

Incorporating Income Programs Through Coordinated Entry

Application for Employment

Accommodations for persons with disabilities in the hiring process. If you have a disability, please let us know, and we will provide assistance.

First Name		Date of Application	
City			
How many years of experience do you have?		If Yes, Date of Birth	
Education		Did you Graduate?	
		<input type="radio"/> Yes <input type="radio"/> No	
		<input type="radio"/> Yes <input type="radio"/> No	
		<input type="radio"/> Yes <input type="radio"/> No	
		<input type="radio"/> Yes <input type="radio"/> No	

TX-700 Continuum of Care

- The collaborative effort underway to prevent and end homelessness in Harris County, Fort Bend County, and Montgomery County, Texas.
- The purpose of the CoC program is to promote communitywide commitment to the goal of ending homelessness; provide funding for efforts by nonprofit providers, and state and local governments to quickly rehouse homeless individuals and families while **minimizing the trauma and dislocation caused to homeless individuals, families and communities by homelessness**; promote access to and effective utilization of mainstream programs by homeless individuals and families; and optimize self-sufficiency among individuals and families experiencing homelessness.




 **The Way Home**



Coalition for the Homeless

- Mission – The Coalition for the Homeless of Houston/Harris County acts as a catalyst, uniting partners and maximizing resources to move people experiencing homelessness into permanent housing with supportive services
- Collaborative Applicant
- Lead agency to The Way Home (TX-700 Continuum of Care), local Homeless Management Information System and Coordinated Access system





System Performance Measures

- There are seven performance measures. Each measure may have one or more “metrics” used to measure the system performance. The seven measures are as follows:
 - Measure 1: The Length of Time Persons Remain Homeless
 - Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness
 - Measure 3: Number of Homeless Persons
 - Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects
 - Measure 5: Number of Persons who Become Homeless for the First Time
 - Measure 6: Homeless Prevention and Housing Placement of Persons Defined by Category 3 of HUD’s Homeless Definition in CoC Program-funded Projects
 - Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing.

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in **earned income** for adult system **stayers** during the reporting period FY 2021

Percentage of adults who increased earned income

Metric 4.2 – Change in **non-employment cash income** for adult system **stayers** during the reporting period

Percentage of adults who increased non-employment cash income

Metric 4.3 – Change in **total income** for adult system **stayers** during the reporting period

Percentage of adults who increased total income

Metric 4.4 – Change in **earned income** for adult system **leavers**

Percentage of adults who increased earned income

Metric 4.5 – Change in **non-employment cash income** for adult system **leavers**

Percentage of adults who increased non-employment cash income

Metric 4.6 – Change in **total income** for adult system **leavers**

Percentage of adults who increased total income

Coordinated Entry

- An important process through which people experiencing or at risk of experiencing homelessness can access the crisis response system in a streamlined way, have their strengths and needs quickly assessed, and quickly connect to appropriate, tailored **housing** and mainstream **services** within the community or designated region.
- When possible, the assessment provides the ability for households to gain access to the best options to address their needs, incorporating **participants choice**.

A large crowd of stylized human figures in various colors (brown, orange, dark blue) is shown on the left side of the slide. One figure in the center-left is highlighted in white, standing out from the crowd. The figures are simple, rounded shapes with no facial features.

Trauma

- Individual trauma results from an event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or life threatening and that has lasting adverse effects on the individual's functioning and mental, physical, social, emotional or spiritual well being.

Adverse Childhood Experiences (ACEs)

- Found to increase the risk of:
 - Cardiovascular diseases
 - Depression
 - Fetal death
 - Alcoholism
 - Liver disease
- Strongly related to the risk of
 - Illicit drug use
 - Domestic violence
 - Financial stress
 - Attempted suicide
 - Early initiation of sexual activity



ACEs & People Experiencing Homelessness

- Overrepresented in homeless samples
- Most prevalent for Men and Women were physical abuse, physical neglect and general household dysfunction
- Nearly half of women were sexually abused during childhood



Trauma Informed Care

- Provide services in ways that are appropriate and welcoming for those who may have been affected by trauma
- Principles of Trauma Informed Care include:
 - Safety
 - Respect
 - Control and Choice
 - Strength-based approach



Housing First Model

- Immediate access to permanent housing with no housing readiness requirements
- Consumer choice and self-determination (client-centered)
- Recovery orientation (access to supports)
- Individualized and client-driven supports
- Social and community integration



Housing First

- This approach helps people who are experiencing homelessness obtain housing quickly so they are in a better position to achieve other goals, including health, recovery and well-being than when they are homeless
- For people with trauma histories, ending homelessness is essential for healing that trauma and building reliance. Therefore, Housing First is in and of itself a trauma-informed approach





Applying Housing First Approach to Employment

Evidence of the value of employment for people experiencing homelessness

People experiencing homelessness want to, can, and do work

Earned income and current recent employment are associated with shorter durations of homelessness

Employment supports recovery of mental illness and addiction

Employment builds self worth and instills purpose

Employment improves family functioning and well being

Employment services for people experiencing homelessness is cost effective

Employment is a Social Determinants of Health (SDOH)

- Economic Stability
 - Poverty
 - **Employment**
 - Food Security
 - **Housing**



Adapted from: Healthy People 2020

Applying Housing First Model to Employment means:

Everyone who wants to work should have access to a job

Everyone who wants a job can work with the right supports

CFTH Income Programs Team

cfthincome@homelesshouston.org

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 - squintela@homelesshouston.org
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 - omartinez@homelesshouston.org
- Rand Chaqmaqchee, Associate Program Income
 - rchaqmaqchee@homelesshouston.org
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 - mramos@homelesshouston.org



Cross-System Partnerships

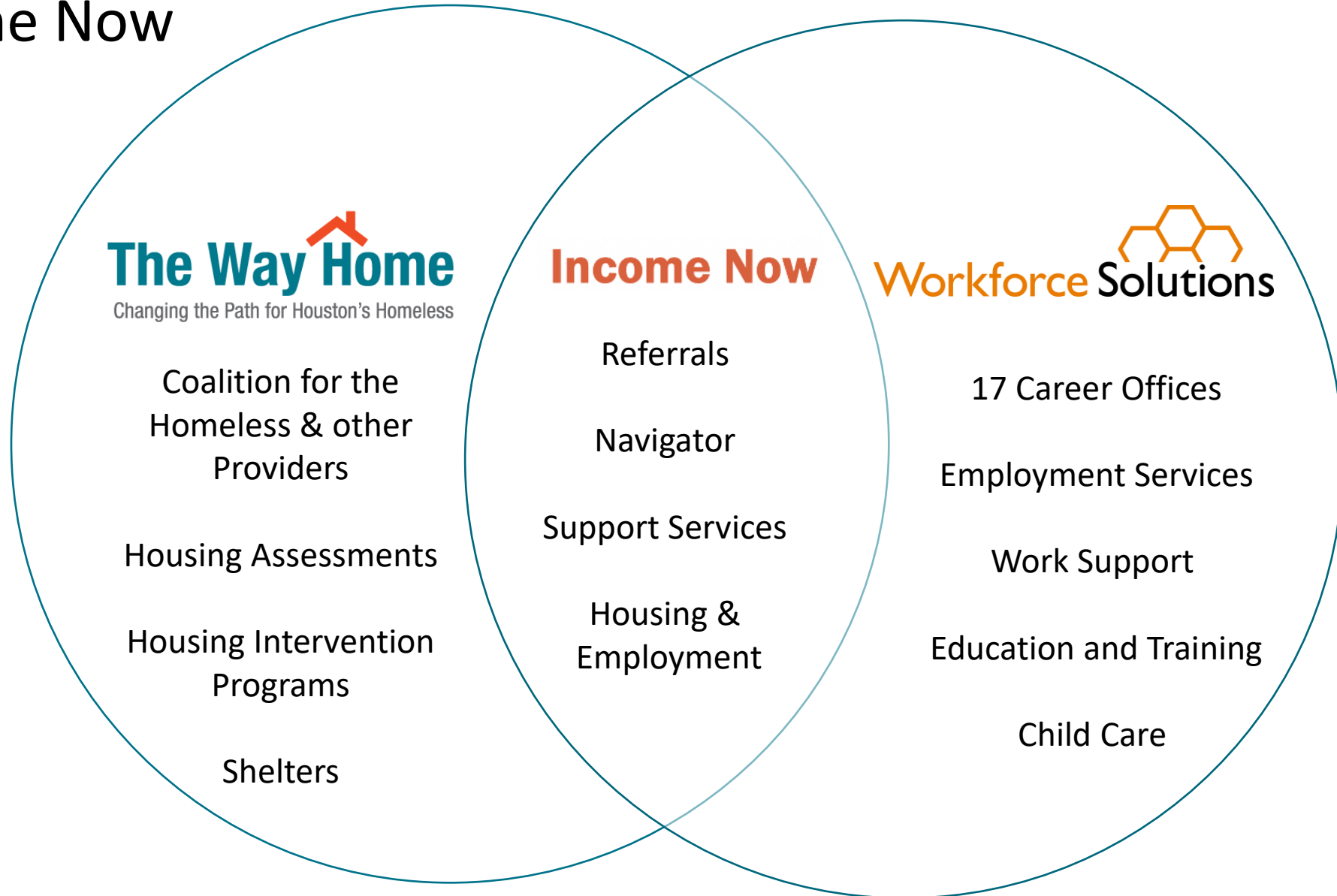


Securing today
and tomorrow

A graphic consisting of three interconnected hexagons in orange, positioned above the word "Workforce".

Workforce Solutions

Income Now



SSI/SSDI Outreach, Access and Recovery (SOAR)

Supplemental Security Income (SSI)

- Eligibility based on need: low income and resources; living arrangement
- Monthly amount based on Federal Benefit Rate: \$841/month (2022)*
- Date of eligibility based on Protective Filing Date/Application Date
- Health insurance: Medicaid

Social Security Disability Insurance (SSDI)

- Eligibility based on insured status (FICA payments)
- Monthly amount based on earnings history
- Date of eligibility based on “date of onset” of disability, 5 month waiting period
- Health insurance: Medicare



SSA's Definition of Disability for Adults

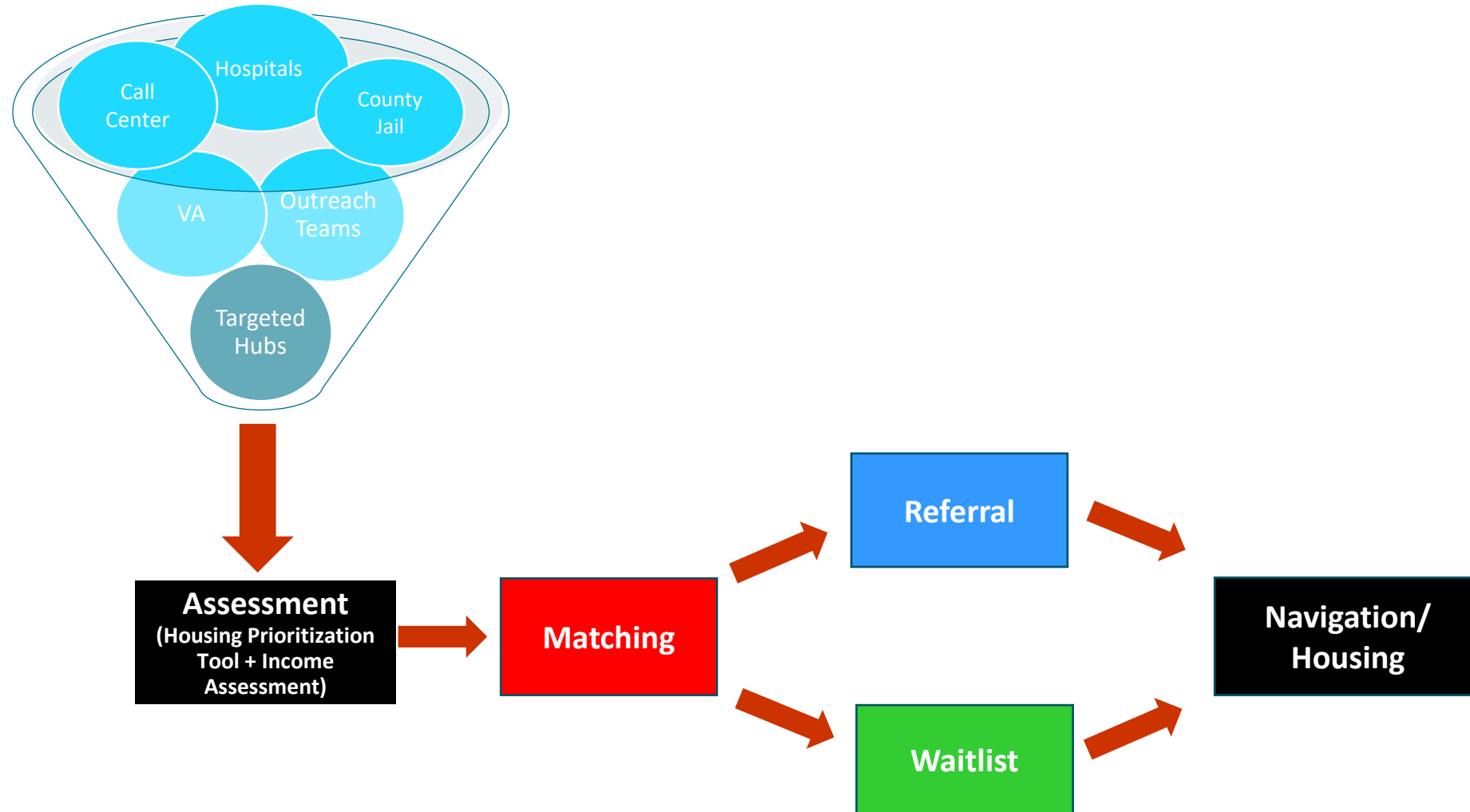
Ages 18 and Over

- The inability to engage in any *substantial gainful activity (SGA)* (\$1,350/month in 2022)
- By reason of any *medically determinable* physical or mental *impairment(s)*
- Which can be expected to result in death or which has lasted or can be expected to last for a continuous period of not less than 12 months.



Securing today
and tomorrow

Access to Housing and Services



Coordinated Entry Assessment

Coordinated Access Income Assessment 1

Employment & Income

- Do you currently have any income? * ☐ Yes
☐ No
- How much do you receive or earn per month? *
- Where does your income come from? * ☐ Employment
☐ SSI
☐ SSDI
☐ VA service connected disability
☐ Retirement income
☐ Other Income
- When was the last time that you worked? * ☐ Currently Employed
☐ Up to 30 Days Ago
☐ 31 - 90 Days Ago
☐ 3 - 6 Months Ago
☐ 6 - 12 Months Ago
☐ More than 1 Year Ago
☐ Never
- What type of work do you primarily do? * ☐ Permanent Employment
☐ Contract Employment
☐ Self-Employment
☐ Temp. Staffing Agencies
☐ Day Labor
- What is the longest stretch of employment that you've had in the past year? * ☐ Up to 30 Days
☐ 31 - 90 Days
☐ 91 - 180 Days
☐ More than 180 Days
- How often do you go to Workforce Solutions offices? * ☐ Visits a Workforce Solutions office every day
☐ Visits a Workforce Solutions office about once a week
☐ Visits a Workforce Solutions office about once a month
☐ Visits a Workforce Solutions office about twice a year
☐ Never visited a Workforce Solutions office
- Which Workforce Office do you like to visit? _____
- Are you currently applying for disability income? * ☐ Yes
☐ No
- Based on your answers, you may qualify for disability income. Would you like to apply for it? * ☐ Yes
☐ No

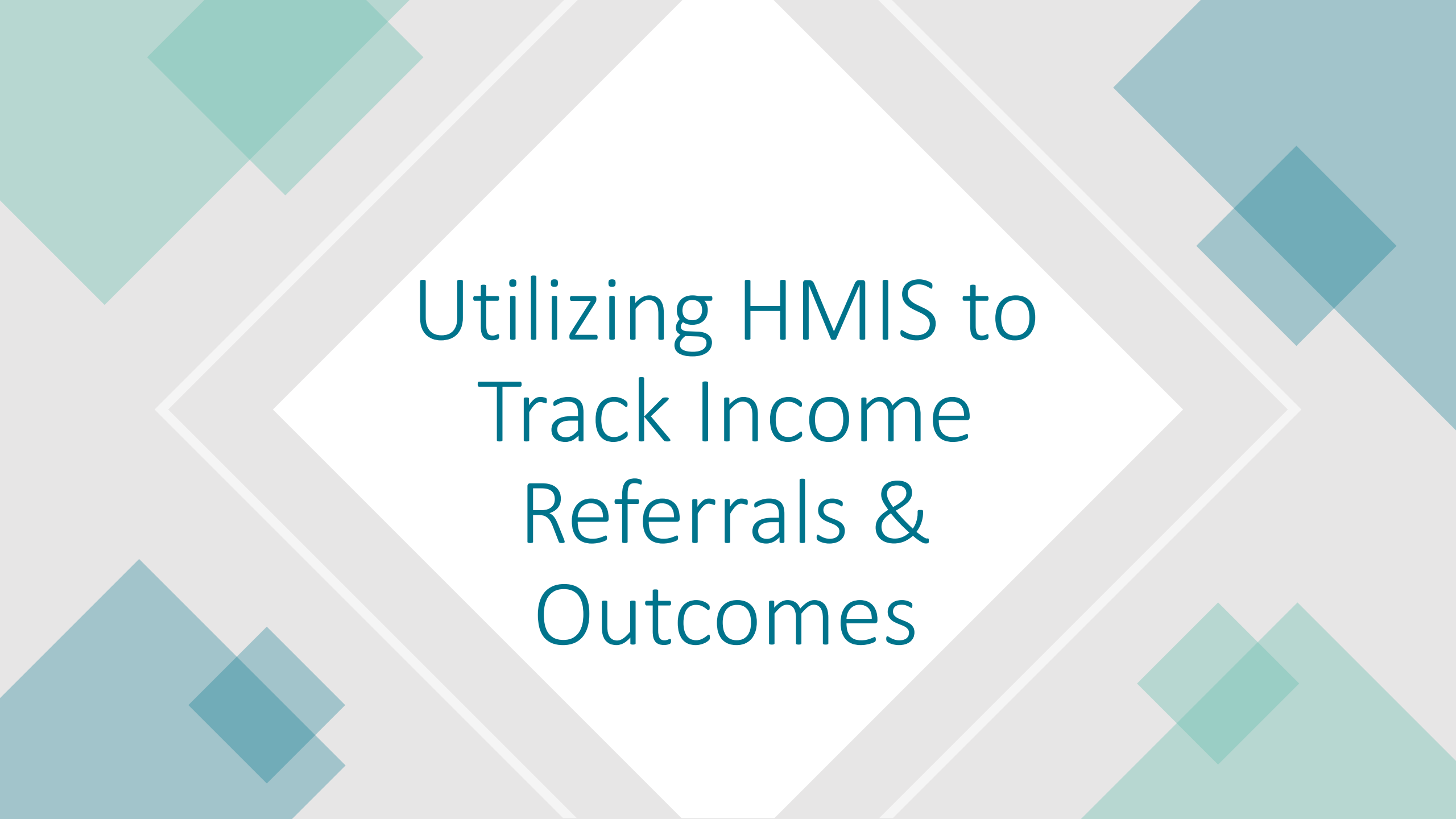
Health History

- Have you ever been diagnosed with a disabling condition? * ☐ Yes
☐ No
☐ Client doesn't know
☐ Client refused
☐ Data Not Collected
- Which disabling condition? 1
- Serious Mental Illness: * ☐ Yes
☐ No
- Developmental Disability: * ☐ Yes
☐ No
- Chronic physical illness or disability that limits ability to work or perform daily activities: * ☐ Yes
☐ No
- HIV+/AIDS: * ☐ Yes
☐ No
- Substance use disorder that prevents you from holding a job: * ☐ Yes
☐ No
- Were you in Special Education or Resource classes? * ☐ Yes
☐ No
- Have you ever been involuntarily hospitalized for mental health condition? * ☐ Yes
☐ No
- How many times in the past 6 months have you accessed medical services in the ER? * ☐ Never
☐ 1 Time
☐ 2 Times
☐ 3 Times
☐ 4 Times
☐ 5+ Times
- Have you tested positive for COVID-19? ☐ Yes
☐ No
- Do you have health insurance? * ☐ Yes
☐ No
- What type of insurance do you have? * ☐ Medicaid
☐ Medicare
☐ VA Health Care
☐ Private Health Insurance
☐ Harris County Gold Card
☐ Ft. Bend County CIHCP
☐ Montgomery County HCAP
☐ Other Health Insurance
☐ Client Doesn't Know



Income Assessment

- Disabled and unable to work
 - Do you want to apply for disability?
 - If Yes, add to SOAR Waitlist (HMIS)
- Unemployed or Under employed
 - Do you want to work?
 - If yes, Income Now Referral (HMIS)



Utilizing HMIS to Track Income Referrals & Outcomes

What is HMIS?

- The Homeless Management Information System (HMIS) is a computerized data collection tool designed to capture client-level, system-wide information over time on the characteristics and services needs of people experiencing homelessness
- Allows aggregation of client-level data across homeless service agencies to generate unduplicated counts and service patterns of clients accessing services
- The Department of Housing & Urban Development's (HUD) National Data and Technical Standards establish baseline standards for participation, data collection, privacy, and security
- Implementation of HMIS is a requirement for receipt of HUD McKinney-Vento funding
- The Coalition for the Homeless is the HMIS lead agency to The Way Home Continuum of Care.

Assessor Script for Workforce Solutions Referral

- Workforce Solutions can help you with your job search:
 1. Customize your resume and help you locate jobs in WorkInTexas.com
 - Assess your work interests, values, and preferences
 2. Provide work experience through on-the-job training and other potential opportunities
 3. Financial assistance to help you with your job search, employment, schooling and/or training:
 - Childcare assistance
 - Obtain education, training, or work-specific licenses
 - Work clothes, uniforms, tools, gas, or bus passes
- Would you like a referral to your nearest Workforce Solutions career office for job search and supportive services? If so, I will send a referral to [career office].
- If you do not receive a response within 3 business days, please follow up with your case manager, who will then follow up.



Sample Income Now email Referral from HMIS

This email is to inform you that Coordinated Access is referring piwiejs wiewe piviwic (HMIS ID - 4-19-2021) to The Salvation Army (Income Now).

The client provided the contact information listed below:

Birthdate - 10/6/1985 12:00:00 AM

SSN - ,

Home phone -

Cell phone - 801.633.3333

Email address - DbUamVuu3@gmail.com

Thank you,

Bonnie M. Smith, MEd

- Bonnie.M.Smith@uss.salvationarmy.org

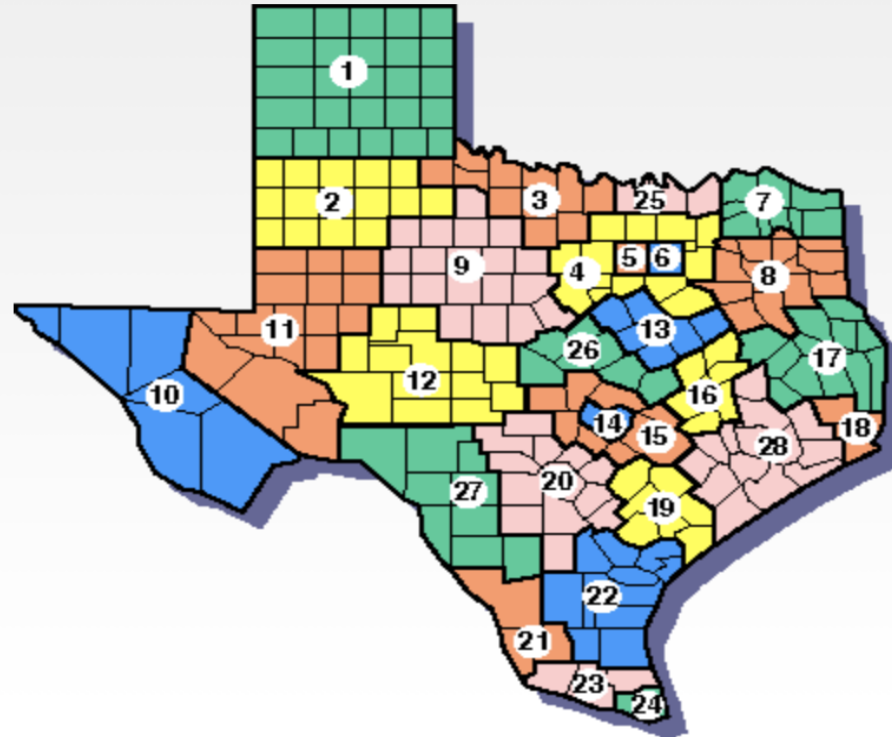
Workforce Solutions Career Offices Receiving Income Now Referrals

- Acres Homes
- Astrodome
- Baytown
- Clear Lake
- Conroe
- Cypress Station
- East End
- Humble
- Katy
- Northeast
- Northline
- Northshore
- Rosenberg
- Southeast
- Southwest
- Westheimer
- Willowbrook

TWC Workforce Development Boards

Texas Workforce Development Board Websites

1. [Workforce Solutions Panhandle](#)
2. [Workforce Solutions South Plains](#)
3. [Workforce Solutions North Texas](#)
4. [Workforce Solutions for North Central Texas](#)
5. [Workforce Solutions for Tarrant County](#)
6. [Workforce Solutions Greater Dallas](#)
7. [Workforce Solutions Northeast Texas](#)
8. [Workforce Solutions East Texas](#)
9. [Workforce Solutions of West Central Texas](#)
10. [Workforce Solutions Borderplex](#)
11. [Workforce Solutions Permian Basin](#)
12. [Workforce Solutions Concho Valley](#)
13. [Workforce Solutions for the Heart of Texas](#)
14. [Workforce Solutions Capital Area](#)
15. [Workforce Solutions Rural Capital Area](#)
16. [Workforce Solutions Brazos Valley](#)
17. [Workforce Solutions Deep East Texas](#)
18. [Workforce Solutions Southeast Texas](#)
19. [Workforce Solutions Golden Crescent](#)
20. [Workforce Solutions Alamo](#)
21. [Workforce Solutions for South Texas](#)
22. [Workforce Solutions of the Coastal Bend](#)
23. [Workforce Solutions Lower Rio Grande Valley](#)
24. [Workforce Solutions Cameron](#)
25. [Workforce Solutions Texoma](#)
26. [Workforce Solutions of Central Texas](#)



Sample SOAR email Referral from HMIS

This email is to inform you that Coordinated Access is referring Henry, Jeff (HMIS ID - 11111) to Coalition for the Homeless SOAR.

The client provided the contact information listed below:

Home phone -

Cell phone - 314-123-4567 (Patient sister in law)

Email address -

Please log into HMIS, and update the referral outcome.

Thank you,

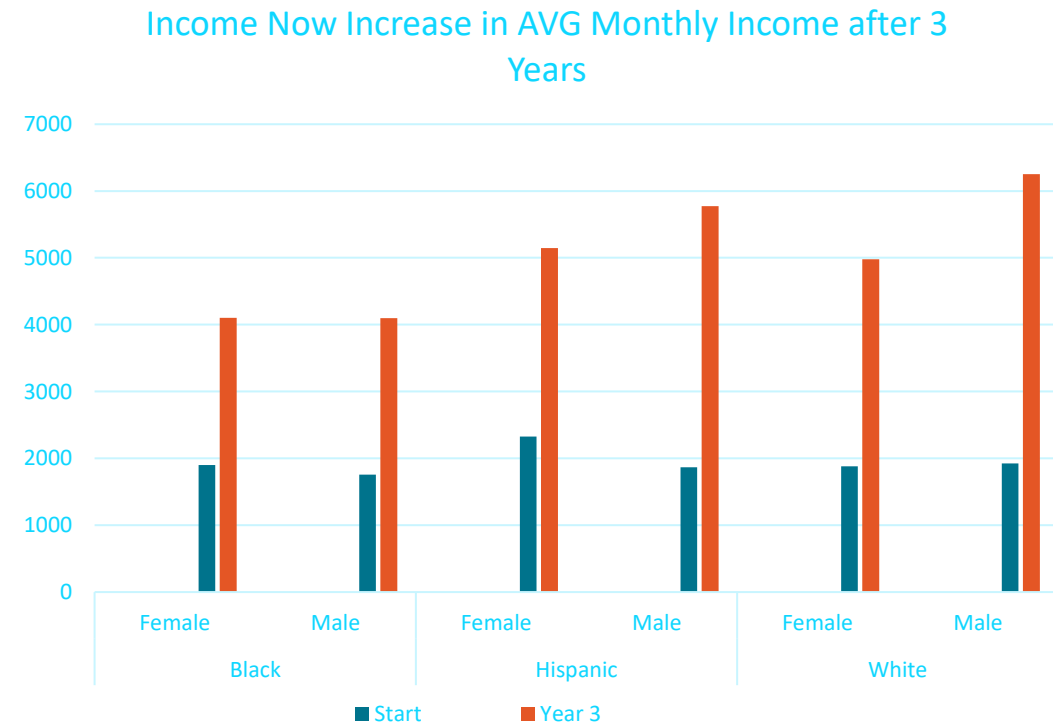
Very truly,
Jeff

Contact Phone: 314-123-4567

Contact Email: jeff@harrishealth.org

Is Income Now Working?

- Income data collected from all participants
- from October 1, 2015, to March 25, 2022
- The Workforce Information System of Texas (TWIST)



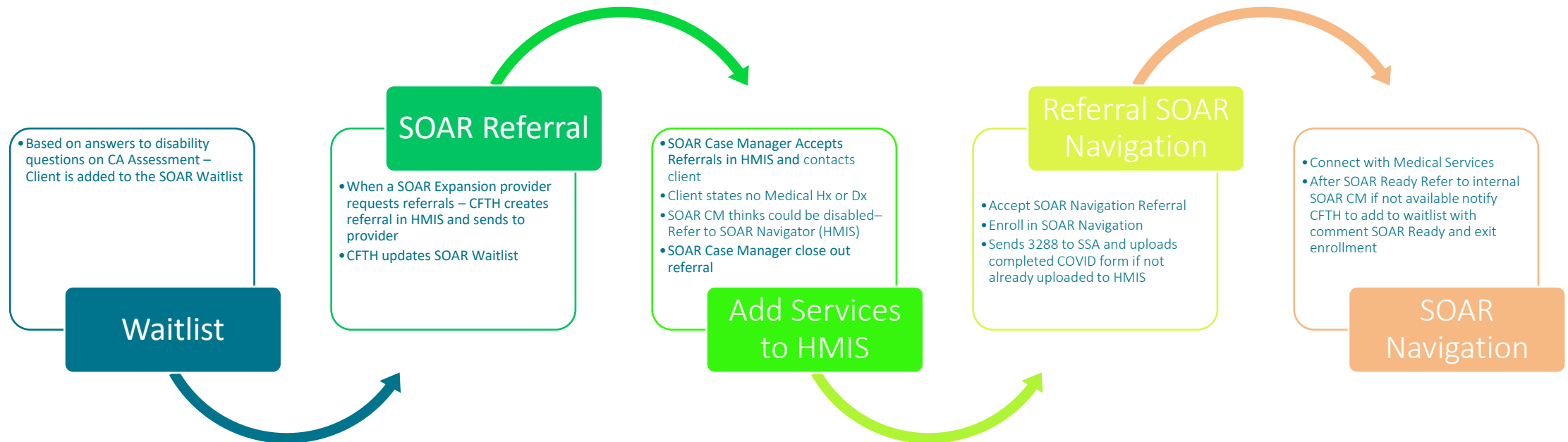


Success Story

- Anthony Phillips was homeless for five years and lived in transitional housing at a Recenter before being referred to the Northeast Workforce Solutions career office through an Income Now referral.
- Faced several barriers to employment that prevented him from realizing his dream job as a CDL Driver
- Career Advisors Adriana Hernandez and Vincent Toston were able to assist in providing job search and job support services to remove his barriers. Adriana was able to help him apply for financial aid through Workforce Solutions to help Anthony get a prescription for eyeglasses, transportation assistance to attend CDL training, and a TWIC card to start employment after successfully completing training
- Anthony obtained his CDL license on April 6, reported employment on April 11, and started his job as a truck driver on April 18 with TransAm

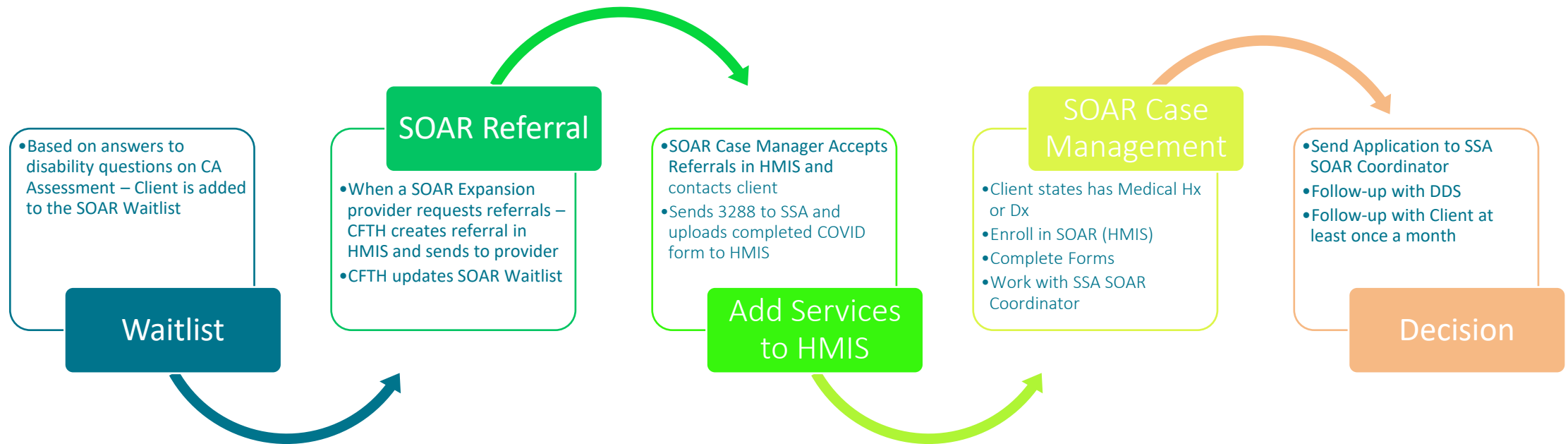
Referrals at CA Assessment

Client Wants to Apply No Medical Hx or DX



Referrals at CA Assessment

Client Wants to Apply Has Medical Hx/Dx



SSA SOAR Coordinators Area III SE Texas

Office Name	Office Code	Name	Email Address
ANGLETON TX	A72	Diana Smith	Diana.D.Smith@ssa.gov
BEAUMONT TX	818	Connie Martinez	connie.martinez@ssa.gov
CONROE TX	A74	Sonya Stokes	sonya.stokes@ssa.gov
HOUSTON DOWNTOWN TX	D64	Susan Hoban	susan.hoban@ssa.gov
HOUSTON NORTHEAST TX	856	Lilia Cavazos	Lilia.Cavazos@ssa.gov
HOUSTON NORTHWEST TX	855	Shemeya Harmon	Shemeya.harmon@ssa.gov
HOUSTON SOUTHEAST TX	857	Jennifer Chang	Jennifer.s.chang@ssa.gov
HOUSTON SOUTHWEST TX	816	Erika Campuzano	erika.campuzano@ssa.gov
LEAGUE CITY, TX	828	Yvette Charles	yvette.charles@ssa.gov
LUFKIN TX	833	Verlon Clifton	Verlon.Clifton@ssa.gov
PASADENA TX	850	Jervell Weekes	Jervell.Weekes.@ssa.gov
PORT ARTHUR, TX	830	Mary Cruz	Mary.cruz@ssa.gov
VICTORIA, TX	839	Elidia Wilson	Elidia.wilson@ssa.gov

Success Story - SOAR

- Mr. D. K. is a 60-year-old Caucasian male who has faced many mental health traumas, hospitalizations, and unfortunate circumstances throughout his lifetime which makes it harder for him to function and deal with his mental illness. D.K has been homeless on and off for over 7 years before moving into his current permanent supportive housing at New Hope Harrisburg. At the time of D.K's enrollment into SEARCH's SOAR program in March 2022, he was very quiet (diagnosed with mutism) and had challenges building connections. To support D.K's mental health and journey with applying for benefits, he required intensive care coordination which entails ongoing collaboration with the housing case manager and SOAR disability specialist. D.K shared that those breathing sessions with the case manager aid his improvement in openly connecting with his disability specialist. After 4 months of perseverance in the SOAR program, D.K was approved for SSI benefits in July 2022. Hearing the news brought mixed feelings for D.K but overall, he expressed gratitude and shared more words than he ever had in 4months. The SOAR team and housing case manager were overjoyed to see this beautiful rare side of D.K. After two months of approval, D.K received his new health benefits which he can now begin utilizing to receive quality mental health care to assist in his stabilization.



Lessons Learned

Homeless system refers clients to workforce but clients get overwhelmed or intimidated by the setting and do not follow through with the referral

Homeless households typically need a higher service package than housed households i.e., food, transportation, clothing, coordination with housing case managers, follow-up supports.

Misconceptions around 'work ready'

DV clients do not use HMIS

Evaluating Income Programs is difficult working with cross-systems without the proper data sharing agreement

Misconceptions on impact of income data entry in HMIS

HMIS Data Entry: How Income Data is Gathered

- Collected at Project Start, Update, Annual Assessment, and Project Exit
- Complete annual assessments on time (30 days before or after anniversary of entry)
- Recording income in HMIS is not the same as evaluating income for program eligibility or rent calculation. Clients are not required to provide evidence of income.
- Any income associated with a minor used for household expenses & support should be included in head of household's "Income and Sources" record
- Income data should be only recorded for sources of income that are current as of the information date. Client can give estimate.



What Can Providers Do Now To Support The Income Needs of People Experiencing Homelessness



Start talking about employment on Day One



Operationalize “meeting people where they are”



Leverage motivation and build confidence using MI techniques



View client responses through the lens of trauma



Maintain a focus on mitigating barriers



Build cross-system partnerships

No SOAR program no Problem!!

- SSA Vulnerable Population Liaison

Email Form to the SSA VPL

Which SSA office do I use? Enter Client's zip code in the SSA Field Office Locator

[Field Office Locator](#) | [SSA](#)

The screenshot shows a web browser window with multiple tabs. The active tab is titled "mail.google.com" and displays an email from "squntela@homelesshouston.org" with the subject "VPAP e Mail SSI Referral Form.pdf". The email content is a form titled "VPAP Social Security Administration Vulnerable Populations SSI Referral". The form includes a header with the Social Security Administration logo and the title "VPAP Social Security Administration Vulnerable Populations SSI Referral". Below the header is a section titled "Client Referral Information" with the following fields: Name, Social Security Number, Date of Birth, Mailing Address, Phone Number, Can you receive text messages at this phone number? (YES or NO), Best Time to Call, Email Address, and Name of contact (if referral is for a minor child or incapacitated adult.). There is also a "Select one:" section with four radio button options: "I am applying for SSI benefits because I am 65 or over.", "I am applying for SSI benefits because I am disabled.", "I am applying for SSI benefits for a child who resides with me and has a disability.", and "I am applying for SSI benefits for a child who resides in a facility and has a disability." The form is displayed on a dark background, and the browser's address bar shows the email's URL.

FO Name	FO Code	VPL Name	Email Addresses
Angleton, TX	A72	Marisela Sanchez	Marisela.Sanchez@ssa.gov
Beaumont, TX	818	Connie Martinez	Connie.Martinez@ssa.gov
Conroe, TX	A74	Christine Henry	Christine.Henry@ssa.gov
Houston Northeast, TX	856	Toni Jessie	Toni.Jessie@ssa.gov
Houston Northwest, TX	855	Tracy Amos	Tracy.Amos@ssa.gov
Houston Southeast, TX	857	Alfonso Flores	Alfonso.Flores@ssa.gov
Houston Southwest, TX	816	Carlos Guerrero	Carlos.A.Guerrero@ssa.gov
League City, TX	828	Princela Torres	Princela.Torres@ssa.gov
Lufkin, TX	833	Tania Byley	Tania.M.Byley@ssa.gov
Pasadena, TX	850	Priscilla Vasquez	Priscilla.Vasquez@ssa.gov
Victoria, TX	839	Jennifer Peters	Jennifer.Peters@ssa.gov
Vulnerable Population Experts		Andria Lyons	andria.lyons@ssa.gov
		Tommy Maldonado	tommy.maldonado@ssa.gov



Questions?