B2-Promoting Stable Tenancy in PSH and RRH

2019 Federal Permanent Housing Conference

Welcome and Introductions

- Welcome the room
- Presenter Introductions

Welcome – Activity

- Show of hands – please raise your hand if you are:
  - SSVF Grantee Staff/admin
  - HVRP Staff
  - HUD-VASH Staff/admin
  - Public Housing Authority (PHA)
  - CoC

Learning Objective

- Increase understanding of key approaches (CTI, HF, MI) to deliver community-based support services for tenants of PSH and RRH.

- Develop an understanding of effective service delivery strategies including cross-disciplinary services.

- Learn about the practical application and the success of these approaches and strategies from local PSH and RRH practitioners.
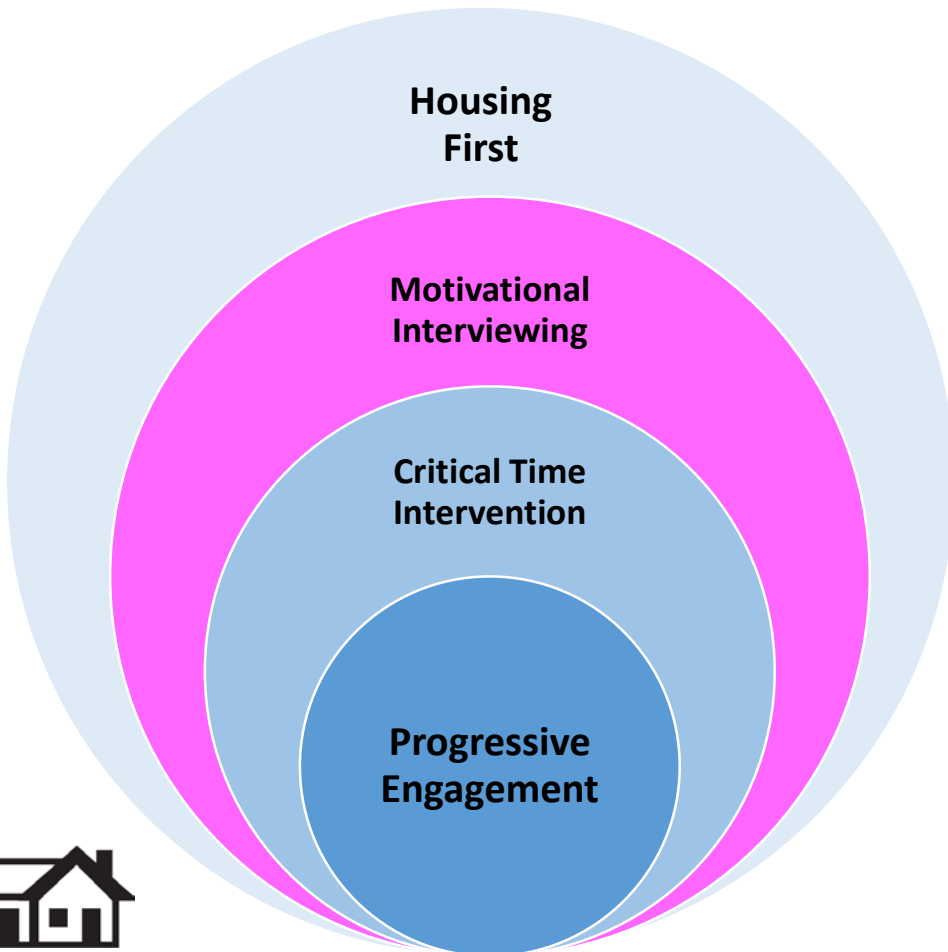
Agenda

- Service Delivery Approaches and Strategies Overview
  - Housing First
  - Motivational Interviewing
  - Critical Time Intervention
  - Progressive Engagement

- Panel of Community Based PSH and RRG Providers

Framework – New look at innovative practices

As the Nation continues to reduce the rates of homelessness among Veterans the Veterans that remain in our shelters and on our streets, tend to have higher service needs. This reality requires service provider to:

- Explore proven evidence based best practices for serving individuals with high acuity

- Be more efficient with the resources we use to address homelessness and

- Support previously homeless Veterans to maintain their tenancy

Housing First

Motivational Interviewing

Critical Time Intervention

Progressive Engagement

Housing First Basics

Who can be helped by Housing First?

- A Housing First approach can benefit both homeless families and individuals with any degree of service need. The flexible and responsive nature of Housing First allows it to be tailored to help anyone.

- Housing First can be used to help end homelessness for a household who became homeless due to a temporary personal or financial crisis and has limited service needs, only needing help accessing and securing housing.

- Housing First has been found to be an effective approach to end homelessness for high need populations, such as chronically homeless individuals.

Housing First Quick Check

How does your project use a Housing First approach?

❑ Are applicants allowed to enter the program with little or no income?

❑ Are applicants allowed to enter and remain in the program even if there aren't "clean and sober" or "treatment compliant"?

❑ Are applicants allowed to enter and remain in the program even if they have criminal justice system involvement?

❑ Does your assessment and case planning focus on helping participants regain housing as quickly as possible and without conditions?

❑ Are service and treatment plans voluntary? Can participants refuse services and remain in their housing?

❑ Are you striving to serve those with the highest barriers and most intensive service needs?

Motivational Interviewing Basics

- Motivational interviewing is a technique in which you become a helper in the change process and express acceptance of your client.

- Motivational interviewing is a method used to help people resolve ambivalent feelings and insecurities to find the internal motivation they need to change their behavior.

Motivational Interviewing Quick Check ☑

How do you use Motivational Interviewing to promote change?

❑ Express empathy through reflective listening.

❑ Develop discrepancy between clients' goals or values and their current behavior.

❑ Avoid argument and direct confrontation.

❑ Adjust to client resistance rather than opposing it directly.

❑ Support self-efficacy and optimism.

Critical Time Intervention Basics

- CTI is an intensive, case management approach designed to reduce the risk of recurrent homelessness among single adults making a transition from shelters to housing.

- CTI aims to connect vulnerable individuals to crucial services and supports and assists them in navigating complex systems of care during the transition period.

- The goal is to create deep, lasting connections to supports that would remain in place after the intervention ends.

Critical Time Intervention Quick Check

How do you use Critical Time Intervention to create stability ?

- ❑ Addresses a period of transition
- ❑ Time-limited
- ❑ Phased approach
- ❑ Focused
- ❑ Decreasing intensity over time

- ❑ Community-based
- ❑ No early discharge
- ❑ Small caseloads
- ❑ Harm reduction approach
- ❑ Weekly team supervision
- ❑ Regular full caseload review

https://www.criticaltime.org/cti-model/

Progressive Assistance Basics

- Progressive engagement is a strategy to enable service delivery systems to effectively target resources
  - Progressive Assistance creates efficiencies by avoiding giving more assistance than is required to end homelessness and prevent an immediate return to streets or shelter, programs can help more people, close housing placement gaps, and reduce the time people remain homeless.

- Participants are offered only as much assistance as needed and only as long as needed to end the housing crisis
  - Progressive Assistance is individualized. If participants shows s/he needs more help, more help can be provided. Programs should offer the right amount of assistance for the right amount of time to meet individual needs.

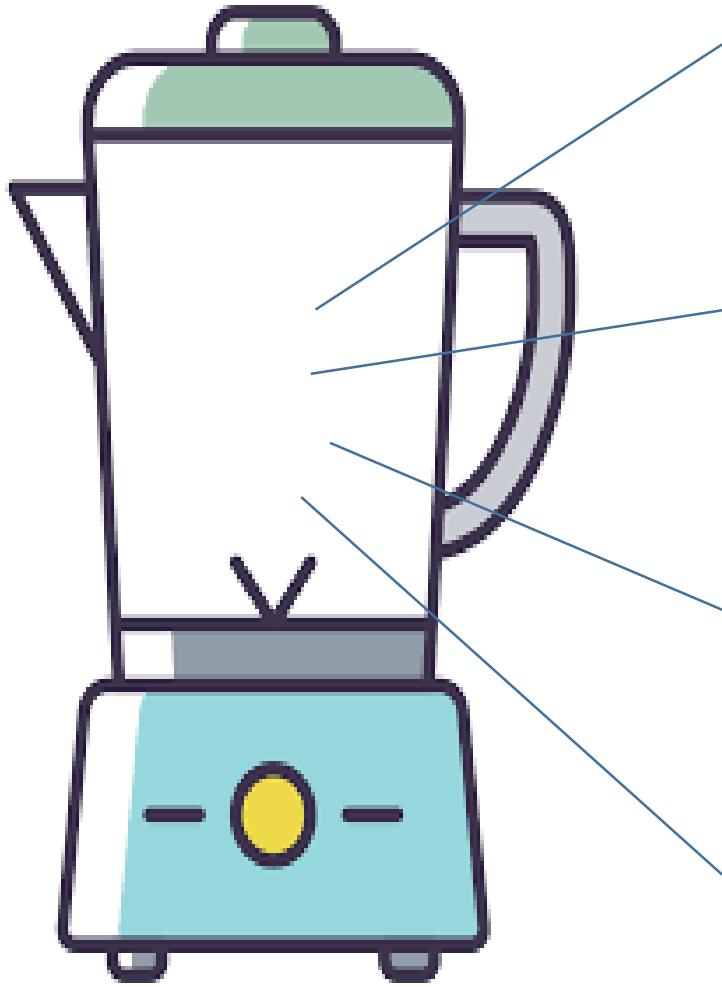# *Progressive Assistance Quick Check*

Does your project use Progressive Assistance based services?

❑ Does your project give assistance and services based on individual household needs or does every participant receive the same level of assistance and service?

❑ Are you able to respond to system gaps by serving the most households you can?

❑ Is your assistance narrowly focused on placing people into housing as quickly as possible?

❑ Are more services offered to households that are struggling to stabilize?

Blending Approaches
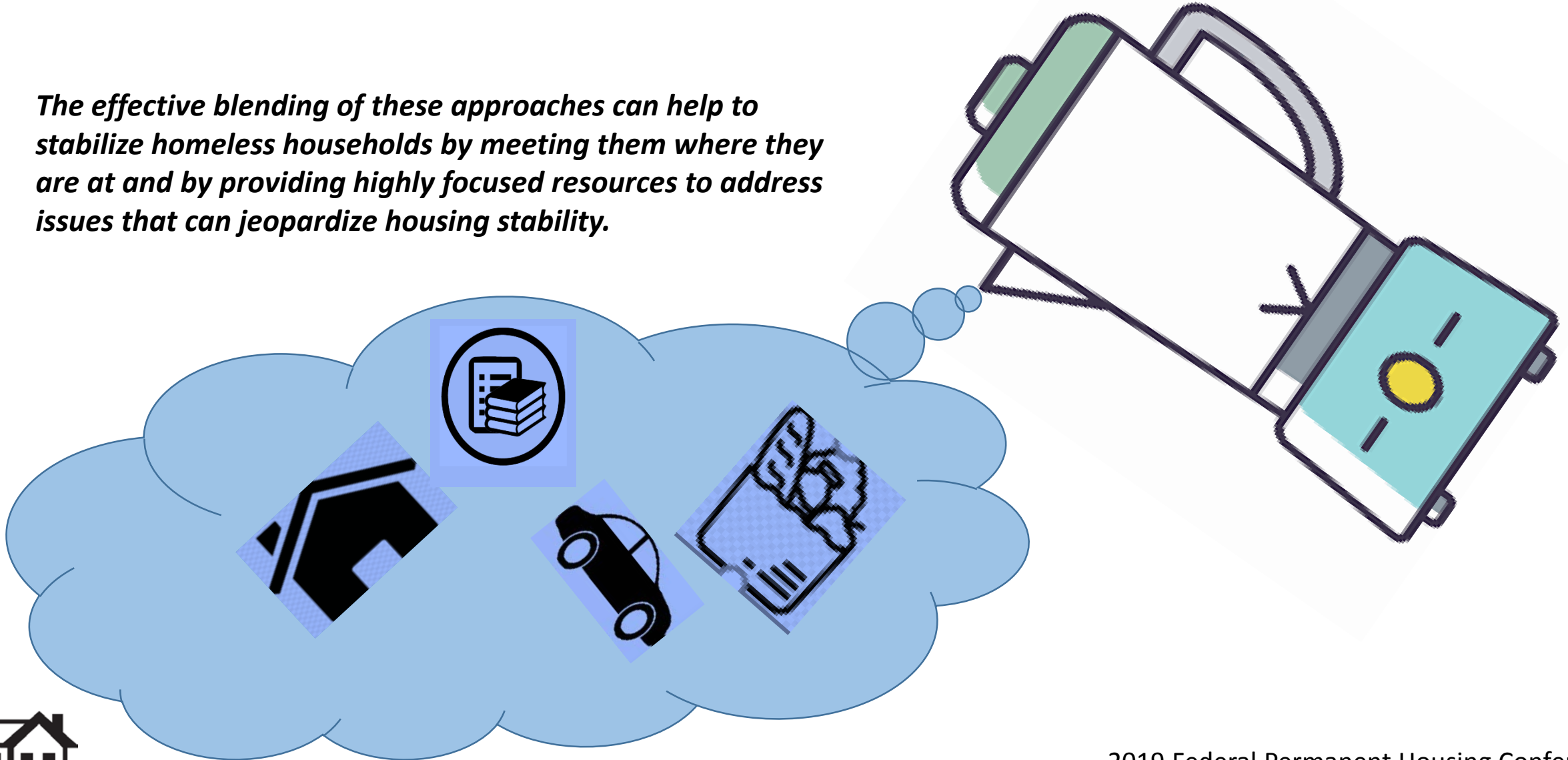

Housing First

Motivational Interviewing

Critical Time Intervention

Progressive Assistance

Blending Approaches

The effective blending of these approaches can help to stabilize homeless households by meeting them where they are at and by providing highly focused resources to address issues that can jeopardize housing stability.

Critical Time Intervention for RRH

Core Components

- Time Limited
- Phrased Approach (3)
- Decreasing Contact
- Highly focused
- Reduced Caseload
- Community Based
- Weekly team supervision

Core Values

- Strengths Based
- Individualized
- Culturally Sensitive
- Transparent
- Trauma informed

https://cceh.org/wp-content/uploads/2017/02/Critical-Time-Intervention-for-Rapid-Rehousing-Manual.pdf

Critical Time Intervention for PSH Cont.

- Pairing PSH with CTI can be most effective when you break-up the long period of care into larger phases and then utilize the core components and values of CTI to support a participant through each phase.

- Example –
  - You have been working with someone for 9 months. They have progressed into feeling safe, comfortable and at home in their apartment. Rent is paid on time, no concerns with neighbors, and the landlord is happy. Now the individual begins to discuss getting a seasonal part-time job.
  - Using the Core Components and Values of CTI, how would you support this next phase in a consumers life?

https://cceh.org/wp-content/uploads/2017/02/Critical-Time-Intervention-for-Rapid-Rehousing-Manual.pdf

Peer Panel