

# Building Capacity in Permanent Supportive Challenges to Meet New Challenges

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**NC COALITION** to  
**HOMELESSNESS** end



The Power  
of 10 Hands

# OMO™

**hand**  
Washing Powder

Powder & foam & 10 stars



NCCEH

**BLUE**



**NCCEH**

**BLUE**



**With  
Powerfoam Plus!!!**



**NCCEH**



Exit to Permanent Housing Person Centered

Literally Homeless **Rapid Exit** Most Vulnerable **Rapid Rehousing**

Returns to Homelessness Progressive Engagement **Housing First**

Low Barrier **Diversion** Light-Touch Services Return Prevention

Trauma Informed Targeting Prevention Transitional Housing

**Emergency Shelter** Continuum of Care Self-Resolve

Increase Income **Permanent Supportive Housing** At Risk

Coordinated Intake Coordinated Entry Coordinated Assessment

Right-Sized Doubled Up **Comprehensive Services** Stabilization



REALITY





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**WATER**



**SOAP**



**AGITATION**





**AFFORDABLE  
HOUSING**



**APPROPRIATE  
SERVICES**



**ADEQUATE  
INCOME**



**INTENSITY OF  
ASSISTANCE**



**DURATION**



**TARGET  
POPULATION**



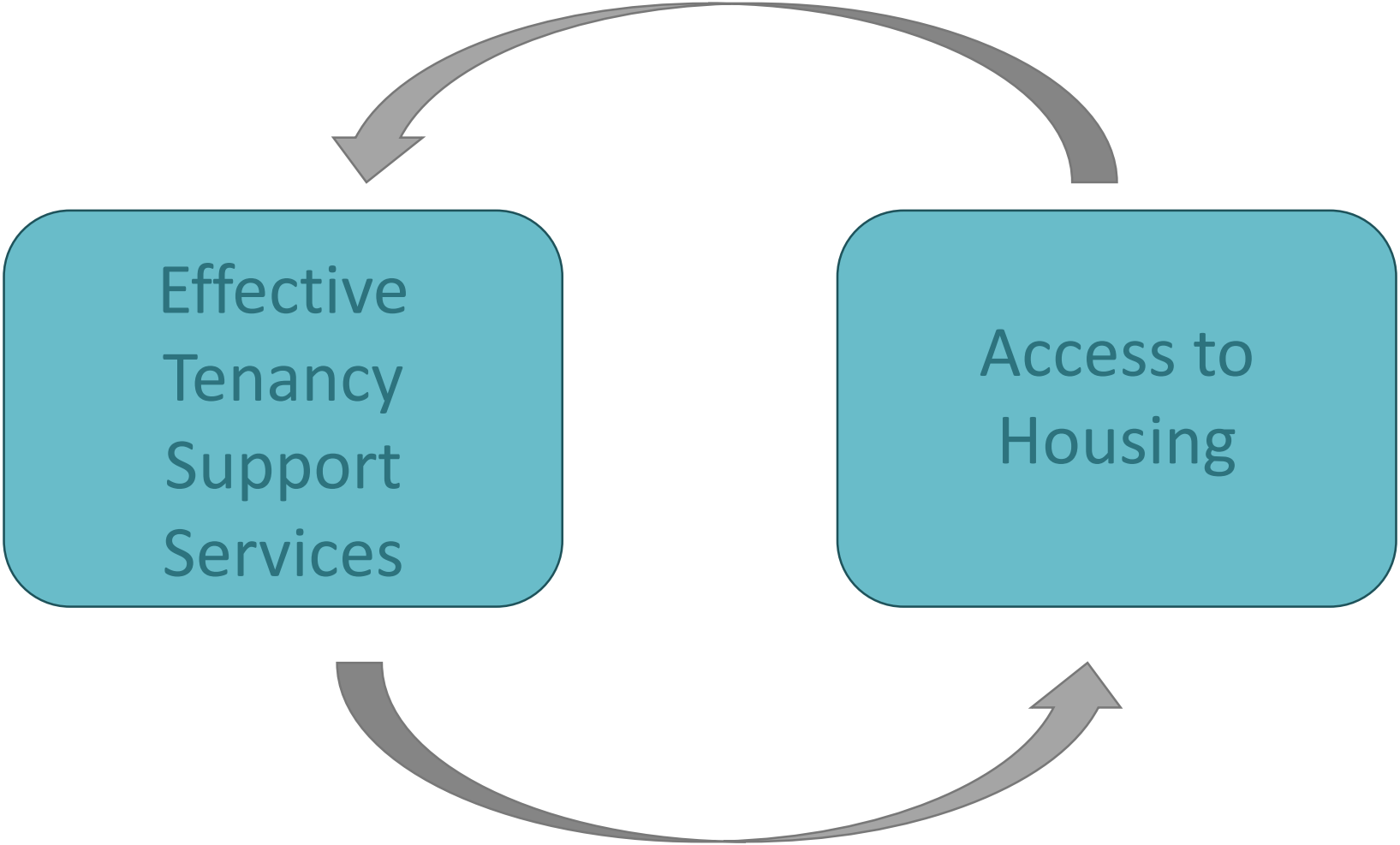
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# Rethinking available “slots”

Creating PSH by using all Affordable Housing options



# Effective Tenancy Support Services increase landlord and developer willingness to provide access to units.



# Increasing and Improving Supportive Services

Creating a billable service

Leveraging Olmstead Plans/Settlements



# Tenancy Support Services Study

## Duke University and NCCEH Researchers

[ncceh.org/tenancysupportstudy/](https://ncceh.org/tenancysupportstudy/)

Agencies identified shared promising practices for providing effective tenancy support services.

- Housing First
- Staff training
- Individualized, flexible services
- Creative problem-solving within formal protocols
- Specialized positions and teams





# Creating an effective service definition requires balancing three aspects.

## ACCESS

statewide and across populations

## QUALITY

through oversight, credentialing, and training

## FLEXIBILITY

in type, intensity, and duration



**Effective Tenancy Support Services**

**Braided  
Funding**

**Collaboration  
Across  
Agencies**

**Training and  
TA at all  
Levels**

**Quality  
Assurance at  
all Levels**

**STATE INFRASTRUCTURE**



## Contact NCCEH

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