

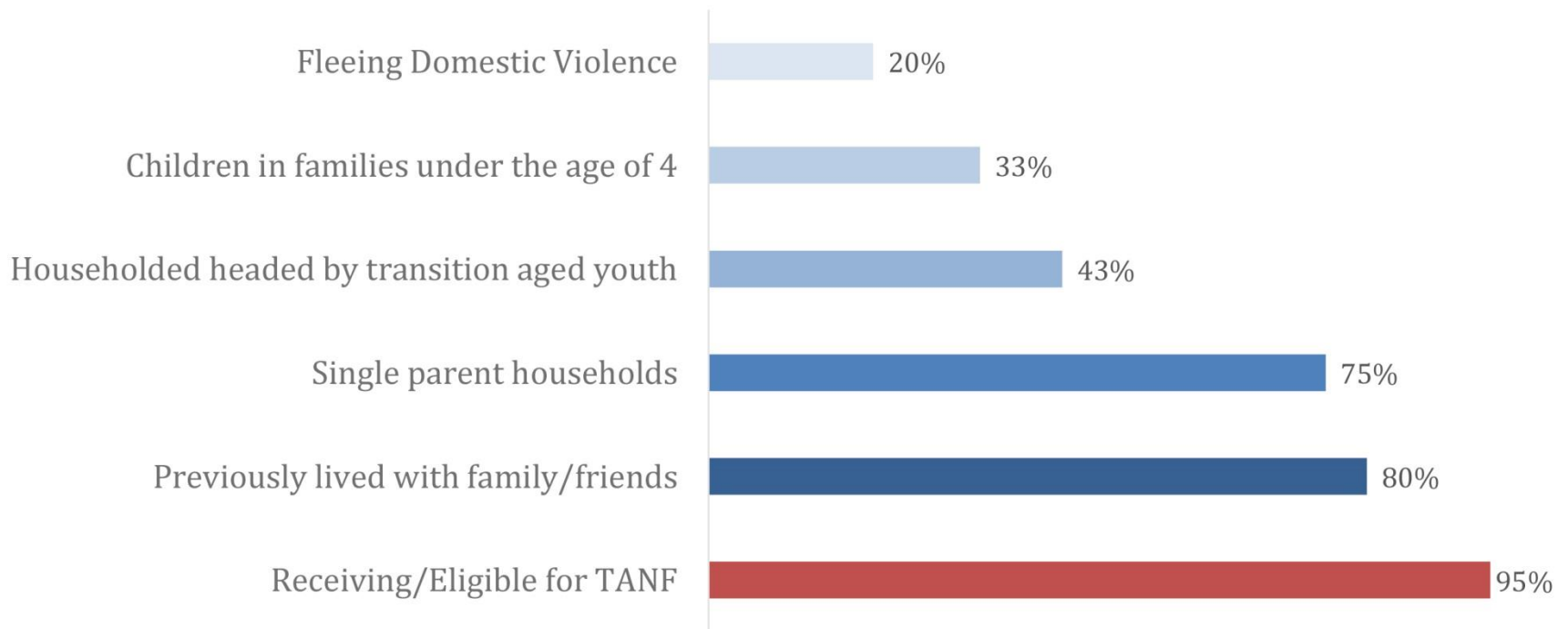


# Engaging Your Homeless Providers

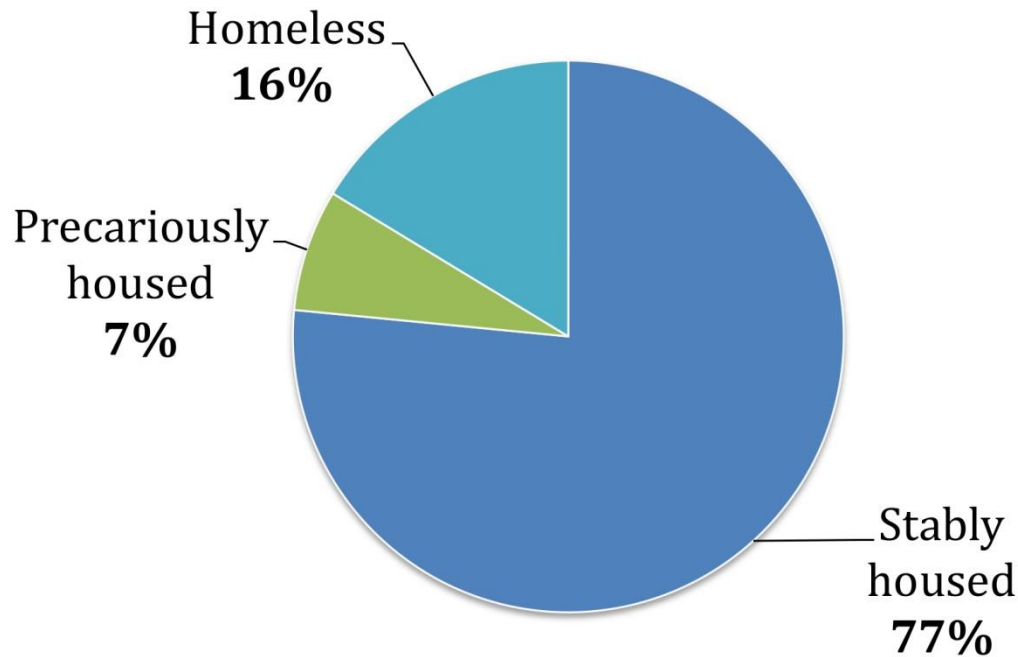
2016 TANF Technical Assistance Meeting  
June 2016

- Laura Green Zeilinger, Director
- DC Department of Human Services

# What Family Homelessness Looks Like in DC



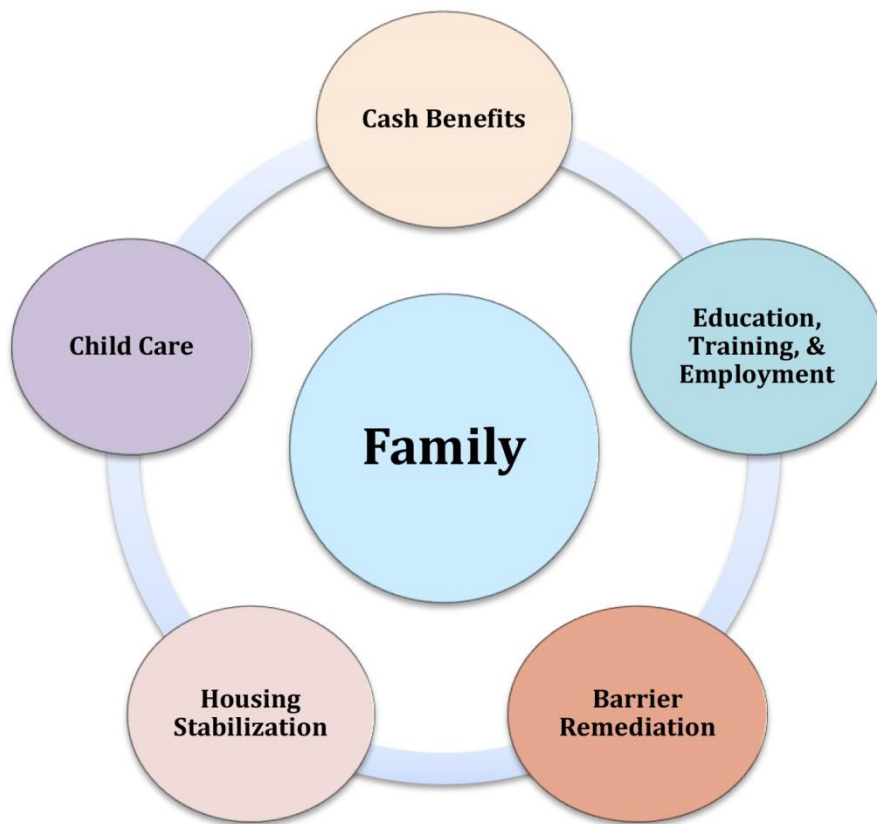
# Housing Instability among TANF Participants in DC



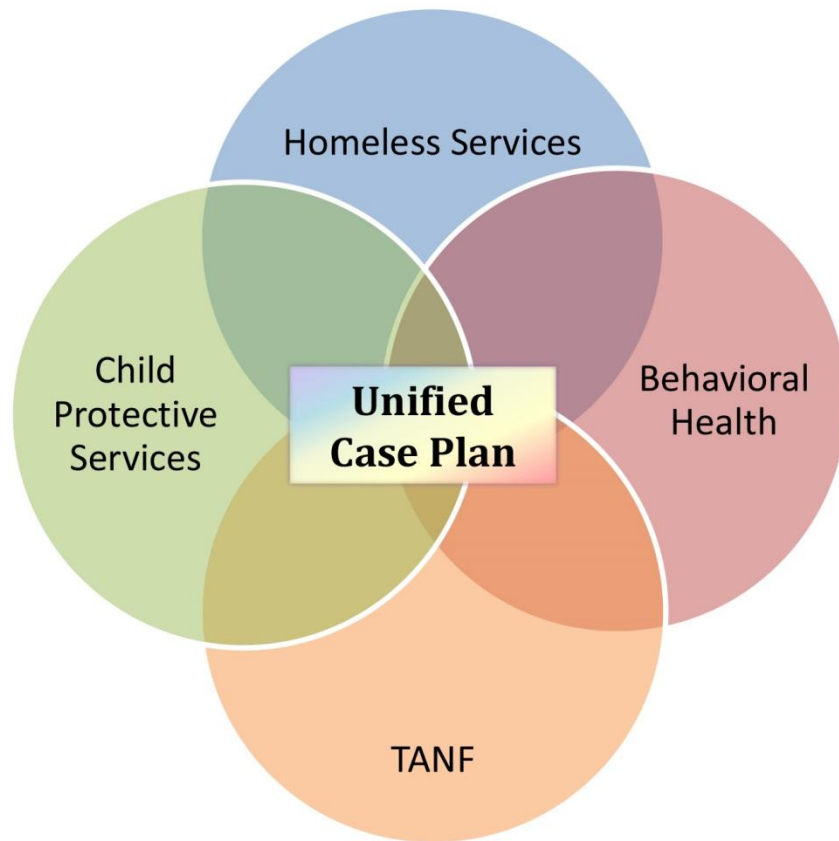
**25% of TANF recipients are experiencing homelessness or housing instability in the District.**

# Family-Centered Service Delivery

District's TANF program offers holistic, family-driven services and supports



# Unified Case Planning



**DC created a unified Customer experience for families with housing instability at the front door by:**

- Integrating eligibility and assessment into a streamlined unified screening process
- Providing onsite support of other core services
- Increasing information sharing through systems integration and cross-training
- Unifying case planning across systems and providers

# Building an Effective Crisis Response System for Families



# TANF & Homeless Services Integration

**Primary  
Service  
Provider**

## **TANF Employment**

- Comprehensive Assessment
- Employment /workforce
- Barrier remediation
- Tracking work participation

**Secondary  
Service  
Provider**

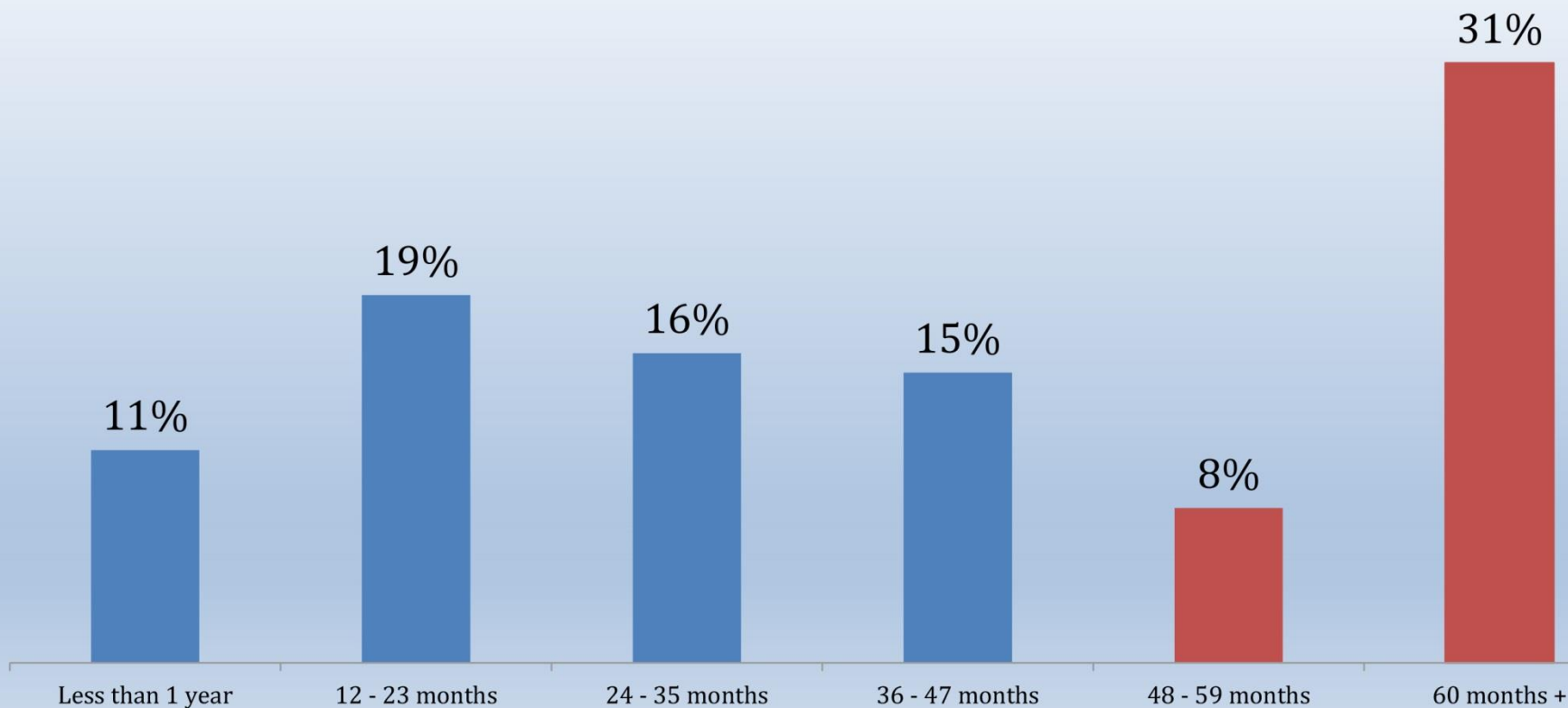
## **Homeless Services**

- Housing intervention (ES, RR, TH, PSH)
- Housing navigation
- Home visitation
- Flexible to meet service needs of all members of the family

**INDIVIDUALIZED PLAN**

# TANF and Rapid Rehousing

## RRH Customers Time on TANF



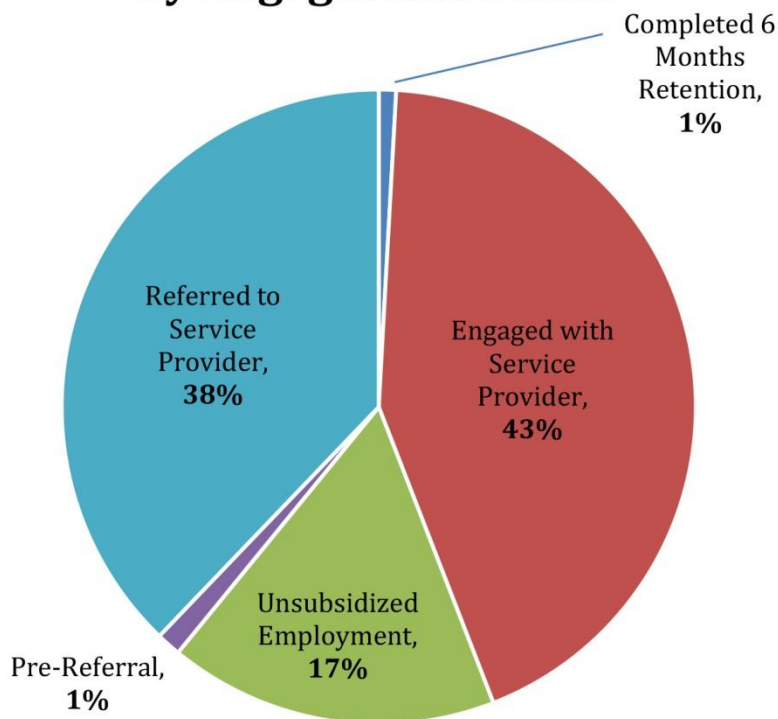


# Integrating Case Management Services

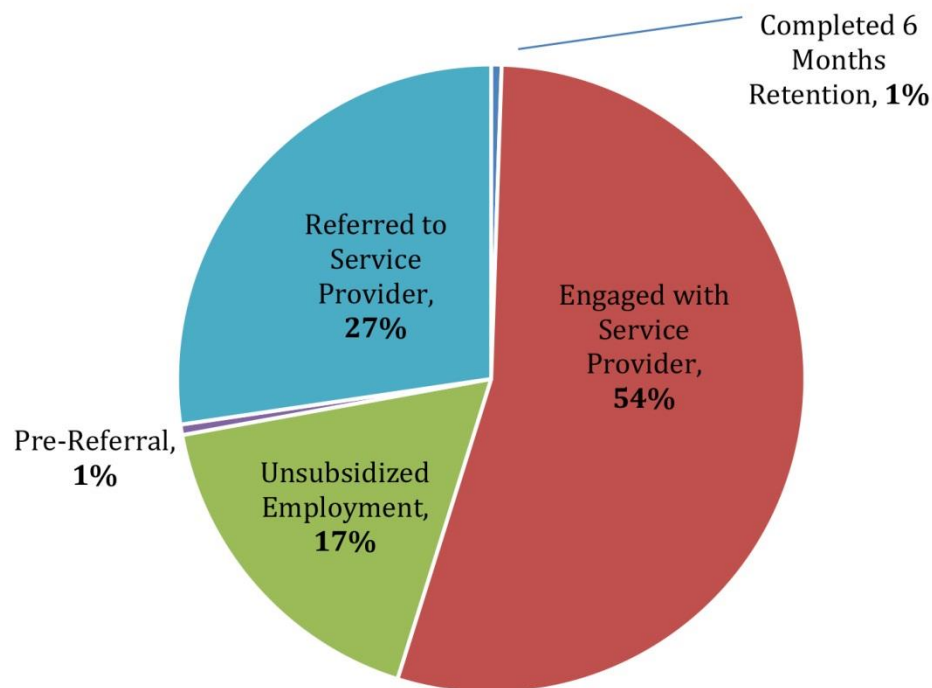
- DHS Office of Work Opportunity (OWO) provides case management services for families accessing both TANF and Rapid Re-Housing Services
- The goal of this program is improve supports for families in the TANF program with experiences of homelessness
- OWO case managers work with TANF customers to provide a holistic form of case management.
- 80% of families in the program are fully paying their portion of the rent

# Benefits of Integration

## TANF Population by Engagement Status



## RRH TANF Population by Engagement Status



# Ongoing Challenges/Work in Progress

- Build cross system knowledge and practices among services in TANF and homeless programs
- Integrate contracts so performance elements incorporate essential programmatic elements of TANF and Homeless Services
- Align assessment tools or practices
- Launch household benefit interaction asset calculator
- Amend Childcare policy to allow 12 month certification and ensure broader access to high quality slots

# Next Phase.....

- ❑ Integrated data base; so duplicating case contacts in multiple systems is not necessary
- ❑ Cost/outcome analysis – capture data in effort to demonstrate improved outcomes and efficiencies
- ❑ Pilot shallow, flexible, housing subsidy to support transition from rapid rehousing for families with consistent earned income
- ❑ TANF exemption/extension policy for families over 60 months

# Key Takeaways

- Stable housing plays a key role in supporting employment and education engagement.
- TANF and Family Homelessness System are inextricably tied together – offering integrated services benefits families and drives improved performance at the program level.
- Child care subsidies are an instrumental support for both children and parents.
- Linking service delivery systems to better coordinate case planning and integrate programs is a critical opportunity to support TANF families.

# Contact Information

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