

## Affordable Housing for Persons with Disabilities

### What is the Louisiana Permanent Supportive Housing (PSH) Program?

The Louisiana PSH Program is a program funded by the State of Louisiana to assist persons with significant disabilities to obtain and maintain housing in the community. This program is operated in six of the Louisiana Department of Health and Hospital regions. Below is a list of the parishes served, the Local Lead Agency responsible for operating the program, and their contact information:

Parishes Served	Local Lead Agency	Contact Information
Jefferson	Jefferson Parish Human Services Authority	504-838-5700
Orleans, St. Bernard, Plaquemines	Office of Aging and Adult Services	504-568-3369
Ascension, Iberville, W. Baton Rouge, E. Baton Rouge, W, Feliciana, E. Feliciana, Pointe Coupee	Capitol Area Human Services District	225-922-0881
Lafourche, Terrebonne, St. Charles, St. John, St. James, Assumption, St. Mary	Office of Mental Health – Region III	985-876-8876
Evangeline, St. Landry, Acadia, Lafayette, St. Martin, Vermillion, Iberia, Beauregard, Allen, Calcasieu, Jefferson Davis, Cameron	Office of Mental Health – Region V	377-244-2535
St. Helena, Tangipahoa, St. Tammany, Livingston	Florida Parishes Human Services Authority	985-748-2220

### Who is eligible to obtain housing in one of the permanent supportive housing units?

There are two different sets of eligibility criteria that a household must meet. The first set of eligibility criteria is **program eligibility**. To meet program eligibility three criteria must be met: (1) A member of the household must have a substantial, long-term disability **and** (2) the disability must be expected to be long-term and significant enough to negatively impact the household's ability to live independently and successfully in the community and, without the supports provided, the household may become homeless or institutionalized, **and** (3) the household must be at or below 30% of the Area Medium Income.

The second set of eligibility criteria is criteria established by the owner of the housing unit and varies across the units. However, these criteria must meet Fair Housing Rules and Regulations. Once an individual or household is determined eligible and matched to an available unit, the eligibility criteria for that specific unit will be explained and assistance will be provided to obtain all of the necessary documents needed for the property manager to determine eligibility.

### **Where is the housing located?**

Currently, the permanent supportive housing units are located on the Westbank of Jefferson Parish. Most of the units being developed are located in new or rehabilitated multi-family apartment complexes or subdivisions that are being developed following Hurricane Katrina.

### **What is the rent for a permanent supportive housing unit?**

The rents charged for a permanent supportive housing unit are calculated in one of two ways, depending on the owner of the particular unit. For some units, the rent an individual/household will pay is 30% of the household income. For other units, the rent and utility allowance cannot exceed: \$336 for a 1 bedroom, \$403 for a 2 bedroom, \$466 for a 3 bedroom, and \$520 for a 4 bedroom unit.

### **How does the open application period work and how do I find out when applications are being accepted?**

An application period is determined based on the housing units that are anticipated to become available. Application periods are usually opened two months prior to units becoming available and are open for a 1 month period. Only household wanting to live in that particular development should complete the application. To find out about open application periods, prospective applicants should periodically check this website or call 504-838-5700.

### **How do I obtain and submit an application?**

Applications can be downloaded from this website. You can also call 504-838-5700 or stop by the office during open application periods. The address is: 2121 Ridgelake Suite 100 Metairie, LA 70001. You can submit an application in one of three ways:

- ✓ Mail application to JPHSA/PSH Program Attn: Catherine Yockey, 2121 Ridgelake Suite 100 Metairie, LA 70001
- ✓ Fax application to JPHSA/PSH Program Attn: Catherine Yockey at 504-838-5706
- ✓ Drop off the application at the above address

### **What happens once I submit an application?**

Once your application is received and reviewed, you are contacted by mail of your program eligibility status (eligible, ineligible, incomplete application). If you are determined ineligible you are given an opportunity to appeal the decision. If your application is incomplete, you will receive a letter in the mail stating what additional documentation you need to submit in order to determine program eligibility. If you are determined eligible, you will receive a call, in addition to the letter, stating that you have been placed in the lottery and have been referred to the Housing Support Team. Once the referral to the Housing Support Team is made, they will contact you within five days to begin providing supportive services.

### **How does the referral process to the housing unit work?**

Once an individual/household is matched to an available unit through the lottery process, the Tenant Services Liaison on the Housing Support Team will refer the individual/household to the

property manager to complete the development's application process. Every development sets its own tenant selection criteria and application process. While the selection criteria and application process may vary across each housing unit, it must meet Fair Housing Guidelines. The Housing Support Team will provide assistance in obtaining necessary documents and completing the application process for the housing unit.

### **What happens if an individual/household is not approved for the housing unit?**

That depends on the reason the individual was not approved by the property manager. In some instances, if the reason is related to the disability, the individual/household will receive assistance requesting a reasonable accommodation. If it is felt the reason for denial is based on discrimination, the individual/household will receive assistance in filing a discrimination claim. If the reason for denial complies with the tenant selection policies and procedures, the individual/household will not be able to obtain housing in the unit and will be placed on a waiting list for consideration for a housing unit that is a better match.

### **What types of supports are offered through the Permanent Supportive Housing Program?**

Tenants of the permanent supportive housing units will receive community-based tenancy related support and assistance from a Housing Support Team (HST), operated by a non-profit service provider. The supports provided will be individualized to the tenant's needs and can be categorized into three types:

- **Pre-tenancy Supports** include assistance in completing the housing application, obtaining the necessary verification documents, assistance in resolving issues that present barriers to obtaining housing, assistance in requesting reasonable accommodations when necessary, and other supports needed to secure an available PSH unit;
- **Move-In Supports** include assistance in obtaining financial supports for deposits (if needed and if available), assistance in understanding the terms of the lease, assistance in learning the neighborhood, assistance in getting utilities established, etc.;
- **Housing Stabilization** includes those services needed and desired to ensure a long-term tenancy and stability in the housing situation and may include assistance in establishing a budget, support in ensuring timely rent and utility payments, support in learning skills needed to be a good tenant and neighbor, support to learn skills needed to maintain a house/apartment, and support in accessing needed resources and services such as mental health treatment, food stamps, medical care, etc. Service Coordination is also offered. The HST will work collaboratively with each tenant's various service providers in the community.