

# Housing First Plus: Integrating Employment Services in Housing Programs



*Laura O'Neill, Pedro Spencer, Tammy Bellofatto, Ian Lisman & John Rio  
9am – 9:50am, April 10, 2018*



# Cross-over core principles

## Employment

- Mainstream job in the community.
- Clients choose employment options.
- Minimum wage or above.
- Integrated work setting setting/integrated teams.
- Ongoing supports from service agency.
- All who want to work.
- Employer partners.

## Housing

- Mainstream housing in the community.
- Clients choose housing options.
- Housing is affordable.
- Integrated housing setting/integrated teams.
- Ongoing supports from service agency.
- All who need housing assistance and have no options.
- Landlord partners



# But, Housing is not enough,

Absent vocational intervention,  
Tenants will remain unemployed



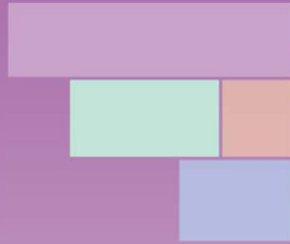
Why don't more housing  
programs have an  
employment service?

You would think...



# You would think....

- That because unemployment is one of the top reasons that people become homeless, service systems would be responsive to employment.
- That because you get better outcomes when you integrate employment and housing, more organizations would figure out how to do it.
- That if people needed more income to pay rent, more agencies would help tenants earn more money and get better jobs.
- That if there is a limited supply of vouchers, there would be more self-sufficiency services and supports for working families.



And yet it is often not  
enough...

# Integrated housing and employment services occur when...

- Enlightened leaders believe it makes a difference.
- Tenants demand it.
- People are convinced by the available evidence.
- When funding opportunities are made available.
- When agencies are required to do so.



# R.J.

38 year old man who has been homeless for five years. In addition:

- Diagnosed with Bipolar Disorder.
- Drug addicted since the age of sixteen and abuses alcohol regularly.
- Doesn't know where he is going to sleep tonight.
- Believes shelters are bad places where people rob you and beat you up while the staff looks the other way.
- Says he is an inventor.
- Worked 3 days last month.
- He thinks the city does not spend enough money on the homeless and says "If the Mayor can spend millions building a new city hall he should be able to give us money to help us get jobs."





# Job Readiness Assessment

- Satisfaction with being unemployed
- Commitment to change
- Wellness
- Job Market Awareness
- Self Awareness
- Timeline for Working
- Recent Job Search Efforts
- Top 3 Job Choices
- Use of Employment Help



## Ready for job search...

- Has an occupational goal
- Has the needed skills and credentials
- Capable of managing an interview
- Has the needed tools for job searching
- The timeline is sequenced with housing search
- Needed supports and resources are readily available

## If not, then...



# Employment Service Elements

1. Setting an occupational goal with the client
2. Assessing client soft and hard skills
3. Determining client resource needs
4. Making and implementing the employment plan
5. Job searching
6. Job readiness development
7. Developing skills/training
8. Coordinating resources
9. Job retention services



# Integrating SE with HF PSH

## DESC

# Supported Employment Program

Laura O'Neill, Employment Specialist

Pedro Spencer, Program Graduate



# Keys to Home

- What is Keys to Home?





# Keys to Home - Employment

- What are the barriers to returning to work?





# Keys to Home - Employment

- Creating a culture of working



# Keys to Home - Employment

- Approaches with care team:
  - Discuss common barriers and myths
  - Collaborative approach
  - Daily routine, structure, and accountability
  - Encouragement
  - Share success stories!



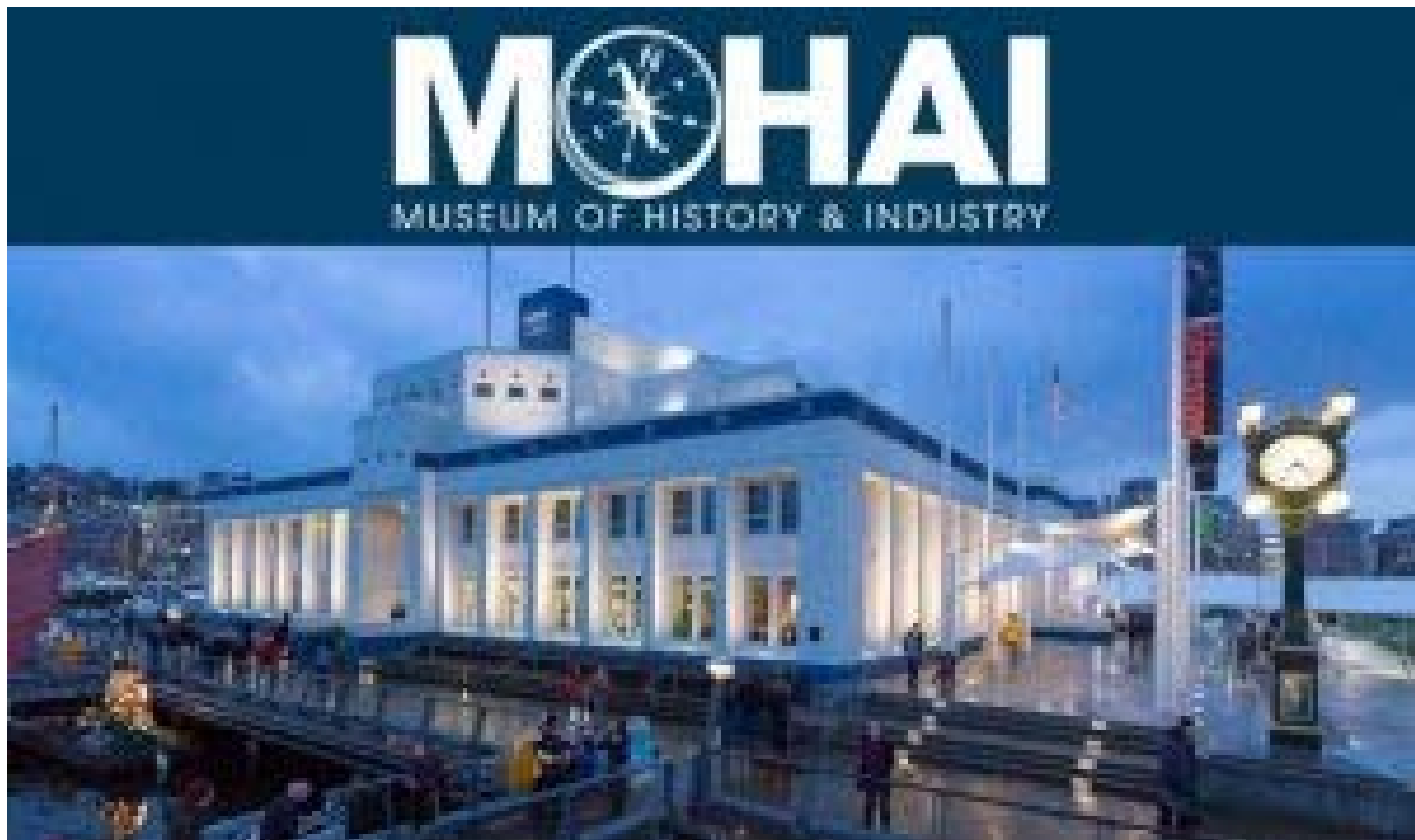


# Keys to Home - Employment

- Approaches with clients:
  - Reframe survival skills as work skills
  - Volunteer events
  - Employment events
  - Community engagement



# Keys to Home - Employment





Pedro Spencer

Downtown Emergency Services Center

# A tenant's perspective...

# Integrating Employment Service with RRH



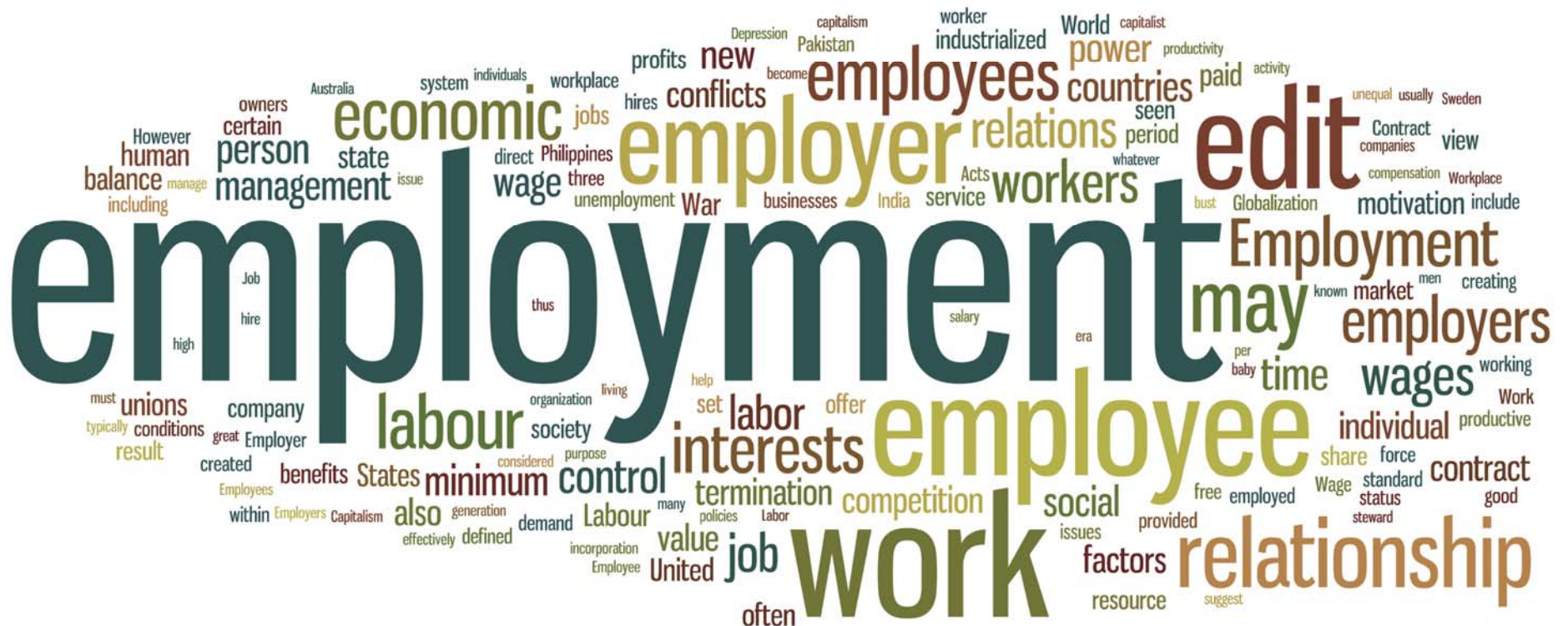
Tammy Bellofatto

Director of Vocational Services



# Integrating Employment Service with RRH

## Rapid Re-Housing and Employment





# Job Retention = Success in Housing

don't quit your



... yet

# Anything Is Possible..... With A Little Work





# Partnering with the American Job Center



What kind of relationship with the local mainstream workforce system do you think would help your tenants improve their vocational outcomes?



# Employer Development

## Relationship

- Mutual – you need each other
- Shared learning and goals
- Shared responsibilities, accountability and trust
- Strong and timely communication
- Relies on caring about all results



# Job Development vs. Sector Development

What is the difference?

Which approach is good for residents  
in Rapid Rehousing sites?



# Job Development

- Emphasizes finding specific jobs for participants
- Process responds to immediate needs of participants and employers more than longer term planning
- Requires good understanding of current job market
- Relationships are important but may not be long-term



# Sector Development

- Work with employers and participants to become a reliable source of potential employees
- Create and connect to vocational activities and resources that develop abilities and skills or residents
- Include employers in these activities – developing and implementing trainings, offering job shadows and internships, etc.
- Work together to support residents in the work environment




# Constant evaluation

- Create a forum for having honest and consistent communication
- Commit to accountability and flexibility – develop a true partnership
- Be willing to make adjustments in the relationship and approach as needed
- Be aware of and discuss changing demands and dynamics for businesses/employers, participants and service provider, and community

# Tools for Managing Employer Development

## Employer Development Profile

<http://www.edpsite.com/>

 **Employers Reports**

**Sample Client Logo**

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state:  status:  hiring status:   
county:      
department:  job type:

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Employer	Address	County	Phone #	Zone	Department	Contact
54th Street Grill	9251 NE Barry Road, Liberty, MO 64157	Clay	(816) 781-4556	East	North Liberty, South Liberty	Jim Deavers
Best Buy	8500 NE Flintlock, Liberty, MO 64157	Clay	(816) 506-5612	Default Zone	North Liberty, South Liberty	John Smith
Dr. Sally Stitch	889 Needle Way, Liberty, MO 68901	Clay	(816) 781-3367	Default Zone	North Liberty	Dr. Sally
Food Mart	3300 Cabbage Lane, Liberty, MO 68901	Clay	(816) 781-1111	Default Zone	North Liberty	Darren Good
Good Burgers	5590 Fixins Circle, Liberty, MO 68091	Clay	(781) 666-7777	Default Zone	North Liberty	S. Pat Ulah
Grace Hardware	8877 Socket Drive, Liberty, MO 68901	Clay	(816) 781-8989	Default Zone	North Liberty	Bob Bolt
Holiday Inn	1234 Sleepover Drive, Liberty, MO 68091	Clay	(816) 781-4444	Default Zone	North Liberty	Sue P. Vizor



# Tools for Managing Employer Development

[Salesforce](https://www.salesforce.com/) <https://www.salesforce.com/>

The screenshot displays the Salesforce homepage layout. On the left is a vertical navigation menu with the following items: 'Overview', 'Features', 'Contact Management', 'Opportunity Management', 'Lead Management', 'Reports and Dashboards', and 'Salesforce Mobile'. The 'Features' section is currently expanded. To the right of the menu, there are three light gray rectangular buttons: 'CLOSE MORE DEALS', 'GET MORE LEADS', and 'ACCELERATE PRODUCTIVITY'. Below these buttons, a horizontal line separates the header from the main content area. The main content area features large, light gray text that reads: 'Close more deals with contact management, collaboration, marketing tools, and more'. At the bottom of this area, a smaller line of text states: 'No matter the size of your company, all sales reps share one common performer. Our CRM software features can help with that.'





# Potential Outcomes

- Working tenants self-esteem increases.
- Increased income from earnings.
- Tenants increase the number of hours working.
- Housing rent revenue increases.
- Tenant employment rates of 30% to 50%.



# QUESTIONS



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