



Summary of Themes and Responses: Engagement Sessions on Supportive Housing Standards 2022

Section	Notes
<i>Guiding principles</i>	<p><u>Add:</u></p> <ul style="list-style-type: none"> • Holistic services onsite/accessible (holistic = all types of care – physical, mental, chemical, etc.) • Empowerment • Affordability • Staff training requirements and accountability • Equity and Intercultural agility • Safety <p><u>Where need clarity/what is missing:</u></p> <ul style="list-style-type: none"> • Need more details/clarity on participant choice and voice (show/demonstrate inclusion and need to add to MN Supportive Housing Alliance) • Review language and expectations for equity/bias/accessibility • Clarity on what is mandated/expectation and what is a goal/recommendation • Clarity on Housing First • further define training requirements; for who and the “why” • further define flexibility around background checks with Net 2.0 -what can agencies do/not do with results? • Need clarity on PM expectations – how paid for and enforced (and clarity re other roles?) • More info on how to engage landlords <p><u>Challenges to implementing:</u></p> <ul style="list-style-type: none"> • Capacity to do this, especially if smaller org or in rural area • staffing • Funding (for staffing, training) • PM push back on Housing First coupled with lack of understanding of supportive housing • Voluntary services coupled with how to resolve lease violations while supporting to maintain housing • True participant choice when units are tied to certain service provider • How to monitor • Training for safety/de-escalation – especially in dangerous situations, needed.
<i>Training & Staff Expectations</i>	<p><u>PM specific:</u></p> <ul style="list-style-type: none"> • Concerns around funding – how pay for training for PM • Importance of accessibility and access of training • Conflicting opinions on if asking too much of PMs v. this much training is needed to serve people well + adding conflict resolution training to the menu <p><u>Front desk specific:</u></p> <ul style="list-style-type: none"> • Would add the following trainings to the menu for front desk staff: <ul style="list-style-type: none"> ○ Conflict resolution

	<ul style="list-style-type: none"> ○ Same trainings as service providers ● How addressing and funding safety for front desk? ● Entry/front desk area should feel safe, welcoming and secure ● As with PM training – make sure accessible to variety of housing models and populations. Could also pair with mentoring programs <p><u>What is missing:</u></p> <ul style="list-style-type: none"> ● Call for training alignment/streamlined and expansion to scattered site SH + increased availability to access <ul style="list-style-type: none"> ○ Other training topics to add to menu: antiracism/implicit bias training; tenant rights; Narcan and medical amnesty; child/family focused ● Look at using Train-the-Trainer model? <p>Barriers/concerns:</p> <ul style="list-style-type: none"> ● Funding and time ● Access to Mental Health Professional (MHP) for consultation (especially in rural areas) ● Enforcement/monitoring? ● Not reasonable expectation for site managers ● Staff not paid well enough to do all of this ● PM as mandated reporters – clarity here and potential concerns <p><u>Challenges for staffing expectations:</u></p> <ul style="list-style-type: none"> ● Possible push back re training expectations from PMs ● Clarity on training (one time, refreshers, timeline to complete?) ● Does PM include facility/maintenance staff? (need clarity) ● Idea for inclusive service provider list noting multiple co-occurring in various areas for people served; SPMI/Chemical Dependency/Chronic Physical Health Conditions/Disability
<p>Standards @ Application</p>	<p>Need collaboration with service provider and PM with Tenant Selection Plan (TSP)</p> <p><u>Missing:</u></p> <ul style="list-style-type: none"> ● Increase flexibility with communication – virtual, email, in person ● Add timeline for PM to process apps <p><u>Confusing/disagree with:</u></p> <ul style="list-style-type: none"> ● Clarity on flexibility allowed ● Anyway to decrease # of forms and informed decision making for tenants – understand what signing? <p><u>Biggest challenge in implementing:</u></p> <ul style="list-style-type: none"> ● Paperwork standards are overwhelming and inefficient (redundant) – takes away Trauma Informed Care (TIC) approach ● Time – both to collect missing docs and timeliness of PMs authorizations ● Short staffed ● Data systems (HMIS) adding extra barrier

<p>Standards @ Tenancy</p>	<p>Flexibility to end lease w/o penalty if find another housing option is good</p> <p><u>Missing?</u> Case Management (CM) needs to begin ASAP along with information re how to access services and help doing so (CM part)</p> <p><u>Clarity on:</u></p> <ul style="list-style-type: none"> • Policies v procedures • Requirement of service plans when services are optional (<i>one comment and one earlier as well where would like to see not optional</i>) • Equity outcomes • Define what it means to go through paperwork with site staff <p><u>Concerns:</u></p> <ul style="list-style-type: none"> • Feasibility with choice of staff • Change “behaviors” to “actions” • All tenants have access to services regardless of eligibility – how fund? <p><u>Challenges:</u></p> <ul style="list-style-type: none"> • Timely access to services • Funding for level of support and flexibility
<p>Standards @ Transition</p>	<ul style="list-style-type: none"> • Need mechanism to support people to transition out of SH that doesn’t destabilize • Transition provider onsite would be helpful coupled with aftercare/follow-up • Ideas shared re creatively engaging and sharing information re tenant/landlord rights, responsibilities <p><u>Need clarity/disagree:</u></p> <ul style="list-style-type: none"> • Need clarity on all of what accompanies transition? • How evaluate transition? <p><u>Challenges:</u></p> <ul style="list-style-type: none"> • Timeliness/aligning timelines • Limitation to resources (including housing) in rural areas
<p>Operating</p>	<p><u>Missing?</u></p> <ul style="list-style-type: none"> • Importance of social supports/community belonging when thinking about how support someone transitioning out of SH as well as helping people identify their supports (formal and informal) to maintain as they move • Peer mentoring • Geographic specific resource appendix • Accessible and multiple formats for communicating information <ul style="list-style-type: none"> ○ Ideas included presentations, monthly calls (like COVID19 statewide), provider mentors • Add info on: HIPAA; privacy rights; data sharing; rental assistance resources; tenant rights; and budgeting assistance/support. • How effectively monitor? • Make sure flexibility built in for unique situations • Look at expectations around Wi-Fi and phones noting importance of landlines in properties

	<p><u>Confusing/Disagree with:</u></p> <ul style="list-style-type: none"> • Clarity on what SH is? • More specifics wanted - # of staff to tenant ratio, caseload sizes, office/onsite hours <p>Challenges: funding and staffing</p>
<p><i>Are we on the right track?</i></p>	<p>Yes and Themes in other comments and questions:</p> <ul style="list-style-type: none"> • Importance of people with Lived Experience and Expertise (LE) in leadership, advisory and ongoing roles with MN SHA work • Aligning/embedding standard with MICH work, Tenant Selection Plans (TSPs) and MOUs • Add advisory board and expand Alliance membership • Clarify: service sets – which ones are base?; what “choice” means; difference between trauma informed, trauma responsive and trauma specific; front desk staff roles. • Overall need for funding and concern re ability to do this in rural areas • Increase/add equity and antiracist lens with operating standards • Remaining questions surround evaluation/monitoring, implications/consequences and feedback loops with community and tenants.

How was feedback from engagement sessions incorporated into revised Supportive Housing Standards and the broader work of the Supportive Housing Alliance?

- Added in an introduction to answer some of the most common questions and concerns related to implementation challenges including: capacity and funding challenges, monitoring expectations, responsibility of funders, etc.
- Expanded on participant choice guiding principle
- Moved equity up to be first principle
- Added language to staffing principles on background checks in response to feedback
- Updated some language in the training and staff expectations section
- Removed some specificity in the Supportive Housing Standards in several places, with the intent to move this content to **the Operating Guidelines - the co-created accompanying document to the Standards document**. This will allow for added detail and nuance, as well as incorporation of stakeholder input. The Operating Guidelines document will be drafted over the next year.
- The Supportive Housing Alliance is working on developing the infrastructure to incorporate more voices directly into the Supportive Housing Alliance. Specifically, households with lived experience of homelessness, supportive housing tenants, providers, management agents and developers. The Operating Guidelines will be completed alongside stakeholders of supportive housing, as a resource to operate supportive housing effectively.