

## Plan 2.0 Employment Task Force

Purpose: According to the Continuum of Care Charter, the Plan 2.0 Employment Task Force will increase meaningful and sustainable employment opportunities for people experiencing or most at risk of homelessness.

<https://www.allchicago.org/COC/Committees/Employment>

### Meetings:

Day: Second Friday of every month (except August)

Time: 9:30 to 11:30

Location: Michael Barlow Center, St. Leonard's Ministries, 2120 W. Warren Blvd.

Next meeting: Friday, December 8, 2017

*All meetings are open to anyone who is interested Please join us!*

### Co-chairs:

Alexis Canolos, Center for Changing Lives, alexandra@cclconnect.org

Nancy Phillips, Heartland Alliance, nphillips@heartlandalliance.org

Shannon Stewart, Inspiration Corp, sstewart@inspirationcorp.org

Carrie Thomas, Chicago Jobs Council, carrie@cjc.net

### Current Activities of the Task Force:

- *Workforce service models analysis:* The task force wants to continue to learn about different program models that have had success in providing services to people experiencing homelessness. We want to be able to make recommendations about services that are appropriate for sub-populations of people (youth, for example) and to make recommendations about workforce models that might work particularly well with different housing models.
- *Data and metrics:* The task force will work with All Chicago, DFSS and the Chicago Cook Workforce Partnership to gather the most meaningful data that could be shared regularly with the task force and contribute to a dashboard of some kind.
- *Cross-trainings:* Develop and deliver trainings to housing providers about workforce system and program models and to workforce providers about the continuum and housing models.
- *Employment Assessment:* Continue to work with CSH and All Chicago on inclusion of the employment questions on the Coordinated Entry Assessment.
- *Navigation Pilot:* Design, propose and secure funding to pilot an employment navigation function between housing and workforce. Currently conducting a pre-pilot to inform its design.

***Pre-pilot to inform navigation from coordinated entry assessment to workforce services:***

What we are doing: The Chicago Jobs Council has a dedicated staff person who receives a weekly list that consists of names and contact information of individuals to contact. The Jobs Council has a list of workforce organizations that provide services to people experiencing homelessness and they provide names and contact information for organizations to people that they reach by phone or email. On average the list consists of about 120 names each week. We report progress, troubleshoot issues and get feedback at monthly Task Force meetings and with individual task force members as needed in between meetings.

What we know so far: Approximately 66% of individuals who completed the coordinated entry assessment **answered "yes"** to the question about whether they wanted help finding employment. The age distribution of those who answered "yes":

- No age: 1%
- Under 18: fewer than 1%
- 18 to 24: 604 = 25%
- 25 to 54: 1410 = 58%
- 55 +: = 16%

To date CJC has contacted 71% of the individuals who answered "yes". Of these the following contact has been made.

- 20% of those we contacted were contacted with both an email and a voicemail message. Of these, 76% have not followed up to initial contact.
- 18% were contacted via introductory email only. Of these, 92% People whom have not responded.
- 12.5% were contacted via a voicemail message only. Of these, 94% have not followed up to voice mail message left
- 34% were contacted via a call and were spoken to directly
- 15.5% were unreachable/ could not be contacted.

Approximately 34% of individuals who completed the coordinated entry assessment **answered "no"** to the question about whether they wanted help finding employment. About 20% of those who answered "no" indicated that they were worried about the impact of employment on housing or benefits. The age distribution of individuals who answered "no"

- No Age Listed: 0%
- Under 18: 0%
- 18 to 24: 7%
- 25 to 49: 33%
- 50 and over: 59%

Some observations so far based on people we are able to talk to or respond to email:

- There is a range for times preferred to be called by clients 11am-3pm, 4pm-6pm. Clients request to be called back after 4pm (folks that have school, appointments, need to run errands, etc. so they are free after 4pm)
- The majority of individuals who are reached ask about the housing part of the assessment they completed. They ask if I have any information on their status for housing.
- There are some individuals who have an industry in mind that they'd like to enter (for example, healthcare) so we do have the ability to share industry specific programs
- It takes to 2-3 days to make contacts to a list of 120 clients or so (average on the lower side 45 calls a day and 60 calls a day on the higher side)
- It takes an additional 1 ½ to 2 hours to analyze the information we collected about trying to contact people of the lists.

What we are not doing: We are not doing an employment assessment over the phone--we are NOT able to ask about work history, skills or interests. We are not able to follow up with individuals to see if they followed through. Nor are we able to follow up with workforce providers to find out if individuals follow through.

What's next:

- Continue to make calls/emails to provide information
- Determine a pilot structure based on what we've learned that can include: assessment, stronger "hand off", follow up with workforce provider and/or individual, and builds on existing navigation and/or case management services. Several possibilities present themselves.
- Improve information tracking and report that back into HMIS