



# Maximizing Housing:

Low to Moderate Acuity Housing Procurement

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# Team Composition

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Rapid Re-Housing: 2 Housing Outreach, 2 Follow-up Support,  
1 Team Lead

VI Spdat: 4-8, Spdat: -42

Intensive Case Management: 2 Housing Outreach, 8 Follow-up  
Support, 2 Team Lead

VI Spdat: 9+, Spdat 42+

# The Three E's

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**Empowerment**

**Equity**

**Engagement**

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# Empowerment:

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the process of becoming stronger and more confident, especially in controlling one's life and claiming one's rights.

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# 1<sup>st</sup> Contact: Get people searching!

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Is the person served:

Learning about and using tools to simplify, expedite or otherwise improve chances of becoming housed?

- searching kijiji or other vacancy platform
  - recording potential vacancies
  - calling landlords to set up viewings
  - attending viewings alone or with support
  - submitting applications
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# **Mentor: an experienced and trusted adviser**

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- **Provide Reference Letter**
  - **Mock Application**
  - **Assistance in creating email address, search platform account**
  - **Follow-up meeting to assess for barriers (meet at a viewing)**
  - **Bus tickets**
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## 2<sup>nd</sup> Meeting: Assessing Barriers

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- Has no contact info: email address, trusted support, public phone, standing appointment
- Computer skills: Skill build, walk around neighborhood, word of mouth, print
- Isn't sure how to record listings: Provide template, model
- Nervous / doesn't know what to say: Model 1<sup>st</sup> call, write a script, send email or text, role play
- Isn't sure how to prepare for a viewing: Commonly asked questions, first impressions
- Doesn't know what to put on application: Mock application, income verification, identification
- Isn't sure what the process is: Provide outline, write out next steps
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# Mentor: an experienced and trusted adviser

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- Assist in increasing income and gaining ID
  - Adult Education
  - Send vacancies
  - Set-up viewings
  - View units alone
  - Maintain a network of landlords
  - **Provide guidance, make recommendations, *Encourage, Listen***
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# Empowering Language

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I am here to support you in *your* housing search.

How is *your* housing search going?

How can I assist you in *your* housing search?

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How does the oppression of indigenous peoples impact the “landlord” and “tenant” relationship?

# How does empowerment build equity?

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Equity is our ability to reach the broadest spectrum of people while taking their differing needs into account.

What does equity look like?

- Each person's housing journey is different.
  - We are giving each person the tools to increase their chance of success.
  - We are tailoring our supports to the individual.
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# Tailoring: what equity looks like

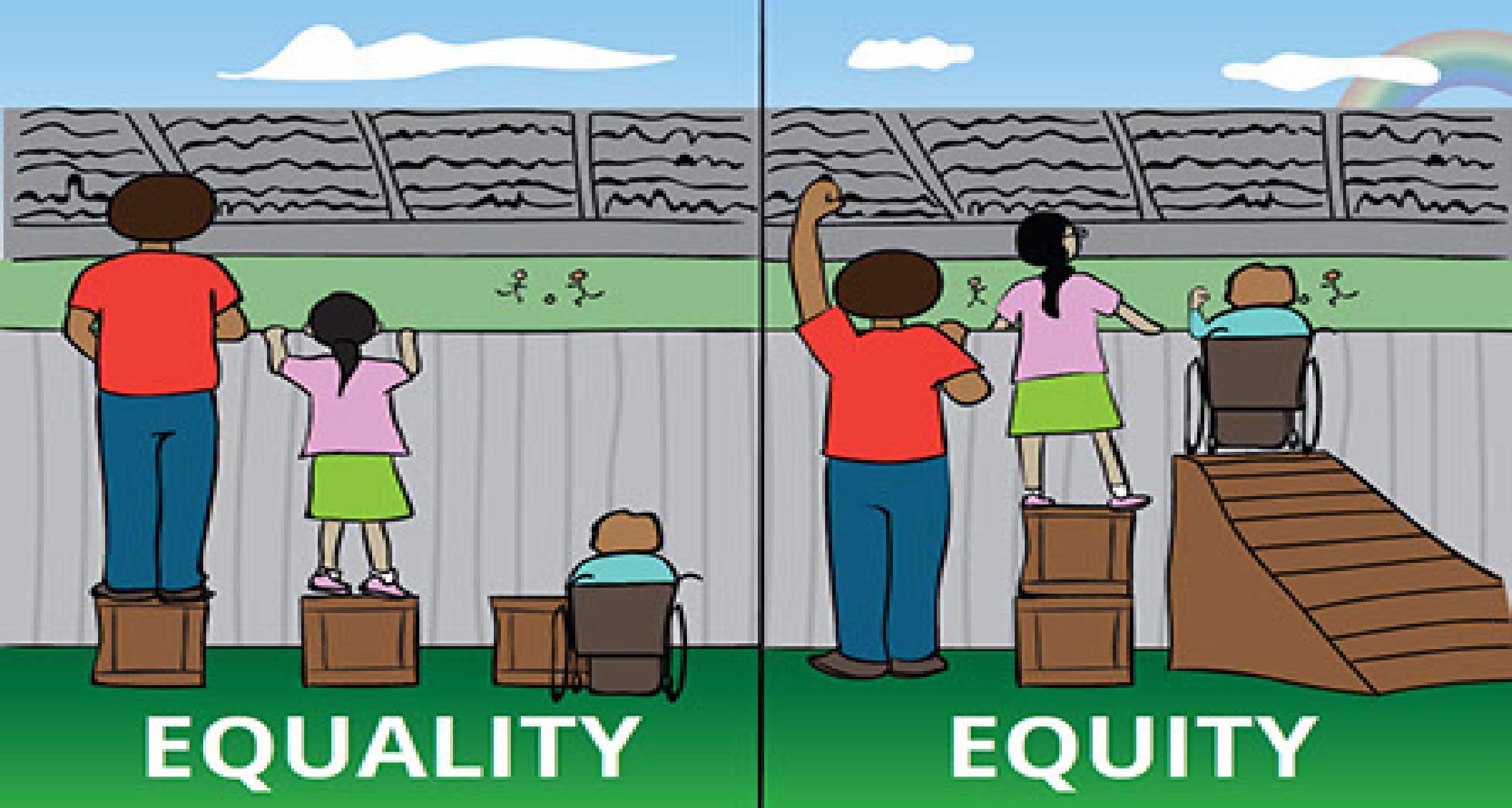
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Each person is the expert of their own lives, their knowledge and experience should be honoured.

Having a participant informed approach challenges us to work outside of what we consider safe, affordable housing.

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**EQUALITY**

**EQUITY**

# Too many, too few

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## Too many services

- Telling people to slow down
- Not respecting their ability
- Fitting people into a box

## Too few services

- Urging people to hurry up
  - Over-estimating comfort with tasks
  - Not providing the tools to succeed
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# Able to say “No”; Leaning to “Yes”

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Transition negatives to positives. Making informed choices.

Housing concerns:

- Too expensive
  - Too big
  - Inappropriate landlord
  - Unsafe building
  - Unsafe suite
  - Illegal suites
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# Buy-In

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With more input from persons served, people became:

1. more invested in their housing.
  2. more likely to be housed quickly.
  3. more engaged in maintenance of their home.
  4. less likely to be evicted.
  5. less likely to have high exceptional cost claims.
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# How do we engage people in housing?

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If this is our process, how do we keep people connected?

engaging people ≠ chasing them

With this model, some housings will take more than 45 days.

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# Engagement

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## Dismissal Policy:

- 14 days no contact or face to face meeting
- Re-enrollment requires in-person meeting
- You can reconnect at any time

**Messaging to Person Served: We can pick up where we left off when we next meet**

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## Advantages of Triple E Approach

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- More capacity for Housing Outreach Workers to focus on *HOUSING*
  - Reduces burn out
  - More persons gaining access to Housing First: returning with opportunities
  - Persons served have “bought in”
  - Paradigm shift in relationship with persons served and service providers
  - Skill building for persons seeking access to housing market
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**Thank You**

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