Welcome and Initial Guidance

- **Need Technical Support?** Send a private chat to Sarah Soroui

- **All meeting materials will be sent** to participants after the convening

- **Please Rename Yourself in Zoom with the following information:** First Name and Initial of Last, Short Organization Name, Pronouns

  - Example: Susan L, SRL Consulting, She/Her

Welcome from Boston's Office of Workforce Development

Katy Gall, Deputy Director of Workforce & Policy Development

Welcome from The Mayor's Office of Housing

Laila Bernstein, Deputy Director for the Supportive Housing Division

Here's What We Want to Accomplish Today:

| Meet	Understand	Identify and Name	Brainstorm
Meet other providers in the homelessness services network and the workforce development network and explore new ways to partner and work across networks	Understand the unhoused YYA population as well as the landscape of two systems serving them: homelessness services and workforce development services	Identify the benefits and challenges of partnership as well as identify and name similarities and differences in the two service networks	Brainstorm concrete steps toward more collaborative partnership to establish working network of providers who support unhoused YYA

Agenda

- **Opener**: Hopes for the session using Menti (www.mentimeter.com) and connecting with colleagues in small groups
- **Identifying Current Practices and Challenges** in serving the Unhoused YYA population
- **Grounding Us in the Population and the Systems Serving Them**: Homelessness Services and Workforce Development and how they work
- **Understanding Partnerships and Networks**: Their Benefits and Challenges
- Laying Foundation for **new ways of working together**
- **Developing intentional next steps**

Capturing the Spirit of the Day

- On your browser on your phone, log on to www.mentimeter.com

- Log in to help create a Word Cloud by entering code: **2822 4527**

- Question: What do you hope to get from this session ?

Lifting Up System Challenges:
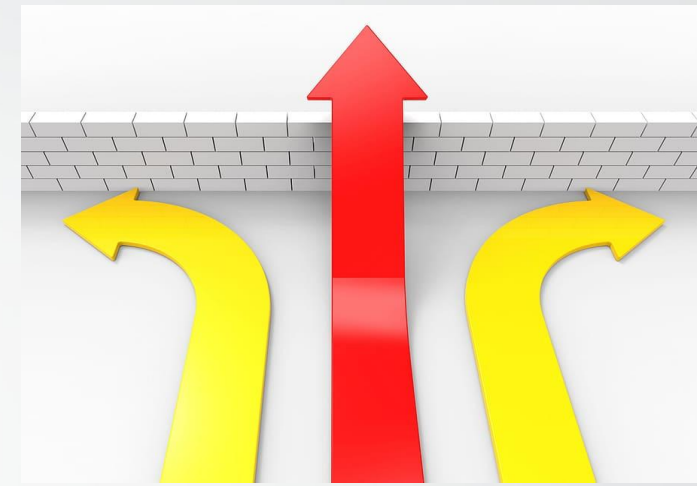
❖ **For Young People**: having to navigate overlapping systems and not understanding how either or both systems works

❖ **For Housing Providers:** having to identify employability, training and/ or employment programs that would be BEST FIT for any particular young person

❖ **For Workforce Providers:** having to identify supportive services for housing for young people that might already be in their program and unhoused

Lifting Up Current Practices: Breakout Group Discussion

❖ What are some of the challenges you have experienced when working with young people in your programs, particularly during the pandemic?

❖ What steps have you taken in serving youth/ young adults (YYA) experiencing homelessness to overcome the challenges?

Systems and Service Strategies

- Showcasing how the **support system and programs for those YYA experiencing homelessness**

- Understanding how the **workforce development system works for YYA** and differences from the adult system and highlights of effective practice programs

Overview of Boston's System that Serves YYA Experiencing Homelessness

Bia Moreira (she/her) – Housing Officer
City of Boston, Mayor's Office of Housing

WHO ARE BOSTON'S UNHOUSED YOUTH AND YOUNG ADULTS ?

- 92 individual youth and young adults live on our streets or in our shelter system
- 119 parenting youth and young adults live in our shelter system

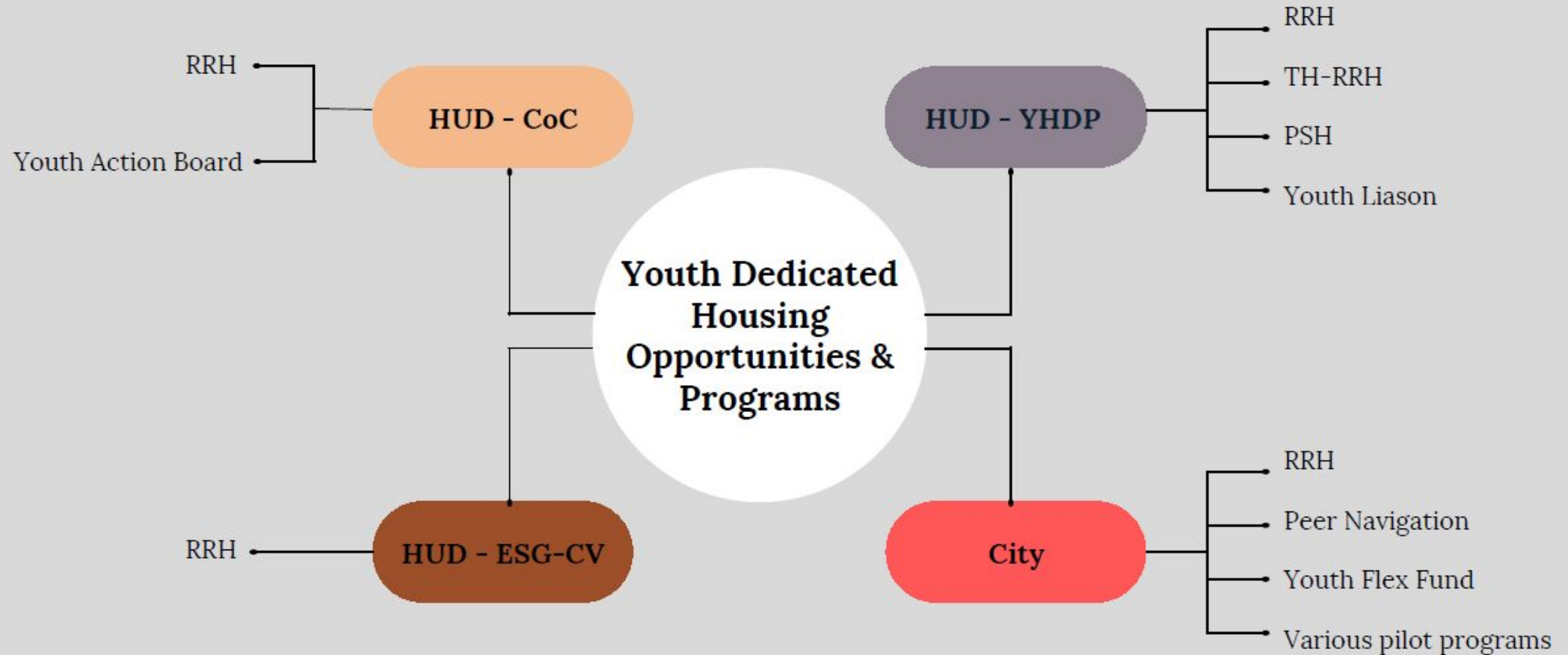Source: City of Boston. 2021 Point-In-Time Count prepared for HUD

Particular subpopulations are at higher risk for homelessness

- 51% of youth and young adults experiencing homelessness identify as **Black**

- 45% of youth and young adults experiencing homelessness identify as **Latinx or Hispanic**

- 26% Of youth and young adults experiencing homelessness identify as **LGBTQ**

- 33% of youth and young adults had once been part of the **foster care system** and nearly half report having been detained by the **juvenile** or **adult justice system**.

Source: City of Boston. 2021 Point-In-Time Count prepared for HUD

Massachusetts Youth Count 2021

Primary Funding Sources

RRH

Youth Action Board

HUD - CoC

RRH
TH-RRH
PSH
Youth Liason

HUD - YHDP

Youth Dedicated Housing Opportunities & Programs

RRH

HUD - ESG-CV

RRH
Peer Navigation
Youth Flex Fund
Various pilot programs

City

HUD: United States Department of Housing and Urban Development

CoC: Continuum of Care

YHDP: Youth Homelessness Demonstration Program

ESG-CV: Emergency Solutions Grant CARES Act

RRH: Rapid rehousing

PSH: Permanent Supportive Housing

Key Program Types

Rapid Re-housing (RRH) is a short and medium-term <u>tenant-based rental assistance</u> program that assists young adults find a place to live, cover some move in costs, and assist in getting access to other supports, like employment, school, or health care. The goals are to obtain housing quickly, build career and life skills, and stay housed.

It combines:
- Housing Search Assistance
- Case Management/Supportive Services
- Rental Assistance/Financial assistance

Permanent Supportive Housing (PSH) is a long term housing subsidy that comes with supportive services, similar to RRH. All youth dedicated PSH housing opportunities in the Boston CoC are <u>tenant-based</u>. PSH targets the most vulnerable young people, and young people must have a disabling condition in order to be eligible.

Key Program Types

Transitional Housing to Rapid Rehousing (TH-RRH) combines transitional housing and rapid rehousing into one program. Young people can access transitional housing prior to being permanently, if they choose to, and can then move to their own housing with RRH.

Youth Peer Housing Navigation is a low barrier housing search and navigation program that can help young people experiencing homelessness access immediate shelter and transitional housing, access long term housing opportunities, and navigate other services and goals like education, employment, health care, etc.

Youth Flex Fund assists young adults in Boston who are unstably housed with a small, one-time payment to move to a stable housing destination as quickly as possible. The fund may help young adults be used for flexible housing destinations, such as permanent stays with friends or family.

Core Principles

Housing First!

● Prioritizes providing permanent housing to people experiencing homelessness FIRST, and serving as a step from which they can pursue personal goals and improve their quality of life.

● Guided by the belief that people need basic necessities like food and a place to live before attending to anything less critical, such as getting a job or budgeting properly.

● Based on the theory that client choice is valuable in housing selection and supportive service participation, and that exercising that choice is likely to make a client more successful in remaining housed and improving their life.

Through the Housing First model nobody is ever "not ready for housing".

HOUSING FIRST = PERMANENT HOUSING + SUPPORT

Core Principles

Client Centered
- **Trauma Informed Care**
- **Positive Youth Development**
- **Harm Reduction**

- Case management services are non-judgmental and non-coercive.
- They build on clients' strengths.
- If a young adult is not willing or ready to pursue a goal, or stop engaging in risky behaviors, the case manager works with the client's current goals and "meet them where they are at."
- Motivational interviewing to elicit behavior change from the young adult.
- No behavior requirements or prescribing actions.
- Power of choice in the hands of the young adults, respecting their autonomy.
- Termination from program only in *extreme* cases.
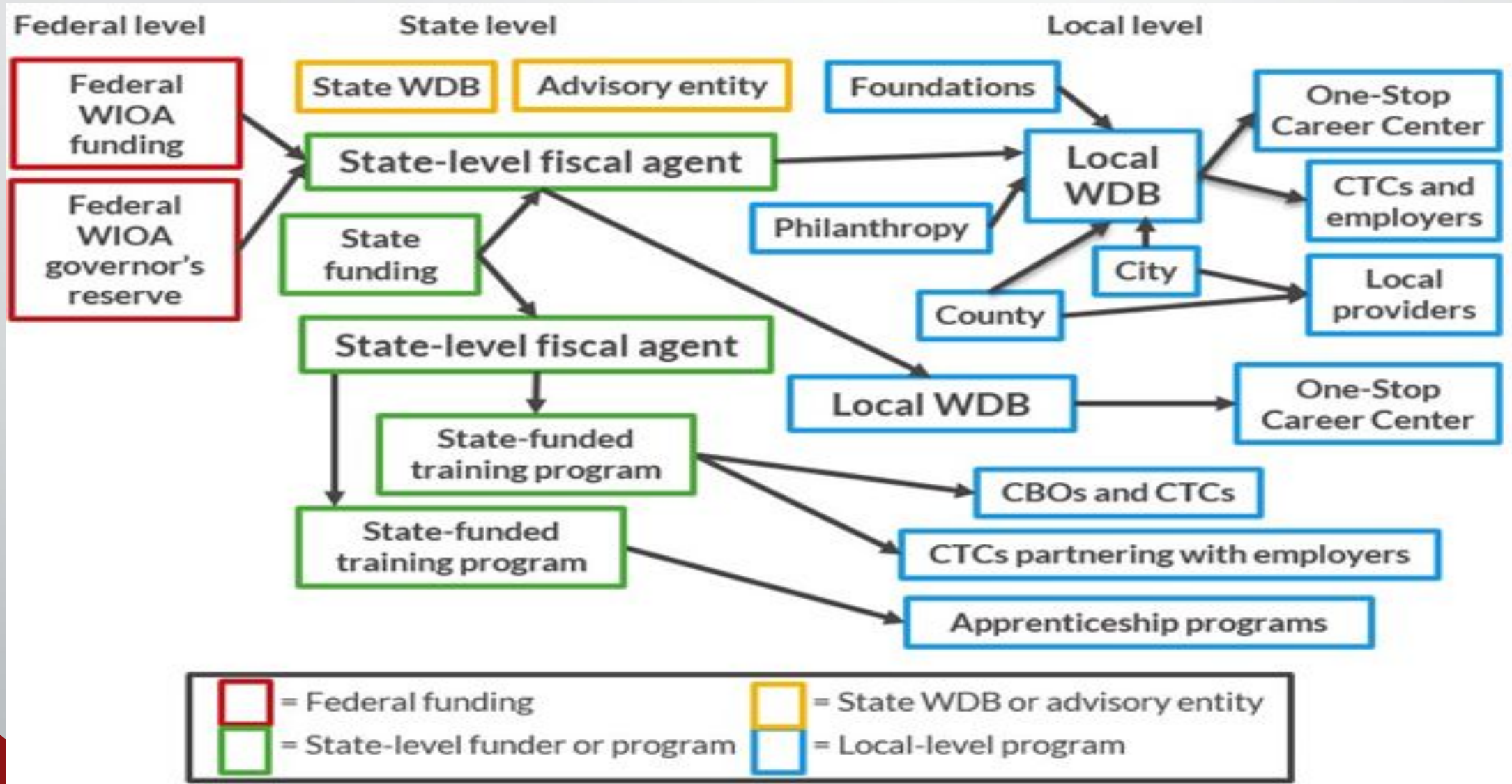
Core Principles

Youth Driven
- Boston's youth dedicated programs are informed by the voices of youth and young adults with lived experience through:
    - Designing and evaluating programs
    - Decision making power at the nonprofits administering the programs
    - Reviewing applications for grants (RFP process)

- Examples of program designs informed by youth and young adults:
    - Extending supportive services
    - Extending rental assistance
    - Allowing clients to exit and return to the program

Funding for YYA Workforce Programming

Federal level

- Federal WIOA funding
- Federal WIOA governor's reserve

State level

- State WDB
- Advisory entity
- State-level fiscal agent
- State funding
- State-level fiscal agent
- State-funded training program
- State-funded training program

Local level

- Foundations
- One-Stop Career Center
- Local WDB
- CTCs and employers
- Philanthropy
- City
- County
- Local providers
- Local WDB
- One-Stop Career Center
- CBOs and CTCs
- CTCs partnering with employers
- Apprenticeship programs

Legend:
- = Federal funding
- = State WDB or advisory entity
- = State-level funder or program
- = Local-level program

Types of Programs and Services

➔ Positive Youth Development and Soft-Skill/ Life-Skill Based Services including Subsidized Employment
➔ Transitional Employment
➔ Secondary Education (HS/ Hi-Set)
➔ If in HS, career exploratory progs or Innovation Pathways
➔ Pre-Apprenticeships
➔ Occupational Skills Training Programs
➔ Apprenticships
➔ Supported Employment
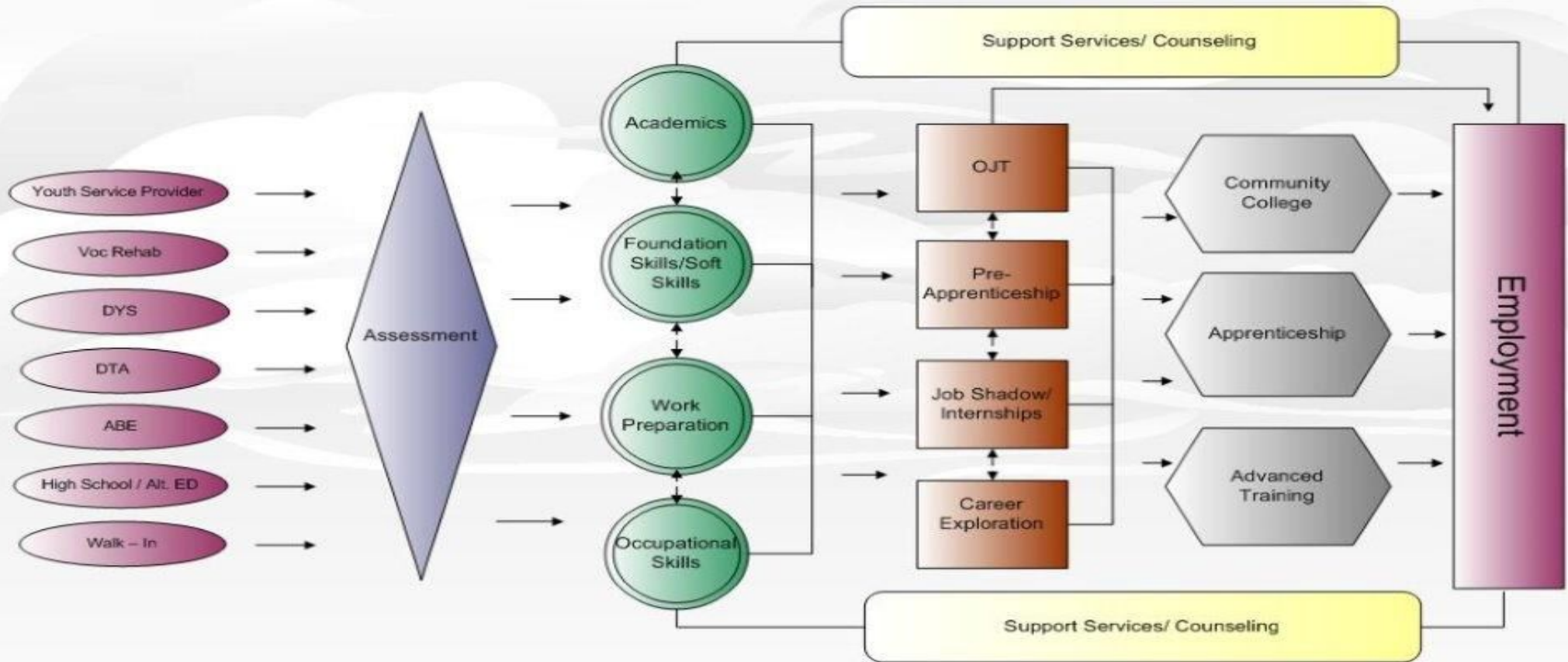➔ Post-Secondary Education/ Community College, BA programs

Critical Elements in Workforce Development Design for YYA

Effective Practice includes:
- Coordinated case management
- Foundation/ Soft skill development
- Strengthening key academic skills
- Occupational skills
- Work experience
- Career planning

WIOA YOUTH CAREER PATHWAY MODEL

Vision Statement:

Concurrently increasing knowledge, skills, workforce preparation and academic skills, competencies, credentials, and assisting youth in making educated career choices informed by and aligned with industry/ employers skill needs.

Theories of Change and Underlying Assumptions

Transitional Employment

Progressive Career Pathways

Work First

Transitional Employment

Elements

*subsidized employment

*work readiness

*learn and earn

Assumptions

*YYA not ready

*need safety net work

*skill gain= next opportunity

Theory of Change

YYA will gain soft skills, such as dependability, communication as well as have some barriers eliminated to be ready for next job and/ or unsubsidized job

Work First

Elements		Assumptions		Theory of Change
*strong CM *placed into employment immediately while working on barrier elimination	**+**	*desire for work supercedes challenges/ barriers *skill gain and soft skill acquisition through having paid work	**→**	*YYA will obtain skills and having income provides enough stability for YYA to maintain housing

Progressive Career Pathways

Elements

*emphasis on soft skill acquisition

*career exploration

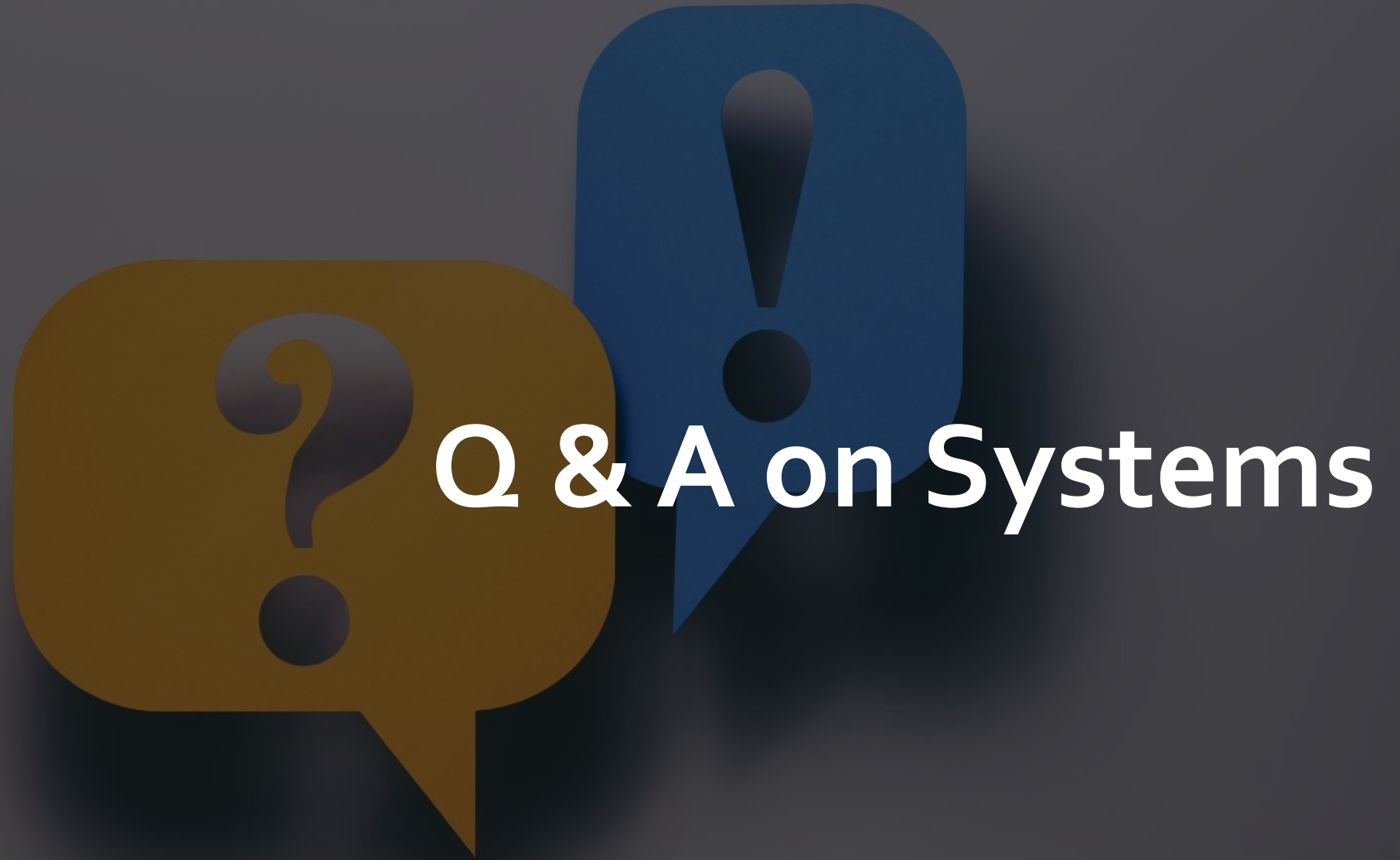*internships and/ or job

*industry or skill-focused courses

+

Assumptions

*sequenced and progressive offerings

*skill acquisition is at core of YYA interest

*YYA are ready

→

Theory of Change

YYA will be engaged in their skill acquisition and will continue to participate in sequenced work and learning activities through barrier elimination and will stabilize

Q & A on Systems

10 minute break….turn off your camera and sound…see you shortly!

The Power of Collaboration and Establishing a Service Network

Partnership and Collaboration

- https://www.kpwashingtonresearch.org/about-us/ghri-centers/center-community-health-and-evaluation/cche-collaboration-model

Essential elements of collaboration

Essential Elements of Collaboration and Working in Partnership

- **Shared Purpose:** joint priorities, sense of collective ownership

- **Essential people at the table:** intentionally engaging representation across sectors

- **Effective Leadership:** foster trust, distribute power and decision-making; effective communication

Essential Elements cntd.

- **Adequate structure and support:** dedicated staff with capacity; rules and processes to meet the goals; structures for clear decision-making; communication that includes community voice; data/ analytics capacity

- **Active collaboration:** all partners= participate in planning & operate with shared interest

- **Taking action:** identified resources and methods for measuring success to support collective progress

Partnership vs. Network

- What's the distinction?

- What elements are essential?

3 PRACTICAL STEPS FOR PROVIDERS FOR CROSS-SYSTEM COLLABORATION

1. Have a dedicated staff person with cross-system expertise & relationships
2. Engage in cross-system case conferencing
3. Co-locate staff and services (when possible and if not, schedule regular meetings/ communication

https://nationalinitiatives.issuelab.org/resource/systems-work-better-together-strengthening-public-workforce-homeless-service-systems-collaboration.html

A Profile of the Power of Partnership and a Shared Service Network

Multnomah County, Oregon, the Economic Opportunity Program (EOP)

WHAT IS THE NETWORK?

- ❖ Coordinated and managed by the Workforce Board, includes local homeless services providers, is employment program
- ❖ Offers rental assistance to jobseekers who are experiencing homelessness

https://nationalinitiatives.issuelab.org/resource/systems-work-better-together-strengthening-public-workforce-homeless-service-systems-collaboration.html

Profile: Multnomah County, Oregon

HOW DOES THE NETWORK FUNCTION?

- **Cross System Case Conferencing to assure goals align:** Career Coaches (WF) and Rent Assistance Coordinators (homeless services)
- **Cross System Staff meet regularly** to ensure participants can maintain their own housing when rental assistance ends AND that participants have next steps on their career pathway planned and those plans are executable

Partnership and Shared Services Networks: Benefits, Challenges, and Crafting Concrete Steps toward Collaboration

The Real Deal: Benefits, Barriers and Brainstorming on Networks

In Breakout Groups:

- Please share your experience in being part of a network.

- What were the benefits? The barriers?

- What concrete steps can you take to work toward a collaborative network for shared services to unhoused YYA?

*Please have a notetaker and facilitator in your group. Be prepared to share out.

Capturing Final Thoughts

- **Tell us what worked today by taking QUICK SURVEY** **https://forms.gle/Lu7Y5FFWNLLhNRQf8**

- **Next session: April 26th**

- **Topic: Shared Framework for Case Management, Case Conferencing and Reinforcing the Case for Collaborative Networks**

- **To register please visit: owd.boston.gov/rising-together/**