

About the Housing Support Services Toolkit

The Housing Support Services Toolkit is a planning tool to assist with designing and implementing services related to obtaining and maintaining housing. Based on the input of hundreds of service providers and housing clients in the Fairfax-Falls Church community, the toolkit provides **information on the supportive services that are most critical to specific populations and clients in a variety of housing and household situations**. It is not an exhaustive list of applicable services (though it aims to be as thorough as possible), nor is it a prescriptive listing of what clients need. Every individual and family served has unique strengths and needs; **providers must work with their clients to identify the most appropriate services**. However, this toolkit can serve as a guide for providers, indicating the types of services and best practices that most commonly lead to positive client outcomes.

Service Types

The toolkit provides information on approximately 40 different supportive services.

If the service was commonly listed in our surveys as a critical service for a specific **population, household type, or housing type**, they are listed here. Please note that financial literacy, in this example, may be critical to clients even if they are not in these population groups or housing situations.

Each service type includes examples of one or more generic **performance measures** that can be used to evaluate whether a service is successful in helping clients be better off.

AIRS maintains a taxonomy of codes for various human and social services that many providers use in referral databases and financial and workflow coding. Common **AIRS codes** for the each service type are listed here.

[homepage](#) > [neighborhood and community services](#) > [housing support services toolkit](#):

Financial Literacy

DEFINITION	Provision of training and instruction to help individuals develop the resources.
POPULATION	<ul style="list-style-type: none"> • People with Limited English Communication Skills • People who are Formerly Incarcerated • Youth
HOUSEHOLD TYPE	<ul style="list-style-type: none"> • Households with Children • Households without Children • Households with Only Children
HOUSING TYPE	<ul style="list-style-type: none"> • Emergency Shelter
COMMON PERFORMANCE MEASURES	Percent of individuals served who complete financial literacy education
AIRS TAXONOMY CODES	<ul style="list-style-type: none"> • Personal Financial Counseling DM-6500 • Credit Counseling DM-1500.1500 • Financial Management Workshops DM-2000
HUMAN SERVICES RESOURCE GUIDE (HSRG) LINKS	FINANCIAL EDUCATION
BEST PRACTICES	<p>Federal Deposit Insurance Corporation Money Smart Curriculum</p> <p>The FDIC Money Smart Curriculum is a comprehensive financial education program for low- and moderate-income individuals outside the financial mainstream to enhance their financial literacy and help them make better financial decisions.</p> <p>Money Smart</p> <p>Money Smart Overview (US Department of Education)</p>

The **Human Services Resource Guide** is a web-based application containing information about organizations, programs and services available to Fairfax County residents, including detailed descriptions and eligibility criteria. Links are included to appropriate services for each service type listed in the toolkit.

See below for more information on **Best Practices**.

Federal Deposit Insurance Corporation Money Smart Curriculum

The FDIC Money Smart Curriculum is a comprehensive financial education curriculum designed to help low- and moderate-income individuals outside the financial mainstream to enhance their financial skills and create positive banking relationships

• People who are Formerly Incarcerated

Money Smart

Money Smart Overview (US Department of Education)

Specific **best practices** are listed when providers indicated they have found them to be successful. In the example above, many providers indicated that the FDIC Money Smart program has been a good program for those who need financial literacy services. In some cases, the best practices are not necessarily examples of the service type. Play therapy, for example, is listed as a best practice under Child Care, although it is not a best practice of child care providers. It is listed because, according to the providers surveyed, play therapy was often beneficial for clients who needed child care services. The best practices listed are not endorsed by Fairfax County; they are listed as a result of provider surveys.

Most best practices were especially noted by providers as effective or commonly used with specific populations. In those cases, the populations are listed. These listings are not intended to be inclusive of the populations for which certain practices can or should be used.

Finding Service Types

There are multiple ways to find information on the various service types:

Index

Contacts/Directions

Housing Support Services Toolkit

Toolkit Background and Process

About the Toolkit

Services Index

Human Services Resource Guide

ARS Taxonomy Codes

Feedback/Contact Us

Glossary

Acknowledgements

Related Links

Administration for Human Services

Fairfax-Falls Church Community Services Board

Fairfax County Public Schools

Family Services

Health Department

Housing and Community Development

Juvenile and Domestic Relations District Court

Neighborhood and Community Services

Office for Women & Domestic and Sexual Violence Services

Park Authority

Police Department

Services for Older Adults

Online Services

Our Government

News and Events

Maps, Facts & Stats

State & Federal

homepage > neighborhood_and_community_services

Housing Support Services Toolkit

Affordable housing is about more than just ensuring people have a place to live. A variety of additional support services - examples include medical care, child care, job training, and financial education - are often necessary to ensure that individuals and families are able to successfully obtain and maintain housing.

The Housing Support Services Toolkit (HSST) is a collection of information about various services that help individuals and families obtain and maintain housing. The information provided here is neither exhaustive nor prescriptive. Based on the input of hundreds of housing and housing services providers and clients, the HSST provides guidance on the types of services most often needed by clients.

The HSST is designed as an information source for providers of housing and support services such as those listed within the toolkit. It is a planning tool to help providers develop an appropriate mix of service options, identify critical partners, outreach to new populations, develop strong funding proposals, and otherwise ensure their clients are being effectively served.

For more information, download About the Housing Support Services Toolkit.

MOST CRITICAL CROSS-CUTTING SERVICES

These service types were consistently identified by providers and clients as critical services most likely to be beneficial to clients seeking to obtain and maintain housing, regardless of the population type or housing situation.

SERVICES BY POPULATION

For each of the populations listed below, providers and clients identified the types of services most likely to be beneficial.

- Households that Lack the Financial Resources to Cover Food, Shelter, and Clothing
- Older Adults

SERVICES BY HOUSING SITUATION

For each of the housing situations listed below, providers and clients identified the types of services most likely to be beneficial.

- People in Emergency Shelter
- People who are Unsheltered
- People in Transitional Housing*

SERVICES BY HOUSEHOLD TYPE

For each of the household types listed below, providers and clients identified the types of services most likely to be beneficial.

- Household With Children
- Household Without Children
- Household With Only Children

Services Index: A listing of all service types included in the toolkit.

Services by Population: For a variety of populations, listings of the most critical services.

Services by Housing Situation: Listings of the most critical services for people in emergency shelters and unsheltered people.

Services by Household Type: For clients in a variety of household types, listings of the most critical services.

Most Critical Cross-Cutting Services: A listing of services most often cited as critical, regardless of population or housing circumstances.

Examples of How You Can Use the Toolkit

If you provide behavioral health services, for example, you may want to search for Behavioral Health Services under the Services Index. From that page, you can discover the populations and housing situations of housing clients most likely to need behavioral health services. This could help you in conducting outreach, developing partnerships, and identifying best practices to incorporate into your array of services.

If you serve a particular population, such as older adults, or work in a specific setting, such as an emergency shelter, you may want to search for the most critical services for that population or setting. From there, you can identify the key services to ensure you consider in planning to meet your clients' needs. You can also click on the HSRG links to identify specific service providers in the Fairfax community.

The Disclaimer, Once More (This is important to understanding how the toolkit works.)

The toolkit is based on the input of hundreds of service providers and clients in the Fairfax community. It is not intended to be prescriptive or definitive in any way. It should be seen as a tool to help providers of housing and housing support services in planning their service delivery.

The toolkit is not exhaustive. Just because a specific service is not included in a list for a certain population, for example, does not mean that clients in that population do not need the service. It simply was not among the most commonly cited services for that population.

Similarly, **the toolkit is not prescriptive.** Just because a specific service is included in a list for a certain population, for example, does not mean that clients in that population must have that service.

The toolkit does not constitute an endorsement of specific practices by Fairfax County. It reports on the results of surveys and other information gathering among a variety of providers, managers, and clients. If a specific program or service is listed, it is there because others find it to be useful or effective.

Other Great Information Found in the Site Index

Toolkit Background and Process: An overview of the toolkit, how it was developed, and how it links to other initiatives in Fairfax.

Human Services Resource Guide: A direct link to the HSRG home page.

AIRS Taxonomy Codes: A listing of codes for all service types included in the toolkit.

Glossary: Definitions for some of the terminology used throughout the toolkit. People may have different understandings of what "self-sufficiency" means, for example. The glossary explains what it means when it's used in the toolkit.

Acknowledgements: A list of those who worked on the development of the toolkit.