PSH Programs Training Series Session Four

Suzanne Wagner

swagner@housinginnovations.us

Andrea White

awhite@housinginnovations.us

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 role/title and program into the chat box**
  ◦ **We will post the materials and attach them 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 what is your pets name? Please put it in the chat.**
  ◦ **Record**

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

Review of Session Three

- Working with Landlords and Property Managers to sustain tenancy
  - Roles of Property Management and Services
  - Managing the Collaboration
  - Using the Structure of the Lease
  - Eviction Prevention
  - Using Harm Reduction to address Lease Violations

  Poll: How often do you meet with PM/Landlord

Agenda

Review of Session Three

Introduction

Community Resources

Connecting to Resources

Building a culture that supports using resources

Focus on Resources

◦ In order to fully integrate in the community, each person needs a range of services and supports

◦ In PSH, we help each person or family to connect with and begin to manage each support as a full partner

◦ Connections to resources is core to stability in the community

Connect to Resources

🏠 Look at some of the barriers to housing identified

👥 Identify resources as a team to address these

🧠 Prepare people to connect to these resources by employing skill building techniques

👪 People may need you to accompany them and mentor the connection

Community Resources Assessment

- Develop a person focused resource list
- Identify resources by key domains for housing stability
- Review resources in current use
- Add resources developed through work with other participants
- Identify needed connections
- Income, benefits AND services
- Formal and informal (natural) supports
- Resource Guide: Participant Resource List

Using the Resource Guide

Community Resource Guide

Marin's online search tool for information, services and resources.

Food, Rent, etc. 🔍

- Care
- Health
- Education
- Legal
- Emergency
- Food
- Housing
- Money
- Transit

Need Additional Help?

Call the Aging and Adult Information & Assistance Line at 415-457-INFO (415-457-4636) to speak with a representative.

- May take multiple conversations
- Connect it to Goals and Plan
- Will and should be built over time and throughout the phases
- Standard domains prompts conversations about resources person may not have considered
- Shows areas of strong support as well as gaps
- Opportunity for evaluative conversation about usefulness of resources
- Use agency senior staff and supervisors to advocate with resources that are difficult to access

Maintaining Links to Resources

- Ensure knowledge of them – directory, visits to programs, ask users of the service for feedback, know goals of the service and what they provide
- Introduce yourself and your service, especially if there will be a lot of referrals and identify how you can help them meet their goals
- Explain your role and what they can expect
- Gather and share history (with consent) and attempt coordinated planning
- Offer to accompany each person to assist with engagement with a new service
- Maintain regular contact to see how things are going
- Keep your promises
- *Polls: Resources*

Building Participant Skills to Connect to Resources

- Educating on participant / patient rights and responsibilities
- **Modeling** for each resident how to negotiate for services
- Trying it out and debrief
- Establishing regular check-ins to see if it is working
- Review cost and benefits – **critical thinking**
- **Recognizing** strong partners and good skills
- Renegotiate the relationship as necessary

Discussion

Take the resource guide out and pick a section

Discussion Questions:

- Which resources are most needed given the population(s) you serve?
- Where are there gaps in services?
- Plan to follow up to improve resources available for participants
- Do you need support from your supervisor/manager or agency
- leadership to make these connections?
- Will staff offer to accompany all people to their initial appointment
- with a resource?
- Do you want to use the Participant Resource List?

Connection to Medical Resources

- Many tenants in supportive housing may have chronic conditions such as high blood pressure and diabetes as well as other conditions that pose risks.
- Motivating people to seek treatment is often complicated
  - Look for comfort, prioritize the issues that are bothersome to each tenant
  - Does the condition interfere with long term felt goals?
  - Mentor: meet with tenant and medical service, observe and herp the tenant negotiate the intake process
  - Educate: on rights and responsibilities of patients
    - Especially rules around forcing compliance
  - Support and identify skills of each tenant to negotiate for medical care
  - Monitor: regular contact with medical providers
  - Connect: medical treatment with real long-term goals
  - Connect to advocacy services such as patient advocates for support long term

Skills and Resources for Housing: increasing income

- A key step in the housing process is access to income
- Some people will need more assistance to make these connections
- The process to increase income includes:
  - Educate on the Options to increase income
  - Mentor/Teach on how to make the Connections
  - Provide Support for follow through
  - Connect the steps to goals (both long and short term) to maintain motivation
  - Debrief successes and/or setbacks
  - Mark progress
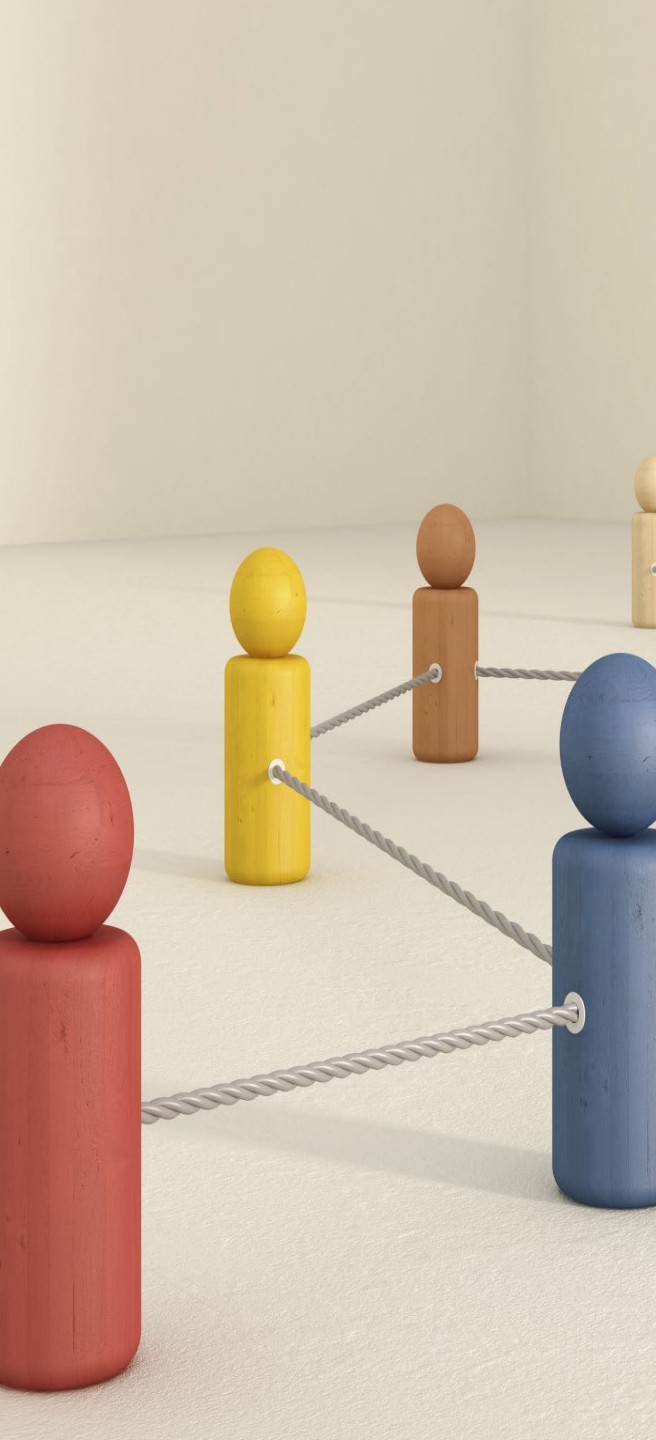
Building motivation for increasing income

- Income is key to accessing and maintaining housing
- Money is a motivator in itself, but we also want to attach this to each person's goal
- Sometimes asking each person how much money they need to live on in housing will set an aspirational goal
- Connect it directly to the "so that" goal for housing
- The tasks to get income are difficult and time consuming. People need motivation to move through

Employment

Look at the job history: look for skills and connections

Connect with Jobs Programs both through County and Jobs Access Centers

Connect with temp jobs or pick up jobs: such as moving, snow shoveling, landscaping - these will provide some immediate money and don't require a commitment or lengthy application process.

Invite former or present residents with jobs to come back and talk about how they got them

- People are often interested in jobs such a peer support, homecare, construction
- The goal is to access to jobs that pay a living wage and offer consistent employment, but short term employment is often a start

Post job opportunities on a central board and talk to people about them

Offer assistance with applications and let people know they can also get help in local libraries

Connecting to Landlords

In order to stay housed landlords and tenants must agree to work together

Review:
- Mentor: meet with tenant and landlord and agree to work together
- Educate: on rights and responsibilities of tenancy
- Prepare: use Harm Reduction plan pro-actively to prevent evictions and review options to follow lease
- Support and identify skills of each tenant
- Monitor: ensure landlords are uniformly enforcing the lease
- Connect: lease compliance with long term goals

- Skill build talking to landlord, model the behavior

- Connect to advocacy services such as legal services

- Reward lease compliance
  - Some landlords send letters when tenant followed the lease for three months, tenant of the month, notice improvements and celebrate them

Discussion: How do you create a culture to connect to needed resources ?

For instance : Income

Talk about things you do in your program to interest people in increasing income. What else might you put in place to infuse this into the program culture?
◦ Some examples:
  ◦ Employment or benefits programs come in to present to residents
  ◦ Assisting people with applications
  ◦ Computer access or a library nearby – go with them
  ◦ Providing advocacy and mentoring to people when they apply for jobs/benefits
  ◦ Bulletin board with job postings
  ◦ Talk with people about opportunities to increase income
  ◦ Invite people back to talk about the process and the result
  ◦ Celebrate employment

Wrap up

Next Week: Session 4

Creating a Culture of housing, housing, housing
◦ Classes/groups, norms, warm handoffs, tenancy skills, program structures and more

Many thanks!

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
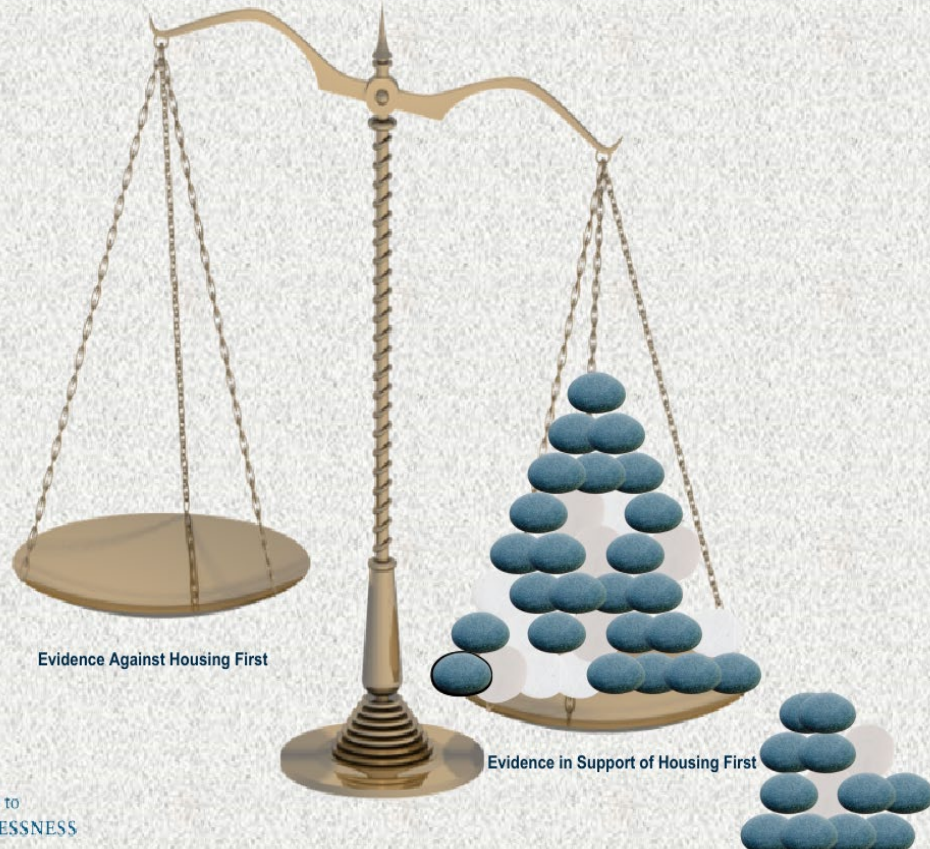
Resources

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

◦ Brown MM, Jason LA, Malone DK, Srebnik D, Sylla L. Housing First as an effective model for community stabilization among vulnerable individuals with chronic and nonchronic homelessness histories. *J Community Psychol*. 2016;44(3):384-390

◦ de Vet, R., Beijersbergen, M., Jonker, I., Lako, D., van Hemert, A., Herman, D., and Wolf, J. (2017). Critical Time Intervention for Homeless People Making the Transition to Community Living: A Randomized Controlled Trial. American Journal of Community Psychology, 60(1-2), 175–186.

◦ 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.

◦ Kasprow, W. J., & Rosenheck, R. A. (2007). Outcomes of critical time intervention case management of homeless veterans after psychiatric hospitalization. Psychiatric Services, 58(7), 929-935.

◦ 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

Benefits Access Process

◦ Get basic documentation: Social Security card, Birth Certificate, any proof of income

◦ Do an eligibility assessment on https://benefits.ohio.gov/ or talk to a specialist at Cuyahoga Job and Family Services.

◦ Many people have limited computer experience and will need hands-on assistance.

◦ Identify small steps and track completion. Some people give out punch cards to track progress, sometimes it is done in a group. Look for a sense of momentum.

◦ Some residents may want to try on their own, agree to a short check in time to see if they need help

◦ Normalize time frames: how long does this usually take?

Benefits Options and Resources

SNAP (Food Stamps), Medical Assistance, Cash Assistance

Apply through: https://benefits.ohio.gov/

SSI/SSDI: does the person have a disabling condition, can they document this?

◦ SOAR program (SSI/SSDI Outreach and Recovery)

◦ SOAR Training to assist in making application: https://soarworks.samhsa.gov/course/soar-online-course-adult-curriculum

◦ Apply through Social Security, follow guidelines to provide documentation

◦ It is recommended that case managers take the on-line SOAR course to familiarize themselves with the process and begin to assemble documentation and resources to begin the process

◦ Writing supporting documentation of how the disability affects the person can be very valuable

Other Resources

Though the State of Ohio does not provide general relief or public assistance there are other entitlements available such as nutritional assistance, energy assistance, and assistance with existing housing:

https://www.cbpp.org/research/family-income-support/state-general-assistance-programs-very-limited-in-half-the-states

City of Cleveland Resources:

https://www.clevelandohio.gov/CityofCleveland/Home/Government/CityAgencies/Aging/AgingAndDisabilityResourceCenter

https://www.clevelandohio.gov/CityofCleveland/Home/Government/CityAgencies/Aging/FinancialAssistance

Benefits – Health Insurance

- Apply for Medicaid for people with no income, know the income limits for spend-down Medicaid

- Know what Medicare covers and use the resources

- Look at homecare benefits for Medicaid and home health from Medicare

- If people are enrolled in a managed care plan go over the benefits and limits of the plan.