

**SUPPORTIVE HOUSING SERVICES**

A. The Contractor shall provide supportive housing services consistent with the Department’s requirements and the federal Department of Health and Human Services’ Substance Abuse and Mental Health Services Administration Publication SMA-10-4509 to individuals age eighteen (18) or older who are homeless or at risk of homelessness, and who are medically indigent. Medically indigent is defined as having no private or public health care coverage that will pay for the services to be provided by the contractor and no access to, or eligibility for, such coverage. Supportive Housing services shall connect individuals who are homeless or at risk of homelessness to housing, clinical, medical, social, educational, rehabilitative, vocational/employment and other services essential to achieving optimal quality of life and community living, based on an individual needs assessment. Services and supports shall be available to individuals at the level of intensity needed and for as long as required.

B. Specifically, the Contractor shall:

1. Identify and engage individuals who are homeless or at risk of homelessness, and are in need of supportive services by connecting to local area homeless shelters and other service agencies for the homeless that outreach, engage and refer homeless individuals and/or families for necessary services;
2. Identify needed services by assessing the overall needs of each individual seeking services in collaboration with other service providers, and developing an individual service plan to meet those needs;
3. Coordinate services and benefits by providing referrals, encouraging and supporting usage of community services, and providing education in how to use available services to function independently;
4. Monitor and assess documented service plans, at least quarterly, to guarantee that the goals of the plan are being achieved;
5. Assist individuals to lease and maintaining permanent housing, or transitional housing which is defined as housing obtained and operated for the purpose of serving de-institutionalized homeless individuals and other homeless individuals with mental or physical disabilities and homeless families with children. Services shall included education about successful tenancy skills including, but not limited to, knowledge of tenant’s rights and responsibilities; and managing payments for housing expenses, including a monthly budget. Use of transitional housing by qualified individuals may not exceed 24 months;
6. Identify and assess individualized vocational/employment needs and refer to appropriate vocational training and/or employment opportunities; and
7. Serve as an advocate to assure that individuals are linked to services which meet the needs identified in their individual service plan, and that are culturally competent.

C. The Contractor agrees to participate in an outcome evaluation designed by the Department’s Research Unit. The Contractor shall provide to individuals served, upon determination of eligibility, notification of the opportunity to participate in this outcome evaluation.

D. The Contractor shall also provide the Department with an Administrative Plan, Technical Submissions, and Annual Progress Reports as required by the U.S. Department of Housing and Urban Development (HUD) [42 U.S.C. 11403-11407b](#) (the McKinney Act) and 24 C.F.R. Part 582 (2011). Those Contractors not also receiving funds from HUD shall develop and implement standard processes and reports in a manner prescribed by the Department that includes at a minimum, documentation of homelessness, diagnosis, income, referral procedures, criteria for determination of eligibility, waiting list management, leasing, and Housing Assistance Payment (HAP) contracts.

E. The service shall be provided in the following areas, with the client capacities, number of clients served and hours of operation described below:

| Area Served | Capacity | Number of Clients Served | Hours of Operation |
|-------------|----------|--------------------------|--------------------|
|             |          |                          |                    |

F. The Contractor shall implement the programs and services described herein to result in the following outcomes on behalf of individuals served. Such outcomes shall be measured in the manner described herein. Outcome results achieved pursuant to these terms and conditions will be monitored by the Department through data reported by the Contractor to the Department’s information systems, in observations through site visits and/or

in the required monthly service reports. The Department's outcome indicators for the Contractor's funded services are as follows:

**PERFORMANCE OUTCOME MEASURES**

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**SUPPORTIVE HOUSING SERVICES**

| OUTCOMES   | MEASURES   |
|--|--|
| 1. Contractor will meet reporting requirements in a timely manner.   | Department required data will be submitted to the Departments' data collection system no later than the 15 <sup>th</sup> day of each month.  |
| 2. Contractor will meet the expected utilization rate or annual projection of individuals to be served for this level of care. | A utilization rate of at least 90% will be achieved.   |
| 3. Contractor will meet the expected services or contacts volume for this level of care.                                       | At least 90% of projected services or contacts will be achieved.   |
| 4. Individuals will report satisfaction with their services.   | At least 80% of respondents to the Department's consumer satisfaction survey will rate services positively in each of the domains of access to services, quality of services, outcomes, participation in treatment planning, respect, recovery and general satisfaction with services. |
| 5. Individuals will improve or maintain their living situation.  | At least 85% of individuals served annually will improve or maintain their living situation.   |