House Warming

CONSUMER DEVELOPED AND DRIVEN PROGRAMS FOR GETTING INTO AND STAYING IN HOUSING.
Coast to Coast Programs

San Francisco: HHOME Skills

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- Douglas Goldstein (Volunteer Project Manager, HHOME Program)
- Miguel Ibarra, MPH (Program Director GTZ ICM, API Wellness)
- Deborah Borne, MD, MSW (Medical Director Transitions Division, SF Department of Public Health)

Boston: Housing Guide

- Joanne Guarino (NCAB Regional Representative, Boston Health Care for the Homeless Program)
- Lena Julia P Cardoso (Research Assistant, Boston Health Care for the Homeless Program)
Learning Objectives

1. Understand the range of challenges that many people face when transitioning into housing

2. Review the components of the two programs:
   1. SF’s HHOME LifeSkills program: peer-to-peer mentoring, skills assessments, educational materials, and ‘house warming kits’.

3. Share your experience, and take back ideas and tools from this workshop back to their communities.
HHOME LifeSkills Program
Learning Objectives

- Review the literature, research and experience that aided in the development of the HHOME LifeSkills program
- Understand the 5 components of our House Training program
- Hear from the Peer ‘House trainers’ about their experience of being housed and participating in the program
- Identify components of the House training program that participants can bring back to their own communities.
HHOME: Targeting the hardest to service

To be considered for enrollment, a HHOME consumer must be at minimum:

- HIV-positive
- Not adherent to or prescribed HIV Medicine
- Active substance use
- Active issues with mental illness
- Living on the street or in HRSA-defined unstable housing
- Not currently engaged in primary medical care
Our Approaches
What's next after Mobile Medical Care
Transitioning Inside Can be Hard

Consumers struggle with organization and being indoors
Challenges to Adjusting to being inside
Support is Needed for Learning Life Skills
It can take many weeks to many months for consumers to adjust and then thrive indoors.
Needs Assessment: Overview

- Literature Review
- Surveys
  - consumers
  - Providers
- Focus Groups
  - Consumers
- Interviews
Literature Review Summary

- Food and Food Prep
  - Difficult to access nutritious food.
  - Many SRO without cooking facilities or with rules that contribute to unhealthy diets.

- Self-Determination
  - Visiting/building rules and room conditions can be very confining.
  - Consumers may move back to the streets to retain autonomy.

- Self-Esteem and identity
  - How a room looks or is set up is important for both comfort and self-esteem.

- Hygiene
  - Maintaining personal and room hygiene can be difficult for those used to living outside.

- Safety
  - Neighbors can contribute to risk of relapse.
  - Many consumers isolate themselves inside in order to feel safe.
Needs Assessment: Literature Review

• Researcher Christine Helfrich studied interventions to improve housing maintenance*
  • Life skills interventions were split up into four categories:
    • Food and Nutrition
    • Money Management
    • Safe Community Participation
    • Home and Self Care.
  • These life skills interventions were found to significantly improve housing outcomes in homeless and mentally ill populations.

Needs Assessment

Our Methods – Data Collection

• Survey Questions (from Literature Review)
  • Life Skills Confidence Ratings
    • Likert Scale (1 → 7)
  • Open-Ended Questions
    • For example, “In what areas do recently housed consumers need support?”
• Follow up interviews with Providers
• Focus Groups with consumers
COPY OF SURVEY
Our Sample Population

• Key Stakeholders Identified
  • Providers (n=51)
    • Providers at various levels at SF safety net/DPH clinics
    • Including SW, nurses, physician, peer navigators, case workers
    • From 21 SF organizations
  • consumers (n=60)
    • API Wellness Drop-In Clinic: TACE, HHOME, SHANTI
    • Street Outreach: GLIDE
Likert Scale Confidence Ratings

- 1 = strongly disagree
- 2 = disagree
- 3 = somewhat disagree
- 4 = neither disagree or agree
- 5 = somewhat agree
- 6 = agree
- 7 = strongly disagree
Needs Assessment: Survey Results
Money Management

Do you effectively manage your money?

Average Provider Score: 2.82
Average consumer Score: 4.48
Needs Assessment: Survey Results

Food & Food Prep

Food and Nutrition

<table>
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<tr>
<th>Belief that consumers have Access to Nutritional Food</th>
<th>Responses (%)</th>
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<tbody>
<tr>
<td>1</td>
<td>2</td>
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<tr>
<td>provider</td>
<td>client</td>
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Average Provider Score: 3.38
Average consumer Score: 4.69

Do you have access to nutritious food?

Food Prep

<table>
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<tr>
<th>Confidence of Ability to Cook/Food Prep</th>
<th>Responses (%)</th>
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<td>1</td>
<td>2</td>
</tr>
<tr>
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Average Provider Score: 4.16
Average consumer Score: 4.76

With access to individual or community kitchen, could you find and prepare food you like to eat?
Needs Assessment: Survey Results

Eviction Risk

Interpersonal Conflict Resolution

Ability to Resolve Conflicts with Neighbors

Average Provider Score: 3.50
Average consumer Score: 5.43

Either alone or with support, could you resolve conflict with a neighbor?

Ability to Navigate Housing Rules

Average Provider Score: 3.50
Average consumer Score: 5.63

If you had conflict with building rules, would you be able to seek support and resolve the problem?
Needs Assessment: Survey Results

Community Support & Isolation

**Feeling Isolated**

- Average Provider Score: 2.58
- Average Consumer Score: 3.22

**Forming New Relationships**

- Average Provider Score: 4.31
- Average Consumer Score: 4.94

If you felt isolated living inside, would you be able to seek support and cope?

Do you form new relationships with your neighbors?
Needs Assessment: Survey Results

Living Space Organization

Do you keep your room/living space clean and organized?

Average Provider Score: 3.28
Average consumer Score: 5.95
Needs Assessment: Survey Results

Resource Access

Do you know where to find housing access and support resources?

Average Provider Score: 3.27
Average consumer Score: 4.77
Overall Confidence in Life Skills Areas

- Average consumer response is close to “somewhat agree”
- Average Provider response is close to “somewhat disagree”
## Needs Assessment: Survey Results

### Confidence in Life Skills Areas: Ordered Least → Most

<table>
<thead>
<tr>
<th>Providers</th>
<th>Consumers</th>
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<tbody>
<tr>
<td>1. Coping with Isolation</td>
<td>1. Coping with Isolation</td>
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<tr>
<td>3. Accessing Resources</td>
<td>3. Accessing Food</td>
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<td>4. Keeping a Clean Space</td>
<td>4. Accessing Resources</td>
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<tr>
<td>5. Accessing Food</td>
<td>5. Preparing Food</td>
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To a varying degree, this trend is consistent across all surveyed areas.
If resources weren't an issue, what elements would you want to see in a housing transitions program?

- Support staff
  - Onsite, after hours
  - Home visits/Wellness Checks
  - Intensive first few months, then back off
- Skill Building Classes/Mentoring
  - Appts (one-on-one) utilizing living space
  - Group classes
  - Volunteering/Job training

- Community, Joy & Purpose
  - Group Activities
    - Field trips
    - Volunteers leading activities
  - Personal entertainment
    - Computers/TV
  - Incentives!
- Peer mentorship
Needs Assessment: Survey Results

Major Takeaways

- Consumers and Providers both have least confidence in ability to cope with isolation and money management.
- Consumers and Providers see their overall situation differently.
  - The lived experience of consumers cannot be ignored.
  - Consumer based and led program.
Needs Assessment: Focus Groups

Focus Group Takeaways

- Importance of Peer Navigator
  - **Trust**: “I won’t listen to anyone who hasn’t been out there”
  - **Peers Bring Valued Diversity**: “Different skill sets: some people know policies, some people know the life”

- Groups/Workshops Valued
  - **Requested Topics**:
    - Navigating Bldg Rules/Laws
    - Safety
    - Décor
    - Sobriety
    - Resources Access
    - Culture Shock
    - Empowerment
Needs Assessment: Focus Groups

Focus Group Takeaways

**Managing Boredom/Finding Purpose**

- **Isolation → Substance Use:** “Isolating, boring, rules are hard to navigate. Everyone knows you on the street, even the dealers, they remember names and faces and they are not going away, let's face it”

- **Mindset:** “You have a place, but you still don’t feel housed”

- **Beneficial to Give Back:** “You need an outlet to stay clean. Volunteering is big and find the places that suit you. Selena: Giving back, you find control over your life”
Needs Assessment: Overall

Key Takeaways

- Major barriers exist to transitioning into housing
- Life skills & social support is desired by consumers during this time
- Consumer Involvement & Peer Mentorship critical
- Areas of Particular Focus
  - Isolation
  - Community
Assessment Tool

- PICTURE OF TOOL AND DOMAINS
LifeSkills: Program Planning

- M.M.A.P.S (Mobile Medical and Psychosocial Services)
  - Intensive case management program started by Getting to Zero Initiative
    - Medication adherence
    - Case Management
    - Care Navigation
    - LifeSkills!

- Goals
  - Ensure long-term consumer housing success
  - Structured peer support- developmental opportunities
  - Linkage to support network opportunities
  - Transition consumers to drop-in level of care
LifeSkills: Program Support

- Peers
  - Skills Building
    - shadowing Case Managers/Care Navigators
- Direct Service
  - working with consumers directly
- Employment/Volunteer
- Consumers
  - Home Lifeskills training
    - Budgeting, calendars, groceries
  - Move-in Kits
  - Shopping trip

Developmental opportunities

Long-term employment/volunteer

Direct service
LifeSkills: Support Model

3 Domains of Intensive Case Management

- Medication adherence
- Housing security
- Primary care engagement

Provide structured wrap-around support that incorporates Navigation, and Peer interventions to assist newly housed consumers with the use of an acuity tool.

Room Assessment → Home-kit building → Delivery and skills building → Follow-up visits/ acuity measure → Demonstration of LifeSkills
## Room Assessments and House Warming Kit

### LIFESKILLS ROOM CHECKLIST  
(COMPLETE AT INTAKE)

#### Cleaning (pick four)
- Broom
- Plunger
- Toilet cleaner and brush
- Sponges
- Gloves
- Dish soap
- All-purpose cleaner
- Garbage can
- Garbage bags
- Paper towels
- Toilet paper
- Laundry detergent

#### Personal (pick three)
- Shampoo
- Lotion
- Bar soap
- Wash cloth
- Bedding
- Bath towels

#### Cooking (pick four)
- Plates
- Bowls
- Cutlery
- Pan
- Pot
- Cooking Utensils
- Cups
- Coffee mug

#### Other (will receive)
- Stationary
- Calendar

### LIFESKILLS Program Home Kit (Please Note)

1. Have participants pick items they would like in their home.
2. Confirm that they do not already have these items. If they do, inform and help choose alternative.
3. Confirm items chosen **BEFORE** leaving participant room
4. Inform participant that kit takes 1-2 weeks to be delivered.
5. If client needs AEF, provide them with directions to AEF (12 Grace St.) and their hours of operation. **OR** call Shanti Navigator to set up time for escort.

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<th>Yes</th>
<th>No</th>
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<td>Project Open Hand</td>
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Client Name: _________________________________

Client Signature: ____________________________

Staff Initials: _______________
PICTURE OF ROOM
PICTURE OF MOVE IN KIT
Experiences So Far
• **Next Steps**

  • **Peer Support**: Hire Peer training leader, Train more Peers
  • Improve Transitioning between Programs
  • Systematize Process
  • Measures of success/ Metrics
  • **Skills/Resources Handbook**
    • Written resource for mentor and mentee reference that reviews House Training skills.
    • Includes listings for local community resources and organizations available
    • Highlights client stories/artwork/poetry regarding housing transition
  • Eviction Prevention
  • **LifeSkills Programs:**
    • Workshops targeting fundamental self-care, housekeeping, and organizational skills
QUESTIONS ??
Development and Programming of a Patient Housing Guide

By Joanne Guarino and Lena Cardoso

Guide prepared by Consumer Advisory Board and Board of Directors member, Joanne Guarino.
Focus Group Discussion

- **What were some of the biggest challenges you faced in getting settled?**
  - “I am alone, all alone.”
  - “lose ‘loser’ friends.”—hard to say no to old friends
  - “don’t want to be a homebody.”

- **What were some of your biggest worries before you moved in?**
  - Worried about paying bills
  - Managing the personality of a landlord
  - Never lived alone
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## How to Write a Check

**STEPS TO WRITING A CHECK**

1. Write the date on the line in the upper right hand corner. There will be a blank space next to or above the word “Date.”

2. Write the name of the recipient of your check. Do this on the blank spot next to the words “Pay to the Order of.” If the check is for a person, remember to write their first and last names. If it’s for an organization or company, write the complete name of the organization.

3. Write the amount of your check. You will find a space for this to the right of a dollar sign. You have to include dollars and cents. Example: write “20.00” for twenty dollars.

4. Write the amount of your check using words. Do this on the line below “Pay to the Order of” line.

   **Examples:**
   - $20.48 — twenty dollars and 48/100
   - $20.00 — twenty dollars and 00/100

   Draw a line running from the end of what you’ve written to the end of the line.

5. Sign your name on the line in the bottom right corner. If you don’t sign your name, the recipient won’t be able to deposit the check.

6. Fill out the memo section on the bottom left hand corner. This part is optional. However, it’s a good idea to write down what the check is for so you can remember the reason in the future.
How to Stay Connected to Family and Friends

GET INVOLVED

1. Be a friendly neighbor
   • Make an effort to get to know your neighbors. Say hello and introduce yourself when you have the opportunity.

2. Visit community centers
   • The YMCA serves as a place where you can exercise while also being social. It also provides financial assistance based on demonstrated need.
   • For more information talk to your case manager.

3. Find AA and NA meetings
   • Use these meetings as a way to meet people and gain contacts.
   • Get telephone numbers at meetings.
   • For meeting times visit: aaboston.org or call (617) 426-9444

4. Volunteer
   • Look for volunteer opportunities. Hospitals, churches, and animal shelters are great places to start!
   • You can find volunteer opportunities online (at the library).
   • A great way to get started is to visit: BostonCares.org

SET YOURSELF UP FOR SUCCESS

Have phone numbers

• Keep a list of phone numbers and other important numbers somewhere easy to access, like your refrigerator.
• Examples:
  • Numbers of friends and family
  • Pharmacy and doctor

*The library can be a great place to find community activities or to volunteer. It can also be a great way to gain access to the internet or a computer*

How to Make the Internet Work for You

EMAIL ACCOUNT

Gmail and Yahoo are both great options. Below are steps specifically for a Gmail account.
1. Open the Gmail webpage
   Go to google.com and click on the blue “Create an account” hyperlink.

2. Come up with and write down a username
   Use your name and favorite number or a nickname
   • john_doe33
   • mary_smith167
   • bill_johnson52

3. Fill out the rest of the required information. This includes a password, your date of birth, and your location.

4. Prove you are not a robot.
   Before selecting your current location, you have to do the verification code.
   **Press on the volume button if you’re having a hard time reading that code so that you can hear it.**

5. Agree to the privacy policy and click next step
   Do this if you agree to Google’s terms in the privacy policy. After you press “next step”, you will have to press it one more time.

You can use your Gmail account to communicate with people you know, to contact someone for a job or to be contacted for a job. To write an email, press on the red [Compose] button on the top left hand corner of the page after logging into your email account (using gmail.com).

OPERATING SYSTEM

Windows, Mac, and Linux are the most common operating systems. Each has its own method for creating a mail account. For example:

How to Create a Gmail Account (on Mac)

1. Go to google.com
2. Click Create an account
3. The sign-up form will appear

Examples: Google.com or Bing.com

What you should enter:

A question (e.g. “Where is the closest library to BMC?”)

What you are trying to understand (e.g. “How to setup a gmail account?”)

The search engine will give you a list of helpful links to explore.
Consumer and Case Management Testimonies

• “This book contains all the answers to the questions and fears I had about living on my own”
• “There are a lot of things in there that I didn’t know I needed”
• “I was embarrassed to ask a person about some of the info in this book, did not want to admit I didn’t know much about living on my own.”
• “It is something that I continually refer to, it is on my nightstand”
Taking it Home

- Adjust resources specific to your city

FOR MORE INFORMATION AND ADDITIONAL RESOURCES ABOUT...

Grocery Store (and other Store) Coupons
- Look inside your Sunday newspaper
- Go to RetailMeNot.com
- Go to CouponMom.com
- Go to CouponCabin.com
- Go to Coupons.com

Healthy Eating
- Go to www.choosemyplate.gov
  - And for information about eating healthy on a budget, click on the "Healthy Eating on a Budget" button on the left-hand menu

Dealing with Stress or Anger
- Talk to your Primary Care Provider or Psychiatrist
- If you need to talk to someone immediately, go to the BMC clinic at JYP (780 Albany St.) for a walk-in Open Access Therapy appointment Monday-Friday

YMCA and Fitness Options
- Talk to your Case Manager
- Visit: www.ymcaboston.org

Getting a Charlie Card
- Visit: www.mbta.com

Managing Debt
- Visit: www.consumer.ftc.gov

Resources for Elderly Individuals
- Visit: www.cityofboston.gov/elderly

Death Arrangements
- Visit: www.funeralwise.com/plan/how_to

Finding a Credit Union Near You

Receiving Your Annual Credit Report and Credit Score
- Visit: www.annualcreditreport.com
- Visit: www.consumerfinance.gov

Taxes
- Visit: www.irs.gov

Payment Assistance Programs
- Visit: www.pseg.com
Tell us About your Programs?
Resources