ReviewRecipientPlanGOLD
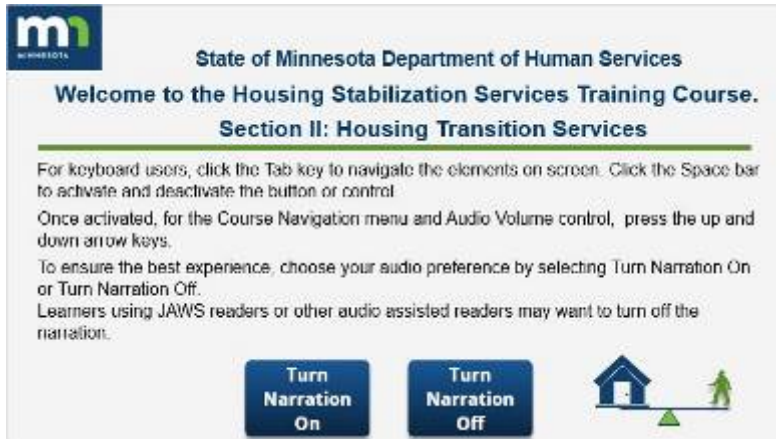
1. Housing Stabilization Services

1.1 Welcome

Notes:

State of Minnesota Department of Human Services
Welcome to the Housing Stabilization Services Training Course.
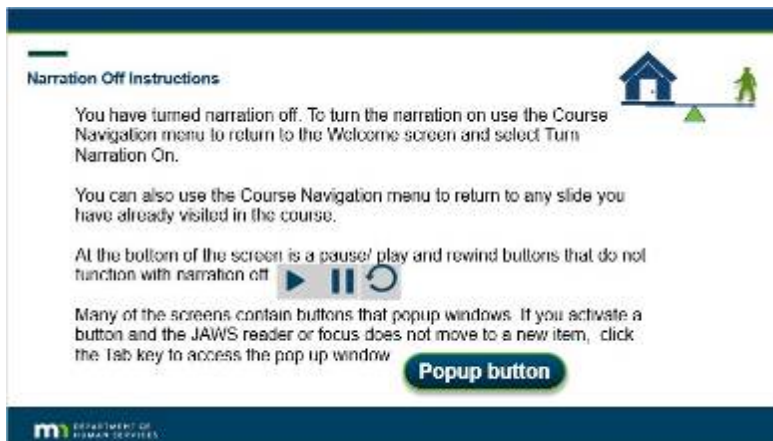Section II: Housing Transition Services
For keyboard users, click the Tab key to navigate the elements on screen. Click the Space bar to activate and deactivate the button or control.
Once activated, for the Course Navigation menu and Audio Volume control, press the up and down arrow keys.
To ensure 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.
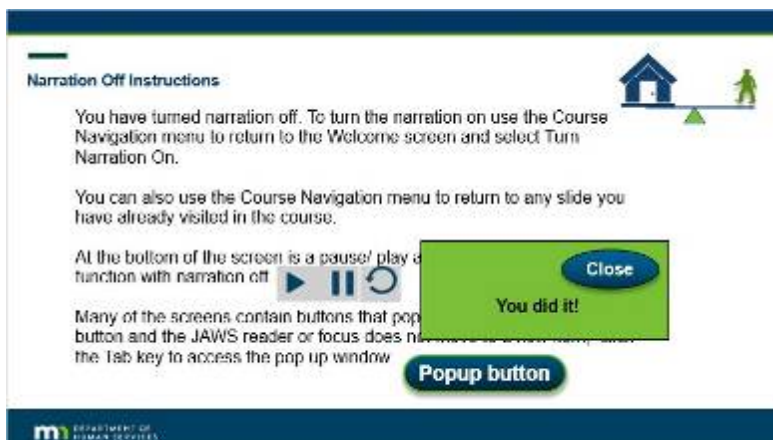
1.2 Narration Off

Notes:

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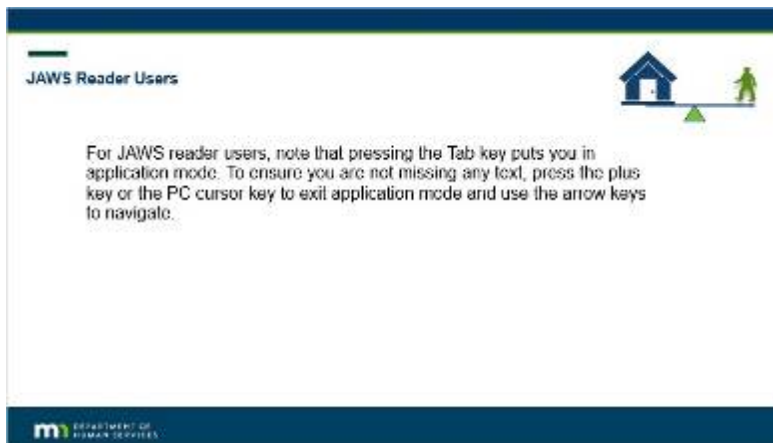
Many of the screens contain buttons that popup windows. If you activate a button and the JAWS reader or focus does not move to a new item, click the Tab key to access the pop up window.
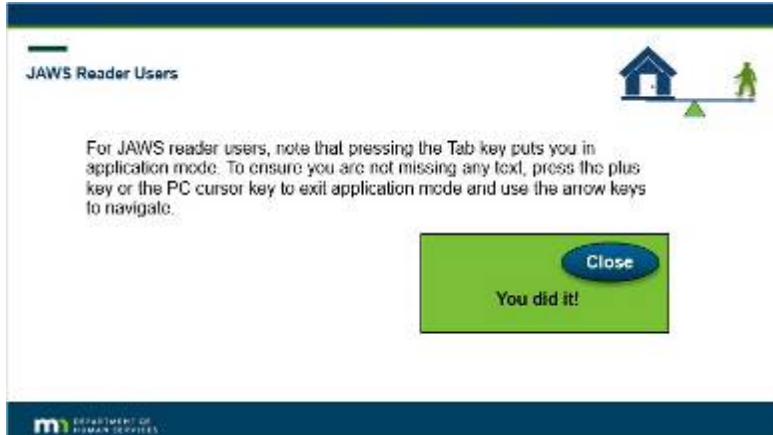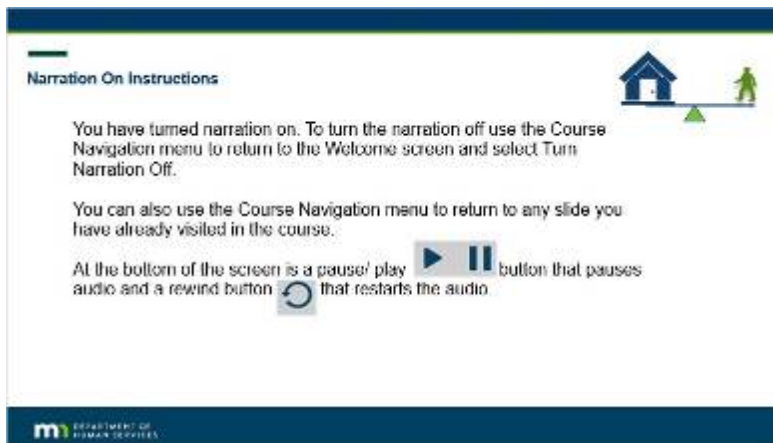
Popup (Slide Layer)

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

Notes:

You have turned narration on. To turn the narration off use the Course Navigation menu to return to the Welcome screen and select Turn Narration Off.
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 button that pauses audio and a rewind button that restarts the audio.

1.5 Introduction
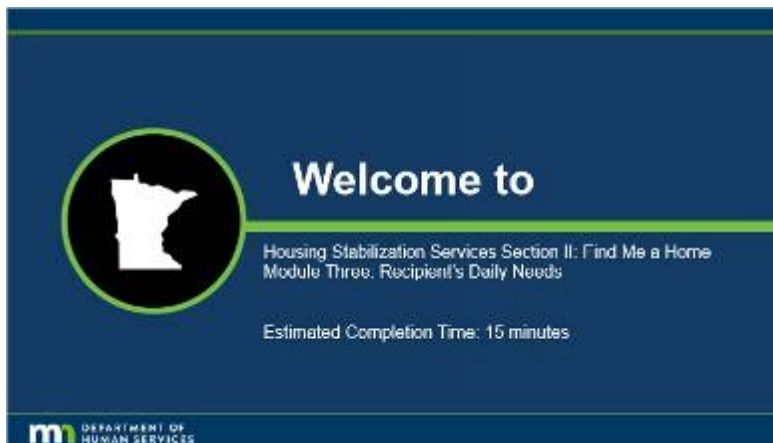
Notes:

Welcome to

Housing Stabilization Services Section II: Find me a home

Module Three: Recipient's Daily Needs

Estimated Completion Time:15 minutes

1.6 Objectives

Notes:

Objectives.

When you have completed this module you will be able to:

Develop a housing services plan based on a person's needs, wants, budget and their person-centered plan.
Identify the resources and tools provided by HB101 that help create a housing services plan.

1.7 Housing Services Plan

Notes:

Housing Services Plan

Housing services plans are created and used by Transition/ Sustaining providers to match recipients to housing.

Once you have reviewed someone's person-centered plan, you will create a housing services plan. This plan doesn't have a specific format, instead it's a living document that you will develop with a person over time.
NOTE: Transition/Sustaining providers do not edit person-centered plans, instead they include changes as they work with someone to develop their housing services plan.

1.8 Review Current Plans

Notes:

Review Current Plans

Housing services plans encompass the person's needs, wants, budget and necessary accommodations for their disability.

You are setting yourself and the people you work with up for success when you create housing services plans.

1.9 Verify Information

Notes:

Verify Information

There may be more information you will want to learn about someone that hasn't been captured in the person-centered plan. As a Transition provider, your role is to verify essential information for the housing services plan and if information is missing, work with the recipient to fill in the gaps.
There are some tools and resources available to help you fill in those gaps.

1.10 Housing Benefits 101

Notes:

Housing Benefits 101

Housing Benefits 101(HB101) is one of your strongest tools for reviewing and creating housing services plans and understanding recipient needs.

HB101 is a free, secure service that allows users to gain access to helpful public information, compile their own information and share it with family, friends, housing consultants, medical professionals and others.

HB101 also offers resources to understand different types of housing and look up how to obtain housing. Recipients may not be interested and are under no obligation to use HB101.

1.11 My Vault

Notes:

My Vault

You can use the HB101 My Vault, a free, private and secure system that documents and stores housing needs and wants as well as a budget for the person.

My Vault:

- Provides paths to success
- Stores important files and contacts which can be shared
- Uses information that a recipient needs but may have difficulty keeping track of due to their housing situation or disabilities

1.12 Paths

Notes:

Paths

HB101 helps people develop their housing plan through individualized activities called paths. You are able to co-create and share activities within paths to get a better understanding of wants and needs.

Vault Tutorial Videos for the paths are available in the upper right hand corner of each path.

1.13 Scenario- Jake

Notes:

Scenario Jake

Jake is a 55 year old who is currently living in an emergency shelter in Fergus Falls. He has been enrolled in these services by a Housing Consultant.

As you review his HB101 account, you verify with Jake the information is accurate.

The paths to focus on are:

· Housing Budget

· My Day My Life

· Housing Need/Wants

Each path provides information that can help create Jake's housing services plan.

1.14 Housing Needs and Wants

Notes:

Housing Needs and Wants

The "Housing Needs & Wants" path on HB101 has 3 activities that address the recipient's general, accessibility and services needs and wants.

These activities help a person explore features in their future housing such as being located near public transit or a job as well as accessibility needs.

1.15 What Help Do I Need Path

Notes:

What Help Do I Need Path

The "What Help Do I Need" path has multiple activities:

- Needs and Wants

- Accessibility Needs and Wants

- and Services needs and wants

-

Review these needs and wants with the person to understand how best to serve them. After completing this path, along with the other information in their plan, you should have a full understanding of what you need to do for them.

Click the button to be introduced to Jake's path. Once you have read Jake's path and closed the window, you can click Next to continue.

1.16 Transition Provider

Notes:

Needs and Wants

When creating a housing services plan, it is important to understand and verify the recipient's needs and wants related to accessibility and services.

While this information may be documented in their person-centered plan, it is your job to verify the information is accurate and complete.

As a provider, you should strive to meet as many needs and wants of a person as possible when developing their housing services plan.

1.17 KnowledgeCheck1

(Multiple Choice, 10 points, 4 attempts permitted)

Knowledge Check

What housing best meets Jake's needs?
Click the link to review Jake's HB 101 path. HB101 path

Select the correct answer, then click the Submit button.

- A fourth floor studio apartment
- A group home
- A sober home

Correct	Choice	Feedback
X	A fourth floor studio apartment	Jake does not have a physical disability but a mental health condition, so a fourth floor studio apartment would be a good fit.
	A group home	There are no signs Jake needs persistent care that would be available in a group home.
	A sober home	Jake does not suffer from substance use disorder so he does not need sober living.

Notes:

Knowledge Check

What housing best meets Jake's needs?
Click the link to review Jake's HB 101 path.Jake's HB101 path

Select the correct answer, then click the Submit button.

Incorrect. (Slide Layer)

Correcta (Slide Layer)

Inorrect (Slide Layer)

1.18 KnowledgeCheck2

(Multiple Choice, 10 points, 4 attempts permitted)

Correct	Choice	Feedback
	To be near his job	Jake said living near his job is a want, but not a need.
	A place where sobriety is mandated	Jake does not suffer from substance use disorder and so does not need a sober living environment.
X	To be near his doctor	Jake put in his HB101 profile that he

needs to live near his doctor or medical services for his mental health support.

Notes:
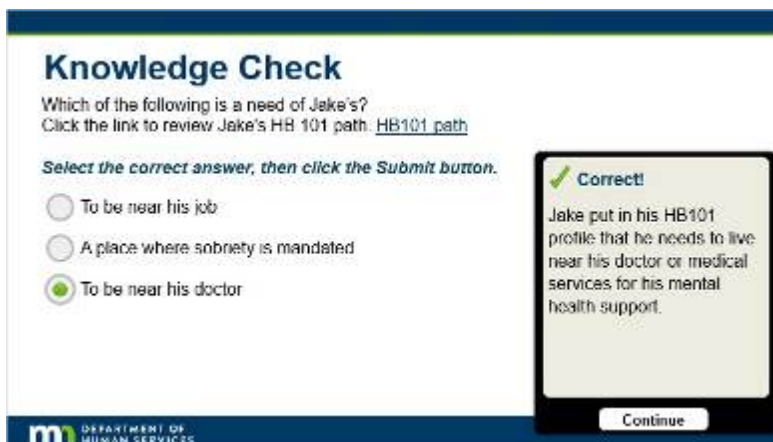
Knowledge Check

Which of the following is a need of Jake's?
Click the link to review Jake's HB 101 path.Jake's HB101 path

Select the correct answer, then click the Submit button.

Correct! (Slide Layer)

Incorrect. (Slide Layer)

Incorrect. (Slide Layer)

2. Recipient Background

2.1 Landlord Expectations

Notes:

Landlord Expectations

Landlords have certain expectations of the tenant that need to be met such as:

- Pays rent

- Takes care of the property

- Respects guidelines outlined in the lease such as NOT bringing illicit drugs onto their property and NOT doubling up (having a person who is not on the lease living with them)

2.2 Addressing Barriers

Notes:

Addressing Barriers
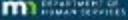
People you work with may have barriers that prevent them from finding housing. By addressing these barriers with them, you will be in a better position to help them get stable housing.

Barriers include:

- Criminal History

- Credit and eviction history

- Sexual orientation/gender identity

- Race/gender

- Youth (Ages 18-24) vulnerability

- Cultural background (religion, language, ethnicity)

The Addressing Barriers module in the next section will cover this topic in more detail.

2.3 Background Check

Notes:

In addition to the recipient's plan, you will also want to review with them their finances, and criminal background. If someone has poor credit, no credit or a criminal record, they may have difficulty getting housing.

Landlords want to minimize the risk to their property when renting. Factors like poor credit, criminal record, and eviction history all play a part in a landlord's decision to rent to someone. Running a background check and asking them about their finances is helpful information to include in the housing services plan.

Click the button to see an example of a recipient's background. Once you read the content on screen and close the window you can click the Next button.

Choice (Slide Layer)

2.4 Background Check

Notes:

Background Check

Evaluating each person's housing needs includes understanding their history.

Run a background check for recipients when necessary so that you can understand if this will affect their housing needs. Running a background check ensures that you have the most up to date information and that charges and/or evictions are understood.

Background checks pull up eviction history. By running a background check, you see the same information as potential landlords regarding the recipient.

Best practice: Run background check based on available time and resources.

You can use MN Courts and Bureau of Criminal Apprehension to look into a recipient's background.

2.5 Credit Check

Notes:

Credit Check

Running a credit check will help you to know types of housing available to a person. Run a check if you have the time and resources.

Some landlords require a specific credit score or higher while others will ask for the persons credit score without a specific requirement. Equifax, Experian and Transunion are considered reliable and commonly offer a free credit check once a year.

A poor credit score is considered anything below a 580. If they have between 700 and 850 they have a good/ very good credit score. If the person has a low/ non existent credit score, you may be able to work with them to raise it by making small payments towards debt,utilities, credit cards or the persons phone bill.

2.6 KnowledgeCheck1

 (Multiple Choice, 10 points, 4 attempts permitted)

Knowledge Check

Shonda has run a credit check for herself and it has revealed a 600 credit score, what does this mean?

Select the correct answer, then click the Submit button.

- ○ She has a good credit score
- ● She has an average credit score
- ○ She has a bad credit score

Correct	Choice	Feedback
	She has a good credit score	Scores above a 700 are considered good credit scores. Shonda has a 600.
X	She has an average credit score	Shonda has an average credit score. For the most part average credit scores will be good enough to get into viable housing. Average credit scores range from 580-700.
	She has a bad credit score	Scores below a 580 are considered low. Shonda has a 600.

Notes:

Knowledge Check

Shonda has run a credit check for herself and it has revealed a 600 credit score, what does this mean?

Select the correct answer, then click the Submit button.

Incorrect. (Slide Layer)

Incorrect. (Slide Layer)

Correct! (Slide Layer)

2.7 KnowledgeCheck2

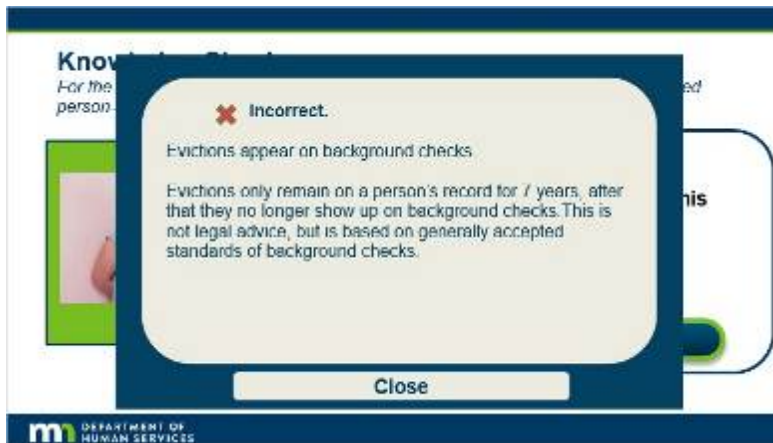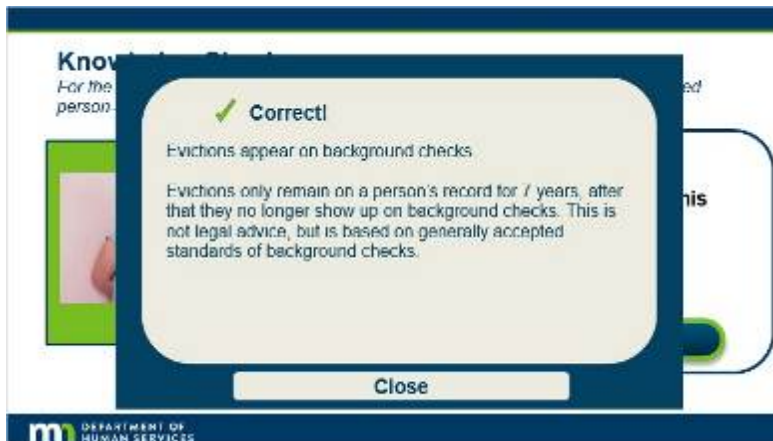

Notes:

Knowledge Check

For the following statement determine if they follow the elements of housing focused person-centered service planning.Yes or No. Select the correct answer.

Shonda informs you she was evicted from her last home. Will this eviction potentially show up on Shonda's Background check?

Incorrect (Slide Layer)

Correct (Slide Layer)

3. Scenarios

3.1 Scenario Ray

Notes:

Scenario Ray

Ray is living in Hibbing and has been assessed as long term homeless through a Coordinated Entry assessment after being evicted from his home over a year ago. He became homeless after getting in a car accident that left him paralyzed below the waist. Due to his injuries he could no longer complete physical tasks causing him difficulty at work and eventually to lose his home.

Click the buttons to review Ray's budget, needs and wants. Once you click the buttons, read their content and close the windows, you can click Next to continue.

Budget (Slide Layer)

Needs (Slide Layer)

Wants (Slide Layer)

3.2 KnowledgeCheck1

(Multiple Choice, 10 points, 4 attempts permitted)

Correct	Choice	Feedback
X	A house that is wheelchair accessible.	Ray needs a house that is wheelchair accessible.
	A house that is near his family.	Ray needs a house that is wheelchair accessible.
	A house with a care services available.	Ray needs a house that is wheelchair accessible.
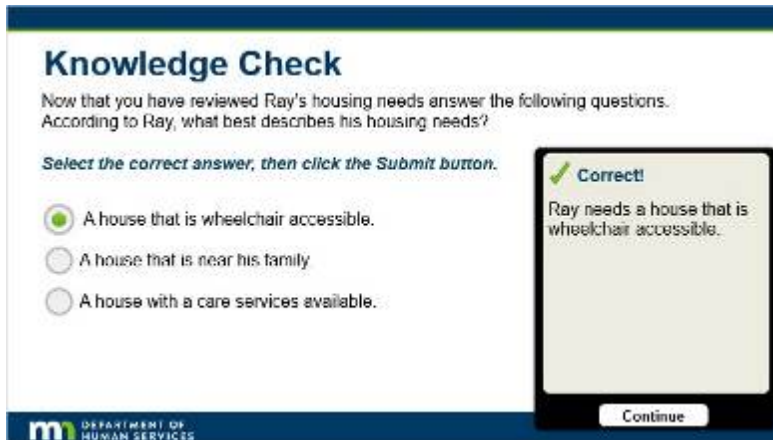
Notes:

Knowledge Check

Now that you have reviewed Ray's housing needs answer the following questions

According to Ray, what best describes his housing needs?

Select the correct answer, then click the Submit button.

Correct! (Slide Layer)

Incorrect. (Slide Layer)

Incorrect. (Slide Layer)

3.3 KnowledgeCheck2

(Multiple Choice, 10 points, 4 attempts permitted)

Correct	Choice	Feedback
	One thousand dollars a month.	1000 dollars is less than Ray's income.
X	Twelve hundred dollars a month.	Ray's available budget is $1183 a month. $1200 is the best reflection of Ray's budget.
	Fifteen hundred dollars a month.	1500 is more than Ray's income.

Notes:

Knowledge Check

Now that you have reviewed Ray's housing needs answer the following questions

What best describes Ray's available income?

Select the correct answer, then click the Submit button.

Incorrect. (Slide Layer)

Incorrect. (Slide Layer)

Correct! (Slide Layer)

3.4 KnowledgeCheck3

(Multiple Choice, 10 points, 4 attempts permitted)

Knowledge Check

Now that you have reviewed Ray's housing needs answer the following questions. Based on Ray's accessibility and service needs which of the following housing options best meets his needs?

Select the correct answer, then click the Submit button.

- ◉ A ground floor studio apartment that costs $850 a month including utilities.
- ○ A two bedroom single floor house that costs $1200 a month but does not include utilities.
- ○ A split-level townhouse that costs $1100 a month not including utilities.

DEPARTMENT OF HUMAN SERVICES

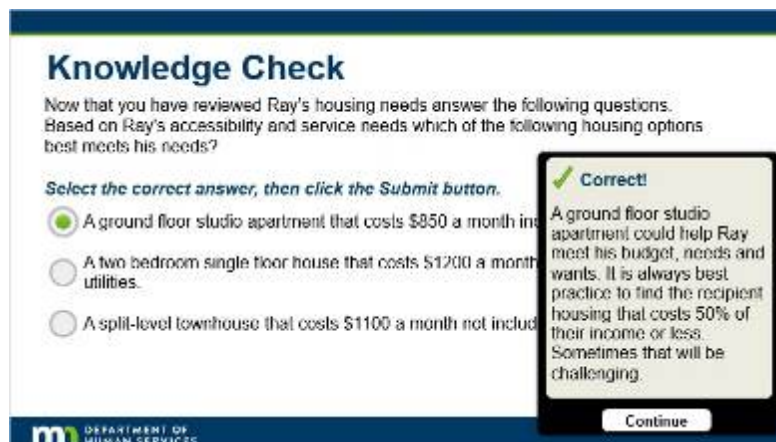| Correct	Choice	Feedback
X	A ground floor studio apartment that costs $850 a month including utilities.	A ground floor studio apartment could help Ray meet his budget, needs and wants. It is always best practice to find the recipient housing that costs 50% of their income or less. Sometimes that will be challenging.
	A two bedroom single floor house that costs $1200 a month but does not include utilities.	A two bedroom house could meet his needs and wants but exceeds Ray's budget. Never use all or the majority of a persons budget on rent because there are other expenses the person will have.
	A split-level townhouse that costs $1100 a month not including utilities.	A split-level townhouse is a little higher than Ray's budget and it is a split-level so it does not meet Ray's need of not having stairs in his home. You do not want to find housing that uses the entire monthly budget of a person.

Notes:

Knowledge Check

Now that you have reviewed Ray's housing needs answer the following questions.

Based on Ray's accessibility and service needs which of the following housing options best meets his needs?

Select the correct answer, then click the Submit button.

Correct! (Slide Layer)

Incorrect. (Slide Layer)

Incorrect. (Slide Layer)

3.5 Takeaways

Notes:

Takeaways

Section II- Module Three - Recipient's Daily Needs

In this module you learned:

• How to identify the elements of a person-centered plan and how it relates to housing services.

• How to recognize the components of a housing services plan.

• How to review existing person-centered plans to inform the recipient's housing services plan.

Up next is Module Four - Finding Housing

3.6 End Screen

Notes:

Congratulations

You have completed:

Section II- A Recipient's Daily Needs

Click the Exit course button to exit the course.