



**BUILDING
CHANGES**

END HOMELESSNESS
TOGETHER



Progressive Engagement in Practice: Tools for Implementation webinar

October 1, 2014

Today's Objectives

- Deepen understanding of a progressive engagement approach to rapid re-housing
- Learn key processes and tools to adapt or refine progressive engagement implementation from housing providers
- Get connected to others in the field for peer-learning

Presenters

■ **Amelia Righi**

- Housing Advocate, Catholic Community Services of Western WA

■ **Rachelle Dillaman**

- Housing Case Manager, Opportunity Council (Island County)

■ **Steffanie Bonwell**

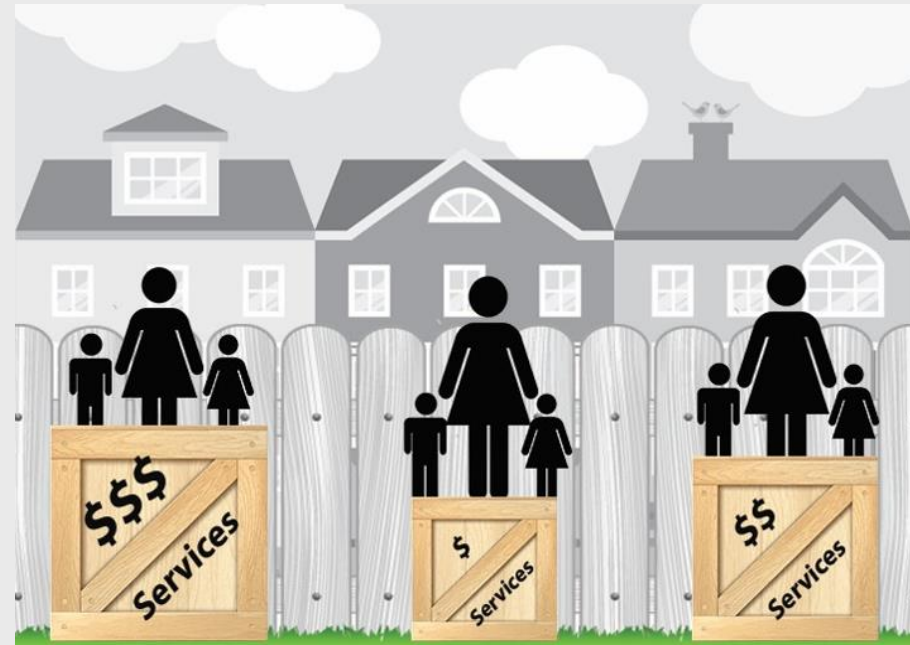
- Homeless Programs Manager, Housing Authority of Grant County

Logistics

- Webinar will last 90 minutes
- Approx. 15 minutes are reserved at the end for Q&A
- Attendees can pose questions at any time through the “Question” function found in the GoToWebinar toolbar
- Attendees are muted due to the high number of participants
- Please fill out the short evaluation that will be sent via e-mail after the webinar

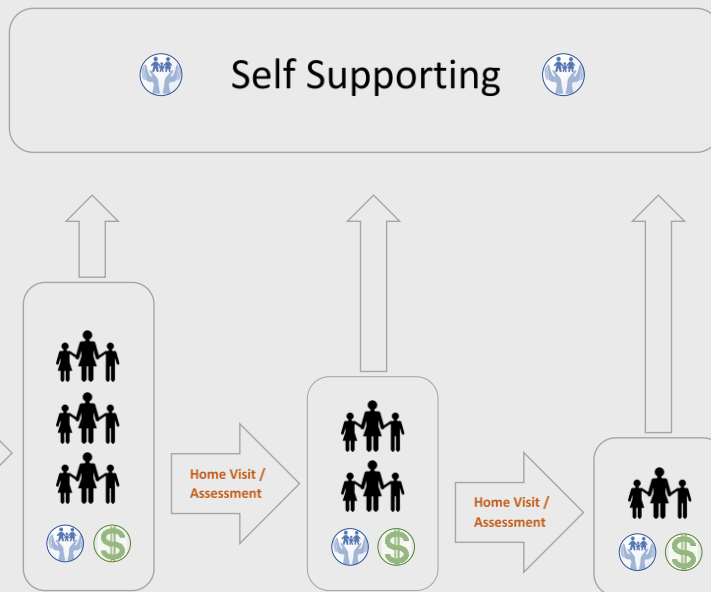
Key Concepts of Progressive Engagement

- An approach to delivering subsidy and services to people experiencing homelessness
- Resolve the crisis of homelessness, not all problems
- Start with the least and increase if needed
- Rapid re-housing services aren't conditional
- Every family is different



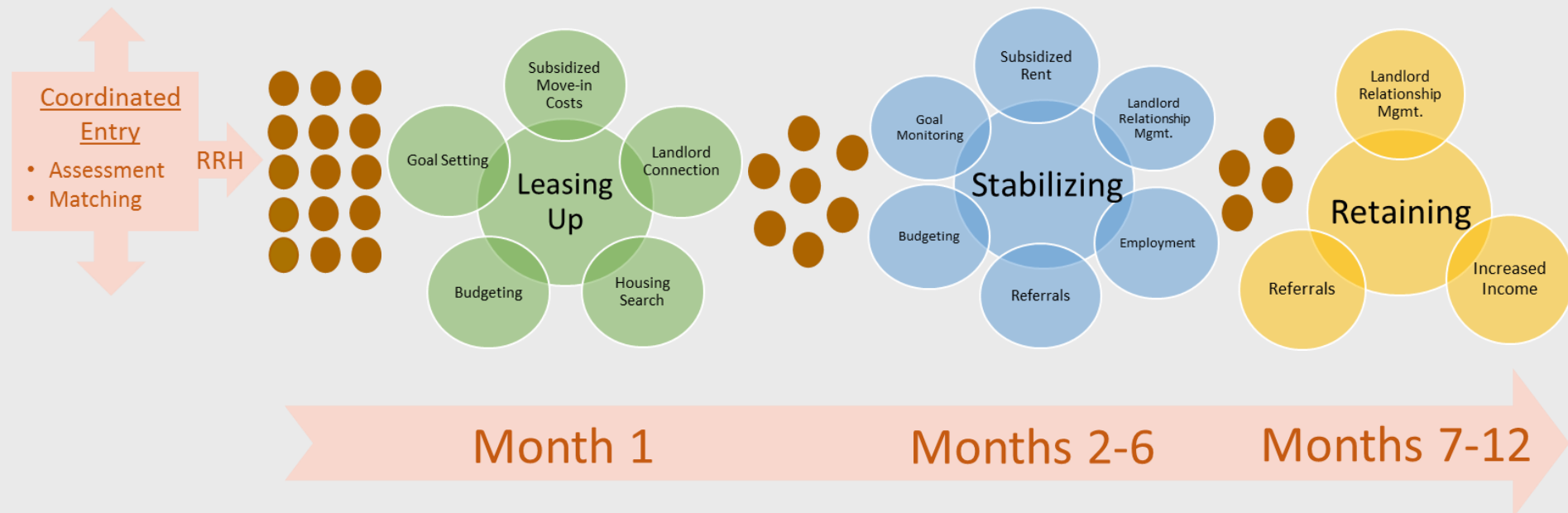
Driving Factors of Progressive Engagement

- Limited housing resources
- Families are resilient-most don't need a lot
- We can't predict up front what a family will ultimately need

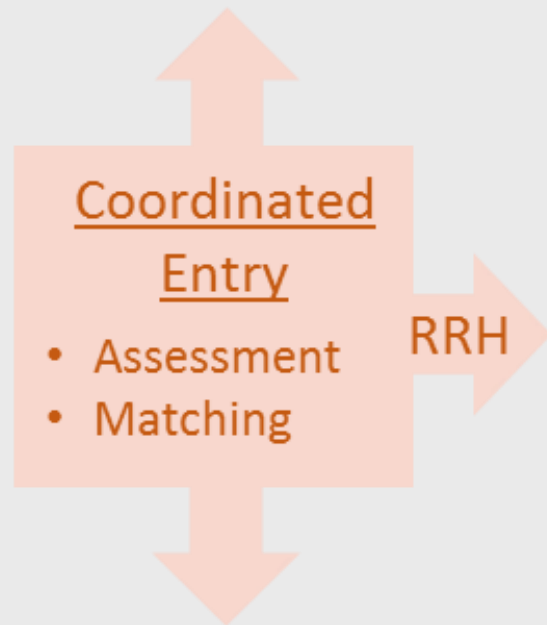


- Serving more families
- Serving people better: meeting the need

Phases of Rapid Re-Housing



Coordinated Entry



Agency Activities:

- Eligibility interview/intake
- Program introduction

Progressive Engagement application:

- RRH services are offered to as many people as possible

Leasing Up

Family Needs:



Agency activities:

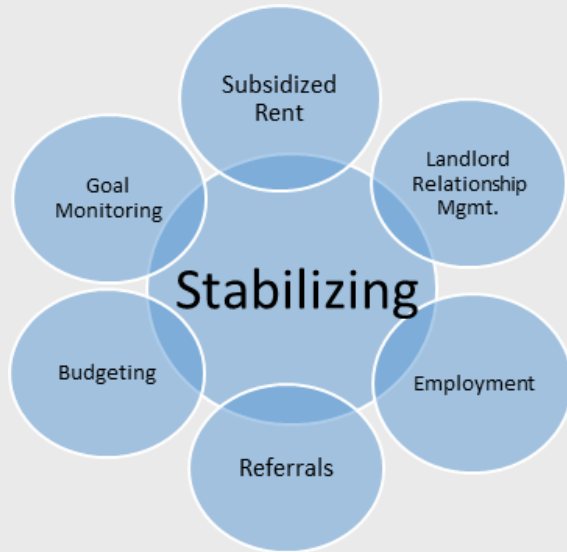
- Housing-focused assessment
- Locating housing
- Preparing family for good tenancy
- Rental subsidy determination
- Rental payment process w/landlords

Progressive Engagement application:

- Provider focuses on barriers a household might have to leasing up and understanding landlord-tenant responsibilities
- Amount and length of subsidy is different for everyone
- Flexibility in subsidy tiers

Stabilizing

Family Needs:



Agency Activities:

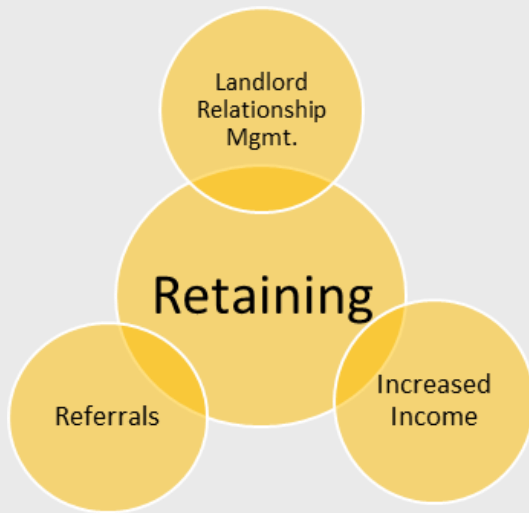
- Eligibility recertification process
- Reassessment
- Housing stability plan
- Referrals

Progressive Engagement application:

- Use reassessment to adapt housing stability plan; don't rely on initial assessment
- Family identifies what services and resources they need to stay housed

Retaining

Family Needs:



Agency Activities:

- Post-subsidy communication plan
- Maintain relationships with landlord
- Referrals

Progressive Engagement application:

- Relationship with provider supports family's ability to mitigate crises and avoid future homelessness

PROGRESSIVE ENGAGEMENT IN CASE MANAGEMENT

Amelia Righi
Catholic Community Services of Western WA

Progressive Engagement approach to case management

Building a flexible and working client/provider relationship by...

- Understanding the context of a client's situation and concurrent oppressions and traumas
- Supporting client decision making power
- Setting realistic expectations and boundaries
- Having the capacity to receive family feedback
- Acknowledging that some clients may need thorough guidance or support, and some very little at all
- Understanding both the limits and great capacity of your client/provider relationship

Same skills, different approach

- Shift in resources means instead of giving everyone comprehensive case management, providing only what is needed, as identified by the family
 - Don't need to know everything up front
 - Having necessary conversations as you go along
- Program and provider are not here to save people, but are a resource to talk about what good tenancy looks like and to assist a family as they develop their own capacity to advocate for themselves
- Balance between client directed process and providing support and presence

Utilizing progressive engagement in the housing search

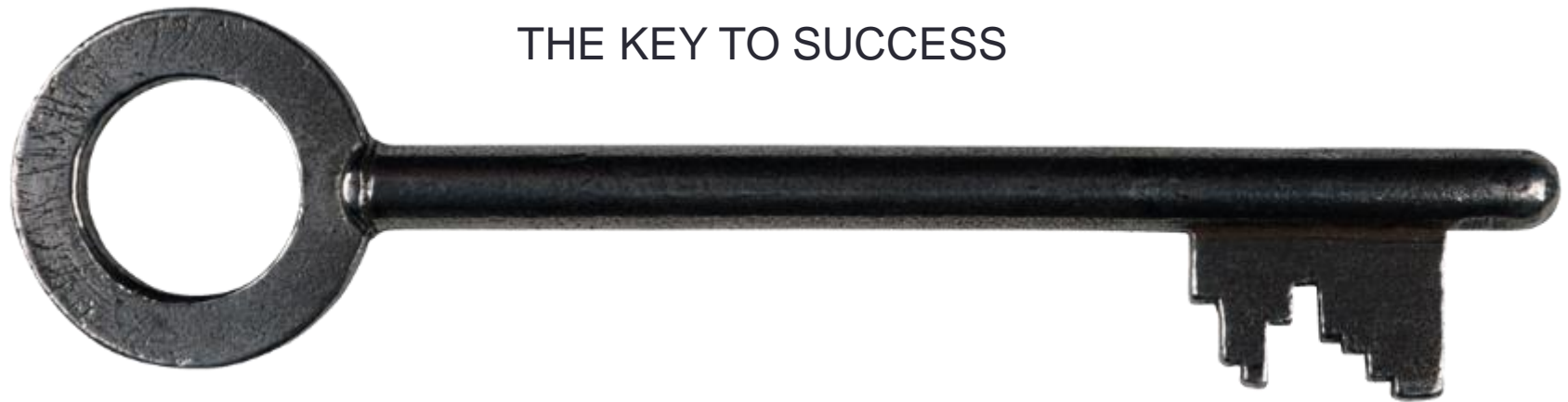
- Putting tenets of working client/provider relationship and shared responsibility into action
 - First time renters and experienced tenants
 - Letting families take the lead in communication and relationship building with landlords
 - Trusting a family's knowledge of themselves and their abilities
- Acting as source of support, reevaluation, and rallying when faced with rejection or harsh response from landlords
 - Remaining strengths-based in a non-strengths based world

Supporting housing stabilization and retention

- Maintaining a strong and flexible relationship after move into permanent housing
 - Establishing check ins, expectations, and on-going responsibilities
 - Discussing family-identified strengths and topics where families desire more support or learning
 - Connecting families to further resources and sources of self-advocacy
 - Providers take a step back as liaison between landlords and clients
- Trusting families to reach out when needed and understand the capacity of their case manager

Client story

Assessment, Reassessment, & Housing Stability Planning



THE KEY TO SUCCESS

Rachelle Dillaman
Opportunity Council

INTAKE VERSUS ASSESSMENT

Intake (once in program)

- Demographics(name, age, address etc.)
- Program eligibility – you meet the requirements of the program

Housing focused assessment (once in housing)

- Determine what client Housing history has been.
- Credit and/or Criminal History

Needs-based Assessment (to determine services and stability plan)

- In depth evaluation of current abilities and conditions
 - Employment
 - Medical
 - Etc.

AS•SESS•MENT

the evaluation or estimation of the nature, quality, or ability of someone or something

Defining Barriers and supports to retaining
Housing

DIGGING DEEP



An assessment is a snapshot of where a client/family is right now. It is based on observation as well as their own interpretation of success.

A reassessment is simply evaluating progress – what worked, what didn't, and why.

Key Points to Progressive Engagement



What is the primary focus (e.g. housing)?

What are the main barriers to that focus?

What resources are available?

Focus areas

Budget and prioritizing skills

Plan for paying housing costs (not just rent)

Understanding of tenant responsibilities

Reassessment

- Appointments – be generous with your time
- Show progress towards goals – minor victories are major milestones
- Discuss resources – be willing to let the client do the work
- Time limits for specific program and specific goals
- Check in via phone if needed between appointments

Housing Stability Plan

Homelessness is rarely (if ever) the result of one issue.
A good Housing Stability Plan (HSP) is:

Informed, not driven, by the assessment

Progressive in nature

The CM coaching a client in a process designed to elevate
a client/household's decision-making abilities

Guided by a defined timeline to help keep things on track

Assessment Agreement

City/State/Zip Code

Mailing Address/City/State/Zip Code

- I understand the purpose of this assessment is to identify items that are or could prevent me Achieving goals that my case manager and I discuss.
- I understand that my Case Manager cannot promise or guarantee resources at any time. However, the Case Manager will make every effort to secure or refer to resources needed to help me overcome the barriers and/or obstacles identified herein, so that I can achieve my goals.
- I understand that this assessment can be modified to reassess my needs upon mutual agreement with my Case Manager.
- I understand that I will be required to maintain contact with my Case Manager
- I understand that I will receive a copy of this Needs Based Assessment.

Signature of Participant

Signature of Case Manager

Housing Stability Plan example

Housing Stability plan for EFH

NAME:	Program entry date-	Start date:
ADDRESS:	3 month review date	Review Date
	6 month review date	
	Program exit	
CASE MANAGER-		
BARRIERS TO OBTAIN OR MAINTANING HOUSING		
STRENGTHS THAT WILL HELP MAINTAIN HOUSING		
BARRIER 1	STEPS TO ADDRESS	BY WHEN
BARRIER 2	STEPS TO ADDRESS	BY WHEN

Client story

- Not all will be successful – sometimes it takes more than once
- Property manager should be considered part of the ‘team’. A solid trust relationship with both client and the landlord is key to ultimate success
- DSHS Case Manager is the other key. Frequent contact is a must.
- Keep other case managers in your group ‘in the know’.

Creating Consistency in Subsidies Using Progressive Engagement

Steffanie Bonwell

Homeless Programs Manager

Housing Authority of Grant County

Moses Lake

Housing Authority of Grant County

- Assisted 52 households with rapid rehousing services in 2013.
- Annual budget of approximately \$145,000 for rapid rehousing services.
- HEN
- CHG
- TBRA
- Local recording fee dollars
- Emergency Housing
- Transitional Housing

We now have a term for what we do, it's called Progressive Engagement

- Provide limited rent assistance out of necessity.
 - 1-3 months of assistance (average amount received per family)
 - Recertify monthly if necessary (typically recertify every 2-3 months)
 - Complete a budget with every household
 - Take the household's opinion into consideration – if they say they can pay rent themselves after 1 month's assistance, let them try.
 - Minimal case management for everyone at first. Increase if necessary.

Consistency

- Case managers staff initial certification and re-certifications with me.
 - I am not emotionally involved with the family
 - I take our overall budget into consideration
 - Brainstorm unique ideas to assist each family in regard to rent, case management, and agency referrals
 - Consistently provide minimal services at first. Build upon the services as needed for each family.
 - 3 months or less in rent
 - Agency referrals
 - Rental and background checks
 - Assist with the follow-thru of other agency plans & requirements (WorkFirst, IRP, treatment, mental health)
 - Landlord Liaison

Determining Household's Portion of Rent - % of income toward rent

Housing Data Systems (HDS) – a program our Section 8 Voucher program uses

- It takes into consideration:
 - Annual Income
 - Elderly/Disabled Deduction (\$400)
 - Child Deduction (\$480/child)
 - Medical Deduction (amount more than \$360)
 - Contract Rent
 - Utilities Paid – utility allowance
 - Percent of adjusted income to be paid toward housing costs

Determining Household's Portion of Rent – current process

Household's Share of Rent and Utilities

Complete either Section 1 or Section 2 to determine the household's share of housing costs

Section 1: One-Time Assistance

- ☐ Household qualifies for deposit only assistance. The household is receiving assistance from another agency or program or the household has the resources to pay for the remainder of move-in costs.
- ☐ Household does not have enough funds to cover their full move-in costs, but will be able to afford monthly rent after move-in. The household qualifies for assistance with full move-in costs only.
- ☐ Household does not have enough funds to cover their arrears, but will be able to afford monthly rent after assistance. The household qualifies for assistance with arrears only.
- ☐ Household reports they only need assistance with: _____

Case Manager Signature

Date

Section 2: Recurring assistance

- ☐ Household is HEN eligible. Do not have to complete budget information

Budget information: To be completed to determine household's portion of housing costs

Total monthly income after taxes and fees: \$ _____

Expense	Monthly Amount	Expense	Monthly Amount	Expense	Monthly Amount
Health Insurance	\$ _____	Child Care	\$ _____	Cell Phone*	\$ _____
Car Insurance	\$ _____	Laundry	\$ _____	TV/Internet, etc*	\$ _____
Renters Insurance	\$ _____	Gas/Transportation	\$ _____	Other:	\$ _____
Loan Repayments	\$ _____	Food	\$ _____	Other:	\$ _____
Credit Card Payments	\$ _____	Other:	\$ _____	Other:	\$ _____
				Total Monthly Expenses	\$ _____

*For informational purposes only. This item is not considered when calculating household's share of housing costs.

Rent process-continued

Total Income	\$	Rent	\$	Total Surplus/Shortfall	\$	Monthly Income Remaining	\$
Total expenses	- \$	Total Utility Allowances	+\$	Total Housing Costs	- \$	Total Monthly Income	÷\$
Total surplus/shortfall	= \$	Total Housing Costs	= \$	Monthly income remaining	= \$	Percentage	=

- ☐ Household has no income or less than 10% of their monthly income remaining after expenses and qualifies for assistance with move-in costs, monthly rent, and/or arrears.

After discussion and planning with the household, their portion of the contract rent will be: \$_____, beginning on ____/____/____.

- ☐ Household has more than 10% of their monthly income remaining after expenses and qualifies for assistance with move-in costs, arrears, and/or graduated monthly rent subsidy based on need.

After discussion and planning with the household, their portion of the contract rent will be: \$_____, beginning on ____/____/____.

Case Manager Signature

Date

Lessons Learned

- Consistency does not have to mean “equal”. We are consistent in always providing minimal services at first and always take into consideration the families needs vs. wants and our overall budget.
- Families are resourceful. Let them be successful. Most will be successful with limited assistance.
- Are there other ways to help besides monetarily?
- Our on-site shelter managers are key in providing informal case management and referrals to various services. They act as a “counselor” for our families. Actual case managers can then focus on more involved goals and barriers.

Q&A

Contact Information

Rachelle Dillaman

Opportunity Council

rachelle_dillaman@oppco.org

Steffanie Bonwell

Housing Authority of Grant County

sbonwell@hagc.net

Amelia Righi

Catholic Community Services

AmeliaR@ccsww.org

Emily Mirra

Building Changes

Emily.Mirra@BuildingChanges.org

Upcoming Webinars

Working with Landlords: Engagement, Fair Housing/Landlord Tenant Law, and the Balance of Both

Wednesday, November 19th, 2014

10:00 am-12:00 pm

Building Partnerships: Making the Connection between McKinney-Vento School Professionals, Housing, and TANF WorkFirst TBD