

# Transitioning from Homelessness to Housing

## Teaming Up to Obtain Housing Retention in a Supportive Housing Program



FLORIDA DEPARTMENT of  
ECONOMIC OPPORTUNITY

Today's Webinar is sponsored by the  
Florida Department of Economic Opportunity

THE FLORIDA HOUSING COALITION



The Florida Housing Coalition, Inc., is a nonprofit, statewide membership organization whose mission is to **bring together housing advocates and resources** so that all **Floridians have a quality affordable home** and suitable living environment.



WE'RE PROUD TO OFFER PROFESSIONAL  
**CONSULTING SERVICES**

In the areas of affordable housing, fair housing, ending homelessness, & related issues

# Presenter Information

---

Elissa Plancher

Technical Advisor

Florida Housing Coalition

[plancher@flhousing.org](mailto:plancher@flhousing.org)

850-274-9764



THE FLORIDA

# Webinar Logistics

- Participants are muted
- Enter your questions in the box in your webinar panel
- Handouts are available with this webinar
- Forgot to ask a question or want to ask privately? Email me at [plancher@flhousing.org](mailto:plancher@flhousing.org)
- This webinar is being recorded and will be available at [www.flhousing.org](http://www.flhousing.org)
- A survey will immediately follow the webinar; **please** complete it! Thanks!

# Agenda



Division of Duties



Housing First



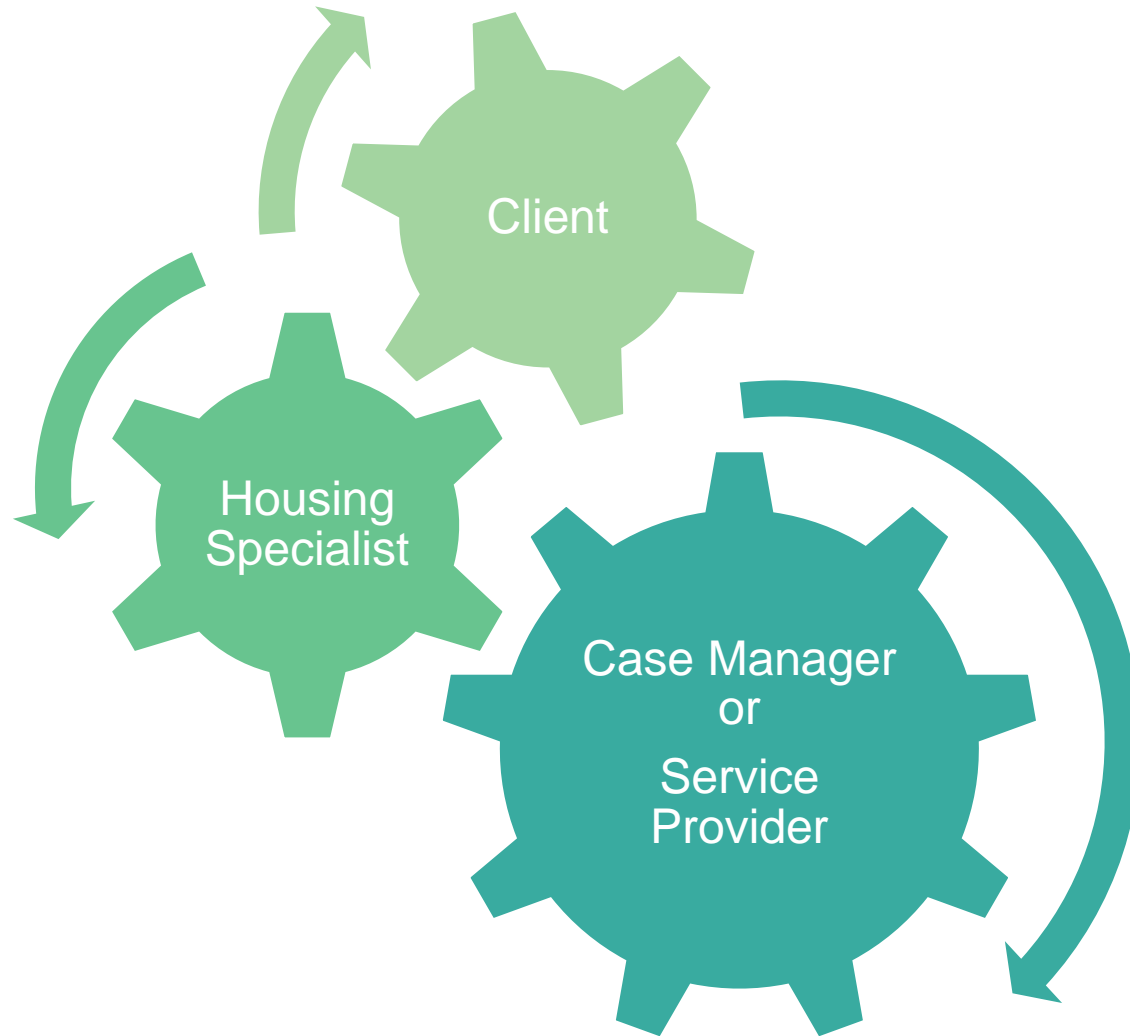
Making the Transition  
from Homelessness to  
Housing



Communication



# Division of Duties



Why?





Prevent duplication of services



Clear understanding of responsibilities



Set expectations



Support the consumer to meet self-identified goals

Roles

# Person Served (Client)

---



Author of Service Plan



Fulfilling obligations as  
a Housing Participant



Responsible for paying  
tenant portion of rent  
and utility costs



Being a good neighbor  
and tenant

# Case Manager

---

Supportive Services related to the person's disability that assist the person to live independently

- Mental Health
- Substance Use
- Physical
- Developmental

Assist with communication between

- Tenant & Landlord
- Tenant & Housing Agency
- Other external systems and referrals

# Supportive Services

---

Furniture

Housing search

Assistance  
communicating with  
landlords and housing  
provider

Help completing  
applications for rental  
housing

Budgeting

Applying for benefits  
(SSI/SSDI, Food  
Stamps, Medicaid,  
etc.)

Setting up utilities

Referring to other  
community resources  
for assistance

Accompanying the  
tenant to housing  
appointments/helping  
prepare for housing  
recertification

THE FLORIDA HOUSING COALITION



## Preparing for Lower Levels of Care & Services

- Voluntary, consumer choice
- When appropriate, transitioning to less intensive supportive services
  - Peer support
  - Community based services
- Applying to other mainstream, permanent housing subsidies
  - Housing Choice Vouchers
  - NED
  - Section 202/811 (site based housing)



It's not your job to fix people.

# Housing Specialist

---



Administering housing program in accordance with funder requirements



Calculating rent portions (Tenant Rent/Housing Assistance Payment)



Ensuring the rental unit meets eligibility based on required inspections



Completing the recertification



Data entry into HMIS, other housing databases



Communicating with landlord, tenant, and case manager

THE FLORIDA HOUSING COALITION





# Is the Housing Specialist from a Public Housing Authority?

---



PUBLIC HOUSING AUTHORITIES DO NOT  
ASSIST WITH THE HOUSING SEARCH  
BECAUSE IT IS A CONFLICT OF INTEREST.



PUBLIC HOUSING AUTHORITIES ARE NOT  
MEDIATORS.



# Housing First



Stable housing is the foundation, and is necessary for achieving other goals

# The “Housing Ready” or “Services First” Approach



\$

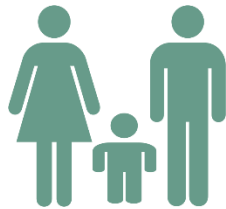
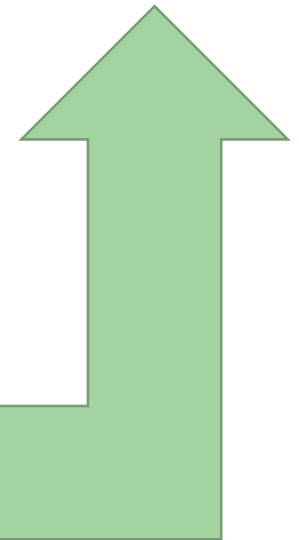
Independent Housing

\$\$

Transitional/Program

\$\$\$

Emergency Shelter



THE FLORIDA HOUSING COALITION



“Housing First means that the homelessness crisis response system is oriented to help people obtain permanent housing as quickly and with as few intermediate steps as possible.”

-United States Interagency Council on Homelessness (USICH)

# Housing First: The Philosophy



HOUSING IS THE  
PLATFORM TO  
RECOVERY



IMPROVE QUALITY  
OF LIFE



FLEXIBLE SERVICES,  
HEAVY AT THE  
BEGINNING



REMOVING HOUSING  
READINESS  
REQUIREMENTS

THE FLORIDA HOUSING COALITION



# Service Resistant Housing Participants

Services are voluntary for participants,  
they're not voluntary for staff.



# Making the Transition from Homelessness to Housing



# Common Responses to Becoming Housed After Long-Term Homelessness



THE FLORIDA HOUSING COALITION



# Effects of Homelessness

- Trauma
- Depression
- Stress
- Exhaustion
- Fear
- Anger
- Poor Health
- Anxiety
- Poor Hygiene



# 3 E's of Trauma

---

Events

Circumstances and exposure to a traumatic event

---

Experience

Individualized perception

---

Effects

Long-lasting, immediate or delayed onset

© 2006 The Authors  
Journal compilation © 2006 Blackwell Publishing Ltd



This Photo by Unknown Author is licensed under CC BY-NC-ND

# Recovery Oriented Services

Services and supports are provided based on the needs and preferences of the consumer.

- Autonomy
- Growth & Capacity to Change
- Personal responsibility
- Peer support
- Community integration
- Dignity
- Self-Respect



---

# Cultural Competence

---

# Harm Reduction

---

# Motivational Interviewing

Importance  
of Providing  
Trauma-  
Informed  
Services

# Assertive Engagement

- Persistent and active efforts to engage.
- The consumer is the expert in his/her own life.
- Develop meaningful relationships that elicit positive change and self-recognition of the desire to change.



# Assisting Consumers to Develop Their Own Crisis Plan

- Consumer-Driven
  - What does this person identify as a crisis?
  - What are this person's triggers?
  - What are their signs of an escalating crisis?
  - What works for them (to resolve the crisis)?
  - Who is in the support network?
- Emergency Contacts
- Accessible Community Resources





# Collaborative Documentation, According to SAMHSA

- Process where clinicians and persons served collaborate in the documentation of progress notes, service plans, and assessments.
- Gives the consumer the opportunity to insert their input and focus on outcomes.
- Consumer must be engaged in this process.



Use a strength-based approach

Real is better than perfect

Identify their ambivalence

Act like you have all day

Nurture hope

Use questions wisely

Offer reflections

Ask, Offer, Ask

Check your own judgment and bias

Work from their goals

Build 3 minutes of connection

Treat people as the experts in their own lives

Empathy

Multnomah County, WA  
Department of County Human Services  
Assertive Engagement

THE FLORIDA HOUSING COALITION



Strength-Based, Assertive Engagement

Collaboration with the housing participant as the driver

Improved quality of life

Housing-focused

Community integration

Addressing long and short-term goals

Linkage to community resources

# Linkage to Untraditional Supports



Peer Support Specialists



Day Centers



Volunteering



Community Activities



Club Houses



Supported Employment

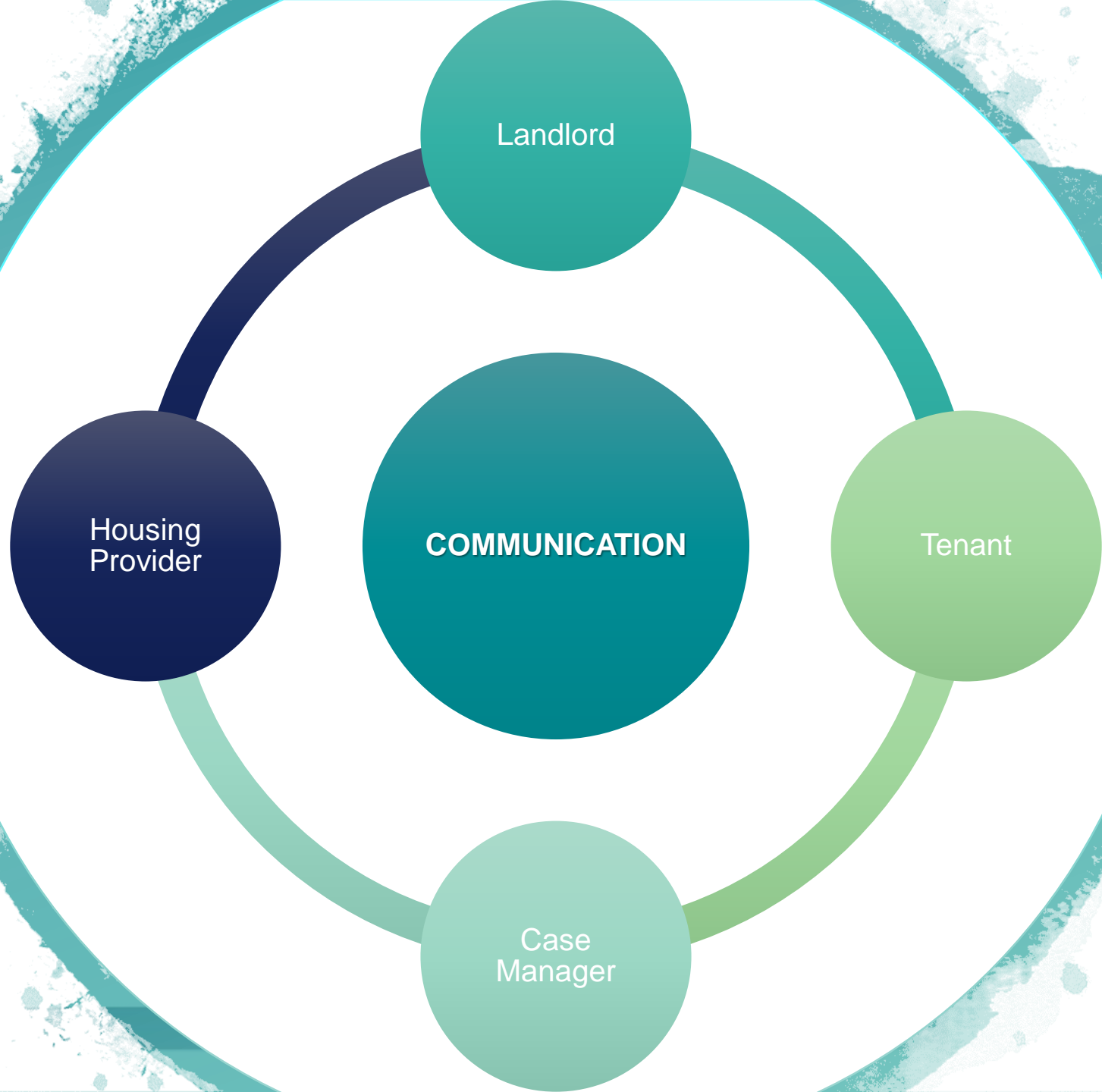
THE FLORIDA HOUSING COALITION



Healing happens  
through  
relationships.



Communication





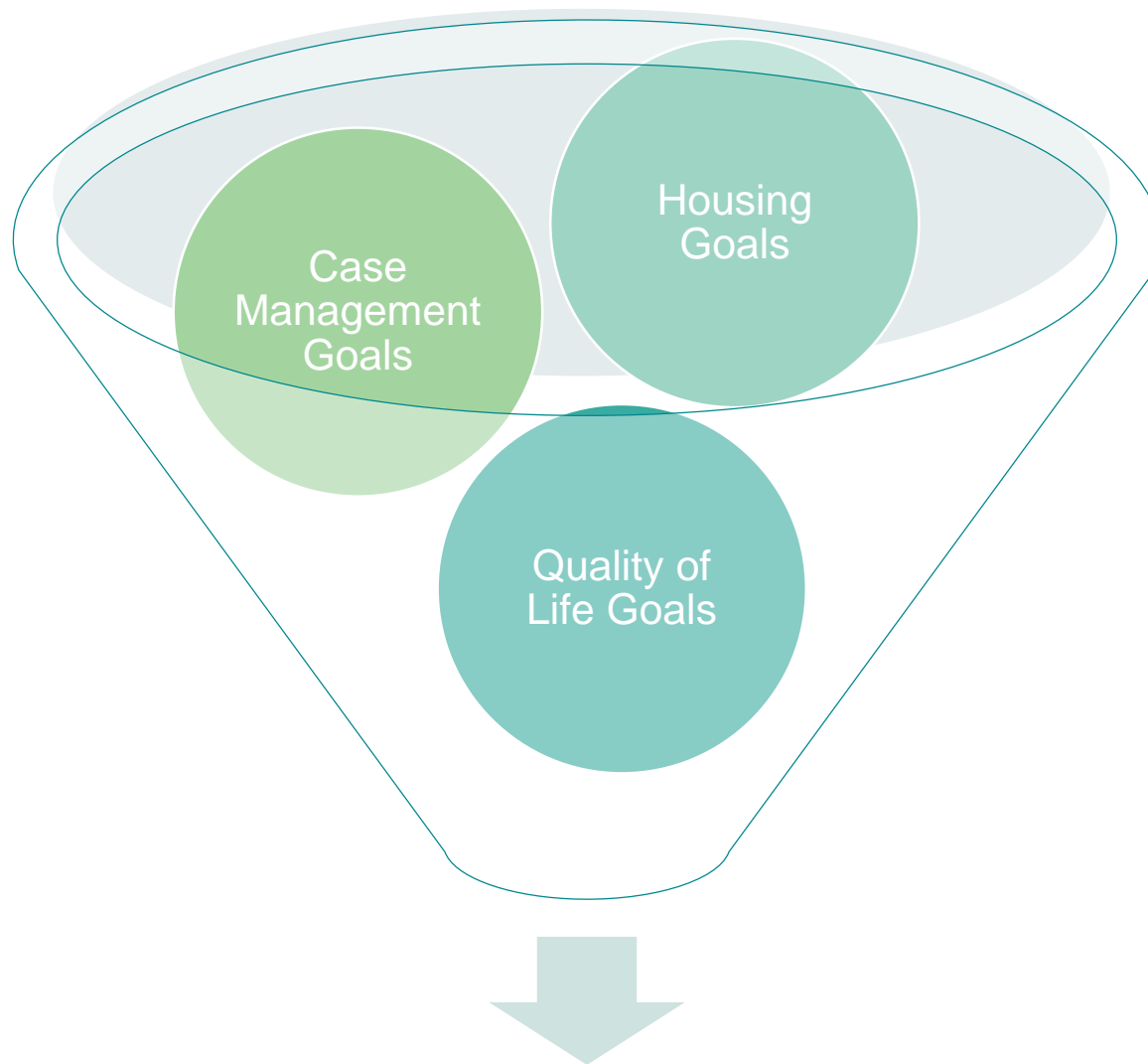
Are all team  
members present  
for the initial  
housing briefing?





# Initial Lease-Up

- Who is present for the inspection?
- Has anyone reviewed the lease with the tenant prior to or at the time of the lease signing?
- Does everyone have a copy of the rent determination notice/letter?



Individual Service Plan

# Housing-Related Communication

What do you do if you have a repair issue?

- Do you have access to a computer and do you know how to use the system?

Are you receiving your utility bills?

- When was the last time you made a payment for your utilities?

Eviction Notice/3 Day Demand for Compliance

- Have you contacted your landlord or your Housing Specialist?
- What can be done to resolve this issue?

# Housing-Related Communication

Do you know where to send your rent payment?

- Have you paid your rent this month?

Do you understand your lease?

- Can we review it together?

Do you need help preparing for your housing recertification?

- When is your annual recertification appointment with the Housing Specialist?
- When is your housing inspection appointment?

# How are You Communicating?

- Is the housing provider reaching out to the case manager to schedule the housing recertification appointment?
- Is the case manager communicating with the housing provider about concerns or issues that could impact the tenant's housing?
- Are the tenant, housing provider, and case manager present at the annual recertification appointment?
- Is the housing provider notified when the tenant's service provider changes or is exited from the case management program?

# How are You Communicating?

- Does the team have engaging conversation about how to support the goals detailed in the ISP?
- Are income changes being reported to the housing provider?
- Is the case manager notified when there is a change of rent portions?
- How are reasonable accommodations being requested or reported?

# Creating Housing Retention in Time- Limited Programs

- No guarantee of on-going assistance
- From program entry, preparing for household's exit
  - In-person communication
  - Notification in writing, 90, 60, and 30-days prior to exit
- Short and long-term housing-related goal planning
  - Housing, employment, child care, budgeting
  - Anything relating to housing stabilization
- Linkage to outside resources that can provide on-going assistance once program ends

[plancher@flhousing.org](mailto:plancher@flhousing.org)



This Photo by Unknown Author is licensed under [CC BY-NC-ND](#)

THE FLORIDA HOUSING COALITION





# Join Us For Our Next Webinar Next Tuesday, June 04<sup>th</sup> at 2pm

## **Your Role in Documenting Homeless History**

<https://www.flhousing.org/event/webinar-your-role-in-documenting-homeless-history/>



THE FLORIDA HOUSING COALITION



# Take the Survey



Photo by Unknown Author is licensed under [CC BY-NC](#)

THE FLORIDA HOUSING COALITION





AFFORDABLE HOUSING CONFERENCE  
**HOME MATTERS**  
IN FLORIDA

SAVE THE DATE!

AUGUST 26-28, 2019 | ROSEN CENTRE HOTEL | ORLANDO