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# Developing a Housing Plan

## PATH Outreach Programs DMHAS

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Andrea White

Shannon Quinn-Sheeran

# Agenda

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- Introductions
- Housing Planning
  - Engagement
  - Education and Preferences
  - Assessment
  - Goal Development and Preferences
  - Motivational Techniques
  - Connecting to Resources
- Planning Process and Example
- Wrap up



# Introductions

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- Andrea White, Housing Innovations
- Shannon Quinn-Sheeran, Housing Innovations
- DOH
- In the chat box:
  - Introduce yourself, your name, your agency or role, and your favorite **ice cream flavor**



# Introduction

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The assessment and housing plan guides the work with each individual

The plan is a working document that evolves with each person in their journey to housing

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

Housing planning can provide the structure for each person to reach goals and address barriers to maintain housing long-term

# Service Planning Process

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# Engagement

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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

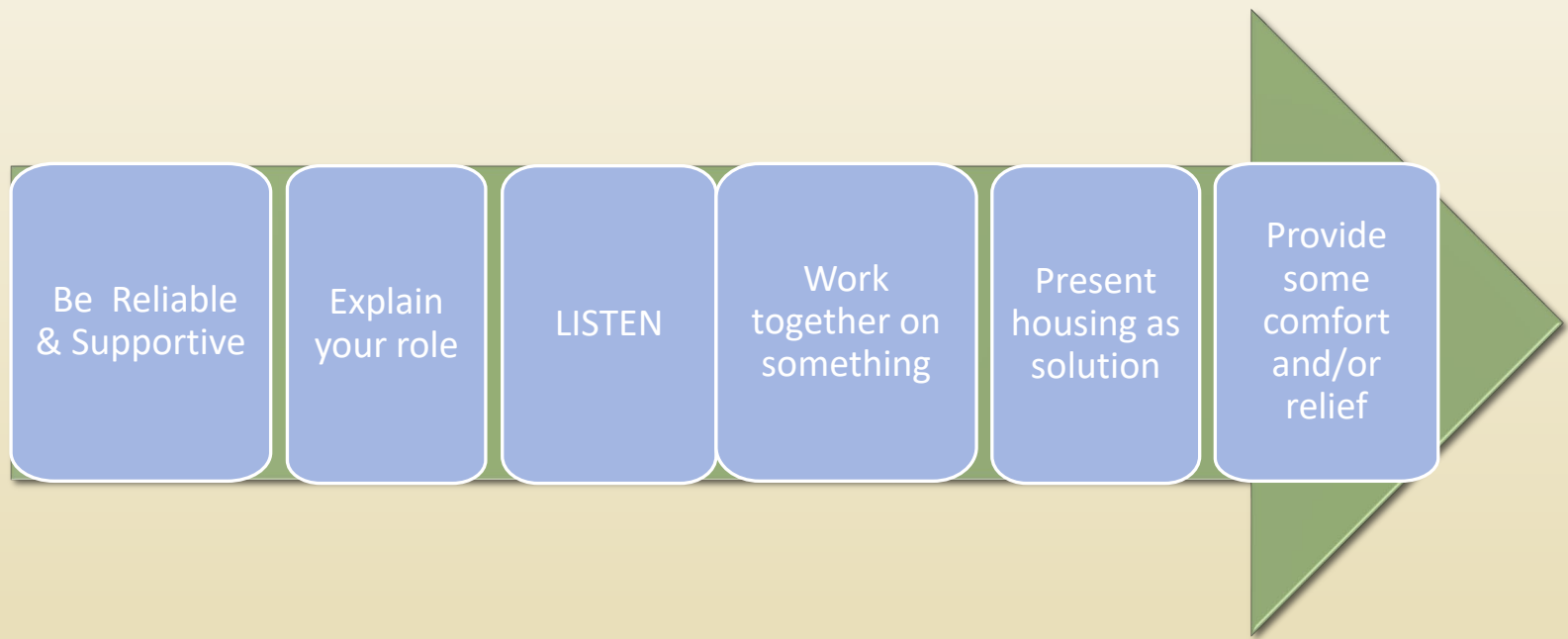
We listen to each person's story, why they are willing to talk to us, what their concerns are, what they want.

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

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# Engagement

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- 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
- Some engagement can be transferred through the warm handoff





## The Relationship



- Engage and establish a working relationship
- Identify what each person wants and what they are feeling
- Explain the PATH program and how you can help.
- 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

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- Assessment is a process not an event
- Allow the information to unfold over time and update
- As each person experiences challenges and progress the assessment will deepen
- Assessments must be updated at a minimum before each plan is developed – think every two months for Outreach
- Required every six months
- Assessments are developed through observation, conversation, consultation and worker skills
- You don't necessarily need to bring the form with you

# Assessment: Understand Housing and Homeless History

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## Housing History –

- Places lived, with whom (last 5 years)
- Experience as a leaseholder
- How did the person secure goods and services
- Roles and responsibilities
- What worked
- What didn't



## Homelessness History -

- Cause of initial episode
- Length of time homeless
- How did people get the resources they needed?
- Places stayed
- Routine
- Supports

# Discussion

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- PLEASE TURN ON YOUR CAMERAS
- What kind of income and housing, homelessness histories are you seeing?
- How about income?
- What kind of roles do people have while homeless?
- How is housing success connected to people's personal goals?



# Review of Forms

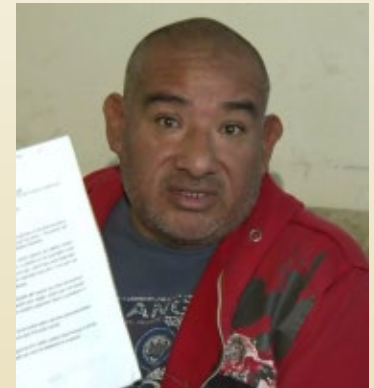
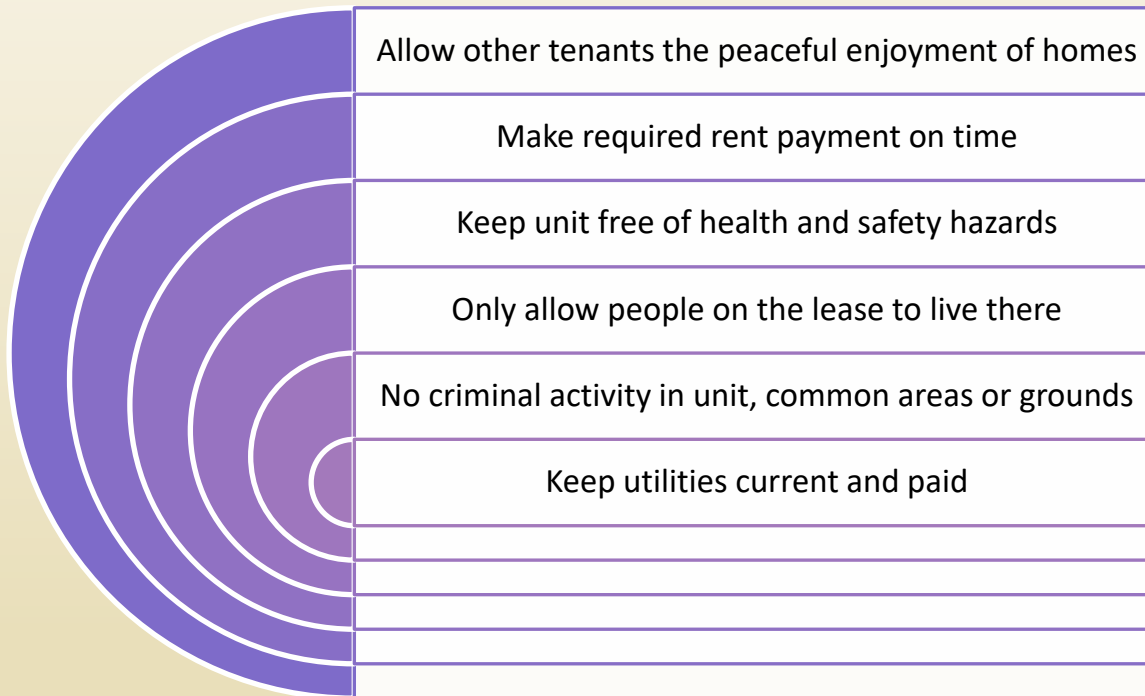
[Housing Preferences  
Work Sheet](#)

[CT Path Assessment  
And Service Plan  
Template](#)



# Education: Obligations of a Lease/Tenancy

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# Rights of Tenancy

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- 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



# Goal Based Strategies

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- 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 person's perception of past successes and struggles in reaching goals
- List and discuss strengths that may facilitate reaching goals
- Remember income and housing is often key to most long-term goals



# Goals

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- 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.....**

# Skills and Resources for Housing: increasing income

- 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 to increase income
  - 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

# Focused Service Planning

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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

# Motivation

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**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 Veterans 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.

# Closing

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Housing 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

Plans are made in the context of the program we are operating – Access and Maintaining Housing

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