

Welcome The Housing First Three Part Series: Part 2 – Adopting a Housing First Approach

Webinar will begin shortly.

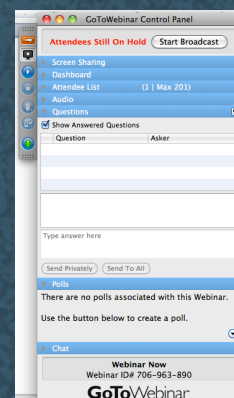
This is a muted call, please submit your questions
via the GoToMeeting question feature.

Handouts available at

http://www.cohhio.org/info_training_materials.php

Webinar

- Webinar will be 2 hours
- Call muted
- Submit questions through GTW toolbar
- Materials available
http://www.cohhio.org/info_training_materials.php



Social Worker Continuing Education

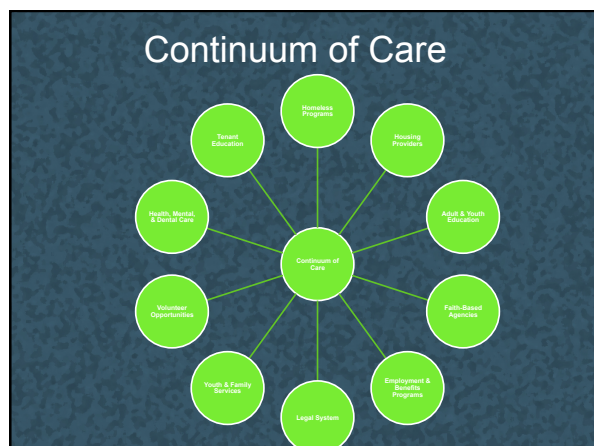
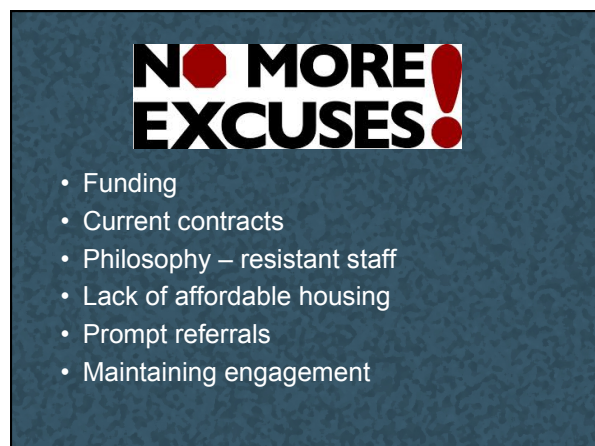
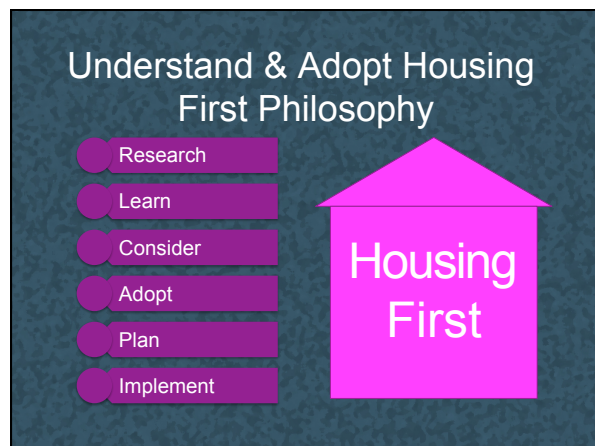
- Complete evaluation
- Complete knowledge check by 9.24.14
– Pass with 70%
- Certificate with Social Work CE's will be emailed by end of month



Adopting a Housing First Approach

Housing First Trainings





Adapting model to CoC/ regional needs



- Anticipate challenges unique to CoC/region
- Develop strong landlord relationships
- Develop evaluation process

Homeless System Involvement

- Communication plan
 - During work plan design
 - Prior to implementation
 - Ongoing updates
 - Ask other CoC partners for help/guidance

Shifting Agency Cultures

- Housing, not sheltering
- Harm reduction (HR)
- Trauma Informed Care (TIC)
- Effort-based support (EBS)



trans'for·ma'tion,

n.— the act, process, or instance of changing in character or condition.

- Assess best process to embrace transformation
- Utilize best practices in change facilitation
 - Remember to consider agency' s culture

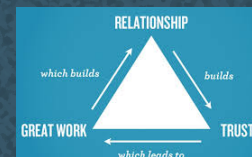
Working Cohesively

- Embrace common purpose/values
- Promote communication
- Adjust to changing responsibilities
- Ensure landlord responsibilities



Working Cohesively

- Provide support and empathy
- Stay focused on ending homelessness
- Multidisciplinary approach
- Clear protocols, policies, procedures, roles, & responsibilities



Assess Community Needs & Gaps

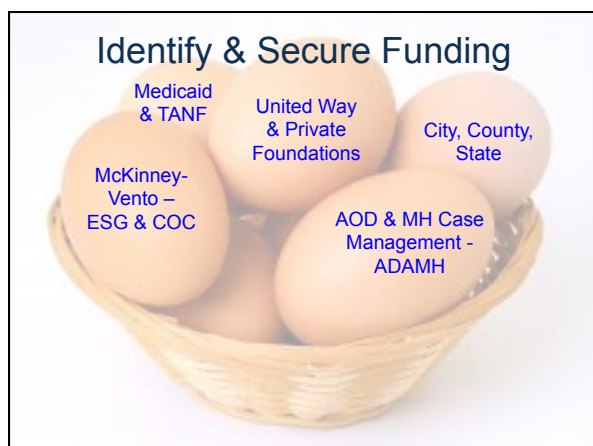
- Assess landscape of existing services
- Coordinate with CoC/regional partners
- Avoid duplication



Identify & Secure Funding



- Start-up funding
- Understand funding streams
 - Seek mixed, multiple funding sources
 - Which fund can pay for what
- Re-tool funds
- Network with other Housing First programs



Confusion, Resistance & Concerns

- Resistance & concern is common
- The unfamiliar is scary
- Change tends to cause anxiety
- Misconceptions can lead to resistance



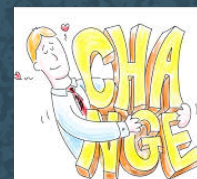
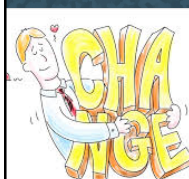
Confusion, Resistance & Concerns

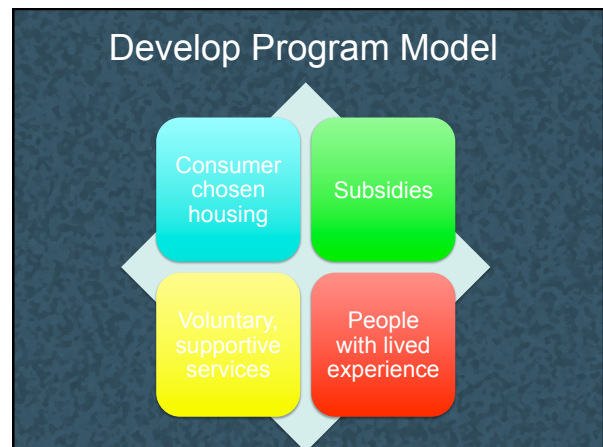
- Agency/program survival may feel threatened
- Address misconceptions immediately
- Establish right team – early on
- Gain and engage stakeholders

PROGRESS
is IMPOSSIBLE
WITHOUT CHANGE,
& those who cannot
CHANGE THEIR minds
CANNOT
CHANGE Anything.
- George Bernard Shaw

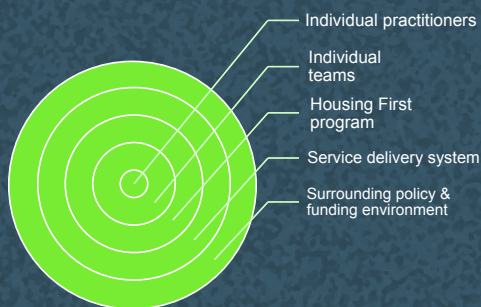
Confusion, Resistance & Concerns

- Describe economic benefits
- Constant education
- Challenge negative perceptions
- Innovative - best practice





Implementation Levels



Define Program Design

Separate vs. integrated services

Financial management oversight

Tenant-held or master leases

Single entity vs. system collaboration

Separate vs. Integrated Services

- Separate housing search/case management
- Integrated housing search/case management
- Skill sets, specialized knowledge



Financial Management Oversight

- Representative payee services (? Housing First)
- Landlord assurance – willingness to rent

**Social Security Administration
Representative Payee Report of Benefits and Dedicated Account**

What You Must Do: This form is required if you are a designated representative payee for a beneficiary who is unable to manage their own financial resources. You must report the benefits and income received by the beneficiary and the expenses paid on their behalf. You must also report the results of the beneficiary's financial management.

When You Must File: You must file this report every 12 months, or more often if the beneficiary's financial situation changes. You must also file a report if the beneficiary dies or if you are no longer the designated representative payee.

How to File: You can file this report online at www.ssa.gov/repayee or by mail. You must include the following information:

- 1. The beneficiary's name and Social Security number.
- 2. The date you began acting as the representative payee.
- 3. The date you last received benefits for the beneficiary.
- 4. The total amount of benefits received for the beneficiary.
- 5. The total amount of expenses paid on behalf of the beneficiary.
- 6. The balance of the dedicated account at the end of the reporting period.

Signatures: You must sign and date this report. If you are filing by mail, you must also include a statement of the beneficiary's signature, if they are able to sign.

Tenant-held or Master Leases



- Encourages tenant-held lease – increases consumer choice
- Mitigates credit issues, criminal background, and other barriers
- Landlord assurance – willingness to rent

Single entity vs. system collaboration

- Single organization, single program
- Single organization, multiple programs
- Collaborative partnership
 - Organization changes & programs



Planning Team Members



- Cross-sector of agency/collaborative staff
- Local leaders/advocates
- Housing authority
- MH, AOD, DV, HIV service providers
- People with lived experience

Planning Team



- Builds Housing First awareness
- Mobilizes stakeholder interest
- Develops models and solutions

Planning Team Members

- Education & employment sector
- Funders
- Benefit and income assistance stakeholders
- CoC representatives



Policies, Procedures & Protocols

Clear, concise and driven to ending homelessness

Assignment of responsibilities

Addresses accountability

Policies, Procedures & Protocols

- Insist on quick & efficient system and resource connections
 - Assess available agency & CoC resources
 - Evaluate ability for quick linkages & referrals
 - Develop, define, and disseminate protocols and policies to access system



Policies & Procedures

Policy, Procedures & Protocols

Risk management, safety protocol

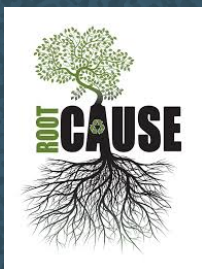
Procuring housing options

Job descriptions, roles

Budget, eligible activities, fiscal process

Housing placement & case management

Root Cause

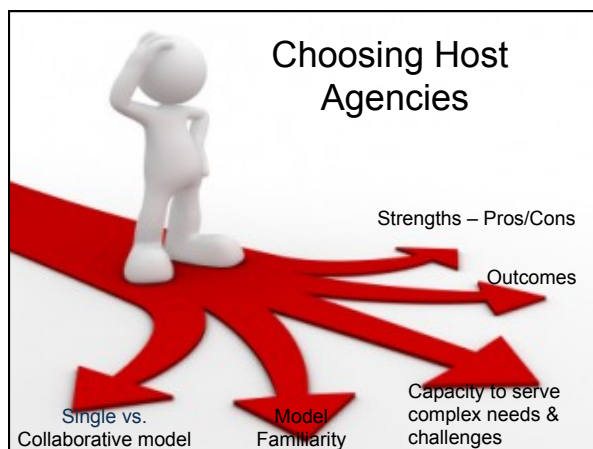


- Housing isn't only answer
- Motivational Interviewing – to address issues
- Shift cultures

Housing First for Everyone

- Single service providers
- Larger social service agencies
- Housing organizations
- Collaborative ventures
- Public/private agencies
- Housing authorities
- Government entities
- Faith-based organizations

Choosing Host Agencies



Framing Your Message

- Address concerns and skeptics
- Make case
 - Cost effectiveness
 - Best practice
 - Client choice
 - System coalition

Framing Your Message

- Own organization – staff & board
- Clients
- Public and private partners/ providers
- Homeless coalitions

Framing Your Message

- Funders
- Stakeholders
- Be proactive – anticipate “nay sayers”



Recruit Your Team



- Assign implementation responsible person
- Select internal agency staff
- Recruit external partners
- Orient & educate team on Housing First
- Develop work plan

Recruit Your Team

- Set initiative roll-out
 - Determine specific objectives & actions
 - Decide upon key opportunities
 - Review changes required
 - Assign roles & responsibilities
 - Set timeline




Process Development Strategies




Strategies

Staffing



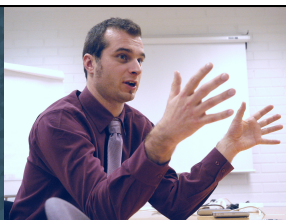
Manager + Housing Search + Case Manager = HF Team

Manager



- General program administration
- Planning
- Partner coordination
- Outreach & training
- Administers financial assistance

Manager

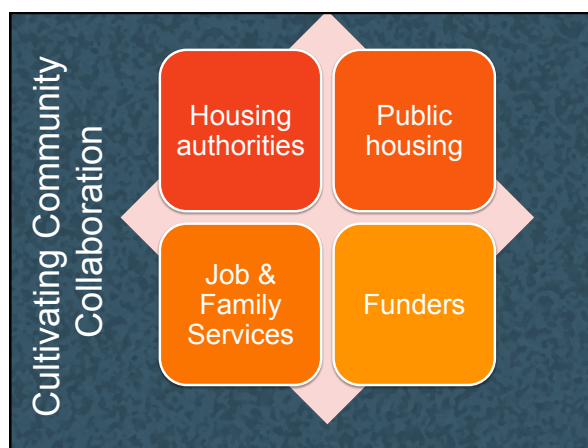
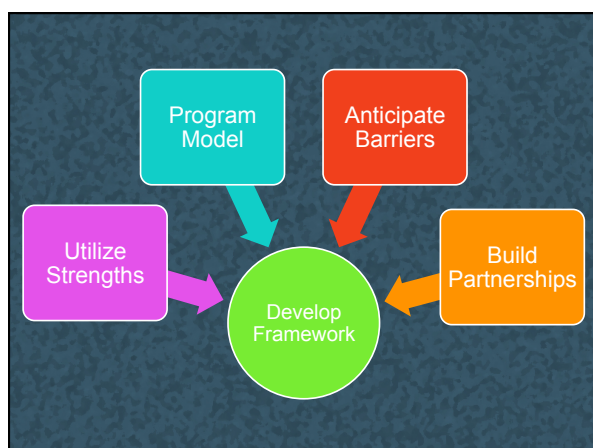


- Strong management & leadership skills
- Collaborative with partners/referral agencies
- Manages financial tracking
- Supervises staff



Launch Program Preparation

- Set program training
 - 1 month meeting/training – check-in
- Weekly/biweekly program team meetings
- Implement work plan
 - Continuous quality improvement
 - Start it – try it – evaluate it - adjust





picking a darn good team!

Choose “Right” Staff

- Enlist the “YES we can” people
- Look for the influencers
- Knowledgeable & flexible
- Current staff may lack buy-in
 - Educate & empower to help them engage
 - Consider position reassignments and/or right fit for this organizational change

Choose “Right” Staff

- Ability to meet client where they are
- Willing to get “their hands dirty”
- Excellent teamwork skills

Choose “Right” Staff

Success starts with the RIGHT people

- Embraces and manages challenges
- Solves problems creatively
- Utilizes strengths-based, client-centered interventions



MOVING FORWARD TOGETHER

Why Integrate People with Experiences of Homelessness

- Vital & crucial
- Planning, implementation & evaluation
- Provide support, mentoring
- Advisory group

People With Lived Experience

- Ensure meaningful involvement
- Debriefing – vicarious trauma
- Elicit feedback

“You don’t have to have all the answers, you just have to be willing to share what you know.”



ENGAGE THE VOICES OF PEOPLE WITH LIVED EXPERIENCE

- Hire peer support workers
 - Consider peer to peer supervision
- Normalize peer involvement

Constantly Assess Staff

- Buy-in
- Implementation of model
- Adherence to model & philosophy
- Feelings, thoughts, concerns, etc.

Constantly Assess Staff

- Emotions
- Boundaries
- Self-care
- Burnout
- Vicarious trauma

Impact on Staff



- Role confusion – handling change
- Ethical dilemmas
- Morale
 - Deskilled; change in roles; let go

- Be patient
- Be prepared
- Breathe & be flexible
- Change takes time – allow time
- See change as opportunity
- Leave complaining & blaming behind



Staff Supervision

- Regular individual and team supervision
- Weekly team meetings
- Coaching-oriented supervision

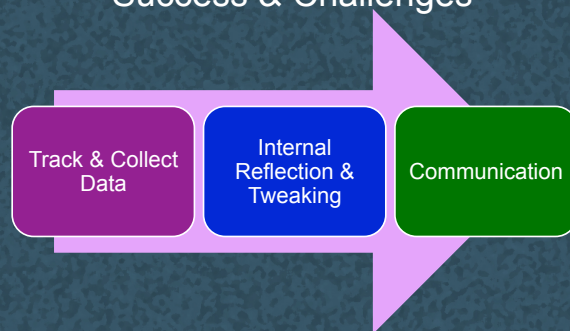


Staff Supervision



- Monitor for model fidelity
- Support and train
- Peer to peer supervision

Success & Challenges



Weekly/Bi-weekly Meetings

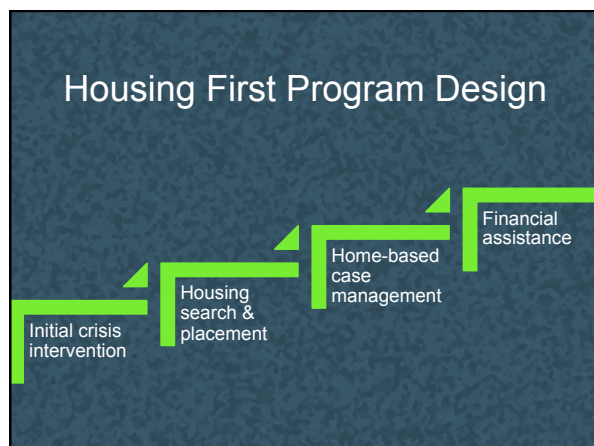
- Involve CoC/regional partners
- Review prioritization
- Assess process
- Update exit planning



Training Staff

- Thorough, initial training
- Continued training and capacity building



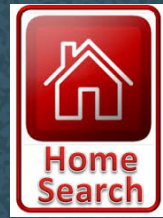


Crisis Intervention



- Screen and intervene
- Identify immediate
- Provide assistance during transition

Housing Search & Placement



- Clarify housing needs & wants
- Find, obtain, & maintain housing
- Determine financial need & intervene
 - Not enough subsidies is not an excuse
- Provide tenant education

Housing Search & Placement

- Negotiate/mediate lease
- Outreach & recruit landlords and property managers
- Mediate landlord-tenant conflicts



Housing Search & Placement



- Understands & recruits landlords
- Empowers participants to identify needs
- Knowledgeable – landlord-tenant law, fair housing, rights, responsibilities

Housing Search & Placement

- Find & secure housing
- Educates tenants
- Outreaches to landlords



Housing Search & Placement



- Understand housing environment
- Client choice – finding the “right” housing
- Secure flexible money
- Landlord-tenant mediation – eviction prevention

Connecting with Landlords



- Recruit & engage right landlords
- Educate , reduce stigma
- Partner, build relationship
- Support

Connecting with Landlords



- Emphasize skilled, responsive team – and be available
- Plan special events
- Keep informed

Landlord Responsibilities

- Handling tensions
- Roles & responsibilities
- Education
- Collaborative problem solving



Home-Based Case Management Benefits



- (Re)Build client's "home" experience
- Identify challenges, barriers, needs
- Celebrate success, pride in place
- Shifts power to client-centric

Home-based Case Management



- **Voluntary** and client-centered
- Maintain & stabilize housing
- Link with mainstream resources

Home-based Case Management

- Ensure school enrollment & attendance
- Provide crisis management
- Exit planning



Home-based Case Management

- Home-based case management
- Links & referrals to community and mainstream resources



Home-based Case Management



- Empowers client to meet goals
- Does what's needed when needed
- Engages clients

Case Load

- Varies depending on design model
 - Split responsibilities
 - Size of organization/program
 - Other responsibilities

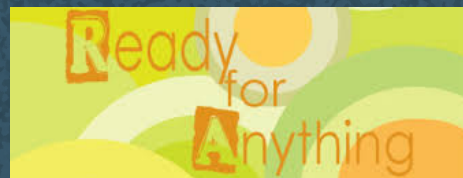
Financial Assistance

- Minimum assistance – just enough
- Move-in costs
- Deposits
- Rent
- Utilities



Be Ready For Anything

- Respect boundaries, life choices
- Prepare for surprises
- Anticipate challenges



Home Visit Purpose

- Continuous engagement, relationship establishment
- Continuity of support and services
- Assess/address housing retention threats
- Purposeful and driven by client's goals



Home Visit Purpose

- Assess for needs
- Build skills
 - Budgeting
 - Housekeeping
 - Employment
 - Linkage to resources
 - Health and mental health service compliance



Home Visit Assessment - Client



- Greeting
- Clothing
- Hygiene
- Mood
- Alertness
- Changes from baseline

Check It All Out



Client



Unit



Staff & neighbors



Building environment



Neighborhood

Assessing Housing Environment



- Ability to “use housing”
- Safety, health, and harm risks
- Hoarding, housekeeping, unit condition
- Assess ADLs – tailor services
 - Harm reduction, impact on neighbors, lease enforcement
- Asset management



Home Visit

- Be attentive & observant, not intrusive
- Assess your environment
 - Neighborhood, neighbors, risks in and around building
 - Weapons or possible dangerous objects
 - Signs of illegal substances or activity

Visit Frequency

- Driven by client need, desire
- Typically more intensive up front
- Be prepared to increase frequency during periods of decompensation, crisis

Safety

- Violence
- Aggression
- Dangerous objects
- Illegal substances
- Joint visits
- Meet in common areas



Supporting The Tenant Throughout

- Screening, assessment, prioritization
- Engagement, relationship building
- Housing search and placement



Supporting The Tenant Throughout

- Maintaining housing – skills
- Constant reassessment
- Exit planning





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and Housing in Ohio
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