Housing Focused Case Management

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Sherri Downing, Advocates for Human Potential

Housing Ohio 2023
COHHIO Annual Conference

Presenters

- Tom Albanese, LSW, Tom Albanese Consulting LLC
- Sherri Downing, Advocates for Human Potential

Agenda

- Welcome & Introductions
- HFCM Overview
- Crisis Stabilization & Housing Search
- LUNCH
- Housing Stabilization & Retention
- Taking Care of Ourselves

Welcome & Introductions

- Name, title, program/agency

- *What role do you primarily play?*

- *How long have you been in your position and/or providing housing-related assistance?*

SMALL GROUP ICE-BREAKER! (5 minutes)

- *What is a good thing happening in your life right now? What makes it good?*

Learning Objectives

Training is intended to help participants increase knowledge and skills related to:

- ✓ Housing Focused Case Management (HFCM) key features and practices in RRH

- ✓ Housing-focused assessment, case planning, and supports

- ✓ Using trauma-informed practices to effectively engage and assist people facing homelessness

Housing-Focused Case Management Overview
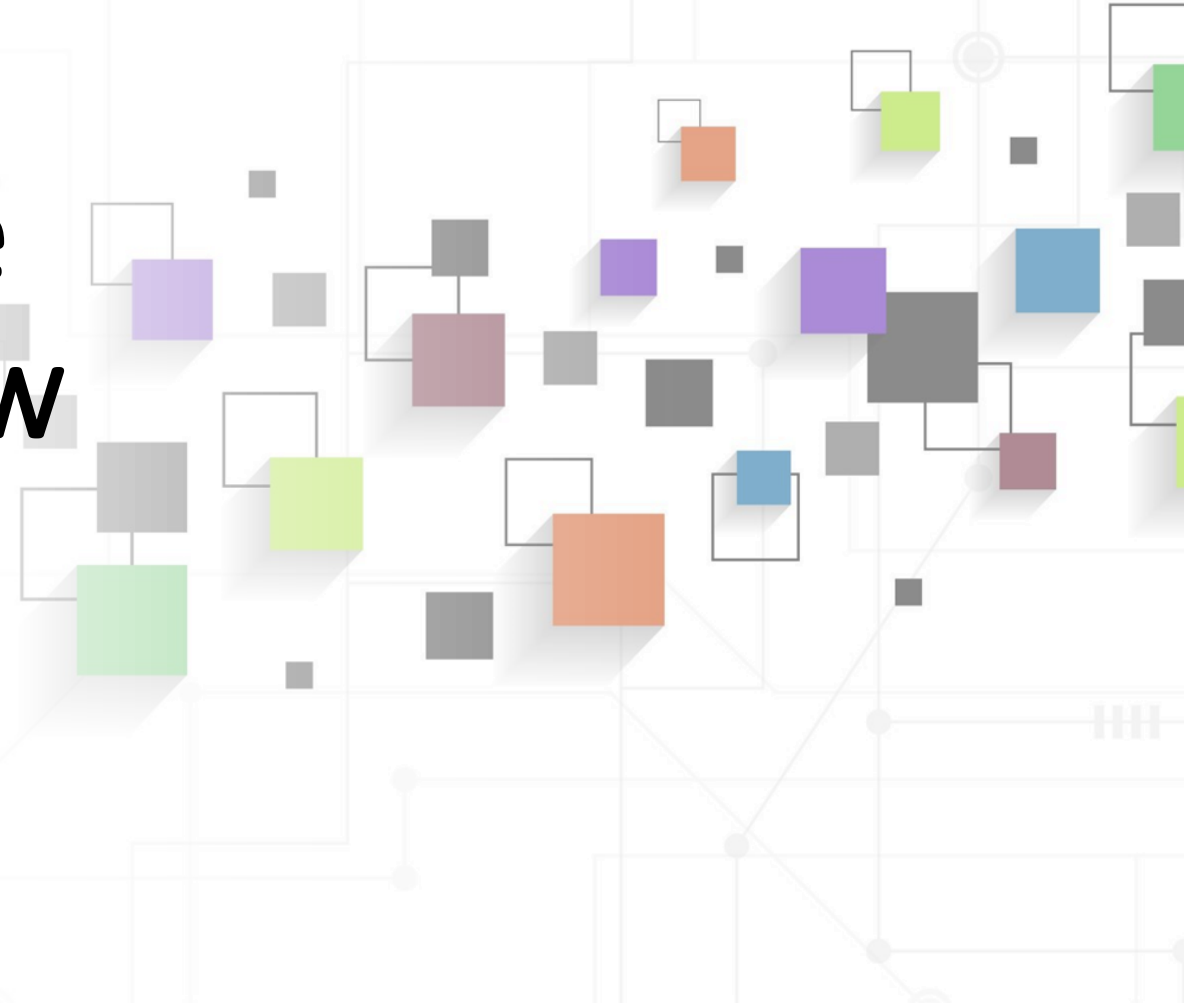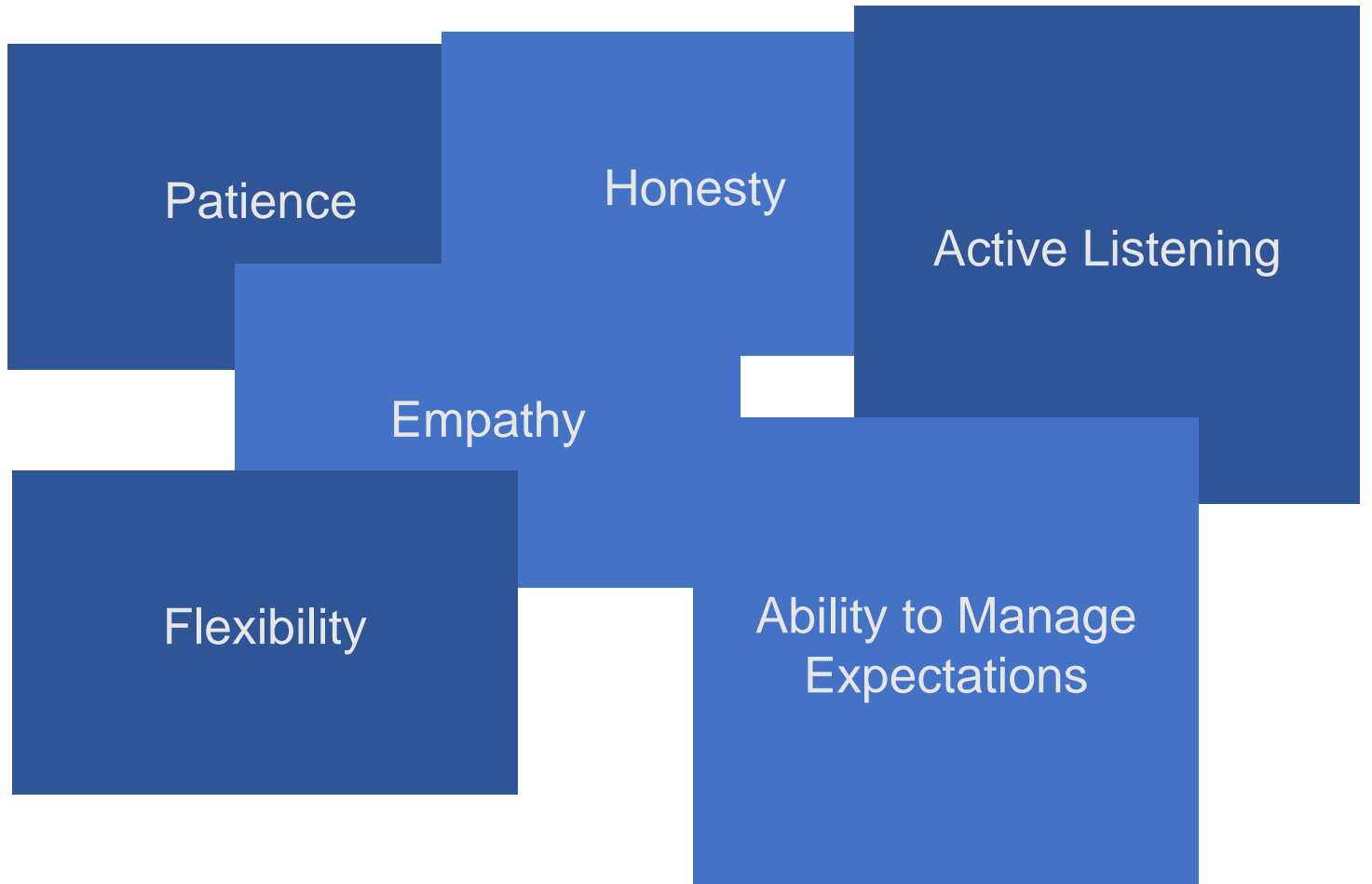
What is Case Management?

In the field of social work, case management is defined as:
"A process to plan for, seek, advocate for, and monitor services from different social services or health care organizations and staff on behalf of a partcipant."

The primary goal of case management is to enhance and improve participant functioning and well-being by:

- Providing and coordinating high-quality services,
- In an effective and efficient manner,
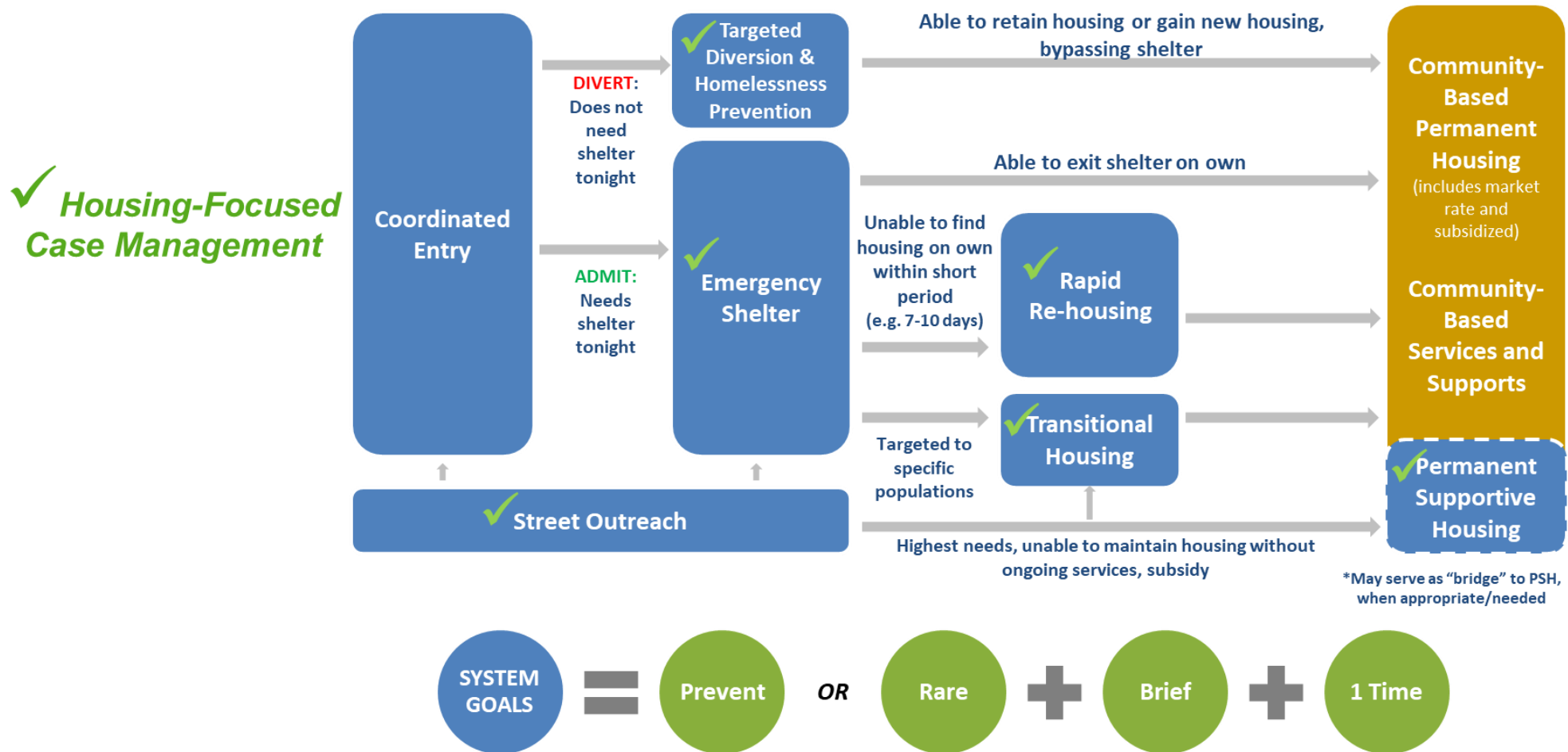- For participants with multiple and complex needs.

Case Manager Skill Set

Patience

Honesty

Active Listening

Empathy

Flexibility

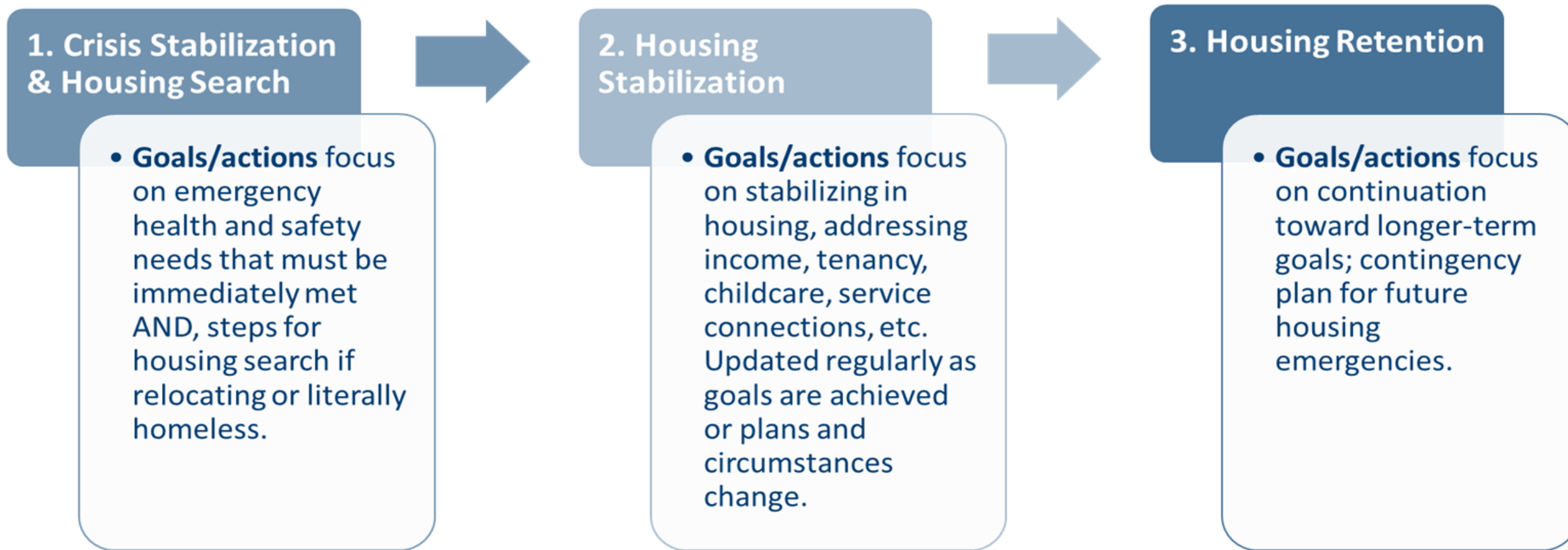Ability to Manage Expectations

What is *Housing-Focused Case Management* (HFCM)?

Individualized support to help participants quickly resolve their housing crisis (whether imminently at-risk of literal homelessness or already literally homeless) by assisting them to obtain and/or remain in safe, stable housing and get connected to services and supports they need and desire to remain stably housed.

Where do we provide
Housing-Focused Case Management?

✓ **Housing-Focused Case Management**

Coordinated Entry

DIVERT: Does not need shelter tonight

ADMIT: Needs shelter tonight

✓ **Targeted Diversion & Homelessness Prevention**

Able to retain housing or gain new housing, bypassing shelter

✓ **Emergency Shelter**

Able to exit shelter on own

Unable to find housing on own within short period (e.g. 7-10 days)

✓ **Rapid Re-housing**

Targeted to specific populations

✓ **Transitional Housing**

✓ **Street Outreach**

Highest needs, unable to maintain housing without ongoing services, subsidy

Community-Based Permanent Housing (includes market rate and subsidized)

Community-Based Services and Supports

✓ **Permanent Supportive Housing**

*May serve as "bridge" to PSH, when appropriate/needed

SYSTEM GOALS = **Prevent** *OR* **Rare** + **Brief** + **1 Time**

Stages of HFCM *& PARTICIPANT HOUSING PLANS*

1. Crisis Stabilization & Housing Search

- **Goals/actions** focus on emergency health and safety needs that must be immediately met AND, steps for housing search if relocating or literally homeless.

2. Housing Stabilization

- **Goals/actions** focus on stabilizing in housing, addressing income, tenancy, childcare, service connections, etc. Updated regularly as goals are achieved or plans and circumstances change.

3. Housing Retention

- **Goals/actions** focus on continuation toward longer-term goals; contingency plan for future housing emergencies.

INDIVIDUALIZED HOUSING STABILIZATION PLANS: when to create & update…

FIRST: *Initial plan* following intake…

THEN: *Updated plan* upon securing current or new housing…

FINALLY: *Updated plan* at program completion/exit.

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Housing-Focused Case Management: Core Functions

Intake	Provide additional information about program services, gather participant demographics and other required data, identify immediate needs, obtain consent, and establish rapport and trust
Screening & Assessment	Screen for and further assess other critical/urgent needs, while focusing on further assessing *housing-related* history, needs, barriers, available resources, and housing preferences to inform Housing Plan
Housing Plans	Help participant identify housing-related goals, steps and needed supports to address *housing* barriers, stabilize in housing, and have access to supports for any other critical/urgent/ongoing needs
Housing Assistance, Service Linkages & Coordination	Support participants in their efforts to find, pay for, and stabilize in *housing,* as well as address other critical/urgent/ongoing needs, including helping participant *access* community and mainstream services and resources to support short- and long-term housing goals and other needs
Case Closure & Transitional Supports	Regular review of progress toward housing stability and other critical needs to inform when to transition participants from housing crisis intervention services and any needed/desired transitional or ongoing supports

HFCM Key Performance Measures

Prevent OR shorten length of time experiencing homelessness

Safe, stable housing

No return to crisis or homelessness

Successful Housing Outcomes for RRH include...

Shared housing with friends or family	Return to or secure their own housing

Relocate permanently to safe place out of town

Some may stay temporarily with family or friends while working to secure longer-term housing (i.e., in "Shared Housing".

Why *Housing-Focused* Case Management?

- ■ Homelessness is the lack of a stable place to live due to…
  - Lack of affordable housing
  - Unemployment or underemployment
  - Insufficient safety net or social supports
  - Health conditions
  - Interpersonal violence
  - Racism and inequity
- ■ Digging deeper into racism and inequities…when you think of the connection between racism and lack of housing access, what comes to mind?

How did we get here?

Structural racism: Compounding effects of multiple factors. Historically how laws and policies have routinely advantaged white people and disadvantaged people of color. Intentional policies that are exclusionary by design. May be less obvious today, but they still exist.

Institutional racism: The inequities in our organizations, places of employment, social services, government agencies … unfair practices, discriminatory treatment, unequal opportunities. For folks trying to navigate everyday systems. How we run our organizations and systems continues to advantage some over others.

Interpersonal racism: When one person targets another, based on prejudice or negative bias, and actively infringes on their rights.

Olivet, et al.: https://c4innovates.com/download/sparc-report/?wpdmdl=117649&masterkey=5cbf174e7529c

HFCM: Working with Participants

Principles

- Equity (in design/oversight, access, quality, outcomes)
- Strengths-based
- Person-centered

Practices

- Housing First (pro tip: not housing only!)
- Trauma-Informed Care
- Harm Reduction
- Progressive/Dynamic Assistance

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Disproportionate Impact & Equity

PROBLEM

- Disproportionate impact of poverty and homelessness on Black and Brown people, LGBTQI+ people, and other vulnerable sub-populations

SOLUTIONS

- Flexible practices
- Understand additional barriers faced by different groups
- Outcomes tracking to review for equitable impact

Impact of Homelessness

- Trauma
- Stress
- Disempowerment
- Loss of control
- Fear
- Focus on survival

Stress & Trauma's Impact on Your Brain
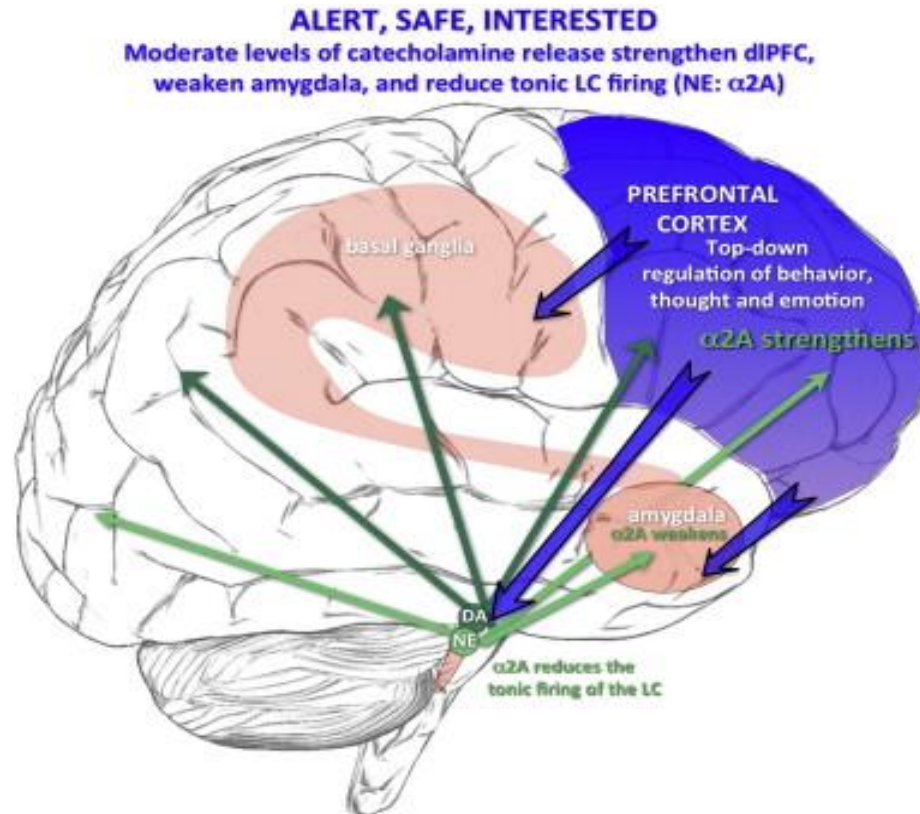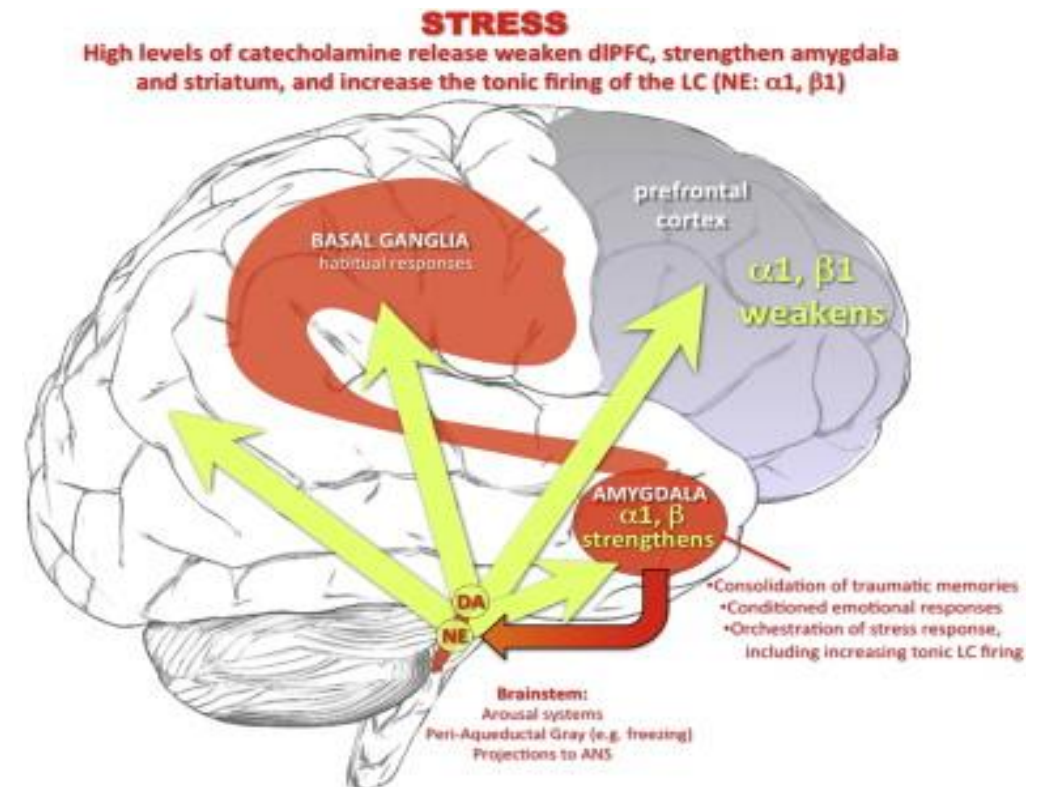
Arnsten, A., Raskind, M., Taylor, F., Connor, D. (2015). The Effect of Stress Exposure on Prefrontal Cortex: Translating basic research successful treatments for post-traumatic stress disorder. *Neurobiology of Stress*. 2015 Jan 1; 1:89-99.

Group Activity

Crisis Orientation & Readiness

Crisis intervention refers to urgent, emergency care that is aimed at assisting persons facing a crisis situation. Crisis intervention assistance seeks to end the crisis situation and restore balance to biological, psychological, and social functioning, while also minimizing the potential for additional psychological trauma to the person in crisis.

People in crisis experience high levels of stress and specific physiological responses to stress that negatively affect their ability to reason and solve problems. While these reactions can be reversed, prolonged crisis and stress may have long term effects.

People in or facing the risk of homelessness are in crisis, and staff assisting them should be ready and able to respond accordingly.

Trauma-Informed Care

Trauma-Informed Care (TIC) is an organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma

It emphasizes physical, psychological and emotional safety for both participants and providers, and helps survivors rebuild a sense of control and empowerment

Harm Reduction

A "set of practical strategies and ideas aimed at reducing negative consequences associated with drug use."

- Core social work ethic – beyond supporting those actively using drugs
- Harm reduction employs a variety of strategies including safer use, managed use, abstinence, and meeting people who use drugs "where they're at."
- Harm reduction principles and approaches are central to an effective HFCM

Safe, stable, low-barrier housing is a form of harm reduction

✓ Minimizing unplanned housing loss and return to homelessness

✓ Stable living situation to begin to engage and move forward ("Stages of Change")

See ***Additional Training Resources*** at the end of this training to learn more about this topic.

Housing First

Housing First is a proven approach in which all people experiencing homelessness are believed to be housing ready and are provided with permanent housing immediately and with few to no preconditions, behavioral contingencies, or barriers.

- **Low-barrier:** households aren't screened out due to low or no income, lack of sobriety, or other issues.
- **Voluntary services:** service and other compliance issues are not a condition of tenancy in housing.

Housing First
Not Housing Only

Housing First approaches seek to engage people in resolving their housing crisis as quickly as possible, even when they…

- Have little or zero income at entry

- Have low "employability"

- Seem to lack a "desire" to change

- Seem to lack a "good" attitude

- May be acting "uncooperative"

- Weren't successful in Rapid Rehousing before

All people are ready for housing, with the right support. *Housing First programs must be ready for people.*

Strengths-Based Approaches

Six Core Principles

1. Believing in and supporting people to recover, reclaim, and transform their lives.
2. Focus on individual's strengths rather than weaknesses.
3. Viewing community as an oasis of resources.
4. Participants are the directors of the helping process.
5. The relationship is primary and essential.
6. The primary setting for our work is in the community.

Goscha, Richard J. Introduction to the Strengths Model. https://work.cibhs.org/post/introduction-strengths-model

Progressive Engagement & Assistance

Progressive engagement and assistance is an approach to helping households end their homelessness as rapidly as possible, despite barriers, with minimal financial and support resources. More supports are offered to those households who struggle to stabilize and cannot maintain their housing without assistance.
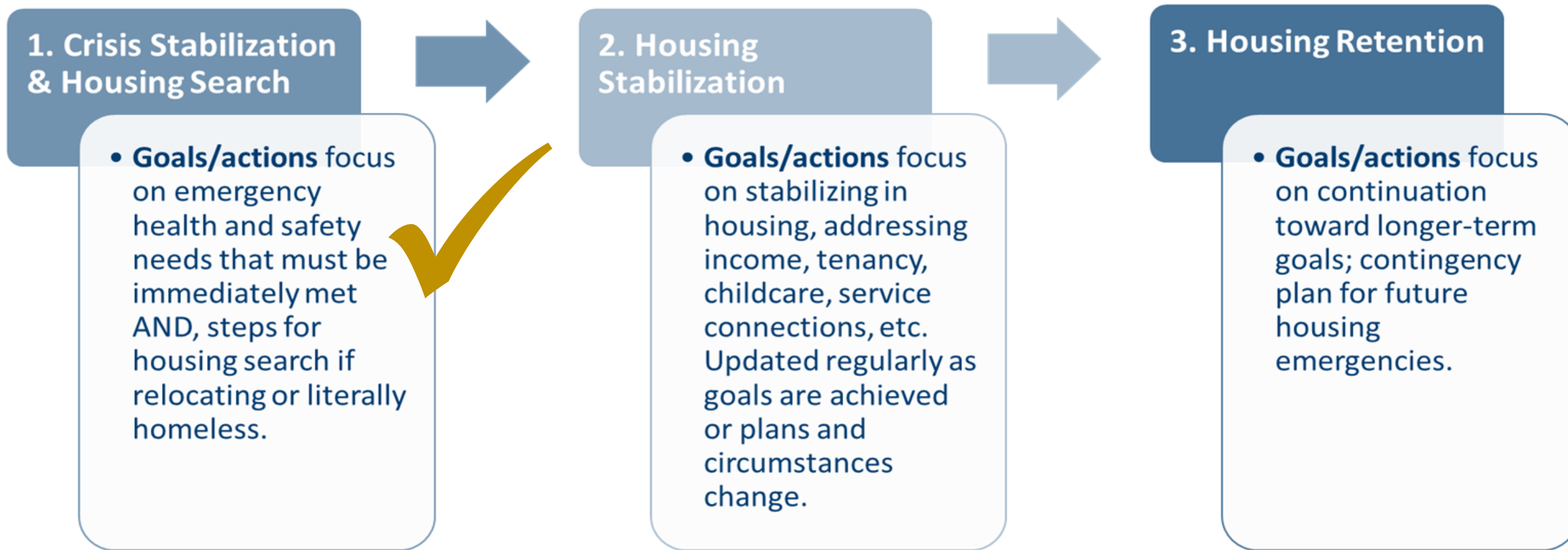
- Avoids false assumptions

- Individualized

- Efficient – conserves limited resources to assist more people

- Effective – reduces how many experience homeless, how quickly people end their homelessness, and how many avoid homelessness again

Supporting Participants through
**Crisis Stabilization &
Housing Search**

Stages of HFCM *& PARTICIPANT HOUSING PLANS*

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Crisis Stabilization & Housing Search

■ When engaging a person facing a housing crisis, our focus is first on critical immediate needs:
- Are immediate shelter and safety needs met and stable?
- What are the initial needs to support securing a unit and moving to permanent housing?
- How can we engage participants in a strengths-based, individualized rehousing plan?
- How can we support participants to address other critical immediate needs while addressing their rehousing needs?

Screening & Assessment **Goals**

1. Understand a person's housing-related history, needs, barriers, resources, and preferences **to inform a plan that resolves the housing crisis successfully and quickly**
2. Identify (<u>screen for</u>) and further assess other critical needs requiring urgent attention as needed

Screening & Assessment
Focus Areas when working with Participants

✓ **Critical and/or urgent needs** requiring attention

✓ **Income, resources and expenses**, especially those key to finding/securing housing (childcare, transportation)

✓ **Housing requirements and preferences** (bedrooms, accessibility, amenities, location)

✓ **Housing barriers** related to both tenant screening and housing retention

Assessing Critical/Urgent Needs

Unmet critical needs requiring immediate attention, such as:

- Housing

- Food

- Physical/mental/emotional health and safety

- Transportation

- Childcare/school

Considerations:

✓ High level screening

✓ Use open-ended questions to elicit information from participants

Assessing Income, Resources, and Expenses

Type	Sources
Employment Income	employment, "under-the-table" income
Cash Benefits	TANF cash assistance, disability benefits, child support, etc.
Non-Cash Benefits	housing subsidy (e.g., "Section 8"), health insurance, childcare, SNAP/food stamps
Other Resources	car or other transportation, family/friends able to support (e.g., provide childcare)
Expenses	necessary vs discretionary, honest – *current and once stably housed*

Assessing Housing Requirements & Preferences

Focus: **Needs and preferences that participants have- related to the housing size, location, and amenities.**

- Accessibility and safety
- Size and features
- Location and nearby amenities (e.g., laundromat)
- Services/assistance
- Utilities
- Furnishing/household items

Considerations:

- Use closed- *and* open-ended questions
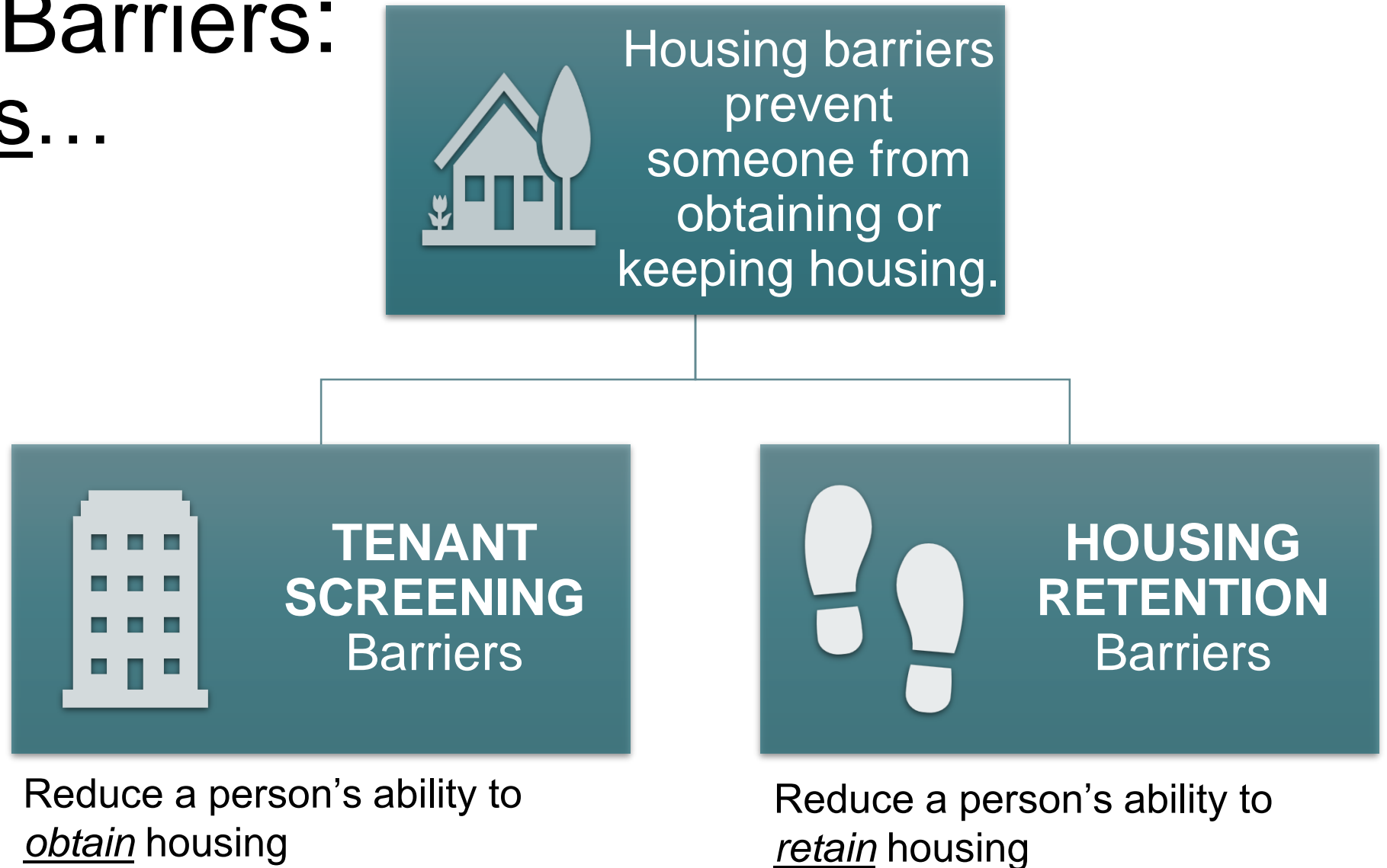- "Must-haves" vs "wants"

Assessing Housing Barriers

What are you trying to find out?

- Participant history and characteristics that may **pose a barrier to housing stability**
    - Income and employment history
    - Credit history, unpaid bills/late payments, court judgments, rental arrears
    - Criminal history
    - Past housing experiences, issues or challenges
    - Landlord references
- Additional supports needed
- Landlords who might be a good match
- If there are errors in public records
- Patterns that suggest potential housing retention barriers later

Assessing
Housing Barriers:
<u>Two Types</u>…

Housing barriers prevent someone from obtaining or keeping housing.

TENANT SCREENING Barriers

HOUSING RETENTION Barriers

Reduce a person's ability to *obtain* housing

Reduce a person's ability to *retain* housing

Why Do Landlords Screen?

What Landlords Worry About: Can the Tenant….?		What Landlords Use to Reduce Those Risks:
Pay the rent on time?	→	Credit History, Income, Employment, Landlord References
Treat the building with respect?	→	Criminal History, Landlord References
Treat other people with respect?	→	Criminal History, Landlord References
Avoid trouble with the police?	→	Criminal History, Landlord References

Housing Barrier Examples

TENANT SCREENING *Barriers to GETTING HOUSING*	HOUSING RETENTION *Barriers to KEEPING HOUSING*

• Criminal History
• Credit History
• Housing History
• Financial Resources
• Housing discrimination
	• Financial Barriers
	  • Income & budgeting
	• Physical/Behavioral Barriers ***directly impacting housing***, for example:
	  • Behavior that causes lease violations
	  • Domestic violence, interpersonal conflict
	  • Lack of tenancy skills, unit upkeep
	  • Issues with activities of daily living
	  • Housing discrimination

Other Barriers that *directly impact GETTING and/or KEEPING HOUSING*	
• Chronic stress, trauma • Reliable, affordable, flexible childcare • Reliable, affordable, flexible transportation • Family conflict, functioning	• Shelter rules • School issues, parenting demands • Health and physical limitations • $ for application fees, gas, etc.

Assessing Tenant Screening & Housing Retention Barriers

How do you identify barriers?

✓ Participant interview/conversation about housing history with open-ended questions

✓ Public databases (e.g., court records)

✓ Other sources, with consent:

- Credit or tenant screening report online; be sure to budget for this!
- Previous landlords

Possible Challenges to Past Housing Stability

Paying rent/utilities on time
- Job loss
- Low-paying, inconsistent work
- Access to affordable childcare and transportation
- Benefit losses
- Unexpected emergencies
- Generational, network poverty
- Different priorities (aka "bad choices")

Treating building with respect
- Damages or lack of upkeep beyond "normal wear and tear"
- Abandoned vehicles
- Overflowing trash
- Lack of awareness, knowledge, and/or skills to care for unit

Health and safety
- Interpersonal style, conflicts, violence
- Severe symptoms from mental illness, substance use disorders, and co-occurring disorders
- Trauma triggers
- Noise, smell, and/or behavior that disturbs neighbors
- Bug infestations
- Police and/or ambulance calls

Following the lease
- Unauthorized pets or guests
- Noise, smell, and/or behavior that disturbs neighbors
- Lack of information about lease requirements
- Lack of awareness, knowledge, and/or skills to proactively mitigate and resolve issues

Small Group Activities 1 & 2

Identifying & Assessing Housing Barriers

Individualized Housing Stabilization Plan Goal

Establish and periodically update a participant's individualized plan- that seeks to resolve the housing crisis successfully and as quickly as possible, including steps/supports related to immediate critical needs AND housing search/placement and/or immediate housing stabilization, and retention.

Co-Creating a Crisis Stabilization and Housing Search Plan with a Participant

Don't assume	Choice	Support	Consider	Match
Don't assume someone will substantially increase their incomes (unless they have zero income!). Look for housing based on a realistic projection of income and expenses.	Help people think through what housing situation can stabilize now. Consider living with family, friends, or roommate. (HPS) Realistic income expectations or reductions in spending.	Help people consider the smallest unit they can tolerate in the least expensive area they can find safe housing. Assist to apply for any type of subsidy for which they qualify, even if long waiting list	Consider shared housing/room mates as an option Rent will still exceed 30% income in most cases.	Match people with housing options from partner landlords-- unless they want to do their own housing search or are being helped by someone else (and then monitor to see how it's going)

Get SMART!

Vague Goal

GOAL	ACTION STEPS	BY WHEN
Find an apartment that meets my needs.	Check newspapers and listings	Ongoing
	Apply for rent assistance	Prior to move-in

SMART Goal

GOAL	ACTION STEPS	WHO IS RESPONSIBLE	BY WHEN
Identify a landlord willing to rent to me who has a vacant unit that meets the needs of me and my children by end of December or sooner.	Review apt.com, newspaper, and XYZ Program landlord list at least weekly to ID vacant units	Jane [participant]	Weekly until unit identified
	Start application process for CalWORKS (TANF) emergency rental assistance online at www.welfareoffice.gov	Jane with help from Angie [case mgr] as needed	By 11/24/2020
	Meet with Dave, XYZ Program Housing Specialist, for further screening and possible additional help	Jane with help from Angie	By 12/2/2020

What can you do about *Tenant Screening Barriers?*

Participants are both *priced out* and *screened out* of safe, decent housing.

How can we change that?

- Landlord incentives (use as a negotiating tool to reduce screening requirements)
- Support rent and utility costs while enrolled
- Provide tenancy supports and landlord point of contact
- Offer aftercare or a point of contact for troubleshooting

Knowledge Is Power
In order to support a wide variety of participant housing needs...

- Do your research – Identify all potential housing options for a wide-variety of participants

- Different types of housing and housing subsidies

- Eligibility requirements and application processes

- Vacancies and waitlist openings

- Understand Fair Housing, landlord/tenant law

- Attend landlord events and forums to network and stay informed on current market trends and housing issues

- Connect with other housing locators and case workers to share information and resources

Types of Rental Housing

Private Market Rate	Mainstream subsidized units/voucher
Homeless-dedicated units/voucher	Special population dedicated units

https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Housing_Navigator_Tool.pdf

What Assistance will Participants need for Move-in Costs and/or Short-Term Rent Subsidy?

Given expected income and necessary (real) expenses, what can the participant reasonably be expected to contribute for application costs, move-in expenses, and rent/utilities in the first few months?

- People experiencing homelessness rarely have any cash reserves to obtain housing, which may be **significant**
- Not all households need deep subsidies; **your goal is not to eliminate rent burden**
- Provide **just enough** financial assistance, **just in time**, and for **only as long** *as necessary* to get/keep housing. This avoids the "cliff effect" and allows you to assist more people in crisis

Improving access to and/or housing stabilization by supporting participants in increasing income in the near-term
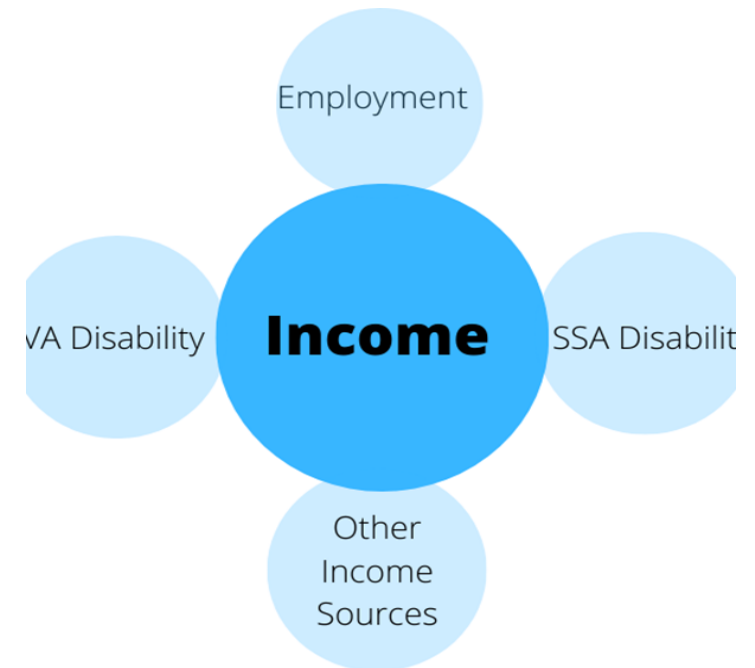
Employment
- Workforce Innovation & Investment Act (WIOA) resources
- Supportive Employment
- Vocational Rehabilitation

Disability
- SOAR - SSI/SSDI Outreach, Access and Recovery
- Social Security Administration: Ticket-to-Work Program for SSI/SSDI beneficiaries

Other resources to stretch household income/resources
- Childcare assistance programs
- CalFresh (food stamps)
- Food pantries

Employment as a short-term goal: *Considerations*

- Job history? Are there realistic, immediate options to increase pay?
- Can efforts to increase income wait, like additional job training, education, other steps?
- Are there significant employment barriers like a physical disability, that limit employment options and/or require other supports?
- Is person experiencing severe stress symptoms?

What else may need to be considered for the Participant's Crisis Stabilization & Housing Search Plan?

- Furnishings, beds, towels, linens, crib, household supplies
- Getting items out of storage/storage payments
- Housing inspection
- Utility connection (including arrears)
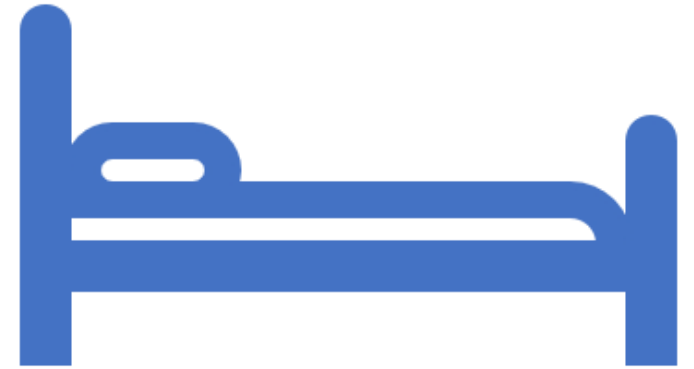
If staying in place (own place or doubled-up/shared situation) or moving to doubled-up/shared situation:

- Putting a roommate/housemate/guest agreement in place
- Addressing utilities, other contributions to shared household costs, upkeep
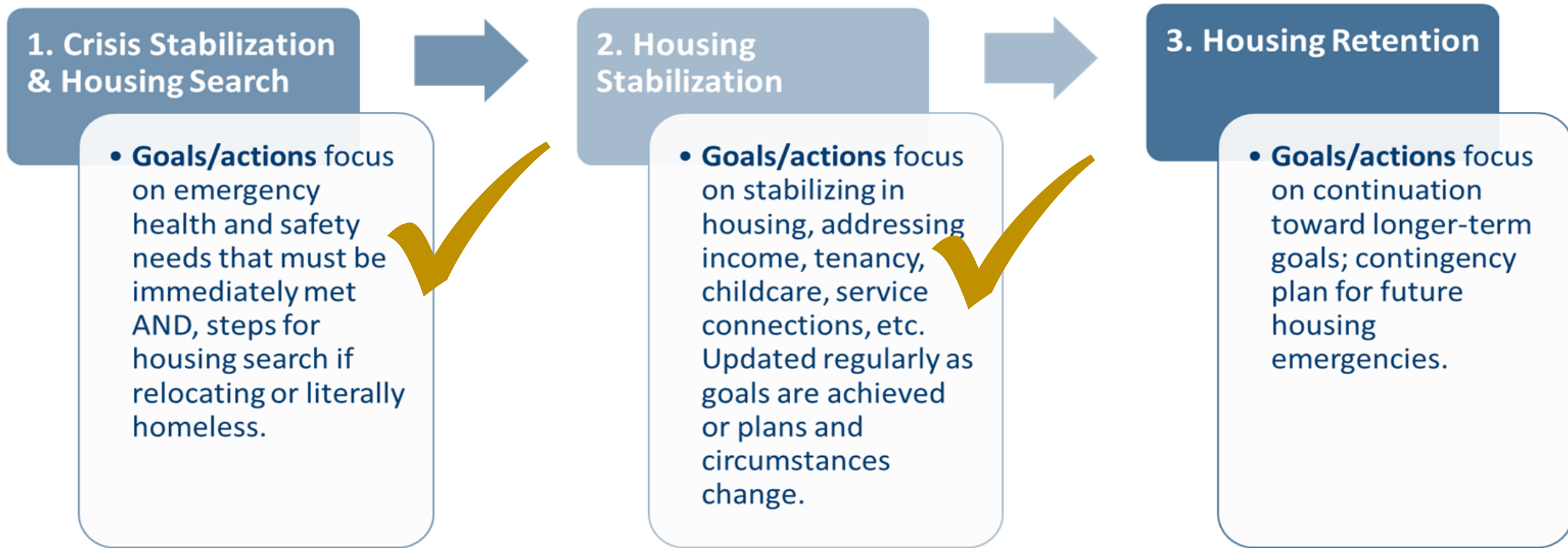
Small Group Activity 3

Creating an Initial Housing Search Plan

Supporting Participants with
Housing Stabilization and Retention

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Housing Stabilization & Retention

■ Individuals moving from shelter to permanent housing presents a natural transition from crisis management to a stabilization-focused intervention:
- What needs does the individual have and how do we support the individual to be stabilized in their new home, with neighbors, with a new housemate?
- How can we support participants to maintain housing and increase stability?
- What can we offer to ensure participants are set up for success?

Initial Housing Stabilization

Remember chronic stress?

Expect (and encourage) a period for participants to settle in and decompress after the housing crisis is over and housing is secure.

- Consider next steps and "to-do's" relative to what people can realistically accomplish just after a crisis
- Help obtain furnishing, bedding, household items, retrieve/move personal belongings
- Orient to transportation options, amenities, nearby services & resources

When is housing "stable"?

Start this discussion early and review often to guide if more *or* less support is needed and desired *or* whether it's time for a planful transition and exit.
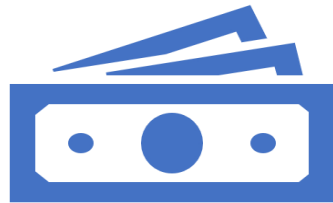
Housing is safe, habitable

Financial means to pay for housing

Lease compliance

Service connected, as needed/desired

Future-ready, shock-resilient

Updating Plan with Focus on Housing stabilization

01

Revisit any critical and other ongoing service and support needs

- Consider any barriers to accessing assistance relative to new housing along with supports necessary and desired from the program to address barriers

02

Revisit issues that affected housing in the past to explore whether these issues could occur again

- Consider what to do if and when an issue re-occurs

03

Remember challenges experienced in the past that affected housing stability…

Paying rent/utilities on time

- Job loss
- Low-paying, inconsistent work
- Access to affordable childcare and transportation
- Benefit losses
- Unexpected emergencies
- Generational, network poverty
- Different priorities (aka "bad choices")

Treating building with respect

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Health and safety

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- Unauthorized pets or guests
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Updating Plan with Focus on *Housing Stabilization*

Revisit any critical and other ongoing service and support needs

- Consider any barriers to accessing assistance relative to new housing along with supports necessary and desired from the program to address barriers

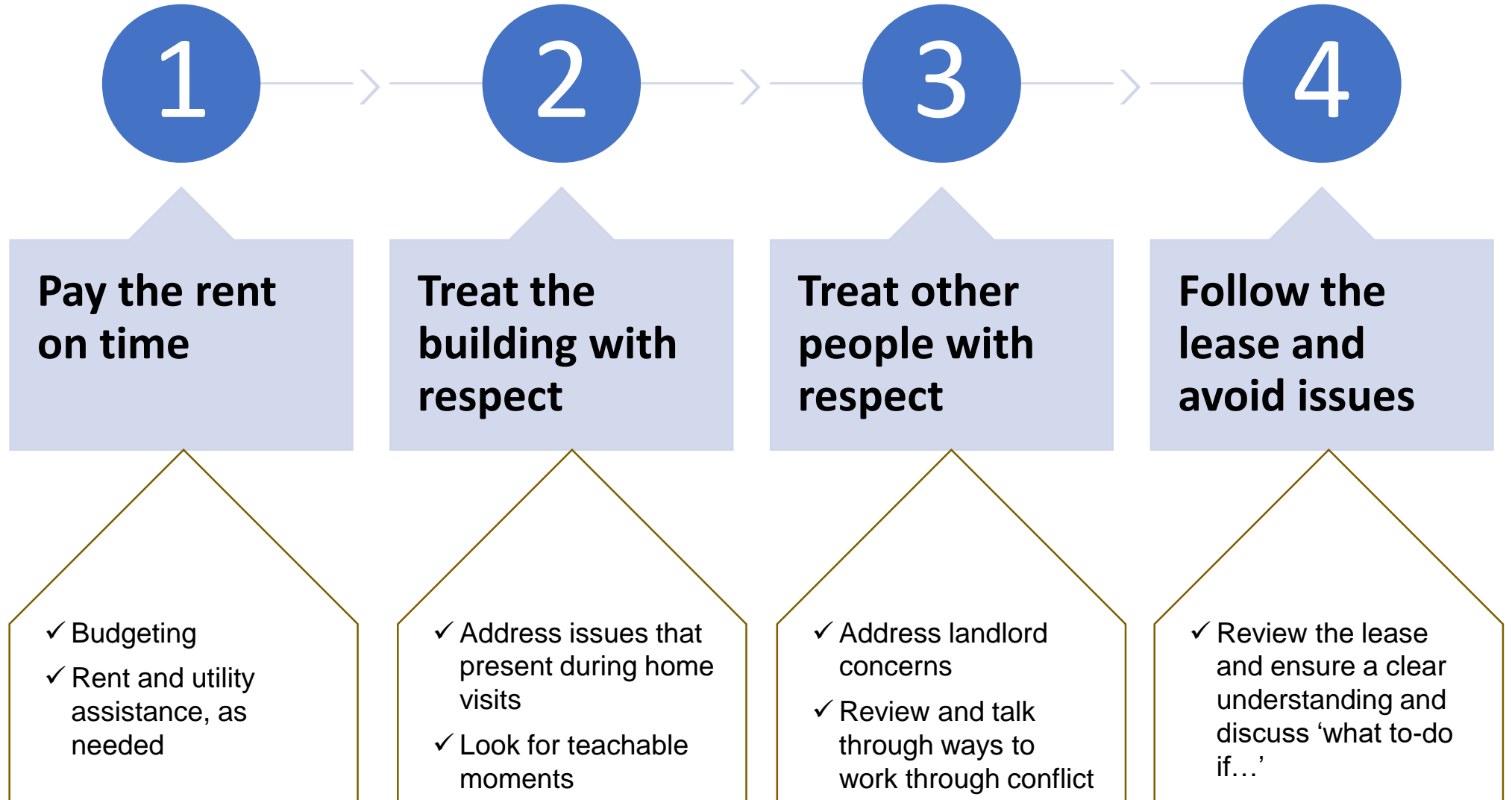**Revisit issues that affected housing in the past to explore whether these issues could occur again**

- Consider what to do if and when an issue re-occurs

✓ **Update household budget**

- Consider resources and services in the neighborhood/area that could be helpful
- Consider what amount of short/medium-term rent and/or utility assistance is needed (based on household budget gap)

Be clear what you/your program agrees to do to support the participant's goals

Remember what do landlords want?

1 → **2** → **3** → **4**

| **Pay the rent on time** | **Treat the building with respect** | **Treat other people with respect** | **Follow the lease and avoid issues** |

What tenancy supports can we offer?

- ✓ Budgeting
- ✓ Rent and utility assistance, as needed

- ✓ Address issues that present during home visits
- ✓ Look for teachable moments

- ✓ Address landlord concerns
- ✓ Review and talk through ways to work through conflict

- ✓ Review the lease and ensure a clear understanding and discuss 'what to-do if…'

What *else* do Landlords want?

Your support!

- Someone to call – you or another staff person – if/when there are concerns
- Follow-through, reliability
- Tenant applicants who meet their criteria or they're otherwise willing to consider
- Back-up plans and support when there are persistent concerns, lease issues
- Not to be treated as the enemy, remember it's a partnership

And your appreciation!

Community/Mainstream Service Linkages
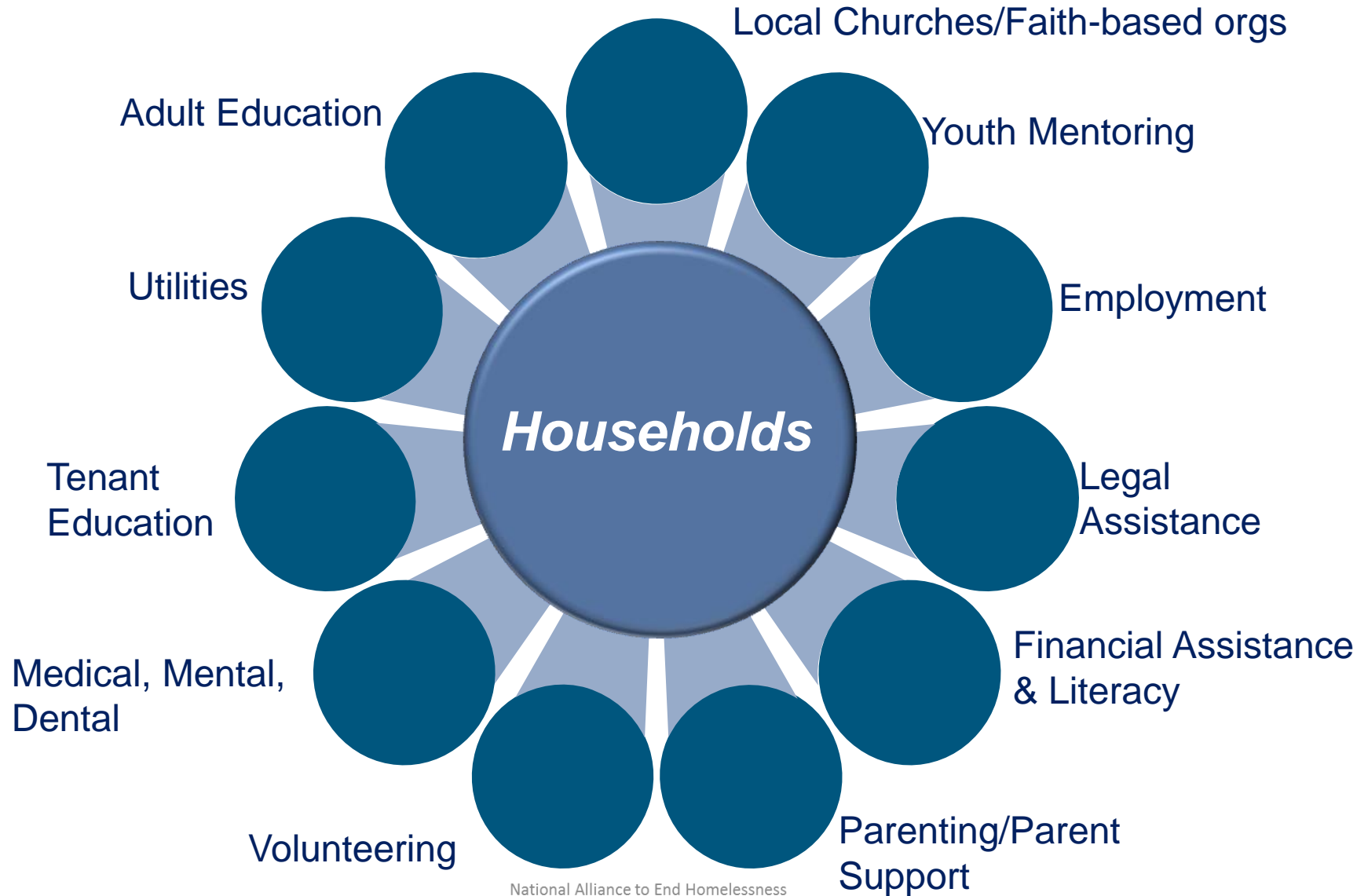
If you're the only lifeline/support, your participant isn't stably housed….

Increased supports are helpful to the client and to you!

National Alliance to End Homelessness

Small Group Activity 4

When Things Get Stuck...

Does the person need additional time to de-stress?

Does the plan still reflect the person's current priorities?

Is the plan too ambitious? Unclear? Not culturally appropriate?

Are there problems with your working relationship?

Are you offering too much (or too little) help?

When things get off track, ask what's wrong with the PLAN not what's wrong with the PERSON!

Indicators for *Increased* Support

1.Serious health conditions	Lack of supports and/or coping strategies	Barriers to education and employment, food, childcare, healthcare
Issues that may increase stress and decrease resilience	Interpersonal conflicts	Immigration status, language barriers, underinsurance

I can't find my participant!

01
Check with other providers that the participant is connected to

02
Outreach to friends and family

03
Contact the Landlord if participant is housed and has signed an ROI

04
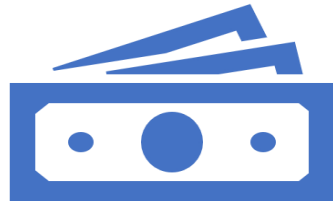Send client a letter, email, or text message

05
Stop by if needed

Are we there yet?

Is it time for a planful transition and exit?

Housing is safe, habitable

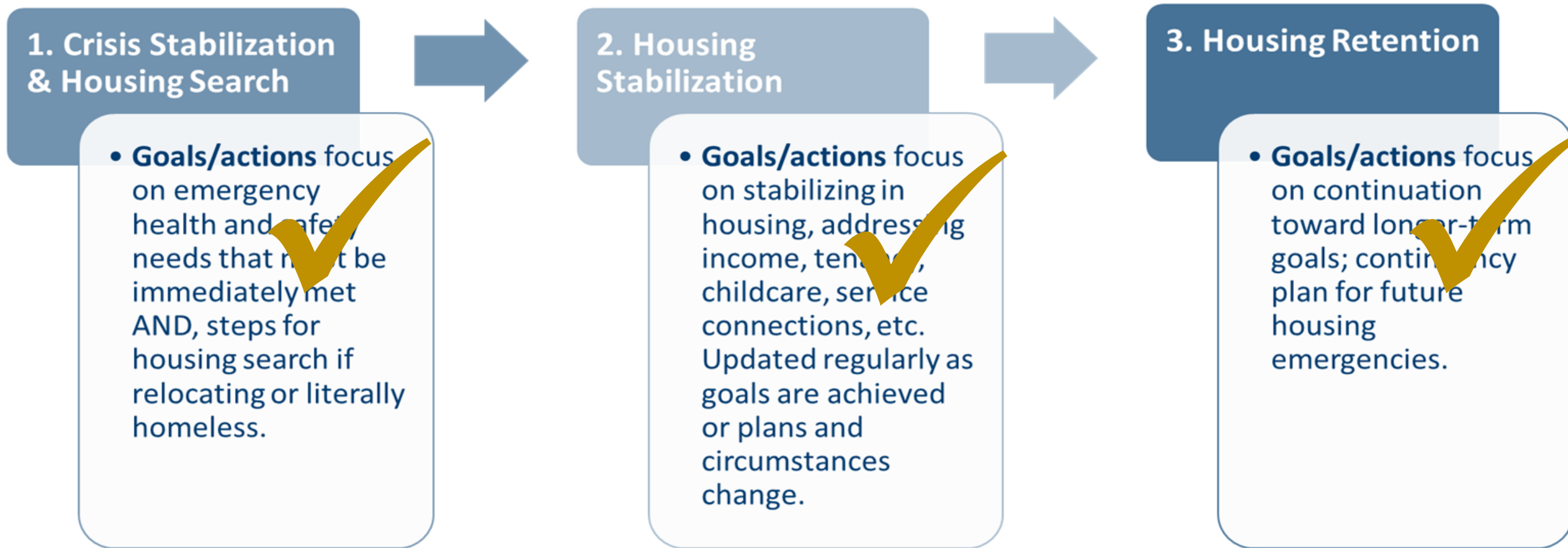Financial means to pay for housing

Lease compliance

Service connected, as needed/ desired

Future-ready, shock-resilient

Stages of HFCM *& PARTICIPANT HOUSING PLANS*

1. Crisis Stabilization & Housing Search

- **Goals/actions** focus on emergency health and safety needs that must be immediately met AND, steps for housing search if relocating or literally homeless.

2. Housing Stabilization

- **Goals/actions** focus on stabilizing in housing, addressing income, tenancy, childcare, service connections, etc. Updated regularly as goals are achieved or plans and circumstances change.

3. Housing Retention

- **Goals/actions** focus on continuation toward longer-term goals; contingency plan for future housing emergencies.

INDIVIDUALIZED HOUSING STABILIZATION PLANS: when to create & update…

FIRST: *Initial plan* following intake…

THEN: *Updated plan* upon securing current or new housing…

FINALLY: *Updated plan* at program completion/exit.

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What can we do to support *housing retention*?

- **<u>BEFORE EXIT</u>**…check-in, how is the participant feeling about this transition? Update the plan with the participant, talking through steps to prevent problems and prepare for future crises

- Consider near and long-term strategies to pay housing/utility costs on-time

- Consider ongoing service needs, connections, social supports, other resources

- Help identify, understand, and <u>change behaviors or conditions</u> that led to past housing crises

- Discuss/role play difficult situations, like setting limits with guests, proactively communicating when income changes, etc.

Small Group Activity 5

Continuous Quality Improvement (CQI)

Think Outside the Program Box...

- Give people space to build relationships that will give them long-term support
  - Ask: Who can you turn to for advice before a situation becomes a crisis?
  - Think about people who can be mentors
- Create opportunities for people to get additional support around financial literacy/budget, how to manage their home, how to dispute their previous rental/credit history, etc.
- Peer supports/opportunities to connect with others with lived experiences

Continued learning:

- ✓ Check-in with current/previous participants on what supports they think would help them stay housed.
- ✓ Periodic listening sessions to invite input/reflection (make it a part of your culture)
- ✓ After Care Dinner: Offer a monthly dinner with a speaker to all graduates of your program. This can create natural networking/mentorship opportunities.

Caring for Ourselves

Almost everything will
work again if
you unplug it for
a few minutes ...
including you.
   -Anne Lamott

It's essential we care for ourselves in this field in order to maintain our health. Suggestions for ways to care for yourself as you engage in challenging work:

- Focus on the Four Core Components of Resilience: Adequate Sleep, Good Nutrition, Regular Physical Activity, and Active Relaxation
- Take time away from work when possible, avoid working on vacation
- Get enough sleep or rest
- Stay hydrated
- Practice good hygiene
- Take time to be alone so you can think, meditate, and rest

- Wash up after your work shift as a symbolic way of "washing away" the day (it could be just washing your hands and face)
- Communicate with positive relationships in your life (friends and family)
- Create your own rituals that allow you to focus your thoughts on letting go of stress/honoring a memory of something positive
- Engage teammates in celebrating successes and mourning sorrows as a group
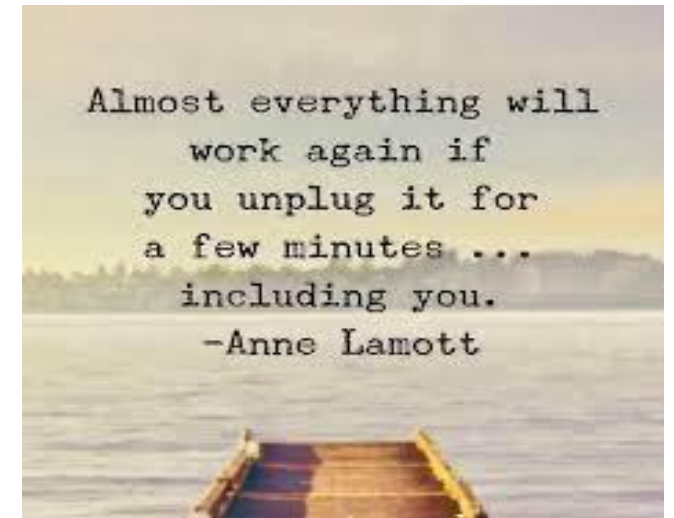
What are we talking about?

- Vicarious trauma

- Secondary traumatic stress

- Compassion fatigue

- Burnout

- Post-traumatic stress disorder

- Grief

AHP

Definition

- Secondary trauma is experienced indirectly when you hear the stories and/or see the aftermath of a trauma experienced by another person.

- People who work in helping professions and the loved ones of trauma survivors are at a greater risk of experiencing secondary trauma or secondary trauma stress.

- "The cost to caring" is an occupational hazard for mental health professionals due to repeated exposure to details of their clients' traumas. It is a risk for everyone who is exposed to the graphic details of trauma experienced by others.
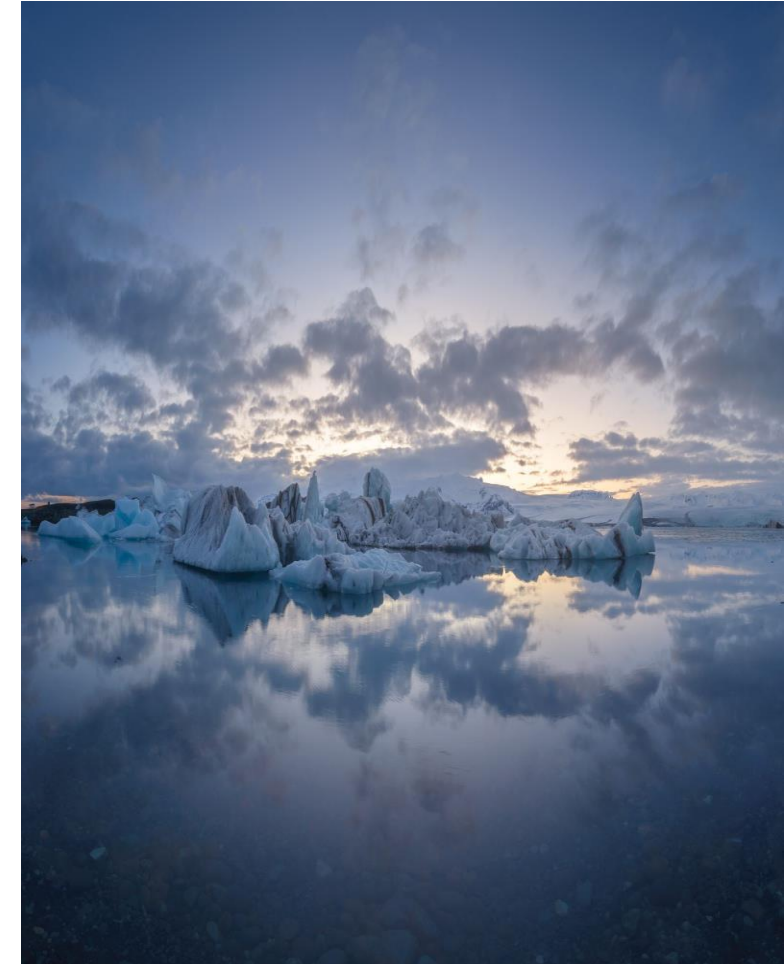
Additional Resources

Additional Trauma Informed Care Resources

- [Vicarious Trauma Resources](#)

- [OVC TTAC Vicarious Trauma](#)

- [Self Care Wheel](#)

- [Professional Quality of Life Tools](#)

- [A Guide to Understanding and Coping with Compassion Fatigue](#)

- [The Venn Diagram Tool: Identifying Your Risk Factors for Work-Related Stress](#)

- [Vicarious Trauma Toolkit: A Blueprint for a vicarious trauma-informed organization](#)

- [Resources on Vicarious Trauma: Self Care and Strategies by Organizations to Support Wellness](#)

- Books:
  - The Compassion Fatigue Workbook by Francois Mathieu
  - Trauma Stewardship: An everyday guide to caring for self while caring for others by Laura Van Dernoot Lipsky and Connie Burk

Additional TIC Resources

- [Trauma-Informed: The Trauma toolkit](#)

- [Facing the Facts: Trauma-Informed Practices in Homeless Intervention Services](#)

- [Trauma-Informed Care Implementation Resource Center](#)

- [National Child Traumatic Stress Network](#)

- [SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach](#)

- [Trauma-Informed Design: How the Physical Environment Supports Recovery from Homelessness](#)

- [The Increasing Need for Trauma-Informed Care Shelters](#)

- [Delivering Trauma-Informed Services](#)

Additional TIC, Stress & Harm Reduction Resources

McEwen, B., Morrison, T. (2013). Brain on Stress: Vulnerability and plasticity of the prefrontal cortex over the life course. *Neuron*, 2013 Jul; 79(1): 16-29.

Garibaldi, B., Conde-Martel, A., O'Toole, T. (2005). Self-Reported Comorbidities, Perceived Needs, and Sources for Usual Care for Older and Younger Homeless Adults. *Journal of General Internal Medicine*, 2005 Aug; 20(8): 726-730.

Sapolsky, R. M. (1994). Why zebras don't get ulcers: A guide to stress, stress related diseases, and coping. W.H. Freeman.

www.harmreduction.org