

# From Shelter to Self-Sufficiency: A Service Providers Perspective on Implementing Services and Engaging the Homeless

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# Philadelphia's Homeless Services System

- ▶ Outreach
- ▶ Café's, Safe Havens
- ▶ Office of Homeless Services
  - ▶ Emergency Shelters
- ▶ Permanent Supportive Housing
- ▶ Transitional Housing



# RHD FaSST/Connections



FaSST/Connections programs provides Case Management services to individuals and families currently in the Philadelphia shelter system.

To receive FaSST/Connections services individuals must meet a basic criteria:

- ▶ Be at least 18 years old.
- ▶ Have a significant mental health diagnosis (Axis 1)
- ▶ Cannot receive other case management service through Targeted Case Management.
- ▶ Be homeless and residing in a FaSST/Connections partnering shelter.
- ▶ Must agree to the services.

# RHD FaSST/Connections

- RHD VALUES
- Homeless Case Management vs. Traditional Case Management
  - Referral Processes
  - Intake Process
  - DBHIDS Practice Guidelines
  - Continuum of Care Model
- System Changes



## RHD VALUES

### RESPECT FOR THE DIGNITY & WORTH OF EACH INDIVIDUAL

Employees and consumers have the right to live and/or work in an environment that affirms their fundamental dignity as human beings and does not insult or demean them.

### MULTI-LEVEL THINKING

RHD promotes a "win-win" thinking process that encourages the expression of many different viewpoints and rejects one-dimensional thinking.



### EMPOWERMENT OF GROUPS

At RHD, power resides with the group, not with the individual. Group leaders are empowered to empower others and no person, regardless of position, has permission to treat others in an inappropriate or dictatorial manner.

### DECENTRALIZATION OF AUTHORITY

Local decision-making should be maximized and, whenever possible, power and responsibility should not be centralized.



### SAFE & OPEN ENVIRONMENT

All RHD settings must be open environments where employees and consumers feel safe to communicate their thoughts, feelings, and concerns.



### CREATIVITY

All consumers and employees should be actively encouraged and supported to express fresh ideas and approaches, regardless of the degree to which they depart from what is typical or commonplace.

### HONESTY & TRUST

All RHD environments are expected to be places of honest communication that promote and support the belief that each consumer and employee is worthy of trust and must always be treated with respect.



### DIVERSITY

Diversity with regard to characteristics such as race, age, gender, ethnicity, culture, levels of education, economic status, religion and sexual orientation are valued and promoted by the organization. The corporation rejects all discriminatory behaviors toward any individual or group.

### ORGANIZATIONAL INTEGRITY

RHD embraces the obligation to conduct all of its work with strict adherence to the highest ethical standards, including issues relating to laws and regulations and the proper utilization of funds.

### ONGOING GROWTH & DEVELOPMENT

The organization is committed to the constant improvement and utilization of its capacity to respond effectively to new social needs and service challenges.



### PERSONAL & PROFESSIONAL ENRICHMENT

RHD is committed to creating environments that promote the maximum enrichment of the personal and professional life of each consumer and employee.

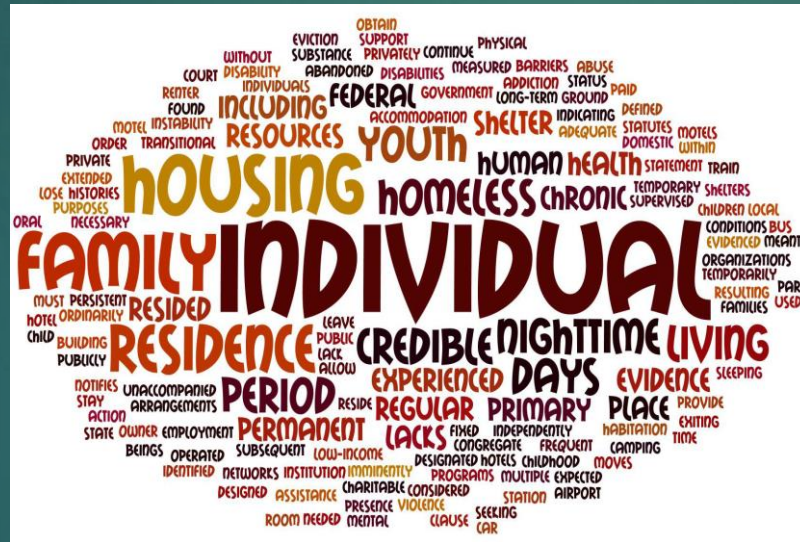
### QUALITY SERVICE

All programs are required to deliver quality services that carefully assess consumer needs and satisfaction, evaluate designated service outcomes, and are the result of an ongoing process of teamwork and group participation.

# Homelessness & Mental Health in Philadelphia

What Causes Homelessness?

How does Mental Health impact homelessness?



Types of Homelessness:

- Situational or transitional
- Episodic or Cyclical
- Chronic

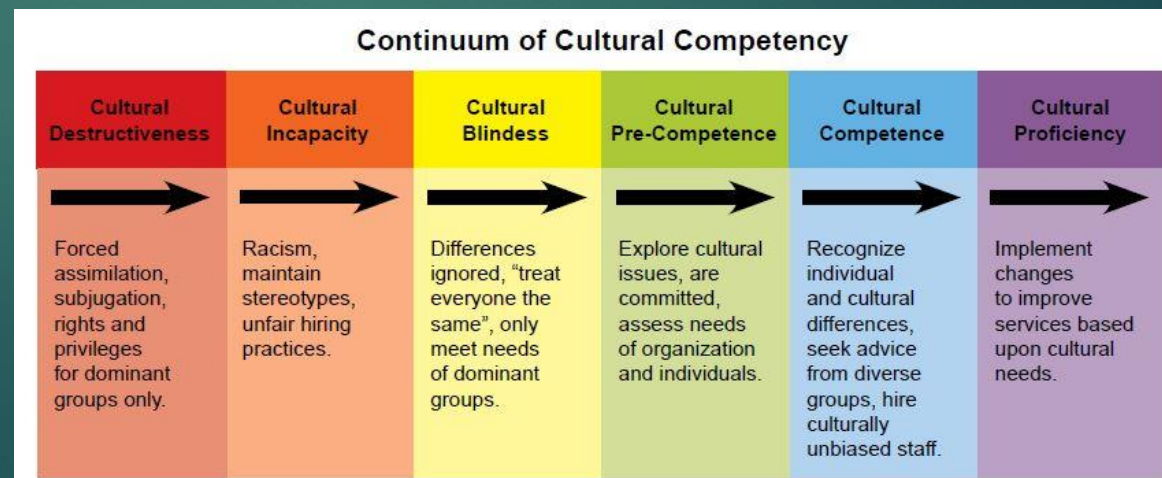
How does Mental Health, Homelessness and other cultural factors impact engagement...

# Cultural impacts on engagement:

- ▶ Denial of mental health
- ▶ Reluctance to engage with medical professionals
- ▶ Gender bias
- ▶ Underplaying of symptoms, triggers or mental health episodes
- Distrust
- Resistance
- Past negative experiences
- Delusions, internal stimuli, other mental health symptoms
- Denial/Refusal of MH support

# What is Cultural Competence?

- ▶ The skills and ability to think, feel, and act in ways that acknowledge and respect different cultures.
- ▶ The ability to interact effectively with people of different cultures.
- ▶ It recognizes diversity.
- ▶ It's an ever-evolving process that takes time and occurs along a continuum.



# Effective Engagement Strategies

- ▶ Convey interest
- ▶ Communicate empathy
- ▶ Demonstrate attentive listening
- ▶ Manifest belief in the person's ability to change
- ▶ Show that you are there to help
- ▶ Be receptive and responsive while interacting
- ▶ Listen to their story





# Effective Engagement Strategies (cont.)

## ▶ **Accommodate**

- ▶ Don't make medication compliance a requirement to receive services
- ▶ Don't assume that someone perceives himself or herself as having Mental Illness
- ▶ Create a quiet space.

## ▶ **Communicate**

- ▶ Approach individuals gently and slowly, and interact as normally as possible
- ▶ Present a non-threatening stance and calm demeanor
- ▶ Speak in a natural tone of voice and at a normal rate.
- ▶ Stay focused on what's happening in the moment and what's necessary to accomplish

# Person Centered Approach



- ▶ “...the person-centered approach emphasizes the development of partnerships between clients and providers. All aspects of person-centered treatment planning rely on shared decision making and client-defined outcomes...this process promotes client choice, empowerment, resilience, and self-reliance.”
- ▶ “Rather than relying on cookie-cutter plans whose primary target is to reduce the symptoms that make up the client's diagnosis, person-centered treatment plans are holistic, are highly individualized, and identify positive outcomes based on clients' strengths and available supports.”

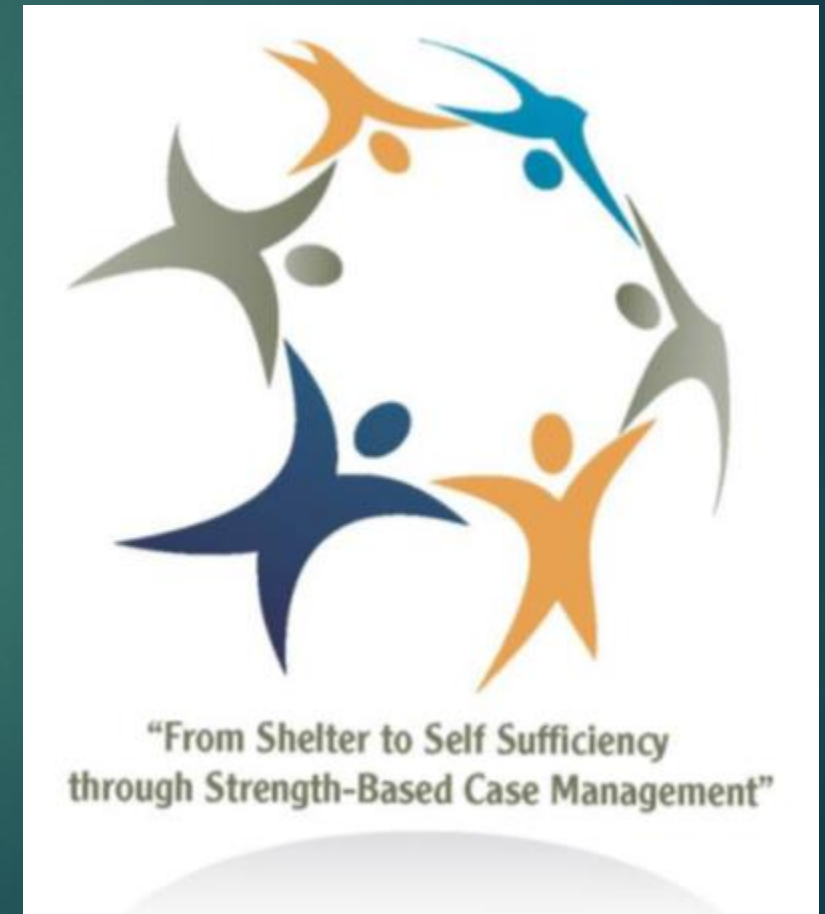
# Utilizing Tools/Resources for Engagement

- ▶ Initial Assessments/Intake Paperwork
  - ▶ Gauging client's answers via emotional response, length of response, willingness to answer vs guardedness, tone of voice, etc
- ▶ Personal Goal Plans
- ▶ Strength & Needs Assessments
- ▶ Family/Friends/Other Professional SUPPORTS
- ▶ Team Work!!



# Empowering through Engagement

- ▶ Help participants towards goals via supplemental support.
- ▶ Celebrate every Success!
- ▶ Praise their independence and ability to achieve on their own.
- ▶ Meet people where they are at
  - ▶ Friends with hard boundaries, counselor with flexibility



# References:

- ▶ <https://www.samhsa.gov/capt/applying-strategic-prevention/cultural-competence>
- ▶ <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5128839/>
- ▶ <https://www.bincfoundation.org/what-is-homelessness/>
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