Transitioning from Homelessness to Housing

Teaming Up to Obtain Housing Retention in a Supportive Housing Program
The Florida Housing Coalition, Inc., is a nonprofit, statewide membership organization whose mission is to **bring together housing advocates and resources** so that all Floridians have a quality affordable home and suitable living environment.

**WE’RE PROUD TO OFFER PROFESSIONAL CONSULTING SERVICES**

In the areas of affordable housing, fair housing, ending homelessness, & related issues
Webinar Logistics

- Participants are muted
- Enter your questions in the box in your webinar panel
- Handouts are available with this webinar
- Forgot to ask a question or want to ask privately? Email me at plancher@flhousing.org
- This webinar is being recorded and will be available at www.flhousing.org
- A survey will immediately follow the webinar; please complete it! Thanks!
Agenda

- Division of Duties
- Housing First
- Making the Transition from Homelessness to Housing
- Communication
Division of Duties
Case Manager or Service Provider

Housing Specialist

Client
Why?
Prevent duplication of services

Clear understanding of responsibilities

Set expectations

Support the consumer to meet self-identified goals
Roles
Person Served (Client)

- Author of Service Plan
- Fulfilling obligations as a Housing Participant
- Responsible for paying tenant portion of rent and utility costs
- Being a good neighbor and tenant
Case Manager

Supportive Services related to the person’s disability that assist the person to live independently

- Mental Health
- Substance Use
- Physical
- Developmental

Assist with communication between

- Tenant & Landlord
- Tenant & Housing Agency
- Other external systems and referrals
Supportive Services

- **Furniture**
- **Housing search**
- **Assistance communicating with landlords and housing provider**
- **Help completing applications for rental housing**
- **Budgeting**
- **Applying for benefits (SSI/SSDI, Food Stamps, Medicaid, etc.)**
- **Setting up utilities**
- **Referring to other community resources for assistance**
- **Accompanying the tenant to housing appointments/helping prepare for housing recertification**
Preparing for Lower Levels of Care & Services

- Voluntary, consumer choice
- When appropriate, transitioning to less intensive supportive services
  - Peer support
  - Community based services
- Applying to other mainstream, permanent housing subsidies
  - Housing Choice Vouchers
  - NED
  - Section 202/811 (site based housing)
It’s not your job to fix people.
Housing Specialist

- Administering housing program in accordance with funder requirements
- Calculating rent portions (Tenant Rent/Housing Assistance Payment)
- Ensuring the rental unit meets eligibility based on required inspections
- Completing the recertification
- Data entry into HMIS, other housing databases
- Communicating with landlord, tenant, and case manager
Is the Housing Specialist from a Public Housing Authority?

PUBLIC HOUSING AUTHORITIES DO NOT ASSIST WITH THE HOUSING SEARCH BECAUSE IT IS A CONFLICT OF INTEREST.

PUBLIC HOUSING AUTHORITIES ARE NOT MEDIATORS.
Housing First
Stable housing is the foundation, and is necessary for achieving other goals.
The “Housing Ready” or “Services First” Approach

- Emergency Shelter
- Transitional/Program
- Independent Housing

THE FLORIDA HOUSING COALITION
“Housing First means that the homelessness crisis response system is oriented to help people obtain permanent housing as quickly and with as few intermediate steps as possible.”

-United States Interagency Council on Homelessness (USICH)
Housing First: The Philosophy

- Housing is the platform to recovery
- Improve quality of life
- Flexible services, heavy at the beginning
- Removing housing readiness requirements
Service Resistant Housing Participants

Services are voluntary for participants, they’re not voluntary for staff.
Making the Transition from Homelessness to Housing
Common Responses to Becoming Housed After Long-Term Homelessness

- Excitement
- Isolation
- Fear
- Loneliness
- Self Sabotage
- Lack of Connection
Effects of Homelessness

- Trauma
- Depression
- Stress
- Exhaustion
- Fear
- Anger
- Poor Health
- Anxiety
- Poor Hygiene
# 3 E’s of Trauma

<table>
<thead>
<tr>
<th>Events</th>
<th>Circumstances and exposure to a traumatic event</th>
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<tbody>
<tr>
<td>Experience</td>
<td>Individualized perception</td>
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<tr>
<td>Effects</td>
<td>Long-lasting, immediate or delayed onset</td>
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What happened to you?
Recovery Oriented Services

Services and supports are provided based on the needs and preferences of the consumer.

• Autonomy
• Growth & Capacity to Change
• Personal responsibility
• Peer support
• Community integration
• Dignity
• Self-Respect
Cultural Competence

Harm Reduction

Motivational Interviewing

Importance of Providing Trauma-Informed Services
Assertive Engagement

• Persistent and active efforts to engage.
• The consumer is the expert in his/her own life.
• Develop meaningful relationships that elicit positive change and self-recognition of the desire to change.
Assisting Consumers to Develop Their Own Crisis Plan

• Consumer-Driven
  • What does this person identify as a crisis?
  • What are this person’s triggers?
  • What are their signs of an escalating crisis?
  • What works for them (to resolve the crisis)?
  • Who is in the support network?

• Emergency Contacts

• Accessible Community Resources
Collaborative Documentation, According to SAMHSA

- Process where clinicians and persons served collaborate in the documentation of progress notes, service plans, and assessments.
- Gives the consumer the opportunity to insert their input and focus on outcomes.
- Consumer must be engaged in this process.
Use a strength-based approach
Real is better than perfect
Act like you have all day
Use questions wisely
Ask, Offer, Ask
Work from their goals
Treat people as the experts in their own lives

Identify their ambivalence
Nurture hope
Offer reflections
Check your own judgment and bias
Build 3 minutes of connection

Empathy
Strength-Based, Assertive Engagement

Collaboration with the housing participant as the driver

Improved quality of life

Housing-focused

Community integration

Addressing long and short-term goals

Linkage to community resources
Linkage to Untraditional Supports

- Peer Support Specialists
- Day Centers
- Volunteering
- Community Activities
- Club Houses
- Supported Employment
Healing happens through relationships.
Communication
Are all team members present for the initial housing briefing?
Initial Lease-Up

• Who is present for the inspection?
• Has anyone reviewed the lease with the tenant prior to or at the time of the lease signing?
• Does everyone have a copy of the rent determination notice/letter?
Individual Service Plan

- Case Management Goals
- Quality of Life Goals
- Housing Goals
Housing-Related Communication

What do you do if you have a repair issue?

- Do you have access to a computer and do you know how to use the system?

Are you receiving your utility bills?

- When was the last time you made a payment for your utilities?

Eviction Notice/3 Day Demand for Compliance

- Have you contacted your landlord or your Housing Specialist?
- What can be done to resolve this issue?
Housing-Related Communication

Do you know where to send your rent payment?
- Have you paid your rent this month?

Do you understand your lease?
- Can we review it together?

Do you need help preparing for your housing recertification?
- When is your annual recertification appointment with the Housing Specialist?
- When is your housing inspection appointment?
How are You Communicating?

- Is the housing provider reaching out to the case manager to schedule the housing recertification appointment?
- Is the case manager communicating with the housing provider about concerns or issues that could impact the tenant’s housing?
- Are the tenant, housing provider, and case manager present at the annual recertification appointment?
- Is the housing provider notified when the tenant’s service provider changes or is exited from the case management program?
How are You Communicating?

• Does the team have engaging conversation about how to support the goals detailed in the ISP?
• Are income changes being reported to the housing provider?
• Is the case manager notified when there is a change of rent portions?
• How are reasonable accommodations being requested or reported?
Creating Housing Retention in Time-Limited Programs

- No guarantee of on-going assistance
- From program entry, preparing for household’s exit
  - In-person communication
  - Notification in writing, 90, 60, and 30-days prior to exit
- Short and long-term housing-related goal planning
  - Housing, employment, child care, budgeting
  - Anything relating to housing stabilization
- Linkage to outside resources that can provide on-going assistance once program ends
Join Us For Our Next Webinar
Next Tuesday, June 04th at 2pm

Your Role in Documenting Homeless History

https://www.flhousing.org/event/webinar-your-role-in-documenting-homeless-history/
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