

# Self- Sufficiency: Best Practices for Program Design and Collaboration

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## SAMHSA'S 6 PRINCIPLES

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### TRAUMA-INFORMED APPROACH



#### **SAFETY**

Prevents violence across the lifespan and creates safe physical environments.

#### **TRUSTWORTHINESS**

Fosters positive relationships among residents, City Hall, police, schools and others.

#### **EMPOWERMENT**

Ensures opportunities for growth are available for all.

#### **COLLABORATION**

Promotes involvement of residents and partnership among agencies.

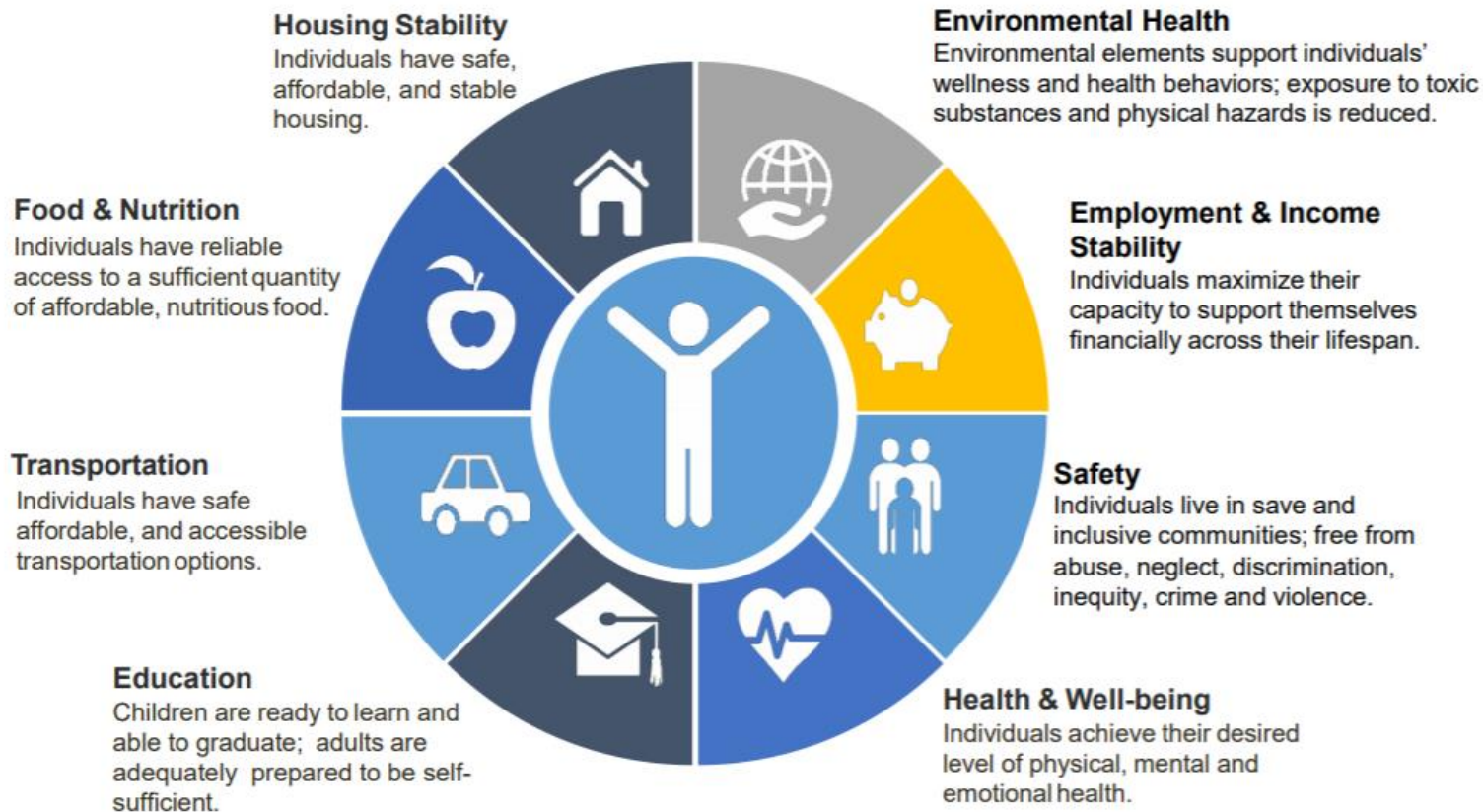
#### **PEER SUPPORT**

Engages residents to work together on issues of common concern.

#### **HISTORY, GENDER, CULTURE**

Values and supports history, culture and diversity.

# Start by viewing all work through the Social Determinants of Health & Wellness Lens to Increased Self-Sufficiency & Stability



# Staffing

Does your staff reflect your participants?

Organic Intellectuals/Indigenous Knowledge  
vs. Professionals

Hiring current/former residents (pro/con)

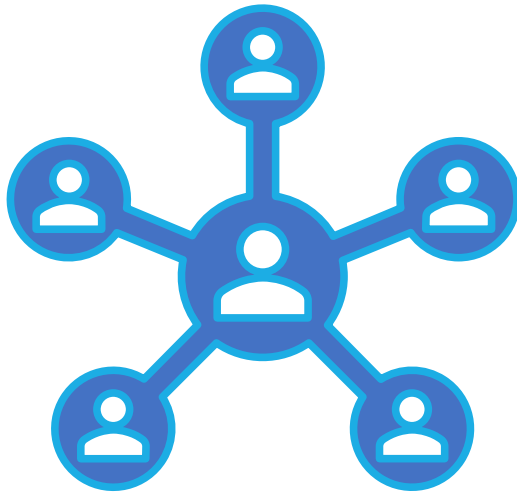
Know your HR policies

Background Checks

Drug Tests

# Collaboration

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- ✓ Who's at the table?
  - ✓ Who's on the menu?
- ✓ Who's missing?
- ✓ Do you include families with lived experience with your systems and services as Subject Matter Experts?
  
- ✓ How do you convene your partners?
  - ✓ Are your meetings helpful to your partners?
- ✓ How do you engage new partners?

# Collaboration

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Asset Mapping – think wholistically and creatively

Establish a comprehensive program with an array of services and Work closely with social services agencies and other non-traditional partners – *a significant portion of work time should be working with partners and building and maintaining a network.*

Cross-Train your program staff and other staff at your agency that work with your program – or COULD – like intake, rent re-cert staff, property management, etc.



Create and implement an outreach/marketing plan?

When/where/how do you recruit?



Create a “with” or an “in-group”?



Capitalize on graduates as potential “thought leaders” or mentors



Convene a focus group or leadership circle of current or former or potential participants



Use social media – for outreach and/or for communication with participants - CAREFULLY

Outreach/Engagement

# Relational Organizing

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## AKA – It's ALL About Relationships

- ✓ Stay away from Transactional
- ✓ What's your story?
  - ✓ Self, Us and Now
- ✓ Write a Script. Test it out. Re-write it.
- ✓ Have an Ask!
- ✓ Practice!
- ✓ LISTEN 70/30
- ✓ Ask Questions
- ✓ Don't knock like a cop!
- ✓ Leave Something Behind
- ✓ Follow up
- ✓ Every encounter is an opportunity for connection



## Connecting Participants to Services

### A referral should include:

- Name of provider
  - Not just name of agency, but actual person
- Location of partner
- Directions to partner, including bus routes and schedules, parking information, etc.
  - Go there. Do it yourself.
- What will resident need to bring with them?
  - Fill it out together beforehand?
- How long should they plan to be there?
- A plan for the day
  - Kids?
  - Transportation?
  - Physical or Emotional supports needed?
- Do you call for/with your participants to make appointments or do they do it themselves?

# Connecting Participants to Services – Best Practices

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- ✓ Follow up with the provider partner
  - ✓ Is your data sharing all aggregated or do you do “co-staffing?”
  - ✓ Does the case manager function as a “hospitalist?”
- ✓ Follow up with the participant
- ✓ What do you do when a referral doesn’t go well?

# Human-Centered Design

## Human-Centered Design

- Key messages
- Repeat
- Important things in bold
- Only the critical information
- Request for action
- Accessible entry point
  
- Focus Group your messages

# Work Flow

## Minimize

### Minimize Hoops

- Documentation required
- Timing
- On-Site or Off-Site?
- Warm Hand-offs

## Review

### Review Your Work Flow...

- where are the dead spaces?
- Where are the places where people can get lost?

## Triage

### Triage Model

- PUSH, PULL, LIFT

# Needs Assessment and Individual Services Plan –

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## Needs Assessment

- Are you using a standard tool or did you create one? Pros/cons?
- Does it ask the “right” questions for your population?
- How have you tweaked it since you started using it?

## How do you decide what comes first in the plan?

- (e.g. substance abuse, domestic violence, low education, no work history... what comes first?)
- Are you able to have a “long view”?
- Do you have a standard triage of needs?

## Be Strengths-Based

- What’s good? What’s working? What survival skills and informal systems have gotten them this far?

# Coaching vs. Case Management

## Motivational Interviewing Checklist

The checklist is intended to help practitioners tap into and support participants' internal motivation for change – a strategy known as Motivational Interviewing.

- Do I listen more than I talk?** Or am I talking more than I listen?
- Do I keep myself sensitive and open to this person's issues, whatever they may be? Or am I talking about what I think the problem is?
- Do I ask permission to give my feedback?** Or am I presuming that my ideas are what he/she really needs to hear?
- Do I reassure this person that ambivalence to change is normal?** Or am I telling him/her to take action and push ahead for a solution?
- Do I seek to understand this person?** Or am I spending a lot of time trying to convince him/her to understand me and my ideas?
- Do I summarize for this person what I am hearing? Or am I just summarizing what I think?
- Do I value this person's opinion more than my own? Or am I giving more value to my viewpoint?
- Do I remind myself that this person is capable of making his/her own choices? Or am I assuming that he/she is not capable of making good choices?

# Community Supports for Work

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- AKA Mutual Aid - AKA The “Old Neighborhood” -

**Mutual aid** is when everyday people get together to meet each other's needs, with the shared understanding that the systems we live in are not meeting our needs and that we can meet them together, right now, without having to pressure power structures to **do** the right thing.

- |                 |            |
|-----------------|------------|
| Soup Swap       | Book Club  |
| Chew & Chat     | Freegans   |
| Child Care Swap | Time Banks |
| Carpools        | Bulk Buy   |
| Walking Club    | SAHP group |

[Mutual Aid 101](#)

# Questions?

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