



PHA GUIDE TO HOUSING STABILIZATION SUPPORTS AND CASE MANAGEMENT SERVICES

Background

Housing stabilization supports and case management services can help people who have experienced homelessness become successful tenants and achieve housing stability. PHAs can partner with service providers to deliver supports to households that have been experiencing homelessness prior to receiving housing assistance. Time-limited housing stabilization services can be effective for many families and individuals who have experienced a housing crisis. For people with disabilities who have experienced chronic homelessness, ongoing case management services will likely be needed, although the intensity of their service needs will vary over time.

More intensive supports are often made available when households are first moving from homelessness into housing; many households will need less intensive supports after they have been living in housing for a few months. Partnerships between PHAs and providers of housing stabilization supports and case management services can help to ensure that households will be able to get the supports they need to avoid or resolve a crisis that could otherwise result in a return to homelessness.

[Housing stabilization supports](#) are usually time-limited, and services are most intensive at the point when families and individuals exit homelessness and move into permanent housing. Services are often delivered in the participant's home and in the community, and focus on helping people improve their housing-related skills. Housing stabilization services also help people establish or strengthen their connections to community services and other resources, including facilitating the use of informal or "natural" support from family members, friends, faith communities, and others.

[Critical Time Intervention](#) (CTI) is an evidence-based model of time-limited case management services that are focused on connecting clients to informal and formal community supports, which can offer assistance to meet individual or family needs for the long term.

Case management services, which are typically longer-term or ongoing and more intensive than housing stabilization services, are an essential component of [permanent supportive housing](#) for people with disabilities who have experienced chronic homelessness or have other significant

barriers to housing stability. Partnerships that connect PHAs with providers of case management and other behavioral health services can leverage the resources and capacity of mainstream service systems to end long-term homelessness for people with disabilities.

Where Can PHAs Do This?

All PHAs can establish partnerships with providers of housing stabilization supports and case management services.

Who Can PHAs Assist?

Partnerships among PHAs and service providers can be developed with services that are matched to the needs of different groups of people who have experienced homelessness. Some partnerships may be designed to address the needs of families for time-limited housing stabilization services, while other partnerships may focus on providing ongoing case management and behavioral health care services for people with disabilities who have had long histories of homelessness or more significant barriers to housing stability.

Additional Resources

- **USICH Solutions Database Profile: [Housing Stabilization Services](#)**
This practice profile in the Solutions database focuses on time-limited housing stabilization supports for families and individuals who experience homelessness. The profile describes implementation steps and tips, and it includes links to profiles of promising programs and related practices.
- **Corporation for Supportive Housing PHA Toolkit**
CSH's PHA Toolkit describes [service partner roles](#) and it includes implementation tips for [getting started](#), including steps to find the right partner and create a partnership agreement. The Toolkit also contains profiles of supportive housing programs that have been implemented by PHAs around the country, working in partnership with community-based providers of housing stabilization supports and case management services.

Examples

- Beginning in 2008, the **Philadelphia Housing Authority** dedicated 200 Housing Choice Vouchers a year to people experiencing long-term street homelessness. Through a partnership with the Philadelphia Department of Behavioral Health, these PHA vouchers are combined with Medicaid-financed case management services delivered by local community-based providers. Between September 2008 and early 2013, this collaboration helped more than 850 people move into permanent supportive housing in Philadelphia. It has also helped to strengthen relationships across city and county agencies working together to end homelessness.

Examples (continued)

- In Bridgeport, CT, the **Housing Authority of the City of Bridgeport** participates in the [Bridgeport Housing First Collaborative](#). The Collaborative includes partner organizations that have been serving people experiencing or most at-risk of homelessness for more than two decades. The Housing Authority has dedicated Housing Choice Vouchers to serve families experiencing homelessness, and partner organizations in the Collaborative have built relationships with private landlords and developers to create access to safe, attractive, and affordable housing for participating families.

The service provider organizations drew upon existing state funding to dedicate one case manager to form a housing stabilization support services team. Private philanthropic dollars from the United Way of Coastal Fairfield County allowed for the creation of a team leader position to facilitate the implementation of best practice approaches to delivering services to support housing stability, including the Critical Time Intervention model. Over time the Collaborative was successful in obtaining additional funding to strengthen the program and enhance services.

- In Tukwila, Washington, the **King County Housing Authority (KCHA)** partnered with the City of Tukwila, King County, and Sound Mental Health to create [Pacific Court](#), a public housing complex that provides permanent supportive housing to people with disabilities experiencing chronic homelessness. KCHA's acquisition of the property was part of a coordinated strategy to revitalize a struggling neighborhood, and the partnership with Sound Mental Health ensures that housing is available to some of the community's most vulnerable residents, with the supportive services they need to achieve stability and reduce their use of crisis services.
- The **Ann Arbor Housing Commission** has entered into memorandums of understanding with three different service providers—the Interfaith Hospitality Network, the Washtenaw Youth Aging Out Coalition (WYAOC), and Ozone House--that have agreed to provide crisis intervention and case management services to young adults aging-out of foster care and families with children experiencing homelessness. These services agreements are linked to a limited preference in which these services providers provide referrals to AAHC of eligible young adults or families and in exchange provide the supportive services to support tenants' housing stability.