



Permanent Supportive Housing FAQ

1. **What is permanent supportive housing?** Permanent Supportive Housing (PSH) is the term used to describe housing provided to persons or households that include persons who are disabled and low-income and are now or have previously been homeless. Participants pay rent according to their income ability and may live in the housing indefinitely as long as they are in compliance with policies. In addition to housing, PSH participants receive supportive services to help them maintain stability and meet goals.
2. **Define “supportive.”** Services are tailored toward helping participants gain the skills necessary to be able to participate in their lives and the life of their community in productive, positive, and meaningful ways. Staff, often called case managers, work as connectors to services and spend time assisting participants as they goal set and stabilize.

Supportive Services may include:

- recovery support
 - financial literacy training
 - connections to health care services
 - parenting education
 - connections to mental health services
 - assistance obtaining employment
3. **What does stability look like?** Participants work on developing and achieving life goals with the assistance of a case manager. Depending on their unique circumstances: these goals might be related to financial stability, health stability, housing stability, family stability, education, employment, and other areas of life skills.
 4. **Who is eligible for Permanent Supportive Housing?** Participants in Permanent Supportive Housing (PSH) are individuals or families who must meet two important criteria. One, they have experienced homelessness in their recent past. Two, the individual or someone in the household is living with a disability that affects one or more major life functions. The individual or family must also meet income criteria to qualify for a unit. Permanent Supportive Housing has been proven nationwide as the best response for helping these families or individuals

obtain and maintain safe housing, thereby allowing them to stay stable, safe, and healthy. This has been proven particularly true for individuals or families with multiple experiences of homelessness.

5. **Why is Transitions developing this project here?** Transitions ownership of the land and long history of working with homeless and low-income women and children, makes us uniquely positioned to develop housing designed to meet the needs of these individuals and families. Spokane currently has other Permanent Supportive Housing programs, and this type of program is working to keep individuals housed and safe. However, there is still a gap between the amount of affordable housing available in the Spokane community and the need for low income individuals and families; for every 100 families/individuals (earning \$18,870 or less annually) who need affordable housing, there are only 12 units available in Spokane.
6. **How do you make sure you're not enabling abuse of a system?** Residents will pay 30% of their income in rent; their rent will increase with their income. Some participants will use PSH as a stepping stone, moving on to other housing options in the community. For others PSH will be the best long term housing option, with the community and social service supports helping them and their children stay stable, meet goals and live healthy lives. Permanent Supportive Housing is a strengths-based approach that focuses on and encourages participants to use and develop their strengths to set and achieve goals and learn appropriate life skills. These skills include successfully living in community, which means learning accountability to themselves, neighbors, and program staff. PSH participants must comply with program policies and landlord/tenant laws and can be asked to leave if they violate said rules or laws, especially if they present a danger to the health and safety of other participants.
7. **Will there be 24 hour staff?** Staff schedules are not yet set and will be developed to best meet the needs of our participants, many of whom will be independent adults. However, we have budgeted for 2.5 full-time staff members. Also, in the event of an after-hours emergency, Transitions staff will be available on call to respond.
8. **Will people pay rent?** Yes, participants will pay one third of their income in rent. This will encourage participants to be invested in their homes and help fund the needs of the project, including staff costs.