HOPWA Webinar: Client-Centered Practice Series
Creating Low-Barrier, Client-Centered HOPWA Programs

June 20, 2023

Welcome & Introductions

HUD's Office of HIV/AIDS Housing:

- Rita Harcrow (she/her), Director
- Amy Palilonis (she/her), Deputy Director

HOPWA TA Staff:

- Christine Campbell (she/her), Consultant, Collaborative Solutions
- Ashley Kerr (she/her), Consultant, Technical Assistance Collaborative (TAC)
- Crystal Pope (she/her), Consultant, TAC and Collaborative Solutions

Webinar Logistics

- All attendees will be muted

- Please submit questions in the Q & A box

- If you have technical issues, please write that in the chat box and send to: **Michael Harmon-Fields**

- This webinar will be recorded and posted on the HUD Exchange
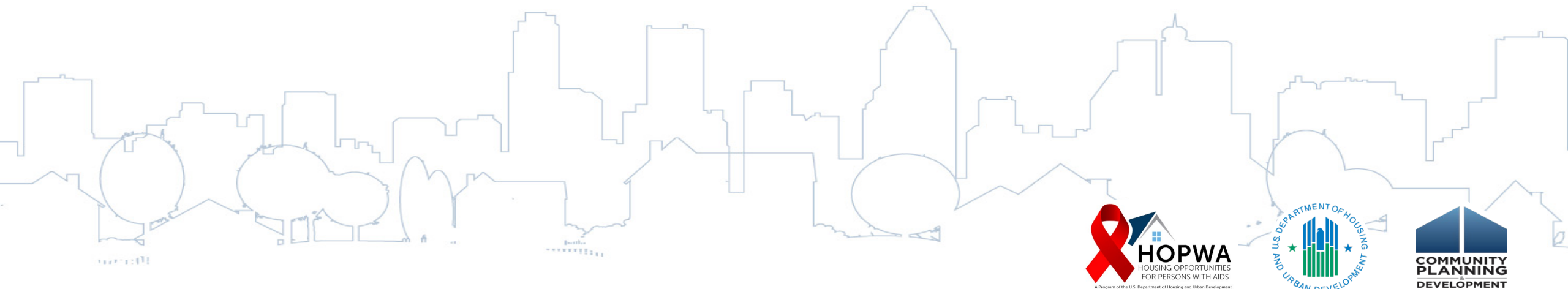
Agenda

- HOPWA 3R Recap
- Client-Centered Practice:
  - Housing First
  - Harm Reduction
- Audience Q&A
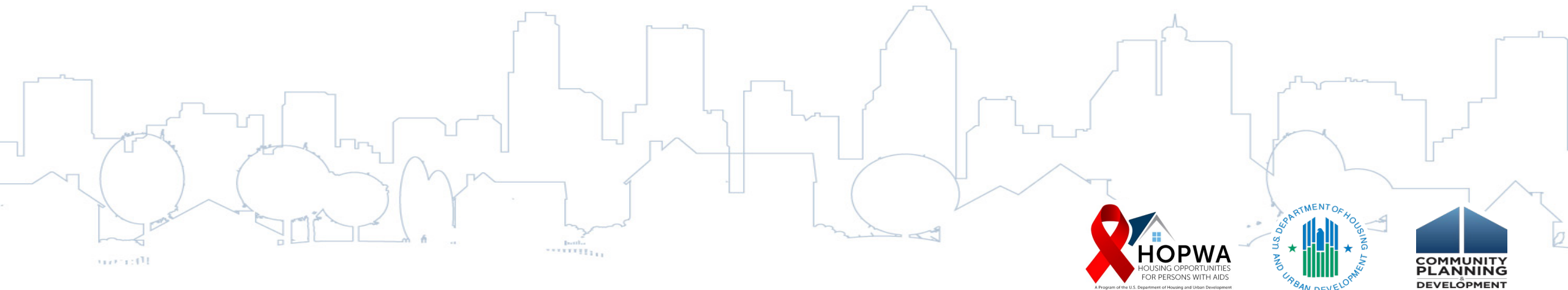
Poll #1

- Does your organization employ a Housing First approach in its HOPWA programs?
  - ❑ Yes
  - ❑ No
  - ❑ I'm not sure
- Does your organization consider itself a harm reduction practitioner?
  - ❑ Yes
  - ❑ No
  - ❑ I'm not sure

Reset, Renew, Recharge - 3R

Reset	Reset program goals taking into account HOPWA Modernization plans and budget projections, and lessons learned through HOPWA Mod and HOPWA/COVID-19 responses.
Renew	Renew program focus to successfully implement HOPWA housing activities that meet the documented needs of PLWHA and incorporate racial and health equity at all levels of program planning and operation.
Recharge	Recharge program efforts to increase program capacity and impact, including training and use of best practices to ensure housing stability and positive outcomes, and active engagement with new and existing community partners.

3R Vision and Outcomes

- **VISION**: HOPWA communities (Grantees and Project Sponsors) will embrace an expanded vision for the HOPWA Program, understand and implement the regulations and the Program, design it to meet the needs in the community, deliver it in an equitable fashion, and be able to tell the story.

- **OUTCOMES**: HOPWA communities will intentionally integrate people with lived experience in all aspects of the work; will embrace an expanded vision for the HOPWA program that shows understanding of the intents of the program; will collaboratively design and implement HOPWA programs that follow the regulations and understand the flexibilities while providing permanent housing and services in an equitable fashion and will be able to accurately report on their efforts.

The HOPWA program:

- Does not require clients to participate in case management, medical or other supportive services to secure or maintain their housing.

- Does not require clients to receive housing, medical or supportive services from a particular provider.

- Respects a client's ability to choose the housing and services that work best for them.

- **All** HOPWA-eligible individuals within a community should have **equal and unfettered access** to HOPWA housing and services.

3R Strategy and the Intersection of Client-Centered Practice

What is Client-Centered Practice?

- Client-centered practice **puts the person at the center of everything we do**. Client-centered practice:

- **Recognizes** that every client is a unique and complex person.

- **Respects** a person's needs and preferences and the knowledge they bring about their health and healthcare needs.

- **Empowers** the person to be an active participant in decision-making related to housing and services offered through HOPWA.

Client-Centered Practice

Major elements of client-centered practice are:

- Low-barrier housing

- Housing First

- Harm Reduction

- Client is an active participant in service planning and decision making.

Promoting client-centered practice, including Housing First and harm reduction approaches, in HOPWA programs

Why is this important for HOPWA?

The use of best practices, particularly for client-centered practices, is strongly encouraged as a means to achieve positive client outcomes.

HOPWA programs should evolve to meet the needs of all eligible individuals in the community, and this means aligning with practices that are low barrier, trauma-informed, and incorporate the voices of lived experience into all aspects of program planning and implementation.

Why is this important for HOPWA?

HOPWA resources to fight homelessness and improve housing stability for PLWHA are limited and cannot meet all housing needs. This makes it essential to utilize HOPWA resources on high-performing programs that are successfully helping people stay safely and securely housed.

Housing First

Housing First – A Definition

An approach and a framework centered on the belief that everyone can achieve stability in permanent housing directly from homelessness and that stable housing is the foundation for pursuing other health and social services goals.

Housing First - the rest will follow

Core Principles of Housing First

- Housing is a human right.

- Everyone is "*Housing Ready*": Access to programs is not contingent on sobriety, minimum income requirements, lack of a criminal record, completion of treatment, participation in services, or other unnecessary conditions.

- Programs or projects do everything possible not to reject an individual or family on the basis of poor credit or financial history, poor or lack of rental history, minor criminal convictions, or behaviors that are interpreted as indicating a lack of "housing readiness."
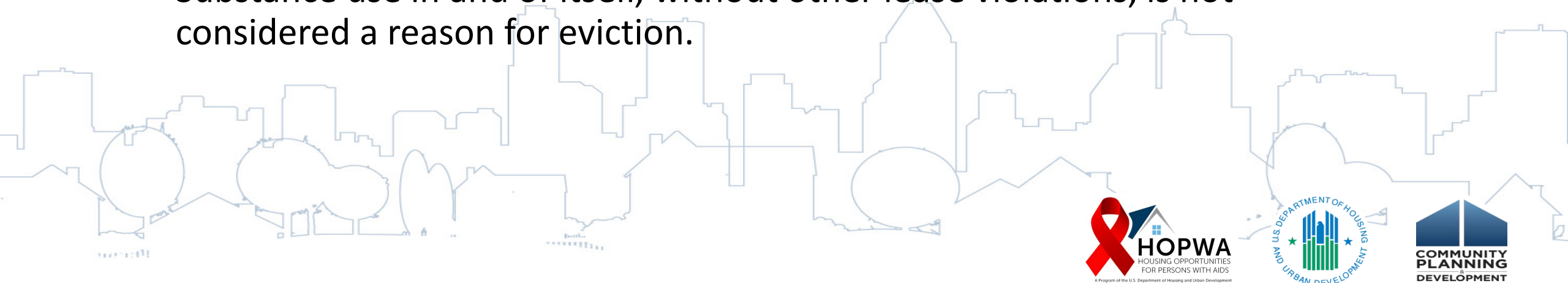
Core Principles of Housing First

- Housing and service goals and plans are highly tenant-driven.

- Supportive services emphasize engagement, goals and strategies for personal goal achievement over therapeutic goals.

- Participation in services or compliance with service plans are voluntary and not conditions of tenancy but are reviewed with tenants and regularly offered as a resource to tenants.

Core Principles of Housing First

- Safe, secure housing is needed before a person can focus on health, employment, or education.

- Services are informed by a harm-reduction philosophy that recognizes that drug and alcohol use and addiction are a part of some tenants' lives.

- Substance use in and of itself, without other lease violations, is not considered a reason for eviction.

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Components of a Housing First Approach

- Few to no programmatic prerequisites to permanent housing entry

- Low-barrier admission policies

- Rapid and streamlined entry into housing

- Supportive services are voluntary, but can be used to persistently engage tenants to ensure housing stability

- Tenants have full rights, responsibilities and legal protections

- Practices and policies to prevent lease violations and evictions

- Applicable in a variety of housing models

HUD Housing First Implementation Resources

Discussion Questions

- Where is your agency in the move towards Housing First?

- Do you want to move in this direction?

- What Housing First elements is your agency already implementing?

- What elements would you like to implement?

Incorporating Harm Reduction

Harm Reduction: Definition

Harm reduction is a set of practical clinical strategies that reduce negative consequences of drug use or other activities, incorporating a spectrum of strategies from safer use, to managed use, to abstinence.

National Harm Reduction Coalition

Harm Reduction Principles

- People have the right to make decisions about their lives and actions. Harm reduction is about educating them to make the best decisions for themselves.

- The user takes responsibility for individual choices and behavior.

- The individual sets their own goals in collaboration with the service provider.

Harm Reduction Principles

- There are no punitive sanctions for what someone chooses to put/not put in their body.

- When we create punitive sanctions, people will lie.

- Incremental change is normal and to be expected.

- Quality of life and well-being measure success.

Situations, Behaviors, Housing Issues

- Illegal Activity **leads to** Lease Violations
- House Rules Violations **lead to** Complaints and Nuisance Issues
- Money Management Challenges **lead to** Rent Non-Payment
- Personal Hygiene Concerns or Hoarding **lead to** Failed Inspections
- Property Damage **leads to** Failed Inspections
- Unauthorized Subtenants **lead to** Lease Violations
- HOUSING FIRST IS NOT "ANYTHING GOES"

Harm Reduction Approach Delivering Services in Housing

- Tenant engagement: A commitment to ensuring **tenants** are actively engaged in influencing housing services and shaping their communities.

- Client-focused services: non-authoritative approach that allows clients to hold the power and take a lead in discussions so that, in the process, they will discover their own solutions.

- Motivational interviewing: A counseling method that helps people resolve ambivalent feelings and insecurities to find the internal **motivation** they need to change their behavior.

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Discussion Questions

- What would changing to a harm reduction approach mean for your program?

or

- How can you improve your integration of harm reduction principles?

What Organizations Need to Implement Housing First and Harm Reduction Principles

Buy-in to Housing First and Harm Reduction Philosophies

- Onus of control shifts to the client

- Anti-oppressive practice: power sharing and power shifting

Staffing Support and Training

- Staffing ratios - what is realistic based on higher service needs?

- Problem solving and creative solutions to challenges

- Support through organizational policies (MH days, flexible holidays and work hours)

What Organizations Need to Implement Housing First and Harm Reduction Principles

Policies and Procedures

- Reflective of HF/HR organizational philosophy

- All staff including clinical, administrative, support and operations

Housing and Service Design

- Lease agreement - Addressing lease infractions

- Voluntary services - Connecting services to service plans

- Show connection to how support facilitates goal achievement

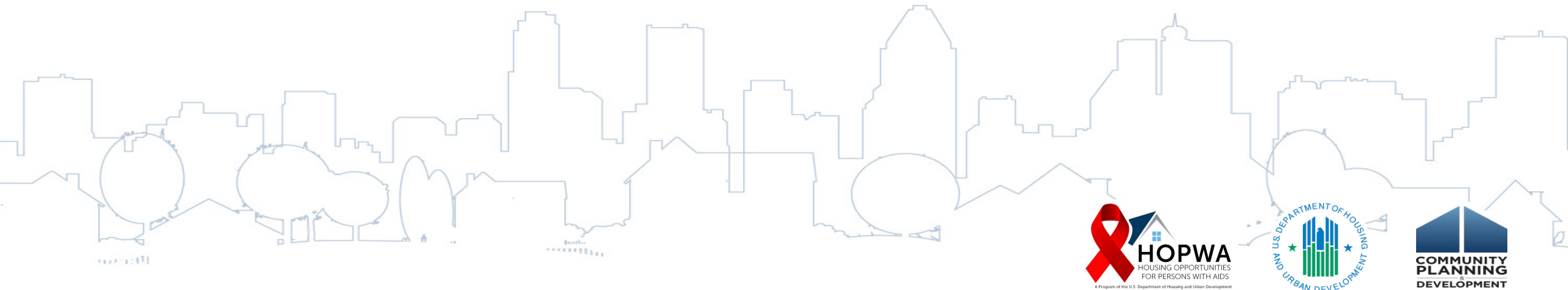- Confidentiality and Firewalls

What Organizations Need to Implement Housing First and Harm Reduction Principles

If HOPWA provides the housing, consider providing options (sober or recovery housing, "wet" housing) – think about a housing continuum.
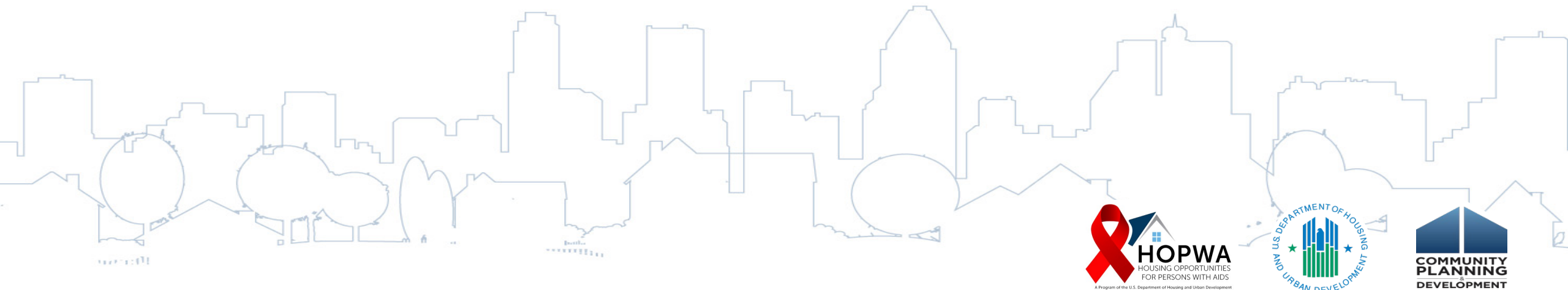
Case Management Practices

Meeting People *Where They Are…*

- Engagement and rapport building
- Trust and partnership
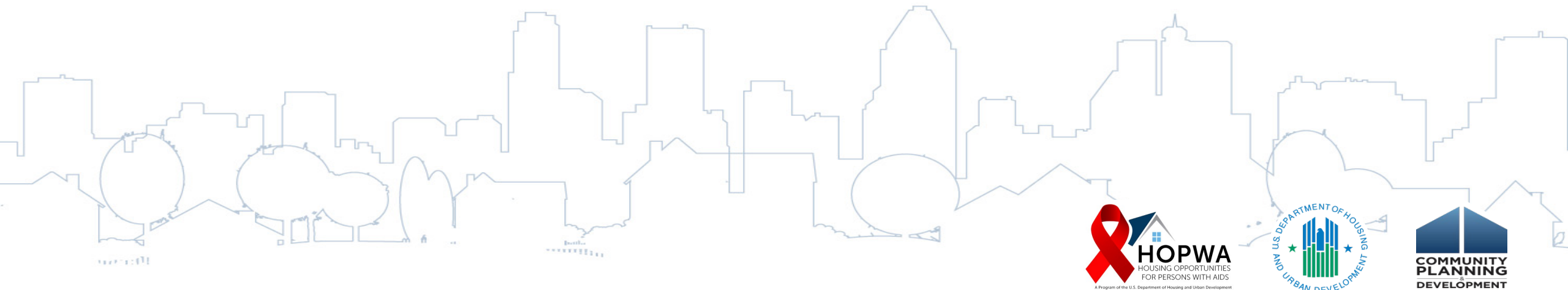- Checking bias
- Staffing support

Know Your Role

- Support clients to secure and sustain a stable place to call home
- Case managers provide a service and do not have to be responsible for policing activities or behaviors
- Coach, brainstorm partner, sounding board, empowerer - change comes from the client
- Confidentiality and firewalls - who says what to whom and when?
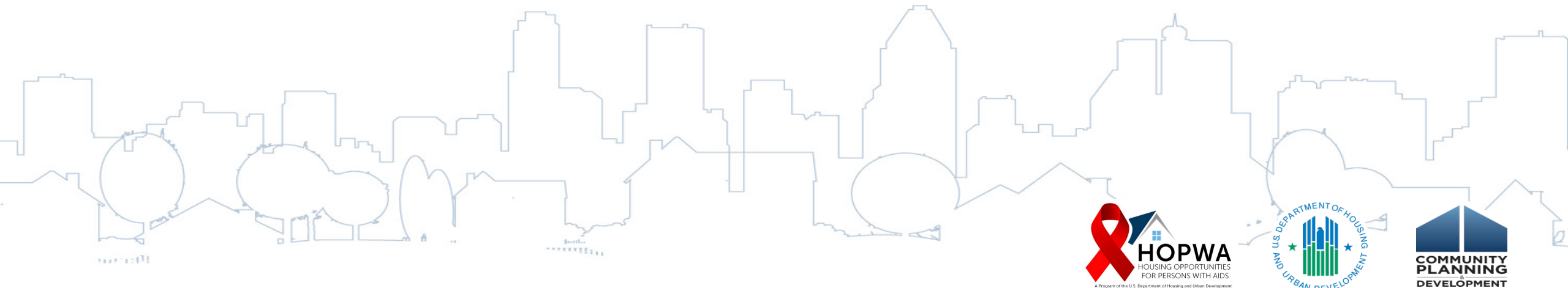
Budgeting Support

- Build a realistic budget

- Bills 1st, "other" 2nd

- Outsource when possible

Motivational Interviewing (MI)

- Ambivalence is when there are simultaneous conflicting feelings about a situation or activity.

- MI recognizes that everyone is ambivalent at times – and that change has an upside and downside.

- We need to talk about the downside because those feelings won't go away – they just get pushed down further and will likely come back and look like resistance to change.

MI Tools – *Readiness to Change*

Importance + Confidence = Readiness

MI Tools - Evoking Change

1. **Ask about and understand the client's goals and values:** "What do you want to achieve in the next month (3 months, etc.) as it relates to _____?"

2. **Ask questions that evoke emotion:** "How would it feel to _____?"

3. **Invite a discussion of the pros and cons to changing** (this will help work through a client's ambivalence to change)

**Think your agency can't do it?
Think again!**

Client-Centered Organization

Quick Screen: Does Your Project Use Housing First Principles?

1. Can applicants enter the program without income?

2. Can applicants enter the program even if they aren't "clean and sober" or "treatment compliant"?

3. Can applicants enter the program even if they have criminal justice system involvement?

4. Are service and treatment plans voluntary, such that tenants cannot be evicted for not following through?

USICH Housing First Checklist

Client-Centered Organization

Some first steps:

- Review **Policies & Procedures** for client barriers that could be eliminated such as:
  - Participation in services requirement and non-compliance leads to termination;
  - Extended screening processes that impede or delay client placement in housing
  - Requiring income before placement in housing;
  - Unit or room inspections with no prior notice
  - No lease agreement or lease does not provide normal tenant protections (particularly facility-based housing)

Client-Centered Organization

Some first steps:

- Review any **House Rules and Client Participation agreements** that may have restrictions not compatible with permanent housing, such as:
  - Strict curfews and other activity restrictions that do not allow for client independence and choices;
  - Prohibition against locking doors (facility-based)
  - "No visitors" rules
  - No personal decorating items
  - Other restrictions/prohibitions

Discussion Questions

- Are there requirements currently in place in your housing program that might need to be changed or eliminated?

- What are they?

Put your ideas in the CHAT - thanks!

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Additional Resources

- Adopting a Housing First Approach

- Housing First Implementation Resources

- Harm Reduction (SAMHSA)

- National Harm Reduction Coalition

- Harm Reduction (NIDA)

- Motivational Interviewing: Preparing People for Change (William Miller and Stephen Rollnick)

- Motivational Interviewing Network of Trainers (MINT)

Client-Centered Practice Series

Webinar Title	Webinar Date
Creating Low-Barrier, Client Centered HOPWA Programs	5/15/2023: 1-2:30 pm ET
Program Strategies to Best Serve Clients	6/20/2023: 1-2:30 pm ET
Client-Centered Practice in Action	7/17/2023: 1-2:30 pm ET

Questions

HOPWA Technical Assistance and Ask-A-Question

Get Assistance!

HOPWA Technical Assistance (TA)

- Additional TA is available to grantees to support HOPWA planning, program development, problem-solving. Those needing TA assistance may submit an online request through the HUD Exchange at: https://www.hudexchange.info/program-support/technical-assistance/

Get Answers!

- Submit a question to the HOPWA Ask-A-Question (AAQ) desk

Thank you!