



### **OVERVIEW**

Participant's Housing Journey

Support for this journey

Program Areas

**Effective Practices** 

**Staff Support** 

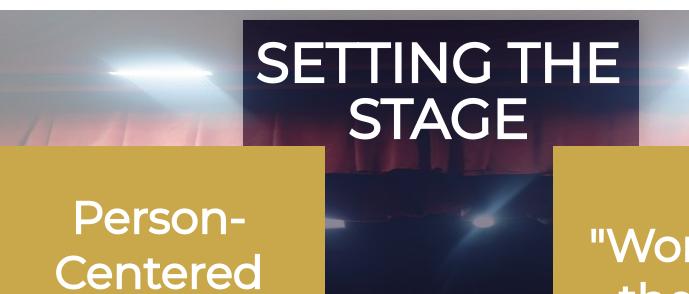
**Effective Practices** 

Key Takeaways

Break Time!

### LEARNING OBJECTIVE

At the end of this webinar, participants will be able to ensure Housing First policies and practices are built into all aspects of housing and homeless services program areas.



Approach

"Working in the Gray"

It's all about Relationships!

### HHD Participant's Housing Journey



Time-Limited
Direct Financial
Assistance

Housing Support Program (CalWORKS)

Bringing Families Home Program

> Home Safe Program

Housing and Disabilility
Advocacy Program

CDSS Housing & Homelessness
Programs

Pathways to Permanency

Flexible Rental
Subsidies &
Voucher Programs

Permanent
Housingno rental
subsidy

Long-Term Housing Solutions Family
Reunification
(Permanent)

Transition-in-Place

cDSS HHD funds will make the biggest impact for your community members if paired with other resources.

### Supporting the Participant's Housing Journey

Clearly defining the process for participants & staff

What are the expectations and roles for each person?

What does success look like?

With time-limited subsidies, how do we engage in short-term and longer-term planning simultaneously?

What support needed?

What does partership look like?



PARTICIPANT

Participant presents at program office in crisis.

**CRISIS** 



Participant is assessed for eligibility, prioritization, and immediate needs. PARTICIPANT OFFERED INTERIM HOUSING

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Hotel/Motel room as an option.



HOUSING NAVIGATION

Participant moves in to housing.



PARTICIPANT RETENTION

With support of housing team, participant retains stable housing.

How long does this phase last? What's next after that? What support services are available?

## Housing First: Program Areas

HOUSING NAVIGATION DIRECT FINANCIAL ASSISTANCE

SUPPORT SERVICES







# 1

## 4

## 5

### SCREENING PEOPLE IN

Program and COC assessments should be focused on screening people into the programs without pre-conditions and remove barriers to accessing services.

### PARTICIPANT AGREEMENTS

Participant agreements should be clearly written and contain all the requirements and responsibilities expected of the participant and case management partnership.

### **HOUSING & SERVICES PLANS**

One Housing & Services Plan should contain the participant's goals and planned actions.

#### PARTICIPANT SEPARATIONS

Separations should not result in a return to homelessness. If separations are not the choice of participants, relocation is the preferred option.

### **BUILDING PARTNERSHIPS**

Partnerships are critical to supporting the housing process. Building relationships with service providers, landlords, CoC, and housing authorities is essential to ending homelessness.

## Housing Navigation Effective Practices

Referencing Core Components of Housing First







# Direct Financial Assistance Effective Practices

Referencing Core Components of Housing First

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### TERMS OF DIRECT FINANCIAL ASSISTANCE

Direct financial assistance should be flexible and based on household/participant's needs.

### **EDUCATION ON HOUSING LEASES**

Review the terms of the lease agreement with household/participants. Provide education on tenant and landlord rights.

## INCOME & DIRECT FINANCIAL ASSISTANCE REVIEWS

Case managers and households/participants have regularly scheduled income and direct financial assistance reviews.

### **BUDGETING & FINANCIAL WELLNESS**

Develop and update budget and financial wellness plans.

### **INCREASE INCOME**

Assist households/participants with identifying options to increase their income, such as applying for benefits, employment, etc.

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## Support Services Effective Practices

Referencing Core Components of Housing First

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## DEFINED ROLES, RESPONSIBILITIES, & EXPECTATIONS

Clearly defined roles, responsibilities, and expectations are outlined in the Participant Agreement.

## ENGAGEMENT & BUILDING TRUSTING RELATIONSHIPS

Ensure reasonable attempts to re-engage households/participants are made.

### **HONEST CONVERSATIONS**

Honest conversations promote transparency and promote a safe and healthy environment to clarify responsibilities and expectations and support the shared decision-making process.

## INDIVIDUALIZED, FLEXIBLE, & VOLUNTARY SERVICES

Offer a "menu of options" that are tailored to meet individual needs and not prescribed, flexible, and voluntary.

### AGENCY SERVICE DELIVERY PLAN

Develop and implement a plan that outlines the agency's service approach, variety of services, available times, locations, and frequency. 2

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## Staff Support Effective Practices





Ensure clarity for both participants and staff in all policies, processes, practices, and roles

Defined parameters (guardrails) and decision points when "working in the gray."

Provide ongoing professional development, training, supervision, and other ways to support staff wellness and well-being

Implement reasonable caseloads

Create strong communication and feedback loops.

## Key Takeaways

Review effective practices, evaluate their use in your organization, and introduce those that need to be implemented or modified.

Ensure clarity for both participants and staff in all policies and practices.

For simplicity and clear communication, frame all policies, programs, and practices in the three program areas:
Housing Navigation,
Direct Financial
Assistance, and
Support Services.

requirements that do not conform to Housing First (see the Core Components for examples).

