The Florida Housing Coalition, Inc., is a nonprofit, statewide membership organization whose mission is to bring together housing advocates and resources so that all Floridians have a quality affordable home and suitable living environment.
Quick Poll – Who Are You?
Must Haves
Must Haves

- Trauma Informed
- Housing Focused
- Recovery Oriented
- Person Centered
| **Trauma Informed** | - Recognizes that individuals experiencing homelessness have a higher prevalence of trauma histories
- “What is wrong with you?” to “What happened to you?” |
| **Recovery Oriented** | - Recognizes the participant as the expert and their strengths are essential to their recovery
- Recovery looks different for everyone |
| **Housing Focused** | - Stable housing is always the goal
- Housing First philosophy |
| **Person Centered** | - Assessments are focused on strengths
- Offer choice in decisions (housing, treatment, programs) |
Assertive Engagement
Remember! Voluntary Services

• Participant has the choice to engage or not
• No “participate or else”
• Voluntary for participant; not voluntary for staff
• Housing is not tied to participation in services
Why?

- Removes barriers to participants engaging
  - Missing appointments
  - Premature case closure
  - Power imbalances
- Really listens to participants’ goals and works to accommodate those
- Rapport, rapport, rapport!
How?

• Throw away “one size fits all” approach
• Meet participant where they are at
• Be authentic
• Be flexible
  • Where does the participant feel comfortable meeting?
  • Should walk in hours be available?
• Be transparent
  • What are you able to offer? What is not a part of your service scope?
• Be persistent
  • Can I come back next week?
  • Is there a better time for you?
  • Is there anything I can do for you?
Case Management is **NOT**

- Parenting
- Mentoring
- Fixing
Case Management IS

• Partnering
• Encouraging
• Solution-focused
Example – “Mary”

Challenges

• High utilizer with over 15 inpatient psychiatric admissions in the past 6 months
• Cycling through the system (jail, emergency room, psych hospital, shelters)
• Refusing housing options that have been recommended
• Misses appointments
• Recently evicted from PSH
• Argumentative with providers
• Banned from several social service providers
What Are Your Ideas?
Start with Strengths!
Example – “Mary”

Strengths

• Engaging with the mental health system on some level
• Receptive to outreach worker
• Potential for Supplemental Security Income/Social Security Disability Insurance Outreach, Access and Recovery (SOAR) candidate
• Fewer admissions when housing was stable in the past
• Responds well to peer support
“Talk of problems and you create problems; talk of possibilities and you create possibilities.”

-Kerstin Mahlberg and Maud Sjoblom
Problems
Solutions
Solution-focused

• Not-knowing stance
  • We make no assumptions
• Everyone is doing the best they can
• Actively listening to responses
• Client is the expert
Assessments are Interventions

• Not just required paperwork – an opportunity to have a conversation

Simply, we are trying to find out:
• Why are they here? (Housing)
• What do they want?
• What are the solutions?
Using a Person-Centered Approach

• Assessments are based on participant’s strengths, goals, risks, and protective factors
• Tools and assessment processes are easily understood
• Sensitive to participants’ lived experience
• Offer choice in decisions about housing and services
• Participants are able to understand to which program they are being referred
Motivational Interviewing
Utilize Motivational Interviewing - OARS

Open ended questions

• How can I help you with ___?
• Help me understand ___?
• How would you like things to be different?
• What are the good things about ___ and what are the less good things about it?
• What have you tried before to ____? (ex. help you stay housed, stay sober, drink less, keep appointments, consistently take medication?)
• What do you want to do next?
Affirmations

- I appreciate that you are willing to meet with me today.
- I know it took you a lot of time to get here on the bus. I really appreciate you taking that time.
- You are clearly a very resourceful person.
- You handled yourself really well in that situation.
- That's a good suggestion, great idea, etc.
- If I were in your shoes, I don’t know if I could have managed nearly so well.
- I’ve enjoyed talking with you today.
Reflective Listening

- **Repeating or rephrasing**: Listener repeats or substitutes synonyms or phrases, and stays close to what the speaker has said.
  - It sounds like you didn’t like that program very much.

- **Paraphrasing**: Listener makes a restatement in which the speaker’s meaning is inferred.
  - It seems like no one is really listening to what you’re saying you need help with.

- **Reflection of feeling**: Listener emphasizes emotional aspects of communication through feeling statements. This is the deepest form of listening.
  - So you feel a bit hopeless and discouraged.
Utilize Motivational Interviewing - OARS

Summarize

• Let me see if I understand so far…
• Here is what I’ve heard. Tell me if I’ve missed anything.
• (If there’s ambivalence) “On the one hand…, on the other hand…”
ARE YOU A DOCTOR?

• No need for comprehensive assessment if we are not treatment professionals
• Keep assessments focused on information that’s needed
“If your services are meaningful to participants’ goals, they will choose engagement.”

Staff Observation from the HomeFree rapid re-housing program in Portland, OR