
Exit Oriented Housing Planning for RRH CTDOH

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Liz Isaacs

lisaacs@housinginnovations.us

Andrea White

awhite@housinginnovations.us



Welcome



- Liz Isaacs and Andrea White, Housing Innovations
- CTDOH: Leigh Shield Church, Katie Durand, Kara Zichici and Diana Berube
- Goals for the Session
- Housekeeping
 - The slides are for your use if helpful
 - We love discussions. Share your thoughts!
- Intros and Clear the Deck
 - Please put in the chat your name, agency, location and answer the question of the day:
 - ***If you could go anywhere in the world for a month, where would it be?***
 - Take a deep breath

Agenda



Introduction and Recap

Housing Problem Solving

Problem Solving Chart

Practice Exercise

Tools for Housing Planning

Developing the Plan

Closing

Recap of Session One

Warm Handoffs

- From Shelter or Outreach worker with RRH CM and participant
- Transfer engagement and pal for work together in RRH

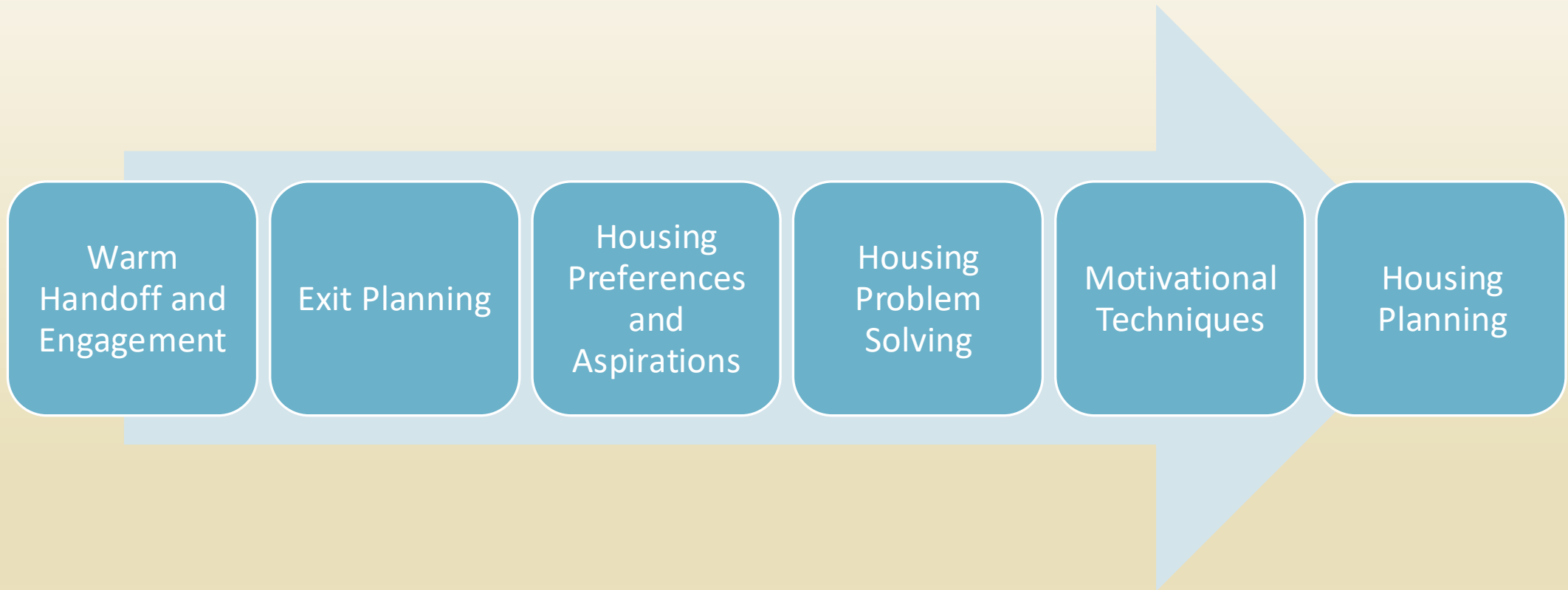
Exit Planning -Tool

- Critical part of warm handoff, sets expectations with each tenant
- Mutual process where previous, current providers and tenant review strengths, work accomplished and set process to address challenges and plan for work together to reach outcomes within the scope of RRH

Housing Planning and Connecting Aspirations

- Using the housing preference tool identify both preferences and long-term aspirations for housing Use tool to negotiate housing both in he present, if housing needs to be changes and to identify motivation.

Process



Housing Problem Solving Defined



HPS is a set of techniques that assist people to:

- resolve their housing crisis, whenever in the process it occurs

Techniques can be applied at all programs in the system

Needs skilled, trained, and flexible staff who:

- engage in open-ended conversations
- understand a household's strengths and
- existing support networks

Developing Solutions

Participants:

- Strengths, supports and dreams

Case manager/service providers:

- Resources
- Creativity

Money:

- Employment
- Benefits
- Payment Plan
- Representative Payee



Supports:

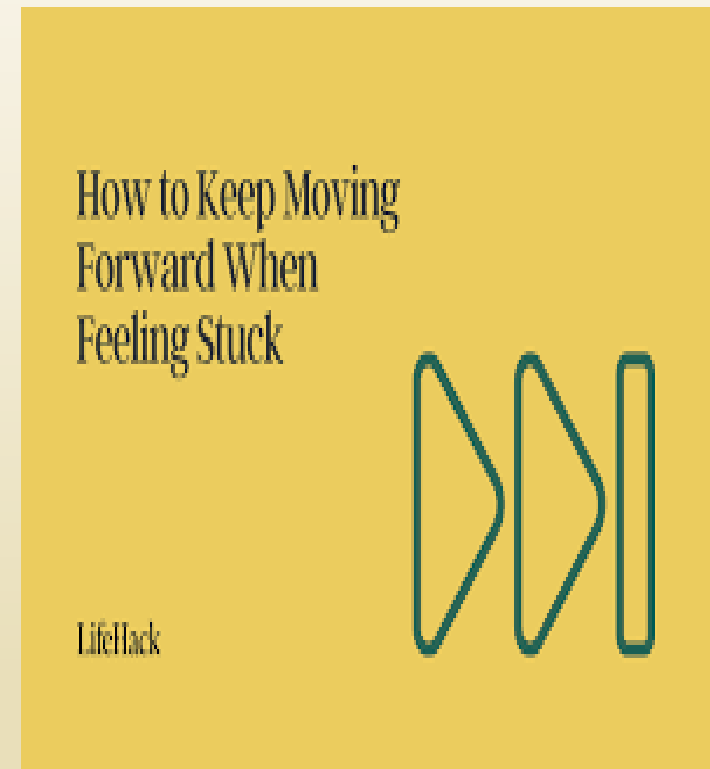
- Landlord engagement
- Friends
- Family
- Basic needs – food, clothing
- Treatment and social services
- In home services
- Mediation/conflict resolution

Last Resort:

- Stipulations/remedies ordered by the court in an eviction process

Key Elements of Housing Problem Solving

- Reach an agreement on the problem
- Engage in a strength-based conversation exploring goals, motivation, priorities, skills and resources
- Lend expertise of the worker to evaluate options including honesty about
 - Program process requirements, time frames, and financial issues
 - This assumes the worker is able to describe each option such as how subsidies work



Problem-Solving Practices

Explores options that the household may not have been able to identify or use

Active listening – do not move too fast to solutions

Conversation, discuss every option

Listen for what motivates each person, what are they looking for

Can potentially work for everyone

Will likely require more than one conversation

Examples of
Issues to
Address

Subsidy is decreasing or ending, and the tenant needs option to continue in housing

Family can not identify rent they will be able to afford and wanting section 8 voucher

Example: Problem Solving Chart - RRH

Housing Problem	Solutions	Pros (+) Factors in favor	Cons (-) Factors against	Non-negotiable
Parent has a low-income job that is unstable. The unit they are in is more expensive than they can afford even if they maintain the job	Consider a smaller unit that is less expensive	More affordable and less worry Kids won't return to shelter	May be too small Still worried about losing job (They want a subsidy.)	RRH is time limited Can apply for subsidy but they are limited Mom wants to remain in housing
	Live with sister or friend	Not lonely Share childcare Share resources and able to support apartment	Do not want to share apartment Too many children in one unit	Must have own bathroom Must be able to afford when RRH subsidy ends
They want a safe place for their children	Get a larger unit with family in subsidized unit	Could be together Help with expenses Access to subsidy	Timing to convert subsidy to larger family Family may not agree No privacy	RRH is time-limited and this plan may not be possible due to time to find subsidy

Example: Problem Solving Chart - RRH

Housing Problem	Solutions	PROS (+) Factors in favor	CONS (-) Factors against	Non-negotiable
Person has no expectation of maintaining unit after one year. They have applied for SSI but not following up. They would consider a room they could afford on SSI but have little hope the weill get SSI	File SSI application	<ul style="list-style-type: none"> • Have some money • Can go into RRH and get a break from shelter 	<ul style="list-style-type: none"> • Takes too long • Have to see a doctor • Too much for me • Only get a room anyway 	<ul style="list-style-type: none"> • RRH is one year only • I want out of the shelter
	Want a subsidy	<ul style="list-style-type: none"> • Everyone else is getting them • I could afford housing long term 	<ul style="list-style-type: none"> • May take up to 5 years • Not a priority for subsidies 	<ul style="list-style-type: none"> • Need to be able to support the unit with income
	Shared Housing	<ul style="list-style-type: none"> • I could live with family or buddy •IT would help get a better unit 	<ul style="list-style-type: none"> • I want to live alone • Who will live with me 	<ul style="list-style-type: none"> • Need to be able to support the unit with income

Group Discussions – Problem Solving Chart

Housing Problem	Solutions	PROS (+) Factors in favor	CONS (-) Factors against	Non-negotiable
<p>Example:</p> <p>Person does not want a temporary program</p>			<ul style="list-style-type: none"> • p 	
<p>Person's income is low and only job history is minimum wage</p>	<ul style="list-style-type: none"> • Introduce yourselves to one another • Discuss/role play a conversation with a tenant using the Chart <ul style="list-style-type: none"> • Identify a Housing Problem • Develop 1-3 options/solutions to solve the problem • Discuss the Pros and Cons of each solution 			
<p><u>Problem Solving Chart</u></p>				

Focused Planning

Limit the areas of intervention

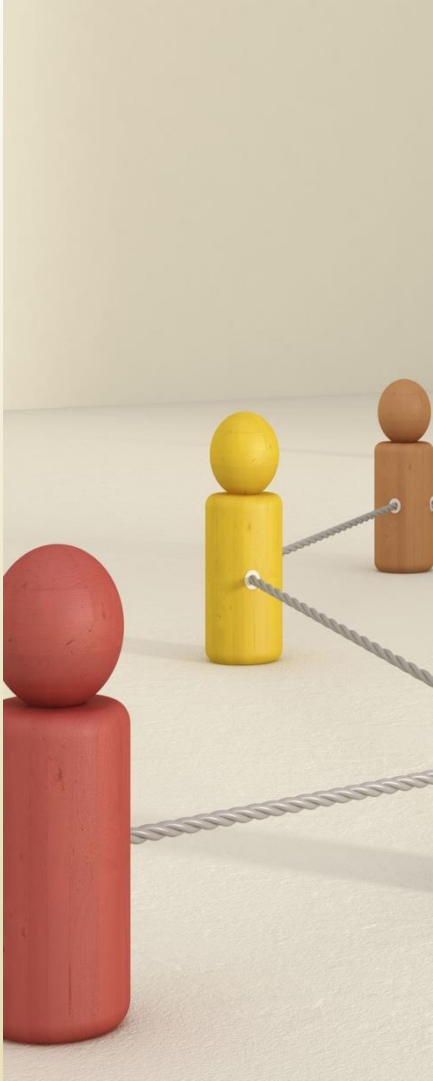
Focus on pressing needs that impact Housing Retention

Relate all interventions to long term goals

Be aware this may not be a linear process

Connect to sustainable resources

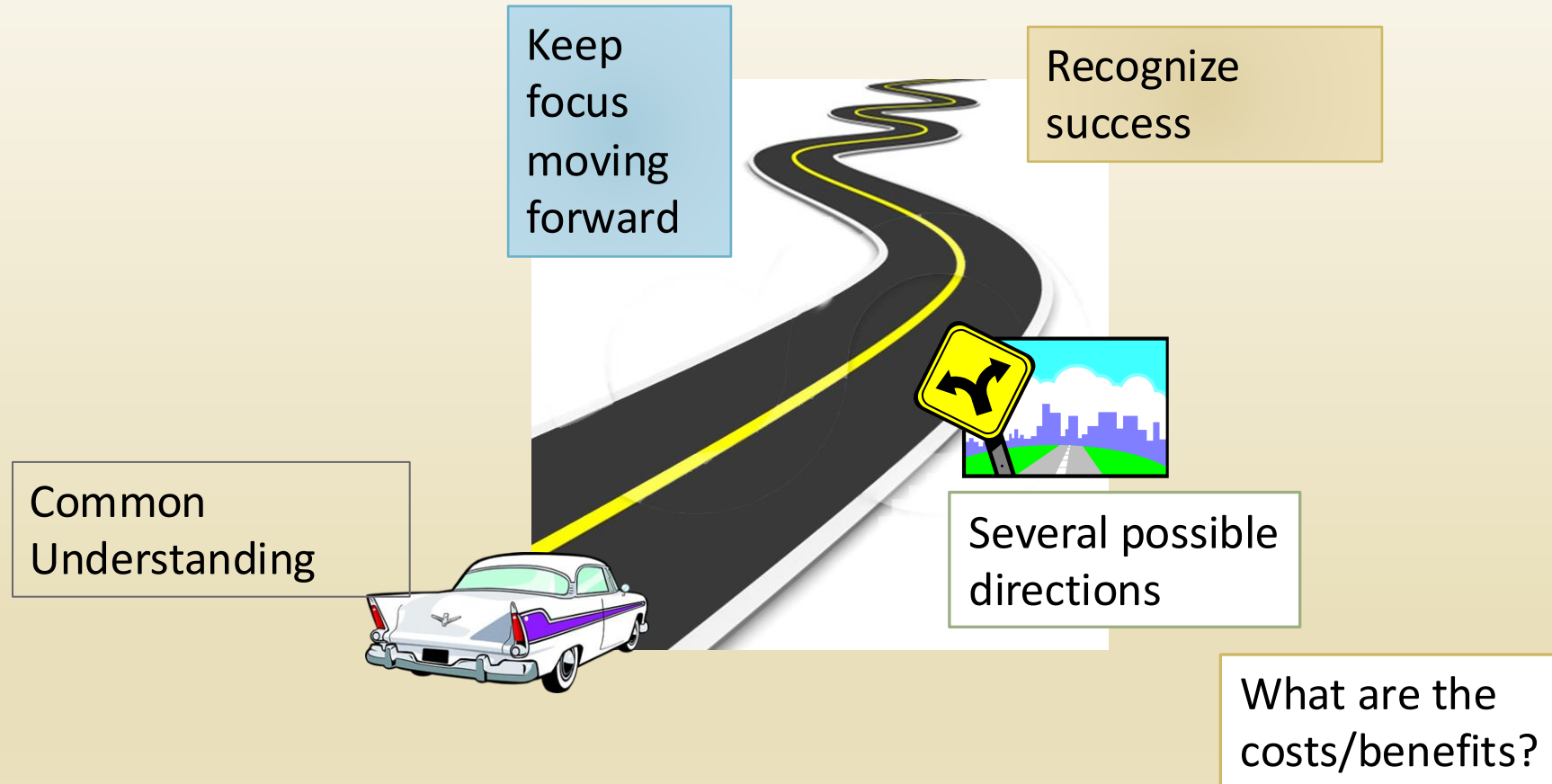
Tool: [CTI-Phase-Plan](#)



Develop Skills and Resources - Example

- A key step in the housing process is access to income
- Some people will need more assistance to make these connections
- The process to increase income includes:
 - Educate on the options for more affordable housing
 - Educate on ways to increase income, use the chart
 - Mentor/teach on how to make the connections
 - Provide support for follow through
 - Connect the steps to goals (both long and short term) to maintain motivation
 - Debrief successes and/or setbacks
 - Mark progress

Motivate Change



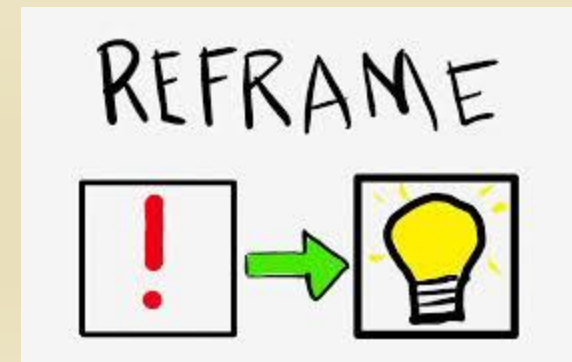
Discussion



- Based on the discussion of the Problem-Solving Chart, what would a housing plan look like for the participant in either RRH or PSH?
 - Understand Long-Term Goals
 - Prioritize areas of Intervention – identify 1-3 goals
 - Identify the role of participants and worker
 - Identify resources needed
- Be aware we are trying out options, everything may not work but we refine based on the experience
- Keep it moving forward

Reframe and Revise Housing Plan

- Regular review of all housing plans is important
- This is a chance to reinforce progress, resources and skills.
- This is also a time to reframe setbacks, problem-solve and offer alternate strategies to reach goals.
- Use the Plan to provide opportunities for success even if the problem isn't completely solved



Closing

- Solving housing problems is the core of the work
- Participants need support to address these issues
- Connect to participants' long-term goals
- Change problem-solving patterns
- Teach skills to evaluate solutions
- Provide hope
- Build on skills and develop new ones
- Seek opportunities for success
- Build confidence
- Celebrate all wins



Thank you!

Good luck in your important work!

Please turn on your cameras to say “good-bye”.



Resources

- Homebase: Prevention, Diversion, and Housing Problem-Solving Best Practices and Implementation
 - <https://www.cityofnapa.org/DocumentCenter/View/13767/Diversion-in-Napa-101-PowerPoint-Slides?bidId=>
- NAEH Webinar
 - <https://endhomelessness.org/webinars/housing-problem-solving-from-diversion-to-rapid-exit-and-beyond/>
- HUD Exchange
 - <https://www.hudexchange.info/homelessness-assistance/housing-problem-solving/>

Tool: Genogram – Identifying Supports

