

Rapid Re-Housing RRES Training



**DEPARTMENT OF WORKFORCE
SERVICES**

JANUARY 2016



Department of Workforce Services

Overview



- TANF is a Federal Block Grant awarded to states to implement innovative strategies and approaches to remove families from a cycle of dependency on public assistance and into work
- Serves families with dependent children under the age of 18 living in the home
- Services may be provided through contractual agreements with community partners

Funding Period



- Rapid Re-Housing RFGA
- April 1, 2015-March 31, 2018 (3 years)



Rapid Re-Housing Employment Pathway



<http://jobs.utah.gov/services/tevs/tanfrapidrehousingemploymentpathway.pdf>





CONTRACTOR RESPONSIBILITIES

Contractor's Responsibilities



- Housing-related services (Deposits, utilities, fees, rent and back-payments)
- Crisis situations
- For individuals who are either:
 - Homeless (literally on the streets)
 - At risk of Homelessness (Homeless Prevention)
- Non-Recurrent issuance
- Up to four months of assistance (within 12 mo period)
- Expectation to result in self-sufficiency after the 4 months ends
- Employment-related focus and outcomes

Contractor Determines Eligibility



- Contractor completes a full assessment that demonstrates:
 - Customer's history of Housing stability
 - Past Employment history and stability
 - Determines *appropriateness* for TANF RRH
 - ★ *Is this family likely to successfully meet self-sufficiency and sustain their housing after receiving up to four months of RRH assistance?*
- Contractor determines customer's eligibility for TANF Rapid Re-Housing
 - Form 300 (income, household composition, etc.)
 - If contractor has questions about customer eligibility, refer them to Brian Prettyman (bpretty@utah.gov)
- Completes a signed 115 DWS Release of Information & Consent with customer signature



State of Utah
Department of Workforce Services
**RELEASE/DISCLOSURE OF INFORMATION &
CONSENT FOR COORDINATED SERVICES**
ONLY for use by Contracts and Refugee Home Visits
Where UWORKS is Unavailable



D18914001510101

John Doe

Name (Print)

PID

Case #

Make sure the "Yes" box is checked.

I understand that my records are protected under the State and Federal regulations as well as professional codes of ethics governing confidentiality and cannot be released or disclosed without my written consent, unless otherwise provided for in the State and Federal regulations.

I authorize the release and/or disclosure of information only to the agencies listed below with the restriction that the information cannot be passed on to any other person or entity/agency. Yes No

- Div. of Child & Family Services
- Job Corps
- School Districts
- Vocational Rehabilitation
- Div. of Services for People with Disabilities
- Juvenile Court
- State/Local Health Department
- Social Security Administration
- Div. of Juvenile Justice Services
- Local Mental Health Providers
- Substance Abuse Treatment Providers
- Any & All Employer/Worksite

Other Your Organization Name

Mark "Other" and write the name of your organization.

The information selected below is to be released and/or disclosed to coordinate a variety of services on my behalf. In order to provide these services, representatives of public and private agencies may be working together and may need to share information about me with one another.

I authorize the information below to be released from and/or disclosed to the agencies selected above to assist the Department of Workforce Services (DWS) in coordinating services for me. I only authorize the release and/or disclosure of the specific items checked below. I understand that this consent is effective from the date below until the final day of the month following the termination of my currently open program(s) with DWS. I understand I may revoke this consent at any time by sending written notification to my Employment Counselor.

Note: DWS does not disclose controlled documents without consent of the DWS Legal Department.

R = Release my information from a third party to DWS D = Disclose my information from DWS to a third party

- | | | |
|---|--|---|
| R <input type="checkbox"/> D <input type="checkbox"/> | R <input type="checkbox"/> D <input type="checkbox"/> | R <input type="checkbox"/> D <input type="checkbox"/> |
| <input type="checkbox"/> Employment Information (wages, hours worked, schedule, etc.) | <input type="checkbox"/> Employment Plan Development/Renegotiation | <input type="checkbox"/> Legal Information (court documents/orders, etc.) |
| <input type="checkbox"/> Addtl. Monitoring Information (WSL, CTW, job leads/contacts, etc.) | <input type="checkbox"/> School Information (progress, attendance, schedule, etc.) | <input type="checkbox"/> Treatment Information (plan, schedule, attendance, etc.) |
| <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Other <u>TANF Eligibility</u> | <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ |

Mark both "R" and "D" in "Other" and write in "TANF Eligibility".

Customer needs to sign and date.

Signature of Customer

Date

Signature of Parent or Guardian, if under age 18

Date

Equal Opportunity Employer Program

Auxiliary aids and services are available upon request to individuals with disabilities by calling (801) 526-9240. Individuals with speech and/or hearing impairments may call Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162

Contractor Responsibilities



- After Contractor determines eligibility, agency issues first RRH payment
 - Customers are not typically not required to meet with DWS **prior** to first payment.
 - ✦ First month can count as and Application Fees, Deposit, First month's rent, and potential back-pay, all counting as only one month of assistance.
 - ✦ Discretion given to Housing providers for when to refer clients to RRES before first issuance, based on client need.
 - ✦ 2nd and subsequent Rapid Re-Housing payments are dependent on participation with the RRES
- Contractor refers clients to the RRES
 - All *adults* (age 18 and older unless enrolled in high school) who are *work eligible* (physically and mentally capable of working, legally able to work, and not on the SSI/SSDI track) should be referred to the DWS Rapid Re-Housing Employment Specialist (RRES)
- Agency sends email referral with customer name and contact information to the RRES.
 - Email should be completed the same day the customer is referred to DWS.
 - Copy of email referral kept in customer file
 - 115 should be sent at same time as referral

Contractor Responsibilities



- Contractor connects with customer at least monthly to discuss job search efforts
- Ongoing coordination and communication with the RRES to check on job search efforts prior to issuing future payments
- When customer not actively job searching, remaining payments are suspended
 - No future payments made until contractor receives email from RRES confirming participation.
- Contractor informs the DWS RRES when Rapid Re-Housing funds will no longer be issued for the household



CUSTOMER RESPONSIBILITIES

Customer Responsibilities



- Customer must contact the RRES to schedule an appointment and meet within 30 calendar days to begin job search activities.
 - Day one begins the day *after* the email is sent
- Customer must justify efforts to support their family housing with increased income/employment after receiving TANF Rapid Re-Housing assistance
- Customer must work with RRES on an employment plan.
- Meet regularly (minimum monthly) with RRES and Contractor case manager to review progress towards employment and employment-related activities/self-sufficiency
 - If customer is employed, contact can be via phone



RRES RESPONSIBILITIES

RRES Responsibilities



- When referral email is received:
 - Customers not determined eligible and receiving TANF RRH assistance should typically be referred to the local DWS Employment Center
 - Contractors should send a 115 with the referral
 - Activate yourself as Primary Case Manager
 - ✦ If customer already has primary worker, set yourself as Secondary Case Manager and work in collaboration with primary counselor
 - Manually enroll customer in “Rapid Re-Housing TANF”
 - ✦ Do not enroll the customer in UWORKS until they have been determined open and receiving Rapid Re-Housing assistance
- Create 360 referral in UWORKS to the referring contractor
- Meet with customer. Narrate actions
 - If customer employed, meet via phone
 - If unemployed, meet face to face
 - If customer doesn't contact or meet w/ the RRES within **30 days** of receiving referral email, contact the contractor to report non-participation

Customer's Initial Appointment



- At initial appointment with customer:
 - Provide overview of DWS services
 - Review Rapid Re-Housing participation requirements
 - ✦ Under-employed customers still need support towards increased earnings/income and must still participate
 - Review Job Seeker Registration and Electronic Job Board
 - ✦ Provide job referrals
 - Complete the Work Readiness Evaluation
 - Create Employment Plan to monitor self-sufficiency participation activities
 - ✦ Add Job Search/Job Readiness when appropriate with goals and measurable activities to lead customer towards self-sufficiency
 - ✦ Consider referring customers to additional resources, including Financial Literacy trainings or other components from TANF grants ([TANF Dashboard](#)) and/or Homeless provider services as part of participation and compliance
 - ✦ Employment plan services should include Child Care where appropriate (ie. Employment Support Child Care, FEP Child Care, Homeless Child Care, Kids in Care Child Care or Job Search Child Care)
 - Customers should also be referred to the Care About Child Care website for additional Child Care resources (<http://careaboutchildcare.utah.gov/>)

What are Job Search/Job Readiness Activities?



- Job Search/Job Readiness requirements include, but are not limited to:
 - Active Job Search
 - Complete online registration with DWS
 - Attendance of ongoing appointments (minimum monthly) with the RRES and/or Primary DWS Employment Counselor
 - Attendance in all referred workshops
 - ✦ Job Seeking Skills Workshops
 - Attendance in Work Success
 - ✦ Work Success

Ongoing RRES Case Management



- Monitor each customer's Employment Plan activities at least monthly and report participation or non-participation to the contract case manager
- Narrate all contact, appointments and communication with the customer and contractor, including participation & progress towards increased income and employment efforts
- When customer obtains employment, enter the information on the Placement Screen in UWORKS
 - Continue case management through end of assistance months, non-participation or notification from organization that client's case is closed
 - Assist customer with appropriate follow-up services towards increased income and self-sufficiency
 - ✦ Budgeting
 - ✦ Training Assistance
 - ✦ Referral to additional appropriate resources
- Upon completion of Rapid Re-Housing assistance with contractor, close the "Rapid Re-Housing TANF" enrollment.
 - 30-day revolving door period
 - Enrollments should not typically last longer than 6 mo period
 - New Enrollment required if a full calendar month of assistance has not been issued

Measurements & Outcomes



- Number of families served
- Number of families who transition to Employment
- Number of families employed at the time of application
- Number of families employed at enrollment and able to resolve their crisis situation by
 - Increased earnings & wages
 - Finding more affordable housing



Looking Forward...



- **RRES outcomes report**
 - Total families served with TANF Rapid Re-Housing
 - Positive outcomes (Employment, Increased Income, etc.)
 - Success Stories
- **RRH Edit Blitz**
 - Review Employment Plan/Participation activities
 - Narrations of customer engagement, progress & participation
 - Job referrals and monitoring of workshop attendance
 - Minimum 30 day contact each month

Questions?



Brian Prettyman
bpretty@utah.gov