



# Toolkit for Ending Long-Term Homelessness available at [www.csh.org/toolkit](http://www.csh.org/toolkit)

## Table of Contents

CSH's web-based *Toolkit for Ending Long-Term Homelessness* highlights promising practices for ending long-term homelessness. In addition to key lessons learned by supportive housing projects and programs across the country, the *Toolkit for Ending Long-Term Homelessness* includes profiles of both individual supportive housing projects and systems-wide strategies, photo tours of supportive housing projects profiled, sample documents from supportive housing service teams and property managers, and a listing of key additional tools. Users of this *Toolkit* may choose to access the contents (including the electronic version of this Table of Contents) at [www.csh.org/toolkit](http://www.csh.org/toolkit), or can use the links contained within this Table of Contents to download specific documents from the *Toolkit*.

Users of this *Toolkit* can also [download the \*Toolkit\* profiles](#) in one PDF document, but should note that this PDF document does not include the photo tours, sample documents, or other supplementary materials, and the document is designed for printing only, so it does not include many of the hyperlinks that are available when using the *Toolkit* online or downloading documents via this Table of Contents.

The *Toolkit for Ending Long-Term Homelessness* was made possible by the generous support of the MetLife Foundation.

### **PROFILES BY TOPIC (WEB PAGE):**

Includes links to the following materials, organized by topic headings:

#### **Community Acceptance:**

- [Outreach Center Apartments: Community Acceptance of Supportive Housing \(Cloquet, MN\)](#) [Photo Tour Available](#)
- [Cedar Hill: Project Snapshot and Cedar Hill: Property Management and Services Collaboration \(New Haven, CT\)](#) [Photo Tour Available](#)

#### **Design:**

- [Anishinabe Wakiagun: Designing for Tenants and The People's Home: How Anishinabe Wakiagun is Ending Long Term Homelessness \(Minneapolis, MN\)](#) [Photo Tour Available](#)
- [Suggestions for Physical Design Standards in Supportive Housing](#)

#### **Employment:**

- [Community Engagement Program: Linking Customized Employment with Supportive Housing \(Portland, OR\)](#) [Photo Tour Available](#)
- [Deborah's Place: Eviction Prevention and Tenant Education \(Chicago, IL\)](#) [Photo Tour Available](#)

#### **Eviction Prevention:**

- [Deborah's Place : Eviction Prevention and Tenant Education \(Chicago, IL\)](#) [Photo Tour Available](#)

### Family Supportive Housing:

- [Canon Barcus: Housing for Long Term Homeless Families](#) and [Canon Barcus Community House](#) (San Francisco, CA) [Photo Tour Available](#)

### Multiple Entries to Services:

- [Lamp Community: Multiple Means of Entry and A Non- Linear Approach to Supportive Housing](#) and [Lamp Lodge: Permanent Supportive Housing in the Lamp Community](#) (Los Angeles, CA) [Photo Tour Available](#)

### New Focus on the Long Term Homeless:

- [Jericho Project: New Focus on the Long Term Homeless](#) (New York, NY) [Photo Tour Available](#)

### Rural Housing:

- [Kentucky Housing Corporation: Rural Supportive Housing](#) and [Programs Providing Supportive Housing in Rural Eastern Kentucky](#)
- [Outreach Center Apartments: Community Acceptance of Supportive Housing](#) (Cloquet, MN) [Photo Tour Available](#)

### Scattered-Site Projects:

- [Community Engagement Program: Linking Customized Employment with Supportive Housing](#) (Portland, OR) [Photo Tour Available](#)

### Services and Property Management Integration:

- [Cedar Hill: Project Snapshot](#) and [Cedar Hill: Property Management and Services Collaboration](#) (New Haven, CT) [Photo Tour Available](#)
- [Lamp Community: Multiple Means of Entry and A Non- Linear Approach to Supportive Housing](#) and [Lamp Lodge: Permanent Supportive Housing in the Lamp Community](#) (Los Angeles, CA) [Photo Tour Available](#)

### Single-Site Projects:

- [Anishinabe Wakiagun: Designing for Tenants](#) and [The People's Home: How Anishinabe Wakiagun is Ending Long Term Homelessness](#) (Minneapolis, MN) [Photo Tour Available](#)
- [Canon Barcus: Housing for Long Term Homeless Families](#) and [Canon Barcus Community House](#) (San Francisco, CA) [Photo Tour Available](#)
- [Cedar Hill: Project Snapshot](#) and [Cedar Hill: Property Management and Services Collaboration](#) (New Haven, CT) [Photo Tour Available](#)
- [Lamp Community: Multiple Means of Entry and A Non- Linear Approach to Supportive Housing](#) and [Lamp Lodge: Permanent Supportive Housing in the Lamp Community](#) (Los Angeles, CA) [Photo Tour Available](#)
- [Outreach Center Apartments: Community Acceptance of Supportive Housing](#) (Cloquet, MN) [Photo Tour Available](#)

### Systems-wide Strategies:

- [Chicago: ARCH: The Chicago Collaborative to End Long Term Homelessness](#)
- [New York: Hard-to-Place Task Force: Interagency Coordination on Long-Term Shelter Stayers](#)
- [San Francisco: Local Financing of Supportive Housing](#)

### Tenant Education:

- [Deborah's Place: Eviction Prevention and Tenant Education \(Chicago, IL\)](#) [Photo Tour Available](#)

### Tenant Involvement:

- [Cedar Hill: Project Snapshot](#) and [Cedar Hill: Tenant Involvement \(New Haven, CT\)](#) [Photo Tour Available](#)

### **SAMPLE DOCUMENTS (WEB PAGE):**

Includes links to the following materials, organized by supportive housing project:

#### Cedar Hill (New Haven, CT):

- [Operating Policies and Procedures](#)
- [Tenant Selection Plan](#)
- [Lease](#)
- [House Rules](#)

#### Community Engagement Program (Portland, OR):

- [Criteria for Residency](#)
- [Housing Plan Form](#)
- [Flow Chart of Tenant Application Process](#)
- [Addendum to Lease](#)
- [Management Plan](#)
- [Fresh Start MOA with City of Portland](#)

#### Deborah's Place (Chicago, IL):

- [CSH's Involvement in Rebecca Johnson Apartments](#)
- [Job Description: Learning Center Assistant](#)
- [Humanities Course Brochure](#)
- [Lease](#)
- [Social Services Intake Interview Form](#)
- [Tenant Goal Sheet](#)
- [Move Out Follow-up Form](#)
- [Tenant Needs Assessment Form](#)
- [Eviction Request Form](#)

**Jericho Project (New York, NY):**

- [Summary of Services Plan](#)
- [Intake Questionnaire](#)
- [House Rules](#)
- [Tenant Service Plan Form](#)

**Lamp Lodge (Los Angeles, CA):**

- [Lease and House Rules](#)

**Outreach Center Apartments (Cloquet, MN):**

- [Newspaper Column Explaining the Project](#)
- [Brochure Explaining the Project to Neighbors](#)
- [Application Form](#)
- [Lease](#)
- [Crisis Prevention Plan](#)
- [Functional Assessment Form](#)
- [Treatment Plan Form](#)
- [Pet Policy](#)
- [Information Release Form](#)

**Chicago Collaborative Initiative (Chicago, IL):**

- [Application Timeline](#)
- [Descriptive Chart of Participating Agencies](#)

**RESOURCE LIST (WEB PAGE):**

Includes links to the following resources:

- [Editor's Choices \(web page\)](#): Includes NAEH's "Ten Essentials Toolkit," HUD's "Strategies for Reducing Chronic Street Homelessness," and NRCHMI's "Chronic Homelessness Action Manual: Blueprint for Change".
- [CSH Publications \(web page\)](#): Identifies several CSH Publications that focus on issues related to long term homelessness.
- [Practical How-to Manuals \(web page\)](#): Topics of manuals profiled here include housing first models, service enriched housing, community model replication, and a manual from the National Healthcare for the Homeless Council.
- [Research & Best Practices \(web page\)](#): Includes links to websites of the Housing First Network, the Enterprise Foundation, the National Resource Center on Homeless and Mental Illness, as well as a document titled, "Solutions Through Alternative Remedies" written by the National Law Center on Homelessness and Poverty.

- [Service Approaches \(web page\)](#): Includes a list of resources that can help inform organizations' services approaches, including information on mental illness and harm reduction for substance abusers.
- [Rural Supportive Housing \(web page\)](#): Includes a list of links to organizations that deal with rural supportive housing, including links to a document published by the National Healthcare for the Homeless Council, webcasts from Rural Mental Health Grand Rounds, and links to the websites of the Housing Assistance Council and the Kellogg Collection.
- [Sample Ten Year Plans to End Homelessness \(web page\)](#): City's highlighted include Atlanta, Chicago, and others.
- [Interesting Links \(web page\)](#): Includes links to websites of organizations that work to end long term homelessness, as well as articles, reports, and research on the topic.

**DEFINITIONS AND TERMINOLOGY (WEB PAGE):**

Provides definitions of terms used in the *Toolkit*, including long-term homelessness, Assertive Community Treatment, low-demand housing, and many others.

**METLIFE FOUNDATION CHALLENGE GRANT RECIPIENTS (WEB PAGE):**

Provides descriptions of organizations and projects that received Challenge Grants made possible by the MetLife Foundation's grant to CSH in 2003.

**ACKNOWLEDGEMENTS (WEB PAGE):**

Acknowledges those who worked on the *Toolkit*, those who supported the *Toolkit*, and those employed by the projects profiled who made the *Toolkit* possible.