

Building Relationships

1. Housing Stabilization Services Welcome

1.1 Welcome



Notes:

Welcome to the Housing Stabilization Services Training Course.

Section 1: Assessment of a Person's Needs.

Module 1 of 14 Housing Stabilization Services Overview.

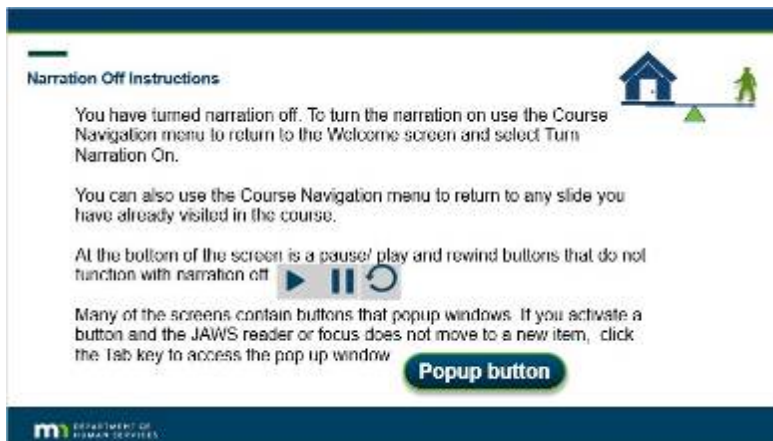
For keyboard users, click the Tab key to navigate the elements on screen. Click the Space bar to activate and deactivate the button or control.

Once activated, for the Course Navigation menu and Audio Volume control, press the up and down arrow keys.

To ensure the best experience, choose your audio preference by selecting Turn Narration On or Turn Narration Off.

Learners using JAWS readers or other audio assisted readers may want to turn off the narration.

1.2 Narration Off



Narration Off Instructions

You have turned narration off. To turn the narration on use the Course Navigation menu to return to the Welcome screen and select Turn Narration On.

You can also use the Course Navigation menu to return to any slide you have already visited in the course.

At the bottom of the screen is a pause/ play and rewind buttons that do not function with narration off

Many of the screens contain buttons that popup windows. If you activate a button and the JAWS reader or focus does not move to a new item, click the Tab key to access the pop up window

Popup button

Notes:

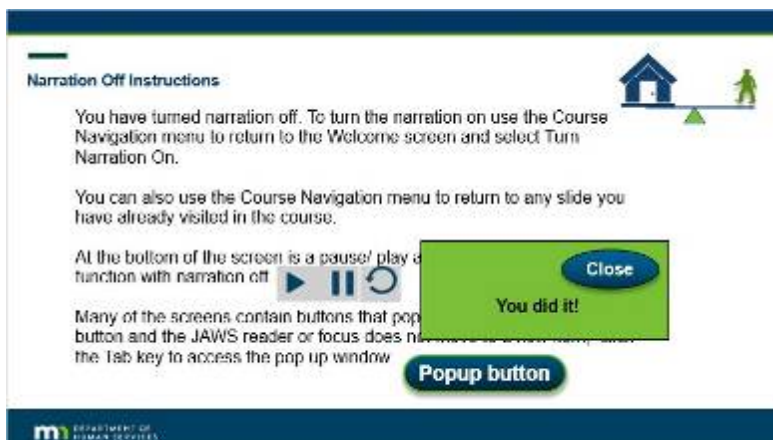
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Popup (Slide Layer)



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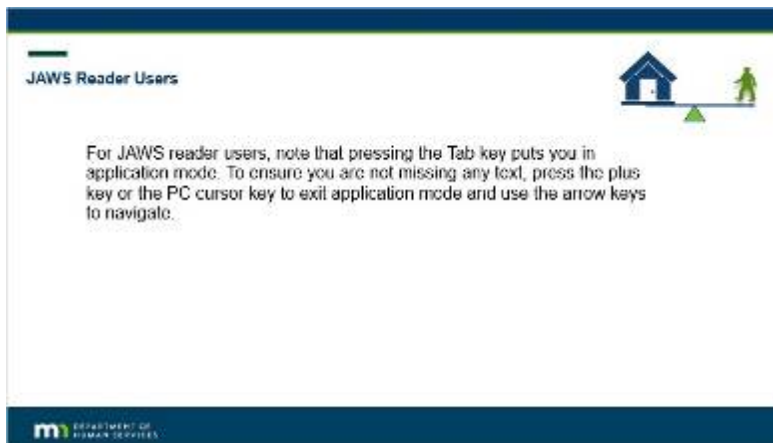
Many of the screens contain buttons that popup windows. If you activate a button and the JAWS reader or focus does not move to a new item, click the Tab key to access the pop up window

Close

You did it!

Popup button

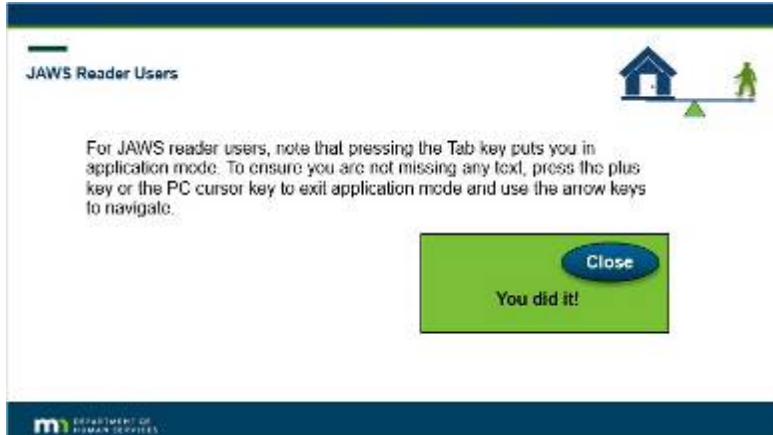
1.3 JAWS Reader Users



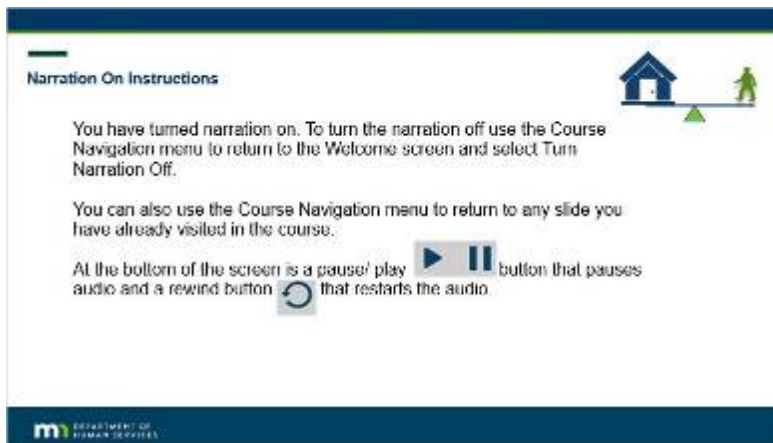
Notes:

For JAWS reader users, note that pressing the Tab key puts you in application mode. To ensure you are not missing any text, press the plus key or the PC cursor key to exit application mode and use the arrow keys to navigate.

Popup (Slide Layer)



1.4 Narration On



The slide is titled "Narration On Instructions" and features a small icon of a house with a person walking towards it. The text on the slide provides instructions on how to turn narration off and how to use the Course Navigation menu. It also mentions a pause/play button and a rewind button at the bottom of the screen.

Narration On Instructions

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2. Keep Me In My Home Overview

2.1 Section Introduction



The slide is titled "Welcome to" and features a circular logo with a green outline of the state of Minnesota. The text on the slide introduces the Housing Stabilization Services Section III: Keep Me In My Home. It also mentions that once a person has moved into their home, a Sustaining provider can work with them to address barriers and identify resources to help keep them in stable housing.

Welcome to

Housing Stabilization Services Section III: Keep Me In My Home

Once a person has moved into their home, a Sustaining provider can work with them to address barriers and identify resources to help keep them in stable housing.

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Notes:

Welcome to

Housing Stabilization Services Section III: Keep Me In My Home

Once a person has moved into their home, a Sustaining provider can work with them to address barriers and identify resources to help keep them in stable housing.

2.2 Keeping Me In My Home: Section III Objectives



Notes:

Keeping Me In My Home: Section III Objectives

When you complete this section you will be able to:

- Find housing for people that stays within budget
- Help people identify benefits they may be eligible for
- Help people build relationships with landlords, neighbors, and roommates in order to remain stably housed
- Help people know and understand their rights as tenants
- Work with people and their landlords, neighbors, and roommates to resolve problems
- Help people end leases and move out of their housing
- Understand and assist people through the eviction process

2.3 Sustaining Services

Sustaining Services

A Sustaining provider works with people who want to maintain their housing. This might include the creation of a housing services plan, helping people address barriers and resolve budget issues.

Click the button to see the additional requirements of a Sustaining provider. When you have clicked the button, read the content, and closed the window, click Next to continue.

Additional Sustaining Services





Notes:

Sustaining Services

A Sustaining provider works with people who want to maintain their housing. This might include the creation of a housing services plan, helping people address barriers and resolve budget issues.

Click the button to see the additional requirements of a Sustaining provider. When you have clicked the button, read the content, and closed the window, click Next to continue.

additional sustaining services (Slide Layer)

Additional Sustaining Services

- Review the person-centered plan and develop a housing services plan
- Education on roles, rights, and responsibilities as a tenant and those of property manager/landlord
- Maintain key relationships with property managers, landlords and neighbors
- Advocacy with community resources to prevent eviction when housing is at risk
- Prevention and early identification of behaviors that may increase likelihood of future homelessness
- Assistance with maintaining services and supports, including applying for benefits to retain housing
- Supporting the building of natural housing supports and resources in the community



2.4 Sustaining Provider Qualifications



Notes:

Sustaining Provider Qualifications

A Sustaining provider must meet these qualifications.

Click on **each** of the provider qualifications to learn more. Once you click all four buttons, read the content, and close their windows, click Next to continue.

mandated reporter training (Slide Layer)



knowledge of housing resources (Slide Layer)

Sustaining Provider Qualifications

A Sustaining provider must meet these qualifications.

Click on each qualification to read the details.

Knowledge of Housing Resources

Finding desirable housing for recipients is based on a knowledge of local housing. Knowledge of local housing means not only understanding what types of housing are available in your area but also what programs and services can help recipients get into housing.

Close

Management Representative Training

Complete Online Training

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background check (Slide Layer)

Sustaining Provider Qualifications

A Sustaining provider must meet these qualifications.

Click on each qualification to read the details.

Pass a Criminal Background Check

Staff will work with their employer to ensure they have a background check when providing services.

Close

Management Representative Training

Complete Online Training

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online training (Slide Layer)

Sustaining Provider Qualifications

A Sustaining provider must meet these qualifications.

Click on each qualification to read the details.

Complete Online Training

You're doing that now!

Close

Management Representative Training

Complete Online Training

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2.5 Providing Sustaining Services

Providing Sustaining Services

Familiarize yourself with the person's person-centered plan, and if they have had another provider work with them on a housing services plan.

Some aspects of your role as a Sustaining provider are:

- Ask people if any of their needs or wants are not being met
- Ask how people are handling their budget. They may be struggling with an aspect of renting that was not accounted for when they moved into their home.
- Work together to resolve any issues facing someone so that they can remain in a stable home.
- Develop relationships with landlords where the person is housed.

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Notes:

Providing Sustaining Services

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- Work together to resolve any issues facing someone so that they can remain in a stable home.
- Develop relationships with landlords where the person is housed.

2.6 Sustaining Provider Approaches

Sustaining Provider Approaches

Person-centered planning, which you learned in earlier modules, is an important approach to best serve in your role as a Sustaining provider.

Click the links below to learn more about other important Sustaining provider approaches.

- [Housing First Practices](#)
- [Harm Reduction](#)
- [Trauma Informed Care](#)



Notes:

Sustaining Provider Approaches

Person-centered planning, which you learned in earlier modules, is an important approach to best serve in your role as a Sustaining provider.

Click the links below to learn more about other important Sustaining provider approaches.

2.7 Knowledge Check

Knowledge Check

True or False – select the correct answer.



As a Sustaining provider, you will help people build relationships with their landlords.

True

False



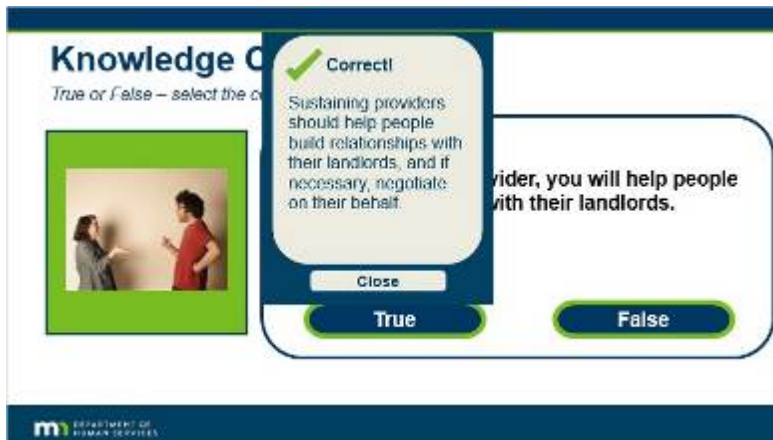
Notes:

Knowledge Check


True or False - select the correct answer.

As a Sustaining provider, you will help people build relationships with their landlords.

Correct (Slide Layer)



Knowledge Check
True or False – select the correct answer.



Correct!
Sustaining providers should help people build relationships with their landlords, and if necessary, negotiate on their behalf.

Close

True **False**

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Incorrect (Slide Layer)



Knowledge Check
True or False – select the correct answer.



As a Sustaining provider, you will help people build relationships with their landlords.

Incorrect.
Sustaining providers should help people build relationships with their landlords, and if necessary, negotiate on their behalf.

Close

True **False**

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2.8 Scenario - Reggie

Scenario - Reggie

Reggie has early onset Parkinson's. You are his Sustaining provider and your interactions with him have been going well. A couple days after you see him, he calls to say he has been having financial issues. He said he made some charges on his credit card and is having a hard time making payments. He also mentioned he wanted his niece to move in to help him pay for rent.





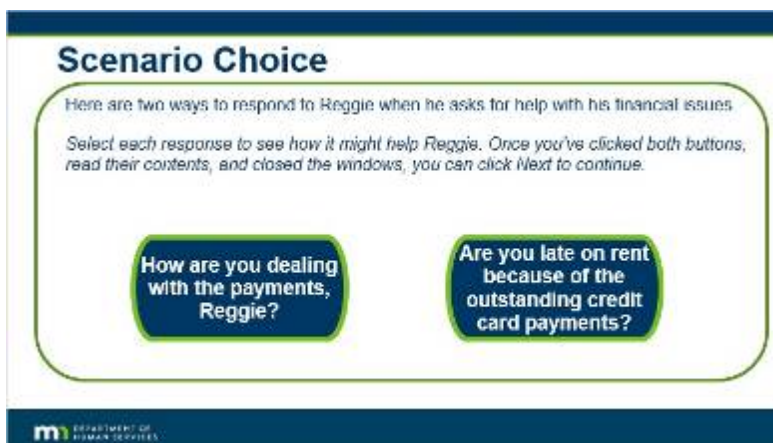
Notes:

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2.9 Here are two ways to respond to Reggie when he asks for help with his financial issues.

Select each response to see how it might help Reggie. Once you've clicked both buttons, read their contents, and closed the windows, you can click Next to continue.



Notes:

Scenario Choice

Here are two ways to respond to Reggie when he asks for help with his financial issues.
Select each response to see how it might help Reggie. Once you've clicked both buttons, read their contents, and closed the windows, you can click Next to continue.

Correct (Slide Layer)

Scenario Choice

Here are two ways Reggie can deal with his financial issues. Select each response, read their contents, and click both buttons, then click Next to continue.

How with

Correct!

You want to empathize with Reggie. Asking him how he's dealing with the payments opens the door for discussion.

Close

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correct2 (Slide Layer)

Scenario Choice

Here are two ways Reggie can deal with his financial issues. Select each response, read their contents, and click both buttons, then click Next to continue.

How with

Correct!

This is a way to see if his rent is directly impacted by his credit debt, which may change how you resolve the issue.

Close

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2.10 Scenario Choice

Scenario Choice

Here are some ways Reggie can bring down his expenses to deal with his financial issues. In addition to these options, he may also need to be connected to other services.

Click each solution to see how it might help him. Once you've clicked all three buttons, read their contents, and closed the windows, you can click Next to continue.

- You help Reggie look at his phone, cable, and internet bills.**
- Reggie checks to see if his niece can be on the lease and moves her in.**
- Reggie uses food shelves or Fare For All instead of going to the grocery store.**

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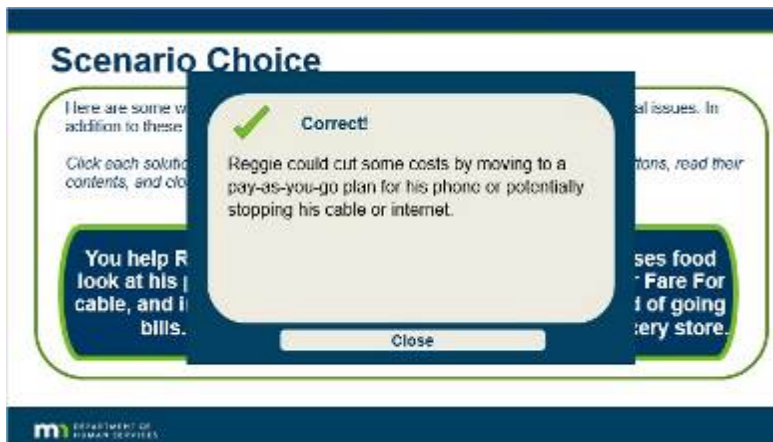
Notes:

Scenario Choice

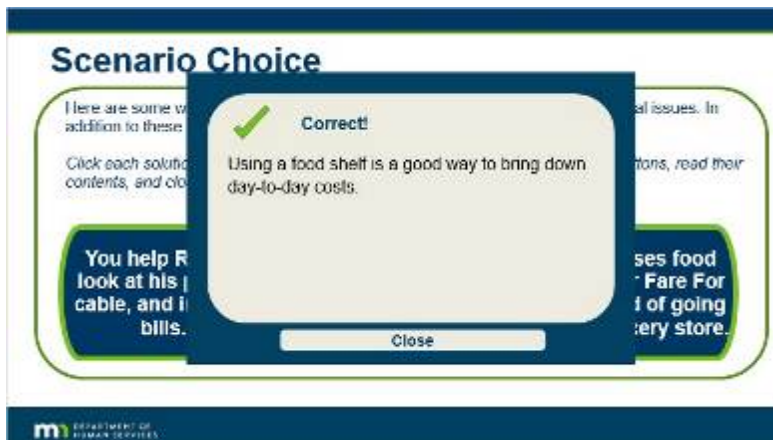
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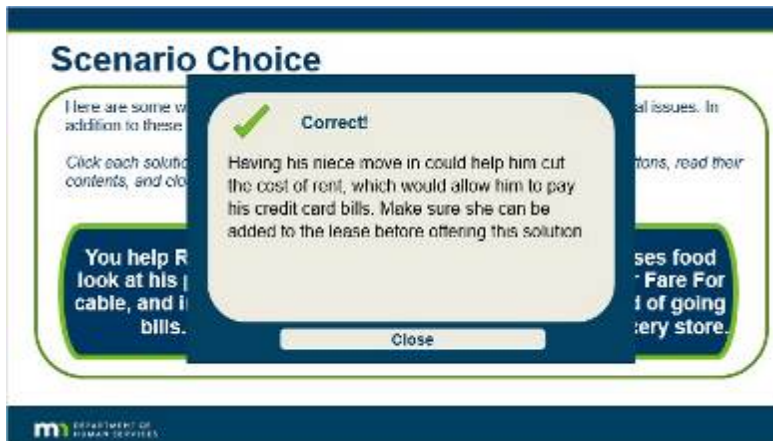
Correct (Slide Layer)



correct2 (Slide Layer)



correct3 (Slide Layer)



3. Building Relationships and Solving Problems

3.1 Introduction



Notes:

Welcome to

Housing Stabilization Services Section III: Keeping Me In My Home
Module One: Building Relationships and Solving Problems

Estimated Completion Time: 20 minutes

3.2 Objectives



Objectives

When you have completed this module you will be able to

- Help keep people stably housed by building relationships with landlords, neighbors and the broader community
- Foster a relationship between a person and their landlord that advocates for their right to fair housing
- Help a person develop relationships with roommates and neighbors
- Engage people with the broader community that surrounds their housing
- Resolve problems that may occur through these relationships

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Foster a relationship between a person and their landlord that advocates for their right to fair housing
Help a person develop relationships with roommates and neighbors
Engage people with the broader community that surrounds their housing
Resolve problems that may occur through these relationships

3.3 Why Building Relationships Matters

Why Building Relationships Matters

Sometimes people have housing they like, but are worried about losing it. They may have concerns about their relationships with landlords, neighbors or service providers and how these relationships affect their ability to maintain stable housing.

As a Sustaining provider, your role is to maintain and build relationships to ensure the people you are serving can continue to live in places they want to be in. Your job is to build a bridge between recipients and their landlords to allow them to effectively communicate with each other and make sure that the person's needs are being met.



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Notes:

Why Building Relationships Matters

Sometimes people have housing they like, but are worried about losing it. They may have concerns about their relationships with landlords, neighbors or service providers and how these relationships affect their ability to maintain stable housing.

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3.4 Dealing With Problems

Dealing With Problems

When trying to resolve conflicts, respect, empathy, and calm are useful tools.

Click on each button to learn more about conflict resolution. When you have clicked all the buttons, read the contents, and closed the windows, click Next to continue.

Listen with respect **Demonstrate empathy** **Discuss in a calm manner**

If the person is uncomfortable about meeting with their roommate or neighbor, they can try sending a letter using HomeLine Minnesota's template.

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Notes:

Dealing With Problems

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respect (Slide Layer)

Dealing With Problems

When trying to resolve conflicts, respect, empathy, and calm are useful tools.

Click on each button to learn more. When you've clicked all the buttons, read the final message.

Listen With Respect

You and the person should listen to their roommate, landlord, or neighbor -- their point of view may be helpful in solving the problem.

If the person is uncomfortable talking in person, they can try sending a letter using the template provided on this page.

Close

Listen with respect

Discuss in a calm manner

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empathy (Slide Layer)

Dealing With Problems

When trying to resolve conflicts, respect, empathy, and calm are useful tools.

Click on each button to learn more. When you've clicked all the buttons, read the final message.

Demonstrate Empathy

You should empathize with both the person and with their landlord, roommate, or neighbor. Make both parties feel like their frustrations are valid and understandable. You should advocate for the person you are working with, but you are more likely to be successful if you don't alienate the other person or people in the discussion. Everybody should feel like their needs are being acknowledged.

If the person is uncomfortable talking in person, they can try sending a letter using the template provided on this page.

Close

Listen with respect

Discuss in a calm manner

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calm (Slide Layer)

Dealing With Problems

When trying to resolve conflicts, respect, empathy, and calm are useful tools.

Click on each button to learn more. When you've clicked all the buttons, read the final message.

Discuss in a Calm Manner

It's important to remain calm and objective during your discussions with people and their landlords, roommates, and neighbors. Your role is to try and solve the problem in order to keep the person in their housing, and by staying calm you can look at the problem and suggest solutions that recipients and the people they're having conflicts with might not be able to see.

If the person is uncomfortable talking in person, they can try sending a letter using the template provided on this page.

Close

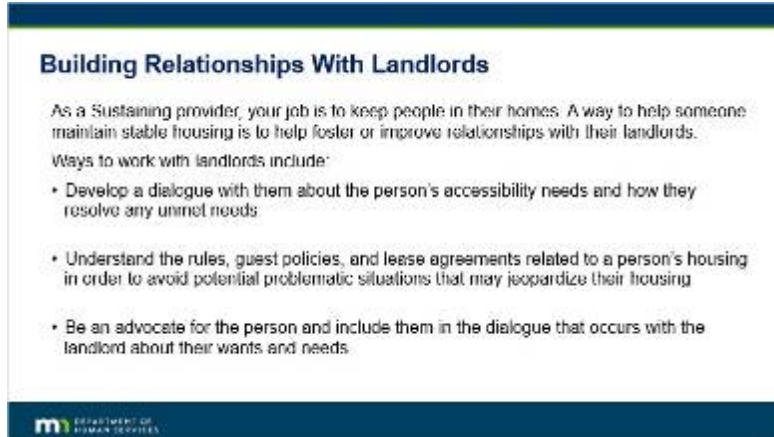
Listen with respect

Discuss in a calm manner

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4. Building Relationships with Landlords

4.1 Building Relationships With Landlords



Building Relationships With Landlords

As a Sustaining provider, your job is to keep people in their homes. A way to help someone maintain stable housing is to help foster or improve relationships with their landlords.

Ways to work with landlords include:

- Develop a dialogue with them about the person's accessibility needs and how they resolve any unmet needs
- Understand the rules, guest policies, and lease agreements related to a person's housing in order to avoid potential problematic situations that may jeopardize their housing
- Be an advocate for the person and include them in the dialogue that occurs with the landlord about their wants and needs

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Notes:

Building Relationships With Landlords

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Ways to work with landlords include:

Develop a dialogue with them about the person's accessibility needs and how they resolve any unmet needs

Understand the rules, guest policies, and lease agreements related to a person's housing in order to avoid potential problematic situations that may jeopardize their housing

Be an advocate for the person and include them in the dialogue that occurs with the landlord about their wants and needs

4.2 Issues With Landlords

Issues With Landlords

If a person is having problems with their landlord, make sure they know their rights as a tenant. You should try to create a polite, respectful relationship between recipients and landlords. Recipients need to know that there are legal remedies, but these legal options should only be used as a last resort.

Issues they may have with their landlord might include:

- Landlord locked out tenant
- Landlord kept tenant's security deposit
- No heat, water, or other essential service

Click on each button to learn what to do if and when each issue occurs. When you have clicked all the buttons, read the contents, and closed the windows, click Next to continue.

Landlord locked out tenant Landlord kept tenant's security deposit No heat, water, or other essential service

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lockout (Slide Layer)

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Landlord Locked Out Tenant Close

It is illegal for a landlord to lock a tenant out of their apartment once they have signed a lease without a signed notice. A landlord can only evict a tenant by filing an eviction action - they cannot force a tenant to leave by changing or taking off the locks.

If a landlord is threatening to lock a recipient out of their apartment, make sure the recipient knows that this is illegal, and encourage them to carry an ID and documents that show that they are a current tenant in the event that they are locked out. If a landlord does lock the recipient out of their apartment, the recipient can file a Lock Out Petition Form with the court to get back into their apartment.

Click here to learn more about lock outs and find a Lock Out Petition Form

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security deposit (Slide Layer)

Issue
If a person...
You should...
Recipients...
used as...
Issues...
• Landlord...
• Landlord...
• No heat...
Click on...
all the t...


Landlord Kept Security Deposit

Generally, a landlord must return the security deposit to the tenant within 21 days of move-out unless they provide the tenant with a written explanation for why they are not returning the security deposit.

A landlord might not return the security deposit because of unpaid rent, extensive damage to the apartment beyond normal wear-and-tear (i.e., if something needs to be replaced because it's old), or other unpaid bills that the tenant agreed to pay.

If the recipient believes that the landlord has wrongly kept the security deposit, they can sue in conciliation court.

Close

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shutoff (Slide Layer)

Issue
If a person...
You should...
Recipients...
used as...
Issues...
• Landlord...
• Landlord...
• No heat...
Click on...
all the t...


No Heat, Water, Or Other Essential Service

A landlord may not shut off essential services to force a tenant to leave.

During the "cold weather period" (October 15-April 15), a recipient may use the "Cold Weather Rule" if they cannot keep up with their heating bill. Under this law, your heat provider must give you notice if they intend to shut off your heat, and you and your heating provider can then work out a payment plan.

In cases of emergency, a tenant may file an action in court for the loss of running water, heat, hot water, electricity, sanitary facilities, or other essential services. The landlord should be informed 24 hours in advance if a case is being filed.

Close

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4.3 Notice For Entering The Home

Notice For Entering The Home

Tenants have a right to privacy. A landlord can only enter a tenant's apartment for a business reason or an emergency, and must give them notice ahead of time. A landlord cannot make a tenant sign anything giving up their right to know ahead of time if they will be entering the apartment.



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Notes:

Notice For Entering The Home

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4.4 HomeLine Minnesota

HomeLine Minnesota

A good resource to tell recipients about is HomeLine Minnesota, which is a nonprofit organization dedicated to helping renters. Their trilingual (English/Spanish/Somali) hotline at 1-866-866-3546 or 1-612-728-5767 offers advice about issues such as:

- Repairs the landlord needs to do but hasn't done
- Violations of a person's privacy by the landlord
- The home a person rents is under foreclosure because the landlord hasn't paid the mortgage

This organization offers a set of form letters people can use if they want to communicate with their landlord about a problem. You may be able to help them determine the proper form letters in relation to the issues they are having with their landlord.

[HomeLine Minnesota](#)

[Definition of Foreclosure](#)

[HomeLine Minnesota Form Letters](#)

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4.5 Scenario - Miguel

Scenario - Miguel

Miguel is 45 and lives in Worthington. He has a history of psychotic episodes, and has spent some time in a mental health facility. Miguel's landlord knows about his mental health background, and has told Miguel that he'll be "keeping an eye on him." When Miguel gets home from the store one day he notices that some of his possessions have been moved. He suspects that his landlord has entered his apartment. Miguel contacts you about his issue.



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Notes:

Scenario - Miguel

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4.6 Knowledge Check - Miguel

Knowledge Check - Miguel

Yes or No – select the correct answer.



Does Miguel's landlord have the right to enter his apartment without notice or permission?

Yes

No

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Notes:

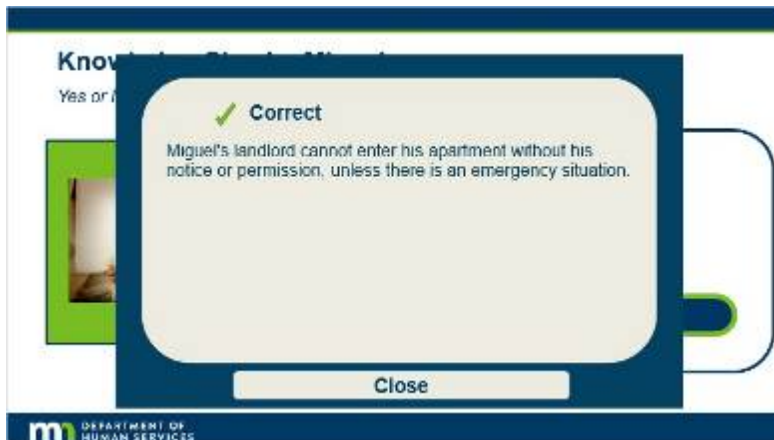
Knowledge Check - Miguel

Yes or No - Select the correct answer.

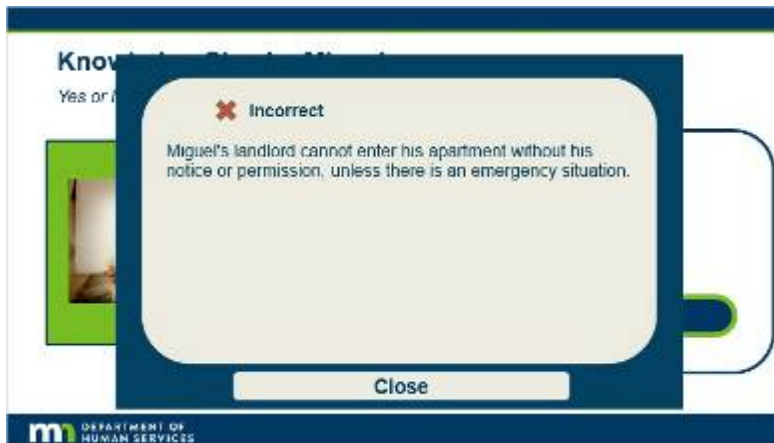
Does Miguel's landlord have the right to enter his apartment without notice or permission?

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Correct (Slide Layer)



Incorrect (Slide Layer)



4.7 Scenario Choice



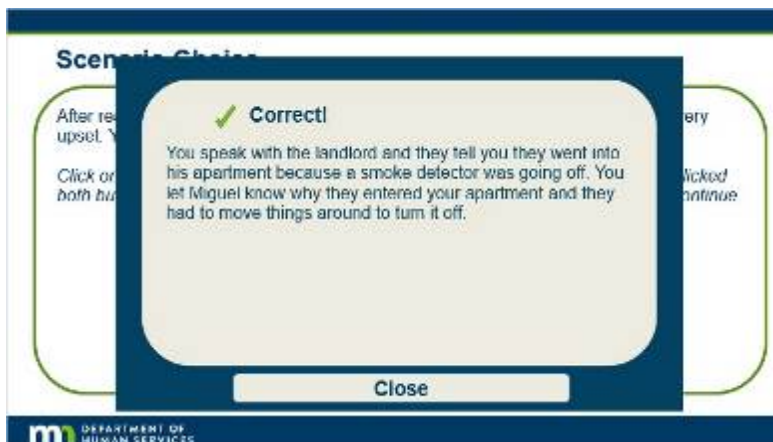
Notes:

Scenario Choice

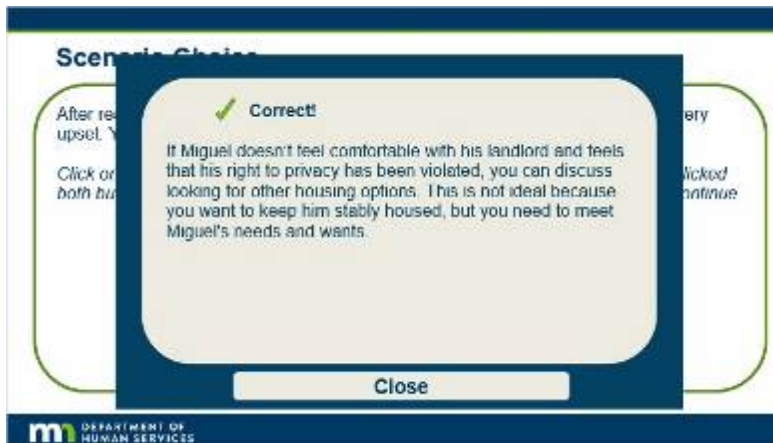
After realizing that his landlord entered his apartment, Miguel calls you and he is very upset. You listen to Miguel and try to figure out a way to resolve this.

Click on each option to see a potential way to resolve the issue. When you have clicked both buttons, read their contents, and closed the windows, you can click Next to continue.

Correct (Slide Layer)



correct 2 (Slide Layer)



4.8 Scenario - Arnold



Notes:

Scenario - Arnold

Arnold is a 36-year-old on Sustaining services who has just moved into a new apartment. His previous landlord tells Arnold that he is refusing to return his security deposit because he says he has to pay to get the carpet replaced. He was counting on the money to pay his new security deposit.

4.9 Scenario Choice

Scenario Choice

Here are some steps you could take to help Arnold.

Select each option to see how it impacts Arnold's situation. Once you've clicked all three buttons, read their contents, and closed the windows, you can click Next to continue.

Ask Arnold if the landlord has given him a written explanation for why he's keeping the security deposit.

See if he has proof that shows the carpet is in the same condition as when he moved.

Look for some other resources to help him with his security deposit since this may take some time to resolve.

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Notes:

Scenario Choice

Here are some steps you could take to help Arnold.

Select each option to see how it impacts Arnold's situation. Once you've clicked all three buttons, read their contents, and closed the windows, you can click Next to continue.

Correct (Slide Layer)

Scenario Choice

Here are some steps you could take to help Arnold.

Select each option to see how it impacts Arnold's situation. Once you've clicked all three buttons, read their contents, and closed the windows, you can click Next to continue.

Ask Arnold if the landlord has given him a written explanation for why he's keeping the security deposit.

See if he has proof that shows the carpet is in the same condition as when he moved.

Look for some other resources to help him with his security deposit since this may take some time to resolve.

Correct!

If a landlord refuses to return a tenant's security deposit, they need to provide an explanation in writing.

Close

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correct3 (Slide Layer)

Scenario Choice

Here are some options. Select each option by clicking the buttons, read the text, and then click the correct answer.

Ask Arnold | landlord has given a written explanation for why he's keeping the security deposit.

Correct!

It is important to provide alternatives to Arnold to help pay for his move-in costs.

some other | to help him with the security deposit this may not be time to solve.

Close

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correct2 (Slide Layer)

Scenario Choice

Here are some options. Select each option by clicking the buttons, read the text, and then click the correct answer.

Ask Arnold | landlord has given a written explanation for why he's keeping the security deposit.

Correct!

It's important people document their housing when they move in to verify the condition. This can be done by taking pictures and having a checklist you review with the landlord prior to move-in.

some other | to help him with the security deposit this may not be time to solve.

Close

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5. Building Relationships with Roommates and Neighbors

5.1 Building Relationships With Roommates and Neighbors

Building Relationships With Roommates and Neighbors

People should be careful when choosing roommates. They can be evicted if their roommate breaks the lease, or end up responsible for more than their share of the rent if their roommate can't or doesn't pay.

As a Sustaining provider, you should work to maintain friendly relations between people and their roommates. Unresolved conflicts with roommates will make it much harder for them to stay in their stable housing, so you should work to find solutions that benefit both parties.





Notes:

Building Relationships With Roommates and Neighbors

People should be careful when choosing roommates. They can be evicted if their roommate breaks the lease, or end up responsible for more than their share of the rent if their roommate can't or doesn't pay.

As a Sustaining provider, you should work to maintain friendly relations between people and their roommates. Unresolved conflicts with roommates will make it much harder for them to stay in their stable housing, so you should work to find solutions that benefit both parties.

5.2 Scenario - Chris

Scenario - Chris

Chris and his roommate have been living in their apartment in Willmar for two months. Chris has a permanent injury and sometimes has to use a cane to get around. Chris likes his roommate, but his roommate often brings items into the apartment that block the hallway. This makes it difficult for Chris to get around his apartment. Chris has asked his roommate to stop leaving stuff in the hallway.





Notes:

Scenario - Chris

Chris and his roommate have been living in their apartment in Willmar for two months. Chris has a permanent injury and sometimes has to use a cane to get around. Chris likes his roommate, but his roommate often brings items into the apartment that block the hallway. This makes it difficult for Chris to get around his apartment. Chris has asked his roommate to stop leaving stuff in the hallway.

5.3 Scenario Choice

Scenario Choice

What should you do to help Chris?

Click on each option to see how it could resolve his issues with his roommate. Once you have clicked all three buttons, read their contents, and closed the windows, you can click Next to continue.

If the situation does not get resolved, help Chris explore getting into his own apartment.

Tell Chris that he needs to talk to his roommate and ask him to stop leaving his things in the middle of the hallway.

Have a talk with Chris and his roommate where you help Chris explain his issue and see if there's a way to resolve the problem without angering Chris's roommate.

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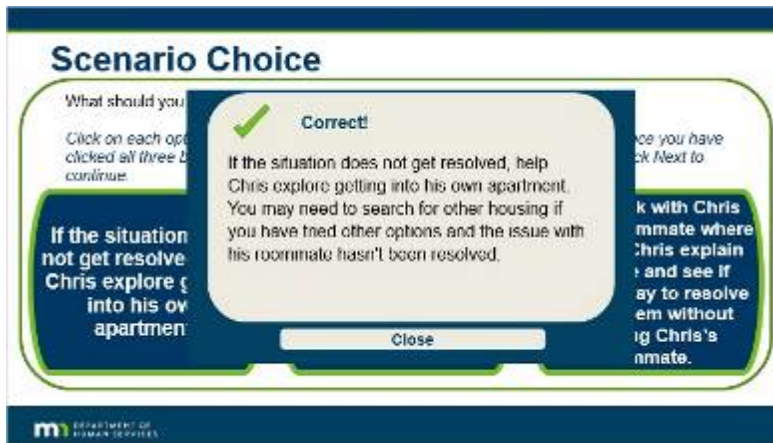
Notes:

Scenario Choice

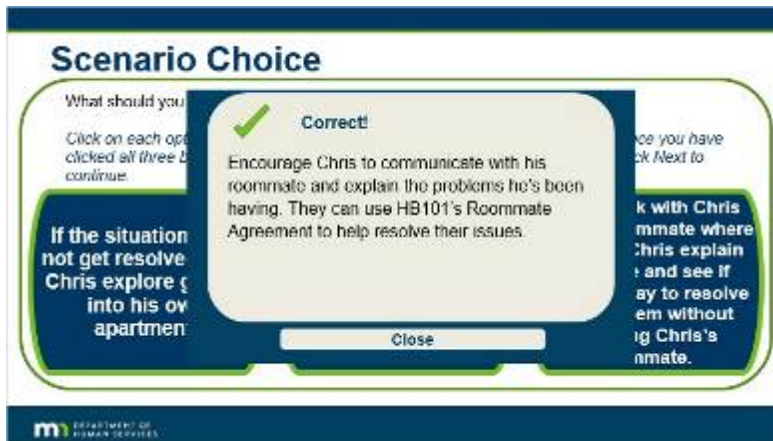
What should you do to help Chris?

Click on each option to see how it could resolve his issues with his roommate. Once you have clicked all three buttons, read their contents, and closed the windows, you can click Next to continue.

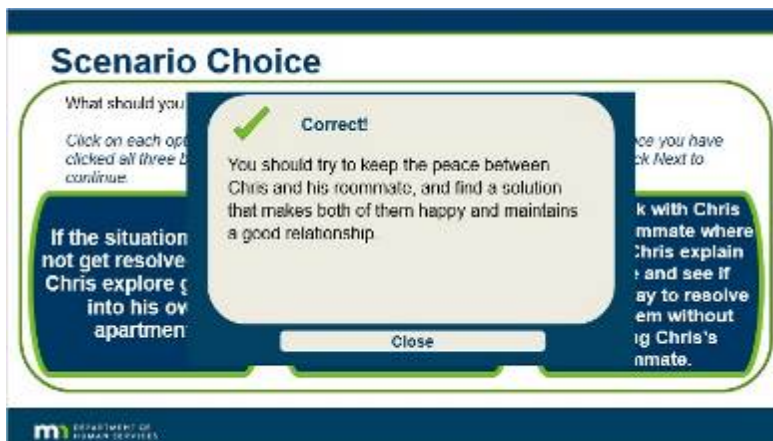
Correct (Slide Layer)



correct2 (Slide Layer)



correct3 (Slide Layer)



5.4 Big Picture, Big Difference

Big Picture, Big Difference

Elsie Rainwater was a recipient having issues with her medication. You met with Elsie, her landlord, and her neighbors to listen, empathize, and explain Elsie's situation.

Click the *Three Years Later* Button to see the difference your actions made. Once you have clicked the button, read the content, and closed the window, click *Next* to continue.

Three Years Later



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Notes:

Big Picture, Big Difference

Elsie Rainwater was a recipient having issues with her medication. You met with Elsie, her landlord, and her neighbors to listen, empathize, and explain Elsie's situation.

Click the *Three Years Later* Button to see the difference your actions made. Once you have clicked the button, read the content, and closed the window, click *Next* to continue.

3 years later (Slide Layer)

Big Picture, Big Difference

Elsie Rainwater was a recipient having issues with her medication. You met with Elsie, her landlord, and her neighbors to listen, empathize, and explain Elsie's situation.

Click the *Three Years Later* Button to see the difference your actions made. Once you have clicked the button, read the content, and closed the window, click *Next* to continue.

Three Years Later

You've found stable housing for another person. Unbeknownst to you, the building is owned by Elsie's landlord. She remembers you and how you resolved Elsie's difficult situation, and says she trusts you to handle any problems that might arise.

Close



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5.5 Scenario - Veronica

Scenario - Veronica

Veronica has been living in her apartment in Northeast Minneapolis for four months. She has hypertension and anxiety from sustained trauma in the past. Loud noises in particular are triggers for her. Veronica's upstairs neighbors often shout at each other, throw parties, and move furniture around. Veronica is constantly on edge because of the noise. She has told the landlord, but nothing seems to have changed.



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Notes:

Scenario - Veronica

Veronica has been living in her apartment in Northeast Minneapolis for four months. She has hypertension and anxiety from sustained trauma in the past. Loud noises in particular are triggers for her. Veronica's upstairs neighbors often shout at each other, throw parties, and move furniture around. Veronica is constantly on edge because of the noise. She has told the landlord, but nothing seems to have changed.

5.6 Scenario Choice

Scenario Choice

As Veronica's Sustaining provider, what should you do to help?

Click on each option to see how it might help Veronica. Once you have clicked all three buttons, read their contents, and closed the windows, you can click Next to continue.

Talk with Veronica's landlord about the issue and see if they have other units available upstairs.

Look for other apartments in the community.

Empathize with Veronica about the issue.

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Notes:

Scenario Choice

As Veronica's Sustaining provider, what should you do to help?

Click on each option to see how it might help Veronica. Once you have clicked all three buttons, read their contents, and closed the windows, you can click Next to continue.

Correct (Slide Layer)

Scenario Choice

As Veronica's S
Click on each of
buttons, read th

Correct!
If Veronica has a good relationship with her landlord, they may be willing to look for other units.

Close

**Talk with Ver
landlord abo
issue and see
have other
available up**

**ize with
about the
ue.**

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correct2 (Slide Layer)

Scenario Choice

As Veronica's S
Click on each of
buttons, read th

Correct!
When other solutions have failed, you may consider other housing options in the community that meet her needs.

Close

**Talk with Ver
landlord abo
issue and see
have other
available up**

**ize with
about the
ue.**

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correct3 (Slide Layer)

Scenario Choice

As Veronica's S

Click on each of the buttons, read the

Talk with Ver
landlord abo
issue and see
have other
available up

Correct!

Listening to and empathizing with Veronica will help bring her down from a heightened emotional state. Once Veronica is calmer, the two of you can talk about what to do next.

Close

ize with
about the
ue.

ked all three
continue.

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5.7 Community Relations

Community Relations

People may want to connect to the broader community to feel more grounded in the place they are living. You will want to work to determine ways they want to engage and the types of activities they might be interested in.

This includes:

- Tenant Associations in their buildings. Tenant Associations can help protect tenants' rights and collectively address issues. This is a great way for recipients to connect with a community and to feel supported in their living situation. For more information on forming a Tenant Association, go to HomeLine.org
- Local community centers and facilities such as YMCAs, libraries or religious spaces.



[Click here for more information on forming a Tenant Association](#)

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Notes:

Community Relations

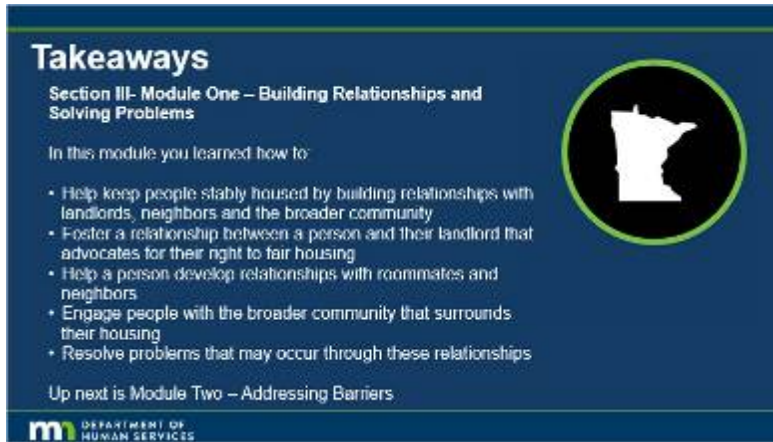
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- Local community centers and facilities such as YMCAs, libraries or religious spaces.

6. Takeaways

6.1 Takeaways



Takeaways

Section III- Module One – Building Relationships and Solving Problems

In this module you learned how to:

- Help keep people stably housed by building relationships with landlords, neighbors and the broader community
- Foster a relationship between a person and their landlord that advocates for their right to fair housing
- Help a person develop relationships with roommates and neighbors
- Engage people with the broader community that surrounds their housing
- Resolve problems that may occur through these relationships

Up next is Module Two – Addressing Barriers

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Notes:

Takeaways

Section III- Module One - Building Relationships and Solving Problems

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- Help keep people stably housed by building relationships with landlords, neighbors and the broader community
- Foster a relationship between a person and their landlord that advocates for their right to fair housing
- Help a person develop relationships with roommates and neighbors
- Engage people with the broader community that surrounds their housing
- Resolve problems that may occur through these relationships

Up next is Module Two - Addressing Barriers

6.2 End Screen



Notes:

Congratulations!

You have completed:

Section III - Module One: Building Relationships

Click the Exit course button to exit the course.