



Toolkit for Connecting Supportive Housing Tenants to Employment

@ www.csh.org/EmploymentToolkit

25 Essential Tools for Case Managers and Employment Specialists (v. June 2008)

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.

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 documents – 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>.

Recognizing how busy front-line staff often are, this [25 Essential Tools for Case Managers and Employment Specialists](#) document has been prepared to make it easier and quicker for front-line staff to access practical tools that will help them in their work. The tools and documents are organized under the following section headings:

- Tools to Use with Tenants
- Tools to Build Staff Capacity
- Tools to Use with Employers

TOOLS TO USE WITH TENANTS

Note: For more Tools to Use with Tenants see also *Toolkit* sections [Tenant Outreach and Engagement](#) and [Tenant Vocational Assessment and Career Planning](#).

1. **Strategies for Engaging Tenants into Employment Services** - an inventory of strategies to engage tenants in employment services when they otherwise may turn away from assistance. (CSH Document)
2. **Job Seeker Planning Tool** - to assist tenants understand some of their own likes and dislikes when considering what kind of jobs may best fit their interests. (CSH Document)
3. **Career Planning Tool** - a tool developed for One-Stop system staff, but also relevant to supportive housing staff, that helps build a profile of skills and interests, brainstorm possible work environments, and identify next steps when career planning with tenants. (CSH Document)

4. **Self-Assessment: Employment History and Preferences** - a simple assessment that can be completed by a tenant and supportive housing staff to document tenant work history and preferences. (CSH Document)
5. **CareerOneStop Self-Assessment Inventories and Test** - an on-line resource that contains a host of interactive life skills assessment tests, career interests games, typology tests, and even a "temperament" assessment for tenants. (The resources are available in the "Job Seeker" section at www.careeronestop.org).
6. **America's Career InfoNet** - a national directory of information on job trends, wages, and occupational characteristics that can be used by staff and tenants to explore a range of career opportunities. (Website)
7. **CareerOneStop Resumes + Interviews** - an on-line source of sample resume templates, cover and follow up letter templates, and tips and sample questions to help prepare for job interviews. (The information is available in the "Resumes + Interviews" section at www.careeronestop.org).
8. **Social Security Administration's Work Site** – a website to assist people in finding the information they need to accurately assess the impact of increased earnings on various benefits. Included here are contacts for local Work Incentive Planning Assistance Groups (WIPAs) and Community Work Incentive Coordinators (CWICs). (Website)
9. **Earned Income Tax Credit** - an Internal Revenue Service (IRS) website that staff can use to help tenants determine eligibility, gather forms, and file for the EITC. (The resources are available at <http://www.irs-eitc.info>).
10. **Self-Employment Technical Assistance, Resources, & Training** (START-UP / USA) - a national on-line resource that provides a series of fact sheets to help start and own a small business. (The resources are available at <http://www.start-up-usa.biz/>).

TOOLS TO BUILD STAFF CAPACITY

Note: For more Tools to Build Staff Capacity also see *Toolkit* sections [Building Your Team](#), [Workforce Resources and Community Partners](#), and [Finding Jobs and Advancing Careers](#).

11. **Vocational Services Planning Worksheet** - can be used as a checklist to identify which employment services supportive housing organizations should provide or link to. (CSH Document)
12. **Sample Job Descriptions for Employment-Related Staffing** - includes nine sample position descriptions from Director of Employment to Employment Specialist to Job Developer. (CSH Document)
13. **Employment and Clients with Co-Occurring Mental Illness and Substance Abuse: Myths Versus Facts** - a one page fact sheet provides a side by side view of myths versus facts regarding what it takes to provide employment supports for clients with co-occurring mental illness and substance use issues. (Dartmouth Evidence-Based Practices Center Document)
14. **Culture of Work Assessment Scorecard** - a tool to assess your supportive housing activities and whether or not they create a culture of work and support tenant employment. (CSH Document)

15. **Stepping Up Memorandum of Understanding** - a sample MOU that can be used to clarify the relationship and expectations between supportive housing staff and outside training/employment program programs. (CSH Document)
16. **Stepping Up Participant Agreement** - a sample agreement that can be used to document the responsibilities and expectations between supportive housing programs and tenants who are enrolled in a career training program. (CSH Document)
17. **Job Retention Workshops and Other Retention Supports** - examples of content that supportive housing staff can deliver to build awareness of workplace issues and new on-the-job coping skills needed for employed tenants. (CSH Document)
18. **Stepping Up: Building a Career Path in Property Management Brochure** - a 5-page brochure used by a CSH-sponsored career path initiative in property management. It contains a description of a course curriculum to train tenants for positions as property management clerk or office and leasing specialist. (CSH Document)

TOOLS TO USE WITH EMPLOYERS

Note: For more Tools to Use with Employers also see *Toolkit* section [Partnership with Employers](#).

19. **Negotiating with Employers: A Critical Step in Customized Employment** - a fact sheet that shows how to get your foot in the door and negotiate with employers for tenant employment. (National Center on Workforce and Disability/Adult Document)
20. **Job Carving: A Guide for Job Developers and Employment Specialists** - a six-page guide that identifies the steps needed to analyze a job's work duties and how to assign specific tasks for tenant employment. (Griffin Hammis Associates Document)
21. **Financial Incentives for Hiring Tenants of Supportive Housing** - a summary of tax credits and financial incentives that may be available to employers who hire supportive housing tenants. (CSH Document)
22. **Employer Tips on Interviewing Applicants with Disabilities** - includes basic guidelines that supportive housing providers and workforce partners can share with employers. (CSH Document)
23. **Federal Bonding Program** - a fact sheet on this federal incentive program available to employers hiring individuals with criminal records. (National H.I.R.E. Network Information)
24. **Negligent Hiring Concerns** - a fact sheet that discusses liability issues when hiring individuals with criminal records and what employers can do to protect themselves and make smart business decisions. (National H.I.R.E. Network Information)
25. **Reasonable Accommodations** - a tool for employers to learn more about expanding employment opportunities and increasing job satisfaction for people with disabilities. (National Council on Disability Issue Brief)

Please Note: The [Toolkit for Connecting Supportive Housing Tenants to Employment](#) is designed as a web-based resource and we do not have hard copies of documents listed here available. If you have questions, or would like to suggest a resource for inclusion, please contact info@csh.org.