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# Focus on Housing Stability

## Housing Alliance Delaware

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# Agenda



Introductions, Reminders and Recap of Last Session

Engagement and pass off from shelter / outreach

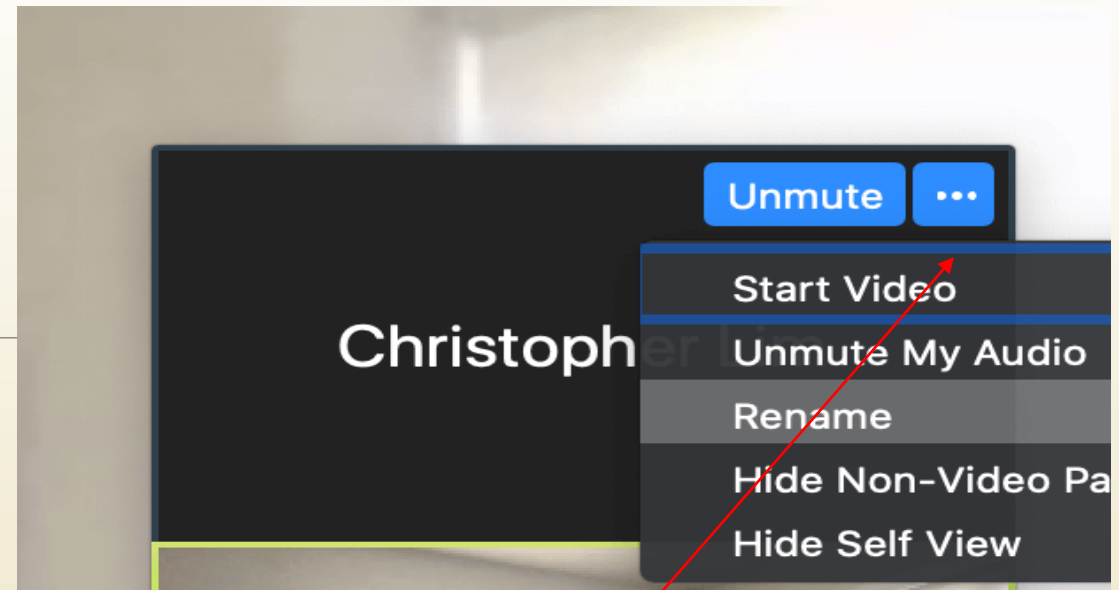
Setting Goals to Develop the CTI Service/Housing Stabilization Plan

Linking to Community Resources and Developing an Individual Resource Guide

Wrap-up and Questions

# Reminders

- Housing Innovations
  - Andrea White
- Goals for the Training Series
- 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
  - We will upload the slides and handouts to the chat box
  - We love interaction – please raise hand, indicate in chat box that you would like to comment or just unmute and talk!
  - Please sign in to the chat box to say hi, identify your site/program and let us know what your favorite morning beverage is



# Engagement around Goal-Setting

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Be  
consistent  
reliable,  
supportive

Explain  
and re-  
explain  
(and re-  
explain)  
your role

LISTEN for  
what each  
person is  
interested in,  
wants and  
needs

Find  
something to  
work on  
together

Present  
housing as a  
way to get  
*wants,*  
*needs and*  
*goals* met

Help find  
some  
comfort  
and/or  
relief

Keep  
showing  
up

# Hand Off to the RRH Program

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‘Warm’ handoffs are recommended and a standard practice

Each person will know their rights and responsibilities for housing

Each will know the expectations of each service and workers’ roles

- What can persons expect from the first worker – how will follow up be handled?
- Teams can set up weekly meetings to discuss new persons and persons transferring between programs.
- Ensure all information is communicated
- Be available to meet with the person and the new worker
- Agreement to a series of visits
- Agreement to consult when needed



# Understand Housing and Homeless History

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## Housing History –

- Places lived, with whom (last 5 years)
- Experience as a leaseholder
- Roles and responsibilities
- What worked/what didn't
- Satisfaction with current housing



## Homelessness History -

- Cause of initial episode
- Length of time homeless
- Places stayed
- Routine
- Supports



# Discussion

- PLEASE TURN ON YOUR CAMERAS
- What kind of housing and homelessness histories are you seeing?
- Do the families you work with have experience as leaseholders before?
- Are the Families you are working with happy in their housing and motivated to maintain it?
- How is housing success connected to family's personal goals?



# Focused Service Planning



Limit the areas of intervention – no more than 3 goals

Focus on the most pressing needs that impact housing

Relate all interventions to the tenants long term goals

Be aware this may not be a linear process

Be mindful about moving from crisis



# Focus Areas for Service Plan

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## Focus on greater Self Sufficiency

- Goals setting by the tenant in partnership with the worker
- Connection to high quality sustainable services and supports
- Shared-Decision Making (SDM) model and Harm Reduction approach
- Use success on service plan goals to build confidence for making other changes

## Focus on Long-Term Stability

- Use tenant's goals and housing stability focus
- Help assume role and meet expectations of tenancy and community
- Teach rather than do

## Strong Expectation that Person becomes Integral Part of Community

- Work on structure purpose and activity
- Transition and recovery of valued life roles



# Components of the CTI Plan - Goals

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- Goals set as a team of tenant and worker
- “So that” principle
- Focus on the issues that affect stability in the community – base on the current crisis and previous episodes of homelessness/ housing instability
- Immediate and longer-term goals clear
  - Focus by phase
  - Use the plan for the intervention
- Steps to reach goal clearly defined and measurable
- Longer term needs require connections to other resources.
- Handout: CTI Phase Plan – Not an Abode form, CTI informed example



# Use Stages of Change to Assess Motivation for Housing

Stage	Relationship to Problem	Staff Tasks
Pre-Contemplation	No awareness/interest in addressing problem/housing issue	Ask q's/ raise awareness of obstacles to goals
Contemplation	Aware of problem & considering housing	Pros & cons of changing/not
Preparation	Making plans for how/when to change	Options: strategies, supports & services
Action	Changing behavior (pursuing housing)	Support/eviction prevention
Maintenance	Change sustained for 3-6 months	New goals/continue eviction prevention
Relapse	Return to problem behavior/homelessness	Assess stage and intervene accordingly

# Goals Discussion



- PLEASE TURN ON YOUR CAMERAS
- You will be asked to join a break-out room in Triads
- One person will share an example of things tenants want and are setting as goals in their plans or give an example of a goal of your own (simple, not too personal).
- One person is the worker and asks: What are the reasons behind these goals? “So that” what?
- In other words, I want to ..... so that .....
- The third person is the observer and reports back on the conversation
- If there are only two people, please proceed with the “worker and client”

# Focus on Resources

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- In order to fully integrate in the community, each person needs a range of services and supports
- CTI helps each person or family to connect with and begin to manage each support as a full partner
- Connections to resources is core to CTI practice



# Community Resources

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- Develop a person focused resource list
- See: **RESOURCE GUIDE HANDOUT**
- Identify resources by CTI focus areas tasks
  - Emergency Resources and contacts, Housing, Financial, Employment, Education, Medical, Mental Health, Substance Use, Recreation and Socialization
- Review resources in current use
- Add resources developed through work with other consumers
- Identify needed connections
- Formal and informal (natural) supports





# Using the Resource Guide

- May take multiple conversations
- 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


## Community Resource Guide

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







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.



# Worker Role in Maintaining Housing

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- Clearly articulate your role
- Accompany to housing, meet with provider, assist apartment set up, and acclimate to the neighborhood
- Frequency of contact: at least weekly/more frequently based on need
- Frequent contact with all services, supports and housing provider/landlord
- Develop plan to access needed resources
  - Accompany to resources and teach skills
  - Ensure communication with each services/support
- Assess how the housing is/isn't working for the person
- Focus on purpose, role, connections and activity
- Monitor lease compliance/connect with landlord



# Building Skills

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- Educating on tenancy rights and responsibilities
- **Modeling** for each Veteran 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



# Changing Expectations

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## Moving from crisis to planning

- May be from immediate to 15 minutes from now

## Critical thinking

- Using strategies and resources that work best for each person

## Structure and purpose

- Developing a structure and purpose to days

## Developing new or changed life roles

- From homeless to tenant, family member, student, worker, advocate, artist



# Breakout Questions for Discussion

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- PLEASE TURN ON YOUR CAMERAS
- What kind of resources (formal and informal) are tenants connecting to in the first phase?
- How does this connect to housing and personal goals?
- What are some of the gaps in resources and/or challenges due to COVID?
- Give an example of training/mentoring technique that helped the tenant connect to the resource
- *Feel free to put thoughts/comments in the chat box*



# Coordinating for Housing Stability

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Property management/landlords have a key role in helping people understand their lease obligations and comply with them.

Assertive approach

Establish clear and consistent tenancy expectations



Support services staff provide and arrange for services needed to maintain housing and also function as advocates for the tenant.

Teach/assist to meet tenancy obligations

Teach negotiation skills with property manager

# What we are trying to accomplish

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## Strike

Strike a balance among competing forces (financial demands of the building, security of the site's community vs. needs of individual tenants)

## Foster

Foster a collaborative relationship between landlord and social services with separate functions

## Coordinate

Coordinate systems to effectively manage landlords, housing team and social services

## Develop

Develop a fully integrated building that is an asset to the community, not a liability. We understand the goals

# Managing the Collaboration

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- Property Management and Services staff understand each other's roles
- Input and feedback from property management and services team is valued
  - This includes all staff including security and maintenance
- Clear procedures and communication on topics such as: confidentiality, eviction prevention process, lease violations and crisis procedures
- Services copied on all lease violations
- **Reference: Property Management Manual**
  - [http://www.csh.org/wp-content/uploads/2011/12/Tool\\_PropertyMgmtManual1.pdf](http://www.csh.org/wp-content/uploads/2011/12/Tool_PropertyMgmtManual1.pdf)



# Discussion/Chat Questions

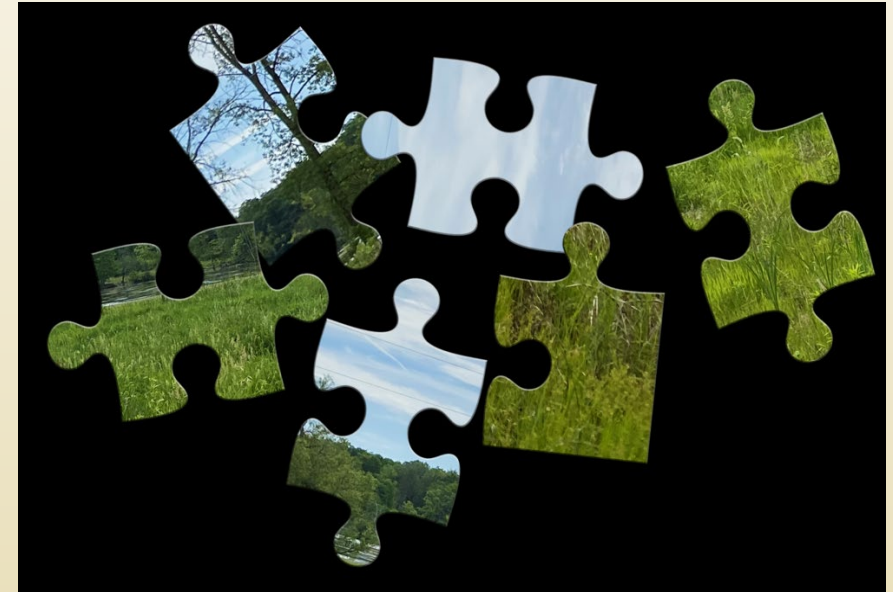
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## PLEASE TURN YOUR CAMERAS ON

### Discussion Prompts:

- How are you currently coordinating with property managers and landlords?
- What kinds of lease violations are tenants receiving?
- Are the roles clear about which staff enforce the lease and which staff support tenants to meet these requirements?
- What are some of the challenges you face in supporting tenants/coordinating with property managers to support stable tenancy?

*Feel free to put thoughts/comments in the chat box*



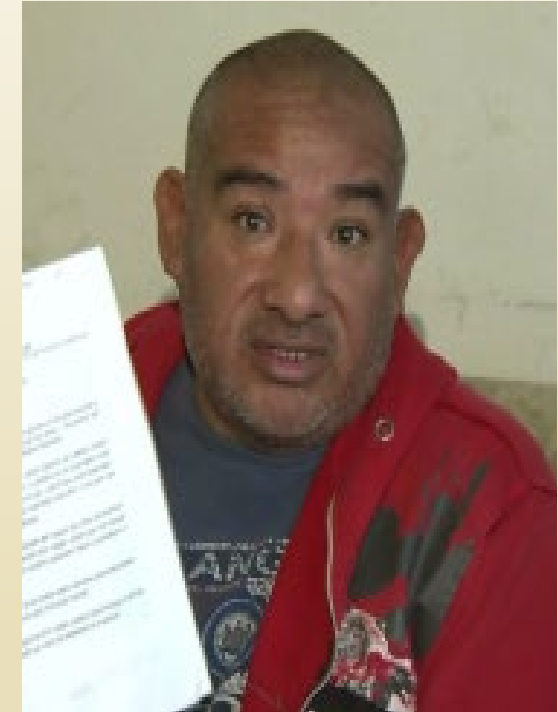
# Using the Lease to Structure the Work



- One of the goals is for each tenant to be stably housed and to do so, need to learn how to manage tenancy obligations so they may move on.
- Key to achieving this goal is the active coordination between property management and service staff, while maintaining the functional separation of these two staffs.
- Having separation of functions helps tenants learn by being treated no differently from any other tenant. (Don't want to create alternate reality)
- Problems that threaten tenancy may motivate tenants to use services in order to keep their housing.

# Teach Obligations of a Lease/Tenancy

	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



# Teach Rights of Tenancy

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- Right to privacy – no entering apartment without permission or emergency
- Right to safe and well-maintained housing – repairs and safety considerations
- Right to due process – no eviction without proper process



# Resources for Tenancy Education

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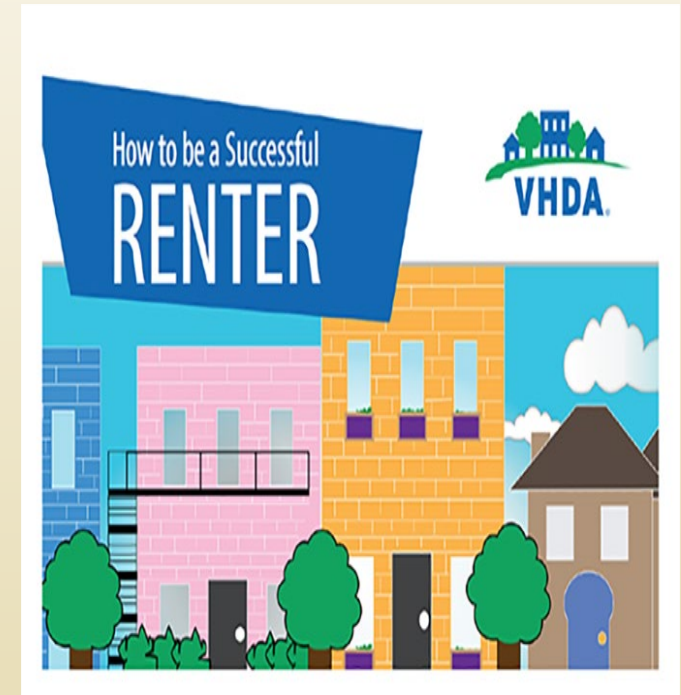
California Tenants: A Guide to Residential Tenants' and Landlords' Rights and Responsibilities

<https://www.hcd.ca.gov/manufactured-mobile-home/mobile-home-ombudsman/docs/tenant-landlord.pdf>

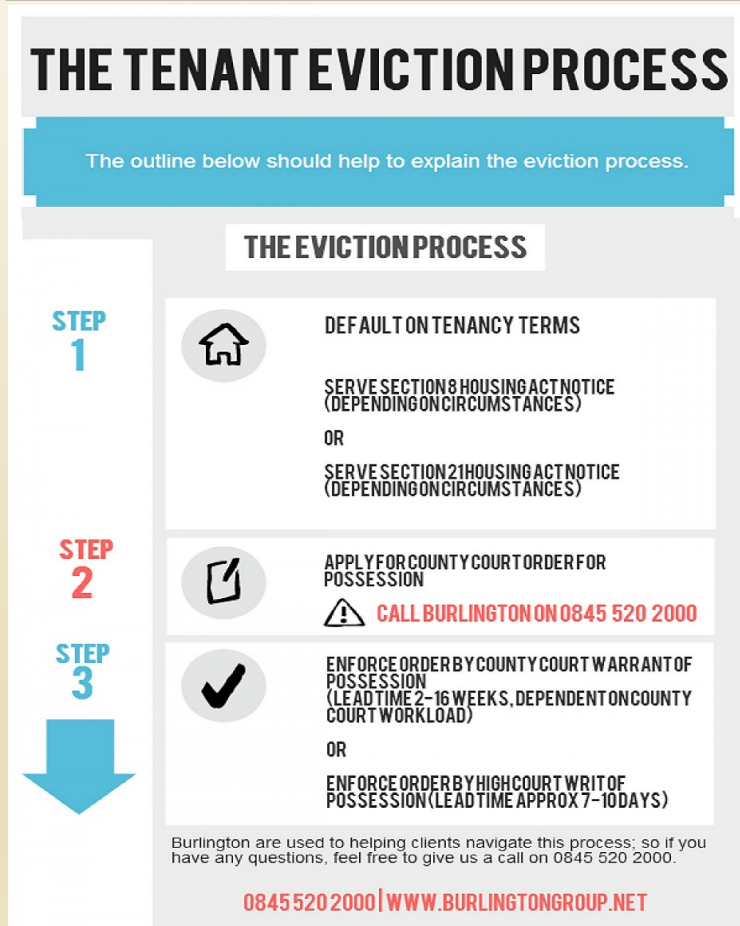
RentWise Workbook: University of Nebraska

<https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=4473&context=extensionhist>

*Add any helpful resources to the chat box or raise hand or shout out.*



# Eviction Prevention Strategies



Educating everyone on rights and responsibilities of tenancy

Regular communication with landlord to catch lease violations early

Agreement between tenant and landlord about working together

Resources or support & address lease violations (back rent, clean up)

Knowledge of timelines and steps in the eviction process

Legal resources

Crisis planning to avoid eviction/respite

## Harm Reduction Defined for Eviction Prevention

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Harm Reduction (HR) is a perspective and a set of practical strategies to reduce the negative consequences of drug use and other problem behaviors, incorporating a spectrum of strategies from modifying to stopping the behavior.

Harm reduction goal here is to prevent  
**EVICTION.**



# Harm Reduction Eviction Prevention Strategies

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- Representative payee or automated rent payments
- Connect to free resources to stretch budget - food, clothing, library, etc.
- Plan to increase income and resources and budget for “recreation”
- Plan for how to socialize without disturbing neighbors
- Carpets, drapes, headphones, air purifiers, fans
- Activities for children and child-care
- Connection to faith community
- Alternative strategies for substance use
- Adding people to the lease
- Engagement in meaningful and purposeful activity
- Find another unit and landlord agreement to end the lease – “no harm, no foul” but.....



# Harm Reduction Plan to Prevent Eviction – Example

Housing Risk	Options	Factors in favor	Factors against	Non-negotiable
Eviction: Tenant often had friends over and makes noise at night, disturbing other tenants	Stop having friends over, particularly noisy ones	<ul style="list-style-type: none"> <li>Solve problem with landlord</li> <li>Save money</li> <li>Won't have to try to get them to leave</li> </ul>	<ul style="list-style-type: none"> <li>Will be lonely</li> <li>Friends are fun and don't want to lose that</li> </ul>	<ul style="list-style-type: none"> <li>Landlord: Must address the nuisance behavior</li> <li>Tenant: have some fun in their life</li> </ul>
	Have friends over during the day	<ul style="list-style-type: none"> <li>May address landlord concern</li> <li>Still see friends</li> </ul>	<ul style="list-style-type: none"> <li>No one will come during the day</li> <li>Not as fun</li> <li>Nosy neighbors will know</li> </ul>	<ul style="list-style-type: none"> <li>Same as above</li> </ul>
	Go somewhere else to see friends	<ul style="list-style-type: none"> <li>Resolve nuisance</li> <li>People will stop bugging him</li> <li>Don't have to feel responsible</li> </ul>	<p>Could be arrested if make noise</p> <p>People wont bring alcohol or drugs I will have to bring it</p>	<ul style="list-style-type: none"> <li>LL: Must address nuisance</li> <li>Tenant: money issue</li> </ul>

# Harm Reduction Plan Activity

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***Meet people  
where they are,  
but don't leave  
them where they  
are.***

- Using the template provided, develop a Harm Reduction plan with a current participant.
- Identify risk/barrier to stable housing and options to mitigate/eliminate the risk



Harm Reduction  
Plan

***Poll: Harm Reduction Plan***

# Wrap up and Evaluation

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Many thanks!

Please complete the evaluation in  
the Learning Management System

PLEASE TURN ON YOUR CAMERAS  
OR TYPE IN THE CHATBOX TO SAY  
GOOD-BYE