

# *Rapid Resolution Practice*

***SSVF April 2019 Regional Meeting***

# *Welcome*

- Introductions
- Logistics for the day



# *Meeting Goals*

To prepare you to train and support your staff in:

- Understanding the Rapid Resolution pathway from finding the Veteran to housing resolution or referral to emergency options
- How to navigate challenging Rapid Resolution conversations, both with Veterans and their hosts



# *Agenda*

1. Rapid Resolution Overview
2. Rapid Resolution Pathways and the Initial Conversation
3. The Veteran and the Host
4. Ongoing Support Services
5. Mentor Panel
6. Local Planning

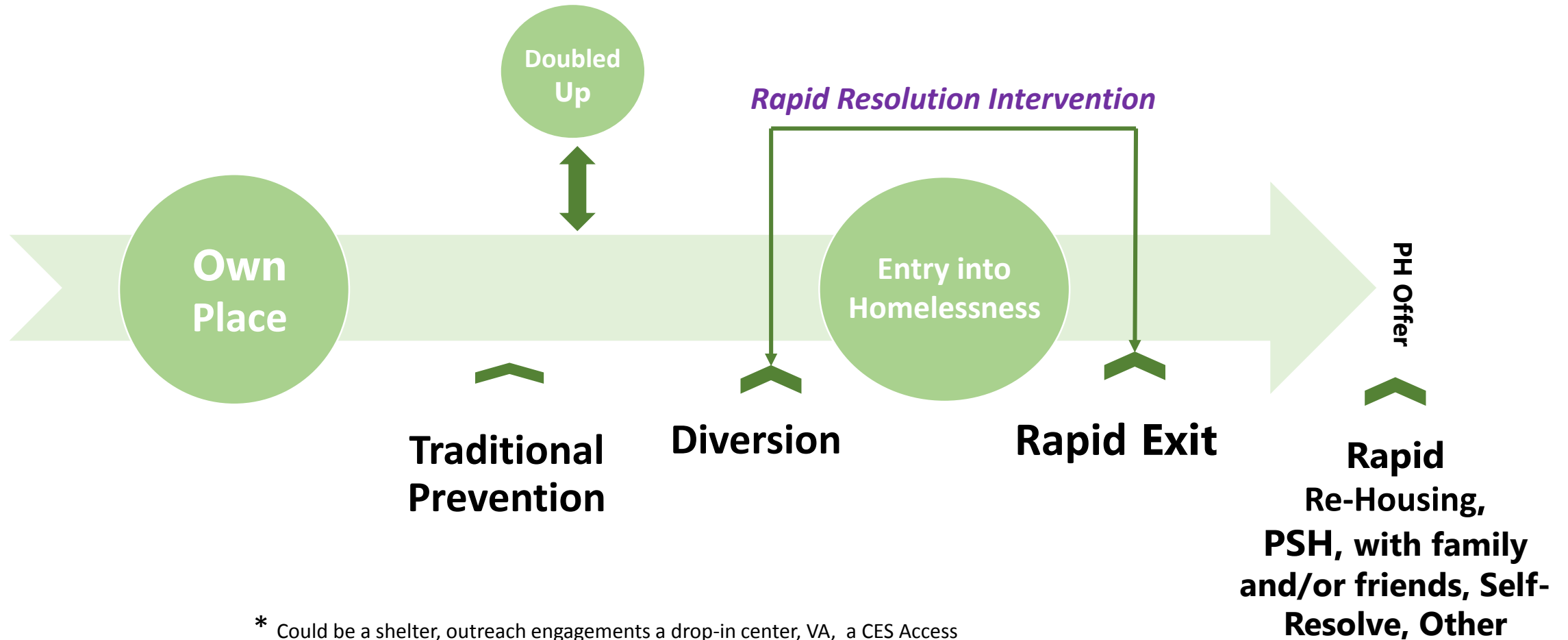


*Rapid Resolution:  
a Brief Overview*

empathetic listening build trust  
brainstorming empowerment be positive  
**diversion** safe place resourceful quiet space  
mediation family options  
**rapid resolution**  
**problem solving** client choice partners housing  
respectful creative  
trauma informed friends safety conflict resolution  
crisis resolution social networks **rapid exit**  
open-ended questions natural supports  
follow up action oriented active listening  
trust



# Position of Rapid Resolution in the System



\* Could be a shelter, outreach engagements a drop-in center, VA, a CES Access Point, wherever people are most likely to present asking for help.



# ***Rapid Resolution*** *Defined*



- Rapid Resolution is an intervention designed to **prevent immediate entry** into homelessness or **immediately resolve** a household's homelessness once they enter shelter, transitional housing or an unsheltered situation.
- RR includes both Diversion and Rapid Exit strategies with the aim of ensuring **homelessness is avoided or as brief as possible when it does occur.**
- RR is a **system-wide intervention and can be used for all populations**, not just Veterans.





# *Rapid Resolution...*

- **IS a service and housing intervention**
- **SHOULD be attempted with everyone** regardless of perceived barriers or vulnerability
- **EMPOWERS and supports people** facing homelessness to identify safe and appropriate housing options and assisting them in avoiding shelter and returning immediately to housing.
- **Is NOT** a barrier to shelter. Many households will not be rapidly resolved and must be connected to immediate shelter and PH pathways
- **Is NOT** a program – it is a system wide orientation and intervention (e.g. Veterans can't “refuse” RR – it is part of the process).



# *Benefits of Rapid Resolution*

## Households/Clients

- **Immediate safe alternate housing** arrangements
- **Empowers people** by focusing on strengths
- Helps households **avoid the trauma** of homelessness
- May help with **family reunification**
- Can lead to **faster housing connections** even when situation can't be rapidly resolved

## Crisis Response System

- **Reduces inflow into system and increases rapid exits**
- **May Reduces waitlists** for permanent housing
- Helps the system to **prioritize the most intensive housing resources for those with no other options**
- Alternative resolution to housing crisis when most of communities **lack affordable housing resources**
- Ensures those assisted with housing resources **have no alternatives**





*Questions? Write  
them down for  
later!*



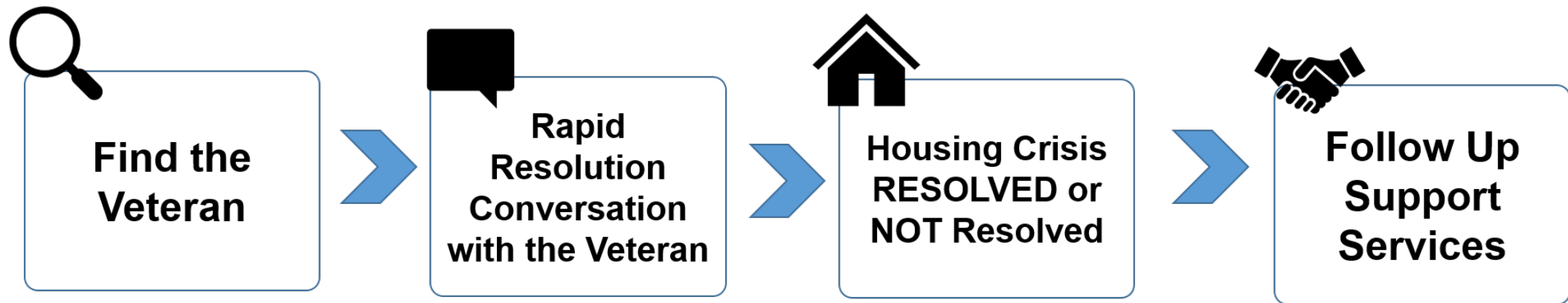
## *Rapid Resolution Pathways*

# *Rapid Resolution Pathway*

- Rapid Resolution will be a pathway of steps, **regardless of whether the intervention is successful or unsuccessful**
- Every community will look different: there is **no one-size-fits-all approach** to how Rapid Resolution looks in every system
- A **clear and seamless pathway** to an immediate safe place to stay in shelter or other programs, and access to permanent housing through the community's coordinated entry process for Veterans whose housing crisis cannot be resolved through Rapid Resolution



# *The Pathway*



# *Finding the Veteran*

Finding the veteran will require access to Veterans at the **front door** of your system or during the **first few days** of a homeless experience

## **Crisis Response System Entry Points**



## **Coordinated Entry Access Points**



## **Quick Referral from VA or other System Partners**



# *Initial Rapid Resolution Conversation*



The initial Rapid Resolution conversation with a Veteran will explore:

- If the veteran is coming to shelter or recently entered shelter, can they be connected to a **safe, temporary/permanent housing opportunity** within their social network?
- If there is no safe alternative to shelter, helping the veteran secure a shelter bed for the night and **swiftly connect them to permanent housing and other resources following the community's Coordinated Entry and Rapid Resolution processes**





# *Ongoing Support Services*

- The Rapid Resolution intervention **does not end** after the initial conversation. Grantees should work to:
  - Connect the Veteran to community resources
  - Support the Host with connection to community resources
  - Continue to provide support and advocacy around the Veteran's temporary or permanent stay
  - Plan for longer term housing options if host is temporary or if Veteran ultimately must enter shelter due to no other options



# *Mentor Community Pathways*

# *Sample Community Pathway*

# Grantee Pathway Activity

- Take 15 minutes to create a Rapid Resolution pathway for your community
- Use the pathway template to get started. Then use flip-chart paper or some blank paper to diagram it.
- It's okay if you don't have all the answers right now! Feel free to **use a question mark** in places where you are unsure



# Reflections



- Did your community have many question marks in the diagram of your Rapid Resolution pathway?
- Did you notice any gaps? Will it need further revision?
- What is working well?

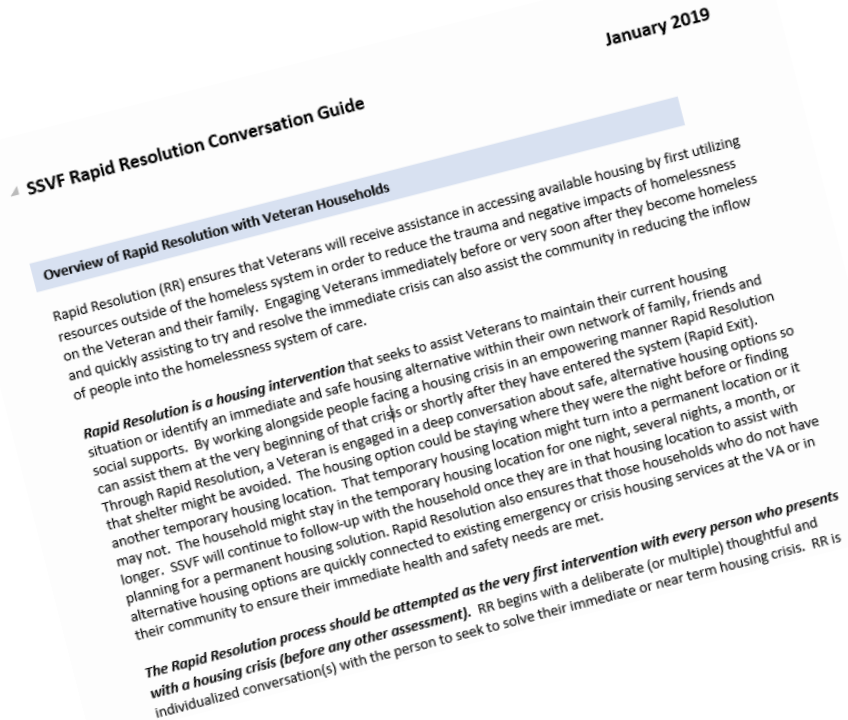
## *Initial Rapid Resolution Conversation*

# *Initial Conversation: The Veteran*

- Rapid Resolution process should be attempted as **the very first intervention** with every person who presents with a housing crisis (before any other assessment)
- The first goal of this conversation is to help the Veteran **avoid entry into the emergency system** or to rapidly exit the emergency system
- This conversation **does not rely on any sort of checklist or form aside from basic eligibility**- it is not a formal assessment but rather an exploration in to the Veteran's immediate housing crisis and potential options
- Rapid Resolution conversations are best had in-person, but with careful planning and thought can also be done over the telephone



# Rapid Resolution Conversation Guide



Preparing staff to understand the **purpose, key elements, pathways, pivot points, and possible outcomes** of the Rapid Resolution conversation





# *Rapid Resolution Conversation Guide*

Key Elements of the Rapid Resolution conversation include:

- A private, quiet space to meet or have a phone call
- Active listening: both for what is **said** and **not said**
- Observation of body language
- Open-ended questions and motivational interviewing



# *Rapid Resolution Conversation Guide*

- Allow the Veteran the **space and time** to explain as much or as little of their current housing crisis as they are open to sharing with you. This is your opportunity to get an understanding of the situation and to listen for potential options.
- Diversion or exit to a host or other housing option is **one possible outcome** of this initial conversation with the Veteran - there may be some resistance to potential options if the Veteran feels that they are being lead or that the exploration of options is at all disingenuous
- Identify the **pivot point** in your conversation with the Veteran: if at any point in the conversation the person identifies a possible temporary or permanent housing option, pivot to taking action steps with the person to confirm that the housing is available



# *Elements of the Conversation*

- Introductions, Goals and Building Rapport
- Basic Eligibility
- Ask About Their Situation and Safety Planning
- Explore Possible Family, Social or other Supports/Assets
- Choose Options and Contact Support Person/Network
- Offer Services to the Veteran and Host
- If the Housing Crisis Can't Be Resolved, Secure Emergency Shelter and make a plan to connect Veteran to permanent housing options



# *Case Scenario Activity*

- Ask two people to read the Case Scenario as a scripted role play
- Table mates make notes about what is going well and what could be improved
- Working as a group, identify and label the different elements within the Rapid Resolution conversation
- Using the questions on your handout as a guide, have a discussion among your table about the case. Keep an eye out for practices that don't seem to align with what you know thus far
- Designate one person for the report out
- Then we'll do a second scenario



# *Report Out*



- Identify one conversation element that went right or went wrong in the case scenario
- What would you have done differently?
- Any other thoughts or reflections?





*Before Move in and Ongoing  
Conversation:  
The Veteran and the Host*

# *Common Concerns in Shared Housing*

**Don't forget the SSVF  
Shared Housing  
Webinar!**





## *The Initial and Ongoing Conversations: the Veteran and Host*

**Have you ever had a friend or relative in crisis ask to stay with you for awhile while they get back on their feet?**



# *What did you think?*

- What was the first thing you thought when your friend/relative asked to move in with you for a while?
- What were your initial concerns about the idea?
- Can you think of other concerns a person might have when they receive that phone call asking if the Veteran could move in?



## *And After the Move-In?*

- Did new concerns arise when you were the Host? What were the issues?
- How long did it take before those issues emerged?
- Can you think of other concerns that might emerge after the friend/relative and Veteran start living together?



# ***Did You or Your Guest Show Signs of:***

- Anger
- Irritability
- Anxiety
- Lack of direction, problems with memory
- Apathy
- Mood swings
- Cynicism (pessimism, doubt)
- Nightmares
- Defensiveness
- Panic
- Depression
- Feeling of impending danger or doom
- Restlessness
- Feeling of insecurity
- Sadness
- Helplessness
- Suspiciousness
- Hopelessness
- Worthlessness

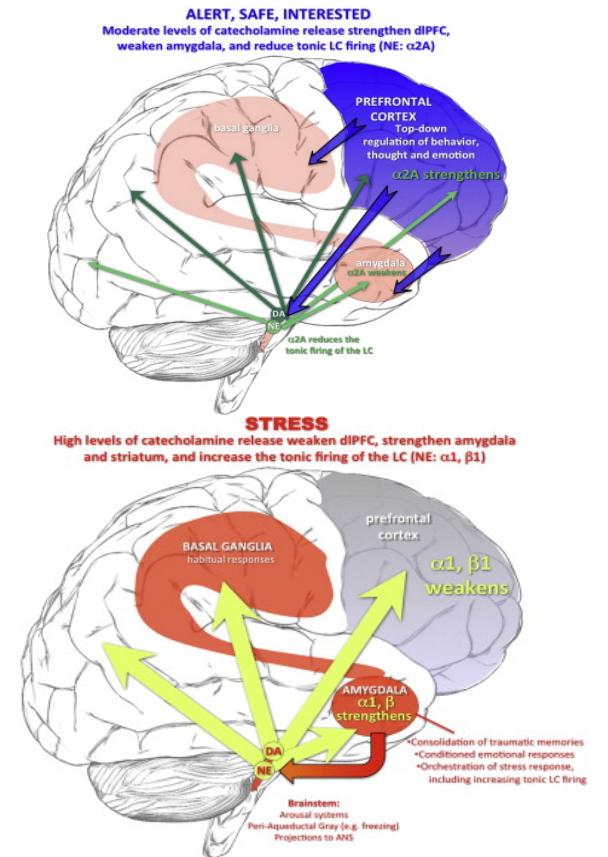


# *The Impacts of Stress*

**Stress causes a cascade of neurohormones that affect executive function.**

**Executive function affected by stress overload:**

- ☐ Solve problems
- ☐ Modify behavior in response to new information
- ☐ Follow through with plans
- ☐ Override impulsive behaviors and emotions to engage in goal-directed behavior



# *Rapid Resolution Offers Resolutions*

## ***Case managers can assist the Veteran and/or Host:***

- Connect to employment or benefits
- Connect to budgeting, credit counseling
- Mediate conflicts, develop shared living agreements
- Limited financial assistance (when absolutely necessary) for things like groceries, household expenses, child care, etc.



## *Let's Pick a Few Issues...*

- Which do you think are ***the most common issues*** that might arise when a potential host is considering the ***initial request by a Veteran***?
- Which do you think are ***the most common issues*** that might arise ***after the Veteran moves in***?



## *Discussing Potential Concerns Before the Initial Call*

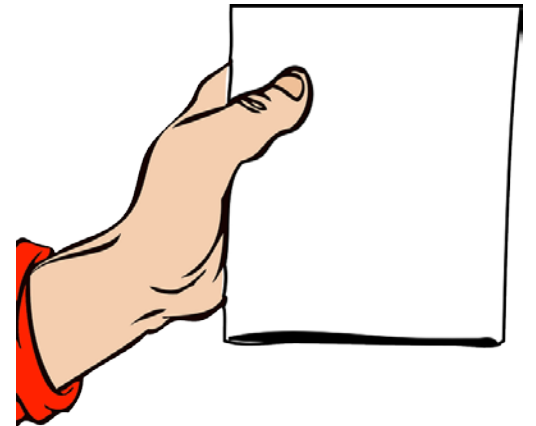
- You ask: “Can you think of any difficulties or concerns that your (friend/relative) might have to offering you a place to stay?”
- The Veteran says, “well, maybe this.....”
- List ways you could prepare the Veteran to respond if/when the host raises the concern on the call.





# *“I don’t think my landlord would allow it.”*

- Few landlords would agree, in advance, to another longer-term tenant in the apartment *in advance*
- Leases generally have a limit on the time a “guest” can stay without landlord permission
- Case manager could talk with landlord about a longer-term stay (with or without putting the Veteran on the lease)
- What would make the landlord comfortable?
- Check in calls? Criminal Background Check?



## *Resolving Concerns That Emerge After Move-In*

- The host or Veteran calls you with one (or more) concerns.
- What are some options you have to assist in resolving the problem?



# *Remember the Power Differential*

- ***The Host has the power*** to offer and to terminate home-sharing arrangements!!!
- Hosts who are renters have the responsibility for lease compliance
- Some Hosts are more flexible than others



# *And if There Are Multiple Issues?*

- Case manager mediation? Written home-sharing agreement?
- Does the Veteran or Host need case management to connect to any resources?
- Do the Veteran and case manager need to work more quickly on alternative housing?
- Are there landlord/tenant law issues that need to be addressed?
- Other?



# *Shared Housing Group Activity*



Designate  
someone at  
your table for  
the larger  
group report-  
out!

- As a group at your table, discuss the high priority shared housing concern you have been assigned:
  - How could a case manager prepare for this kind of issue ahead of time?
  - How could a case manager prepare the Veteran for that initial conversation with the host?
  - What role might the case manager take with conflicts that arise after the Veteran has moved in?





**Enjoy your lunch!**

**Please return by 1:30**

## *Ongoing Support Services*

# *Ongoing Support Services*

- The Rapid Resolution engagement **does not end** after the initial conversation, or even after the Veteran has been successfully connected to a temporary or permanent housing opportunity
- The goal of providing ongoing support is to ensure that:
  - If the Veteran has been connected to a temporary housing situation as a means to avoid entry in to emergency shelter, that Veteran will successfully transition to a permanent housing placement
  - If the Veteran has been connected to a permanent housing situation, that situation continues to be safe and the Veteran does not encounter another housing crisis





# *Ongoing Support Services*

## **Supportive Services**

- Connection to Mainstream benefits
- Connection to VA benefits
- Case Management services
- Income and Employment Connections
- Housing support, including budgeting and other life skills
- Coordination with landlords or housing associations
- Lease and tenant law expertise
- Connections to other community benefits, resources and social service providers

**TFA Opportunities (Limited, Targeted – See RR Compliance Guide)**



# *Ongoing Support Service Considerations*

- In some Rapid Resolution scenarios, it may be necessary for the Grantee to engage a Veteran in a full SSVF intervention
  - How will a case manager know when this is the case?
  - How will the case manager approach this decision and the Veteran's transition in to a longer term engagement?
- In other Rapid Resolution scenarios, the Veteran or the host may decide that the temporary or permanent housing situation is no longer working out
  - How will the case manager ensure that the Veteran is swiftly connected to other housing resources?
  - If not connection is available, how can the case manager ensure the Veteran's health and safety needs are met via direct access to shelter or some other temporary housing?



# *Ongoing Support Services Planning*

- Who will provide follow up services? Ideally the same person who first interacted with the Veteran
- Follow-up should be rapid after a temporary or permanent housing situation is secured—ideally the next day to check on how things are going and to continue relationship building with the Veteran and host
- Follow-up should be frequent if it appears the housing situation is unstable
- When the housing situation seems stable, how often will you check-in with the Veteran?



# *Case Scenario Activity*

**Review the case scenario assigned to your table. Work as a group to think through the following discussion questions.**

Who is in need of ongoing support services? The Veteran?  
The host?

What services are needed, and how will they be provided?

Are there any referrals that need to be made?

A  
n  
y other interventions?





*Mentor Community Panel: Challenging  
Cases & Creative Solutions*

## *Local Program Discussion*

# *Local Program Discussion*

Please take a moment to write down 1 or 2 reflections from the day on an index card.

What really resonated with you today?

What's on your mind  
regarding Rapid Resolution  
and your own local program?

Did you have any **AHA** moments?

What is going well in your own Rapid  
Resolution planning and  
implementation?

Do you have questions about the Rapid  
Resolution pathway design or  
implementation?







## *Wrap-up*

What were key takeaways today?

Is there anything you know you'll be doing differently moving forward?



*Thank you for all you do to end  
homelessness for Veterans!*

*Safe Travels*

***SSVF April 2019 Regional Meeting***