



Helpful Words for Housing-related Community Supports Documentation Housing Support Plans and TSS Evaluations for Extension of Services

Setting a Goal: 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 will know it is complete.

- *Key words that are helpful in setting goals: Increase, improve, decrease, reduce, build, grow, minimize, achieve, maintain*

Outlining Activities/Interventions: Think about breaking the goal down into measurable steps, skills that need to be learned or mastered to reach the goal, 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, 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*
- *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*
- *Key service activities listed by DHCS Community Supports Policy Guide as appropriate for HTSS:*
 - 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.