



Creating a Client-Centered Housing Stabilization Plan

Presenter

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Agenda

- Assessment of Housing Barriers & Strengths.
- Goal Setting & Action Planning.
- Supporting Long- Term Housing Stability.
- Monitoring Progress & Follow-up.



Why are we having this training?

- Responding effectively to homelessness response requires a combination of strategies to creating effective plans to end homelessness.
- To ensure people transition rapidly from homelessness to housing and services; and providing immediate housing to people experiencing homelessness who cannot immediately access permanent housing.
- Emergency shelter should support flow from a housing crisis to housing stability, in which creating an effective Housing plan.
- An effective Housing Stabilization Plan can help shelters improve their capacity and to play their role in connecting people to housing quickly.
- To promote Dignity and Respect for many people experiencing homelessness, emergency shelter is their initial contact with the homelessness crisis response system. The initial contact with creating the proper plan of action is key for an individual to exit shelter.
- Knowing how to properly create a plan is the key to successful discharges.



What is a Housing Stabilization
Plan/ Action Plan?

A client centered case management plan is designed to assist the participant to identify and achieve attainable housing focused goals. Housing Stabilization plans, addresses barriers to obtaining and retaining housing by developing goals, actions steps and targeted completion dates.

Creating a Housing Stabilization Plan!



MUST BE DRIVEN BY
THE INDIVIDUAL.



ACCESS BARRIERS AND
STRENGTHS.



AVAILABLE
RESOURCES.



IDENTIFYING
RESOURCES.



KNOWING THE ACTION
STEPS TO MOVE
FORWARD.

Why is a Housing Stabilization Plan important?



It helps individuals recognize their goals.



It creates a sense of ownership.



It specifies the responsibilities of the individual/Case managers.



Promotes rapid exit & timelines.



When should a Housing Stabilization Plan be done?

A client Stabilization plan should be completed within 1 week of stay in shelter. During this meeting, the case manager should find out the client's housing problem or need, understand the barriers and client's housing goal, and list the specific steps to be taken in order to achieve the client's housing goal. Additionally, a case manager should note any obstacles to the client's housing goal on the client action plan and recommend ways of overcoming those obstacles.



Explaining the Process & Goals

- At intake, discuss permanent housing as the goal.
- Explain the steps and who will take on what tasks.
- Start discussions about housing & development of Housing plan.
- Explain housing process.
- How goals and action steps are set
- How often meetings will take place.
- Expectations.
- Set a target dates for outcomes.



What is a client centered plan

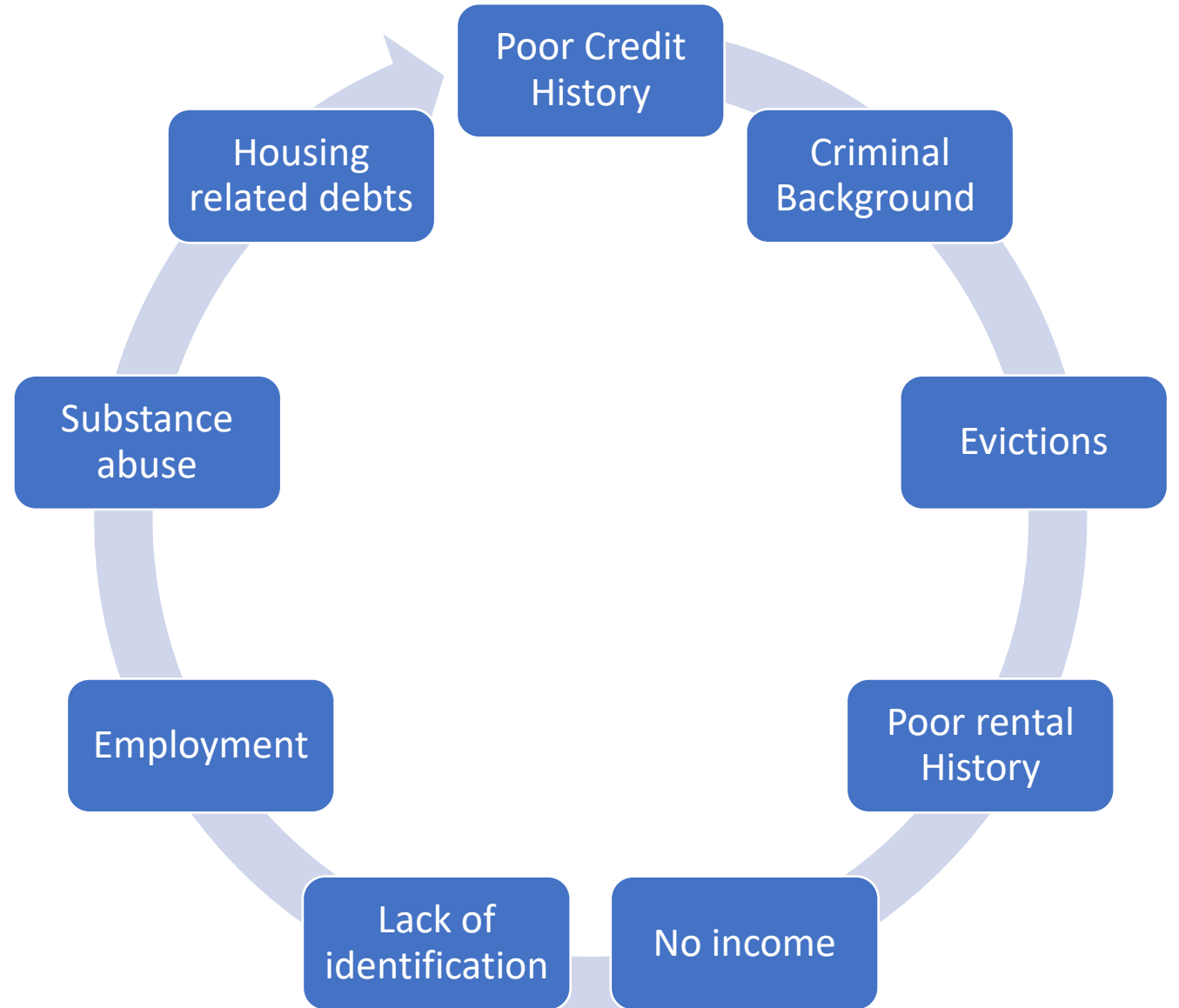
- Client has the major say on identifying goals and service needs.
- Letting clients lead the conversation.
- Drawing out strengths.
- Making timely access to necessary supports.



Assessment

- What are clients' resources?
- What are the barriers to housing?
- What supports are in place?
- Does client have all the necessary documents needed for housing?
- What are some strengths?

Housing Barriers



Highlighting Strengths

Employment/Work
experience/Education

Has all identifying
documents

Has natural supports/
Support from family

Problem Solving

Landlord references


Knowledgeable of
current resources

Motivated

Willingness to work
towards plan



Goal Setting

- Identify who is part of your support team to achieve your goal.
 - Define your immediate goal (to be achieved in the next 30 days).
 - Document all steps client & Case manager will take.
 - Document and update as needed.
- A goal could be focused on a housing barrier or something that needs to get done before you can make progress in other areas, such as employment, benefits, finances, family, housing, relationships, friends, meaningful activity/fun, education, health, obtaining documents such as ID, legal situations, etc.
- 



USING SMART GOALS

- **(S) Specific** – A specific goal states exactly what needs to be achieved. “Obtaining Housing” is a specific goal”
 - **(M) Measurable** – A goal is measurable if you can count it. “Renting a 4-bedroom Penthouse” is not a measurable.
 - **(A) Attainable** – A goal is attainable if you can achieve it.
 - **(R) Relevant/Realistic** – To be relevant and realistic a goal must be important to client and possible to achieve.
 - **(T) Time** – A goal is time bound if you put it in a specific time frame, like “by May 1st”. Saying, someday I’ll reach my goal is less effective. When a goal is tangible, you have a better chance of making it specific and measurable and thus attainable.
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An abstract composition of various geometric shapes. In the top left, a green-outlined triangle points right. To its right is a solid blue circle. Below the triangle is a blue-outlined circle. In the center is a large orange semi-circle. To the right of the semi-circle are two vertical yellow dashes. In the bottom left is a large solid orange circle. Above it are three yellow dashes of varying lengths and orientations. In the bottom right is a green-outlined square.

- Use assessment of barriers/ strengths
- Plan should be a client centered process.
- Increasing income, obtaining employment and entitlements.
- Gaining independent living skills.
- Addressing service needs mental health and substance abuse.

Housing Focused Goals

- Break goals into action steps including barriers and timelines.
- Clearly identify roles of client, case manager, housing locator, & any others included in plan.
- Identify actions that are client centered & work with client to create a plan for how the action will be accomplished.
- Document housing plan progress.
- Included resources and natural support.

A large orange circle is positioned on the left side of the slide, partially cut off by the edge.

Strength- Based Language

Use this	Instead of this
Person with substance abuse disorder	Addict
Person with an alcohol disorder, person in recovery	Alcoholic
Susan Completed 10th grade	Susan dropped out in the 10th
Challenges	Problems
A person with a mental illness	Mentally ill
A person experiencing homelessness	Homeless

Strength-Based Communication

- **Language Counts: Which is the best example of a strength-based perspective?**

1. Joe only has a 9th grade education.
2. Sue didn't graduate from high school because she got addicted to drugs in her senior year.
3. Kate was able to complete the 11th grade and start her senior year, even while living in a home where domestic violence was common.

- Avoid using Deficit-based (Negative) Language such as:
- Suffering from, refuses to, non-compliant, substance abuse/abuser



What a plan should not look like.....

Name: Alex JorgeDate: 4/26/2023

Housing Stabilization Plan					
A Housing Stabilization Plan (HSP) is created with a participant in partnership with the agency. The plan should be client centered and must be agreed upon by participant.					
Housing Stability Plan (HSP) A standard case management plan designed to assist participants to identify and achieve attainable goals housing focused.					
Listing categories: 1. Documentation 2. Income/ Benefits 3. Physical/ Mental Health 4. Education 5. Employment/ Vocational Training 6. Legal 7. Housing *Insert a number in the category column. Not all categories a required to complete (HSP). Each (HSP) is tailored to the individual and is used to support the participants.					
Category	Identified Barriers	Goal	Action Plan Steps	Person Responsible (Participant/ Staff)	Action Step Completion Date
1.	NONE	Get ID	4. Go to DMV	1. Alex	
5.	Always intoxicated	Alex would like to obtain employment.	1. CM will assist <u>Alex</u> finding a job. 2. Alex will not come to office drunk.	1. CM 2. Alex	
7.	Alex reports being homeless for many years.	Alex would like to obtain housing.	1. Alex will meet with <u>Housing</u> Specialist. 2. CM will meet with Alex to talk about housing options. 3. CM will assist Alex with bus passes.	1. Alex 2. CM 3. CM	

Participant Signature: Alex JorgeDate: 4/26/2023Case Manager Signature: Samantha DoeDate: 4/26/2023



The client and the Case Manager must sign and date the completed Housing Stabilization Plan. A copy of the signed and completed plan must be provided to the client. As a best practice, the Case manager should remind the client to review the plan before signing. Timelines and responsibilities should always be noted.

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Category	Identified Barriers	Goal	Action Plan Steps	Person Responsible (Participant/ Staff)	Action Step Completion Date
1.	Alex does not have identification or social security.	Alex will obtain necessary documentation needed for permanent housing.	1. CM will provide Alex with a free DMV letter to obtain identification for housing. 2. Alex will go to DMV this week to obtain identification needed for housing. 3. Alex will go to the local SSA office this week and apply for Social Security Card needed for housing.	1. CM 2. Alex 3. Alex	
5.	Alex reported a history of employment and is currently having a hard time finding employment.	Alex would like to obtain employment.	1. CM will assist Alex with creating a resume once Alex has his work history from the Department of Labor. 2. Alex will request work history from DOL within 2 days. 3. Alex will check in with America Job Bank 1x week. 4. Alex will meet with employment specialist 1x a week.	1. CM 2. Alex 3. Alex 4. Alex	
7.	Alex reports being unsheltered for many years.	Alex would like to obtain housing.	1. Alex will meet with Housing Specialist 1x a week to talk about housing options. 2. CM will make Alex aware of available options weekly. 3. CM will assist Alex with engaging landlords and application completion.	1. Alex 2. CM 3. CM	


Participant Signature: Alex JorgeDate: 4/26/2023Case Manager Signature: Samantha DoeDate: 4/26/2023



Scenario

- 1. Think about a client centered approach for participant.
- 2. How you would engage the participant to initiate an appropriate action plan.
- 3. Discuss what some of the barrier's participant may have.
- What are the strengths?
- What would the Housing Plan look like?

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- Alex is a 25-year-old who has not had a steady place to live since he was 17 and his parents divorced. He dropped out of high school and started couch surfing with friends. He is still couch surfing between friends, relatives, and coworkers. He works part time 25 hours at \$14/hourly at a store and picks up odd jobs here and there. Most of his money goes to his car maintenance/gas/food/phone. He has picked up some seasonal jobs but nothing steady. Alex also has mental health issues and reports that he has not seen his therapist in over a year. He has not been able to find an apartment that he can afford. Alex believes if he gets back in touch with a therapist, he could possibly get the treatment he once had, and he would be able to work a 40-hour work week. Alex really wants to move out of the shelter.
- 



What resources or
supports will Alex
need?

OPEN DISCUSSION



Adapting the plan

- Focus 1x a week on previously identified goals and steps.
- Document housing plan progress and next steps at all meetings.
- Assist with connections to resources and natural supports.
- Follow up on referrals.
- Empower clients to reach goals.
- Celebrate success and progress.

Effective Service Delivery/Case Management

Focus on solving the housing crisis.

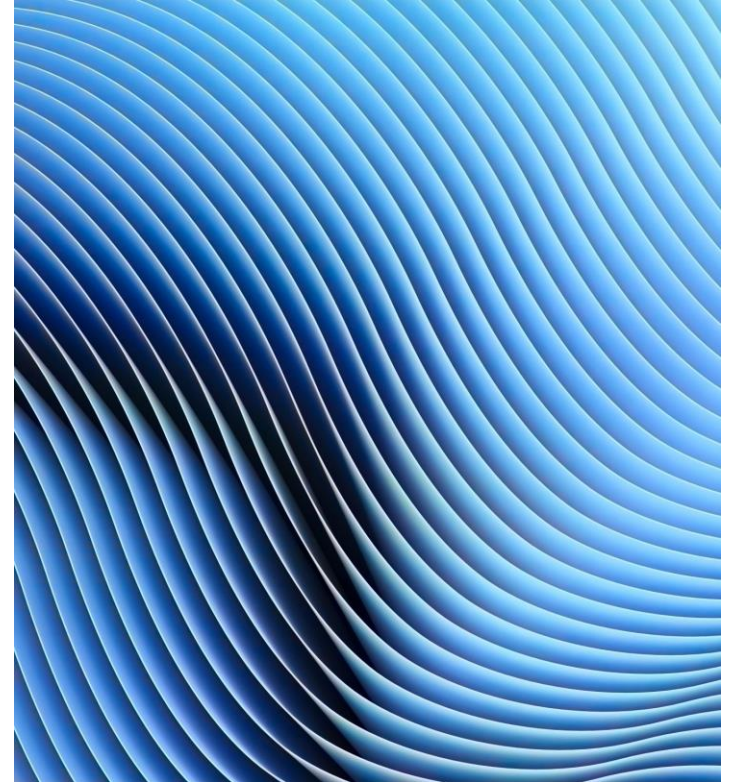
Support and help client on a path for housing stabilization.

Help resolve issues that impede access to housing.

Connect client to community resources and services.

Promote Self-Sufficiency.

Emphasizes Skill-Building.



Long-Term Housing Stability



Provide tenant education:

By providing education and tools on how to be a good tenant once they are placed. Your agency can increase the likely hood of clients that will maintain housing long-term.

How do we do that?

Making sure that clients fully understand their lease and best practices on being a good tenant.

Monitoring Progress and Follow-Up



MAINTAIN CONTACT
WITH NATURAL
SUPPORTS.



PLAN SHOULD BE
UPDATED WHENEVER
A CHANGE.



REVIEW ANY CHANGES
TO HOUSING
STABILITY.



MONITOR PROGRESS
AND ACTION STEPS.



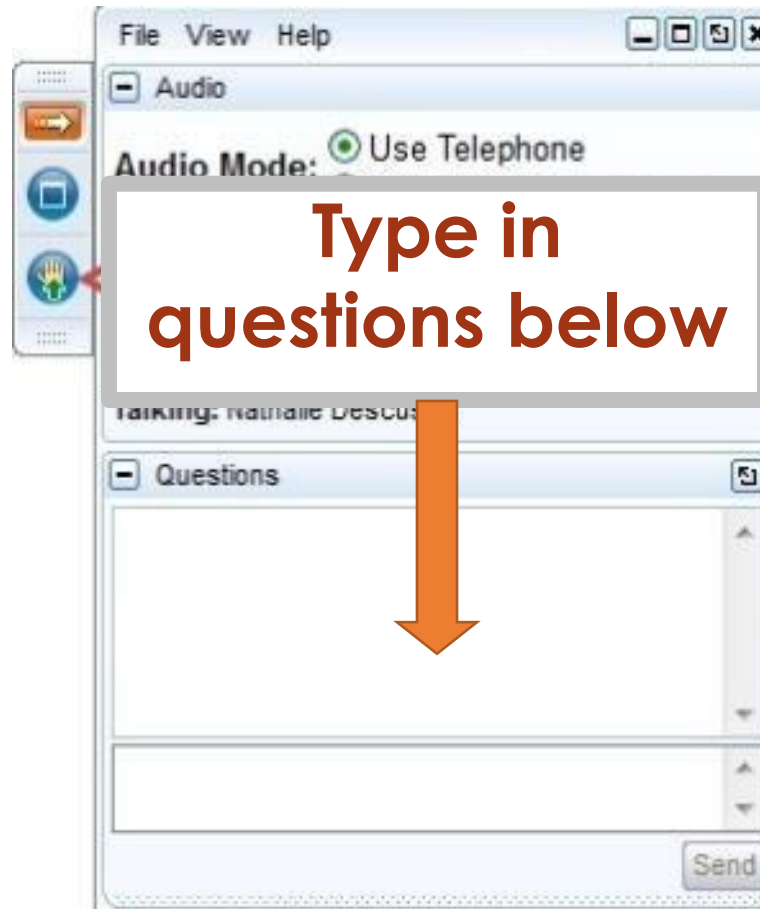
DOCUMENT ALL
CHANGES AND
ARISING BARRIERS.



MAKE ALL NECESSARY
REFERRALS.

Questions?

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For any additional training needs
please email training@cceh.org