

# Welcome

- ✔ Who we are and what we do: Centerpoint Facilitation, a Person-Centered team who has incorporated the Person-Centered philosophy into supporting people who are homeless.
- ✔ Located in Grande Prairie, Alberta
- ✔ Have been supporting people who are homeless since 2007



# Person-Centered Strength Based Case Management and Service Planning in Housing First

## Overview:

- ✔ From Homeless to Housing, Person-Centered Skills used by Case Managers
- ✔ How to become a Person-Centered Team
- ✔ CARF Accreditation (Commission on Accreditation of Rehabilitation Facilities)
- ✔ Training Opportunities



# Housing Case Plan

**Name: Charlie**

**Date: Aug 2, 2018**

**Program Start Date: August 2, 2018**

**Expected Dismissal/Graduate Date: August 2, 2019**

**Are there services that you feel you need beyond the scope of this program? i.e.: Legal Aide, counselling, etc. Yes/No? Explain?**

**Schedule of AA meetings, cash-based employment, counselling: not Christian based, Legal trustee**

**What do you feel are your strengths and/or interests?**

**Friendly, outgoing, hard worker – not lazy, reading, cooking new recipes, drives in country to look at the crops**

**Do you have any preferences that would help to ensure stable housing? I.e. close to kid's school, day care, bus stop, no stairs, etc.**

**Close to foodbank, sister and bank**

**Do you need assistance with Assistive Technology? i.e.: access to a computer, etc. Yes/No? Explain?**

**Yes. I do not use technology and do not have a computer. Need to get online to see CRA Account.**

## **IMPORTANT TO YOU**

## **IMPORTANT FOR YOU**

<b>A place to call home</b>	<b>Reminders to pay rent on time</b>
<b>Having money to spend on booze</b>	<b>A monthly budget and pay bills before buying booze</b>
<b>Seeing my sister and Aunt</b>	<b>Talk to my landlord for me, when I can't</b>



<b>GOAL #1</b>	<b>To ensure that all Old Age benefits are in place to increase income for housing stability</b>	<b>WHO IS RESPONSIBLE?</b>	<b>DATE REVIEWED</b>
<b>ACTION</b>	<b>To complete taxes</b>	<b>Charlie and HF worker</b>	<b>Sept 2/18</b>
<b>ACTION</b>	<b>Connect with Seniors Outreach</b>	<b>Charlie and HF worker</b>	<b>Sept 20/ 18</b>
<b>ACTION</b>	<b>To set up a CRA Account.</b>	<b>Charlie and HF worker</b>	<b>Oct 19/18</b>
<b>OUTCOME</b>	<b>After connecting with Seniors Outreach Charlie started receiving all his Old Age benefits. His taxes are completed for 2017, he has a CRA account set up online. He is able to pay full rent and bills.</b>		

<b>GOAL #2</b>	Living in one place for more than a few months so it feels like home.	<b>WHO IS RESPONSIBLE?</b>
<b>ACTION</b>	Complete monthly budget and then Reminders to pay rent on time, before I spend it all on booze.	Housing First worker
<b>ACTION</b>	Set up dual signing on bank account with sister	Charlie, Housing First worker and sister
<b>ACTION</b>	Find a kitchen table and pots and pans so I can invite my sister over for supper	Charlie, Housing First worker
<b>OUTCOME</b>	Charlie set up dual signing on chequing account at bank with his	

## WORKING

### Charlies perspective

Has more money then he has had in a long time, has all Old Age benefits  
Likes where he lives, close to foodbank, bank and sisters house  
Landlord is very nice  
Can drop in to see worker even when missed appointment

### Centerpoints Perspective

Gave consent to have contact with sister  
Charlie has a good relationship with Northreach so can use them as a resource  
When sober always very sociable

### Landlords perspective

Pays rent on time  
Has a Housing First worker  
Keeps place nice and tidy  
If sober friendly, likes to chat

## NOT WORKING

### Charlies perspective

Doesn't like some of his neighbors, as they want to drink with him, always knock on his door  
Fights with lady downstairs  
Gets angry and makes nasty phone calls to sister when drunk  
Money stresses him out

### Centerpoints perspective

No contact for days and days  
Lots of appointments needed to secure income  
Morning appointments  
Always in crisis mode

### Landlords perspective

Bing drinking and fighting upsets other neighbors  
Rude to staff when drinking  
Has lost keys a few times  
Has been found passed out in lobby



Good day?

- No Financial Problems – Bills are paid
- Having a Coffee and Cigarette on hand first thing in the Morning, “Great way to start the day”.
- Walk to my sister’s and have a visit
- Play crib with my aunt
- Don’t have people knocking on my door “Asking for Stuff”
- READ
- Always have fresh NEW read laying around
- Keeping busy
- When I see the “Street People”. I Thank the Grace of God that’s not me



Bad day?

- Start “Over Thinking on Life...Circumstances
- When my thoughts start to spiral
- Contemplating going to buy “That Bottle”
- Going and buying a bottle
- Boredom
- Being around certain people

What will it take to have more good days and less bad days?

- Meeting with my supports
- Reviewing my Good Day/Bad Day
- Keeping myself busy, and being around positive people

**QUESTION:**

*How do we make sure Charlie's rent gets paid?*

# FOUR + ONE QUESTIONS

## ● TRIED?

- Having someone taking Charlie to the bank to pay his rent – sister, nieces, support worker (has to be the day he gets his benefits)
- Have contacted Office of the Public Trustee – to inquire about managing his finances
- Preauthorized payment for rent? – Property management is unable to set this up
- Have used all community resources in last 6-months to salvage eviction

## ● LEARNED?

- Doesn't always work to have someone available on the exact date when money comes into the bank
- Can't always track Charlie down
- Money in Charlie's bank account is a "trigger" to by alcohol
- Once he starts to drink; he drinks until his money is gone
- Cannot meet with Charlie until he's sober
- If eviction was to take place, all community resources have been used in the past

## ● PLEASSED ABOUT?

- Charlie is open to trying new ways to ensure his rent is paid – has talked to his sister about banking/dual signatures
- Sister doesn't drive but Charlie could pay for a cab for him and his sister to get to the bank
- Started working at another job – helping cleaning streets in the community
- Been able maintain his housing "with support"
- Charlie recognizes the cycle he's been through hasn't worked in the past

## ● CONCERNED ABOUT?

- Getting eviction if he's unable to pay his rent
- Charlie needs to find ways to keep busy
- Charlie is contemplating going to AA meetings – Will only do this when "he's ready to attend"
- Will property management accept a certified cheque/money order for rent?
- Has used emergency assistance to cover previous eviction.

## ● DO NEXT?

- Charlie to have his sister on his bank account – two signatures to take out money & get a money order for rent
- Support worker will set up meeting at the bank to get dual signatures on account (Charlie & sister).
- Support worker will give Charlie/and sister a schedule for when benefits are deposited so they can organize trips to the bank in advance
- Keep same account that money already goes into – put sister on as 2<sup>nd</sup>

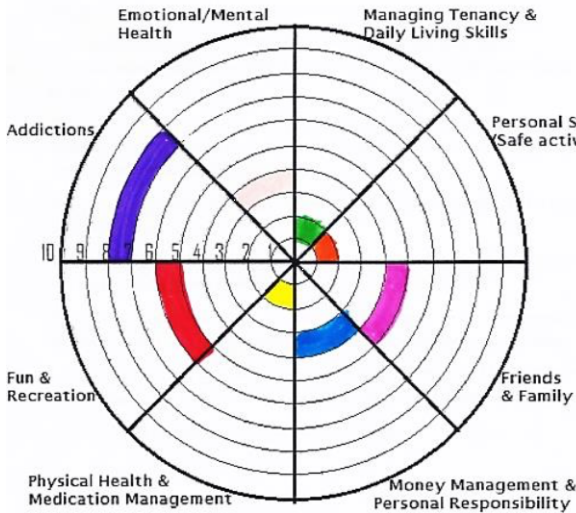




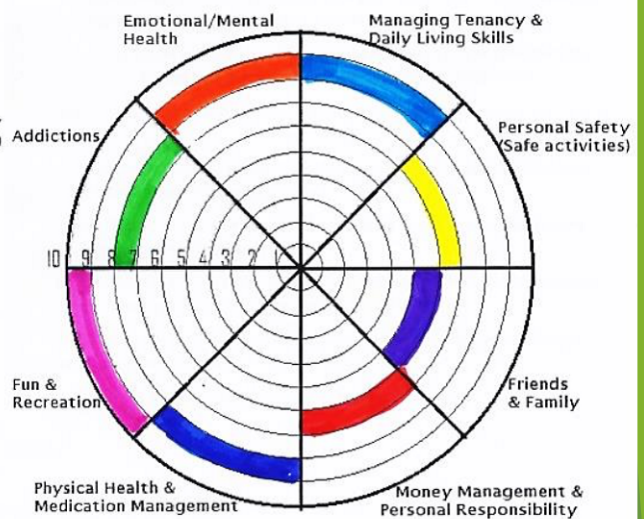
# SATISFACTION CIRCLE TOOL

This tool works on a scale from 1 to 10(1 being the least satisfied and 10 being the most). In the example provided you can see that upon time of intake, this program participant was very dissatisfied with various areas of his life. The Support Worker is able to engage in valuable conversation and help him set goals towards what he would like to work on first. Using motivational interviewing skills and person centered planning questions, the case manager leads with questions such as:

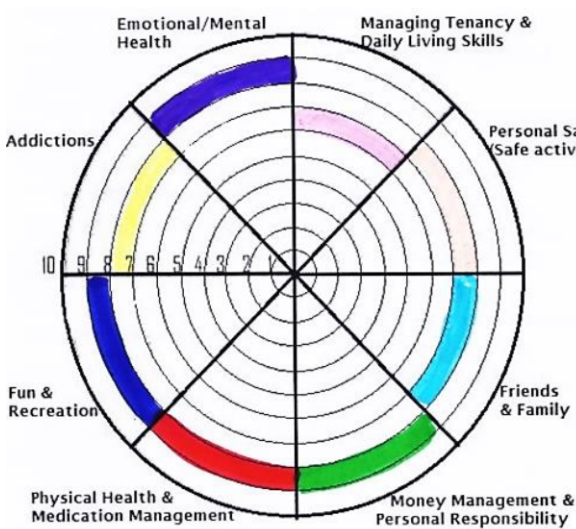
- Why do you feel you are at a 1 in physical health and medication management?
- What would it take for you to move from a 1 to a 2?



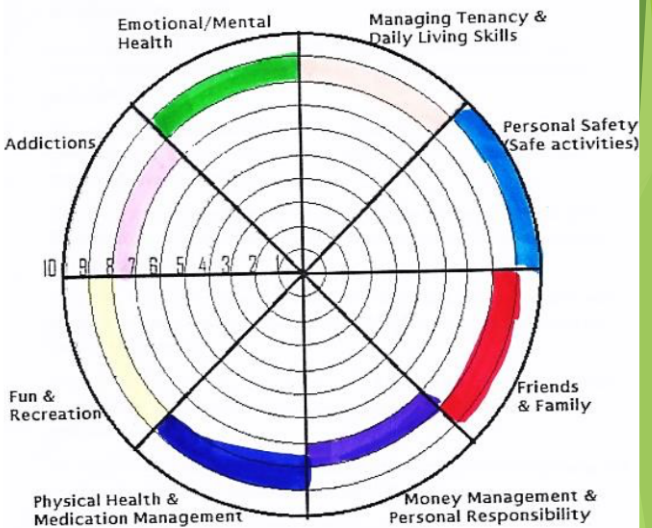
**Intake**



**At housing**



**3 month**



**6 month**

## What is **important to** Charlie

- Having a place to call home
- Making sure my bills are paid
- Seeing my family
- Having a coffee and cigarette firsthand in the morning – Good start to my day!
- Having a good book to read
- Keeping “good people” around me
- Seeing my sister
- Important having someone to talk to when I need to



## What those who know Charlie best say they **Like & Admire** about him

- When he shares “his story”
- His passion for good literature
- Humor
- How happy he is when he meets personal goals
- Compassion to others
- Willing to help others

## How can we **best support** Charlie

- Trying to secure a way to ensure his rent gets paid (dual signature on banking account/money order for rent)
- Reminder that his rent is due, before his benefits are deposited
- He will share his thoughts “Only” when he’s feeling comfortable, and feels its needed
- Don’t push him to open up, as “I will only when I feel its necessary & I’m comfortable to do so”.

# How to become a Person-Centered Team

*These times require  
exceptional  
leadership...leaders who  
respect and value people as  
human beings, trusted leaders  
that walk the talk and do so  
with conviction and integrity.”*

*William J. Pesce President & CEO,  
John Wiley & Sons*



# Developing Person Centered Teams

Teams can “walk the walk” of being person centered in supporting people to get the lives they want by developing person centered teams.



**Centerpoint Facilitation is looking for full time (35hrs/week)  
Case Managers under Housing First  
to join our Person Centered team.**

***Our Purpose***

*Helping individuals and families in our community attain and maintain housing under the "Housing First" philosophy while utilizing person centered approaches.*

*We are committed to supporting people in planning for a successful future.*

**Do you want to work with a team that is:**

Professional. Dedicated and dependable. Supportive. A team that will listen to and respect you. A team that values integrity?

**Is it important to you that:**

People's voices are heard and that they succeed? People live the lives they are choosing? People are treated with dignity and honour?

**Looking for a Job Description?**

See the attached doughnut.

Note: Criminal Record Check and Child Welfare check required, as well vehicle and valid drivers license.

**Still interested?**

Submit your One Page Profile and resume telling us why you want to work for us to Tammy Ouellette (touvellette@mycenterpoint.ca) by Monday February 13, 2017.

Not sure what a One Page Profile is? View our teams at [www.mycenterpoint.ca](http://www.mycenterpoint.ca).

**Next steps:**

If you are successful, you get to interview us first. You will have an informal phone call with Tammy Ouellette, to help you decide whether you are a good fit for our culture and values. If it is a fit, we will invite you to have a (frank and honest) in person conversation to find out what it is really like to work with us as a Housing First Case Manager.

***We think that the most important decision we make is who we invite to work with us. Come and wow us, and be part of making a contribution to person-centered changes in peoples lives who are homeless, organizations and communities (and have fun and feel supported too!).***

office address: 10116-102 Avenue, Grande Prairie AB

mailing address: Box 21404, Grande Prairie AB, T8V 6W7

phone: (780) 296-0223 fax: (780) 532 - 6547 e-mail: [touvellette@mycenterpoint.ca](mailto:touvellette@mycenterpoint.ca)

# THE DOUGHNUT!

- Never put self at unnecessary risk to fulfill duties.

## Not Our Paid Responsibility

- To take people everywhere they want to go; NOT Taxi's or personal shoppers.

- We are not cleaners. However; we can access cleaning services.

## Judgement and Creativity

- House people at all costs.

- Networking with co-workers regarding issues, finding housing or any other concerns.

- How we present information, legal etc...

- Connecting with landlords.

- How to assist people in moving. Set-up movers, getting furniture, shopping for items etc...

- How we go about assisting in finding housing.

## Core Responsibilities

- How we respond to crisis and link to services.

- Networking with other agencies.

- Fill out proper funding/financial forms.
- Landlord checks and support.
- 3rd party rental payments set up
- Develop budget with people we support.
- SPDATS on time and with people.
- Use planning tools and have on file.
- Keep files up to date and accurate.
- Make copies of all cheque requisitions etc... and keep on file.
- Assist in acquiring items for a home; bed, furniture, linens, etc...
- Review case files and bring up any concerns at team meeting.
- Attend training by City.
- Attend and advocate at peoples meetings, we take them there and pick them up etc... Income supports, medical; especially if connected to financial matters
- Everything updated when going on holidays.
- Keep backup workers in the loop.
- Meet people where they are as long as it is safe to do so. Ex. at their homes, be flexible.
- To work with integrity and professionalism at all times.
- Due diligence in finding people we support.
- Home visits.
- Do ETO on time.
- Develop crisis plan with people we support.
- Case plans.
- Help clients make informed choices.
- Help to secure housing.
- Help to secure housing.
- Help people secure an income.
- Meet required deadlines!
- Keep ourselves safe first!

- How we contact people; texts, phone, email, going to the soup kitchen, letters, etc... Includes schedules and making appointments.

- Matching our working style to people's personalities.

- When and where to meet with people.

- When it is best to get paperwork done.

- How to advocate for people.

- We are not movers; do not need to move, lift or carry furniture.

- Using the person centered tools depending on the situation.

- We are not crisis workers. Do not do everything to deal someone's crisis.

- Do NOT lend money or possessions to 'help' some one !!

- To make people stop doing things. Ex. illegal or high risk behaviors.

What if people on your team had the opportunity to share what they appreciate about each other? What if they knew what really mattered to each other as individuals and how to support each other to do the best work? What difference could that make to their work experience?

## One Page Profiles as a starting point



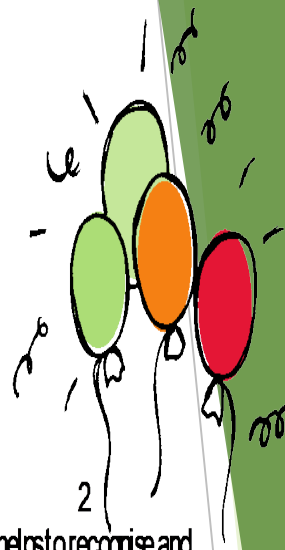
# Benefits of staff having a one-page profile



8 They contribute to a more person-centred culture and this benefits everyone.



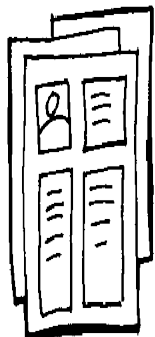
Your manager and team can learn the best ways to support you, so that you can do your best work (and have better days at work).



2 It helps to recognise and celebrate each others individuality, contribution and diversity.

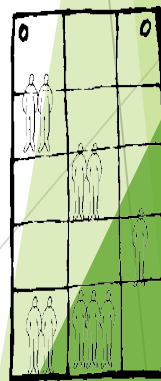
7 Knowing this information about each other means being able to have different conversations

3 Your manager can get a better match between what people we support are interested in, and your hobbies and interests



6 The more we know about each person in the team, the better the team can work together.

4 Your talents and gifts will be recognised and, again, your manager can match you to opportunities to share your talents and skills



5 Your manager can match your personality characteristics to get the best fit with people who use the service, team members whom you may work closely with, or with tasks



# Tammy Ouellette

**"Integrity has no need of rules. It supports me to walk my talk"**

## *What people like and admire about me?*

**I am a great listener, friendly and calm.**

**I am patient, encouraging and supportive.**

**I am organized, have good time management skills, but can go with the flow.**

**I am confident and professional, but still like to have fun.**

**I am honest, genuine and reliable.**

**I always have the teams back.**

**I am helpful, have good ideas and work hard to make Centerpoint a great place to work.**

**I believe whole-heartedly in being person centered and helping others to become so as well.**



## *What is important to me?*

**To be seen as competent and professional, and to ensure everyone who works for Centerpoint is as well.**

**It is important to me to be organized and be flexible with my time. I like to respond to emails, phone calls, etc. ASAP as I recognize others time is as important as my own.**

**It is important that the team know they are my priority. I will always have time in my schedule for them.**

**I need to work with people who are honest and genuine and that I feel comfortable with.**

**I need to be able to just be "me" with my team.**

**It is important to me to have balance in my life, so I can lead a healthy life.**

## *How best to support me?*

**To respect the fact that my family is the most important thing to me and know that I schedule my work around being able to spend time with them.**

**Respond to my emails, phone messages etc. . . . in a timely manner.**

**Keep me in the loop. I am interested and concerned in what the team is doing.**

**Know that I may need a bit of time to think things through. I am very self-reflective and don't like to be put on the spot or feel bullied.**

**Use Power With language when you are talking to me or anyone else!**

**If you have questions or suggestions please share, this is a learning environment, and I like other thoughts and opinions.**

## Centerpoint Facilitation Team

### Great things about our team/what people like and admire about us . . .

- ❖ We are Person-Centered
- ❖ Centerpoint's follow-up and responsibility with/to the landlords and people we support
- ❖ Our commitment to the people we support
  - ❖ Our team dynamic
- ❖ We are approachable, non-judgemental & flexible
  - ❖ Always open to collaborating
  - ❖ People feel heard and respected
  - ❖ Centerpoint has integrity
  - ❖ Professional and dependable

### What is important to our team?

- ❖ To have a Person-Centered Team
  - ❖ Flexibility, unity & integrity
- ❖ To support people to live the life of their choosing
  - ❖ Being a strong and competent team
  - ❖ To be respected in the community
  - ❖ Being advocates for people we support
  - ❖ Harbouring community relationships
    - ❖ Personal and team growth
    - ❖ Promoting creativity
    - ❖ Having a sense of humour

2019

### Our Purpose

*We are committed to supporting people in planning for a successful future and promoting independence utilizing person-centered approaches.*

### How we can support each other as a team . . .

- ❖ Encouraging self-care
- ❖ Constructive criticism/feedback
- ❖ Foster a safe working environment
  - ❖ Transparency
- ❖ Regardless of our job description, we choose to share work responsibilities
- ❖ Always believing the best in each other
- ❖ Take time to build relationships with each other
  - ❖ Collectively problem solve
- ❖ Respect and appreciate what each person brings to the table

### What Support do we want from others?

- ❖ Network openly with us
- ❖ Trust our judgement and our work
- ❖ Communicate clear expectations
- ❖ Provide necessary information to ensure we can provide proper supports
- ❖ Be open to sharing knowledge and wisdom
  - ❖ Proactive communication and collaboration
- ❖ Be respectful of the Person-Centered Values we use to support others



# Person- centered supervision

# Person Centered Supervision

is a partnership process that creates a respectful and supportive climate, enabling people to understand and support each other well in a positive and productive manner.



# Positive and Productive Meetings

Show your team that you respect them and their time. Introduce the Positive and Productive meeting process and meetings will be seen as a constructive use of time.



# CARF Accreditation

- ❧ The importance of.....
- ❧ 3 year accreditation
- ❧ Only Rapid Rehousing Program in the province of Alberta that is CARF accredited, 1 of 5 across Canada





If you are interested in learning more about who we are, what we do, the Person Centered training we offer please call or email

**Tammy Ouellette**

**780-296-0223**

**[touellette@mycenterpoint.ca](mailto:touellette@mycenterpoint.ca)**

**[www.facebook.com/centerpointfacilitation](http://www.facebook.com/centerpointfacilitation)**

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