTIVE TEAMS



- Good communication between PM and SC.
- Understand and respect roles on the team – avoid splitting.
- Engage service provider early in the project for design input and building relationships.
- Maintain professional boundaries and ethics – what information is appropriate to share and what is protected under HIPAA.
- Shared goal of creating a therapeutic environment that supports housing retention.
- Eviction should be last resort.

# EXTERNAL FACTORS THAT IMPACT SERVICE PLANNING AND DELIVERY

- Response to COVID-19 – now and in the future.
- Funding for services – changes in government contracts and funding priorities.
- Data collection and reporting – can vary and be complex depending on source of services funding.
- Asset Management has regulatory compliance and documentation requirements.
- System for data collection/documentation should be set-up from the beginning for accuracy and continuity.



# EXTERNAL FACTORS THAT IMPACT SERVICE PLANNING AND DELIVERY (CONT.)

- Other funding sources – built into project budget, private sources, in-kind donations for ongoing activities.
- Collaborations with faith communities, service clubs, businesses, individuals in the community.
- Being a good neighbor and complying with development agreement.



# THANK YOU!

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