Housing as a path to prevent maltreatment

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Understanding the problem

Complex

the relationship between cause and effect can only be perceived in retrospect

probe – sense - respond

emergent practice

Complicated

the relationship between cause and effect requires analysis or some other form of investigation and/or the application of expert knowledge

sense – analyze - respond

good practice

novel practice

no relationship between cause and effect at systems level

act – sense -respond

Chaotic

best practice

the relationship between cause and effect is obvious to all

sense – categorize - respond

Simple

The Cynefin Framework. Snowden, D.J. Boone, M. 2007. "A Leader's Framework for Decision Making". Harvard Business Review, November 2007, pp. 69–76.

Housing Opportunities Made to Enhance Stability (HOMES) Vision

Increase awareness of the impact of housing instability on the health and well-being of children, making housing instability a children's health issue. Collaboratively create evidence informed solutions that address housing needs of families in our programs.

What threatens housing stability?

1. Tenant Landlord disputes
2. Mold
3. Infestations
4. Lead (paint/pipes)
5. Eviction
6. Homelessness
7. Crowding
8. House fire
9. Lack of affordable housing

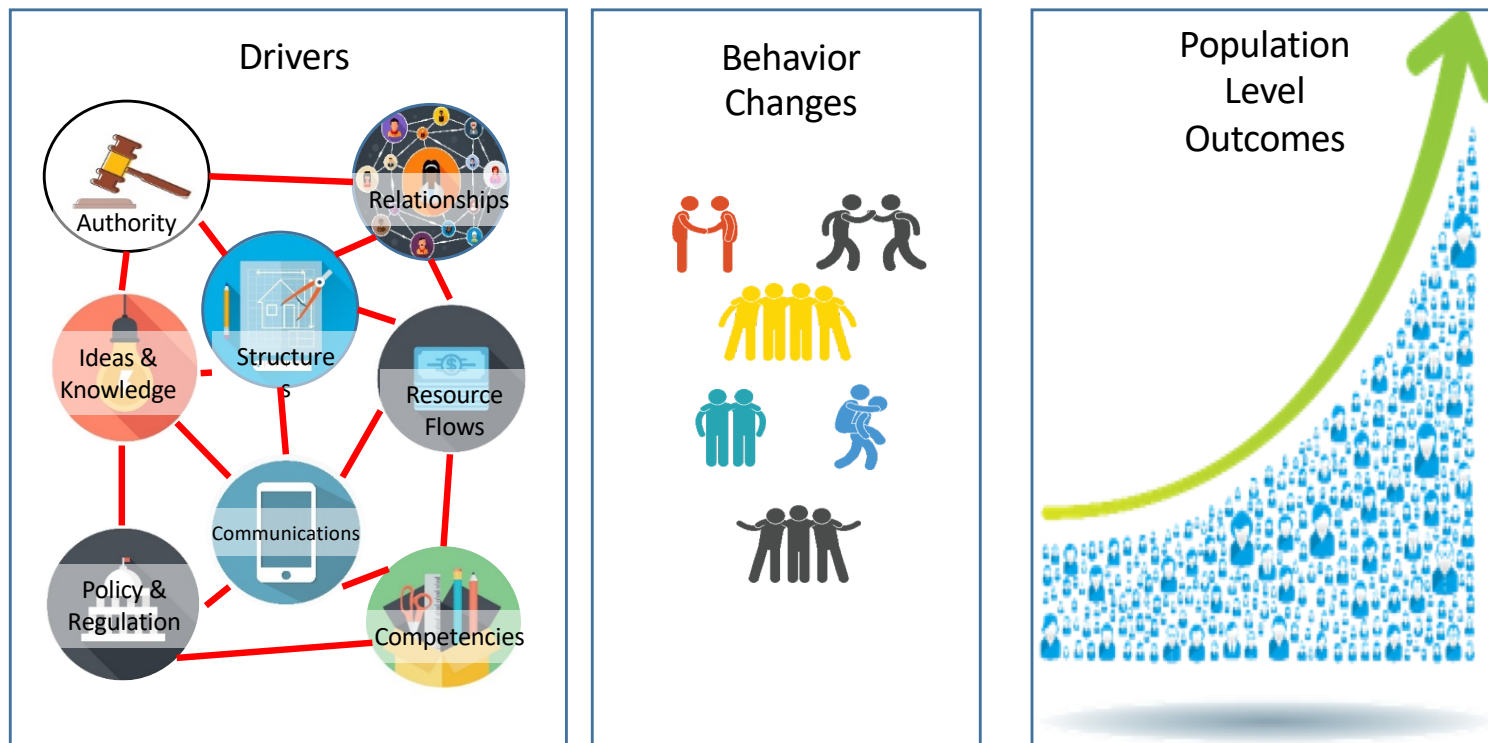Institute for Child and Family Well-Being | Children's Hospital of Wisconsin | UNIVERSITY of WISCONSIN UW MILWAUKEE

Programmatic interventions help people beat the odds. Systemic interventions can help change their odds.

- Karen Pittman

Systemic Interventions

Mark Cabaj, Here to There Consulting Inc

HOMES Strategies

Authority
Influence leaderships
Raise awareness

Relationships
Create relationship with existing actors in the housing system to inform activities, create collaborative projects, and/or jointly advocate for policy changes.

Ideas & Knowledge
Identify best available evidence based practice and policies in the child welfare and children's hospital systems.

Structures
Develop/adopt programs or practices that change practice on how we identify barriers to housing stability and work with families to resolve those barriers

Policy & Regulation
Advocate for policy changes to support changes in resource flows

Communications
Make housing a child health issue, advance possible solutions, and garner support for implementing solutions.
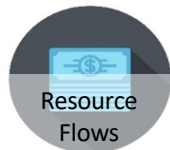
Resource Flows
Identify and obtain funding for new housing focused initiatives

Competencies
Create best practices around assessing for housing instability, create norms around how housing instability impact executive functioning, and advance housing first principles.

HOMES Activities

Authority
Influence leaderships
Raise awareness

Ideas & Knowledge
ICFW Issue Brief
Literature Review
Data analysis

Policy & Regulation
Family Unification Program
Medicaid Policy Advocacy

Resource Flows
Family Unification Program
Medicaid Policy Advocacy

Relationships
Build a network
Expert Interviews
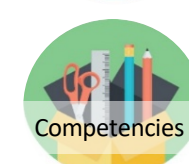Collaborative projects

Structures
New programs:
Mobility Mentoring
Medical-Legal Partnerships
Healing Starts…

Communications
Strategic Framing (CiM): Housing is a child health issue
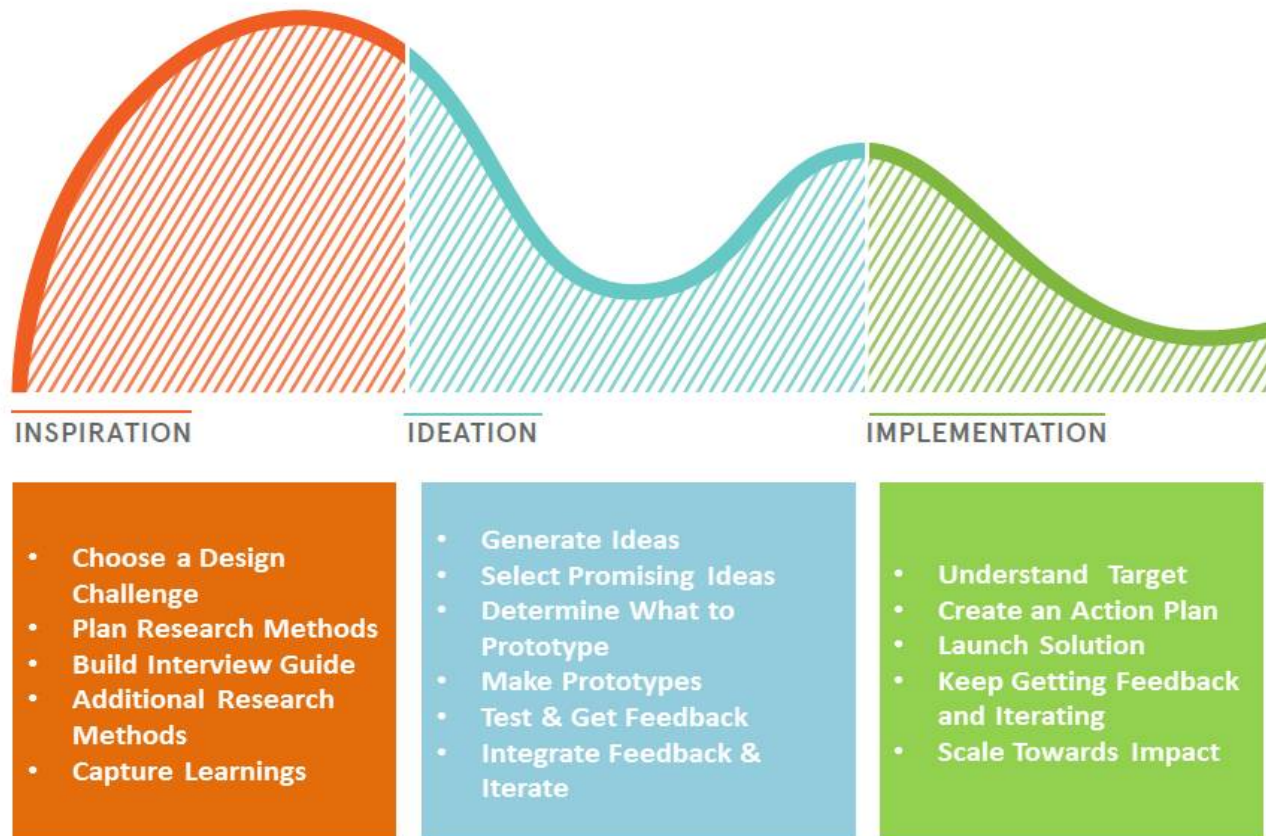Issue Brief
Infographics
Community Cafés

Competencies
Brain Architecture Game
Trainings
Strategic Framing
Human Centered Design
Strategic Learning

Tool: Human-Centered Design

INSPIRATION
- Choose a Design Challenge
- Plan Research Methods
- Build Interview Guide
- Additional Research Methods
- Capture Learnings

IDEATION
- Generate Ideas
- Select Promising Ideas
- Determine What to Prototype
- Make Prototypes
- Test & Get Feedback
- Integrate Feedback & Iterate

IMPLEMENTATION
- Understand Target
- Create an Action Plan
- Launch Solution
- Keep Getting Feedback and Iterating
- Scale Towards Impact

Lessons Learned: Human Centered Design

- Strict adherence to EBIs may steer us away from address problems the families want us to work on.

- Listening to people with lived/living experiences can be more efficient

- Test small, fail small

Human Centered Design Field Guide:
http://www.designkit.org/resources/1

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Tool: Build a network

"There is no collaboration without trust"

- Expert Interviews
  - Human Centered Design
  - Listened, took on their ideas
- Attending open community meetings

Lessons Learned: Social Impact Network

- Content Vs Context Experts
  - Content: Policy makers, researchers, program staff
  - Context: People with lived experience

- Engage to learn, not to tell them what to do or what's important.

- Define how you would measure strength of your network.

Human Centered Design Field Guide:
http://www.designkit.org/resources/1

Tools: Strategic Communication

- Framing the goal places your aspirations front and center
    - Housing as a child health issue: The Open Children Model*
- Challenges current thinking and forces for resistance
    - Too big of a challenge
    - Not related to our work
    - Would take too much time
    - Would cost too much money

The Frameworks Institute, 2016

Lessons Learned: Strategic Communication

- Housing-focused partners were interested in the child-health implications and explicitly making that connection

- Health systems struggle with housing as a social determinate of health

- Norms around who 'deserves' housing is still a challenge.

The Frameworks Institute, 2016

Tools: Data

Measurement is not judgement

- Defines scope of the problem
- Connect various publicly available datasets
- Insert context from your program
- Engage the community on data connections
  - Community Café
  - Data Walk

Lessons Learned: Use data

- Place matters
  - compare data available geographically
- Connects dots across systems
- Collect data on strengths
- The community wants to hear more about data than we anticipated

Building Knowledge for Action

Data
- Has Definition
  Relevance
  Timeframe

Information
- Assumptions
  Patterns & Trends
  Context

Knowledge
- Insights
  Narrative
  Brings meaning
  Compels action

Adapted from : The DAMA Guide to the Data Management Body of Knowledge
https://cdn.ttgtmedia.com/searchDataManagement/downloads/A_taste_of_DAMA_DMBOK.pdf

The brief version...

- Human Centered Design: For engaging people to address problems without clear solutions.

- Build Relationships: Effective collaboration requires trust

- Strategic Communication: How you frame an issue will influence people's first reaction and mindset

- Data: Measurement is not judgement, but it can be an important step towards knowledge as well as a tool for engaging others.

The great part about complex problems is that you can start anywhere

Questions

Tools: Strategic Learning

Strategic Learning creates institutional memory, supports just-in-time iteration, and clarifies hypotheses about your work

- Before and After Action Reviews
  - clarify desired results, plan for anticipated challenges, and reflect on what actually occurred to identify potential ways to improve the next time.
  - can be used for everything from major events and meetings—including our staff retreats—to phone calls or writing assignments.

Lessons Learned: Actively Learn

- Learning is an outcome that should be tracked, summarized, and leverage to inform next steps
- Housing is a complex challenge and you'll have to adapt your strategy routinely.
  - Get rapid feedback
  - Use After Action Reviews to reflect on what works and what doesn't
  - Consider focusing on a subsystem of housing

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Tools: Structures/new programs

- Medical- Legal Partnerships (MLPs)
  - MLPs have operate as a prescription for housing issues. In an MLP, a multidisciplinary team works together to address medical and social/legal problems that aim to improve overall health.

- Mobility Mentoring (MM)
  - *MM* is based on the assumption that, if individuals can be engaged to optimize their outcomes in the five critical areas of the Bridge to Self-Sufficiency™, they are more likely to achieve economic independence than if they tackle any one critical area alone.
  - Uses long and short-term goal setting and incentives to enhance parent Executive Functioning Skills essential to progress

Lessons Learned: Structures/new programs

- New programs require funding, which can take time to obtain/establish
- There's a lack of "evidence based interventions" focused on housing specifically because of the wide range of contextual differences
- Cross-section collaborations