



Center for
Social Innovation

Tenancy Support

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Objectives

- Understand the key issues for clients as they move into their own property
- Be able to describe the key elements of successfully working with people in their own homes
- Understand the importance of community integration for people who have experienced homelessness





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Tenancy Support in the Context of Housing First

Housing Ready

- People need to be set up for success
- Tenant demonstrates how to manage a tenancy
- Build support system to ensure a successful tenancy
- Someone else determines eligibility

Housing First

- Success comes from housing people without prerequisites
- Case manager works with tenant to ensure success
- Build support system whilst in tenancy
- Prospective tenant determines eligibility

Assessment

“The important question is not how assessment is defined but whether assessment information is used” ...

Palomba & Banta



Assessment

- Establishes priorities – the tenant and yours
- Builds your plan
- Establish that the right level of support is given based on someone's needs
- Establishes what the case manager can do, and what resources they need to find
- How do we build the plan?
 - Gather Information
 - Build a relationship
 - Review frequently

Assessments

- Holistic, examining all aspects of a tenant's needs, priorities, goals
- Strengths based, and look to build to minimize challenges
- Assess for satisfaction for where things are at, e.g. "How satisfied are you with ..."
- Consider "risks" to not getting or being able to keep a desired goal

Assessments to Action Planning

- What motivates the tenant?
- Why do they want to move to independent living?
- What do they wish to achieve?
- What is their ultimate goal?

BE NEVER
AFRAID
TO FLY

Assessments to Action Planning

How can you use the
tenant's skills and abilities
to ensure success?

Is there experience they
can draw on?

Do they have any positive
support structures?

What have they
accomplished in the past
that they can use?



Assessments to Action Planning

Do they have any resources,
volunteering, work, a car ?

What abilities do they have
that you can relate to living in
a new home?

Your job is to focus on their
strengths as they move
through the system



Avoid

- Trying to please the case manager
- Learned helplessness
- Saying whatever they think you want to hear to give them what they want



Getting Off To A Good Start – Initial Work

- Initial rapport and relationship building
- Understanding tenant's priorities
- Realistic choices of where to live
- Practical move in issues
 - Application and interview
 - Viewing apartment
 - Reviewing and signing lease
 - Securing deposits & arranging utilities
 - Moving to the unit



Exercise - Lease

What's one thing you believe that you'll need to explain to the potential tenant about what they will need to know about their lease

Examples include:

When is the rent due?

What if it's late?

What happens if a neighbor complains about noise?

Can I have animals in the house?

What do I do if water floods through my ceiling?

Can I have a partner to stay? My children to stay?

What happens if I damage something? Who pays for what?

Initial Community Orientation

If something goes wrong Your tenant needs a plan, of what to do in an emergency, other than call you

- Maintenance Issue
- Household Issue
- Emotional Issue

Who are the neighbors, is there a custodian on site?

Meaningful occupation - is there a local day center nearby? Library? Place of Worship?



Case Management Plan – Your Road Map

- Evolving document – issues and goals change with each review
- Client led – decision making is decided on jointly with the client leading on priorities
- Result is a road map to *their* destination



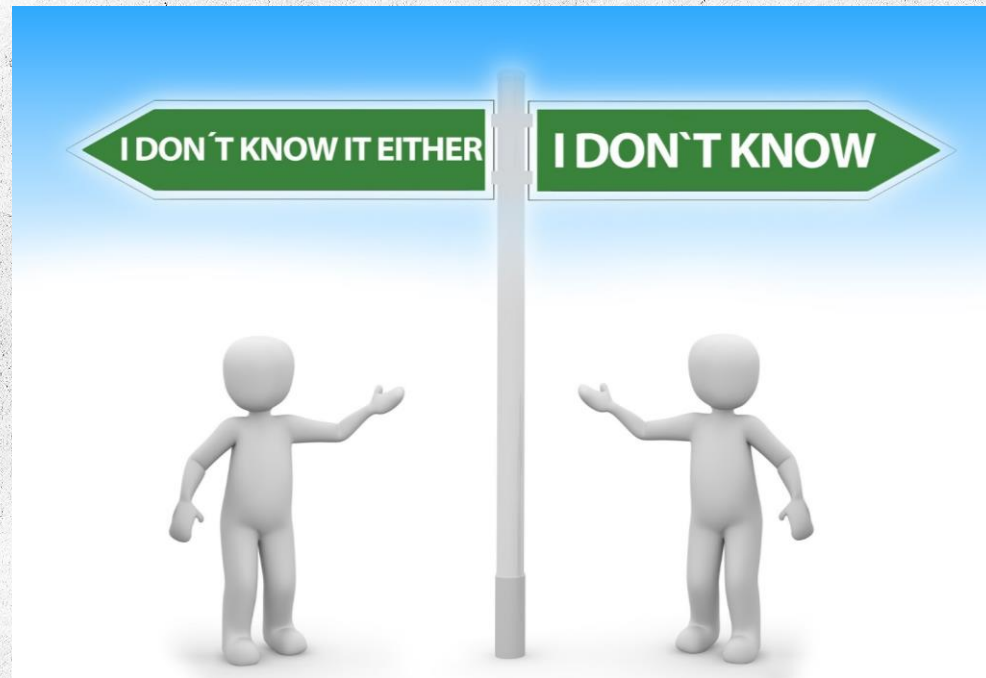
Case Manager Responsibilities

Consumer Choice

- Staff offer, discuss and make available menu of services but do not pressurize clients into choices
- Client chooses the services they wish to access

Most Housing First programs require least amount of services

- Signed lease or occupancy agreement
- Regular case management sessions (sometimes home visits)



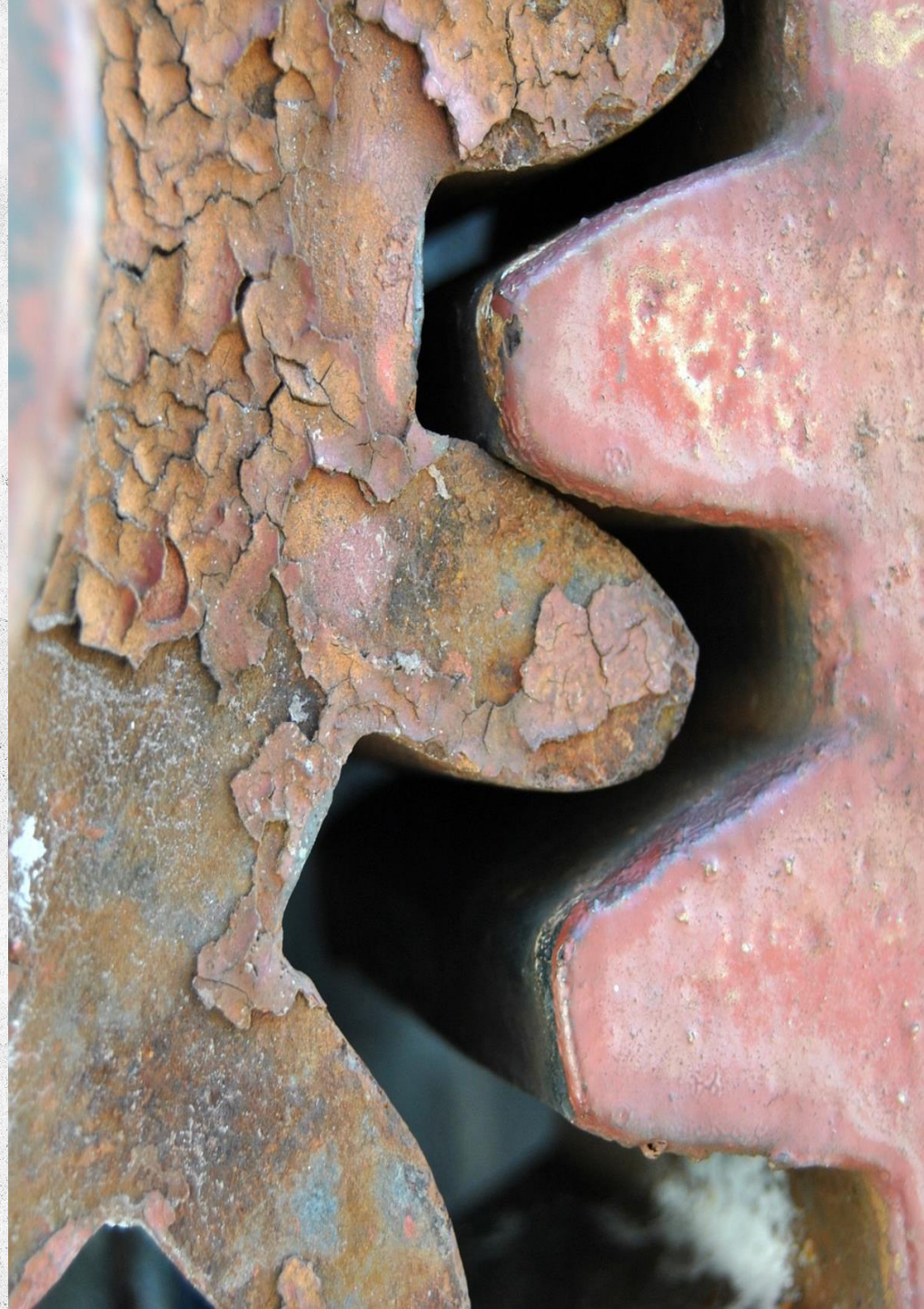
Case Manager Responsibilities

Partnering for Success

- Acknowledge that you have complementary strengths
- Respect for the other person

Acceptance

- Empathy for change experience that they are going through
- Acknowledgement that not everything will go right
- Understanding that you are their advocate, not their judge



Evaluating Progress

Short Term goals = good indicator of incremental movements and milestones

- Easy to monitor
- Flexible and adaptable if not being achieved
- Two way street – client quick to pick up if you don't deliver

Long Term Goals = Overall Success

- Has the overall objective changed?
- Has something happened in the short term to sabotage this goal?
- How do you get it back on track? What new short term goals will be useful to achieve this long term goal?

Challenges – Why do people struggle?

Isolation

Financial Issues

Lease Violations

Maintenance of Property



Isolation

- Lack of meaningful occupation
- No network / friendships
- Limited mobility
- Ongoing stresses from old / new lifestyle

Try:

- Community orientation
- Introduction to resources
- Patience



Lease Violations

- Poor life skills
- Difficulties with neighbors
- Damages
- Overcrowding
- Street lifestyle

Use

- Understanding of consequences
- Life skills training
- New relationships



“A serious and persistent problem faced by many participants was managing finances. Training in the payment of bills had a significant positive association with tenancy sustainment, but the regressions found that such training had a significant effect only for people who had no or a negative prior experience of living alone.”

Crane, Warnes & Coward, Preparing Homeless People for Independent Living and its Influence on Resettlement Outcomes, European Journal of Homelessness, 2012

Financial Issues

- Maximizing income
- Budgeting plan
- Prioritizing your money
- System to pay bills
- Realistic expectations



The background of the slide features a series of light bulbs hanging in a row, receding into the distance. The bulb in the foreground is illuminated, casting a warm glow, while the others are dimmer. The overall tone is soft and focused on the theme of ideas and maintenance.

Maintenance

- Inadequate life skills - taking care of basic chores such as dishes or trash
- Lack of maintenance skills - unable to change bulbs.
- Lack of knowledge – not using tools such as garbage disposal correctly

Try:

- Using a life skills schedule
- Having a maintenance schedule
- Knowing what is your responsibility – have your landlord fix things
- Having the right tools for the job, screw driver, toilet plunger etc.

The SMART Way To Action Plan

Specific - What exactly is the tenant trying to achieve?
Can they summarize the goal back to me?

Measurable - What will be considered a success or failure for this goal? How will we know?

Attainable – is this goal possible?

Realistic – is this goal necessary? Is there another way that we can achieve it? What other measures can I take?

Time-Bound – how long will this goal take? Can the goal be achieved in this timeframe?

Martin's Action Plan: Exercise

Turn to the person next to you, and take 2 minutes to brainstorm each of the SMART goals to put together a plan for Martin and his mail.



Safety in your Workplace – The Home Visit

- Be realistic – home visit incidents are comparatively rare
- Ensure your work calendar is up to date – and that the address you are visiting is in your calendar
- Work with your co-workers to double up
- Know where the exits are
- Never rely on a cell phone
- Be imaginative - some clients can come to an office, or a café, or a park rather than have you meet them in their homes
- Remember that you are a guest in their home



Assertive Outreach in the Community

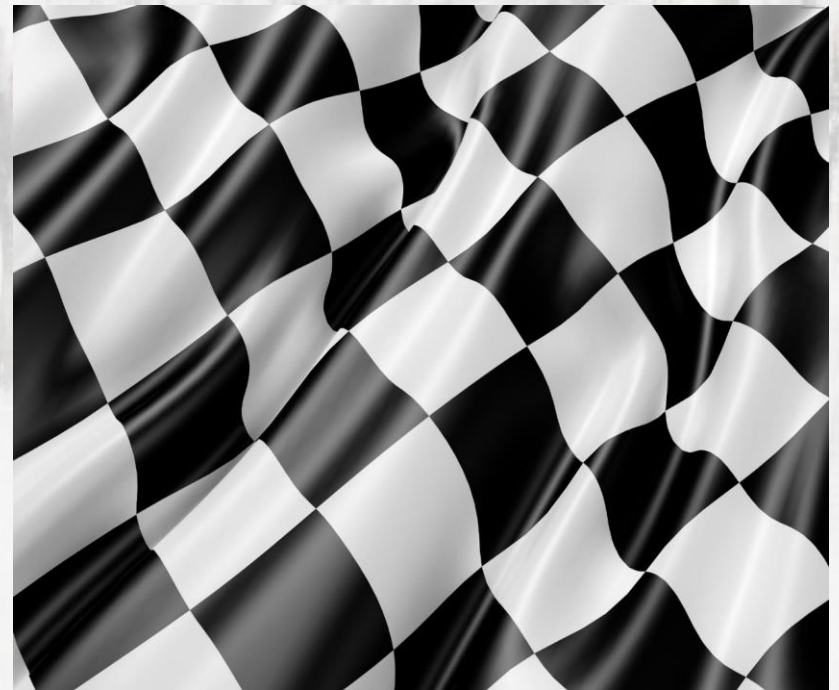
Not every client wants to meet with you

- Ensure realistic expectations from start of relationship
- Understand who else is in client's network
- Find times that work for client
- Negotiate where you will meet
- with client
- It is rarely personal



The Exit Strategy – Reaching the Chequered Flag

- Achieve the goals
- Review the life skills
- Review the Income
- Review the support system in the community
- Review the emergency plan



End the Relationship

Q & A



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