

# **Additional Service Criteria for EBPs Permanent Supportive Housing (PSH)**

## **Permanent Supportive Housing description**

Permanent Supportive Housing is an evidence based practice that pairs deeply affordable rental housing with voluntary, flexible, recovery-focused community based services. Positive outcomes associated with PSH include housing stability and retention, improved quality of life, improved health outcomes, reductions in time spent homeless and use of emergency rooms, greater participation in behavioral health treatment. In addition to being cost effective, PSH is the housing option more preferred by individuals.

The many positive outcomes associated with PSH are attributed to demonstrate adherence to established core principles. These are:

- 1) choice in housing;
- 2) functional separation of housing and services;
- 3) decent, safe and affordable housing;
- 4) housing integration;
- 5) rights of tenancy;
- 6) housing access and privacy; and
- 7) flexible, voluntary recovery-focused services.

Louisiana's PSH program is a collaboration among three key state agencies: DHH, The Louisiana Office of Community Development (OCD) and the Louisiana Housing Corporation (LHC). Together, these agencies have created the framework and developed affordable subsidized housing opportunities for eligible persons with disabilities who also qualify for target population preferences and assessed as "in need of PSH". The PSH Program is based on a housing first approach. Referrals for individuals eligible for 1915(i) services in the PSH program flow through Magellan of Louisiana.

## **PSH services description and requirements**

### **Core 1915(i) PSH Services**

To promote successful tenancy and community integration, specific services within the LBHP are available to individuals living in the state's Permanent Supportive Housing Program. The PSH core 1915(i) services are:

- Assertive Community Treatment (ACT)
- Community Psychiatric Support and Treatment (CPST)
- Psychosocial Rehabilitation (PSR)
- Crisis Intervention (CI)

### **PSH Service Provider Certification**

In addition to meeting all LBHP organization certification requirements, individual agencies and organizations who will provide the above services to individuals in the PSH program must meet requirements specific to PSH Service Program.

In order to be eligible to provide services to individuals in a PSH program, requirements must be met in the following areas:

PSH Services Philosophy  
PSH Program Structure, Policies and Procedures  
PSH Quality Management Process  
PSH Staff and Training

### **PSH Services Philosophy**

The agency must articulate and describe how they will deliver PSH services to reflect the core PSH principles of flexible, voluntary and recovery-focused services and a housing first approach. An array of service activities as allowable within each specific 1915(i) service (ACT, CPST, PSR, and CI) are available to each eligible individual, yet not required or mandated for continued tenancy. The philosophy articulates the aim of services is to promote housing stability, community integration and recovery.

### **PSH Program Structure, Policies and Procedures**

Within, or separate from the agency or organization's general policies and procedures, there must be PSH specific policies and procedures that demonstrate the PSH program is structured in a manner that adheres to Louisiana PSH Program policies and procedures, and reflect the core PSH principles listed above.

The PSH Program Specific Policy and Procedure Manual will be submitted as part of the LBHP Organization Certification Application. Agencies already serving individuals in the PSH program will submit an updated certification application, completing only the relevant PSH sections and include their PSH Policy and Procedure Manual for review. Agencies not yet certified through OBH will submit the full application, and include their PSH Policy and Procedure Manual. This manual will be reviewed as part of the certification approval process. If policies or procedures are determined to be insufficient or unclear, applicants may be asked to resubmit;

Policies are developed in alignment with the Louisiana PSH Program policies and procedures, indicate the program's role and procedures, and cover, at a minimum, the following areas:

- a) Outreach and engagement;
- b) Referral and intake processes;
- c) Service delivery (hours; location including in home and other community settings; type of services available)
- d) Housing focused assessment, goal planning and interventions;
- e) Pre-tenancy, move-in and on-going support requirements;
- f) Relationship to property manager;
- g) Dispute resolution;
- h) Eviction prevention and intervention;

- i) Requesting changes in lease arrangements;
- j) Request to change provider;
- k) Annual housing re-determination;
- l) Request for reasonable accommodation;
- m) Housing establishment and preservation (E&P) requests;
- n) Crisis prevention and intervention; and
- o) Working with individuals when services are assessed as needed yet refused.

## **PSH Quality Management Process**

To ensure individuals admitted to the state's PSH program receive the most benefit from the PSH program and that services are provided in a consistent manner across the state, certified PSH Service Providers must demonstrate adherence to fidelity to the PSH model. To do this, the SAMHSA PSH Fidelity Scale will be used as a quality management tool. This tool, and others that may be added, will be used at initial certification application and at annual recertification. A PSH Readiness Assessment will also be conducted at initial certification application to ensure the agency is ready to deliver services in PSH settings, in accordance with LBHP requirements.

These assessments are intended to support the agency in effective program design, service delivery, daily operations and business practices. As such, these tools are also intended to be used by agencies as on-going self assessment and quality management supports. Corrective action plans will be required when significant deficiencies are noted to ensure the highest quality standards are maintained for certified PSH service providers.

## **PSH Staff and Training**

All supervisory and direct service staff must meet LBHP qualification and requirements for providing any of the PSH core 1915(i) services an agency will deliver. In addition, all staff, who will be delivering services to individuals living in the PSH Program, are required to complete the "Orientation to the PSH Program" prior to submitting the Certification application.

To support staff to understand what is involved in supporting people living in the PSH Program, a training series "Supporting People in Permanent Supportive Housing" is available. This is a self-directed learning format comprised of training modules on topics including: Pre-tenancy services, Move-In services, On-going tenancy services, and Working with Landlords. Staff can learn more about this resource from the PSH Program Office.

## **PSH Service Provider Requirements process**

The PSH Service Provider Certification process includes: 1) submission of the LBHP Organizational Certification application; 2) an on-site baseline assessment of readiness to provide PSH services; 3) Completion of required PSH Orientation by staff who will provide PSH services; and 4) documented adherence to PSH model fidelity using standards as outlined by SAMSHA. (notation).