# EXTENDING THE WARRANTY HELPING PEOPLE MAINTAIN MOMENTUM, STABILITY, SAFETY & LONGEVITY IN AFFORDABLE HOUSING

**National Association of Case Management**
**Annual Conference**
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# WELCOME!!

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# GOALS of this Workshop

## DESCRIBE

- A Housing Support Services Model within a time-limited, tenant-based rental assistance program

## IDENTIFY

- How a HSS model can assist in maintaining long-term safe, stable and affordable housing

## DIALOGUE

- explore other models
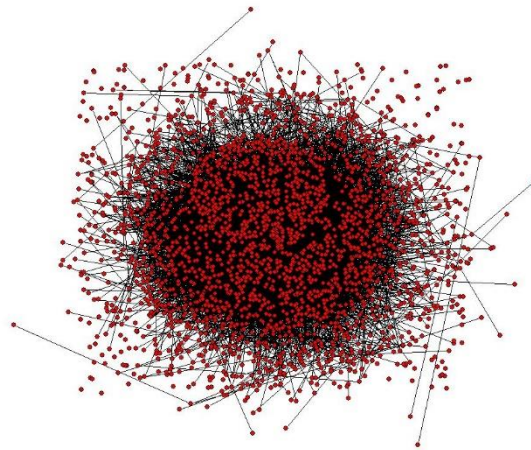
# OBJECTIVES
# Your "Take-Aways"

## LEARN

- **One model of HSS**
- **What has worked**
- **What has not worked**

## DISCUSS

- **Other models being used**
- **Success Stories**
- **Lessons**
- **Incorporating new ideas**

**For every complex human problem there is an answer that is clear, simple, and wrong.**

— **H.L. Mencken**

# TENANT-BASED RENTAL ASSISTANCE

# HOUSING SUPPORT SERVICES

# OBJECTIVE

**Provide a viable and measurable way to assist individuals and families to sustain safe, stable and affordable housing both during, and more importantly, after a defined period of rental assistance.**

# FOCUS

**The overall focus of Housing Support Services is an income focus - to work with individuals/families on the income necessary to maintain housing, at the point where it is realistic and affordable for that individual/family.**

# <u>GOAL</u>

**At least 75% of individuals and families served with rental assistance through the Berks County Mental Health/Developmental Disabilities / HealthChoices Housing Plan will successfully maintain safe, decent and affordable housing both during and subsequent their period of rental assistance provided by the program.**

# METHODS

**PREP Orientation Model**

**Supported Living Model**

**Motivational Interviewing Style**

**Income & Budget Focus**

**Defined & Limited Goal Tracks**

**Measurable Parameters**

# GOAL TRACKS

## INCREASE INCOME

– Gain education to obtain a better-paying job

– Obtain employment

– Solve any transportation issues which are prohibiting gaining employment

– Solve any child care issues which are prohibiting gaining employment

– Obtain the maximum level/amount of benefits eligible for/allowable

# GOAL TRACKS

## LIVE WITHIN MEANS

– Realistically assess situation and realistically determine how to maintain housing within current means

- Examples - Roommates, residing with family/friends, applying for any and all available permanent subsidized housing

– Making sure maximum level/amount of benefits eligible for/allowable are being received

# MEASURABLE PARAMETERS

## TOOLS

– **Monthly Reporting**

- **Compliance Monitoring**

– **Discharge Summaries**

- **Defining "successful" & "unsuccessful" discharge**

– **Quarterly Stats Reporting**

- **Highlighting overall program progress, problem areas & "success" rates**

# Housing Support Quarterly Reports

## Category/ overall total/by program

| Category | overall total | Threshold | NHS | ACT | Case Management |
|---|---|---|---|---|---|
| Total number of individuals served in Oct-Dec | 90 | 47 | 14 | 1 | 28 |
| Total number of discharges during the past quarter | 8 | 5 | 0 | 0 | 3 |
| Total number of active individuals that have current rent | 64 | 36 | 7 | 0 | 21 |
| Total number of active individuals that are behind on rent | 8 | 4 | 0 | 0 | 4 |
| Total number of active individuals in voucher status | 18 | 7 | 7 | 1 | 3 |
| Total number of active individuals that can afford | 13 | 1 | 1 | 0 | 11 |
| Total number of active individuals that can't afford | 59 | 39 | 6 | 0 | 14 |
| Number of individuals that had a changed in their income | 9 | 5 | 0 | 0 | 4 |
| **72** — Increase in income | 1 | 0 | 0 | 0 | 1 |
| **72** — Decrease in income | 8 | 5 | 0 | 0 | 3 |

## Housing Support

| Housing Support Main Goal: | | Total | Overall rating of progress made on goals (%) | | |
|---|---|---|---|---|---|
| *Increase their Income: 62* | | Total | Accomplished | Active | Discontinued |
| Gain education to obtain a better paying job | | 17 | 0.00% | 94.12% | 7.00% |
| Obtain employment | | 55 | 3.64% | 96.36% | 0.00% |
| Solve any transportation issues which prohibit gaining employment | | 5 | 20.00% | 80.00% | 0.00% |
| Solve any child care issues which are prohibiting gaining employment | | 7 | 0.00% | 100.00% | 0.00% |
| Obtain the maximum level/amount of benefits eligible | | 52 | 1.92% | 98.08% | 0.00% |

| *Number of individual's that selected to live within their means: 28* | | Total | Accomplished | Active | Discontinued |
|---|---|---|---|---|---|
| Access situations and determine how to maintain housing within current means | | 31 | 3.23% | 96.77% | 0.00% |
| Locate roommate, reside with family/friend, apply for any and all available permanent subsidized housing | | 52 | 26.92% | 73.08% | 0.00% |
| Making sure maximum level/amount of benefits eligible | | 17 | 0.00% | 100.00% | 0.00% |

Beat the 70% positive discharge goal with 6 positive 2 negative for 2nd quarter FY 17-18

| Total D/C's | 8 | 6 | 2 | | |
|---|---|---|---|---|---|
| %'s | | 75.00% | 25.00% | | |
| | | | | | |
| SUBSIDIZE | | 0 | 1 | LEFT PRIOR |
| REMAININ | | 2 | 0 | EV-NONPAY |
| WITH FAM | | 0 | 1 | NO PROGRESS |
| EMPLOYM | | 0 | 0 | EV- INCARCER |
| AFFORDA | | 2 | 0 | OTHER |
| OTHER | | 2 | 0 | INCARCERATION |
| | | | 0 | DECEASED |
| | | | 0 | HOMELESS |

# MOMENTUM
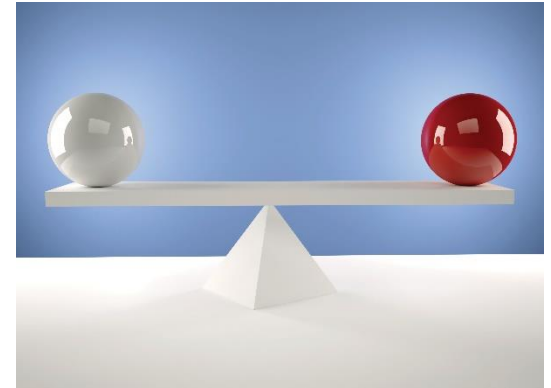


- **What Works**
  - –**Required component of TBRA**
  - –**Compliance parameters**
  - –**Adjustment of rental assistance**
- **What Does Not Work**
  - –**"4 steps forward / 2 steps back"**
  - –**Mitigating factors – individual & system**

# **STABILITY**



- **What Works**
  - **PREP orientation**
  - **Budgeting focus**
  - **Case Management focus & model**
  - **Community (LL) familiarity**
  - **Goal-focused**
- **What Does Not Work**
  - **Unrealistic goals/expectations**
  - **Inability / Unwillingness to incorporate change**

# **SAFETY**

- **What Works**
  - **Individual focus**
  - **Goal setting**
  - **Community (LL) familiarity**
- **What Does Not Work**
  - **Outside / uncontrollable factors**
  - **Individual & familial dynamics**
  - **Time-limited assistance**

# **LONGEVITY**

- **What Works**
  - **Length of program**
  - **Goal setting**
  - **Case Management focus & model**
- **What Does Not Work**
  - **Inability to track progress / success over long-term**
  - **Long-term goals which extend past assistance period**
  - **Overall lack of transition to permanent supported housing (rental assistance & on-going supports)**

# DISCUSSION & DIALOGUE!!

- What other models are out there?
- What have you found that works?
- What does not work?
- Success Stories
- Disasters
- Ideas
- Ways the model presented might help in your own programs

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**Thank you!!**