More than a Report Card/COC
Three Stallion Inn, Randolph, VT
November 8, 2013

I. Introduction/Sarah

- taking a deeper look at performance measures
- Is this the right data, measure? Look at HUD performance measures
- Goal – can see how your project stacks up against the State.
- How/why are you successful

II. Introductions – All Attendees

III. Explanations of Report Card – Daniel & Marcy

We are rated as a Continuum as a whole. The report card is how we all do against each other.
We need to show that we are working together as a continuum. The idea to have a longer range view.
Measurements – different projects are not the same bc they deal with different populations – keep that perspective.
Gave out Chittenden and BOS measurements

IV. Set Up Exercise – Marcy In groups look at 4 measures' 1. Best practice, 2. Challenges, 3. External forces inhibiting work, 4. New Strategies

HUD - Transitional Housing into permanent housing- look at stable Housing
V. Reporting out from Exercise – Julia & Marcy

1. Moving from Transitional to Permanent
Best Practice

- Financial Management
- Collaboration with Service Providers – cases brought to HRT
- SS in transitional housing - to Voucher
- Asset building - use of incentive (i.e. gas or grocery card)
- Work groups for rent or SMART goals
- Bring Landlords and Housers to table
- After care – Continue supportive services to housing retention
- Teaching life skills
- Program agreements with clear expectations

Challenges

- Participants self-select out of CM
- Tight housing market
- Affordable housing market
- Special needs – disability/SA
- No income/no vouchers
- Credit and Budget issues
- Transportation to housing or work
- Too large caseloads for CMs

- Permanent housing for youth – not just 2 years
- Clients not giving full disclosure which could hurt housing
- Relevant landlords that want to work with providers/clients

External Forces
- Restriction of or no voucher
- Lack of SRO's/nontraditional housing i.e. boarding house
- Benefits cliff
- Lack of income
- Time to provide CM (Caseload too big)
- Unreasonable performance measures
- Lack of stable housing
- Multiple client Barriers
- Stigma living in shelter

New Strategies
- Increase state housing subsidies
- Non-categorical and flexible funding
- Volunteer Work getting off subsidies
- Broad relationship between services and landlords
- Volunteer toward work
- Get rid of asset testing
- More transitional housing for specific populations
- Longer term CM

2. Remain in PH

Best Practices
- A Release to work with other organizations
- Harm Reduction Model (decrease SA)
- Continued CM/Outreach to home
- Help clients build internal support
- Foster clear communications between individual/agency/LL
- Lease addendum with role definition
- DV – Build a relationship prior to keep lines of communication open
- After Care
- Collaborative HRT's
- Asset building-i.e. financial literacy & use of incentive
- Wrap around services

Challenges
- Client engagement
- Ongoing contact after receiving benefit
- In crisis and cannot stay with program
- Lack of non-categorical CM
- Rent affordable/sustainable
- Not sufficient living skills (i.e. pets, extra people living with them)
- Practicing living skills
- Maintain employment
- Special needs population

- Lack of SRO's

External Forces
- Lack of family and supports
- Lack of motivation
- Crashers
- Relationship not equal vouchers
- Returning to dysfunctional networks
- Who are in new social groups
- Maintain employment
- Hospitalizaiton

New Strategies
- CM for housing support
- Weekly budget meeting
- Risk assessment pre/post
- Building good relationships
- Respect and honor self-determination
- Non-categorical CM
- Community housing Review
- More SRO's
- Allow people to stay together
- 90 day check-in/assessment tool
- Financial resources and assistance

3. Employed at Exit

New Strategies
- Train for trauma informed approach
- Internship with stipends
- Personal presentation/interviewing skills
- VT Works for Woman – DOC exit interview skills
- More access to Creative Workforce Solutions
- Federal insurance policy for employer

Best Practice
- Resume Building – teaching skills
- Coordinated team meetings decrease meetings for client
- Skill devolvement – Voc Rehab
- Training program where agencies build relationships with employers
- Referrals to client needs and goals
- CCV career readiness Program
- Lack of jobs
- Stabilization first

Challenges
- Lack of skills to get job
- Benefits Cliff in relation to child care
- Not involved with client when employed – no control
- Learn and manage tough decisions i.e. losing benefits if take a job

- Time factor

External
- Level of education, economy, transportation
- Lack of workforce development or internships options, on The Job training
- Referrals to voc Rehab, DOL, time, high turnover
- Lack of resources for employment support
- Workforce investment – not just taking cream of the crop
- Cherry pick own clients for better outcomes

4.Increased Income/Accessing mainstream

Best Practice
- Localize periodic access
- SOAR program
- SSOM/Budget
- Require access to what clients qualify for
- Team meetings as soon as possible
- Direct staff have access to information
- Tax assistance
- Maintaining is as important and increasing income
- Training and TA for Advocates-economic empowerment

Challenge
- Knowledge of eligibility
- Performance measure aren't accurate bc some are receiving all benefits
- Change measure
- Increase is not as indicative as maintaining income
- Competing with others for scarce resources
- Needing more time to check if person followed through
- Increasing income is a long term process
- Mainstream benefits are not meeting needs for individuals

External forces
- Pay for service providers/burn out /turnover of staff for Clients
- Individuals already on benefits
- Lack of resources
- Not increase in income for s+c v. HUD measures
- Bad credit
- Time frames are too short for programs
- Value Judgments

New Strategy
- Eliminate asset test and allow for few months cushion
- Economic empowerment
- Tracker loan program

Wrap up- J**an**