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# PSH Programs Training Series Session Five

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# Review of Session Four

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## Community Resources

- Process to connect
- Using the Resource Guide

## Connecting to Resources

## Connecting to Income

## Connecting to Landlords

## Building a culture that supports using resources

- **Poll: Resource Guide**



# Series Overview

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- Session One - Housing First and Engagement Techniques
- Session Two - Assessment and Housing Planning
- Session Three - Working with Landlords/Property Managers toward Housing Stability
- Session Four - Connecting to Community Resources
- Session Five – Creating a Culture to Promote Moving on
- **CEU's will be available for Social Workers and Counselors—**
  - **Must attend all 5 sessions**
  - **Must complete training evaluation form at the end of the series**
  - **If you are interested in receiving CEU's, please send an email to Suzanne Wagner at [swagner@housinginnovations.us](mailto:swagner@housinginnovations.us) with your full name, discipline – SW or Counseling, and license number**



# Agenda



Introduction and Review of Session Four

Creating a Culture of Moving on

Services in Support of Moving on

Structuring the Moving on Process

# Creating a Culture of Moving on

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Culture is developed through consistency and shared experience

Culture is based on hope and progress

The first step is an agreement on program goals

Housing: a safe place to build skills and resources to maintain housing.

No pressure to move on but it is an option

PSH meets the basic needs and works with people to access resources to work on their goals



# What is Moving On?



- Help tenants who no longer require on-site services to transition from supportive housing to private apartments with, or without, rental support and less intensive community-based services.
- Allows providers to then fill now-empty units with people who are most in need of supportive housing. (CSH, 2016)
- Has become a HUD focus
- Earliest efforts starting almost 20 years ago

# Why moving on?

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This often comes from the tenants, they may want to live with someone, get a bigger place or just have enough resources they need little case management.

The option of moving on often provides a motivation to follow a lease, gather and manage resources and work with case management

Why should people be stuck? Most people don't stay in the first place they lived as their resources increase they have different needs

Moving on can provide a reason to work with Case Management



# Spirit of Moving On

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- Recovery-oriented
- Promotes self-determination
- An individualized process
- Voluntary
- Self-directed by the consumer
- A process that starts at move in



# Small Group Discussions

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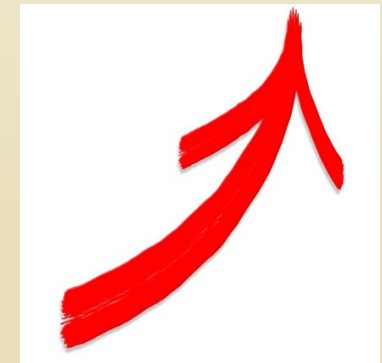
Think about moving on: go around the break out room

What do you see of the advantages?

What do you see as the challenges in your programs?

What are you worried about?

How will this affect case management?





# Assessment and Planning - Motivation

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Assessment for Moving on will occur in their PSH, both single site and scatter site

Motivation: they are interested in moving on so that....?

- This will give you the longer-term goals which build motivation
  - I want to move out so that I can have a girlfriend/boyfriend
  - I want to move out so that my children can live with me
  - I want a life after case management, if I can stay in my housing I will. I don't want someone to visit. I will find them if I need them.



# Assessment and Planning – Skills and Resources

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- What Skills and Resources does the tenant bring to moving on?
  - This will help to determine which options may best fit their needs
  - Will the person need assistance in finding another unit or can they stay where they are?
    - EVH may have the options to switch subsidies without moving apartments (for scatter site)
    - Some people will need housing location services to find a new unit.
  - Can the tenant work through some options when they have a tenancy issue?
  - Does the tenant know when to ask for help?
  - PSH program can build on their work to take this next step. You know what people have struggled with and what skills they have built



# Practice Problem-Solving Strategies

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<p>Issue:</p> <p>Landlord sends a late rent notice and tenant does not have the money</p>	<p>Strategies:</p> <p>Ignore it:</p> <p>Move out:</p> <p>Talk to landlord and build a plan:</p> <p>Ask friend / family for help:</p> <p>Call a lawyer:</p> <p>Call case manager:</p>	<p>What is likely to happen?</p> <p>Example: Ignore it – maybe landlord will forget</p> <p>Move out – because no way to fix this</p>
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# Practice Problem-Solving Strategies -2

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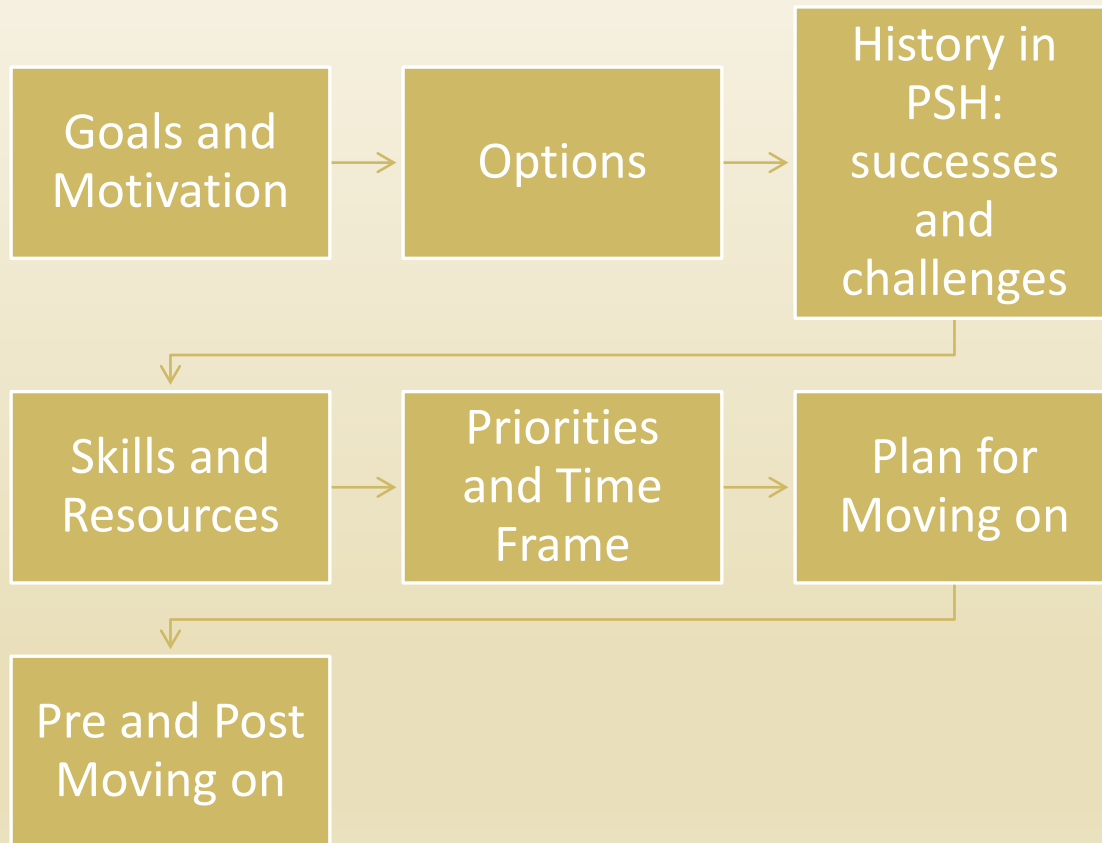
<p>Neighbor is making too much noise</p>	<p>Make noise myself: Move out: Talk to the neighbor: Take a walk: Punch the neighbor: Tell the landlord: Call the police: Call my case manager:</p>	<p>Example: talk to the neighbor: he won't lower the noise and will then harass me</p> <p>Call my case manager: he will know what to do and I won't get in trouble.</p>
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# Assessment and Planning – Resource Network



- **Develop and Maintain a Resource Network**
  - Can the tenant negotiate for needed services: employment, benefits, landlord / property management, services and supports, transportation – others?
  - Will the current network transfer, are there any gaps?
    - Include social, my friend down the hall, watching the game with other tenants
    - Problem solve how to develop these resources
    - Increase negotiating skills
      - Aim here is that the Case Manager not be the nexus of tenant's life
  - Can the tenant identify when they need help: tenancy, legal, social, treatment, financial?
  - Pre-moving on can focus to work with PSH tenants on needed skills and resources to successfully move on
- **For moving on the tenants do not have to be issue free – who is?**
- **For moving on we have to have a plan to cope and maintain housing**

# Planning



- Goals: both long term and limited short term goals
- Identify 1-3 focus areas of work that are time limited
  - Pre-MOSH focused on what is needed to move
  - Post-MOSH on solidifying the transition and addressing any challenges to housing stabilization and long-term goals
- Identify tasks for both worker and tenant to accomplish these goals
- Build the plan for monthly pre moving on
- Work with resources to develop a post moving on plan for making the transition
  - Keep in mind people may backslide
- Build the plan for every two months post move on – Can use CTI for service model

# Challenges for the Tenant



- Loss of connections within the current housing community
- Moving from CM being the nexus to using a broader network of support.
- Not ready for increased responsibility
- Managing mental and physical health conditions
- Housing/neighborhood quality can decrease
- Moving On can be expensive

# Benefits for the Tenant

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- Freedom from service providers
- Increased independence
- Safer, more peaceful environment
- Reunite with family/friends
- Better access to work/services etc.
- More social/community integration  
(Tiderington, Livingstone, & Herman, 2017)
- **Poll 3**



# Challenges for Providers



- Losing your favorite tenants
- Fearing they won't succeed without you
- System issues
- Lack of affordable housing
- Additional workload – getting new higher need tenants and following people who have moved on
- Lack of funding
- Organizational culture

# Tasks to Support Moving on: environmentalizing

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Celebrate moves: a party, a housing board with pictures of people in their housing, having former residents come to a group to share their journey and their hope, sending letters when people have followed the lease for a period of time ( landlord reference)

Work together in a housing group so people can learn and gather resources from others experience

Talk housing at every opportunity

# Program Support for Moving on

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## Strategies

- Integrate Moving On into service plan discussions
- Publicize and celebrate moving on opportunities
- Moving On group for peer support
- Bring back alumni to meet with potential movers
- Peer-run alumni activities (e.g., celebrating holidays, etc.)
- Integrating MOSH into your supervision



People are resistant to change. Moving On usually requires a significant organizational culture shift, and it starts with people who have already done Moving On.

- Must do cost/benefit analysis

# Discussion

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Sam wants a two-bedroom apartment near the westside market. His income is SSI and he has lived in housing for 5 months. He is a frequent lease violator mostly for behavior. He gets help from his case manager to deal with this and has changed some behavior but only just enough. He says if you get him that apartment it will all be better. He has consistently refused case management until he gets a lease notice. He does love to cook (not to clean) and will sometimes bring tastes down to the office.

What are the options for Sam? Is he a candidate for moving on?

What does he need? What does Sam have to do to access the options?

Where are the opportunities to negotiate a moving on plan?



# Keys to Successful Implementation

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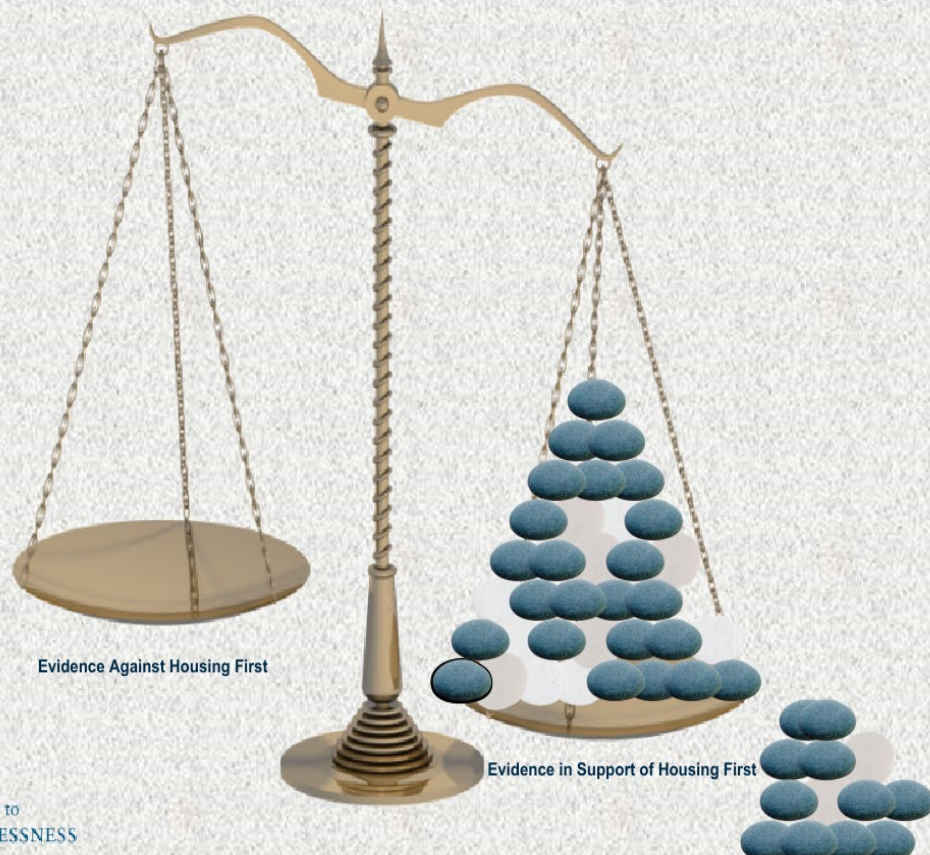
- Organizational buy-in
- Have ongoing discussions of Moving On with tenants (discuss at Service Plan Review)
- Teach tenancy skills and address barriers to tenancy
- Use Peers/Alumnae to build motivation and skills
- Develop move-on plan
- Connect to community resources
- Provide aftercare (preferably for at least 6 months)



## The Evidence is Clear: Housing First Effectively Ends Homelessness

Hover over pebbles to see study links. Click a pebble to view the study in a separate window.  
Click on a category in the legend to highlight all pebbles in the category.  
Please note this is not a comprehensive list of all Housing First Studies.

● Domestic Studies



# Resources

## Basic Information on Housing First

- <https://endhomelessness.org/resource/housing-first/>

## NAEH Interactive Tool to Access Research on Housing First

- <https://endhomelessness.org/resource/data-visualization-the-evidence-on-housing-first/>

## Summary of Research on Housing First

- <https://nlihc.org/sites/default/files/Housing-First-Research.pdf>

## Comprehensive Review of Research on Housing First Outcomes

- <https://www.thecommunityguide.org/media/pdf/he-jphmp-evrev-housing-first.pdf>

## Motivational Interviewing Website

- <http://www.motivationalinterviewing.org/>

# References and Research

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- de Vet, R., Beijersbergen, M., Jonker, I., Lako, D., van Hemert, A., Herman, D., and Wolf, J. (2017). Critical Time Intervention for Homeless People Making the Transition to Community Living: A Randomized Controlled Trial. *American Journal of Community Psychology*, 60(1-2), 175–186.
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- Kaspro, W. J., & Rosenheck, R. A. (2007). Outcomes of critical time intervention case management of homeless veterans after psychiatric hospitalization. *Psychiatric Services*, 58(7), 929-935.
- Miller, W.R. and Rollnick S. (2012). *Motivational Interviewing: Helping People Change*. 3<sup>rd</sup> Edition. New York: Guilford Press.
- Stefancic A, Tsemberis S. Housing First for long-term shelter dwellers with psychiatric disabilities in a suburban county: a four-year study of housing access and retention. *J Prim Prev.* 2007;28(3/4):265-279



# Additional Resource

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Community integration when moving on from permanent supportive housing

[rutgers-lib-63972 PDF-1](#)

Moving on Curriculum

[http://license.rutgers.edu/technologies/2019-123\\_moving-on-from-supportive-housing-mosh-training](#)