



**ADVANCING  
HOUSING  
FIRST**

**PRACTICES**



# OVERVIEW

- + Quick Recap
- + Practice Discussion  
How to approach situations that aligns with Housing First
- + Summary & Next Steps

# LEARNING OBJECTIVE

Apply Housing First practices by identifying appropriate next steps in practice situations.



# HOUSING FIRST APPLICATION & PRACTICES





# Sandra

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GO!



## Situation:

Sandra has been enrolled in the program for 6 months and is unhoused. Sandra's income is \$2000/ month. She has declined 3 housing units. She often misses scheduled HCM appointments then reaches out days later to reschedule. Last week, Sandra had a serious conflict at her temporary housing and is requesting more units to view.

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## Barriers/ Challenges


- Unhoused
- Continues to decline unit options
- Income-\$2,000/month
- Frequently misses case management appointments
- Experiencing challenges living in temporary housing arrangements

## Participant Strengths

- Maintains a level of engagement in services
- Has been a participant in the program for 6 months

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What case management Housing First practices will support the household/individual in this situation?

What effective program elements will support a Housing First approach in this situation?





Mia

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## Situation:

Mia was referred to the program because she is currently unhoused. The HCM did an intake with Mia a month ago and gave her a list of goals that they could work on together. However, Mia has not engaged with the HCM since. The HCM has called her and occasionally reaches her and schedules appointments, but Mia does not show. The HCM received a text message from Mia about goals and things that she needs support with, but she will not confirm a time to meet to discuss.

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## Barriers/ Challenges

- Unhoused
- Has not engaged in services since intake
- Has not shown up for scheduled appointments since intake one month ago

## Participant Strengths

- Completed intake
- Maintains a level of contact by texting and responding to case manager

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# Lacey

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## Situation Part 1:

Lacey has been residing in housing for 8 months and has never paid her portion of the rent. The direct financial assistance agreement is that the program would pay 100% of the rent for the first 2 months. On month 3 Lacey was supposed to begin paying 25%. On month 6 she was to pay 50% of the rent. On month 9 Lacey is to pay 75% of the rent, and by month 12 the plan is for her to take on 100% of the rent.

The program agreed to pay the landlord the outstanding balance to prevent potential eviction proceedings. After month 5, Lacey has been unreachable and has not responded to the landlord or HCM.

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## Barriers/ Challenges

- Has not paid her rental portion starting on month 3
  - Based upon rental assistance agreed terms
- Unreachable and did not respond to engagement attempts at the 6-month mark

## Participant Strengths

- Housed for 8 months
- Engaged in program
- Secured part-time employment
- Re-engaged in the program in month 8
- Maintaining housing is a priority for Lacey

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## Situation Part 2:

It's now month 8 and Lacey just started to re-engage with the HCM. Lacey explained that during month 3 she did start working 1 day a week for minimum wage but was concerned because she did not know how she was going to afford their portion. Lacey shared that she was very nervous about losing her unit, so she avoided the landlord and HCM.

Rent is coming up for month 9 and Lacey is supposed to pay 75% or \$1125.00. Lacey does not have any money in her bank account right now. She will get paid \$850.00 on the last day of the month. Lacey is actively engaged in the program and working with HCM. She does not want to lose her unit or return to living on the streets.

Lacey is now working 25-30 hours a week at minimum wage.

Current Monthly Income: \$1700.00 - \$2050.00

Current Rent: \$1500.00

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## Additional Barriers/Challenges

- Total Arrears:

Month 3: 25% = \$375.00 – Paid by provider

Month 4: 25% = \$375.00 – Paid by provider

Month 5: 25% = \$375.00 – Paid by provider

Month 6: 50% = \$750.00 – Owed

Month 7: 50% = 750.00 – Owed

Month 8: 50% = \$750.00 – Owed

Total: \$2,250.00

- Monthly Income: \$1,700.00 - \$2,050.00
- Current Rent: \$1,500.00
- Concerns around budgeting and rental payments
- Potential risk for housing loss

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## Situation Part 3:

After 3 months of Lacey attempting to pay a portion of the rent, she lost job. Lacey reported that the job required a lot of heavy lifting to stock shelves and that was causing problems with her physical health. She has never mentioned physical health concerns prior but has now opened up that she has a serious chronic health condition. She has paid her portion and some of the arrears through a payment plan. Her portion of the rent and arrears is due in 10 days, and she is not able to pay.

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## Additional Barriers/Challenges

- Lost employment
- No income
- Serious chronic health condition
- Potential risk for housing loss

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# Dominick

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## Situation 4:

Dominick has been in housing for 2 months and has no income. During home visits, the HCM noticed a lot of clutter including stacks of papers starting to cover the windows and a bathtub filled with cardboard and garbage bags. This clutter has caused damage to the window coverings and the landlord is concerned.

The landlord also says that Dominick has visitors throughout the week and when he does, there is a strong smell of marijuana in the hallways and adjacent units. When the HCM asked Dominick about this, he said he was struggling with living alone and felt better when his friends visited. Dominick also said that they smoke marijuana during the visits, because this is what they did when they all lived outside together.

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## Barriers/ Challenges

- Zero income
- Clutter of random items and paper throughout home
- Unit damage
- Visitors
- Substance use

## Participant Strengths

- Housed for 2 months
- Engaged in services
- Participates in home visits
- Acknowledges and willing to discuss concerns around visitors and substance use

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# Joshua

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## Situation 4:

Joshua just enrolled in the program a week ago. Based on a new program policy and procedure added to the participant agreement, he has a clear understanding of what the program can provide. Joshua reported he has zero income and is “undocumented.”

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## Barriers/ Challenges

- Unhoused
- Zero income
- "Undocumented"

## Participant Strengths

- Agreed to participate in the program
- Understand program expectations and services available
- Willing to work and increase income

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# Key Takeaways

**1**

Maintain a  
Person-Centered  
Approach

Relationships matter

**2**

Multiple solutions  
to complex  
situations-let's get  
creative!

**3**

Partner together  
to prevent  
participants from  
returning to  
homelessness

**THANK YOU  
for joining us!**

