Expect the transition from homelessness to housing to be difficult.
People don’t evict people, systems evict people.

1. What does the resident need?
2. What options do I have?
3. Who do I need to include?
4. What is our plan to help the resident be successful?
I thought I was just getting an apartment. It seems like there are a lot of rules. It almost feels like I’m stuck in a box here. Can you explain this to me?
The structure of housing at CCH

1 - property
2 - payer
3 - program
Eviction should never be a surprise.
Eviction Prevention Committee

Weekly meetings with:

- Property Management
- Housing Coordinator
- Resident Services Coordinator
- Care Team Program Manager
- Case Manager
Care Team Meetings

Monthly meetings with:

- Property Management
- Case Manager
- Clinicians
- Housing Coordinator
Community Landlords

- Upfront education to landlord partners
- Thorough review of lease with tenant prior to and throughout term
- Consistent communication between landlord, CM and Housing Coordinator
- Single point of contact for landlord
What gets us to eviction is also what informs us of what the resident needs.
Housing Timeline

- It takes multiple attempts in housing to be successful.
- One Home system
- Application discrimination
Housing Timeline

- **OneHome System**
  - Assessment, Prioritization, Navigation and Case Conferencing, Housing referral, Data Collection

- **Housing Intake and Placement**
  - Property, voucher, and service coordination

- **Level of care assessment (LOCUS)**
### Housing Timeline

- **Transferring ownership to the resident**
- **Collaborating with resident and others involved**
- **Acceptance, education, and time**

<table>
<thead>
<tr>
<th>Homeless</th>
<th>Intake</th>
<th>Lease signing</th>
<th>Education</th>
<th>1st violation</th>
<th>TC</th>
<th>2nd violations</th>
<th>TC</th>
<th>3rd violation</th>
<th>TC</th>
<th>Notice to Quit</th>
<th>Eviction</th>
</tr>
</thead>
</table>
Housing Timeline

- Trauma Informed Care
- Building trust
- Sharing/reviewing information
- Resourcing
### Housing Timeline

- **Homeless Intake Lease signing**
- **Education 1st violation**
- **TC 2nd violations**
- **TC 3rd violation**
- **Notice to Quit**
- **Eviction**

- Explaining the documents and purpose
- Focusing on the roles people play
- Listening to the resident


- **Second notices/violations are frequently expected.**
- **Can we see this as an opportunity to support the resident?**
- **Evaluate and make plans for success (opportunities to try things the resident may have not been willing to try previously).**
• Identify potential Fair Housing violations.
• We always assist and advocate for the resident considering their current circumstances.
Housing Timeline

- Property Management option?
- Service provider options?
- Housing Voucher options?
- Resident options?
• At the eviction hearing, when the system has operated as it is designed, the story should be about a highly respected and cared for individual and the people and systems that have fought to support and serve them.

• If the eviction is upheld… repeat.
In short, focusing on assisting the resident to be successful will simultaneously work to increase accountability, increase the chance to retain a resident, and improve the relationships of all involved.