**ramsey county housing collaborative handbook**

# **Partnering together to better serve families in transitional housing**



**AUGUST 2017**

**housing handbook**

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# **Background summary**

Ramsey County MFIP Housing Collaborative was formed in the mid 90’s by a small group of Transitional Housing Advocates and Minnesota Family Investment Program (MFIP) Providers to address ongoing concerns regarding the implementation of new federal and state MFIP policies. The new policies duplicated transitional housing policies and program services resulting in conflicting expectations for staff and participants in both programs. After several community meetings to address mutual concerns, a partnership between Transitional Housing Advocates and MFIP programs was formed. The partnership was established as the Ramsey County MFIP Housing Collaborative and the guiding principles was established.

**Guiding Principles**

1. Work together to better service our mutual participants

2. Provide wrap-around Transitional Housing and MFIP services

3. Jointly comply with program policies

4. Share best practices on implementation of policies and program services

5. Align program services to reduce duplication of support services and conflicting expectations

6. Assist participants in becoming self-sufficient and transition off of housing supports and MFIP services

The collaborative is a self-directed group that meets every other month to stay up-to-date regarding changes in policies, program services, participant needs and learn about other community services and resources. While Ramsey County Workforce Solutions MFIP Planning staff provides collaboration oversight, the meetings are co-facilitated by two collaborative leaders (one from Transitional Housing, and one from MFIP).

In addition to the collaborative meetings, MFIP Counselors, Transitional 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. Meetings can be held at participant’s choice of location.

**TransitioNAl housing programs**

# **List of Housing Programs**

**Transitional Housing Programs that are part of this partnership include:**

* 1. Amherst Wilder Foundation (QUEST)
  2. Amherst Wilder Foundation (ROOF)
  3. Jeremiah Program (The Jeremiah Program)
  4. Solid Ground (HomeFront, Transitional and Permanent Housing)
  5. Union Gospel Mission Twin Cities (Naomi Family Residence)
  6. YWCA of Saint Paul (Transitional Housing Program)

1. **UNION GOSPEL MISSION TWIN CITIES**

[](http://www.google.com/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0ahUKEwi86s-xqaLVAhUG2oMKHYHOBDcQjRwIBw&url=http://www.families-forward.org/services/&psig=AFQjCNEsnnnlXuvd25Ccn3M-lhY86GOs3Q&ust=1500999533198949)

**TransitioNAl housing programs**

# **summary OF Transitional HOUSING PROGRAMS**

|  |  |
| --- | --- |
| 1. **AMHERST WILDER FOUNDATION (QUEST)** | |
| Program | Project Quest |
| Address | 451 Lexington Parkway North, Saint Paul MN 55104 |
| Phone | 651-280-2000 |
| **Description of Services** | |
| Resources Available | Housing Subsidies, Flexible Life Skills Funds |
| Services Available | Intensive Case Management, Housing Search, Tenant Training classes, School Advocacy, Employment Readiness |
| **Target Population Served** | |
| Population Served | Families, who are long term Homeless. |
| Language Capacity | English |
| **Enrollment Requirements** | |
| Specifications to be eligible for services | * Long term Homeless * Must Live in Ramsey, Hennepin, Dakota, Anoka, Scott, Washington and Carver County. * Must go through the Coordinated Entry through Your County |

|  |  |
| --- | --- |
| 1. **AMHERST WILDER FOUNDATION (ROOF)** | |
| Program | Wilder ROOF |
| Address | 451 Lexington Parkway North, Saint Paul, MN 55104 |
| Phone | 651-280 -2377 |
| **Description of Services** | |
| Resources Available | Rapid rehousing program in Ramsey County |
| Services Available | * Case management * Workshop * Employment resources * Information/resource referral |
| **Target Population Served** | |
| Population Served | Homeless families in Ramsey County |
| Language Capacity | English, Hmong and Somali |
| **Enrollment Requirements** | |
| Specifications to be eligible for services | Must be HUD homeless and be referral from Ramsey Coordinate Access |

**TransitioNAl housing programs**

# **summary OF Transitional HOUSING PROGRAMS**

|  |  |
| --- | --- |
| 1. **JEREMIAH PROGRAM** | |
| Program | Jeremiah Program |
| Address | 932 Concordia Avenue, Saint Paul, MN 55104  1510 Laurel Avenue, Minneapolis, MN 55403 |
| Phone | 651-332-5002 |
| **Description of Services** | |
| Resources Available | Access to professionals who can help you develop your skills and network’s for employment , Access to mentors and tutors as needed, Volunteer childcare during Jeremiah Program activities |
| Services Available | * Safe affordable housing close to higher education opportunities * Supportive community of peers working towards self-reliance * Empowerment training and life skills education * Licensed, quality early childhood center on-site * Individual coaching to support you in setting and meeting goals |
| **Target Population Served** | |
| Population Served | Low income, single mothers enrolled in college |
| Language Capacity | English, ASL (interpreter provided upon request) |
| **Enrollment Requirements** | |
| Specifications to be eligible for services | * Single mothers at least 18 years of age * Meet income requirements * Hold high school diploma or a GED * Accepted or enrolled in a post-secondary educational program accredited through The Higher Learning Commission * All children under the age of 5 years at the time of application * Resident of Minnesota for a minimum of 2 years * All applicants are subject to a criminal background check (a criminal record of convictions that would affect the health, safety, or wellbeing of the other residents, or the staff or the viability of the property will be a basis for rejection), income verification, and urinalysis testing. |

**TransitioNAl housing programs**

# **summary OF transitional HOUSING PROGRAMS**

|  |  |
| --- | --- |
| 1. **SOLID GROUND** | |
| Program | HomeFront, Transitional and Permanent Housing |
| Address | 3521 Century Ave N White Bear Lake, MN 55110 |
| Phone | 651-846-9033 |
| **Description of Services** | |
| Resources Available | Section 8 Housing Voucher, Furniture with move in |
| Services Available | Supportive Housing |
| **Target Population Served** | |
| Population Served | Homeless Families, Single veterans and veterans with families |
| Language Capacity | English, Spanish |
| **Enrollment Requirements** | |
| Specifications to be eligible for services | Referral from Mother’s First/CAHS |

|  |  |
| --- | --- |
| 1. **UNION GOSPEL MISSION TWIN CITIES** | |
| Program | Naomi Family Residence |
| Address | 77 9th Street East, Saint Paul, MN 55101 |
| Phone | 651-228-1800 |
| **Description of Services** | |
| Resources Available | Christian Faith-based curriculum and services |
| Services Available | Case Management, Healing & Recovery programming, Residential programming, Therapy |
| **Target Population Served** | |
| Population Served | Homeless women and women with children ages 0-10 |
| Language Capacity | English |
| **Enrollment Requirements** | |
| Specifications to be eligible for services | Homeless and one (or more) of the following:   * Mental Health diagnosis * Substance use history (must maintain sobriety) * Domestic Violence history * Limited cognitive or physical disability |

**TransitioNAl housing programs**

# **summary OF transitional HOUSING PROGRAMS**

|  |  |
| --- | --- |
| 1. **YWCA OF SAINT PAUL** | |
| Program | YWCA – Transitional Housing Program |
| Address | 375 Selby Avenue, Saint Paul, MN 55102 |
| Phone | 651-222-3741 |
| **Description of Services** | |
| Resources Available | Limited resources available to participant of the Transitional Housing Program |
| Services Available | Case management and other support services available to participants of the Transitional Housing Program |
| **Target Population Served** | |
| Population Served | Single parent families experiencing homelessness |
| Language Capacity | English, Spanish  \*will make arrangements to accommodate other languages |
| **Enrollment Requirements** | |
| Specifications to be eligible for services | Single parent families experiencing homelessness as defined by HUD (in a shelter, on the street or a place not fit for living, or fleeing domestic violence.  Participants must also meet one of the following definitions of transition:   * A parent 23 or younger. * Pregnant or have a child under 6 months/reuniting with a child in the last 6 months. * Fleeing domestic violence * Leaving an institution such as incarceration, treatment or hospitalization within the last 30 days. * Vacancies are first posted with Coordinated Entry to Housing and Shelter. |

**Mfip Employment Services**

# **List of Employment Services Providers**

**Employment Services providers that are part of this partnership include:**

1. American Indian Family Center (AIFC)
2. Goodwill Easter Seals (GES)
3. HIRED
4. [](https://www.google.com/imgres?imgurl=https://www.auckland.ac.nz/en/for/current-students/career-development-and-employability-services/careers-students/how-to-find-a-job/_jcr_content/par/image.img.jpg/1400636029084.jpg&imgrefurl=https://www.auckland.ac.nz/en/for/current-students/career-development-and-employability-services/careers-students/how-to-find-a-job.html&docid=uY9L9fqR1vXfHM&tbnid=GSK6TzZIl3gDXM:&vet=10ahUKEwjGodXJq6LVAhWE5oMKHQjrANI49AMQMwheKFwwXA..i&w=450&h=257&bih=872&biw=1280&q=find%20job&ved=0ahUKEwjGodXJq6LVAhWE5oMKHQjrANI49AMQMwheKFwwXA&iact=mrc&uact=8)RESOURCE
5. Workforce Solutions
6. YWCA

**MFIP Employment Services Enrollment Criteria:**

Potential MFIP participants apply through Ramsey County Financial Assistance Services. Eligibility for MFIP is based on family income and assets. Once approved for MFIP through FAS, program participants are assigned to MFIP Employment Services agencies throughout the county. These assignments are based on participant’s choice. If participant did not select an agency, then participant is assigned to the agency that is able to address the needs of the participants and are dependent on: participant’s age, location of agency in relationship to participant’s home and culturally-specific services.

**MFIP Employment services**

# **Summary OF EMPLOYMENT SERVICES PROVIDERS**

|  |  |
| --- | --- |
| 1. **AMERICAN INDIAN FAMILY CENTER** | |
| Program | MFIP Employment Services |
| Address | 579 Wells Street, Saint Paul, MN 55130 |
| Phone | 651-793-3803 |
| **Description of Services** | |
| Resources Available | Job Club, Computer Room, Child Care |
| Services Available | * Employment services, family and youth services, * Therapeutic services (Healing generations) * Strengthening Families group, Children’s Trauma group, Men’s Drum group, Our Children are Sacred Program, chemical dependency groups * Traditional teachings for tomorrow’s leaders, Early Learning Program, Mother’s group, Beading Group |
| Work Experience Available | n/a |
| **Target Population Served** | |
| Population Served | AIFC provides American Indian families with programs and services enriched by traditional American Indian values and culture |
| Language Capacity | English, Ojibwe, Dakota |

|  |  |
| --- | --- |
| 1. **GOODWILL EASTERSEALS** | |
| Program | MFIP |
| Address | 864 Arcade Street, Saint Paul MN 55106  1821 University Avenue West, Saint Paul, MN 55104 |
| Phone | 651-964-2670 Arcade  651-272-3600 University |
| **Description of Services** | |
| Resources Available | Employment Services / Self-Sufficiency Counseling for families receiving MFIP.  Resources available are determined on a case-by-case basis |
| Services Available | MFIP Employment Services / Self-Sufficiency Counseling for Families receiving MFIP |
| Work Experience Available | NO |
| **Target Population Served** | |
| Population Served | Families receiving MFIP |
| Language Capacity | Somali, French |

**MFIP Employment services**

# **Summary OF EMPLOYMENT SERVICES PROVIDERS**

|  |  |
| --- | --- |
| 1. **HIRED** | |
| Program | **Young Adult MFIP Program** - 18-21 years old receiving MFIP and residing in Ramsey County  **Adult MFIP Program** – 22 and older receiving MFIP and residing in Ramsey County |
| Address | East St. Paul Office: 800 E Minnehaha Ave, Suite 200, Saint Paul, MN 55106  Griggs Midway : 1821 University Ave W, Suite N-261, Saint Paul, MN 55104 |
| Phone | East St. Paul – 651-328-2777  Griggs – 651-999-5640 |
| **Description of Services** | |
| Resources Available | * Support services including transportation, education & training, and retention services (dependent on funding levels), * Weekly Extended Office Hours. * Community Resources & Referrals (Bridging, Ready for Success, Mental Health, etc). * Resource room access: PC’s, Fax and Printers |
| Services Available | * Career Navigation, Professional Development & Job Readiness Workshops, Career Exploration, Assessment , Paid Work Experience, * Short-term Trainings (OfficePRO, CPR, Food Safety Manager) * Weekly Career Club, and job placement assistance |
| Work Experience Available | Paid work experience program for those who need work experience and/or are in Professional Development Workshops, short term training, GED, ESL, and post-secondary education. |
| **Target Population Served** | |
| Population Served | Unemployed or underemployed parents in Ramsey County |
| Language Capacity | Arabic, Hmong, Somali  Can accommodate participants through in person interpreters and over the phone interpreters |

**MFIP Employment services**

# **Summary OF EMPLOYMENT SERVICES PROVIDERS**

|  |  |
| --- | --- |
| 1. **RESOURCE** | |
| Program | Employment Services |
| Address | 1450 Energy Park Dr. Suite 127A, Saint Paul, MN 55108  1910 County Rd B. Suite 126, Roseville, MN 55113 |
| Phone | 612-752-8888 |
| **Description of Services** | |
| Resources Available | Computer Lab, Access to fax machine and printer, inter-agency referrals to Career Education or Chemical/Mental Health Services |
| Services Available | Career Counseling and Career Development Services |
| Work Experience Available | None |
| **Target Population Served** | |
| Population Served | Families of MFIP case and food assistance and residents of Ramsey County. |
| Language Capacity | Arabic, Oromo, Amharic, Harai, Swahili, Spanish, Somali, Karenni, Burmese, Thai. Bosnian. Croatian, Serbo- Croatian, German, Hmong |

|  |  |
| --- | --- |
| 1. **WORKFORCE SOLUTIONS** | |
| Program | MFIP Employment Services  Assisted Services – Serves participants 0-60 month of MFIP  Extension Services – Serves participants 60+ month (extension) |
| Address | Downtown St. Paul Location: 160 E. Kellogg Blvd., Saint Paul, MN 55101  North St. Paul Location: 2266 2nd St. N., N. Saint Paul, MN 55109 |
| Phone | Downtown: 651-266-4750 |
| **Description of Services** | |
| Resources Available | Resource Room including: access to computers, fax machine and printer, Support Services: transportation assistance (gas and bus), training and education, retention services (car repairs, gift cards for family involvement and activities), Referrals for services: mental health, chemical health |
| Services Available | Placement and Retention Services  Employment Workshops  Focused Career and Goal Planning |
| Work Experience Available | P2P |
| **Target Population Served** | |
| Population Served | Families receiving MFIP Public Assistance |
| Language Capacity | Spanish, Oromo, English |

**MFIP Employment services**

# **Summary OF EMPLOYMENT SERVICES PROVIDERS**

|  |  |
| --- | --- |
| 1. **YWCA** | |
| Program | EMPLOYMENT SERVICES, Culture specific: African American agency |
| Address | 375 Selby Avenue, Saint Paul, MN 55102 |
| Phone | (651) 221-4684 |
| **Description of Services** | |
| Resources Available | Referred MFIP clients receive: Support Services (bus/gas cards, bus tokens) Employment assistance |
| Services Available | Referred Ramsey County MFIP clients (only) |
| Work Experience Available |  |
| **Target Population Served** | |
| Population Served | Low income, hard to employ, under employed, MFIP participants. |
| Language Capacity | English |

**Housing Referral Process**

# **Transitional Housing Enrollment Procedures**

**Step 1: Receipt of the Housing Transmittal Form**

Housing Advocates complete a Housing Transmittal form every time a client enters or exits their housing program.

1. Housing Transmittal forms are **faxed** from the Housing Advocates to the Planner assigned to the Housing Collaborative, who uses this information to accurately identify housing cases that are with Employment Services Providers.
2. Upon receipt of the Housing Transmittal Form, the Housing Planner reviews the transmittal to ensure that all necessary information are included, scans the form and emails it to the WFS Case Aide to identify the participant’s Ramsey County MFIP agency in WF1.

***Please note:*** *Housing Transmittals can only be emailed from the Housing Advocates to the Housing Planner if they are properly encrypted to ensure data privacy.*

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**Step 2: Workforce One Look-Up**

The WFS Case Aide looks up each housing transmittal in Workforce One by MAXIS number or name.

1. If the participant **is NOT** assigned to a Ramsey County MFIP agency, the WFS Case Aide will date the Transmittal Form and mark the form as **“WF1 Pending”** in the upper right hand corner of the form. Pending is defined as not actively assigned to a Ramsey County MFIP agency at the time of referral.
2. If the participant **is CURRENTLY** assigned to a Ramsey County MFIP agency, the WFS Case Aide will date & list the assigned agency’s name in the upper right hand corner of the Transmittal Form.

**Housing Referral Process**

# **Transitional Housing Enrollment Procedures**

**Step 3: Notification of Housing Transmittal**

**A. WF1 Pending:**

The WFS Case Aide will complete the Housing Tracking form indicating that the Transmittal is “WF1 pending” and is emailed to the MIS Helpdesk: [ws-mis-helpdesk@co.ramsey.mn.us](mailto:ws-mis-helpdesk@co.ramsey.mn.us) and cc the Housing Planner. The MIS staff will then hold the transmittal until the individual shows up in the referral queue.

Once the participant shows-up in the referral queue, MIS will email the transmittal to the following:

* Housing Planner, Housing FAS worker , WFS Case Aide and MFIP Agency Data Specialist

***Note:*** *(See step 5B for enrollment process).*

**B. WF1 Active:**

The WFS Case Aide will sort the Transmittal Forms by Ramsey County MFIP agency and prepare a Housing Tracking Form for emailing. The Housing Tracking Form is pasted into the body of the email and the individual Transmittals are attached and emailed to the

* MFIP Data Specialist at the assigned Employment Services agency, Housing Financial Worker and Housing Planner

The Housing Tracking Form is used to notify the MFIP agencies that a participant is assigned to their agency or has exited the housing program.

Upon receipt of the Housing Tracking Form, the MFIP agency opens or closes the Local Flag activity with the appropriate housing activity subtype in WF1.

**At WFS,** the WFS Case Aide does this (see step 5A).

\* ***Note*** - The Housing Tracking Forms has 3 different forms **Enrollment, Exit or WF1**

**Pending**. The WFS Case Aide selects the appropriate form based on the housing program status, and then completes the following fields on the Housing Tracking Form: participant’s name; Housing agency; MFIP agency, participant case number or last four digits of SSN. If this is an exit, the exit reason must be included in the Term Status field.

**Housing Referral Process**

# **Transitional Housing Enrollment Procedures**

**Step 4: Housing Tracking Form Added to Shared Drive**

After emailing the Housing Tracking Forms, the WFS Case Aide will file the sent emails in the shared X-Drive: [*X:\Housing\Housing folder*](file:///X:\Housing\Housing%20folder) in the Housing Folder and subfolders housing agencies.

**

**Step 5: Local Flag Activity: Opening & Closing in WF1**

1. **Opening the Local Flag Activity**

WFS Case Aide or MFIP Vendor Agency Data Specialist will:

1. Open the Local Flag with the appropriate Activity Status Sub Type Code for the housing program the participant is assigned. This will ensure that the participant will appear on the Housing Printouts that are distributed at the housing meetings.
2. Email the Housing Transmittal form to the current employment counselor and Housing Advocate to inform them that the participant is now in transitional housing
3. If the participant was active prior to the referral they may get reassigned to the housing counselor at each agency. At WFS, the case will get reassigned to the housing counselor in either Extension or Assisted Services, depending on how months of MFIP they have used.

**At WFS:** After opening the Local Flag, the Case Aide will send the Transmittal Form to the MFIP Housing Counselor, and the current counselor, notifying them of the reassignment.

***\* Note –*** *Employment Counselors may make a request to keep the case for various reasons. This request will be honored by the Planner. It will be the employment counselor’s responsibility to work in collaboration with the Housing Advocate and participant*.

**B. Closing the Local Flag Activity**

1. When the participant exits the housing programs, the WFS Case Aide will send the same transmittal used to enroll the participant to the agency Data Specialist with the lower section of the transmittal completed.

**Housing Referral Process**

# **Transitional Housing Enrollment Procedures**

**B. Closing the Local Flag Activity**

1. When the participant exits the housing programs, the WFS Case Aide will send the same transmittal used to enroll the participant to the agency Data Specialist with the lower section of the transmittal completed.
2. If the participant exits the housing program unsatisfactory the reason must be stated on the transmittal. When the agency Data Specialistreceives a housing exit transmittal, the housing Local Flag activity must be closed in WF1. Closing the housing Local Flag activity will remove the participant from the housing printout.

**At WFS**: When the participant exits transitional housing, the WFS Case Aide closes the housing Local Flag activity, and the participant stays with the current housing employment counselor.



**6. Housing Printout Errors:**

1. MIS will generate a housing printout list to Housing Planner, to be distributed to Housing and Employment Services Providers at bi-monthly Housing Collaboration meetings.
2. Housing and Employment Services staff review the housing printout list.
3. If participant names are missing from the printouts, the Housing Advocates must **fax** the Housing Planner a list of the individuals missing from the list along with the approximate date the fax was sent.
4. When the list is received, the Housing Planner will check the [*X:\Housing\Housing folder*](file:///X:\Housing\Housing%20folder) by housing agency name to see if a transmittal has been received.

* If the transmittal was received, the Housing Planner will email the transmittal to the agency Data Specialist (Case Aide at WFS) and request them to open the Local Flag activity in WF1 for that participant.

**\***Opening the Local Flag activity with the appropriate housing subtype is the only way a participant can be added to the housing printout.

* If the transmittal is not found, the Housing Planner will ask the housing advocate to resend the transmittal(s).

**Housing Referral Process**

# **Housing Referral Process Flow Chart**



**housing referral process**

# **Transitional housing transmittal form – HOUSING ADVOCATES Complete**

*The housing agency completes this form every time a client enters or exits their program. This form is then faxed to the housing planner at 651.266.9891 to accurately identify housing cases that are currently enrolled with Employment Services.*



**housing referral process**

# **Workforce One Housing Code Guide – EMPLOYMENT SERVICES PROVIDERS Complete**

