

IMPLICATIONS *of* MATERIAL HARDSHIP *on* SERVICE DELIVERY



KEY TAKEAWAYS

- Innovative solutions to encourage self-advocacy
- Removing the trigger for material hardship doesn't improve material conditions
- Trust people in poverty with cash assistance/basic income
- Element of choice in how benefits are given
- Poverty has cultural baggage —“hardship” implies someone can overcome it. Language matters
- Developing wrap-around approaches at system level
- Removing the trigger doesn't improve the material hardship
- Consider the intervention as the harmful unintended consequences!
- How do we collectively define the problem? What shared language do we use?
- Getting people back to equilibrium is not a formula!
- Some of the more proactive roles for HS industry requires that the industry GOV'T takes on a clearer set of values and purpose
- Continuing to center the person/family/human even as we try to create more with holistic approaches to social service delivery
- Humans are not checklists!
- We need to have communities at the center of redesign efforts
- It is more effective to prevent than to remediate
- Customer/client autonomy on prioritizing their needs
- Let's trust people & give them autonomy where possible. Less screening
- Give families more control over their own lives. They know what they need the most
- We need:
 - State funded childcare
 - State funded housing
 - State funded transportation
 - (All 3 need to be met to abolish material hardship)
- Dosage/duration given independent of actual need
- Intergenerational poverty triggers material hardship