

FY19 NEW GRANTEE ORIENTATION



Conflict Resolution and Dealing with Difficult Clients

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Session Objective (Why We're Here)



To build our capacity in understanding how to effectively address lead hazards safely



To educate the public concerning lead-based paint poisoning and other health hazards related to low-income housing



To protect and prevent as many low-income families and children (under the age of six) from lead poisoning as possible through remediation

How the Program Works

“The Clients”

GTR

**Program
Managers
(PM)**

Subgrantees

- Case Managers
- Outreach Specialist
- Community Health Workers

Potential Conflicts:
Disconnected outreach efforts, lack of program referrals, etc.

Procured Contractors

- Certified Lead Abatements Specialists

Potential Conflicts:
Benchmarks, negotiated contracts, clearances, etc.

Tenants

- Homeowners
- Families (children and pregnant women)

Potential Conflicts:
Relocations, lack of supportive services or resources, etc.

Addressing Program Challenges

Subgrantees

- Set program expectations and outcomes in the beginning with all and subgrantees and partners

Contractors

- Provide ongoing program evaluation of contractors
- Know project work timelines and keep everyone accountable

Tenants

- Provide transparency regarding program goals and outcomes
- Be empathetic to resistance or pushback

Client Scenario: The Subgrantee

Potential Conflict

In order to help with engagement and outreach strategies, you have a subgrantee (Lead and Healthy Homes Outreach) to help engage with potential program participants in the community. After noticing you have less assessments than your first quarter reporting you investigate the issue.

After speaking with Lead and Healthy Homes Outreach, you learned that the Outreach Specialist is not going out into the community to assess clients or provide lead hazard resources. The Outreach Specialist believes potential clients should come into the office to learn more about lead hazard controls and healthy homes. The supervisor also agrees with this rationale.

What other protocols or solutions would you advise for this scenario?

Client Scenario: The Contractor

Potential Conflict

After going through the appropriate procurement process, you have identified a contractor to work on your negotiated LHC units. You feel great about this contractor met HUD Section Three (3) requirement process.

After working on a few units, the contractor received a citation from the state due to safety containment and lead practices issues in two client units within three weeks. You spoke to the contractor, citing state and federal guidelines about this issue and emphasizing the importance of safe work practices.

What other protocols or solutions would you advise for this scenario?

Client Scenario: The Tenant

Potential Conflict

A certified Risk Assessor completed a risk assessment of a unit to determine lead-based paints hazards. The report confirmed that there is deteriorated lead paint in the home where a child under the age of six resides.

The tenant and property owner have agreed to interim controls for the home. Relocation assistance has been provided but the tenant does not want to temporarily relocate from the home, fearful that they will not be able to come back.

Give your role on the grant, what would you do help address this conflict?

Client Scenario: Bonus Round

Potential Conflict – Tenant

The contractor that has agreed to work on unit A at 1234 HUD street calls to inform you that the tenant has entered the home while lead hazard work is in progress.

You immediately rush over to the property and notice the tenant outside of the unit.

What do you say to the client? What other solutions or interventions would you provide so the tenant does not re-enter the home while interim controls are in progress?



Key Takeaways

- Prior to any Lead Hazard Control Interventions, **set the expectations!**
- **Communicate** any issues about the grant or clients with your GTR.
- Use the **OLHCHH network** of grantees to discuss any issues or concerns before concerns escalate.

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Questions?

References (Policy Guidance)

Program Guidance

- PG 2019-01 Determining Subrecipient or Contractor Classification
- PG 2015-01 Clarification of Costs for LBPHC and LHRD Programs
- PG 2013-05 Use of Lead Hazard Control funds in non-target housing and other prohibited activities
- PG 2014-01 Eligibility of Units for Assistance

Conflict Resolution Resources

- Letters of Justifications and Disclosure