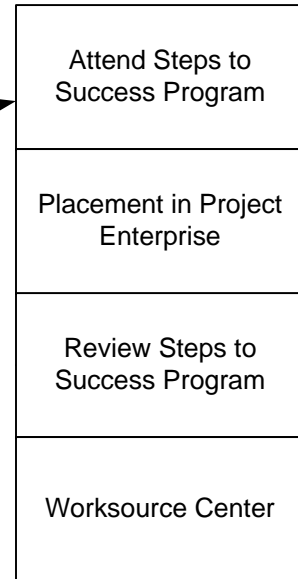


Future State Bridges to Housing Path to Self-Sustaining Housing May 5, 2009

Services Offered:

- GED class
- Adult Basic Ed
- Short-term training
- Health care
- Computer
- Job search classes
- Project Enterprise –
- Work experience
- Jobs Plus (OJT)
- Work Experiences
- Vocational training (12 – 18 months)



Services Offered:

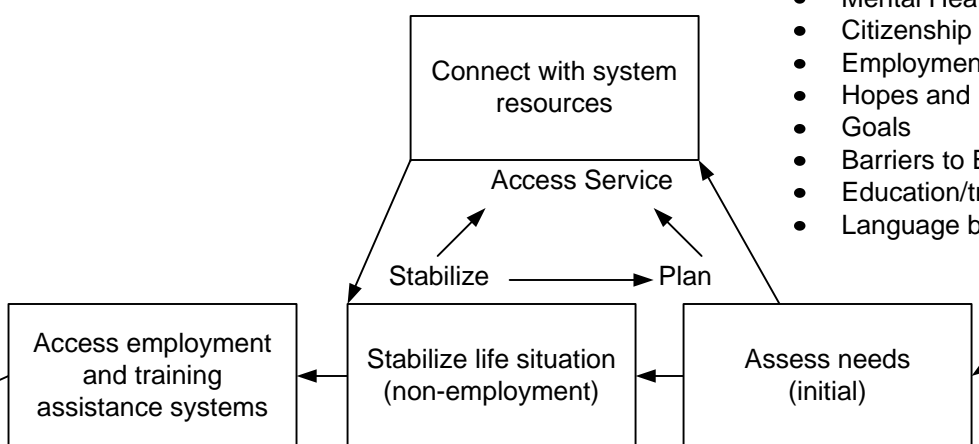
- Computer literacy
- Occupational training
- OJT (50% wage subsidy)
- Prevocational training
- Computer
- Bookkeeping
- ABE/GED
- ESL
- One on One career advice
- Job finding workshops
- Training preparation workshop
- Job referrals--l'net access

Service offered:

- Skill Building class
- Support group
- Connect to Worksource
- Financial literacy/life skills
- One on One guided assistance (including job development for some)
- Support group
- Joint case work
- Follow up

B2H: 1-on-1 Job Counseling Common Intake (WS) Job Development		
Production Lead Time	12	Mths
Quality	30-75	%

- Mental Health
- Citizenship status
- Employment history
- Hopes and Dreams
- Goals
- Barriers to Employment
- Education/training needs
- Language barriers



Processing Time	4	Hrs
Production Lead Time	4-10	Mths
Quality	50	%

Q=percent of clients who are ready within this time frame

Coordinated case management with shared assessment

Systematic information sharing and communication: make use of existing technologies

NVA Processing:
Duplication of DHS assessment
Other agencies do assessment
Plans have conflicts

Transportation waste—going to different providers

Share resources among B2H providers (operate as a system)

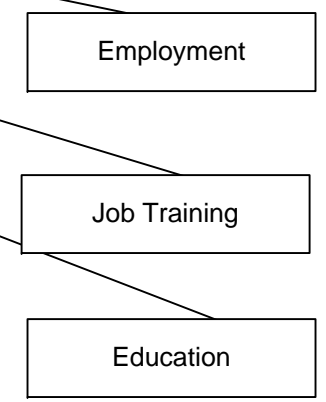
Defer Steps to Success enrollment for B2H participants until team agrees that they are ready

Duplication of services among all supply resources and B2H

Non-systematic connections among services

Team-based standardized problem solving approach

System Purpose=Client is capable of maintaining permanent housing



Upward Mobility

Talent waste:
Client side—conversion of "get by" skills to job skills
Case workers—
Duplication of effort
Assessment skills training
System knowledge

Defect waste:
Wrong place
Underprepared
Assessment inaccurate
Supply-demand not matched
System rules and policies conflict
Short term vs. Long term action
Lack of understanding of system elements
Changing rules (B2H not informed timely)
Policy conflicts
Lack of belief in supply resources
Mistakes by DHS child welfare/courts related to families

Improve understanding of corrections issues/priorities to improve coordination of activities

See other kaizen bursts for resolution