

# Engagement into the Housing Process

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## Pre - CTI Front-end of the System Programs Miami Dade County Session 1 May 2022

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Matt White

[mwhite@housinginnovations.us](mailto:mwhite@housinginnovations.us)

Andrea White

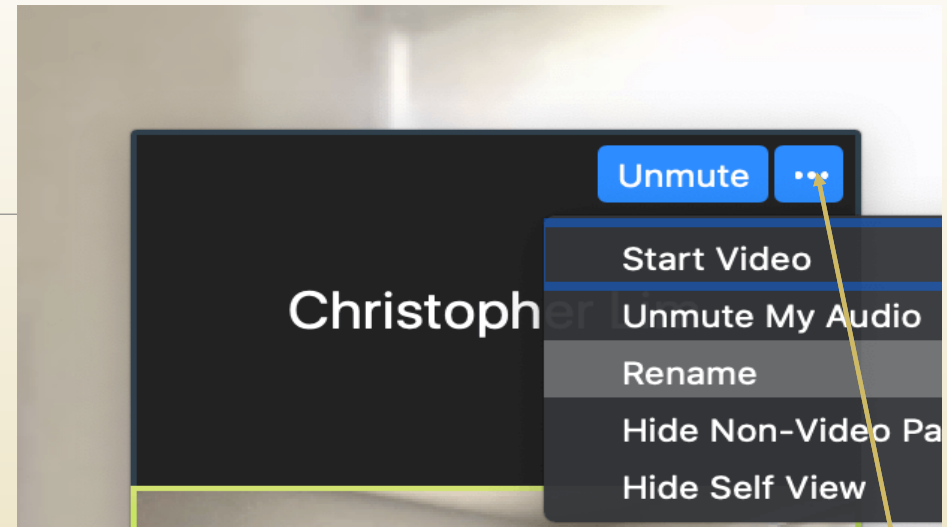
[awhite@housinginnovations.us](mailto:awhite@housinginnovations.us)



# Welcome

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- Housing Innovations
  - Andrea White
  - Matt White
- Goals for the Training Series
- Housekeeping
  - PLEASE TURN YOUR CAMERAS ON AS MUCH AS YOU CAN
  - Please put your name as you would like to be addressed as your screen name
  - We will upload the slides to the chat box momentarily
  - We love interaction – please raise hand, use emojis, type comments in the chat box or just unmute and talk!



# Agenda



Introductions

Overview of the Pre - CTI Model

Housing Access and Housing Stability Goals

Assessment Domains and Risk Factors for  
Housing Instability

Wrap-up and Questions

# Introductions

- TURN ON YOUR CAMERAS PLEASE
- AND TYPE IN THE CHAT BOX
  - Name
  - Role
  - Agency
  - How long working with people who have experienced homelessness?
  - Favorite ice cream flavor?



# Why Pre-CTI, why now?

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Evidence-based practice designed to:

- Support people through TRANSITIONS
- Build skills and networks of support
- Pre-CTI is the intervention designed for the front end

Helps people with high needs live successfully in the community and reduce returns to homelessness, use of institutions

Incorporates “Supporting EBP’s”

- Harm Reduction, Housing First, Person Centered Planning, Family Psychoeducation, Motivational Interviewing, Stages of Change

All good practices begin with Engagement



# Engagement

Engagement begins the first time you meet a person / family

It begins wherever they enter the system

Engagement is a way of being with people, it sets the tone for all future interactions

We listen to each persons story, why they came to us, what their concerns are, what they want.

We evaluate each person / family, assessing what they tell us, where they live, how they interact with their surroundings

We seek information from HMIS and other providers that have had interactions with each person or family



# Engagement Tips

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Be consistent reliable, supportive

Explain and re-explain (and re-explain) your role

**LISTEN** for what each person is interested in, wants and needs

Find something to work on together

Present housing as a way to get *wants, needs and goals* met

Help find some comfort and/or relief

Keep showing up

## Developing Relationships



- The first step is to engage and establish a working relationship
- Key to this is to identify what each person/family wants and tune into what they are feeling
- Once even small goals are established, engagement and the work begins
- As people achieve small things, confidence and trust grows and they can take on bigger things
- Building motivation for a home and connecting it to each person's goals is the worker's focus during engagement



## Tasks during engagement



## Common tasks

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As part of the front end, you may be asked to do some of the following tasks

- Verify homelessness, and update homeless history
  - Screen for Diversion/Problem-solving
  - Complete Universal Data Elements if not collected
  - Gather IDs and documentation (e.g. for Chronic Homelessness)
  - Do a VI-SPDAT
- 
- All tasks have to be explained and put in the context of the persons goals

# Talk Housing...



What will it take?

What are the options?

What are the requirements?

What are your rights?

What are your responsibilities?

How does housing connect to what each person wants?

What is each person's plan to end their homelessness.

# Defining Goals

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Goal Setting is the next stage of work.

Unless people see something they want and can relate to at the end of the process they will not be motivated to pursue it.

We want to educate people on what the options are and the expectations of each option.

Respect each person's concept for housing, whatever that is (for example, "I want a voucher")

Ask them the "so that" question – you want a voucher so that what happens?

## Goals Breakout Discussions

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- PLEASE TURN ON YOUR CAMERAS
- Share examples of goals people are setting.
- What are the reasons behind these goals?  
“So that” what?
- In other words, I want to ..... so that .....



# Understand Housing and Homeless History and Goals

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## Housing History –

- Places lived, with whom (last 5 years)
- Experience as a leaseholder
- Roles and responsibilities
- What worked/what didn't
- Satisfaction with current housing
- Longer-term housing goal(s)



## Homelessness History -

- Cause of initial episode
- Length of time homeless
- Places stayed
- Routine
- Supports

# Understand Housing Needs and Preferences

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Location

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Access to Transportation

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Proximity to Significant Others

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Proximity to Services

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Unit Size and Housing Density

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Pets

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Ideal v. Acceptable, Negotiable/Non-Negotiable

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**Attached: Housing Planning Discussion Framework**



### Housing Planning Discussion Framework

<b>Housing Features</b>	<b>STATUS</b>	<b>IDEAL</b>	<b>NEGOTIABLE/NON</b>
	<i>Where I am now</i>	<i>What I would love – my dream</i>	<i>What I would accept</i>
Location/neighborhood			
Unit type – apartment, house, etc.			
Housing Program Type – PH, PSH, Board and Care, Shared etc.			
Access to transportation			
Proximity to significant others			
Proximity to services			
Services availability on site			
Elevator			
Cooking facilities			
Shared amenities – kitchen, bath, living space			
Pets			
Wheel chair accessibility			
Disposable income			
Meal service			
Other amenities – outdoor space, laundry on site, near shopping, common space etc.			
Reasonable adaptations/accommodations needed			

# Breakout

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- Take the housing preference sheet and ask one member of your group to role play a family or individual
- Have the conversation around the preferences
  - what is it about the neighborhood that makes it the first choice)
  - Some things are negotiable some aren't – next to my Mom who watches my kids is hard to negotiate, but things like I want a place with a kitchen, or I don't want my kids to look poor... there may be other options.
- Start the process to negotiate preferences



# Where does this fit in CTI

Focused on housing stability and achieving life goals

- Person-centered recovery orientation

Pre-CTI Phase

- Planning and preparing for the transition
- Important phase before move-in

Three 3-month phases of decreasing intensity starting at move in

- Phase 1: Transition to the community
- Phase 2: Try out
- Phase 3: Transfer of care or termination

Time-limited  
(6-9 months post move-in to housing)

- Although other services may continue post CTI intervention





## Core Components of CTI – 2

### Limited Focus

- 1-3 goals in identified assessment domains

Interventions focused on preventing and addressing threats to housing stability and achieving personal goals

- Meeting obligations such as rent and bill payment and maintaining housing
- Following standard community norms and expectations
- Having sufficient money for basic needs
- Relief from disturbing symptoms and connecting to effective treatment

Establishes Linkages to Community Resources

- Develop network of supports/linkages and adjust
- Connect to natural supports

# Know Tenancy: Obligations of a Lease/Tenancy

Allow other tenants the peaceful enjoyment of homes

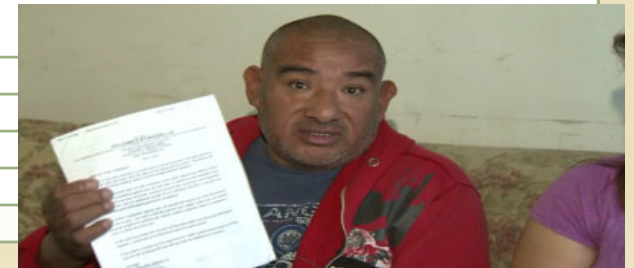
Make required rent payment on time

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



# Staff Knowledge and Skills



Basics of local landlord tenant law:



<https://bals.org/help/resources/tenants-handbook>



Financial application and certification processes



Apartment standards and requirements



Subsidized housing rules & processes



Negotiation skills

# Staff Roles in the Pre-CTI Phase

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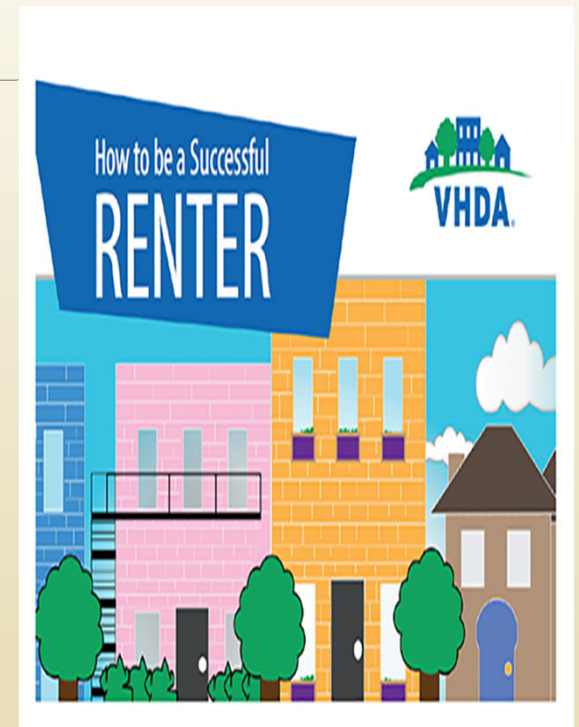


- The Pre-Housing phase is often time consuming.
- Each program will examine their resources and skills to see what can be accomplished.
- Tenancy courses are provided before housing so that people may prepare, however the materials will be repeated after housing.
- Assembling documents happens once a resource has been identified.
- Connections to resources and supports is often a shared task. Depending on the connection to the resource, individual / family need, and preference.
- Increasing income is a priority. Some programs recommend that people are connected to benefits and employment resources in the first month of contact.
- All programs should review new families / individuals with the coordinated access group to ensure continuity, identification of needs and a path to the most effective service for each person.

# Resources for Tenancy Education

Rentwise Workbook/Organizer  
(University of Nebraska)

<https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=4473&context=extensionhist>



# Tasks for Pre-CTI Housing Planning

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- Educate on Housing Options and Expectations of Each
- Identify Goals and Preferences
- Assess Housing and Homelessness History
- Assist to Connect to Income
- Gather Documents for the Application Process
- Assist with Housing Search and Negotiations
- Connect to Resources that Support Community Stabilization – Treatment and Supports
- Develop a Housing Stabilization Plan
- Teach Tenancy Skills



# Discussion Breakouts

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- PLEASE TURN ON YOUR CAMERAS AND “JOIN” YOUR GROUP
- Reactions to the Pre - CTI model
- Previous or current experience with CTI or Pre-CTI
- Elements of Pre - CTI you are already implementing
- Questions or comments





# Wrap up and questions

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# Resources for CTI

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- Center for the Advancement of CTI: [www.criticaltime.org](http://www.criticaltime.org)
- CTI Global Network: <https://www.criticaltime.org/global-network/join/>
- [CTI Implementation Manual](#)
- Facebook : Critical Time Intervention (CTI) Global Network

