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# Exit and Housing Planning RRH Case Management Training

April 29, 2026

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# Welcome and Introductions

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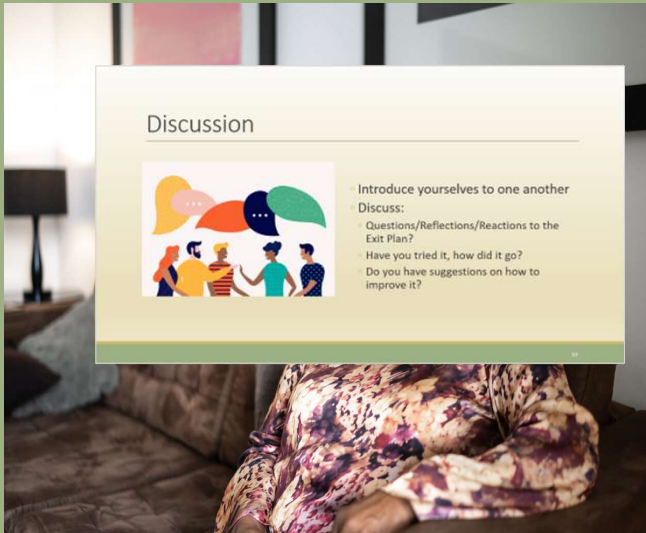
- Introductions: Leigh Shield Church, Katie Durand, Kara Zichici and Diana Berube, DOH
- Housing Innovations: Andrea White and Liz Isaacs
- Goals for the Training Series
- Housekeeping
  - PLEASE TURN YOUR CAMERAS ON AS MUCH AS YOU CAN
  - Please put your name as you would like to be addressed as your screen name
  - We will upload the slides to the chat box momentarily
  - We love interaction – please raise hand, use emojis, type comments in the chat box or just unmute and talk!

# Introductions

- Please type in the chat:
  - Name
  - Role
  - Agency - Program
  - Location – Town/County
  - Put in the Chat if you have a favorite sweet treat.
- Polls: Who is in the Zoom Room?



# Agenda



Goals for the Session

Warm Handoffs

Exit Planning

Developing Housing Goals

Increasing Motivation

Closing and next session

# Introduction

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This session is based on the experiences in RRH for both workers and participants.

A pattern was identified that with the increased structure in the process of applying for an extension it was found people responded to that. Largely in month ten, the question was how to make that earlier

This session is about the process to make transparent what RRH can offer and the time frames

This session includes using the warm handoff from shelters and outreach, a exit plan used through the course of RRH, housing goal setting and housing preferences identification to increase realistic choice and motivation.

This session is focused on the initial introduction of exit planning



# Structure of the Warm Handoff

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- Build bridge between workers and the participant, transfer engagement
- Review expectations of RRH and develop the Exit Plan
- Planning the working relationship
  - Give the tenants an opportunity to talk about what they accomplished with outreach or shelter and what they are looking to follow up on or begin working on. Identify the successes and reinforce the progress.
- Talk about tenant goals and aspirations and how they relate to program

# Warm Handoff

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- Review Case Manager's role and review shelter/outreach's
- Review the referring program's role and tasks to support the plan
- Develop the service plan based on the conversation
- Discuss what people can expect from the last worker –

# Discussion

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Introduce yourselves to one another

Talk about your experience with warm handoffs

Could this be a more effective way of introducing people to the structure and expectations of RRH?

What would need to be put in place to make that happen

# Exit Plan

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Designed originally to evaluate extensions

Programs saw that progress was made after form completion

Worked on planning how to move that focus earlier in the process

Creates expectations and predictable process for RRH programs and participants

Triggers housing problem solving conversation

Often paired with step down in rent payment



# Discussion

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- Introduce yourselves to one another
- Discuss:
  - Questions/Reflections/Reactions to the Exit Plan?
  - Have you tried it, how did it go?
  - Do you have suggestions on how to improve it?

# Defining Housing Goals

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- Goal Setting is the next stage of work.
- Unless people see something they want and can relate to at the end of the process they will not be motivated to pursue it.
- We want to educate people on what the options are and the expectations of each
- As people start to reach for housing – however that is (for instance I want a voucher)
- Ask them the “so that” question – you want a voucher so that what happens?

# Structure 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
- [Housing Preferences Worksheet](#)



# Understand Housing Needs and Preferences

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Location

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Access to Transportation

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Proximity to Significant Others

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Proximity to Services

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Unit Size and Housing Density

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Pets

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Ideal v. Acceptable, Negotiable/Non-Negotiable



### Housing Planning Discussion Framework

<b>Housing Features</b>	<b>STATUS</b>	<b>IDEAL</b>	<b>NEGOTIABLE/NON</b>
	<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			

# Motivation: Connecting Aspirations

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- 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
- This is the first step not the last. These aspirations will give people a reason to follow the lease and get a reference. Increasing the motivation to stabilize in housing



# Closing

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This session is about the resources and structure to teach the expectations of RRH and plan for the completions of the program

All input and recommendations are welcome

All discussions will inform the process and recommendations on how to implement the tools and expectations around the frequency of use

The next session will outline using the housing problem solving process with an Exit and Housing Plan

Thanks so much for your participation and guidance



# Wrap up and questions

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Thank You!



## Next Sessions in the Series:

May 19<sup>th</sup>: RRH Case Managers Training

- Housing Problem Solving, Developing a Housing Plan, Exit Planning and Housing Plan scheduling and integration

TBD: Session with Shelter Providers on Expectations in Rapid Re-Housing and participation in Warm Handoffs