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

Presented by: Shawn Tessmann Administrator

Casey Becker Communications and Homeless Services Manager

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

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2016	Workp	lar
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- · 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
 - Job Center just became Dementia Friendly

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- 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

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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 Hordable 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	2
Proposed Operations	4
 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 	
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Housing and Homeless Services Con't	And the second s
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	
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Housing and	nomeless	Services	COIL

- Day Resource Center Draft Concept, Con't

- Day Resource Center Draft Concept, Con
 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

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2016 HOUSING AND HOMELESS SUPPORT - DANE COUNTY BUDGET*

BETHEL H	OMLESS SERVICES	Ä	00 500	single adults /femailies
	Day Services until April 30 th , 2016 (\$41,854 contracted in 2016)	\$	80,560	single adults/families
BRIARPAT	TCH YOUTH SERVICES Homeless Youth Crisis Intervention (Shelter)	\$	103,754	youth
COMMU	NITY 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	\$	25,000	FoodShare participants
	(\$50,000 total. Additional \$25,000 from City of Madison)			
DCDHS				
	Homeless contingency fund – portable toilets	\$	5,570	
DOMESTI	IC ABUSE INTERVENTION SERVICES (CYF Division)			
DOMESTI	Emergency Housing Vouchers	\$	25,000	
	Littergency flousing vouchers	Y	23,000	
PORCHLIC				Office to a street of the
	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 ROA	D HOME			
	Temporary Shelter for Families	\$	24,970	families
CALVATIO	ON A DRAW			
SALVATIO	Temporary Shelter for Women/Families	Ś	640,479	single women/families
	Emergency Overnight Shelter for Families (Warming House)	ç	98,183	families
	Emergency Vouchers	\$ \$ \$	136,478	single women and families
		₹		
YWCA		a.		
	Temporary Shelter for Women/Families	\$	142,596	single women/families
	Supportive Housing Outside Madison (Stoughton)	\$	60,420	families
2046.5		\$	1,749,990	
2016 Buc	dget Operating Initiatives			
DCDHS				
	Funding for Day Resource Center	\$	130,000	(county portion)
	(\$330,000 total with assumed partner contributions.)			
SALVATIO	ON ARMY			
JALVAIN	Emergency Overnight Overflow Shelter	\$	63,840	families
	(\$40,000 transfer from emergency voucher line,	9	7 W 1	
	\$23,840 additional added in 2016 budget.)			
	DOCUMENTS OF THE SECOND			
DCDHS –	CYF Division (Joining Forces for Families) Youth Eviction Prevention Fund	ė	E0 000	(\$25,000 increase in 2016)
	Youth Eviction Prevention Fund	\$	50,000	(\$25,000 Illcrease III 2010)
DCDHS -	CYF Division (Early Childhood Initiative) Housing Assistance Funds	\$	25,000	families in ECI zones
	nousing Assistance runus	\$	268,840	
GRAND 1	FOTAL 2016 OPERATING	\$	2.018.830 Grand	Total for 2016 Operating Budget
		14		
2016 Cat	oitol Budget Initiatives			
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	\$ \$ \$		9 million remains)
GRAND	FOTAL 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

DCDHS	COMMUI	NITY ACTION COALITION OF SO. WI Emergency Food Services Family Support Services (housing case management)	\$	20,000 128,726	
Funding for Day Resource Center \$ 5,0,000	DCDHS	Homeless contingency fund – portable toilets	\$	5,570	
(\$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 DOMESTIC ABUSE INTERVENTION SERVICES (CYF Division) Emergency Housing Vouchers PORCHIGHT Drop In Shelter (Grace Episcopal) Emergency Shelter (St. John's, First United) Emergency Shelter (St. John's, First United) Emergency Shelter (St. John's, First United) Housing Services (Sace management at Brooks St. facility) Hospitality House Day Resource Center Yan Transportation THE ROAD HOME Housing Services SALVATION ARMY Shelter Housing Services SALVATION ARMY Shelter Warming Sholter (for food and shelter vouchers) TENANT RESOURCE CENTER Housing Counseling and Referral Housing Crisis Funds Shelter & Housing First Staughton (S60,000 subcontracted with the Road Home) Shelter & Housing First Staughton (S60,000 subcontracted with the Road Home) ETHER HOMELESS SERVICES BURGE CENTER Housing Crisis Funds BETHEL HOMELESS SERVICES BETHEL HOMELESS SERVICES BETHEL HOMELESS SERVICES BETHEL HOMELESS SERVICES CYF Division Homeless and runaway youth shelter \$ 1,058,545 BRIARPATCH YOUTH SERVICES (CYF Division) Homeless and runaway youth shelter \$ 1,03,033 (335,000 increase over \$68,033 base) GRAND TOTAL 2015 OPERATING \$ 1,841,578 Grand Total for 2015 Operating Budget DODA Create Affordable Housing Fund \$ 2,000,000	DCDHS	Funding for Day Resource Center	Ś	50.000	
Youth Eviction Prevention Fund DOMESTIC ABUSE INTERVENTION SERVICES (CYF Division) Emergency Housing Vouchers PORCHLIGHT Drop In Shelter (Grace Episcopal) Emergency Shelter (Sci., John's, First United) Housing Services (Case management at Brooks St. facility) Hospitality House Day Resource Center \$ 5,0030 Single adults, families THE ROAD HOME Housing Services \$ 24,796 Families SALVATION ARMY Shelter \$ 635,130 Single women and families SALVATION ARMY Shelter Warming Shelter \$ 97,500 Families TENANT RESOURCE CENTER Housing Courseling and Referral First Stoughton (\$60,000 subcontracted with the Road Home) Salvation Shelter & Housing First Stoughton (\$60,000 subcontracted with the Road Home) Salvation Shelter & Housing First Stoughton (\$60,000 subcontracted with the Road Home) Salvation S			0 to Hospit	W 1	n service through Dec. 31st, 2015)
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DCDOA Authorizing Additional Funds to Secure Day Resource Center Site \$ 2,000,000	DCDOA	County's share of City of Madison family Housing First Project	\$	750,000	
	DCDOA	Create Affordable Housing Fund	\$	1,250,000	
GRAND TOTAL 2015 CAPITAL \$ 4,000,000 Grand Total for 2015 Capital Budget	DCDOA	Authorizing Additional Funds to Secure Day Resource Center Site	\$	2,000,000	
	GRAND T	OTAL 2015 CAPITAL	\$	4,000,000 Grand To	otal for 2015 Capital Budget