

Rapid Resolution

Monday, January 25th

1:00-3:00pm

Recording link:

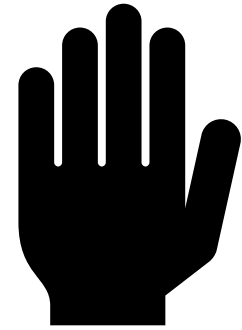
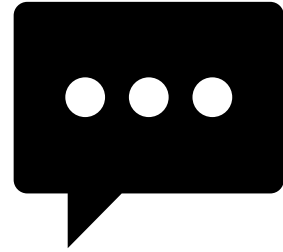
<https://contracosta.webex.com/contracosta/ldr.php?RCID=0ff7a2c56cb45d0a4f6296d3d1e9be4>

Password: 2wYiCxPG





please mute yourself



Housekeeping

Goal for Today...Understanding

1

The definition, goals, and benefits of Rapid Resolution and how it connects to the Contra Costa CoC.

2

How to determine when to use the intervention with a client.

3

The skills, tools and resources needed to implement Rapid Resolution in work.

Introduction of Trainers



Shelby Ferguson
Coordinated Entry Manager



Bertha Lopez
HUME Center

Agenda

Rapid Resolution Overview

What is Rapid Resolution?

How does it connect to the System of Care?

Benefits of Rapid Resolution

Successes

Break!

Components of Rapid Resolution

How do I know when to use this intervention?

What tools, skills do I use?

Examples & Scenarios

Examples of Rapid Resolution Outcomes and Potential Rapid Resolution cases

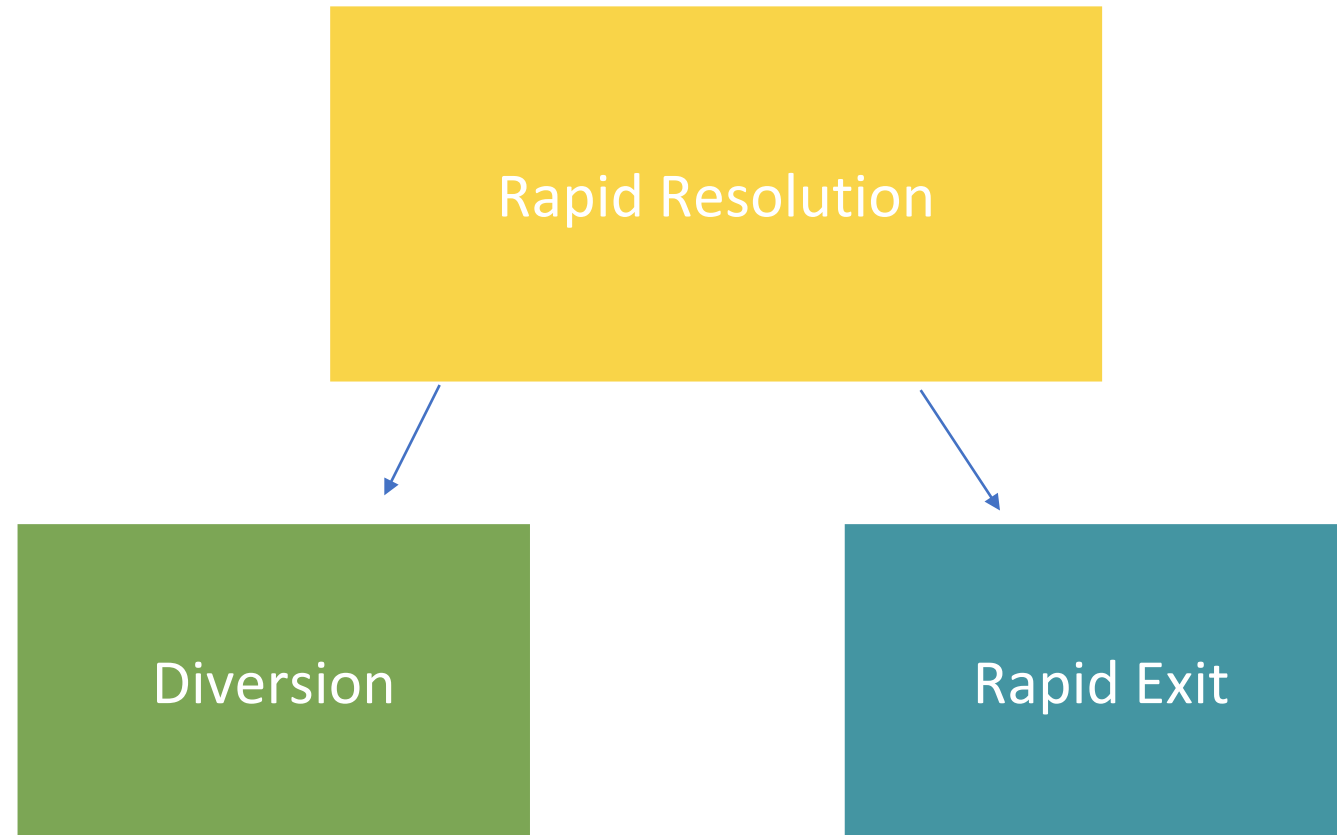
Practice!

Practice skills



Rapid Resolution Overview

What is Rapid Resolution?



Goals of Rapid Resolution



Prevent Entry in Homelessness



Immediately resolve homelessness once in system



System-Wide Intervention for all populations



Rapid Resolution Outcomes

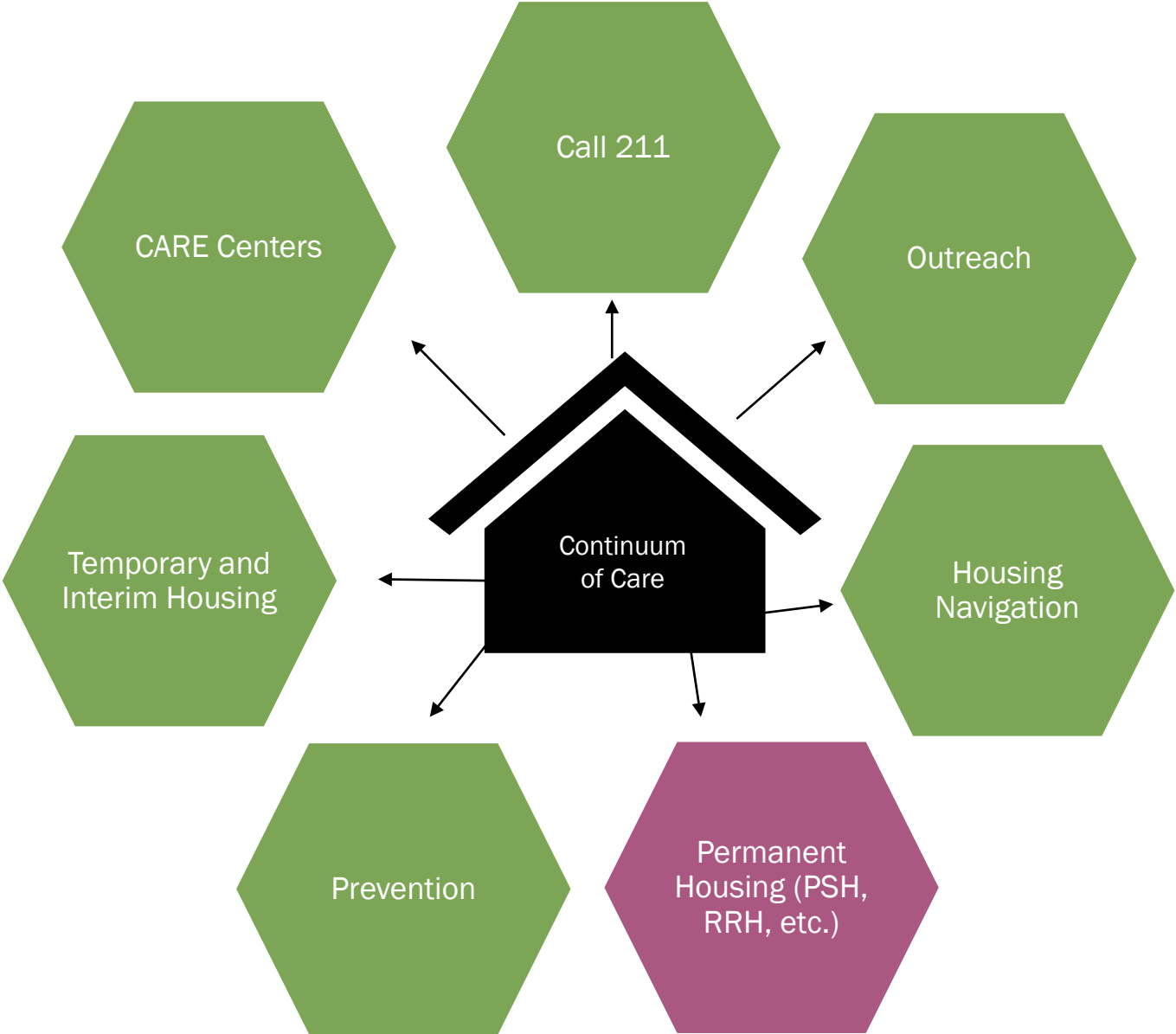
Permanently back
with friends or
family

Return to their
own residence

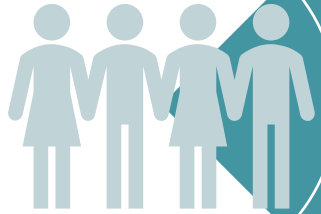
Temporarily
diverted as they
seek new housing

Relocating
permanently to
safe place out of
town

How Does it Connect to the System of Care?

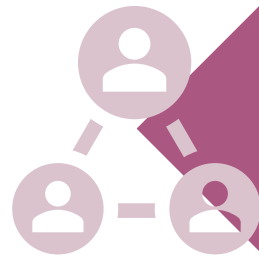


Benefits of Rapid Resolution



Consumers

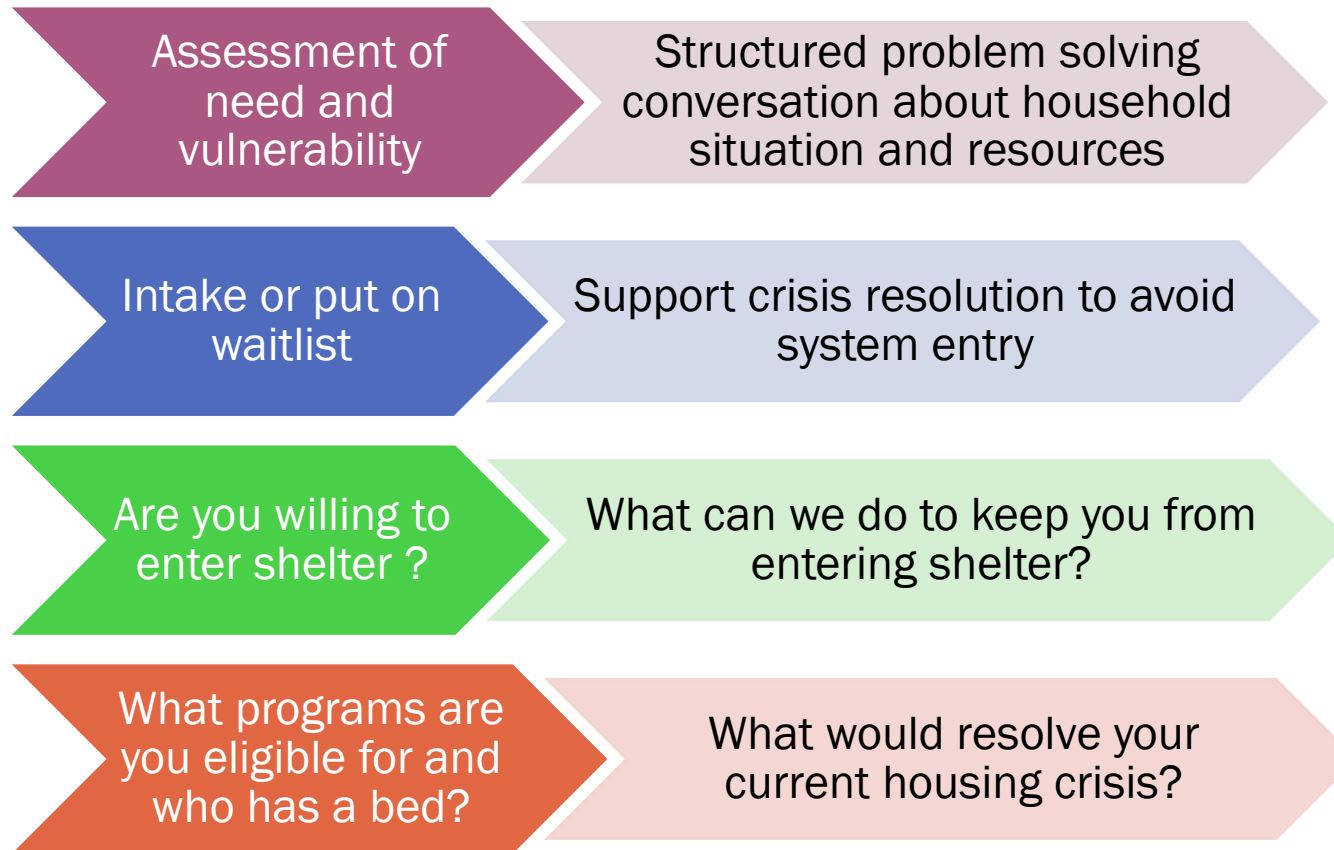
- Empowerment
- Avoid trauma
- Family reunification
- Faster housing connections



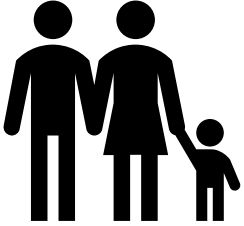
Crisis Response System

- Reduce waitlists
- Prioritize resources
- Lack of resources
- Ensures those assisted with housing resources have no alternatives.

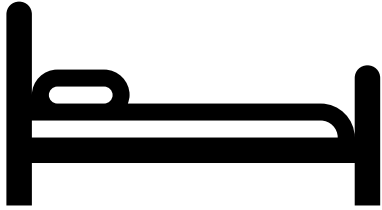
Shifting our Approach



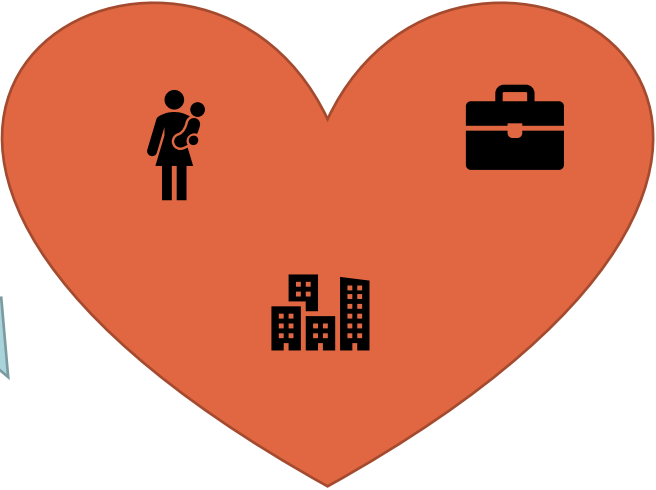
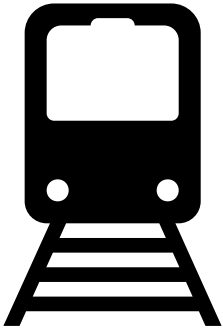
Family Success Story



Coordinated Outreach, Referral & Engagement



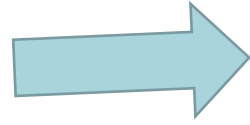
THE HUME CENTER
For Humanity's Sake



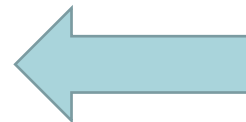
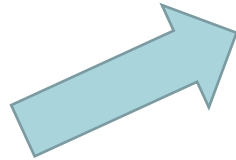
Repatriation Success Story



Eviction Prevention Success Story



THE HUME CENTER
For Humanity's Sake



Questions?

Components

4 Rs of Rapid Resolution

Reunite

Help people get back to friends and family.

Regain

Help people relocate to former home or community where they have support.

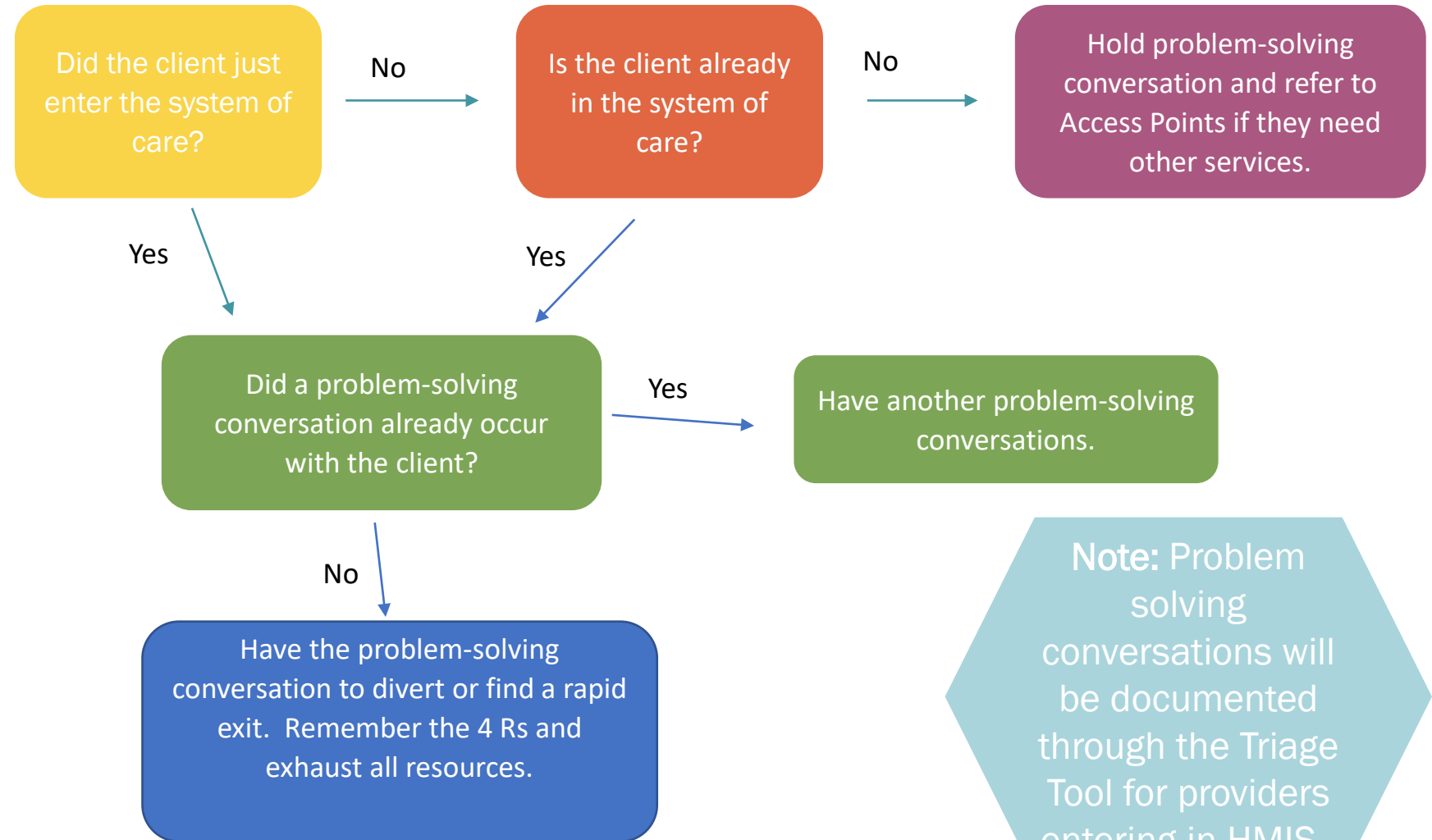
Remain

Help people stay in current housing.

Relocate

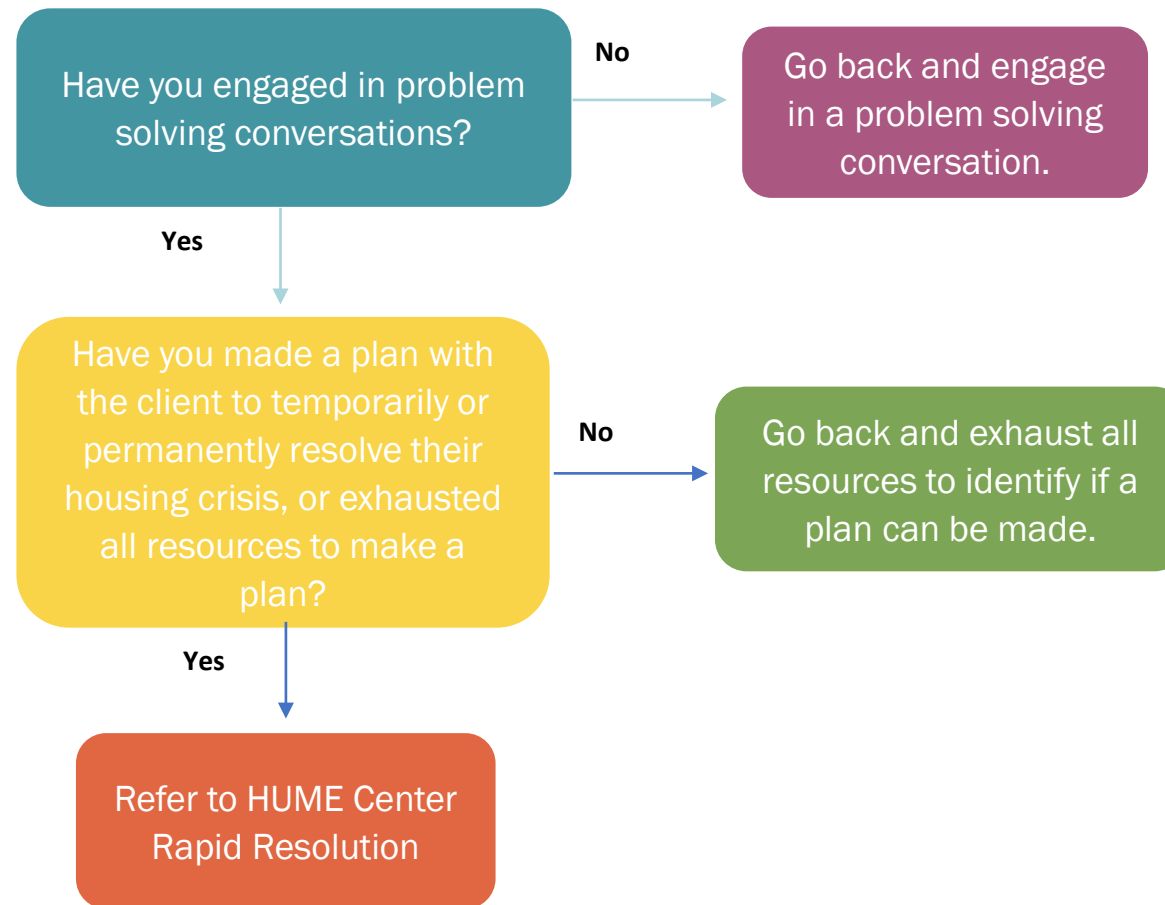
Find a temporary or permanent place people can stay.

When do I use this intervention?

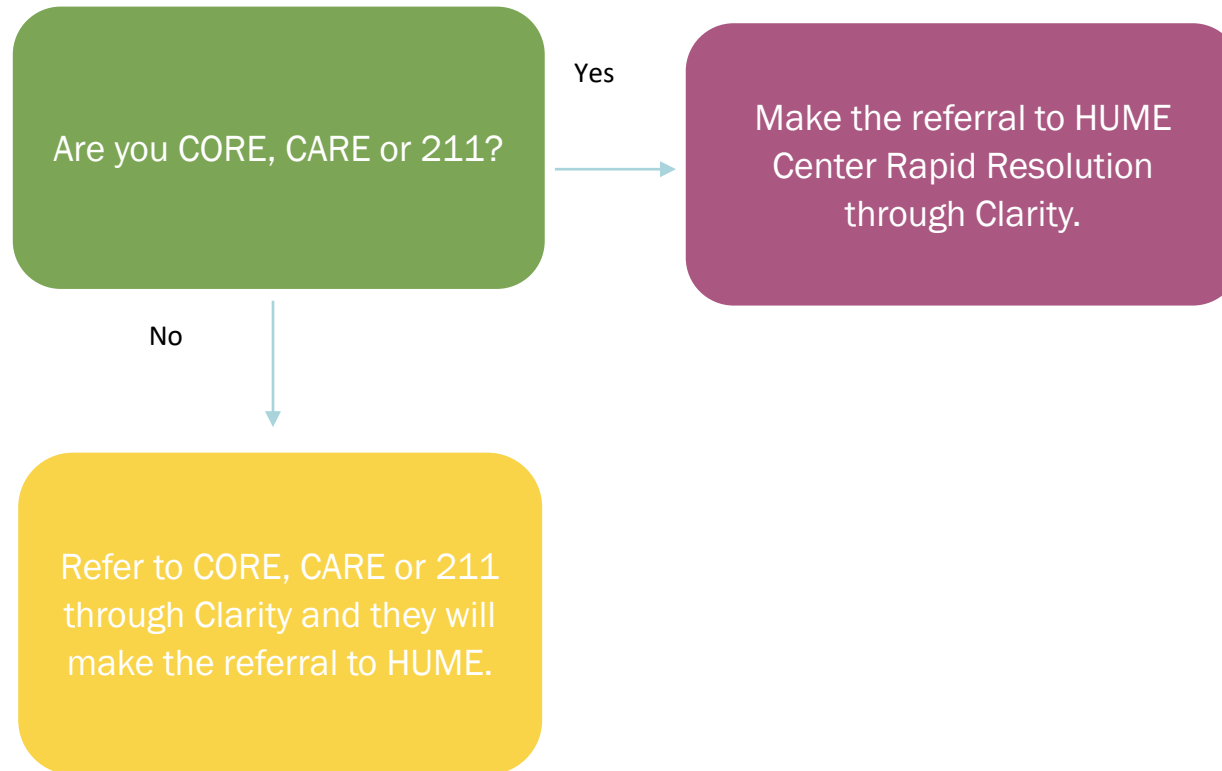


Note: Problem solving conversations will be documented through the Triage Tool for providers entering in HMIS..

When Do I Refer to HUME RR for Financial Support?



How do I refer to HUME RR for Financial Support?



Components of Problem-Solving



Observing without
judgment



Empathy



Active Listening



Understanding
Feelings and Needs



Motivational
Interviewing

Empathy



<https://www.youtube.com/watch?v=1Ewgu369Jw>



Motivational Interviewing

Spirit of Motivational Interviewing:

- There are no wrong answers, seeking neutrality
- You are not the expert on their experience, they are
- No solutions, let the person give you the answers
- Assertive, not confronting
- Collaboration, Evocation, Autonomy,

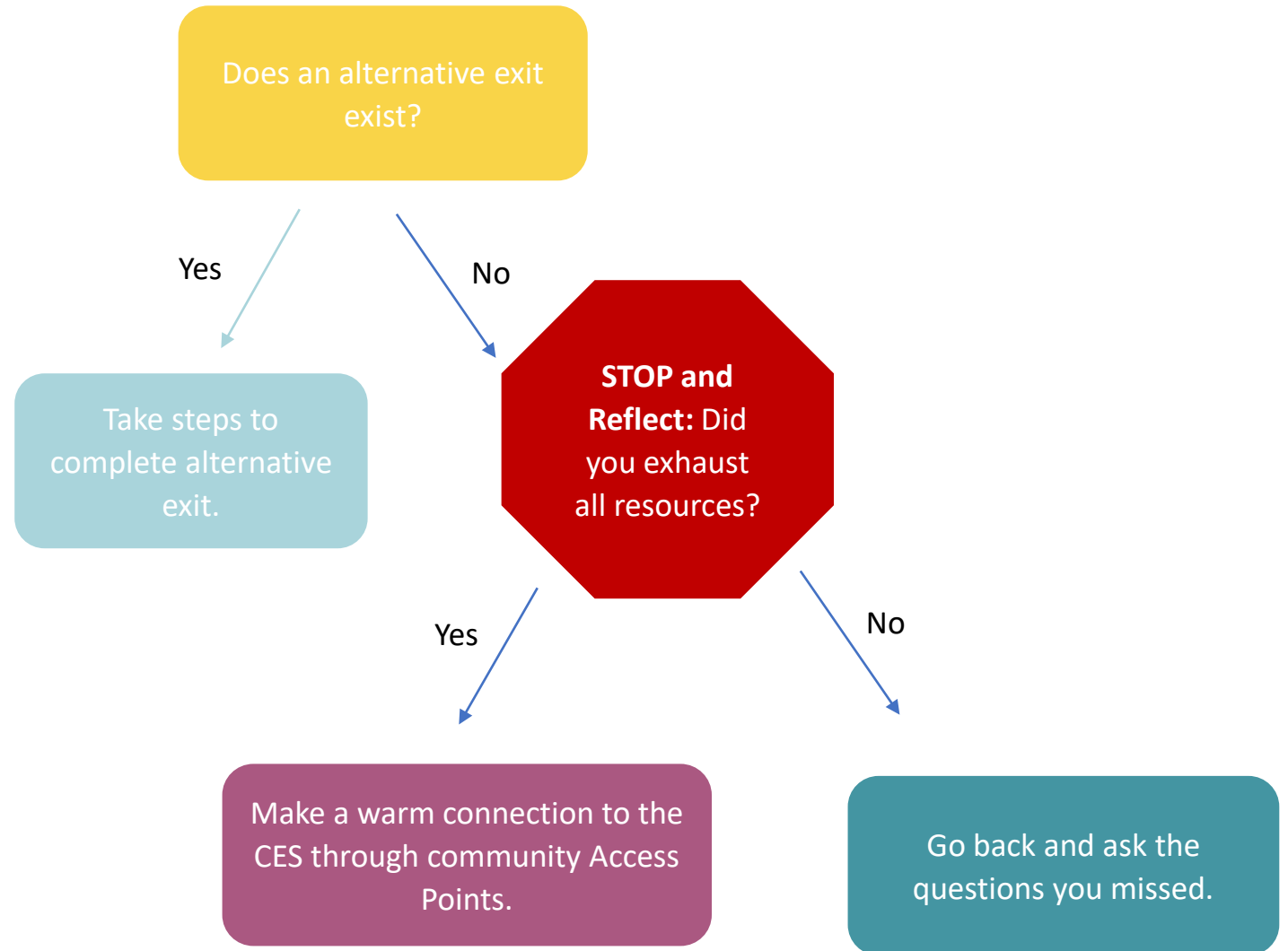
Open ended
questions and
Active
Listening

Used to
resolve
ambivalence

Understand
where
someone is at
in the stages
of change

Opportunity to
practice
unconditional
positive
regard

What's Next?



Questions?



BREAK

CHECK YOUR KNOWLEDGE!

When do you refer to HUME Rapid Resolution?

A. Before you have a problem-solving conversation

B. After you have a problem-solving conversation

C. When you've exhausted all other resources and need one-time financial assistance

D. Whenever you want

CHECK YOUR
KNOWLEDGE!

*Who can refer to HUME Rapid
Resolution?*

- A. 211
- B. CARE Centers
- C. CORE
- D. All of the Above

CHECK YOUR KNOWLEDGE!

*What is a possible Rapid
Resolution/Problem-Solving
outcome?*

- A. Reuniting with friends or family
- B. Remain in current housing
- C. Temporarily diverting from shelter
- D. All of the Above

CHECK YOUR KNOWLEDGE!

Who should be having problem-solving conversations?

- A. Anyone!
- B. Housing Navigation
- C. Shelter Providers
- D. CORE

Practice!

Scenario 1

- A husband and wife are newly homeless [under 30 days]. The husband got injured and is currently on short term disability. His wife has chronic health issues and needs access to a bathroom at all times. Due to their situation, they were not able to afford their prior rent. He has a job he can go back to once his back heals. They need help finding low-cost housing.

Scenario 2

- Client has lived at their apartment for over 20 years. The apartment building was sold and the new owners plan to "terminate" all tenants who are on section 8. Client has mental health challenges as well as mobility issues. He needs help finding a landlord that will accept section 8. He has 14 days to locate housing.



Thank You!

Questions? Please Contact:

Shelby Ferguson, Coordinated Entry Manager, H3

Bertha Lopez, HUME Center

Shelby.Ferguson@cchealth.org

blopez@humecenter.org