

PREBLE STREET VETERANS HOUSING SERVICES

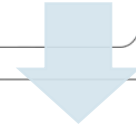
ERIN KELLY

PROGRAM MANAGER

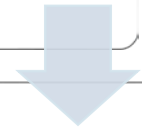


ABOUT VHS:

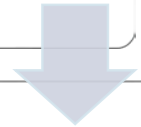
Veterans Housing Services is an SSVF grantee, based in Maine.



The program is state-wide, with offices in three locations – Portland, Lewiston, and Bangor.



Due to the nature of being state wide, VHS works in both urban and rural areas.



The program serves about 400 veteran families per year.



Unconditional Positive Regard

“In my early professional years I was asking the question: How can I treat, or cure, or change this person? Now I would phrase the question in this way: How can I provide a relationship which this person may use for his own personal growth?” - Carl Rogers

Low Barrier Services

- Preble Street aims to provide *Low Barrier Services*
- Low barrier programs try to minimize barriers that stand in the way of people getting their needs met by, for example, reducing paperwork, waiting lists, or eligibility requirements.

HARM REDUCTION

- Harm Reduction to a set of strategies and tactics that encourage individuals to reduce the risk of harm to themselves and their communities by their various behaviors.
- Applied throughout all 3 stages of RRH.

HOUSING FIRST

From the SSVF program guide:

- Establishes housing stability as the primary intervention in working with people experiencing homelessness.
- Under Housing First, *housing is not contingent on compliance with support services*. Instead, participants must comply with a standard lease agreement and *are provided with services and supports that are necessary to help them do so successfully*. Without imposing clinical prerequisites such as minimum income requirements, completion of a course of behavioral health treatment or evidence of sobriety, but rather there is a low-threshold for entry.
- Housing First promotes high housing retention rates, low rates of return to homelessness, and reductions in the use of crisis services and institutions.



THE 3 COMPONENTS OF RRH

AT WORK IN VETERANS HOUSING SERVICES



HOUSING IDENTIFICATION



- Aim to house veterans in 90 days or less.
- Full time housing liaison that works with staff state wide.
 - Has fostered relationships with landlords across the state.
- Housing assessment as part of the intake.
 - Asks specific questions around barriers to housing.

MOVE IN ASSISTANCE



- Done on a case by case basis and remains flexible throughout a client's enrollment.
- VHS is NOT merely a financial assistance program – its main service, and strength, is the case management services.

CASE MANAGEMENT SERVICES

Relationship is key.

All services are client centered.

Case management services are flexible—
RRH can work for all types of clients in
various situations.



IMPORTANT LESSONS





IMPORTANT
LESSONS

THE CLIENTS WE WORK
WITH ARE RESILIENT.





IMPORTANT LESSONS

CLIENTS WILL ‘FAIL.’



IMPORTANT LESSONS

IT IS OKAY TO TRY AGAIN.



A CASE STUDY:

- Veteran A:
 - Enrolled 3 separate times
 - Lost a housing placement within the first 2 weeks of lease up in the fall of 2016.
 - Was reenrolled fall 2017 and housed with a shelter plus care voucher, and has been stable for almost a year.

WHAT DOES THIS ALL MEAN?

- Bumps in the road are to be expected (for both clients and staff).
- Front Line Staff need support!
- The services we provide are about what the clients want.

IMPORTANT LESSONS:

RAPID REHOUSING WORKS.