

National Low Income Housing Coalition

Differentiating Three Models of Permanent Affordable Rental Housing Plus Services (HPS)

	SERVICE-ENRICHED HOUSING	SUPPORTIVE HOUSING	SPECIAL NEEDS HOUSING
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Overview of Housing Models			
Housing and Service Combination	<ul style="list-style-type: none"> Housing with coordinated access to optional services and community resources for all residents. Services address moderate or temporary housing stability problems or assist households in pursuing social or economic improvement goals. Units are in multi-unit developments <i>Examples include: (1) public housing with a day-time resident services coordinator; (2) a project based development with a service coordinator providing crisis intervention and resource and referral.</i> 	<ul style="list-style-type: none"> Housing with a comprehensive array of intensive and case managed services for all residents. Services address moderate to severe housing stability problems and assist households in integrating into the local community. Units may be in multi-unit developments or in scattered-site settings. <i>Examples include: (1) project-based developments with 24-hour on site staff providing intensive services; (2) scattered site units with access to assertive community treatment (ACT) teams.</i> 	<ul style="list-style-type: none"> Housing where specific types of services are provided on site for specific residents. Services may include independent or assisted living resources or accessibility modifications. Units may be facility-based in group homes, set aside in multi-unit buildings, or individually accessed with tenant-based rental assistance. <i>Examples include: (1) rent-subsidized group homes for people with mental retardation with services for all residents; (2) individual project-based subsidized units within a mainstream building where independent living assistance is available only to residents of these units.</i>
Target Population	<ul style="list-style-type: none"> Low-income families and individuals with low to moderate service needs. 	<ul style="list-style-type: none"> Low-income families and individuals of all ages with moderate to high service needs. 	<ul style="list-style-type: none"> Low-income individuals with disabilities, older adults or youth with specialized needs.
Role in Addressing Homelessness	<ul style="list-style-type: none"> Prevents loss of tenancies by increasing housing stability through access to as needed services and community resources. 	<ul style="list-style-type: none"> Ends homelessness for people with significant housing barriers; prevents loss of tenancies through housing stabilization services. 	<ul style="list-style-type: none"> Prevents loss of tenancies through housing stabilization services.

Property Management and Housing Operations Practices			
Eligibility, Preferences and Priorities	<ul style="list-style-type: none"> Income-based eligibility based on type of housing subsidy, between 0-60% of AMI. May have preferences or priorities for particular populations such as seniors, families or formerly homeless. 	<ul style="list-style-type: none"> Income based eligibility, between 0-30% of AMI. Homeless and formerly homeless households. Based on an evaluation of need for services to maintain tenancy including persons with disabilities or chronic health conditions. 	<ul style="list-style-type: none"> Income based eligibility varies depending upon subsidy or funding requirements. Based on an evaluation of need for specialized services for people with disabilities and other target populations.
Rent Levels	<ul style="list-style-type: none"> Subsidized either based on income so that tenant pays no more than 30% of income or at levels affordable to households at specific AMI levels. 	<ul style="list-style-type: none"> Subsidized based on income so that tenant pays no more than 30% of income. 	<ul style="list-style-type: none"> Subsidized either based on income so that tenant pays no more than 30% of income or according to licensing or funding agreements.
Marketing, Screening, and Leasing	<ul style="list-style-type: none"> Marketed to households with qualifying incomes. Screens out households with significant credit or CORI issues, except when units are set aside for formerly homeless households. Lease agreement provides the same rights and obligations as other renters in the jurisdiction. 	<ul style="list-style-type: none"> Marketed through referral and outreach systems for homeless or recently institutionally discharged persons. Screens in households with high service needs and challenges to obtaining and retaining units. Lease agreement may or may not provide similar rights and obligations as other renters. 	<ul style="list-style-type: none"> Marketed through referral and outreach systems for people with defined "special need." Screens in households with specific types of service needs. Lease agreement may or may not provide similar rights and obligations as other renters, per licensing or funding agreements.

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Property Management and Housing Operations Practices

Marketing, Screening, and Leasing <i>Continued</i>	<ul style="list-style-type: none"> Participation in services is voluntary 	<ul style="list-style-type: none"> Participation in services may be voluntary or a requirement of ongoing tenancy depending on program guidelines. 	<ul style="list-style-type: none"> Participation in services may be voluntary or a requirement of ongoing tenancy depending on program guidelines.
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Supportive Services Plans, Practices and Staffing

Service Provision	<ul style="list-style-type: none"> Service coordination provides access to community based services and crisis intervention. Service coordination includes: <ul style="list-style-type: none"> referrals to community services for childcare, child educational enrichment, youth development, adult educational and vocational activities, financial literacy; as well as organizing of community building activities. Service coordination can be provided through in-house resident services staff or an external agency. 	<ul style="list-style-type: none"> Service plans emphasize: <ul style="list-style-type: none"> case management with community based service referral; meeting lease obligations; accessing non-emergency health care; obtaining public benefits; accessing employment or vocational training; peer support; counseling; life skills training and community building; mental health and substance use crisis intervention; Case management is provided through in-house supportive staff and additional specialized services may be contracted through an external agency. 	<ul style="list-style-type: none"> Services are specialized to the needs of the target tenant population and may include some or all of the resources described for supportive housing. Additional services may include special or interdisciplinary services for the full length of the tenancy. For group homes case management is provided by in-house staff and additional specialized services may be contracted through an external agency; for scattered site units services are provided by one or more external agencies.
Staffing Levels	<ul style="list-style-type: none"> Service coordinator to household ratio ranging from 1:50 to 1:150 depending upon coordination complexity. Service coordinator has only periodic contact with households and primarily in group settings. 	<ul style="list-style-type: none"> Case management to household ratio of 1:10 to 1:25 depending upon service delivery intensity. Service provider staff has daily or frequent one-on-one contact with tenants and assertively engages tenants in available services. 	<ul style="list-style-type: none"> Case management to household ratio of 1:10 to 1:25 depending upon service delivery intensity. Service provider may have daily one-on-one contact with households or may only be on call for periodic assistance. Depending upon need, services may phase out over time.
Staff Qualifications	<ul style="list-style-type: none"> Service coordinators may or may not need advanced degrees. 	<ul style="list-style-type: none"> Case managers often need advanced degrees. Service providers often need clinical training/licensing. Other staff may include peer counselors who have experienced homelessness, mental illness, and/or recovery from addiction. 	<ul style="list-style-type: none"> Varies by disabling condition. Case managers often need advanced degrees. Service providers often need clinical training or licensing.