

# **Life After Lease Up**

*2019 Federal Permanent Housing Conference*

# Welcome and Introductions

- Quick introductions
  - Role?
    - Front Line Staff
    - Manager
    - Executive Director
    - Other
  - Level of familiarity with supportive housing services?
    - Novice
    - Familiar
    - Expert



# ***Learning Objectives***

- At the end of this session, participants will understand
  - Key elements in PSH design that promote housing stability.
  - Risks to housing stability.
  - Staff support practices that can promote housing stability.
  - Staff support practices that can promote wellness.



# ***Permanent Supportive Housing***



# ***What is Permanent Supportive Housing?***

“ **Permanent supportive housing** is **permanent housing** with indefinite leasing or rental assistance paired with **supportive** services to assist homeless persons with a disability or families with an adult or child member with a disability achieve **housing** stability. “ HUD



# ***Permanent Supportive Housing (PSH) Principles***

- **Housing**
  - Clients are “screened in” through low barrier access.
  - Clients are an active part in housing selection and choice
  - Housing must be integrated and can be either site based or tenant based.
    - Housing must be safe, affordable, and accessible.
  - Clients pay no more than 30% of their income towards rent.
  - Clients have all tenant legal rights and responsibilities, e.g., lease in their name with indefinite terms.
- **Supportive Services**
  - Services are voluntary, person-centered, and not tied to housing.
  - The responsibility for services lies with the case manager.
  - Service type, location, & frequency are flexible and dependent upon need/choice .



# ***Supportive Services***



# ***Supportive services 101s***

- Build a trusting relationship
  - Engagement is key
  - Listen to learn and validate (not judge)
- Avoid being the housing manager
- Phone outreach and home visits; Accessibility beyond office appointments
- Practical supports
- Utilize peer supports
- Make the visits useful and purposeful



# ***Supportive services 101s***

- Be pro-active not reactive
  - Landlord engagement
  - Conflict resolution
- Strengths based, individualized approach
- Be transparent with your words and actions
- Be consistent
- Navigate when to do for, do with, and empower the individual based on need.
- Follow a plan based on their goals



# ***Engagement is not***

- Simply agreeing to meet and/or showing up
- Simply agreeing with case manager(s)
- Simply agreeing to services
- So...what is engagement?



# ***Discussion: What is engagement?***

## Question 1

- a. How do you know when you (or your staff) are appropriately engaged/have built a trusting relationship with a client?
- b. What are the signs?

## Question 2

- a. How do you know when you (or your staff) have damaged a trusting relationship with a client?
- b. What are the signs?
- c. What do you do? How can you try to ensure client receives level of supports needed?



# ***Housing Stability Barriers***

- Be careful to not make assumptions about barriers!
  - Ask what their barriers have been in the past.
    - Having mental illness doesn't mean that mental illness was the cause for past housing instability.
    - Having a substance use disorder doesn't mean that substance use was the cause of past housing instability.
  - Once barriers are identified, create a plan to address.
    - Plan should include methods to monitor for re-surfacing of barriers.
    - Plan should include methods to address barriers and assist client with overcoming.
    - Plan should include their identified strengths and preferred supports as part of the plan.



# ***Strengths and Supports for Housing Stability***

- Be careful to not skip this part or rush through this part!
- What has helped them overcome barriers in the past?
- What strengths do they feel that they have?
- Who are their supports?
- Who would they like to have as additional supports?
- How can we help connect them to these additional supports?
- Which of the tasks that we identify for their housing stability plan
  - Can they take the lead for?
  - Work collaboratively with their case manager on?



# ***Supportive Service Types***

- Housing Transition Focused
  - Assist with obtaining housing and getting leased up in their new home ✓
- Housing Stability Focused
  - Minimize risks to stability
  - Provide education and life skills training
- Wellness Focused
  - Physical health and care
  - Meaningful roles-Increased connections and connectedness
  - Mindfulness and spiritual health



# ***Risks and Supports for Housing Stability***



# ***Common Risks to Housing Stability***

- Rental Payments
- Lease
  - Unit maintenance
  - Peaceful and quiet enjoyment
- Local Laws and Ordinances



# ***Rental Payment Supports***

- Develop an honest, realistic, person-centered budget, e.g., OrgCode Honest Monthly Budget Tool.
- Set up automatic payments.
- Increase income/decrease expenses.
- Set up payment reminders.
- Create a savings plan, in case of emergencies.
- Make a smaller payment schedule, e.g., Weekly payments.
- Connect to resources.



# ***Discussion***

Monica has an income of \$863 monthly and her rent is \$250 monthly. The past two months she has been unable to pay her full rent on time as she has been “loaning” money to friends.

What are your thoughts on how to support/problem-solve with Monica moving forward?



# ***Discussion***

George has an income of \$261 monthly and his rent is \$78.30. The past two months he has been unable to pay his full rent on time as he has been spending money on food and on clothing so he can look for a job.

What are your thoughts on how to support/problem-solve with George moving forward?



# ***Lease Supports***

- Read and interpret the lease together.
- Discuss “high risk” areas that could lead to eviction and how best to avoid
  - Pet policy
  - Trash policy
  - Company policy
  - Previous housing stability barriers
- Consult housing advocacy and legal aid for any “complicated” questions



# ***Unit Maintenance Supports***

- Engage in friendly home visits
  - Look for any red flags
  - Ask about any concerns
- Discuss proactive ways to avoid damage
  - Cleaning
  - Rugs on floors and carpets
  - Taking off shoes
  - Pet care
  - Shelves, dressers, and storage
- Take all in vivo learning opportunities
- If (when) damage happens, problem-solve around how to avoid in the future



# ***Peaceful and Quiet Enjoyment Supports***

- Peaceful and quiet enjoyment clause is embedded within most leases. It covers the right to enjoy property without disturbance. Some examples include:
  - Loud noises
  - Vermin
  - Tenant disputes
- Pro-actively problem-solve with client
  - How to avoid breaking the clause.
  - How to address others, e.g., guests, that break the clause.



# ***Laws and Ordinances Supports***

- Research local laws and rules for the community and the unit
  - Smoking
  - Zoning
  - Drugs and alcohol
  - Curfew
  - Congregating
  - Noise
  - Trash disposal
  - Etc



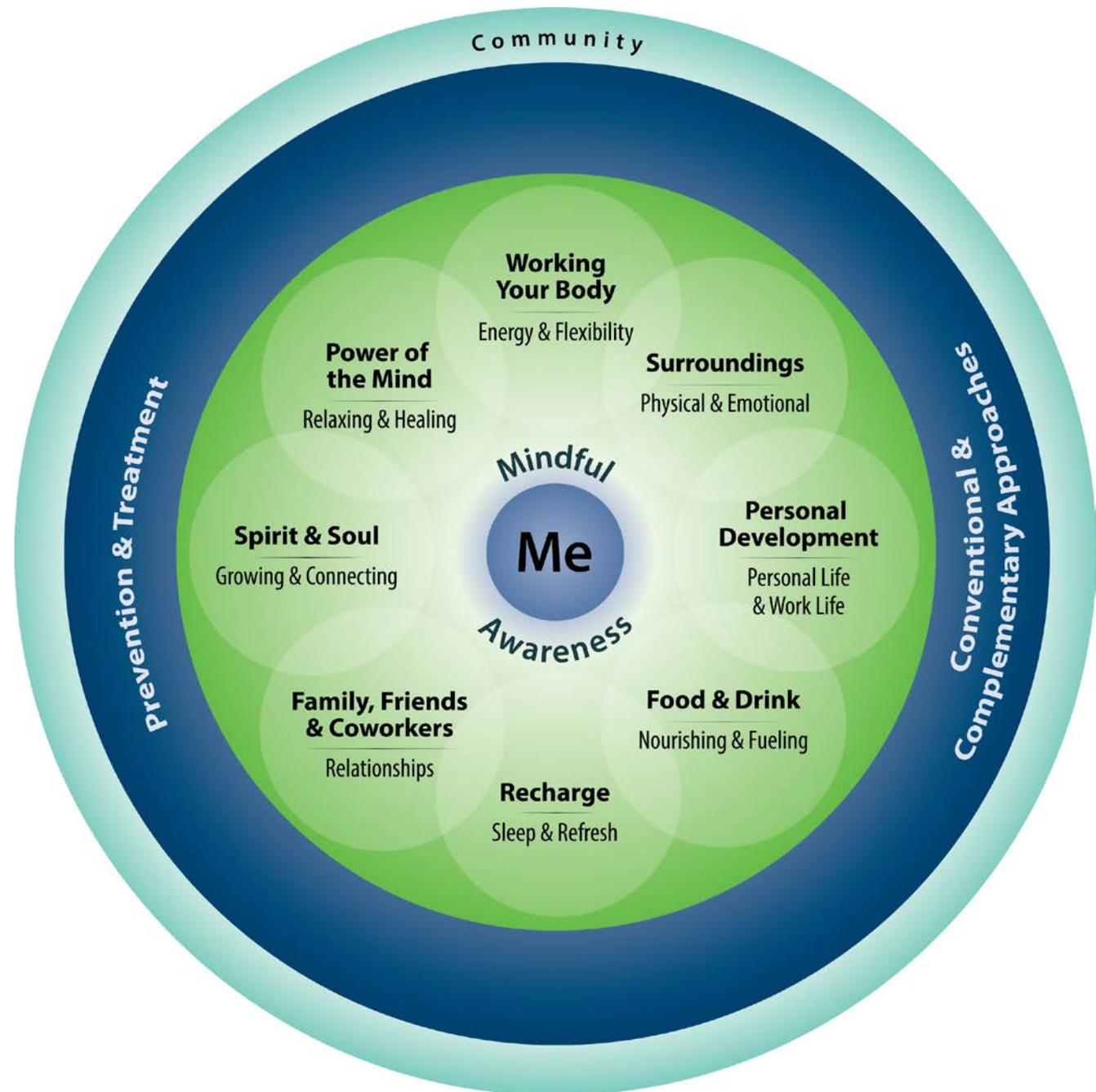
# ***Meaning and Wellness***

“Life is never made unbearable by circumstances, but only by lack of meaning and purpose.”

Viktor Frankl



# Wellness and Whole Health



Source:  
<https://www.va.gov/PATIENTCENTERCARE/explore/about-whole-health.asp>



# ***Physical Wellness and Care***

- Ensuring body has all the necessary elements
  - Sleep
  - Movement
  - Sustenance
- Engaging in preventive care
- Engaging in complementary care
- Moving to more wellness focus and being in touch with one's physical body



# ***Meaningful role(s) and connectedness to others***

- Joining local community activities
  - Gym or Library
  - Neighborhood groups
- Learn/re-learn hobbies
- Connecting/re-connecting with family
- Exploring/re-exploring school and/or employment
- Traveling
- Attending peer support groups
- Volunteer
- Creating new life routines



# ***Mindfulness and Spiritual Health***

- Engaging in intentional relaxation techniques
  - Yoga
  - Deep breathing
  - Meditation and Mindfulness
  - Intentional Lifestyle changes
- Creating spaces that are physically and emotionally safe
- Finding meaning, purpose, and higher level connections



# ***Discussion***

Nancy and her PSH case manager, Sarah, meet twice a week to discuss service planning and supports for her housing stability. Sarah has noticed that each time she visits Nancy there are numerous cats either hanging out in front of her unit or on her balcony.

Sarah is concerned because she knows that Nancy's lease has a strict "no pets" policy so she mentions it to her. Nancy shares that she has been feeding the cats daily and taking care of them because she is in her apartment all day and lonely.

What are some thoughts you have on how Sarah can support Nancy?



# ***Additional Resources***

- Recovery Model
- Critical Time Intervention
- ACT Model
- Motivational Interviewing/Stages of Change
- Whole Person Care
- Whole Health
- Harm Reduction



# ***Life After Lease Up***

- Questions???

