

River Valleys Continuum of Care Coordinated Entry System: Housing Stabilization Services Guide for Assessors

Housing Stabilization Services Overview for Coordinated Entry

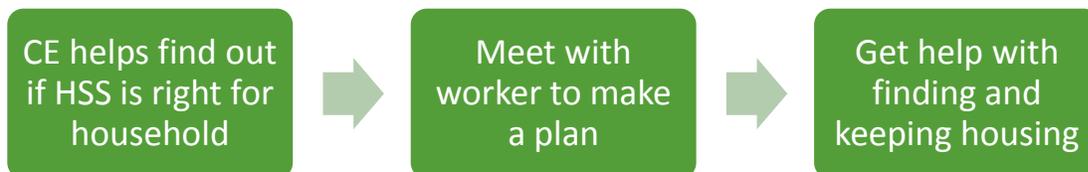
Housing Stabilization Services are services that are paid for by Medical Assistance. These services will help households find housing, move into housing, and keep their housing.

To get these services households will be helped to complete forms that show the following:



Once the forms are completed someone will meet with them to do a plan that asks them about what they want in housing and what else they might need help with.

At the end of the plan, they will discuss who the household wants to work with, and that program will be contacted to see about capacity. If there is capacity they will be assigned a worker to help them with their housing. They will have a choice about who they work with and where they live. These services can last as long as they want and need them. They will need to complete the forms and plan every year to keep getting the services.



Conversation Guide for Housing Stabilization Services Questions in Coordinated Entry

This is an OPTIONAL script that assessors can use to help answer the Housing Stabilization Services questions in Coordinated Entry. You only need to use the script if clarification around area of needs is still needed after your initial assessment and conversation with the person.

- Initial questions to start the conversation
 - Prevention: What are the reasons that you need to leave your current housing situation?
OR
Homeless: What are the reasons that you needed to leave your last housing situation?
 - Do you have any health conditions or physical or mental limitations that have made it difficult to find or keep your housing?
- If discussion resulting from the initial questions demonstrates a difficulty in communication, mobility, decision-making and/or behavioral challenges that has impacted the person's housing stability, select the corresponding responses to complete the assessment. If it is still unclear whether the person's disability or disabling condition is impacting their housing stability, follow up with some dig deeper questions.

Additional Questions

- "Dig deeper" questions to help assessors ID whether the client has communication, mobility, decision-making, or behavioral challenges that impact their housing stability. These suggested questions are not comprehensive, and it is recommended that assessors think broadly and tailor questions to the individual situation.
 - Communication
 - Do you have any issues reading or understanding what you read? It could be because of a learning disability or vision issues.
 - Do you have problems telling people what you need because you get nervous or anxious?
 - Do you have any speech, vision or hearing loss?
 - Do you have any memory issues?
 - Do other people ever have a hard time understanding you?
 - Mobility
 - Do you have any problems walking more than 20 feet due to feeling out of breath or issues with your feet or legs? Do you need a building with an elevator?
 - Do you need any accessibility features in your housing? For example, counters that can handle wheelchair, roll in shower, wider hallways or first floor unit
 - Do you need an extra bedroom due to a need for round the clock care, i.e., PCA?
 - Do you struggle with anxiety that makes certain building configurations difficult for you, long hallways, elevators, etc.?
 - Are you able to use transportation on your own, or do you need assistance with getting around? NOTE: Lack of *access* to transportation does not qualify here.
 - Do you need help with fine motor skills, like dressing, eating, writing, using tools, etc.?
 - Decision-making

- Do you struggle with anxiety or depression and quickly feel overwhelmed?
- Do you have mental health symptoms such as hearing voices or feeling like someone is watching you?
- Do you have trusted people to call should you feel confused or need to make a decision?
- When you receive something in the mail that requires you to do something – pay a bill, call your worker – are you able to follow through with next steps?
- Do you have friends or family that cause you stress or force you to do things you don't want to do?
- Do you have any memory issues or confusion retaining or recalling recent events, experiences, skills, or information?
- Do you have a hard time making decisions or knowing what the right thing to do is in certain situations?
- Behavioral Challenges—think broadly, potential questions to ask:
 - Have you had conflicts with your landlord or multiple neighbors that may have put your housing at risk?
 - If you are on medication, have you always taken it as your doctor told you to? If no, did that cause you problems, such as you got sicker, you didn't go to work, you couldn't eat, you couldn't pay your bills?
 - Have you ever gotten arrested or had the police called on you and your landlord found out and told you that you might get evicted?
 - Have you ever had trouble maintaining your housing, or been *kicked out of* an apartment, shelter program or other place you were staying, because of MH, BI, learning disability?
 - Do you have a trusted person that can support you and help you stay on track?