

Service Planning

DMHAS

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THIS WEBINAR IS BEING RECORDED



Agenda

- Introductions
- Getting to the Plan
 - Engagement
 - Education and Preferences
 - Assessment
 - Goal Development and Preferences
 - Goals and Case Study
 - Motivational Techniques
- Planning Process
- Wrap up



Introduction

The service plan guides the work with each individual client

The plan is a working document that evolves with each client

The plan is developed from the on-going assessment, client input and goals, discussions with the team and community resources and the work together.

Service planning can provide the structure for each person to reach goals and address barriers in the future

Service Planning Process



Engagement



Engagement begins the first time you meet a person

It begins wherever a person has the first contact

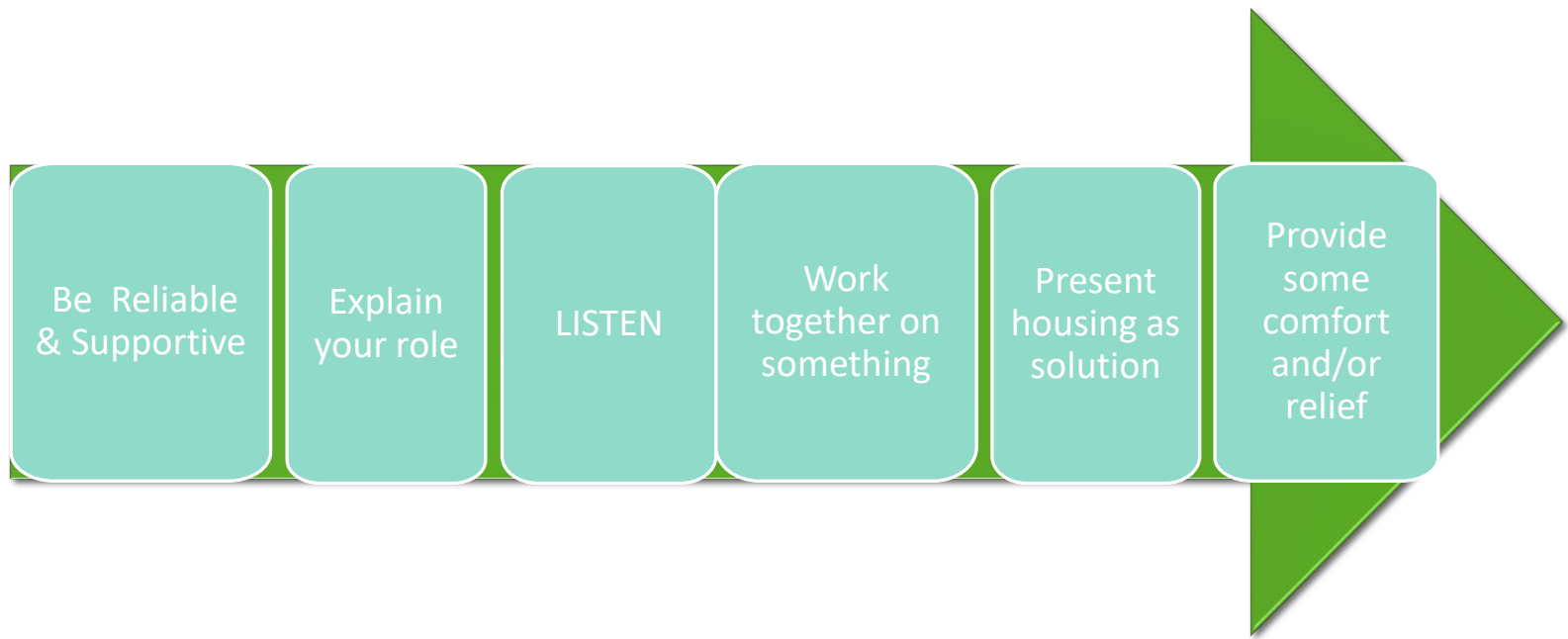
Engagement is a way of being with a person, it sets the tone for all future interactions

We listen to each person's story, why they came to us, what their concerns are, what they want.

We evaluate each person, assessing what they tell us, where they live, how they interact with their surroundings

We seek information from HMIS and other providers that have had interactions with each person

Engagement Practices



Tasks for Pre-Housing Planning

- Educate on Housing Options and Expectations of Each
- Identify Goals and Preferences
- Assess Housing and Homelessness History
- Connect to Income
- Gather Documents
- Assist with Housing Search
- Connect to Resources that Support Housing Stabilization – Treatment and Supports
- Develop a Housing Stabilization Plan
- Teach Tenancy Skills
- Obtain consent to talk with landlord



Engagement

- Simple needs develop trust and establish the structure of the relationship
- They give an opportunity for each participant (worker and tenant) to talk about what they bring to the table
- They allow the participant to talk about their experiences
- They set the tone for future work



The Relationship



- Engage and establish a working relationship
- Identify what each person wants and what they are feeling
- Small goals are appropriate for the start
- As small things are achieved, confidence and trust grows
- Building motivation for a home and connecting it to the person's goals is the worker's focus during engagement

Assessment

- Assessment is a process not an event
- Allow the information to unfold over time
- As each person experiences challenges and progress the assessment will deepen
- Assessments must be updated at a minimum before each plan is developed
- Assessments are developed through observation, conversation, consultation and worker skills

Understand Housing and Homeless History

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

Discussion

- PLEASE TURN ON YOUR CAMERAS
- What kind of housing and homelessness histories are you seeing?
- Do the people you work with have experience as leaseholders before?
- What kind of roles do people have while homeless?
- How is housing success connected to people's personal goals?



Housing Preferences and Negotiation

Location

Access to Transportation

Proximity to Significant Others

Proximity to Services

Unit Size and Housing Density

Pets

Ideal v. Acceptable, Negotiable/Non-Negotiable

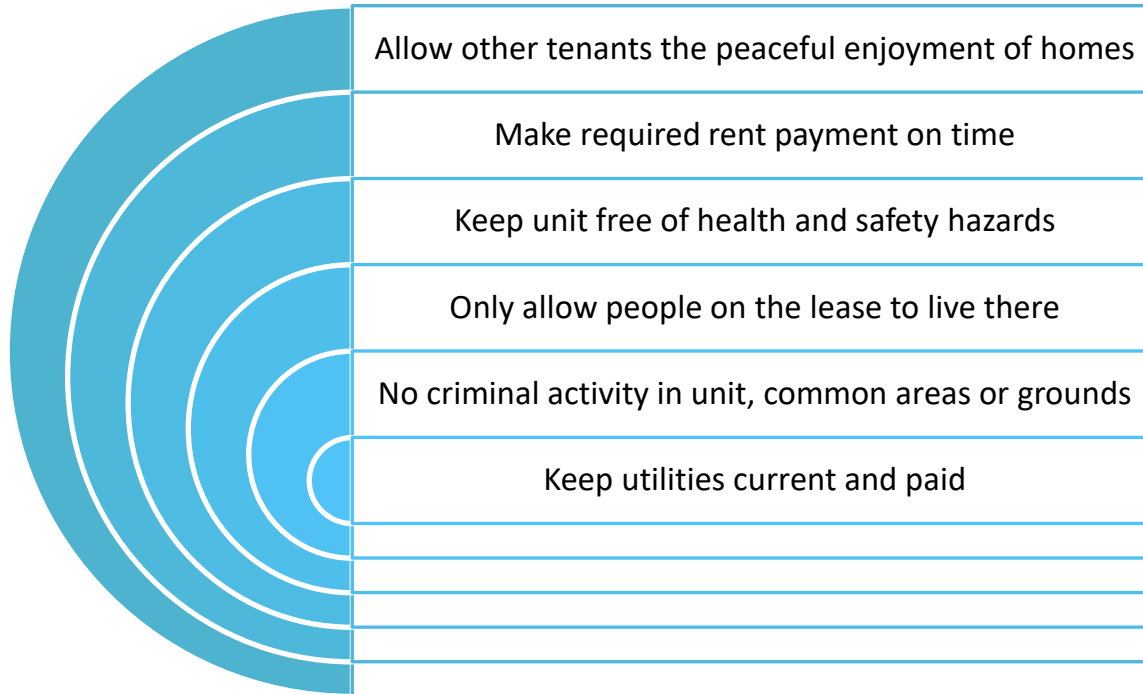
Attached: Housing Planning Discussion Framework



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			

Obligations of a Lease/Tenancy



Rights of Tenancy

- 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

Tenant Rights by State

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



RentWise Workbook: University of Nebraska

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

Goal Based Strategies

- Work from each person's own experience and values
- Elicit and listen to the person and reflect back to clarify and check understanding
- Goal setting is an individual process
- Empathize about goal setting and unmet goals
- Listen to resident's perception of past successes and struggles in reaching goals
- List and discuss strengths that may facilitate reaching goals

Goals

- What would each person like their life to look like?
- Reflect on what worked in the past and preferences.
- Homeless Crisis may limit person's ability to think long term – start small
- Let people dream a bit – what is their ideal, what do they have now, what would they accept
- Frame questions as goal statements – how much money will you need in housing –
- Identify what is negotiable and what is not
- See options available as step towards goal
- Ask what they hope to get by achieving goal – **so that.....**

Goals Discussion

- PLEASE TURN ON YOUR CAMERAS
- Share examples of goals participants are setting.
- What are the reasons behind these goals? “So that” what?
- In other words, I want to so that



Clarify What You Can Offer

- Role of the worker
- Housing Options and Expectations of Each
 - Rights in housing
 - Expectations of tenancy
 - Rent payment
 - Quiet enjoyment
 - Maintaining apartment
- Financial Realities
- Process and timelines





Focused Service Planning

Limit the areas of
intervention

Focus on pressing
needs that impact
Housing Access
and Retention

Relate all
interventions to
long term goals

Be aware this
may not be a
linear process

Connect to
sustainable
resources

Motivation

Recognize Competence: Identifying skills that will help people access and maintain housing is important.

Person Centered: Rank the importance of needs and goals connect addressing barriers to the things participants find most important

Reflect information to affirm it is heard: This may be the start of the conversation.

Address barriers in context of goals (housing, employments, money)

Support Choice: acknowledge choice and always try to explore more than one option.

Stages of Change

Stage	Relationship to Problem Behavior	Staff Tasks
Pre-Contemplation	No awareness of problem	Ask q's/ raise awareness of obstacles to goals
Contemplation	Aware of issues & considering change	Pros & cons of changing/not
Preparation	Making plans for how/when to change	Options: strategies, supports & services
Action	Changing behavior	Support/relapse prevention
Maintenance	Change sustained for 3-6 months	New goals & strategies
Relapse	Return to problem behavior	Assess stage & re-engage

Hand Off to Housing



Each participant will know their rights and responsibilities for Housing

Each will know the expectations of each service and workers role

- What can participants expect from the first worker – how will follow up be handled?
- Most teams set up at least weekly meetings to discuss new participants and those transferring between programs.
- Ensuring all information is communicated
- Being available to meet with the participant and the new worker
- Agreeing to a series of visits
- Agreeing to consult when needed

Closing

Service Planning is a part of a process that includes engagement, assessment, goal setting and planning

The connection of client goals and experiences to the planning is key

The connection of the plan to the work allows for clients to take the lessons learned and apply them

The goal is to develop a predictable and person-centered process that can provide guidance for the work