

Standards of Quality

Learner Guide: Heartland Housed April 2024

Housing Stability

Defining Housing Stability

- ✓ Having a permanent place to call home that is not time limited and governed by a lease.
- ✓ Residents have independent choice, voice, and decision-making in their daily lives.
- ✓ The affordability is maintained long term.
- ✓ A variety of tenant-centered services targeted to meet the individual needs of tenants and the entire household.

Framing Housing Stability

As we discussed housing stability, we framed the conversation from 3 components.

1. Assertive Engagement
2. Eviction Prevention
3. Culture of Thriving

Assertive Engagement

Assertive engagement is a tool utilizing consistency, creativity, and active interaction to find ways to support residents. While tenants are not mandated to utilize services, support service staff are required to find ways to engage residents and maintain a trusting relationship. Assertive engagement involves new approaches in outreach, communication methodologies including motivational interviewing, and eliminating roadblocks to listening.

- ❖ **Outreach** requires creativity, authentic interaction, and consistently building upon a trusting relationship. Staff should present with positive universal regard in supporting tenants.
- ❖ **Motivational Interviewing** is a communication method that allows for staff to be active listeners, draw out conversation and moments of change for residents. It is not an unequal

relationship in which staff make decisions for residents. Staff act as agents of change in supporting the growth of tenants' internal decision-making capacity. It is very helpful for residents that have high ambivalence, low confidence, and/or low self-value or personal desires.

- **OARS as a tool in communication**
 - **Open ended questions**
 - **Affirming statements**
 - **Reflective listening**
 - **Summarizing**

Eviction Prevention

Eviction prevention is important because we are housing clients who are vulnerable, marginalized and have likely faced discrimination, traumas including homelessness. We want to prevent them from returning to unstable housing situations or homelessness. Preventing evictions requires having processes and policies in place. Eviction prevention strategies outline how property managers and service providers can work together proactively.

Evictions are costly for the landlords, service providers, and the tenants. There are some key components to proactively keep in mind:

- ❖ Lease education including knowing the lease violations
- ❖ Understanding the repairs and maintenance process
- ❖ Safety planning
- ❖ Problem solving

RESOURCES

This section provides resources from the CSH and other related sources based on the April 2024 training.

- CSH online Hoarding training: [All Products - CSH Supportive Housing Training Center \(thinkific.com\)](https://www.thinkific.com)
- Illinois IDHS site on reasonable accommodations: [IDHS: Reasonable Accommodation \(state.il.us\)](https://www.state.il.us)