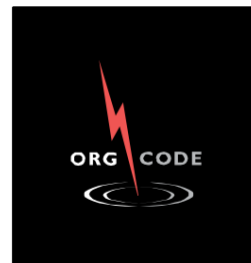


Rapid Re-Housing

OrgCode Consulting, Inc.



A Few Short Words About OrgCode

A band of merry misfits hell-bent on ending homelessness, promoting social justice, and living our values.

Work takes us from Hawaii to Rhode Island, Minnesota to Texas - as well as Canada, and Australia. In a typical year we will work with several hundred communities on social change, practice, and policy.

We believe in being catalysts for better social outcomes, using data and evidence, and training that doesn't suck.





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What is Rapid Re-Housing?



Rapid Re-Housing

The core components of Rapid Re-Housing are **housing identification**, **financial assistance** for rent or move-in costs, and **case management and services**.

- An intervention designed to help people to quickly exit homelessness into permanent housing (30 days)
- Rapid Re-Housing assistance is offered without preconditions – Housing First
- Services and financial assistance in Rapid Re-Housing are time limited
- Can and does work for youth and families with service and budget considerations



Rapid Re-Housing

- Participants have moderate acuity- either across the board, or with higher acuity in a few select areas that impact housing stability and vulnerability, but not in others.
- Supports are provided '*in vivo*' or within the community
- Professionally trained housing based case managers deliver the supports.
- Approach is structured, documented, and strategic.



Why is There Support & Encouragement of Rapid Re-Housing

- More effective than transitional housing.
- Less costly than Permanent Supportive Housing.
- Permanent Supportive Housing was being used for people that did not require permanent supports.
- Data to date shows very positive results for families and individuals.
- Empowers the program participant to integrate quickly back into community.
- Leverages existing- often private market- housing
- And most importantly- it ends homelessness!



Who is Rapid Re-Housing Designed For?

- Rapid Re-Housing is designed for people with moderate acuity. The needs of the household are such that they do not need supports forever, but the household is unable to resolve their homelessness on their own.
- Positive outcomes for youth and families with appropriate and necessary services



Service Orientation for Rapid Re-Housing

- Person centered
- Strength based
- Non-judgemental
- Harm reduction
- Solution focused
- Intentional goal setting process driven through assessment
- Focus on greater independence
- No attempts to heal or fix people
- Community based & mobile
- Empowering
- Progressive engagement
- Objective based interactions



Service Requirements for RRH

- Trained, professional staff
- Flexible hours
- Flexible intensity
- Vast system knowledge
- Personalized case management
- Home visits
- Impeccable time management skills
- Ability to manage larger caseloads (25-35 per case worker)
- Fidelity to proven case management



Rapid Re-Housing is NOT...

- A crisis response, nor is it crisis driven
- A permanent support
- A solution to poverty
- Intended to take the place of mainstream supports and benefits
- A dependent relationship
- Doing things for clients. It is doing things with them.
- Friendship
- Without conflict
- A destination. It is a process
- Perfect



Core Components

- ✓ Housing Identification
 - Housing choice
- ✓ Financial Assistance
 - Financial assistance in a rapid re-housing program can come in the form of a full subsidy covering the full rent for a period of time, or a shallow subsidy covering a portion of the rent.
- ✓ Case Management



Phases of Rapid Re-Housing



Phase 1

Eligibility
Screening &
Acuity
Confirmation

Informed Consent
& Desire to
Participate

Document
Readiness

Phase 2

Housing Search

Lease Up

Move In

Phase 3

Progressive
Engagement

Coaching

Greater
Independence



Phase 1

- Eligibility Screening
 - Confirm Acuity
 - Informed Consent
 - Document Readiness
-
- Can be done through outreach or within a shelter setting
 - If you have a by-name list, it comes at the end of this phase



Phase One: What is Going On?

- Voracious consumption of resources
- Can be difficult to find or follow-up with...or may be in your face constantly
- Combination of eager, afraid, demanding, resisting, suspicious, thankful- sometimes in the same meeting
- Contemplation and preparation



Phase One: Approach

- What do they think case management is?
- What do they think your job is?
- What do they think it means to be a responsible tenant?
- Why do they want to be in the program?
- What are the immediate barriers (for example, no income, poor credit history, past evictions, registered sex offender) and how will you work through those to get the person housed?



Phase One: Keep in Mind

- You cannot force people to participate
- The only things they need to agree to is:
 - To provide their informed consent & release information
 - To pay their rent on time and in full
 - Sign a lease and follow the terms of the lease
 - Engage in supports for the duration of the program, which includes creating a case plan



Phase One: Keep in Mind

- VI-SPDAT
- Documentation and eligibility verification
- By-name list
- Market and clarify roles and process
- Supplemental questions including housing choice
- Special population considerations
 - Family
 - Youth



Phase 2

- Housing Search
- Lease Up
- Move In



Phase Two: Approach

- In a perfect world, what apartment would they move into?
- What are the must haves?
- Any legal restrictions on where they can live?
- What can they afford?
- Choice NOT placement!



Phase Two: Finding Housing

- Corporately, secure underperforming parts of their portfolio by helping them make money because you have a captive tenant audience
- Boots on the ground intelligence- where are other low-income people living that found housing without you?
- Cultivate existing landlord connections- frequent contact and rent checks with existing tenant clients
- Holding landlord, participant and community needs in equal balance



Define Your Role

- A **liaison**; not a “mini-landlord”
- Will **check-in** on a monthly basis, including rent payment follow-up
- **How to contact, when and why**
- Ensure landlord knows what info you can share and what is private
- Will work to **mediate** issues



Choice, Not Placement

- Participants actively engaged in **articulating preferences and needs.**
- Participants presented **options to choose from**; not placed in a unit.



Triple A

- Options prepared for participant based upon:
 - Affordability
 - Appropriateness
 - Actionability



For Housing to Be Considered

- Must be in **habitable condition**
- **Standard** tenancy agreement
 - Tenancy not linked to program participation
- Housing is “**permanent**”
- Participant has ***privacy*** and ***controls access*** to unit



Range of Housing Options

- Scattered-site
- Congregate
- Roommate
- Single occupancy
- Homes/rooms
- Traditional apartments



Support in the Housing Process

- No blind referrals
- Participant accompanied to all *viewings*
- Participant assisted with *lease signing*
- Participant assisted with *move-in* and building orientation



Avoiding Saturation

- Unless there are on-site 24/7 supports, no building shall have **more than 15%** of all units occupied with active participants (across all agencies providing housing supports) at one time.



What do Landlords Want?

- Money
- No vacancies
- No hassles/easy lease up
- Rent on time
- Lease compliance
- Unit in good condition
- Prompt follow up when they have concerns
- Some landlords are altruistic and want to help end homelessness, but they are the exception, not the norm



No Vacancies

- What is the vacancy rate?
- Do they have low income units to fill?
- Tolerance for negative background?
- Searchers and lease up numbers?
- Average lease duration for tenants?



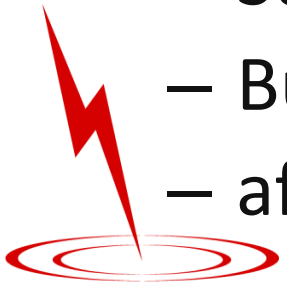
Easy Lease Up

- Simple forms
- Rent reasonableness
- Answers to questions
- Move in fees
- Quick turnaround/fast Housing Quality Standards/Habitability



Rent on Time

- Housing assistance
 - 1st rent payment
 - Ongoing payment
 - Consistent (direct deposit)
 - communication
- Tenant rate
 - Payee
 - Supportive service
 - Budget
 - affordable



Lease Compliance

- Relationship
- Mediation
- Quick response
- Emergency numbers
- Eviction prevention
- Avoid court



How Do You Sell the Program?

- Market the program and services, not the consumer
- Program value
 - From their perspective- what do they get out of working with you?
- Marketing material
 - Paper and/or website
- Training and expectation
 - Make sure the landlord knows what they are getting into, don't sell false narratives or a bill of goods



Why are Landlord Relationships Important?

- Lifeblood of our programs
- De-concentration (building saturation)
- They are the ones who have what we need to end homelessness



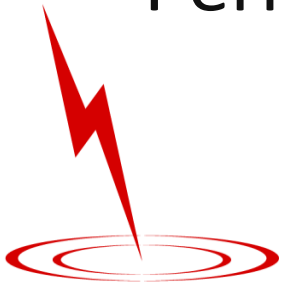
How to Expand your Landlord Pool

- There is no magic silver bullet
- Landlord incentives
- Teams/flexible funds to support damage
 - Maintain relationship
 - Maintain access to unit
- Determine who is responsible in your community
- Having a dedicated housing locator or housing specialist can be key to being successful. They speak the language.
 - “landlord whisperer”



Teaching the Participant how to Navigate

- Building orientation
- What are the numbers and who do they call for what?
- Maintenance requests vs. general frustrations
- Legal Aid
- Fire safety
- On-site services (mailbox, laundry)
- Permission for landlord to contact you if needed



What do you need to track?

- Make sure deposits are paid
- Make sure rent is paid (program portion and client portion)
- Make sure any other fees that need to be paid have been paid



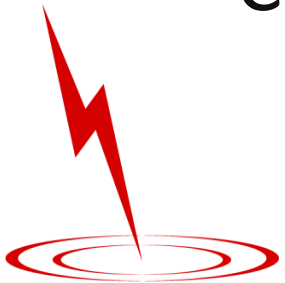
Problems Once They Have Been Housed

- When issues arise, make sure you are prompt in responding to the landlord. Remember, they have the housing you need to be successful.
- When talking to landlords, remember to understand them first before trying to be understood
- Housing Locator vs. Case Manager – clarify roles



Contact with the Landlord

- Be proactive, not reactive
 - Monthly check in for rent and other issues
- Do they call you when issues arise
- Landlord appreciation
 - Social media/newsletters
 - Coffee and donuts
 - Community recognition



When Tenancy Can't be Saved

- Mutual rescinding of lease- saves court costs and blemishes on record
 - Still have to go through normal vacating process which includes damages and unpaid rent
- Making sure the relationship with the landlord is salvaged is good business for future clients

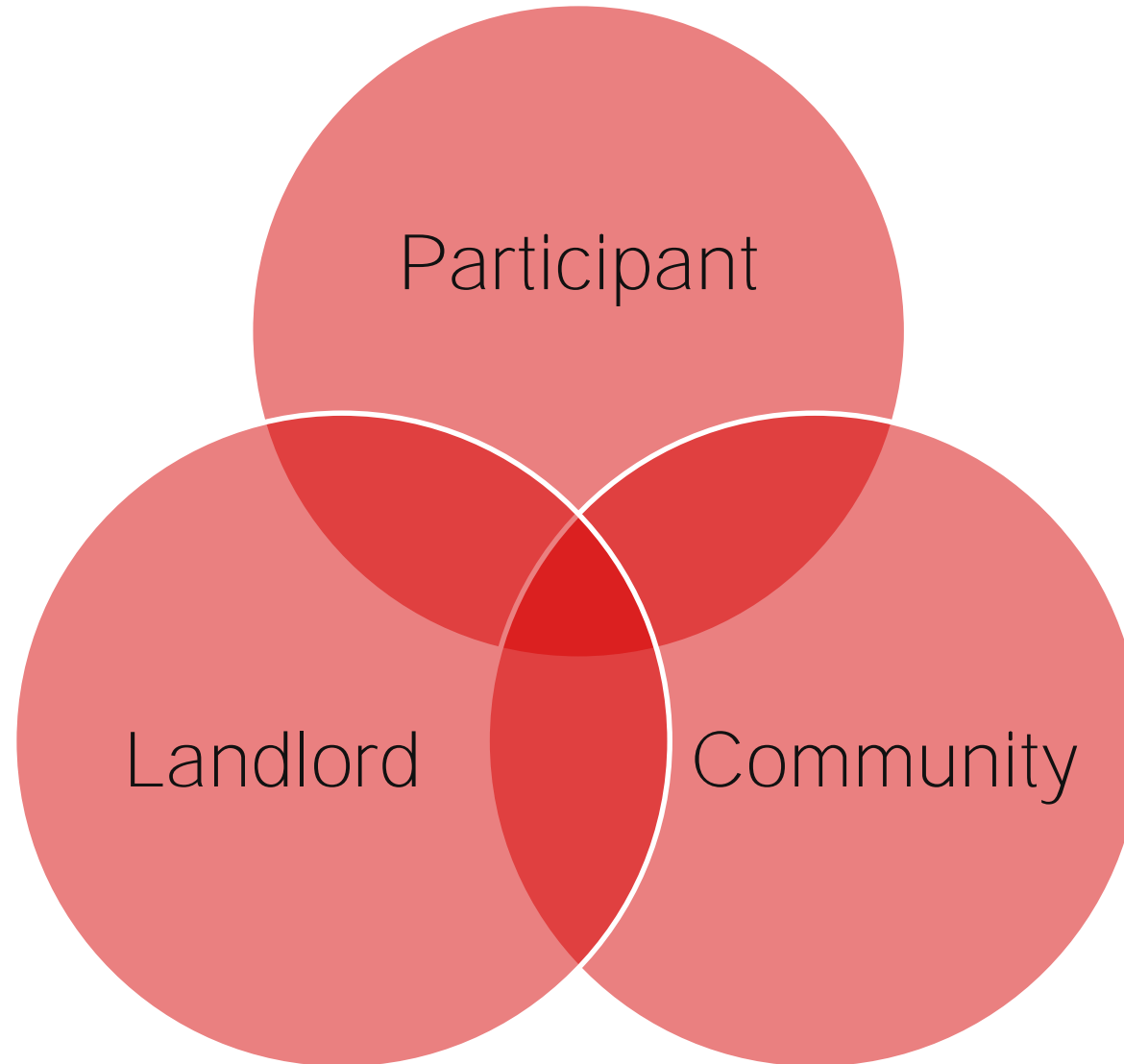


When Tenancy is Successful

- Make sure the client is following through with what they need to do (work orders, unit maintenance, etc.)
- If you have to do annual reviews make sure there won't be any issues that arise during that process
- If the lease is up for renewal, what comes next (renewal, month to month?)
- Will there be a change in rental amount after the first year?



Relationships & Connections





Getting Started: *Move-In*

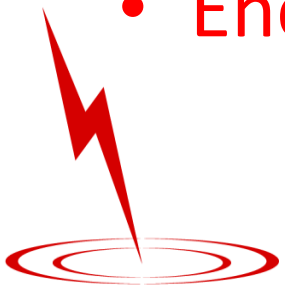
Good Preparatory Practices

- Only do move-ins on Mondays, Tuesdays, or Wednesdays
- Usually only **one move-in per day**- maximum of 2!
- **Discuss/role play** the move-in before it happens
- Book a time to meet- and then **be early**
- Pick out furniture in advance



On the Day of the Move-In

- Do a walk-through. **Exude positivity.**
- Have your cleaning kit ready and **roll up your sleeves WITH your participant**
- Arrange for furniture & basic supplies to be delivered
- Provide **orientation** to building & community
- Review *fire safety plan* and safe use of appliances
- Make sure **lock and keys work**; discuss strategies for lost keys
- **Encourage** meeting neighbours



Before You Leave...

- Ask them the **3 things they think may go wrong in the first few days** and what they will do if those things happen so that they stay in their place
- Ensure **next visit** is scheduled **within two days**



Promoting Home Making

- Buy a baking sheet and *make cookies*
- Provide them a **plant**
- Give them three **picture frames**
- Get sticky putty to put **posters** on the wall
- Go **grocery shopping** and make a stew or chili and freeze individual portions
- Activities to address boredom...
 - Cards, art supplies, books, TV, laptop, etc.
- **Calendar**
- Fridge magnets
- **Dry-erase marker**

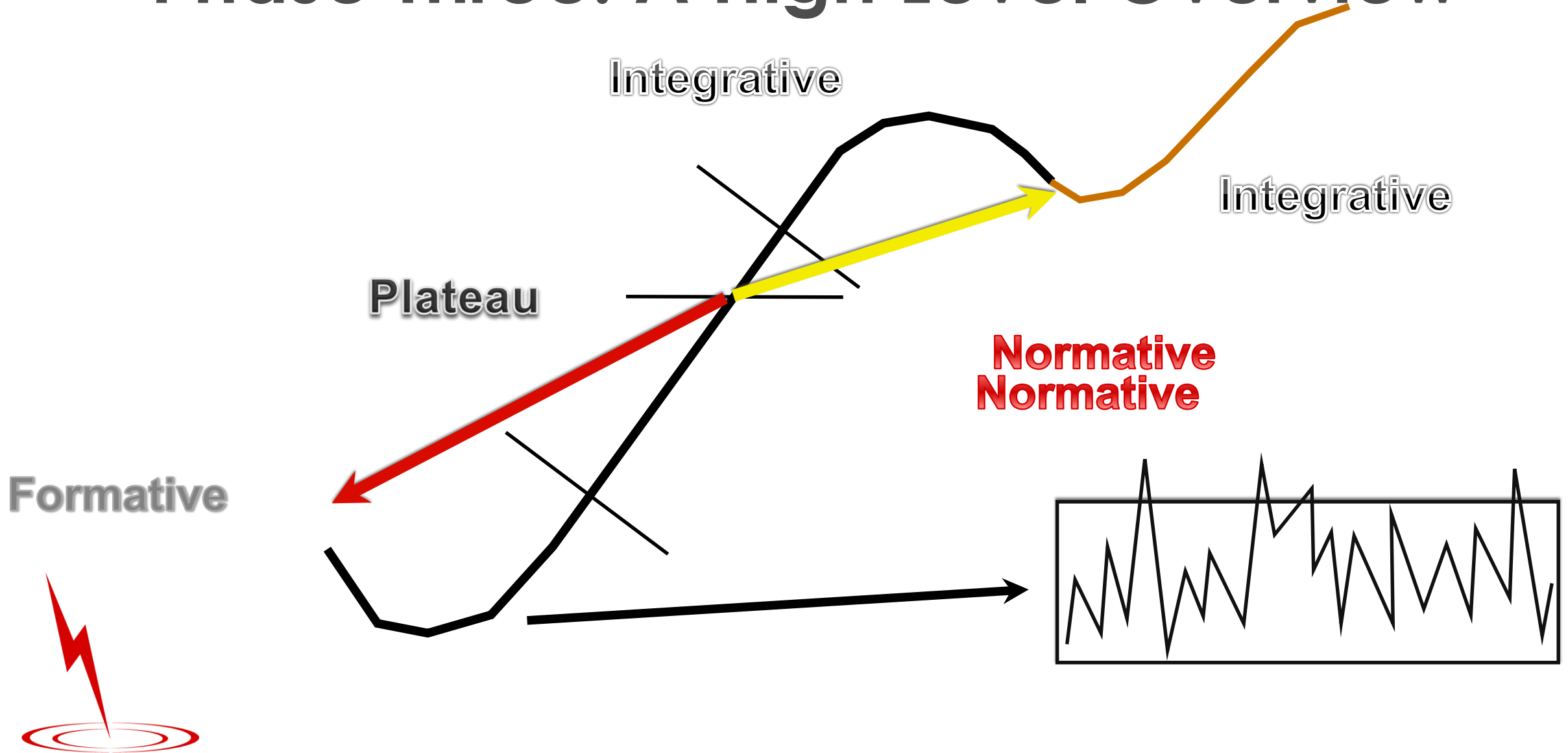


Phase 3

- Progressive Engagement
- Coaching
- Greater Independence



Phase Three: A High Level Overview



Housing Based Case Management

A housing based case manager is an **organized and trained professional** that acts as a **positive change** agent in holistically assisting individuals/families in **achieving and maintaining housing**, while concurrently **promoting awareness and teaching strategies** that reduce the likelihood of a return to homelessness in the future.



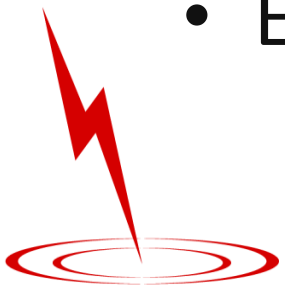
Rapid Re-Housing Requires Specific Skills & Knowledge

- Motivational interviewing
- Assertive engagement
- Tenant rights
- Income support systems
- Harm reduction
- Mental health recovery
- Cultural competency
- Safety planning
- Documentation
- Addiction and dependency
- Brain injury impacts
- Trauma informed service delivery
- Health systems/access to care
- Relevant legislation



The Case Manager...

- Promotes hope through a future orientation
- Realizes that the person is a person, not a case
- Appreciates that the person they are working with has their own values and own life. This makes them no better nor worse—just different
- Practices without judgement...people are never considered “non-compliant” or “bad”
- Expresses empathy, never sympathy



The Case Manager...

- Accepts that reducing harm is a practical and necessary pursuit
- Promotes positive change
- Is assertive and persistent as necessary
- Does not sacrifice the important for the urgent



Flexible Hours

- Rapid Re-Housing cannot function solely on a Monday to Friday schedule
- Rapid Re-Housing cannot function solely on an 8-4 or 9-5 type schedule
- The case manager's hours must meet the needs of the participant- not the other way around



Flexible Intensity

- Through this model, there is a start with higher intensity and reduction over time in program.
- However, once intensity is reduced there can still be instances where more intensity is required.



Things Case Management is NOT

- A **crisis response**; nor is it crisis driven.
- Doing things **for** clients. It is doing things **with** them.
- A **dependent** relationship
- Without conflict
- **Friendship**
- A **destination**. It is a process.

- **Perfect**



Home Visits

- Delivery of service in the participant's most natural settings- mainly the home.
- Best place for skill building is within the place where those skills are needed with the tools that are available.
- Support of “home making” necessary for a “home visit”- otherwise it is a house call.





Getting Started: The First 90 Days

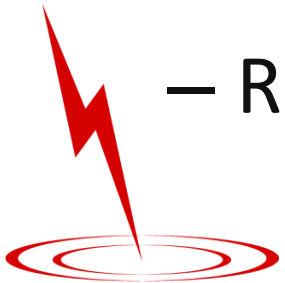
Phase Three: First Month

- First follow up visit is within two days of move in
- Set the tone for home visits and your expectations
- Level of engagement dictated by level of need
- Promote home-making
- Community connections and accompany to appointments as necessary
- Objective based interactions
- Income



Community Connections

- Assessment of concrete needs and linking:
 - Use the SPDAT
 - Make appointments
 - Accompany to appointments
 - Think long-term
 - Build a safety net if something is not immediately available in your community
 - Reinforce you are setting the stage for future independence



What is Going On?

- The “abnormal” is “normal” ... ups and downs are common
- **Range of emotions** and actions can be misperceived as not wanting housing with support or trying to “sabotage” housing with support
- **Second-guessing the decision** to participate in the program is common



Your Approach & Attitude

- **Professional**
- **Don't freak out**
- Don't judge
- Exude positivity
- **Harness structure**
- Do what you say you will do when you say you will do it
- Respectfully challenge, while avoiding "punishment"
- *Don't put the cart in front of the horse*



Housing Stability is the Primary Objective

Relationships	Who is allowed in your apartment and who needs to stay out? Who is most likely going to impact your housing stability and why? Who are their neighbors? What steps do they feel they need to take so that other people are not the reason they lose/get kicked out of their place?
Basic Needs	How can they turn their apartment into a home? Do they need supplies to cook, clean, bathe, stay clothed, etc.? Are they able to achieve food security on a limited budget?
Supports	Do they understand the role of the landlord/superintendent? Do they understand your role and what it entails? Are there any pre-existing supports that they need to maintain contact with at this time?
Safety	Is there anybody in their life that poses a safety risk? What will they do about it? What strategy will they use to protect their keys? Do they want/need to keep their address confidential? Do they understand the fire safety plan? Do they know how to safely operate all appliances?



Promoting Home Making – Examples...

- Provide them a **plant**
- Give them three **picture frames**
- Get sticky putty to put ***posters*** on the wall
- Go **grocery shopping** and make a stew or chili and freeze individual portions
- Activities to address boredom...
 - Cards, art supplies, books, TV, laptop, etc.
- **Calendar**
- Fridge magnets
- **Dry-erase marker**



5 Necessary Functions

1. Crisis Plan
2. Budget
3. Risk Assessment
4. Personal Guest Policy
5. First Case Plan



1. Crisis Plan

- Not optional
- Completed in the first four weeks or as part of intake if participant is coming from treatment shelter, or the hospital
- Can include self harm as well as other risks to self or housing
- Should include potential risks, identifying triggers, warning signs, coping mechanisms, and resources
- Updated again as necessary
- Final update is at program exit
- May be included as part of WRAP or DREEM if appropriate



Crisis Planning Tool

About Me

Name:	
Date of Birth:	
Address:	
Health Card Number/Version:	

Emergency/Medical Contacts

Role	Name	Telephone Number
Emergency	Emergency Services	9-1-1
Contact this person 1st		
Contact this person 2nd		
Contact this person 3rd		
Support Worker		
Support Worker Back-up or Team Leader		

Depending on the situation, I may also use these community resources when in crisis:

Name of Community Resource	Telephone Number

The **signs** that I am **about to go into crisis** are: _____

The **signs** that I am **in crisis** are: _____

If you notice I am **doing** and/or **saying** _____

_____, then **give me space**.

In the past, **to deal with a crisis effectively**, I have: _____

If I am in crisis, it is best to **contact these people**: _____

If I am about to be in crisis or I am in crisis, these are the **special arrangements** or things I need to have taken care of for me: _____

In the event of a crisis I would like my crisis plan shared with my support network, as deemed appropriate by my worker.

☐ Yes ☐ No

Client

Signature

Date

2. Honest Monthly Budget

- Reinforcing basic concepts
- Reflection leads to better information
- Does NOT have to be perfect
- Important to raise awareness, NOT pass judgement or how people spend or access money
- Raising awareness & noting discrepancies is a key opportunity to move someone from contemplation to preparation in the change process.



Honest Monthly Budget

Things that I have to spend money on:		Formal ways I get money:	
Rent		Job	
Utilities		General Welfare	
Food		Disability	
Arrears		Pension	
Repairs		Inheritance	
TOTAL		TOTAL	

Other money that comes in goes toward:		Informal ways I get money:	
Child Support		Binning/Bottle Collecting	
Debts		Odd Jobs	
Cigarettes		Treasure Hunting	
Coffee		Baby Sitting	
Alcohol		Sex Work	
Other Drugs		Drug Running/ Dealing	
Health Stuff		Day Labour	
Household Supplies		Theft/ Pawning	
Girlfriend/ Boyfriend		Friends/ Family	
Kids		Selling Prescription	
Other Friends		Gambling	
Cable		Medical Research	
Socializing/ Partying/ Night Out		Panhandling	
Sex		Selling Crafts	
Bus		Busking/ Street Entertainment	
Taxis		Honorariums	
Gambling		Non- Medical Research	
Legal Stuff/ Fines		Other	
Other Bills			
TOTAL		TOTAL	

All the Ways I Spend Money:		All the Ways I Make Money:	
GRAND TOTAL		GRAND TOTAL	
Difference Between What I Spend and What I Make:			

3. Risk Assessment

- Should be completed within *two weeks* of being housed
- By identifying risks, the intent is to define the **people, processes, and/or technology** that can help minimize the risk, not prevent service
- Risk assessments should be **updated periodically**



Brief Risk Assessment

In the last year:

	Yes	No	Declined
Have you been charged with a violent offence, including sexual assault or domestic violence?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you attended an anger management class because someone like a Judge told you that you must do so?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has a court ordered you to take medication or follow through on a treatment order for your mental health?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you thought about, planned, or attempted to end your life?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you overdosed on alcohol or other drugs to the point where you required medical attention?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you had falls, spells, blacked out or had seizures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you acquired a brain injury?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you been diagnosed with a chronic health condition or been unable to do what you are supposed to for an existing chronic health condition?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you been to the emergency room of the hospital 4 or more times?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you been incarcerated 4 or more nights?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you:

	Yes	No	Declined
Plan on harming another person or yourself?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have an existing chronic health condition that you are not getting health care for?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have an existing serious mental health condition that you are not getting care for?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Avoid getting help when you are sick or injured?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Engage in higher risk behaviour like sharing needles, having sex with people you don't know, or anything like that?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use alcohol or other drugs to the point of complete intoxication two or more times per week?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have any warrants for your arrest?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have anybody that wants to harm you or seek revenge from you violently, which may include people that believe you have harmed them or to whom you owe money?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have difficulties concentrating or remembering things?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Personal Guest Policy

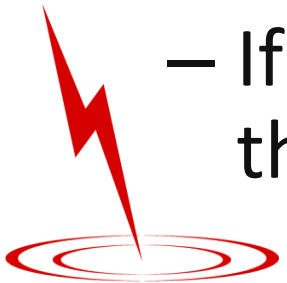
- Intent is to help the client define **who can visit, when, and who is responsible** for the actions of guests
- Can be turned into a fun project
- Idea should be introduced during the housing search, discussed during move-in, and ***completed during the first two home visits***



Personal Guest Policy

Types of questions you may ask to help form the guest policy:

- What **time of day** do you want to allow guests (or not allow guests)?
- Is there anyone that you **don't want at your apartment** (even though you may hang out with them somewhere else)?
- Is there anybody you'd only invite **over on certain days** or certain times?
- If someone comes over with a friend, and you don't know the person, is that alright with you?



Personal Guest Policy

Types of questions you may ask to help form the guest policy:

- If a **guest damages something** in the building, who is responsible?
- Are there any activities, language or other things that *you do not want happening in your apartment?*
- If people want to **crash on your floor or couch**, is that cool with you? What if doing so is against your lease?
- If people want to **smoke drugs in your apartment**, how will you make sure that doesn't result in you getting evicted?



5. First Case Plan/ISP

- First time to demonstrate SMARTER goal-setting
- No more than 3 areas of attention
- All 3 areas related to housing stability
- Role model vs. 'hand holding' – what you will do





Effective Service Planning

Developing an Individualized Service Plan

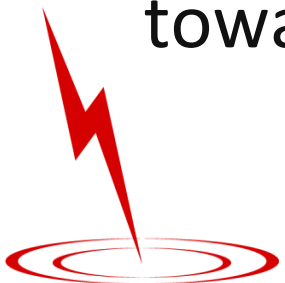
Content of an ISP:

- Specifies short and long-term goals
- Identifies measurable, short-term objectives
- Identifies services and other resources needed
- Identifies organizations and/or individuals who will provide the services and resources
- Identifies the tasks and responsibilities of the case manager



Developing an Individualized Service Plan

- Identifies the tasks and responsibilities of the young person
- Identifies the tasks of family members and others
- Specifies time frames/schedules
- Specifies starting and ending dates of services related to goals
- Specifies a schedule between the case manager, the person and other relevant people
- The ISP is a LIVING DOCUMENT that outlines and tracks progress toward goals – ***not just done once!***



What is the difference between 'goal' and 'task'

- **Goal:** the result or achievement toward which effort is directed; aim; end
 - Can be short or long-term
 - Identify goal due date
 - The person should understand the goals s/he has developed, and should be able to restate them clearly in his/her own words.

example: pass Property Management inspection on Friday



What is the difference between 'goal' and 'task'

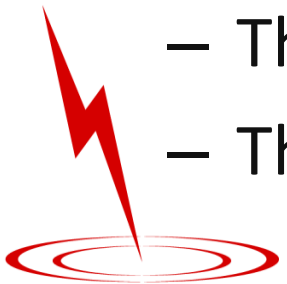
- **Task(s):** a definite and specific instance or act of work
 - What is the task
 - Who is responsible for completing the task
 - When should the task be completed

For each primary goal, there should be a set of sequenced, shorter-range, bite size tasks leading to that goal. This enables the person to achieve and celebrate ongoing successes.



Other Service Planning Considerations

- Keep in mind the principles behind harm reduction and trauma informed practice. This is a chance for you to bring these principles to your work in a meaningful way.
 - Example: service plan goal around substance use does not need to be abstinence or treatment, it can be around reduction of use; implementation strategies;
- Regardless of a participant's age, experience, or history, don't assume:
 - That they ought to be able to do something
 - That they should “know better”
 - They are just “being difficult”



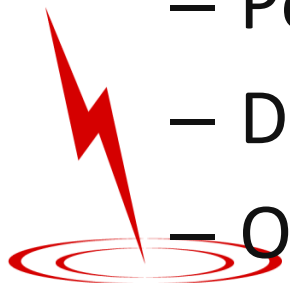
Other Service Planning Considerations

- Know the stages of change and help participants work through them in their goal setting.
- Distinguish between goals and tasks (e.g. goal- obtain a job within 3 months vs. task- submit three resumes per week)
- Be realistic
- Be supportive
- Be positive
- Remember SMARTER goals (specific, measurable, attainable, realistic, time-bound, evaluated, re-visited)



Linkage to the Larger Community

- Your role is a service broker and advocate. You are there to connect participants to as many community resources and supports as are necessary and appropriate.
- This allows for a more successful transition of care once they leave the program.
- You are not a dog – hoarding or guarding resources
- We have stuff + youth need stuff = power dynamics
 - Power struggles
 - Dangling carrots
 - Opportunities for incentive but not used as reward/punishment



Introduce Exit Planning

- Explain it is being introduced because they have been able to progress
- Remind them there is still time to work on things in the case management relationship
- Ask if they want you to complete an exit plan too and then compare results



Exit Planning Tool

About Us

Family Name:	
Head(s) of Household:	
Address:	
Health Insurance	

Emergency/Medical Contacts

Role/Relationship	Name	Telephone Number
Emergency	Emergency Services	9-1-1
1.		
2.		
3.		

Our Plan to Maintain Housing

I will continue to **pay our rent** by making sure we do the following things:

We are confident that we have the skills to:

Task	Yes	No	N/A
Clean the apartment	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Go grocery shopping	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Pay rent	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Speak with landlord	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Do laundry	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Budget	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Pay other bills	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Be responsible tenants	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Set goals & take action	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Problem-solve with a level head	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Keep emotions in check when frustrated/angry	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Follow crisis plan when necessary	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Make appointments and keep them	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Follow doctor instructions	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Follow psychiatrist instructions	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Take medicine	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Refill medicine	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Have fun without creating problems	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Fill the days with things that make us happy	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Invite guests over and know when to ask them to leave	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Seek out help when we need it	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Keep our apartment	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Our Support Network

The following people are considered to be part of my support network, and we recognize that our Housing Program support worker will no longer be part of my support network:

Role/Relationship	Name	Telephone Number

Should we ever receive an eviction notice or be told by my landlord that we need to leave, we will:

We would like our exit plan shared with our support network and other social service organizations, as deemed appropriate by my worker.

☐ Yes ☐ No

Client

Signature

Date

Intensive Case Manager

Signature

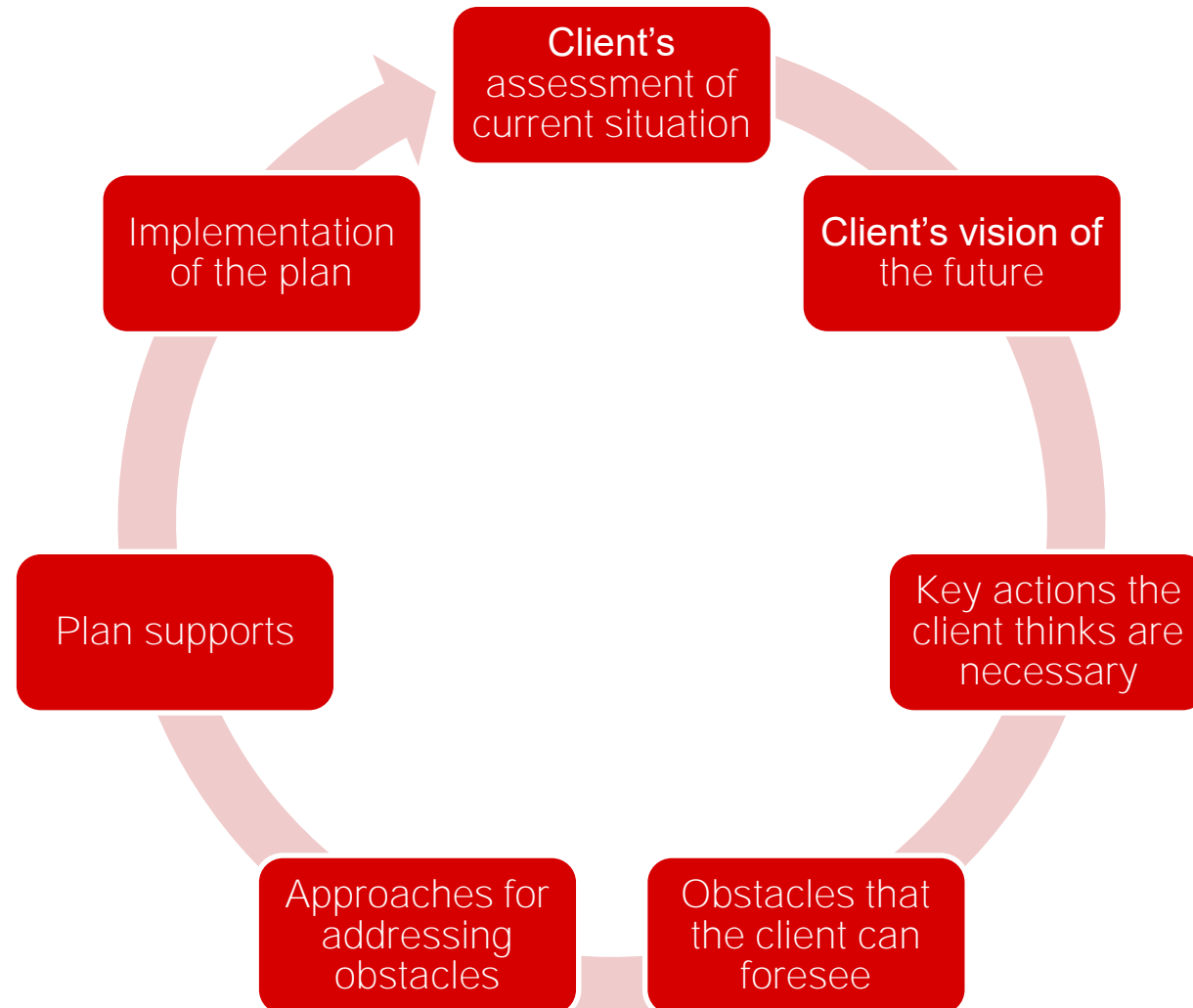
Date

Re-Housing

- The primary focus of your work is housing stability, so when participants lose their housing, re-housing becomes your immediate priority.
- Punitive measures are not helpful – the loss of housing is traumatic and causes shame.
- Work with the participant to figure out what happened and help come up with a plan (or case plan goal) that will address this going forward.



Empowering Clients to Assess the Situation and Make Change



The Question you **MUST** Ask

“How do you think that will
impact your housing?”



On to Independence from Rapid Re-Housing

- Web of supports are in place
- Coaching through observation has made it possible for participant to demonstrate success
- No immediate concerns for eviction



On to Independence from Rapid Re-Housing

- Communication is key for successful transfer:
 - Other community organizations involved
 - Government organizations (for example income supports) involved
 - Clinicians now involved
 - Landlord (in some instances)
 - The friends/family of the participants (in some instances)
 - The participant
- Whenever possible, hold an exit case conference with all relevant parties and the participant



Managing Your Caseload & Sanity

- In a three month Rapid Re-Housing program, caseloads should not exceed 20; Youth should not exceed 15.
- 5-7 participants should be in month one; 5-7 in month two; 5-7 in month three
- Those with the deepest needs should get the most time. Engage more when housing or life is unstable, and pull back when it is stable.
- Balance caseloads by acuity



How Best to Structure Your Day

- Start your day in the office
- Do 2-3 home visits
- Return to office and enjoy lunch
- Do 2-3 home visits
- Document, file, enter into HMIS
- Never answer your phone live unless it is your boss calling



Weekly Case Review

- Same time each week
- Attendance is mandatory
- Phones must be off
- Each support staff presents 60-90 second review of each person/family they are supporting: changes in acuity, case plan priorities, objectives for next interaction, date of next visit, key notes, etc.



Reminder: Core Components

Housing Identification

- Housing choice
- Landlord recruitment
- Addressing barriers to housing; document readiness, etc.

Financial Assistance

- Financial assistance in a rapid re-housing program can come in the form of a full subsidy covering the full rent for a period of time, or a shallow subsidy covering a portion of the rent.

- **Case Management**

- Housing stability supports
- Community connections
- Service brokerage



Closing Questions & Comments

- So, what do you still want to know?
- There must be something we haven't covered...

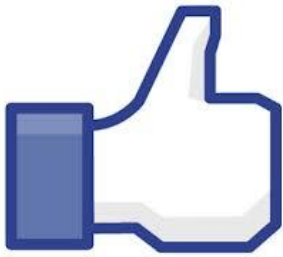




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