
Developing a Housing Plan Increasing Income

Rapid Re-Housing Programs DOH

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Andrea White

Liz Isaacs

Agenda

- Introductions
- Getting to the Plan
 - Engagement
 - Education and Preferences
 - Assessment
 - Goal Development and Preferences
 - Goals and Case Study
 - Motivational Techniques
 - Connecting to Resources -Income
- Planning Process
- Planning example – Increasing Income
- Wrap up



Introductions

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



Introduction



The housing plan guides the work with each individual tenant in Rapid Re-Housing

The plan is a working document that evolves with each person / family

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

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

Housing Planning Poll

Service Planning Process



Engagement



Engagement begins the first time you meet a person

It begins wherever a person has the first contact

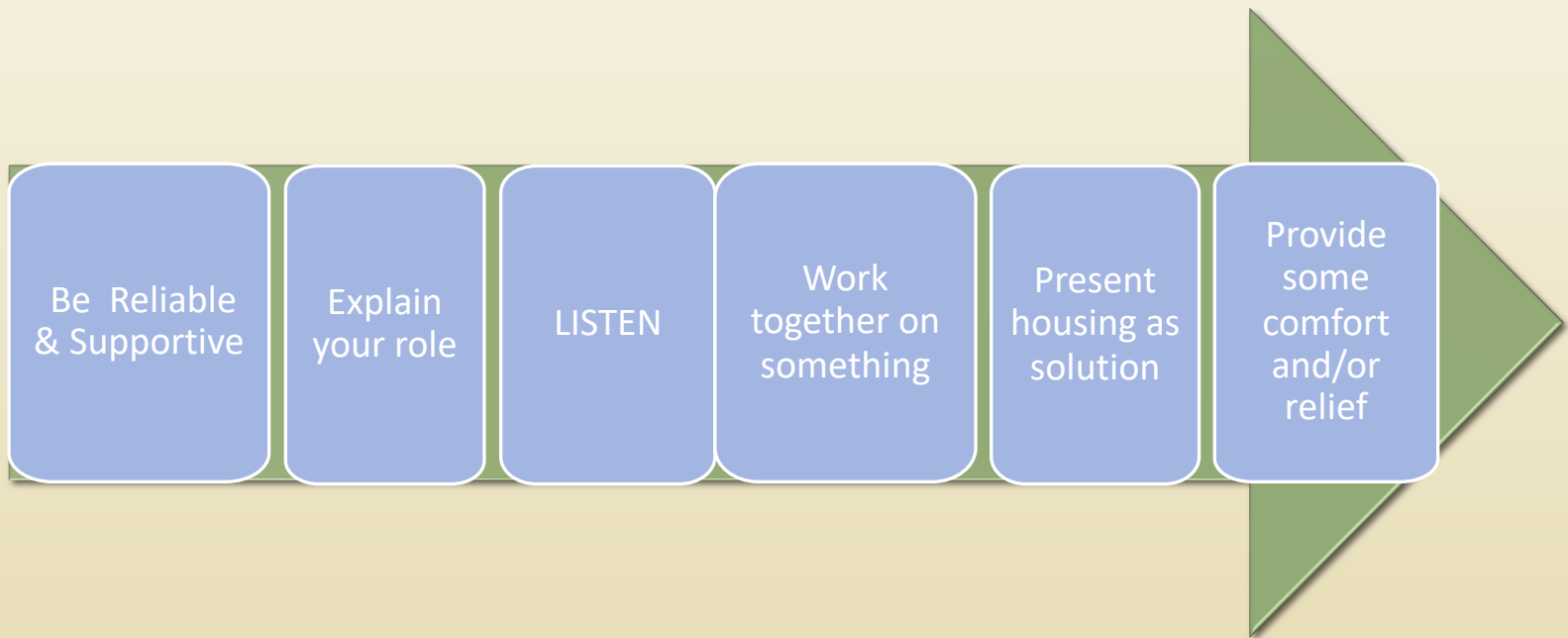
Engagement is a way of being with a person, it sets the tone for all future interactions

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



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
- 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 RRH 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

- 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 RRH
- Assessments are developed through observation, conversation, consultation and worker skills

Assessment: Understand Housing and Homeless History

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 -

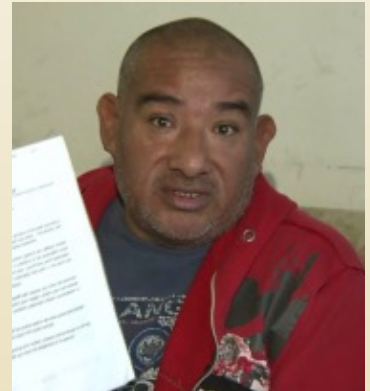
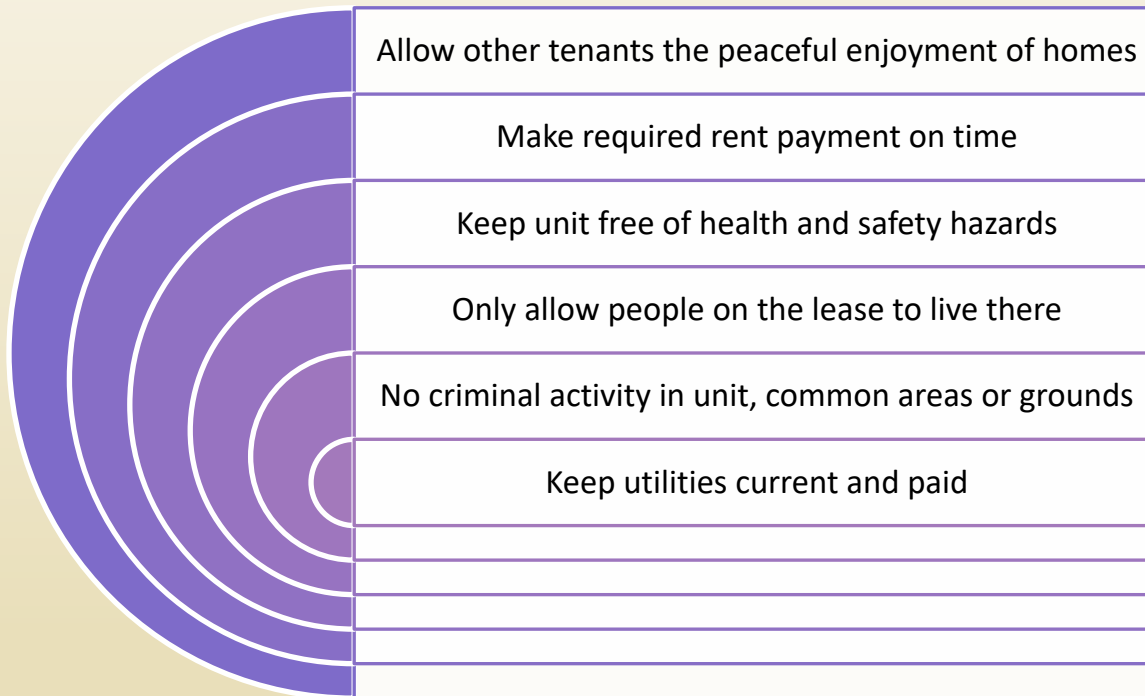
- Cause of initial episode
- Length of time homeless
- How did people get the resources they needed?
- Places stayed
- Routine
- Supports

Discussion

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



Education: 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



Benefits Resources

DSS – SAGA Cash, Food Stamps, HUSKY, TANF

<https://ctlawhelp.org/en/state-benefits-cash-assistance-welfare>

SSA – SSI, SSDI, SS

[Link to SSA Info](#)

Veteran Admin – pension, Service-Connected Disabilities, Medical, Housing and Transitional Subsidies, Employment programs and job access and training

https://www.va.gov/pension/?gclid=Cj0KCQjwjryjBhD0ARIsAMLvnF9TRJhilmqja0sqgto19tZChe4hdT0MyOjLefylGDqq8bLhj91XBjYaAjHREALw_wcB

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
- Remember income and housing is often key to most long-term 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 individuals/families 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

- Note Specific tasks

- Housing Expectations

- Expectations of tenancy
 - Rent payment
 - Quiet enjoyment
 - Maintaining apartment -\$

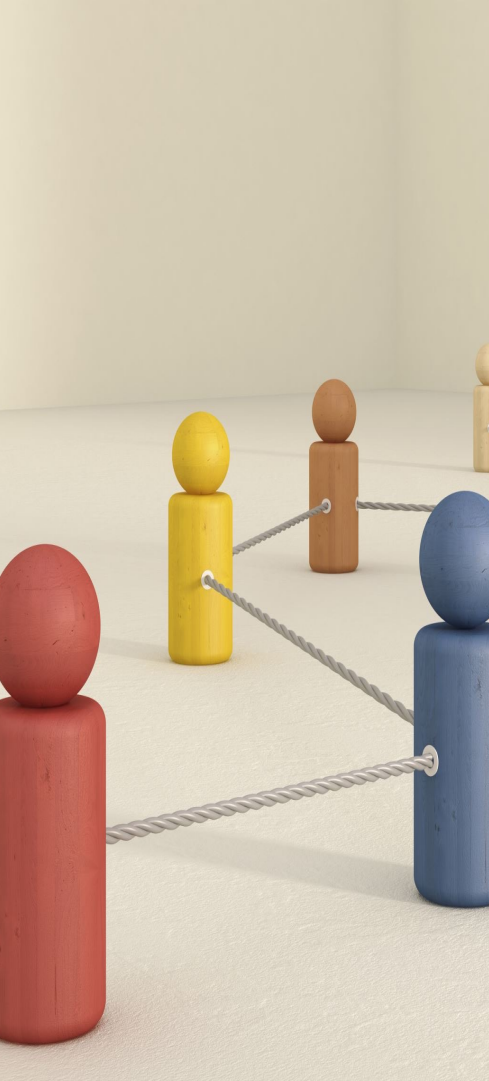
- RRH

- Short Term program
 - Limited rent subsidy – increase income
 - Report income at least every three month
 - Connect to resources for long term stability

- Process and timelines

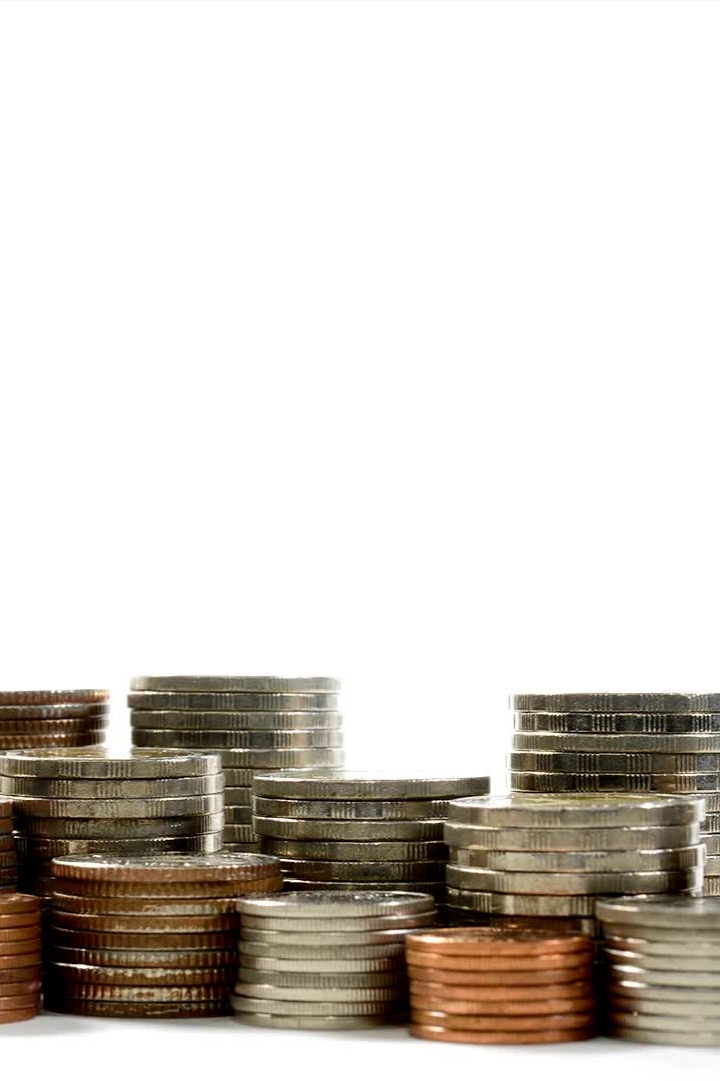
- <https://ctlawhelp.org/en/state-benefits-cash-assistance-welfare>





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



Building motivation for increasing income

- Income is key to accessing and maintaining housing
- Money is a motivator in itself, but we also want to attach this to each person's goal
- Sometimes asking each person how much money they need to live on in housing will set an aspirational goal
- Connect it directly to the “so that” goal for housing
- The tasks to get income are difficult and time consuming. People need motivation to move through

Employment



Look at the job history: look for skills and connections

Connect with Jobs Programs both through Voc. Rehab, Dept of Labor and places like American Job Center / Secure Jobs

Connect with temp jobs or pick up jobs: such as moving, snow shoveling, landscaping - these will provide some immediate money and don't require a commitment or lengthy application process.

Invite former or present residents with jobs to come back and talk about how they got them

People are often interested in jobs such a peer support, homecare, construction

The goal is to access to jobs that pay a living wage and offer consistent employment, but short term employment is often a start

Post job opportunities on a central board and talk to people about them

Offer assistance with applications and let people know they can also get help in local libraries

Focused Service 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

Plans

The [RRH Ops Guide](#) says that providers can use the above or another format as long as it has these components:

Sample Plans will be added to the Chat

Measurable goals pertaining to housing, such as moving into housing, maintaining housing, and increasing income;

- Action steps for the participant;
- Action steps for the case manager;
- Timelines for each step;
- Monthly progress review;
- Updates at least every 90 days; and
- Sign-off by participant, case manager and supervisor.



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 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.

Strategies to Reach Goals

Just as goals are individualized so are strategies towards goals

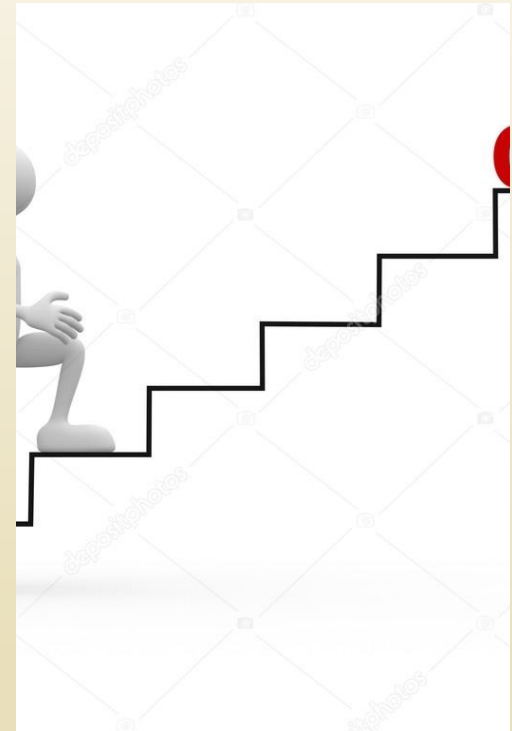
One path will not work for all people, it has to be right for the tenant you are serving

As we identify strategies we are not always going to find the most effective one on the first try


We may know in our experience what will work best, and each tenant will be able to identify what will work best from their experience

We have to try to come together, honoring each tenant's individual experience

Look at Plan



Harm Reduction Used for Housing Stability



Harm Reduction (HR) is a perspective and a set of practical strategies to reduce the negative consequences of drug use and other problem behaviors, incorporating a spectrum of strategies from modifying to stopping the behavior.

Harm reduction goal here is to prevent housing loss.

Harm Reduction Eviction Prevention Strategies

- Representative payee, fiduciaries or automated rent payments
- Connect to free resources to stretch budget - food, clothing, library, etc.
- Plan to increase income and resources and budget for “recreation”
- Shop at discount stores
- Plan for how to socialize without disturbing neighbors
- Carpets, drapes, headphones, air purifiers, fans
- Activities for children and child-care
- Connection to faith community
- Alternative strategies for substance use
- Adding people to the lease
- Engagement in meaningful and purposeful activity
- Find another unit and landlord agreement to end the lease – “no harm, no foul” but.....
- **Type in the chat other harm reduction eviction prevention strategies you have used.**



Harm Reduction Plan to Prevent Eviction – Example

Housing Risk	Options	Factors in favor	Factors against	Non-negotiable
Tenant has no income; they refuse employment programs. They have applied for food stamps but are not eligible for SAGA cash.	Apply to SSI	<ul style="list-style-type: none"> • Could generate cash • Could get SAGA cash 	<ul style="list-style-type: none"> • Takes a long time • SAGA is not enough to maintain housing 	<ul style="list-style-type: none"> • RRH ends at a year at most
	Bridging to PSH or Subsidy	<ul style="list-style-type: none"> • Can Bridge with in-kind benefits • Help available to apply for SSI – SOAR and Case Managers 	<ul style="list-style-type: none"> • Will not get money immediately and still have expenses 	<ul style="list-style-type: none"> • Must pay utilities • Have to have money to live on
	Get pick up jobs to support self	<ul style="list-style-type: none"> • Have money immediately 	<ul style="list-style-type: none"> • Will not support apartment • Not sure how to do that 	Pick up jobs rarely support independent apartments in CT ²⁹



Breakouts - Harm Reduction Plan

***Meet people
where they are,
but don't leave
them where they
are.***

- Breakout into groups of 3, join a group
- One is participant/tenant; one is staff person and one is observer
- Using the template provided, develop a Harm Reduction plan with a current participant.
- Identify risk/barrier to stable housing and options to mitigate/ eliminate the risk
- Observer gives feedback/suggestions

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

Plans are made in the context of the program we are operating – increasing income is key to maintaining space in the community

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