

Attachment D

***PERMANENT SUPPORTIVE HOUSING AS PART  
OF AN EVIDENCE-BASED APPROACH TO  
ADDRESSING HOMELESSNESS***

## **PERMANENT SUPPORTIVE HOUSING**

Permanent Supportive Housing is housing that includes embedded services as well as wraparound supports that aim to support residents to maintain their tenancies and foster positive health and wellbeing. Permanent Supportive Housing units serve a variety of groups with various support needs, including people who are unhoused people requiring mental health or substance use supports, people transitioning out of the criminal justice system, and people with disabilities. As a result, Permanent Supportive Housing is a common approach to support people to exit homelessness.

According to the National Housing Strategy, “supportive housing provides a physical environment that is specifically designed to be safe, secure, enabling, and home-like, with support services such as social services, provision of meals, housekeeping and social and recreational activities, to maximize residents’ independence, privacy, and dignity” (CMHC, 2018). Figure 1 provides an illustration of where Supportive Housing falls within the Housing Continuum.

**Figure 1:** The Housing Continuum



### **Best Practice Components of Purpose-Built Permanent Supportive Housing**

#### *Permanence and Affordability*

Permanent Supportive Housing is not transitional or temporary housing. Some residents of Permanent Supportive Housing may only require supports for a short period of time before moving into either more independent housing, or housing with enhanced care such as assisted living. However, there is no requirement for residents of Permanent Supportive Housing to move out of their homes. This permanence provides residents with a platform of stability from which they can rebuild connections, improve their health and wellbeing, and work towards self-identified goals. Permanent Supportive Housing is usually staffed and operated by a non-profit housing provider that has experience supporting people experiencing homelessness. Deeply affordable rent, typically at income-assistance rates, is a key component of Permanent Supportive Housing. By maintaining affordability for residents and including additional services

such as meal programs and utilities in the monthly rent, this further supports the stability of residents.

### *Purpose-Built Design*

Purpose-built refers to buildings which are designed with their intended occupants and intended use(s) in mind. Purposefully designing buildings can maximize benefits for residents, foster community within the building, and facilitate cohesion with neighbours and the broader community. Most Permanent Supportive Housing buildings include self-contained bachelor-style apartments, each with an individual kitchenette and bathroom, even if meals are provided through a common kitchen. This provides a degree of independence for residents of Permanent Supportive Housing and can facilitate life skills. Within Permanent Supportive Housing buildings, examples of purpose-built design include thoughtful communal areas that can accommodate peer programming, communal meals, and adequate rooms for in-reach supports such as nurses, counsellors, or home health care services. This allows residents to socialize and access services within the building, or access privacy as desired. Purpose-built design buildings also thoughtfully incorporate outdoor spaces, such as patios, courtyards, or rooftop areas that provide private access to outdoor spaces for residents for socializing, smoking, or gardening. These outdoor spaces provide both residents of Permanent Supportive Housing and surrounding neighbours with privacy.

The examples of Permanent Supportive Housing buildings on the subsequent pages all incorporate elements of purpose-built design.

### *Wrap-Around Support Services*

Permanent Supportive Housing offers a variety of voluntary support services that aim to meet the individual needs of residents. These supports can be provided within the building, outside of the building, or as in-reach support services, thereby providing “wraparound” care. Wraparound supports refer to collaborative and individualized services, delivered by various providers that support people to maintain their housing and work towards self-identified goals. Delivered in an accessible, timely, and client-centered way, wraparound supports vary from individual to individual, and from building to building. More information and examples of the different types of wraparound supports that are available in Permanent Supportive Housing, including *on-site supports*, *off-site supports*, and *in-reach supports* are described further below.

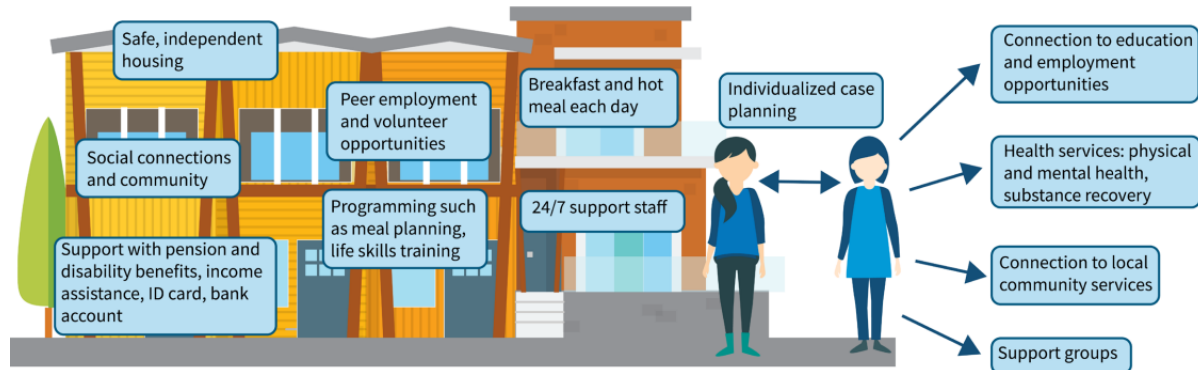
*On-site supports* includes embedded programs and services that are included as part of the Permanent Supportive Housing. Staff that work for the non-profit housing provider that operate the housing typically deliver on-site supports. While on-site services vary from building to building, they often include meal programs, peer support programs, and 24/7 on-site non-clinical support staff. Support staff in Permanent Supportive Housing are available to respond to resident needs, help with general operation of the building, and can provide additional support with life skills and medication administration. Importantly, staff that work in Permanent Supportive Housing will engage in individualized care planning with each resident to determine goals and support needs. As a result, these staff can facilitate referrals to additional supports and services that are not included in the on-site supports as needed.

*Off-site supports* are support services that are not offered within the building, but can be accessed by residents of Permanent Supportive Housing through referrals. These could include referrals to outpatient or intensive clinical services that cannot be offered on site, such as wound care services or dental care. It may also include a connection or referral to community-based programs for employment, education, or support groups. Clinical or non-clinical staff, depending on the type of support offered, can deliver both off-site and in-reach supports, which are described further below.

*In-reach supports* include supports that are not included as part of the housing, but which are brought into the building on a case-by-case basis to support residents as needed. By bringing these supports into the building, residents of Permanent Supportive Housing face less barriers in accessing health and wellness services. Examples may include partnerships with a pharmacy to facilitate medication delivery to the building, or home care services that delivered by community health workers to support residents with activities of daily living such as lifts, bathing, and nutrition. Additionally, some health and mental health care teams operate on an outreach basis, such as the Assertive Community Treatment team. These teams can therefore meet with residents in the comfort of their own home for follow up appointments.

Some examples of wraparound support services that are available in Permanent Supportive Housing are listed in Figure 2.

**Figure 2:** Examples of the types of supports that are available in PSH (Image source: [BC Housing](#)):



### *Community-Building initiatives*

People experiencing homelessness often experience stigma, discrimination, and barriers to social belonging in communities. Permanent Supportive Housing provides an opportunity to reduce isolation and foster community both within and outside of the housing. Within Permanent Supportive Housing buildings, opportunities are provided for socializing and community-building through either programming or design (such as communal kitchen areas or shared outdoor/patio spaces). By building community with surrounding neighbours and businesses, residents of Permanent Supportive Housing can experience a decrease in social isolation.

## **Permanent Supportive Housing as part of an Evidence-Based Approach to Addressing Homelessness and the Health of Unhoused Populations**

Research has demonstrated that housing stability is significantly improved by Permanent Supportive Housing, as some individuals experiencing homelessness benefit from on-going support in order to remain housed and improve their health and wellbeing. By embedding services within housing, people experiencing homelessness are able to access resources within the comfort of their own homes. Permanent Supportive Housing enables residents to build trusting relationships with on-site support staff and engage in case planning, which can lead to connection to other supports and services that meet their individual needs. Finally, people experiencing homelessness often face barriers in accessing health services. These barriers include stigma and discrimination within the healthcare system, challenges maintaining healthcare appointments due to mobility limitations, and punitive consequences for missed appointments, which can result in withdrawal of services. By facilitating connections to health supports or bringing in healthcare supports into the building, residents of Permanent Supportive Housing are more likely to access health care services that meet their individual needs, leading to positive health outcomes.

## **EXAMPLES OF SUPPORTIVE HOUSING IN NEW WESTMINSTER**

### **Rhoda Kaellis Residence (1105 Royal Avenue, New Westminster)**



<b>Project Type</b>	Supportive and Non-Market Housing
<b>Completion</b>	2010
<b>Number of Units</b>	<p>24 total:</p> <ul style="list-style-type: none"><li>• 11 Supportive apartments</li><li>• 13 Non-Market independent apartments</li></ul> <p>All units are designed for single-occupancy; each unit contains one complete bathroom and one kitchen or kitchenette and one sink.</p>
<b>Operator</b>	Lookout Housing and Health Society
<b>Target Tenants</b>	<p>For New Westminster residents with a history of homelessness with low, or fixed incomes, or those transitioning out of homelessness:</p> <ul style="list-style-type: none"><li>• The supportive housing units are intended for residents to move from an unsettled lifestyle to one that is healthier and more stable; including supports to aid them to become more independent and linking them with appropriate services.</li><li>• The non-market independent apartments enable residents with a history of homelessness to maintain their independence and stability; many of the residents may have previously lived in the supportive housing units and no longer need a high level of support.</li></ul>
<b>Services</b>	<ul style="list-style-type: none"><li>• The building has a communal space with a lounge and community kitchen, rooftop gardens.</li><li>• The building is staffed with night staff assistance available, as needed.</li></ul>
<b>Additional Facts</b>	<ul style="list-style-type: none"><li>• Built with high energy and environmental building standards. Examples include: rainwater collection for onsite landscaping; lower-flow plumbing fixtures, and hybrid heat pumps for heating and cooling.</li></ul>

## Mazarine Lodge (838 Ewen Ave, New Westminster)



<b>Project Type</b>	Supportive Housing
<b>Completion</b>	2020
<b>Number of Units</b>	44 Units, <ul style="list-style-type: none"><li>• Self-contained studio suites</li><li>• 6 units are wheelchair accessible</li><li>• Each unit features a kitchenette and a 3-piece bathroom</li></ul>
<b>Operator</b>	Elizabeth Fry Society
<b>Target Tenants</b>	For women (aged 19+) with low-income experiencing homelessness or are at risk of homelessness, and supporting them to stabilize their lives and transition into independent housing when they are ready.
<b>Services</b>	<ul style="list-style-type: none"><li>• 24-hour supports and case management including meals, life-skills training, wellness checks, employment assistance, connection and referral to community services and support groups</li><li>• Staff are trained to support women in addressing mental health needs and substance use</li><li>• Bedding, dishes and cleaning supplies are provided to each unit; shared laundry facilities on site.</li><li>• Residents are provided with breakfast and dinner</li><li>• Amenity space with an oven for social gatherings and meals</li></ul>
<b>Additional Facts</b>	<ul style="list-style-type: none"><li>• Modular building</li><li>• The building has the largest, most visible piece of public art in Queensborough created by artist, Dave Pacholko</li></ul>



## 602 Agnes Street (formerly 68 Sixth Street)



<b>Project Type</b>	Supportive Housing
<b>Completion</b>	Under construction: occupancy anticipated in early summer 2026
<b>Number of Units</b>	52 units
<b>Operator</b>	Lookout Housing and Health Society
<b>Target Tenants</b>	<ul style="list-style-type: none"><li>• Residents will be 19+ of all genders, including seniors, peoples with disabilities, or any others who need supports to maintain stable housing. Those who apply to live here will need to meet eligibility requirements around income, homelessness and required supports and programming;</li><li>• Priority will be given to residents of New Westminster.</li></ul>
<b>Services</b>	<ul style="list-style-type: none"><li>• Operator staff will be on-site 24/7 to support residents, manage the building, and be available to respond directly to assistance needed from the residents</li><li>• On-site family support workers</li><li>• Life skills training</li><li>• Employment assistance</li><li>• Connection and referral to community services and support groups</li></ul>
<b>Additional Facts</b>	<ul style="list-style-type: none"><li>• Will feature a dining area, lounge and rooftop outdoor space.</li></ul>



## ADDITIONAL EXAMPLES OF SUPPORTIVE HOUSING

### **Peterson Place (13245 King George Blvd., Surrey)**



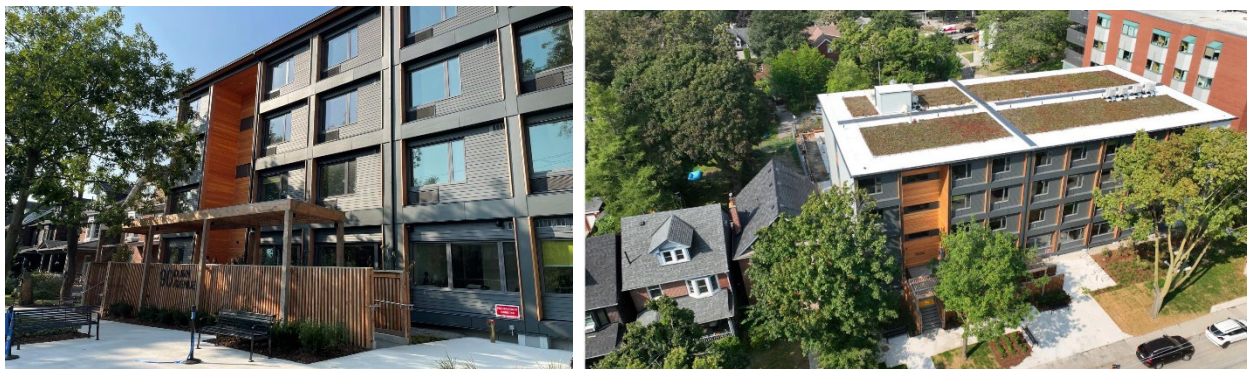
<b>Project Type</b>	Supportive Housing
<b>Completion</b>	2020
<b>Number of Units</b>	<ul style="list-style-type: none"><li>• 38 units (in addition to 55 existing units on site)</li><li>• A number are accessible units</li><li>• Each unit has a private washroom and kitchen</li></ul>
<b>Operator</b>	Fraserside Community Services Society
<b>Target Tenants</b>	Adults (singles and couples permitted) who are at risk of homelessness.
<b>Services</b>	<ul style="list-style-type: none"><li>• 24/7 on-site staff and support services;</li><li>• Meal programs;</li><li>• Health and wellness support services;</li><li>• Volunteer opportunities for residents;</li><li>• Commercial kitchen, dining and lounge areas for residents;</li><li>• Laundry room, storage, and amenity spaces;</li><li>• Medical room for in-reach supports;</li><li>• Supports for residents to meet self-identified goals by connecting them to services and resources in the community (e.g. education, health, employment, life skills, and transition planning).</li></ul>
<b>Additional Facts</b>	<ul style="list-style-type: none"><li>• Peterson Place is managed with a harm reduction philosophy and person-centered approach; the on-site team engages with residents to build positive relationships and rapport, working with them to maintain their housing.</li></ul>

## Ledger Place (4100 Ledger Avenue, Burnaby)



<b>Project Type</b>	Supportive Housing
<b>Completion</b>	2024
<b>Number of Units</b>	43 Units <ul style="list-style-type: none"><li>• Several units are wheelchair accessible;</li><li>• Each unit includes a kitchenette and personal bathroom.</li></ul>
<b>Operator</b>	Progressive Housing Society
<b>Target Tenants</b>	<ul style="list-style-type: none"><li>• Individuals who were living at the Sperling Place Emergency Response Centre (a short-term modular building developed to support vulnerable populations at risk from COVID-19);</li><li>• Individuals facing mental health issues and substance dependencies.</li></ul>
<b>Services</b>	<ul style="list-style-type: none"><li>• 24/7 onsite support staff and services;</li><li>• Life-skills training and employment programs offered;</li><li>• Assistance with referrals to other health and community-based services and supports.</li></ul>
<b>Additional Facts</b>	<ul style="list-style-type: none"><li>• The building is next to another supportive housing project, Norland Place (52 units) also operated by Progressive Housing Society;</li><li>• All units are pet-friendly;</li><li>• Built on land leased from the City of Burnaby.</li></ul>

**Dunn House (90 Dunn Avenue, Toronto)**



<b>Project Type</b>	Supportive Housing
<b>Completion</b>	2024
<b>Number of Units</b>	<p>51 Units</p> <ul style="list-style-type: none"><li>• Studio apartments each with a bathroom and kitchen;</li><li>• Units are pet-friendly;</li><li>• 15 units are wheelchair accessible;</li><li>• Rents to be geared to income (no more than 30% of resident's income).</li></ul>
<b>Operator</b>	Fred Victor with health services from University Health Network
<b>Target Tenants</b>	<ul style="list-style-type: none"><li>• Individuals experiencing homelessness who were identified to have frequently visited the hospital's emergency department with chronic, complex medical needs.</li></ul>
<b>Services</b>	<ul style="list-style-type: none"><li>• Commercial kitchen and dining area;</li><li>• Communal area and programming spaces;</li><li>• Dedicated clinical space;</li><li>• Social and community integration services;</li><li>• Daily meals;</li><li>• Personal Support Work services to help residents with physical disabilities;</li><li>• Mental health and harm reduction supports.</li></ul>
<b>Additional Facts</b>	<ul style="list-style-type: none"><li>• Developed through a partnership between the City of Toronto, the University Health Network (UHN) Gattuso Centre for Social Medicine, and the United Way of Greater Toronto;</li><li>• According to the UHN, the top 100 patients experiencing homelessness account for over 4,309 ER visits in a single year;</li><li>• Built on a site that was previously a parking lot; land leased from the City of Toronto.</li></ul>