UPWARD
Tarrant County Homeless Coalition

Training for Providers of Employment Services and Supports

Background

What are we doing?

▶ Launching an Economic Mobility Model, called UPWARD, with the City of Fort Worth, Workforce Solutions, Vocational Rehab, and the CoC partner agencies to assist clients to increase their income through enhanced employment or benefits.

Why are we doing it?

To better connect clients with services that will help support independence.

To make consumers aware of the full array of services available to support self reliance and self determination.

To begin to improve the efficiency of referral and communication processes.

To support tracking and measurement of interventions.

What are We Trying to Achieve?

Reframe the discussion at Coordinated Entry and at HUD Intakes, Updates and Annual Assessments to focus on the full array services available to support individual strengths and not just housing.

Level set expectations with consumers regarding the housing stock available and the potential time it may take to become housed.

Lay out a path toward enhanced income and long term housing stability.

Enhance the consumer experience through more efficient matching with services.

Support **dynamic prioritization** and rapid exit from the system.

Increase collaboration and efficiency while **reducing duplication** across the continuum.

Enhance data capture and communication to support planning, resource deployment and integration.

Client Outcomes

SHORT TERM:

- Clients will experience an increase in income while housed, on the waiting list and when exiting housing as compared to entry.
- Clients will experience a shorter length of stay in ES, RRH or PSH before exiting the system.
- The number/ percent of clients that return to homelessness will decline over time.

LONGER TERM POTENTIAL CLIENT OUTCOMES:

- Increased client savings.
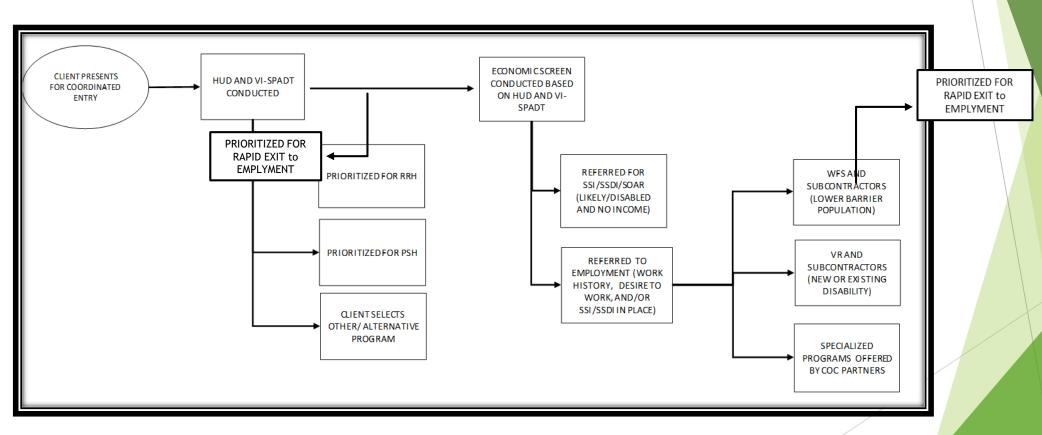- Job or educational advancement or increased wages.
- Job retention.

Model Phases

Phase 1
Introduce economic mobility discussion at Coordinated Entry and at HUD intake/updates/reassessment/exits.

Introduce Rapid Exit to Employment and additional capacity for SOAR/SSI/SSDI.

Phase 2
Scan for opportunities to assist incumbent clients with disabilities in applying for, obtaining or restoring SSI/SSDI.

Conduct Employer education and development to increase potential options for clients.

Phase 3
Introduce Employment Champions to support clients with more intensive needs than system partners can address.

Evaluation and reporting to assess processes, interventions, additional opportunities for improvement.

New Steps for Coordinated Entry

- After completing the HUD and VI-SPADT, the assessor/case manger will open a new ETO form called "Employment Referral Form."

- The form will require a few answers to questions that will appear on the form as client information is gathered.

- Based on the responses, the form will trigger a recommendation to a resource to help the client improve their income.

- The recommendation will also contain brief a script that will help guide the discussion with the client and recap the recommendation.

- Upon submission, a referral will be sent to the receiving agency, through ETO or email as applicable.

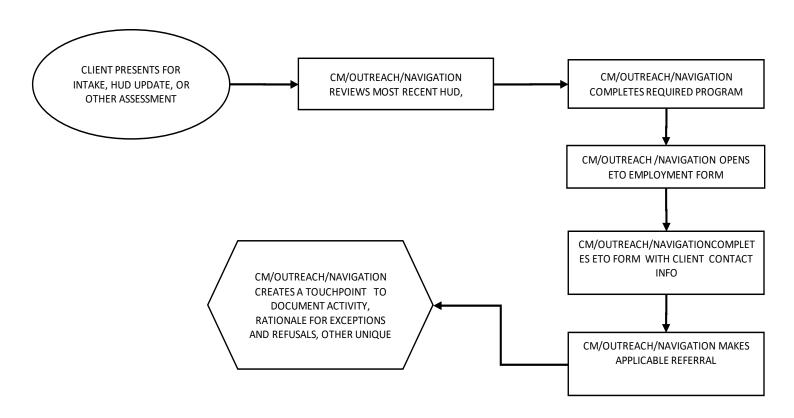- A touchpoint will be created to document other key information that might be helpful.

Coordinated Entry with Model Enhancements

New Steps for Outreach, Navigators, CMs

▶ After completing the HUD and other applicable assessments with the client, open a new ETO form called "Employment Referral Form."

▶ Based on the responses, the form will trigger a recommendation to a resource to help the client improve their income.

▶ Upon submission, a referral will be sent to the receiving agency, through ETO or email as applicable.

▶ The form must be completed on 100% of the clients undergoing a an intake, update or annual assessment.

▶ A touchpoint will be created to document other key information.

Navigator, Outreach, and CM Workflow for Incumbent Clients

CLIENT PRESENTS FOR INTAKE, HUD UPDATE, OR OTHER ASSESSMENT

CM/OUTREACH/NAVIGATION REVIEWS MOST RECENT HUD,

CM/OUTREACH/NAVIGATION COMPLETES REQUIRED PROGRAM

CM/OUTREACH /NAVIGATION OPENS ETO EMPLOYMENT FORM

CM/OUTREACH/NAVIGATIONCOMPLETES ETO FORM WITH CLIENT CONTACT INFO

CM/OUTREACH/NAVIGATION MAKES APPLICABLE REFERRAL

CM/OUTREACH/NAVIGATION CREATES A TOUCHPOINT TO DOCUMENT ACTIVITY, RATIONALE FOR EXCEPTIONS AND REFUSALS, OTHER UNIQUE

Purpose of the ETO Form

THE PURPOSE OF THE ETO FORM IS TO PROMOTE THE HIGHEST LEVEL OF OUTCOMES AND SERVICE TO OUR CLIENTS THROUGH:

CAPTURING DATA AT ENTRY INTO THE SYSTEM AND UPON REASSESSMENT TO BETTER UNDERSTAND THE OPPORTUNITIES RELATED TO PREVENTION, DIVERSION, DYNAMIC PRIORITIZATION, AND OVERALL UTILIZATION OF SERVICES

DRIVING MORE EFFICIENT REFERRAL RECOMMENDATIONS, MATCHING AND PROCESSES OVER TIME

SUPPORTING MEASUREMENT AND EVALUATION OF SYSTEM INTERVENTIONS AND PROCESSES OVER TIME

SUPPORTING GRANT REPORTING AND OTHER OBLIGATIONS

Process for Receiving Agencies

- Agencies will receive a referral notice via email based upon the email address provided.

- The designated individual will then log into ETO and advance to the My Referrals, View Pending Referrals.

- Review referrals by clicking on the eyeball icon.

- Accept or deny the referral

  - For denials, please utilize the drop down to indicate the reason for declining the referral. This will provide vital information so that the CM/Outreach worker can continue to assist the client and refer him/her to a support service, update the HUD, or other applicable activity.

  - For those clients accepted, the system will generate a note to the referring CM or other staff.

  - Periodic updates via CM touchpoint will help to keep all colleagues aware of the client status

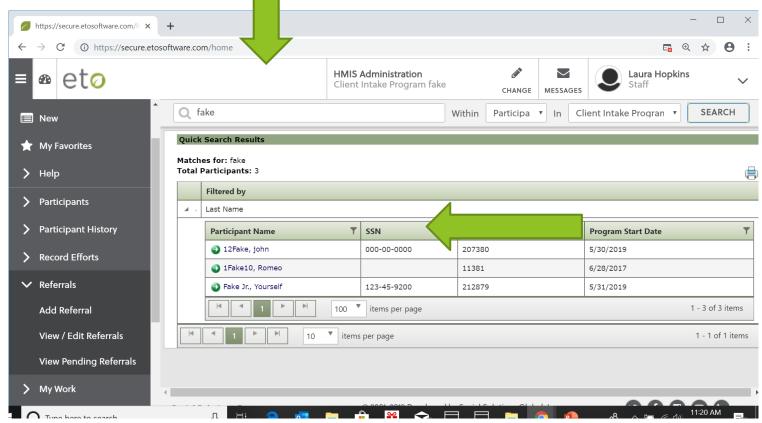- Begin engagement with the client.

Forward Versus Rejection

- Please consider forwarding a referral to another agency under the following circumstances:

- Client has been a prior participant with your agency, and he/she has exhausted your agency's offerings, may have specialized needs that could be better met by another agency

- Your agency is currently at capacity, but you are aware of another organization that could accommodate the client's needs

- The client requires a prerequisite of some type: for example, he/she needs WIOA approval before the applicable supports can be provided

Process Step by Steps

Sample Email as a New Referral is Made

Advance to Referrals and Review Pending Referrals or Search Client to Review additional Information

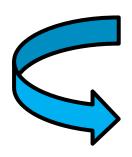# Go to Pending Referrals Tab to Find Options for the Referral

Click on Icon to Complete Task
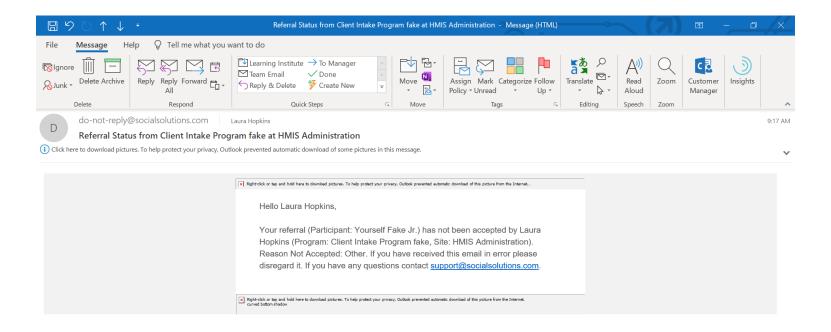
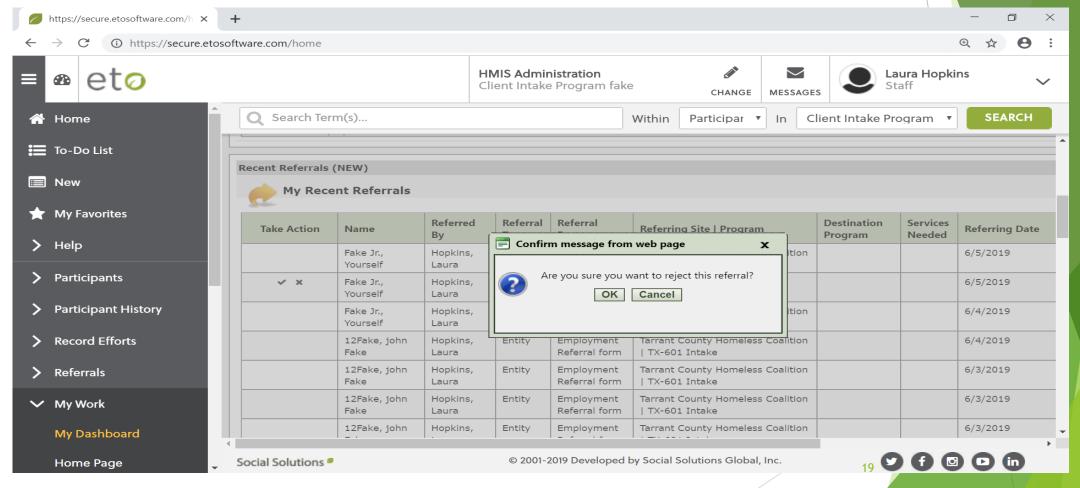▶ Check mark to accept the referral

▶ X to decline

▶ Arrow to forward to another resource

The Referring Source will Receive an Email Regarding the Status

If Client is Declined, a Pop-Up Box Will Appear Requiring Confirmation

Once a Rejection is Declined, A Drop Down Box will Appear to Capture the Rationale

Demonstration

Question and Answer