



Moving On Services

April 28, 2021



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Housekeeping

- A recording of today's session, along with the slide deck and relevant additional resources will be posted to the HUD Exchange shortly. A transcript of the session will be posted as soon as it is available.
- To join the webinar via the phone, please call in using:

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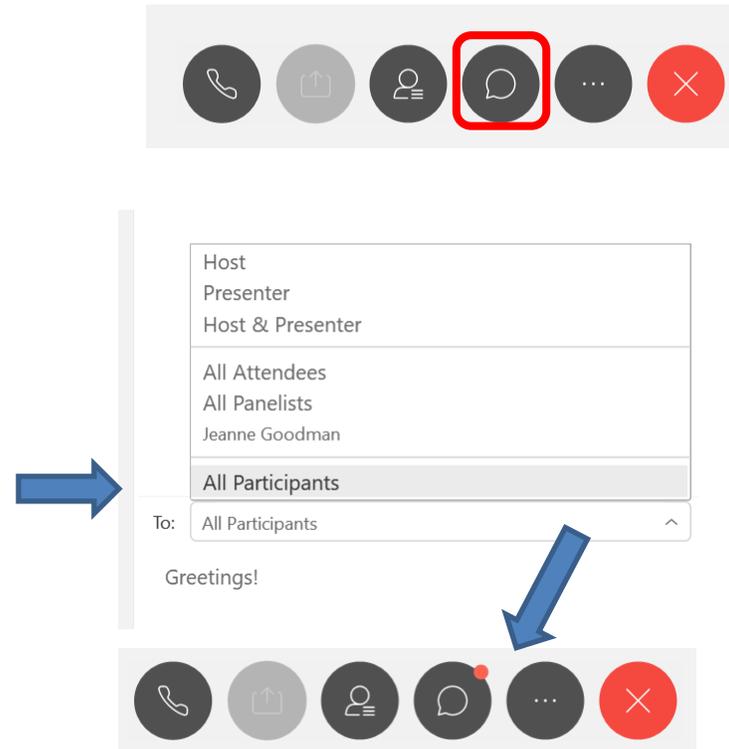
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Moving On Training Series Overview

Session	Date and Time	Target Audience
1. Introduction to Moving On	Wednesday, March 3 2:00 PM EST	CoCs, housing providers (PSH, HOPWA, VASH), PSH tenants government housing and services agencies, PHAs, HUD Multifamily properties, affordable housing owners/operators, and private funders.
2. Moving On Resources	Wednesday, March 17 2:00 PM EDT	CoCs, housing providers, government housing and services agencies, and private funders.
3. Moving On for PHAs	Thursday, March 18 2:00 PM EDT	PHAs, HUD Multifamily property operators, affordable housing owners and operators, landlords, and other holders of housing resources.
4. Moving On Assessment Processes	Wednesday, March 31 2:00 PM EDT	CoCs, housing providers, government housing and services agencies, and PHAs.
5. Creating a Culture Supportive of Moving On	Wednesday, April 14 2:00 PM EDT	CoCs, housing providers, and government housing and services agencies.
6. Moving On Services in Supportive Housing	Wednesday, April 28 2:00 PM EDT	CoCs, housing providers providers, government housing and services agencies, supportive services providers.
7. Moving On Outcomes Tracking and Evaluations	Wednesday, May 12 2:00 PM EDT	Researchers, CoCs (including HMIS staff), housing providers, government housing and services agencies, and PHAs.



Moving On Office Hours

- **Time and Date:** Wednesday, May 26, 2:00 – 3:00 PM EDT
- **Description:** HUD's Office of Special Needs Assistance Programs (SNAPS) invites homeless assistance providers and their partners to participate in Office Hours at to discuss Moving On. Participants can come with questions for HUD staff, TA providers, and other communities and organizations, and are also welcome to share updates on local programs.
- **Registration Info:** Register here - [Moving On Webinar Series: Office Hours](#)

Previous Moving On Webinar Recordings

To view the recordings, slides, and other resources for a previous session, click 'Get Credit' in the registration column and scroll to the bottom of the page

Schedule and Registration

Webinar	Date and Time	Registration
Introduction to Moving On	March 3, 2021 2:00 – 3:30 PM EST	Get Credit
Moving On Resources	March 17, 2021 2:00 – 3:30 PM EDT	Get Credit
Moving On for PHAs	March 18, 2021 2:00 – 3:30 PM EDT	Get Credit
Moving On Assessment Processes	March 31, 2021 2:00 – 3:30 PM EDT	Get Credit
Creating a Culture Supportive of Moving On	April 14, 2021 2:00 – 3:30 PM EDT	Register Now
Moving On Services in Supportive Housing	April 28, 2021 2:00 – 3:30 PM EDT	Register Now
Moving On Outcomes Tracking and Evaluations	May 12, 2021 2:00 – 3:30 PM EDT	Register Now

[Link: Moving On Webinar Series](#)

Overview

Today's webinar will guide participants in developing or strengthening a culture in PSH and the homeless assistance system that is supportive of Moving On principles and values, including tenant choice and a focus on long-term stability and success.

Learning objectives:

- Learners will be able to describe what a culture of Moving On is (and is not)
- Learners will be able to identify key roles and important expertise for staff supporting Moving On
- Learners will be able to connect how services such as financial literacy building, legal services, and credit-building help will impact their tenants' ability to move on

Agenda

- Moving On Basics
- Moving On Services Basics
- Transition Supports
- Aftercare Supports
- Services Strategies

Moving On Basics



Moving On Basics

Moving On programs connect tenants with affordable housing and other financial resources and provide transition supports set them up for long-term stability and success post-PSH.

The primary goals of Moving On are to:

- Support independence and choice for those who are ready and desire to move on from PSH.
- Free up space in PSH for people experiencing homelessness who would benefit from intensive, long-term services and rental support.

Guiding Principles

- **Voluntary:** Tenants can stay in PSH as long as they want to (and are eligible) and can choose if they would like to participate in Moving On
- **Collaboration:** To be successful, Moving On strategies require commitments from mainstream housing and services agencies, and close collaboration between CoCs and PSH providers and these community partners. Helping PSH tenants connect to these supports will ensure long-term housing stability.
- **Robust transition supports:** Tenants who are ready to move on are stable and independent, but typically still want and need a connection to affordable housing, financial assistance to help with the security deposit and other transition costs, and services to help them navigate the transition period as they get ready to move on and adjust to their new situation.

Moving On Services and Advancing Equity

- Moving On program services can help mitigate the impact of structural racism on participants in a few ways:
 - Ensuring that all staff are trained on bias, trauma-informed care, and systemic/structural racism
 - Building intensive supports such as employment services that help tenants overcome hiring discrimination, services to help tenants build or repair credit, etc. into regular PSH programming, as well as Moving On
 - Providing housing navigation services, education about housing discrimination laws, preparation for housing/landlord interviews, and other supports to help tenants obtain housing
 - Working with PHAs, landlords, and other housing operators to lower barriers that disproportionately impact people of color, including discrimination against people with previous evictions and justice histories

How is Moving On Different from the Status Quo?

Change happens at the systems, program, and individual level.

Culture Shifts

- **Systems level:** more PSH units become available.
- **Program level:** Tenants exit program for other permanent housing opportunities. New tenants are able to enter programs.
- **Individual level:** Tenants have more choices, are able to thrive in independent settings.

Moving On Services Basics



Discussion Question

- What services do you think would be helpful in assisting tenants moving on from PSH with making a successful transition and setting them up for long-term stability?
- If you have worked with tenants that have moved on from PSH, what services have you provided that you think were helpful?

Why Moving On Services Are Important

“You go from having 100% support, onsite resident manager, case manager, therapist, other people that live with you that you see every day, then bam, it’s just you and your dog. It emotionally was too much. The most I got from my case manager was a call to ask for my new address, but after years of living there, I needed more support. There should have been transition support – these are the barriers that you’re going to face, these are the things you might feel... get ready for that.”

Why Moving On Services Are Important (2)

“There is not enough continuum of care and ongoing support... Even though they [providers] connect you to community support, it’s scary, when you’re coming from an environment of such heavy support, and the community providers don’t know you at all.”

Why Moving On Services Are Important (3)

“There are a lot of people that come from being homeless for many years before supportive housing. They don’t know where to find an apartment, how to find a landlord.... I almost got scammed, but I had someone who helped me look online to see if that was a real landlord. Not everyone is so lucky.”

Why Moving On Services Are Important (4)

“I wish there was a [Moving On] program in place. It would have relieved a lot of stress... It was a journey, and especially with COVID having to see virtual visits of apartments that all look the same is difficult.”

Why Moving On Services Are Important (5)

“Someone will be successful permanently when they’re moving on if they don’t feel like they’re being kicked out the door – need emotional support until they’re strong enough to do it on their own.”

Why Moving On Services Are Important (6)

“Once you leave supportive housing you feel like you’re lost and you don’t have anyone to turn to... I don’t want to lose what I have and have to go back to shelter. My rent is always paid, and my utilities are always paid, but it’s still scary to be out there on my own.”

Effective Moving On Services Are:

- Flexible
- Person-centered
- Trauma-informed
- Consistent
- Practical
- Coordinated
- Centered in Racial and LGBTQ+ Equity

Phases of Moving On

1. Assessment and Pre-Work
2. Preparation
3. Transition Supports
4. Aftercare Supports

Assessment & Preparation



Assessment and Pre-Work

- Engage tenants around the opportunity; conduct assessment of interested tenants
- Preliminary apartment searches; getting an understanding of what the Moving On process will entail and realistic housing options
- Helping tenants make an informed choice

Engaging Participants Around a Moving On Initiative

- Be transparent
- Remember guiding principles - voluntary, choice, economic mobility/self-sufficiency, & long-term success.
- Help set realistic expectations and ensure that program participants (and their case managers) fully understand the opportunity and implications

Moving On Stages: Preparation

- Assist PSH program participant with housing subsidy/affordable housing application
- Provide case management and clinical support: getting ready to move, working on budgeting and independent living skills, developing a transition and aftercare plan
- Housing navigation, for participants who are moving to a new location, or negotiating with the landlord, if the participant wants to transition in place

Transition Supports



Moving On Stages: Transition Supports

- Connections to community-based services
- Tenancy education
- Connections to utilities and services
- Support around finances
- Peer support

Transition: Connections to Community-Based Resources

Possible Resources To Connect Individuals To Include:

- Self-help groups
- Community development or advocacy groups
- Volunteer opportunities
- Religious or spiritual communities
- Veterans' groups
- Social Clubs
- Family

Transition: Tenancy Education

Providers can help program participants understand:

- The rights and responsibilities of the tenant and the landlord.
- What to do in situations such as when repairs are needed, or they need to get in touch with the landlord.
- The tenant's responsibilities related to maintaining their housing subsidy, whether it is a voucher, a public housing unit, or another subsidy.

Transition: Connection to Utilities & Services

- Ensure that the utilities (if not included in the rent) are in the individual's name and turned on.
- Utility deposit—can the program participant pay it? If not, what resources can be used to help?
- If utilities are not included, connect eligible participants to support through Low Income Home Energy Assistance Program (LIHEAP)
- Connect to phone and internet.

Transition: Support Around Finances

- Ensure that their budget is reasonable and sustainable.
- Start or continue work around building/repairing credit and addressing problematic debts (covered in Session 4, Creating a Culture of Moving On)
- Help program participants plan for changes that might occur.
- If necessary, connect program participants to benefits counselors/specialists who can help answer questions about future situations, such as getting a part-time job, and how they may impact benefits
- Identify community resources and organizations the participant can turn to in the future.

Transition: Furniture

- Identify what furniture program participants need in their new home
- Make funding available for program participants to purchase furniture
- Work with reputable local nonprofit organizations that can donate new or high-quality, professionally cleaned, and gently used furniture
- If the program participant is moving from a site-based (congregate) supportive housing unit, providers should be clear with the program participant about what items of furniture, if any, they can take

Transition: Moving Arrangements & Expenses

- Help program participants develop a plan for moving day
- Pay for and arrange to hire a moving truck, in a situation where the program participant or staff are able and willing to move items themselves
- Pay and arrange for movers to transport furniture and other items
- Arrange for delivery of any new or used furniture that will be arriving directly to the new home
- Help program participants get everything set up in their new home.

Transition: Resource Mapping

- Human services office locations
- Healthcare facilities
- Public transportation
- Grocery stores and pharmacies
- Schools, day care centers, and after school programs
- Parks and community recreation sites

Transitioning in Place

Make clear what will be different and what will stay the same.

Discuss with participant:

- Changes to the lease
- Changes in who to contact in different situations
- How their responsibilities will differ once they are no longer in PSH

Aftercare Supports



Aftercare Supports

Aftercare:

- Develop plan with tenant – when they can/should reach out; who their main point of contact will be
- Check in to be sure everything is going okay
- Be available if the tenant reaches out with needs
- Offer housing stabilization and other services as necessary to help through the transition and early period after moving
- Support around first recertification

Developing an Aftercare Plan

- Should be developed collaboratively between the service provider and the participant.
- Should include:
 - What supports will be available and for how long.
 - Who the program participant can reach out to at the provider organization, if needed
 - When and how the program participant can expect the provider to check in.

Aftercare Duration

- Providers typically have their own standards for aftercare, but communities may choose to set their own expectations that providers must adhere to for Moving On program participants.
- Moving On programs across the country have had varied expectations around aftercare, with programs ranging from 180 days to two years.
- CoC PSH (and RRH) providers may use their program funding to provide aftercare services for no longer than six months after the tenant's PSH or RRH rental assistance ends.

Aftercare Duration and Connections to PSH

One useful tip from past Moving On programs that connect tenants to Housing Choice Vouchers (HCVs) is to schedule a remote check-in with program participants around the time of their first HCV recertification to:

- Remind the tenant about ongoing requirements for their new housing to make sure they complete all necessary steps
- Answer questions that program participants might have when going through the process for the first time
- Help to ensure the tenant's continued housing stability for another year

Aftercare – Connection to the PSH Community

- Allow individuals who have moved on to remain engaged in the PSH community.

Moving On Services Strategies



Staffing Moving On Services

In most cases, it will make sense for the program participant's current case manager to continue to be their primary point of contact and deliverer of transition supports and aftercare.

Case managers, can't do this work alone, however. Staffing structures for Moving On will vary widely depending on the size and staffing patterns of provider organizations, the scale of the initiative, the availability of resources, and other factors.

For more details on Moving On staffing models, see the presentation from the last session: [Creating a Culture Supportive of Moving On](#)

Motivational Interviewing

- Motivational Interviewing is a method that works on facilitating and engaging intrinsic motivation within the client in order to change behavior.
- MI is a goal-oriented, client-centered counseling style for eliciting behavior change by helping clients to explore and resolve ambivalence.
- MI principles and an understanding of the Stages of Change can be useful and relevant in the context of Moving On, both in helping PSH program participants explore possible interest in moving on as well as managing fears or hesitation that can come up during the process.

Critical Time Intervention

Critical Time Intervention (CTI) is a time-limited approach using a brokerage case management that emphasizes intentional connections and coordination with mainstream community providers as services taper down over a nine-month period. CTI has been used as services model for transition and aftercare supports in some Moving On programs.

Nonprofit service providers interested in building staff capacity to offer Moving On services informed by the Stages of Change model, CTI, and MI can access the [Moving On from Supportive Housing \(MOSH\) Training](#), developed by Emmy Tiderington at the School of Social Work at Rutgers, the State University of New Jersey under a grant from the NJ Department of Community Affairs.

Trauma Informed Care

Trauma-Informed Care (TIC) – adoption of principles and practices that promote a culture of safety, empowerment, and healing.

SAMHSA-HRSA Center for Integrated Health Solutions

SAMHSA's Six Key Principles of a Trauma-Informed Approach

- Safety
- Trustworthiness and transparency
- Peer support
- Collaboration and mutuality
- Empowerment, voice, and choice
- Cultural, historic, and gender issues

Racial Trauma & Cultural Humility

- **Racial trauma** or race-based traumatic stress, **is the cumulative effects of racism on an individual's mental and physical health.**
- Cultural humility is the ability to interact effectively with people of different cultures. In practice, both individuals and organizations can be culturally competent. Culture must be considered at every step of engagement with clients.
- Cultural humility means to be respectful and responsive to the health beliefs and practices—and cultural and linguistic needs—of diverse population groups. Developing cultural competence is also an evolving, dynamic process that takes time and occurs along a continuum

Peer Support

“One element that is essential is peer support. Having people with lived experience available for people to get information from is so important. Testimony, experience of someone who has gone through this is so valuable and so important.”

Peer Support, cont.

“It would be a good idea to assign a peer specialist or peer leader to help people who are moving on. Important to have someone who has moved on before – a battle buddy. Someone who has been through this... someone I could relate to.”

Q & A

Please remember to submit your
question to **ALL PARTICIPANTS**



For More Information...

HUD TA Resources:

- [Moving On Landing Page](#)
- [Moving On Project Plan Template User Guide](#)
- [Moving On Project Plan Template](#)
- [Equity as the Foundation](#)
- [Staff Orientation to Racial Equity](#)

Other Resources:

- CSH - [Moving On Toolkit](#)
- CSH - [Moving On Landing Page](#)
- Rutgers - [Moving On from Supportive Housing \(MOSH\) Training - 2019-123 - Rutgers Office of Research Commercialization](#)

Next Sessions in the Moving On Training Series:

Title	Date and Time	Intended Audience	Description
Moving On Outcomes Tracking and Evaluations	Wed., May 12 2:00 PM EDT	PHAs, researchers, CoC leaders and staff, including HMIS staff, PSH leaders and staff, and HOPWA providers	Tracking and evaluation is essential to seeing if a Moving On program is working for tenants, PSH providers, and affordable housing providers. This webinar will cover what to track in your Moving On program and how to tell if your Moving On program is successful and how it can improve. The training will also discuss past evaluations of programs and considerations for researchers and future studies.