Past, Present and Future of Supportive Housing in Connecticut

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Supportive Housing

Affordable Housing + Individualized Supports = Supportive Housing

- Individualized Supports
  - Case Management, Peers Support
  - Employment, Education
  - Daily Living Skills
  - Social and Family Connections
  - Access to Medical, Mental Health, Substance Use Care
  - Recovery from mental health and substance use issues
Successful Supportive Housing

Case Management Services

Property Manager/Landlord

Housing Provider

Tenant
6 Dimensions of Best Practices

1. Housing Choice
2. Housing and Services Roles are Distinct
3. Housing Affordability
4. Integration
5. Tenancy Rights / Permanent Housing
6. Services are Recovery-Oriented and Adapted to the Needs of Individuals
Overview of Supportive Housing in CT

- Interagency Council on Housing and Homelessness
- Supportive Housing funded through State agencies:
  - Development funding
    - CT Housing Finance Authority
    - Department of Economic and Community Development
  - Rental Subsidy
    - Department of Social Services
  - Supportive Services
    - Department of Mental Health and Addiction Services
    - Department of Children and Families
    - Department of Social Services
Historical Overview of Supportive Housing Initiatives in CT

- **Demonstration Program – 281 units (development)**
  - $1 million - new State service funding (annualized)
  - $17.5 million – State general obligation bonds for capital
    - Above combined with LIHTC, Shelter Plus Care

- **Pilots Initiative – 650 (development and scattered-site)**
  - $5 million - new State service funding (annualized)
  - $26 million - State general obligation bonds, $5 million in HOME & State housing tax credits for capital, $12 million in CHFA loans
    - Above combined with LIHTC, Section 8, Shelter Plus Care, State-funded Rental Assistance Program (RAP)

- **Next Step Initiative – 1000 units (development and scattered-site)**
  - $6.6 million –State service funding
  - $5 million – State rental assistance
  - $12 million - State dollars to pay debt service on approximately $100 million in CHFA-issued 501(c)(3) bonds
    - Above combined with some Section 8, Shelter Plus Care, State-funded Rental Assistance Program (RAP)
DMHAS is the grantee for approximately 1000 S+C subsidized units
The S+C units include single and scattered site units
Approximately 15% of those units house formerly homeless families
S+C units are infused in all 3 DMHAS supportive housing initiatives
  - Demonstration
  - Pilots
  - Next Step
Connecticut Supportive Housing Demonstration Program

- 25-40 apartments each
- 9 projects, 281 units, 6 communities
  - Bridgeport
  - Hartford
  - Middletown
  - New Haven
  - Stamford
  - Willimantic
- Coordinated financing—public-private
- Interagency Agreement
- Integrated – half affordable, half supportive
Key Champions in CT Initiatives

Demonstration Projects

- **Philanthropy** – helped gain attention of Governor
- **Governor** – formed interagency group which was charged with creating a housing plan
- **Department of Mental Health and Addiction Services** – was HUD grantee for all Shelter Plus Care subsidies for all 9 projects
- **Department of Social Services Commissioner** – spearheaded interagency council, educated legislative leaders
- **Corporation for Supportive Housing** – provided integral technical assistance to launch initiatives
Supportive Housing Pilots Initiative

Phase I
- 400 units
- Scattered site, Privately-owned apartments
- Rent subsidies & services

Phase II
- 250 units
- Construction and substantial rehabilitation
- Wide variety of models
  • Moderate sized (20-40 units) developments
    • Clustered housing
    • Scattered site
    • Small single site
    • “Carve out” units
Supportive Housing Next Step Initiative

- **Scattered Site**
  - 402 units
  - Scattered site, Privately-owned apartments
  - Rent subsidies & services

- **Development**
  - 171 units when complete
  - Construction and substantial rehabilitation
  - Wide variety of models
    - Moderate sized (20-40 units) developments
    - Clustered housing
    - Small single site
    - “Carve out” units
Key Champions in CT Initiatives

Next Step Initiative

- Due to the success of Demonstration and Pilots Initiatives, there is now a general recognition of the value of Supportive Housing

- **Interagency Committee** – Supportive Housing is centerpiece of work; basis for Governor’s budget proposal

- **Reaching Home Campaign** – broad-based advocacy effort; has secured champions in business, philanthropic, faith and health sectors
Supportive Housing Infrastructure

- Production & Preservation
  - 4,000+ units statewide
  - Maximize resources-federal, state, private
- Build supportive housing industry
  - 40+ service providers
  - Strengthened housing-service partnerships
- Strategic approach to advocacy/policy reform
  - Interagency collaboration and coordination
  - Reaching Home Campaign
Housing First

- CT consulted with Pathways to Housing, Inc. in New York City, who has pioneered this initiative
- Persons diagnosed with serious mental illness who have been hospitalized for significant length of time or are experiencing long-term homelessness
- Clients will be housed directly from inpatient units, shelters, or the street
- Hartford and New Haven pilots – 10 in each city
- Clinical services provided by LMHA’s
- Intensive case management support is provided by Center for Human Development and Continuum of Care
- Housing subsidies provided by Department of Social Services and Housing Authority of New Haven
Frequent User Service Enhancement (FUSE)

- 80-unit pilot program that targets individuals, diagnosed with mental illness or chronic substance abuse, who cycle through the homeless service and corrections systems.
- Data will be merged from DOC and HMIS (Homeless Management Information System) to identify individuals who cycle repeatedly in and out of correctional settings and emergency shelter system.
- Columbus House (New Haven and Waterbury), Catholic Charities of Fairfield County (Bridgeport), Reliance House (Norwich), New London Homeless Hospitality Center (New London) and Chrysalis Center (Hartford) will provide case management.
- Housing subsidies provided by Housing Authority of New Haven, Bridgeport Housing Authority and the Department of Social Services.
Supportive Housing Monitoring Initiative

● DMHAS, DSS, DCF and CSH collaborate with Center for Urban Community Services to conduct annual review of supportive housing throughout CT

● Each visit entails:
  - Review of Policies and Procedures
  - Chart review (current tenants, discharged tenants, applicants not selected)
  - Tenant Focus Group and Surveys
  - Interviews with Staff (line staff and supervisor)
  - Exit Interview
**Overall Findings**

- Between 2008 and 2009 most agencies implemented new policies, procedures, and/or case management practices in response to the standards.
- Tenants overwhelmingly provided positive feedback during focus groups.
- Most agencies are serving tenants with complex needs including active substance use, untreated psychiatric disabilities, and chronic medical conditions.
- Most agencies are working closely with tenants to provide supports as needed while striving to help them achieve maximum independence.
Tenant Satisfaction

- Tenants were most likely to agree with the statement: “I have a case manager who is helpful.” (scored 4.5 on a 5 point scale)

- Tenants were most likely to disagree with the statement “I will keep my apartment whether I participate in services or not.” (scored 3.8 on a 5 point scale –omitted questions 21 & 22 which relate to children due to data quality issues)

- Tenants most frequently (41%) reported that they would like to have contact with their case manager 4 or more times per month.
Progress Report

- Production goes statewide
  - 4,000+ units
  - Half of CT communities have supportive housing
  - Housing that “fits” the local community
    - Build/renovate apartments
    - Utilize existing private rental housing
Consistent Findings

Housing and Supportive Services Make a Difference

- More than 80% of supportive housing tenants are able to maintain housing for at least 12 months
- Most supportive housing tenants engage in services
- There is a decline in the usage of the most costly services in the homeless, health care and criminal justice systems
- Nearly any combination of housing and services is more effective than services alone
- “Housing First” models, with adequate support services can be effective for people who don’t meet the conventional criteria for “housing readiness”
Building Capacity

- Interested Parties
  - Service Providers
  - Housing Developers, non-profit and for profit agencies
  - Housing Authorities
  - Property Managers

- Methods
  - Training – Supportive Housing Institute
  - Monitoring of SH programs
  - Direct Technical Assistance
  - Pre-development Financing
Future of Supportive Housing

- Federal and state governments in fiscal crisis
  - Next Step 3 - housing was funded at decreased amount, but *still*, at least 3 new housing projects will be funded
  - Supportive housing remains a focus for new DMHAS Commissioner
  - Strong advocacy groups
  - Success of current supportive housing