



Permanent Supportive Housing (PSH) Written Standards

Definition: Permanent Supportive Housing (PSH) – 24 CFR Part 578.37

Permanent Supportive Housing is community-based housing, the purpose of which is to provide housing without a designated length of stay. PSH can only provide assistance to individuals with disabilities and families in which at least one adult or child has a disability. Support services designed to meet the needs of the program participants must be made available to the program participants.

Access to Permanent Supportive Housing (PSH) is through:

- Coordinated Entry (CE) Prioritization List.

Eligibility Criteria

- Must meet HUD Category 1 or 4 definition of homeless (24 CFR Part 578.3)
- Prior living situation for HUD Category 1 must be Emergency Shelter or Unsheltered;
 - If prior living situation is Transitional Housing (TH) or institution for less than 90 days, participant must have been homeless prior to entering TH or institution.
- Category 4 (fleeing Domestic Violence) is not required to be literally homeless.
- Household member must have long-term disability
- ***Must be from the CE List***

Additional ESSHI Criteria:

- Must meet the definition above
- May be at risk for being homeless
- Meet vulnerable population specific guidelines
- Prioritize people from CE *"be an un-domiciled person (whether alone or as a member of a family) who is unable to secure permanent and stable housing without special assistance. This includes those who are inappropriately housed in an institutional facility and can safely live in the community, and those who are at risk of homelessness which can include young adults, victims or survivors of domestic violence, and individuals with I/DD; be an adult or young adult reentering the community from incarceration or juvenile justice placement, who was released or discharged, and who is without permanent and stable housing; or*
- *Be a young adult between the ages of 18 and 25 years of age without a permanent residence, including those who left foster care within the prior five years and who were in foster care at or over age 16, and those aging out of a residential school for individuals with an intellectual or 30 developmental disability."*

PSH Case manager, participant shelter provider or other referring sources will communicate frequently throughout housing search process and until participant is safely housed.



Operational Standards

- There is no prescribed or suggested length of stay in PSH, but there should be a focus on a move towards self-sufficiency and exit to permanent housing without subsidy
- Supportive services must be available to participants throughout their stay in PSH
- Initial lease must be for at least one year and is renewable and terminable by cause. Subsequent leases must have a minimum term of one month.
- Participants are expected to pay rent. The participant's share of rent cannot exceed 30% of household income. For participants where rent does not include utilities, the amount of rental assistance provided will incorporate the applicable utility allowance established by the Rochester Housing Authority and that tool will be used to calculate the tenant share of rent. Program participant must be reimbursed for any amount that the allowance exceeds the participant's share of rent.
- Units must pass NSPIRE (National Standards for the Physical Inspection of Real Estate) Inspection prior to rent being paid to the landlord, have an annual inspection and must remain compliant with NSPIRE throughout the tenancy of the PSH participant
- Prioritization of potential participants
 - Unsheltered and/or Chronically homeless persons are prioritized above all others
 - *HAT* (Homeless Assessment Tool)
 - Other criteria that determine a person's cumulative prioritization score include length of time homeless, unsheltered, disability, and *age (less than 20 or older than 60 -55+)*
- Housing Search:
 - Must include a plan to work with landlords to encourage them to provide available units for the program
 - Programs are encouraged to have representatives attend monthly Coordinated Entry Landlord Engagement Sub-Committee meetings
 - Programs are encouraged to utilize the www.FrontDoorNY.org website to search for suitable housing options and to find materials that will assist in landlord outreach
 - Case manager will collaborate with participant to identify suitable housing parameters, including, but not limited to those listed below. Case manager and participant will work together to identify housing units that meet as many of the parameters as possible:
 - Neighborhood preference
 - Rental amount
 - Number of bedrooms
 - Proximity to desired services and/or job site
 - Case manager will coordinate a rapid move to permanent housing by:
 - Calling potential landlords on behalf of, or with participants
 - Facilitating viewings of housing options on behalf of, or with participants
 - Case managers will maintain contact with landlords as needed to support housing.
 - Case managers will respond to landlord phone calls promptly
 - Case managers will work to try to house participants in an average of 45-days



- Referring providers will assist in getting needed documents together, such as birth certificates, social security cards, homeless verification, disability verification (PSH only), and income verification (when applicable).
- Case Managers will work with the providers that are currently involved with referred clients to maintain contact with the client.
- If, at any point, participant does not respond to phone calls, case manager will escalate engagement activities-For example: going to the unit, sending out a re-engagement letter, contacting the landlord/property manager and other providers, and checking the Monroe County Sheriff's roster ([Jail Bureau | Monroe County Sheriff](#)), New York State Incarcerated Lookup ([Incarcerated Lookup](#)), and checking local news for information. Participants will not be exited until all avenues are exhausted and documented thoroughly in notes in HMIS.
- Case Management Services:
 - Initial focus is on establishing and building mutual trust between program participant and case manager during intake meeting
 - Case manager and participant will collaborate to complete the Supportive Housing Assessment (SHA), Acuity Index (AI), appropriate assessment for the assigned non-CoC funded provider, or an individualized service plan that details the participant's goals for the program, steps the participant will take to achieve the goals, and services the case manager will offer to assist in achieving the goals
 - Case manager will strive to complete this with participant as close to program intake as possible, but no later than 30 days after entering permanent housing
 - Case manager will enter the SHA into HMIS and upload the AI into HMIS, for CoC funded PSH.
 - Case manager will update these documents as participant progresses through the program, but yearly at minimum.
 - Once housing is secured and participant has immediate housing needs met, focus then changes to housing stabilization and self-sufficiency
 - Case Managers will support participants to identify services and providers to support successful recovery and self-sufficiency and will obtain Release(s) of Information for those providers whenever possible (ROIs).
 - At minimum, participant and case worker will meet in person once per month to evaluate progress towards goals, the unit, increase skills towards self-sufficiency, complete referrals, complete plans, provide resources, address crises, ensure housing stability; this meeting should take place in the participant's home, when safety is not a concern, but quarterly at minimum.
 - In addition to regular monthly contacts, the case managers will conduct a home visit no less than once per quarter
 - Using SHA and AI, or appropriate non-CoC funded program assessments, participant and case manager will identify community-based services and mainstream benefits that will aid in achieving housing stability



- Case manager will make referrals to community-based agencies and will maintain communication with receiving agency until participant engages for services
- Case manager will act as liaison between participant and Monroe County Department of Human Service (DHS) to assist participant with acquiring all benefits they are entitled to receive while supporting participant to increase their skills in this area
- Trauma informed care will be utilized to encourage and support participants with personal healing and growth to promote long term recovery and independence.
- Case manager notes will be put into HMIS for CoC PSH programs.

Standard Outcomes/Performance Measures

- 93% of all participants will remain stable in PSH or exit to other permanent housing destinations
- 85% or more of adult participants will have non-cash benefits
- 40% or more of adult participants will have income from sources other than employment
- 45% or more of adult participants increase income from sources other than employment
- 25% or more of adult participants will have income (includes part-time) from legal employment (increased 6/1/2026)
- 20% or more of adult participants will increase income from employment (which may include an increase in hours, as well as wages)
- Participants will be housed within an average of 45 days of referral to PSH from the community-wide Prioritization List
- 95% minimum occupancy rate based on amount of rental assistance that is expended annually

Approved by PSH Written Standards Committee on 06/23/2026:

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