

# One-Stop Career Center Services

**Community Engagement: The Power of Partnerships**

National Coalition for Homeless Veterans  
2012 National Conference

“Halfway Home:  
Progress in the Plan to End Veteran Homelessness”

# Employment is key to ending homelessness

“Employment assistance is a core service that is needed to end homelessness for veterans. Employment is important not merely for the economic gains that work brings, but also because by working, veterans adjust to and participate actively in their community as well as contribute to their own well-being.”

*HVRP and Continuums of Care – Making Services Work Better  
National Veterans Technical Assistance Center  
November 2011*

# Using the One-Stop Model to Serve Homeless Job Seekers

**Sullivan Jackson Employment Center**  
Pima County, Arizona



# Helping the homeless find work for 25 years

The Sullivan Jackson Employment Center (SJEC)  
opened its doors in 1986 to respond to the  
**employment and training needs of homeless  
men and women** seeking to enter the workforce.

# Reducing barriers to assistance

Homeless individuals and families are more comfortable visiting a satellite One-Stop Career Center such as Sullivan Jackson than a One-Stop serving the general population.

- Staff well-trained in providing employment assistance to population experiencing multiple barriers to employment.
- Staff have knowledge of the vast array of services available to people experiencing homelessness.

# Committing to Job Readiness

Clients must be homeless and motivated to work.

- Each client is sheltered as the first step of program participation.
- Each client is enrolled in a two-week Employability Skills Workshop to learn the unique job development curriculum developed to serve special populations experiencing homelessness.
- Each client becomes a Workforce Investment Act registrant.

# Continuum of Care (CoC)

Sullivan Jackson has been a longtime member and leader of the Tucson Pima Collaboration to end Homelessness (TPCH).

Launched in 1987, TPCH includes City of Tucson and Pima County governments, the Southern Arizona Veterans Affairs Health Care System and other health and mental health facilities, shelters and housing agencies, and faith- and community-based organizations serving youth, GLBT communities, domestic violence victims, women and children, and families.

# Tucson Pima Collaboration to end Homelessness (TPCH)

TPCH is the lead entity on all HUD Homeless Assistance Grants under the Continuum of Care Planning Process.

The Process is strategically driven to develop a system of shared resources, shared planning and shared responsibilities.

Sullivan Jackson's program coordinator chairs the TPCH Executive Committee.



# Don't duplicate when you could coordinate

- Who are the experts in a given area?
- How can we add value to the network
- Why should the customer have to worry about who provides the service?

# Homeless Veterans are Homeless People

“Planning for homeless veterans is an integrated part of the scope of work of the CoC with pursuit of new resources that directly address the needs of homeless people in Tucson. As a result, the amount of ‘siloes’ planning is minimized and the population of homeless veterans is viewed as an integral part of the overall homeless population.”

*HVRP and Continuums of Care –  
Making Services Work Better*

# Stand Down 2011: A Community Collaboration

In September 2011, Sullivan Jackson and federal, state, and local government and private agencies that serve veterans (Tucson Veterans Serving Veterans) invited homeless veterans and their families to spend a free weekend at a local motel and provided access to military benefits, employment, health, legal, housing, ID, and even veterinary services.

# Stand Down 2011 results

One female homeless veteran, 115 male homeless veterans and 23 family members attended.

- 109 of the veterans were unemployed
- 13 registered with the VA for health services (the rest already had)
- 71 participated in HIV/AIDS testing; two tested positive
- 27 received flu shots
- 41 received legal services and help with outstanding warrants
- 18 people received MVD IDs
- 16 companion dogs got licenses, checkups, shots, leashes and collars, and food

# CoC in Tucson works for homeless veterans

“Due to this planning, the CoC in Tucson has applied for transitional housing grants consistently over the last 13 years, each of which includes case management services for the residents. Their ability to obtain transitional housing, supportive and clinical services, and employment resources through the HVRP has resulted in most participants stabilizing in the program and not returning to homelessness.”

*HVRP and Continuums of Care –  
Making Services Work Better*

# Homeless Management Information System (HMIS)

In 2001, Congress directed HUD to begin collecting homeless counts, service usage patterns, and program outcome data across the country in a Homeless Management Information System (HMIS) by 2004.

The HMIS would allow all agencies to share information on their homeless clients and to more easily refer them to other partners' services.

# HUD Supportive Housing Program (SHP) and HMIS

The Client's enrollment in HUD's Supportive Housing Programs requires that all program participants are entered into the HMIS Database.

This requirement has fully integrated Sullivan Jackson Employment Center clients into HMIS in reporting the number of unduplicated veterans into the database and recording service usage patterns and outcome measurements since 2005. Veterans' issues are at the planning table.




# Integrating Housing and Employment Services

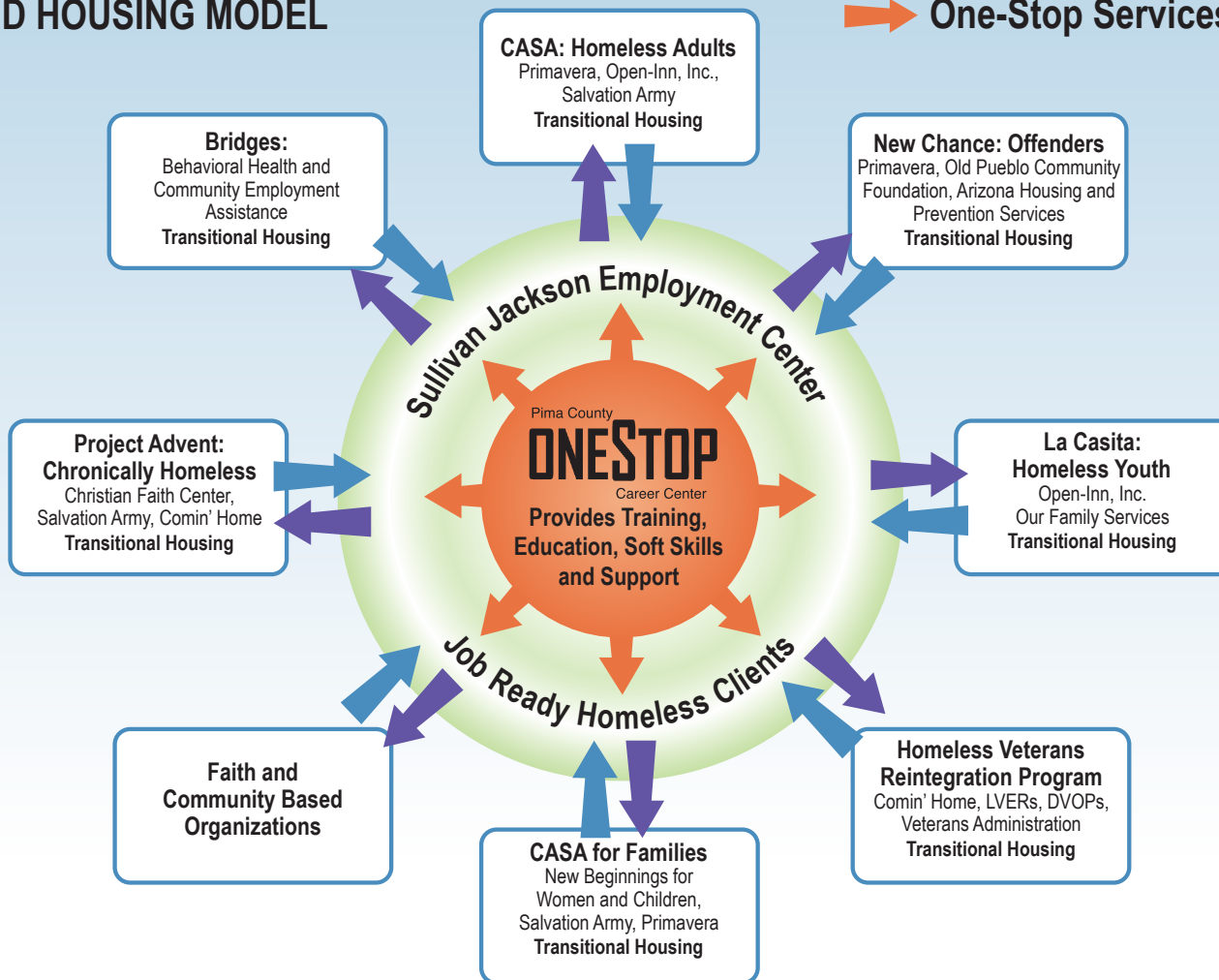
Sullivan Jackson manages six transitional housing projects all supported by HUD Supportive Housing Program (SHP) grants.

This overlap allows individuals who are in the U.S. Department of Labor's Homeless Veterans' Reintegration Program to access an apartment supported by SHP funds for up to two years, during which time the participant can obtain permanent employment and personal stability.



# ONE-STOP EMPLOYMENT SERVICES AND HOUSING MODEL

 Referrals  
 Leveraged Services  
 One-Stop Services



# Interlocking Systems

- Local Continuum of Care
- WIA One-Stop Center
- Runaway and Homeless Youth
- Offender Discharge Planning
- Behavioral Health Networks
- Veterans' Employment Services
- Interfaith Collaborative Networks

# Grant & Per Diem Program (GPD)

Under the GPD program, approximately 500 community-based service providers across the nation partner with the VA to provide homeless veterans with stable, sober and clean **transitional** housing, food, clothing, access to health services, counseling, employment preparation and job placement assistance and other services.

# Grant & Per Diem Program - Access to Veteran Housing

Research conducted by the U.S. Department of Veterans Affairs has shown the majority of veterans entering the Grant and Per Diem Program (GPD) are able to advance to full employment and independent living **within a span of about three months.**

Current law allows homeless veterans to receive transitional supports – stable housing, health services, employment and other personal development assistance – for up to two years.

*Veteran Access to Housing Summit  
July 27, 2011*

# Sullivan Jackson & Transition in Place

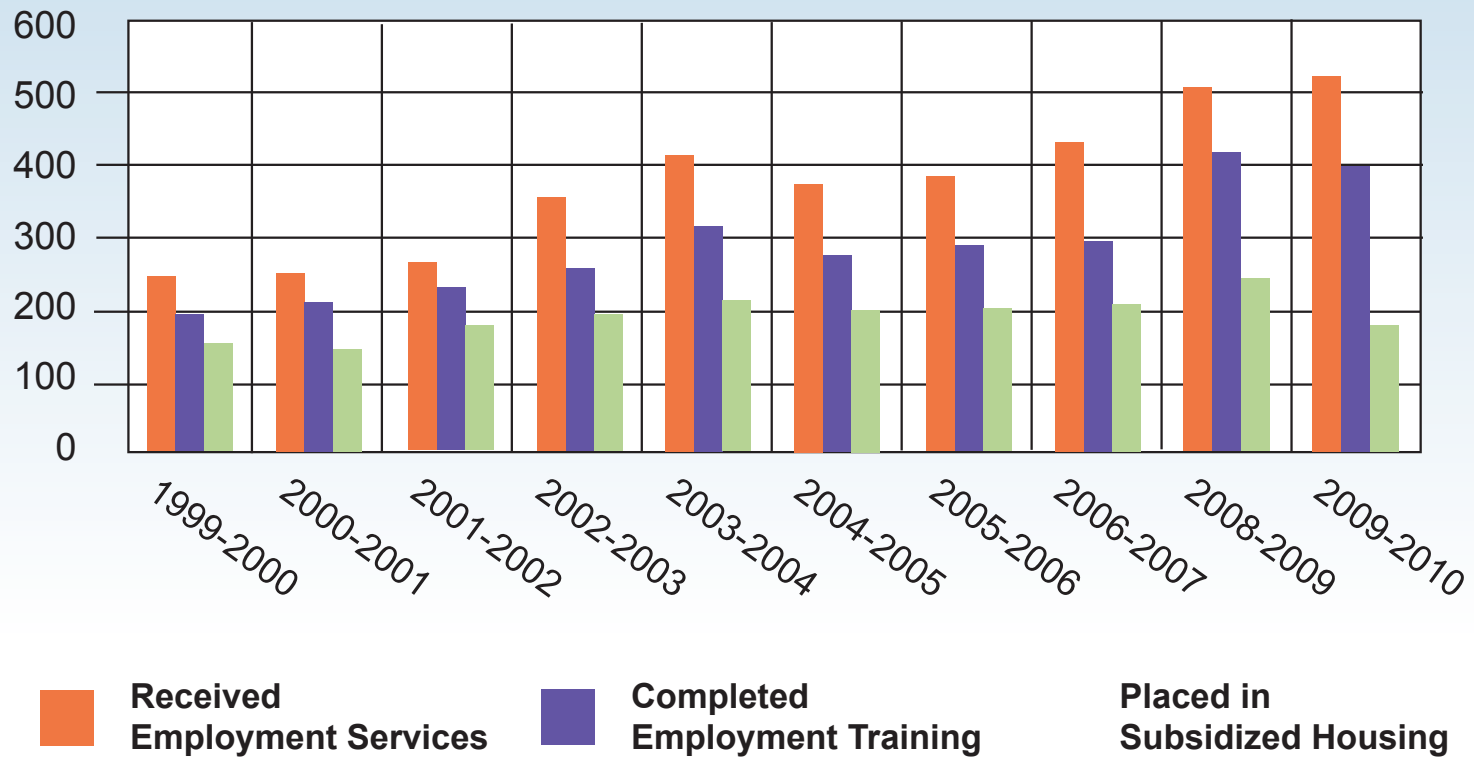
- The participating Veteran secures housing “on-the-market” following HUD’s “Fair Market Rent” guidelines.
- The lease is in the Veteran's name and is governed by landlord/tenant laws and regulations.
- If transportation to the workplace is difficult, then renting in the workplace neighborhood is a solution to timely reporting to work.
- Veterans with impaired credit history have the opportunity to rebuild with HUD/SHP Program housing assistance.

# Sullivan Jackson & Transition in Place

- A less-institutional setting would likely enhance the effectiveness of program supports for many veterans, particularly those impacted more by economic hardships than health-related issues.
- Transition-in-Place allows for the advancement from homelessness to permanent housing. When participating Veterans achieve their employment, health, and other goals, they are exited from the program and continue to live where they are under the lease agreement. They “Transition-in-Place.”

# Sullivan Jackson Employment Center

## service levels: 1999 - 2009



Received  
Employment Services



Completed  
Employment Training

Placed in  
Subsidized Housing

# Sullivan Jackson Employment Center

**average wages: 1999 - 2009**

