



Helpful Words for Housing-related Community Supports Documentation Individualized Housing Support Plans & Crisis Plans

1. Setting a Goal & Objectives: Write a meaningful and measurable goal that is important to the client and/or important for the client- using first person voice only if it is in the client's actual words. When setting the timeframe for a goal, be realistic about how long it may take to achieve this goal and how the tenant and you, the service provider, will know it is complete. Objectives are created by breaking down the clients goal into smaller steps that can be achieved. The client's own words are encouraged in writing objectives too.

- *Key words that are helpful in setting goals: **Increase, improve, decrease, reduce, build, grow, minimize, achieve, maintain...***
- *Key words helpful in objectives are action words that can show completion of an activity: Benefits **turned on**, SSI card **received**, tenant **reports using** the calming skill modeled and practiced, tenant **remembers** where the phone number is to call property management and **called on their own**.*

2. Outlining Activities & Interventions: Sometimes objectives include activities and specific tasks the case manager will complete with or on behalf of the client. Activities can be things done just by the client, where interventions are actions supported by the case manager. Think about breaking the objective down into simple steps, skills that need to be learned and practiced to reach the objective, and the tools and interventions you as the Case Manager will use to support these steps and skill development. This could include identifying possible supports, resources or adaptations needed to meet the goal or objective, and what the Case Manager role will be to support tenant in acquiring, improving, retaining skills and behaviors that support the tenant. Be specific about the role of the CM, the role of the tenant, and any other providers or partners. Use nonjudgmental language that is person centered, applying unconditional positive regard.

When setting the timeframe for an intervention, decide with the tenant how long you will use certain approaches before trying something new? How will you know together if your working style is effective? How will you know when to move on to the next step?

- *Key words that are helpful in writing action steps and interventions: Provide education, model behavior, assess for risks, identify strengths, refer for treatment or services, complete, designate, share, help tenant...normalize, express..., direct/redirect, redefine, utilize motivational interviewing to engage tenant in discovering..., identify themes/triggers, demonstrate, evaluate, develop, facilitate, teach, role play, advocate for, assist with...*
- *Key words helpful for describing CM activities with client: Explore, Identify, Reflect, Process, Work toward, Plan for, Develop, Practice, Advocate with, Call, Initiate, Remind, Model*
- *Helpful words when outlining client's role in the plan: practice, attempt, complete, continue, initiate, respond to, give feedback, reach out, share, develop, practice, address, brainstorm*



3. Refer back to allowable activities in the DHCS Community Supports Policy Guide. This can be added to electronic service plan and progress note formats using a drop down selection or check boxes to simplify documentation.

- *Key service activities listed as appropriate for Housing Navigation and Transition services:*
 - Conducting a tenant screening and housing assessment that identifies the member's preferences and barriers related to successful tenancy. The assessment may include collecting information on the member's housing needs, potential housing transition barriers, and identification of housing retention barriers.
 - Developing an individualized housing support plan based upon the housing assessment that addresses identified barriers, includes short- and long-term measurable goals for each issue, establishes the member's approach to meeting the goal, and identifies when other providers or services, both reimbursed and not reimbursed by Medi-Cal, may be required to meet the goal.
 - Searching for housing and presenting options.
 - Assisting in securing housing, including the completion of housing applications and securing required documentation (e.g., Social Security card, birth certificate, prior rental history).
 - Assisting with benefits advocacy, including assistance with obtaining identification and documentation for SSI eligibility and supporting the SSI application process.
 - Identifying and securing available resources to assist with subsidizing rent (such as HUD's Housing Choice Voucher Program (Section 8), or state and local assistance programs) and matching available rental subsidy resources to Members.
 - Identifying and securing resources to cover expenses, such as security deposit, moving costs, adaptive aids, environmental modifications, moving costs, and other one-time expenses.
 - Assisting with requests for reasonable accommodation, if necessary.
 - Landlord education and engagement
 - Ensuring that the living environment is safe and ready for move-in.
 - Communicating and advocating on behalf of the Member with landlords
 - Assisting in arranging for and supporting the details of the move.
 - Establishing procedures and contacts to retain housing, including developing a housing support crisis plan that includes prevention and early intervention services when housing is jeopardized.
 - Identifying, coordinating, securing, or funding non-emergency, non-medical transportation to assist Members' mobility to ensure reasonable accommodations and access to housing options prior to transition and on move in day.
 - Identifying, coordinating, securing, or funding environmental modifications to install necessary accommodations for accessibility (see Environmental Accessibility Adaptations Community Support)

- *Key service activities listed as appropriate for Housing and Tenancy Sustaining Services:*
 - Providing early identification and intervention for behaviors that may jeopardize housing, such as late rental payment, hoarding, substance use, and other lease violations.
 - Education and training on the role, rights, and responsibilities of the tenant and landlord.
 - Coaching on developing and maintaining key relationships with landlords/property managers with a goal of fostering successful tenancy.
 - Coordination with the landlord and case management provider to address identified issues that could impact housing stability.
 - Assistance in resolving disputes with landlords and/or neighbors to reduce risk of eviction or other adverse action including developing a repayment plan or identifying funding in situations in which the Member owes back rent or payment for damage to the unit.
 - Advocacy and linkage with community resources to prevent eviction when housing is or may potentially become jeopardized.
 - Assisting with benefits advocacy, including assistance with obtaining identification and



documentation for SSI eligibility and supporting the SSI application process. Such service can be subcontracted out to retain needed specialized skillset.

- Assistance with the annual housing recertification process.
- Coordinating with the tenant to review, update and modify their housing support and crisis plan on a regular basis to reflect current needs and address existing or recurring housing retention barriers.
- Continuing assistance with lease compliance, including ongoing support with activities related to household management.
- Health and safety visits, including unit habitability inspections.
- Other prevention and early intervention services identified in the crisis plan that are activated when housing is jeopardized (e.g., assisting with reasonable accommodation requests that were not initially required upon move-in)
- Providing independent living and life skills including assistance with and training on budgeting, including financial literacy and connection to community resources.
- Utilizing Housing First, Harm Reduction, Progressive Engagement, Motivational Interviewing, and Trauma-Informed Care practices to engage, connect, coordinate and support.
- Coordinating with other entities to ensure the individual has access to supports needed to maintain successful tenancy.