Permanent Supportive Housing Training Series
Session One

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HOUSING
INNOVATIONS

Introductions

◦ Housing Innovations
  ◦ Suzanne Wagner
  ◦ Andrea White
◦ Goals for the Training
◦ Housekeeping
  ◦ **PLEASE TURN YOUR CAMERAS ON AS MUCH AS YOU CAN**
  ◦ **Please put your name as you would like to be addressed as your screen name**
  ◦ **Please put your name role/title and program into the chat box**
  ◦ **We will attach the materials in the chat**
  ◦ **We love interaction – raise your hand, indicate in chat box that you would like to comment or just unmute and talk!**
  ◦ **To begin, think about where is your peaceful space, where do you go to reflect and be calm? Feel free to put the place in the chat but most importantly just think about being there.**

Series Overview

- Session One - Housing First and Engagement Techniques

- Session Two - Assessment and Housing Planning

- Session Three - Working with Landlords/Property Managers toward Housing Stability

- Session Four - Connecting to Community Resources

- Session Five – Creating a Culture to Promote Moving on

- CEU's will be available for Social Workers and Counselors–

  - Must attend all 5 sessions
  - Must complete training evaluation form at the end of the series
  - If you are interested in receiving CEU's, please send an email to Suzanne Wagner at swagner@housinginnovations.us with your full name, discipline – SW or Counseling, and license number

Agenda

What is a Housing First in PSH?

Implementing HF in a PSH Program

Engagement: Creating the Relationship

Increasing Motivation

Housing First Principles and Practices

Poll: HF Experience

Housing First

System and Practice Approach

Immediate Access to Housing with Supports Provided in Housing

Same expectations as any other person in housing

Housing First

Quick access to housing while providing needed services

Housing is not contingent on compliance with services. However, HF is housing and services

Services are voluntary for participants, but not staff – **assertive engagement**

Services are wrapped around individual / family and person is assisted to meet lease obligations and shelter rules

Housing First is <u>Not</u>!

Housing Only

or

Anything goes

- In housing the landlord is responsible for enforcing the lease
  - In a fair and consistent manner
- If someone refuses that does not make it acceptable

Housing First Key Practices

Fast access to housing: clear path and participant choice

Link to community supports

Expectations are set by community and lease-based standards. Consistent responses

Services address housing stabilization and participants' self-identified goals

Housing First Supports

Implemented with success for high acuity clients

- Must have access to high quality services and treatment resources (brokerage)
- Adequate staffing
- Support for staff to address clinical and system challenges
- Take a low demand approach with **high expectations**
- Supported by evidence-based practices

Discussion on Housing First

◦ Is this definition consistent with your understanding of Housing First?

◦ What benefits to the practice you can identify?

◦ What are you worried about?

◦ What challenges are you experiencing?

Implementing Housing First in PSH

Groundwork

Targeting: Low barrier approach – Everyone deserves housing

High expectations: Has the same rights **and** responsibilities as anyone else in housing

- No special rules, all rules apply to everyone
- Each person / family is expected to follow the basic rules of the lease
- Lease is reasonable, enforceable and consistent with other leases in the community
- Case Management is focused on every person assuming full rights and responsibilities of tenancy

Engage: look for comfort and goals

Goals

◦ The goal of a Housing First PSH is housing stability and sustainability in the community

◦ A focus on housing goals from day one

◦ Celebrate and encourage stable tenancy through all activities and services – **environmentalize**

  ◦ Tenant of the month, incentives when unit passes inspection on first review, celebrations of moving on, others?

PSH Program

The PSH program is organized to teach skills that can be used to sustain tenancy – tenancy classes, managing money, increasing income.

◦ Using the lease to teach skills and provide structure

◦ Clearly and in writing lay out the expectations of tenants

◦ Explain the reason for the structure and the goals of the PSH

◦ Talk about the lease requirements and time frames

- What can be negotiated or appealed if not being applied correctly
- Teach tenants negotiating skills through mentoring and skill building

Lease and House Rules

Rules are set so people can live peacefully together in a building and the property can be maintained

Not everyone will be able to follow these rules initially
◦ Many tenants have never had a lease before or certainly not a uniformly enforced lease

Part of the work is to help people figure out a way to follow the rules/lease and understand the reason for them

The work in PSH always struggle between the needs of the group and individual needs – from this perspective we often negotiate a compromise

Basic Lease Obligations

Allow other tenants the peaceful enjoyment of homes
Make required rent payment on time
Keep unit free of health and safety hazards
Only allow people on the lease to live there
No criminal activity in unit, common areas or grounds
Keep utilities current and paid

Understanding the Lease and Expectations: creating the expectation

Clear: Expectations of the lease and community

Reason: There is a conversation about how to follow the lease and building structure and the reasons for it

Process: There is a discussion of strategies von how to correct a lease violation People are advised of the process to request accommodations and to put in grievances if they feel they have been treated unfairly.

Example: Collecting – egress is essential, materials have to be away from stoves and doorways, materials have to be contained to avoid infestation, stuff is important

Reasons: These are safety concerns affecting all renters

Process: containers, help eliminating stuff, request for more time to get help dependent on severity of the problem

Discussion - Rules

Specific
Positive
Adaptable
Few
Sensible

Introduce yourselves to each other

Discussion prompts:
◦ Are all the rules in the lease uniformly enforced?
◦ Are there rules in the housing that don't have a reason?
◦ Do you need more rules? If so, which ones?
◦ Do you have too many rules added to the lease or part of the services contract?

Engagement and Building Motivation

ABC NEWS

Warm Handoff from Shelter

- The housing program understands the services offered in the shelter and the shelter understands and explains services offered by the housing program to the perspective tenants
  - Shelter: talks about how PSH is described and how they mentor people to accept case management.
    - Shelter worker seeks to transfer the engagement that took place in the shelter.
    - The shelter worker gives a vote of confidence to the new worker and reviews their services, transferring some engagement
    - Review services offered at the shelter including housing planning, skills building tenancy education.
  - Ask each person to talk about what they have accomplished in the shelter and what they want to work on in housing
    - Ask tenants to talk about the services and supports they have and what they want to connect to
    - Ask the future tenants to talk about housing goals and plan they have developed to sustain housing
  - Shelter worker also shares potential risks to stable tenancy and is clear about how they can be involved now that the HH has permanent housing

Relationship

- The relationship is developed through the interactions between the workers and individuals/families served
- Each person brings something to the table
- These interactions can come anywhere, in the lobby, individual meetings, by the laundry room or at a vending machine
- Each worker has the responsibility to continue to offer services and resources to help people to navigate the housing
- Worker's knowledge of the process and criteria for resources is shared
- Negotiating the match between the resources and the needs and preferences is the goal

Education about Housing and Tenancy

- Choice is based on knowledge
- Educate each person about tenancy requirements and choices to follow
  - We want to honor aspirations but help define them as longer-term goals
- Engage in an evaluative conversation: what would work best for each person
- Explain provider **and** participant roles and responsibilities

- Assess and establish goals for housing retention
- Engagement is based on each person seeing the benefit of the interaction

Techniques to Build Motivation

◦ Persistent and Consistent: establish the staff member is someone to be counted on. Negotiate simple tasks and follow up. Show kindness and recognition of the person. This can be any staff at the shelter.

◦ Define paths to maintain housing: Educate on rights and responsibilities of tenancy, define the process of getting needs met and lease parameters, be clear what the person has to do to increase income and obtain housing. Connect to long term goals. Begin the work on long term goals as soon as possible recognizing that this will require connections to outside services.

Building Motivation (cont.)

◦ Recognize Competence: Identifying skills that will help people maintain housing is important. IE You are clear about what might work for you, that will help to identify options, or you got settled in quickly, you are good at getting things organized.

◦ Find Common Ground: find things you can work on together to establish trust. For instance, increasing money or establishing a child in school or daycare may help to establish a pattern of working together.

◦ Reflect information to affirm it is heard confirm information to ensure that each person knows they are heard. This may be the start of the conversation. The plan to increase income seems not to be working for you. Do you want to discuss other options?

◦ Support Choice: acknowledge choice and always try to explore more than one option to reach goals

Focus on What is Important to Each Person

Establishing priorities with each person is an important part of the practice.

Getting people to rate their requests and priorities is a motivation technique

This can establish a place to begin

Focus on What is Important to Each Person (2)

- Having money to live on – 10
- Having my own apartment - 8
- Going to the Job Center – 4
- Seeing my family - 8
- Getting my children in daycare– 10
- Being able to relax with friends – 10

How can you work with this?

Where are the discrepancies?

How would this relate to the Stages of Change?

Readiness Ruler / *Importance*

How **important** is this change to you right now?

0 1 2 3 4 5 6 7 8 9 10

Not   Somewhat   Very

Produced by the Center for Evidence-Based Practices (CEBP) at Case Western Reserve University with support from the Ohio Departments of Health, Mental Health, and Alcohol & Drug Addiction Services.

Wrap up

- Session 2:
  - *Assessment and Housing Planning*
  - Same time and same zoom next week
- References and resources on next 2 slides
- If you want CEU's please email Suzanne at swagner@housinginnovations.us
- Thank you and see you next week!

PLEASE TURN ON YOUR CAMERAS TO SAY GOOD-BYE

The Evidence is Clear: Housing First Effectively Ends Homelessness

Hover over pebbles to see study links. Click a pebble to view the study in a separate window.
Click on a category in the legend to highlight all pebbles in the category.
Please note this is not a comprehensive list of all Housing First Studies.

● Domestic Studies

Evidence Against Housing First

Evidence in Support of Housing First

National Alliance to
END HOMELESSNESS
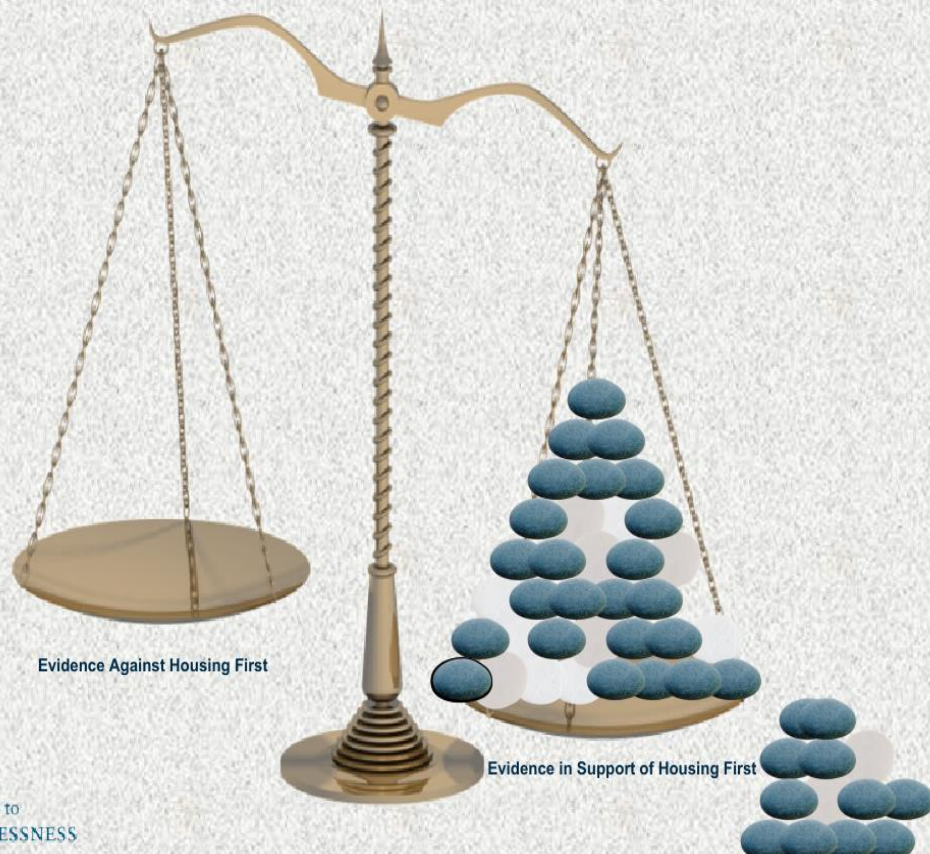
Resources

Basic Information on Housing First
- https://endhomelessness.org/resource/housing-first/

NAEH Training on Becoming a Housing First Shelter for the State of CT
- https://cceh.org/wp-content/uploads/2015/12/Connecticut-Emergency-Shelter-Training-Final-For-Participants.pdf

NAEH Interactive Tool to Access Research on Housing First
- https://endhomelessness.org/resource/data-visualization-the-evidence-on-housing-first/

Summary of Research on Housing First
- https://nlihc.org/sites/default/files/Housing-First-Research.pdf

Comprehensive Review of Research on Housing First Outcomes
- https://www.thecommunityguide.org/media/pdf/he-jphmp-evrev-housing-first.pdf

Motivational Interviewing Website
- http://www.motivationalinterviewing.org/

References and Research

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◦ Herman, D., Mandiberg, J. (2010). Critical Time Intervention: model description and implications for the significance of timing social work interventions.. Research on Social Work Practice, 20(5), 502-508.

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◦ Miller, W.R. and Rollnick S. (2012). Motivational Interviewing: Helping People Change. 3rd Edition. New York: Guilford Press.

◦ Stefancic A, Tsemberis S. Housing First for long-term shelter dwellers with psychiatric disabilities in a suburban county: a four-year study of housing access and retention. *J Prim Prev*. 2007;28(3/4):265-279