



WS 17-09 Change 2
Released: September 30, 2021
Effective: Immediately
Basic/Expanded Service
Expires: Continuing

To: Career Offices

From: Mike Temple
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Subject: Serving Individuals Experiencing Homelessness

Purpose

Provide revised guidance for serving individuals experiencing homelessness. This issuance is an update to WS 17-09 Change 1, Serving Individuals Experiencing Homelessness, that was issued 4/19/2021.

Background

The Coalition for the Homeless is the leader of the homeless response system for Harris, Fort Bend, and Montgomery Counties. They use a Coordinated Access system to find housing and offer a variety of supports for individuals and families experiencing homelessness. In partnership with Workforce Solutions, the Coalition for the Homeless network provides employment assistance to customers experiencing homelessness.

Workforce Solutions also provides individuals in the ten other counties we serve that are experiencing homelessness assistance with finding a job, keeping a job, or getting a better job.

We utilize a [Desk Aid](#), our Regional Team Navigator, and the e-learning module “Connecting the Dots: Employment and Homelessness” to ensure staff have the knowledge, tools, and experience necessary to help individuals experiencing homelessness.

What Has Changed

1. On page 1, item 3, removed the statement that the individual must be working with a local agency because it is not a requirement for an individual experiencing homelessness to working with an agency in order to receive services from Workforce Solutions.
2. On page 2, added the Note at the bottom requiring Trackers to relabel and scan applications into Docuware for any customer also needing childcare. The Financial Aid Support Center is required to process these applications as a priority.
3. On pages 3 and 4 under the Income Now process
 - a. Added requirement for career office staff to input and update referral information on tracking spreadsheet on SharePoint
 - b. Added that appointments may be virtual
 - c. Added requirement for multiple outreach attempts to connect with the referral and how to document them
4. On page 5 under the TWH: Job section, revised process to state referrals will be received by the Regional Team Navigator and then forwarded via email to the career office closest to the customer.
5. Updated The Way Home Resource Guide at the end of the Desk Aid.

Action

1. Review the [Desk Aid](#) with staff and make sure they are aware of the process for serving customers experiencing homelessness.
2. Make sure tracker staff are aware of data-entry and tagging requirements.
3. Ensure staff complete the required Connecting the Dots e-learning.
4. Ensure staff attend and participate in all periodic trainings offered by the Regional Team Navigator.

Questions

For more information or assistance, staff may contact our Regional Team Navigator at IncomeNow@wrksolutions.com.

Direct questions for Board staff through the [Submit a Question](#) link.