Self-Sufficiency: Best Practices for Program Design and Collaboration

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SAMHSA'S 6 PRINCIPLES
— of a —
TRAUMA-INFORMED APPROACH

SAFETY
Prevents violence across the lifespan and creates safe physical environments.

TRUSTWORTHINESS
Fosters positive relationships among residents, City Hall, police, schools and others.

EMPOWERMENT
Ensures opportunities for growth are available for all.

COLLABORATION
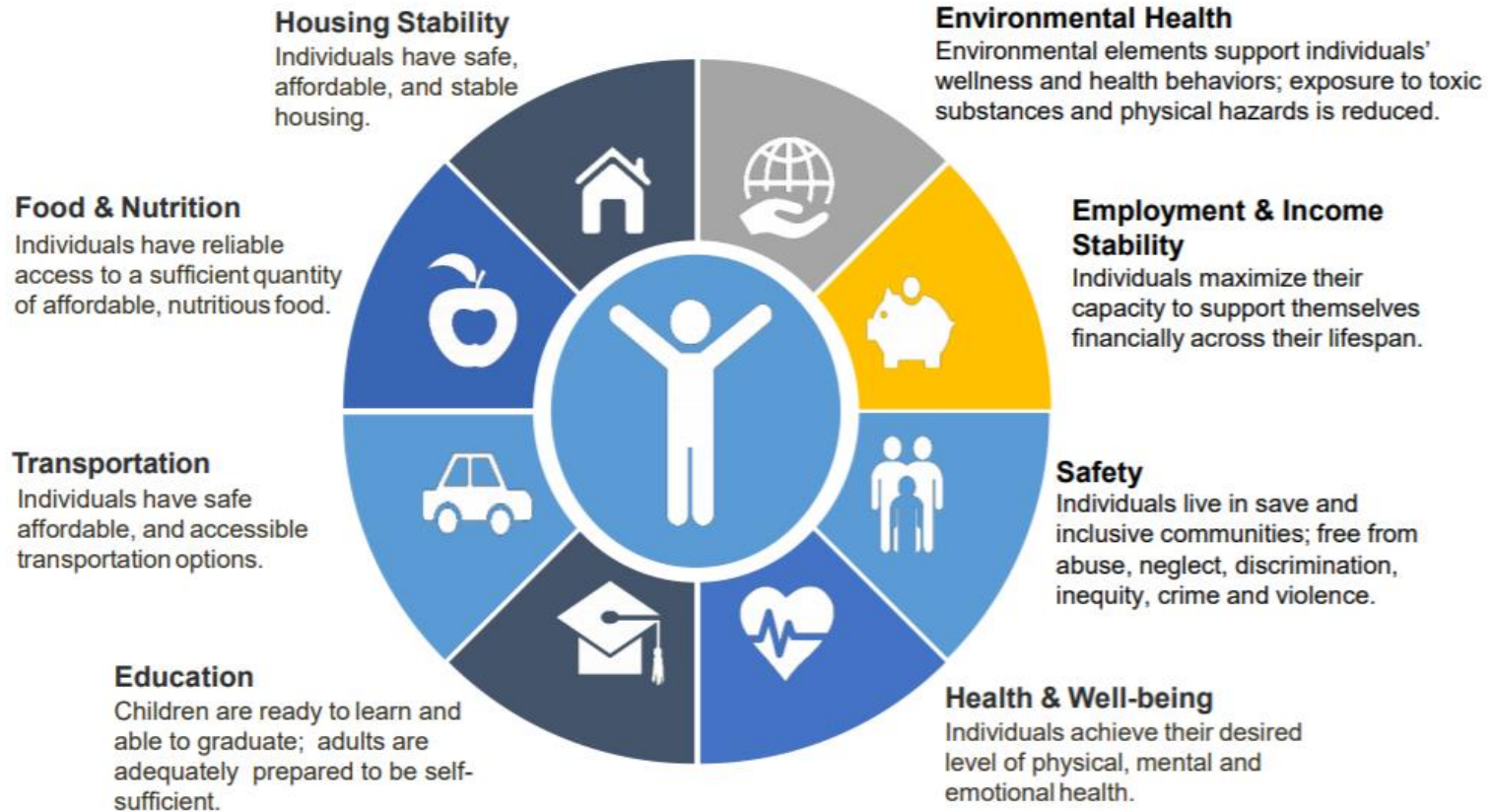Promotes involvement of residents and partnership among agencies.

PEER SUPPORT
Engages residents to work together on issues of common concern.

HISTORY, GENDER, CULTURE
Values and supports history, culture and diversity.

Start by viewing all work through the Social Determinants of Health & Wellness Lens to Increased Self-Sufficiency & Stability

Housing Stability
Individuals have safe, affordable, and stable housing.

Environmental Health
Environmental elements support individuals' wellness and health behaviors; exposure to toxic substances and physical hazards is reduced.

Food & Nutrition
Individuals have reliable access to a sufficient quantity of affordable, nutritious food.

Employment & Income Stability
Individuals maximize their capacity to support themselves financially across their lifespan.

Transportation
Individuals have safe affordable, and accessible transportation options.

Safety
Individuals live in save and inclusive communities; free from abuse, neglect, discrimination, inequity, crime and violence.

Education
Children are ready to learn and able to graduate; adults are adequately prepared to be self-sufficient.

Health & Well-being
Individuals achieve their desired level of physical, mental and emotional health.

Staffing

Does your staff reflect your participants?

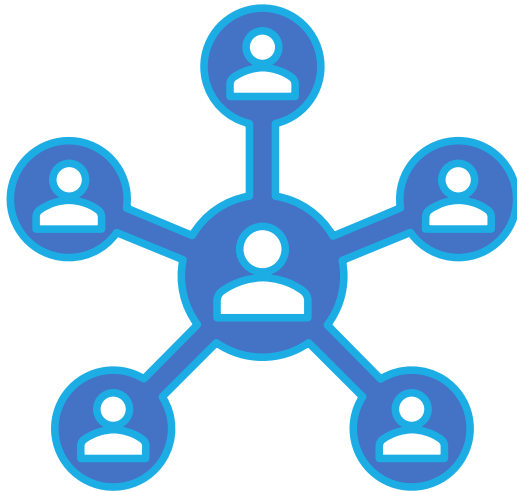Organic Intellectuals/Indigenous Knowledge vs. "Professionals"

Hiring current/former residents (pro/con)

Know your HR policies
Background Checks
Drug Tests

Collaboration

✓ Who's at the table?
  ✓ Who's on the menu?
✓ Who's missing?
✓ Do you include families with lived experience with your systems and services as Subject Matter Experts?

✓ How do you convene your partners?
  ✓ Are your meetings helpful to your partners?
✓ How do you engage new partners?

Collaboration

Asset Mapping – think wholistically and creatively

Establish a comprehensive program with an array of services and Work closely with social services agencies and other non-traditional partners – *a significant portion of work time should be working with partners and building and maintaining a network.*

Cross-Train your program staff and other staff at your agency that work with your program – or COULD – like intake, rent re-cert staff, property management, etc.

Create and implement an outreach/marketing plan? When/where/how do you recruit?

Create a "with" or an "in-group"?

Capitalize on graduates as potential "thought leaders" or mentors

Convene a focus group or leadership circle of current or former or potential participants

Use social media – for outreach and/or for communication with participants - CAREFULLY

Outreach/Engagement

"When I ask my tenant advisory group about recruitment ideas here is what I found out…

My flyers were boring and too wordy.

- Use bullets and have more space.
- Use " normal " words.
- Put some color and "real people " on them.

They threw the flyers out without reading them when they came with recertification paperwork. There is enough papers in there that they have to do something with.

While they were sure that "self sufficiency " sounded good to me, they weren't sure what that actually meant (not easy to say) and to them it meant we wanted them off Section 8 and that was scary.

And the whole "escrow " thing (what is that anyway? I'm never going to buy a house?) seemed too good to be true.

The best person to sell them on the program would be someone like them that was an active participant or a graduate.

Innovative
HOUSING CONCEPTS

GOT FSS?

Got goals, but need a little extra support achieving them?

__For Innovative Housing Concepts tenants with a Housing Choice ("Section 8") Voucher:__

➢ Get back on track with your education and career goals.
➢ Find employment that will lead to self-sufficiency.
➢ Set financial goals and become more economically independent.
➢ Save money for home ownership, or to buy a car, or pay off debts.
➢ Locate resources to help you work toward self-sufficiency.

Build a savings account just by being employed and paying rent!
(and it doesn't cost you anything)

Find out how the Family Self-Sufficiency Program can help you plan for a better future . . .

__TIP:__ You can save MORE money in the program if you sign up BEFORE your rent is scheduled to increase.

GET STARTED TODAY!

Call or email:
Peggy Shannon -- Family Self-Sufficiency Coordinator
303-761-0684 (Direct line)
pshannon@innovativehousingconcepts.org

Relational Organizing

AKA – It's ALL About Relationships

- ✓ Stay away from Transactional
- ✓ What's your story?
    - ✓ Self, Us and Now
- ✓ Write a Script. Test it out. Re-write it.
- ✓ Have an Ask!
- ✓ Practice!
- ✓ LISTEN 70/30
- ✓ Ask Questions
- ✓ Don't knock like a cop!
- ✓ Leave Something Behind
- ✓ Follow up
- ✓ Every encounter is an opportunity for connection

Connecting Participants to Services

A referral should include:

- ❑ Name of provider
  - ❑ Not just name of agency, but actual person
- ❑ Location of partner
- ❑ Directions to partner, including bus routes and schedules, parking information, etc.
  - ❑ Go there. Do it yourself.
- ❑ What will resident need to bring with them?
  - ❑ Fill it out together beforehand?
- ❑ How long should they plan to be there?
- ❑ A plan for the day
  - ❑ Kids?
  - ❑ Transportation?
  - ❑ Physical or Emotional supports needed?
- ❑ Do you call for/with your participants to make appointments or do they do it themselves?

Connecting Participants to Services – Best Practices

- ✓ Follow up with the provider partner
  - ✓ Is your data sharing all aggregated or do you do "co-staffing?"
  - ✓ Does the case manager function as a "hospitalist?"
- ✓ Follow up with the participant
- ✓ What do you do when a referral doesn't go well?

Human-Centered Design

Human-Centered Design
- Key messages
- Repeat
- Important things in bold
- Only the critical information
- Request for action
- Accessible entry point

- Focus Group your messages

Work Flow

Minimize Barriers	Documentation required Timing On-Site or Off-Site? Warm Hand-offs
Review	Review Your Work Flow… • where are the dead spaces? • Where are the places where people can get lost?
Not One-Size-Fits-All	Triage Model • PUSH, PULL, LIFT

Needs Assessment and Individual Services Plan –

Needs Assessment
- Are you using a standard tool or did you create one? Pros/cons?
- Does it ask the "right" questions for your population?
- How have you tweaked it since you started using it?

How do you decide what comes first in the plan?
- (e.g. substance abuse, domestic violence, low education, no work history… what comes first?)
- Are you able to have a "long view"?
- Do you have a standard triage of needs?

Be Strengths-Based
- What's good?
- What's working?
- What survival skills, networks, and informal systems have gotten them this far?

Coaching vs. Case Management

Motivational Interviewing Checklist

The checklist is intended to help practitioners tap into and support participants' internal motivation for change – a strategy known as Motivational Interviewing.

- ❑ **Do I listen more than I talk?** Or am I talking more than I listen?

- ❑ Do I keep myself sensitive and open to this person's issues, whatever they may be? Or am I talking about what I think the problem is?

- ❑ **Do I ask permission to give my feedback?** Or am I presuming that my ideas are what he/she really needs to hear?

- ❑ **Do I reassure this person that ambivalence to change is normal?** Or am I telling him/her to take action and push ahead for a solution?

- ❑ **Do I seek to understand this person?** Or am I spending a lot of time trying to convince him/her to understand me and my ideas?

- ❑ Do I summarize for this person what I am hearing? Or am I just summarizing what I think?

- ❑ Do I value this person's opinion more than my own? Or am I giving more value to my viewpoint?

- ❑ Do I remind myself that this person is capable of making his/her own choices? Or am I assuming that he/she is not capable of making good choices?

Community Supports for Work

- AKA Mutual Aid - AKA The "Old Neighborhood" -

Mutual aid is when everyday people get together to meet each other's needs, with the shared understanding that the systems we live in are not meeting our needs and that we can meet them together, right now, without having to pressure power structures to **do** the right thing.

Soup Swap	Book Club
Chew & Chat	Freegans
Child Care Swap	Time Banks
Carpools	Bulk Buy
Walking Club	SAHP group

Mutual Aid 101

Questions?

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