

Rapid Resolution Conversation Scenario Elsa and David

This is a practice scenario that gives an approximation of a Rapid Resolution conversation. It is the initial conversation with the Veteran and does not include the next conversation with a potential family member, friend or other support person willing to house the Veteran. In the field, these conversations will typically be longer and more detailed.

Instructions: Choose two volunteers at your table to read the conversation script. One person will be Elsa and the other will be David. Everyone should take a minute to read the Background Community Information and Conversation Set-Up. Then the two volunteers will read the script to the group. As they are reading, read along silently and mark the script and note when you hear something going well, not going well or notice other important points. Then work together as a group to answer the questions at the end.

Background Community Information

The Veteran Hope Center SSVF program is one of three SSVF programs in a large metropolitan area. The CoC has a large homeless Veteran population. They do not have enough shelter beds or permanent housing resources. The two biggest CoC shelters that are most likely to see homeless Veterans according to HMIS data have agreed to host SSVF onsite during intake and the dinner hour when Veterans are most available for conversations. The Veteran Hope Center SSVF program is co-located at the Park Street Shelter.

The Conversation Set-Up

David is at the Park Street Shelter daily intake that opens at 4:00pm. The Park Street Shelter is a 200 bed, barrack style shelter that serves single men and women. After waiting in line for an hour in 95 degree weather, David comes to the front of the line and the shelter staff gathers some basic information from him including asking if he has served in the military. David says that he has served in the Army so the shelter staff introduces him to Elsa from the Veteran Hope Center SSVF program for a Rapid Resolution Conversation. Elsa and David sit down to talk at a table in the noisy dining room that is starting to fill up with shelter guests eating dinner.

Elsa: Hi David, I'm Elsa from the Veteran Hope Center.

David: Hi.

Elsa: Our goal today is to learn more about your housing situation right now and what you need. We'll work together to see what we can do.

David: (seeming very tired and looking down): Ok

Elsa: Do you have any family or friends you can stay with? Our program has funds that might be able to help you or them cover some of your housing costs.

David: No, I don't have anyone I can stay with.

Elsa: Are you fleeing domestic violence or is there any other threat to your safety?

David: My dad and I used to fight and he kicked me out. He was always drinking. That's when I signed up for the Army.

Elsa: That sounds very difficult. Are you concerned that he is a threat to you now?

David: No, that was a two years ago and he lives in a different state. I don't talk to him anymore.

Elsa: Ok. Where did you stay last night?

David: I walked around all night and then slept on a bench in the park and then I came here.

Elsa: You must be tired. Would you like a dinner plate? It looks like they've just started serving. You can eat while we keep talking.

David: yes, thank you.

Elsa: I can get a tray for you. Stay here and relax while I get it.

David: Ok.

Elsa (returns with the tray of food): Here you go.

David: Thanks.

Elsa: Where did you stay before last night?

David: I was staying at my grandmother's apartment but I can't stay there anymore.

Elsa: Tell me more about that.

David: She lives in the projects for seniors. It's a one-bedroom apartment. I was sleeping on her couch. I'm not supposed to be there. Her neighbor said she was going to call the housing authority and tell them I'm staying there. I have been loud coming in sometimes after I've been drinking with my friends. It was only a couple of times but the neighbor doesn't like it and she's

yelled at my grandmother that we're breaking the rules. It's very stressful—I don't want to get my grandmother kicked out, so I left.

Elsa: I know the people at the housing authority. We have a set-up with them that if a Veteran is working with our program, if you need to stay a few more days with a family member in public housing, they'll usually let you stay for a week or so as long as they know we're working on a plan for something else. How about I give them a call?

David: No, I don't want to cause trouble for my grandmother. She's helped me out a lot already. I shouldn't be going around there—that neighbor does not like me or my grandmother.

Elsa: I think it will be okay if I call the housing authority—they're very understanding. That way you can stay a bit longer while help you figure out another housing situation. How about calling your grandmother to talk about this option?

David: No. My grandmother is stressed out by this neighbor. It's making her very anxious. I overstayed my welcome. I just want to leave it alone.

Elsa: Ok. Do you have other family in the area?

David: My uncle and mom. I can't stay with them.

Elsa: Tell me more about that.

David: My uncle has a small house in the Riverfront neighborhood. There's no room for me there. It's him and my three cousins and my mom is living with them. She has cancer and has all these treatments and had to stop working so she could get her treatments. They make her really sick. She had to give up her apartment because she couldn't pay the rent anymore.

Elsa: Do you think your uncle would let you stay with there for a night or two?

David: No, my mom is sharing a bedroom with some of my cousins and one of my cousins is sleeping on the couch. I used to stay there sometimes before my mom was there and my uncle told me to leave because I was partying too much and not helping out.

Elsa: Do you think if he knew your situation, he might be open to having you stay there temporarily?

David: Like I said, I really can't go there. There's no room.

Elsa: Ok. You mentioned your friends earlier. Could you stay with any of them?

David: No, those are people I party with but I don't know them that well. I couldn't ask to stay with them. I don't even know where they live.

Elsa: Ok. Do you have any co-workers you could stay with?

David: I'm not working. I haven't worked since I was done in the Army.

Elsa: Are you connected with any Veterans' groups that might be able to help?

David: What are those?

Elsa: Groups like the VFW or American Legion.

David: Never heard of them.

Elsa: Ok, do you have any income or savings that you can use for housing?

David: I'm not working and the little bit of money I had saved from being in the Army I used up to help pay for food at my grandmother's and to help my mom pay her medical bills.

Elsa: Sounds like you were really helping out your family so it left you with no funds.

David: yes

Elsa: I can help you finish the process of getting a shelter bed for tonight so you don't have to be outside. When you're done eating, I can go with you to talk with the shelter staff to get you set up with a bed.

David: ok, thank you.

Table Group Instructions

- 1. Work as a table group to identify the parts of the Rapid Resolution conversation. Label the parts of the conversation right on the scenario. Here are the parts you are looking for (the case manager may not go through each one or do them in this order):**
 - A. Introductions, Goals and Building Rapport
 - B. Basic Eligibility
 - C. Ask About Their Situation and Safety Planning
 - D. Explore Possible Family, Social or other Supports/Assets
 - E. Choose Options and Contact Support Person/Network
 - F. Offer Services to the Veteran and Host
 - G. If the Housing Crisis Can't Be Resolved, Secure Emergency Shelter and make a plan to connect Veteran to permanent housing options

- 2. Note if any parts of the conversation are missing and if so, does it matter in this case?**

- 3. What did the case manager do well?**

- 4. What would you have done differently and why?**