INCOME NOW
Agenda

1. What to anticipate before services

2. What to expect during an appointment

3. Follow-up for services
BEFORE
Assessor Script for Workforce Solutions Referral

Workforce Solutions can help you with your job search:

1. Customize your resume and help you locate jobs in WorkInTexas.com
   - Assess your work interests, values, and preferences
2. Provide work experience through on-the-job training and other potential opportunities
3. Financial assistance to help you with your job search, employment, schooling and/or training:
   - Childcare assistance
   - Obtain education, training, or work-specific licenses
   - Work clothes, uniforms, tools, gas, or bus passes

Would you like a referral to your nearest Workforce Solutions career office for job search and supportive services? If so, I will send a referral to [career office].

If you do not receive a response within 3 business days, please follow up with your case manager, who will then follow up.
Before Submitting Referral

• **Customer contact information needed**
  • Phone or email address

• **Refer to closest career office**
  • HMIS search
  • Use WFS website to search
Income Now Offices

- Acres Homes
- Astrodome
- Baytown
- Clear Lake
- Conroe
- Cypress Station
- East End
- Humble
- Katy

- Northeast
- Northline
- Northshore
- Rosenberg
- Southeast
- Southwest
- Westheimer
- Willowbrook
Work-Ready Documents

• Form I-9 Acceptable Documents
  • Documents that establish both identity and employment authorization
    – U.S. Passport or U.S. Passport Card
    – Permanent Resident Card or Alien Registration Receipt Card

  OR

• Documents that establish identity
  – Driver License or Identification Card

• Documents that establish employment authorization
  – Social Security Card
  – Birth Certificate
DURING
Career Office receives an Income Now referral (paper or email)

Staff must outreach customer within 1 business day (1st attempt)

Does customer respond?

Leave a message if possible and attempt outreach at least two more times within a week

Does customer respond?

Is customer interested in WFS services?

Schedule for Appointment and provide appropriate employment services

Create a TWIST note with subject line “Income Now—Declined”

Create a TWIST note with subject line “Income Now—Attempt”

Go to Intake Common, Characteristics, document homelessness & enter data on tracking spreadsheet

Create a TWIST note with subject line “Income Now—Orientation”
Income Now Orientation

• Discuss work interests, values, and preferences
• Identify skills
• WIT profile
  – Job search & Job matching assistance
  – Resume & Interviewing prep
• Adult Education & Literacy
• On-the-job training and other opportunities
• Connect to Vocational Rehab Services or Veteran Representatives in office
• Financial Aid
  – Education/Training, Work Support, Childcare
Documenting Services
Referral Form

• Ensure referral is released to all organizations

The Way Home

Income Now Supportive Housing Referral

Date: __________________

To whom it may concern:

This letter is to confirm that __________________ is a client of the The Way Home. __________________ is in need of Workforce Solutions’ assistance in gaining employment and/or increasing income.

This client is eligible for Income Now services from Workforce Solutions.

If you have any questions, please contact me at __________________ and/or __________________.

Sincerely,

[Referral Form Details]

Name: [Redacted]
Social Security Number: XXX-XX-XXXX
Date of Birth: [Redacted]
Referred To: Workforce Solutions - Norhill (Income Now)
Address: 4404 North Freeway, Suite A
Houston, TX 77022
Telephone Number: 713-692-7755
Fax: [Redacted]
Contact: WFS Norhill
Email: [Redacted]
Phone: 713-692-7755
Service: Income Now Referral
Result: Coordinated Access
Referral Date: 5/12/2017
Referred By: [Redacted]
Staff Name: [Redacted]
Comments: [Redacted]

Voucher Number: [Redacted]
Units: [Redacted]
Unit Value: [Redacted]

Total: [Redacted]
How to apply for Financial Aid

- Childcare, Scholarships and Training, Long-term support
  - Customers should fill paper application
  - Provide as much documentation as possible
  - Follow-up appointment may be necessary
Continuing Financial Aid Assistance

• Resident of the Gulf Coast Region
• Meet Eligibility requirements
  – Age, family income level, work and/or school for ≥ 25 hours, provide supporting documents
• Complete Financial Aid Application
• Common Information & Documents:
  • Proof of U.S. citizenship or ability to work in the United States
  • Selective Service registration for males born on or after January 1, 1960
  • Proof of Income for all working household members, including name, address, and phone number of the employer, work hours/days, rate and schedule of pay
  • Proof of household income received from other sources such as Child Support, SSI, etc.
  • Proof of layoff (such as a letter from your employer) and/or unemployment insurance benefit documents
  • Proof of your current school hours and registration that includes documentation of your degree plan (if pursuing one) and your credit/clock hours if you are going to school
FOLLOW-UP
Maintaining Contact

- **Customer needs additional supports/services**
  - Instruct customer to email/call assigned Career Advisor
  - Follow up with the proper department

- **Customer was contacted but did not respond**
  - Instruct customer to check email and/or voicemail inbox

- **Customer was not contacted by a WFS staff member or update needed**
  - Reach out to Navigator
    - Omar Martinez, Omar.Martinez@wrksolutions.com
Business Operation Updates

• **Career offices**
  • No longer requiring masks, temperature checks, or appointments to enter
  • Appointment to speak with a Career Advisor is still recommended
  • Access to resource room floor is available

• **Financial Aid**
  • Some programs have a waitlist
  • Service delivery may be impacted
THANK YOU!

Omar Martinez
Income Now Navigator

Omar.Martinez@wrksolutions.com