

Housing-focused sheltering



Everyone deserves housing.

Everyone is ready for housing *now*.



What does it mean to be **housing** focused?

- ❑ Everything through the lens of housing
- ❑ Eliminate non-housing services
- ❑ No other service requirements



What does it mean to be **low-barrier**?

- ❑ The 3 P's: partners, property, pets
- ❑ Rules are about safety, security of guests *and staff*



In practice, this means...

- ❑ We serve people without ID
- ❑ We divert 20% of potential intakes
- ❑ We serve people who are, or may be, undocumented
- ❑ We serve people who actively use
- ❑ We serve people with backgrounds
- ❑ We serve people with zero income



In practice, this means...

- ❑ We serve transgender individuals and shelter them based on their gender identification and choice
- ❑ We do not perform drug or alcohol testing under any circumstances
- ❑ No chores are required
- ❑ No extra benefits for helping
- ❑ We do not intend to “heal” or “fix” people



In practice, this means...

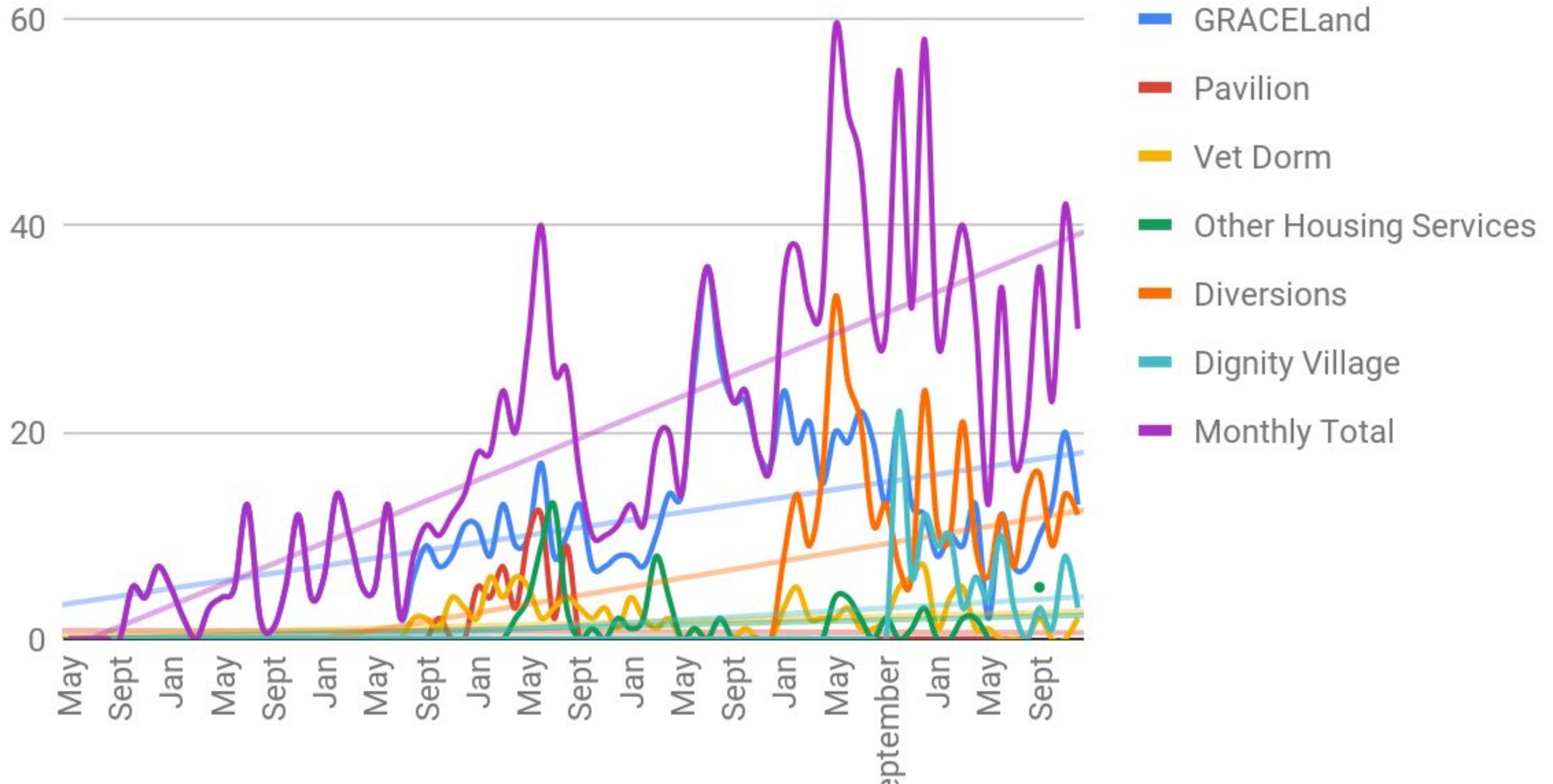
- ❑ We don't require participation in services (AA/NA, budgeting, life skills, religious services, job training)
- ❑ We work with the coordinated entry system to connect people to housing
- ❑ The only expectations we have are designed to promote the health and safety of guests and staff



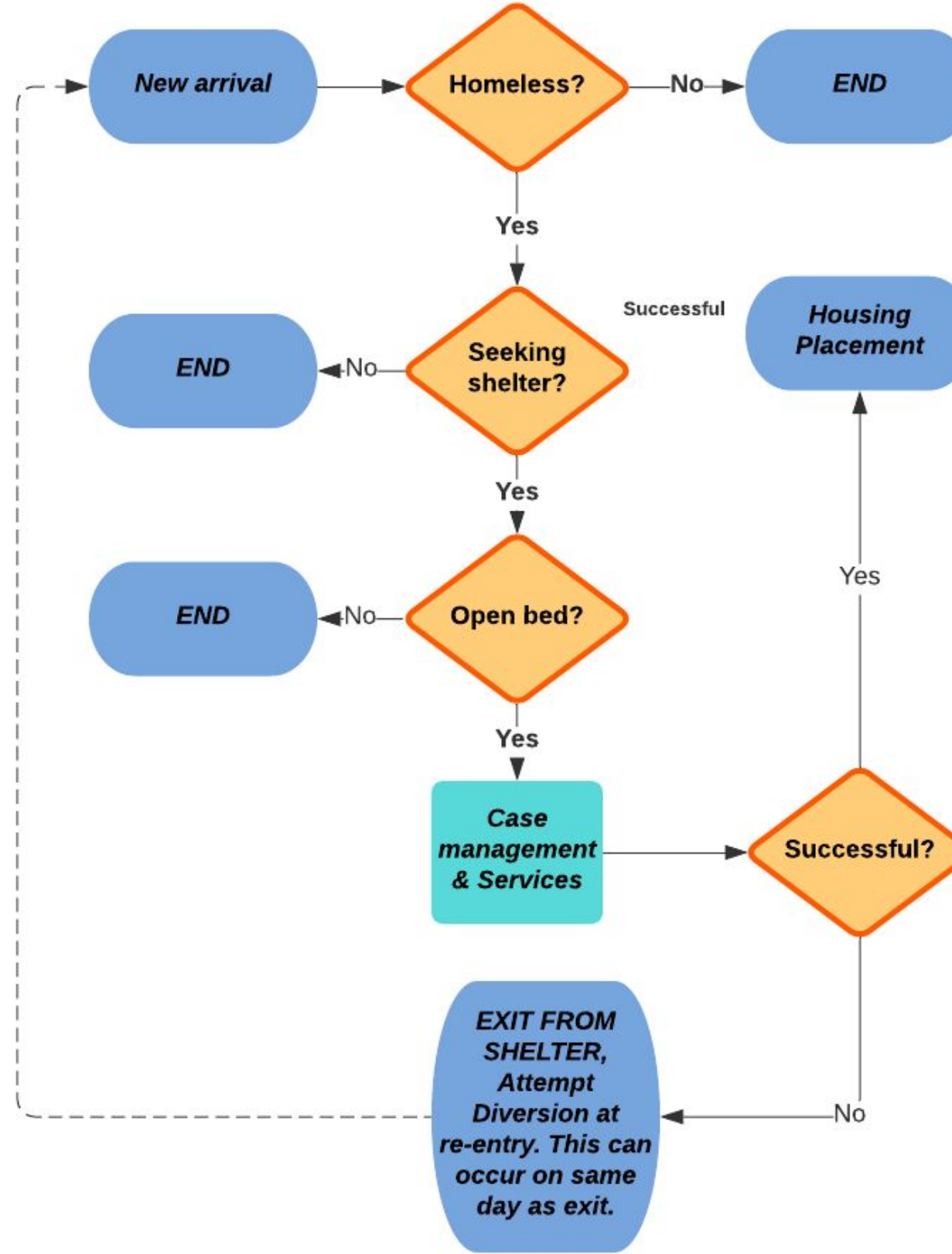
Expectations

- ❑ Respect rights, peace, property
- ❑ No drugs, alcohol, weapons
- ❑ No physical/verbal violence, threats
- ❑ No gambling, sex, physical touch
- ❑ Property only in lockers
- ❑ Keep spaces clean
- ❑ Work on a housing plan

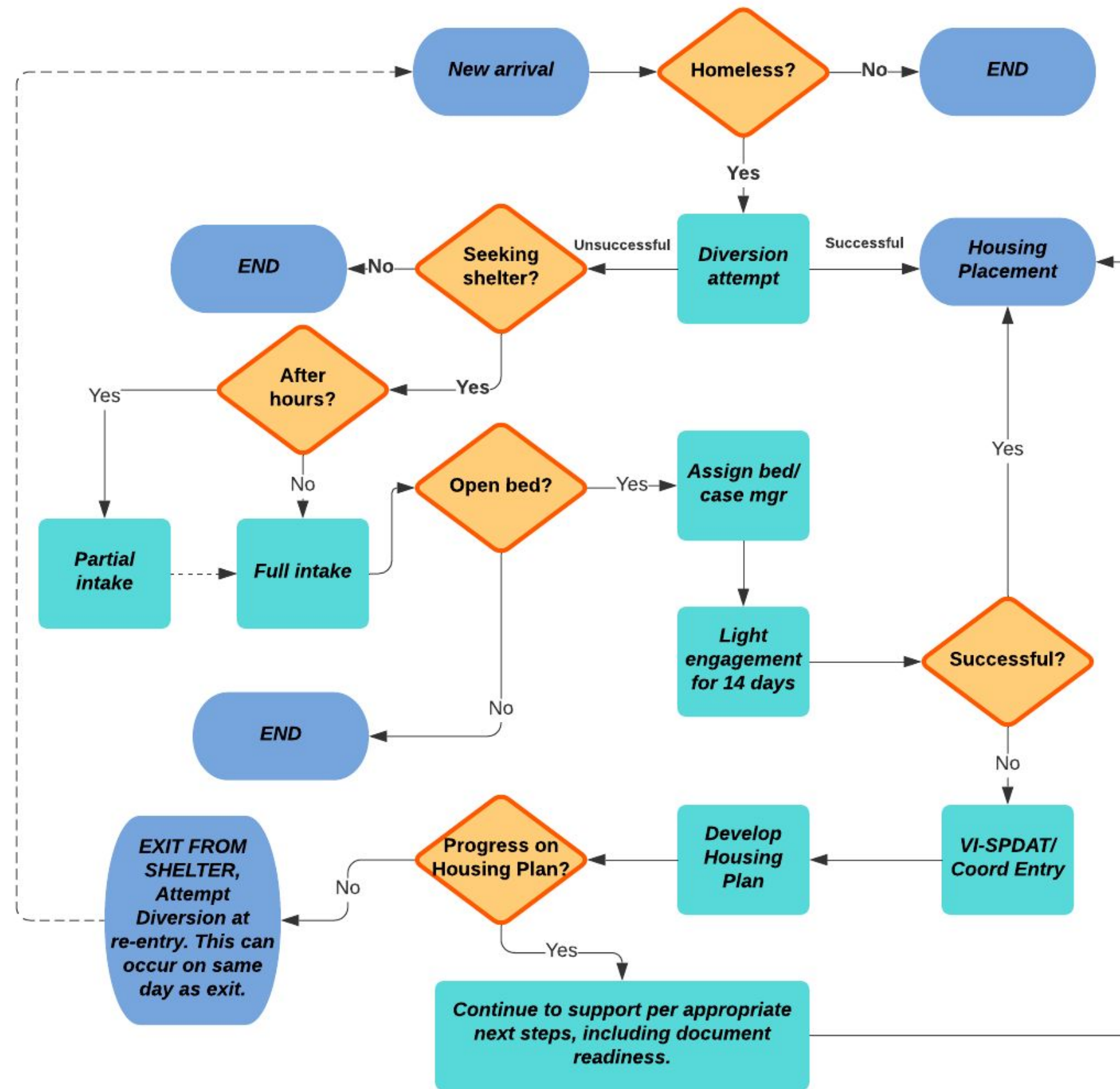
Monthly Housing Placements 2014-2020



Shelter Entry Process: The Old Model



Shelter Entry Process: The New Model



The Roadmap to Housing

DIVERSION

INTAKE

MEET

SELF-RESOLVE

ASSESS

DOCUMENTS

INCOME

SERVICES

RESOURCES

SEARCH

LEASE

EXIT

- + **Diversion is a service**, not a lack of a service
- + Diversion opportunities are discovered through conversation and exploration
- + Not everyone needs a shelter bed

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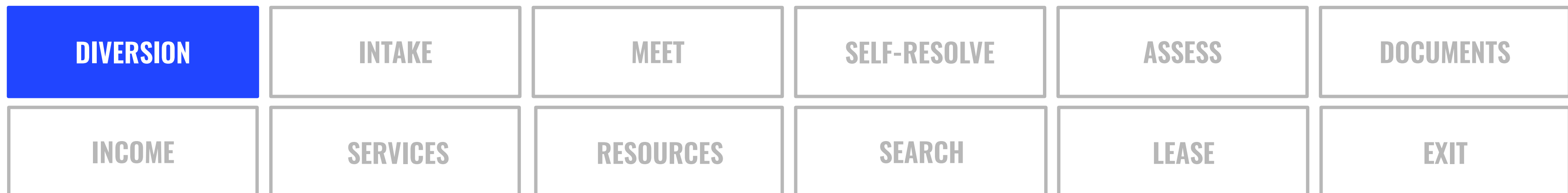
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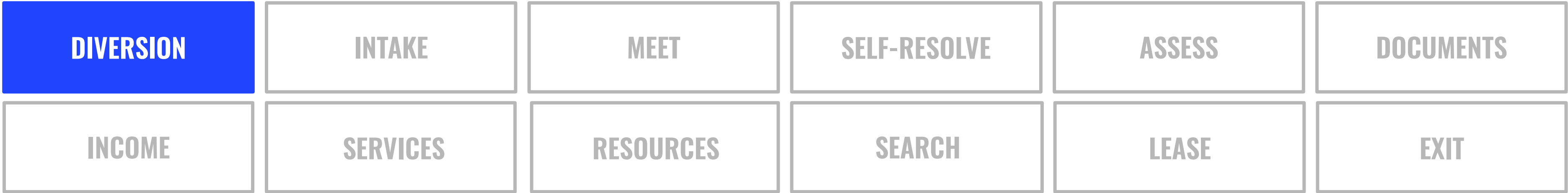
EXIT

- + Who should attempt diversions? Everyone, every time
- + Half art, half science. Flexible access to resources is key
- + **Diversions can increase shelter capacity by 20%**



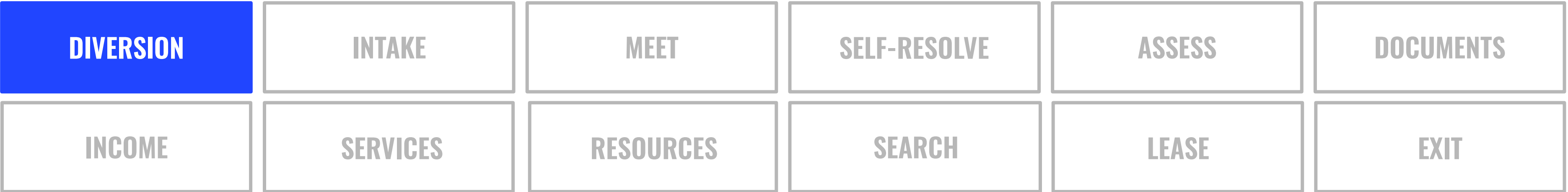
OrgCode's Nine Steps to an Effective Diversion

- + Step One: Explain the process. We are interested in their housing situation *right now*
- + Step Two: Explore urgency and untested options
 - + Why are you seeking shelter today?
 - + What have you tried before?
 - + What have you thought about trying?



OrgCode's Nine Steps to an Effective Diversion

- + Step Three: Explore the safety of previous options
 - + Where did you stay last night?
 - + Can you stay there again? Why or why not?
- + If staying there would be unsafe, or they were unsheltered, go to Step Six



OrgCode's Nine Steps to an Effective Diversion

- + Step Four: Get the story behind the story
 - + Why did you have to leave where you were staying?
 - + Are there any other reasons you can no longer stay?
- + Step Five: What would it take to stay there again?
 - + We are asking *them* for the solution

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OrgCode's Nine Steps to an Effective Diversion

- + Step Six: Is there a new temporary place they can stay?
 - + Ties back to “Is there anything you’ve thought about...”
- + Step Seven: Look at barriers and assistance required
 - + What is making it difficult for you to find housing?
 - + What do you feel are your barriers?
 - + What assistance do **you** think you need?

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OrgCode's Nine Steps to an Effective Diversion

- + Step Eight: What resources are available now?
 - + Strengths-based exploration
- + Step Nine: Planning ahead
 - + **Housing messaging starts here:** “If we can’t find a solution, we expect you to do everything in your power to work with us...”

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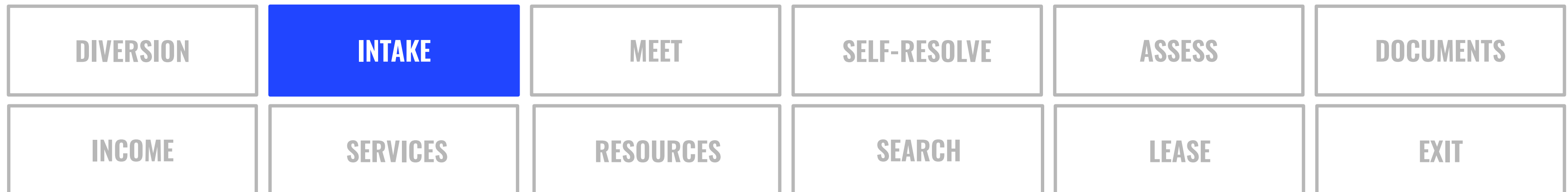
RESOURCES

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EXIT

- + Housing-focused meet-and-greet
- + Housing messaging starts (again) here
- + Initial sense of barriers, who they are
- + Orient them to shelter + expectations



- + Warm handoff from intake to housing specialist
- + Complete initial shelter assessment (strengths + barriers)
- + Basic information gathering, not attempting to solve problems
- + Position yourself as an **ally**



- + Light touch for first two weeks
- + Access to lists of jobs, housing, services
- + Housing-focused conversations

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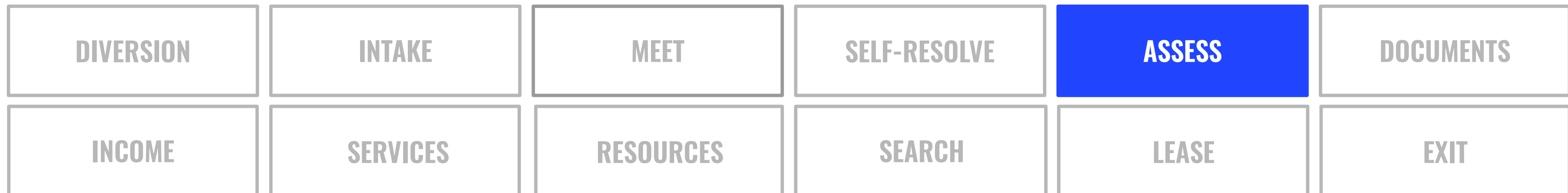
RESOURCES

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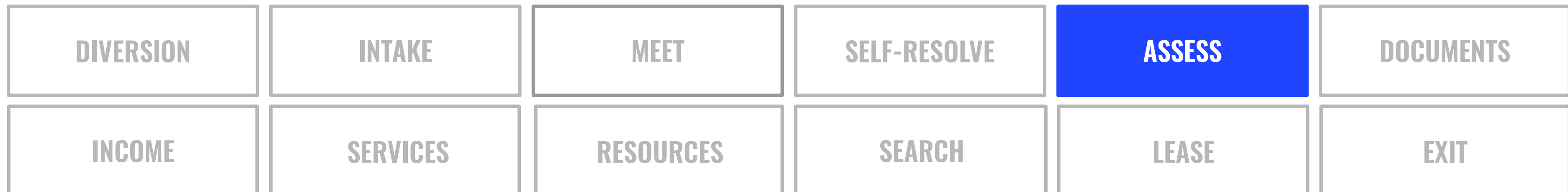
LEASE

EXIT

- + VI-SPDAT after 14 consecutive days in shelter
- + Influences, but does not dictate, case plan
- + Score *suggests* next steps (self-resolve, document ready)



- + **Three primary housing interventions**
 - + Self-resolution/light touch
 - + Rapid Rehousing
 - + Permanent Supportive Housing
- + How we communicate about this is critical



- + Staff support for becoming document ready
- + Everyone is involved
- + Store documents **digitally**

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EXIT

- + Securing and/or verification of benefits or earned income
- + Act as if they already have income
- + Opportunities to verify triage scores

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EXIT

- + Connection to service providers for job training, physical/mental health, legal services
- + Leverage your expertise where it works
- + Make connections where it doesn't
- + Collaborate across teams if they receive day services

DIVERSION	INTAKE	MEET	SELF-RESOLVE	ASSESS	DOCUMENTS
INCOME	SERVICES	RESOURCES	SEARCH	LEASE	EXIT

- + First/last, pet deposit, back utility payments
- + Furniture, kitchen supplies
- + Services are not **required**. Our role is to help them understand how these services might help them get where they want to go
- + Everything ties back to housing

DIVERSION	INTAKE	MEET	SELF-RESOLVE	ASSESS	DOCUMENTS
INCOME	SERVICES	RESOURCES	SEARCH	LEASE	EXIT

- + The search for housing must be a collaborative process between guest and staff
- + Housing **MUST** meet the guest's needs

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EXIT

- + Another opportunity for support - reading leases, advocating for the guest
- + Double deposits, use of shelter maintenance staff
- + Landlords need case management too

DIVERSION	INTAKE	MEET	SELF-RESOLVE	ASSESS	DOCUMENTS
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- + Exit interview, gift card, food box, linens, help moving
- + Best practice: additional support and periodic check-ins
- + Let the whole team know about it! Create an atmosphere of excitement

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EXIT

Building the Team You Need

MOTIVATIONAL INTERVIEWING

PROGRESSIVE ENGAGEMENT

DE-ESCALATION

HOUSING-FOCUSED CONVERSATIONS

HOUSING-FOCUSED CONVERSATION STARTERS



Motivational Interviewing

A style of communication that puts the person first and allows you to have a collaborative relationship.

- + How can we match a person's biggest possible motivation to the smallest possible step they can take to make progress?



Motivational Interviewing

A style of communication that puts the person first and allows you to have a collaborative relationship.

- + **Open-ended questions**
- + **Affirmations**
- + **Reflective listening**
- + **Summary**



Motivational Interviewing

A style of communication that puts the person first and allows you to have a collaborative relationship.

- + **Open-ended questions**
 - + “Tell me about your plan...”
 - + “When you think of your perfect apartment, what does it look like?”
- + **Affirmations**
 - + “You’ve already put in applications at three places - that’s amazing!”
 - + “You showed a lot of _____ by doing that!”



Motivational Interviewing

A style of communication that puts the person first and allows you to have a collaborative relationship.

- + **Reflective listening**
- + Deliberately reflect on uncertainties, strengths and achievements, change talk, emotions
- + “On the one hand, you’ve tried everything you know how to do, and you’re frustrated that nothing has worked. On the other hand, you still have hope and you haven’t given up.”



Motivational Interviewing

A style of communication that puts the person first and allows you to have a collaborative relationship.

- + **Summary**
 - + On a scale of 1 to 10, with 10 being “completely ready,” how ready are you to get your own apartment?
 - + What made you answer a 7, and not something lower? Higher?
 - + Eyes on the prize - what’s the motivator?
 - + Never assume it’s what would motivate you



Progressive Engagement

The delivery of varying levels of support based on need.

- + Everyone has different needs!
- + Assessment is critical.
- + We have to know the details of their lives and their goals.
- + We build rapport *cumulatively & collectively*.



Deescalation

90% of conflicts can be deescalated before they begin.

- + **IT IS NOT ABOUT YOU.**
- + Behavior influences behavior.
Our reactions determine the outcome.
- + Escalation is a reaction to trauma.
- + However the message is delivered, it is in our power to determine how we receive it (see point 1).



Housing conversations

The goal of all our work is to end homelessness.

- + Housing progress is the responsibility of all staff.
- + Everything ties back to housing, document readiness, mental health treatment, and substance use treatment.
- + As long as it is a goal they want to work on we can leverage it all for housing progress.



Conversation starters

The goal of all our work is to end homelessness.

- + What's your housing plan?
- + What are you working on today that is going to get you back into housing? How did it go?
- + [Insert Complaint] Wow, that sounds tough. You know, if we could get you into your own place, you may not have to worry about that. How can I help you do that?
- + Can you tell me about what's keeping you from getting into housing?



Conversation starters

The goal of all our work is to end homelessness.

- + What are you most excited about when you think of having a place of your own?
- + Ask what their sources of income are. Are they eligible for other forms of assistance?
- + If they are looking for work, what kind of work have they done in the past?
- + Can you help them connect with other providers?

A dark, moody photograph of a jacket draped over a stool. The jacket is light-colored, possibly white or light grey, and is draped over a dark, modern-style stool. The background is a dark, textured wall. The text "You got this!" is overlaid in a large, white, sans-serif font, centered horizontally and slightly above the middle vertically.

You got this!