

Housing Case Management Best Practices and Resources

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Housing and Homeless Team

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 - Served as a youth and young adult case manager for 6 years, currently provides pro bono advocacy for homeless youth in OKC
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- ▶ *Tijuan Miller - Manager of Community and Recovery Based Housing Supports*
- ▶ *Tammie Vail – Manager of Homeless Supports*

DISCLAIMER

- ▶ *Based on a blend of research-based strategies and lessons learned during 9 years of case management experiences.*
- ▶ *Not EVERY client will benefit from these approaches, but every case manager will benefit from trying.*
- ▶ *I do not use this time to go over specific programs – but tools that help you as a case manager to find the best programs for your clients.*

“Housing First” approach to case management

- ▶ An approach that prioritizes permanent, affordable housing as quickly as possible for individuals and families experiencing homelessness, and then provides the supportive services and connections to the community-based supports people need to keep their housing and avoid returning to homelessness.

Why the shift in culture ?

- ▶ People with the foundation of a home are better positioned to take advantage of supportive services: they have the stability and hopefully the sense of safety in which to engage in treatment services, school, job searches and other ways to live fulfilling lives.
- ▶ The specific program types that use Housing First approaches are much cheaper to operate than allowing someone to remain homeless.
- ▶ <https://youtu.be/pwdq2VWavtc>

Some components of Housing First Case Management

- ▶ Access to targeted efforts in identifying appropriate and permanent housing solutions is a right and a priority
- ▶ Housing is a basic human right and is healthcare
 - ▶ No requirements to be symptom-free or sober to attain housing.
 - ▶ People define their own recovery.
 - ▶ People choose their own path to recovery.
 - ▶ People define their own needs.
 - ▶ People have the right to expect their choices will be respected, including the choice not to engage or accept services.

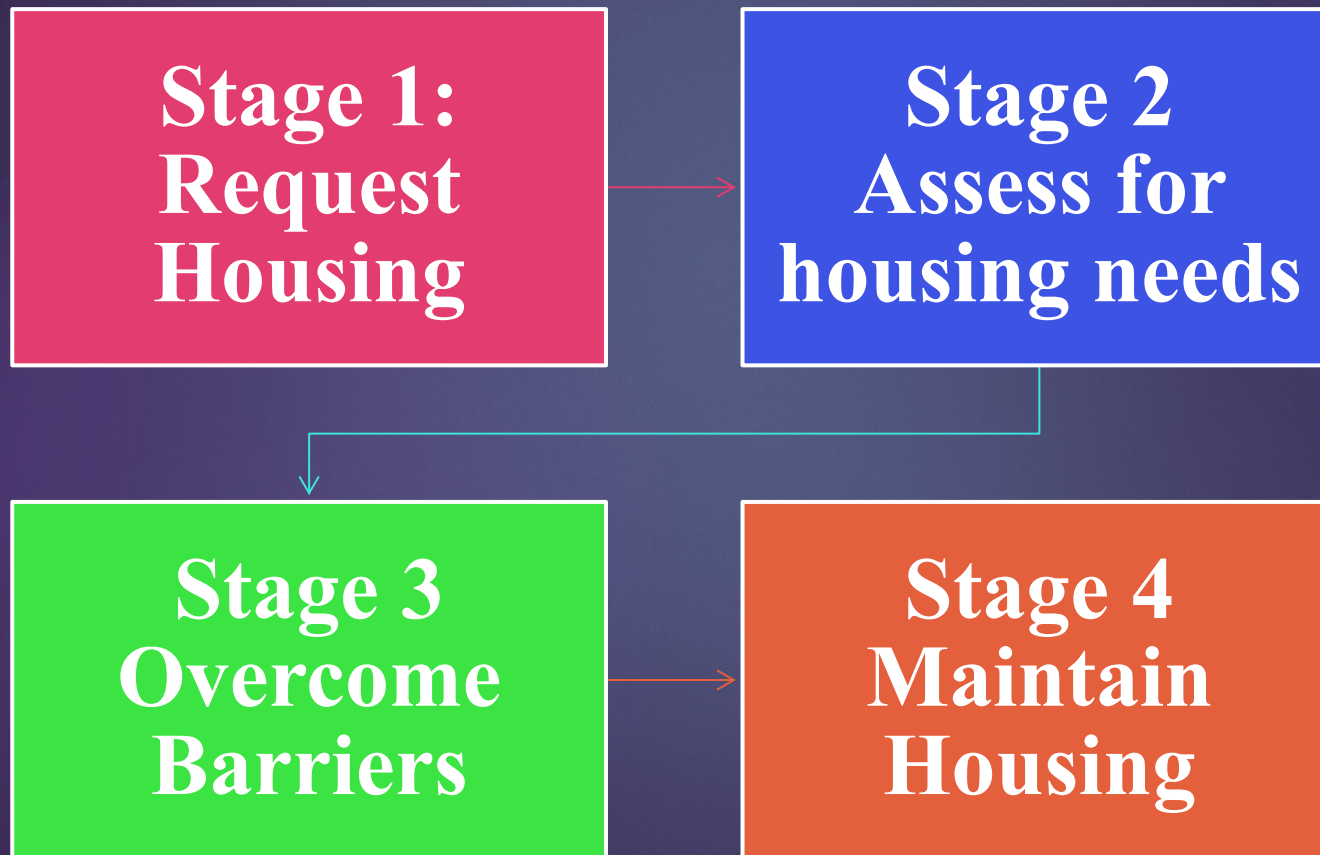
Cultivating Formal Resources

- ▶ What is out there?
- ▶ Resources are always changing-
your job is to be an expert on
them
- ▶ GO visit them- get to know the
key players
- ▶ SHARE with your colleagues-
create a google doc
- ▶ KEEP A RECORD of what works,
what is missing/needed

Successful Linking

- ▶ Establish relationship with client
- ▶ Get their perspective on the resource
- ▶ If they refuse to go, or agree but don't go... explore that (past negative experiences?)
- ▶ Go with them to the resource; ensure they know how to get there
- ▶ Ensure it is a proper fit
- ▶ Elicit their feedback-frame it as a "try out"

Stages of Housing related case management



Housing Strengths Assessment

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**Housing Supports
and Services**

**Transportation
Services**

Financial Supports

**Employment
Services/Supports**

**Education
Services/Supports**

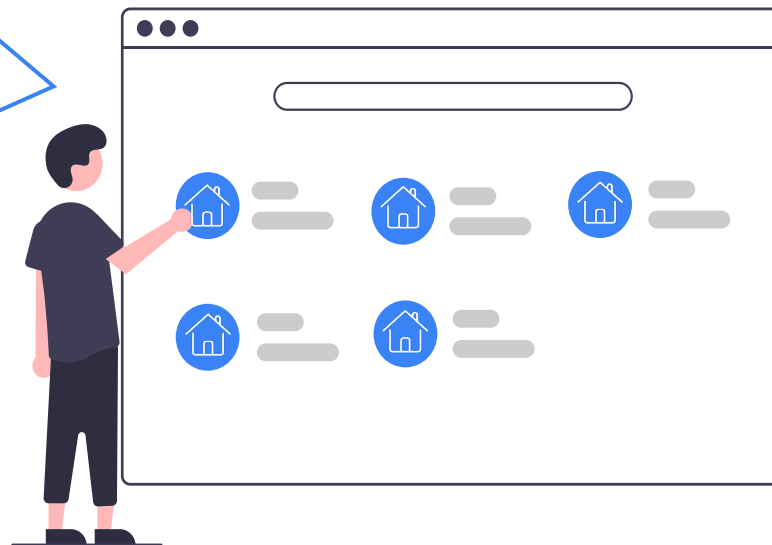
**Social Supports
and Services**

**Life/Daily Skills
Services**

Housing Choice

Hmmm. Let me see.
Where would I like to live?
What type of building?
What type of unit?
Do I want roommates?
What amenities would be helpful?
What are my transportation needs?

The better the **match**, the more likely the **success**.



Overcoming Barriers to Accessing Housing

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- ▶ **Consumers may face barriers when accessing and maintaining housing:**
 - **Poor or lack of Rental History**
 - **Lack of Financial Resources**
 - **Lack of Housing Inventory**
 - **Criminal History**
 - **Social Stigma associated with involvement in systems (mental health, criminal justice, etc.)**



Landlord Engagement

Tell them what you offer:

- ◆ Weekly home visits
- ◆ 24 hr emergency contact
- ◆ Rent subsidy
- ◆ Dispute resolution process

Maintaining Housing

- ▶ Probably THE MOST important step in any successful housing is a

CASE MANAGEMENT PLAN!

-What barriers still exist that may impede stable placement?

- Life skill training – “How to be a good tenant”
- Advocacy with landlords – “How to be a landlord for someone with mental illness”
- Coping skill training – Living alone, or with others, dealing with neighbors, etc.
- It is “Housing First”, not “Housing Only”

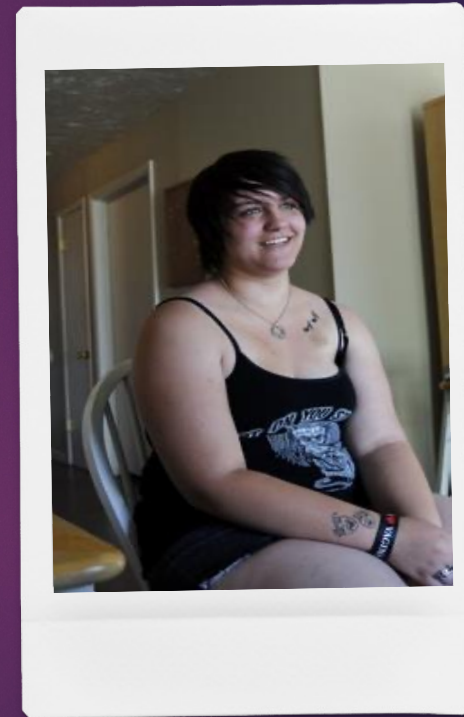
How much contact?



- ▶ Depends on the person's need and teams assessment
- ▶ Person's needs vary over time
- ▶ Standard arc –high to low
- ▶ It is non-linear process
- ▶ Minimum visits

Tenancy Related Areas

- ▶ Apartment inspection checklists
- ▶ Seasonal adjustments
- ▶ Lease renewals
- ▶ Furniture
- ▶ External Environment



Environment

Engage & Assess

Social Connection

How does the tenant manage relationship:

- ◆ Neighbors
- ◆ Building management
- ◆ Others

Neighborhood, community, ethno-racial mix

Socio-economic mix

Sense of safety, stigma, prejudice, discrimination

Traditional

Meet every need with a professional support.

Attend to basic physical needs first (food, shelter, clothing). Consider relational or socio-emotional needs later.

Protect youth by limiting their exposure to those who could hurt them.

Focus solely on the youth – their needs, their perspective, their goals.

FNS Approach

Actively seek out and draw on resources & assets within the youth's support network.

Treat the need for connection with same urgency as physical needs (and don't assume we can meet that need ourselves).

Recognize the limits of our power. Know that youth will often maintain a connection with people we do not consider positive or healthy. Build youth capacity to set boundaries and keep themselves safe.

Work with youth in the context of their natural supports, seeking to strengthen the capacity of the network to support the needs and goals of the youth.

To do **family and natural supports** work, you need to **unlearn** what you know about youth work.

Know, Known & Missed

2 People Who Know You

- _____
- _____

2 People You Know

- _____
- _____

2 People who would worry

- _____
- _____

Successful Failures



Doing for



Doing with



Doing nothing

CASE EXAMPLE:

- ▶ Your client Judy has been sleeping in her car for several months. She has been approved for emergency voucher program. You have shown her 3 apartments and she did not like any of them and declined to use her voucher. What do you do?

*Types of
housing
programs
that may
be
available:*
**Permanent
supportive
housing**

Permanent supportive housing (PSH) is targeted to individuals and families with chronic illnesses, disabilities, mental health issues, or substance use disorders who have experienced long-term or repeated homelessness. It provides long term rental assistance and supportive services.

How Can You Help?

- ▶ Require documentation from case manager, psychiatrist or other treating providers to validate illness or disability.

Working with your CoCs

- ▶ A Continuum of Care (CoC) is a regional or local planning body that coordinates housing and services funding for homeless families and individuals
 - ▶ Wide range of agencies and organizations represented
 - ▶ Promotes community-wide commitment to ending homelessness
 - ▶ Required group for applying for HUD Homeless funding
 - ▶ NOT an entity to just send your client to themselves

Working with your CoCs

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- ▶ The best way a case manager can be an asset to their client needing housing supports, is for that case manager to be connected to their local Continuum of Care- Handout of points of contact will be provided
- ▶ Additionally – most CMHC/CCBHC agencies have a “Housing point of contact” who is specifically trained and supported through ODMHSAS on how their respective agencies can connect their clients to housing or shelter supports. This list will also be shared with you – *Note it is subject to change.*

Section 8 Rental Assistance Preference Programs

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OHFA Preference Program

✓ Homeless Preference

✓ Disabled Preference

OKC PHA Preference Program

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✓ Disabled Preference

Tulsa PHA Preference Program

✓ Disabled and Receiving SSI/SSDI Preference

✓ Elderly 62 and Older Preference

✓ Living in a Care Facility (Shelter) because of Domestic Violence

OKARR

▶ Oklahoma Alliance for Recovery Residences is an affiliate of the National Association of Recovery Residences. These recovery residences are substance-free living environments that support sobriety and connect people to structure and peer-support. OKARR offers a certification process that allows both residents and families to know that they have been reviewed and are qualified to offer a supportive and sober living. For more information contact

▶ Amanda Coldiron –
Amanda.coldiron@okarr.org

Oxford House

- ❖ Oxford House is a democratically run, self-supporting, drug free home
- ❖ The number of residents in the house may range from 6-15
- ❖ Houses are male or female and some allow children

Training and TA available! **(Dates and times vary)**

ODMHSAS Housing related trainings

- ▶ Housing First 101**
- ▶ Eviction Prevention**
- ▶ Working with your local CoCs**
- ▶ 7 Protected Classes and Fair Housing**
- ▶ Working with Housing Authorities**
- ▶ Critical Time Intervention**

March 21st

April 18th

May 16th

Aug 15th

Sep 12th

Oct 17th

11:30am-12:30pm



LUNCH HOUR LEARNING: HOUSING CASE MANAGEMENT BEST PRACTICES

Are you a Case manager,
Peer specialist, or
otherwise involved in
helping your clients
navigate housing needs?



Have you heard about
Housing first, but you're
not sure what Housing
First case management
looks like?

SIGN UP FOR ONE OF OUR MONTHLY WEBINARS

-BEST PRACTICES AS THEY ALIGN
WITH HOUSING FIRST

-TIPS & RESOURCE TOOLS TO
BECOME COMMUNITY HOUSING
EXPERTS

TOGETHER, WE'LL COVER:

-COMMON BARRIERS THOSE
WITH HOUSING INSTABILITY
FACE IN OKLAHOMA



GET CONNECTED!

-You'll register through ODMHSAS'
Training Institute

-Scan this QR Code for sign-up
instructions

-Use the link below to find the session

<https://odmhsas.docebosaas.com/learn/signin>

Legal Aid Services of Oklahoma
Administrative Offices
2901 North Classen Blvd., Suite 110
Oklahoma City, OK 73106
405-521-1302

Websites

U.S. Department of
Housing and Urban
Development
www.hud.com

Oklahoma Housing
Finance Agency
www.ohfa.com

Oklahoma City
Housing Authority
www.ochanet.org

Tulsa Housing
Authority

www.tulsahousing.org

Lawton Housing
Authority

www.lawtonhousing.org

Norman Housing
Authority

www.normanha.org

QUESTIONS?

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General housing, homeless intervention, and youth related housing questions:

Lahcen.Dallaly@odmhsas.org

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We have come dangerously close to accepting the homeless situation as a problem that we just can't solve. Linda Lingle