



Exhausting All Options

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Desired Outcomes

1

Differentiate
between risk and
consequence

2

Add tools you can
use to brainstorm
intervention ideas
with tenants

3

Increase your
willingness to find
solutions for tenants
to remain in housing

Agenda



REVIEW
EXPECTATIONS



CATEGORIZE
PROBLEMATIC
BEHAVIORS



USE A RISK
ASSESSMENT
TOOL



PRACTICE
PROBLEM
SOLVING



My Expectations



Agenda



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Problematic Behaviors



NUMEROUS



COMPLICATED



VARY IN SEVERITY

Activity: Behavior Sort

Materials: Worksheet with Behavior Sticky Notes

Activity: As a group, decide which column best fits the consequence you would take for that behavior

1. Immediately begin eviction/discharge process
2. It Depends - intervention or possible discharge/eviction
3. Would never consider discharge/eviction

Time limit: 5 minutes

Quick Note: Evictions

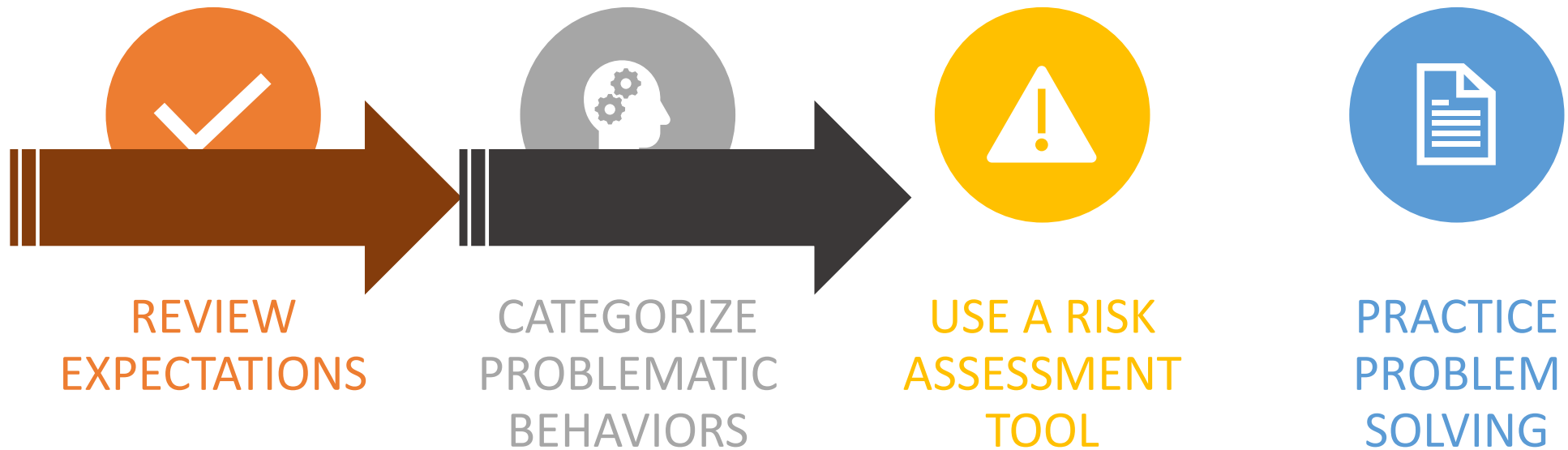
Valid for certain behaviors

Our commitment to assist the tenant in finding alternative housing

Staff safety is paramount

If involving another agency, make your handoff as “warm” as possible

Agenda



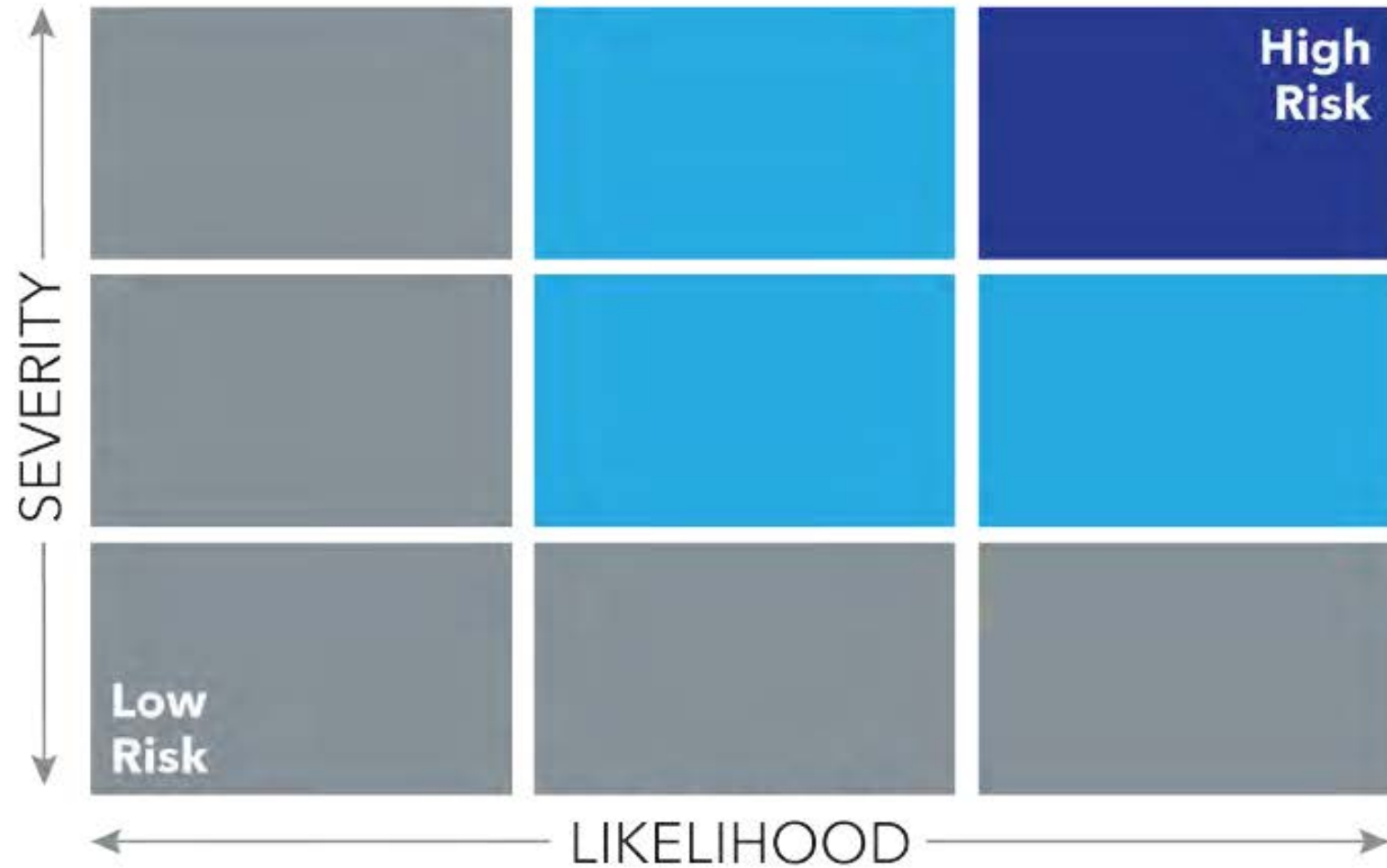
Risk Assessment

Consequence =
direct result of
a past action



Risk = Potential
future bad
outcome

Decision-Making MatrixSM



Practice Risk Assessment

Materials needed: Decision-Making Matrix Jamboard, One Shape

Activity:

- As you learn more about this scenario, think about the future risk in terms of likelihood and severity.
- Place your shape where you think the risk falls
- Compare quietly with the group
- Update your risk assessment as you learn more information

Reflection



Thumbs up or down: Did your table always agree on the risk?

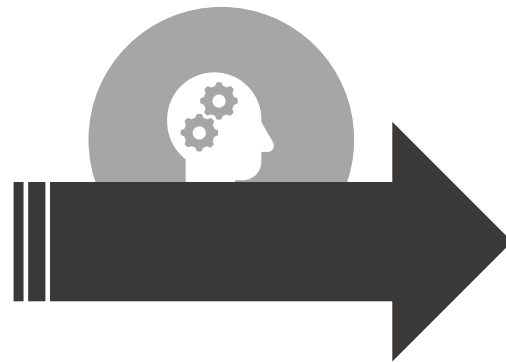


Why do you think that is?

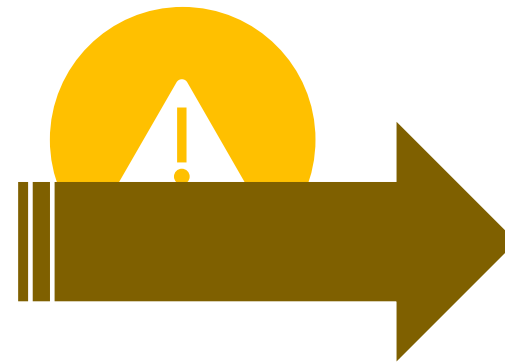
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Quick Poll

- How many times can a tenant repeat the same problem behavior before it leads to eviction?
- **Answer:** As many times as it takes to get a solution that will work





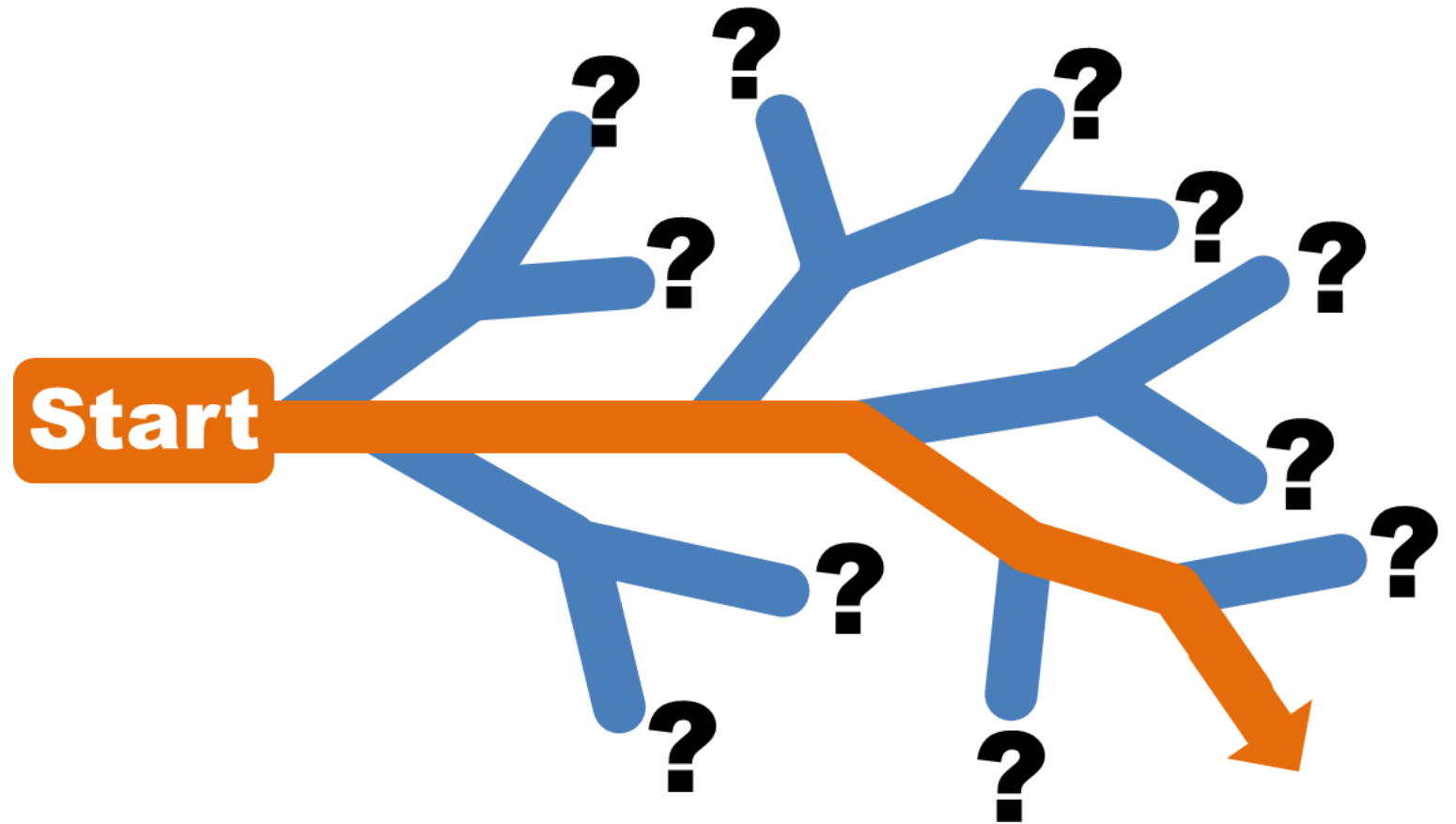
Problem Solving

Joint responsibility – case manager, program coordinator, tenant, family, peer support, landlord (if applicable)

Use Harm Reduction framework

If the risk remains low and the tenant is willing to try, we don't stop trying new interventions until we've exhausted all options

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Tips for Developing Interventions



Asking or telling the tenant to follow the rule in the future is *not* an intervention



Don't do the same intervention repeatedly and expect different results.



Don't assume you know the root of the problem.

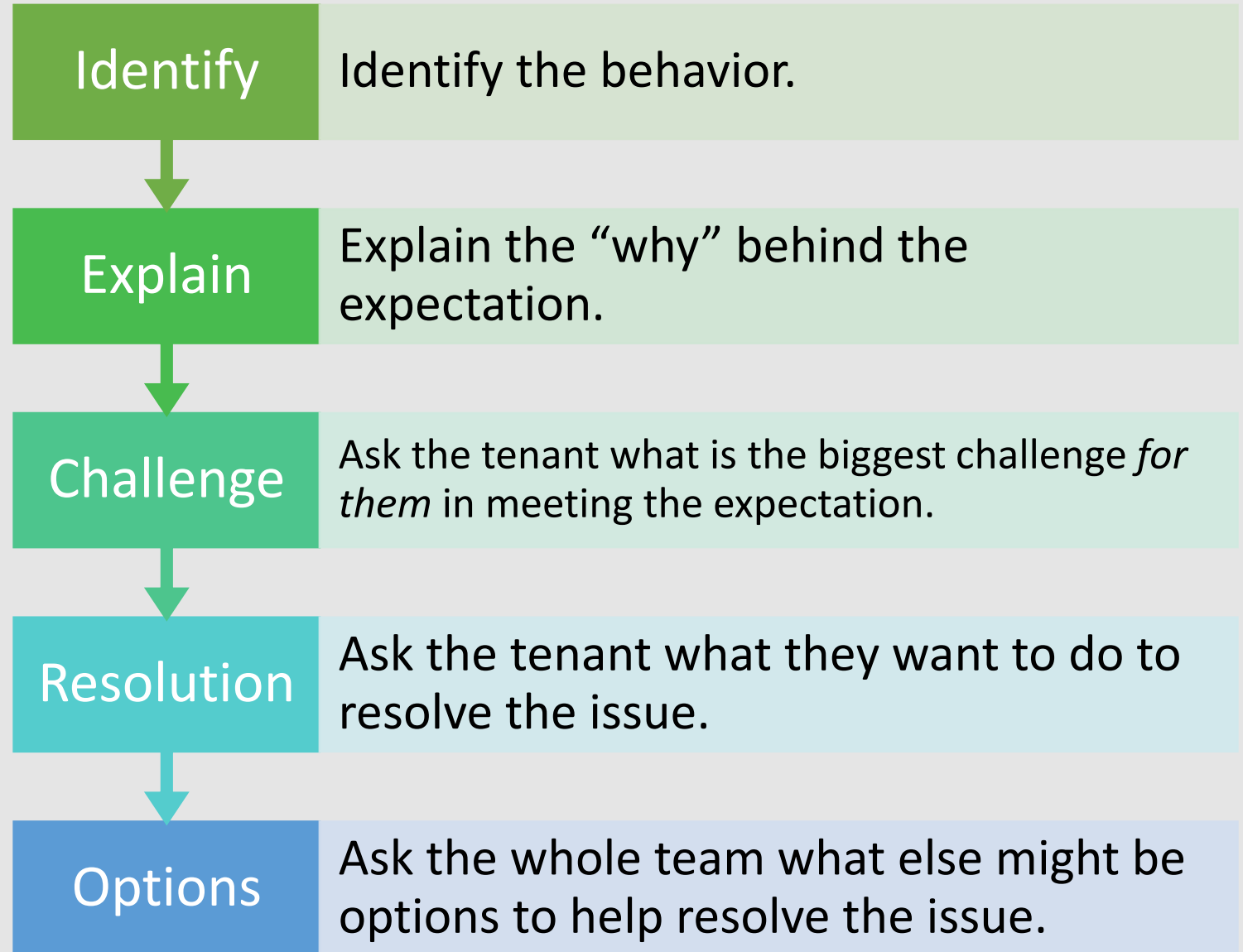


Work within the tenant's point of view – not against it.

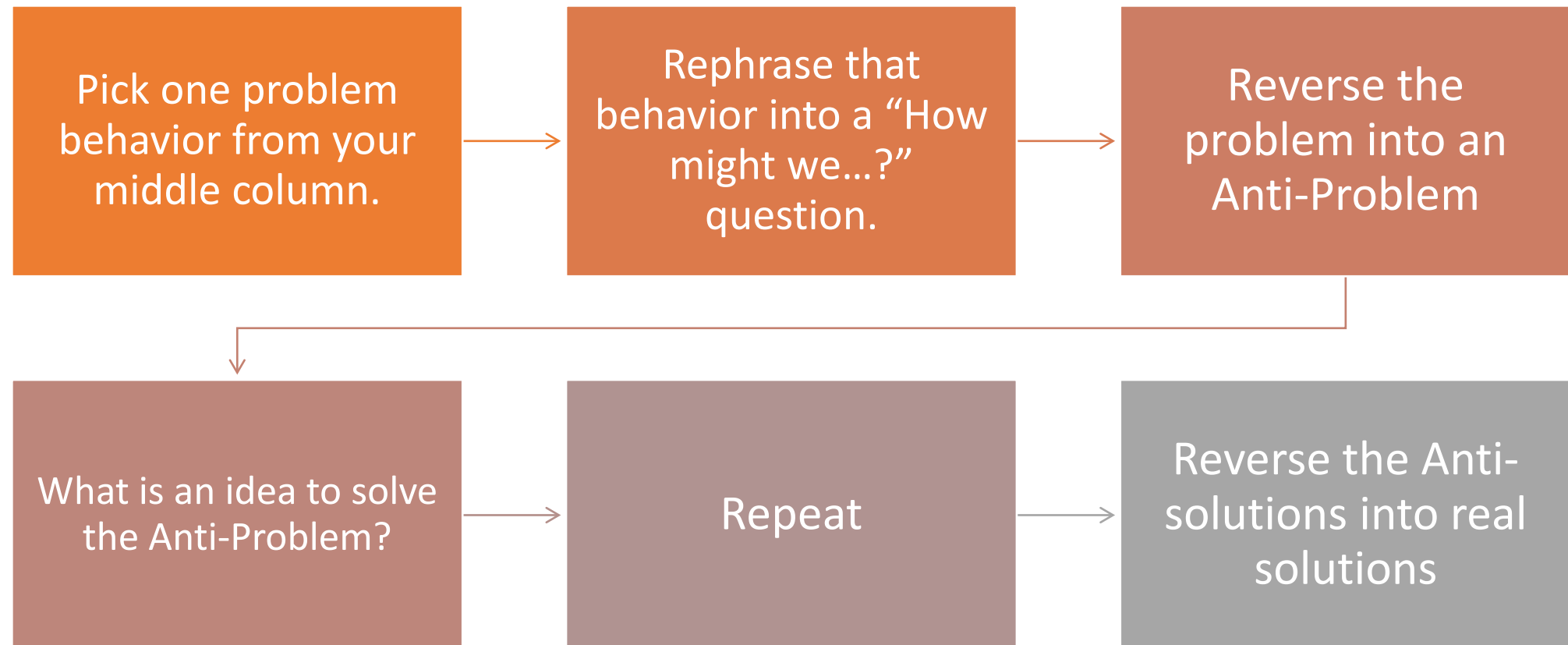


Admit to your team when you're biased or weary.

Steps for Problem Solving



Let's Practice With Reverse Brainstorming



Putting It All Together

- Our primary goal is keeping people housed
- Complete a Risk Assessment before determining consequence or intervention
- Include the tenant in problem solving
- Don't give up until you've exhausted all options or risk is too high to continue
- When you think you've exhausted every possible intervention, get creative





What Was Most Useful For You?

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