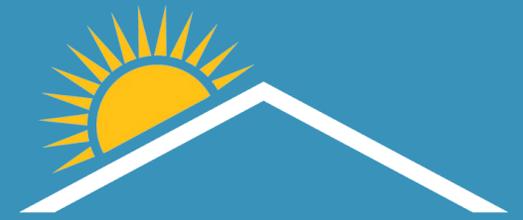


Youth Homelessness Demonstration Program

Crisis Housing

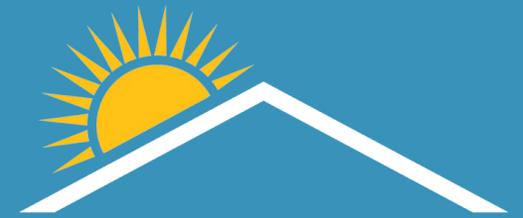
November 19, 2018



Mimi Haley

Deputy Director

Connecticut Coalition to End Homelessness



Katie Durand

Connecticut Department of Housing



Youth Action Hub Advocacy



“I continued to engage in sex work because I felt that it was a better alternative for me than living in a place where I would be stigmatized, mistreated, and possibly have my safety compromised.” -Youth with lived-experience on fear of adult shelter

- Provides safe & welcoming, short-term housing (up to 60 days)
 - in space dedicated to youth with lockable storage,
 - and privacy in sleeping & bathroom areas, including at least one private, gender-neutral bathroom
- Programs need to continue to incorporate Youth Collaboration

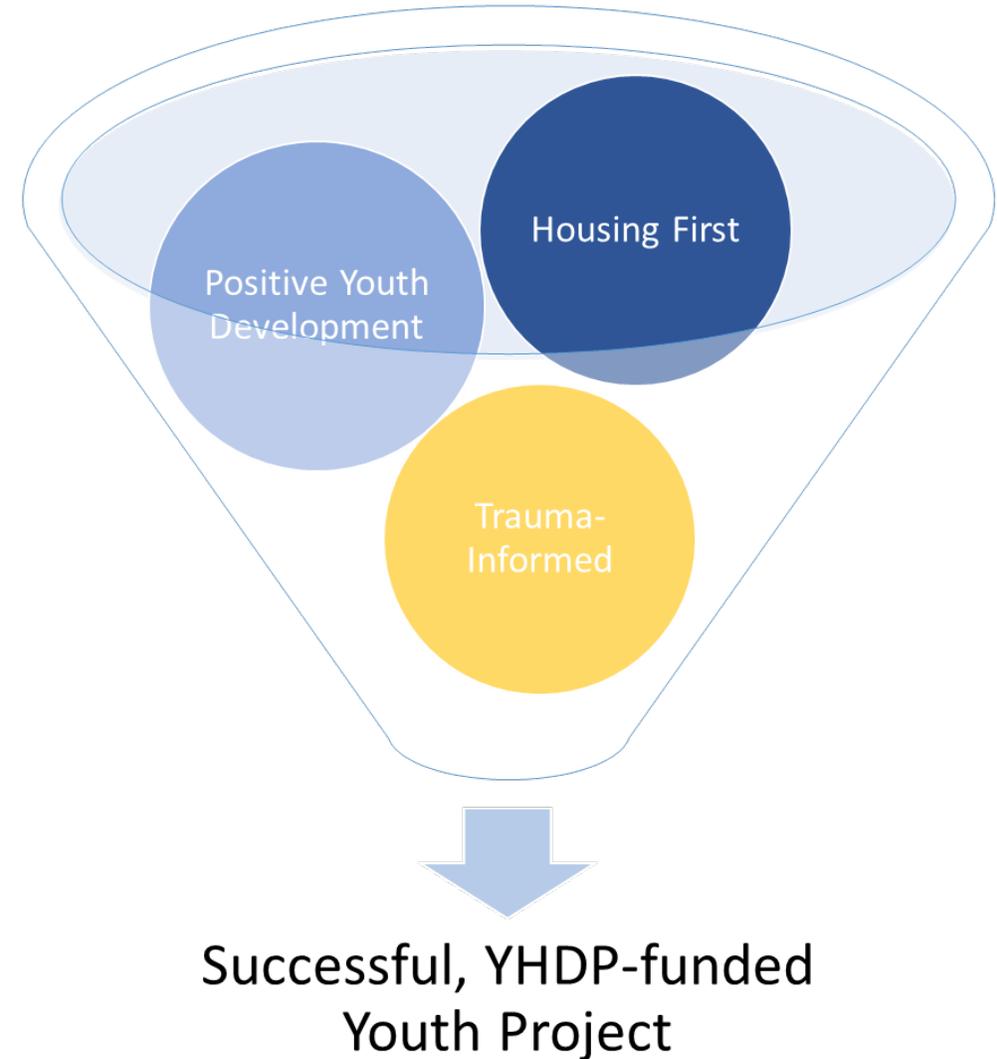


Program Basics

- Eligibility: Unaccompanied Young adults, aged 18-24 at program entry, who are experiencing homelessness under HUD Categories 1 and/or 4.
- Technically HUD TH program (under 60 days) – compare to USICH 30 days
- Participants will be offered case management to assist with meeting their basic needs, resolving their housing crisis, and connecting to ongoing community resources. More than just safe shelter

YHDP Crisis Housing

- Housing First, Positive Youth Development, and Trauma-Informed
- Front Entry Learning Collaborative
- Relationship with Youth Navigators
- MOUs w/ CCEH Rapid Exit Funding
- CT BOS Waiver – Occupancy Agreements
- Start date before end of year



Thank you!

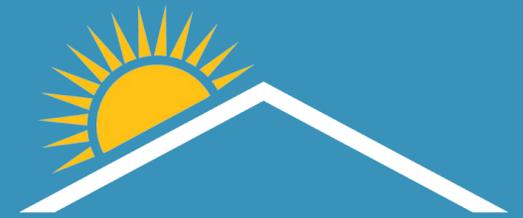
Email:

Katie Durand

Connecticut Department of Housing

Kathleen.Durand@ct.gov





Mia Bryant

Training and Technical Assistance Coordinator

Connecticut Coalition to End Homelessness

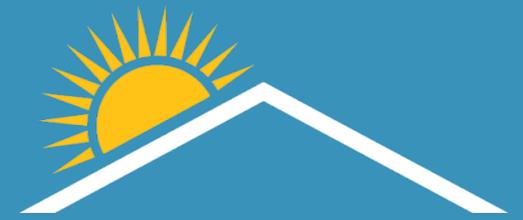
Agenda

I. Crisis Housing

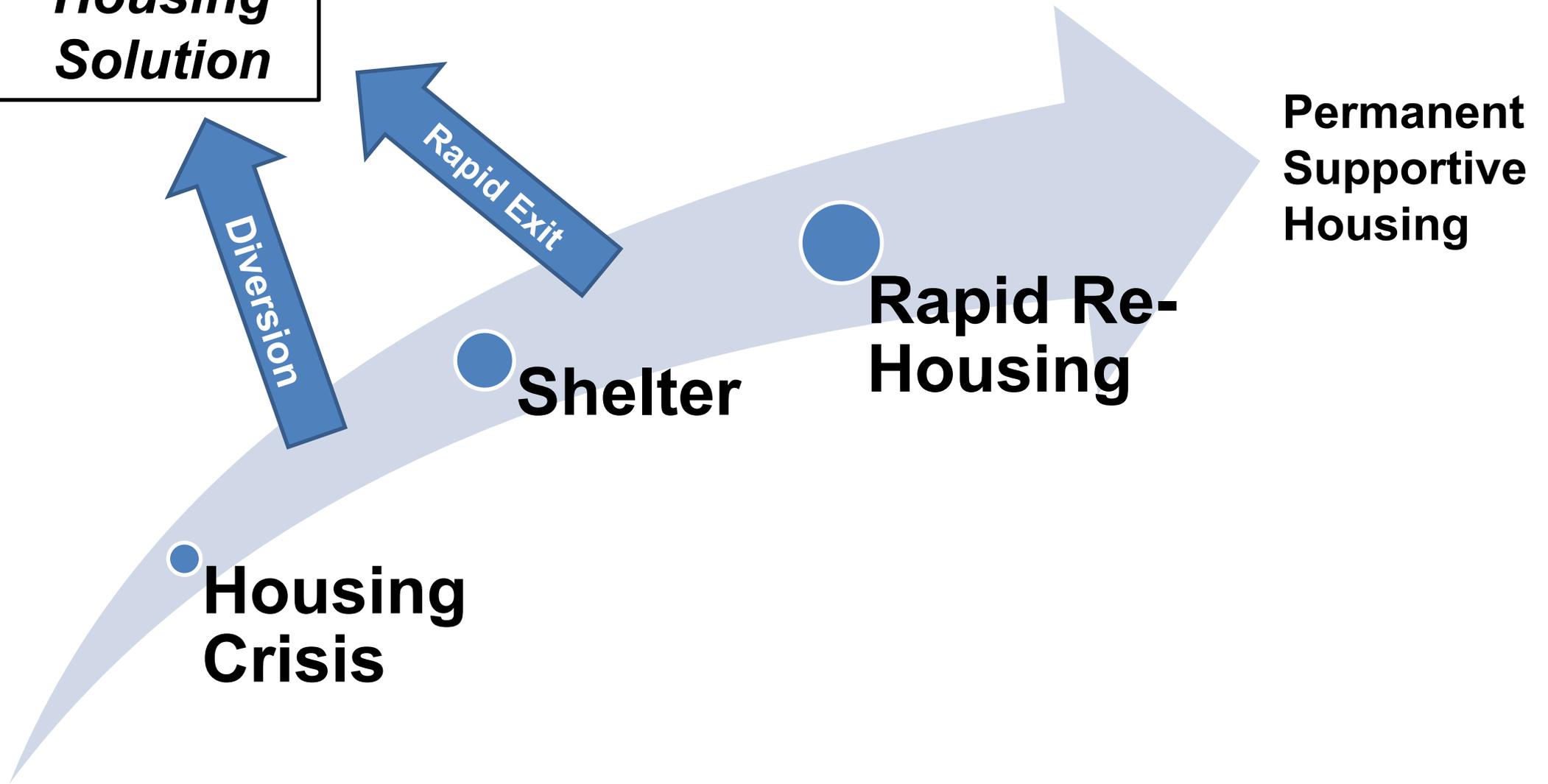
- What is Crisis Housing?
- Housing First Philosophy

II. Housing First Approach

- How to be housing focused
- Individualizing Your Approach
- Strengths-Based Approach



What is Crisis Housing?



Diversion

Rapid Exit

**Housing
Crisis**

Shelter

**Rapid Re-
Housing**

**Permanent
Supportive
Housing**



Coordinated Assessment Analogy

Think of Coordinated Assessment as the emergency room of homeless services.

1. Patient (client) comes for emergency service.
2. Patient is triaged (Coordinated Assessment).
3. Multi-disciplinary approach to treating and releasing.
4. ER's and hospitals in general operate from a treat and release as soon as possible approach.

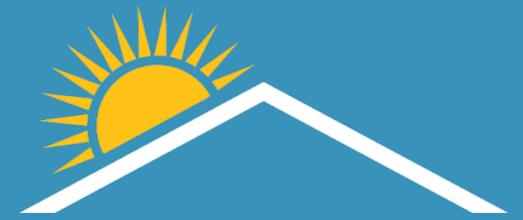
- Other than cost/insurance coverage, why is there such a focus on quickly releasing back home?
- Why is this also true for shelters?

Purpose of Shelter



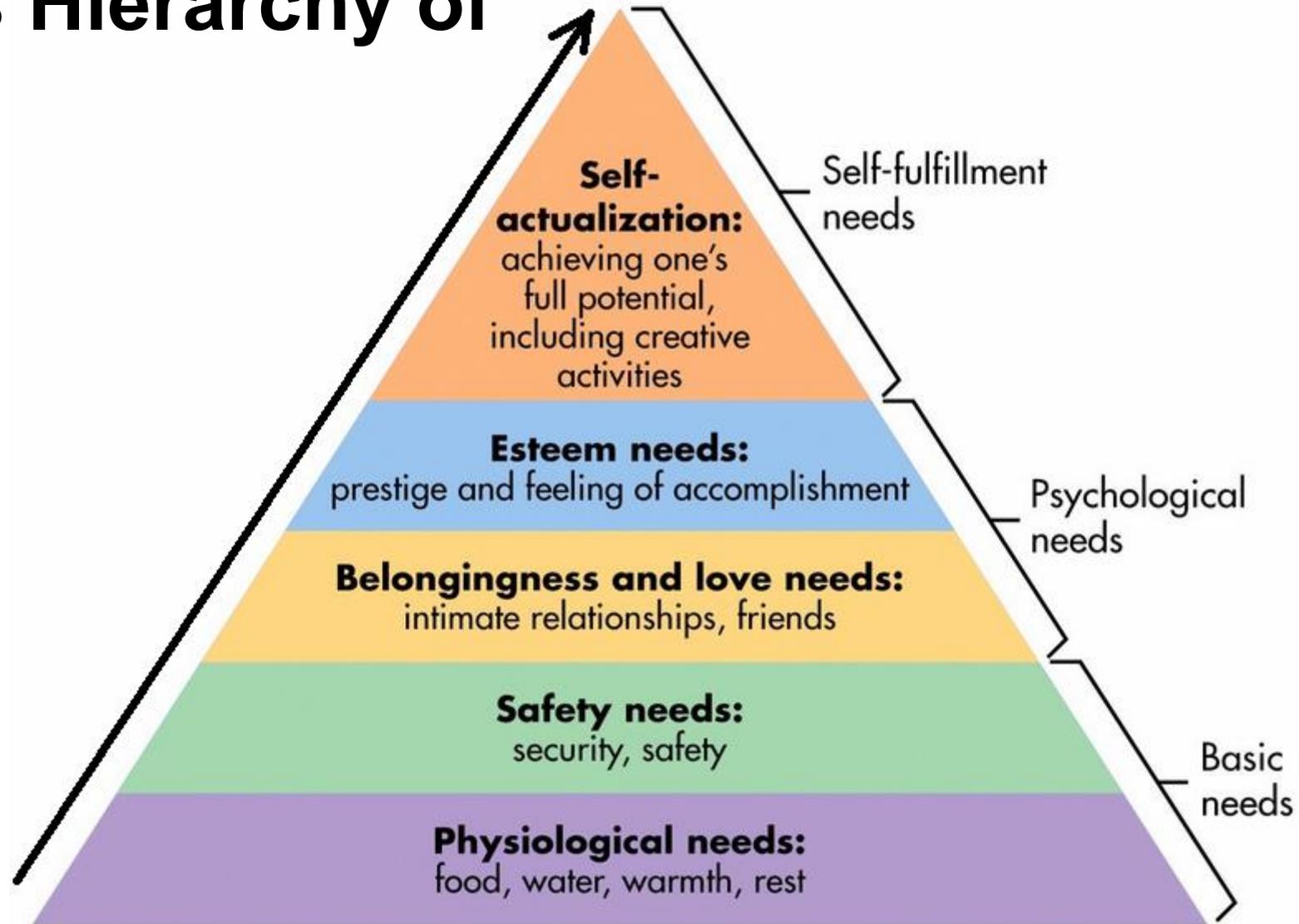
Shelter is **NOT**

- Home
- Place to get “housing ready”
- Waiting place for rapid re-housing or other housing subsidy



Housing First

Maslow's Hierarchy of Needs





Housing First Principles

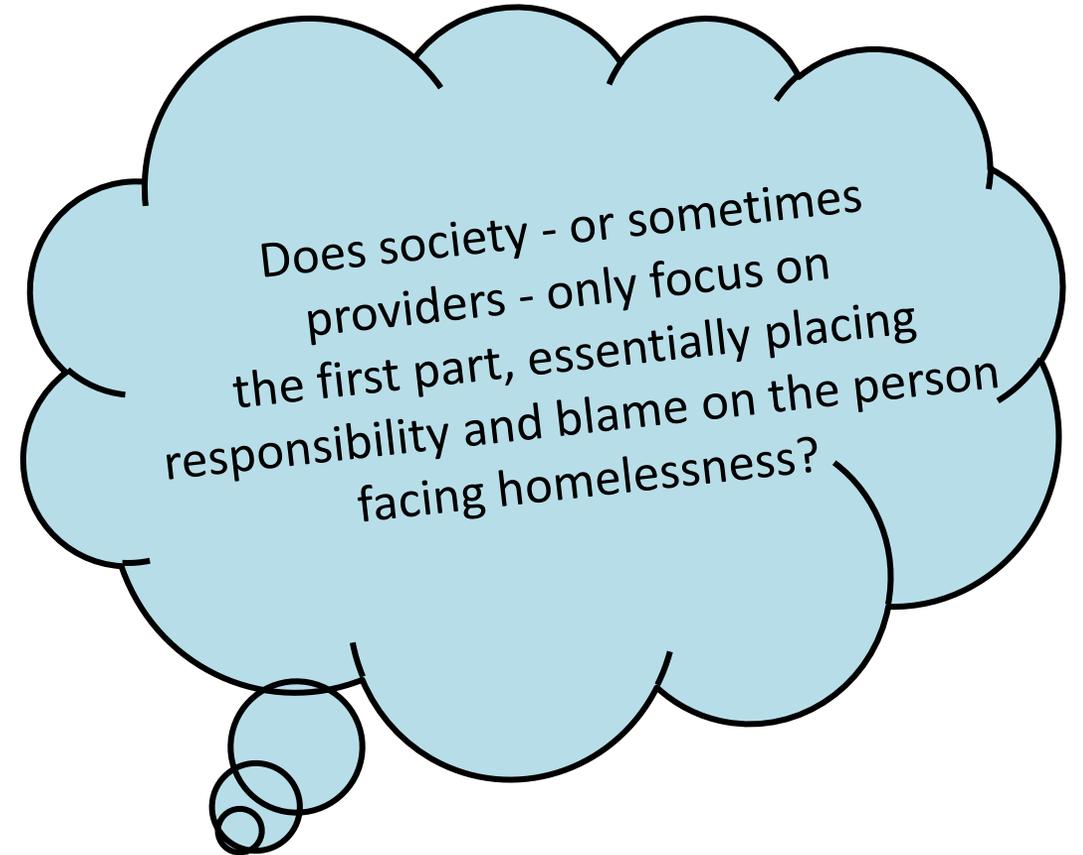
- ***Everyone is ready for housing***, regardless of the complexity or severity of their needs.
- Homelessness is foremost a housing problem and should be treated as such
- Safe housing is a right to which we are all entitled.
- Contributing factors to a person's homelessness can be addressed best once they are housed.

What Causes Homelessness?

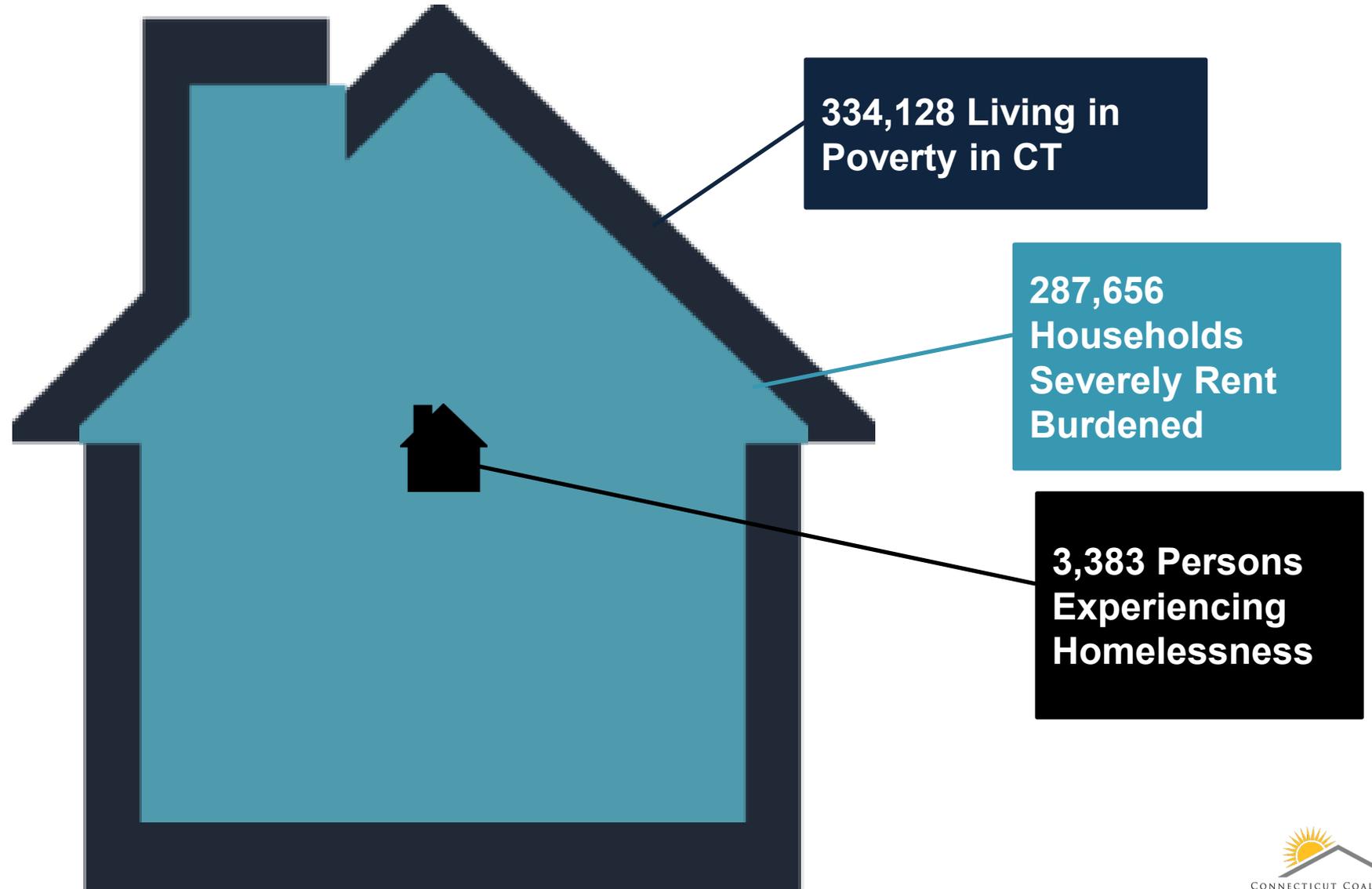
_____ + **X** = Homelessness
X = _____

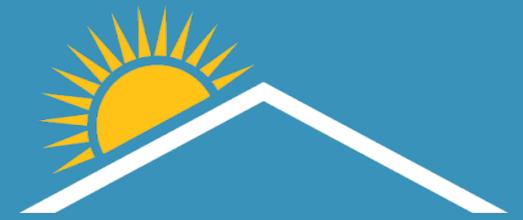
**X as the common factor.
The blank as the variable factors*

Wealthier areas include many people who face domestic abuse, drug or alcohol addiction and/or mental health issues, but **we rarely see people from means in shelter or on the streets.**



Poverty & Homelessness





Becoming Housing Focused

THE FIVE KEYS TO EFFECTIVE EMERGENCY SHELTER

	<p>HOUSING FIRST APPROACH</p>	<p>Align shelter eligibility criteria, policies, and practices with a Housing First approach so that anyone experiencing homelessness can access shelter without prerequisites. Offer services voluntarily, and assist people to access permanent housing options as quickly as possible.</p>
	<p>SAFE & APPROPRIATE DIVERSION</p>	<p>Provide diversion services to find safe and appropriate housing alternatives to entering shelter through problem-solving conversations, identifying community supports, and offering lighter touch solutions.</p>
	<p>IMMEDIATE & LOW-BARRIER ACCESS</p>	<p>Ensure immediate and easy access to shelter by lowering barriers to entry and staying open 24/7. Eliminate sobriety and income requirements and other policies that make it difficult to enter shelter, stay in shelter, or access housing and income opportunities.</p>
	<p>HOUSING-FOCUSED, RAPID EXIT SERVICES</p>	<p>Focus services on helping people to access permanent housing options as quickly as possible.</p>
	<p>DATA TO MEASURE PERFORMANCE</p>	<p>Measure data on percentage of exits to housing, average length of stay in shelter, and returns to homelessness to evaluate the effectiveness of shelter and improve outcomes.</p>



HOUSING FIRST APPROACH



SAFE & APPROPRIATE DIVERSION



IMMEDIATE & LOW-BARRIER ACCESS



HOUSING-FOCUSED, RAPID EXIT SERVICES



DATA TO MEASURE PERFORMANCE

Housing First – Putting Philosophy into Practice

System-wide orientation and response



Everyone is ready for housing



Homelessness is a housing problem



Housing first is housing fast



Philosophy

Practice

- **Few to no pre-requisites to permanent housing**
- **Rapid entry into permanent housing**
- **Services are voluntary**

National Alliance to End Homelessness: Principles for Homeless Prevention

Principle ONE: Crisis resolution

Principle TWO: Client choice, respect, and empowerment

Principle THREE: Provide the minimum assistance necessary for the shortest time possible

Principle FOUR: Maximize community resources

Principle FIVE: The right resources to the right people at the right time

Safe and Appropriate Diversion

Philosophy

- Belief that clients are the captains of their own solutions
- Belief that a call to shelter does not mean there is no other option

Practice

- Instead of immediate intake at shelter, engages clients in a conversation and identifies safe alternatives to shelter
- Uses a strength based assessment vs. a needs assessment
- Assists in connecting to community resources to avoid a shelter stay



Housing-Focused Rapid Exit Services

Philosophy Shift

- Everyone is ready to be housed immediately
- Clients are the captains of their housing plans
- Shelters are not employment, recovery, or mental health programs
- Shelter stays are very short
- Moving people out of shelter quickly reduces the trauma of homelessness

Practice Shift

- Plan for rapid exit **to housing** at entry
- “If you’re not talking about housing you’re having the wrong conversation”
- Environment reflects a housing focus
- All meetings, policies, procedures, job descriptions, signage, client handbooks, etc. focus on housing



Expectations vs Rules

- Rules can be punitive
- Expectations allow for focus on goals (ie. HOUSING!)

You must, when asked, meet with the Shelter Director to go over shelter issues.

All adults are expected to attend Community Meetings.

NO outside food is allowed onto the property. (Except for babies) Food is only allowed in the dining room and must not leave the area.

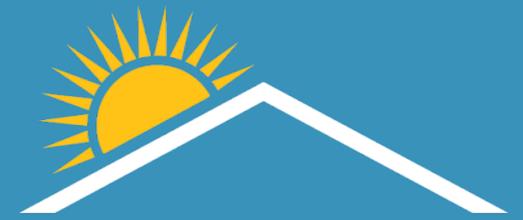
Health and Safety: Food and beverages are only allowed in the dining room. Water and baby bottles are permitted in your room.

Housing-Focused, Rapid Exit Services

Practice Shift

- Focus on a “housing plan” vs “family plan” or “case plan”
- Identify barriers to housing and identify resources to address barriers
- Focus every in-person meeting on a quick move to permanent housing
- Create a clear “housing message” throughout the shelter
- Review and discuss the housing plan weekly at minimum





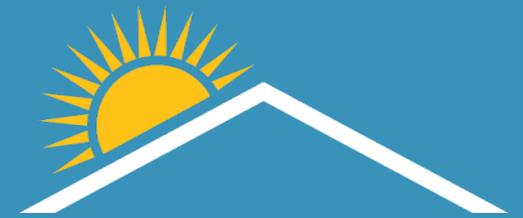
Individualizing Your Approach

Individualizing Your Approach

- Goal is for person/household to **independently** sustain permanent housing
- People have access to the supports they need, if they choose
 - Access to housing is not conditional upon accepting a particular kind of service.
- No ‘one size fits all’ approach

Cultural Competency

- Cultural competence is the ability to interact effectively with people from a variety of backgrounds
- **Cultural humility** is the “ability to maintain an interpersonal stance that is other-oriented (or open to the other) in relation to aspects of **cultural** identity that are most important to the [person].”
- Be able to serve diversity in race, ethnicity, age, gender, sexuality, and other backgrounds.



Incorporating a Strengths-Based Approach

Strengths-Based / Client-Centered

- A **strength-based approach** helps clients identify and mine strengths, successes and resources they've used in the past to help them with this episode of homelessness.
- Support and trust that **people want to succeed.** Help them identify their own strengths and successes in their life that can help them with this crisis.

Impact of Conflict and Crisis

Conflict and crisis impedes ability to:

- Be hopeful and confident
- Clarify goals
- Effectively advocate for oneself
- Take back control
- Have positive interactions people



How do we help clients become calm and clear so they can better engage with family members, employers, landlords, and staff?



Impact of Crisis on Self Worth

Experiencing conflict and crisis makes people shut down, and become defensive/closed off.

Our job is to help people shift gradually to the right -- **empowered** – side.

Empowerment Shifts

Weak ⇒ Powerful

Unsure ⇒ Confidant

Hopeless ⇒ Optimistic

Unclear ⇒ Organized

Frustrated ⇒ At Ease



How People in Crisis View Others

In the midst of crisis people tend to be protective, defensive, and not open to others.

As we help them become empowered, they are more able to listen, consider, and negotiate with others.

Recognition Shifts

Closed	⇒	Open
Suspicious	⇒	Trusting
Self Absorbed	⇒	Generous
Ignoring	⇒	Listening
Dismissing	⇒	Negotiating

The Glass Half Full

<i>The Glass Half Empty...The Glass Half Full</i>	
Deficit-based Language	Strengths-based Alternative
Front-line staff/in the trenches	Direct care/support staff providing compassionate care
Substance abuse/abuser	Person with an addiction to substances; substance use interferes with person's life
Suffering from	Working to recover from; experiencing; living with
Acting-out	Person disagrees with staff; prefers to use alternative coping strategies
Unrealistic	Person has high expectations for self and recovery
Denial, unable to accept illness, lack of insight	Person disagrees with diagnosis; does not agree that they have a mental illness pre-contemplative stage of recovery
Resistant/non-compliant	Not open to... Chooses not to...Has own ideas...
Weaknesses	Barriers to change; needs

The Glass Half Full

Unmotivated	Person is not interested in what the system has to offer; interests and motivating incentives unclear; preferred options not available
Patient (in mental health community)	Individual, consumer, person receiving services
Frequent Flyer	Takes advantage of services and supports as necessary
Dangerous	Specify behavior
Manipulative	Resourceful; really trying to get help
Entitled	Aware of one's rights
Helpless	Unaware of capabilities
Hopeless	Unaware of opportunities
Grandiose	Has high hopes and expectations of self
User of the system	Resourceful; good self-advocate



Prompts for Identifying Strengths

Must be give and take dialogue , not interrogation

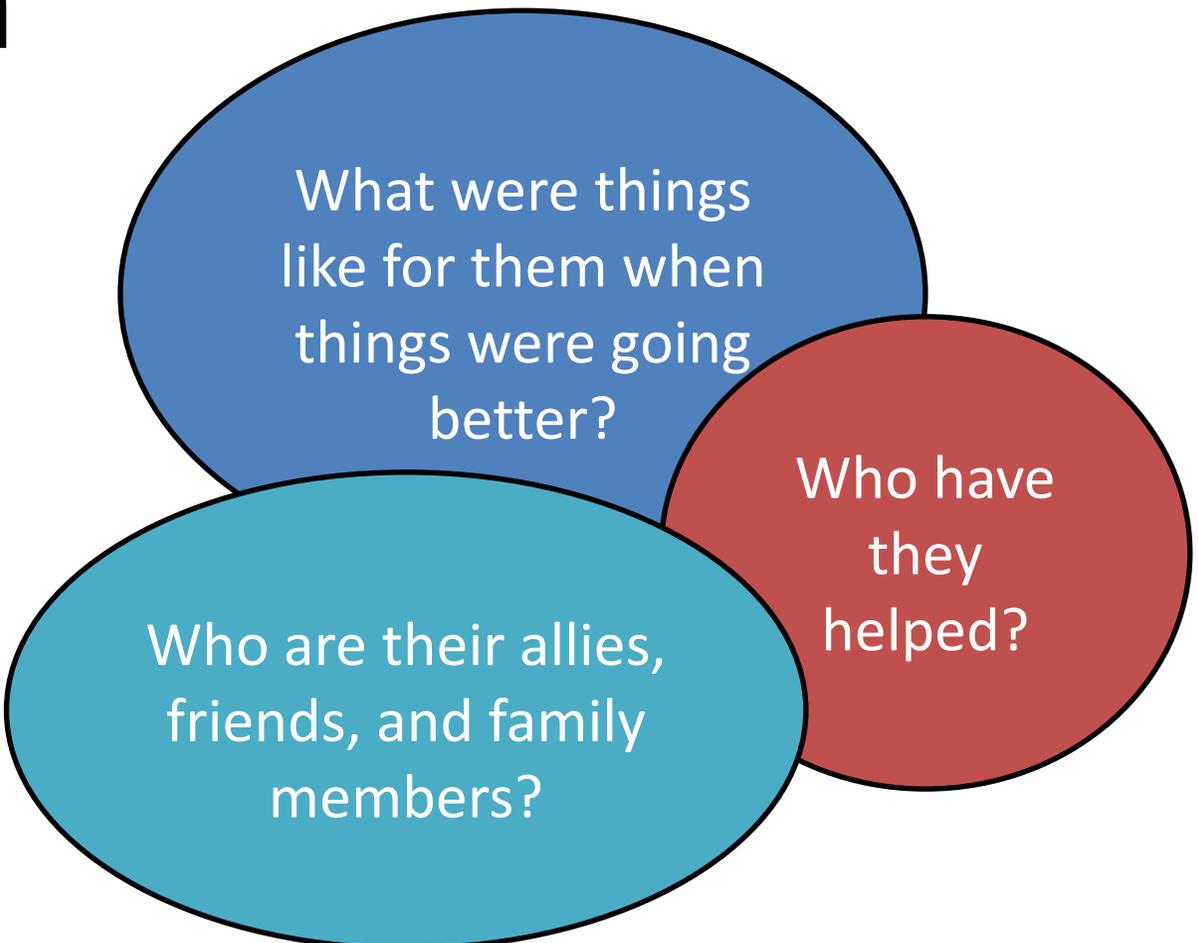
Explore strengths beyond the individual

- What worked well for you? How can you recreate that? What can go right?
- Explore what has worked. Let client lead, but follow-up on employment, housing, relationship, support successes.

Strengths Exploration

Explore past strengths – this step has two purposes:

1. Help identify times when **they have been of help or support to others.**
2. Begin to identify networks and support persons that may be able to help them with income or housing.



What were things like for them when things were going better?

Who have they helped?

Who are their allies, friends, and family members?

Our clients may feel dependent – we can help them remember times of **interdependence.**



Questions to Consider

Where did you stay last night?

How long have you been staying there?

Where did you stay before that?

Would it be safe for you to stay there again for the next few days? If unsafe, ask why?

What's the main reason that you had to leave the place where you stayed last night?



Questions to Consider

What resources do you have right now that could help you and your family find a place to stay temporarily or find permanent housing?

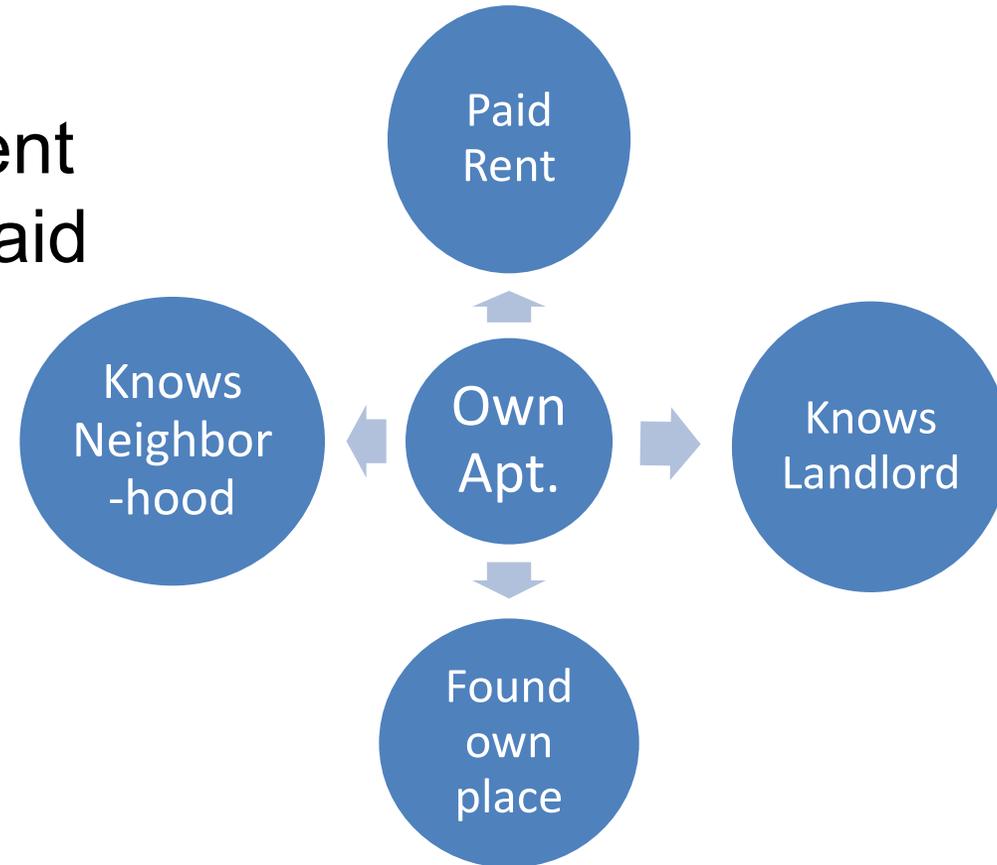
Are you getting any help from other family members or friends?

Do you have income? What are the sources?

Are you involved with any other services right now?

Strengths & Resource Exploration

Using a client's previous apartment as an example of: **successes** (paid rent), **relationships** (knows landlord) and **networks** (knows neighborhood)



Ideas for Strengths

- ◆ Motivated to change
- ◆ Has a support system –friends, family
- ◆ Has been employed in the past, has done volunteer work
- ◆ Skills/competencies: vocational, relational, transportation savvy, activities of daily living
- ◆ Intelligent, artistic, musical, good at sports, good with their hands, can fix things, funny
- ◆ Awareness, ability to observe and assess situation

Ideas for Strengths

- ◆ Advocate for themselves, sought help, able to convey their needs
- ◆ Resourcefulness - Has been able to survive, take care of themselves, medications
- ◆ Spirituality - connected to church, higher power, nature
- ◆ Good physical health
- ◆ Adaptive coping skills, things they were able to handle so far



Group Exercise: Scenario 2

Imagine this scenario:

- Your client and two children rented a house for two years.
- Client moved out before eviction and stayed with Mom for almost a year.
- Mom has given the client 3 days to move out – another child and her kids live there.
- Client has high school diploma.
- Client works part time at fast food restaurant.
- Other parent contributes small amount of child support and helps out some with child care.



Group Exercise: Scenario 1

Imagine this scenario:

- Your client is an unaccompanied youth, age 18, who has been homeless for 2 weeks.
- He was working on his GED and works part time at a fast food restaurant that does not pay enough to afford an apartment.
- Client moved out of the house due to conflict with mother.
- Client loves grandmother and used to help her in the garden.
- Mom was taking care of two other younger siblings and was frustrated with the kids lack of help around the house & attitude.
- Client's position is he shouldn't have to take care of the house, should be free to do what he wants while he's young – ran away
- Mom is frantic to get him back in the house.



Brainstorm: Scenario(cont.)

Goal – to uncover strengths, successes, and networks.
Each group will focus on a different aspect of the story.

Group One

Think of all the aspects (strengths, skills, successes, networks) that went into finding and maintaining client's **own housing.**

Group Two

Think of all the aspects (strengths, skills, successes, networks) that went into finding and maintaining client's **employment.**

Group Three

While being **doubled up**, how did client contribute to the household? How was client helped, and how did client help others?



Contact Information

For questions, comments, or material from this training visit
<http://www.cceh.org/resources-library/>

or contact:

training@cceh.org