

**Modified and
updated February
2024**

Housing Stabilization Services Learning Session #5: Staffing and Services

HOSTED BY THE HSS TA TEAM

Housing Stabilization Services TA Team



Our goal is to support agencies and communities in implementing the new Housing Stabilization Services so that people experiencing homelessness get the help they need to achieve housing stability.

Purpose of Learning Sessions

Each session will include:

- Helpful tips and tools provided by the TA team
- Open Q&A on topic
- Opportunities for sharing experiences across agencies

Today: Staffing

Goals

- Provide tips and tools for hiring and training staff
- Learn strategies to support staff through organizational change
- Review best practices on individual service planning for providing Housing Stabilization Services

This session is **NOT** a substitute for official guidance from DHS.

Job description for Housing Stabilization Services staff



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Minimum requirements (DHS)

18 years old

Pass a criminal background check

Complete mandated reporter training

Complete Housing Consultation and/or Housing Transition or Housing Sustaining training

Sample job description

Focus on understanding homelessness

Experience working with people with mental illness and chemical dependency

Understanding of local housing resources

Valid driver's license, if needed

At least 21 years old

Some college or relevant job experience

Interview questions

Experience / knowledge about homelessness

Understanding of Housing First and Harm Reduction

Knowledge of racial disparities and generational poverty

Overall philosophy of working with people

- Ability to handle crises, de-escalate
- Strength based
- Creative problem solver
- Able to establish healthy boundaries

Onboarding of new staff

Learn

Learn public assistance application forms

- Do applications with clients
- Sit through interviews

Shadow

Shadow an experienced worker

Practice

Practice housing searches

- Online (e.g., HousingLink, Craig's list)
- Cold call landlords or stop by apartments and visit with property managers

Trainings: Required DHS trainings

Staff providing Housing Consultation services providers: Complete **Housing Consultation training** on TrainLink (about 1.5 hours to complete)

Staff providing Housing Transition and Housing Sustaining services: Complete **Housing Transition and Housing Sustaining training** on TrainLink (about 1.5 hours)

All staff complete the **mandated reporter training** (about 1.5-2 hours)

Must complete trainings within 30 days of employment start date

The HSS-TA Team has created a [Mandatory Housing Stabilization Services Provider Trainings document](#) with more information about the trainings.



TRAININGS FOR APRIL 2021

TRAININGS IN *2021-04*
 SEARCH *Keyword*
 NEAR *Location*
 FIND TRAININGS
 VIEW AS *Month*

Collapse Filters

Narrow Your Results

REGION

- Central MN
- Hennepin
- Metro COCs
- Northeast MN
- Northwest MN

TOPICS

- Coordinated Entry System (CES)...
- Definitions of Homelessness (L...
- Ending Homelessness
- Harm Reduction
- History of Homelessness

TARGET AUDIENCE

- Advisory/Governing Bodies
- Front-Line Staff
- General
- Program Managers

« March

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
28	29	30	31	1	2	3
	Understanding & Responding to Dementia Related Behavior	Dementia Conversations	Effective Communication Strategies		Homelessness 201: Mindfulness 2: Navigating Conflict on ZOOM	
4	5	6	7	8	9	10
			Homelessness 201 General Assistance and Minnesota Supplemental Aid – Two Programs You Should Know More About! on ZOOM			
11	12	13	14	15	16	17
			The Intersection of Chemical Health and HIV – Online	LGBTQ Basics – Online		
18	19	20	21	22	23	24
			Intro to Hepatitis C – Online			
25	26	27	28	29	30	
				Office Hours with Lawyer Mike: Tenant /Landlord Law on ZOOM		

« March



Also Check Out
 MN Homelessness
 Training HUB
<http://trainings.mesh-mn.org/>

Supporting Staff Making the Transition

The Source for
Housing Solutions



Changing the Culture

**WILL THERE BE
RESISTANCE?**

- Change is stressful
- Staff can feel overwhelmed and frustrated

Grant
funding

Per unit
billing

WHAT ARE THEY TALKING ABOUT???????

- 15 MINUTE INCREMENTS
- PERSON CENTERED PLAN
- INDIVIDUALIZED SERVICE PLAN
- GOLDEN THREAD
- VERIFYING ELIGIBILITY
- INDIRECT SERVICES VS DIRECT SERVICES VS REMOTE SERVICES
- NON BILLABLE SERVICES
- STAFF TIME STUDY



Managing the Change

Strategies & Tips

- ✓ **Develop shared vision**
- ✓ **Be open, honest and transparent**
- ✓ **Establish open dialogues with your team**
- ✓ **Develop plan**
- ✓ **Allow feedback and venting**

Ongoing Communication and Management

Allot time in regular staff meetings

Provide ongoing feedback

Internal audits and monitoring

Staff support and recognition

Best practices

INDIVIDUAL SERVICE
PLANNING

Individual Service Plan

Housing Focused Person-Centered Plan

Completed by the Housing
Transition/Sustaining provider

Completed by Housing Consultation or TCM

Conflict of interest does not apply

Person/agency completing must be free of
any conflict of interest

No specific required format or template

Must be completed using DHS template

Completed at service intake and updated as
needed

Completed prior to start of services and
updated annually, upon request of client or
major change in circumstances

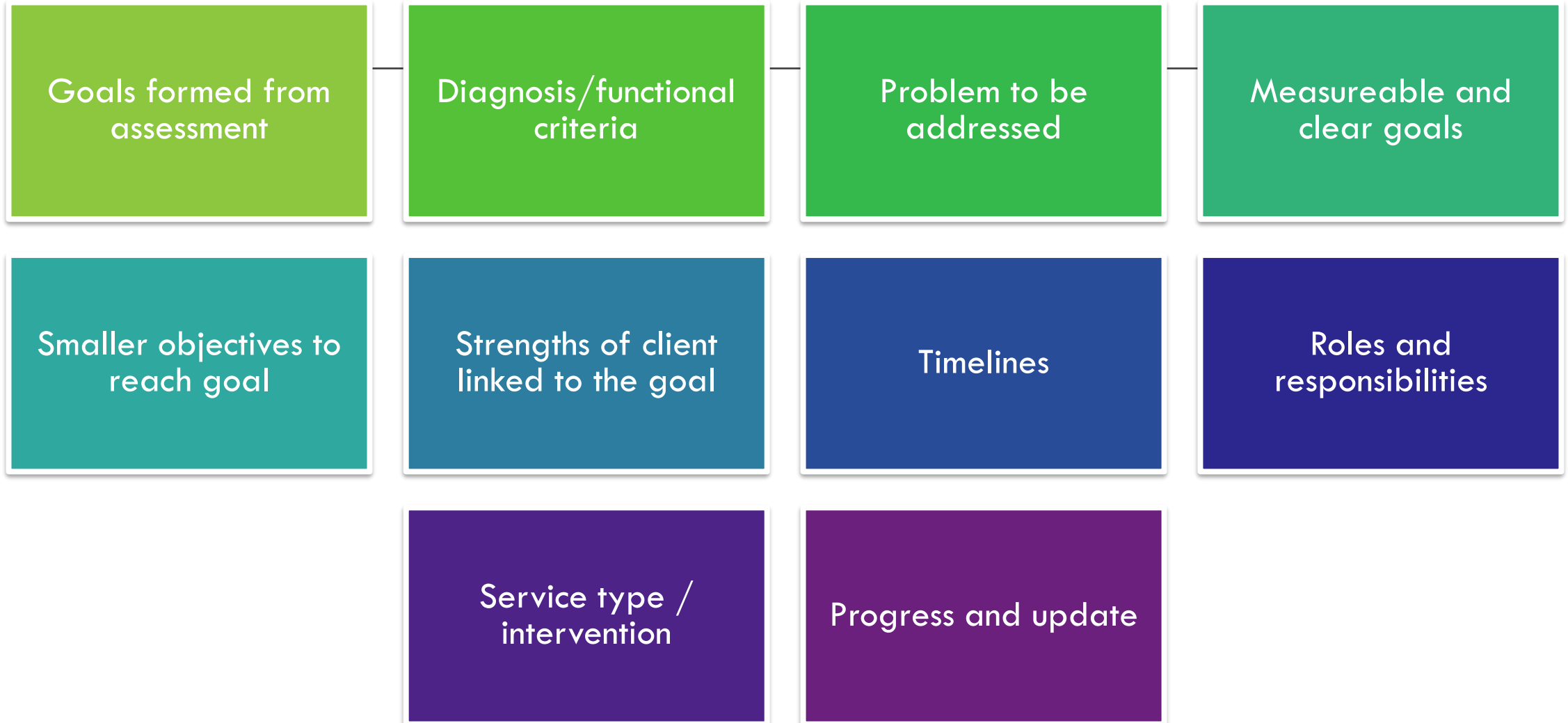
Detailed with specific goals and action steps

Higher level

Are Service Assessments & individual service plans person-centered?

- Staff trained in cultural competency, anti-racism and trauma-informed care
- Trauma-informed organizational practices used throughout
- Services are voluntary and reflect client's own recovery goals
- Strengths-based assessment and service planning
- Assessments are coordinated with other providers to avoid duplication and re-traumatization
- Goals created with client present
- Client's voice is reflected in their service plan
- Housing stability and eviction prevention included in assessments and goal planning

Individual Service Plan elements – best practice



Link to informational
video: Service Planning
using HB101

MN.HB101.ORG

Thank you!



<https://mesh-mn.org/hssta/>



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