Working the Resources

Connecticut Rapid Re-housing Programs

April 17, 2024

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Welcome & Reminders

◦ Housing Innovations
  ◦ Liz Isaacs
  ◦ Andrea White
◦ 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 love interaction – please raise hand, indicate in chat box that you would like to comment or just unmute and talk!

Establishing a Network of Care

Resources are about establishing a network of care which can follow each person after RRH and provide assistance during their time in RRH

It is not expected that a case manager in RRH can meet all the needs presented. A key task is to connect people to resources they will need to maintain housing in the community

This is easier said than done. Often people served have difficulty trusting resources, believing they will help and may not see the need for them

Making the connection

First everyone has to be aware of the mission of RRH. It is a temporary program to connect people to the resources they need in order to maintain housing

RRH connects people with case management and resources they need

Some people may need a long-term subsidy or a subsidy and long-term case management. Part of that is managing these resources like all other resources people need.
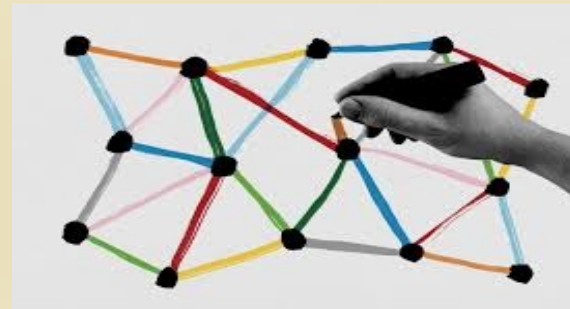
Focus on Resources

◦ In order to integrate in the community, each person needs a range of services and supports

◦ RRH helps each person or family to connect with and manage each support as a full partner

◦ Connections to resources is core to the RRH practice

◦ For frequently needed services, agency MOU or agreement may help with access. Supervisors can help with these connections.

Pathways to resources

This is dependent on not only identifying resources but also establishing the pathway to access the resource

People need a reason to connect, and they need to know how

We need to be clear on eligibility, prioritization, time frame and how to negotiate

We need to believe this will work, sometimes a big ask

We also need to be prepared to use agency resources to advocate for resources we need.

Break out

Discuss resources you have been able to make a good connection with, ones that have served people in RRH

Examples may be PSH, MH resources, SU resources, benefits, employment

Tell the story of how you made the connection, what the tenants in RRH had to do, what was the outcome

Identify areas that you have problems making connections with and why

Links to Resources

- Ensure knowledge of them – directory, visits to programs, ask users of the service for feedback, know goals of the service and what they provide
- Introduce yourself and your service, especially if there will be a lot of referrals and identify how you can help them meet their goals
- Explain your role and what they can expect
- Gather and share history (with consent) and attempt coordinated planning
- Offer to accompany each person to assist with engagement with a new service
- Maintain regular contact to see how things are going
- Keep your promises

Building Skills

- Educating on tenancy rights and responsibilities
- **Modeling** for each tenant to negotiate for services
- Trying it out and debrief
- Establishing regular check-ins to see if it is working
- Review cost and benefits – **critical thinking**
- **Recognizing** strong partners and good skills
- Renegotiate the relationship as necessary

Community Resources

- Develop a tenant focused resource list
- Identify resources by CTI focus areas tasks
- Review resources in current use
- Add resources developed through work with other tenants
- Identify needed connections
- Income, benefits AND services
- Formal and informal (natural) supports

See: Tenant Resource List

Using the Resource List

- May take multiple conversations
- Will and should be built over time and throughout the phases
- Standard domains prompts conversations about resources person may not have considered
- Shows areas of strong support as well as gaps
- Opportunity for evaluative conversation about usefulness of resources

Community Resource Guide

Marin's online search tool for information, services and resources.

Food, Rent, etc.

Care	Health	Education
Legal	Emergency	Food
Housing	Money	Transit

Need Additional Help?

Call the Aging and Adult Information & Assistance Line at 415-457-INFO (415-457-4636) to speak with a representative.

Resource Lists

Employment Resources

Mental Health Resources

Resources for PPL Using Substances

Wrap up

Please turn on your cameras to say "good-bye".

Many thanks, see you next COP!