

Pennsylvania
Department of Human Services

2024-2029 ***Keystone Connected*** **Housing and** **Supports Strategy**





Agenda

1. **Welcome and Introductions**
2. **DHS and Housing Strategy Overview**
3. **Housing Strategy Development Preview**
4. **Next Steps**
5. **Questions and Discussion**

Keystone Connected Project Leads



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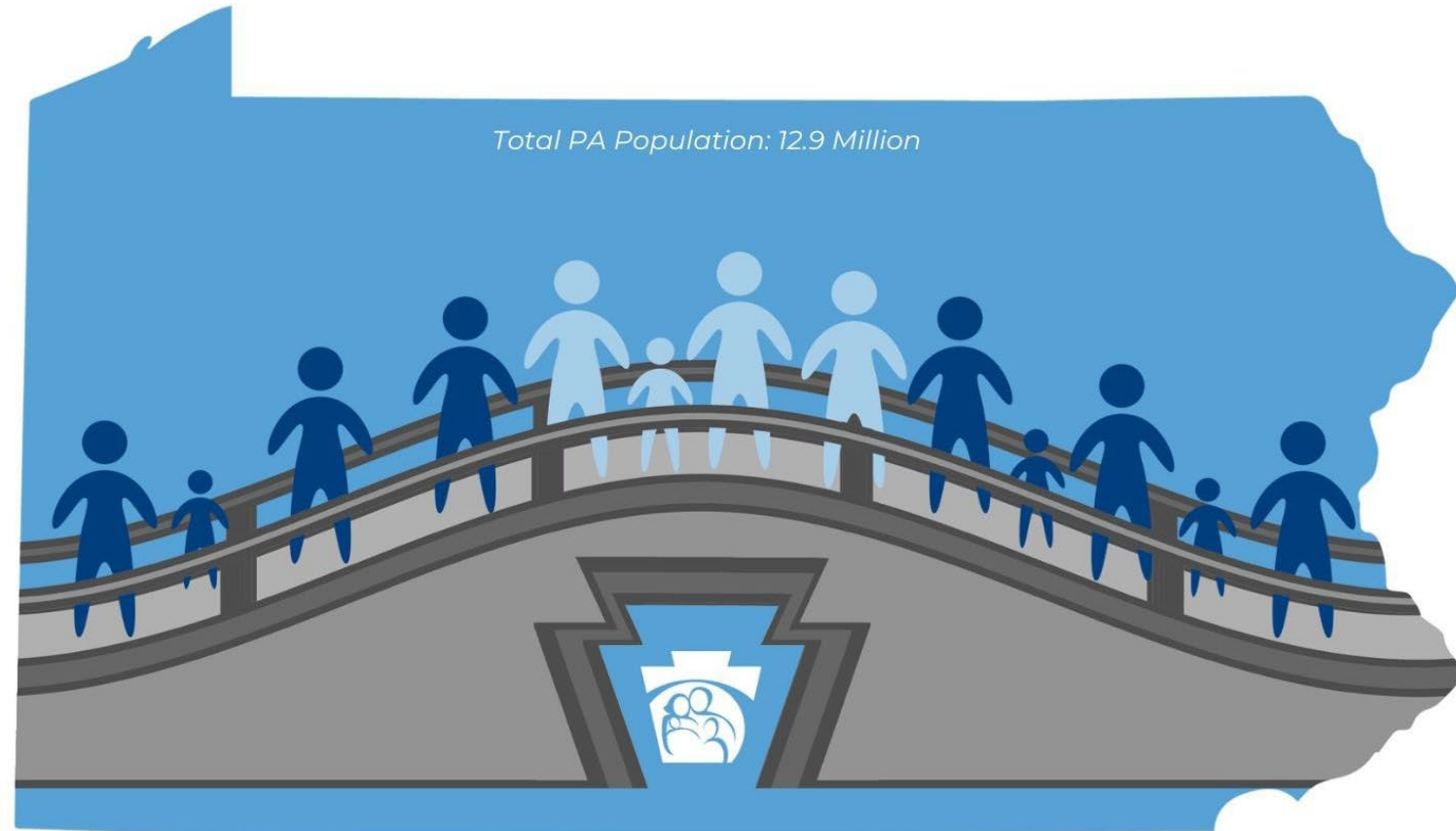


Pennsylvanians Served by DHS

DHS MISSION AND VISION

Our **mission** is to assist Pennsylvanians in leading safe, healthy, and productive lives through equitable, trauma-informed, and outcome-focused services while being an accountable steward of Commonwealth resources.

Our **vision** is that all Pennsylvanians live safe, healthy, and independent lives, free of discrimination and inequity.



3.5 Million Directly Served Through Public Assistance Programs



9+ Million People Reached Through Provider Licensing, Protective Services, and Other Supports

Collaborating on Commonwealth Priorities

[Governor Shapiro's proposed 2024-2025 budget](#) includes the following investments in housing and related supports, including public transportation, economic development, neighborhood revitalization, access to employment opportunities, and food security.

- Increases funding by \$10 million for the Homeless Assistance Program, where rental assistance, bridge housing, emergency shelter, eviction prevention, and other innovative supportive housing services can be provided.
- Providing \$5 million in matching funds to ensure tenants have access to legal representation in eviction proceedings and keep more Pennsylvanians in their homes.
- Increasing the cap on funding to address critical housing needs under the Pennsylvania Housing Affordability and Rehabilitation Enhancement program to \$100 million by 2027-28.
- Proposing \$5 million in flexible grant funding for communities to address immediate housing needs in times of emergency and disaster.
- Proposing \$50 million for the Whole Home Repairs program, to continue to provide direct assistance to homeowners and keep more families in their homes.
- Cutting costs for older adults and working families through expanding the Property Tax and Rent Rebate Program and the Child and Dependent Care Enhancement Tax Credit.

DHS Housing Services and Programs

The following are highlighted samples of DHS housing services and programming.

Department of Human Services-Wide • Bridges to Success: Keystones of Health for Pennsylvania • Human Services Block Grants • Support of the Regional Housing Coordinator program	Office of Administration • Mass Care and Emergency Assistance • Support for communities after disaster	Office of Child Development and Early Learning • Child Care Works • Early Learning Resource Centers • Pennsylvania Head Start State Collaboration Office, Early Childhood Homeless Stakeholders • Continuums of Care and Head Start Working Together
Office of Children, Youth and Families • Independent Living and Chafee Foster Care Programs • Stable Housing Interventions in Facilitated Teams (SHIFT) • Needs Based Budget	Office of Developmental Program • Everyday Lives • Lifesharing • Housing Transition and Tenancy Sustaining Services	Office of Income Maintenance • Homeless Assistance Program • Low-Income Home Energy Assistance Program • Emergency Rental Assistance Program • Emergency Shelter Allowance • Temporary Assistance for Needy Families Diversion • Refugee Resettlement Program
Office of Long-Term Living • Community HealthChoices • Nursing Home Transitions Program	Office of Medical Assistance Programs • Physical HealthChoices • Community-Based Care Management	Office of Mental Health and Substance Abuse Services • Reinvestment and Housing Strategies • Behavioral HealthChoices • SSI/SSDI Outreach, Access, and Recovery • Projects for Assistance in Transition from Homelessness

DHS Housing Strategy Overview

Building on Foundational DHS Housing Strategies



Housing Strategy Priority Areas

-  Supportive Housing
-  Homelessness & Housing Stability
-  Housing Services & Supports
-  Housing Affordability
-  Housing Supply & Accessibility

Aligning with the Secretary's Vision

"Together, we can develop a 5-year DHS Housing Strategy that centers the needs of our Pennsylvania neighbors and communities through aligning our services and partnerships to **address housing as both a human right and an essential social driver of health and wellbeing.** We will work to increase access to affordable and workforce housing and to ensure access to supports – in times of crisis to weather unexpected challenges and to provide trauma-informed, high-quality services that meet Pennsylvanians' needs now and for our future."

Dr. Val Arkoosh

Secretary of the Pennsylvania Department of Human Services



Pennsylvania Housing Context

WHAT IS **AFFORDABLE** HOUSING?

According to the U.S. Department of Housing and Urban Development (HUD), an affordable home is one where rent/mortgage costs inclusive of utility payments are **30% or less of occupants' monthly household income**, regardless of income level. People who pay more are considered cost burdened.

To afford a **1 - BEDROOM** rental home at Fair Market Rent in Pennsylvania, you must have a yearly take home salary of ~\$40,000.

\$23.61/hour
REQUIRED TO
AFFORD A
2 - BEDROOM
RENTAL HOME

\$1,228/month
2 - BEDROOM
FAIR MARKET
RENT

PENNSYLVANIA
MEDIAN WAGE

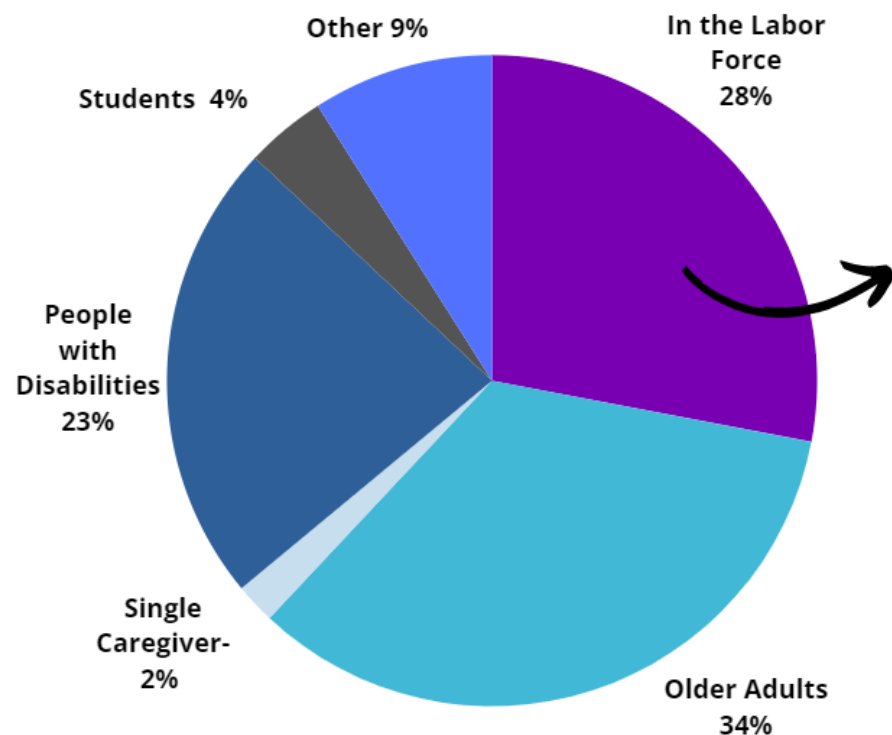
\$22.98/HOUR

THE MEDIAN WAGE ACROSS ALL
PENNSYLVANIA OCCUPATIONS
IS **NOT ENOUGH** TO AFFORD A MODEST
2-BEDROOM RENTAL HOME WITHOUT
EXPERIENCING COST BURDEN.

Pennsylvania Housing Context

In Pennsylvania, there is a **significant shortage of rental homes affordable and accessible to extremely low-income households**, whose incomes fall at or below the poverty guideline or 30% of their area's median income.

WHO ARE EXTREMELY LOW-INCOME RENTER HOUSEHOLDS?



ALICE HOUSEHOLDS

ALICE, a United Way acronym which stands for **Asset Limited, Income Constrained, Employed**, represents the increasing number of individuals and families who work, but are unable to meet their basic needs, including food, childcare, housing, health care and transportation.

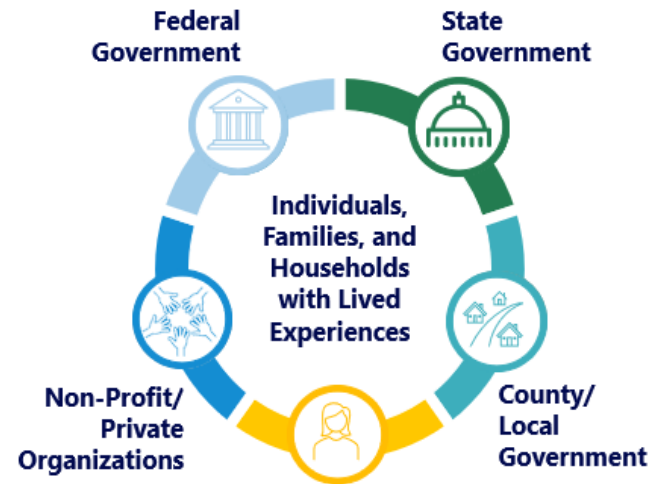
- Many extremely low-income households are severely housing cost-burdened, spending more than half of their income on housing.
- Severely cost-burdened households are more likely than other renters to sacrifice other necessities like healthy food and healthcare to pay their rent, and to experience unstable housing situations like evictions.

Housing Strategy Timeline

Oct. '23 Nov. '23 Dec. '23 Jan. '24 Feb. '24 March '24 April '24 May '24 June '24 July '24

Environmental Scan

Stakeholder Engagement



Strategy Development

We are here! 

Public Comment



Target Strategy Release

- 300+ responses to Housing Survey
- 10 Focus Groups with 266 participants
- 3 Public Forums with 386 participants
- 1,100+ stakeholders on outreach list

**48-member
Cross-Sector Steering Committee
Engagement
+
22-member
DHS-Internal Steering Team
Collaboration**

Feedback Survey Responses: Listening to Community Voices

These quotes represent a small sample of the meaningful comments left by feedback survey respondents.

Housing Strategy Priority Areas



Supportive Housing



Homelessness & Housing Stability



Housing Services & Supports



Housing Affordability



Housing Supply & Accessibility

"Cash rental and utility assistance-ERAP was tremendously successful and met a need for eviction prevention. However, just because federal funds have been exhausted does not mean that the need has gone away. If anything, **[need] has grown as the cost of living has continued to accelerate."**

—Lancaster County stakeholder



"While PSH [Permanent Supportive Housing] programs are great, transitional housing is still greatly needed.... Although families are offered support through PSH **some families need a higher level of support."**

—Beaver County stakeholder



"We need more access to supports prior to homelessness. In Allegheny County most families and individuals can only access services once they are homeless and there is **little in place for prevention."**

—Allegheny County stakeholder



"The trends of (increasing rent and decreasing affordable housing) have not only affected the typical low-income household, but also into the lower middle class and the 'working poor'"

—Sullivan County



"We need to provide case management/ support for a much longer period past just getting individuals housed, we also need stepped programs so that as a family is coming out of housing insecurity they are incentivized to keep progressing..."

—Montgomery County stakeholder



"The need for affordable housing for persons with disabilities is huge. Waiting lists are years long, **forcing those with disabilities into homelessness or nursing homes."**

—Lawrence County stakeholder



Feedback Survey Responses: Sharing Lived Experiences

Approximately **two out of three** feedback survey respondents had experienced a situation related to housing instability.

Respondents' Organizational Representation

1. Non-profit – 55%
2. County/Local Government – 19%
3. Services Provider – 16%
4. Housing Provider – 11%
5. Advocacy Group – 11%
6. Other – 11%
7. Health Care Provider – 8%
8. Private Business – 5%
9. State Government – 4%
10. Federal Government – 3%
11. Philanthropy or Foundation – 1%

I have **been on a waiting list for subsidized or permanent supportive housing** – 38 respondents

I have **not had a safe and stable place to sleep** at night – 35 respondents

I have **needed help finding housing I can afford** but did not know where to go – 48 respondents

37% of respondents currently **experience housing cost burden** (pay more than 30% of income on housing costs).

I have **struggled to find housing I can afford that meets the needs of my family, including children or elders** – 44 respondents

I have **struggled to find decent quality housing I can afford in a safe neighborhood with access to the services and resources I need** – 60 respondents

I have **experienced discrimination** by a landlord, property manager, real estate agent, or mortgage lender **when looking for housing** – 28 respondents

I have **lived in a group shelter** designed to provide temporary housing – 20 respondents

I have **struggled to find housing I can afford that meets my needs** as a person with a **physical or intellectual disability** – 42 respondents

I have lived in a **home that needs repairs** to be in good condition, but I cannot afford the cost – 64 respondents

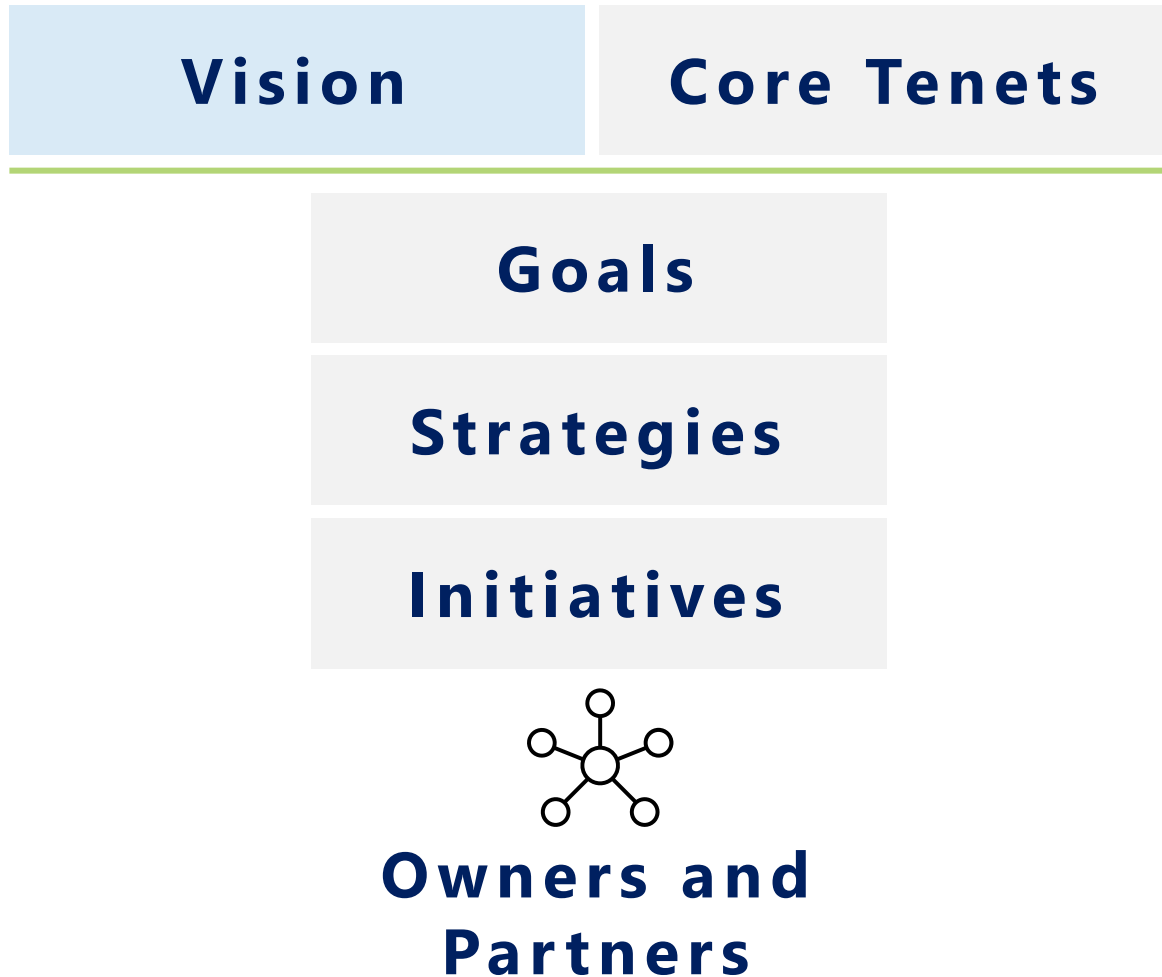
Feedback Survey Responses: Identifying Housing Needs

Question: Please **select up to five housing issues** most in need of attention in the Pennsylvania community where you live or work in the housing sector.

Top Responses:

1. Increase affordable housing for families – **193 respondents**
2. Increase available housing for people with low credit scores, previous evictions, or criminal records – **115 respondents**
3. Increase affordable housing with supportive services for homeless individuals and families – **114 respondents**
4. Increase affordable housing for seniors – **110 respondents**
5. Offer incentives to redevelop vacant, abandoned, or delinquent properties – **108 respondents**
6. Increase affordable housing with supportive services for people with disabilities – **108 respondents**
7. Increase collaboration between levels of government, private businesses, and nonprofit organizations to better serve Pennsylvanians' housing needs – **92 respondents**
8. Increase affordable housing in high-opportunity neighborhoods (e.g., high-quality schools, access to public transportation and essential services, close to public facilities like parks, community centers, and libraries) – **91 respondents**
9. Preserve affordable housing options in areas where housing costs are increasing rapidly – **89 respondents**
10. Increase available rental housing for people using Housing Choice Vouchers – **79 respondents**
11. Provide short-term assistance with rent/mortgage/utility payments – **77 respondents**
12. Provide assistance for property owners to repair/modernize affordable rental housing – **62 respondents**

Keystone Connected Vision



DHS strives to work with our partners toward our vision and our desired future state where every Pennsylvanian has a safe home as a foundation to stabilize their health, independence, and wellbeing.

Keystone Connected Core Tenets

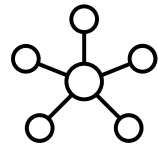
Vision

Core Tenets

Goals

Strategies

Initiatives



**Owners and
Partners**

Embedded in DHS' vision that every Pennsylvanian has a home is a commitment to **promoting diversity, equity, and inclusion** – meeting the needs of people with all backgrounds, life experiences, and identities – through Commonwealth housing endeavors. The **core tenets** below are embedded throughout the goals, strategies, and initiatives of Keystone Connected.

- **Engage Diverse Perspectives**
- **Pursue an Equitable and Inclusive Pennsylvania Housing Landscape**

Keystone Connected Goals

Goal 1: Build Abundant Housing Opportunities

Encompasses an array of initiatives used throughout the country and in specific Pennsylvania localities to create abundant, affordable, accessible housing in high opportunity locations, and preserve existing affordable housing.

Goal 2: Open Doors to Housing Stability

Promotes proactive housing supports, easier access to housing and homeownership opportunities, boosting crisis response systems, increasing supportive housing options, and encouraging shared and creative housing solutions.

Goal 3: Align Education and Navigation

Focuses on education and navigation of the housing resources that exist in Pennsylvania and aligning efforts across various agencies and platforms to better serve Pennsylvanians.

Goal 4: Achieve Collective Housing Goals

Identifies opportunities for cross-agency and cross-sector coordination, tracking progress toward shared goals, investing in the services and supports workforce, and building capacity at the local level.

Keystone Connected includes **goals** (high-level themes), **strategies** (mid-level approaches), and **initiatives** (specific tactics with owners and partners) to address Commonwealth-wide housing challenges and opportunities.

Goal 1 Sample Strategies and Initiatives

Goal 1: Build Abundant Housing Opportunities

Encompasses an array of initiatives used throughout the country and in specific PA localities to create abundant, affordable, accessible housing in high opportunity locations, and preserve existing affordable housing.

Strategies

Initiatives



**Owners and
Partners**

Sample Strategy: Support the creation of opportunity-enhancing housing options

Sample Initiative: Promote adoption of Visitability and Universal Design principles, which look beyond Americans with Disabilities Act (ADA) compliance in a housing unit to ensure property and neighborhood amenities and services are accessible to people of all abilities.

Sample Strategy: Expand the quantity and variety of housing types

Sample Strategy: Preserve existing affordable housing

Goal 2 Sample Strategies and Initiatives

Goal 2: Open Doors to Housing Stability

Promotes proactive housing supports, easier access to housing and homeownership opportunities, boosting crisis response systems, increasing supportive housing options, and encouraging shared and creative housing solutions.

Strategies

Initiatives



**Owners and
Partners**

Sample Strategy: Enhance proactive supports to prevent housing instability

Sample Initiative: Increase available assistance for home modifications and assistive technologies through aligning and braiding funding opportunities to address repair and accessibility needs, including supports for aging in place, to mitigate challenges with Pennsylvania's aging housing stock and better support Pennsylvanians of all ages with disabilities.

Sample Strategy: Boost housing crisis response systems

Sample Initiative: Provide resources to increase housing supports for people with substance use disorders who are in recovery (e.g., OMHSAS, [DCED/DDAP Recovery Housing Program](#)).

Sample Strategy: Promote supportive housing and home and community-based services

Bridges to Success: Keystones of Health for Pennsylv

- **Bring new tools to our Medicaid program to work upstream**
- **Build on our foundational knowledge and experience to address social determinants of health**

Focus Areas

- Reentry supports
- Food & nutrition supports
- Housing supports
- Continuous coverage under age six



Housing Potential Populations & Services

The goal of housing supports is to ensure stable housing as a **foundation for overall health and well-being.**



POTENTIAL POPULATIONS

People experiencing homelessness who:

- Have serious mental illness or a substance use disorder
- Are pregnant or in the 12-month postpartum period
- Are identified for reentry supports, including those at risk of homelessness
- Have a chronic health condition (to be defined)

HOUSING SERVICES

1. Connect people to existing housing supports and services.
2. Provide help during transitions with moving expenses and necessary household items like, pots and pans, furniture, and air conditioning units.
3. Provide short-term help paying rent.
4. Provide education and support to keep housing.

Proposed Housing User Path

Keystones of Health provides a suite of housing supports to use in coordination with case management. It provides short-term transition assistance to establish housing and connections to existing programs for sustainability. Individuals may follow the full path or receive a subset according to their plan of care.

Who is eligible?

Medicaid beneficiaries experiencing homelessness*, or at-risk of experiencing homelessness following release from a correctional facility, who also have a clinical risk factor such as pregnancy, serious mental illness, substance use disorder, or a chronic health condition.

HRSN Screening finds an individual is eligible for Keystones of Health Housing Supports and refers them to case management.

Case management develops a plan of care and authorizes services. Case management connects the individual with community housing specialists and pre-tenancy and transition services.

One-time transition start-up services to support individuals to secure and establish a home.

Individual receives **rental subsidies, either as rental assistance or temporary housing, for up to 6 months.** Case management provides support during this time to connect the individual to longer-term assistance.

Individual receives education and guidance on **tenant rights and eviction mitigation support** as needed to sustain tenancy.

*Experiencing homelessness defined as living without shelter, in homeless shelters, or in structures not intended for human habitation

KEY AREAS & TIMELINES

- Negotiations with CMS
- Budget appropriations
- Overall implementation timeline
 - 2025: Investments in HRSN infrastructure
 - 2026: HRSN services (food and housing); reentry program (State Correctional Institutions)
 - 2027: Expansion of reentry program to small number of counties
 - 2028: Opportunities to expand reentry program to more counties

Goal 3 Sample Strategies and Initiatives

Goal 3: Align Education and Navigation

Focuses on education and navigation of the housing resources that exist in Pennsylvania and aligning efforts across various agencies and platforms to better serve Pennsylvanians.

Strategies

Initiatives



**Owners and
Partners**

Sample Strategy: Encourage knowledge-sharing between housing and services providers

Sample Strategy: Develop and promote awareness of housing-related resources that serve DHS program focus populations

Sample Initiative: Promote the [SSI/SSDI Outreach, Access, and Recovery \(SOAR\)](#) program to increase access to SSI/SSDI for eligible adults who are experiencing or at risk of homelessness and have a mental illness, medical impairment, and/or a co-occurring substance use disorder.

Sample Initiative: Support Community-Based Care Management (CBCM) to coordinate community-based care that can help address social determinants of health, including housing instability.

Sample Strategy: Improve access to and inclusivity of information about housing support systems

Sample Initiative: Update state and DHS websites to coordinate and consolidate information about state-funded housing programs and resources.

Goal 4 Sample Strategies and Initiatives

Goal 4: Achieve Collective Housing Goals

Identifies opportunities for cross-agency and cross-sector coordination, tracking progress toward shared goals, investing in the services and supports workforce, and building capacity at the local level.

Strategies

Initiatives



**Owners and
Partners**

Sample Strategy: Enhance cross-agency and cross-sector coordination to align housing efforts

Sample Initiative: Create a statewide coordinating council on homelessness, informed by the expertise of people with lived experience.

Sample Initiative: Braid funding to maximize resource flexibility for difficult-to-cover costs (e.g., program management, case management, shelter costs).

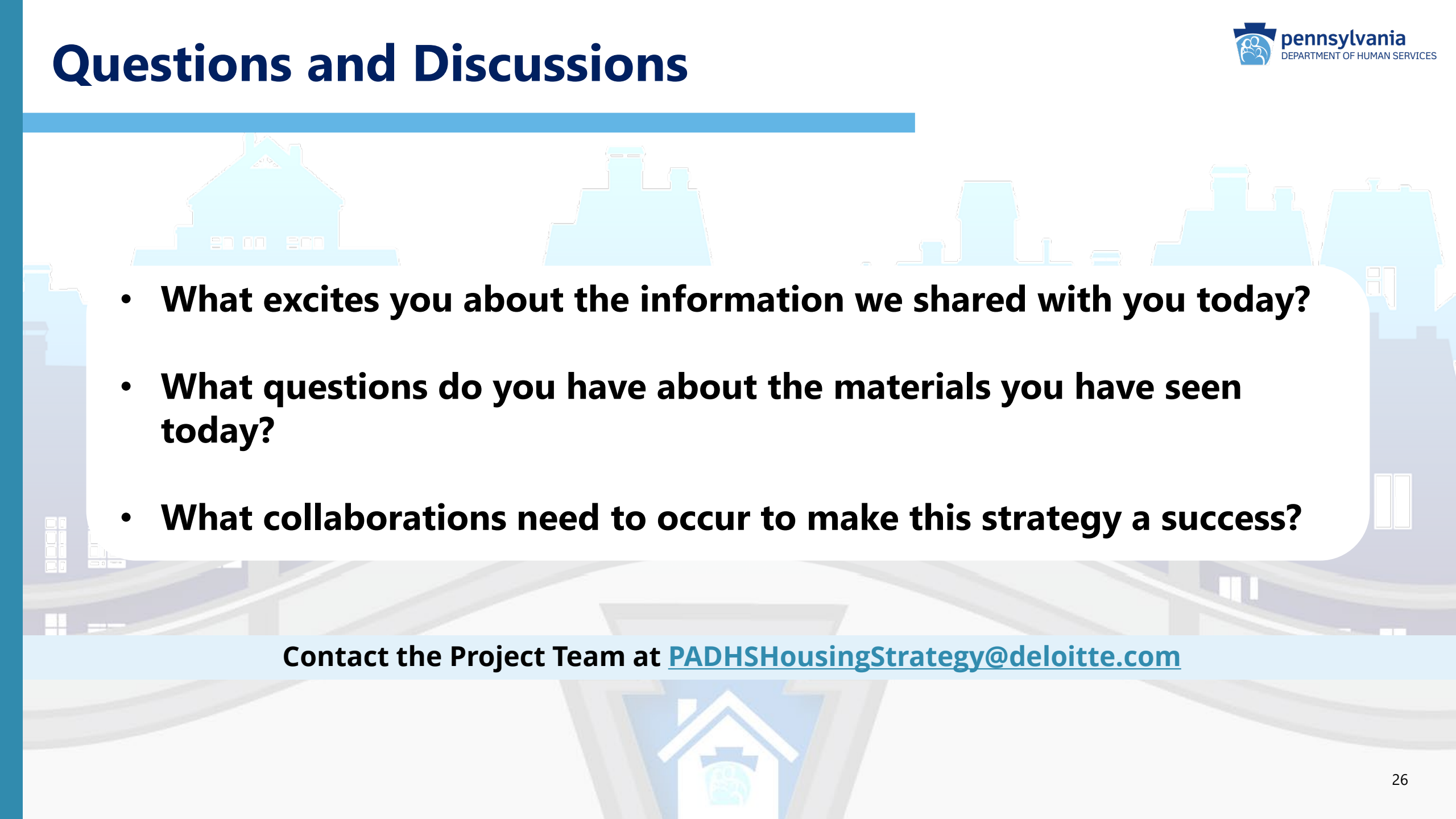
Sample Strategy: Track progress toward shared goals

Sample Initiative: Promote development and utilization of statewide housing and services data dashboards (e.g., [PHFA Housing Data Explorer](#), [PA Health Equity Analysis Tool](#)).

Next Steps

- Continue to synthesize and incorporate feedback
- Announce the Housing Strategy Public Comment Period
- Release the Housing Strategy (Target June/July)
- Identify and Prioritize Action Steps for Year One Initiatives

Questions and Discussions

- 
- **What excites you about the information we shared with you today?**
 - **What questions do you have about the materials you have seen today?**
 - **What collaborations need to occur to make this strategy a success?**

Contact the Project Team at PADHSHousingStrategy@deloitte.com

Closing Remarks

Thank you!

Contact the Housing Strategy Project Team at PADHSHousingStrategy@deloitte.com

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Department of Human Services Housing Website:
<https://www.dhs.pa.gov/Services/Assistance/Pages/Housing.aspx>