


Trauma Informed Outreach and Engagement Learning Community

Session #2
Best Practices for Person-Centered Outreach



June 21, 2022



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Disclaimer



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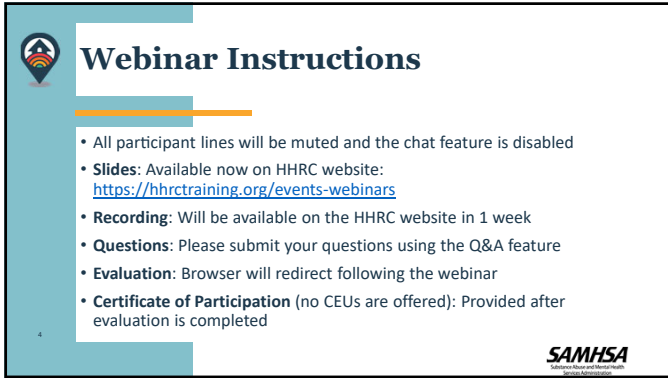
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ASL Interpretation and Transcription

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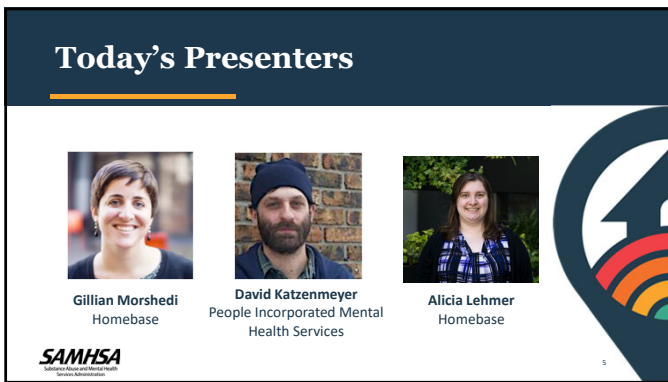


Webinar Instructions


- All participant lines will be muted and the chat feature is disabled
- **Slides:** Available now on HHRC website: <https://hhrctraining.org/events-webinars>
- **Recording:** Will be available on the HHRC website in 1 week
- **Questions:** Please submit your questions using the Q&A feature
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- **Certificate of Participation** (no CEUs are offered): Provided after evaluation is completed

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Today's Presenters



Gillian Morshedi
Homebase



David Katzenmeyer
People Incorporated Mental Health Services



Alicia Lehmer
Homebase

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Introduction to the Learning Community

- This learning community will focus on trauma-informed outreach and engagement practices to serve individuals with serious mental illness, serious emotional disturbances, substance use disorders, or co-occurring disorders.
- In this four-part series, you will learn best practices in trauma-informed care and person-centered outreach, how to connect people with services and housing, and how to provide behavioral health care assessments in unsheltered environments.

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Learning Community Series

-  **Session 1** Trauma-Informed Care: Responding to the Trauma of Homelessness
-  **Session 2** Best Practices for Person-Centered Outreach
- Session 3** Making the Connection to the Homeless Response System
- Session 4** Providing Behavioral Health Care in Unsheltered Environments

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Recap of Session #1: Trauma-Informed Care

- The three "E"s of trauma: event, experience, effect
- Realize, recognize, respond and resist trauma and re-traumatization
- Create collaborative spaces
- Meet people where they are with empathy and compassion
- People matter – listen and share power

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Today's Learning Objectives

- Build foundational knowledge around different types of outreach and engagement practices
- Understand the role of outreach in engaging people experiencing homelessness in shelter, housing, and services
- Identify key concepts and best practices in person-centered outreach
- Share community-based experiences and insights on person-centered outreach in the field

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Poll #1: Tell Us About Yourself!

- Which would best describe the focus of your work?
 - Behavioral health care
 - Physical health care
 - Homeless services
 - Housing
 - Social services
 - Outreach







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Poll #2: Working with People Experiencing Homelessness

How much of your work is with people experiencing homelessness?

- **100%** dedicated to serving people experiencing homelessness
- **Most** of our program participants are experiencing homelessness
- **Some** of our program participants are experiencing homelessness
- **A few** of our program participants are experiencing homelessness

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Core Concepts in Homeless Outreach and Engagement




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What is Homeless Outreach?

- A **service** to connect and engage with people experiencing homelessness wherever they are
- A **strategy** for identifying people who are underserved and engaging them in shelter, housing, and services
- A **commitment** to helping people access services and exit homelessness by building trust and rapport


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Outreach and Engagement

- Outreach** is about the connection between service providers and people experiencing homelessness in need of services.
- Engagement** is the process during outreach of establishing rapport and forming a trusting relationship between the outreach worker and the individual experiencing homelessness to:
 - Provide the context for assessing needs
 - Define housing and service goals
 - Agree on a plan
 - Connect to shelter, housing, and services



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Why is Homeless Outreach Important?



- Equitable access to homeless response services
- Trauma-informed care
- Building trust
- Overcoming barriers to engagement



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Types of Homeless Outreach

- Light-touch:** consistency, relationship building, problem-solving, and meeting immediate needs
- Housing-focused:** supporting people in making their next step towards safe and stable housing
- Population-specific:** making connections with a specific population of focus, such as Veterans or youth
- Clinical:** conducted by a trained clinician with a focus on addressing immediate health and behavioral health needs
- Encampment-focused:** relationship building and supporting connections to housing, shelter and services for people residing in encampments
- In-reach:** engagement of individuals before leaving institutions or systems (such as hospitals, correctional facilities, or foster care) to help prevent exits into homelessness

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Key Concepts and Best Practices in Homeless Outreach

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Key Aspects of Outreach

Compassion & Empathy	Strengths-based	Person-centered	Trauma-informed
Harm reduction	Assertive Engagement	Cultural humility	Safety

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Key Concepts: Time & Trust

Time

- It can take multiple outreach attempts to engage
- Set realistic expectations
- Offer unconditional help by decreasing restrictions to assistance (e.g., needing real name or date of birth)


Trust

- Building trust takes time and effort
- Show up when you say you will
- Your reputation matters
- Find an "in" with community members


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Best Practice: Housing First



The overarching goal of outreach is to help people end their experience of homelessness and make connections to stable housing.

Outreach should utilize a **Housing First approach** that does not impose preconditions to make referrals to permanent or temporary housing (such as sobriety, minimum income requirements, absence of a criminal record, completion of treatment, participation in services, or other unnecessary conditions).


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Best Practice: Peer Support

- Employ outreach staff with lived experiences of homelessness
- Common experiences can be highly beneficial in establishing a trusting relationship and building rapport
- Offer commensurate compensation to all outreach staff








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Best Practice: Motivational Interviewing

A style of working with a program participant that focuses on allowing the person to direct the change rather than telling them what they need to do.

It is about having a conversation about change.

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Motivational Interviewing Strategies



PACE

- Partnership
- Acceptance
- Compassion
- Evocation



OARS

- Open Questions
- Affirmations
- Reflections
- Summaries





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Best Practice: Critical Time Intervention (CTI)

Critical Time Intervention (CTI) is a time-limited evidence-based practice that mobilizes support for vulnerable individuals during periods of transition.

Transition	Try-Out	Transfer of Care
<ul style="list-style-type: none"> • Provide support & begin to connect program participant to people and agencies that will assume the primary role of support. 	<ul style="list-style-type: none"> • Monitor and strengthen support network and skills. 	<ul style="list-style-type: none"> • Wind down CTI services when support network is safely in place.





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Best Practice: Assertive Community Treatment (ACT)

An integrated team-based approach designed to provide comprehensive community-based supports to help people attain or maintain housing.

Characteristics:

- A multi-disciplinary team of professionals that provides wrap-around service directly to the program participant. May include clinical/medical staff (e.g., psychiatrist, doctor, nurse, substance abuse specialists), Peer Support workers, and case managers.
- Meets regularly with the program participant and with each other to provide real-time support.
- Rooted in concepts of individual choice, peer support, and recovery.
- Warm handoffs for ongoing services.

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Community Presentation & Conversation



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Supporting veterans in our community

Our Street Outreach teams are often the first point of contact for a veteran experiencing homelessness.

When we do find out that someone is a veteran, we partner closely with Ramsey County Veteran Services and Minnesota Assistance Council for Veterans (MACV) to ensure they have access to the most appropriate resources available.

David Kitzmeyer
Program Manager, Outreach and Project Recovery
People Incorporated




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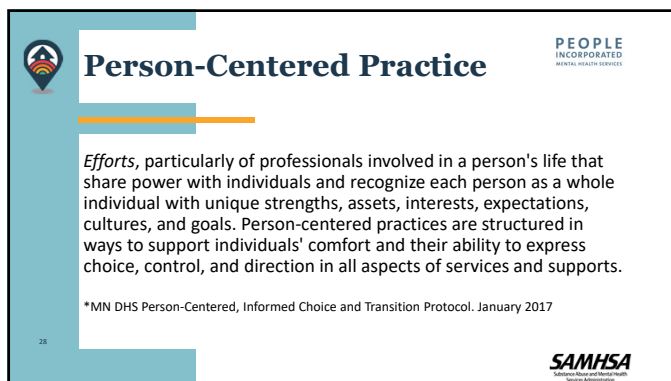
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A leading community partner for more than 50 years in Minnesota, supporting mental health and wellness in communities through collaboration and integration of care.



Tuesday, June 21, 2022

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Person-Centered Practice

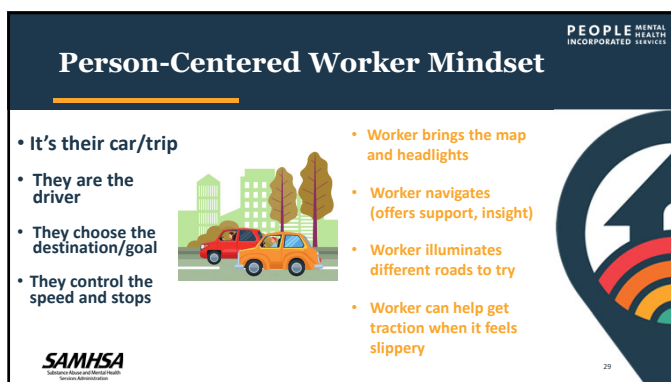
Efforts, particularly of professionals involved in a person's life that share power with individuals and recognize each person as a whole individual with unique strengths, assets, interests, expectations, cultures, and goals. Person-centered practices are structured in ways to support individuals' comfort and their ability to express choice, control, and direction in all aspects of services and supports.

*MN DHS Person-Centered, Informed Choice and Transition Protocol. January 2017

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Person-Centered Worker Mindset

- It's their car/trip
- They are the driver
- They choose the destination/goal
- They control the speed and stops

- Worker brings the map and headlights
- Worker navigates (offers support, insight)
- Worker illuminates different roads to try
- Worker can help get traction when it feels slippery

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Outreach Strengths and Challenges to Person-Centered Care

Strengths:

- Non-billable service allows for flexibility
- Mobility
- Outreach workers are often well-versed in many systems

Challenges:


- Flexibility can be challenging to maintain
- Working with a highly mobile and dynamic population
- Resources don't always align with the need

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Meeting people where they're at ...


Outreach – Strategies




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Creating a Foundation

Who is your target population, and how will you prioritize within that population?
 What might people you're engaging with be experiencing?
 What do you help with, and how do you explain that to people?
 What do you carry with you, and what does that communicate?


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Collaboration

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How do you balance assistance with immediate needs while keeping people engaged in long-term needs?

2

How to support people with competing timelines – program participant, outreach worker, system?

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Working with Resistance

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- Some people quickly accept offers of assistance, and some people reject every offer
- Flexibility, Curiosity, Patience
- Motivational Interviewing
- Harm Reduction
- Open-ended Questions



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Question?



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Closing Poll

What is one thing you will take into your work based on what was shared today?

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Series Overview & Future Sessions

- Session 1 Trauma-Informed Care: Responding to the Trauma of Homelessness
- Session 2 Best Practices for Person-Centered Outreach
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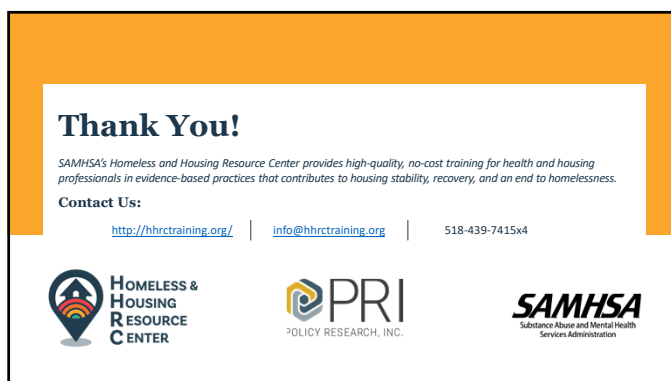
Next Session

Making the Connection to the Homeless Response System

July 12, 2022
2:30 - 4pm (EST)

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Thank You!

SAMHSA's Homeless and Housing Resource Center provides high-quality, no-cost training for health and housing professionals in evidence-based practices that contributes to housing stability, recovery, and an end to homelessness.

Contact Us:

<http://hhrctraining.org/> | info@hhrctraining.org | 518-439-7415x4

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