



PSH Catalog Training

Date: May 9, 2024

FREQUENTLY ASKED QUESTIONS

Will I get a copy of slides? Yes, the slides will be emailed.

Is it recorded? Virtual trainings are recorded. A link to the recording will be emailed.

I need technical help! Email Kimalea.Anthony@csh.org



Will I get a certificate? Maybe. To get a certificate, you must register using your name and your email address.

For virtual trainings, log into the training with your individualized registration link. You must log in on time and stay for the duration of the training.

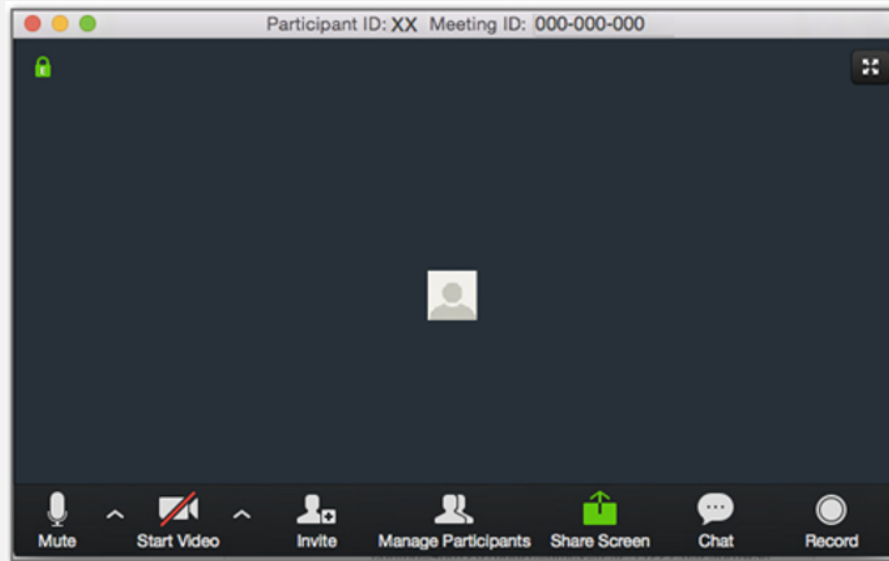
For in person trainings, arrive on time and stay for the duration of the training.



Welcome!

 We will be **recording** today's webinar.
 Everyone is **muted** to reduce background noise.

Trouble Hearing? Troubleshooting Audio Issues



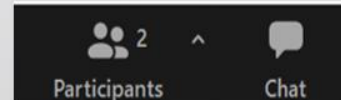
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We Encourage You to Participate
and Share Your Thoughts!



Zoom Controls



Service Planning

DMHAS

May 2024

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Agenda

- Introductions
- Getting to the Plan
 - Engagement
 - Education and Preferences
 - Assessment
 - Goal Development and Preferences
 - Goals and Case Study
 - Motivational Techniques
- Planning Process
- Wrap up



Introduction

The service plan guides the work with each individual service recipient

The plan is a working document that evolves with each client

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

Service planning can provide the structure for each person to reach goals and address barriers in the future

Service Planning Process



Engagement



Engagement begins the first time you meet a person

It begins wherever a person has the first contact

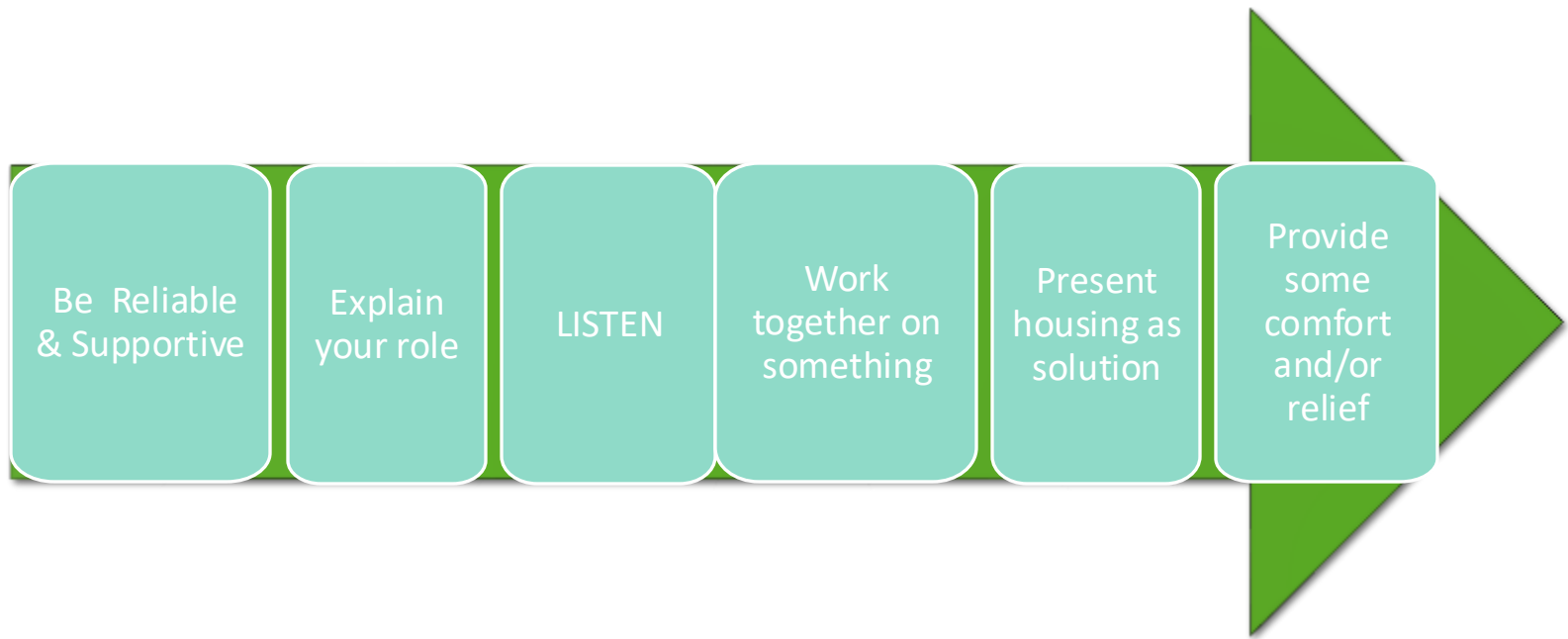
Engagement is a way of being with a person, it sets the tone for all future interactions

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
- 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
- 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
- Roles and responsibilities
- What worked
- What didn't



Homelessness History -

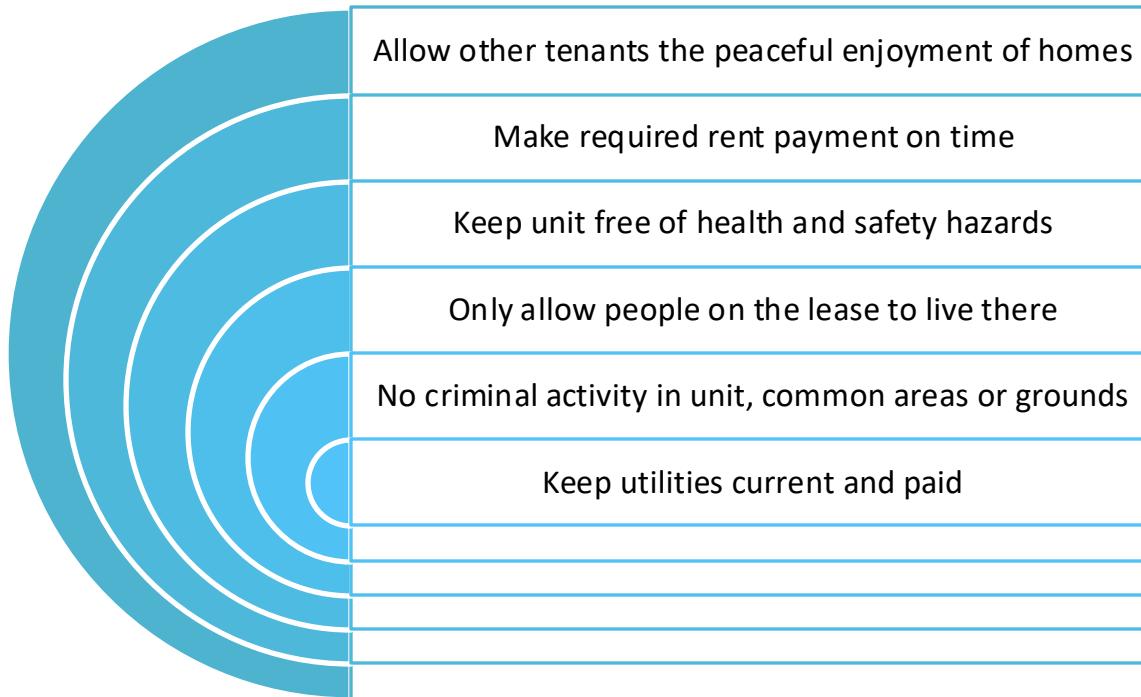
- Cause of initial episode
- Length of time homeless
- Places stayed
- Routine
- Supports

Discussion

- PLEASE TURN ON YOUR CAMERAS
- What kind of housing and homelessness histories are you seeing?
- Do the people you work with have experience as leaseholders before?
- What kind of roles do people have while homeless?
- How is housing 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



Resources for Tenancy Education

Tenant Rights by State

<https://www.jud.ct.gov/publications/hm031.pdf>



RentWise Workbook: University of Nebraska

<https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=4473&context=extensionhist>

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

Smart Goals

Specific	Goals are specific and detailed. Focusing on one task / issue at a time
Measurable	Markers are set to identify progress and trigger reframing
Achievable	Goals are realistic and can be accomplished in time frame
Relevant	Reflect the input, values and priorities of participants
Time Based	Set realistic but aspirational time frames

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
- Housing Options and Expectations of Each
 - Rights in housing
 - Expectations of tenancy
 - Rent payment
 - Quiet enjoyment
 - Maintaining apartment
- Financial Realities
- Process and timelines



Focused Service Planning

Limit the areas of intervention

Focus on pressing needs that impact Housing Access and Retention

Relate all interventions to long term goals

Be aware this may not be a linear process

Connect to sustainable resources

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.

Stages of Change

Stage	Relationship to Problem Behavior	Staff Tasks
Pre-Contemplation	No awareness of problem	Ask q's/ raise awareness of obstacles to goals
Contemplation	Aware of issues & considering change	Pros & cons of changing/not
Preparation	Making plans for how/when to change	Options: strategies, supports & services
Action	Changing behavior	Support/relapse prevention
Maintenance	Change sustained for 3-6 months	New goals & strategies
Relapse	Return to problem behavior	Assess stage & re-engage

Strategies to Reach Goals

Just as goals are individualized so are strategies towards goals

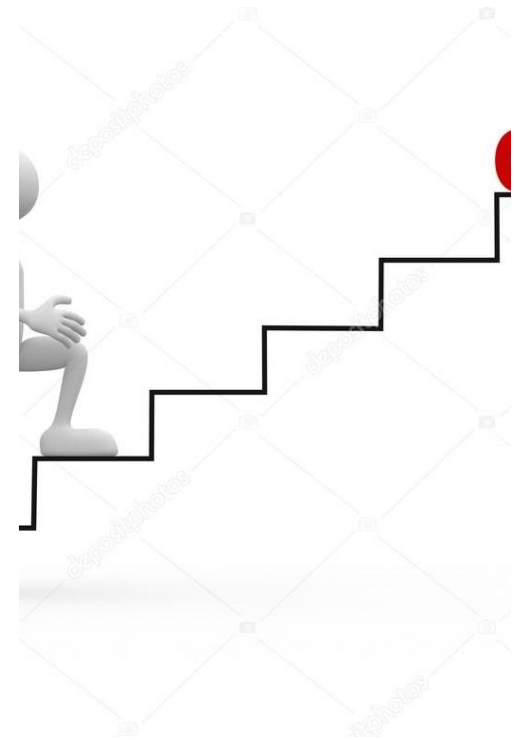
One path will not work for all people, it has to be right for the tenant you are serving

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 tenants individual experience

Review Service Plan



Harm Reduction Used for Eviction Prevention



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
EVICTION.

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
<p>Eviction:</p> <p>There are frequently a lot of visitor in the tenant's unit. They also make a lot of noise. The other tenants are both othered and afraid</p>	<p>Limit people coming to unit</p>	<ul style="list-style-type: none"> • Solve problem with landlord • Wouldn't have problem getting them to leave • Less mess 	<ul style="list-style-type: none"> • Wants to see friends • Friends bring alcohol and drugs • Life is boring without them 	<ul style="list-style-type: none"> • Landlord: Must address the nuisance behavior • Tenant: Must be able to see friends
	<p>Socialize somewhere else</p>	<ul style="list-style-type: none"> • Address landlord concern • Be able rto see friends 	<ul style="list-style-type: none"> • Where? • Public areas there is threat of arrest • If they come to him they bring the alcohol 	<ul style="list-style-type: none"> • Landlord: all tenants must have quiet enjoyment • Worry about damages • Does see friends
	<p>Try a different time</p>	<ul style="list-style-type: none"> • May resolve nuisance • Making noise during the day is better 	<ul style="list-style-type: none"> • Neighbors wont be satisfied • Less fun during the day 	<ul style="list-style-type: none"> • LL: Must address nuisance • I need to see me friends



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

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

Upcoming Trainings

In Person:

- May 14, 2024 – **Targeted Case Management**
- May 30, 2024 – **Addressing Substance Use in Supportive Housing (FULL)**

Virtual:

- May 20, 2024 – **Trauma-Informed Care**

Service Planning DMHAS Training Evaluation



- Use the QR Code to complete the Course Evaluation.
- The Course Evaluation will also be emailed to you.
- Please only complete one survey per course.

