
Employment in RRH DOH

RRH Programs in CT.

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Welcome

- Housing Innovations
 - Liz Isaacs
 - Andrea White
- Columbus House
 - Carl Reynolds, M.Div, D.Th
Employment and Benefits Manager
- Goals for the Session
- Housekeeping
 - PLEASE TURN YOUR CAMERAS ON AS MUCH AS YOU CAN
 - Put your name as you would like to be addressed as your screen name
 - We love interaction – please raise hand, use emojis, type comments in the chat box or just unmute and talk.
 - Please put in the chat your name, agency, location (city, state) and what your favorite winter activity is





Agenda

- Employment and Financial Management
- **Carl Reynolds**, Employment and Benefits Manager, Columbus House: Connecting Tenants with Employment
- Motivation and Making the link to Employment
- Resources for Employment and Financial Management Skills
- Closing

Poll: How long have you been working in a RRH program?

Rapid Re-Housing



- Rapid Rehousing (RRH) is a project for persons experiencing homelessness that includes time-limited rental assistance and services.
- The goal is to help people obtain safe, adequate housing as quickly as possible and support the long-term retention of housing by building participant self-sufficiency.
- This will include connections to skills and resources to increase income, manage current and manage post-RRH tenancy

Introduction

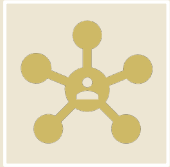
- RRH requires tenants to either increase income and skills in order to maintain housing or develop resources that can continue to support them in housing.
- Increasing income either through benefits and/or employment is both time consuming and a specialized skill. Case Managers must know the basics, the options and the resources to help with these linkages.
- The goal of the RRH program is to increase each person's skills and resources so that they are able to manage life as case management (CM) ends
- The CM will not solve every challenge that led to homelessness but will teach tenants how to ask for help and teach problem-solving skills to how to consider their options.



Connecting People to Employment

CARL REYNOLDS, M.DIV, D.TH
EMPLOYMENT AND BENEFITS MANAGER
EMPLOYMENT AND BENEFIT SERVICES
COLUMBUS HOUSE

Key Elements of Increasing Income



Engagement: Preferably with the case manager from shelter through a warm handoff and some overlapping services. Get to know the person/family let them tell their stories, their aspirations, their experiences. Build on the work already started in the shelter



Assessment: using the assessment form look at domains designed to help people stabilize in housing. Have the conversation and assess what you hear, the history and what you see. Update at least every two months, keeping in mind the assessment will unfold over time



Goal Development and Motivation: develop the longer-term goal that each person can feel and want. Let people dream some. The process goals we focus on to increase and manage income need to be connected to those longer-term goals.



Developing the Plan: using the information gathered with each person you will develop a housing plan. The plan is limited to three goals all directly connected to stabilizing in housing and built to gather equity towards long term aspirations. Keeping in mind the long-term goals will require connections to resources that can be sustained past RRH case management

Talk Income



Connect the income to both housing stability and long-term goals

- How much money do you need in housing?

Be familiar with the options and link it to skills people have

Be clear about the support that people may need from resources and present options – weighing the positive and negatives of each

Be mindful of the timeline

Be prepared that some tenants may need you to accompany them to resources and make the connection with them

Always follow up with the resources to see how things are going and how you can support the effort

Warm Handoffs



‘Warm’ handoffs are recommended and a standard in RRH

- Joint meeting with current and future workers and the Person served in RRH
- Build bridge between workers and the participant, transfer engagement
- Review rights and responsibilities for employment/benefits
- Share info on what skills and supports the person has to support the effort
- Review roles of present worker and new support, worker or service
- Discuss what people can expect from the last worker – how will follow up be handled? Are they available for a consult?
- May set up weekly meetings to discuss new persons when you have regular referrals from another program to yours

Case Studies

HOW CAN YOU HELP MOTIVATE THIS PERSON FOR EMPLOYMENT?

WHAT OPTIONS DO YOU HAVE?

Jaden is just 18 and moved into RRH two months ago. He was working on his GED in the shelter and wanted to find a job. In the warm handoff from the shelter, they talked about how well he was doing completing the GED and the skills that he had in computers. They talked about his goal of finding a bigger apartment and living with his brother. Once he moved in everything stopped. He and his brother hang out and play video games. He has not finished his GED nor looked for employment. He tells you he will need a subsidy

HOW WILL YOU MAKE THE CONNECTION?

WHAT RECOMMENDATIONS DO YOU HAVE FOR THE SYSTEM?

Maria is 28 and has two young children. She got a job in fast food in the shelter and was doing well. She wants stable housing for her family. In the warm handoff she tells you she would like a different job that pays more. She knows she can't make it on a fast-food check and her TANF. She lost her daycare when she left the shelter and even working part time this is hard to manage. She is tired all the time she is thinking of quitting her job.

Resources for Employment and Money Management

Introduce the
Draft guide:

Discussion on
Use of the
Guide

Additional
Resources

[Employment & Money Management Resources](#)

Wrap up

Final comments, questions?

Many thanks!

PLEASE TURN ON YOUR CAMERAS TO SAY GOOD-BYE

