

## **Minimum Requirements for Supporting a BNL Client in Housing**

### **Landlord engagement**

- Make arrangements for a viewing.
- Make arrangement for an inspection.
- Help coordinate financials (split payment, damage deposit, SJ energy set-up, etc.) with the landlord.
- Prepared to address concerns and complaints in a timely manner (typically within 48 hours, depending on priority).
- The landlord has a secondary contact to call in my place.

### **Move-in logistics**

- Coordination and communication with the landlord and Housing NB.
- Coordinating transportation and set up of furniture.
- Connecting the client to resources they'll need for the move.

### **Client engagement**

- Weekly check-ins for at least the first month after move-in, for all acuity levels.
- Create a contingency plan for emergencies.
- Conduct a needs assessment shortly after move-in and every three months afterward, or whenever significant change is observed.

### **Crisis Intervention**

- Respond to physical and/or mental health emergencies that may affect the tenancy.
- Respond to other crises such as fire or flood.
- Help the client navigate the aftermath of crises including damages to the unit, connecting to other resources, negotiations with the landlord, etc.

### **Financial Planning**

- Ensure the client has an income.
- Ensuring the client is accessing all benefits they are entitled to.
- Provide assistance in setting up split payments.

### **Transition planning (evictions)**

- Referring to prevention resources where applicable so that evictions do not take place.
- Creating a diversion plan with the client should an eviction take place.

- Mitigating client risk during eviction period and/or connecting the client to resources who could provide that.