Rapid Resolution: a Brief Overview

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Rapid Resolution...
Rapid Resolution…

• **IS a service and housing intervention**
• **SHOULD be attempted with everyone** regardless of perceived barriers or vulnerability
• **EMPOWERS and supports people** facing homelessness to identify safe and appropriate housing options and assisting them in avoiding shelter and returning immediately to housing.
• **Is NOT** a barrier to shelter. Many households will not be rapidly resolved and must be connected to immediate shelter and PH pathways
• **Is NOT** a program – it is a system wide orientation and intervention (e.g. Veterans can’t “refuse” RR – it is part of the process).
Planning Rapid Resolution in New York City

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Rapid Resolution Pilot Selection

• New York City was one of eleven communities selected by the VA to pilot Rapid Resolution services in the summer of 2018.

• Supportive Services for Veteran Families program providers were tasked to lead the planning and implementation efforts in the community.
Planning Framework

1. Learn Core Principles of Rapid Resolution
2. Pitch Benefits of Service for the System
3. Establish buy-in from local leadership and community partners
4. Use Data to Select RR Site(s) and Model
Planning Framework (continued)

1. Update Targets
2. Train Practitioners
3. Initial Implementation
4. Evaluate, Refine & Expand
Core Principles and Pitch Selection

• Ensure that SSVF teams and key stakeholders understand the core concepts and practices of Rapid Resolution
  • Review VA Rapid Resolution Compliance Guide for comprehensive details:

• Identify potential benefits for your local Coordinated Entry System

• Develop a pitch that highlights these benefits to local leadership
Develop the Pitch

• In NYC, we highlighted the following:
  • SSVF was already at the front-door of the shelter, so adding Rapid Resolution to this process would not create new work for municipal shelter staff or add extra burdens onto the system.
  • Shelter diversion services were already in place at some locations, RR would bolster them.
  • Funding for staff training was available to strengthen skill sets of various teams (DSS, SSVF, HUD VASH, Homebase).
• Goals:
  • Avoid the trauma of homelessness for those who can be rapidly resolved.
  • RR could reduce the number of veterans entering the shelter system and associated costs.
  • Adds additional aftercare supports for those who can be diverted.
  • Improve LOS for veterans who needed to access shelter for brief periods of time.
Convene and Establish Buy-in from Key Players

Other considerations:
- Federal Benchmarks and progress towards targets- what benchmarks will this support?
- Where does this fit in your local Coordinated Entry System?
Use Data to Select Rapid Resolution Site(s) and Your Engagement Strategy

- Review Homeless Inflow data
  - how many veterans enter the shelter weekly/monthly?
  - where are the primary entry points (single site, CRRC, assessment centers)?
  - what is daily/weekly demand based on these figures?
    - do you have adequate staff to meet this demand?

- Do any diversion services already exist in your community? What are their outcomes?

- Determine whether conversations will be in person, phone, combination of both based on community need.

- Select Primary Location(s) for Rapid Resolution staff to conduct conversations/services based on need, existing framework and your capacity.
Develop Training Plan

• Training for NYC staff included:
  • Mediation
  • Conflict Resolution
  • Trauma Informed Care
  • Motivational Interviewing

• Train-the-trainer model is beneficial for expansion and for inevitable staff turnover.
Logistics

• Review staffing pattern and develop policies and procedures for services and reporting

• Ensure that adequate space and time are allotted for Rapid Resolution conversations with each veteran applying for shelter
  • Remember that conversations may be lengthy!

• Review protocols and progress regularly to modify your practice as needed.
Implementing Rapid Resolution

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Seeds of Rapid Resolution in Cleveland

- Learned about Diversion Model from National Alliance session

- Pilot using conflict resolution/empowerment approach
  - HPRP funding

- Gaining community buy-in
  - Working through resistance
• Commitment to find new ways to partner with all parties in the system
  • Not just for SSVF providers
• Integration of this change at all levels
• Leveraging existing resources and using data
  • Collaboration and connection
“Don’t Just Reduce Inflow”

Rapid Resolution improves the problem solving capacity of veterans in housing

• *Empower* veterans (and staff) using a strength-based approach so they can remain housed

• Our veterans bring resources to the table every day = Listen to them! Be open to their ideas!

• High recidivism rate = lack of follow through with supportive services

• Support your problem solver all-stars
“Don’t Just Reduce Length of Stay”

Rapid Exit improves the problem solving capacity of veterans experiencing homelessness

• Until this CE placement, the veteran was housed
  • Validate housed episodes, explore successes

• Use quality data to target problem solving
  • CE = Plant the seed!
  • Document brainstorming for biweekly follow up

• Are veterans *really* at the decision making table?
  • Check-in about “Day 1 Plan”, adjust as needed!
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RAPID RESOLUTION

Jericho Project
Kelly O’Sullivan, LCSW, MBA
Agenda
What is Rapid Resolution?

• Empowers persons facing imminent homelessness to identify safe and appropriate housing options (other than the street/car/shelter), and assists them in avoiding shelter and returning immediately to housing

• NOT a barrier to shelter

• A strength-based approach helps clients identify strengths, successes and resources they’ve used in the past to help them resolve this episode of homelessness.

• Supports and trusts that people want to succeed. Helps them identify their own strengths and successes in their life that can help them.
Where and When can Rapid Resolution happen?

• At the shelter front-door for people who are becoming homeless tonight (not just regular prevention).
• Wherever providers engage with people who are living on the streets or other places not meant for human hab

• As part of the VA’s Rapid Resolution Pilot, Jericho had a problem solving conversation with all single male veterans entering the shelter system at NYC’s central point of intake, 30th Street Men’s Shelter.
Who does Rapid Resolution work for?

• Jericho was able to successfully prevent 10% of veterans entering shelter from becoming homeless since the launch of the Rapid Resolution pilot in July 2018

• Does not need to work for every veteran, and it’s not expected too

• BUT we should try with everyone, regardless of any perceived barriers, because it CAN work for anyone
Why should we do Rapid Resolution?

• Homelessness is a crisis and can be traumatizing
• People don’t want to be homeless if they don’t have to be
• Reconnects veterans with their families and friends
• Decreases number of homeless veterans in shelters or on the street
• May decrease the need for traditional affordable housing options
• Is less costly
• In-line with progressive engagement
Why use Motivational Interviewing when attempting Rapid Resolution?

**Motivational Interviewing**
- Goal: Help clients achieve their desire for change
- Evidence based practice
- Can work with anyone for a goal they identify

**Rapid Resolution**
- Goal: resolve crisis and prevent homelessness
- Provide minimum amount of assistance to succeed – progressive engagement
- Is expected to work with 10-20% of people

**Motivational Interviewing**
- Client’s choice
- Individualized
- Person-centered
- Strengths-based
- Goal oriented style of communication
- Believes in consumer’s ability to succeed
- Active listening
- Open Ended questions
- Affirmations
- Reflections
How do we do Rapid Resolution successfully?
What are the steps to having a Rapid Resolution conversation?

1. Introductions & Building Rapport
2. Exploring Strengths and Possibilities
3. Narrowing down options
4. Offering Needed Financial Assistance
5. Calling Family/Friends and Navigating Tension
6. Possible Plan
7. Testing of Plan
8. Closing