



Critical Time Intervention for GPD Case Management Programs

Session 4: Collaboration to Promote Housing Stability

November 8, 2023



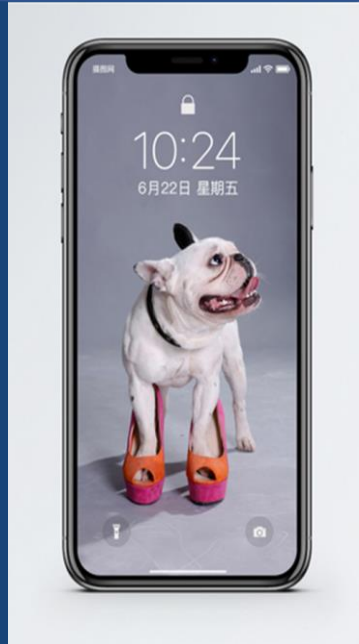
Welcome & Reminders

Housing Innovations

- Suzanne Wagner and Andrea White

Goals for the Session

- 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
-
- Interaction – please raise hand, use emojis, type comments in the chat box or just unmute and talk!
- Please put in the chat box your agency, location and what your cell phone wallpaper/screensaver is and how long you have had it



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: CTI Implementation

Agenda

Coordination with Landlords in Housing Retention and Eviction Prevention

Harm Reduction Strategies for Eviction Prevention

Developing a Harm Reduction Plan to Prevent Eviction





Landlords have a key role in helping Veterans 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 function as advocates for each Veteran

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, security of the site's community vs. needs of individual tenants)

Collaboration

Foster a collaborative relationship between landlord and social services with separate functions

Coordination

Coordinate systems to effectively manage landlords, housing team and services

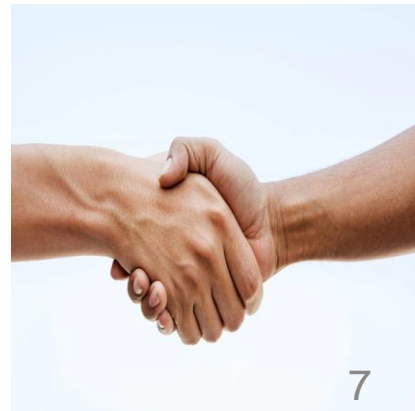
Contribution

Develop a building that is an asset to the community, not a liability, that tenants want to stay in

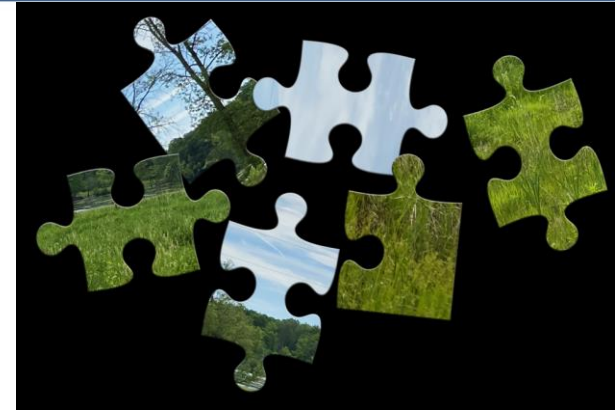
Managing the Collaboration

- Landlords/property managers and case management staff understand each other's roles
- Input and feedback from all involved parties is sought and valued
 - This includes 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

Polls: Coordination with PMs/Landlords



- PLEASE JOIN A BREAKOUT GROUP
- Introduce yourselves to one another
- Discussion Questions/Prompts:
 - How are you currently coordinating with landlords?
 - What kinds of lease violations are Veterans 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 challenges you face in supporting tenants/coordinating with landlords to support stable tenancy?



Using the Lease to Structure the Work



- One goal is for each Veteran to be stably housed - to do so, Veterans must 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 staff
- 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 to keep their housing

Teach Obligations of a Lease/Tenancy

Allow other tenants the peaceful enjoyment of home

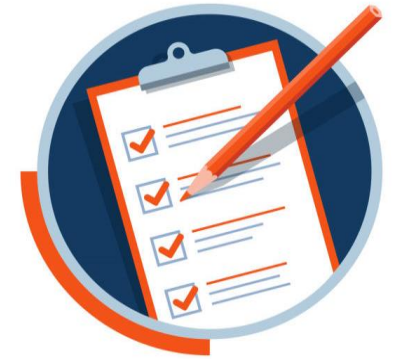
Make required rent payments on time

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 apartment without permission or emergency
- Right to safe and well-maintained housing – 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”
- Example below from NYC:
 - <https://www.nyc.gov/assets/hpd/downloads/pdfs/services/abcs-of-housing.pdf>
- Resource to teach tenancy skills:
- RentWise Workbook: University of Nebraska
 - <https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=4473&context=extensionhist>

Polls: Tenancy Education

Eviction Prevention Strategies

Educating everyone on rights and responsibilities of tenancy

Regular communication with landlords to catch lease violations early

Agreements between tenant and landlord about working together

Resources and support to address lease violations (back due rent, clean up)

Knowledge of timelines and steps in the eviction process

Legal resources

Crisis planning to avoid eviction/respite

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

Harm reduction is a perspective and a set of practical strategies to reduce the negative consequences of drug use and other problematic behaviors, incorporating a spectrum of strategies from modifying to stopping the behavior

Harm reduction goal here is to prevent
EVICTION

- 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



Harm Reduction Eviction Prevention Strategies

- 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 activities
- Find another unit and landlord agreement to end the lease – “no harm, no foul” but.....
- **What 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	<ul style="list-style-type: none"> • 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
	<ul style="list-style-type: none"> • 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
	<ul style="list-style-type: none"> • 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"> • Landlord: Must address nuisance • Tenant: No addiction

Breakouts - Harm Reduction Plan



- Breakout into groups of 3, join a group
- One person is Veteran; one is the case manager, and one is the observer
- Using the template provided, develop a Harm Reduction plan with a current or prior participant.
- Identify risk/barrier to stable housing and options to mitigate/ eliminate the risk
- Observer gives feedback/suggestions
- Link: [Harm-Reduction-Plan blank](#)

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

Closing: How does CTI Differ from “Regular” Case Management?

- Structured and time-limited intervention
- Goal focused - not symptom based
- Transition is the focus of the work
- Depends on connections to services and supports for sustainability
- Community and home-based service
- Staff step back and adjust their roles with each phase and have a planful termination of the service
- Adjust documentation and policies and procedures to support the practice



- Concludes content on CTI Practice
- Next Session
 - Q&A
 - Program Implementation Tools and Strategies
 - Use of Team and Supports for the Practice
 - Action Planning

Many thanks!



CEU Information

This program is approved by the National Association of Social Workers through the USC Suzanne Dworak-Peck School of Social Work. CEU certificates will be provided to individuals with an associate or licensed social work credential in their respective state, upon completion of a post-event evaluation. A certificate of participation will be provided to all those without an LCSW/ASW (or respective state's classification of licensed/pre-licensed social workers)

Post-event evaluations for CEUs must be completed by December 2, 2023, to be eligible for CEUs. Evaluations will be sent out after the completion of the training





Housing Transitions

QUERI

Thank you!
See you next week!

Visit the CTI Toolkit: www.VACTItoolkit.com

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