



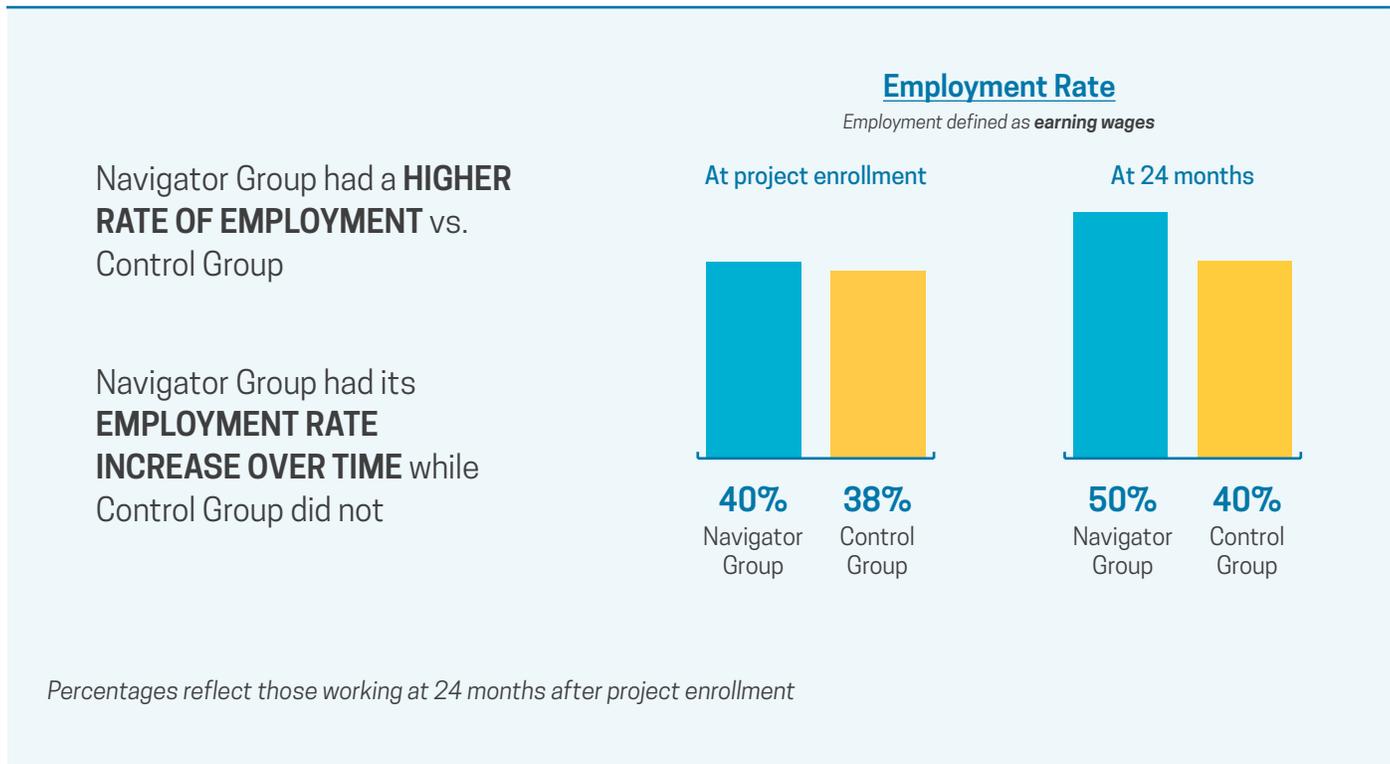
# Housing and Employment Navigator

The Housing and Employment Navigator model was a five-year, federally funded workforce innovation project designed to help heads of homeless families **find a job, keep a job** and **secure stable housing**.

A rigorous project evaluation by Marc Bolan Consulting\* compared employment and housing outcomes of project participants (**Navigator Group**) with a similar sample of homeless families that did not receive services (**Control Group**).

Results show the Navigator Group fared better over time vs. the Control Group in finding a job, keeping a job and securing stable housing.

## Creating Better Outcomes: Find a Job



\* The findings presented on pages 1-4 are from a project evaluation conducted by **Marc Bolan Consulting**: "Housing and Employment Navigator Program Evaluation," June 2017, Department of Labor Workforce Innovation Fund Grant Contract #IF-23252-12-60-A-53.



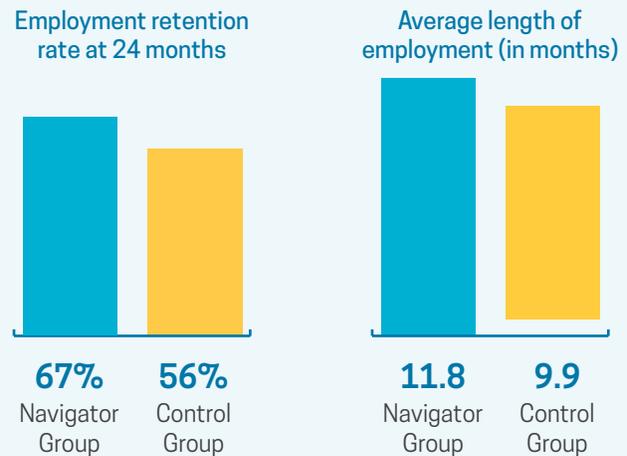
## Creating Better Outcomes: Keep a Job

### Employment Retention

Employment Retention defined as **employed** for at least six consecutive months

Navigator Group had a **HIGHER RATE OF EMPLOYMENT RETENTION** vs. Control Group

Navigator Group had **MORE MONTHS OF EMPLOYMENT IN 24-MONTH PERIOD** vs. Control Group



Percentages reflect one or more instances of retention in the 24 months after project enrollment

### How Navigators Worked with Families on Employment

- Navigators worked with nearly all project participants on employment services, including career planning and job search assistance.
- Navigators spent substantial time helping project participants with employment readiness and employability skills.
- Navigators connected many project participants to career education and training programs.

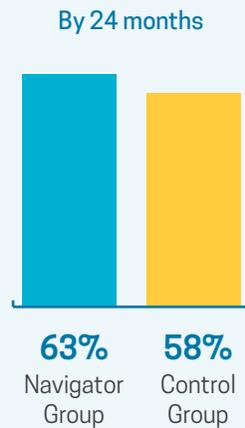


## Creating Better Outcomes: Secure Stable Housing

### Housing Permanency Rate

Housing Permanency defined as **attained permanent housing**, as indicated in Homeless Management Information System (HMIS)

Navigator Group had a **HIGHER RATE OF HOUSING PERMANENCY** vs. Control Group



Percentages reflect those obtaining housing by 24 months after project enrollment

### How Navigators Worked with Families on Housing

- Navigators collaborated with housing providers to support families in addressing ongoing housing challenges.
- Navigators formulated better approaches over time to help families quickly address housing challenges.
- Navigators used short-term flex fund assistance to support direct housing needs of families.



## Bringing About Systems Change

### New relationships. More knowledge. Better connections.

The team approach of the Navigator model was the embodiment of cross-system collaboration. The forming of teams allowed Workforce, Housing and the Department of Social and Health Services (DSHS) to bring their individual areas of experience and expertise to the table, while creating new relationships among the different systems. As a result, each system benefited through more knowledge and better connections.

|| An individual system working on its own would not be able to call upon such a wide range of resources for homeless families. ||

*“Information that Navigators learned as they did their jobs was shared with other workers and benefited all clients.”—Workforce administrator*

*“It has created strong, ongoing communication, which has helped keep everyone on the same page.”—Housing provider*

*“This is totally different than how we did things in the past.”—DSHS partner*

*“(Navigators) bring employment and educational expertise that I don’t have knowledge or connections to provide”—Housing case manager*

*“We never had any relationship with housing providers or (workforce) at all. It’s been good for building those kinds of (relationships).”—DSHS partner*

**Each partner cited areas of knowledge the other systems shared that were new to them.**

**They included:**

Job search

Resume preparation

Public benefit time limits

Bankruptcy provisions

Licensing requirements

Transportation subsidies



## Sustaining the Housing and Employment Navigator Model

The Housing and Employment Navigator model successfully turned the elusive concept of cross-system collaboration into a mainstream practice. The results were better outcomes for homeless families in their efforts to find a job, keep a job and secure stable housing.

Regional Workforce Development Councils, local housing providers and DSHS Community Services Offices across the entire state of Washington should **adopt the Housing and Employment Navigator model now** so that cross-system partnerships are the norm and not exceptions.

Integrating the model requires a willingness among all systems to do their work differently—fueled by a desire for better outcomes for homeless families, increased efficiencies for each system, and economic health for all communities. It also requires flexibility that would allow different regions to adapt the model to their uniqueness.

Policies that restrict systems from working together need to be changed to support the Housing and Employment Navigator model. Existing resources will need to be deployed differently.

Funders can help. Regions that want to try the model need incentives to get started. In the end, the investments will pay off in results.

*“ The model isn’t about a person who provides intensive services. It’s about how we connect one system to the next.”—Workforce administrator*

*“ It’s all about relationships.”—Workforce administrator*



# Housing and Employment Navigator

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## System Partners / Team Members

- **Regional Workforce Councils**
  - ° WorkForce Central (Pierce County)
  - ° South Central Workforce Council (Yakima County)
  - ° Northwest Workforce Council (Whatcom, Skagit and Island Counties)
- **23 different local housing providers**
- **DSHS, Community Services Offices**

## Project Partners

- **U.S. Department of Labor / Workforce Innovation Fund**
- **Building Changes**
- **Marc Bolan Consulting**

## For More Information

 [www.workforcenavigator.org](http://www.workforcenavigator.org)

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*This document was prepared by Building Changes on behalf of the three regional Workforce Development Councils.*