
*PSH Training
Cleveland/Cuyahoga CoC
What is PSH?/PSH 101*

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Welcome and Introductions



- Suzanne Wagner and Andrea White
- Housing Innovations
- Goals for the Session
- Housekeeping
 - The slides are for your use if helpful
 - We love discussions. Share your thoughts!
 - We love to see you! Cameras on if possible
- Intros and Clear the Deck
- Please put in the chat
 - ***Your name, agency and answer the question of the day:***
 - ***If you could go anywhere in the world for a month and money is no object, where would it be?***
- Take a deep breath

Session Overview



Introduction

Definition of PSH

History, Goals, Target Populations, Models of PSH

Key Elements of the PSH Model

Discussions

Closing

Poll: Who is here today?



What is Permanent Supportive Housing (PSH)?

PSH is an evidence-based practice (EBP) that:

1. Provides decent safe affordable **housing** where participants have the standard rights and responsibilities of tenancy
 - In general, tenants pay no more than 30% of income for rent
 - Tenants receive leases
2. Provides flexible **services** that meet participant needs and preferences and support stability
 - Services are designed to be attractive to tenants
 - Provide and connect to supports to help people achieve goals
 - Teach tenancy skills and how to manage a lease

When did PSH start?



Eden's first housing program: West St. James

- Earliest efforts in NYC in the late 1980's
- Started with SRO (Single Room Occupancy) buildings
- Evolved to studios and 1 bedrooms and then to multiple bedrooms for families
- Cleveland was early adopter of the model and created the first Single-Site PSH in the early 1990's

What are the Goals of PSH?

Primary Goal:

- Safely house vulnerable people and provide supports to maintain stability in the community

Common Outcome Measures

- Rate of people who retain permanent housing
- Rate of people who increase income
- Rate of people who obtain public benefits (e.g., Medicaid, SNAP, etc.)
- Rate of people who exit to PH and do not return to homelessness



Who lives in PSH?



Always targeted to low income persons with support needs

Initial tenants were single people with serious mental illness who had been homeless or deinstitutionalized

Now PSH serves a variety of vulnerable populations expanded to:

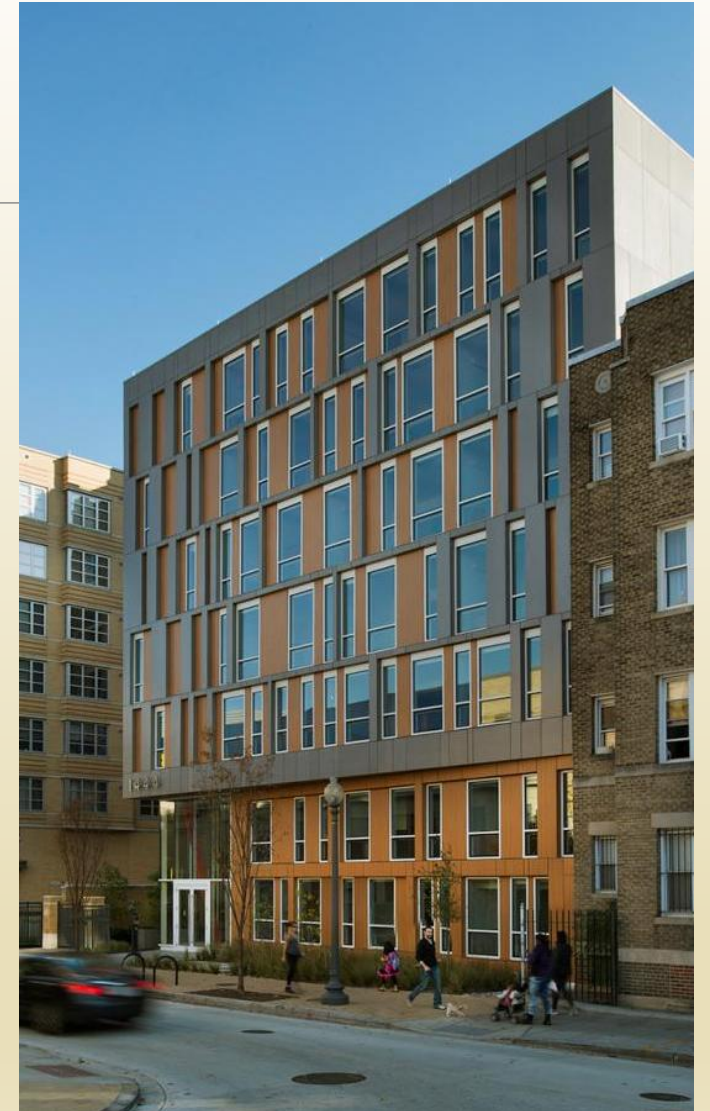
- Homeless/chronically homeless
- Persons with disabilities such as mental illness, substance use issues, chronic medical conditions
- Seniors/older adults
- Young adults
- Families with dependent children



What Does PSH Look Like?

Single-site models

- Large building or complex with multiple units at one location
- May be mixed populations or single population
 - Often includes “set-asides” for specific target groups
- Building/units may be owned or “master leased” by the housing agency
- Supportive services may be provided by the housing agency but more commonly are provided by a nonprofit services partner organization



What Does PSH Look Like? – 2

Scattered-Site Models

- Individual units dispersed throughout an area
- Apartments, condos, single-family homes
- Units may be leased from landlords or property management companies
- Can also be master leased
- Supportive services provided by nonprofits



Discussions



- Join a breakout group.
- Introduce yourself, your organization and your role.
- Identify someone to report back.

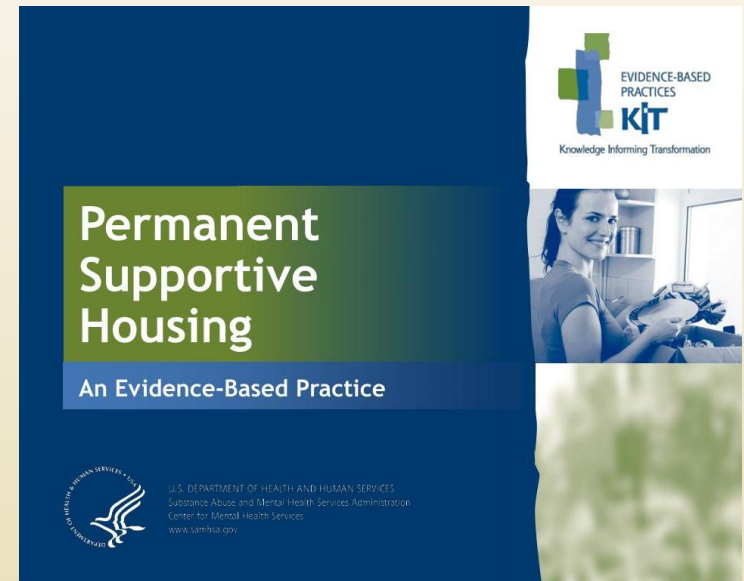
Discuss the type of PSH you work in and what you like most about the PSH model and key questions you have.

What are the Key Dimensions of PSH?

The US Dept of Health and Human Services (HHS) Substance Abuse and Mental Health Services Administration (SAMHSA) has a Fidelity Scale for PSH

- A fidelity scale is a tool used to assess the quality and accuracy of an organization's implementation of an evidence-based practice
- Using a structured rating system, a fidelity scale ensures the practice is
 - being delivered as intended by its original research
 - achieving the intended positive outcomes for clients

[Samhsa permanent-supportive-housing-evidence-based-practices-ebp-kit](https://www.samhsa.gov/permanent-supportive-housing-evidence-based-practices-ebp-kit)



Key Dimensions of PSH - SAMHSA



- Choice in housing and living arrangements
- Functional separation of housing provider and support services
- Decent, safe, and affordable housing
- Community integration and rights of tenancy
- Access to housing and privacy
- Flexible, voluntary, and recovery-focused services

Choice

- Consumer choice is a core element of PSH
- If people are “placed” in a setting that does not meet their needs and preferences, they are less likely to succeed
- Basic choices include: — Who else lives there? — What kind of housing is it? — Where is the housing?
- People often have limited housing choices but most important is that it is an informed choice
- Choice applies to the living unit, who people live with and the goals they work on with services staff
- Other choices – what and where to receive services, support, furnishings, food and meals



Separation of Housing and Services



- PSH is most successful when a functional separation exists between
 - housing matters (rent collection, lease enforcement, physical maintenance of the property) and
 - services and supports (case management, for example).
- Participation in specific support services is not required to get or keep housing.
- Various approaches to implementation: —
 - Organizational separation - Two different agencies or organizations provide the services
 - Functional separation—distinct housing and service staff roles within one organization
- Want Separation and Coordination of these roles

Poll: Coordination between Landlords/Hsg Managers and Support Services

Decent, Safe and Affordable Housing

Decent:

- HUD's standard of quality is its Housing Quality Standards (HQS).
- All PSH should meet HQS. Soon to be NSPIRE

Safe:

- Safety is key. If the housing doesn't feel safe, it will be impossible for people to focus on anything else.
- Single site usually has/needs 24-hour concierge/front desk

Affordable:

- Tenants pay a reasonable amount of their income toward rent and utilities.
- HUD affordability guidelines are 30% of adjusted income for housing expenses.



Community Integration and Rights of Tenancy

EASY LEASE AGREEMENT

Lease Agreement

1. THE PARTIES: This Lease Agreement (the "Agreement") between:

Landlord: _____, with a mailing address of _____ ("Landlord"),

AND Tenant(s): _____, with a mailing address of _____ ("Tenant").

is made and entered into upon the following date: _____, 20____.

2. PROPERTY: The Tenant will lease the following property from the Landlord:

Address: _____.

3. LEASE TERM: The Agreement will start and end on the dates entered below: Start

Date: _____ End Date: _____.

4. PAYMENT TERMS: During the Lease Term, the Tenant shall be responsible for the following: (check all that apply)

Integration and inclusion:

- Housing is in regular residential areas
- Mixing populations in buildings or neighborhoods avoids creating mental health ghettos.
- Tenants participate in community activities and receive community services.
- Natural supports are encouraged.

Rights of Tenancy:

- Residents have full legal rights in a tenant-landlord relationship
- Tenants must abide by normal standards of behavior and conduct outlined in a lease
- The landlord/housing provider enforces the lease, not the services staff
- Service staff teach/arrange training on tenancy skills and coordinate with landlords

Access to Housing and Privacy

- Eliminate barriers and redefine readiness
- Access to housing should be restricted to those elements required of any tenant, for example, ability to pay rent.
- Achieving and sustaining tenancy is the primary goal and focus.
- People have private accommodations



Flexible Recovery-focused Services



People can accept or refuse services but staff continue to try and engage

- Voluntary for tenants but not for staff

Focus on engagement around the tenant's goals, needs and wants.

The type, location, and frequency of services adjusts to meet tenant needs

Risk management and crisis planning are part of the plan of support and developed in partnership with tenants

Flexible Recovery-focused Services - 2

Flexible:

- PSH offers tenants a flexible array of supports and services that is readily available to them.
- Service providers have a “whatever-it-takes” attitude toward helping people stay in the housing of their choice.
- Recovery-oriented, consumer-driven, and evidence-based services work best.

Recovery is at the Core

- A process by which people are able to live, work, learn, and participate fully in their communities.
- The ability to live a fulfilling and productive life despite a disability
- Connection to valued life roles, e.g., tenant, parent, friend, artist,
- Reduction or remission of disability or distressing symptoms.



Discussion



- Join a breakout group
- Introduce yourselves to one another
- Share strategies that you use in your program that have been effective in:
 - Engaging tenants to maintain their housing and
 - Achieve their personal recovery goals

Upcoming PSH Trainings

Best Practices in Housing Stabilization

Nov 18, 2025 10:00 – 11:30 AM

- Join Zoom Meeting
 - <https://us02web.zoom.us/j/89422388305?pwd=uFtGOu74beOa9ueDnQ35ehgeF6rsT2.1>
- Meeting ID: 894 2238 8305
- Passcode: 786879
- One tap mobile
- +16469313860,,89422388305#,,,,*786879# US
- +16468769923,,89422388305#,,,,*786879# US (New York)
- Join instructions
 - https://us02web.zoom.us/meetings/89422388305/invitations?signature=5YgwOFvV18xiZZQx1QD6sZINFoI2uU_kRCXrtbaRuzQ



Upcoming PSH Trainings - 2

Safety and Ethics On Home Visits and in Common Areas (Professional Boundaries)

Dec 11, 2025 10:00 – 11:30 AM

- Join Zoom Meeting
 - <https://us02web.zoom.us/j/84124147153?pwd=bE60wYH9kphsglHHWkFIG5RG8C3GKM.1>
- Meeting ID: 841 2414 7153
- Passcode: 373828
- One tap mobile
- +16469313860,,84124147153#,,,,*373828# US
- +16468769923,,84124147153#,,,,*373828# US (New York)
- Join instructions
 - <https://us02web.zoom.us/meetings/84124147153/invitations?signature=bETFji6D06mCArIMXjNULhekqO0WybIDUkgAC9hbao>



Upcoming PSH Trainings – 3

2026 Plan

- Some in-person, some virtual
- Topics:
 - Housing Focused Case Management – 3 sessions
 - Trauma-Informed Care – 2 sessions
 - Supervision - 2 sessions
 - Eviction Prevention including Harm Reduction – 2 sessions
 - Stages of Change and applicable Motivational Interviewing Techniques – 2 sessions
 - Aging in Place – 2 sessions
- In person in March/April



Thank you!

Good luck in your important work!

Please turn on your cameras to say “good-bye”.

