

NYC 15/15 Supportive Housing Initiative

Planning for Strong, Sustainable Supportive Housing Programs

Supportive Housing Network Conference Panel
June 2, 2022



NYC Supportive Housing Task Force (2016)

- Government Partners
- Service Providers
- Supportive Housing Partners (SHNNY, CSH)

Task Force Priorities/Recommendations

- Target Populations:

Adult Population Eligibility

Mental health and/or substance use disorders;
Chronic homelessness,

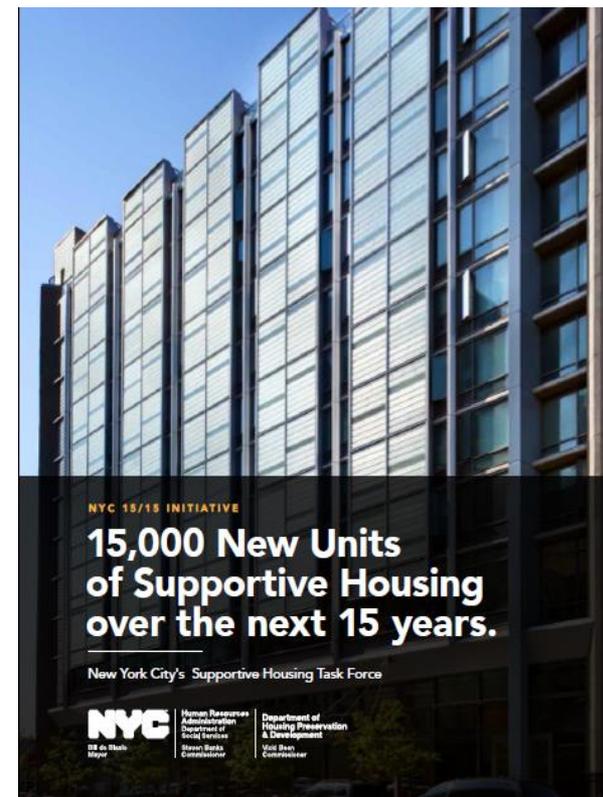
Expanded Opportunities for Families

(Adults and families with children)

Expanded/New Young Adult Opportunities

Eligibility through ACS, DYCD, DHS

- Service Delivery Models/Practices
- Streamlining Coordination and Development
- Evaluation



NYC 15/15 Agency Roles



- NYC 15/15 Coordination
- Procurement
- Eligibility
- Referrals



- Financing
- Rental Subsidy



- Technical Assistance
- Contract Monitoring
- Evaluation

Operational Collaborations

Selecting Populations:

- Understand both regulatory and contract requirements (referral sources, eligibility requirements)
- Consider long-term sustainability of set-aside referrals
- Plan for individuals and families needs over long term (aging, family changes)
- Layering multiple needs/targeting very unique populations may restrict referrals .

Developing Coordinated Team:

- Clarity of property management/social services roles and coordination among staff before tenants move in.
- All staff aware of critical regulatory and contract requirements.

Creating building as safe space: both physically secure and welcoming.

NYC 15/15 Projections & Awards By Housing Types

(as of May 31, 2022)

Housing Type	Populations	Estimated Unit Projections	Units Awarded to Date	Total Units Remaining	% Awarded
All TYPES	Adult Singles	10,673	4,824	5,849	45%
	Adult Families	1,004	202	802	20%
	Families with Children	1,546	738	808	48%
	Young Adult Singles	1,236	395	841	32%
	Young Adult Families	541	406	135	75%
	GRAND TOTAL		15,000	6,565	8,435

* Note updated Scattered site units for Young Adult Families -from Adult Families with Children

NYC 15/15 Projections & Awards By Housing Types

(as of May 31, 2022)

Housing Type	Populations	Estimated Unit Projections	Units Awarded to Date	Total Units Remaining	% Awarded
Congregate					
	Adult Singles	5,155	3,979	1,176	77%
	Adult Families	341	132	209	39%
	Families with children	654	628	26	96%
	Young Adult Singles	989	320	669	32%
	Young Adult Families	361	226	135	63%
	SUB-TOTAL	7,500	5,285	2,215	70%
Scattered Sites					
	Adult Singles	5,518	845	4,673	15%
	Adult Families	663	70	593	11%
	Families with children	982	110	782	12%
	Young Adult Singles	247	75	172	30%
	Young Adult Families	90	180	0	100%
	SUB-TOTAL	7,500	1,280	6,220	17%

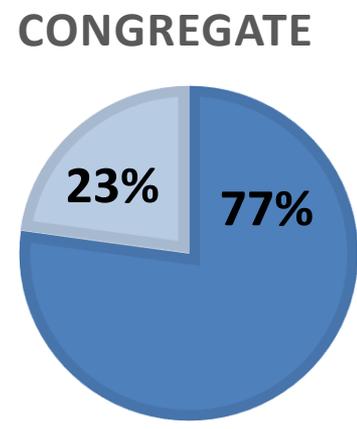
* Note updated Scattered site units for Young Adult Families -from Adult Families with Children

Service Awards- Percent Units Awarded/Remaining

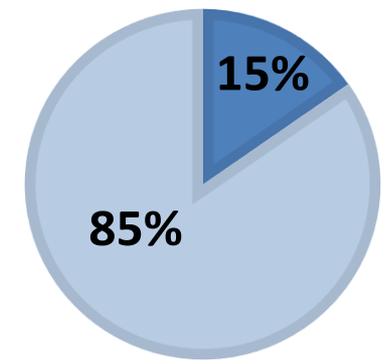
(as of 5.31.2022)

Adult Singles

- Awarded
- Remaining

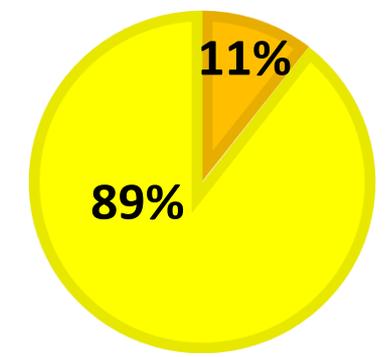
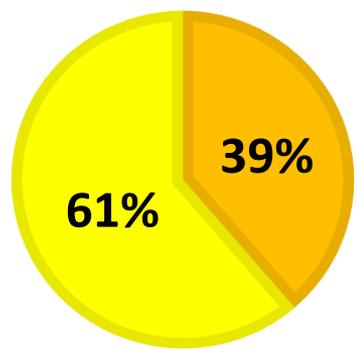


SCATTERED SITES



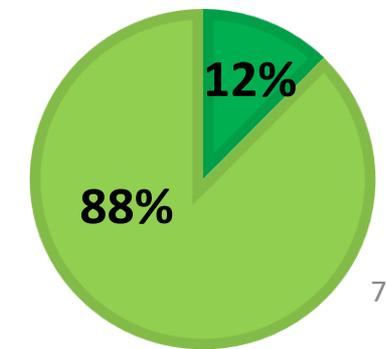
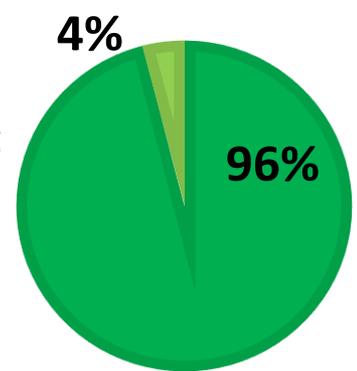
Adult Families

- Awarded
- Remaining



Families with Children

- Awarded
- Remaining



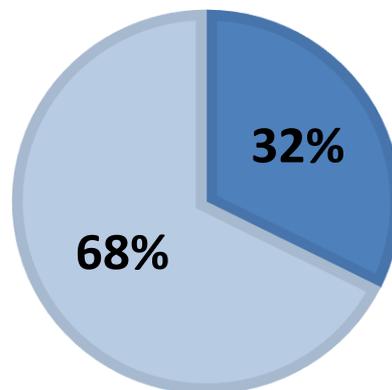
Reminder:
Congregate units may still be
in development.

Service Awards- Percent Units Awarded/Remaining (cont.) (as of 5.31.2022)

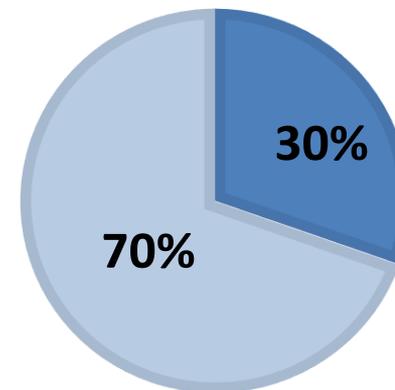
Young Adult Singles

■ Awarded
■ Remaining

CONGREGATE

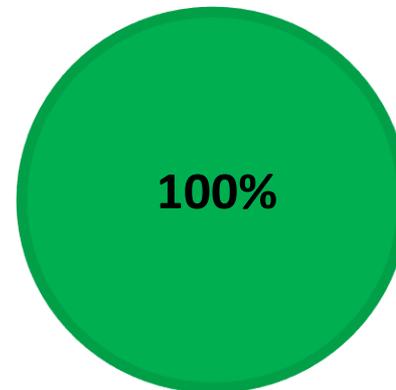
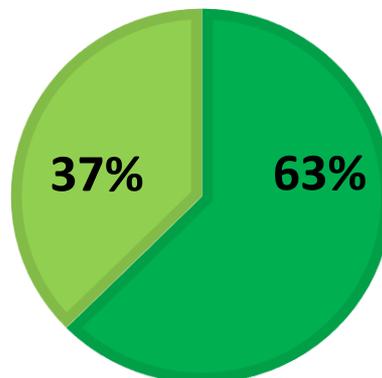


SCATTERED SITES



Young Adult Families

■ Awarded
■ Remaining



Reminder:
Congregate units may still be in development.

HPD's Role

HPD provides financial assistance for congregate supportive housing.

Supportive housing can be included as a component in a variety of HPD loan programs, such as:

- SHLP – 60% of the units must be supportive
- ELLA – 15-30% of the units are required to be homeless and may be supportive
- SARA – 100% are for adults over 62, 30% of the units are required to be homeless and may be supportive

<https://www1.nyc.gov/site/hpd/services-and-information/term-sheets.page>

HPD's Role – NYC 15/15 Rental Assistance

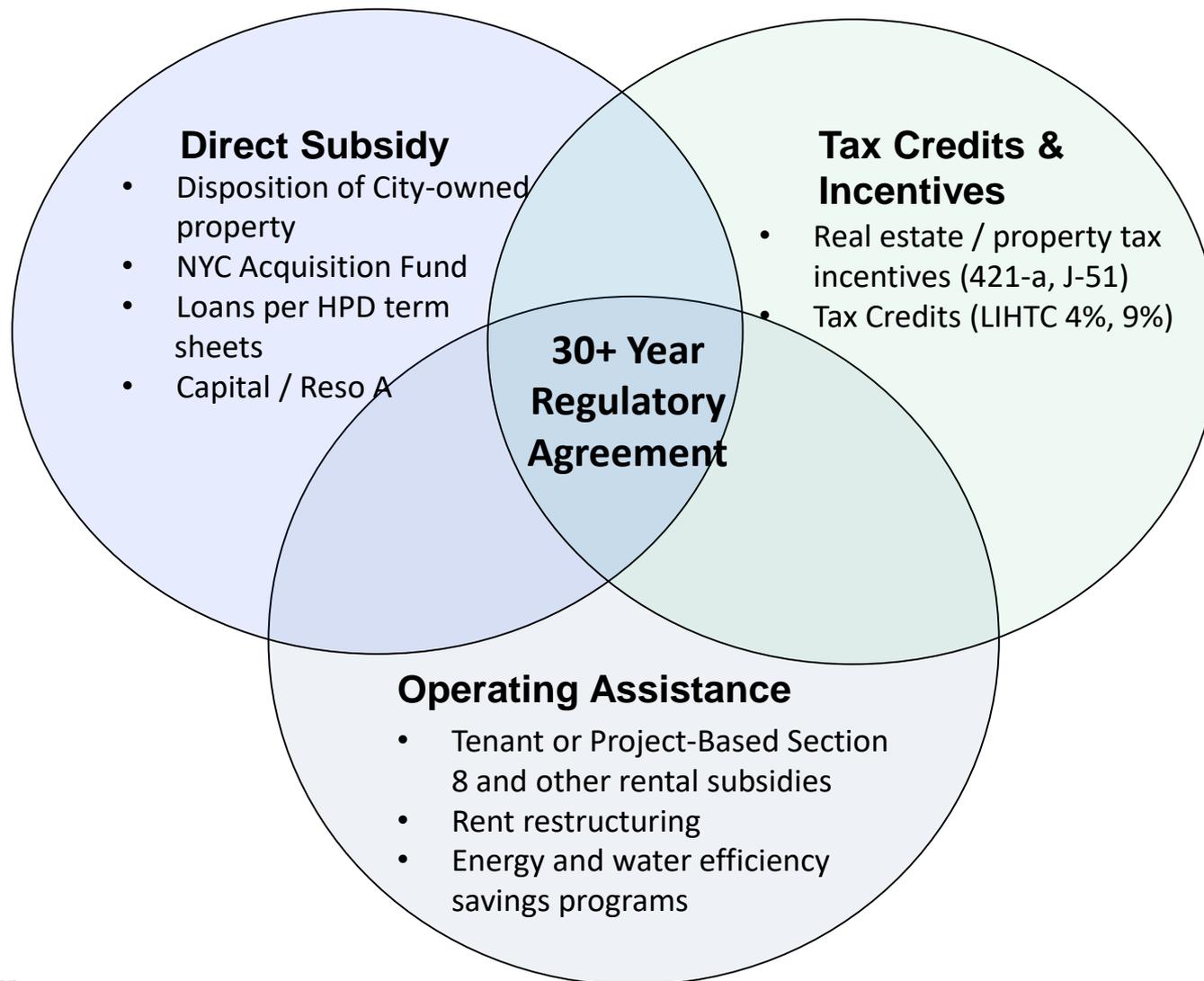
Eligibility: Must have a preliminary service award letter from HRA prior to application.

Term: Initial 15-year term with option for renewal.

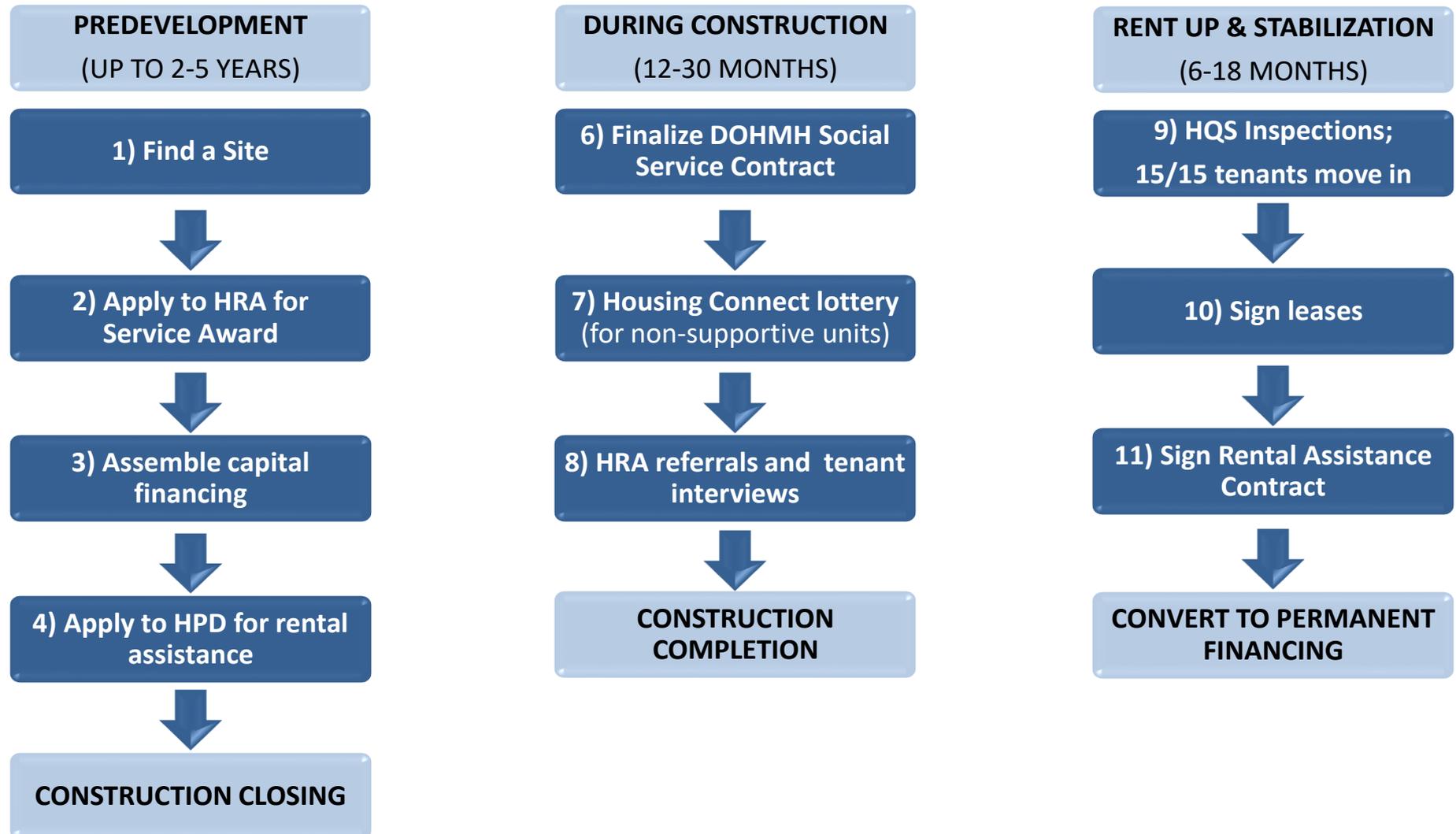
Contract Administration: HPD is responsible for awards and administration. HPD Division of Tenant Resources (DTR) will administer (similar to Section 8 contracts).

Documentation: Owners and DTR sign AHAP-like document at closing and a HAP-like document prior to rent up.

Financing Tools



Congregate Development Process



Coordinating Roles: Proposal through TCO

- Coordinate communication before submitting service/development proposals.
- Attend Regulatory/Contract Initiation Kick off Meetings
 - Owner/ Social Services/ Property Management
- Know Development/Social Services Budgets:
 - Confirm furniture, front desk/security, move in kits
- Confirm Roles for Requesting Referrals, Conducting Apartment Viewings, Reporting in CAPS
- Plan Initial Rent Up
 - Timelines for hiring staff, purchasing furniture/equipment, coordinating move ins, knowing critical development deadlines.
- Confirm staff roles/team building for on-going operations (maintenance, property management, social services)
- Plan for Emergencies
 - Continuation of Operations Plan, managing tenant emergencies, reporting coordination for funders/provider leadership.

Program Service Expectations

- Evidence Based Practice Models in All Programs
- Referral Process Coordination
- Services Voluntary
- Inform tenants and applicants of all applicable Tenant rights and rent responsibilities
- Case management outreach mandatory
 - Caseloads fixed at 1:15
 - 1:10 for Young Adult Families in Scattered Site setting
 - 24/7 emergency contact
 - Services offered on weekends and evenings
 - Tenant Directed Service Plans- Quarterly
 - Minimum twice/month meet with tenant and family
 - Masters Level Supervisors
 - On-going Staff Development & Training

Services for Families & Young Adults

- Focused on holistic family planning; all members of household included in needs assessment and service plan
 - ✓ Parenting skills or first-time parent needs
 - ✓ Developmentally appropriate services for health and social needs of children

- Young Adults & Young Adult Families
 - ✓ Social-emotional needs; emerging mental illness
 - ✓ Services: LGBTQI, victims of violence, court involvement
 - ✓ No length of stay requirement
 - ✓ Goal to move to housing without services attached

Successful Collaboration = Healthy Tenants & Staff

- **Know what your agency does well...** Build on your strengths.
- **Partnerships & Collaborations**
 - Supportive Housing involves Partnerships of Social Services, Development & Property Management
- **Budget Planning**
 - Distinct Services/Operations Budgets--- Know both sides.
 - Congregate- Service provider needs to know funding from development side as part of proposal submission. Plan ahead.
 - Scattered site- Service provider managing both services and operations/landlord management. Know your start up plan.
- **Operational Planning**
 - Pacing rapid unit rent up with hiring a stellar team and providing quality services as tenants are moving in.

Referral Process Overview

About HRA OSAHS Referral & Placement Team:

HRA's Office of Supportive / Affordable Housing & Services (OSAHS) Referral/Placement team serves as a liaison between contracted supportive housing providers, City agencies, and/or community service providers working on behalf of homeless clients.

- ✓ Identify eligible clients to refer to vacancies that are reported from housing providers by verifying client eligibility and transmitting referrals through HRA's Coordinated Assessment and Placement System (CAPS).
- ✓ Coordinates all aspects of the apartment viewing process, including scheduling, transmitting applications, tracking interview outcomes, and subsequent document collection for property management eligibility verification.
- ✓ Facilitate the move-in by coordinating details of the lease signing and move-in date.
- ✓ Share interview outcomes with contracted oversight agency.

Supportive Housing Resources- HRA Webpage

http://www1.nyc.gov/site/hra/help/supportive-housing.page



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Human Resources Administration

Home | About | I Need Help | Locations | News | Business Opportunities | Search

I Need Help

Supportive Housing

- SNAP Benefits & Food Program
- Adult Protective Services
- Career Services
- Cash Assistance
- Child Support Services
- Disability Access
- Domestic Violence Support
- Energy Assistance
- Health Assistance
- HIV/AIDS Services
- Homelessness Prevention

Supportive and Affordable Housing and Services

The Office of Supportive and Affordable Housing and Services (OSAHS) is focused on developing permanent housing solutions for formerly homeless individuals and families. OSAHS works closely with other divisions of HRA and with other governmental and non-governmental service providers to develop new housing programs and to refer applicants to housing so the people we serve can achieve their maximum functional capacity in a safe supportive environment. OSAHS is the coordinating entity for Mayor de Blasio's New York City 15/15 Supportive Housing initiative, working closely with DOHMH and HPD.

What is Supportive Housing?

Supportive housing is affordable housing with supportive social services in place for individuals and families who are homeless or at risk of homelessness.

Resources on this page are targeted for clients, service professionals, and others who are navigating the supportive housing process as well as developers and nonprofit providers interested in building or managing supportive housing.

- [I am looking for Supportive Housing](#)
- [I am a Non-Profit Service Provider](#)
- [I am a Housing Developer](#)

I do not need supportive housing, but I am looking for other [affordable housing resources](#).

Supportive Housing Models

Supportive housing typically comes in two setting model types: congregate (the only one developers work with) and scattered-site.

Congregate Housing



Supportive Housing Programs



Share



Supportive Housing Overview

Supportive housing is permanent, affordable housing with on-site support services to serve the needs of the most vulnerable New Yorkers, including homeless individuals and people with disabilities. Apartments are rent-stabilized and buildings are owned and operated by experienced community organizations that maintain a high standard of property management.

Supportive housing improves health outcomes and saves public dollars. Investment in housing that is accompanied by supportive services can improve outcomes for people with mental health and substance abuse issues, while yielding significant taxpayer savings by reducing demand for high-cost shelters, hospitals, and other emergency resources. In November 2015, Mayor de Blasio announced New York City's commitment to development 15,000 units of supportive housing over the next 15 years. The NYC 15/15 Initiative reflects the lessons learned over the last 30 years and incorporates the combined wisdom of the supportive housing community.

Resources

- [What is Supportive Housing?](#)
- [Expanding Supportive Housing for All New Yorkers](#)
- [NYC Department of Homeless Services](#)

Supportive Housing Resources- DOHMH Webpage

<https://www1.nyc.gov/site/doh/health/health-topics/housing-services-supportive-housing.page>

NYC Health 311 Search all NYC.gov websites

Promoting and Protecting the City's Health NYC Health Kreyòl Ayisyen Text-Size

Home COVID About Our Health Services Providers Data Business Search

Health Topics Neighborhood Health Emergency Prep Publications



Housing Services (Supportive Housing)

Supportive housing is a combination of affordable housing and support services designed to help individuals and families use housing as a platform for health and recovery following a period of homelessness, hospitalization or incarceration or for youth aging out of foster care.

Supportive housing is affordable, permanent and independent housing that meets the needs of tenants by providing support and that is integrated within a neighborhood and community.

The two primary types of supportive housing are:

- **Single-site (also referred to as congregate):** A designated building where each individual or family has a private living quarters and may share kitchens and/or common recreational rooms or other facilities.
- **Scattered-site:** units in apartment buildings spread throughout a neighborhood or community that are designated for specific populations, accompanied by supportive services

How Does Supportive Housing Work?

Permanent supportive housing provides individuals and families coming from a period of homelessness, hospitalization or incarceration with:

- **Integrated, quality housing:** Residential apartment buildings are located in all communities throughout New York City. Supportive housing reflects housing options available to others at similar income levels in the community and meets standards for safety and quality established by local, state, and federal laws and regulations and;
- **Standard lease and rental assistance:** Tenants sign a standard lease. Continued tenancy is not subject to any special rules or participation in any particular services. Tenants pay 30 percent of their income toward rent.

Eligibility

A person is eligible for DOHMH supportive housing if they are an individual or family that is chronically homeless, and has a mental illness and/or a substance use disorder.

How to Apply

Supportive Housing applications are generally prepared by a mental health professional. However other individuals, including family members, often assist people with this process.

NYC 15/15 RFPs



PASSPort

[PASSPort Login](#)

[Search Funding Opportunities in PASSPort](#)

The Procurement and Sourcing Solutions Portal (PASSPort) is the City's new, user-friendly, online procurement portal which allows vendors to submit disclosure information required for contracting and access performance evaluations.

HHS Accelerator

[HHS Accelerator Login](#)

The HHS Accelerator system will be down for maintenance today , Friday August 6 , 2021 from 6:00pm to , Sunday August 8 , 2021 10:00pm. HHS Accelerator will not be accessible

Thank you!

For Further Information:

Programming/Technical Support- DOHMH

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NYC 15/15 Congregate and Scattered Site RFPs - HRA

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CAPS Questions

HRA CAS Support

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