

PREVENTING & ENDING HOMELESSNESS THROUGH EMPLOYMENT:

LESSONS LEARNED & PATHWAYS FORWARD



OCTOBER 18, 2017 | WASHINGTON, D.C.

**HEARTLAND
ALLIANCE**
NATIONAL INITIATIVES

Melville 
Charitable Trust

 **OAK**
FOUNDATION



Funders Together
HOMELESSNESS ENDS HERE



United States Interagency
Council on Homelessness

Welcome!

Preventing & Ending Homelessness through Employment: Lessons Learned & Pathways Forward

A national summit in collaboration with Heartland Alliance, the United States Interagency Council on Homelessness, and Funders Together to End Homelessness along with the support of the Melville Charitable Trust and the Oak Foundation.

Wednesday, October 18, 2017

True Reformer Building | 1200 U Street N.W. | Washington, D.C., 20009

SUMMIT GOALS

1. Lift up and translate what we have collectively learned—our efforts, challenges, and successes—in working to elevate employment and quality jobs in the fight to prevent and end homelessness through systems collaboration and innovation at local levels.
2. Generate actionable recommendations that can be advanced now among a cross-section of people and perspectives including community-based partners and providers, persons with lived experience, government partners from across federal agencies, philanthropy, researchers, and national policy and advocacy groups, networks, and coalitions.
3. Identify a range of bold policy, research, and systems solutions and innovation for the future among a cross-section of people and perspectives including community-based partners and providers, persons with lived experience, government partners from across federal agencies, philanthropy, researchers, and national policy and advocacy groups, networks, and coalitions.
4. Spark action among a cross-section of stakeholders to make progress on ensuring that every homeless jobseeker who wants to work has access to employment and quality jobs and that access to economic opportunity prevents homelessness and supports pathways out of homelessness.

Our work and this convening are generously supported by the Oak Foundation and the Melville Charitable Trust. Additionally, we are indebted to our partners from the United States Interagency Council on Homelessness and Funders Together to End Homelessness for their support in coordinating this convening and bringing diverse stakeholder perspectives into the room.

Table of Contents

Welcome! 02

About Heartland Alliance National Initiatives & Summit Partners 04

Agenda At-A-Glance 06

Detailed Agenda 08

About the Connections Project 15

About the Connections Project Sites 16

Resources 26

Space to Take Notes 27

About Heartland Alliance National Initiatives & Summit Partners

Heartland Alliance's National Initiatives on Poverty & Economic Opportunity

Heartland Alliance's National Initiatives on Poverty & Economic Opportunity is dedicated to ending chronic unemployment and poverty. We believe that every person deserves the opportunity to succeed in work and support themselves and their families. Through our field building, we provide support and guidance that fosters more effective and sustainable employment efforts. Our policy and advocacy work advances solutions to the systemic issues that drive chronic unemployment.

We are home to several initiatives designed to help focus attention on critical populations and solutions, including the **National Center on Employment & Homelessness (NCEH)**. NCEH is dedicated to ensuring that employment in quality jobs is a key element in the fight to prevent and end homelessness. Through NCEH, we promote employment as a fundamental solution to homelessness, identify and advance evidence-based employment interventions, advance systems change, and connect workforce and homeless service systems.

Learn more: heartlandalliance.org/nationalinitiatives

Funders Together to End Homelessness

Funders Together to End Homelessness (Funders Together) works to expand philanthropy's impact and influence to advance the movement to prevent and end homelessness. Funders Together provides critical resources, learning, and networking opportunities to our members to increase their knowledge, capacity, and effectiveness in their individual and collective work to prevent and end homelessness. We act as a vehicle for members to be part of a broader movement and bring greater financial and intellectual resources to the work to end homelessness. Funders Together brings philanthropy together around best practices and innovation to ensure investments are maximized as funders in communities around the United States work towards solutions to prevent and end homelessness.

Learn more: funderstogether.org

About Heartland Alliance National Initiatives & Summit Partners

Melville Charitable Trust

The Melville Charitable Trust is the largest foundation in the U.S. exclusively devoted to ending homelessness. Our grantmaking dollars are roughly split between efforts to end homelessness in our home state of Connecticut and in creating a better policy environment at the national level. For over 25 years, we have consistently and strategically invested in proven, lasting, and cost-effective solutions that enable people with the least resources and biggest barriers to success to reclaim their lives. And where solutions have not yet been identified, we support exploration and innovation to find the most promising approaches.

Learn more: melvilletrust.org

Oak Foundation

The Oak Foundation comprises a group of philanthropic organizations based in various countries around the world. We commit our resources to address issues of global, social, and environmental concern, particularly those that have a major impact on the lives of the disadvantaged. The Oak Foundation has 11 programs, through which we have made more than 4,000 grants to organizations around the world. Our six main programs are: Environment, Child Abuse, Housing and Homelessness, International Human Rights, Issues Affecting Women, and Learning Differences.

Learn more: oakfnd.org

United States Interagency Council on Homelessness (USICH)

At the U.S. Interagency Council on Homelessness, we coordinate and catalyze the federal response to homelessness, working in close partnership with Cabinet Secretaries and other senior leaders across our 19 federal member agencies. By organizing and supporting leaders such as Governors, Mayors, Continuum of Care leaders, and other local officials, we drive action to achieve the goals of the federal strategic plan to prevent and homelessness—and ensure that homelessness in America is ended once and for all.

Learn more: usich.gov

Agenda At-A-Glance

Breakfast | Beginning at 8:30 AM

Attendees are welcome to join us for breakfast—and coffee!—to jumpstart the day.

Welcome & Context Setting | 9:00 AM to 9:30 AM

A series of speakers will kick off the summit by welcoming attendees and providing context for the upcoming day. Speakers will introduce the Connections Project work and other place-based efforts focused on collaboration among public systems in order to support pathways to employment and economic opportunity for homeless jobseekers.

Team Table Challenge: Mission Possible? | 9:30 AM to 10:00 AM

Attendees will get to know each other quickly while collaborating on a fun, interactive group challenge at their tables. This activity will illuminate keys to success (and obstacles!) for systems-level work.

Break | 10:00 AM to 10:15 AM

Attendees will take a break to mix and mingle, relax, or grab a coffee. During the break, attendees are encouraged to connect with the event's graphic recorder, who will be creating a Social Listening Board that visually illustrates answers to a big-picture-thinking question prompt in real time.

Homeless & Workforce Systems Collaboration: Unpacking the Challenges | 10:15 AM to 11:30 AM

Representatives from Connections Project sites will discuss their challenges to systems coordination within a range of public systems, while the graphic recorder captures their ideas. Following the panel discussion, attendees will work together at their tables using question prompts to process what they've learned and to identify further policy and other barriers at the local, state, and federal levels.

Lunch | 11:30 PM to 12:15 PM

Attendees will hear from USICH about the role that employment plays in preventing and ending homelessness and its centrality to discussions of equity.

Around the U.S.: What Communities Have Learned from Systems Collaboration | 12:15 PM to 1:45 PM

Connections Project sites will identify their successes, lessons learned, implications, and what more could be done by stakeholders in the room to support this work going forward through an innovative presentation style called Pecha Kucha. After each presentation, attendees will have the opportunity to ask two to three questions per site.

It Takes A Community: Leveraging Diverse Stakeholders & Ideas to Advance Economic Opportunity for Homeless Jobseekers | 1:45 PM to 3:30 PM

Through small group brainstorming sessions, attendees will work together at their tables to identify recommendations and action steps to support the employment and economic opportunity needs and interests of people experiencing homelessness and housing instability.

Agenda At-A-Glance

Break & Snack | 3:30 PM to 3:45 PM

Attendees will take a break to mix and mingle, relax, or grab a snack. During the break, attendees are encouraged to connect with the event's graphic recorder, who will be creating a Social Listening Board that visually illustrates answers to a big-picture-thinking question prompt in real time.

Actions for the Future: Make No Small Plans | 3:45 PM to 4:30 PM

Attendees will work together at their tables using question prompts to think through the ideas that have been identified throughout the day and what actions they can take to help advance this work. At the end of this activity, a representative from each group will give a brief report out on what was discussed.

Closing & Commitments | 4:30 PM to 4:45 PM

To wrap up the day, attendees will hear from Heartland Alliance staff about next steps for moving forward, including a forthcoming summary report and opportunities to continue to engage.

Detailed Agenda

Breakfast | Beginning at 8:30 AM

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Speakers:

- Amanda Andere, CEO, Funders Together to End Homelessness
- Jasmine Hayes, Deputy Director, United States Interagency Council on Homelessness
- Janice Elliott, Executive Director, Melville Charitable Trust
- Amy Rynell, Senior Director of Research & Policy, Heartland Alliance

Team Table Challenge: Mission Possible? | 9:30 AM to 10:00 AM

Attendees will get to know each other quickly while collaborating on a fun, interactive group challenge at their tables. This activity will illuminate keys to success (and obstacles!) for systems-level work.

On your table, you'll see a green box that contains all the materials you'll need for this group challenge. After Heartland Alliance staff has given an overview of the activity, your table can open up the box and get started. You'll have ten minutes of hands-on time with the activity. After, you'll debrief about the activity using question prompts to guide your discussion.

Here are a few questions for your table to discuss together:

- How does this activity reflect your own experience working within or across public systems or with partners?
- Do you consider your team “successful” at this challenge? Why or why not?
- What was tough about this activity? What would have made the task easier, or helped your team be more successful?
- Were any constraints placed on your team as you worked on this activity? If so, how did that constraint impact your structure or your team's work flow?

Detailed Agenda

Break | 10:00 AM to 10:15 AM

Attendees will take a break to mix and mingle, relax, or grab a coffee. During the break, attendees are encouraged to connect with the event's graphic recorder, who will be creating a Social Listening Board that visually illustrates answers to a big-picture-thinking question prompt in real time.

There's a piece of paper tucked into this booklet for you to record your answer to the following question: *What's it going to take to ensure that all homeless and unstably housed jobseekers can access employment and economic opportunity?*

We encourage you to write down your answer to this question and bring it over to discuss with the graphic recorder during the break. If the line's too long or you've got other stuff to take care of, feel free to just pass your written ideas to the graphic recorder, who will work on the Social Listening Board throughout the day. Note that we'd also love to get a photo of you holding up your idea to share via social media!

Homeless & Workforce Systems Collaboration: Unpacking the Challenges | 10:15 AM to 11:30 AM

Representatives from Connections Project sites will discuss their challenges to systems coordination within a range of public systems, while the graphic recorder captures their ideas. Following the panel discussion, attendees will work together at their tables using question prompts to process what they've learned and to identify further policy and other barriers at the local, state, and federal levels.

Facilitator:

- John Rio, Deputy Director, Advocates for Human Potential

Panelists:

- Gary Grier, Senior Project Manager, Coalition for the Homeless of Houston/Harris County
- Stephanie Moyes, Project/Program Manager III, Employment and Education Services, King County Department of Community and Human Services
- Brian Paulson, Senior Program Officer, Pohlad Family Foundation
- Hannah Roberts, Social Program Administrator, Mayor's Office of Human Services, City of Baltimore
- Sheila Sebron, Consumer Advocate, Seattle King County
- Carrie Thomas, Executive Director, Chicago Jobs Council

Detailed Agenda

Here are a few questions for your table to discuss together:

- What's one challenge that stood out for you?
- What themes did you hear among the challenges being discussed by panelists?
- Do you face similar or different challenges in your work? What are they?
- What are some of the sticking points to systems collaboration in your community? Do these sticking points or challenges seem to stem from local, state, or federal-level barriers?

Lunch | 11:30 PM to 12:15 PM

Attendees will hear from USICH about the role that employment plays in preventing and ending homelessness and its centrality to discussions of equity.

Speaker:

- Matthew Doherty, Executive Director, USICH

Around the U.S.: What Communities Have Learned from Systems Collaboration | 12:15 PM to 1:45 PM

Connections Project sites will identify their successes, lessons learned, implications, and what more could be done by stakeholders in the room to support this work going forward through an innovative presentation style called Pecha Kucha. After each presentation, attendees will have the opportunity to ask two to three questions per site.

Pecha Kucha was invented and patented by architects. This presentation style uses slides that consist of simple images with minimal to no text that advance automatically after a set period of time. Pecha Kucha aims to communicate ideas in a concise, engaging, and compelling way. For these presentations, Connections Project sites working on systems collaboration efforts in their communities will address the questions below using about 11 slides that automatically advance after 40 seconds each.

For background information, an overview of the Connections Project and each Connections Project site's work can be found on pages **15 to 25** of this booklet.

Here's what Connections Project sites will address:

- What is your greatest success so far?
- What were three keys to your success?
- What do you think is one future implication of your work?
- What are three lessons you've learned so far?

Detailed Agenda

- What pro tip do you have for others interested in this work? In other words, what do you know now that you wish you'd known when this all began?
- If philanthropy could do one thing to help advance your work either locally or nationally, what would it be?
- If federal agency partners could do one thing to help advance your work, what would it be?

Order of presentations:

- Baltimore, MD | Journey to Jobs
- Chicago, IL | Destination: Jobs
- Houston, TX | Team Houston
- Minneapolis/Hennepin County, MN | Opening Doors Collaborative
- Seattle/King County, WA | Home&Work

It Takes A Community: Leveraging Diverse Stakeholders & Ideas to Advance Economic Opportunity for Homeless Jobseekers | 1:45 PM to 3:30 PM

Through small group brainstorming sessions, attendees will work together at their tables to identify recommendations and action steps to support the employment and economic opportunity needs and interests of people experiencing homelessness and housing instability. Attendees will be asked to think about what's possible in the near term and also what the future of this field could look like, with a focus on policy and systems change ideas, research agendas, and other innovative approaches. At the end of this activity, a representative from each group will report out one idea from the first discussion and one idea from the second discussion, which will be visually captured by the graphic recorder.

Part I: The Time for Action Is Now

First, as a group, think about what can be done now to advance employment and economic opportunity for homeless and unstably housed jobseekers and what stakeholder groups are important to help make your ideas a reality. You'll have about 30 minutes to brainstorm as a group and write down your ideas.

As a group, your task is to:

Come up with ten ideas or recommendations that can be advanced now or the near term to advance employment and economic opportunity for individuals and families experiencing homelessness and housing instability.

Write down your ten ideas and which stakeholder groups you think could help make your ideas a reality, including philanthropy, government, community-based organizations, researchers, advocates, elected officials, and other groups.

Detailed Agenda

Questions to guide your thinking:

- What specific actions can federal agencies take to make it easier to support the employment and economic opportunity interests and needs of homeless and unstably housed jobseekers?
- What gaps in knowledge or research need to be addressed? What ideas need to be tested?
- What information or resources are needed in local communities to support the advancement of this work?

Part II: (Re)Imagining the Future

Second, as a group, think about what can be done in the future—maybe far into the future!—to advance employment and economic opportunity for homeless and unstably housed jobseekers and what stakeholder groups are important to help make your ideas a reality. Again, you'll have about 30 minutes to brainstorm as a group and write down your ideas. During these 30 minutes, try not to be wed to current ways of thinking, systems, funding streams, or structures. In fact, pretend that none of our current structures or constraints exists—you can start from a blank slate and build from there!

As a group, your task is to:

Come up with ten ideas or recommendations that will fundamentally change the employment and economic opportunity prospects of individuals and families experiencing homelessness and housing instability.

Write down your ten ideas and which stakeholder groups you think could help make your ideas a reality, including philanthropy, government, community-based organizations, researchers, advocates, elected officials, and other groups and stakeholders who are not in this room or have yet to be imagined.

Questions to guide your thinking:

- What are the keys to success as it relates to employment and economic opportunity for individuals and families who are unstably housed and homeless? Are those things in place in every community nationwide? If not, what's missing that needs to be in place?
 - How can employment and economic opportunity supports be leveraged to prevent homelessness in the first place? What policies, systems, funding streams, and structures would need to be in place at the national level and in every community nationwide to make this happen? (Remember—you can start from scratch here).
-

Detailed Agenda

- How will employment and economic opportunity create pathways out of homelessness for good? What policies, systems, funding streams, and structures would need to be in place at the national level and in every community nationwide to make this happen? (Remember—you can start from scratch here).
- What hasn't been tried yet as it relates to advancing employment and economic opportunity for individuals and families who are unstably housed and homeless? What current policies, systems, funding streams, and structures need to be scrapped or reimaged moving forward to really move the needle on this issue?

Break & Snack | 3:30 PM to 3:45 PM

Attendees will take a break to mix and mingle, relax, or grab a snack. During the break, attendees are encouraged to connect with the event's graphic recorder, who will be creating a Social Listening Board that visually illustrates answers to a big-picture-thinking question prompt in real time.

As outlined above, there's a piece of paper tucked into this booklet for you to record your answer to the following question: *What's it going to take to ensure that all homeless and unstably housed jobseekers can access employment and economic opportunity?*

We encourage you to write down your answer to this question and bring it over to discuss with the graphic recorder during the break. If the line's too long or you've got other stuff to take care of, feel free to just pass your written ideas to the graphic recorder, who will work on the Social Listening Board throughout the day. Note that we'd also love to get a photo of you holding up your idea to share via social media!

Actions for the Future: Make No Small Plans | 3:45 PM to 4:30 PM

Attendees will work together at their tables using question prompts to think through the ideas that have been identified throughout the day and what actions they can take to help advance this work. At the end of this activity, a representative from each group will give a brief report out on what was discussed.

Here are the questions for your table to discuss together:

- What are your key takeaways from this day? What did you learn that was new, surprising, or unexpected?
- Looking beyond this convening, what could you do in your role to advance access to employment and economic opportunity for homeless and unstably housed jobseekers? What type of support would you need to make this happen, and from whom?
- Looking beyond this convening, what are one or two action steps that your organization could take to advance access to employment and economic opportunity for homeless and unstably housed jobseekers? Who would your organization need to partner with to make this happen?

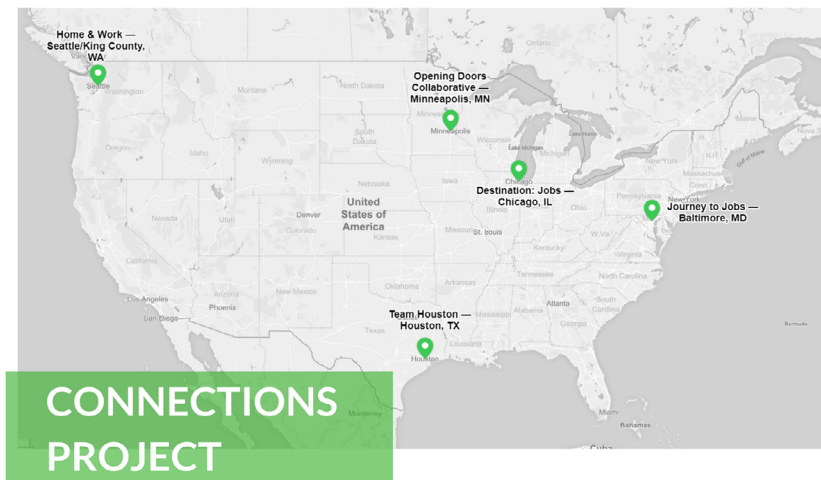
Detailed Agenda

- Are there ways to partner collectively with the people in this room to advance this work? What might that partnership or coalition look like?
- Who are the stakeholders missing from this conversation that should be involved in the future?

Closing & Commitments | 4:30 PM to 4:45 PM

To wrap up the day, attendees will hear about next steps for moving forward, including a forthcoming summary report and opportunities to continue to engage with this work.

About the Connections Project



Launched in 2015 through Heartland Alliance’s National Center on Employment & Homelessness (NCEH), the Connections Project is a three-year, place-based, systems-level collaboration and capacity-building project aimed at increasing employment and economic opportunity for homeless jobseekers.

Through a competitive process that drew applications from 28 states, NCEH identified five Connections Projects Sites in 2015. These five awardees have been hard at work planning, implementing, and strengthening innovative systems collaboration ideas in order to meet the goal of increasing employment and economic opportunity for homeless jobseekers.

Connections Project sites are using at least two out of the following three high-level goal areas as the touchstone for their systems innovation ideas:

1. **ACCESS:** Increase in access to employment services, to public systems offering employment services, and to barrier-removal supports for homeless jobseekers in the Connections Project Site target population and target geography.
 2. **EMPLOYMENT:** Increase in employment and length of employment among homeless jobseekers in Connections Project Site target population and target geography.
 3. **INCOME:** Increase in employment income of homeless jobseekers in Connections Project Site target population and target geography.
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Connections Project Sites

Many homeless jobseekers, and especially homeless jobseekers of color, face a significant barrier to securing housing and employment: a criminal record. Baltimore's Connections Project, *Journey to Jobs*, is working to reduce the incidence and impact of interaction with the justice system in order to improve access to stable housing and economic opportunity. To this end, *Journey to Jobs* collected cross-system data that demonstrate how interaction with the justice system and patterns of structural racism perpetuate cycles of poverty and inequity: in

Baltimore, 43 percent of homeless individuals have at least one expungable record and, among these clients, 83 percent are African American or black while only 12 percent are white. With these data, *Journey to Jobs* has partnered with local legal services to increase access to criminal record expungement for homeless jobseekers. Moving forward, their work will inform policy and systems change aimed at reducing interactions with the criminal justice system and increasing access to housing and economic opportunity for people of color experiencing homelessness.



Team Lead:

Hannah Roberts, Social Program Administrator, Mayor's Office of Human Services, City of Baltimore

Target Population:

Jobseekers experiencing homelessness who are involved with the criminal justice system, owe child support, or have limited access to workforce and job opportunities.

High Level Connections Project Site Goals:

Access: Increase access to education, training and employment services, public systems offering employment services, and barrier-removal supports for adult jobseekers experiencing homelessness in Baltimore.

Employment: Increase employment and length of employment among adult jobseekers experiencing homelessness in Baltimore.

Key Partners:

Abell Foundation
Alternative Directions, Inc.
Association of Baltimore Area Grantmakers
Baltimore City Continuum of Care
Catholic Charities

Connections Project Sites

Key Partners, con't:

The Harry & Jeanette Weinberg Foundation
Homeless Persons Representation Project
Humanim
Maryland Volunteer Lawyers Services
Mayor's Office of Employment Development, City of Baltimore
Mayor's Office of Human Services, City of Baltimore
St. Vincent de Paul of Baltimore

Additional Accomplishments:

- Used the Point-In-Time Count as a way to assess employment status and interests and demonstrate that people experiencing homelessness want to work.
 - Incorporated employment-related questions into Coordinated Access assessment.
 - Coordinated, executed, and evaluated expungement clinics with targeted strategies for individuals experiencing homelessness.
 - Launched an Employment and Income Workgroup to build a learning community and cross-sector partnerships.
 - Commented on the local Workforce Innovation and Opportunity Act (WIOA) plan as it relates to advancing employment and economic opportunity for homeless jobseekers.
 - Built infrastructure to use the Homeless Management Information System in innovative ways, including using data to identify racial disparities in service delivery.
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Connections Project Sites

At the start of Chicago's Connections Project, only nine percent of people exiting the homeless services system left with increased income from employment. With a goal of doubling that percentage, Chicago's Connections Project, *Destination: Jobs*, has worked to ensure that all people entering the homeless services system are asked about their employment interests. With these data, *Destination: Jobs* is piloting an effort to connect homeless jobseekers with available employment services. *Destination: Jobs* will also use these data to elevate the role

that employment can play in preventing and ending homelessness as well as to better understand what types of workforce development strategies are needed to help Chicago's homeless jobseekers meet their employment goals. In addition, *Destination: Jobs* has taken steps to strengthen coordination and collaboration between the homeless services and workforce development systems. For example, the team has offered cross-system trainings, presentations, and workshops aimed at familiarizing stakeholders with each other's systems and equipping participants with the skills and knowledge to better meet the employment needs of homeless jobseekers.



Team Leads:

Carrie Thomas, Executive Director, Chicago Jobs Council

Nancy Phillips, Senior Director, Pathways to Success, Heartland Human Care Services, Inc., Heartland Alliance

Target Population:

Self-identified jobseekers who are involved with a Chicago Continuum of Care provider.

High Level Connections Project Site Goals:

Access, Employment, & Income: To double the percentage—from nine to 18 percent—of individuals in the above-described target population who have increased income due to employment when they exit homeless services.

Key Partners:

All Chicago

The Center for Changing Lives

Chicago Continuum of Care, Employment Take Group (*including three members of the Lived Experience Commission and community-based providers of housing and employment services*)

Connections Project Sites

Key Partners, con't:

Chicago Cook Workforce Partnership
Corporation for Supportive Housing
Department of Family and Support Services, City of Chicago
Inspiration Corporation

Additional Accomplishments:

- Finalized the inclusion of employment-related questions into the Coordinated Entry Assessment of the Chicago Continuum of Care (CoC) that launched in April 2017.
 - Developed a “Why Employment?” video to include in trainings of staff on the use of the Coordinated Entry Assessment.
 - Secured a small grant to further build a “navigation function” model that Destination: Jobs will test, formally pilot, and—ideally—move into a permanent systemic solution between the CoC and workforce systems.
 - Developed recommendations for the implementation of the Workforce Innovation and Opportunity Act (WIOA) as it relates to advancing employment and economic opportunity for homeless jobseekers.
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Connections Project Sites

There is a strong link between housing stability and income—but people entering the homeless service system aren't always matched to income and employment supports that meet their needs.

Team Houston's work changes that. Through their Connections Project, *Team Houston* integrated their homeless services system with an income assessment and triage tool to ensure all people receiving homeless services can access both employment and housing.

As of April 2017, over 1,000 people entering Houston's homeless services system have been connected to employment assistance, surpassing *Team Houston's* original goal of 700. In addition, through their year-long "Income Now" workshop series, *Team Houston* has led the charge to ensure that homeless services and workforce development stakeholders understand how employment can help prevent and end homelessness and are well-equipped to connect homeless jobseekers to work. The workshop series built both buy-in and capacity among participants; at the end of the series, participants were more likely to agree that people experiencing homelessness can succeed in work and that they feel better prepared to help homeless jobseekers address employment goals.



Team Leads:

Gary Grier, Senior Project Manager, Coalition for the Homeless of Houston/Harris County

Heather Muller, Senior Program Manager, Corporation for Supportive Housing

Target Population:

Episodic and newly homeless individuals and families with work history and currently under assessment for housing in Houston's Coordinated Access system.

High Level Connections Project Site Goals:

Access: Improve access to income options/interventions that match the specific needs of each and every individual or family of our target population.

Income: Increase the annual income for our target population to achieve housing stability.

Key Partners:

Avenue 360

Career and Recovery Resources, Inc.

Central Houston

Connections Project Sites

Key Partners, con't:

Corporation for Supportive Housing
Covenant House Houston
Heartland Alliance
Houston Coalition for the Homeless
Houston Food Bank
Houston/Galveston Area Council (HGAC) Gulf Coast Workforce Investment Board
The Salvation Army
SEARCH Homeless Services
SER Jobs for Progress
Star of Hope Mission
Workforce Solutions, Inc.

Additional Accomplishments:

- Established a data matching process between the homeless services and workforce development systems that tracks job placements and earnings for people experiencing homelessness.
 - Established points-of-entry into the homeless services system at 15 Workforce Solutions, Inc., career offices. As a result, Workforce Solutions staff can refer people seeking workforce services for housing through coordinated entry, with an Employment Navigator helping to oversee the cross-system referral process.
 - Created an e-learning curriculum for all Workforce Solutions, Inc., staff members that helps staff learn about 1) the role of employment in preventing and ending homelessness and 2) best and promising practices for delivering employment services to homeless jobseekers.
 - Delivered work-based learning and paid work experience to over 205 homeless jobseekers, resulting in job placements exceeding 60 percent.
 - Placed over 650 homeless jobseekers into employment, of which 73 percent acquired permanent jobs over a 15-month period.
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Connections Project Sites

Employment is critical to efforts to prevent and end youth homelessness. Minneapolis' Connections Project, the *Opening Doors Collaborative*, aims to advance employment and economic opportunity for youth experiencing homelessness by helping to ensure that the systems and programs that touch their lives are resourced, aligned, and equipped to connect them to quality jobs. Because the Supplemental Nutrition Assistance Program (SNAP) Employment & Training (E&T) program can be leveraged to serve homeless youth, the *Opening*

Doors Collaborative has worked to grow Minnesota's access to SNAP E&T dollars and has tripled the number of E&T providers working with youth experiencing homelessness. The *Opening Doors Collaborative* has also increased understanding of best practices in employment programming for homeless youth by engaging over 250 stakeholders in workshops focused on integrating employment and housing solutions. In 2017, the *Opening Doors Collaborative* will launch a new youth rapid re-housing and employment model and, through the 100-Day Challenge on Youth Homelessness, will focus on housing and employing youth.



Team Leads:

Brian Paulson, Senior Program Officer, Pohlad Family Foundation

Heidi Schmidt Boyd, Administrative Manager, Hennepin County Housing Stability

Target Population:

Youth and young adults, ages 16 to 24, who are in shelter or programming for the homeless.

High Level Connections Project Site Goals:

Access: Improve access to quality employment and training supports for youth and young adults experiencing homelessness.

Employment: Improve employment outcomes for youth and young adults experiencing homelessness.

Other: Build local knowledge of what works in moving youth and young adults experiencing homelessness into sustained employment.

Connections Project Sites

Key Partners:

Greater Twin Cities United Way
Minnesota State Office to Prevent and End Homelessness
Pohlad Family Foundation
Local homeless youth providers
Local Workforce Innovation and Opportunity Act (WIOA) youth providers
Suburban Hennepin and City of Minneapolis Workforce Boards

Additional Accomplishments:

- Tripled the number of local rapid re-housing and employment programs.
 - Initiated an Employment and Income Committee for the local Continuum of Care.
 - Launched and continue to convene a monthly Community of Practice for employment and homeless service providers to share ideas and partner.
 - Hosted employer roundtables focused on engaging and retaining youth experiencing homelessness in employment and on providing “second chances” to people who have criminal backgrounds.
 - Developed a mobile app that provides youth experiencing homelessness easily accessible information about available housing and employment services.
 - Developed nine career pathways into Hennepin County positions for youth experiencing homelessness.
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Connections Project Sites

Seattle's Connections Project, *Home&Work*, recognizes that people experiencing homelessness need to be matched with employment, training, and income supports that meet their interests and needs as soon as they enter the homeless services system. In coordination with Seattle's efforts to streamline entry into its homeless services system, *Home&Work* collaborated with public and private partners to create a referral pathway that connects people experiencing homelessness who want to work to employment and training opportunities. In addition, *Home&Work* has been engaging Seattle's local business community in order to create access to jobs, career pathways, and wage progression for homeless jobseekers. In 2016 and 2017, for example, *Home&Work* partnered with local employers to host direct hire fairs in which nearly 30 percent of homeless jobseekers applying for jobs were hired. Moving forward, *Home&Work* will also focus on aligning local public and philanthropic funding to support employment services for people experiencing homelessness.



Seattle/King County, WA | Home & Work

Team Leads:

Stephanie Moyes, Project/Program Manager III, Employment and Education Services, King County

Danielle Winslow, Project/Program Manager II, All-Home King County

Target Population:

People who are experiencing homelessness and are seeking housing support or employment support.

High Level Connections Project Site Goals:

Access: Develop a clear referral, assessment, and service coordination process and co-locate services with established points of contact for homeless job seekers. In addition, establish a shared understanding of the housing and workforce systems across agencies.

Employment: Align employment and training resources to better match jobseekers with the right services, incorporating case management as necessary.

Connections Project Sites

Key Partners:

All-Home King County
Building Changes
Catholic Community Services
Neighborhood House
TRAC Associates
United Way of King County
Workforce Development Council of Seattle-King County
YWCA of Seattle, King and Snohomish County

Additional Accomplishments:

- Streamlined reporting of participant and program data in King County, allowing the county to compare success rates of services and programs based on demographic variables such as age, race, or location.
 - Coordinated a hiring event for seasonal workers targeted to homeless jobseekers in King County, where a minimum of 21 people were hired with a starting wage of \$18.53/hour.
 - Co-enrolled 65 households experiencing homelessness with mainstream employment services using Employment Navigators.
 - Leading ongoing efforts with local philanthropic partners to align funding for employment strategies for homeless jobseekers.
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Resources

Working to End Homelessness [Toolkit](#)

Working to End Homelessness Initiative: [Best Practice](#) Series

Service Delivery [Principles and Techniques](#): Helping People Experiencing Homelessness Engage in Services and Succeed in Employment

[Populations](#) Experiencing Homelessness: Diverse Barriers to Employment and How to Address Them

Employment Program Components: [Considerations](#) for Modifying Programming for People Experiencing Homelessness

Employment [Program Models](#) for People Experiencing Homelessness: Different Approaches to Program Structure

Tips for [Transitional Jobs](#) Programs Serving People Experiencing Homelessness

Integrating [Rapid Re-Housing & Employment](#): Program & Policy Recommendations for Enhancing Rapid Re-Housing

Creating [Economic Opportunity](#) for Homeless Jobseekers: The Role of Employers and Community-Based Organizations

Every System Plays a Role in Working to End Homelessness: How the [TANF System](#) Can Support Economic Opportunity for Families Experiencing Homelessness

Getting Families on Their Feet: Steps for [Integrating Employment](#) Programming into Homeless Services

Work Matters: [Employment](#) as a Tool for Preventing Homelessness and Improving Health

WIOA Planning & Implementation [Toolkit](#)

Systems Working Together to End Homelessness: [WIOA and HUD](#) Combined State Planning

Opportunity Youth Employment [Toolkit](#)

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33 W. Grand Avenue, Suite 500, Chicago, IL 60654 | 312.870.4949 | ni@heartlandalliance.org
www.heartlandalliance.org/nationalinitiatives | @NIheartland | <http://bit.ly/NIFacebook>

