

# Enhancing existing employment efforts within the Homeless Response System

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1. Prioritize and value employment

2

2. Include employment when assessing strengths/housing barriers, reality testing housing options, and goal setting (throughout continuum)

3

3. Ensure staff have the skills and resources to connect participants to workforce providers, employment opportunities and services

4

4. Prioritize job retention and reemployment- celebrate retention success! Provide acknowledgement and (possibly) incentives at benchmarks of 3 months, 6 months, etc.

# Housing First/ Employment First

**Housing First** = connection to permanent housing without preconditions (income, sobriety, etc.). This approach moves away from often-arbitrary level of “readiness” for housing.

**HF doesn't mean can't budget/reality test options before housing**

Lack of income shouldn't preclude households from housing, but their current and anticipated budgets do narrow the realistic options. Housing planning is exit planning (from the system and from the program). What is their anticipated budget and does the chosen housing option fit within that budget.

**HF doesn't mean can't seek employment before housing**

Employment removes barriers to housing and enables participants to sustain housing. Connections to employment resources should be made as early as possible. Discuss employment options along with housing options.

Need to embrace “Employment First” in the same way – assume employability

# Today's Presenters

Chris Venable, Homeless Youth & Employment Manager, Journey Home

Silvia Moscariello, Program Director, Liberty Community Services

Rochelle Currie, Start Program Manager, The Connection

Adriana Rocca, Chief Program Officer of Temporary Housing, Inspirica

Kelly Fitzgerald, Senior Director for Financial Stability, United Way of Greater New Haven (and Chair of RH Economic Stability Taskforce)



# Work Is Everyone's Business

*Strategies to Facilitate Movement  
on the Employment Spectrum*

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Silvia Moscariello, MBA  
Director of Programs

Chris Venable  
Journey Home

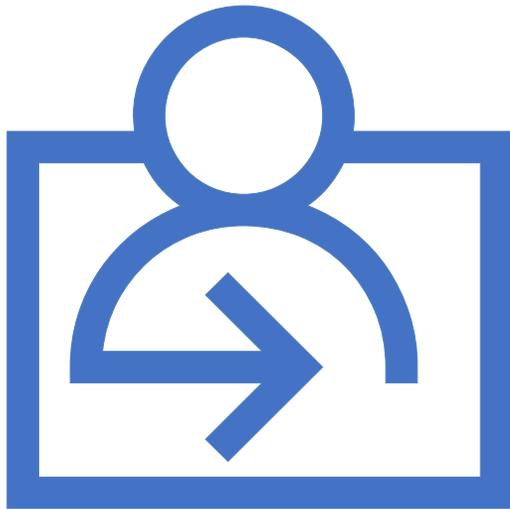
Katie Durand  
Department of Housing

# OBJECTIVES

1. Understand the value of employment and help overcome the fears, resistance, and other barriers this population may face regarding employment
2. Gain insight into the role of all providers in assisting this population in making progress on the Employment Spectrum
3. Be familiar with the key components of enhancing employment efforts within the homeless response system
4. Learn about available and upcoming resources to support employment efforts
5. Hear from providers who are doing the work

# EXPECTED OUTCOMES

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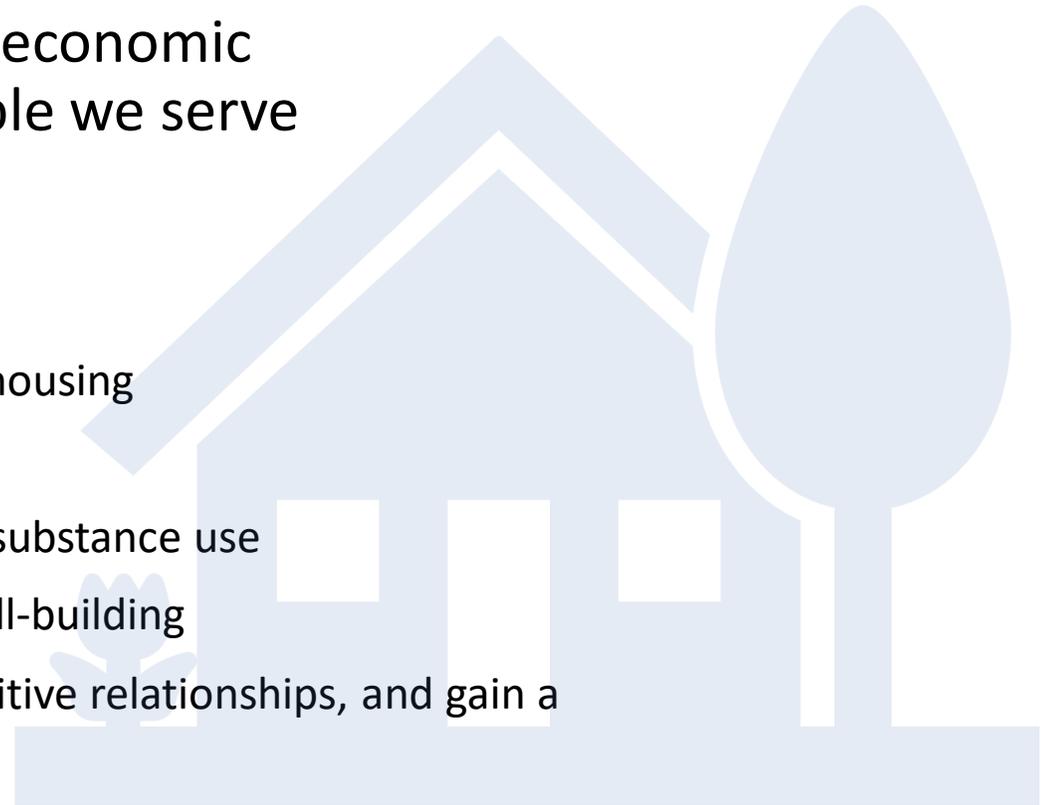
- ***What is the desired change/result in practice resulting from this webinar?***
  - Providers will value employment for their participants
  - Providers will strategize within their agencies about how to enhance their existing vocational efforts
  - Providers will identify partners in the community (or strengthen existing partnerships) to facilitate employment outcomes or progress on the employment spectrum for the people they serve

# VALUE OF WORK

Employment is critical to improving economic and personal well-being of the people we serve



- Increases financial self-sufficiency
- Key factor in ability to obtain and maintain housing
- Has been shown to positively impact health
- Is a protective factor for mental health and substance use
- Increases self-worth and opportunity for skill-building
- Provides opportunity to socialize, foster positive relationships, and gain a sense of belonging in the community
- Provide a sense of stability
- Can increase person's ability to live a satisfying, productive and meaningful life



# WORK IS EVERYONE'S BUSINESS...

**YES or NO – Is work their business?**

- Grocer
- Person on SSI/SSDI
- Housing Provider/Landlord
- Social Worker/Addiction Specialist
- Mental Health Provider
- Friend, neighbor, family..
- Doctor

**If you said YES –**

- What would their business be?
- How could they be involved?
- Why would the employment of the person matter to them?



# WORK IS OUR BUSINESS...

- Describe barriers to working for the people you serve.
- Describe advantages of having a job for the people you serve.
- How can WE make work “work?”
- **The Employment Spectrum**

# THE WHEEL IS ALREADY INVENTED

## Find the “wheels”

- What resources are in your community?
- How do people access them?
- Who are the gatekeepers?
- What is the eligibility?

## Take Action

- Fill the gaps
- Utilize capacity
- Know who is using services that you found
- Learn who and why they are not using them
- Share what you learn

**Don't sell people short**—give them the chance to fail or succeed. People experiencing homelessness face many real barriers to employment, but they have strengths that are often overlooked. Take a client-centered, strengths-based approach to increasing income, and don't let your doubts of their employability stand in the way of someone's goals

# WHAT IS THE EMPLOYMENT SPECTRUM?

- Any step on a path forward to employment or self-development
- Individualized path – may be a winding path, may be non-linear, may have rest stops
- Path with multiple starting and ending points
- Knowledge, demystification of wages & benefits relationship, volunteerism, networking, wellness, self-discovery, chance-taking, education, temporary jobs, part time jobs, full time jobs, etc.



# EMPLOYMENT VS EMPLOYMENT SPECTRUM

## *Resistance VS Willingness*

I **CAN'T** WORK means...

- I just applied for benefits
- I haven't worked for a long time
- I never worked
- I'm scared
- I'm worthless
- I just can't
- I have nothing to offer...

I **CAN** on the Spectrum means...

- I just applied for benefits AND I can volunteer, take a class, learn a language
- I have survived the unsurvivable
- I have been scared before and I got through it
- I can discover my worth
- I can and I have...

# Value of Work Resources

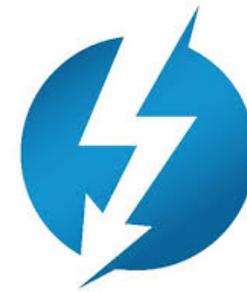
- HUD HOPWA Value of Work - <https://www.hudexchange.info/trainings/dol-hud-getting-to-work-curriculum-for-hiv-aids-providers/>
- DDS Employment First - <https://portal.ct.gov/DDS/EmploymentDayServices/Employment-First/Employment-First-Overview>
- DDS <https://portal.ct.gov/DDS/Video/2014Video/Whats-so-Important-About-Having-a-Job>
- DDS Success Stories [https://portal.ct.gov/-/media/DDS/employment/CT\\_Success\\_Stories.pdf](https://portal.ct.gov/-/media/DDS/employment/CT_Success_Stories.pdf)
- DMHAS importance of employment <https://portal.ct.gov/-/media/DMHAS/Policies/Chapter617pdf.pdf>
- DMHAS guide for family members - reason for work, etc. - <https://portal.ct.gov/-/media/DMHAS/Supported-Employment/EmploymentFamilyGuidepdf.pdf>
- Work is one of the best predictors of positive outcomes for individuals with Substance Use Disorder - [https://store.samhsa.gov/sites/default/files/SAMHSA\\_Digital\\_Download/pep21-pl-guide-6.pdf](https://store.samhsa.gov/sites/default/files/SAMHSA_Digital_Download/pep21-pl-guide-6.pdf)
- Work is Recovery <https://case.edu/socialwork/centerforebp/sites/case.edu.centerforebp/files/2021-03/workisrecovery-revised.pdf>
- Psychology Today Benefits of Work <https://www.psychologytoday.com/us/blog/in-practice/201908/what-psychological-benefits-do-you-get-work>

# THE INTERVENTION – POWER, a customized “job club”

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**POWER** is an intervention designed and implemented through Liberty’s employment services.

Building upon the Getting to Work Technical Assistance Initiative through USDOL and HOPWA, **POWER** makes employment accessible to the organization’s consumers, staff and community partners.



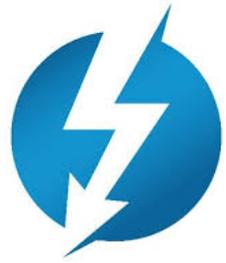
**POWER**

Pursuing Opportunities With  
Employment & Resources

A project of Liberty Community Services, Inc.

# THE INTERVENTION - POWER

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**POWER**

Pursuing Opportunities With  
Employment & Resources

A project of Liberty Community Services, Inc.

**POWER** is a derivative of the Job Club Model. “A job club, also known as a job search club or a networking club, is a formal or informal group of job seekers. The purpose of a job club is to assist with a job hunt and to give and get job search support and advice. Members might share resumes and cover letters, conduct mock interviews, recommend job leads, and offer general encouragement and advice about the job search.”

(The Balance Careers, 2018)

# FORMAT

- A cycle is 16 sessions over 8 weeks
- Two 2-hour sessions a week
- Progressive topics and activities
- Built upon strength-building and self-discovery
- Includes formal feedback that can be used to modify the cycle and sessions
- Includes Pre and Post Scales (self-care, self-esteem and self-efficacy)

# SAMPLE CYCLE

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The cycle is a progressive design.

Take note that the first session does not say anything about employment.



## Schedule – Cycle 4 (tentative)

### September

#### Introductions, Guidelines, Expectations:

- 18<sup>th</sup> - Orientation, Introductions, Identifying Strengths
- 19<sup>th</sup> - Computer Lab: Resource Blog, Personal Resource Inventory, Establishing Work Emails and Phone Numbers

#### Resume Building

- 25<sup>th</sup>- How to write a resume and cover letter
- 26<sup>th</sup>- Computer Lab: create or update resumes

# SAMPLE CYCLE (cont)

## October

### Entrepreneurship and banking:

- 2<sup>nd</sup>- (115p) Liberty bank and Connex (2pm)
- 3<sup>rd</sup> - Opportunity Center (115p) & Key Bank (2p)

### Volunteering

- 9th –YNNH HOPE Program (115p) and Sunrise Café (2p)
- 10th - Ive's Main Library (2p) and (midsession evals)

### Disability and health

- 16<sup>th</sup>- Fresh Start (1:15p) & (RSC)Key Bank (2pm)
- 17<sup>th</sup>- (115p) Community Health Care Van & the TOWERS (2p)

### Education and personal development

- 23<sup>rd</sup>- Adult education (115p) and (2p)SNAP at Gateway
- 24<sup>th</sup> - (115) Conntac at Gateway

### Employment

- 30<sup>th</sup> - American Job Center (115P) & Porter and Chester (2p)
- 31st- New Haven Works(115p) & emerge(2p)

## November

### Presentation and first impressions

- 6<sup>th</sup>- Grooming and personal care
- 7<sup>th</sup>- (430)Haircuts

### Follow-ups

- 13<sup>th</sup>- What have you learned and evaluations and self-efficacy. Successes and what should future cycles be like?

All sessions start at 1:00 PM and end at 3:00 PM.

## • Graduate Sessions

- Graduates are welcome to attend to offer support to current participants.
- Graduate groups take place one day a week.

# WAGES & BENEFITS CALCULATOR

How Wages Affect Rent & Monthly Income

**SSI Formula**  
SSI Federal Payment Standard = \$794.00 for 2021

Calculate Exclusions:		
\$20.00	General Income Exclusion	
\$65.00	Earned Income Exclusion	
\$85.00	Total Exclusions	

SSI + Income Calculator		
\$600.00	Gross Earned Income (Monthly)*	
-85.00	Subtract Exclusions	
\$257.50	Divide by 2	
\$257.50	Countable earned income	
\$794.00	SSI Cash Amount	
\$257.50	Subtract Countable earned income	
\$536.50	New SSI Cash Amount	
	Gross Income & New SSI Amount	\$1,136.50

\* How to calculate Monthly Gross Income. There are 4.3 weeks in a month. If person is paid weekly, multiply the weekly pay x 4.3. If person is paid bi-weekly, divide check by 2 and multiply x 4.3.



## IMPACT ON RENT RESPONSIBILITY/SUBSIDIZED HOUSING

Rent Portion **prior** to Work is SSI x .30 (30% of income) =

\$252.30

Rent Portion after Working is Gross Income + New SSI Amount x .30 (30% of income)

\$355.05

INCOME PRIOR TO WORKING POST RENT: \$842.00 (SSI) - \$238.20 (rent portion) = **\$589**

NET CHANGE IN INCOME POST RENT: \$1,83.50 (gross income+ SSI) - \$355.05 (new rent portion) = **\$828.45**

**\$589 vs \$828 – That’s a \$239 increase per month.**

<https://docs.google.com/spreadsheets/d/1UEeSm5OHwGAXiKlm-V1j3MZZsp6xDBxd/edit?usp=sharing&ouid=116429514758269027324&rtpof=true&sd=true>

# GETTING READY

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Identify a lead in your organization – a champion

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Survey/talk to consumers to find out “where they are”

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Inventory resources and partners in your area – employment programs, schools, libraries, bus routes, job fairs, banks, employers, volunteer opportunities, etc. Who do you know?

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What resources do you have? Bus passes, snacks, socks, pens, writing pads, bags, etc.

# IMPACT

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- Cycle 1 – 37% employed
  - Cycle 2 – 68% employed
  - Cycle 3 – 57% employed
    - Average Employment Rate: 54%
  - 1 Accepted into HOPE Program
  - 2 Enrolled in higher education
  - 5 Volunteered
    - n=42
- General Self-Efficacy Scale
  - Self Care Scale - the most profound impact was noted on this scale (+8%)
  - Self-Esteem Scale

These are administered at Entry and Exit.

# IMPLEMENTATION MANUAL

## PROJECT HERO

Housing and Employment Resources  
for Improving HIV Outcomes

HRSA SPNS Initiative: Improving HIV  
Outcomes through the Coordination of  
Supportive Employment and Housing  
Services

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- [https://drive.google.com/file/d/1g22WIT5Z2vS4PjBRxfnKmFR8fu5-B\\_Cy/view?usp=sharing](https://drive.google.com/file/d/1g22WIT5Z2vS4PjBRxfnKmFR8fu5-B_Cy/view?usp=sharing)

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**FOR MORE INFORMATION, CONTACT:**  
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[Silvia.Moscariello@libertycs.org](mailto:Silvia.Moscariello@libertycs.org)



Adriana Rocca, Chief Officer of Temporary Housing

Inspirica

# Inspirica Shelter

- Inspirica is a shelter provider in the Stamford. We offer shelter to individual women and families.
  - Women's Housing Program
    - Capacity – 25 individuals (pre – covid)
    - Current Capacity – 15 individuals
  - Family Housing Program
    - Emergency Shelter
      - Capacity – 42 individuals (pre-covid)
      - Current Capacity- 32 individuals
    - Transitional Housing Shelter
      - Capacity- 62 individuals (pre-covid)
      - Current Capacity- 36 individuals

# Developing Housing Plan

When an individual enters our shelter, they're assigned a case manager that will work with them upon entry. Case Manager will work with their residents on what is their housing plan or "vision" for housing.

During these conversations case managers assess based upon their income what housing options are available. While these meetings take place, case manager refer them to Inspirica's Support Services.

# Support Services

- Inspirica's Support Services include:
  - Housing Coordination
  - Career Services
- These programs work collaboratively to address families or individuals housing and employment needs. Let's get to know these programs together!

# Housing Coordination

- Inspirica has an internal Housing Coordinator who works with residents in our Women's & Family shelter to assist them with identifying housing options.
- Conversations involve completing a budget, finding their town of preference, and where their employment is located. During these meetings, the housing coordinator, case management, and career resources discuss with the resident about what housing can look like. Such as, room shares and moving back with family. To help residents explore all the available housing opportunities.
- Let's see how Career Services helps!

# Career Services

- Inspirica has an internal Career Services. When a resident enters Inspirica they're referred to Career Services where the resident will share what their work history has been. This provides our career services the opportunity to create their specific employment plan. If it has been identified, they have interest in vocational opportunities Inspirica offers the following programs:
  1. CNA – Certified Nursing Assistant
  2. Phlebotomy Certified
  3. EKG Certified
  4. Auto Glass Certified
  5. Pesticide Controller
- Career Services will provide transportation fare for interviews and until their first paycheck.

# Career Services (cont)

If a resident reports interest in other vocational/ employment related supports, we will make a referral to one of our local community providers which include:

- American Job Center
- BRS- Bureau of Rehabilitative Services
- DOMUS
- Building 1 Community

In April 2022- Career Services had 32 job placements with the average salary being \$18.00 an hour.



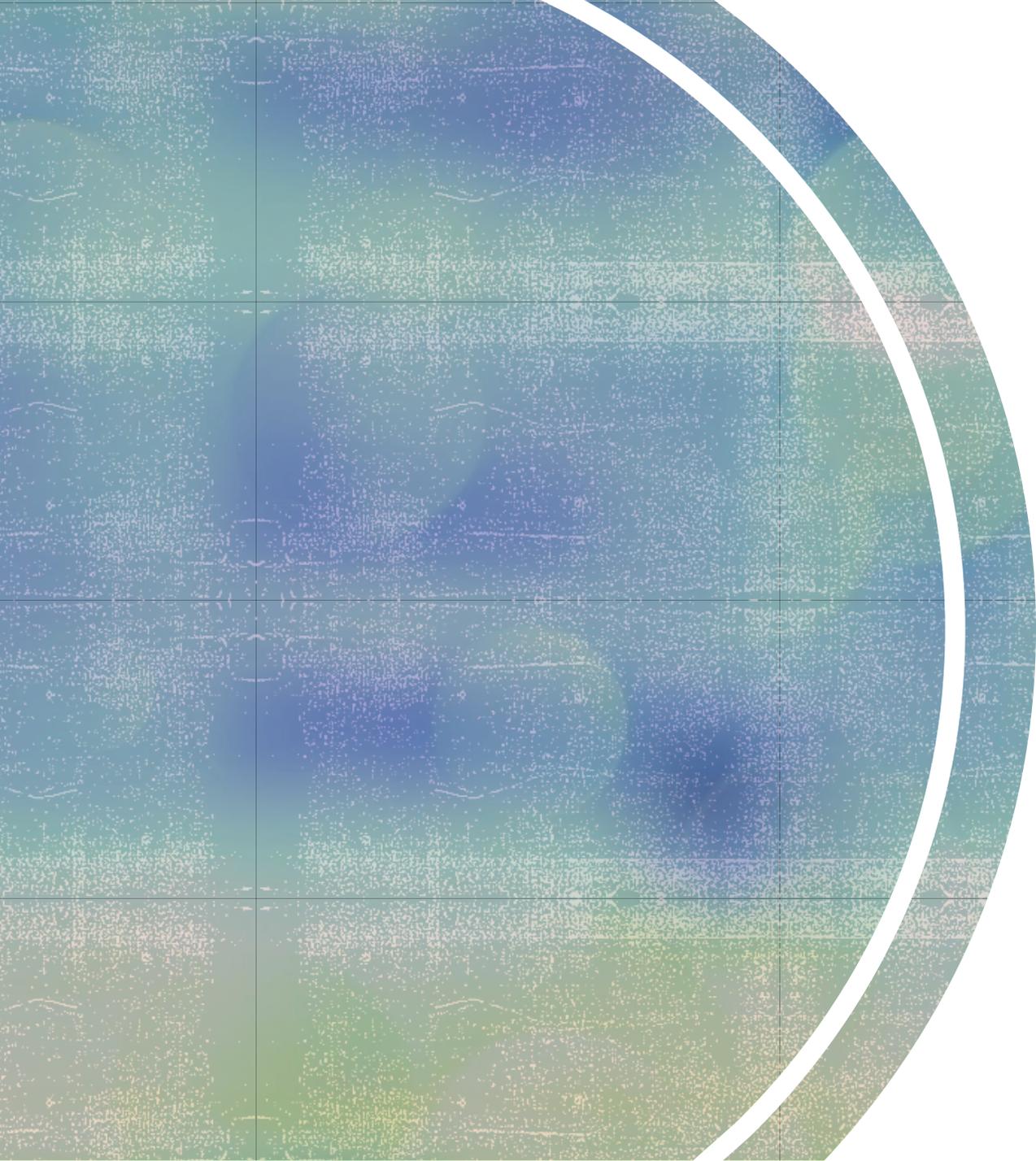
# Questions?

Thank you for your time!

Adriana Rocca, Inspirica

203-388-0163

[arocca@inspiricact.org](mailto:arocca@inspiricact.org)



# **EMPLOYMENT**

**The Connection Start RRH**



- Discuss current and past employment
- Length of employment
- Any skills related to employment
- Barriers on maintaining employment

# HOUSING SEARCH AND EMPLOYMENT

- 1. After intake the case manager will start meeting with the YA twice a week.
- Each meeting consist of apartment searching and employment needs.
- 2.The case manager shows the YA the average cost of a unit in an area and what landlords are requiring for any applicant to apply.
- 3. This opens the door to discuss employment needs.



- Vocational/education services
- List of temp agencies
- 🏠 Will do mock interviews
- 👗 Discuss appropriate clothing for interviews
- 🔍 Hiring events
- 🚗 Transportation to interviews
- Young adults are given weekly task to complete

# WORKING TOGETHER



All YA's participating in Start RRH will be required to pay a portion of rent each month regardless of income.

- a. Why do we do this?
- b. How does it benefit the YA?
- c. What happens if they don't pay it?

## **EMPLOYMENT AND MONTHLY RENT**

Why is it important?



# LOCAL RESOURCES

Goodwill Career Center

Capital Community College-SNAP program

Our Piece of the Pie

American Job Center/Dept of Labor



# Additional Example Strategies



POST LOCAL JOB ANNOUNCEMENTS AND EMPLOYMENT SERVICE POSTERS, EMAIL THEM WITHIN ORG AND TO PARTICIPANTS



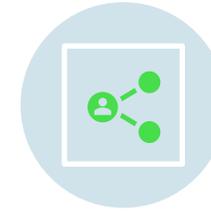
CASE CONFERENCE WITH EMPLOYMENT SERVICE PROVIDER AND PARTICIPANT



CO-ENROLL INTO HOUSING PROGRAM AND EMPLOYMENT SERVICES AT INTAKE



PARTNER WITH EMPLOYMENT AGENCY ON WORKSHOP TAILORED TO PARTICIPANTS (YC EXAMPLE, TAILORED WORKSHOP)



CONNECT SSI/SSDI PARTICIPANTS TO BENEFITS COUNSELING



ASSIST WITH RESUME PREPARATION OR PROOFREAD RESUME/ MASTER APPLICATION – COULD BE INCOMPLETE OR HAVE ERRORS



SHARE PEER SUCCESS STORIES (WITH PERMISSION)



CO-LOCATE AT OFFICE OF SYSTEM PARTNER EVEN ON A TIME-LIMITED BASIS



SHARE INFORMATION WITH PARTICIPANTS ON JOB FAIRS AND RESUME/JOB SEARCH WORKSHOPS

# Upcoming Training Resource

Economic Stability Taskforce upcoming  
resources/trainings

Up next:

Interview Skills Training

June 6<sup>th</sup> 10-11am and June 10<sup>th</sup> 2-3pm