



Employment and Income Action Plan

August 2018

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Strategy 1: Build out and incorporate access to the public workforce system

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
Pilot employment "navigation" function between coordinated entry and workforce services	Pre-pilot: Continue to provide information to people who answer "yes" to employment question on CEA.	Chicago Jobs Council	Ongoing		providing information; regular internship with Center for Changing Lives' Administrative Support training program.
	Analyze data on people contacted in the pre-pilot and report to task force	Chicago Jobs Council	Monthly		report monthly at ETF meeting
	Meet with Seattle RRH project	Jennifer Miller-Rehfeldt	TBD		scheduling underway
	Meet with Baltimore RRH Navigation project	Carrie Thomas	TBD		scheduling underway
	Focus group with RRH providers to document current employment services in their programs	Karen Kowal	6/20/2018		completed focus group on 6/20
	Update pilot proposal for funding	Carrie Thomas	August	co-chair meeting completed	draft in progress
	Find out how many people in RRH are enrolled in workforce services	Chicago Jobs Council	Summer 2018	Determined that data sharing is possible	Meeting with HMIS, co-leads and CCWP on Aug. 14
	Look at RRH data related to earned income	Jennifer Miller-Rehfeldt	August	Met on July 11 to review RRH data questions	Following up from meeting



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	Regular check in with CE co-leads	Carrie Thomas and Jennifer Miller Rehfeldt	bi-weekly		
	Analyze data on adults who are unlikely to be matched for housing to inform pilot ideas	Inspiration Corporation	Summer 2018	over 90 interviews completed	Analysis underway; presentation at 8/10/18 ETF meeting
Develop youth employment planning process	Draft Youth & Employment community research project idea	Carrie Thomas	August		
	Coordination with Youth Task Force and others on YHDP	Carrie Thomas and Jennifer Miller Rehfeldt	August	met with Youth Line of Work co-leads	Meeting with leadership team of youth advisory group in mid-August
Build Employment Dashboard	Provide feedback on HMIS data dashboard created for the Committee	Karen Kowal	August	Presented at June 2018 meeting	next step is to provide feedback for next version
	Add relevant data from the pre-pilot navigator work	Chicago Jobs Council	ongoing		
	Finalize format	Employment Task Force	TBD	Meeting on July 11 to discuss relevant RRH information	

Strategy 2: Develop and implement an employer engagement strategy

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
	Determine work group strategy	Employment Task Force	August	Brainstormed ideas for workgroup	Scheduling underway
	As needed, recruit new members	Employment Task Force	Ongoing	ongoing	



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Build strategy development team	Determine where coordination is needed with other work groups	Carrie Thomas	Ongoing		
	Schedule first work group meeting	Jennifer Miller Rehfeldt	August		Scheduling in August

Strategy 3: Build out and incorporate access to Supported Employment

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
	Regular work group meetings	Carrie Thomas	Ongoing	scheduled and members are being added as needed	next meeting 7/12/18 3:30 to 4:30 pm at Chicago Jobs Council
	Map supported employment providers	Chicago Jobs Council	Summer 2018	in process	in process
	Map capacity building resources for providers	Chicago Jobs Council	Summer 2018		to discuss after provider mapping completed
	Make list of experts to consult	workgroup	Ongoing		
	Create talking points for workgroup outreach on this project	workgroup	6/7/2018	completed	completed
	Convene a design lab to talk about how the evidence-based IPS model can be used with a different population	workgroup			

Strategy 4: Provide oversight, support, and training to a community of SOAR providers



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Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
Implement SOAR Steering Committee and Work Groups	Target and convene strong stakeholders with SOAR expertise of various kinds to serve as SOAR Steering Committee	All Chicago	10/1/2017	SOAR Steering Committee convened	Complete
	Form workgroups to execute goals related to: Applications/Training, Collaborations, and Outcomes/Sustainability	All Chicago	12/1/2017	Need: organization/individual to serve on Collaborations/Sustainability workgroup with experience/expertise in tracking outcomes & monitoring, experience with medical sector, SSI/SSDI Note: As of 4/27, Collaborations workgroup and Outcomes/Sustainability Workgroup have been merged	Complete; need still exists
	Meet quarterly to hear updates from workgroups	All Chicago	Ongoing	Next meeting: Quarter 3	Met January 2018 and April 2018. Next meeting: September 2018
	Workgroups meet minimum of monthly to do work and hear updates from sub-working groups	All Chicago	Ongoing	Applications/Training Workgroup: meet at All Chicago on the second Wednesday of every month, 10am-11:30am. Collaborations and Sustainability Workgroup: Meetings	Ongoing



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				Last Tuesday of the month, 10am-11:30am, All Chicago.	
SOAR Training: Increase number & types of trainings for providers	Distribute and analyze survey to collect data on SOAR practices of current SOAR providers	All Chicago	3/15/2018	Analysis and next steps discussed in all workgroup meetings in March	Complete
	Develop survey to general homeless system community on SOAR knowledge, interest, and needs	All Chicago	10/1/2018	To course-correct work for 2019 work plan	Pending
	Host at least 4 SSI/SSDI & SOAR 101 Trainings	DuPage Federation	Ongoing, quarterly	Next training to be scheduled for September	Trainings complete: September 2017 February 2018 June 2018
	Facilitate SOAR Online Course Cohort semiannually	All Chicago	Ongoing, semiannually	Next SOAR Online Course Cohort to begin October 2018	First SOAR Online Course Cohort completed in November 2017; 2nd completed May 2018.
	Facilitate Fundamentals Trainings semiannually	DuPage Federation	Ongoing, semiannually	Refresher SOAR Fundamentals Training: May 15th. Cohort SOAR Fundamentals Training: June 14th	Fundamentals completed in November 2017, May 2018, June 2018
	Facilitate SOAR supervisor training	Deborah's Place	10/15/2018	Pending	Pending



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SOAR Applications: Establish QA/QI & provider support measures	Establish community benchmarks	Thresholds	6/15/2018	Outreach and data collection in process. Benchmarks establishment to occur based on data collection process	In progress
	Develop QA/QI procedures	Thresholds	Pending	QA and QI procedures to be established upon establishment of community benchmarks. Mentorship program - QI	Pending
	Establish standing call for SOAR providers for updates/support/feedback	All Chicago	4/15/2018	4th monthly call completed in July	Completed, ongoing
	Establish SOAR provider mentorship program	Deborah's Place	9/15/2018	Plan drafted for mentorship roles & expectations, marketing, training. Marketing begun through enewsletter and targeted outreach to SOAR providers	Marketing ongoing
	Research & identify models of SOAR delivery based on population needs and provide guidance as appropriate	Thresholds	10/1/2018	Set to coincide with Supervisor training	Pending

Strategy 5: Maintain and enhance collaborations with Social Security Administration, Disability Determination Services, the medical community, and other relevant stakeholders



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Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
Improve relationships with SSA and DDS	Establish and maintain regular call with SSA & DDS	DuPage Federation	Ongoing	Fourth monthly call completed 8/1/2018	Complete, ongoing
	Maintain SOAR process document and SSA/DDS contacts	DuPage Federation	Ongoing	SOAR Process currently in revision process; to finalize during next monthly SSA/DDS call	In progress

Strategy 6: Oversee SOAR outcomes tracking and enhance sustainability of SOAR for entire community

Action	Steps	Person/ Organization Responsible	Timeframe	Results	Status
Enhance sustainability of robust SOAR services	Identify data needs and obtain needed data for dedicated SOAR provider proposal	LEC/All Chicago	10/1/2018	In progress	In progress
	Establish quantified need for SOAR based on system data	All Chicago	10/1/2018	In progress	In progress
	Conduct research on feasibility of Medicaid billing within the context of SOAR case management	All Chicago	11/15/2018		Pending