



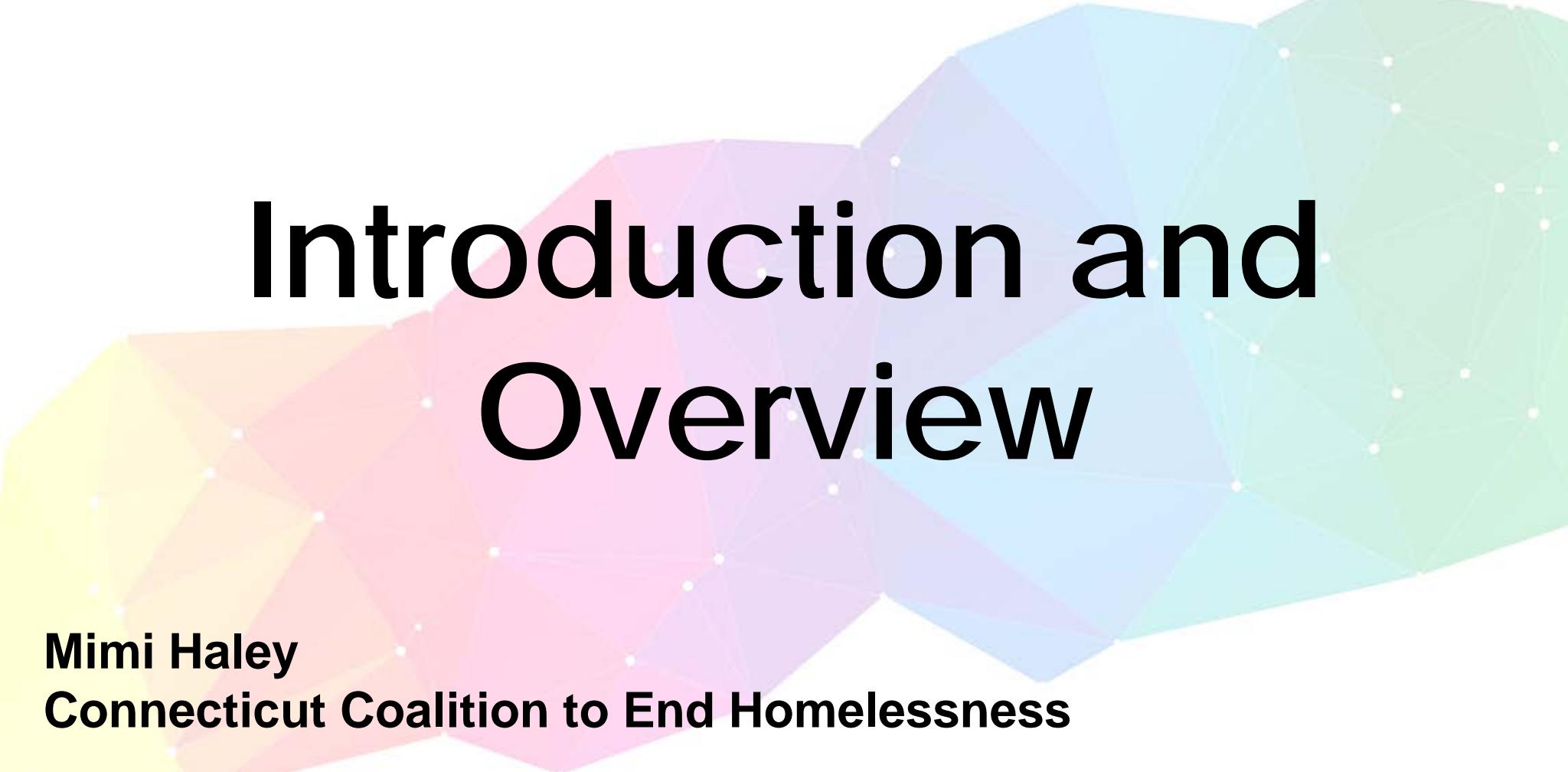
Homelessness and Employment Services

*A cross-training on coordinated access and employment
programs and resources*

August 20, 2018

In partnership with:

*Capital Workforce Partners
Journey Home
The Connection Inc.*



Introduction and Overview

Mimi Haley
Connecticut Coalition to End Homelessness

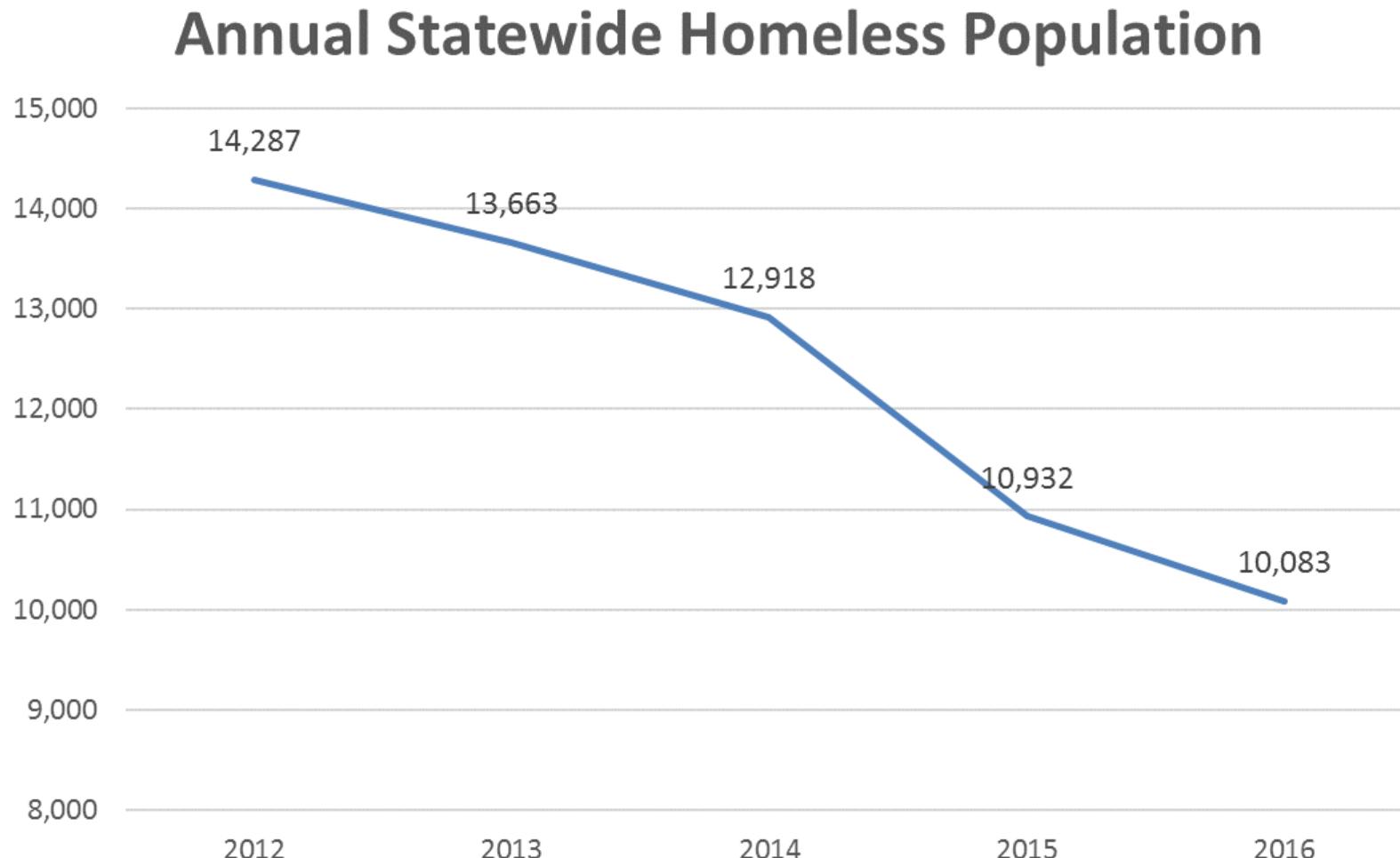


Victories to Date

- Built a Coordinated System to Access Homeless Response Resources across Connecticut **(2015)**
- Ended Chronic Veteran Homelessness **(2015)**
- Ended Veteran Homelessness **(2016)**
- Housed over 1,700 chronically homeless individuals between since 2015

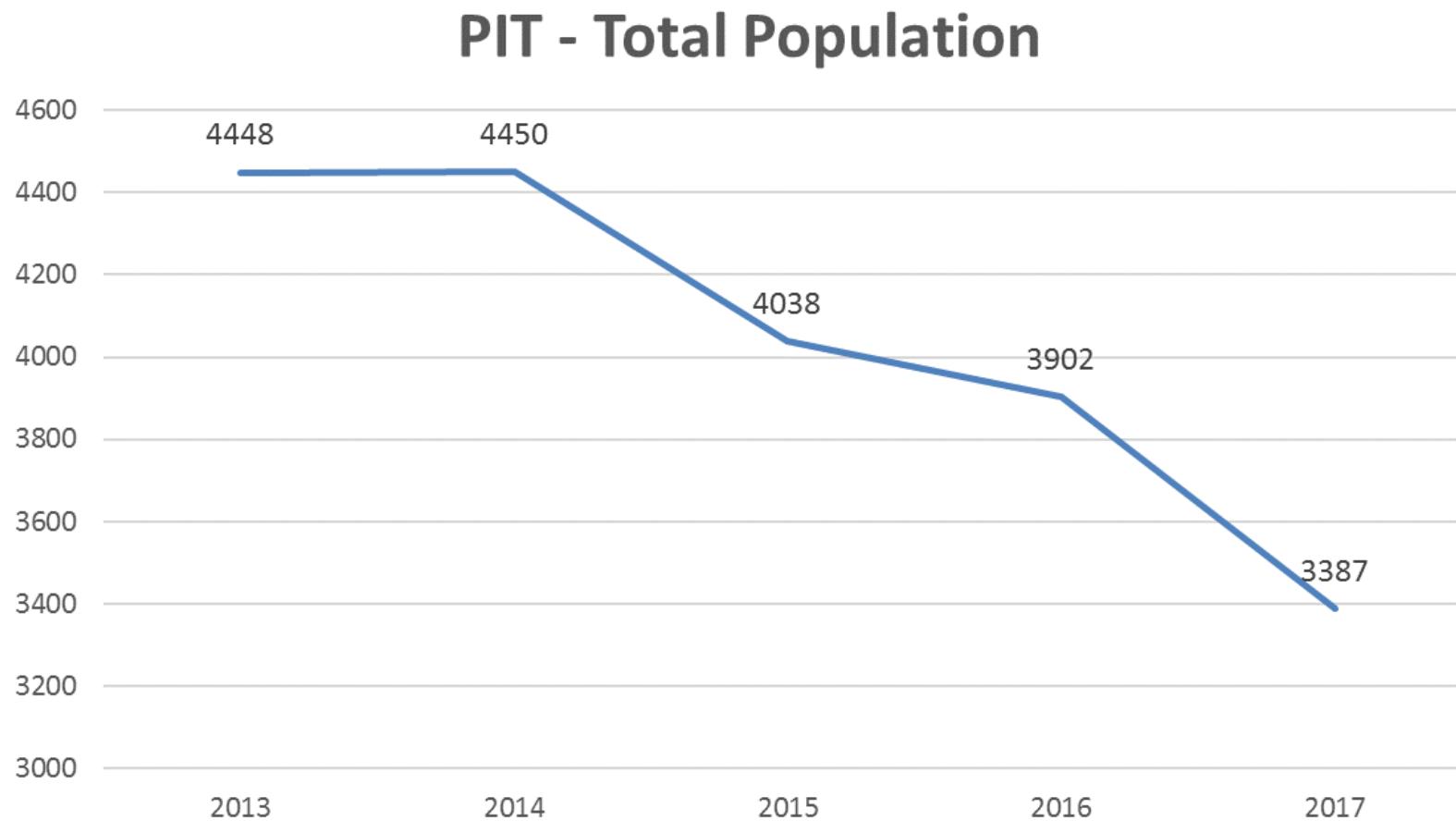
We are Ending Homelessness in CT

Consistent decline in the total number of people experiencing homelessness for four consecutive years.



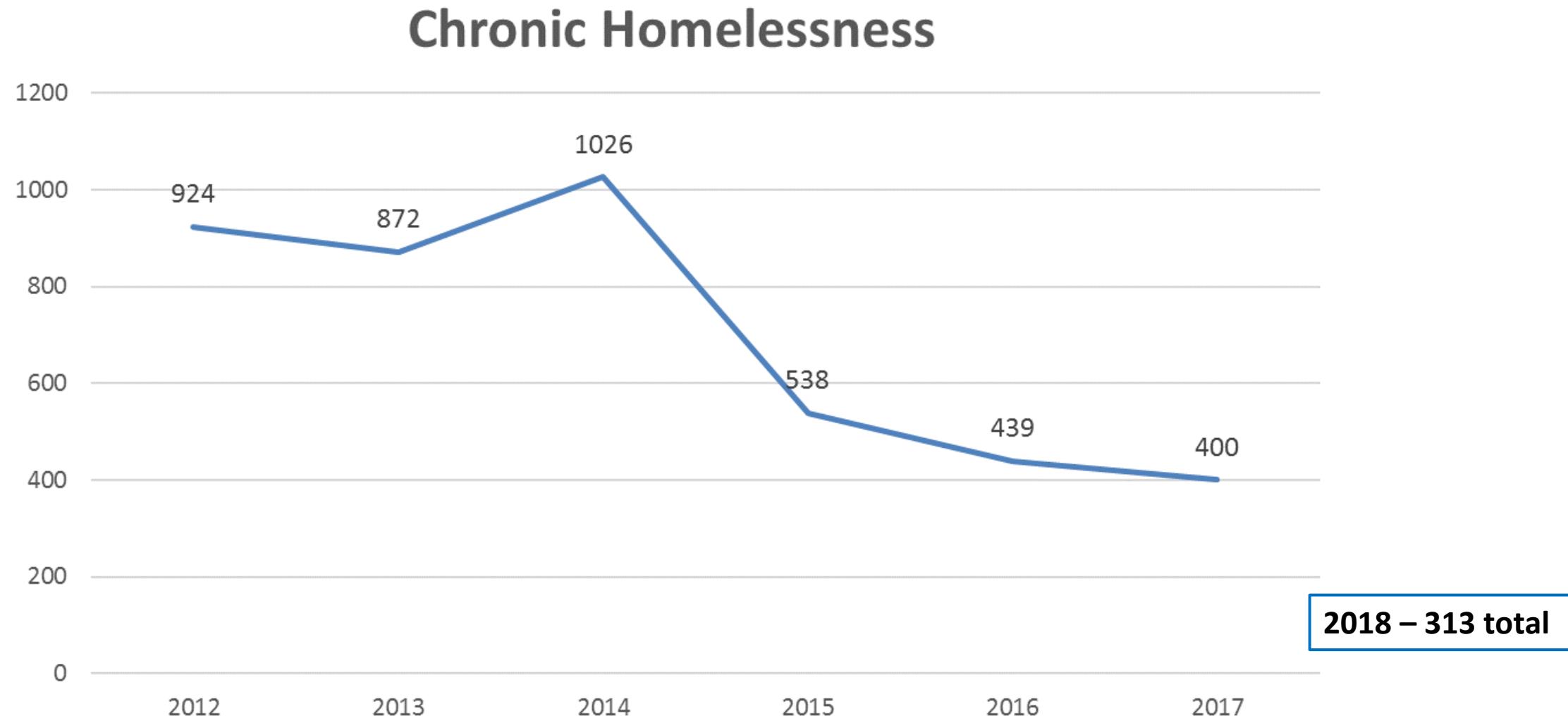
Decrease in our “Point in Time” Count

Once-a-year census of homelessness every January



2018 – 3,383 total

Decrease in chronically homeless in our “Point in Time” Count



- Finish the job of ending Chronic Homelessness **(2018)**
- End Family Homelessness **(2020)**
- End Youth Homelessness **(2020)**
- Continue to consolidate strength of new, coordinated access system –despite challenges of state budget **(ongoing)**

How Coordinated Access Works

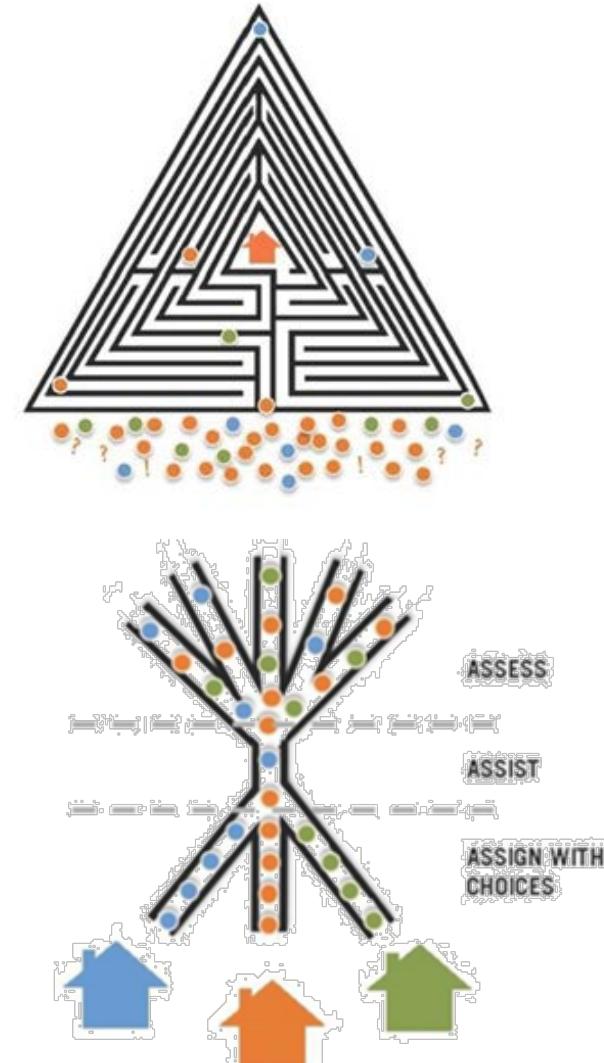
How providers coordinate to identify, divert, assess, match, and house people experiencing homelessness

Streamlining the System

The housing and selection process has changed now that Coordinated Access has been implemented.

Process Before Coordinated Access

- First-come, first-served waitlist
- Lottery-based waitlists
- Eligibility based on self-report of homelessness
- Eligibility not verified prior to being added onto the waitlist
- Households may be on waitlist for years



Process With Coordinated Access

- No waitlists maintained for Homeless Special Populations units
- Vacancies are reported to CAN by the property manager
- CAN will use BNL to identify most vulnerable household that meets eligibility requirements
- Service provider will assist client through lease up

Coordinated Assessment Analogy

Think of Coordinated Assessment as the emergency room of homeless services.

1. Patient (client) comes for emergency service.
2. Patient is triaged (Coordinated Assessment).
3. Multi-disciplinary approach to treating and releasing.
4. ER's and hospitals in general operate from a treat and release as soon as possible approach.

Other than cost/insurance coverage, why is there such a focus on quickly releasing back home?

Why is this also true for shelters?

Connecticut CANs

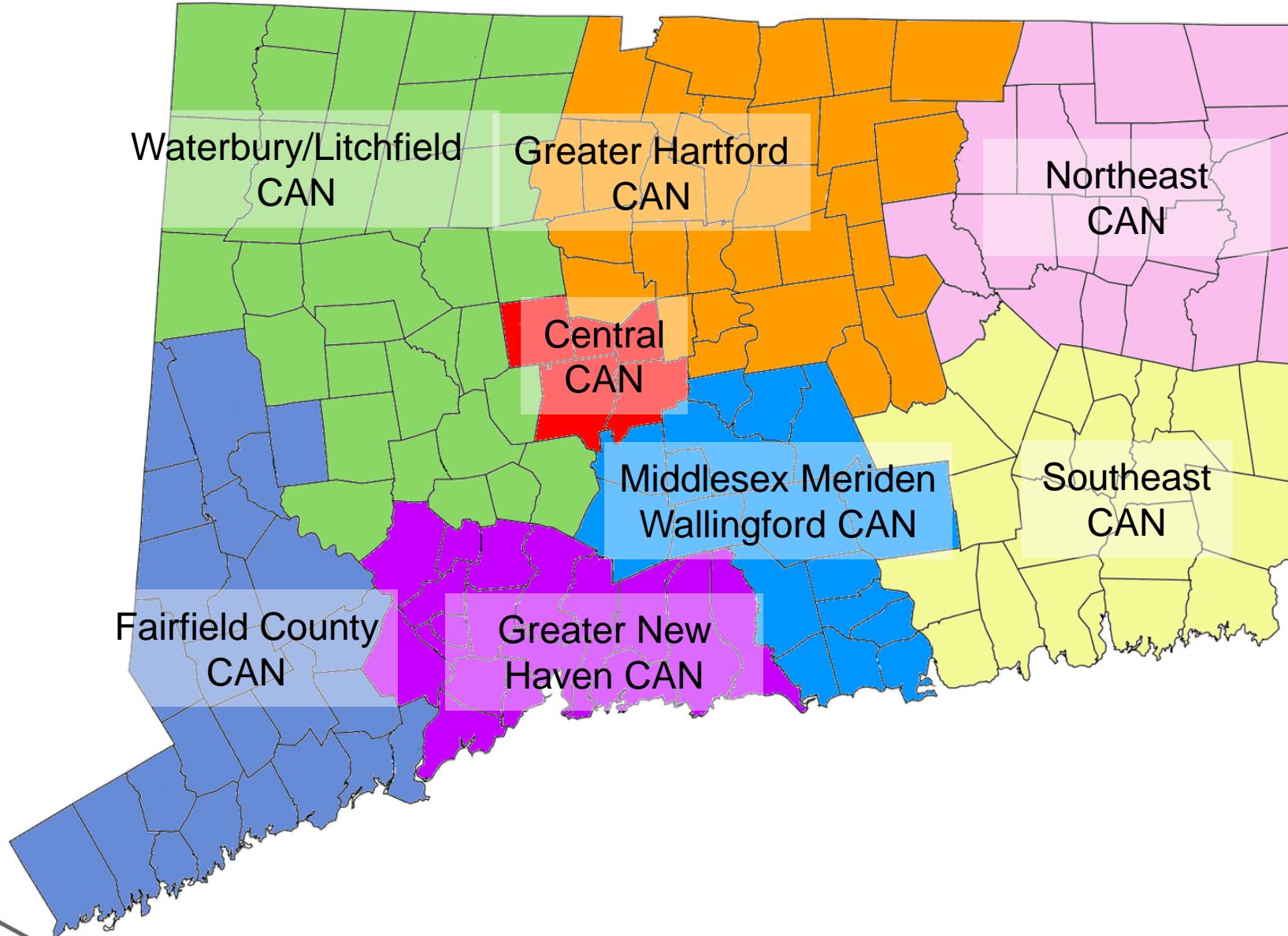
Additional detail about our eight CANs, the statewide system, and what's next for our statewide system



**Mia Bryant
Connecticut Coalition to End Homelessness**



CANs are how we organize our statewide system



8 Coordinated Access Networks (CANs)

CAN System Overview

A high-level diagram of the coordinated access process from entry to exit

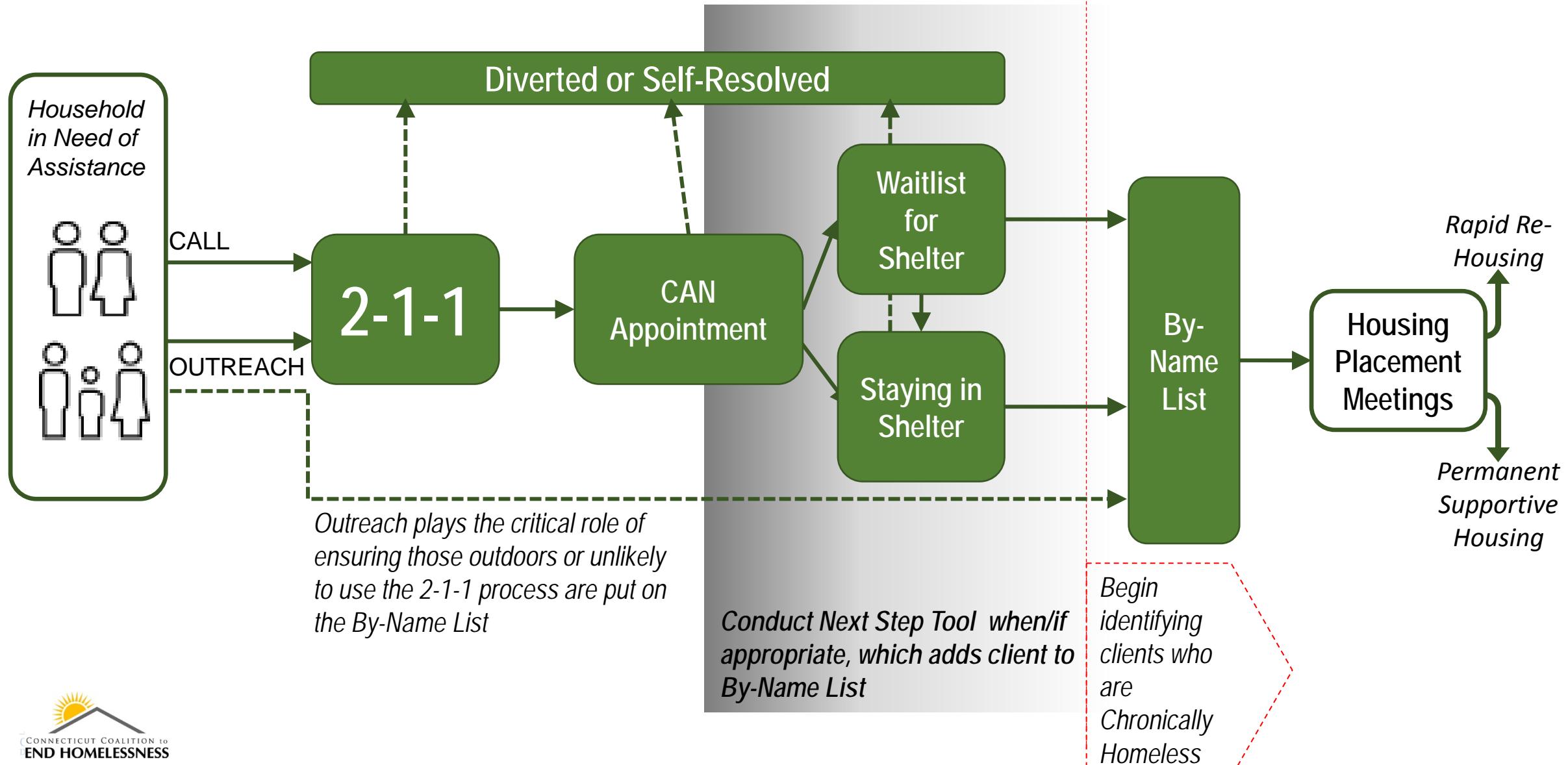


Diagram of Coordinated Entry Process for Young Adults



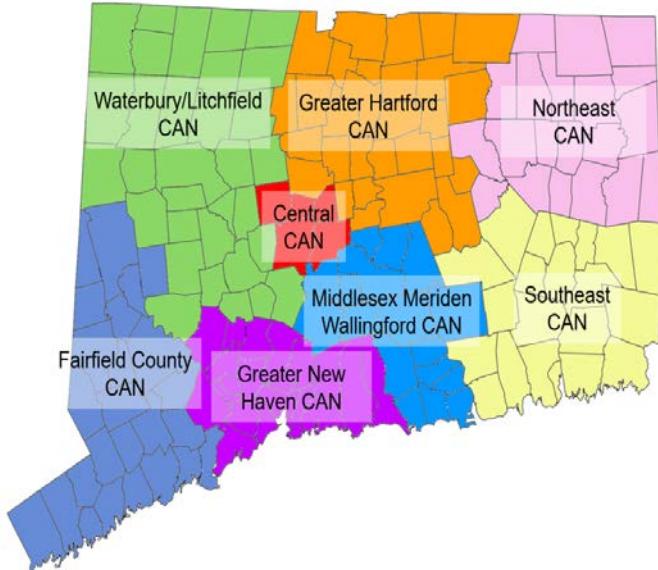


Conducting the Coordinated Access Network Appointment

Engagement, Shelter Diversion, and Service Linkages

- Goal 1: Identify Natural Supports and Possible Housing Solutions through Shelter Diversion Strategies
- Goal 2: Connect Quickly to Support Services: Determining Eligibility & Need, Follow-Up Protocol, Resources and Training, and Feedback Loop

Connecticut CAN Data – January to July 2018



42,686

Housing-related calls to
2-1-1

Average of 6,400 calls per
month, with a 3.6 minute
average wait time

15,458

Assessment appointments
scheduled

Average of 6,089 appts. per
month, with a median wait time
of 2.5 days from call to appt.

7,979

Assessment appointments
attended

48% do not show, most of
whom have an other/unknown
living situation

Individuals

50% (5,981) attended appointments

* 10,624 are ages 25 and older

* 24% were diverted at appointment

Families

55% (1,998) attended appointments

* 2,955 are ages 25 and older

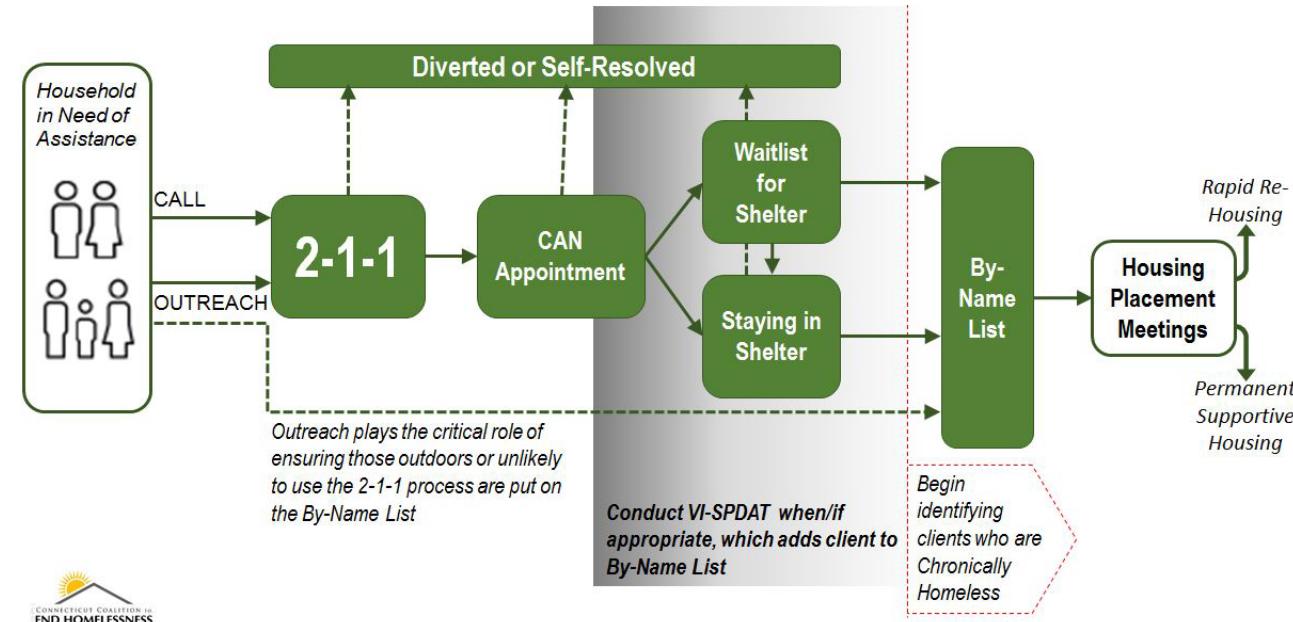
* 54.1% were diverted at appointment

Diversion

Diversion is any strategy that prevents homelessness by helping people to identify immediate alternate housing arrangements and, if necessary, connecting them with services and financial assistance to help them return to or maintain permanent housing.

**Mia Bryant
Connecticut Coalition to End Homelessness**

When and Where Diversion Can Happen



Prevention can be any time before shelter stay.

Diversion is a prevention activity - moving prevention right to the shelter door.

Diversion can happen in person, on the phone, or a combination of both.

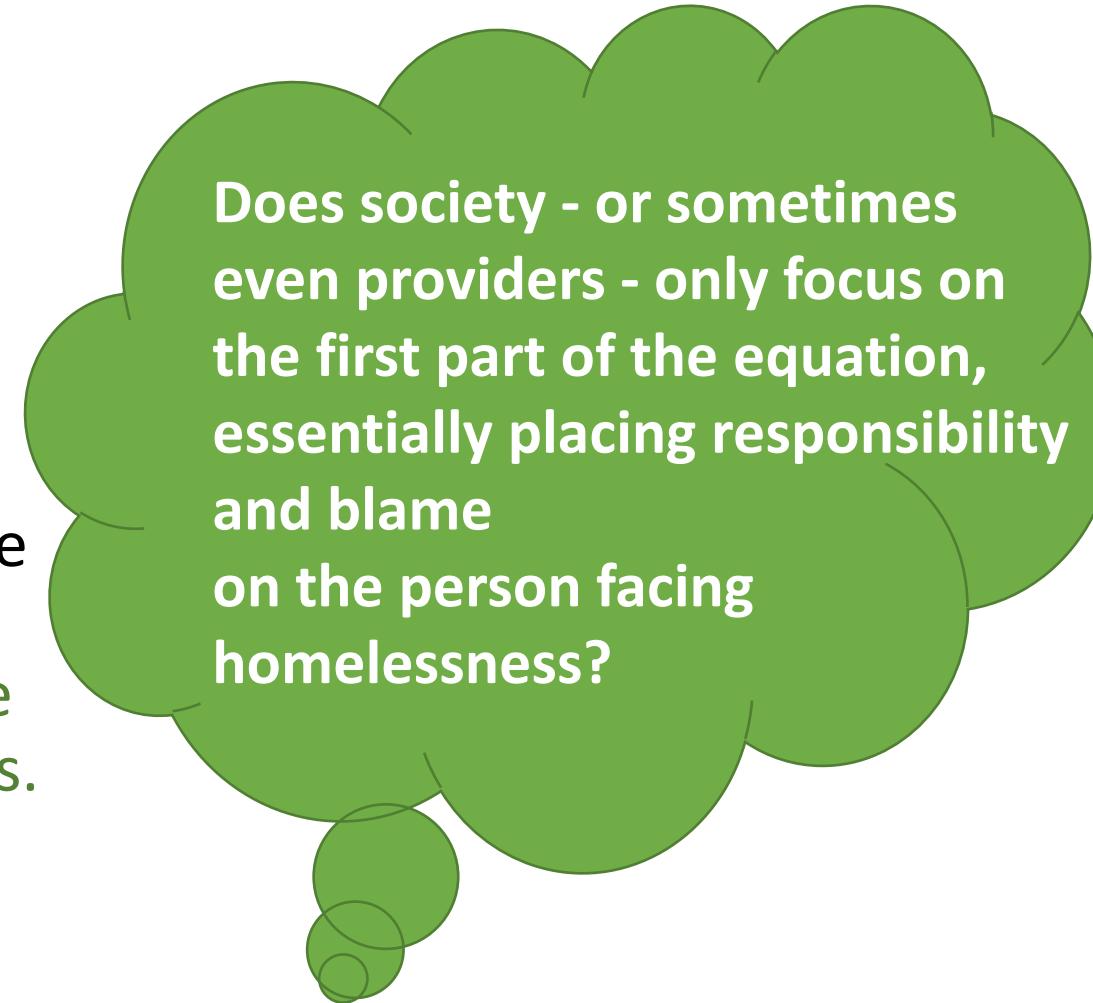
Who are we diverting?

Causes Homelessness:

$$\underline{\hspace{2cm}} + X = \text{Homelessness}$$

$$X = \underline{\hspace{2cm}}$$

Wealthier areas include many people who face domestic abuse, drug or alcohol addiction and/or mental health issues, but **we rarely see people from means in shelter or on the streets.**



Does society - or sometimes even providers - only focus on the first part of the equation, essentially placing responsibility and blame on the person facing homelessness?

Think Housing First

- Persons that are home-LESS need a home. Not necessarily anything else.
- Our experience is that its best to be aggressive in who we house (i.e. may not have firm employment, but has history of paying own rent).
- Demographically, many housed people look the same as those entering shelter – income, education, family size, so let's return them to housing, where they can chart their own next steps.
- Our experience is that those we can't divert – or didn't take a chance on – languish in shelter, often experience conflict and stress.

Referrals, Coordinated Assessment, and Diversion Questions

Connecticut

- 211 refers those facing **imminent** homelessness to Coordinated Assessment for Diversion, and if necessary, shelter.
- 211 schedules CAN Appointments. 55 out of 60 minutes should be spent on exploring diversion options.
- Diversion is conducted at **multiple locations** – approach.

Diversion Outcomes

Permanently back
with friends or
family

Return to their
own residence

Temporarily
diverted as they
seek new housing

Relocating
permanently to
safe place out of
town



Efforts to End Youth Homelessness

**Niya Solomon, Journey Home
Rochelle Currie, The Connection Inc.**

Need for Collaboration

Discrepancies in number of Unaccompanied Homeless Youth (UHY) highlights the importance of youth, homeless service sector, child welfare, and schools partnering to create better systems for outreach, identification, and access



Youth Engagement Team Initiatives (YETIs)

- YETIs are the regional work groups that bring together partners working in youth and housing services to end youth homelessness in Connecticut.
- They are also responsible for organizing and implementing their region's Youth Count.
- Brings together:
 - Youth and Young Adults Service Providers
 - Runaway and Homeless Youth Service Providers
 - McKinney-Vento Liaisons from regional schools
 - Youth and Young Adults with experience with homelessness instability
 - Local community foundations invested in improving services to youth and young adults



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Youth Homelessness Demonstration Program

Connecticut was awarded over \$500 million over 2 years to serve parenting and unaccompanied youth experiencing homelessness

- Shelter Diversion/Rapid Exit Funds
- HMIS Funding
- Rapid Re-Housing Funding
- Emergency Shelter Beds
- Youth Navigators



STRIVE

Family Mediation

Developed by Dr. Norweeta Milburn, UCLA

- STRIVE (Support to Reunite, Involve and Value Each Other) is a psycho-educational intervention for reunifying families and their adolescents who have run away
- Number one cause of youth homelessness is family conflict
- Five, one-hour sessions based on cognitive – behavioral and family systems, targeting:
 - Reunifying runaway youth
 - Improving family functioning, and
 - Improving mental health
- **Connecticut** has 9 STRIVE trainers and 57 providers





Youth Count! 2019

- The CT Youth Count! is a statewide census of homeless and unstably housed youth and young adults in Connecticut.
- Identifies youth that typically would not be counted in the PIT and has been established as the baseline to measure progress towards ending youth homelessness by 2020.
- Volunteers administer an anonymous survey to youth ages 13-24 across the state during one week in January.
- Serve as a come and be counted location!

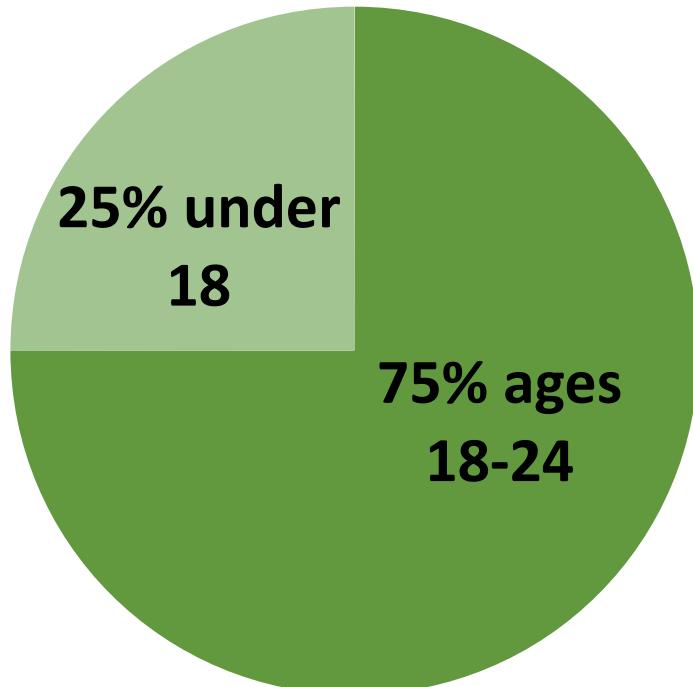


Data from 2018 Youth Count

January 24-31, 2018

5,054 homeless or unstably housed youth in CT

An estimated 1,410 are homeless and 3,638 are unstably housed.



- 42% of youth ages 18-24 reported employment
- 35% indicated they had a chronic health condition, physical disability, severe mental illness, learning disability, or chronic substance abuse issue.
- 1 in 5 are pregnant or parenting (67% female)

Questions?

Mimi Haley
Connecticut Coalition to End Homelessness



The Power of Partnership



american**job**center
CONNECTICUT



Today's Goal: Better understanding of the regional workforce system and the process to access services for your clients.

Agenda

1. Overview of Capital Workforce Partners
2. Overview of AJC Services
3. Deep Dive in WIOA Services

Capital Workforce Partners...

MISSION: To leverage public and private resources to produce skilled workers for a competitive regional economy.

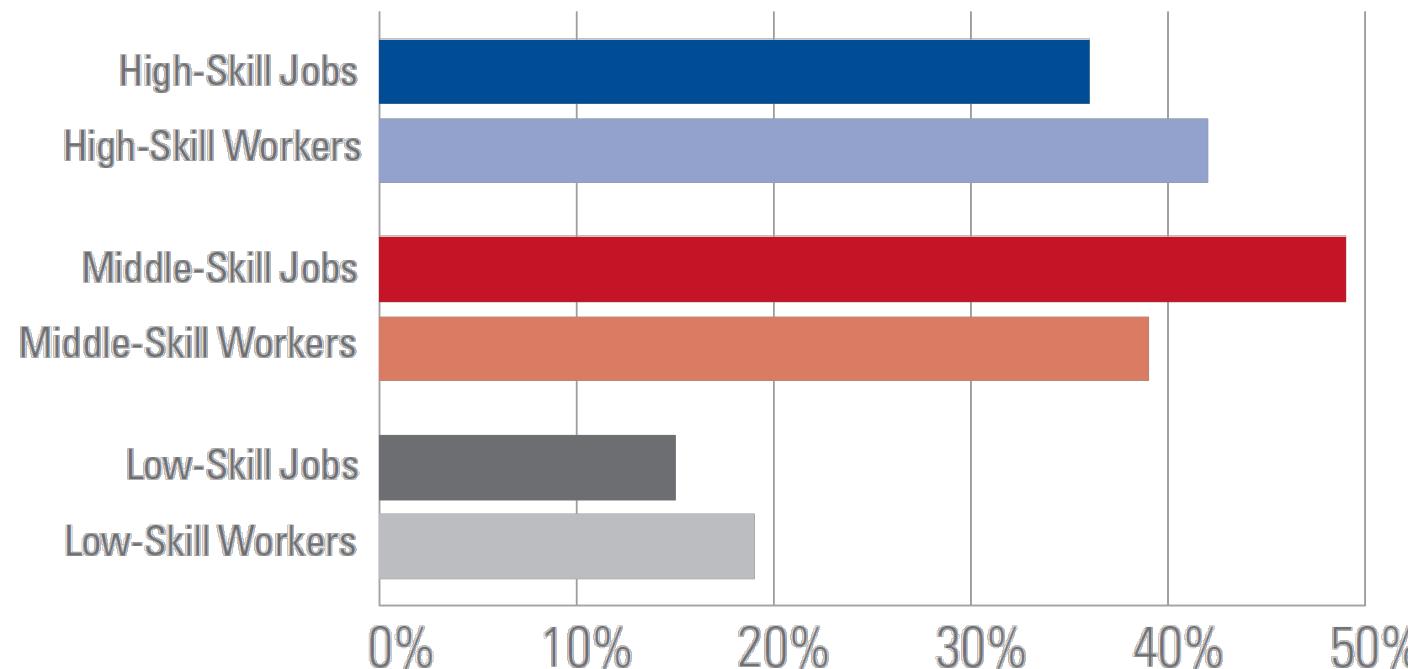
- is a business-driven organization that tailors the workforce system to the needs of the region's employers.
- serves a total population of 959,322 and a labor force of 506,243, making it the largest workforce delivery service area in Connecticut.
- is one of the five workforce investment boards in the state, covering 37 municipalities in north central Connecticut.
- funded approximately \$26 million in workforce training programs.
- is a vital partner for economic development, actively seeking resources to build the workforce and addresses the needs of businesses, youth, dislocated, transitioning and incumbent workers.

Capital Workforce Partners...

- made a strategic decision in 2008 to allocate 100% of its WIA youth funds to support out of school youth. We have evolved our work to the sector based career pathway model.
- is the “backbone” organization for two initiatives:
 - Hartford Opportunity Youth Collaborative – A collaborative of over forty youth service organizations, educational providers and state agencies
 - MOVE UP – A collaborative of adult education, literacy and community college providers
- has endorsed the “Results Based Accountability” (RBA) methodology to measure the community impact of all it’s programs and initiatives.
- is a core partner of the Hartford School System, CBIA, Metro-Hartford Alliance student internship program (HSIP). A partnership to support career readiness and workforce competency for high school students.

Skills Mismatch

Jobs and Workers by Skill Level, Connecticut, 2012



In Fiscal Year 2017-2018

Served over **2,700**
18-24 year olds



Connected over
1,600 employers



Placed **74%** of exited
youth in employment





Our American Job Center (AJC) Services



CAREER SERVICES

- Career planning, coaching and counseling
- Guidance on job search strategies
- Skill and interest assessments
- Advice and support through peer groups
- Customized services for individuals with disabilities, Veterans, former offenders, newly and long-term unemployed, and young adults



SELF-DIRECTED SERVICES

- Access to Online Job Search Resources
- Access to Computers, Printers, Fax Machines, Copiers
- Access to Job Postings and Labor Exchange



**Job Seekers**

- [Find a Job](#)
- [Explore Careers](#)
- [More Job Seeker Options](#)

Employers

- [Find a Candidate](#)
- [Post a Job Opening](#)
- [More Employer Options](#)

Labor Market Analysis

- [Area Profile](#)
- [Occupation Profile](#)
- [More Labor Market Analysis](#)

Resources & Services

- [Employer Recruitments](#)
- [Career Fairs](#)
- [Eastern CT Manufacturing Pipeline Initiative](#)

**Search for a Job**

ZIP Code

Radius

10 miles

[Advanced Search](#)**Search**

To see all employment details and resumes, job seekers and employers, you must register.

Sign In

- [Not Registered?](#)
- [Forgot Username and/or Password?](#)
- [En Español](#)

Job Seekers[Find a Job](#)**Employers**[Find a Candidate](#)

STAFF-ASSISTED SERVICES

- Workshops
- Resume and Cover Letter Development
- Interview Preparation
- Job Search Skills/Job Search Technology
- Labor Market Information
- Networking

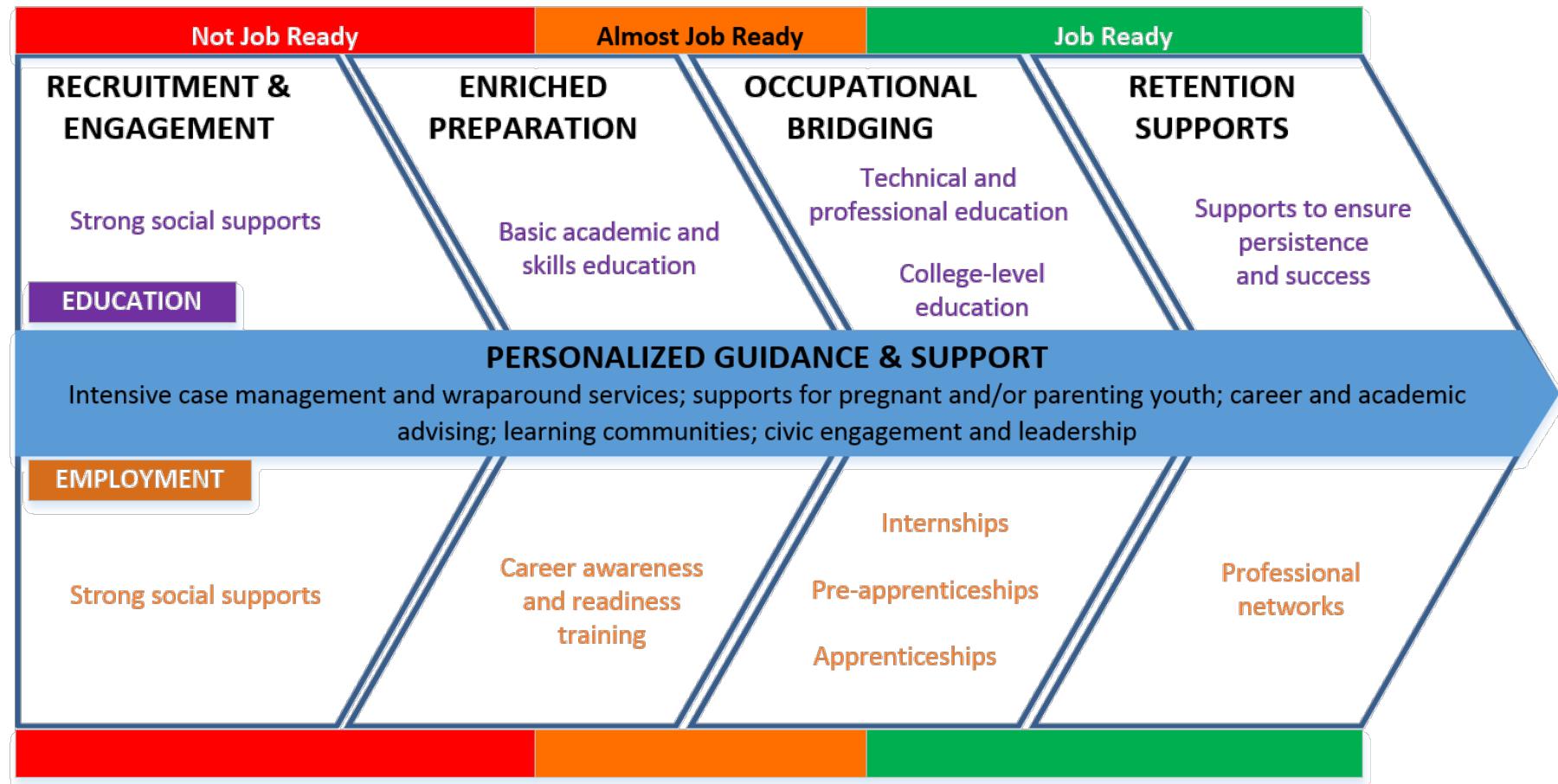
BUSINESS SERVICES

- Highly Professional Sales-Oriented Business Services Unit
- Conducts Specialized Employer Recruitment Events Tailored to Meet Business Needs
- Provides Customer-Centric Job Development Services



Youth Services

Career Pathway Model





WIOA Programs for Young Adults



Workforce Innovation and Opportunity Act

- Federally-funded training and employment program
- Provide resources (referrals/career competency training/certifications)
- Young adults 18-24 years old with barriers to employment have the option to choose to enroll in the WIOA Youth or WIOA Adult programs*

*Based on eligibility

WIOA PROGRAMS OVERVIEW

WIOA Young Adult

- Certification Programs
- Eligibility Criteria
- Services
- Process

WIOA Adult

- Services
- Eligibility Criteria
- Process

WIOA Young Adult Certification Programs

- Advanced Manufacturing
- Allied Health
- Culinary
- Transportation & Logistics



WIOA Young Adult Eligibility Criteria

Young adult cannot be attending school –

(Adult Ed and Job Corps are not considered “schools” under WIOA)

Young adult must have one of the following barriers:

- Homelessness
- Disability
- Parent/Parenting
- Involved with Justice System
- High School Dropout
- Basic Skills Deficient*
- English Language Learner*

* Barriers require income information to determine eligibility

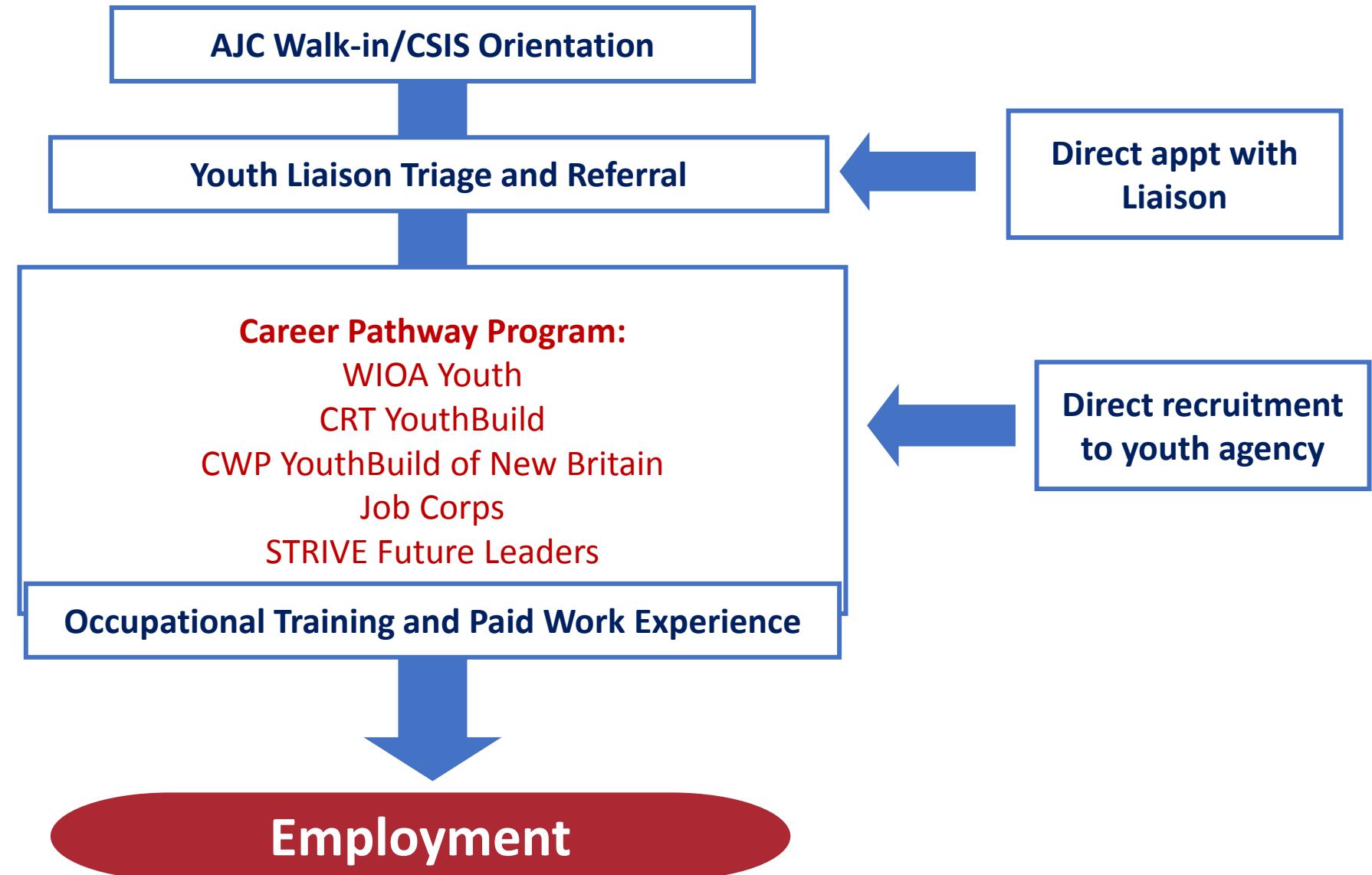
WIOA Young Adult Services

1. Tutoring, study skills training, and instruction leading to secondary school completion
2. Alternative secondary school offerings or dropout recovery services
3. Paid and unpaid work experiences with a academic and occupational education component
4. Occupational skill training, with a focus on recognized postsecondary credentials and in-demand occupations
5. Postsecondary preparation and transition activities
6. Comprehensive guidance and counseling
7. Integrated education and training for a specific occupation or cluster
8. Services that provide labor market information about in-demand industry sectors and occupations
9. Financial literacy education
10. Entrepreneurial skills training
11. Leadership development activities (e.g., community service, peer-centered activities)
12. Supportive services
13. Adult mentoring
14. Follow-up services for at least 12 months after program completion

Youth Job Seekers: 18-24

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Additional Programs

- Summer Youth Employment
- Job Corps
- Our Piece of the Pie Youth Service Corp
- Our Piece of the Pie Reentry
- Best Chance
- STRIVE Future Leaders
- Urban League of Greater Hartford

WIOA Adult Services

- Online Learning Center
- Training Scholarships
- One-on-One Services
- Certification Programs
- Job Postings and Job Fairs

WIOA Adult Eligibility

- 18 years old or older
- Basic Skills Deficient
- Dislocated Worker
(Determined by Department of Labor)
- Income Eligibility
(Based on Family Size)

WIOA Adult Process

1. Attend CSIS Orientation at the American Job Center
(Tues.-9AM, Weds.-1PM, Thurs.-1PM)
2. Complete CASAS
3. Schedule an intake appointment with a Career Agent
(Determine WIOA Adult eligibility)
4. Complete career assessments
5. Services provided after enrollment

WIOA Youth Liaisons Contacts



Shonta' Whitehead

WIOA Youth Liaison

260 Lafayette Street – New Britain, CT 06053

Phone: 860-899-3535 / Fax: 860-826-6019

Email: swhitehead@capitalworkforce.org



Ashley Rogers

WIOA Youth Liaison

3580 Main St., Hartford, CT 06120

Phone: 860-656-2521 / Fax: 860-728-4934

Email: arogers@capitalworkforce.org

Questions

Answers

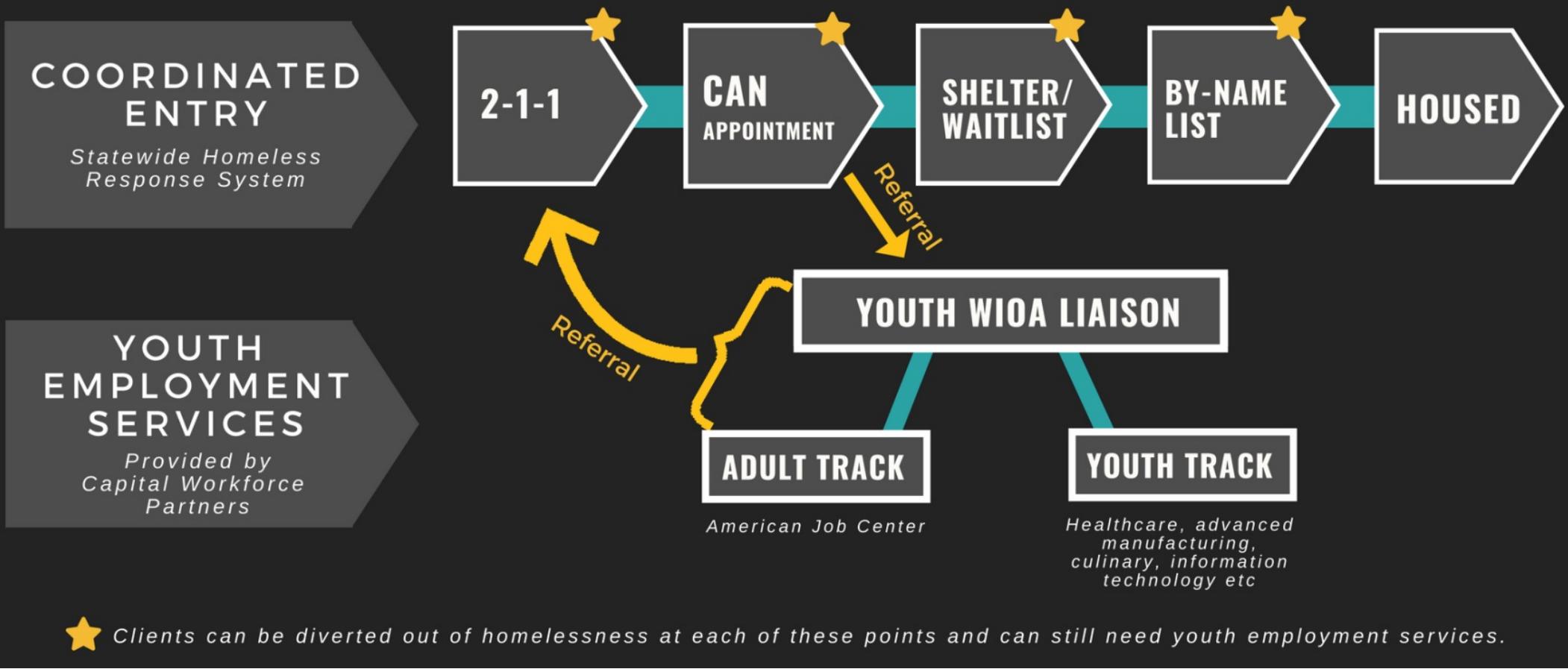
Scenario Questions to Answer:

- What are the possible needs of this youth?
- Develop a longer term plan over the next 6 months for this youth.
- Please list the current resources/contacts to providers you would use to assist this individual.
- Please list the resources you wish you had to assist this individual?

HOUSING & EMPLOYMENT SYSTEMS

SERVING YOUTH EXPERIENCING HOMELESSNESS

Greater Hartford and Central Regions of Connecticut





Contact Information:

For more information on material from this training visit

<http://cceh.org/resources-library/>

Questions?

Contact: training@cceh.org