

Partner Trainings

April 16th and 19th, 2012

Family Housing Connection

The logo for Family Housing Connection features a stylized house with a blue roof and orange outline. Inside the house, there are white silhouettes of a family: a man, a woman, and two children. A curved orange line extends from the right side of the house.

CATHOLIC COMMUNITY SERVICES
CATHOLIC HOUSING SERVICES
OF WESTERN WASHINGTON

Family Housing Connection Update

- 140+ housing assessments have been completed in emergency, domestic violence and faith-based shelters. ROIs are due today at noon.
 - Assessments have been provided in Amharic, English, Farsi, Russian, Spanish, Somali and Tigrinya.
- Housing assessments with families on waiting lists began April 12th. ROIs are due tomorrow.

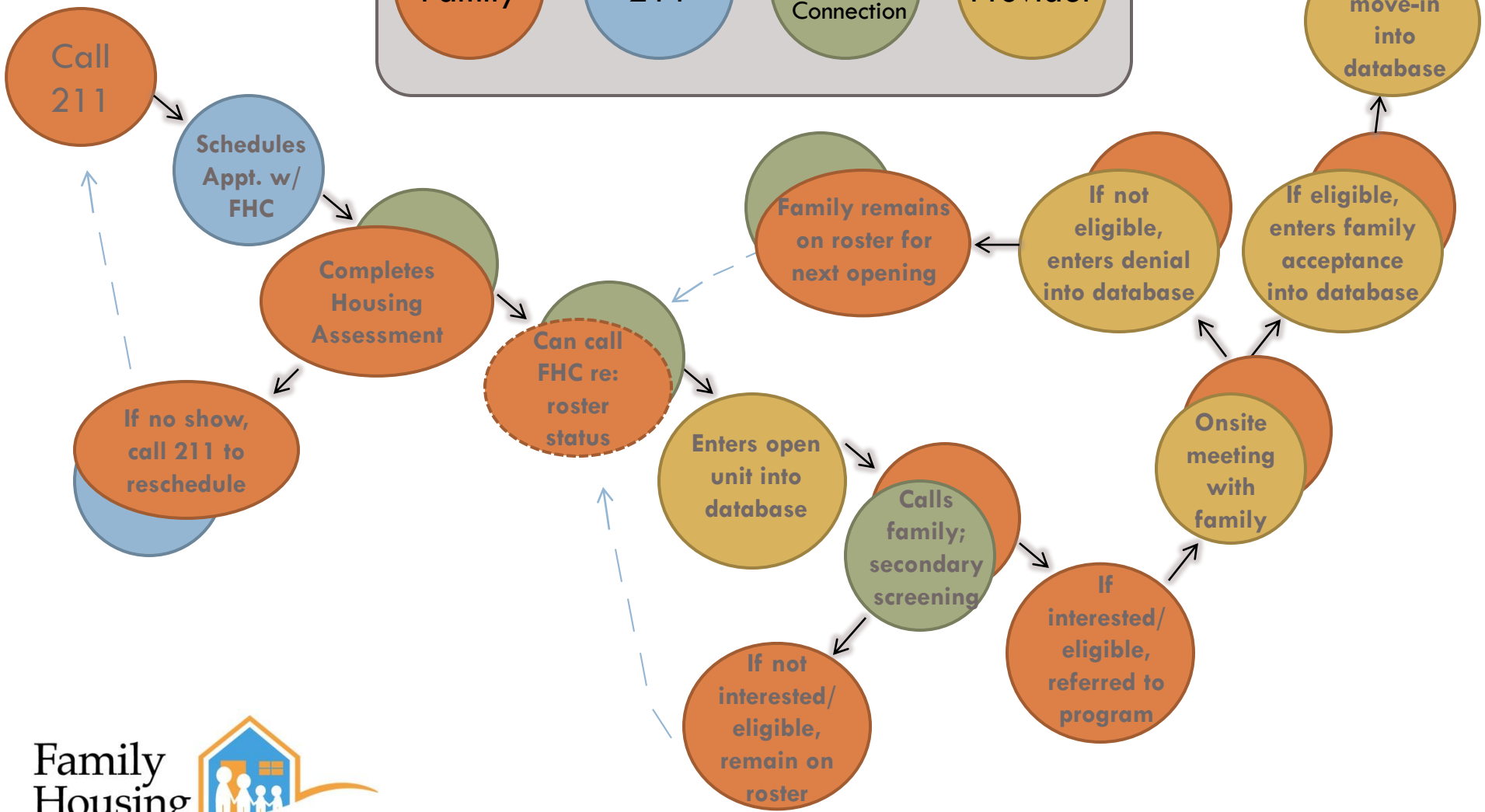
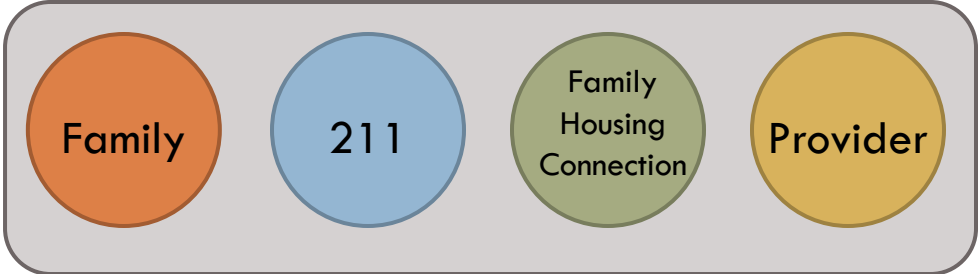
What Family Housing Connection Does

YES!

- Make access to King County housing resources *easier* for families.
- Decrease intake workload for partnering agencies.
- Identify resources that are a better fit for individual families.
- Provide equal opportunity for all families seeking housing.

NO.

- Make access to King County housing resources *faster* for families.
- Increase housing capacity.





User Checklist & Database

Terms of Partnership Agreement

- Subject to change based on provider and family feedback
 - Feedback will be collected twice per month through scheduled feedback meetings, family satisfaction surveys, provider satisfaction surveys, database reports and formal evaluation.
- Please be patient with this new process and provide constructive feedback!

Terms of Partnership Agreement

·When Working With Family Housing Connection, Families Are Expected To:

- Call 211 to schedule a housing assessment appointment.

Terms of Partnership Agreement

•When Working With Family Housing Connection, Families Are Expected To:

- Complete a housing assessment with Family Housing Connection which includes providing information on specific housing barriers that will result in appropriate referrals for their family.

Terms of Partnership Agreement

•When Working With Family Housing Connection, Families Are Expected To:

- Contact Family Housing Connection if a placement roster status update is desired.

Terms of Partnership Agreement

·When Working With Family Housing Connection, Families Are Expected To:

- Contact Family Housing Connection if circumstances or contact information changes.

Terms of Partnership Agreement

•When Working With Family Housing Connection, Families Are Expected To:

- Respond to Family Housing Connection's available resource phone call or email within 24 hours.

Terms of Partnership Agreement

•When Working With Family Housing Connection, Families Are Expected To:

- Complete a secondary screening to determine eligibility for an available resource.

Terms of Partnership Agreement

•When Working With Family Housing Connection, Families Are Expected To:

- Meet with program staff at the referral location within two (2) days of the referral being made.

Terms of Partnership Agreement

•When Working With Family Housing Connection, Families Are Expected To:

- Accept or refuse any offered resources by the end of the business day following the onsite meeting with program staff.

Terms of Partnership Agreement

•When Working With Family Housing Connection, Families Are Expected To:

- Provide feedback regarding their experience with Family Housing Connection and providers through online and paper surveys as desired.

Terms of Partnership Agreement

- **When Working With Families, 211 Is Expected To:**
 - Schedule appointments between families and Family Housing Connection at a location that is convenient for each family.

Terms of Partnership Agreement

- **When Working With Families, 211 Is Expected To:**
 - Inquire as to each family's language preference and notify Family Housing Connection of interpretation needs via the database.

Terms of Partnership Agreement

- **When Working With Families, 211 Is Expected To:**
 - Provide additional resource assistance (food banks, drop-in centers, affordable housing) as requested by each family.

Terms of Partnership Agreement

- **When Working With Families, Family Housing Connection Is Expected To:**
 - Provide 211 with scheduling availability for approximately 540 housing assessments per month.
 - 5 fulltime Housing Specialists x 6 assessments per day x 4.5 days per week = 135/week or 540/month
 - Surge team: 5 additional fulltime Housing Specialists = 1080/month through May 2012

Terms of Partnership Agreement

- **When Working With Families, Family Housing Connection Is Expected To:**
 - Offer families a housing assessment appointment within 2 weeks of the date they call 211.
 - The surge period will likely involve a longer wait between the call to 211 and the housing assessment appointment.

Terms of Partnership Agreement

• **When Working With Families, Family Housing Connection Is Expected To:**

- Provide interpretation services as requested.
 - Bilingual staff covering 8 languages
 - Contracting with Universal Language Service & Dynamic Language

Terms of Partnership Agreement

- **When Working With Families, Family Housing Connection Is Expected To:**
 - Complete a strengths-based, culturally sensitive housing assessment and fully explain the process to families during the housing assessment appointments.
 - HMIS Consent Form
 - Release of Information
 - Purpose of Housing Assessment
 - Next Steps
 - Resource Binder

Terms of Partnership Agreement

• **When Working With Families, Family Housing Connection Is Expected To:**

- Provide a phone number and email address for families to check on their placement roster status as they desire.
 - Wallet-sized cards

Terms of Partnership Agreement

- **When Working With Families, Family Housing Connection Is Expected To:**
 - Call, text or email families as they get close to the top of the placement roster so they can be prepared to respond quickly.

Terms of Partnership Agreement

- **When Working With Families, Family Housing Connection Is Expected To:**

- Provide fair referrals based on the date of the family's Family Housing Connection enrollment.

Terms of Partnership Agreement

- **When Working With Providers, Family Housing Connection Is Expected To:**

- Provide a referral within an average of three (3) business days of a provider posting an available resource in the database.

Terms of Partnership Agreement

- **When Working With Providers, Family Housing Connection Is Expected To:**
 - Refer one eligible family per vacancy at a time.

Terms of Partnership Agreement

- **When Working With Providers, Family Housing Connection Is Expected To:**

- Request feedback through an online survey at the end of every month.

Terms of Partnership Agreement

- **When Working With Providers, Family Housing Connection Is Expected To:**

- Provide regularly scheduled community feedback meetings.

Terms of Partnership Agreement

•When Working With Families, Providers Are Expected To:

- Accept families based on the eligibility criteria provided to Family Housing Connection.

Terms of Partnership Agreement

•When Working With Families, Providers Are Expected To:

- Notify families of acceptance or denial, including reasons for denial.

Terms of Partnership Agreement

•When Working With Family Housing Connection, Providers Are Expected To:

- Post every program opening in the database as soon as the program becomes aware of an opening.

Terms of Partnership Agreement

•When Working With Family Housing Connection, Providers Are Expected To:

- Contact the family and host an onsite meeting within two (2) business days of receiving a referral from Family Housing Connection.

Terms of Partnership Agreement

•When Working With Family Housing Connection, Providers Are Expected To:

- Preferred: Input an acceptance or denial into the database on the same day the onsite meeting is held.
 - This expectation is preferred. We realize that programs have specific steps that may require time beyond the same day.

Terms of Partnership Agreement

•When Working With Family Housing Connection, Providers Are Expected To:

- Input move-in date into the database within one business day of family move-in.
 - This releases the unit from the database and, if a family is referred to anything except shelter, will exit them from the placement roster.

Terms of Partnership Agreement

•When Working With Family Housing Connection, Providers Are Expected To:

- Provide feedback to Family Housing Connection through community meetings and online surveys as desired.

Family Housing Connection Roll Out Schedule

April 12+



Housing Assessments completed with families on waiting lists

April 16+



Programs begin notifying Family Housing Connection of openings via email (available 4/23 and after)

April 16 &
19



Placement Coordinator and Back Up attend database and policy training

April 19



Programs begin receiving referrals for April 23+ openings

April 23



211 begins scheduling housing assessment appointments

Evaluation & Feedback Meetings

- **Feedback from partners**
 - Meetings every 1st & 3rd Wednesday
 - First meeting: Wednesday, May 2 from 11:00-12:30 at Kent Senior Center (following the South King County Forum Meeting)
 - Second meeting: Wednesday, May 16 following the SKCCH meeting, venue and time TBD
 - Direct service advocates: quarterly feedback meetings

Contact Information

COMPUTER SET-UP & SAFE HARBORS LOG-IN QUESTIONS

Safe Harbors Help Desk
206-386-0030

PROGRAM OPENINGS & CURRENT ASSESSMENT PROCESS

Emily Harris-Shears
206-326-5710
emilyhs@ccsww.org

PROGRAMMATIC QUESTIONS OR REQUEST A MEETING

Julie McFarland
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