



CENTRAL CITY **CONCERN**

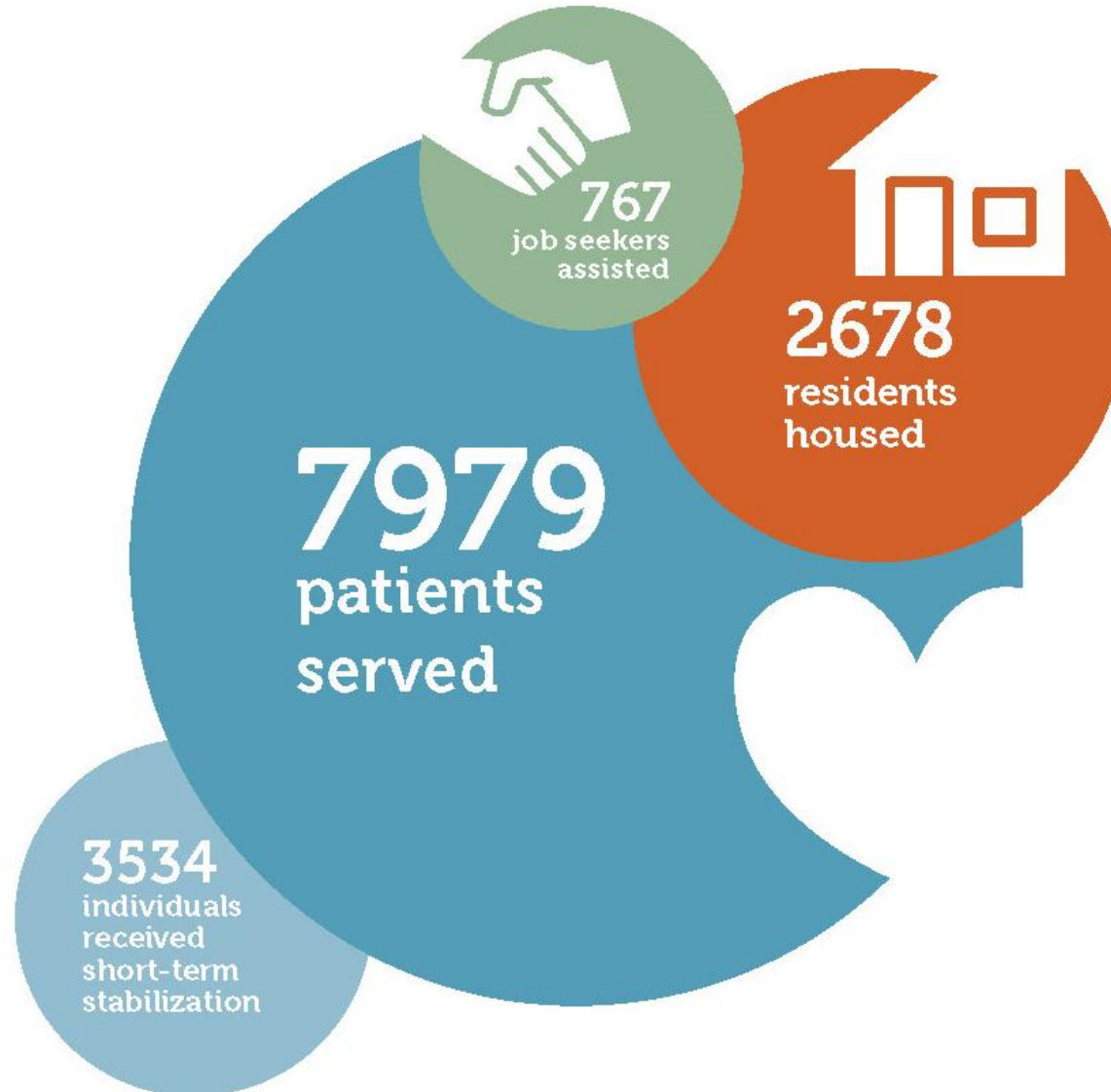
HOMES HEALTH JOBS

July 26, 2016



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CENTRAL CITY CONCERN'S SCOPE



1600 APARTMENTS
IN 22 BUILDINGS



- Transitional housing
- Permanent supportive housing
- Family housing
- Housing first and harm reduction programs

11 FEDERALLY QUALIFIED
HEALTH CENTER SITES



- Integrated primary & behavioral health care
- Community mental health services
- Subacute detoxification
- Inpatient and outpatient recovery services
- Acupuncture & naturopathic treatments
- Pharmacy

EMPLOYMENT SERVICES



- One-on-one supported employment services specific to individual and community needs
- 588 job seekers gained employment in 2015

SOBERING SERVICES



- Transportation and stabilization services that protect the health and safety of the downtown community
- Harm reduction for individuals experiencing public intoxication



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CASE STUDY: KATIE

Funding List

- SAMHSA CSAT Block Grant
- State General Fund
- Medicaid
- SNAP
- TANF
- Childcare Development Block Grant
- HUD Section 8
- County General Fund
- WIOA Title II
- Private donors



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Portland Home for Everyone- Ending Homelessness Effort

Workgroup participants



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Ways WIOA and CoC currently partner

Local WIOA Administrator sits on City's Ending Homeless Advisory Board and Co-Chairs Workforce and Economic Development Workgroup.

Family homeless service provider to receive \$150,000 for eviction prevention and housing placements to serve 30 and WIOA funds will fund coordinator to administer.

CCC's Employment Access Center will receive WIOA funding to expand access to broader community of recipients by 8 hours a week with goal to increase over the next 2 years.

Additionally, City and County General Funds will increase employment services to homeless clients who may be placed in CoC funded housing and will be enrolled in WIOA-funded programming. Existing SE staff connect those who may be living in CoC funded housing to WIOA-funded programming.

Black Parent Initiative will receive City and County General Funds will increase employment services to homeless clients who may be placed in CoC funded housing and will be enrolled in WIOA-funded programming.

Community Works serves TANF families. City and County General Funds will fund \$500,000 to increase career coaches and rent assistance for families who may be living in CoC funded housing and enroll in WIOA-funded programming.



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WHAT CAN YOU DO WITHIN YOUR OWN STATE?

- **Work with your State WIOA Governing Body**
- **Work with your local WIOA contractor**
- **Work with your Department of Vocational Rehabilitation Divisions**
- **Fully utilize USDA Food Stamp Employment and Training 50/50 Grants to serve SNAP recipients**

Speak publicly about the cost-savings generated from employment programming: It's cheaper than crime, incarceration, utilization of emergency rooms, foster care systems. \$1=\$16.63 cost savings in crime and incarceration alone.



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“I think anyone who’s given the opportunity for stability has every opportunity for success... I have the opportunity to give back to what I tore up, what I took away from.”

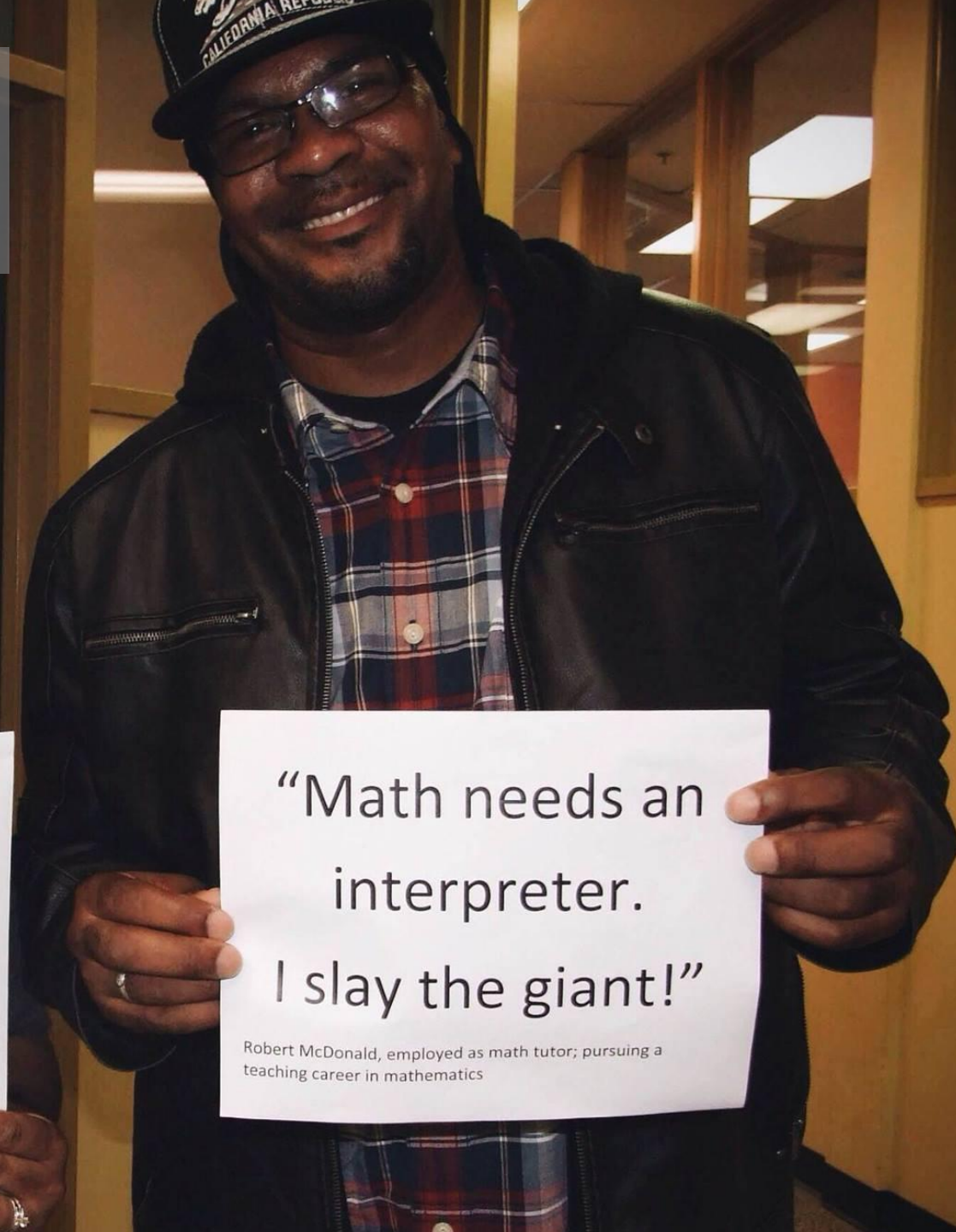
—Robert, aspiring math teacher



Math Whiz



Freda Ceasar, Central City Concern Employment Access Center



“Math needs an
interpreter.
I slay the giant!”

Robert McDonald, employed as math tutor; pursuing a teaching career in mathematics



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1.07 Forging and Enhancing Partnerships between the CoC and the Local Workforce Board

INCOME NOW

HOUSTON

Gary M. Grier

Building a System Response to Ending Homelessness



Session Objectives

By the end of this session participants will be able to:

- Leverage WIOA legislation to encourage workforce boards to engage in homeless services
- Clarify practical steps a CoC or homeless service provider can take to collaborate successfully with local workforce boards (WIBs)
- Train workforce providers to meet the needs of homeless jobseekers

WIOA Targets funds to helping those with barriers to economic success

- Priority of service strengthened
 - Public assistance recipients; individuals who are low-income and/or have barriers to employment
- Interim progress measure (“Skill Gains”) rewards programs helping hardest-to-serve
- Adult education focused on learners with lowest skill levels

ADVANTAGES OF A SYSTEM APPROACH

- Client centered
- Proven track record in our CoC
- We get to get GREAT together!
- Identify and Solve System Barriers
- Collective work + Bigger Risk = Huge Outcomes

Shifting the Focus



Shifting from Agency Centered Housing to
Systems & Client Centered Housing

A New System of Accountability

The Continuum of Care/The Way Home Steering Committee
(Primary Decision Making Body)

Planning and Implementation Bodies

System

- Director of Workforce Board added to CoC Steering Committee Governance

Design

- Shared vision in Employment Summit with collaboration across agencies and systems

Implementation

- Leadership team
- Implementation team
- Project Management

Training

- System Navigators
- Culture shift training

Supported by:

- HMIS
- PM Team
- CoC Lead Agency

Income Now Workgroups

Income Now Leadership Team

- Central Houston, Inc.
- HGAC/WIB/Workforce Solutions
- City of Houston Mayor's Office
- Coalition for the Homeless
- SEARCH
- Career and Recovery Resources
- Houston Area Community Services
- SER Jobs for Progress
- CSH

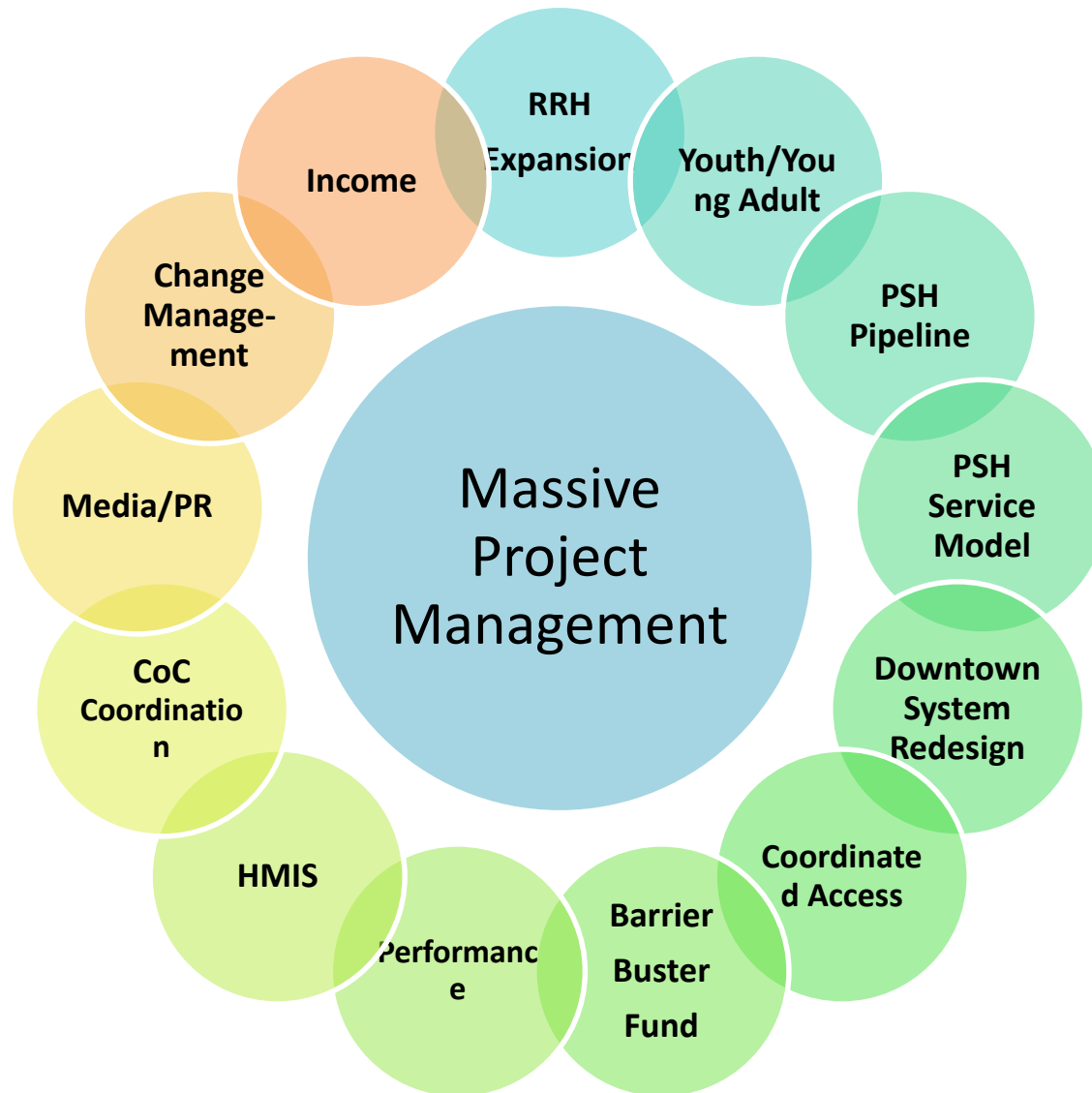
Income Now Implementation Team

- Coalition for the Homeless
- HGAC/WIB/Workforce Solutions
- SEARCH
- Career and Recovery Resources
- Houston Area Community Services
- SER Jobs for Progress
- Covenant House
- The Salvation Army
- Star of Hope
- CSH

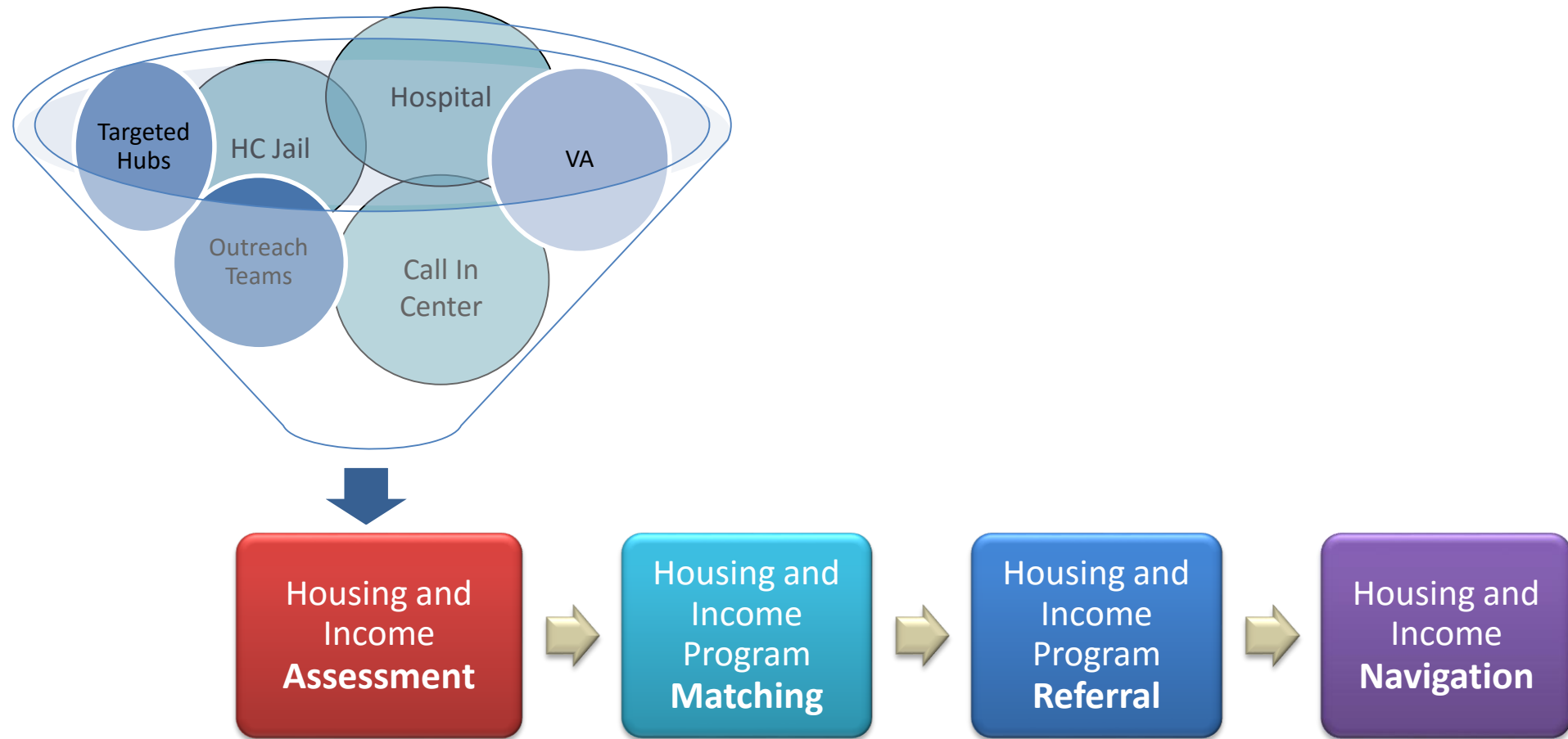
Income Now Design Team

- This workgroup is called upon when system design is necessary. Depending on the design necessary, participating agencies can include; income service providers, homeless service providers, social security, DARS, employers and other appropriate agencies.

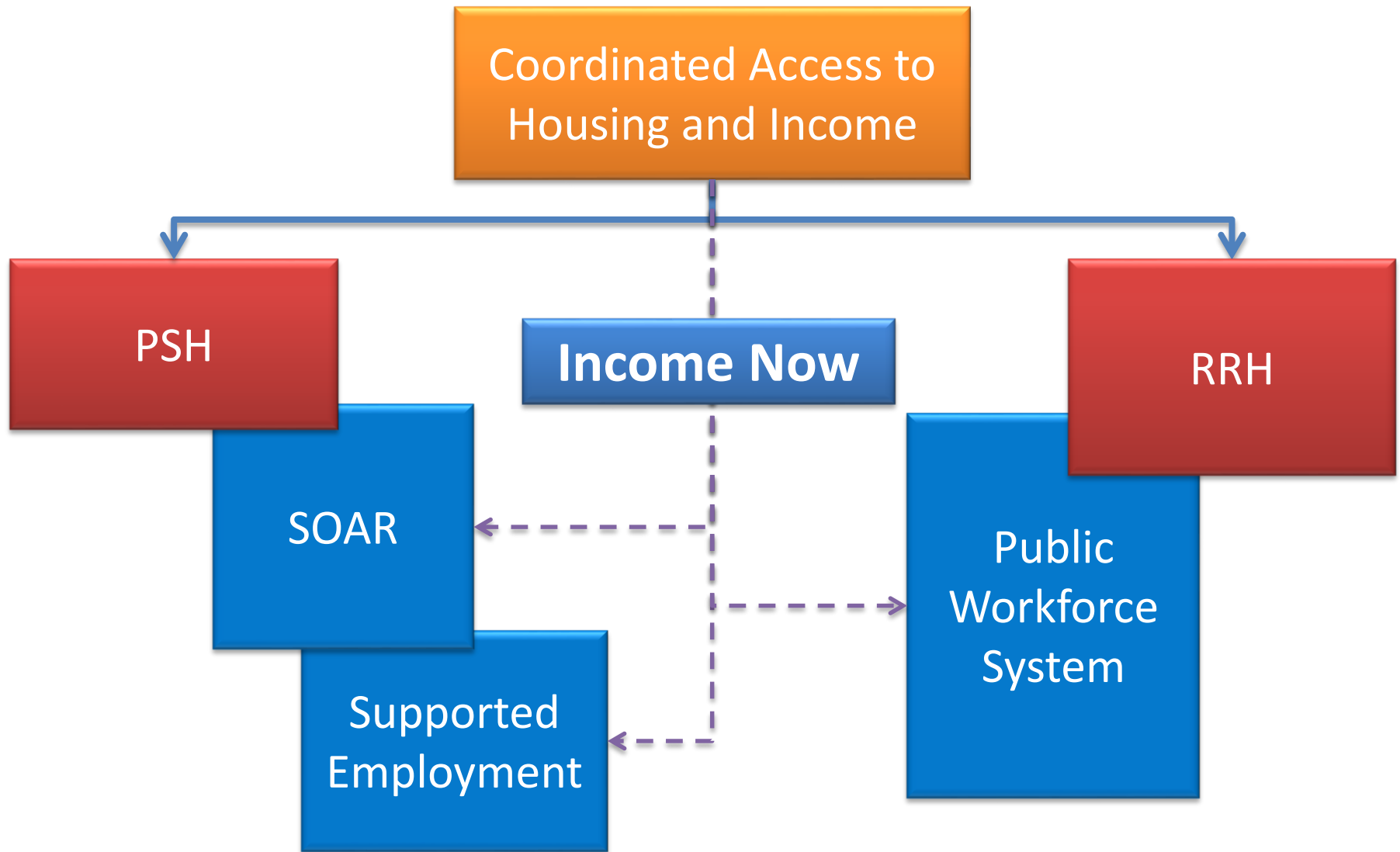
Simultaneous System Transformation



Coordinated Access to Housing and Income



System Components



Progress Update-Public Workforce System

Analysis-Gaps/Resources

- Access challenges
- Capacity challenges
- Culture Shift

Capacity Building and Design

- Embed homeless provider and workforce staff at CA hubs
- Invest in OJT/WE
- Training

Implementation

- Texas Workforce Commission
- Heartland Alliance-Connections Project

Public Workforce System - Goals

1. Implement strategies that assist individuals experiencing homelessness to secure income as quickly as possible
2. Build Public Workforce System capacity to adequately assist individuals experiencing homelessness to secure employment as quickly as possible and maintain employment for as long as possible.
3. Drive community-wide understanding of the importance of the relationship between housing and income for those exiting homelessness (community-wide culture shift)

Public Workforce System - Activities

1. WFS Employment Navigators
2. Income Now Employment Counselors + Support Services
3. Motivational Interviewing Training and Coaching
4. OJT/WE- Subsidy (Workforce Solutions)
5. Culture Shift Training

Staffing the New System

WFS Satellite Offices (WFS/Provider Staff)

- **Employment Counselors**
- **Duties:**
 - Eligibility Assessments
 - Enrollments
 - Documentation Collection
 - Resumes
 - Getting “Right Now” Jobs
 - Conducting Group Activities
 - Administering Supportive Services
 - Instilling “Income Now” Culture
 - Facilitating Transfers to Main WFS Offices

High Demand WFS Offices (Provider Staff)

- **Employment Counselors**
- **Duties:**
 - Eligibility Assessments
 - Enrollments
 - Documentation Collection
 - Resumes
 - Getting “Right Now” Jobs
 - Administering Supportive Services
 - Instilling “Income Now” Culture
 - Supporting WFS Staff to Serve Homeless

WFS Cultural Competency

- **System Navigators**
- **Duties:**
 - Provide Cultural Comp. Training to WFS staff
 - Facilitate Networking Opp. Between the 2 Systems
 - Manage referrals to CA for Housing and from Satellite Offices to WFS Offices
 - Communication Oversight
 - Provide Event Calendars and Updates to Access Hubs
 - Employer Relationship Development

Progress Update-Income Now Culture Shift

Coalition for the Homeless

- 10 Employment focused sessions through 2016
- Targeting 84 provider staff throughout the homeless provider and workforce communities

Train

Re-
Assess

Social Impact Research Center @Heartland Alliance

- Design survey
- Administer survey
- Analyze data

Social Impact Research Center @ Heartland Alliance

- Administer survey after trainings and quarterly
- Analyze data
- Determine impact of training on beliefs

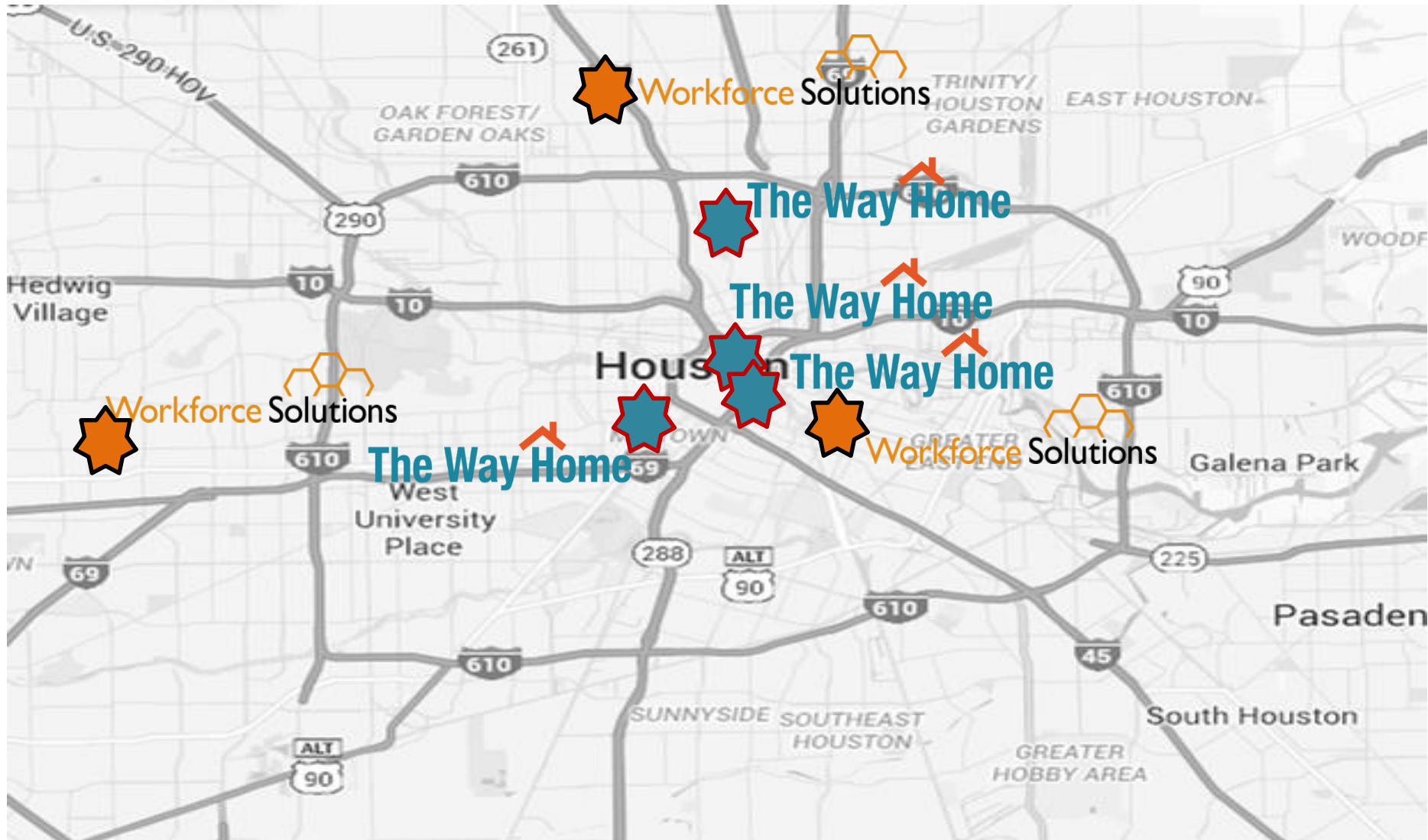
Baseline
Assessment

Co-location and shared training

1. Co-location in shelter system and Workforce Career Offices
2. Ten part community training series to create competency among systems
3. Drive community-wide understanding of the importance of the relationship between housing and income for those exiting homelessness (community-wide culture shift)

<http://learningdesigns.com/graphics/E-learning/HGAC%20Houston/Connecting%20the%20Dots%20%20Homelessness%20and%20Employment%20-%20Storyline%20output/story.html>

Public Workforce System - Locations




The Way Home

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acknowledgement
Heather Muller
Senior Program Manager
CSH
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Connecting Employment & Education to Coordinated Entry (CE)

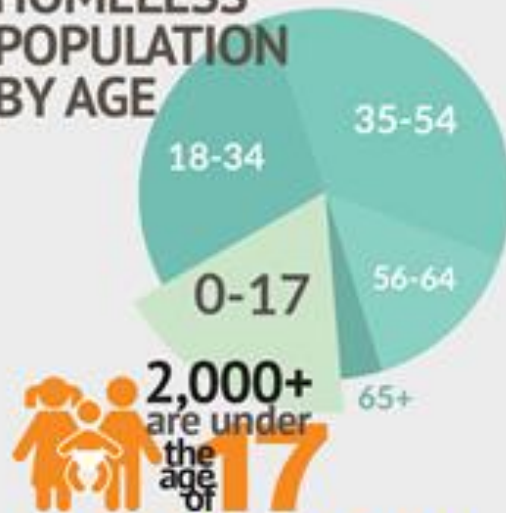
All Home

www.allhomekc.org

Danielle Winslow

Danielle.Winslow@allhomekc.org

HOMELESS POPULATION BY AGE



HOMELESSNESS IS IN EVERY ZIP CODE IN KING COUNTY



HOMELESSNESS DISPROPORTIONATELY IMPACTS PEOPLE OF COLOR

Native Hawaiian/Pacific Islanders:

3x more likely



African Americans:

5x more likely



Native American/Alaska Native:

7x more likely



28% of the homeless population are families with children

What's going on in King County and the importance of employment and education

- High rents
 - Average increase \$100 per month every year
- Homelessness is increasing
 - 19% increase in PIT
- All Home Strategic Plan
 - Changes to Coordinated Entry for All (CEA)
 - Increase in investments relying on private market (Diversion, RRH, Shelter to Housing)
 - Diversion works
- Limited Resources
- People want jobs

Committed to homeless job seekers: Workforce Development Council

Experience: Operated 30 years of the Homeless Intervention Project (HIP)

Collaborative Leadership: Active member of the *Connections Project: Home & Work*

Innovation: Finding ways to achieve WIOA objectives for homeless job seekers (Untapped Talent RFP)

Employment and Education/Training Questions for CEA

What are your current sources of income?

- ☐ Earned income
- ☐ Unemployment insurance

- ☐ TANF
- ☐ ABD/HEN
- ☐ Basic Food (SNAP)

- ☐ SSI
- ☐ SSDI

- ☐ VA Benefits

Would you like to explore a way to increase your income?

Yes

Not at this time

Do you think employment education or training can help increase your income?

Not at this time

Yes

Not employment, but other benefits or unearned income: Pathway C



Updated 2.5.16

Pathway A : Light Service Requirement	This individual is able to benefit from light touch employment services (WorkSource/WIOA/community/technical college/training) with referral and warm hand-off. This may include a person on unemployment insurance; currently employed looking for a better job; very recent work history/long work history; identified employment plans/goal.
Pathway B : Medium Service Requirement	This individual will need navigation and support to access and participate in employment services including both mainstream or specialized employment services for hard to employ individual including 1:1 support and assistance. May include people with specific barriers including criminal history; limited or sporadic work history; individuals who need to work/want to work but experience anxiety; hesitancy; number of life stressors.
High Service Requirement	This individual will need supported employment or services offered by Division of Vocational Rehabilitation (DVR); may include people with disabling conditions (mental health/chemical dependency/co-occurring disorder) and/or chronic homelessness.
Pathway C : Other benefits or un-earned income	SSI, SSDI, TANF, ADB, HEN

What We've Seen So Far...

- Varied interest and buy in
- Emerging training needs for CE and WorkSource
- Connecting employment support to Diversion is creating housing opportunities
- Multiple engagement attempts needed

What Else We Need to Explore...

Evaluation: Are front door connections to employment and education making homelessness brief and one-time?

Thinking shift: Employment first, not employment ready

In focus: What are the unique needs of workers of color, including immigrant or refugee workers



