

Department of Human Services
Economic Assistance and Work Services (EAWS) Division
2016 Workplan
Housing and Homeless Services Update

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Introduction

- EAWS Division
 - Issue over \$470 million in benefits annually
 - Eligibility determination for FoodShare, Medicaid, BadgerCare, Wisconsin Shares (Child Care) and Wisconsin Works (W-2).
 - In person, over the phone, online application and benefit renewal processing
 - Operational Lead for 8 county Capital IM Consortia
 - Provider referrals to a broad array of community support programs, including housing and homeless services
 - Job training and assistance to become or stay employed

Introduction (Continued)

- Almost 75,000 people are counting on us for their health and well-being every month to:
 - Process their application within 30 days (>98% of the time)
 - Answer the 25,000 phone calls we get per month (making no one wait more than 5 minutes on average!)
 - Provide service to the over 200 people who visit the job center every day
 - Facilitate employment opportunities for over 3,000 people every month who are in W-2 or FSET
 - Ensure safe and affordable child care for over 1,800 Dane County families

2016 Workplan

- Maintain compliance with state contract standards
 - "A.S.A" of less than 10 minutes. Actual (April) 5 minutes.
 - Timeliness of 95%. Actual 98%
 - Focus in spite of uncertain funding support from state, continuous change in policy and expectations
- Cultural sensitivity
 - Good racial/ethnic diversity of staff
 - Increase awareness amongst all cultures
 - Goals: engagement, compassion, effectiveness of communication
 - Job Center just became Dementia Friendly

2016 Workplan (continued)

- FSET enrollment
 - State average 31%. Actual for April 25%
 - Improving all the time
 - Purpose is two-fold: reduce loss of eligibility and improve employment prospects
 - Transition year complete, year 2 will determine "new normal"
- Reduce turnover for ESS staff
 - Stress reduction
 - Soliciting feedback
 - Evaluate ways to provide better connection to direct supervisors so they feel supported/empowered

2016 Workplan (continued)

- Job Center infrastructure
 - Lobby (short-term)
 - 200 people/day just for Dane County related services (not including unemployment, Job Service, DVR)
 - Same physical footprint since 1997?
 - More child-friendly, less institutional
 - Long-term
 - Consolidate EAWS staff for more efficiency and better service
 - Increased interest in partnerships, more employment and training

Housing and Homeless Services

- \$2 million in county GPR
- Core mission – keep people safe – reflected in shelter investment.
- Efforts have expanded into housing and housing services in recent years (addition of capital dollars):
 - Second Chance Housing Stoughton
 - Roth St. Youth Co-Op Housing (Operated by Briarpatch)
 - Rethke Terrace Apartments
 - Tree Lane Apartments
 - Affordable Housing Development Fund
 - Re-Entry Housing
- Collaborative partner in community efforts to prevent and end homelessness

Housing and Homeless Services Con't

- Day Resource Center
 - Draft concept paper currently circulating for input
- Proposed Operations
 - 1326 E. Washington Ave. (Fmr. Messner Building), City of Madison
 - Seven days a week, including holidays
 - 8am – 5pm
 - Balance of services to be offered on day one and those to be phased in over time

Housing and Homeless Services Con't

- Day Resource Center Draft Concept, Con't
 - Resources
 - Case management
 - Computer Lab
 - Coordinated Entry
 - Housing Navigators
 - Utilize Private Offices at Day Resource Center
 - Engagement Services
 - Day rooms
 - Kitchenette
 - Laundry
 - Mail/Message center
 - Outdoor spaces
 - Day storage (gym lockers)
 - Telephone access
 - Van transportation

Housing and Homeless Services Con't

- Day Resource Center Draft Concept, Con't
- Phase-In Services
 - Benefits counseling
 - Haircuts
 - Medical services
 - Mental health assessments
 - Legal services
 - Alcohol and other drug addiction services
- Additional Considerations
 - Security Plan
 - Community Engagement

2016 HOUSING AND HOMELESS SUPPORT – DANE COUNTY BUDGET*

BETHEL HOMLESS SERVICES		
Day Services until April 30 th , 2016 (\$41,854 contracted in 2016)	\$ 80,560	single adults/families
BRIARPATCH YOUTH SERVICES		
Homeless Youth Crisis Intervention (Shelter)	\$ 103,754	youth
COMMUNITY ACTION COALITION OF SO. WI		
Housing Case Management and Stability	\$ 225,292	Dane County residents
Emergency Food Distribution	\$ 20,140	Dane County services
Farmer's Market EBT Program (\$50,000 total. Additional \$25,000 from City of Madison)	\$ 25,000	FoodShare participants
DCDHS		
Homeless contingency fund – portable toilets	\$ 5,570	
DOMESTIC ABUSE INTERVENTION SERVICES (CYF Division)		
Emergency Housing Vouchers	\$ 25,000	
PORCHLIGHT		
Emergency Overnight Shelter for Men	\$ 109,916	single men
Hospitality House (funded at 140,100 through transfer)	\$ 7,324	single adults, families
Van Transportation	\$ 44,308	single adults, families
THE ROAD HOME		
Temporary Shelter for Families	\$ 24,970	families
SALVATION ARMY		
Temporary Shelter for Women/Families	\$ 640,479	single women/families
Emergency Overnight Shelter for Families (Warming House)	\$ 98,183	families
Emergency Vouchers	\$ 136,478	single women and families
YWCA		
Temporary Shelter for Women/Families	\$ 142,596	single women/families
Supportive Housing Outside Madison (Stoughton)	\$ 60,420	families
	\$ 1,749,990	
<u>2016 Budget Operating Initiatives</u>		
DCDHS		
Funding for Day Resource Center (\$330,000 total with assumed partner contributions.)	\$ 130,000	(county portion)
SALVATION ARMY		
Emergency Overnight Overflow Shelter (\$40,000 transfer from emergency voucher line, \$23,840 additional added in 2016 budget.)	\$ 63,840	families
DCDHS – CYF Division (Joining Forces for Families)		
Youth Eviction Prevention Fund	\$ 50,000	(\$25,000 increase in 2016)
DCDHS – CYF Division (Early Childhood Initiative)		
Housing Assistance Funds	\$ 25,000	families in ECI zones
	\$ 268,840	
GRAND TOTAL 2016 OPERATING	\$ 2,018,830	Grand Total for 2016 Operating Budget
<u>2016 Capitol Budget Initiatives</u>		
DCDOA Affordable Housing Fund Year 2	\$ 2,000,000	
DCDOA Permanent Supportive Housing Partnership Phase 2	\$ 750,000	
DCDOA Re-Entry Housing	\$ 500,000	
DCDHS Additional Day Resource Center Capital Funds	\$ 750,000	(\$1.79 million remains)
GRAND TOTAL 2016 CAPITAL	\$ 3,250,000	Grand Total for 2016 Capital Budget

*2016 operating totals reflect COLA increase in 2016 and may also reflect other additional funding.

2015 HOUSING AND HOMELESS SUPPORT – DANE COUNTY BUDGET

COMMUNITY ACTION COALITION OF SO. WI				
	Emergency Food Services	\$	20,000	
	Family Support Services (housing case management)	\$	128,726	
DCDHS				
	Homeless contingency fund – portable toilets	\$	5,570	
DCDHS				
	Funding for Day Resource Center	\$	50,000	
	(\$50,000 decrease anticipating mid-year open, remaining \$50,000 to Hospitality House to maintain service through Dec. 31st, 2015)			
DCDHS – CYF Division (Joining Forces for Families)				
	Youth Eviction Prevention Fund	\$	25,000	
DOMESTIC ABUSE INTERVENTION SERVICES (CYF Division)				
	Emergency Housing Vouchers	\$	25,000	
PORCHLIGHT				
	Drop In Shelter (Grace Episcopal)	\$	50,304	single men
	Emergency Shelter (St. John's, First United)	\$	59,581	single men
	Housing Services (Case management at Brooks St. facility)	\$	25,039	single adults
	Hospitality House Day Resource Center	\$	60,694	single adults, families
	Van Transportation	\$	35,000	single adults, families
THE ROAD HOME				
	Housing Services	\$	24,796	families
SALVATION ARMY				
	Shelter	\$	635,130	single women and families
	Warming Shelter	\$	97,500	families
	(for food and shelter vouchers)	\$	175,600	single women and families
TENANT RESOURCE CENTER				
	Housing Counseling and Referral	\$	90,000	
	Housing Crisis Funds	\$	5,000	
YWCA				
	Shelter & Housing First Stoughton	\$	141,605	families
	(\$60,000 subcontracted with the Road Home)			
		\$	1,658,545	
<u>2015 Budget Operating Initiatives</u>				
BETHEL HOMELESS SERVICES				
	Day Services	\$	80,000	(\$50,000 increase over \$30,000 base, from DRC line)
BRIARPATCH YOUTH SERVICES (CYF Division)				
	Homeless and runaway youth shelter	\$	103,033	(\$35,000 increase over \$68,033 base)
		\$	183,033	
GRAND TOTAL 2015 OPERATING		\$	1,841,578	Grand Total for 2015 Operating Budget
<u>2015 Capital Budget Initiatives</u>				
DCDOA	County's share of City of Madison family Housing First Project	\$	750,000	
DCDOA	Create Affordable Housing Fund	\$	1,250,000	
DCDOA	Authorizing Additional Funds to Secure Day Resource Center Site	\$	2,000,000	
GRAND TOTAL 2015 CAPITAL		\$	4,000,000	Grand Total for 2015 Capital Budget