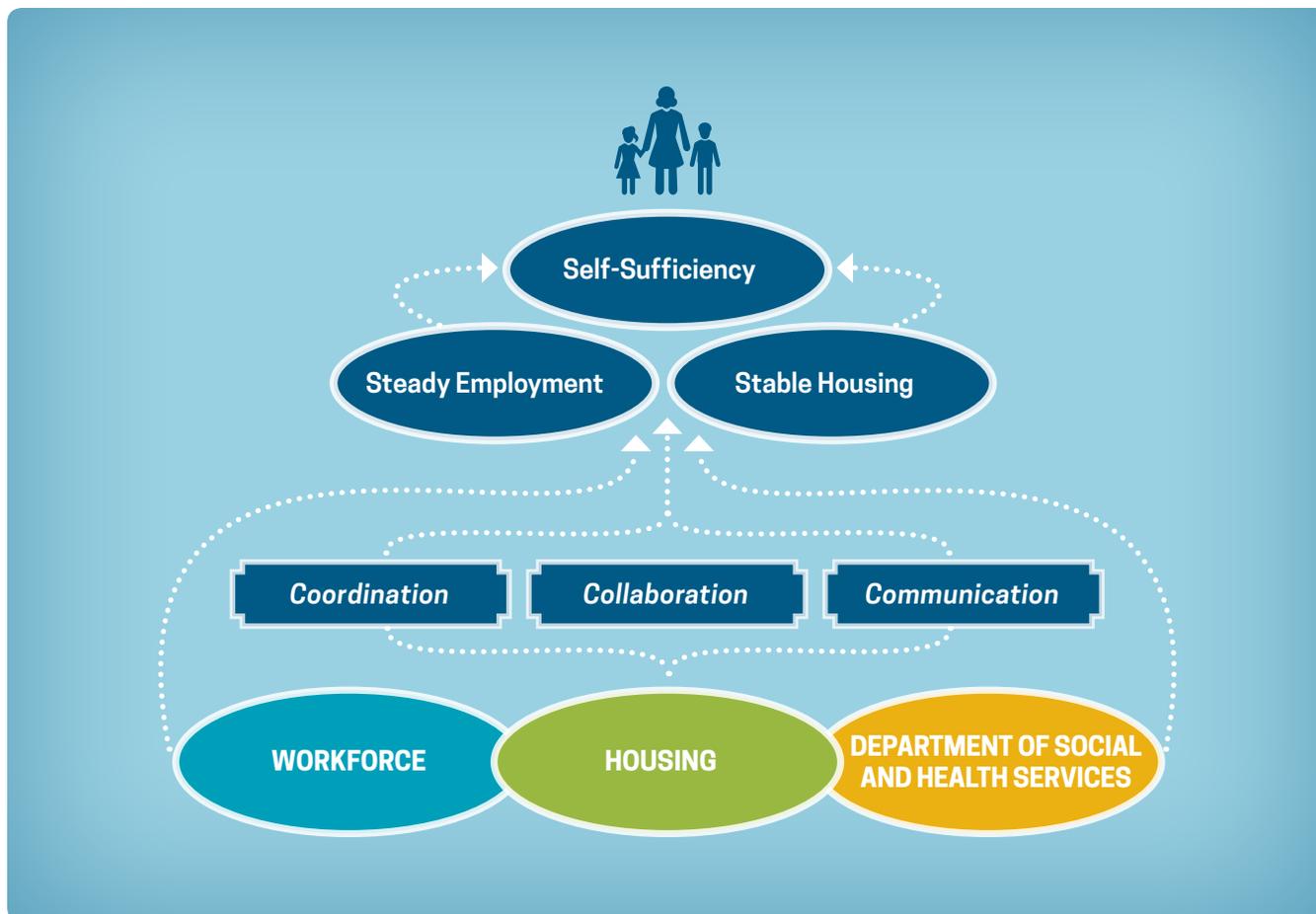




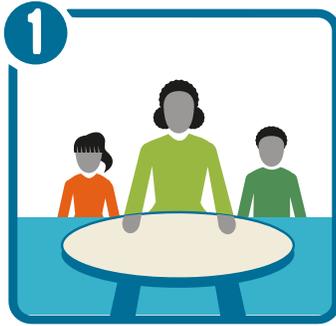
Housing and Employment Navigator



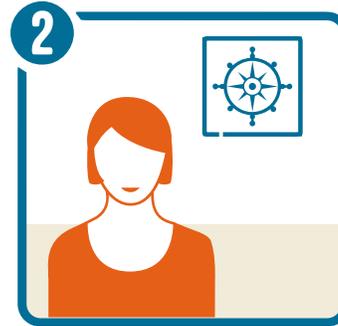
The Housing and Employment Navigator model is a federally funded workforce innovation project being tested in the state of Washington. The model is demonstrating the impacts of:

- **Pairing proven workforce development strategies with effective housing interventions** to improve service access and employment outcomes for families experiencing homelessness.
- **Assigning a Navigator to work one-on-one with the head of a homeless family** to assess individual circumstances and address specific barriers to employment within the household.
- **Utilizing a cross-systems team approach** among workforce, housing and the Department of Social and Health Services (DSHS) for engaging and assisting homeless families with the resources and services they need to secure steady employment and stable housing.

Building Relationships. Making Connections.



1
Family is referred to workforce Navigator by local Housing provider



2
Navigator works one-on-one with head of Family

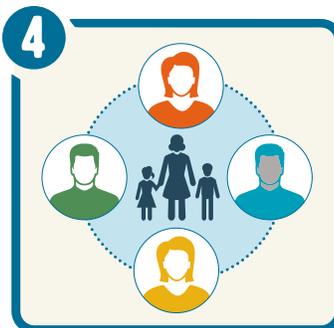


3 Cross-System Partnership

Navigator convenes a Team with expert knowledge of the various systems to assist Family with employment, housing and social services

While working together as a team, each system focuses on areas it knows best:

- Workforce: employment preparation; job search, placement and retention
- Housing: housing search, placement and retention
- DSHS: accessing eligible public assistance



4 Coordination Collaboration Communication

Team members communicate with each other regularly to ensure ongoing coordination of services

- Check in regularly with family to assess progress
- Helps family solve problems as they arise
- Coach family to navigate systems successfully on its own

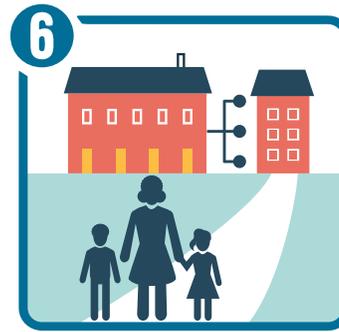
Goals: System Impacts

- Reduces system complexities
- Improves service access for homeless families
- Increases coordination between multiple systems serving homeless families
- Leverages external resources
- Achieves cross-systems outcome goals of stable housing, full employment and reduced reliance on public benefits

Making Connections. Building Relationships.



5 Team works together with Family to address and resolve barriers to employment



6 Team connects Family to community services not offered by core partners, if needed

Examples: Employment Barriers and Community Connections

- Barrier: Lack of skills training →
 - Connection: Vocational training
 - Connection: Certification programs
 - Connection: On-the-job training
- Barrier: No high-school diploma or GED →
 - Connection: Education system
- Barrier: No postsecondary education →
 - Connection: College system
- Barrier: Parental obligations →
 - Connection: Child-care services
- Barrier: Mental or physical health issues →
 - Connection: Health-care system
- Barrier: Legal issues →
 - Connection: Legal aid services



Examples: Short-Term Flex Fund Assistance

Team accesses short-term flex funds to assist Family in finding and keeping a job

- Transit passes / minor car repair
- Child care
- Telephone
- Clothing for job interview / work uniforms
- Vocational school supplies
- Training tuition assistance
- Rental assistance

Goals: Family Impacts

- For unemployed: Obtain a job with skill and wage advancement opportunities
- For already employed: Increase skills and earned income
- Retain job for at least six months
- Secure stable housing
- Achieve financial stability and self-sufficiency
- Increase ability to navigate systems on their own

A collaborative culture is created across various systems.

Quotes from System Partners:

“What really worked well for the participants—and for me—was the collaboration and support the Housing and Employment Navigator created. Participants were able to have voice in their employment outcomes and were made the captain of the ship—and we were their crew.”

“Housing case management staff enjoy having one plan for the family and working together as a team. They have realized that dealing with multiple agencies can be overwhelming for the client. This cross-systems team approach inspired by the Housing and Employment Navigator has helped us to meet the needs of clients more effectively. It has created strong, ongoing communication, which has helped keep everyone on the same page.”

“I can pick up the phone and ask any partner: ‘What can you do to help?’”

The Navigator acts as coach for the family’s success.

Quotes from Project Participants:

“The Navigator believed in me before I believed in myself. I had a huge gap in my work history and was terrified of making things happen. The Navigator helped me establish work history so that I was able to get the job I have now. It has changed my life for the better.”

“If I do something that is not such a good idea, the Navigator would say something positive about my choice and then give his opinion and ideas.”

“The Navigator didn’t hold my hand. We did it together.”

Lamar’s Story

A local housing provider referred Lamar to the Navigator program after he became homeless as a result of losing his job as a Computer Numerical Control (CNC) machinist. While participating in the Navigator program, he obtained a new job at a machine shop operated through Skills Inc. The Navigator collaborated with DSHS partners to get Lamar’s back rent paid so he could start fresh once he started his new job. The Navigator also helped Lamar enroll in CNC training at Bates Technical College to bolster his experience by getting a degree. Lamar is expected to graduate in January 2017. He took the summer off to work more so he could save money to move out of shared housing and into a place of his own.

“Lamar has a great work ethic. I consider him among the top 10 percent of my operators. He is always volunteering for overtime when needed and gets along with everyone. He is given direction on how things need to be done, and he does them. He is always first to offer help when people are struggling or are in need. Lamar is a great asset and I’m glad to have him.” —Jason Rice, supervisor, Skills Inc.

Full System Partner List by Region

Pierce County

Workforce:

WorkForce Central

Housing:

Catholic Community Services /
Phoenix Housing Network

Helping Hand House

Mercy Housing Northwest

Tacoma Housing Authority

Tacoma Rescue Mission

Exodus Housing

Living Access Support Alliance
(LASA)

Metropolitan Development Council
(MDC)

Salvation Army

Shared Housing Services

Share and Care House

Sound Outreach

DSHS:

Puyallup and Lakewood Community
Services Offices (CSOs)

Whatcom, Skagit and Island Counties

Workforce:

Northwest Workforce Council

Housing:

Northwest Youth Services

Community Action of Skagit County

Lydia Place

Opportunity Council

Anacortes Family Services Center

Friendship House

DSHS:

Bellingham, Mt. Vernon and Oak
Harbor CSOs

Yakima County

Workforce:

South Central Workforce Council

Housing:

Northwest Community Action Center

Triumph Treatment

Yakima Housing Authority

Yakima Neighborhood Health
Services

Yakima YWCA

DSHS:

Yakima CSO

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