

YOU'RE INVITED!!!

You are invited to attend a virtual forum. Forums are opportunities for service coordinators, property managers, and other professionals to develop relationships, exchange information, and learn about services. Come out, get informed and share resources that support you in meeting the needs of families, seniors, and people with disabilities.

Title: How To Build a Relationship with Residents Who Came from Homelessness into Housing

Presenter: Pat Lamarche

Where: Virtual

When: August 13, 2026

Time: 10:00 to 12:00

Registration Link: <https://events.gcc.microsoft.com/event/feeeac15-1046-43b6-be7e-a62070cfe04b@02ec4d4e-57f5-47dd-86d6-65521d722416>

Most of the people who case manages and/or work directly with folks who have experienced homelessness don't share similar experiences and find it hard to understand obstacles that – to a person whose always been housed – don't seem real. In this session you'll learn How to build a relationship with residents who came from homelessness into housing. Most important of all is:

- Maintaining Empathy & Compassion
- Building Interpersonal Skills
- And Fostering Open dialogue in the face of acquired bad habits

We will discuss the 3 H's of disfunction that help one survive on the street but don't serve folks well when housed. These include:

- Hoarding
- Hygiene
- Hiding things

PHFA forums provide training hours toward the yearly training requirements set forth by HUD. Certificates of Attendance will be provided upon request.

There is no cost to attend. If you have any questions, contact, Lisa Scott @ lscott@phfa.org

Hope to see you there!