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
Position of Rapid Resolution in the System

Own Place → Doubled Up → Rapid Resolution Intervention → Entry into Homelessness → Rapid Exit → PH Offer

Traditional Prevention → Diversion

Rapid Re-Housing, PSH, with family and/or friends, Self-Resolve, Other

* 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.

SSVF Regional Meeting April 2019
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

SSVF Regional Meeting April 2019
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

- Find the Veteran
- Rapid Resolution Conversation with the Veteran
- Housing Crisis RESOLVED or NOT Resolved
- Follow Up Support Services
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.
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 into 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.
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**

- 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?

Designate someone at your table for the larger group report-out!
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:
  
  o If the Veteran has been connected to a temporary housing situation as a means to avoid entry into emergency shelter, that Veteran will successfully transition to a permanent housing placement.

  o 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
  
  o How will a case manager know when this is the case?
  
  o How will the case manager approach this decision and the Veteran’s transition into 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
  
  o How will the case manager ensure that the Veteran is swiftly connected to other housing resources?

  o 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?
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?
- Any other interventions?
BREAK TIME!!
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?
Q & A
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