

State of Nevada Department of Business & Industry
Housing Division



Supportive Housing Development Fund Program Guidelines

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<https://housing.nv.gov>

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Nevada Housing Division

The Nevada Housing Division (NHD), a division of the Department of Business and Industry, was created by the Nevada Legislature in 1975 when it was recognized that a shortage of safe, decent, and sanitary housing existed throughout the State for persons and families of low- and moderate-income.

For over forty years the Nevada Housing Division has been a leader in creating affordable housing opportunities. We look forward to continuing to respond to Nevada's housing needs by revitalizing neighborhoods and strengthening communities throughout the state. We are proud to invest in Nevada's success!

Mission

The Nevada Housing Division improves lives and strengthens Nevada communities by expanding housing opportunities, building self-sufficiency, protecting the residents and industry of manufactured housing and by fostering economic development.

Vision

The Nevada Housing Division envisions a Nevada where residents will be able to access safe, clean, affordable homes, whether through homeownership or renting, improving both their lives and the communities in which they live.

Supportive Housing Development Fund

Background

Assembly Bill 310 of the 2023 Legislative Session was signed into law by Governor Joe Lombardo on June 15, 2023, and subject to the availability of funds appropriated for such a purpose, creates the Nevada Supportive Housing Development Fund (SHDF). The SHDF establishes a supportive housing development grant program for the purpose of awarding grants for the development of supportive housing and the provision of supportive housing services administered by the Nevada Housing Division.

In Nevada, the critical need for supportive housing to address chronic homelessness is underscored by a complex interplay of social, economic, and systemic factors. The shortage of affordable housing and rising housing costs correlates to a rise in homelessness which necessitates innovative and comprehensive solutions. Nevada's current affordable housing supply is grossly under-serving Nevadans with complex barriers to housing stability with zero or extremely low incomes combined with physical, cognitive, and behavioral health diagnoses. Supportive housing is one evidence-based solution to this pressing issue considering its combination of affordable living spaces and on-site services, supportive housing provides a necessary foundation by offering a sustainable housing solution with services for those with complex needs. Research suggests that housing-first supportive housing models following the fidelity principles recommended by the [Substance Abuse Mental Health Services Administration's PSH Toolkit](#) have high success rates at keeping tenants who historically have been high utilizers of emergency services stably housed longer than other interventions and decreasing the public cost of healthcare, criminal justice and the homeless response system.

The Supportive Housing Development Fund was created to increase infrastructure, capacity, and supply for this evidence-based housing intervention. Projects awarded these one-time funding opportunities will be expected to strive to meet fidelity standards as outlined throughout this document and in **Appendix A: Permanent Supportive Housing Fundamentals**.

Technical assistance will be available for awardees to build capacity and standardized processes that support successful data collection, outcomes tracking, and reporting practices that can be leveraged to prove the need and success of future ongoing funding streams like this. Compliance with all grant requirements, meaningful participation with technical assistance, and open communication with Division staff will be required for all awardees.

SHDF Goal and Objectives

SHDF Goal: Increase the supply of quality supportive housing, build the capacity of the supportive housing industry to reduce homelessness and inappropriate institutionalization, and evaluate the effectiveness of the intervention in Nevada.

Objective 1: Increase the number of supportive housing units throughout the state that meet evidence-based standards of supportive housing by funding supportive housing projects.

Objective 2: Train and build the capacity of government personnel, funders, and practitioners of supportive housing (developers, service providers, and property managers) to develop and operate quality supportive housing.

Objective 3: Develop key performance indicators (KPIs) and analyze the progress of the Nevada Supportive Housing Development Fund.

SHDF Eligibility Requirements

Entity Eligibility:

- A. A public or private nonprofit charitable organization that is registered and in good standing with the Secretary of State. As used in this section, “private nonprofit charitable organization” means a nonprofit organization formed for educational or charitable purposes pursuant to the laws of this State;
- B. A housing authority; or
- C. Local government;

Project Eligibility

Except for Supportive Housing Project Planning grants, organizations eligible to apply for SHDF funds include those that are receiving or have received funding from other public sources and are operating PSH units according to NRS 319.600. Eligible organizations must own the project, or master lease the project, and be expected to be occupied by eligible tenants within 24 months at the time of award. Waivers will be available for new construction projects as needed.

Eligible project types include, but are not limited to:

- Multifamily rental housing wherein:
 - All the project’s housing units are PSH; or
 - A portion (set aside) of the project’s housing units is PSH; or
- Eligible projects can be single site or scattered site.
- The eligible project must:
 - Have units dedicated as permanent supportive housing for households with incomes at or below 30% AMI; and
 - Provide housing to tenants who meet all requirements as designated in the tenant eligibility section; and;
 - Require a supplement to rental income to cover ongoing eligible costs.
- For new development programs, the grantee must have received capital funding from the Division or from another public capital funding source.

Program Eligibility

Projects must have dedicated units occupied by tenants that meet all program requirements. Projects must provide permanent supportive housing to dedicated units between the dates specified within the grant period.

PSH Unit requirements

To be considered a dedicated PSH unit within the SHDF, a unit must meet all the following requirements.

Tenant Income: PSH units must be occupied by extremely low-income households with incomes at or below 30% of the area median income (AMI) for the county in which the housing is located. The PSH project may not collect more than 30% of the individual's income towards rent. Annual verification of tenant income certification, or upon changes of circumstances, should be included in tenant files to ensure ongoing eligibility.

Lease: Tenant(s) occupying each PSH unit has an active lease with the applicant/grantee that meets all the rights and responsibilities defined in NRS 118A. A copy of the PSH tenant lease will be submitted with biennial application/renewal submissions and should be kept onsite within tenant files.

Permanent Housing: There is no limit on length of stay and eligible households may stay in their housing indefinitely as long as they meet the basic obligations of tenancy as called out in the lease agreement. Age restrictions or 'age out' rules are not allowed. Housing limitations will be reviewed on leases with an expectation of annual leases rather than month to month.

Low-barrier Admission Practices: The applicant/grantee utilizes admissions practices designed to use lower barriers to entry than would be typical for other subsidized or unsubsidized rental housing especially related to income, rental history, criminal history, and personal behaviors. Applicants will demonstrate equitable tenant selection plans. Ideal projects will consider leveraging regional Coordinated Entry programs and/or demonstrate a commitment to strategic coordination based on community need.

Flexible, evidence-based Tenancy Support Services: Tenant(s) in PSH units have access to flexible, person-centered supportive services. Tenancy Support Services are provided at a low tenant to staff ratio (recommended as not more than 1:25 and dependent on the acuity of the population served). Voluntary service provision is considered best practice and is strongly encouraged. Applicants will submit an overview of the service plan with staffing requirements. Ideal projects will demonstrate procedures that provide a clear separation between housing and supportive services.

Disabling Condition: Each PSH unit must be occupied by a household member with a complex and disabling behavioral health or physical health condition as defined under 'Tenant Eligibility' section. Documentation of complex and disabling conditions must be kept in secure, confidential files by the applicant/grantee and are considered protected health information.

Homelessness: At the time of entry to this PSH housing, the tenant was experiencing homelessness or at-risk of homelessness. Homelessness is defined further under “Tenant Eligibility.”

Units within the eligible housing project that meet all these unit requirements are known as PSH units.

Projects must continue to meet all program eligibility requirements during the application/renewal process as well as throughout the grant period. Projects that no longer meet program eligibility requirements must contact the Division immediately. The SHDF contract may be amended or terminated if the project no longer meets eligibility criteria. Technical assistance is available to support awardees in building capacity, tracking outcomes, and meeting compliance requirements.

Tenant Eligibility

- A. **Eligibility for Supportive Housing** - To be eligible to live in the Division-funded supportive housing, tenants must have incomes at or below 30% of the Area Median Income (AMI) as determined by the U.S. Department of Housing and Urban Development (HUD) median family income for the specified geographic area and have a need for support services to remain housed stably.
- B. **Eligibility for Support Services** - To be eligible for the Division-funded support services, a person must meet two of the following three eligibility criteria:
 - 1. Be a person experiencing homelessness with a long-continuing or indefinite medical or behavioral health condition. Eligible tenants must have at least two of the following three risk factors:
 - a. Be a person experiencing homelessness at the time of the eligibility determination for the program and have been a person experiencing homelessness for 12 months prior to the eligibility determination; or
 - b. Have been a person experiencing homelessness on at least four separate occasions in the three years prior to the eligibility determination for the program, as long as the combined occasions equal at least twelve months; or
 - c. Have a history of frequent or lengthy institutional contact, including contact at institutional care facilities such as jails, substance use disorder or mental health treatment facilities, hospitals, or skilled nursing facilities, also known as a “high utilizer”
 - 2. Be assessed by a licensed medical or behavioral health practitioner to have a complex and disabling medical or behavioral health need. Examples may include but are not limited to:
 - a. Have a disabling mental health diagnosis that requires stable housing to prevent deterioration and stabilize on treatment.
 - b. Have substance use disorder indicating the need for outpatient substance use disorder treatment which may be determined by an assessment using the American Society of Addiction Medicine criteria or a similar assessment tool approved by the authority.

- c. Have a diagnosed cognitive disorder which greatly interferes with the ability to function in everyday life. Examples of qualifying cognitive disorders include, but are not limited to, traumatic and acquired brain injuries, multiple sclerosis, dementia, amnesic disorders or Huntington disease.
3. Meet the definition of at-risk of homelessness as defined in this program, and including an individual or family, that:
 - a. Income at or below 30% of AMI for the geographic area;
 - b. Insufficient resources immediately available to attain housing stability; and
 - c. Meets one or more of the following criteria:
 - i. Has moved frequently because of economic, medical and behavioral health-related reasons;
 - ii. Living in the home of another because of economic hardship;
 - iii. Been notified that their right to occupy their current housing or living situation will be terminated;
 - iv. Currently living in an agency-paid hotel or motel;
 - v. Currently living in severely overcrowded or congregate housing;
 - vi. Exiting an institution or system of care; or
 - vii. Otherwise lives in housing that has characteristics associated with instability and an increased risk of chronic homelessness.

Ineligible Project Types

Not all Division-funded project types are an eligible use of funds. Ineligible project types include:

- Assisted living facilities
- Boarding homes
- Community land trusts
- Emergency shelters (including shelter for survivors of domestic violence)
- Group homes
- Home/loans for low-income homebuyers
- Licensed medical facilities
- Licensed adult family homes
- Time-limited recovery residences/Sober-living houses
- Residential treatment facilities
- Skilled nursing facilities
- Seasonal and year-round housing for farmworkers
- Transitional housing

Criteria to be Evaluated

The Housing Division will evaluate each application for a grant in accordance with the following criteria:

1. Experience of the applicant in supportive housing, affordable housing, or
2. Delivery of evidence-based support services;
3. Types of support services provided;
4. Demographic of the tenants being served;

5. Costs of providing the support services;
6. Projected tenant outcomes related to housing stability;
7. Need of the geographic location for housing targeted at individuals at or below 30% of the area median income for the county;
8. Sustainability of the support services or the operational strength of the entity;
9. Amount of other funds being leveraged; and
10. Any other criteria the Division determines applicable.

Additional criteria to be evaluated as appropriate:

1. Proposed service plan design including caseload size, staffing, location of services, service model, and formal partnerships with ancillary services
2. The project's tenant selection plans including regional coordination, commitment to equity in access and equity in outcomes, formal partnerships, and alignment with regional community need
3. Understanding and experience with evidence-based PSH service models
4. Demonstrated commitment to outcomes tracking and ongoing quality improvements
5. Property management experience with vulnerable populations, PSH programs, or demonstrated commitment to low barrier housing programs and mission-driven property management practices

Grant Programs Supported with SHDF

SHDF Support Services Only Grants

Amount Available: \$15 Million

Maximum Number of Awards: 10

Maximum Amount of Award: \$2,000,000

Duration of Funds: 2025 – 2029 5 yrs.

SHDF Operating and Services Grants

Amount Available: \$15 Million

Maximum Number of Awards: 5

Maximum Amount of Award: \$5,000,000

Duration: 2025 – 2029 5 yrs.

SHDF Organization/Project Capacity Building

Maximum Number of Awards: 5

Maximum Amount of Award: \$300,000

Duration: 2025-2029

SHDF Statewide Training and Capacity Building

Maximum Number of Awards: 1

Maximum Amount of Award: \$200,000

Duration: One-Time

Supportive Housing Project Planning Grant

Maximum Number of Awards: 5

Maximum Amount of Award: \$75,000

Duration: One-Time

SHDF Program Measurement and Evaluation

Maximum Number of Awards: 1

Maximum Amount of Award: \$700,000

Duration: One-Time

SUPPORTIVE HOUSING DEVELOPMENT PROGRAM, \$30 million

The Supportive Housing Development Program has two (2) different types of eligible awards: Support Services Only and Operating and Support Services.

PRE-APPLICATION OPEN: September 25, 2024 (Required in order to submit application.)

APPLICATION OPEN: October 8, 2024

CLOSE: November 8, 2024

AWARD: On or before December 23, 2024

Other Requirements for Eligibility: In addition to being an eligible entity serving an eligible tenant base as described for the overall program, grantee must own or master lease multifamily or scattered-site rental housing units. For new development programs, the grantee must have received capital funding from the Division or from another public capital funding source.

Supportive services may be provided by the grantee, or a third-party non-profit service provider, provided the grantee and third-party service provider can demonstrate they are operating under an executed Memorandum of Understanding. Grantee must provide a minimum 12-month lease with opportunity for lease renewal. Grantee must identify a team that includes a developer, and/or owner/operator for existing properties, service provider, and property manager working collaboratively to develop quality supportive housing.

Additional Criteria to be Evaluated: The Housing Division will evaluate each application for a grant in accordance with the overall program criteria, and including:

- a. adherence to evidence-based practices;
- b. the number of supportive housing units supported;
- c. the number of individuals supported.

SHDF Support Services Only Grants

Amount Available: \$15 Million

Maximum Number of Awards: 10

Maximum Amount of Award: \$2,000,000

Duration of Funds: 2025 – 2029 5 yrs.

Overview: The Supportive Housing Development Supportive Services Only Grants are designated to enhance new and existing subsidized housing programs by funding support service resources on site for eligible tenants as outlined under Tenant Eligibility above. These enhanced services are intended to provide additional support service resources to lower caseloads, and prevent homelessness for at-risk populations in urban, rural, frontier and Tribal communities by providing comprehensive onsite supportive services to individuals and families who may be at-risk of homelessness. The selected providers will oversee the day-to-day operations of supportive housing developments or scattered-site housing and deliver evidence-based tenancy support services to residents. The ideal applicant is an owner/operator of affordable housing, public housing, or scattered site tenant based rental assistance programs and looking to serve a higher need population with services or leverage existing resources with additional services.

SHDF Operating and Services Grants

Amount Available: \$15 Million

Maximum Number of Awards: 5

Maximum Amount of Award: \$5,000,000

Duration: 2025 – 2029 5 yrs.

Overview: The Supportive Housing Development Operating and Services Grants are designated for new development and must demonstrate that all capital financing sources are secured and that at least a portion of the capital funding is coming from the Division or from another public capital funding source. Pro forma must reflect an operating and/or supportive service financing gap to serve populations at or below 30% AMI. The project must be scheduled to break ground prior to January 1, 2026. In line with the overall objectives of the SHDF, this program aims to address the need for deeply affordable housing with whole person care services in housing in urban, rural,

frontier and Tribal communities. The selected supportive housing program will oversee the day-to-day operations of supportive housing developments or scattered-site housing and deliver evidence-based tenancy support services to residents.

SUPPORTIVE HOUSING TRAINING AND CAPACITY BUILDING GRANT PROGRAM, \$1.5 million

The Supportive Housing Training and Capacity Building Grant program has three (3) different types of eligible awards: Organization/Project Capacity Building, Statewide Training and Capacity Building and Project Planning.

Amount Available: \$1,500,000

PRE-APPLICATION OPEN: September 25, 2024 (Required in order to submit application.)

APPLICATION OPEN: October 8, 2024

CLOSE: November 8, 2024

AWARD: On or before December 23, 2024

Organization/Project Capacity Building

Maximum Number of Awards: 5

Maximum Amount of Award: \$300,000

Duration: 2025-2029

Eligible entities may apply to build internal capacity for their existing Supportive Housing qualified project that may include, but is not limited to, these eligible uses: increasing the number of staff, increasing/expanding the supportive service skills and associated compensation accordingly, internal training by expert consultants for the development and/or operating team that includes developers, case managers, property managers and/or other relevant team members.

Statewide Training and Capacity Building (**This will be released as a competitive Request for Proposals in Fall 2024.**)

Maximum Number of Awards: 1

Maximum Amount of Award: \$200,000

Duration: One-Time

Eligible entities may apply with a scope of work that includes, but is not limited to, the statewide training of Division leadership and staff, cross-sector partners (in and out of Nevada state agencies) on quality supportive housing, supportive housing standards, and how to evaluate, score and rank supportive housing applications for funding. Connect the Division with peer-to-peer learning opportunities to share experiences with similarly sized Housing Finance Agencies administering supportive housing programs.

Supportive Housing Project Planning Grant

Maximum Number of Awards: 5

Maximum Amount of Award: \$75,000

Duration: One-Time

Eligible entities may apply to support the project initiation and planning process to create new units of supportive housing. The Division is seeking collaborative teams of developers, service providers,

property managers, and tenants interested in working together to develop a plan to provide supportive housing. The ideal applicant is a team of interested stakeholders looking to create new units of supportive housing or an existing program looking to change or retool its current program model to provide quality supportive housing.

SHDF PROGRAM MEASUREMENT AND EVALUATION

This will be released as a competitive Request for Proposals in Fall 2024.

This is a one-time award with a maximum amount of \$700,000 and only one award available. The SHDF Measurement and Evaluation program will support the Division to assess the effective use of the SHDF across its various programs. In order to create lasting capacity, this would include collaboration with the Division Grants Team and Division Economist. Effective use includes, first and foremost, the successful key performance indicators and outcome measures of the tenants served by supportive housing in this program, and secondly, the increase in both quantity and quality of supportive housing units available. The Division is seeking a comprehensive proposal that includes, but is not limited to, the following:

- Development of performance criteria and analysis of the progress of the Nevada Supportive Housing Development Fund. This should inform and support the Division's required annual reports and must contain, among SHDF performance measures, 1) information on and feedback from grant recipients and 2) information on the use of grant money and participation in the supportive housing grant program.
- Development of a quality assurance and quality improvement program to assess supportive housing applications, require standards as conditions of contract awards and monitor for quality standards during performance reviews.
- Analysis of supportive housing balance sheets to assess the on-going need for operations and services support in order to provide quality supportive housing to eligible tenants in a sustainable manner.
- Identification of current funding for support services for existing supportive housing and current funding that could be utilized for support services but is not currently prioritizing housing stability as an outcome.
- Assessment of Nevada's current inventory of supportive housing as defined by AB310 with a breakdown geographically by region. This breakdown will also include the identification of household incomes served and support services provided. The assessment will also include the identification of the active partners developing, managing and servicing this supportive housing.
- Recommendations for the continuation of all, or some of the SHDF programs, including the identification of gap program needs and funding resources.

Key Definitions

Ancillary Services: Tenancy support service providers often link their tenants to ancillary services such as nursing care, personal care, substance use disorder, and behavioral health services, which may or may not be provided in the housing community where the person lives. The Fund does not pay for ancillary services unless there is sufficient justification for a temporary need which requires prior authorization. Resources for ancillary services are not requested through this RFP process, nor are they considered sources of tenancy support services funding. Examples of eligible ancillary services may include but are not limited to hiring a mental health counselor or part-time nurse to provide services on-site (in addition to case managers) for a purpose-built supportive housing building and/or providing community activities that are related to substance use disorder like NA/AA meetings or harm reduction supplies.

At-Risk of Homelessness: An individual or family, that:

1. Meet the definition of at-risk of homelessness as defined in this program, and including an individual or family, that:
 - a. has income at or below 30% of AMI for the geographic area;
 - b. has insufficient resources immediately available to attain housing stability; and
 - c. Meets one or more of the following criteria:
 - i. has moved frequently because of economic, medical and behavioral health-related reasons;
 - ii. is living in the home of another because of economic hardship;
 - iii. has been notified that their right to occupy their current housing or living situation will be terminated;
 - iv. currently living in an agency-paid hotel or motel;
 - v. currently living in severely overcrowded or congregate housing;
 - vi. is exiting an institution or system of care; or
 - vii. otherwise lives in housing that has characteristics associated with instability and an increased risk of chronic homelessness.

Grantee: The entity or entities identified on the application as performing service(s) under this grant and shall include all employees and agents of the grantee. Grantee is the owner of the PSH SHDF project. This term is used interchangeably with awardee.

Fair market rent (FMR): The rent, including the cost of utilities (except telephone), as established by HUD for units of varying sizes (by number of bedrooms), that must be paid in the housing market area to rent privately owned, existing, decent, safe and sanitary rental housing of modest (non-luxury) nature with suitable amenities.

Homeless: Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

1. Has a primary nighttime residence that is a public or private place not meant for human habitation; or

2. Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); **or**
3. Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Homeless Under Other Federal Statutes ([§ 578.3](#))

Unaccompanied youth under 25 years of age, or families with Category 3 children and youth, who do not otherwise qualify as homeless under this definition, but who:

1. Are defined as homeless under the other listed federal statutes;
2. Have not had a lease, ownership interest in permanent housing during the 60 days prior to the homeless assistance application;
3. Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; and
4. Can be expected to continue in such status for an extended period of time due to special needs or barriers

Housing Operations: All costs associated with the day-to-day operation of supportive housing, proportionate to, and relative to, the number of supportive housing units. These include, but are not limited to:

1. Administrative costs, rental assistance, utilities, maintenance, security, taxes, and insurance expenses as well as personnel costs, which can be designated as on-site and/or off-site property management and maintenance services.
2. Front desk, 24/7 staffing, and milieu services that are provided on behalf of all tenants in a building are housing operating costs. While providers might employ individuals with services backgrounds in these roles, these costs are clearly distinguished as those in support of managing an apartment building and not part of the tenancy support services budget.

Lease: A written agreement between an owner and a tenant for the leasing of a dwelling unit to the tenant. The lease establishes the conditions for occupancy of the dwelling unit by a family with supportive housing assistance payments under a Housing Assistance Payment (HAP) contract between the owner and the grantee.

Owner: Any person or entity with the legal right to lease or sublease a unit to a program participant.

Permanent Supportive Housing (PSH): Permanent Supportive Housing as defined in [NRS 319.600](#).

“Supportive housing” means subsidized housing that reduces barriers to retaining housing that are caused by a person’s rental history, criminal history and income through the provision of onsite and offsite supportive services that are designed to assist a person who has:

- (1) A disabling behavioral or physical health condition; and
- (2) Experienced:
 - (I) Homelessness or been at imminent risk of homelessness; or
 - (II) Unnecessary institutionalization

Permanent Supportive Housing (PSH) Unit: Residential living quarters that are set aside as designated for tenants at or below 30% AMI and meet all other SHDF requirements.

Program Guidelines: Program guidance to instruct grantees, contractors, stakeholders and the public on the parameters of the program. Commerce reserves the right to make changes to the guidelines.

Rent: means all periodic payments to be made to the landlord for occupancy, including without limitation, all reasonable and actual late fees set forth in the rental agreement.

Supportive Housing Development Fund (SHDF): Supportive Housing Development Fund as operated by Nevada Housing Division.

Supportive Services: Individualized services that support a tenant with their ability to prepare for and transition to permanent housing in addition to maintaining their tenancy and adhering to the terms of their lease.

Tenancy Support Services: Are case management and/or service coordination intended to assist eligible tenants to obtain housing and remain stably housed. Evidence-based services are provided at low staff to tenant ratios, are flexible and person-centered and are provided in a location of the tenant's choice. These can include pre-tenancy support such as assistance with the search for and access to their choice of safe and affordable housing that is appropriate to the tenants' age, culture, and needs. These will also include the ongoing support needed to assure success during tenancy. These services can include but are not limited to:

1. Conducting a functional needs assessment to identify the tenant's preferences related to housing (type, location, living alone or with someone else, identifying a roommate, accommodations needed, or other important preferences), assisting with pre-tenancy documents and applications, and in understanding rights and requirements of the lease agreement and tenancy.
2. Completing a housing service plan to identify the tenants' goals for health, employment, and/or recovery, and their support needs to maintain housing.
3. Assistance in budgeting for housing and living expenses, assistance in connecting the tenant with social services and submitting appropriate documentation to increase income and/or employment according to tenant-led goals.
4. Identifying and establishing short and long-term measurable goal(s) and establishing how goals will be achieved and how concerns will be addressed.
5. Flexible and tailored case management and clinical interventions according to the person-centered plan.

6. Coordinating, linking and transporting the tenant to ancillary services including:
 - a. Primary care
 - b. Substance use disorder treatment
 - c. Mental health treatment
 - d. Medical, vision, nutritional and dental providers
 - e. Vocational, education, employment, and volunteer support
 - f. Hospitals and emergency rooms
 - g. Probation and parole
 - h. Crisis services
 - i. End of life planning and hospice care
 - j. Other appointments or services as appropriate.
7. Entitlement assistance includes assisting tenants with obtaining documentation, navigating, and monitoring application processes and coordinating with the entitlement agency. Certifying in and leveraging tools like the SSI, SSDI, Access, Outreach and Recovery (SOAR) process.
8. Assistance with accessing supports to preserve the most independent living, including skills coaching, financing counseling, anger management, individual and family counseling, support groups, and natural supports.
9. Provide supports to assist the tenant with communicating with the landlord and/or property manager regarding the tenant's disability (if authorized and appropriate), detailing accommodations needed, and addressing components of emergency procedures involving the landlord and/or property manager and supporting the tenant in mitigating any housing stability issues that may result in eviction
10. Coordinating with the tenant to review, update and modify their housing support and crisis plan on a regular basis to reflect current needs and address existing or recurring housing retention barriers.
11. Connecting the tenant with training and resources that will assist the tenant with being a successful tenant and lease compliance, including ongoing support with activities related to household management.

Tenancy support services must be provided in an integrated setting of the tenant's choice; and in a manner that ensures the tenant's individual rights of privacy, dignity, respect, and freedom from coercion and restraint.

Tenant: Individual(s) with a lease agreement executed at the time of move-in who are occupying a unit within the housing project. Term may be used interchangeably with household or resident.

Appendix A: Permanent Supportive Housing Fundamentals

The [United States Interagency Council on Homelessness](#) (USICH) stated that Permanent Supportive Housing (PSH) is an intervention for people who need housing assistance and supportive housing services to live with stability and independence in their communities. The Division encourages supportive housing programs to use a Housing First approach and follow the principles of the Substance Abuse Mental Health Services Administration (SAMHSA) Evidence-based Practice toolkit. The SAMHSA PSH EBP toolkit has seven principles and a fidelity scale that is rooted in research. Technical assistance and resources are available to assist organizations and PSH providers with this continuous quality improvement approach.

Grantees should adhere to the core elements of PSH, as applicable, when operating PSH. Applicants are encouraged to utilize guidelines for research-backed best practices when designing and operating their PSH programs. For more information, visit the SAMHSA website: [Permanent Supportive Housing Evidence-Based Practices \(EBP KIT\) | SAMHSA Publications and Digital Products](#).

Housing First

AB310 added section 319.140 in Nevada Revised Statutes (NRS) Chapter 319 which states “‘Supportive housing’ means subsidized housing that reduces barriers to retaining housing that are caused by a person’s rental history, criminal history and income...”. Applicant Projects should demonstrate Housing First by utilizing admissions practices designed to use lower barriers to entry than would be typical for other subsidized or unsubsidized rental housing, especially related to rental history, criminal history, and personal behaviors related to physical and behavioral health. For additional details on Housing First, see HUD’s guidance here:

<https://files.hudexchange.info/resources/documents/Housing-First-Permanent-Supportive-Housing-Brief.pdf>

Service Provision

Research suggests that voluntary services are best practice for PSH programs. The Division encourages awardees to make every effort not to terminate or deny housing or program services to households based on a household’s inability or refusal to participate in specific supportive services. Program engagement is the responsibility of the housing provider rather than the tenant. Supportive services are proactively offered to help tenants achieve and maintain housing stability, but in ideal PSH programs tenants are not required to participate in services as a condition of tenancy. Clinical techniques such as trauma-informed care, harm reduction and motivational interviewing may be useful.

Small caseloads of no more than 1:25 and determined by acuity of population served are

expected.

Community-building activities and proactive, non-judgmental case management styles are expected as they encourage authentic relationship-building while preserving the dignity and autonomy of the tenants.

PSH Sample Approach

PSH can come in many different forms or models. PSH can be offered as tenant-based rental assistance, sponsor-based rental assistance, or project-based rental assistance. Single site and scattered sites are both acceptable PSH models. PSH can be provided by private market landlords, non-profit developers, and a variety of supportive housing organizations. Commonly, project-based rent assistance is attached to the units and based on tenant eligibility.

Tenant Lease

A lease between the eligible household and the landlord must be executed at the time of occupancy. Leases must contain standard lease provisions as shown below in addition to adhering to all provisions of the NRS 118A. Tenancy in supportive housing is not time-limited and tenants will have the option to renew leases just as they would in traditional affordable or market-rate housing.

PSH leases should not:

- Regiment or require a tenant's participation in activities
- Lack privacy or autonomy for the tenant
- Limit a tenant's ability to engage freely in community activities
- Limit a tenant's ability to manage their own activities of daily living, guests, or other routine activities