Supportive Services Standards for Subsidized Housing

**POPULATION IMPACT**

- ALL
- FAMILIES
- TAY
- SINGLE ADULT
- VETERAN
- CHRONICALLY HOMELESS ADULT

**RECOMMENDATION**

Instruct the Los Angeles Homeless Services Authority, in collaboration with the Departments of Mental Health, Public Health, Health Services, and Public Social Services, the Probation Department, and the Community Development Commission to draft and adopt a definition of supportive services and establish a set of standards for high-quality supportive services for persons in subsidized housing who have recently experienced homelessness.

**DESCRIPTION**

Supportive services are critical to effectively transitioning formerly homeless persons from being on the streets to becoming a thriving tenant and member of the community. Supportive services in subsidized housing involve the development of a trusting, genuine partnership and relationship between the service provider and the formerly homeless tenant. This connection brings value and enhances participation in the supportive services, furthering the tenant's journey of recovery and housing stability. To most effectively achieve this goal, the County needs a consistent definition of supportive services that adhere to high quality standards, and are consistent with government funding requirements.

The definition of supportive services should consider existing established standards, such as those from Shelter Partnership’s 2009 study commissioned by the Community Development Commission, Home for Good’s Standards of Excellence, Veteran Affairs’ Supportive Services for Veteran Families/Veteran Affairs Supportive Housing guidelines for homeless veterans, and Housing Opportunities for Persons with AIDS guidelines. The definition should include, but not be limited to the following activities:

- Connection to financial benefits (such as General Relief, Supplemental Security Income [SSI], CalFresh, etc.).
- Connection to health coverage, which is generally Medi-Cal.
- Linkages to and direct connection/collaboration with treatment-related services (such as mental health, physical health, and substance use disorder treatment).
- Linkages to job development and training programs, school, peer advocacy opportunities, advocacy groups, self-help support groups, and volunteer opportunities, as needed and wanted by the tenant.

**LEAD AGENCY**

Los Angeles Homeless Services Authority

**COLLABORATING DEPARTMENTS/AGENCIES**

- Community Development Commission
- Health Services
- Housing + Community Investment Department, City of Los Angeles
- Housing Authority of the City of Los Angeles
- Housing Authority of the County of Los Angeles
- Mental Health
- Probation
- Public Health
- Public Social Services
DESCRIPTION continued

- Money management and linkage to payee services.
- Transportation and linkage to transportation services.
- Peer support services. (Utilizing people with lived experience in outreach, engagement, and supportive services is an evidence-based best practice.)
- Community-building activities, i.e., proactive efforts to assist tenants in engaging/participating in the community and neighborhood.
- Connection to specialized services provided to individuals who are: victims of Domestic Violence; Lesbian, Gay, Bi, or Transgender; transition age youth; or elderly.

Additionally, the standards for high-quality supportive services should specify that supportive services should be:

1. tenant-centered;
2. accessible;
3. coordinated; and
4. integrated.

POPULATION(S) TARGETED & OTHER CATEGORIZATION

Recently homeless adults in subsidized housing

POTENTIAL PERFORMANCE METRICS

- Number of agencies providing supportive services which adopt the County’s definition and high-quality standards

FUNDING

No funding required

CONNECTION TO CITIES

SAME

✓ COMPLEMENTARY

NO CITY ROLE

Cities which operate a public housing authority could adopt the County’s definition of supportive services for formerly homeless adults and the County’s standards for high-quality supportive services.