

# Helping Participants Understand Housing Options

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# Agenda



- Strategies to overcome ambivalence and engage participants in the search for housing
- Using a trauma-informed approach to housing discussions
- Sample Framework for helping clients
  - define what they care most about in housing
  - evaluate housing options
  - connect available options to long-term aspirations
- Monitoring Items related to today's topics
- Next Steps



# Strategies to Overcome Ambivalence and Engage Participants

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## Developing Relationships



- The first step is to engage and establish a working relationship
- Key to this is to identify what each person wants and tune into what they are feeling
- Once even small goals are established, engagement and the work begins
- As people achieve small things, confidence and trust grows and they can take on bigger things
- Building motivation for a home and connecting it to the person's goals is the worker's focus during engagement

# 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



## Homelessness History -

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

# Components of the Housing Plan - Goals

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- Goals set as a team of client and worker
- “So that” principle
- Focus on the issues that affect stability in the housing – base on the current crisis and previous episodes of homelessness/ community instability
- Immediate and longer-term goals clear
  - Focus by where they are in the process
  - Use the plan for the intervention (predictable)
- Steps to reach goal clearly defined and measurable
- Longer term needs require connections to other resources.



# Goals Discussion

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Develop a personalized measurable goal by having a “so that” conversation. Connect it to housing.



# Focused Service Planning

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Limit the areas of  
intervention

Focus on the most  
pressing needs  
that impact  
housing

Relate all  
interventions to  
long term goals

Be aware this may  
not be a linear  
process

Be mindful about  
moving from crisis



# Use Stages of Change to Assess Motivation

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

# Group Exercise

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Divide into three groups

Group one – Pre-Contemplation

Group two – Contemplation

Group three – Preparation

Develop an example of someone who is in that stage

Practice tasks by each stage

Report back an example of the task



# Talk about Housing Options



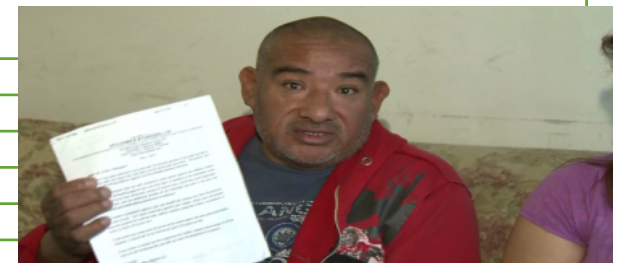
There are different choices people can make:

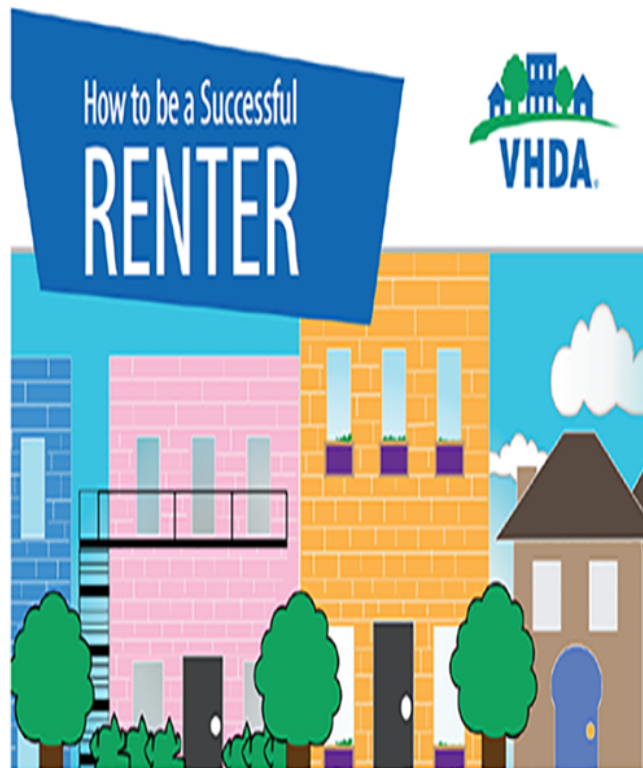
- Rapid Re-Housing
  - Permanent Supportive Housing
  - Market Rate Rentals and Low-income Tax Credit Buildings
  - Shared Housing
  - Subsidized Housing such as Housing Authority Properties
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- Who is eligible for each?
  - What is the waiting time?
  - What are the expectations in each housing?
  - What are the benefits and costs?

# Teach Tenancy 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





# Resources for Tenancy Education

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## CT. Tenants Rights

<https://www.jud.ct.gov/Publications/hm031.pdf>

## Rent Wise Workbook

[University of Nebraska](https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=4473&context=extensionhist)

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

## Talk Housing



What will it take?

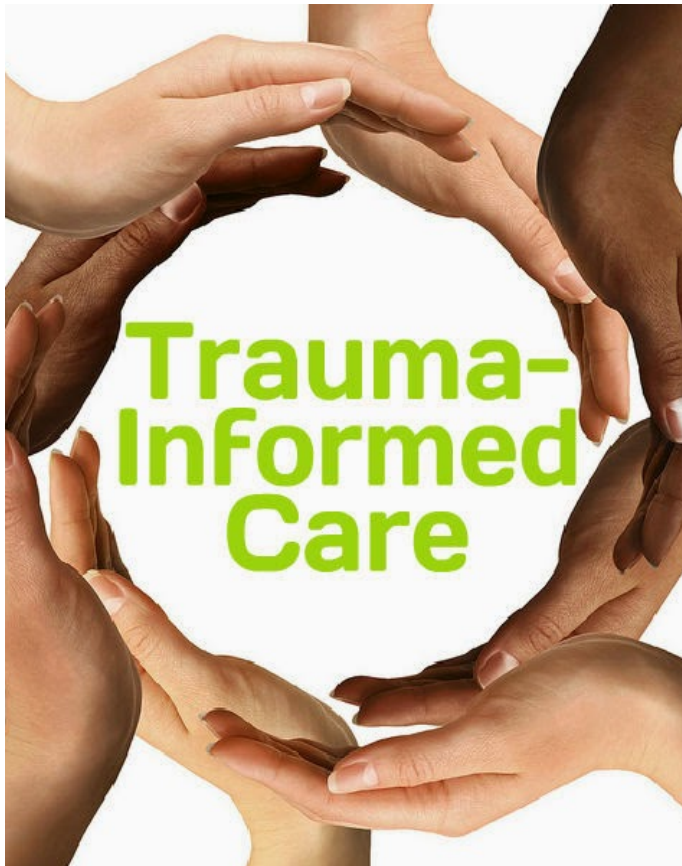
What are the options?

What are the requirements?

What are the rights?

What are the responsibilities?

How does it connect to what persons want?



# Trauma-Informed Approach to Housing

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# Components of a Trauma Informed Approach SAMHSA

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Safety

Trustworthiness  
and  
Transparency

Peer Support

Collaboration  
and Mutuality

Empowerment,  
Voice and  
Choice

Cultural,  
Historical, and  
Gender Issues



# Safety and Trust

Safety is both a common need and a person specific need

- Trauma may change what it takes to help people feel safe
  - As part of the engagement ask people why they choose where they currently stay
  - Advantages disadvantages / does it feel safe and why
  - Incorporate the assessment into the planning

Trust is developed over time and with relationship

- Keeping promises, planning together and reworking
- Keeping to time frames and being realistic
- You are establishing the trust that will enable case management relationships in the future and paying for past relationships

# Peer Support and Collaboration

- Peer Support can come from working with people in small groups
  - Asking others with similar experiences but in a different part of the process is often helpful
  - Working with a group to identify + and – of options brings credibility
  - Helping people to problem solve together
- Collaboration is a shared decision-making model
  - It acknowledges that each person is the expert on their own experience and values
  - It helps people feel control and ownership over decisions
  - It clarifies the workers role as one bringing information and tools

# Voice, Choice and Cultural, Historical and Gender Issues

- If people have choice and a voice they are more likely to succeed
  - Trauma survivors often feel out of control in their environment
  - Choice helps people to feel empowered to move forward
  - Choice is not unlimited but if people are educated on the structure of the housing choice, they will more likely take ownership
- Culture, race and gender issues effect peoples experience and inform how they react to choices offered.
  - Recognizing people's history as well as educating people on rights is a good first step
  - Show that this is different by both teaching skills, establishing expectations and providing support
  - Recognise that what you are advocating may directly conflict with the persons own experience and past generations experience which affects the now



# Sample framework for helping clients to evaluate housing options

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# Housing Planning Discussions

Location

Access to Transportation

Proximity to Significant Others

Proximity to Services

Unit Size and Housing Density

Pets

Ideal v. Acceptable, Negotiable/Non-Negotiable

**Attached: Housing Planning Discussion Framework**



Document

### Housing Planning Discussion Framework

Housing Features	STATUS	IDEAL	NEGOTIABLE/NON
	<i>Where I am now</i>	<i>What I would love – my dream</i>	<i>What I would accept</i>
Location/neighborhood			
Unit type – apartment, house, etc.			
Housing Program Type – PH, PSH, Board and Care, Shared etc.			
Access to transportation			
Proximity to significant others			
Proximity to services			
Services availability on site			
Elevator			
Cooking facilities			
Shared amenities – kitchen, bath, living space			
Pets			
Wheel chair accessibility			
Disposable income			
Meal service			
Other amenities – outdoor space, laundry on site, near shopping, common space etc.			
Reasonable adaptations/accommodations needed			

## Breakout Group Exercise



Have someone in your group think of a client and describe that person's goals and dreams for housing.



Have your group help the person playing the role of the client to fill out the housing planning tool.



Think of three questions to begin to help the client explore their housing preferences and options.



# Structure for the conversation

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- Define what the person cares most about in housing
  - Prioritize within the list
  - Ask for three most important preferences
  - Think about what can be postponed for once people establish a rental history and address current barriers
- Evaluate housing options
  - Work with the group to share experiences in different types of housing
  - Think about which housing options are available and which priorities they meet
    - E.g., This option meets three of your priorities and this one meets two but also has three of your lesser priorities
- Connect available options to long-term aspirations
  - Talk about how they can build equity in their first option to build towards the second
  - Builds skill for housing stability





# Monitoring Items

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ITEMS RELATED TO TODAY'S  
TOPICS WHICH ARE COVERED  
DURING PATH MONITORING

# Monitoring Items

## Engagement:

- Outreach plan (covered last week)
- Consistent, documented attempts to engage **all** participants
- Persistence despite reluctance to engage
- Seek to understand participants' perspectives
  - Why not using shelter and/or other services
  - Identify reasons to engage in services that are personally meaningful
  - Help participants to resolve issues most important to them



# Monitoring Items (2)

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## Trauma-Informed care

- Promote participant safety
- Communicate staff trustworthiness
- Service transparency
- Maximize participant choice and autonomy
- Accept participant choices without judgement
- Help gain control of own lives
  - Define personal values, preferences, visions for future
  - Establish meaningful short and long-term goals
- Accommodate entire family, including pets



# Monitoring Items (3)

## Motivation Building

- Help see discrepancy between personal goals/values and current behavior
- Adjust to resistance
- Build confidence, self-efficacy and hope
- CAN Participation
  - Participate in case conferencing and housing match meetings – advocate for best options





# Next Steps

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# Tools

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[Outreach Plan Template](#)

[Sample Outreach Plan](#)

[Assessment & Service Plan](#)

[Housing Target Tracking Tool](#)

[Consumer Survey](#)

# Upcoming Webinars

JULY 30<sup>TH</sup> –  
ESTABLISHING PERSON-  
CENTERED, HOUSING-  
FOCUSED GOALS AND  
BUILDING MOTIVATION  
FOR GOAL  
ACHIEVEMENT

AUGUST 6<sup>TH</sup> - CREATING  
EXPECTATIONS IN  
HOUSING

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