

Working with People in Hotels

CT PATH Programs

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This presentation will be recorded.



Introductions

- Housing Innovations
 - Shannon Quinn-Sheeran
 - Andrea White
- Goals for the Training
- Housekeeping
 - PLEASE TURN YOUR CAMERAS ON AS MUCH AS YOU CAN
 - Please put your first and last name as your screen name
 - Please sign into the chat box, with your first and last name and agency name
 - We will upload the slides, handouts and the evaluation 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!
 - We are recording this so....



Agenda



Introductions

Case Management in Hotels

Structuring the Intervention

Tasks and Focus

Wrap-up and Questions

Case Management



- Facilitate Transition to Hotel
- Developing Relationship
- Assist to Stabilize in Hotel
- Assessment and Planning for Housing – Exit from Hotel
- Secure Needed Documents and Financial Resources

Transition to Hotel



What information are people given when they are selected for hotel placement

- Clear expectations are essential for choice
- Are there services in the hotel? -what are the expectations for tasks and contact?
- How long will they stay?

How close to expectations of lease are hotels

- Are the rules clear, uniformly enforced with chance to address the issues?
- How can people practice housing skills?

Rent payment

Maintaining Apartment

- Discourage Hoarding

Occupancy Requirements

Allowing a Neighbor's Peaceful
Enjoyment

Talk about how to teach
these in hotel environment

Common Lease Rules

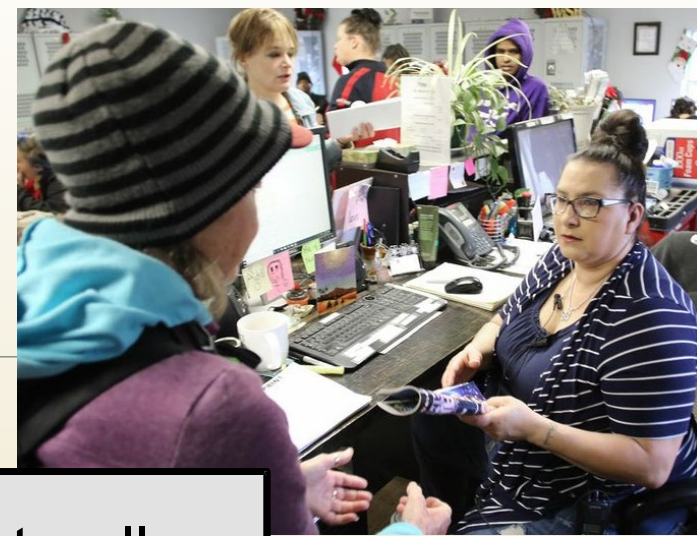


Assessment and Housing Planning

- Discuss Housing Options
 - What is available, what is each person eligible for, what are the expectations of each option
- Assess for homeless and housing history and goals
- Identify Preferences
- Begin a plan with clearly identified steps to the goal
 - Limit the areas of focus
 - Define steps to show progress
 - Review goal plan on weekly basis



Focused Service Planning



Limit the areas
of intervention

Focus on the
most pressing
needs that
impact stability

Relate all
interventions to
long term goals

Usually not a
linear process

Help people
move away
from crisis-
driven lives



Housing
Stabilization Plan

Aim Towards Housing Stabilization

- Educate on Options and Expectations of Each
- Identify Goals and Preferences
- Assess Community Living History
- Assist to Connect to Benefits
- Gather Documents for the Application Process
- Connect to Resources that Support Housing Stabilization – Tx and Supports
- Develop a Stabilization Plan



Coordination with Hotel Staff and any Service Staff On-site

- Monitor Rule Compliance and any Issues in Hotel by Checking-in with Hotel Staff
- Ensure a connection with any On-site Team
 - Meet with residents and team together
 - Identify tasks and role for each service
- Some teams assign residential staff to specialty services
 - Benefits
 - Employment
 - Housing and Tenancy Training



Building Skills

- Educating on tenancy rights and responsibilities
- **Modeling** for each person/family 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

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



Working with Community Resources

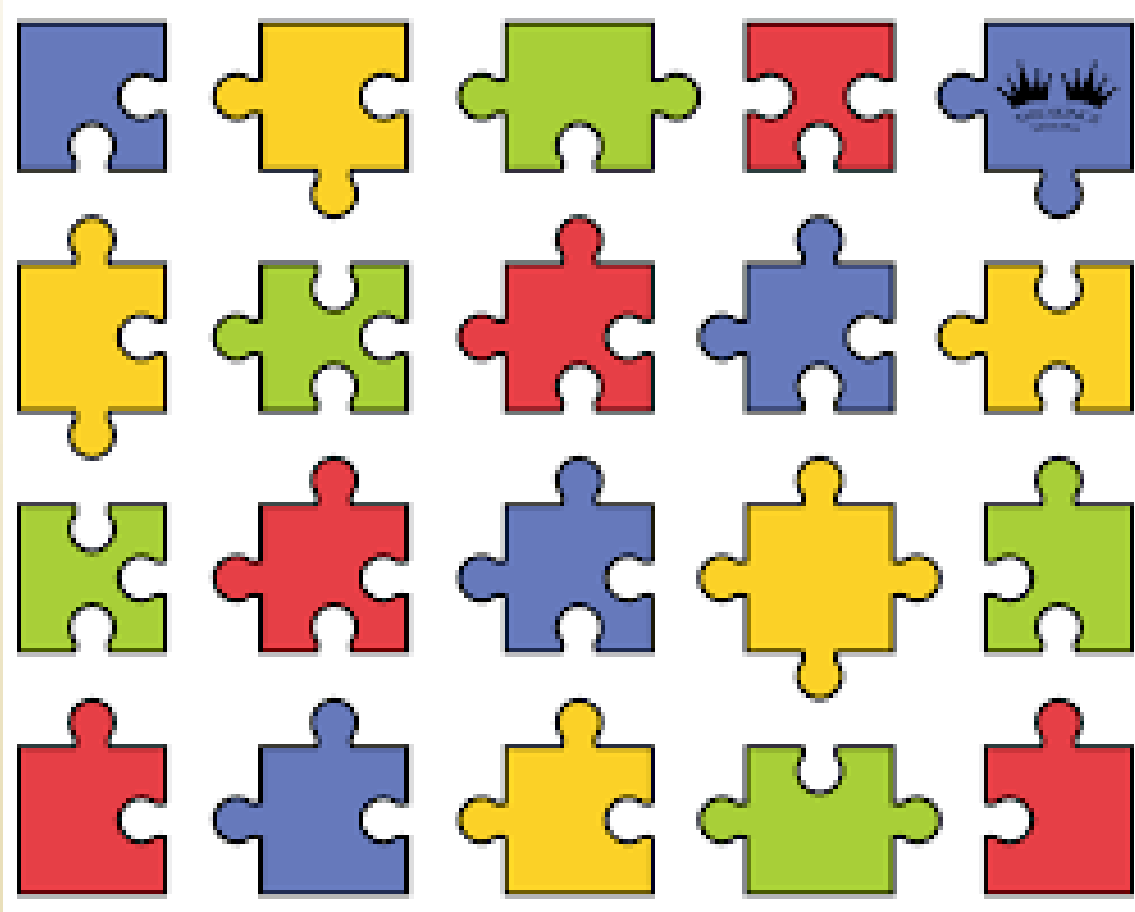


- Core to the practice
- Part of worker's job is to ensure resources are working for consumers, frequent check-ins with the service.
- Staff new to community services will need training on community resource options, application and enrollment processes.
- Staff should visit community programs to get a feel for them.
- Sometimes meetings with senior staff to negotiate roles and responsibilities and an MOU (Memorandum of Understanding) and troubleshoot issues

Discussion

- What do you think about implementing working in hotels?
- How do you see integrating this practice into your work/program/agency?





Discussion

Are there gaps/challenges/barriers to implementation?

Are community resources available?

How comfortable are staff in talking housing and connecting to resources?

Wrap up and Evaluation



Many thanks!

Please complete the evaluation

PLEASE TURN ON YOUR CAMERAS
TO SAY GOOD-BYE