
Critical Time Intervention

GPD Case Management Programs

Session 4: Coordination with Landlords to Promote Housing Stability and Prevent Eviction

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Welcome & Reminders

- Housing Innovations
 - Suzanne Wagner & Andrea White
- Goals for the Training
- Housekeeping
 - PLEASE TURN YOUR CAMERAS ON AS MUCH AS YOU CAN
 - Please put your first and last name as you would like to be addressed as your screen name
 - We love interaction – please raise hand, use “reactions”, type comments in the chat box or just unmute and talk!
 - Please put in the chat box what your cell phone wall paper/screen saver is



Recap of Session Three

Phases of CTI

- Phase One: Transition
 - Settling into housing
 - Learning tenancy skills
 - Developing network of care
- Phase Two: Practicing/Try out
 - Working the resources
 - Monitoring housing stability and addressing risks
- Phase Three: Step Down and Transition
 - Planning for the future and closing meetings

Poll 1: CTI Implementation



Agenda

Coordination with Landlord and Property Managers in Housing Retention

Tenancy Education

Harm Reduction for Eviction Prevention and Developing A Harm Reduction Plan

Wrap-up



Coordinating for Housing Stability



Landlords have a key role in helping tenants understand their lease obligations and comply with them.

Assertive approach
Establish clear and consistent tenancy expectations



Services staff provide and arrange for services needed to maintain housing and also function as advocates for each person / family.

Teach/assist to meet tenancy obligations

Teach negotiation skills with the landlord

What we are trying to accomplish

Balance

Strike a balance among competing forces - financial demands of the building, safety/security of the community vs. needs of individual tenants

Collaboration

Foster a collaborative relationship between landlord and services with separate functions.
What are shared goals?

Coordination

Develop systems to effectively coordinate between landlord functions and services functions

Success

Develop buildings that are assets to the community, not liabilities; that tenants want to stay in.

Managing the Collaboration



- Landlords and Services staff understand each other's roles
- Input and feedback from landlords and services staff is valued
 - This includes all staff including security and maintenance
- Clear procedures and communication on topics such as: confidentiality, eviction prevention process, lease violations and crisis procedures
- Services copied on all lease violations, and/or services checks in at least monthly with each landlord

Resource: Property Managers Manual

http://www.csh.org/wp-content/uploads/2011/12/Tool_PropertyMgmtManual1.pdf

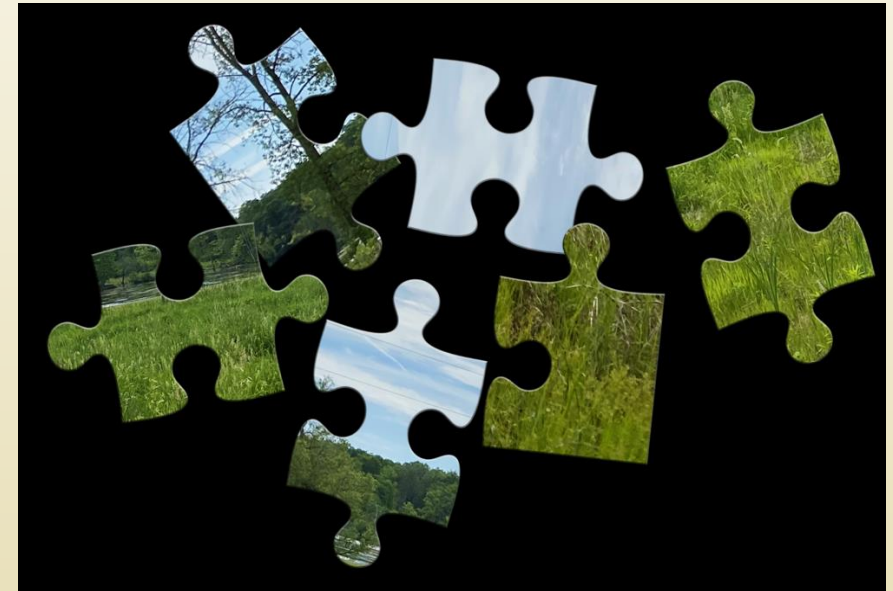
Poll 2: Coordination with Landlords/Property Managers

Discussions – Landlord Coordination

PLEASE TURN YOUR CAMERAS ON

Discussion Prompts:

- What kinds of lease violations are tenants receiving?
- Are the roles clear about which staff enforce the lease and which staff support tenants to meet these requirements?
- What are some of the successes you have had in coordinating with landlords to support stable tenancy?
- What are some of the challenges you experience in coordinating with landlords to support stable tenancy?




Using the Lease to Structure the Work



- One of the goals is for each individual and family to be stably housed and to do so, need to learn how to manage tenancy obligations.
- Key to achieving this goal is the active coordination between property management and service staff, while maintaining the functional separation of these two staffs.
- Having separation of functions helps tenants learn by being treated no differently from any other tenant. (Don't want to create alternate reality).
- Problems that threaten tenancy may motivate tenants to use services in order to keep their housing.

Teach Obligations of a Lease/Tenancy



Allow other tenants the peaceful enjoyment of homes
Make required rent payment on time
Keep unit free of health and safety hazards
Only allow people on the lease to live there
No criminal activity in unit, common areas or grounds
Keep utilities current and paid



Teach Rights of Tenancy

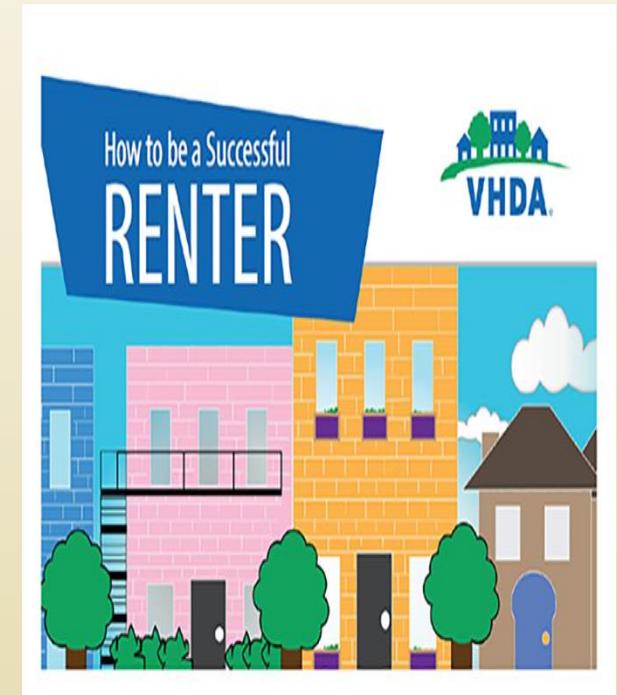
- Right to privacy – no entering unit without permission or emergency
- Right to safe and well-maintained unit – repairs and safety considerations
- Right to due process – no eviction without proper process



Resources for Tenancy Education

- Tenant laws differ by state and locality. You can usually get a tenant's rights brochure by googling your state and “tenants rights and responsibilities”.
- An example is:
California Tenants: A Guide to Residential Tenants’ and Landlords’ Rights and Responsibilities
<https://www.courts.ca.gov/documents/California-Tenants-Guide.pdf>
- A resource to teach tenancy skills:
RentWise Workbook: University of Nebraska
<https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=4473&context=extensionhist>

Poll 3: Tenancy Education




Eviction Prevention Strategies

THE TENANT EVICTION PROCESS

The outline below should help to explain the eviction process.


THE EVICTION PROCESS


STEP 1

 **DEFAULT ON TENANCY TERMS**


SERVE SECTION 8 HOUSING ACT NOTICE (DEPENDENT ON CIRCUMSTANCES)
OR
SERVE SECTION 21 HOUSING ACT NOTICE (DEPENDENT ON CIRCUMSTANCES)

STEP 2

 **APPLY FOR COUNTY COURT ORDER FOR POSSESSION**

 **CALL BURLINGTON ON 0845 520 2000**

STEP 3

 **ENFORCE ORDER BY COUNTY COURT WARRANT OF POSSESSION (LEAD TIME 2-16 WEEKS, DEPENDENT ON COUNTY COURT WORKLOAD)**

OR

ENFORCE ORDER BY HIGH COURT WRIT OF POSSESSION (LEAD TIME APPROX 7-10 DAYS)

Burlington are used to helping clients navigate this process; so if you have any questions, feel free to give us a call on 0845 520 2000.

0845 520 2000 | WWW.BURLINGTONGROUP.NET

Educating everyone on rights and responsibilities of tenancy

Regular communication with landlord to catch lease violations early

Agreement between tenant and landlord about working together


Resources or support & address lease violations (back rent, clean up)

Knowledge of timelines and steps in the eviction process

Legal resources

Crisis planning to avoid eviction/respite

Harm Reduction Defined for Eviction Prevention



Harm Reduction (HR) is a perspective and a set of practical strategies to reduce the negative consequences of drug use and other problem behaviors, incorporating a spectrum of strategies from modifying to stopping the behavior.

Harm reduction goal here is to prevent
EVICTION.

Harm Reduction Eviction Prevention Strategies

- Representative payee, fiduciaries or automated rent payments
- Connect to free resources to stretch budget - food, clothing, library, etc.
- Plan to increase income and resources and budget for “recreation”
- Shop at discount stores
- Plan for how to socialize without disturbing neighbors
- Carpets, drapes, headphones, air purifiers, fans
- Activities for children and child-care
- Connection to faith community
- Alternative strategies for substance use
- Adding people to the lease
- Engagement in meaningful and purposeful activity
- Find another unit and landlord agreement to end the lease – “no harm, no foul”
but.....
- **Other harm reduction eviction prevention strategies you have used?**



Harm Reduction Plan to Prevent Eviction – Example

Housing Risk	Options	Factors in favor	Factors against	Non-negotiable
Eviction: landlord smells marijuana coming from apartment; bothering neighbors in building; nuisance behavior	Stop smoking pot	<ul style="list-style-type: none"> Solve problem with landlord Save money Expand possibilities for employment 	<ul style="list-style-type: none"> No interest in quitting PTSD symptoms reduced with marijuana 	<ul style="list-style-type: none"> Landlord: Must address the nuisance behavior Tenant: Must get relief
	Find another way to consume marijuana	<ul style="list-style-type: none"> May address landlord concern Allows for use for PTSD 	<ul style="list-style-type: none"> Expense of continuing to consume Still problem with employment 	<ul style="list-style-type: none"> Landlord: Must pay rent Tenant: Must have more money
	Find a substitute	<ul style="list-style-type: none"> Resolve nuisance 	<ul style="list-style-type: none"> May become addicted to prescription meds 	<ul style="list-style-type: none"> LL: Must address nuisance Tenant: No addiction

Breakouts - Harm Reduction Plan

***Meet people
where they are,
but don't leave
them where they
are.***

[Harm Reduction Plan \(fillable\)](#)

- Breakout into groups of 3, join a group
- One is participant/tenant; one is staff person and one is observer
- Using the template provided, develop a Harm Reduction plan with a current participant.
- Identify risk/barrier/lease violation to stable housing and options to mitigate/eliminate the risk
- Observer gives feedback/suggestions

Wrap up



Many thanks!

See you next week for the
CTI Implementation Session

PLEASE TURN ON YOUR CAMERAS
TO SAY GOOD-BYE

Resources

Center for the Advancement of CTI:

- www.criticaltime.org

CTI Global Network:

- <http://sssw.hunter.cuny.edu/cti/global-network/join/>

Refusal Skills:

- Bennett, M. E., Bellack, A. S., Gearon, J. S. (2013). Behavioral Treatment for Substance Abuse in People with Serious and Persistent Mental Illness: A Handbook for Mental Health Professionals. United Kingdom: Taylor & Francis.

