

Housing Collaboration Overview

March 8, 2018

AGENDA

- Background
 - Guiding Principles
 - Housing Collaboration Agencies
 - Collaboration Meeting
 - Expectations
 - Process
 - Others
 - Q & A
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Background Housing Collaborative

- Formed in the mid 90's by a small group of Transitional Housing Advocates and Minnesota & MFIP Providers
 - Why: New policies duplicated transitional housing policies and program services resulting in conflicting expectations for staff and participants in both programs.
 - Goal: Address ongoing concerns regarding the implementation of new federal and state MFIP policies.
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Guiding Principles

- Work together to better service our mutual participants
 - Provide wrap-around Transitional Housing and MFIP services
 - Jointly comply with program policies
 - Share best practices on implementation of policies and program services
 - Align program services to reduce duplication of support services and conflicting expectations
 - Assist participants in becoming self-sufficient and transition off of housing supports and MFIP services
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Housing Collaboration Agencies

Housing	Employment Services
1. Amherst Wilder Foundation (QUEST)	American Indian Family Center (AIFC)
2. Amherst Wilder Foundation (ROOF)	Avivo (formerly Resource)
3. Jeremiah Program (The Jeremiah Program)	Goodwill Easter Seals MN
4. Solid Ground (HomeFront, Transitional and Permanent Housing)	HIRED
5. Union Gospel Mission Twin Cities (Naomi Family Residence)	Workforce Solutions
6. YWCA of Saint Paul (Transitional Housing Program)	YWCA

Expectations

- Designated Housing Advocate for Housing Agency to be part of Collaborative to work with ES Agencies/Housing Counselors
 - Designated Housing Employment Counselor per ES Agency to work with Housing Agencies/Advocates
 - Goal: Housing Advocates & Housing Counselors work together with participants to assist to meet their goals towards self-sufficiency
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Housing Collaboration Meeting

- Ongoing Collaboration Meetings:
Self-directed group meet every other month
 - Co-Facilitators:
Sarah Hesselstine (Housing-Solid Ground) &
Angela Bierly (MFIP-WFS)
 - Collaboration Oversight:
Hua Moua(WFS Planner)
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Agenda can include

- changes in policies
 - program services
 - participant needs & concerns
 - case consultation & best practices
 - community services and resources
 - guest speakers on various topics
 - others: based on collaboration needs
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Distribution of list of housing participants provided to Housing and ES at collaboration meetings

- Housing and ES should review list to see if participants is on the list or not.
 - Also meet for case consultation as needed during meeting
 - Notify Planner if list is incorrect
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Collaboration Expectations

Housing Counselors, Housing Advocates and participants are expected to meet regularly to develop a mutual plan with participants to achieve their goals related to education and employment while working towards financial self-sufficiency.

Frequency

- **How often:** At least every 3 months or as often as activity changes.
- **Counselors:** At minimum- monthly check in (face to face, phone call, letter) with participant or as needed.
- **Meetings held at participant's choice of location:** housing agency, library, employment agency, coffee shop, etc.

Note: may not be necessary have every meeting with all 3, unless agreed/request or as needed

Process:

1. Housing Advocates email/fax housing transmittals when participant enter housing or exit housing to:

WFS – Housing Planner at fax: 651-266-9891 or
email: hua.moua@ramseycounty.us

Note: housing agencies have been faxing transmittals due to client data information, in order to email transmittals: need to have secure email

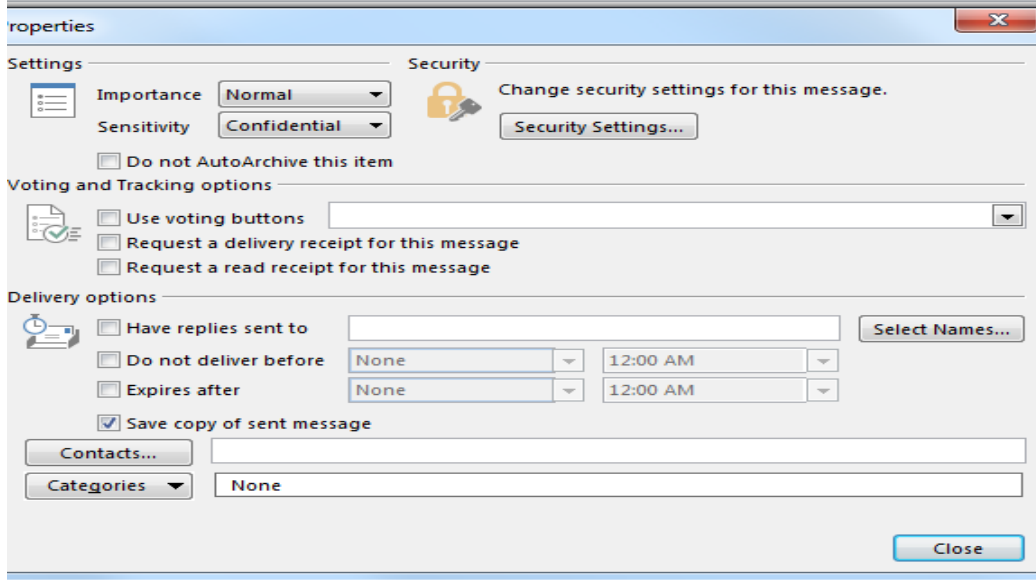
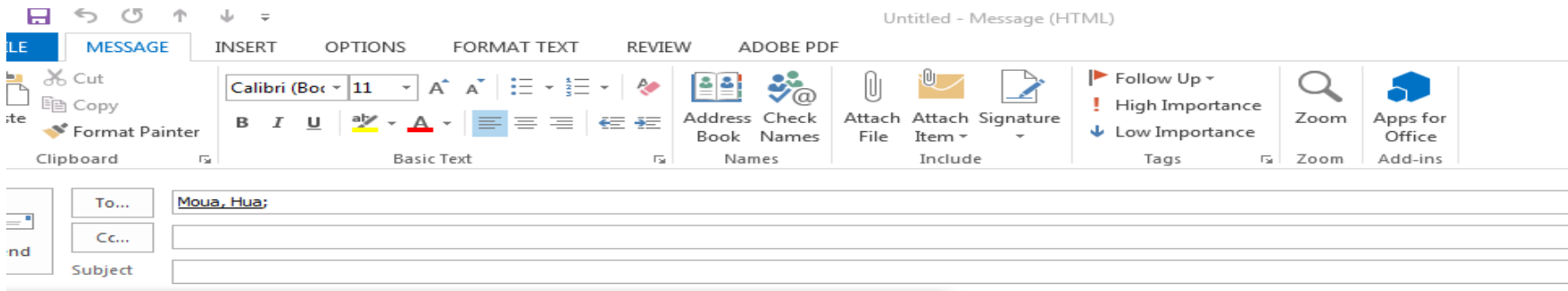
*(all ES agencies have secure email)

Encrypted Email Option:

Option 1:

- Planner encrypt the email to confidential
- Individual respond back to planner by replying to the same email link.

Option 2: If Agency is using email through outlook: Click Tag: and set to Confidential before emailing



Q&A

1. Can I send attachments? Are they encrypted?

YES. Both the email content and attachments are encrypted.

2. If I send an encrypted email will the entire conversation stay encrypted?

YES. When individuals reply to each other it will go back and forth as encrypted. This requires authentication (sign-in) each time a message is read.

3. How does the recipient see their encrypted email?

External recipients will receive a message with instructions that will lead them through a series of authentication steps. They will create a password, and a message with a link that verifies their identity will be sent. The encrypted message can then be accessed.

4. How long is the encrypted email available?

The encrypted email is delivered to the recipient's mailbox and will be available until they delete it or it is deleted in accordance with their organization's email retention policies. The email requires recipient authentication to access it.

Process

2. WFS review housing transmittal and notifies the assigned agencies:

- ES Data Specialist/Aide
- Current Counselor
- Housing Counselor
- Housing Advocate
- Housing Financial Worker

*all parties are on same page and informed of status of participant

3. Data Specialist and assigns participant to housing counselor and code in WF1 system.

- Participants enter housing: Open Local Flag activity in WF1 with the subtype code for the housing program the participant is assigned to.
- Participants exit housing: Close housing Local Flag in WF1 using the housing exit date as the end date.

WF1 Coding Guide on Provider Website:

<https://www.ramseycounty.us/sites/default/files/Work%20with%20Ramsey/WF1%20Housing%20Code%20Guide%203-10-2016.pdf>

Process

4. Data Specialist will take necessary steps to notify and transfer the client to the housing counselor per agency protocol

Note: some participants are not on MFIP. Planner will notify MIS & Housing Advocates if participant is not on MFIP

- MIS staff watch for ES Referral in WF1
 - MIS sends notification to Housing Planner, Data Specialist/Case Aide, Counselor, and Housing Financial Worker.
 - Planner notify Housing Advocate
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Once participant is assign to Housing Counselor:

Counselor communicates with Housing Advocate and participant that participant is assign to their case

Note: Upon discussion when participant or current counselor agrees not to be assigned to housing counselor. Current employment counselor is still expected to collaborate and work with Housing Advocate

Open Communication is Important

Ongoing communication between Housing Advocates and Counselors as well as participant is necessary to best serve housing participants

Concerns? Questions? with Advocates?
Participants? or Counselors?

1. Frontline Staff – 1-1 Communication
 2. Communicate with assigned agency supervisor/manager to resolve. If not resolved
 3. Notify Planner
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For more Detail Information:

- Housing Handbook
- Housing Transmittal Form
- Chart
- Housing Directory

Website: <https://www.ramseycounty.us/your-government/departments/economic-growth-and-community-investment/workforce-solutions/dwp-mfip-snap-provider-resources>

Click: Tab- Reports & Resources

Section: Housing Collaboration

Questions?

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