

Appendix 4

“Resident at Risk” Meetings

JCHE uses the procedure outlined in this section to work with “at risk” residents. Residents whose behavior has been worrisome, problematic, or who may have a lease violation are discussed. Meetings are generally held monthly, unless more frequent meetings are necessary, and include all relevant staff (administrative, resident service coordinators, maintenance...). The focus is on working *with* the resident who is “at risk”. Typical issues may include dementia, mental illness, hoarding, poor sanitation or hygiene/odor, drug or alcohol abuse. “At risk” residents with the potential for eviction are handled in a timely manner and with compassion.

“Resident at Risk” Meeting Recommendations:

- One staff person directs the meeting
- Another staff person takes notes (not printed or distributed and kept in a locked file as per HUD regulation as a measure to protect resident confidentiality)
- Residents who have been presented at prior meetings are discussed and their progress reported
- A staff person is assigned to follow up with the “at risk” resident and family when appropriate
- New “at risk” residents are then presented and a plan is made for intervention
- Staff agrees on a unified approach to particular resident issue

Each staff member brings her/his own area of expertise or experience to the table making for a balanced approach to problem solving, and resulting in a common approach to the problem. In more difficult situations, the Executive Director, Director of Resident Services, Property Manager, Social Worker, or other professional meets with the resident, who may be accompanied by a family member, service provider, or friend. Because this is independent housing, our relationship is with the residents, not their families. Only under certain, clear circumstances of unsafe conditions or dementia do we contact a family member and even those are on a case-by-case basis.