Homework Starts with Home Information Session: Progressive Engagement

May 18, 2018

- This session is being recorded and may be posted publicly.

- We will leave time at the end for questions.

- If joining remotely…

  - Please mute your line unless you are speaking. Webinar audio controls are orange when muted.

  - Please do not put your line on hold as this may trigger hold music.

  - We will not be monitoring the chat function.
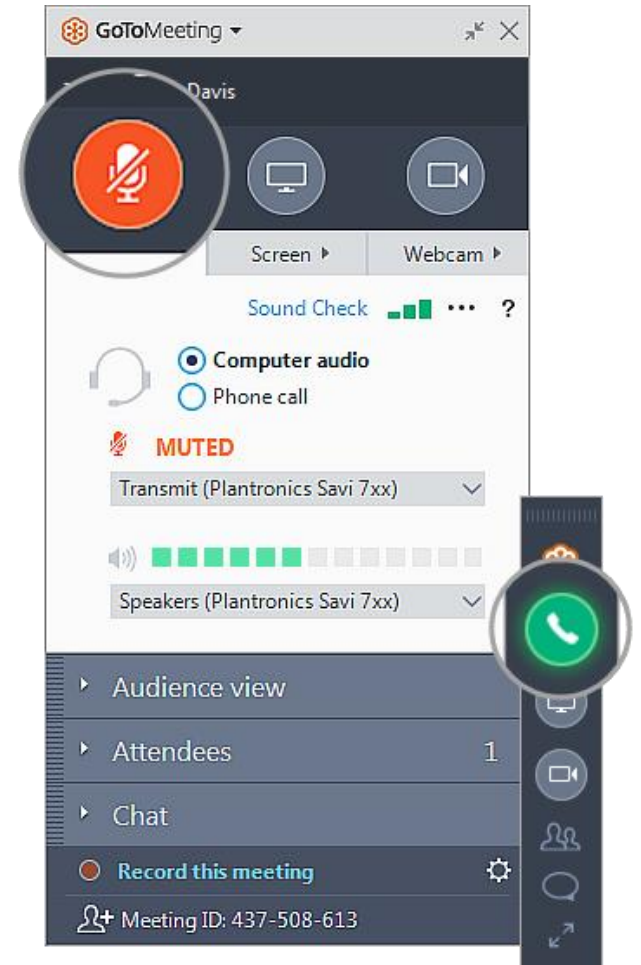
To pose questions throughout this session…
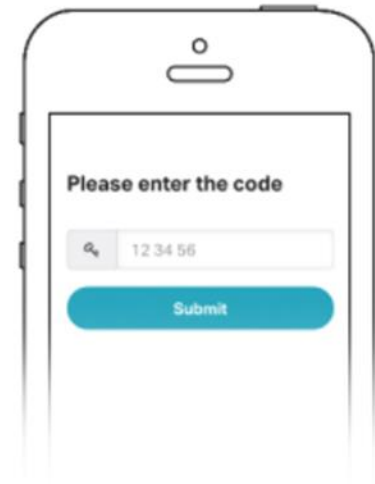
Go to **www.menti.com** and use the code **59 48 3**
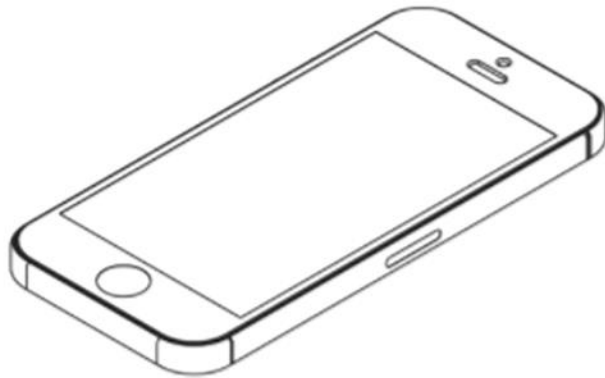
1 Grab your phone

2 Go to www.menti.com

3 Enter the code 59 48 3 and vote!

Which of the following best describes you?

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Katharine Gale, Katharine Gale Consulting and *Focus Strategies*

- Former Policy Director at the U. S. Interagency Council on Homelessness (USICH) and co-author of *Family Connection: Building Systems to End Family Homelessness*

- Co-author of *Unlocking Doors to Homelessness Prevention*

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How familiar are you with Progressive Engagement?

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- Approach to helping households end their homeless as rapidly as possible using the *least* financial and support resources needed *to be successful* with each household

- Also sometimes referred to as Progressive Assistance

How does Progressive Engagement work?

- Initial offer is a "light-touch" or basic package – problem solving support (diversion) or short-term rapid rehousing

- More supports are offered to those households who struggle to stabilize and cannot maintain housing without assistance

- Approach is flexible and individualized

- Design is informed by what we know about patterns of crisis, change over time, and how people with low-incomes live

- Not a pre-determined program length or amount for everyone ("One Size Fits All")

- Not a pre-determined step down of assistance (100%/70%/30%/0)

- Not determined time or amounts from outset based on assessment score
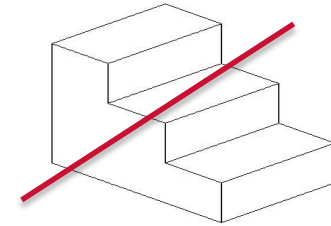
"He's a 10 so he gets 12 months"

label jars ...not people
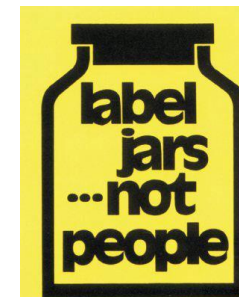
- It's Housing First
- Assessment at time of crisis doesn't always predict future well
- More responsive to individual situations then a pre-determined program
- It reduces false or unhelpful expectations
- Is based in reality of how crises resolve and how people live
- Let's us serve more families in need

- Rapid Re-housing programs of varying length and depth have had similar success rates

- Longer program stays look good, especially for income changes, but shorter stays look good too, especially on exits to permanent housing

- Shorter stays let us help more households with the same amount of resources

Assessment is critical: Need knowledge of

- Client's relevant history, current plans and desires

- Understand housing barriers to assist, not to refuse assistance

- Develop realistic approach to finding landlords and housing situations

- Ability to link clients to supports in the community

But:

- Assessment up front *not a good way to **size** the financial assistance or length of time services are offered*

Examples: cars, computers, people…

Cleveland's Progressive Engagement Model

Permanent Housing: RRH Services
(4 months of rent)

Extended Rental Assistance & Intensive Case Management
(up to 8 add. months of rent)

Maintain Housing: Exit-no ongoing subsidy

CMHA-Public Housing

Permanent Housing Voucher

Maintain Housing: Exit-no ongoing subsidy

Cleveland: Progressive Engagement Results in 2017

343 Families-RRH
All Households   (23% Youth)

76 Still in Program
12/31/17

267 Exited RRH
(4 months)

185 – Perm. Hsg.
69.3%

82 – 2nd Shot ZHS (30%)

50 Still in Program
12/31/17

12 HH Returnd to Shelter (4.5%)

32 Exited ZHS

Perm. Hsg.
11 No Subsidy (34%)

Perm. Hsg.
21 Subsidy (67%)
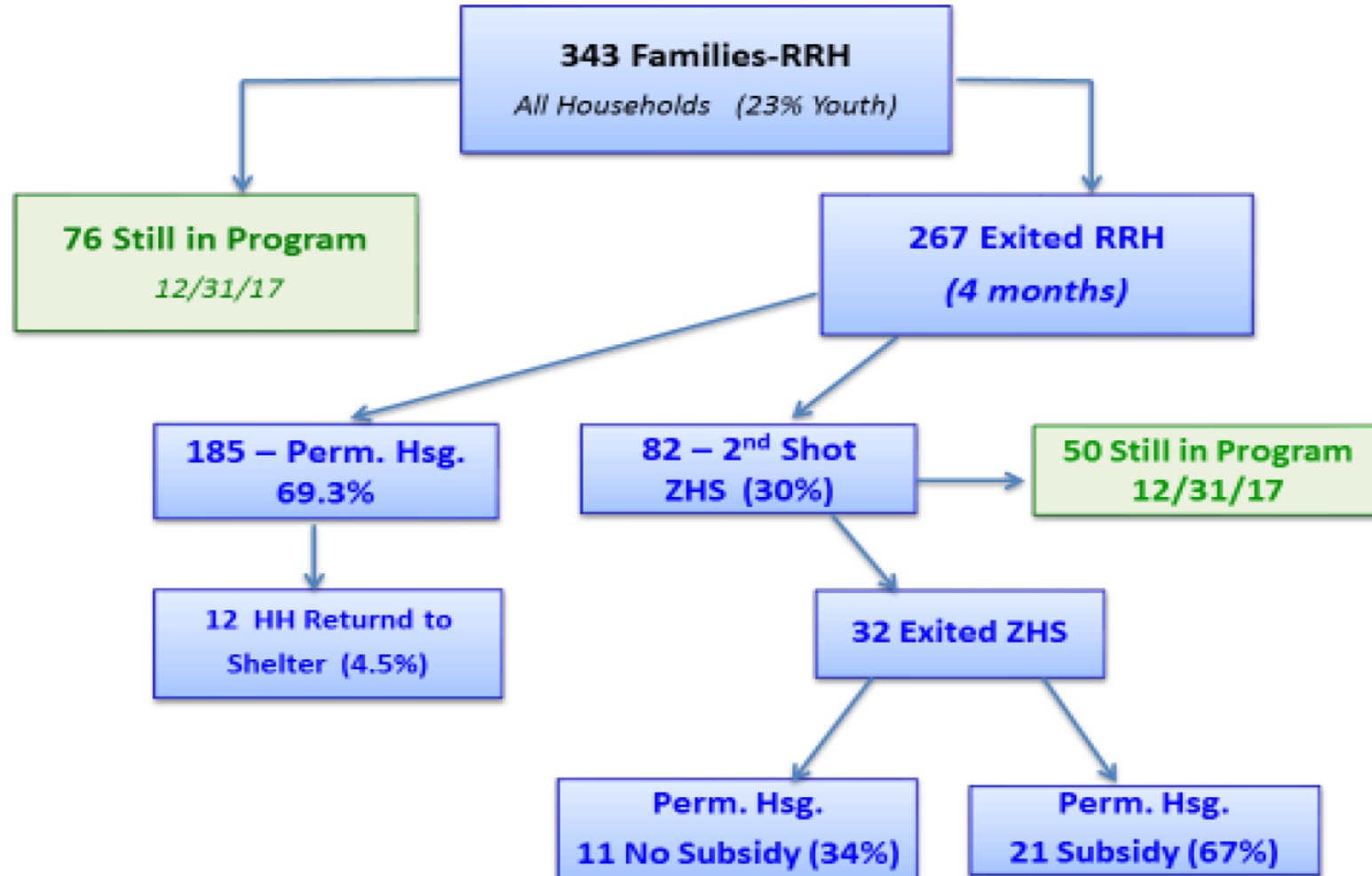
- Clear from the beginning that intended housing support is short but flexible

- Focus on addressing housing entry barriers **first**

- Focus on housing retention barriers that have in the past or are now impacting housing retention **once housed**

- Send message you have confidence in them

- Connect to services they want and need quickly – have to have the connections, especially to employment!

Tenant Screening vs. Housing Retention Barriers

Tenant Screening Barriers

Anything a landlord could know or learn to make a leasing decision

- Income
- Credit
- Criminal background
- Evictions
- Landlord or other references

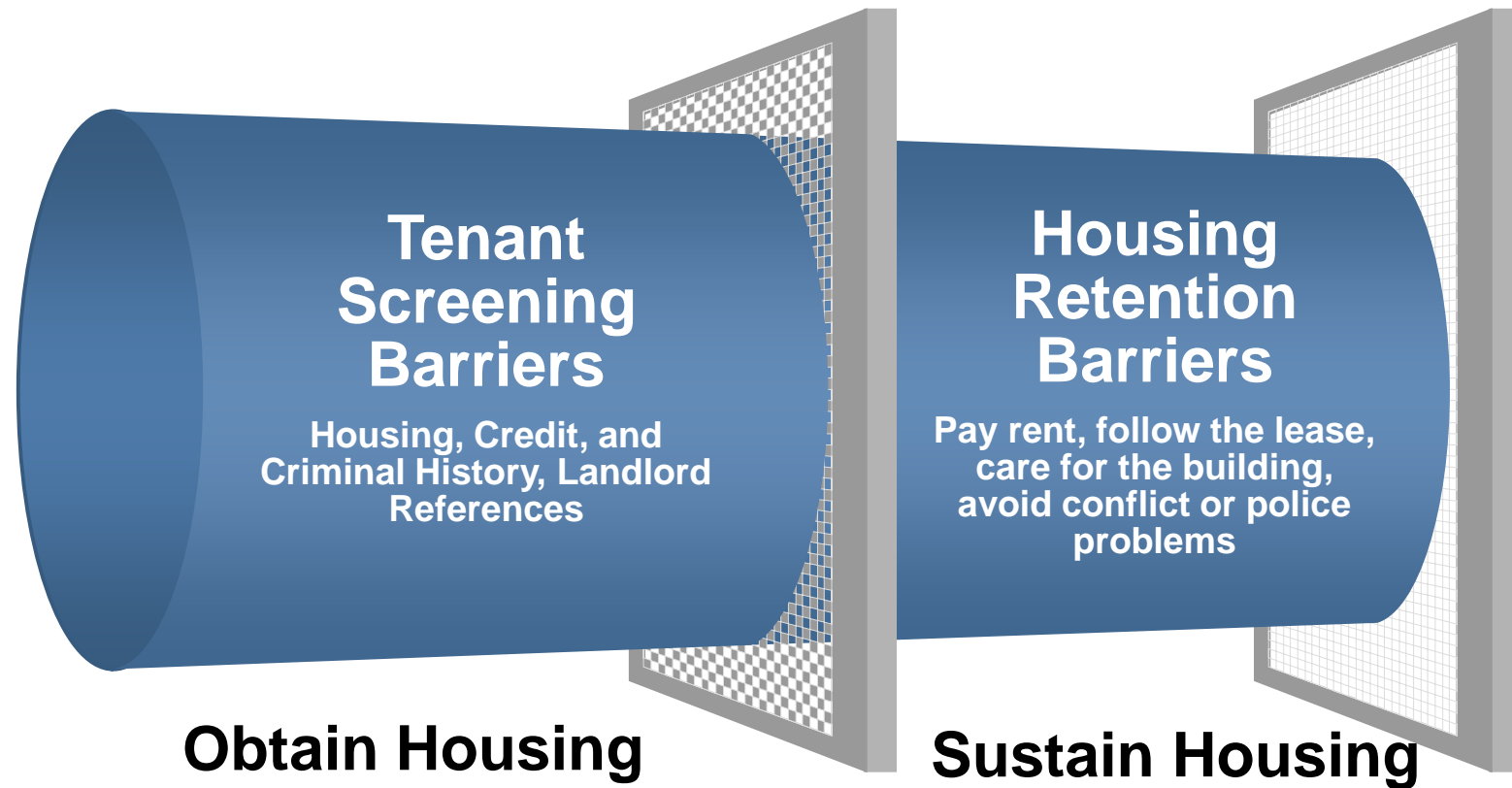Program *helps to overcome* these things when families have them

Housing Retention Barriers

Anything that prevents the household from abiding by a lease

- Pay the rent, on time and in full
- Care for/not destroy the property
- Not "disturb the quiet enjoyment of others."
- Not violate other lease terms or get landlord in trouble…

If families can do *these things* they can stay housed –program helps ensure that

Distinguish Tenant Screening from Housing Retention Barriers…

Tenant Screening Barriers

Housing, Credit, and Criminal History, Landlord References

Housing Retention Barriers

Pay rent, follow the lease, care for the building, avoid conflict or police problems

Obtain Housing

Sustain Housing

Family A

- Single mother and two children, 3 and 7 years old
- Living between shelter and their car, for over a year
- Mother is unemployed, has TANF income; worked before second child
- Mother reports feeling depressed and using alcohol
- School-age child having behavioral problems in school & high absenteeism

Family B

- Two-parent household; one son, 12 years old
- Family is staying with father's sister and her family after recent eviction
- Child is regularly attending school but is behind academically
- Father is currently working part-time in construction
- Mother has a disability and gets SSI
- Father has a previous felony

- Which family will be easier to house? Which family will need longer assistance?

- What more do you need to know?

- What services/supports will you need to bring in for each family?

  - To help get them housed?

  - To help them remain housed?

  - To help children be successful in school?

- ***What are things that could change once you start working with them?***

Progressive Engagement…

- Recognizes what may seem ongoing challenges or obstacles may be conditions resulting from current situation

- Assumes that things can change once in housing; we can't predict the future

- Takes away the labels and assumptions and focuses on the goals

- Encourages progress while allowing for setbacks

- Use clear *but flexible* criteria for stability assessment – income, lease, connections, choice

- Is there still an <u>active</u> crisis or a new crisis?

- Do other people in similar situations make it?

- How little can we try if we are continuing?

- Should we stop subsidy but maintain services?

- Should we increase or lower subsidy amount (and why?)

Reassessment and Closure

	Indicators for closure	Indicators for continuation
INCOME	• Income from all sources is sufficient to pay rent • Can share housing within limits of current income • Housing subsidy secured • Basic goals achieved	• Cannot pay rent for next month or two • No income sources available • Specific income or subsidy approach in process • Income crisis
LEASE	• In compliance • Landlord satisfied	• Currently in violation of lease or serious complaints • Landlord accepted only if longer-term support provided
LINKS	• Other resources will provide needed assistance	• No other resources are willing/able to assist • Key connections still in progress
CHOICE	• Program participant wants to complete services	• Program participant wants (and needs) additional assistance

- Structured conversations with clients

- Regular case conferencing with team

- Supervisor determination based on recommendations

- Relative needs (we have a lot of folks to serve, how's the money holding up?)

- Assessment Tools PLUS (don't go by score alone)

Potential Program Design Decisions

- What is our starting level of support (Basic package)?

- What are the roles of each of the partners when family is seeking housing? When family is housed?

- What are our key indicators for ending or continuing *financial* support?

- What are our key indicators for ending or continuing *services* support?

  - Will we use different criteria for parents and children?

- Who will be involved in these decisions?

- How will we communicate externally about our program model?

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Questions?

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For more information about Progressive Engagement

- National Alliance to End Homelessness www.endhomelessness.org

- United States Interagency Council on Homelessness www.usich.gov

- Contact me: kgaleconsulting@sbcglobal.net

More opportunities to learn

Topic	Timing	Remote
Trauma-informed care in schools, featuring Colleen O'Keefe, Sauer Family Foundation	Thursday, May 24, 2018, 1:00 pm - 2:30 pm	https://global.gotomeeting.com/join/565609253 (646) 749-3122, Access Code: 565-609-253
San Fran Schools/Hamilton Family Services Pilot, featuring Jeff Kositsky, Mary Richards, and Tomiquia Moss	Thursday, May 31, 2018, 1:30 pm – 3:00 pm **NEW TIMING**	https://global.gotomeeting.com/join/429379949 (646) 749-3122, Access Code: 429-379-949

All training sessions will be at MDE, located at 1500 Highway 36 West, Roseville, MN 55113.

Register online for more information: https://tinyurl.com/HSWH-info-sessions-2018

Thank you!

For more information about Homework Starts with Home:

MDE's Homework Starts with Home page: http://education.mn.gov/MDE/fam/home/

Minnesota Housing's Multifamily Grants page: http://tinyurl.com/MH-HSWH-2018

Register for upcoming info sessions: http://tinyurl.com/HSWH-info-sessions-2018

Questions? Contact Diane Elias at diane.elias@state.mn.us or 651.284.3176