

## 4 Homelessness (Second Order Change)

12 Involving the client (the person experiencing homelessness) in  
24 resolving the challenges he or she faces is essential to make positive  
36 outcomes more likely, and longer-lasting. Recidivism is a major challenge in  
47 the U.S. Judicial System. Successful prison systems work to reduce their  
58 recidivism rate, giving rehabilitated convicts with work skills and a new  
69 outlook the chance to find success and happiness. The quagmire homeless  
80 individuals find themselves in is much like that of incarcerated individuals,  
90 and often involves even worse living conditions. A homeless individual's  
102 return to the streets after an isolated, short-term social services intervention  
114 is extremely likely, and can further demoralize that person's outlook for the  
124 future. The goal of comprehensive rehabilitation efforts should be positive  
132 lifelong changes in daily behaviors, employment readiness, improved  
139 physical health, and a brighter emotional outlook.

155 Even if a home is found, or a job is offered to a person who is  
168 homeless, the chances of that person maintaining that home or job can be  
180 low. A minefield of possible predicaments could crop up: a physical malady  
193 recurs, a drug or alcohol relapse happens, a depressive mood arises, or a  
205 mistake is made at a job for which the person is undertrained.

218           The client needs to be taught to develop resilience that will help him  
232 or her overcome obstacles, either self-imposed or those due to no fault of  
245 their own. The lent home could be retaken by a landlord or government  
257 agency, lost to a fire, flood, other disaster, or gentrification. The person  
273 could be the victim of abuse, fraud, or other crime. A job could be lost due  
285 to layoff, a business bankruptcy, or another economic slowdown like the one  
297 caused by COVID. A job that a formerly homeless person acquired could  
310 sadly be phased out due to technology. These occurrences are very likely for  
313 low-skilled workers.

326           To build a mindset of resiliency for longer periods in a person with  
337 home insecurity, financial support and reliable access to at least minimal  
350 health care is crucial, for both the client and their dependents. Building trust  
361 between the client and an organization providing services, as well as  
371 employers, is necessary to making lasting progress. Servicers, likewise, need  
382 to establish expectations of their clients, and provide both positive and  
392 critical feedback to them to help create healthy living habits.

401           Social services staff, though often overwhelmed with large caseloads,  
414 need to be responsive to the challenging and changing needs of the client  
427 and family. This takes time and patience. Getting to know the strengths and  
440 concerns of the client and family, and getting the client to feel comfortable

450 sharing challenges can help create greater resilience. A once downtrodden  
463 person will feel much more like an empowered person when their voice is  
475 heard and are made to feel valued. The goal when assisting those  
483 experiencing homelessness is fostering self-reliance, independence, self-  
489 worth, and hopefully, a better life.