



Toolkit for Connecting Supportive Housing Tenants to Employment

@ www.csh.org/EmploymentToolkit

Table of Contents

v. September 2009; revised to include Allies for Employment Initiative materials (Section 7)

OVERVIEW OF THE TOOLKIT

CSH's web-based [Toolkit for Connecting Supportive Housing Tenants to Employment](http://www.csh.org/EmploymentToolkit), available at www.csh.org/EmploymentToolkit, is designed to provide access to a wide variety of resources to help supportive housing organizations, workforce partners, and employers address key challenges in the planning, implementation, and on-going provision of employment-related services and programs. Many of the resources were developed by CSH over its 17 years of experience documenting partnerships, practices, and innovations within the supportive housing field. Materials were also drawn from a variety of sources, including the Chronic Homelessness Employment Technical Assistance Center (CHETA), the disability community, federal technical assistance centers, workforce consultants, supportive housing agencies, and other organizations. The [Guiding Principles for High-Quality Employment Services](#) is a one-page document outlining the philosophy that informs this *Toolkit*.

USING THIS TOOLKIT

This *Toolkit* is designed to serve as a user-friendly, web-based “hub” for employment resources from diverse sources, and currently contains more than 100 resources – for this reason, we do not have hard copies of the contents of the *Toolkit* available. Users of this *Toolkit* are strongly encouraged to visit the *Toolkit*'s [Introduction and Overview](#) web page to be provided with an overview of the *Toolkit*'s contents and an orientation to its organization, descriptions of the contents of each section, and links to each section's tools and resources.

All of the materials within this *Toolkit* can be accessed via the *Toolkit*'s [Table of Contents](#) or its [Addendum](#) (with links to additional resources), both of which are available at <http://www.csh.org/EmploymentToolkit>. In addition, a separate document, [25 Essential Tools for Case Managers and Employment Specialists](#), has been prepared to make it easier for front-line staff to access practical tools that will help them in their work.

Finally, CSH will be consistently updating and adding new material to this *Toolkit* - please check to make sure this is the most recent version of the [Table of Contents](#) at <http://www.csh.org/EmploymentToolkit>. The contents of the *Toolkit* are organized into seven sections:

1. **[Building Your Team](#)**
2. **[Tenant Outreach and Engagement](#)**
3. **[Partnership with Employers](#)**
4. **[Workforce Resources and Community Partners](#)**
5. **[Tenant Vocational Assessment and Career Planning](#)**
6. **[Finding Jobs and Advancing Careers](#)**
7. **[Allies for Employment Initiative Materials](#) (Added September 2009)**

The [Toolkit for Connecting Supportive Housing Tenants to Employment](#) was made possible by the generous support of the MetLife Foundation.

1. **BUILDING YOUR TEAM (WEB PAGE)**

Why Work? Making the Case for Employment of Supportive Housing Tenants (Web Page)

[Rebuilding Lives...from the Streets to a Home and a Job \(CHETA Publication\)](#)

[Next Step: Jobs – Promoting Employment Services for Homeless People \(CSH Publication\)](#)

[Employment and Income Supports for Homeless People \(Abt, AHP, VOA Resource\)](#)

Creating an Agency Plan and Strategy (Web Page)

[Customized Employment Q & A: Developing a Business Plan for Organizational Change \(T-Tap Fact Sheet\)](#)

[Blueprint for Change: Ending Chronic Homelessness for Persons with Serious Mental Illnesses and/or Co-Occurring Substance Use Disorders \(SAMHSA Publication\)](#)

[Managing Non-Profits In Workforce Development: A Roadmap to Success \(Council for Adult and Experiential Learning Publication\)](#)

[Good Stories are Not Enough: Becoming Outcomes-Driven in Workforce Development \(Public/Private Ventures Publication\)](#)

[Matrix: Financing Employment and Supportive Services \(CSH Document\)](#)

[An Annotated Bibliography on Employment and Homelessness \(CHETA Publication\)](#)

Training and Hiring Staff for Employment Services (Web Page)

[Sample Job Descriptions for Employment-Related Staffing \(CSH Document\)](#)

[Employment Services in Supportive Housing Curriculum and Handouts \(HUD Curriculum\)](#)

[The Customized Employment Training Series Trainer's Manual and Participant Workbook \(CHETA Curriculum\)](#)

2. **TENANT OUTREACH AND ENGAGEMENT (WEB PAGE)**

Creating a Culture that Promotes Work (Web Page)

[Creating a Culture that Promotes Work \(CSH Document\)](#)

[Hard Work on Soft Skills \(Public/Private Ventures Publication\)](#)

[Strategies for "Vocationalizing" Supportive Housing \(CSH Document\)](#)

[Saturating the Housing Environment with Opportunity \(CSH Document\)](#)

[Culture of Work Assessment Scorecard \(CSH Document\)](#)

[Integrating a Work Philosophy into Existing Services \(CSH Document\)](#)

Tenant Engagement, Outreach, and Communication Strategies (Web Page)

[Strategies for Engaging Tenants into Employment Services \(CSH Document\)](#)

[Tenant Engagement Strategies in Scattered-Site Supportive Housing \(CSH Document\)](#)

[Effective Engagement in Supportive Housing \(CSH Document\)](#)

[Effective Communication Techniques](#) (CSH Document)
[Motivational Interviewing](#) (CSH Document)
[Introduction to Harm Reduction Concepts](#) (CSH Document)

3. PARTNERSHIP WITH EMPLOYERS (WEB PAGE)

Negotiating with and Finding the Right Employer (Web Page)

[Negotiating with Employers: A Critical Step in Customized Employment](#) (National Center on Workforce and Disability/Adult Document)

[Q & A on Customized Employment: Employment Negotiations](#) (T-TAP Fact Sheet)

[Employer Fact Finding Call Script](#) (Enterprise Community Partners Document)

[Customer Satisfaction Surveys: Employer Questionnaire](#) (Enterprise Community Partners Document)

[Employer Recruitment and Retention of People with Disabilities](#) (National Council on Disability Issue Brief)

[Why Employers Hire People with Disabilities](#) (National Center on Workforce and Disability/Adult Document)

[Corporate Culture, Disability, and Diversity](#) (National Council on Disability Issue Brief)

[Work-life Balance and Alternative Work Arrangements](#) (National Council on Disability Issue Brief)

Helpful Information to Share with Employers: Financial Incentives and Reasonable Accommodation (Web Page)

[Financial Incentives for Hiring Tenants of Supportive Housing](#) (National Center on Workforce and Disability/Adult Information)

[Employer Tips for Interviewing Applicants with Disabilities](#) (National Center on Workforce and Disability/Adult Information)

[Federal Bonding Program](#) (National H.I.R.E. Network Information)

[Negligent Hiring Concerns](#) (National H.I.R.E. Network Information)

[Q&A on Customized Employment: Workplace Supports](#) (T-TAP Fact Sheet)

[Q&A on Customized Employment: Assistive Technology as a Workplace Support](#) (T-TAP Fact Sheet)

[Reasonable Accommodations](#) (National Council on Disability Issue Brief)

[Q&A on Customized Employment: Disclosure](#) (T-TAP Fact Sheet)

[The Americans with Disabilities Act and Employment Discrimination](#) (CSH Document)

4. WORKFORCE RESOURCES AND COMMUNITY PARTNERS (WEB PAGE)

Coordinating Resources and Making Connections (Web Page)

[Approaches to Resource Mapping and Community Pathways to Employment \(CHETA Document\)](#)

[Q&A on Customized Employment: Developing Collaborative Community Partnerships \(T-TAP Fact Sheet\)](#)

[Stepping Up Memorandum of Understanding \(CSH Document\)](#)

[Stepping Up Participant Agreement \(CSH Document\)](#)

[Memorandum of Understanding Between Workforce Florida, Inc., Agency for Workforce Innovation, Department of Children & Families and the Florida Council on Homelessness \(Sample MOU between State and Local Workforce Systems\)](#)

[Best Practice: The Supportive Housing Employment Collaborative \(CSH Document\)](#)

Understanding the Workforce System (Web Page)

[Overview of the Public System of Workforce Services \(CSH Document\)](#)

[Descriptions and Fund Flows for Major Federal Workforce Development Programs \(CSH Document\)](#)

[The Food Stamp Employment & Training Program: A Resource to Increase the Self-Sufficiency of Homeless Job Seekers \(CHETA Publication\)](#)

Linking One-Stop Career Centers and Supportive Housing (Web Page)

[Linking One-Stop Career Centers and Homeless Assistance & Housing Programs \(CHETA Publication\)](#)

[One-Stop Career Centers: Serving People with Disabilities \(CSH Document\)](#)

[One-Stop Career Centers and the Ticket to Work and Self-Sufficiency Program \(CSH Document\)](#)

[Brief Profiles of One-Stop Career Centers \(CHETA Document\)](#)

[Serving the Homeless through the One-Stop System: A Case Study \(Social Policy Research Associates Document\)](#)

5. TENANT VOCATIONAL ASSESSMENT AND CAREER PLANNING (WEB PAGE)

Assessment and Career Planning (Web Page)

[Career Mapping for Chronically Homeless Job Seekers \(CHETA Publication\)](#)

[Customized Planning: Creating a Blueprint for Job Development \(NCWD/IA Document\)](#)

[More Than Just a Job: Person-Centered Career Planning \(Institute for Community Inclusion Document\)](#)

[Job Seeker Planning Tool \(CSH Document\)](#)

[Career Planning Tool \(CSH Document\)](#)

[Self-Assessment: Employment History and Preferences \(CSH Document\)](#)
[CareerOneStop Self-Assessment Inventories and Test \(CareerOneStop Web Site\)](#)
[Helping a Job Seeker Prepare for an Interview \(Enterprise Community Partners Document\)](#)

Labor Market Information (Web Page)

[O*NET Online \(Website\)](#)
[America's Career InfoNet Labor Market Information \(Website\)](#)

Increasing Assets and Assessing the Impact of Work on Benefits (Web Page)

[Individual Development Account Fact Sheet \(Corporation for Enterprise Development\)](#)
[Going to Work: A Guide to Social Security Benefits and Employment for Tenants with Disabilities \(Institute for Community Inclusion Publication\)](#)
[Social Security Administration's Work Site \(Website\)](#)
[Tenant Rent Calculations for Certain HUD McKinney Act Programs \(HUD Regulations\)](#)

Career Planning for Special Populations (Web Page)

[Coordinated Approach to Services and Employment \(CSH Document\)](#)
[Work as a Priority for Individuals with Mental Health Issues \(SAMHSA Publication\)](#)
[Understanding Mental Illnesses \(CSH Document\)](#)
[Employment and Clients with Co-Occurring Mental Illness and Substance Abuse: Myths Versus Facts \(Dartmouth Evidence-Based Practices Center Document\)](#)
[Substance Use Services and Supportive Housing \(CSH Document\)](#)
[Simple Assessment Tool for Possible Alcohol or Substance Abuse Problems \(NCWD/A Tool\)](#)
[HIV Services and Supportive Housing \(CSH Document\)](#)
[Employment Resources for Veterans \(American Legion Federal Careers Web Site\)](#)

6. FINDING JOBS AND ADVANCING CAREERS (WEB PAGE)

Effective Employment Practices (Web Page)

[Employment Services in Supportive Housing \(CSH Document\)](#)
[Vocationalizing the Homefront: Promising Practices in Place-Based Employment \(CSH Publication\)](#)
[Landlord, Service Provider...and Employer: Hiring and Promoting Tenants at Lakefront SRO \(CSH Publication\)](#)
[Customized Employment: A New Competitive Edge \(National Center on Workforce and Disability/Adult Fact Sheet\)](#)
[Customized Employment: Applying Practical Solutions for Employment Success, Vol. II \(Office of Disability and Employment Policy Publication\)](#)
[Community Engagement Program: Linking Customized Employed with Supportive Housing \(CSH](#)

Document)

[Job Carving: A Guide for Job Developers and Employment Specialists](#) (Griffin Hammis Associates Document)

[Self-Employment Q and A: Self-Employment as a Customized Employment Outcome](#) (The Office of Disability Employment Policy, U.S. Department of Labor Document)

[Self-Employment Q and A: Developing a Business Plan](#) (START-UP / USA Document)

[Growing Customers: Critical Considerations for Small Enterprises Owned by Individuals with Disabilities](#) (Griffin Hammis Associates Document)

[The Portland Conversations: Ending Chronic Homelessness through Employment and Housing](#) (CHETA Publication)

[Employment Strategies Assessment Scorecard](#) (CSH Document)

[Vocational Services Planning Worksheet](#) (CSH Document)

Employment Support, Retention, and Career Advancement (Web Page)

[Keeping Up the Good Work: A Practitioner's Guidebook for Building a Job Retention Culture for People Who Experience Homelessness](#) (CHETA Publication)

[Getting In Staying On Moving Up: A Practitioner's Approach to Employment Retention](#) (Public/Private Ventures Publication)

[Seven Ways to Boost Job Retention](#) (Enterprise Community Partners Document)

[Case Study of Group Peer Support for Job Retention: Project Renewal](#) (CSH Document)

[Job Retention Workshops and Other Retention Supports](#) (CSH Document)

[The Right Jobs: Identifying Career Advancement Opportunities for Low-Income Workers](#) (Jobs for the Future Publication)

[Extending the Ladder – Building a Career Path in Property Management](#) (CSH Document)

[Stepping Up: Building a Career Path in Property Management Brochure](#) (CSH Document)

[The Stepping Up Chicago Targeted Occupational Pathway: Social Services](#) (CSH Document)

Employment Practice for Special Populations (Web Page)

[Employment Services for People Who Have Disabilities](#) (CSH Document)

[Keeping the Door Open: A Guide for Employment Programs Serving People with Drug Problems](#) (Volume I: For Managers; Volume II: For Program Staff; Volume III: For Programs in Public Housing) (CSH Publication)

[Work as a Priority: A Resource for Employing People Who Have a Serious Mental Illness and Who are Homeless](#) (SAMHSA Publication)

[New Beginnings: The Need for Supportive Housing for Previously Incarcerated People](#) (CSH Publication)

[Applying Lessons Learned from Relapse Prevention to Job Retention Strategies for Hard-to-Employ Ex-Offenders](#) (Center for Employment Opportunities Article)

[Getting Back to Work: Employment Programs for Ex-Offenders](#) (Public/Private Ventures Publication)

Entrepreneurship: A Flexible Route to Economic Independence for People with Disabilities (DOL-ODEP Document)

Self-Employment Q and A: Successful Entrepreneurs with Disabilities Speak Out (START-UP / USA Fact Sheet)

7. **ALLIES FOR EMPLOYMENT INITIATIVE MATERIALS (WEB PAGE)** (ADDED SEPTEMBER 2009)

Allies for Employment Initiative Summary Report (CSH Publication)

The Allies for Employment Initiative: Overview and Achievements (CSH Document)

The Allies for Employment Initiative: Accomplishments and Lessons Learned (CSH Hot Topics in Supportive Housing Audio-Conference Podcast)

The Supportive Housing Employment Collaborative's Memorandum of Understanding (Updated August 2009) (SHEC Document)

Bridges to Housing's Future State Diagram (Bridges to Housing Document)

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