

## ***Fair Housing Tip of the Month***

### **Tip #4 – Supportive Services**

*“I have a special housing voucher and live in a building that provides supportive services to help me stay in my housing. My housing provider insists I use the on-site case management services if I want to stay there, but I don’t think the case management staff are that helpful. Do I have to use their case management services if I don’t think it helps me?”*

**The law says:** Some types of housing assistance are connected to supportive services designed to help individuals live independently. Tenants who receive this kind of assistance may be required to participate in some supportive services as a condition of their tenancy and to continue receiving the housing assistance. Tenants are to be assessed to determine what services would accommodate their needs and disabilities. However, tenants cannot be required to participate in disability-related services, like mental health services, which are services provided to address a specific condition caused by a disability.

**What to do:** The goal of these supportive housing programs is to provide a supportive environment for individuals who need help in maintaining their housing. If at the beginning of your tenancy you agreed to participate in the on-site case management services as a condition of your tenancy, refusing to participate may put you at risk for termination of your tenancy and housing assistance.

If at any time you disagree with the housing provider about your need for case management services, you may try asking for a reasonable accommodation to find an alternative way to address the issue that the housing provider thinks the on-site case management will solve.

If your landlord refuses to consider your request for reasonable accommodation or refuses to engage in an interactive process, you can file a complaint with a local fair housing agency, the California Department of Fair Employment and Housing (DFEH), or the federal Department of Housing and Urban Development (HUD).

To file a complaint with HUD, call [800-669-9777](tel:800-669-9777), or visit [https://portal.hud.gov/hudportal/HUD?src=/program\\_offices/fair\\_housing\\_equal\\_opp/complaint-process](https://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/complaint-process)

To file a complaint with DFEH, call [800-884-1684](tel:800-884-1684), or visit <http://www.dfeh.ca.gov/complaint-process/complaint-forms/>

Fair housing laws prohibit discrimination in housing based on the following characteristics: Race, religion, national origin, color, sex, marital status\*, ancestry\*, familial status, disability, sexual orientation\*, source of income.\*

\*Indicates a prohibited basis for discrimination in California, but not under federal law.

***Disclaimer: The Fair Housing Tip of the Month program is for educational purposes only and does not constitute legal advice. If you have a legal question, please contact MHAS, your local fair housing council or another attorney of your choice.***

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