

## Rapid Resolution Staffing Considerations

SSVF Grantees need to have a full understanding of Rapid Resolution's purpose and goals. They should also understand that this intervention rapidly facilitates eligible Veterans getting connected to a safe and appropriate, even if temporary, housing solution. Rapid Resolution is not a program. Rather, it is an intervention that adds one more tool that can assist households directly before entering homelessness or quickly thereafter. Grantees and staff need to consider that this is a system change which includes changing the service philosophy from offering a continuum of services, to a progressive assistance approach where resources are offered based on the Veteran's unique needs, assets and situation.

*This brief is based on preliminary conversations and feedback from SSVF Rapid Resolution Pilot Sites, and accordingly, will act as a living document for future revision and changes.*

### Background

Throughout SSVF's work with Rapid Resolution, we have learned that the keys to successful implementation are planning, training, staffing, messaging, and data. In this specific brief, we would like to focus on staffing. Staffing can be viewed in three ways:

1. *Rapid Resolution Facilitators/Specialists:* These are the staff that are directly engaging with households to try to identify an alternative to literal homelessness (i.e. living in shelter or on the street). This is done through a Rapid Resolution conversation that explores possible temporary or permanent housing opportunities in the Veteran's own network of family, friends or social supports.
2. *Rapid Resolution Coaches:* These are the staff that provide feedback, support, and coaching to the facilitators. In some cases, this may be the staff member's direct supervisor. In other situations, it may be another staff member or a team of peers with strong coaching skills.
3. *SSVF Program Staff & Leadership:* It will be important for these staff to have a strong understanding of Rapid Resolution including the purpose, goals, and messaging even if they are not serving as direct facilitators. These staff often support community wide training and implementation decisions.

### Staffing Models

During the planning phase, each community and grantee will determine some general assumptions related to staffing. Staffing may take a variety of forms. In some communities, it may make sense, due to volume and CE structure, to dedicate specific staff to conducting Rapid Resolution conversations. In other communities, it may be helpful to train several types of staff and to experiment with staffing models. It may be that in some communities, staffing consistent with Rapid Resolution's goals and needs are already established.

### Staffing Match

Having the right staff is important and may directly affect the success of Rapid Resolution engagement. Rapid Resolution is an exploration together and a system intervention that should be attempted with everyone seeking assistance through the homeless crisis response system, regardless of perceived needs or barriers. Below, please find a list of key traits that may assist you when identifying the appropriate rapid resolution facilitator/specialist staff.

## Some Qualities of the Ideal Rapid Resolution Facilitators/Specialists

- *Open to Learning New Things or to Using Old Skills in New Ways*
  - Naturally inquisitive
    - Being open to learning and curious about the Veteran's family dynamics, communication styles, and cultural factors
    - Willing and able to think outside the box when searching for solutions
  - Develop or hone the following skills:
    - Conflict resolution and mediation skills
    - Motivational interviewing skills
    - Domestic/Intimate partner violence indicators and risk factors
- *Resourceful and Creative*
  - Skilled at resource acquisition and making successful referrals, including effective follow up to ensure the Veteran was able to access the resource
  - Willing to accept some solutions may be hidden
  - Will to continue to try new approaches/solutions as the situation evolves
- *Time Management*
  - Patient with self and others
  - Open to the time commitment needed for conversations and resolutions
- *Objective and Flexible*
  - Optimistic that Rapid Resolution can work
  - Seeks to find options regardless of time homeless, family size, mental health or substance abuse issues, etc.
  - Comfortable with ambiguity, tension, and conflict
  - Empower Veterans to recognize and utilize their own strengths
- *Discerning*
  - Comfortable with negotiating terms of agreements between Veteran and host, i.e. actively seek employment, attend to medical/mental health/substance abuse issues, complete household chores weekly, etc.
  - Able to identify safety or health issues that may need to be considered during identification of housing
- *Problem Solver*
  - Solution-focused
  - Needs vs. desires
  - Renews outlook with each new case
- *Direct*
  - Communicate in a manner that facilitates coordination and alleviates opportunities for misunderstandings or confusion
  - Clear about their role and commitment to the Veteran's needs and choices
- *Strong Personal Boundaries*
  - Remain empathic while staying on task
  - Skilled with asking open ended and difficult/personal questions
  - Client centered and respecting self-determination