



## CASA

# Supportive Housing Referral

**Why do I need a Supportive Housing Referral?** As the name implies, Supportive Housing is most successful when it comes with strong and consistent support. Tenants improve their odds of staying permanently housed when they have appropriate support, and tenants are also better able to achieve their own goals when they have some help. Moving is stressful for everyone. Transitioning from homelessness to permanent housing, or moving into your own place for the first time can be even more stressful - so it's a good idea to have someone you trust help you with all the details and new experiences.

CASA defines a Supportive Housing Referral as an individual and/or agency (family member, friend, pastor, social worker, local government agency, non-profit, etc.) that can provide support to a tenant living in a CASA owned property. The role of the Supportive Housing Referral is to ensure the applicant/tenant has access to community resources and has support to remain permanently housed and avoid a return to homelessness. By referring an applicant to CASA housing, you have discussed this agreement with the applicant and all parties agree to the following:

### **Prior to move-in and at the time of move-in**

1. Conduct or arrange for a thorough assessment of applicant's desires, needs, strengths and limitations regarding housing prior to making a referral.
2. Identify if the applicant has a payee and/or guardian and provide the proper legal paperwork with contact information.
3. Contact community resources to ensure applicant/tenant has basic household furnishings and living needs
4. Ensure that the applicant has the ability to transfer or set up utilities (if required) and to pay required deposits
5. Ensure that the applicant has the required security deposit for their apartment
6. Attend the lease signing (with CASA) and assist applicant/tenant with an orientation of their new apartment home. This includes but is not limited to operation of A/C, appliances, basic security precautions, basic cleaning, care of apartment, etc.
7. Orient tenant to their new neighborhood; help them locate bus stops and routes, a laundry mat, grocery store, pharmacy, bank, library, employment opportunities, medical facilities, etc.
8. Assist tenant in identifying and achieving goals they may have beyond housing (furthering education, career advancement, creating an emergency fund, joining a community group, purchasing a vehicle, etc.)
9. Assist with the planning for and access to physical and behavioral health services when needed.

### **During the tenant's residency in a CASA unit**

1. Help tenant with budgeting skills so that rent and utilities are paid in a timely manner.
2. Visit tenant a minimum of once per month at their home, assessing how they are caring for themselves and their apartment. Regularly monitor tenant's position on housing authorities' waiting lists to assist tenant in obtaining a permanent housing voucher.
3. Provide problem-solving assistance and an additional point-of-contact in case of landlord/tenant concerns.



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4. Assist with intervention meetings to address any lease violations.
5. Notify CASA if you hear of community concerns about the tenant or if the tenant has concerns about his/her neighborhood.
6. If tenant transfers services to another person or agency, develop plans prior to transfer to ensure continuity of housing support services and inform CASA and the tenant of the transfer plans

### **Notify CASA if any of the following occurs**

1. Tenant receives a housing voucher
2. Tenant fails to keep their apartment in a decent and safe manner
3. Tenant reports or you find evidence of unaddressed maintenance issues including pest infestation, leaks, malfunctioning fixtures or appliances, etc. so that CASA can address quickly
4. Tenant is away from their apartment for 3 or more days (Ex: hospital).
5. Tenant experiences a crisis potentially impacting their housing stability
6. Tenant is violating their lease, potentially impacting their housing stability
7. Tenant disengages from services or transfers to a different provider.