Accountability & Impact in Jobs-Plus: Scaling up a High-Profile, Place-Based Initiative

U.S. Department of Housing and Urban Development
June 17, 2015
Jobs-Plus Model

• Demonstration ‘98-’03 by HUD, evaluated by MDRC.

• Place-based, “saturation” model:

• Employment Services
  – On-site job centers

• “Make Work Pay” Incentives
  – Rent rises less as earnings grow
  – Financial empowerment services

• Community Support for Work
  – Neighbor-to-neighbor outreach
Jobs-Plus Expansion

- Tested in 6 cities, 7-year follow up study found successful when fully implemented.
- CEO started piloting Jobs-Plus site at Jefferson Houses in NYC in 2009.
- NYC Young Men’s Initiative expansion providing $8.4M annually in funds for 7 new programs. HRA providing $1.05M annually to continue Jefferson Houses program.
- Jobs-Plus is managed through an interagency collaborative that is “gold standard”
Collaborative Agencies

New York City Human Resources Administration (HRA)
- Administers cash assistance, Supplemental Nutrition Assistance Program (SNAP), Medicaid
- Serves more than 3 million New Yorkers
- Offers employment and education services, home care for seniors and the disabled, child care, adult protective services, domestic violence services, HIV/AIDS support services and child support enforcement

New York City Housing Authority (NYCHA)
- Provides decent and affordable housing in a safe and secure living environment for low- and moderate-income residents throughout the five boroughs.
- Offers residents opportunities to participate in a community, educational, and recreational programs, as well as job readiness and training initiatives.
- Through Office of Resident Economic Empowerment & Sustainability (REES), develops and implements programs, policies, and collaborations to measurably support residents’ increased economic opportunities with a focus on asset building, employment, advancement, and business development.

New York City Department of Small Business Services (SBS)
- Makes it easier for businesses in New York City to form, do business, and grow by providing direct assistance to business owners, fostering neighborhood development in commercial districts, and linking employers to a skilled and qualified workforce.
- Implements workforce development programs through a network of Workforce1 Career Centers operated by contracted service providers
Collaborative Agencies

The Center for Economic Opportunity (CEO)
• Part of the Mayor’s Office of Operations
• Works with City agencies to design and implement evidence-based initiatives aimed at poverty reduction, and manages an Innovation Fund through which it provides City agencies annual funding to implement such initiatives.
• Oversees a rigorous evaluation of each program to determine which are successful in demonstrating results towards reducing poverty and increasing self-sufficiency among New Yorkers.

New York City Department of Consumer Affairs, Office of Financial Empowerment (DCA/OFE)
• Mission is to educate, empower, and protect New Yorkers with low incomes so they can build assets and make the most of their financial resources.
• Works with government agencies, community-based organizations, philanthropic partners, think-tanks, and the private sector to increase financial literacy, improve access to smart financial products and services, pilot asset-building programs, and protect against fraudulent and deceptive practices.
Agency Roles in Jobs-Plus

**CEO**
- Liaise with federal and other stakeholders
- Provide overall accountability
- Oversee evaluation
- Track performance data

**HRA**
- Manage provider contracts
- Administer program database
- Manage day-to-day program operations
- Performance Management meetings and deck preparation
- Manage and provide technical assistance and training to providers

**NYCHA**
- Implement Earned Income Disallowance
- Resident outreach and support

**OFE**
- Train sites in financial counseling
- Provide ongoing technical assistance in financial counseling

**SBS**
- Providers are Community Partners
Components of NYC Jobs-Plus Collaborative

• High-level buy-in and support from all agencies
• Each agency brings its set of assets and is an expert in their particular areas
• Clearly defined roles for each agency
• Collaboration among agencies throughout entire process (from NYC-based model conception to request for proposal writing to ongoing operations)
• Established protocols for communication and decision making
• Collaborative members empowered to resolve most differences among the group
Performance Management

Key Characteristics
• Standardized Data
  – Common metrics and data definitions allow for comparison against meaningful benchmarks
• Regular, systematic analysis and sharing of data among all partners and stakeholders
  – Avoid ‘one-way’ data reporting
• Corrective Action Plans instituted by HRA to vendors when major issues arise, and vendors must offer plan for remediation
• Specific technical assistance provided for each site

Benefits
• Identify and respond to challenges as they arise
• Identify and share best practices in real time
• Clear goals set for sites
• Acknowledge when providers are not performing up to par, but offer support when providers need technical assistance
Communication

With Vendors

• Jobs-PlusStat meeting occurs with each vendor on a rotating basis; all Collaborative agencies represented at meetings
• Mid-month report provided to vendors to show progress to goals
• Collaborative provides template for annual operating plan (lays out strategies and goals for the coming year), and vendors submit plans
• Prospecting plan: template provided by Collaborative for vendors to provide specific numbers of how they plan to reach job placement goals and in what specific employment sectors they plan to develop jobs
• Comprehensive Jobs-Plus manual provided to vendors
• Policy bulletins provided to vendors on an as needed basis to offer updates on any major new policies affecting programs
• Ongoing trainings and re-trainings provided by Collaborative, as necessary for things like systems
• Regular site visits by HRA staff to vendor sites
• Cross-functional staff meetings (e.g., all job developers meet on ongoing basis to share best practices)
• Strong learning network among providers

Among Collaborative

• Ongoing, scheduled meetings
• Ad hoc meetings as necessary to make major program decisions
## Target Outcomes

Across 3 years, 4,480 residents will be placed in jobs:

<table>
<thead>
<tr>
<th>Expected Outcomes at Each Jobs-Plus Site (over 3 years)</th>
<th>Expected Citywide Outcomes (over 3 years)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,600 Enrolled</td>
<td>12,800 Enrolled</td>
</tr>
<tr>
<td>560 Placed in a Job</td>
<td>4,480 Placed in a Job</td>
</tr>
<tr>
<td>325 at 90-Day Retention</td>
<td>2,600 at 90-Day Retention</td>
</tr>
<tr>
<td>252 at 180-Day Retention</td>
<td>2,016 at 180-Day Retention</td>
</tr>
</tbody>
</table>
# Target Outcomes

Across 3 years, 880 members per site achieve will at least one of the following:

<table>
<thead>
<tr>
<th>Education and Other Support Outcomes</th>
<th>Financial Counseling Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referral, enrollment, and completion of short term vocational training</td>
<td>Open a safe and affordable bank account</td>
</tr>
<tr>
<td>Increase in 1 or more National Reporting System (NRS) levels through participation in adult basic</td>
<td>Increase credit score by at least 35 points (for those looking to increase their credit</td>
</tr>
<tr>
<td>education/pre-GED, GED or ESL Class</td>
<td>score) or establish credit score (for those with none)</td>
</tr>
<tr>
<td>Attainment of GED</td>
<td>Decrease debt by at least 10%</td>
</tr>
<tr>
<td>Receipt of 1 or more work supports, including SNAP benefits, health insurance, etc.</td>
<td>Increase savings by at least 2% of income or establish/maintain regular saving habit.</td>
</tr>
<tr>
<td>Obtain EITC</td>
<td></td>
</tr>
<tr>
<td>Referral for and receipt of the Earned Income Disallowance (EID)</td>
<td></td>
</tr>
<tr>
<td>Compliance with child support for NCPs who get jobs through Jobs-Plus</td>
<td></td>
</tr>
<tr>
<td>Establishment of child support order (For eligible residents without one)</td>
<td></td>
</tr>
<tr>
<td>Modification of child support order.</td>
<td></td>
</tr>
<tr>
<td>Referral to and use of mediation services and other services at OCSE</td>
<td></td>
</tr>
</tbody>
</table>
The following slides show selections from the Jobs-PlusStat deck.

All vendor and individual information has been de-identified for the purposes of sharing with you.

- Normally, in Jobs-PlusStat, vendor information is not de-identified so that vendors can understand who is doing what well, the learning network among providers can be well-informed about best practices, and technical assistance can be directed to providers appropriately.

Annotations are added in red text to provide you with guidance as you peruse these slides.
Jobs-PlusStat

Sample
November 5, 2014

NYC Human Resources Administration
1. Jobs-Plus Performance
   1. Employment & Placement
      - Progress towards paid placement goal
      - Paid placements
      - Placement details
   2. Work Support
      - Fast Track comparison
      - Educational & Achievement 880 Outcome details
      - Financial Counseling details
   3. Community Support for Work / Retention
      - EID referrals
      - Membership details
      - Progress towards new members goal
      - Resident comparison
      - Retention comparison

2. Current Vendor Strategies
   - Success story
   - Vendor presentation
Progress Towards YTD Paid Placement Goal

Y2 Contract Goal: 204 Per site, 1,428 All sites

Data from April 1 - September 30, 2014

Vendor 1: 116%
Vendor 2: 105%
Vendor 3: 103%
Vendor 4: 99%
Vendor 5: 94%
Vendor 6: 94%
Vendor 7: 88%

All Vendors: 100%

Percent of YTD Goal Achieved:
- Vendor 1: 116%
- Vendor 2: 105%
- Vendor 3: 103%
- Vendor 4: 99%
- Vendor 5: 94%
- Vendor 6: 94%
- Vendor 7: 88%
- All Vendors: 100%

Data source: PACSWEB

Source of data: Jobs-PlusStat

Larger picture of goals for the year

Presenter of slide: Timeframe of data

Goal

Vendor Monthly Progress Towards Paid Placement Goal

- Current status of any pending milestones
- Goal

Data source: PACSWEB

Jobs-PlusStat 16
Demographic Breakdown of Vendor Paid Placements (3 Months)

Data source: ETO Job Placement Verification Report & PACSWEB

Jobs-PlusStat 17
# Industry Vendor Comparison (YTD)

<table>
<thead>
<tr>
<th>Work Industry</th>
<th>#</th>
<th>%</th>
<th>All Other Vendors</th>
<th>All Other Vendors %</th>
<th>All Vendor</th>
<th>All Vendor %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Support, Security, &amp; Maintenance</td>
<td>52</td>
<td>54%</td>
<td>192</td>
<td>31%</td>
<td>244</td>
<td>34%</td>
</tr>
<tr>
<td>Retail Trade</td>
<td>8</td>
<td>8%</td>
<td>141</td>
<td>23%</td>
<td>149</td>
<td>21%</td>
</tr>
<tr>
<td>Accommodation &amp; Food Service</td>
<td>15</td>
<td>16%</td>
<td>86</td>
<td>14%</td>
<td>101</td>
<td>14%</td>
</tr>
<tr>
<td>Healthcare &amp; Social Assistance</td>
<td>5</td>
<td>5%</td>
<td>61</td>
<td>10%</td>
<td>66</td>
<td>9%</td>
</tr>
<tr>
<td>Transportation &amp; Warehousing</td>
<td>5</td>
<td>5%</td>
<td>54</td>
<td>9%</td>
<td>59</td>
<td>8%</td>
</tr>
<tr>
<td>Other Services</td>
<td>4</td>
<td>4%</td>
<td>19</td>
<td>3%</td>
<td>23</td>
<td>3%</td>
</tr>
<tr>
<td>Arts, Entertainment, &amp; Recreation</td>
<td>0</td>
<td>0%</td>
<td>18</td>
<td>3%</td>
<td>18</td>
<td>3%</td>
</tr>
<tr>
<td>Construction</td>
<td>2</td>
<td>2%</td>
<td>13</td>
<td>2%</td>
<td>15</td>
<td>2%</td>
</tr>
<tr>
<td>Educational Services</td>
<td>3</td>
<td>3%</td>
<td>6</td>
<td>1%</td>
<td>9</td>
<td>1%</td>
</tr>
<tr>
<td>Public Administration</td>
<td>0</td>
<td>0%</td>
<td>7</td>
<td>1%</td>
<td>7</td>
<td>1%</td>
</tr>
<tr>
<td>Finance &amp; Insurance</td>
<td>0</td>
<td>0%</td>
<td>6</td>
<td>1%</td>
<td>6</td>
<td>1%</td>
</tr>
<tr>
<td>Professional, Scientific, &amp; Technical Services</td>
<td>0</td>
<td>0%</td>
<td>5</td>
<td>1%</td>
<td>5</td>
<td>1%</td>
</tr>
<tr>
<td>Wholesale Trade</td>
<td>1</td>
<td>1%</td>
<td>4</td>
<td>1%</td>
<td>5</td>
<td>1%</td>
</tr>
<tr>
<td>Real Estate &amp; Rental Leasing</td>
<td>1</td>
<td>1%</td>
<td>2</td>
<td>0%</td>
<td>3</td>
<td>0%</td>
</tr>
<tr>
<td>Information</td>
<td>0</td>
<td>0%</td>
<td>2</td>
<td>0%</td>
<td>2</td>
<td>0%</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>0</td>
<td>0%</td>
<td>1</td>
<td>0%</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>96</strong></td>
<td><strong>100%</strong></td>
<td><strong>617</strong></td>
<td><strong>100%</strong></td>
<td><strong>713</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Data source: ETO Job Placement Verification Report & PACSWEB

Jobs-PlusStat 18
## Top 10 Employer Information (CTD)

<table>
<thead>
<tr>
<th>Employer Name</th>
<th>Vendor Last 3 Mo#</th>
<th>Vendor Total #</th>
<th>Vendor Total %</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – Employer 1</td>
<td>19</td>
<td>70</td>
<td>28%</td>
</tr>
<tr>
<td>2 – Employer 2</td>
<td>0</td>
<td>5</td>
<td>2%</td>
</tr>
<tr>
<td>3 – Employer 3</td>
<td>0</td>
<td>5</td>
<td>2%</td>
</tr>
<tr>
<td>4 – Employer 4</td>
<td>2</td>
<td>4</td>
<td>2%</td>
</tr>
<tr>
<td>5 – Employer 5</td>
<td>0</td>
<td>4</td>
<td>2%</td>
</tr>
<tr>
<td>6 – Employer 6</td>
<td>0</td>
<td>3</td>
<td>1%</td>
</tr>
<tr>
<td>7 – Employer 7</td>
<td>2</td>
<td>3</td>
<td>1%</td>
</tr>
<tr>
<td>8 – Employer 8</td>
<td>3</td>
<td>3</td>
<td>1%</td>
</tr>
<tr>
<td>9 – Employer 9</td>
<td>0</td>
<td>3</td>
<td>1%</td>
</tr>
<tr>
<td>10 – Employer 10</td>
<td>2</td>
<td>3</td>
<td>1%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>28</strong></td>
<td><strong>103</strong></td>
<td><strong>42%</strong></td>
</tr>
</tbody>
</table>

### Rate of Multiple Placements

- Single Placements: **47%**
- 2-3 Placements: **18%**
- 4+ Placements: **35%**

Data source: ETO Job Placement Verification Report & PACSWEB
Data source: ETO Job Placement Verification Report & PACSWEB
Vendor Breakdown

- Fast Track: 412 (54%)
  - Needs extensive assistance: 169 (22%)
  - Needs minor assistance: 187 (24%)
- Total Members: 735
- Members with Status: 768
- Members without Status: 0

All Vendor Breakdown

- Fast Track: 1894 (30%)
  - Needs extensive assistance: 1523 (25%)
  - Needs minor assistance: 2809 (45%)
- Total Members: 6562
- Members with Status: 6226
- Members without Status: 336

Data source: ETO Fast Track Members Report
### Cumulative Members Achieving Employment & Advancement 880 Outcomes (YTD)

Y2 Contract Goal: 300 Per site, 2,100 All sites

Data from April 1 – September 30, 2014

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>All Vendor Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL</td>
<td>335</td>
<td>337</td>
<td>398</td>
<td>485</td>
<td>417</td>
<td>396</td>
<td>639</td>
<td>429.57</td>
</tr>
<tr>
<td>Y1 Total</td>
<td>168</td>
<td>145</td>
<td>186</td>
<td>268</td>
<td>172</td>
<td>131</td>
<td>206</td>
<td>182.29</td>
</tr>
<tr>
<td>YTD Cumulative</td>
<td>167</td>
<td>192</td>
<td>212</td>
<td>217</td>
<td>245</td>
<td>265</td>
<td>433</td>
<td>247.29</td>
</tr>
</tbody>
</table>

*Please note the number of outcomes is based on # of people achieving outcomes.*

**Data source:** ETO Milestone Report for 880 Outcomes
### Outcome Ranking Breakdown (YTD)

<table>
<thead>
<tr>
<th>Completed Outcomes</th>
<th>Vendor YTD</th>
<th>All Vendors YTD</th>
<th>All Vendors (3 mo)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – Work Supports</td>
<td>119</td>
<td>1060</td>
<td>640</td>
</tr>
<tr>
<td>2 – Vocational Training / Certifications</td>
<td>19</td>
<td>278</td>
<td>123</td>
</tr>
<tr>
<td>3 – Child Support</td>
<td>23</td>
<td>121</td>
<td>89</td>
</tr>
<tr>
<td>4 – Bank Accounts</td>
<td>8</td>
<td>122</td>
<td>69</td>
</tr>
<tr>
<td>5 – Credit</td>
<td>1</td>
<td>82</td>
<td>50</td>
</tr>
<tr>
<td>6 – EITC / Paycheck Plus</td>
<td>4</td>
<td>49</td>
<td>5</td>
</tr>
<tr>
<td>7 – Increased Savings</td>
<td>10</td>
<td>42</td>
<td>16</td>
</tr>
<tr>
<td>8 – Program Benefits</td>
<td>1</td>
<td>23</td>
<td>10</td>
</tr>
<tr>
<td>9 – Debt</td>
<td>1</td>
<td>34</td>
<td>0</td>
</tr>
<tr>
<td>10 – HSE (formerly GED)</td>
<td>15</td>
<td>53</td>
<td>10</td>
</tr>
<tr>
<td>11 – TABE Increase / Adult Basic Education</td>
<td>7</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>TOTAL</td>
<td>208</td>
<td>1866</td>
<td>1014</td>
</tr>
</tbody>
</table>

*Please note these numbers are based on # of outcomes.*

Data source: ETO Milestone Report for 880 Outcomes
EID Receipt Total within Developments (YTD)

Note: This data is provided by NYCHA
New Jobs-Plus Members (YTD)

Data source: ETO Membership Application Basic Report

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Goal Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor 1</td>
<td>116%</td>
</tr>
<tr>
<td>Vendor 2</td>
<td>106%</td>
</tr>
<tr>
<td>Vendor 3</td>
<td>100%</td>
</tr>
<tr>
<td>Vendor 4</td>
<td>78%</td>
</tr>
<tr>
<td>Vendor 5</td>
<td>72%</td>
</tr>
<tr>
<td>Vendor 6</td>
<td>60%</td>
</tr>
<tr>
<td>Vendor 7</td>
<td>52%</td>
</tr>
<tr>
<td>Vendor 8</td>
<td>14%</td>
</tr>
</tbody>
</table>

All Vendors: 75%

Goals:
- Annual Goal: 4,800
- YTD Goal: 400
- Achieved (4/30/2015): 299

Percent of YTD Goal Achieved:
- Vendor 1: 75%
- Vendor 2: 14%
- Vendor 3: 52%
- Vendor 4: 60%
- Vendor 5: 72%
- Vendor 6: 78%
- Vendor 7: 100%
- Vendor 8: 116%
- All Vendors: 75%

Data from April 1 – April 30, 2015
Progress Towards 90-Day Retention Vendor Comparison (3 Mo Avg)

Data from February 1 – April 30, 2014

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Retention Rate</td>
<td>28%</td>
<td>43%</td>
<td>43%</td>
<td>48%</td>
<td>48%</td>
<td>48%</td>
<td>61%</td>
</tr>
<tr>
<td>Paid Placements</td>
<td>39</td>
<td>49</td>
<td>35</td>
<td>40</td>
<td>46</td>
<td>44</td>
<td>46</td>
</tr>
<tr>
<td>Cumulative Retention Rate</td>
<td>50%</td>
<td>46%</td>
<td>50%</td>
<td>51%</td>
<td>50%</td>
<td>50%</td>
<td>52%</td>
</tr>
</tbody>
</table>

Please note these numbers are based on Job Start Date.

Data source: PACSWEB
Progress Towards 180-Day Retention Vendor Comparison (3 Mo Avg)

Data from November 1 2013 – January 31, 2014

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Placement Retention Rate</th>
<th>Paid Placements (11/1/2013 - 1/31/2014)</th>
<th>Cumulative Retention Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>All YTD</td>
<td>33%</td>
<td>54</td>
<td>40%</td>
</tr>
<tr>
<td>1</td>
<td>20%</td>
<td>71</td>
<td>46%</td>
</tr>
<tr>
<td>2</td>
<td>24%</td>
<td>39</td>
<td>47%</td>
</tr>
<tr>
<td>3</td>
<td>28%</td>
<td>28</td>
<td>48%</td>
</tr>
<tr>
<td>4</td>
<td>29%</td>
<td>50</td>
<td>49%</td>
</tr>
<tr>
<td>5</td>
<td>40%</td>
<td>54</td>
<td>46%</td>
</tr>
<tr>
<td>6</td>
<td>46%</td>
<td>49</td>
<td>47%</td>
</tr>
<tr>
<td>7</td>
<td>47%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Data source: PACSWEB

Please note these numbers are based on Job Start Date.
Development Saturation Slide

Data from ETO: Membership Applications: Oct 2009-Present

Saturation scale

Vendor
Name: Jane Doe  
D.O.B.: 06/02/1978  
Sex: F  
Membership Start Date: October 15, 2010  

Development of Residence:  

Jane Doe has been a member of Job Plus since October 15, 2010. Her goals were to attend college and work part time in the retail or food service/hospitality job sectors to support herself and to gain more independence. Her attendance was initially erratic as she was unfocused and she continually procrastinated in attaining a college degree.  

While she was on hiatus from Jobs Plus for a brief period she enrolled in a HHA training program. Upon her return to Jobs Plus, through coaching, she found that working as a HHA left her frustrated and unfulfilled but that job proved to be a teaching lesson for her. She then understood how her career path could be detoured and delayed if she did not become proactive about her action plan.  

After numerous rescheduled appointments but constant motivation from her mother and RC she was referred to MEOC College Connections Project, a college application fee waiver program. She attended the program which not only provided her with the fee waiver but also assisted her with the completion of her FAFSA and TAP applications and registered her at CUNY. She was enrolled within a week in September and is now attending Borough of Manhattan Community College. Moreover, two weeks later after submitting on line applications with the assistance of her EC, she was contacted for an interview at Century 21 and was hired shortly thereafter as a cashier earning $8.00 per hour. Coincidentally, the store is within walking distance from the college she attends. Additionally, her work experience as an HHA not only provided her with a lesson, it also helped her with her new job attain a 180 day retention milestone.
Job Development Strategy

Restructured job readiness skills for the under employed/unemployed, increased marketing for job opportunities to members/residents interested in employment enhancement opportunities.

**Continued Steps:**

- Increase individual accountability of employment coordinators
- Reduce self-placements
- Re-introduce regular job development calls
- Leverage position as a WF1CC provider to obtain additional employer commitments through the borough WF1CC
- Deployment of Talent Markets platform
Community Support for Work Strategy

Continue emphasis on training, employment opportunities, and wrap around services via social media, development marketing, and community stakeholders.

Continued Steps:

- Marketing strategies to increase resident enrollment.
  - Increase training opportunities for high demand industries
  - Refer a friend incentives

**Vendor**

- Forklift Operator
- Scaffold Support
- OSHA 10 Construction

**Jobs-PlusStat**

- Security Guard
- NRF
- Food Handlers
- AHLEI Hospitality Training
Continued focus on efforts to increase awareness of banking services, saving and debt reduction. Emphasize Jobs-Plus Services during outreach/reengagement efforts. Increased emphasis on benefits enrollment (15 food stamps applications completed within the reporting period).

**Continued Steps:**

- Continue outreach efforts to JP members addressing financial goals previously committed to
During this quarter, we’ve met with NYCHA Management and discussed the following:
Meeting with new Development Superintendent, Mr. Green
  • Discussion of outstanding repair requests
    • Safety Issues
      • Parking lot - Designated for residents & staff
      • Parking gate lock - New lock installed
      • Outside lighting around the perimeter of the office - Fixed
  • Resident Day 8/9/2014
    • 79 Touches
      • Donations from Community Business
  • Outreach concerns
    • Informing new caretakers of not tearing down Jobs-Plus flyers
  • NYCHA newsletter
Technical Assistance Summary

Program site is currently receiving technical assistance regarding the following:

- Employment/Fulfillment strategies.
- Strategies to increase retention/goal setting (positive impact)
- Restructured job readiness flow.

Feedback:
- Staff has adapted well to changes made to increase continuity amongst units, as well as clarity regarding the importance of each role to achieve year 2 goals.
More Information

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