TOOLS FOR HOUSING CENTERED CASE MANAGEMENT

Thanks for joining us today!

JUNE 1ST, 2023

HEADING HOME OF SOUTH CENTRAL INDIANA
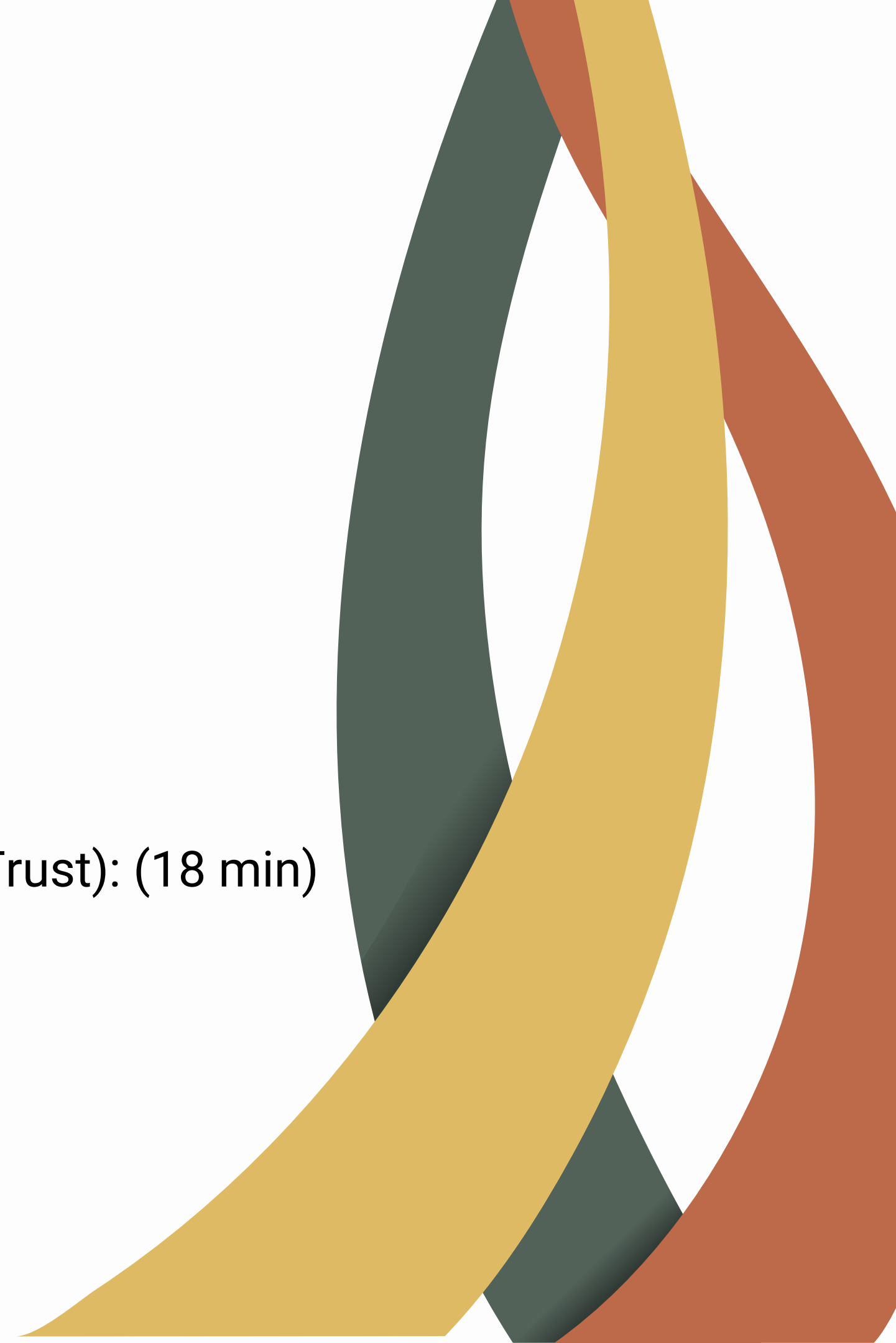
Overview

1. Personal disposition as presenter (2 min.) 👉

2. Brief overview of history of service, passion, (5 min.)
 and personal philosophy

3. Cultural Historical Activity Theory (C.H.A.T.) (5 min.)
 as a lens for effective case management

4. 4 Effective Strategies for Supporting Client Success (and Trust): (18 min)

 a. Voluntary Service Model (lead with)
 b. Building Culture of Trust & Accountability
 c. Help Client Develop (and own) Their Historical Narrative
 d. Authenticity/Tenacity in Client Engagement

Preparing for this seminar has given me the opportunity to think critically on (and extrapolate): core principles that have anchored and propelled my approach to this work, as well as share the "core of my passion" for this work...in hopes that it may insprire those just starting out & promote us all to reflect on our own practice and the intentionality that we invoke through our respective roles.

And so...for this forum, I position myself not as THE expert, but as a co-participant & learner in this community that we all work together to serve.
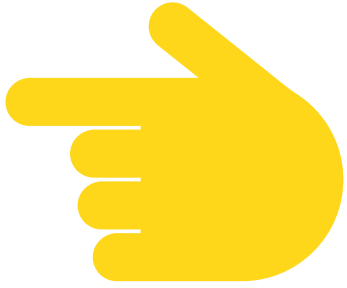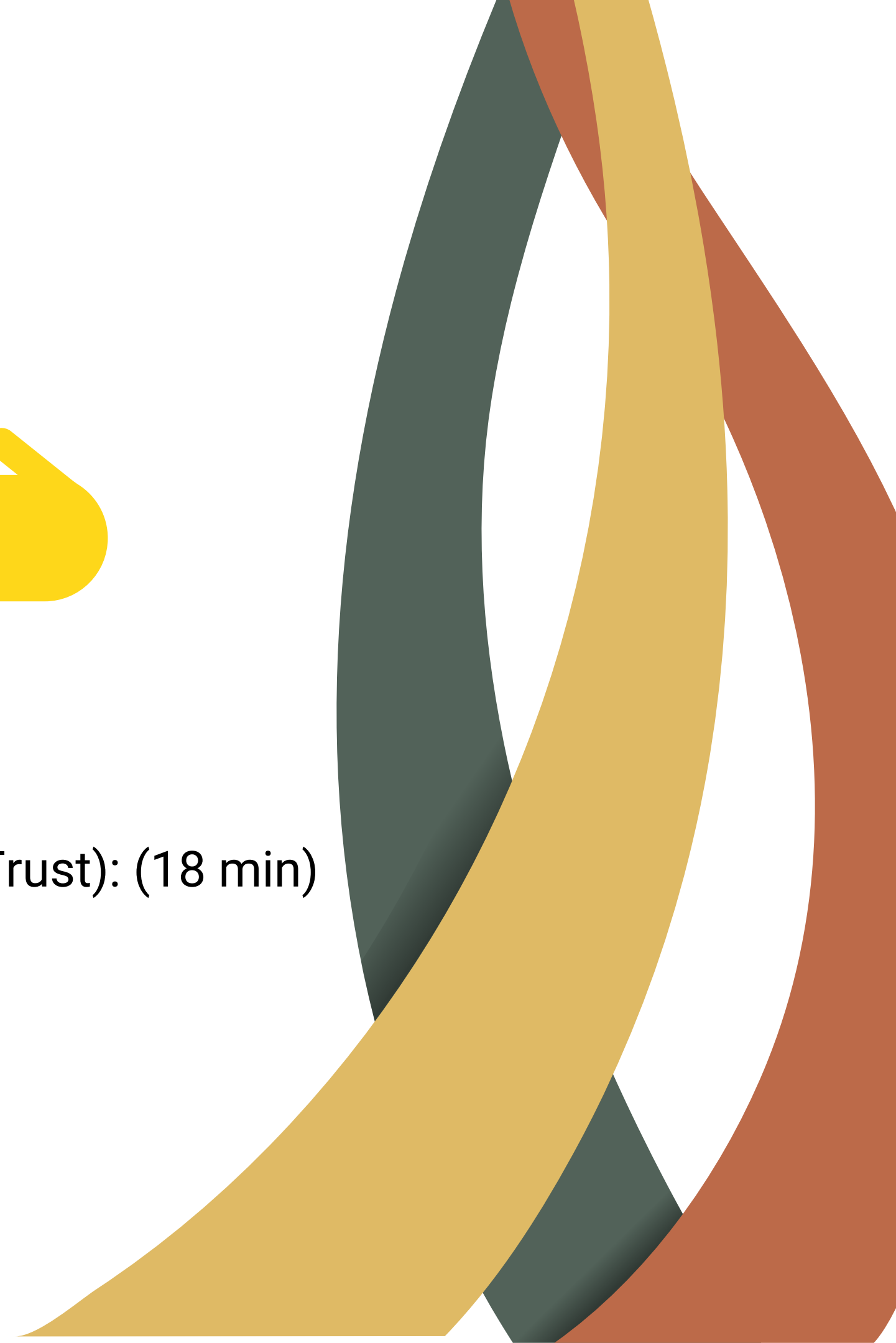
Leon Ithream Fortunatis Gordon

Personal Note

Goal of my engagement in this forum is to present myself as I am:

Who am I? A seasoned participant in the housing & emergency service profession.

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Brief History of Service

A bit about me...

2020-Present

Moved into
Administrative Director
Role @ BHA

Influence program operations, policies, and implement and design new programs

Oct. 2018

Resident Service
Coordinator @ BHA

working directly with many of the families helped house via New Hope, focused on strengthening stability in housing

2014-2018

Started @ New Hope
as an overnight Site
Supervisor

moved into daytime administrative support & eventually into asst. director & director of shelter operations working directly with families to get housed

Aug. 2010

Arrived in
Bloomington as PhD
student in the
Learning Sciences, IU
School of Education

Concentration: Learning, Pedagogy, Technology & Policy in Dismantling Integenerational Poverty

My Passion: The Email that Started it All...

Re: Weekend Overnight Site Supervisor (Bloomington) ▸ Inbox × TFA/tfa search ×

Leon I. Gordon <leogordo@indiana.edu> Wed, Sep 10, 2014, 2:50 AM
to director ▾

To whom it may concern,

This message is meant to serve as a formal submission of application for employment at the New Hope Family Shelter in Bloomington, IN. Specifically, **I am inquiring about the "overnight site supervisor" position**. My name is Leon Gordon, a doctoral student in the Learning Sciences program at Indiana University (School of Education- Dept. of Counseling and Educational Psychology). I am very enthused at the prospect of having the privelege (and invaluable experience) of working with you and your staff. **My curriculum vitae/resume has been attached for your consideration**

My future ambitions lay in working with families from underserved (and primarily) low-income populations to mitigate intergenerational poverty on a scale of considerable impact. My studies thus far have led me to acquire (and pursue) opportunities that will arm me with tools (and wisdom) necessary to engage in holistic, community reform (essential if I am to bring my life's ambition to fruition). I would be honored to serve in the capacity being sought for this position, and am eager to take charge of (and learn from) this potential experience.

Please contact me at your earliest convenience. I can be reached via email (leogordo@indiana.edu) or via phone (773) 865-3217.

Best,

Leon

Personal Philosophy

"Serving well where you are, perpares you for what is next"

Leaning on the skills and knowledge I've developed in each subsequent role...
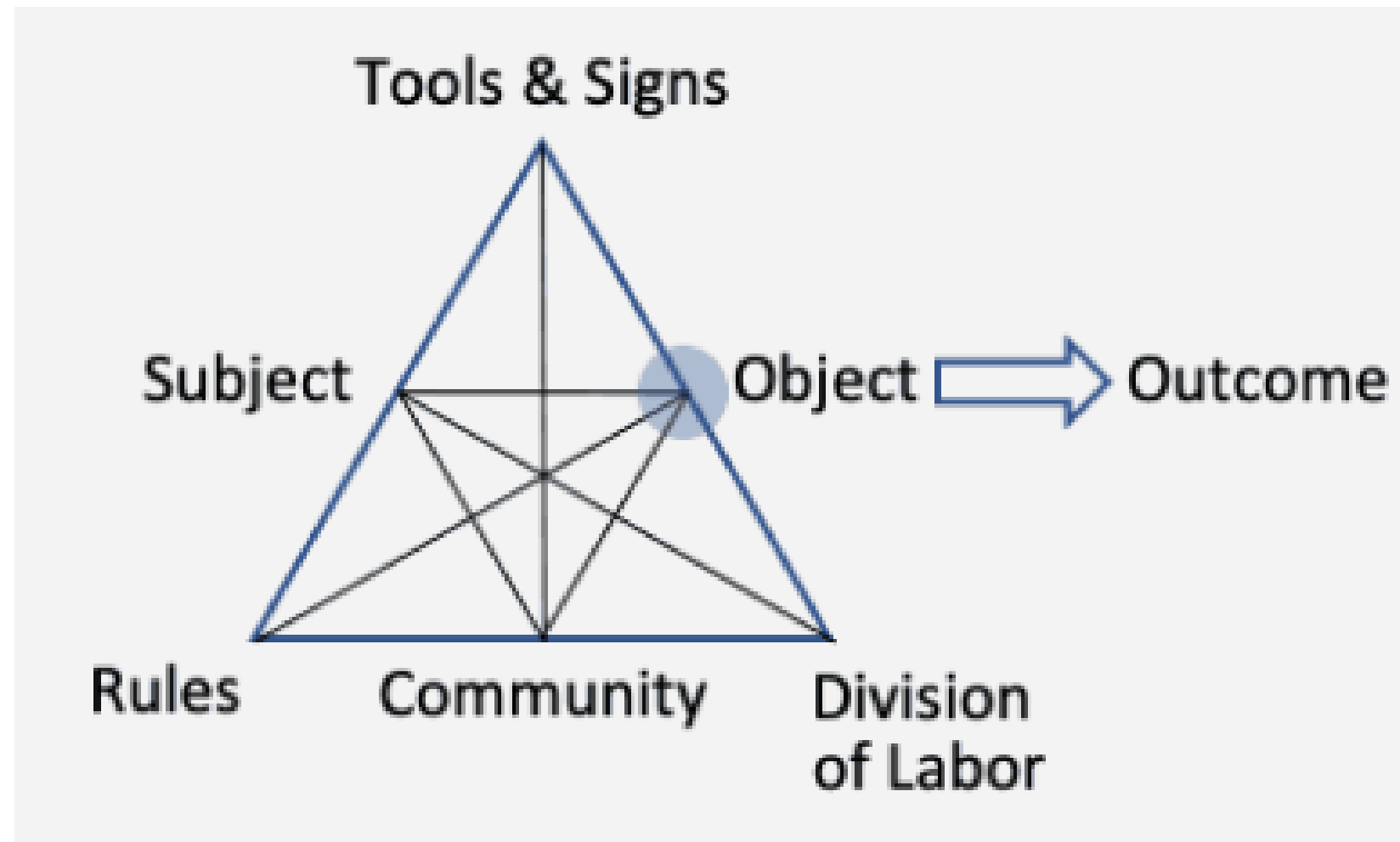
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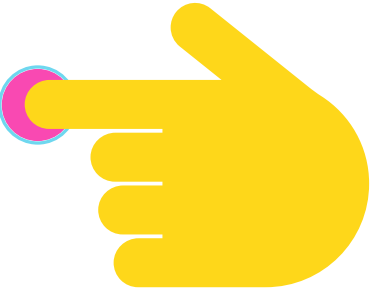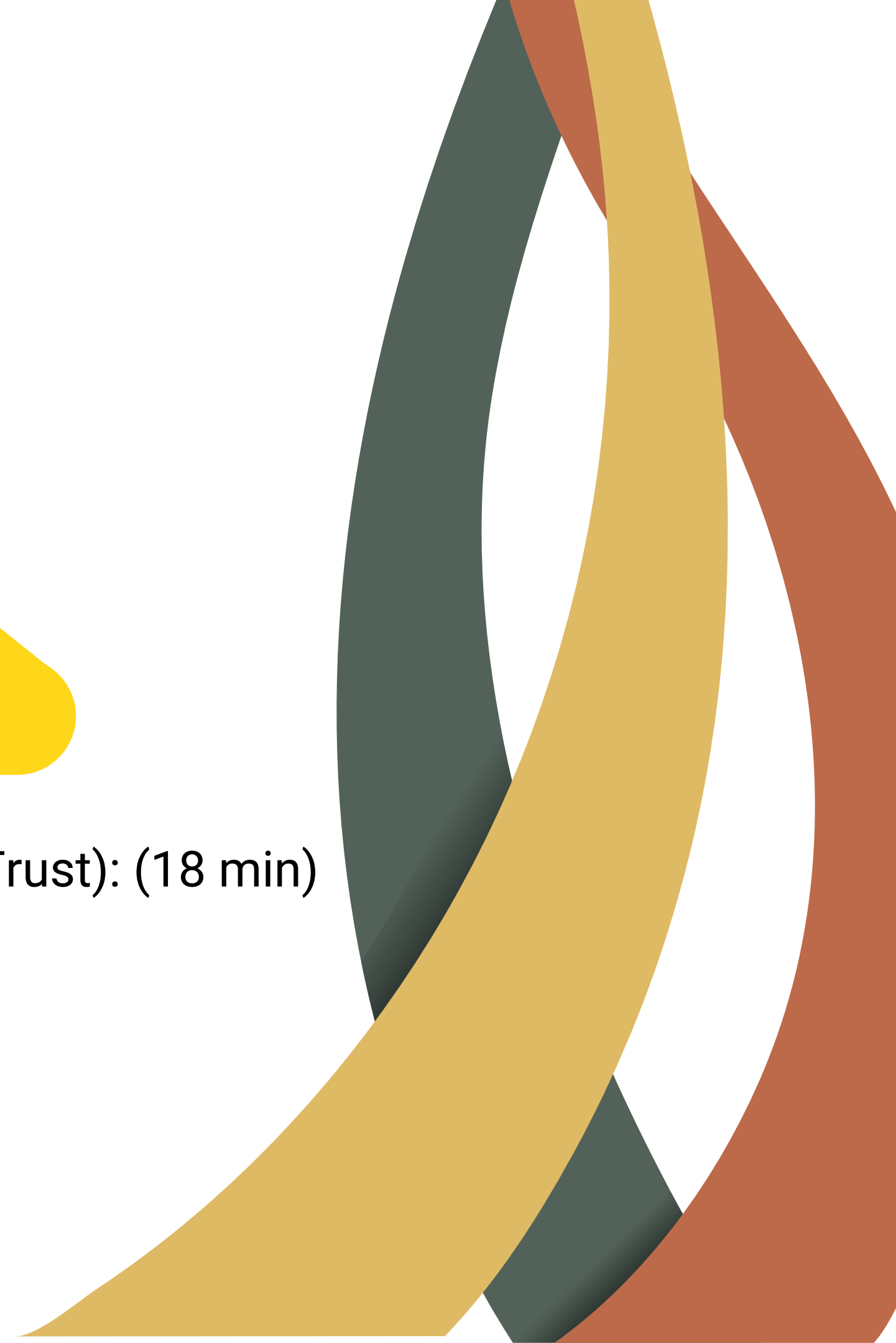
Cultural Historical Activity Theory
As a Lens for Effective Case Management

- Coordinated Entry
- Vulnerability Assessment
- Rapid Rehousing
- Permanent Supportive Housing
- Section 8
- Public/Subsidized Housing
- Landlord Criteria
- Housing Opportunities for Special Populations
- Program Limitations
- Special Purpose Funding

Cultural-Historical Activity Theory (CHAT) describes how human activity is shaped by the complex web of participants and their systemic constraints. That is, CHAT explores the relationship between mind and activity, oriented by the Socio-Cultural Theory insight that one's consciousness is shaped by social experience and mediated by artefacts.

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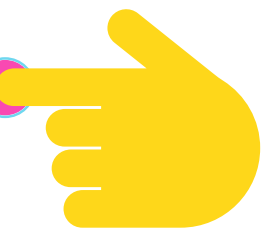# Jumping into the pool...

NEWHOPE
FOR FAMILIES

Housing First Philosophy

Addressing chronic homelessness via housing, not a focus on services to achieve a state of "readiness"

Voluntary Services Model 👉

Forcing programming or services cannot be a condition of a household's access to shelter

Voluntary Services Model

(Leading With)

Program Entry

Can reveal what they know (or don't) about the system you are helping them to navigate

Hi!

Case Manager Understandings:

Listening to client's goals for themselves before inserting or interjecting your own

"Individual has the right (and capacity) to resolve their own crises as they see fit."

THIS WAY

THAT WAY

ANOTHER WAY

Respecting Client Choice

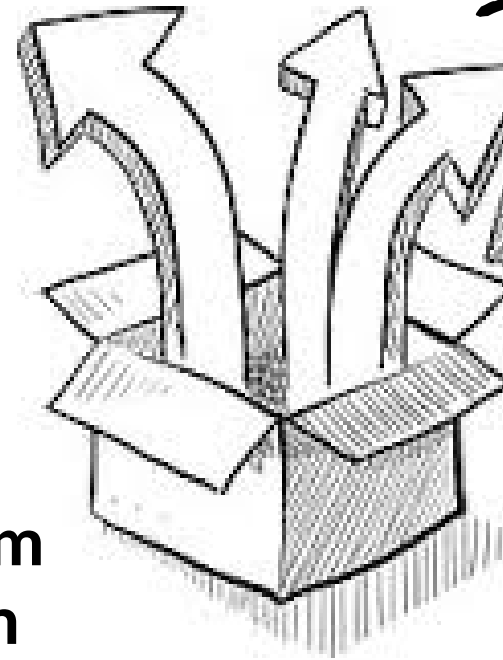*What do you hope to achieve? I want to help you get there.*

Voluntary Services Model
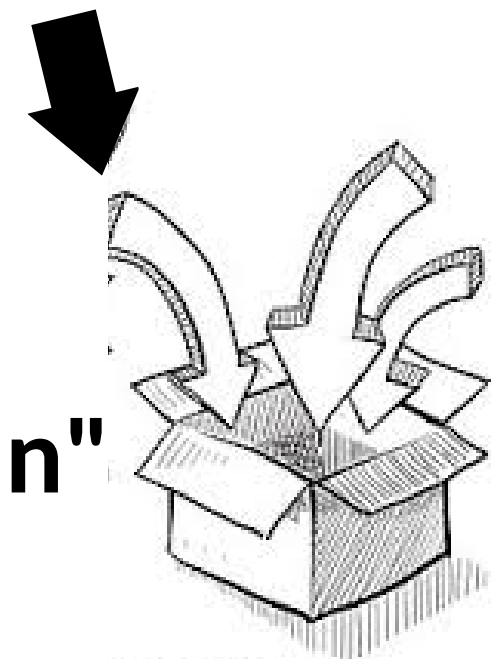
(Leading With)

What is the path?

Hi!

Help the client understand the system you are helping them to navigate and how they can achieve the goals they have for themselves therein.

- Coordinated Entry
- Vulnerability Assessment
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"The Plan"

Often leads to understanding multiple options and different opportunities they have not considered

Voluntary Services Model

(Leading With)

## Lessons Learned…

- Often times the 1st plan is not the plan that panned out.

- Helping clients understand options make them more open to chart unfamiliar solutions (especially in the face of unexpected challenges).

- Trusting clients to make their own choices provides the foundation for accountability that case manager can lean on helping determine next steps and renegotiation of goals.

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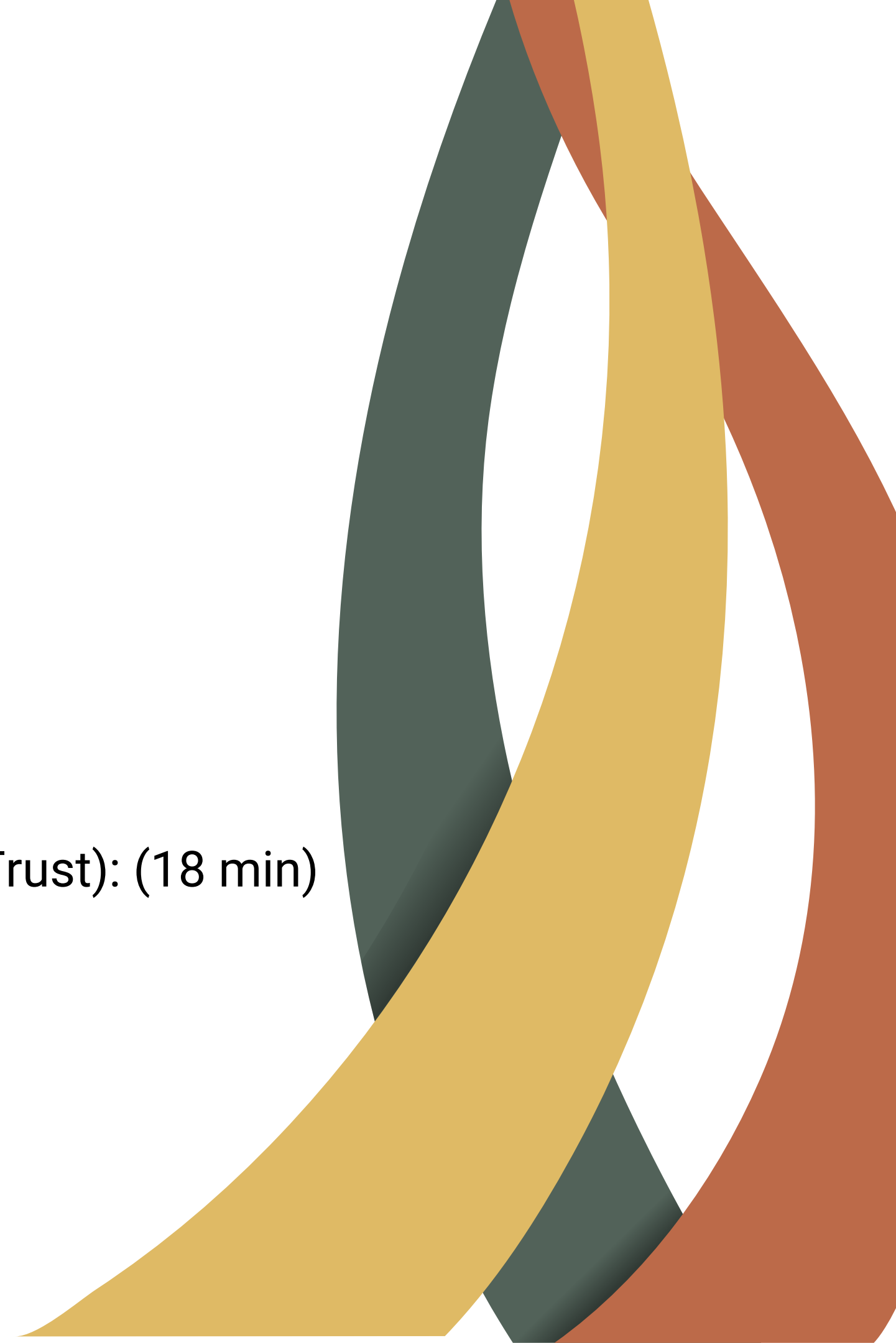
Build a Culture of Trust & Accountability

- Extend Opportunity & Expectation for Trust
- Expect them to win!!!
- Give Trust Up Front, Reinforce with Accountability
- Remind clients that their diligence impacts others waiting to receive the same help

- Remind clients that you're <u>WITH</u> them, but they can go only as far as the effort they commit to.
- Help client overcome potential "learned helplessness" by helping them place shortfalls as temporary setbacks that just require further effort.

Temporal Failure Doesn't Define Your Capacity to Get Where You Want to Be.

"I want to thank you Leon for giving me a chance, when I had burnt bridges elsewhere and people stopped believing in me, you gave me your word that you would 'take my word', that you would 'give me a chance' to prove my word still has value. You gave me another chance to prove to myself that I can 'get things right"

-Anonymous Former Client
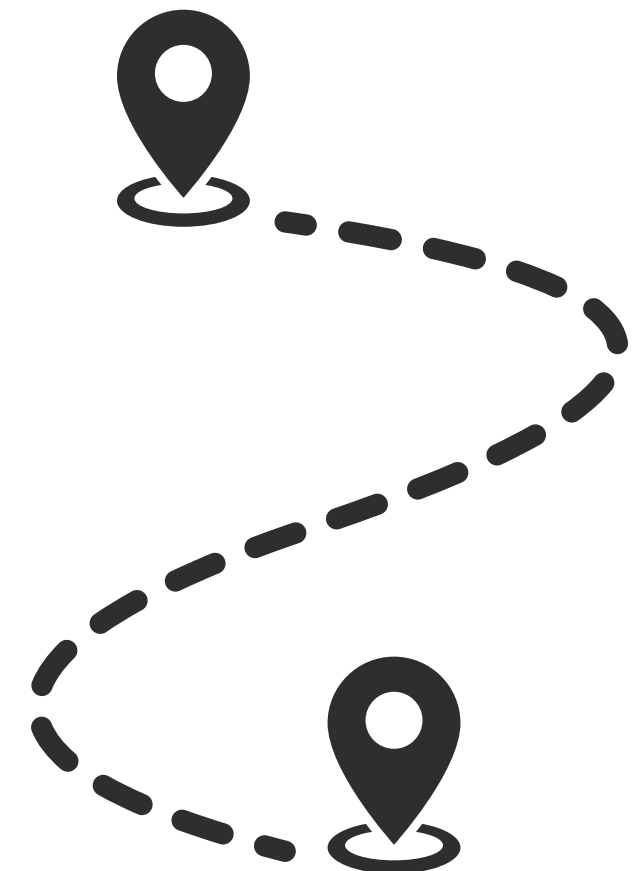
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Help Client to Develop (and own) Historical Narrative

Hi!

UNPACK the
POWER
of
THE PEN

Often times clients fear the rejection that they'll receive in their pursuit of housing.

Likewise, they may find it difficult to convey their narrative in a way that projects the "growth" that will convince someone to give them an opportunity.

Help take that fear "head on" by embracing that past as a foundation for the growth that they are actively engaged in as part of their path forward.

Help client to project a narrative of a pathway of change and/or self-improvement that they believe in/aspire to.

Unpack conditions that have prohibited them from obtaining desired outcomes/goals.

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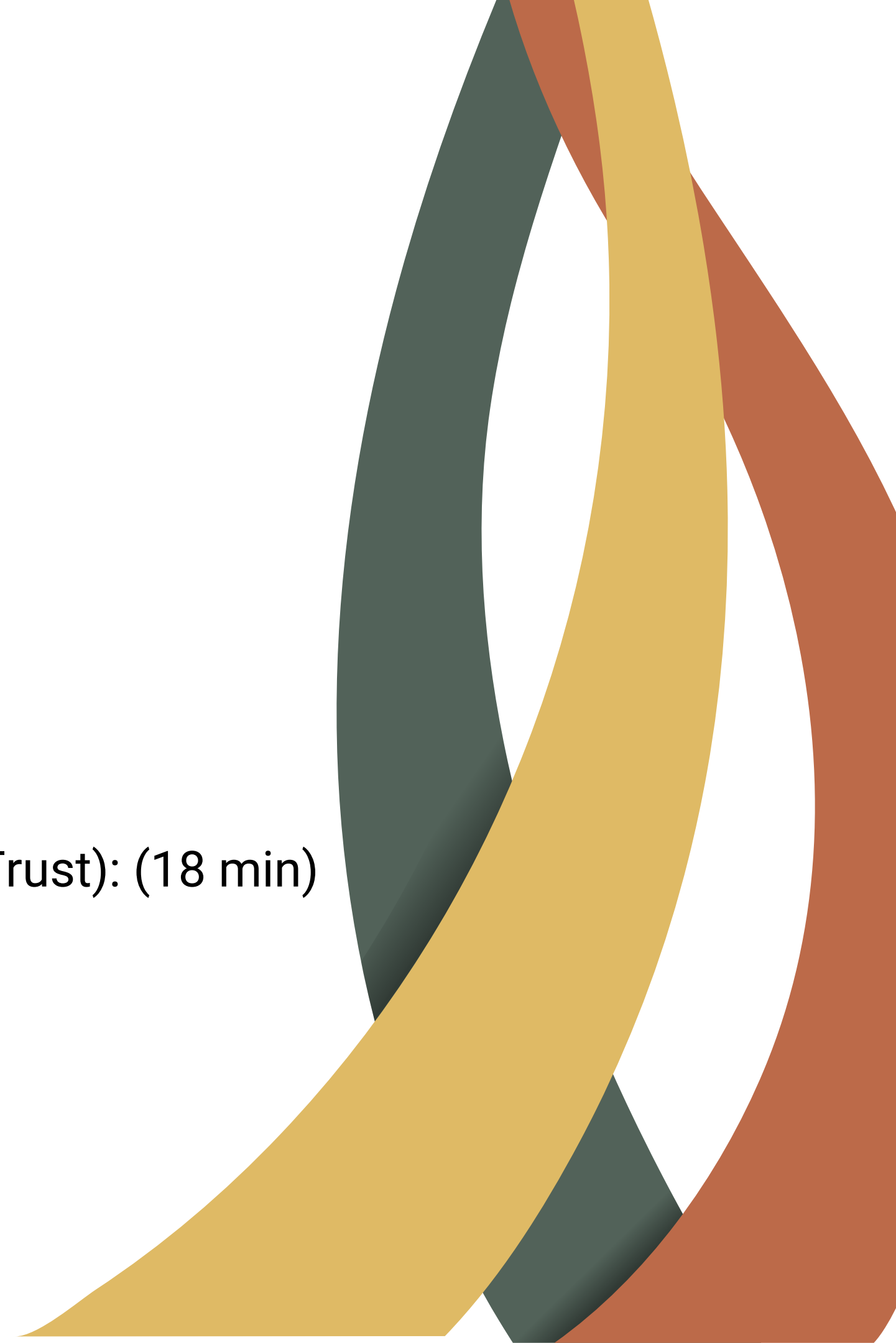
Authenticity/Tenacity in Engagement

Hi!

## Chart New Paths to Service

#2292134

"Treat the case as if it were your mother, your brother, your sister, your grandmother..your somebody in need"

- Do your best to know about as many services as possible.

- Go where the case leads you.

- Often times clients may present with challenges that we may feel are "out of our wheelhouse".

- These cases present the perfect opportunity to discover and/or create a new pathway that will allow you to help the next person or the next individual with the same issue:
  - Examples:
    - *establishing guardianship for a senior unable to attend to their own affairs*
    - *medicaid supports waiver for individual that received special needs services in K-12, but never had established for adulthood*

Questions? 👉

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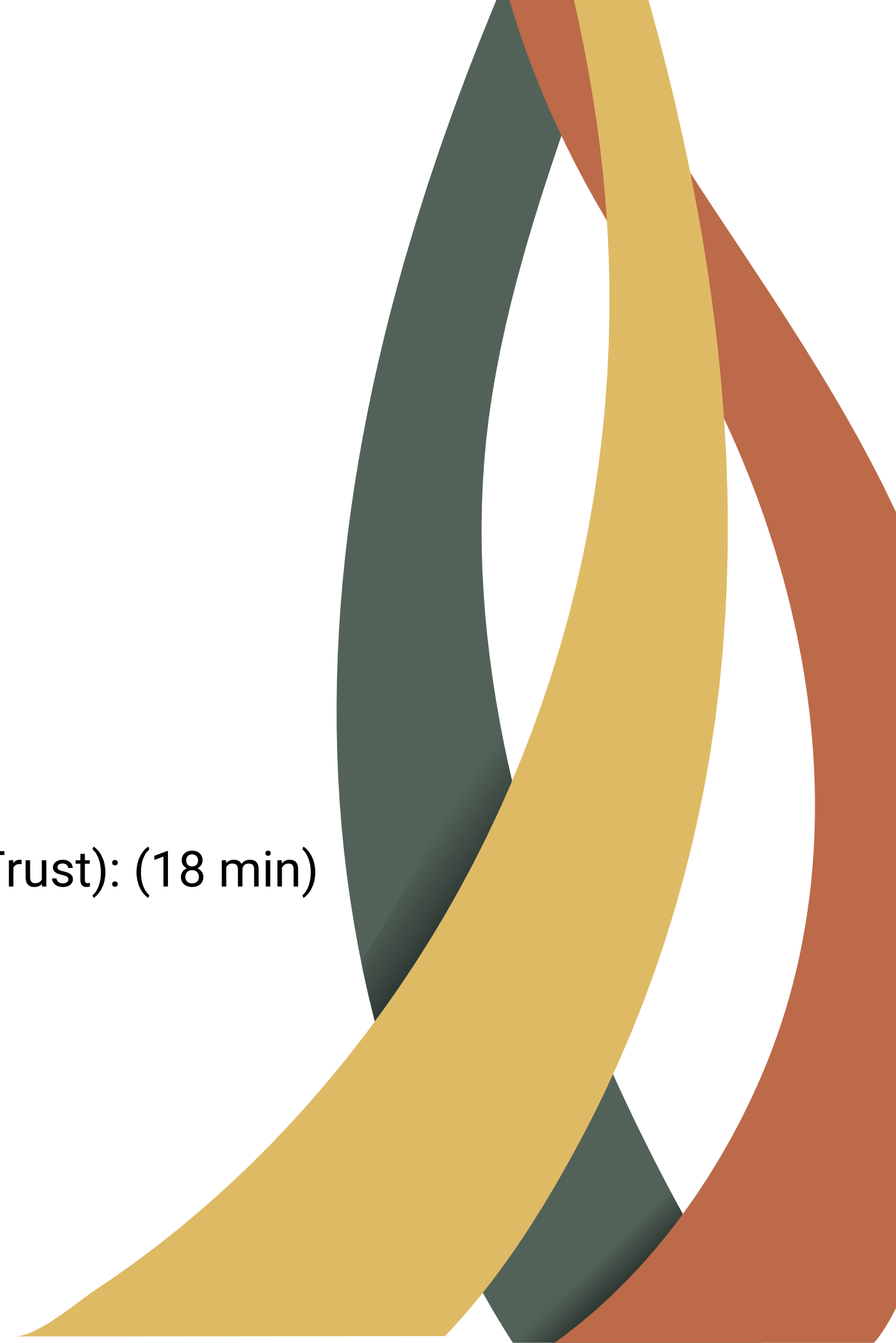
5 Minute Break

Trauma Informed Conflict Resolution

Chase Techentin,

Shelter Director New Hope for Families

Ideal Housing Focused Case Management

- Client knows their strengths and resources

- Client knows what they need help with

- Client knows what you can help them with

- You have the resources to do what the client needs

- Client and you join with common goals

- Client and you meet at the right time at the right place to work on goals

- Client and you both do what you say you'll do outside the meeting time

- You and the client locate income and pair it with affordable housing.

Housing Focused Case Management in Crisis

- Client presents with urgent needs other than housing

- Client is unaware of their strengths or resources.

- Client is unaware of your role or how your agency can help them

- Client asks you to help with things outside your scope, or doesn't know to ask you for the most meaningful things you can do

- You can client have scheduling challenges and can't always follow through

- Client may find some resources and relief like SNAP or shelter, but does not locate income or housing

Obstacles to Housing Solutions Case Management

Past Trauma can prevent people from participating in your CM meeting, and prevent you from building the relationship you hope.

Examples of Traumatic Events: Natural Disaster, Surviving Violence, Intimate Partner Violence, Medical Procedure, Physical Abuse, Grief for a loss, other life-threatening events or events the person perceived to be life threatening, and many more.

Conflict/Opposition: Often needs to be resolved before you can proceed with case management.

Examples: Someone's sense of fairness or dignity is offended, a rule or procedure is broken and you need to challenge the client to change their behavior, a client reports a conflict to you about someone else

Intoxication: can prevent the person from fully participating or cause conflict

Anticipating Trauma

Many people experience trauma. People who are experiencing homelessness have almost certainly experienced many severe traumatic events.

People who have been traumatized have often had their trust in institutions, people, caseworkers, parents, formal processes, and poverty relief programs, broken. You likely represent many of those kinds of relationships, so anticipate low levels of trust until you begin to deliver results.

Plan the physical space and the conversation so clients feel safe, welcomed, affirmed, and focused

Take anxious thoughts and expressions of worry seriously and reflect them back

Unbundle, leave aside the anxiety and start with what's real/actionable

Find ways to close doors to the anxiety and channel the conversation toward problem solving rather than why things won't work.

Reframe and reassert the goals you and the client share for the interaction

Coaching Clients to Overcome Trauma/Anxiety

Anticipating Conflicts & Volatile/Oppositional Interactions

Plan the physical space or office for your safety and client safety and escape.

Plan for a slow conversation that lets the person in crisis vent emotionally and give you all the information you need

Plan to be surprised. Lead the conversation with the problems you see, and don't rush to conclusions or consequences ahead of the conversation

Practice open, calm body language and posture ahead of an intense interaction

Overcoming Conflict & Oppositional Interactions
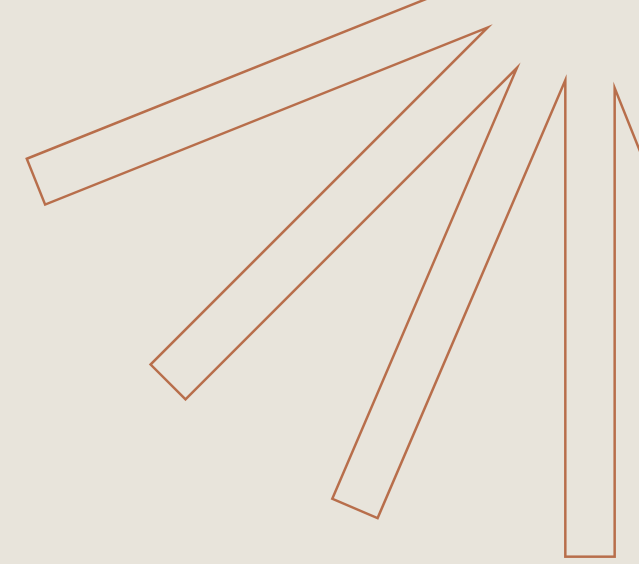
Become neutral and sponge up the person's energy to deescalate intense emotions

Anticipate common fairness objections like "other people got this and I didn't" or "you're asking me to follow rules other people don't follow"

Anticipate common boundary issues like "do you know what it's like to sleep outside?" or "you don't care about me" or, "can I have some cash?'

Anticipate Common mental health symptoms: Derailing conversation with delusional thoughts, angry thoughts and anxieties, volatile language

Flow of Successful CM meeting with Crisis moment

- You take the lead and frame the meeting
- Conflict or barriers arise
- You overcome and reframe
- CM meeting proceeds on track

*The opposite of success isn't failure in this comparison.

Flow of CM meeting where Crisis could not be overcome

- You take the lead and frame the meeting
- The person is too intoxicated to follow the logic OR a physical confrontation arises OR the person is not mentally able to consent or partner with you OR the person does not agree that housing is an important goal that day.
- You end the meeting on as positive a note as you can and tell them that you will follow up/reschedule/address the barrier in some way and we'll try again next time!

Putting it all Together

You can still reach goals and build trust with clients who suffer from trauma-induced anxiety, from clients who are opposed to you or have a conflict, or who are intoxicated.

You are the one with the resources and control in the situation, so anticipate, and work to overcome

Small Group Discussion!

What stood out to you about the presentations?

When have you seen this work really well?

What's a big win you've had in your work with people in crisis?

When have you felt like you didn't know what to do with a person in crisis?

What distracting or derailing behaviors feel insurmountable in your role?

Thanks for attending!

Scan this QR code to submit feedback on today's training

Or go to menti.com and enter 1517 7907