



TENANTS PROVIDE INSIGHTS INTO STATEWIDE SUPPORTIVE HOUSING SYSTEM, OFFERING GRATITUDE, CONSTRUCTIVE CRITICISM, AND RECOMMENDATIONS

Supportive Housing Network of New York Hosts Inaugural Roundtable Series to Elevate Tenant Voices and Lived Experiences to Identify Path Forward on Satisfaction, Safety, & Success

NEW YORK, NY, (July 23, 2025) – [The Supportive Housing Network of New York](#) (the Network) today released a first-ever memo with insights from more than 100 tenants from around the state who participated in a series of roundtable conversations about their experiences in supportive housing.

The memo includes concrete recommendations for improving and securing the future of supportive housing statewide, such as expanding harm reduction and substance use services, strengthening peer workforce pipelines, and supporting the creation of tenant leadership councils across supportive housing sites.

“Supportive housing works best when tenants feel safe, heard, and cared for; they know better than anyone what is working and what isn’t,” said **Pascale Leone, Executive Director of the Network and co-moderator of the roundtables**. “We are grateful to every tenant who shared their truth with us. Their voices are helping shape a stronger, more compassionate and responsive system—one that centers dignity, safety, and equity.”

The memo outlines key themes that surfaced consistently across geographic regions and supportive housing models. Tenants expressed deep gratitude for the stability that supportive housing provides, but also shared serious concerns around unmet service needs, shared housing arrangements, safety and security, and the strain placed on an already understaffed workforce.

One of the most prominent recurring themes was the need for more opportunities for tenant involvement in supportive housing. Tenants identified strengthening peer workforce opportunities that lean into their lived experience and expertise as an opportunity not only to help address workforce shortages, but to foster deeper community connections. Roundtable participants also shared that tenant leadership councils help bring supportive housing communities together and can help promote safety.

“Too often, conversations about supportive housing policy and funding happen without the input of those who are most impacted,” said **Kenny M. Alvarez, a housing justice advocate and former supportive housing tenant and roundtable co-moderator**. “These roundtables

demonstrated that tenants are untapped sources of important knowledge and can provide solutions born of their lived experience. Now, it's up to us to take this critical information and put it to work to build a model that truly reflects their wisdom and meets their needs.”

A total of five roundtables were held over just under a year, including two in New York City and one each in Albany, Rochester, and Long Island. More than 100 tenants from over 50 supportive housing organizations participated, providing critical insights on how to ensure supportive housing provides a stable, dignified, equitable, and safe foundation for growth and long-term success.

As the supportive housing community faces devastating federal funding cuts, it is more important than ever that state and city resources are invested in the areas of greatest need and in a manner that can make the largest impact. The Network will continue to elevate tenant voices to local and state policymakers in the future to deepen their understanding and appreciation of the power of supportive housing to help end homelessness.

The full memo is available [here](#).

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[About The Network:](#)

The Supportive Housing Network of New York is a 32-year-old nonprofit membership organization representing more than 200 nonprofits statewide that build and run supportive housing. The Network began life as a handful of pioneers seeking to create a respectful new model of housing to meet the needs of chronically homeless New Yorkers and evolved alongside the movement. As the only supportive housing membership organization in the state and the largest in the country, the Network serves as a voice for the provider community, which has created the largest, best managed, and most innovative supportive housing stock in the nation.