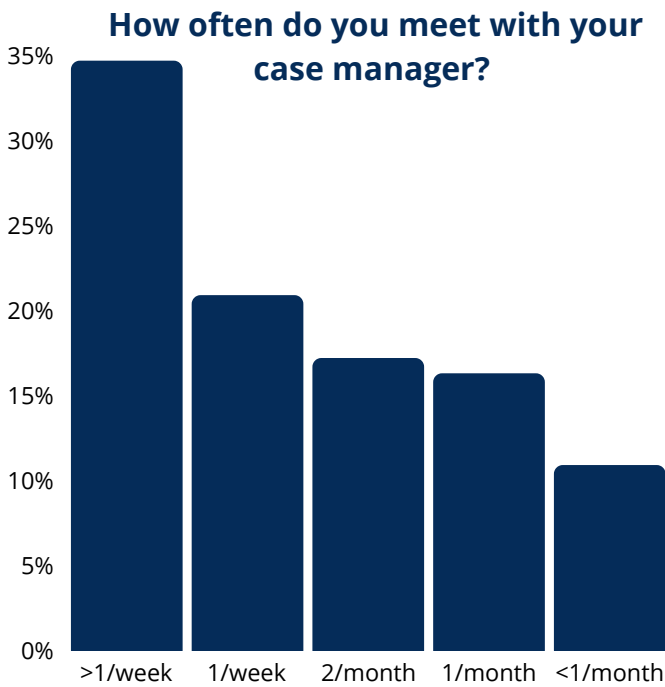


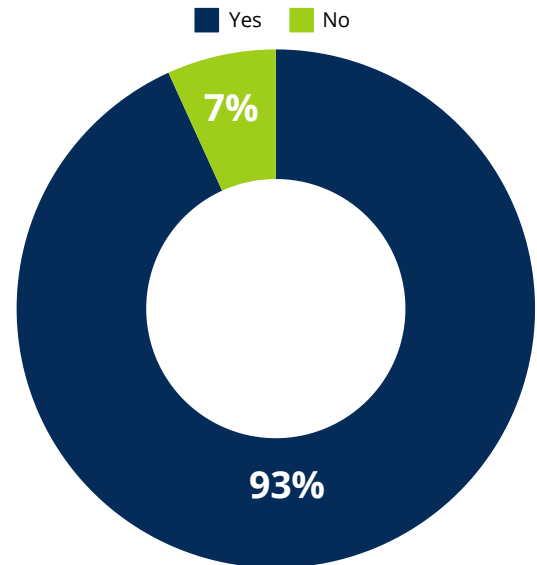


In 2023, IHCD partnered with Thomas P. Miller and Associates to conduct a study of permanent supportive housing (PSH) projects produced through the **Indiana Supportive Housing Institute**. The objective of the study was twofold: firstly, to gauge the efficacy of supportive housing projects in reaching the most vulnerable households experiencing homelessness within their respective communities, and secondly, to assess the adequacy of supportive services in meeting the needs of these households. Rather than focusing on how well projects are performing on an individual level, the study aimed to offer a comprehensive understanding of how well IHCD's ongoing initiatives are aligned with supportive housing needs.

**Resident Survey Results**



**Do you know how to get in contact with your case manager?**



Residents highlighted satisfaction with PSH staff, describing them as knowledgeable, compassionate, and helpful. Residents reported that food assistance, mental health treatment, transportation, and substance use treatment were the most used services. Residents also noted transportation as the largest barrier to accessing services, highlighting an ongoing need for enhanced connectivity to public transit or site-based options.

## Stakeholder Interview Results

The needs of tenants at PSH sites vary greatly based on the site's location and regional factors. For example, PSH sites that serve veteran populations may have different needs than PSH sites that focus on individuals affected by substance abuse. Many PSH staff participants reported a need for discretionary spending to best align services with the needs of their tenants.



Stakeholders reported that IHCD provides strong informational support to PSH developers and service providers. IHCD provides strong training opportunities for staff, particularly via the PSH Institute. Stakeholders noted that PSH sites experience high staff turnover, generally because of high caseloads. Many study participants also reported difficulty projecting budgets as a result of unforeseen costs, in particular the need for security.

PSH sites operate with the objective of ensuring tenants can maintain their housing. Stakeholders reported that tenant eviction is typically avoided at all costs and is only pursued in extreme circumstances.

Many study participants felt stronger relationships with community partners could help tenants establish themselves in communities and connect tenants with resources needed to maintain housing.

**Stakeholders reported evictions are rare at PSH properties**



### HMIS Data Review

HMIS data helped identify factors which may influence length of stay, whether an individual will remain in permanent supportive housing, and the likelihood an individual will transition into subsidized housing and/or non-subsidized housing. It is worth noting that the goal of permanent supportive housing is not to transition individuals into non-subsidized housing, but rather to keep individuals housed. Furthermore, it was found that few individuals in PSH were exiting to temporary destinations such as places not meant for habitation.



**Mental and physical health conditions increase days enrolled in PSH projects**

Through HMIS data review, it was discovered that individuals who have multiple mental and physical health conditions tend to stay in PSH longer than others, with each additional condition contributing approximately 38 additional days of enrollment. These populations can benefit from additional support services to overcome barriers and maintain long-term housing stability.

To read the full study report, please visit:

<https://www.in.gov/ihcda/files/IHCDA-Permanent-Supportive-Housing-Report-Final.pdf>



Indiana Housing & Community Development Authority