**Services Plan for Permanent Supportive Housing**

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| Project Name: |  |
| PSH Services Provider: |  |
| Date Submitted: |  |
| Date Approved by OHCS PSH Program Manager: |  |

1. **Overview**

Please describe:

* The population being served and how eligible households access PSH units in the project (Coordinated Entry should be described here, unless otherwise permitted by OHCS). Please describe how the project operates as a “Housing First” model.

1. **Description of Services to Be Provided**

***Please complete the PSH Menu of Services sheet as an attachment.***

Please describe:

* Intake and orientation process
* Tenancy Support Services and Eviction Prevention
* Specialty Services
* Community Building, Events, Social engagement, etc.
* Crisis response services
* Culturally Specific Services and Services for non-English speakers
* Community Partnerships ***(Please attach any partner agreements involved with the Services of the Project, if applicable)***

1. **Staffing Model**

Please describe:

* What is the staff-to-household ratio?
* What is the staffing model for services? What type of positions will be there? ***(Attach all job descriptions for positions providing PSH Services at the project)***
* What are the shifts, days, hours, full-time/part-time status of the project staff? \*We are not looking for full schedules, just clarity on when and how often residents will have access to service staff.
* Is there bilingual/multi-cultural staff?

1. **Resident Engagement and Team Coordination**

Please describe:

* How will services support PSH residents in using stable housing as a platform for wellness and individual growth?
* How will residents be engaged in services although they are voluntary? How will the project encourage participation, especially when it is critical to residents’ housing stability?
* How will residents be involved in the services planning for the project, both initially and on an ongoing basis? Describe what feedback mechanisms will be used and how that information will be utilized.
* How will services staff and property management work together to ensure stable, safe, and supportive housing for PSH residents?

1. **Data and Outcomes**

Please describe your project’s anticipated outcomes and how you will evaluate. Please consider the required reporting metrics around retention, exits, and equity:

* Qualitative outcome objectives
* Quantitative outcome objectives
* Evaluation processes