

Supporting People in Housing

Housing Stability

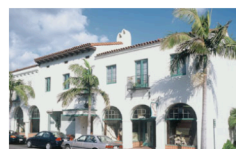
- Everything in life has a formative, normative and integrative stage
- Formative – things get worse before they get better
 - moving into housing is an abnormal experience, homelessness is familiar and this is what they're good at
 - don't have information to integrate, no recent housing stability to reference
- Normative – eventually housing becomes normal. Change hits a plateau.
- There is no clinical definition of "rock bottom," just because change stops doesn't mean it can't start again
 - things go really great then they stop. We can re-engage and quickly get them back where they were.
 - even with voluntary services 10-15% of people may refuse to participate
 - about half of people in PSH will experience resistance
 - interest diminishes if engagement is driven by crisis rather than voluntary interest
 - prompt follow up (within 48 hrs) increases likelihood of remaining housed
 - active/creative re-engagement to resistance
- Some people do really good then they stop. And they don't want support anymore.
 - #1 reason person doesn't go back to a program where it didn't work out. Shame.

Pre-Move in

- discuss the move-in process/role play, this allows you to understand their expectations and understanding
- go with person to pick out furniture in advance so it can arrive on move-in day

Move in day! – CRITICAL you're there the day of move in

- do walk through together and EXUDE POSITIVITY! Reinforce the elements of the unit they wanted – this increases the likelihood of them remaining in the unit
- arrange furniture, supplies, items to their liking
- go on a building orientation – make a fire safety plan based on their situation
- make sure lock/keys work, discuss strategy for lost keys
- arrange forwarding of mail – explain and follow up with change of address
- Go over the terms of the lease – explain what it all means
- Encourage meeting of neighbors
- clean together
- grocery shop together
- work side-by-side, get to know person better this way
- ensure person is comfortable with home visits – pre-determine day/time each week
- schedule first visit within 48 hours of move in



During first visit

- do walk through of apartment
- lay out objectives of the visit and how much time you have together
- confirm day/time of next visit (helpful to have standing, reoccurring day/time)
- let them know honesty is the currency of success
 - “if you tell me X I have to report it, if you tell me X it is confidential” “it’s hard to figure out the right support plan for your needs/wants if you withhold or embellish information”
- ask what they think it means to be a responsible tenant
- ensure understanding of terms of lease

During all visits

- show support plan client and you made together
- do walk through of apartment
- lay out objectives of the visit and how much time you have together
- confirm day/time of next visit

Within first month of move-in

- Make crisis plan (THIS IS NOT OPTIONAL) do within first 2 weeks of move in
 - you are not a crisis manager
 - use “Crisis Planning” worksheet
- Complete “Risk Assessment” worksheet – do within 2 weeks of move in
 - Identify risks – assessment intended to define people, processes and technologies to minimize risks NOT prevent services
 - This should be updated periodically
 - We can’t remove all risks...
- Make budget
 - reinforce basic concepts
 - reflection leads to awareness
 - raise awareness NOT judgement
 - use “Honest Monthly Budget” sheet
- Make first support plan
 - no more than 3 areas of attention at a time
 - can be helpful to focus on areas of high acuity, refer to VI-SPDAT
 - no longer than ½ page long
 - ALL areas related to housing stability
- Make “Personal Guest Policy”
 - Person gets to set THEIR rules regarding visitors: when, whom, responsibility of guest’s actions
 - Your home, your rules
 - This can be a fun activity!
 - Address anything person doesn’t want in the apartment (anything at all!)
 - Activity, language, people, actions, etc...
 - Post in a public place

5 Steps to Supporting People in Housing

People with High Acuity & Long Periods of Homelessness

Step 1 – Housing Stability

- 2 – 6 months after moving into PSH, provide 2-6 hours per person per week of support
- Focus meetings/support on:
 - Relationship impacts on housing: who could disrupt your housing tenancy
 - Support: why do you have support, understand what my job is and what it isn't, what are your immediate needs
 - Basic needs: if these aren't met you don't stay housed
 - Research shows people who were given the opportunity to pick their own furniture were more likely to stay housed and less likely to damage their apartment.
 - Safety: do you feel safe here? Can you keep the world out and you in when you need to? Do I feel safe enough to let my worker come here to serve me?
 - Home visits are a necessity!

Step 2 – Individualized Service Plan

- 6 – 9 months, provide 1-3 hours per person per week
 - life stability – expand service engagement
 - meaningful daily activities – things planned in advanced to do/look forward to, pick one community activity you're willing to try for a period of time
 - employment/education – goal: get everyone back into labor force
 - other system connections
 - social awareness – increase social circle

Step 3 – Self-Awareness

- self-assessment – able to do what you're doing for them
- triggers – what would return you to homelessness?
- confidence – acknowledge accomplishments and success

Step 4 – Self-Management ~1mos

- control
- accountability
- optimism – talk in future tense, make future plans and follow up on plans they made for themselves

Step 5 – Reframe/rebuild ~1mos

- physical and social infrastructure
- relationship management – decided who they want in their lives and at what times
- purpose and identity – don't see identity as their relationship to homelessness
- greater independence

Get into the reasoning and out of bargaining mindset

- Present facts relative to needs
- Appeal to personal values
- Appreciate personal goals
- Assess needs. Continue to keep assessing in order to keep understanding. People change.

Objective based approach

- Establish agenda prior to engagement – trauma informed approached
- Make it clear how much time you have, and what goals were established during last meeting (by participant) that you're going to work on
- Delineate goals vs tasks
- Relationships are built through accomplishing tasks.
- Trust is built through doing what you say you'll do.
- No idle conversations, avoid confusion between staff and friend

4 stages of awareness

- dependent and unaware – unaware their experience is abnormal.
 - Fighting against this in housing stability phase
- dependent and aware (know what they need help with and don't)
- independent and aware (self aware and self-management)
- interdependent and aware – connected to community

Get housing stable prior to moving onto other things!

