



Building a Stronger Kentucky

2016 KENTUCKY AFFORDABLE HOUSING CONFERENCE

PRESENTED BY



Effective Client Centered Services in Supportive Housing

*2016 Kentucky Affordable Housing
Conference*

The Source for
Housing Solutions



About CSH



**Improve the
lives of
vulnerable
people**



**Maximize
public
resources**



**Build strong,
healthy
communities**

What We Do

**Powerful
capital funds,
specialty loan
products and
development
expertise**

Lending

**Custom
community
planning and
cutting -edge
innovations**

**Training
&
Education**

**Research-
backed tools,
trainings and
knowledge
sharing**

**Lines of
Business**

**Policy
Reform**

**Consulting
&
Assistance**

**Systems reform,
policy
collaboration
and advocacy**

What is Supportive Housing?

How do you describe Supportive Housing?

Supportive Housing

**Property and
Housing
Management**

**Project's
relationship to the
community**



Housing

**Supportive
Services**



What is Supportive Housing?

Why Supportive Housing?



Key Components of Supportive Housing

Targets households with multiple barriers

Provides unit with lease

Housing is affordable

Engages tenants in flexible, voluntary services

Coordinates among key partners

Supports connecting with community

**Engages tenant in
flexible, voluntary
services.**

Key Components of Supportive Housing

Why are Services Important?

Services make the difference in helping vulnerable persons obtain and sustain housing.



Services help tenants quickly access housing (first) so that they can use it as a platform for health, recovery, and personal growth.

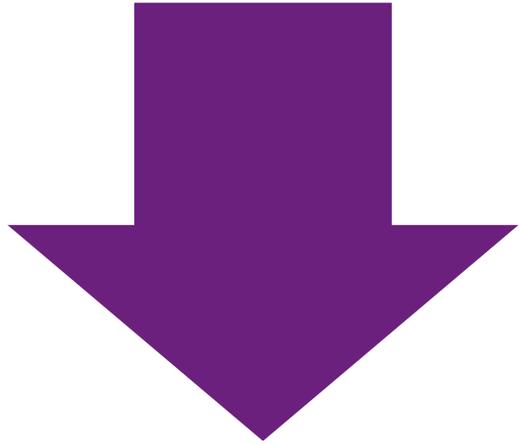
Key Components of Supportive Housing

Supportive Services

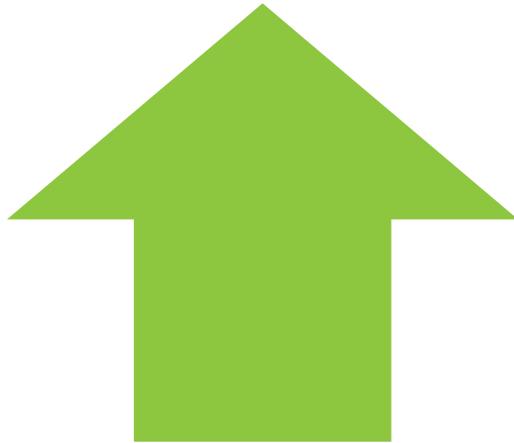


Key Components of Supportive Housing

The Low Demand Model



**Low
Demand**



**High Rate
of Housing
Stability**

**Coordinates among
key partners**

Key Components of Supportive Housing

Different disciplines brought together

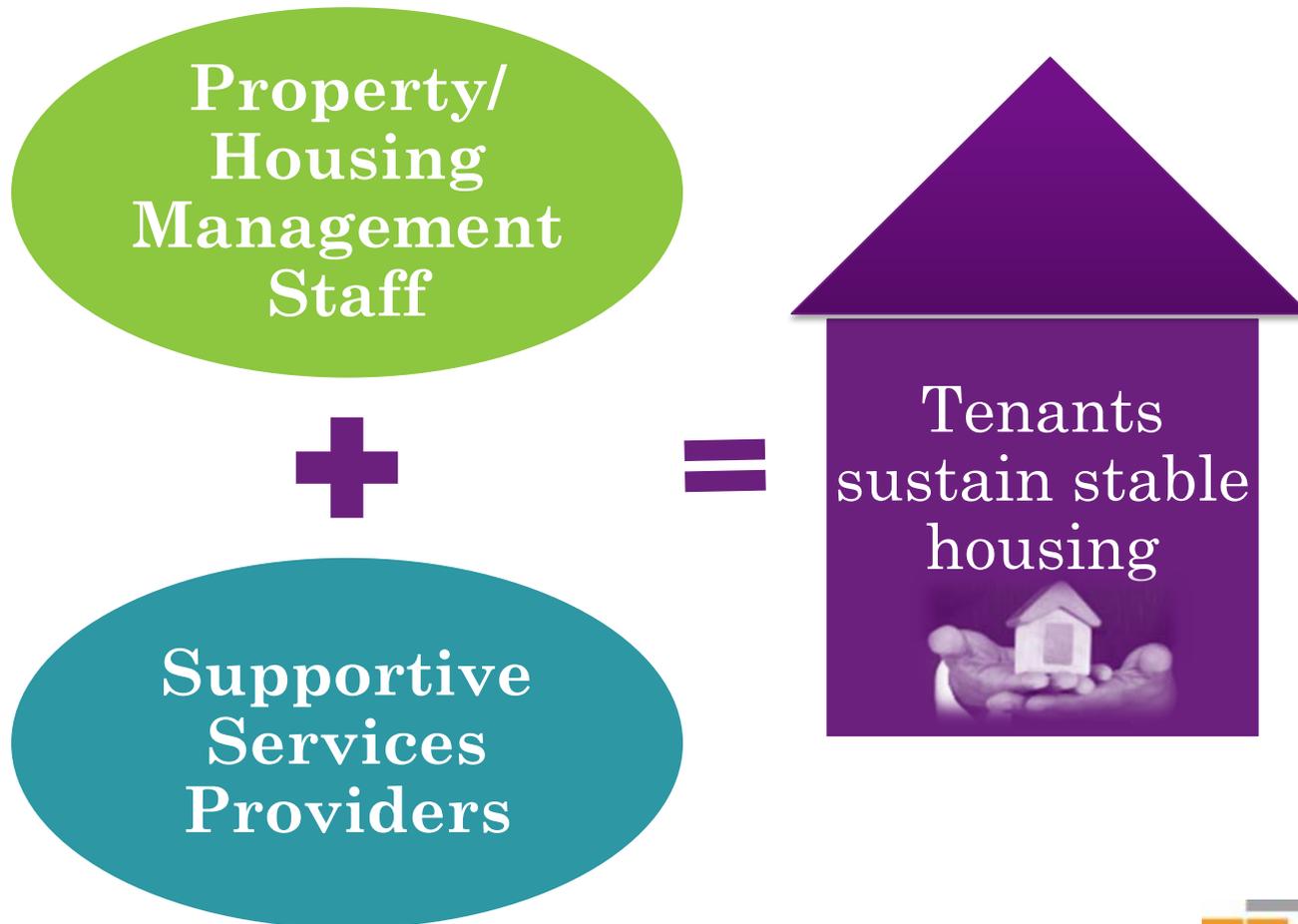
1. Development

2. Supportive Services

3. Property Management

Key Components of Supportive Housing

Coordinated Roles



Supports connecting with community

Key Components of Supportive Housing

Community Integration



Core Outcomes

Positive Supportive Housing Outcomes



HOUSING FIRST



What is a Housing First Strategy?

Two Central Premises

**Quick
re-housing**

**Housing
focused
services**

Two Central Premises

**Quick
re-housing**

Screen in not out
Reduce barriers
Ensure outreach to target
Keep someone engaged
throughout lease-up

Two Central Premises

Flexible Services

PM and Services work closely
Train staff on harm reduction
Orient outcomes to housing

Housing focused services

Key Principles: Housing First

1 Centered on Consumer choice

2 Quick access to housing

3 Robust support services with assertive engagement

4 Tenancy is not dependent on participation in services

5 Units targeted to most disabled and vulnerable

6 Embrace a harm-reduction approach

7 Provide leases and tenant protections

Centered on Consumer choice

- **Involve in program design, evaluation**
- **Participate in design of house rules if applicable**
- **Encourage to make own choices**
- **Participate in board, tenant council**
- **Encourage tenants to be active community members**
- **Ask for feedback**



Quick access to housing

Units targeted to most disabled and vulnerable

- **Create a straightforward application process**
 - What do you need to know to house someone?
 - Why do you reject applicants?
 - How long does your process take?
- **Examine who can really get in**
 - Does your program serve the homeless of your community today?
 - Are your entrance criteria as open as possible?
When was the last time you looked at them?
 - Do the staff understand the applicant stress points at application and during the process?
 - Does an applicant get enough information to understand how this PSH will help them stay housed?

Robust support services with assertive engagement

Flexible,
voluntary

Counseling

Health and
mental health
services

Alcohol and
substance use
services

Independent
living skills

Money
management/
rep payee

Community-
building
activities

Vocational
counseling and
job placement

Housing stability
services

Robust support services with assertive engagement



Tenancy is not dependent on participation in services

What are voluntary services?

Participation in services is not a condition of tenancy

Services are voluntary for tenants...not staff

Staff must work to build relationships with tenants

Emphasis should be on user-friendly services driven by tenant needs and individual goals

Embrace a harm-reduction approach

- **A belief that those who participate in high-risk behaviors deserve education on ways to protect themselves**
- **A philosophy that recognizes the resilience of individuals**
- **A way to expand the therapeutic conversation**
 - Allows providers to effectively engage with active users who are not yet contemplating abstinence

Provide leases and tenant protections

Why are leases are important?

contract
conveys an
which one party
lease agreement
rent property f
guarantees th
lar payr

Housing First Self Assessment

Admission/tenant screening and selection practices affirm the acceptance of applicants regardless of their sobriety or use of substances, completion of treatment, and participation in services.

Applicants are seldom rejected on the basis of poor credit or financial history, poor or lack of rental history, minor criminal convictions, or behaviors that indicate a lack of “housing readiness.”

Housing accepts referrals directly from shelters, street outreach, drop-in centers, and other parts of crisis response system frequented by vulnerable people experiencing homelessness.

Housing First Self Assessment

Supportive services emphasize engagement and problem-solving over therapeutic goals.

Services plans are highly tenant-driven without predetermined goals.

Participation in services or program compliance is not a condition of permanent supportive housing tenancy. Rapid re-housing programs may require case management as condition of receiving rental assistance.

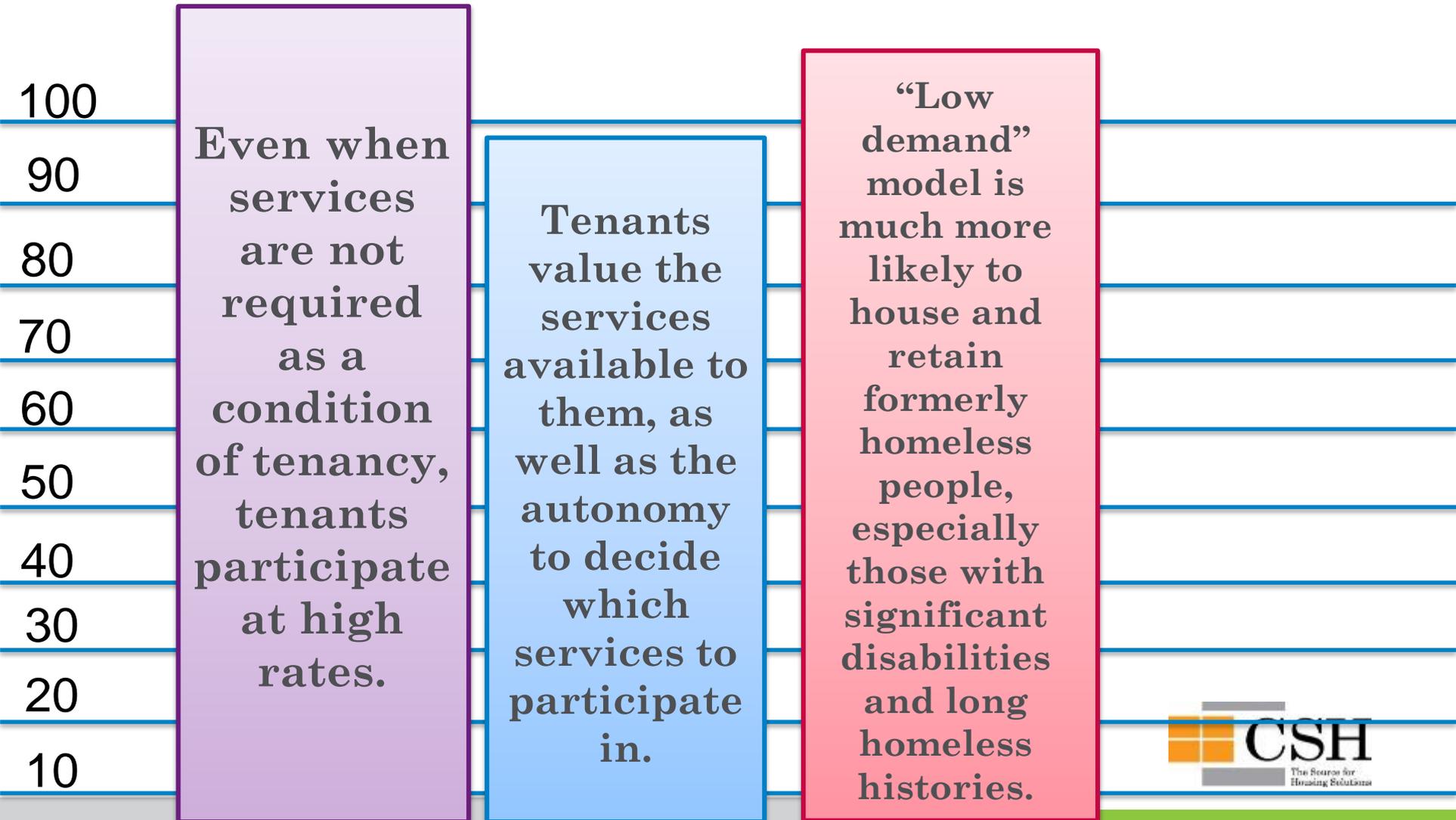
Use of alcohol or drugs in and of itself (without other lease violations) is not considered a reason for eviction.

VOLUNTARY SERVICES

Why Voluntary Services? Achieving Goals



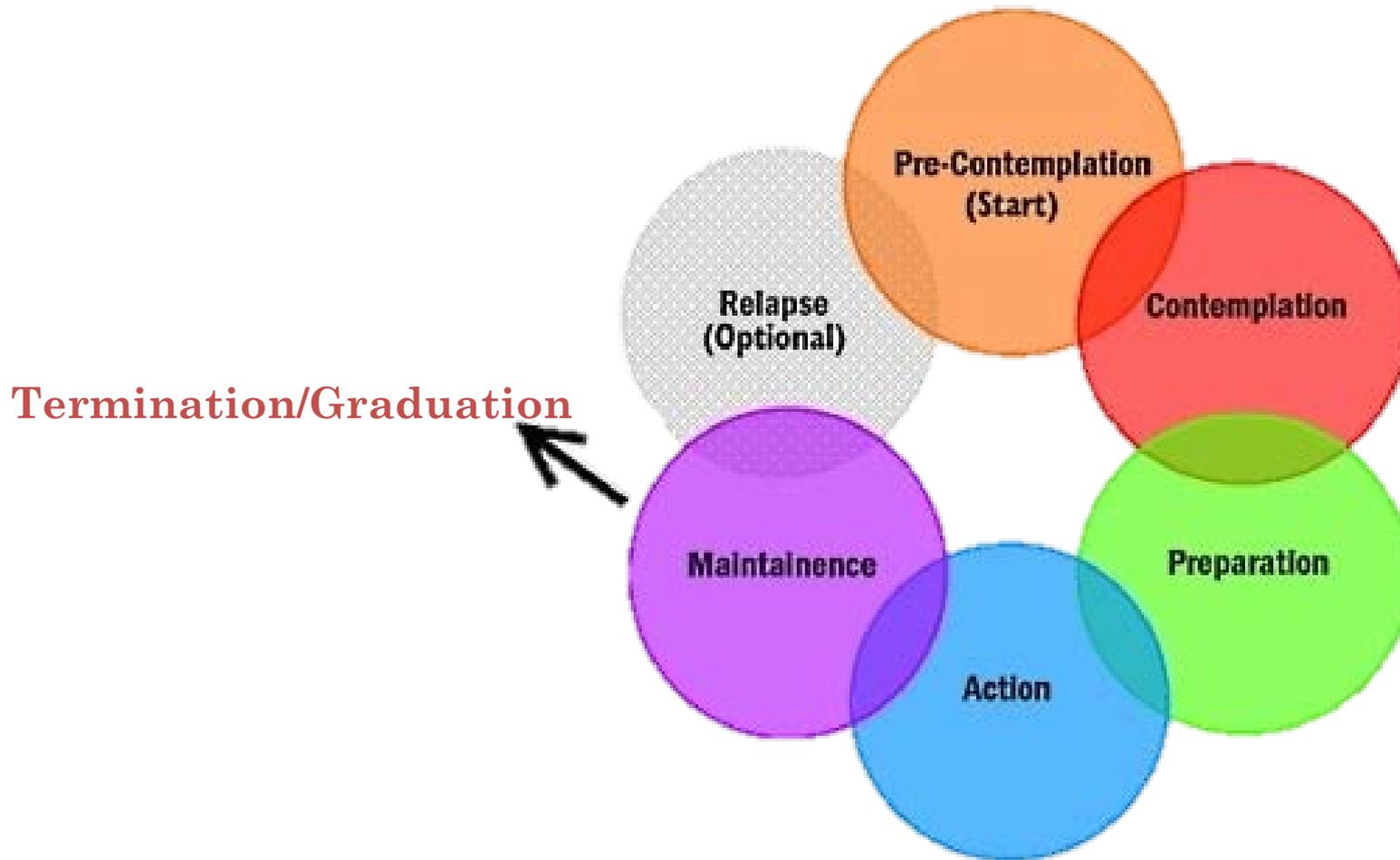
Why Voluntary Services? What the Research Shows



Voluntary Services Starts with....



Stages of Change



Engagement is a Process

- **Where we introduce tenant to services relationship**
- **Explain our role**
- **Find common ground to build on**
- **Engagement is not an event, does not happen overnight**
- **Should be non threatening**
- **Varies from tenant to tenant**

Assertive Engagement Principles

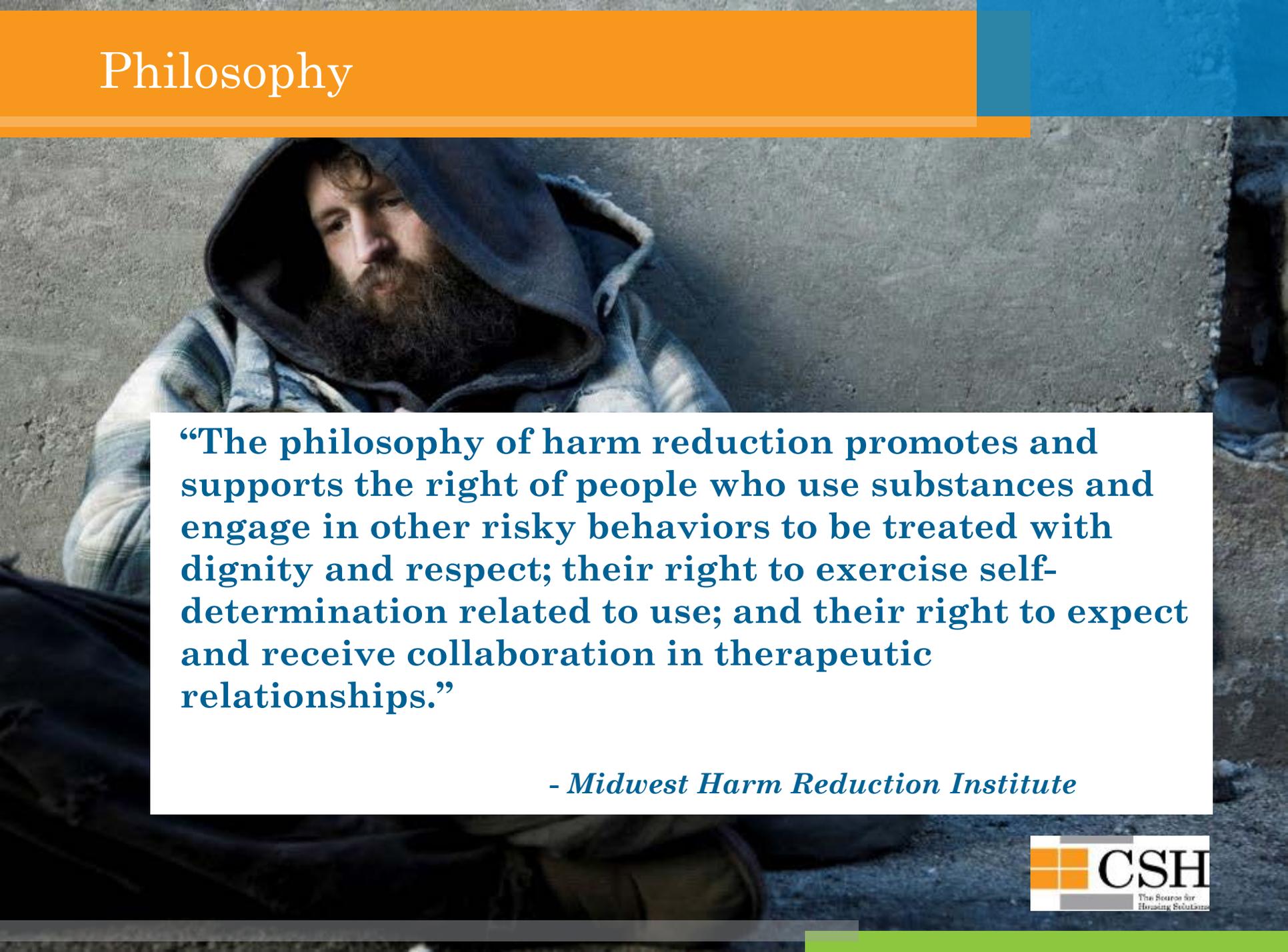
Professionals are catalysts for change

- **Care for immediate needs**
- **Help people make informed choices**
- **Develop an honest and trusting relationship**
- **Unconditional positive regard**
- **Provide and/or connect to services and resources**
- **A persistent and active approach to interaction**
- **Individualized**



HARM REDUCTION

Philosophy

A photograph of a man with a full, dark beard and long hair, wearing a blue hooded jacket. He is sitting against a light-colored, textured wall, looking slightly to the left of the camera. The background is a plain, light-colored wall.

“The philosophy of harm reduction promotes and supports the right of people who use substances and engage in other risky behaviors to be treated with dignity and respect; their right to exercise self-determination related to use; and their right to expect and receive collaboration in therapeutic relationships.”

- Midwest Harm Reduction Institute

What Harm Reduction Is...

- **Philosophy that recognizes the resilience of individuals**
- **Expands the therapeutic conversation**
 - Allows providers to intervene with active users who are not yet contemplating abstinence

What Harm Reduction is Not...

- **Neither for or against drug use**
- **Consent to use**
- **“Don’t ask, Don’t Tell”**
- **“anything goes”**
- **Anti-abstinence**

Core Principles

Harm reduction principles (per Mid-West Harm Reduction Institute)

- **Individuals have a voice**
- **The focus is on reducing harm, not consumption**
- **There are no pre-defined outcomes**
- **The individual's decision to engage in risky behaviors is accepted**
- **The individual is expected to take responsibility for his or her own behavior**
- **The individual is treated with dignity**

Areas of Harm



Substance Use Management

- **What is the goal (benefit) of your use?**
- **What harms have you experienced in the past that you'd like to avoid?**
- **What action steps can you take to avoid these harms?**

CSH PROJECT CERTIFICATION

What Is It?

Seal of approval for projects that meet CSH's standards for Quality Supportive Housing



Quality Certification
certification@csh.org





We certify supportive housing projects that are:

- **Tenant Centered**
 - *Every aspect of housing focuses on meeting tenant needs*
- **Accessible**
 - *Tenants of all backgrounds and abilities enter housing quickly and easily*
- **Coordinated**
 - *All supportive housing partners work to achieve shared goals*
- **Integrated**
 - *Housing provides tenants with choices and community connections*
- **Sustainable**
 - *Housing operates successfully for the long term*

Who is Eligible for Certification?

- **Single– or scattered-site supportive housing projects in operation for at least one year**
- **Tenants have leases and pay no more than 30% of their incomes toward rent**
- **Project provides wide array of services, which are voluntary**
- **Project coordinated with community partners**

Agency Self-Assessment

Agency determines if they are eligible for certification



Pre-Screen Application

Agency completes and submits Pre-Screen Application



Agency Intake & Agreement

Eligible agencies participate in agency intake to review process and complete contract



Application

Agency completes and submits full CSH Certification Application



Site Visit

CSH conducts site visit: meet with key staff, focus groups, see units



Certification Evaluation

All materials are evaluated and the project is deemed certified or preliminarily certified



Final Certification or Re-Submission

Agencies are issued a final Certification Report indicating their certification status.

Next Steps and Further Resources

Dimensions of Quality Supportive Housing



<http://www.csh.org/qualitytoolkit>

Thank you

The Source for
Housing Solutions





Building a Stronger Kentucky

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INTRODUCTION

- Housing Case Managers
- TJ Martin & Tiny Herron
- St. John Center For Homeless Men

What are the qualities of a good case manager?

- **Flexible**
- **Resourceful**
- **Know Your Community Resources**
- **Able to See the Potential in Other People**
- **Good Listening Skills**
- **Good Communication Skills**
- **Advocate**
- **Responsible and Dependable**
- **Able to Follow Through**
- **Focused on Strengths**
- **Open-Minded**
- **Empowering**
- **Client-Focused**
- **Able to Set and Keep Boundaries**
- **Able to Ask for Help**

CASE MANAGEMENT CONCEPTS

- **We are not living the client's lives for them. Our job is to walk along side them and give them the tools to achieve self-sufficiency.**
- **Meet people where they are.**
- **Be fair, but don't expect the same out of everyone. Individuals have different capabilities and goals.**
- **Learn when to step in and challenge someone to go further, and learn when to step back and not push too hard.**
- **Your solutions/miracles might not be theirs. Always important to listen and ask questions. People are often able to come up with their own solutions with the right guidance.**
- **Always expect the unexpected.**
- **Take it one step at a time. Everything can't be fixed at once.**

SUCCESS/ ACCOUTABILITY TOOLS

- LIFE SKILLS GROUP
- PEER SUPPORT
- 6 MONTH GOAL SETTING
- HOME VISITS
- BUS PASSES
- MOVE UP VOUCHERS

LIFE SKILLS & PEER SUPPORT GROUP

- Topics can range from a variety of interests.
- Topics are either case management driven or client driven.
- We encourage every client to participate although the topic may not appeal to them.
- Examples Include: Cooking classes, Fire Safety, Field Trips, Tai Chi, Art classes, Budgeting, Harm Reduction, Mental/Physical well being, World Issues

GOALS

- HOUSING
- INCOME
- HEALTH
- SUBSTANCE ABUSE/MENTAL HEALTH RECOVERY
- SOCIAL CONNECTEDNESS
- OTHER

HOME VISITS

- Home visits are required at least 1 time a month.
 - *Inspect for cleanliness and order
 - *Go over any mail/correspondence with client
 - *Help with recert/appts/compliance
 - *A time for client to share any ongoing issues or personal matters not appropriate during group
 - *Annual assessments/6 month goals

BUS PASSES/ MOVE UP VOUCHERS

- Passes are to motivate clients to be productive.
- In some cases one must provide documentation of why the pass is needed.
- Section 8 vouchers are an indicator that the client no longer need the type of case management we provide.

REAL STATEMENTS FROM CLIENTS

- There are times when I just need someone to talk to, and you seem to sincerely listen, and I can tell your not just acting like you are listening. Calvin-57
- I love this program, and I appreciate you going out of your way for me when you didn't have to. Arvin-50
- This program has helped change my life. I thought I would just be homeless and die on the streets. Derek- 26
- I haven't had any issues. You are reliable. I use the program to the best of my ability. You don't make me feel like I'm being case managed it's more like a friend or mentor. Stevenson-31
- "Here, will you take my card..." "I appreciate you man" Roy- Passed