

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.