Transcript-style Notes

07WSWStar Rush: Presents on Thrive Cowlitz County

 Two service neighborhoods originally identified for pilot. Expanded to the entire county after COVID depressed entire region.

 Three-pronged approach to service-  micro, mezzo, macro

Engaging Industry and Investors: Business Engagement Services: Introduced onsite at employer's location and Employee Retention and Leadership coach. Outreach and recruitment: DSHS to worksource

Technology access continues as an integral element of pilot and its also the gap. Internet, computers, and cell phones. People do a whole lot with their cell phones. First time virtual resource fair hosting booths online

Built out Launchpad for a common referral system with a goal of eliminating unnecessary duplication of effort. Live with business engagement side of house to identify talent and coord. With businesses and employers. Recently, some partners went live with case management side.

Integration of programs. Clark College Data sharing agreement: Pending Outreach investment strategy:  social media, FB ads, virtual fair with 28 booths (esp. for bringing in *new* community partners).

Question from Mary 04SNO: BFAT, Title I, EcSA -> Common Referral system not yet fully running.

 011Benton Franklin: Jamilet Nerell "Si se puede"

Model demographics: 2 FTE Case managers (Bilingual) City of Connell  - geographic gap between physical location and test region. ALICE population identified through United Way Research

Transportation: 45 minutes away from AJC - shuttle from rural areas

Healthcare: Behavioral health included. System of referrals to affordable healthcare programs

Childcare: Void of opportunity in this rural region. Needed to create a partnership to increase access to services.

Employment and Training: In-demand occupational training and sectorial jobs to ensure placement

Shared a logic model of what partners a client may come in contact with through engagement of ECSA Services.

Expanded area of service - Connell then into neighboring communities, last iteration included all if Franklin County. Asked for removal of SNAP recipient requirement to expand service to folks who weren't eligible for SNAP  due to immigration barriers. Single mothers/fathers/ folks living below 200% FPL

Program flyers via snail mail and cold calls through partnership with DSHS.

Removed the requirement of 1:1 mentorship

Shared a success story that indicates collaboration with adult program.

Contact info

? What kind of training do you engage participants in? Answer: Heavy truck driving and welding - WIOA Title I-B and EcSA, certified nursing assistants

Plan was to bring mobile site to Connell to work with the City to attract customers who aren't yet aware of DSHS services and most likely qualify - to go monthly and bring resources to people and therefore direct referral to EcSA. Did one go before COVID hit.

Workforce Central: Danielle Thompson

One-pager overview of partners, roles, service areas, contact info

Power up Pierce 98404 - expansion into additional zipcodes -> went with EcSA for program name since the program expanded to multiple, local regions. Areas were identified through partners who are already working in these zip code areas. 70% enrollment into CARES program

Homelessness prevention. Identified peak 211 call regions with partnership.

Increase in CNA, CDL, forklift and flagger, medical assistance direction. DSHS providing benefit navigation and referral. Goodwill offering coach and personal stability through CRED program. Rental readiness program. Metr. Dev. Council education and training - esp for clients who are really unsure of future pathways. Housing Authority: outreach and referrals through housing complexes run by HA. TCC: adult basic education navigator and GED program. Q3 alone enrolled and completed 4 GED completions. Pierce County: online referral system managing worksource center common referral system. \

Planned on-site before COVID: Family investment center. Tacoma Housing Authority has a program for coaching pathway to home ownership. Facilities offered 3 classrooms for onsite GED program, EcSA workshops and services. Eastside community center - was going to offer onsite childcare services from 5am to 9pm. Partners would have had access to both sites, technology, and community within walking distance or one to two bus rides. Worksource center is 3-4 bus rides away from target zip code.

Currently, participation level is low. Confusion with who partners were - started with 11 then COVID. Needed to build trust with the community and awareness of opportunity. Slow start up. Now there's a built up outreach group to soften and introduce presence in community. Tagging on to resource fairs, group sessions and homeless shelters, - now the challenge is ensuring their WIOA eligible. Now, the balance between engaging new participants and supporting existing.

Common referral system is powered by 211 using a SmartSheet. Separate systems - for worksource partners and one for EcSA partners. Starts with career team, WIOA enrollment. Anyone can make a referral by clicking on the link - goes to enrollment team to ensure eligibility, but then further toward the direction the customer is interested in - employment or training. Intensive intake specialist. Ensure customer is aware of other funding resources and support in navigating systems. Using objective assessment (same one they use with youth) and note genuine excitement and deeper understanding from the client about what comes next. Mini survey - what do you feel on a scale of 1-10 on "financial literacy, soft skills, etc." to support navigator in referrals. Each partner has designated navigator who sees referral - 72 hours to turn around a response.

Service delivery approach: starts with monthly partner meetings. Village approach, smooth transition for co-enrollment and better streamline for referrals. Discovered they needed a dedicated outreach group: Goodwill, Tacoma HA, CareerTeam, Business Solutions Team. Meet biweekly to develop outreach  message and platforms, weekly orientations for new recruits, and weekly EcSA partner presentations for those already enrolled to offer intro on workshops they are offering (education, financial coaching, credit, rental readiness/homeownership, update/highlights on CC enrollments)

Ends and starts with career team who verifies enrollment, common referral system is smaller version of ETO that partners have access to - beginning conversation with intensive intake, enrollments (or not and why)

Challenges: technology - secure platforms for partners. Assumption that folks had and knew how to use Zoom, Adobe, etc.

Understanding WIOA eligibility. 200 referrals - 25% were eligible. Even if they're not eligible for WIOA they might be connected to other programs. Once intake specialist dispatches to a career advisor - they deep dive into income. Attempting to co-enroll in DW - additional funding sources people are receiving puts them a few hundred $$ over WIOA eligibility - or already employed and wanting to improve their career opportunities - but not eligible. Bounce around between partners - colleges, private training partners, etc. - not interested in being bounced to other places/people. Overwhelming clients with customers who aren't able to engage in that way.

Data Sharing: Using ETO - partnership would like to develop one agreement for all

Co-enrollment becomes almost discouraging. We all need same documents and info and they all need their own copies and multiple enrollment forms. Working on Universal Enrollment form for EcSA. Delayed but still a dream in the making! Worksource center has universal enrollment system and this was the model for larger partnership in common referral system.

Jessica Clayton: SPO and Spokane Resource Center (SRC)

Spokane was already planning integrated social services site - city, county, housing authority: Mental health, access to food, housing, etc. Spokane Resource Center was created and was a HUD envision center.

Focusing on SRC: Wraparound services at resources center - more than 250 people have received services. 10,500+ people requested services. Fundraised for access to a Chromebook and Hotspot library.  People have access to ALL of those services. Using employment plan, Arizona self-sufficiency calculator, what foundational services can help people before they're reading for employment and training. Career Quest and Financial Stability Tool  - resume tools all online.

--Learned they needed to increase staff capacity to support clients with higher needs than typical WIOA customers.

Housing, food security (food boxes on site), pre-employment education, mental health, transportation, phone assistance are largest requests for support.

Primarily serving 66% White - 44%POC - more diverse than Spokane population, overall. 172 enrolled, 10 completed training ~20 in training now, 4 entering living wage, 28 completed personal stability workshops. Higher level of personal case management for these customers.

Comprehensive coaching and continuity of staff - expanding who they were serving/entire county as a result of COVID - new focus on training and re-employment in response to COVID. Enough staff to meet customer needs for EcSA customers in need of more support.

John Traugott @ ESD: Challenges and lessons learned from pilots in Round 1

* Overly rigid, prescribed services did not help engagement. Flexibility is key!
* Involving folks with lived experience in all parts of program design
  + This is an aspect we have been asked to strengthen in the second round – ensuring that people with lived experience are included in all aspects of program design and implementation – you will notice there are questions about this in the Partnership and Implementation Plans
* Staff from both DSHS/and LWDBs are working on data sharing agreement on SNAP participant info, Dept of Ag's Food and Nutrition Services
  + DSHS meeting regularly to plan for increased alignment - please reach out with any challenges so that state can support
* Confusion around local procurement requirements - always have to follow local procurement policies when you contract out for WIOA funds

Key Components of Planning Guide:

* Eligibility is 18+, WIOA eligible, have to be under 200% FPL
* Strengthen partnerships with DSHS, housing security programs,
* Including voices of lived experience in all aspect of program design
* Focus on housing insecure population for program
* Using self-sufficiency calculator to establish individualized self-sufficiency target
* Wraparound support needs, focus on connecting individuals to SNAP if they're not already connected. Robust supports to persist in training.
* Partner: BFET, Washington College Grant, Community College, Continuum of Care, Accountable Communities of Health, Working Connects Child Care, DSHS: employment pipeline, Workfirst/TANF, Benefits Verification System

Encouraged Approaches: sharing some approaches from the pilots, from conversations with WDCs, and from various conversations related to EcSA with the EcSA CC, other state. These are all approaches the EcSA CC would be interested to see built into local programs. Sharing for your consideration – to consider any of these in whole or in part:

* Use of NRPS and expanded supportive service levels per participant –
  + Many areas haven’t used NRPs or have tight limits on supportive service levels a participant can receive – we encourage you to consider trying or expanding use of NRPs for EcSA
* Service coordination through co-location: events, site, virtual, etc. Could include:
  + A single intake and enrollment appointment (in-person or virtual) for one participant that includes multiple service providers.
  + Permanent physical co-location of services in one building.
  + Temporary co-location of services that could occur on regular intervals (weekly or monthly drop-in hours).
  + Event-based co-location (coordinated outreach and enrollment events inclusive of multiple service providers).
* Utilization of navigators
* A braided service coordination approach that has a simple, clear message:

From Korbett-02PacMtn: [This is tool is similar to the self-sufficiency matrix from Empath Mobility Coaching](https://img1.wsimg.com/blobby/go/c5679abc-6e88-4240-87bc-9941f1aca876/downloads/Family%20Assessment%20Activity.pdf?ver=1618419639255).

Jessica Porter and Yokiko Hayashi-Saguil: WA State Board Community and Technical Colleges:

Financial aid/Holistic Supports:

Basic Food, Employment and Training Services: Partnership with BFET - strengthening access to SNAP and food security: tuition and fees; transport; education/credential testing; clothing; child care; books, supplies, and tools; etc.

Supporting Students Experiencing Homelessness: Provides accommodations to students experiencing homelessness OR who were in foster care at the time of graduating high school; case management for students with campus and community resources (several pilot locations, not all schools involved, but asked to voluntarily participate in data collection)  Could include emergency hotel room stays

* Food insecurity : campus food pantry, prepaid grocery cards,
* Transportation support: bus passes/gas cards
* Tech support:
* Shower and hygiene, laundry, secure storage, mail stop - often interwoven into housing supports.
* Case Management support

40% of students employed part time.  Additional work is certainly needed to improve connections with community supports. Only 2 applications reported referrals to worksource - opportunity for increased connection.

Student aid - citizens/eligible non-citizens - WASFA for undocumented students or others who don't apply for federal aid. You can't double-down - you apply for one.

WA College grant - largest program. Opportunity grant - high demand, high wage careers.

WA College Grant: state aid into an entitlement program: Increased eligibility, aid is guaranteed. Added approved apprenticeships to list. Eligibility is based on median family income chart, up to 100%, award pro-rated based on need. Maximum award amount for 4 year schools is $11,040.

Offered award examples based on income eligibility.

Less than full-time students, there isn't a minimum credit limit for student experiencing homelessness, emergencies, and other basic needs challenges.

From Korbett-02PaMtn: Tool for practitioners who do wrap around service partners. "[What do you want to work on today](https://img1.wsimg.com/blobby/go/c5679abc-6e88-4240-87bc-9941f1aca876/downloads/Family%20Assessment%20GOALS%20Services.jpg?ver=1619627831168)?