Implementing a Successful Program

RESIDENT OPPORTUNITY & SELF-SUFFICIENCY PROGRAM

TREMAYNE YOUMANS, ROSS PROGRAM MANAGER

A Little About Me

Tremayne Youmans (Trey), Neighborhood and Community Investment Specialist, started working at the U.S Department of Housing & Urban Development (HUD) in 2016. In his role, he manages over $100 million in grant funding to support self-sufficiency efforts for Public Housing and NAHASDA-assisted residents. Prior to HUD, Trey worked passionately as a community organizer in Boston, Ma supporting residents in the planning and implementation of a neighborhood transformation plan.

Trey holds a Bachelor of Arts in Music Business Management from Berklee College of Music, a Master of Business Administration in Management from Nova Southeastern University, and a Master of Urban Affairs from Boston University.

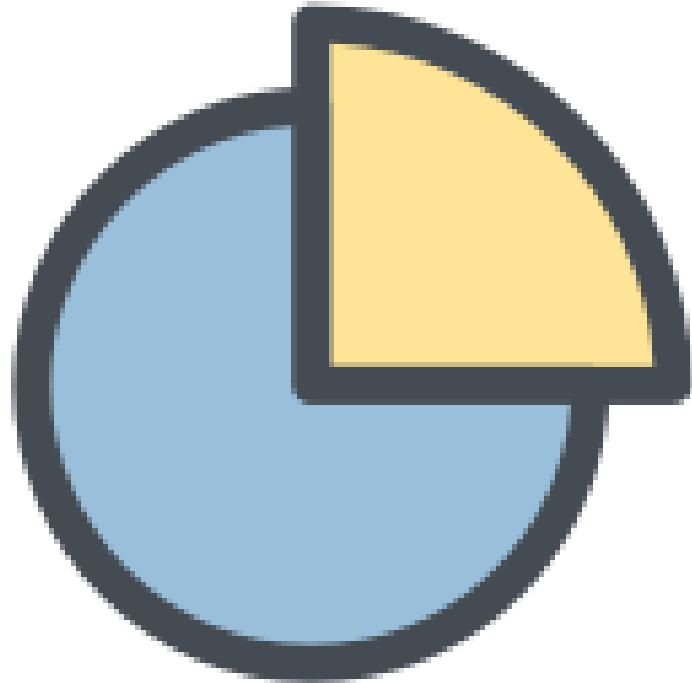When he is not working, he enjoys hanging with friends and traveling to any place that has beach.

Agenda:

❖ROSS Program Overview

❖Tools for a Successful Program

❖Technical Assistance Resources

❖Questions/Comments

Program Overview

- The ROSS grant program is designed to assist residents of Public and Indian Housing **make progress towards economic and housing self-sufficiency by removing the educational, professional and health barriers they face**.

- **ROSS-SCs assesses the needs of Public and Indian housing residents and links them to training and supportive services** that will enable participants to move along the self-sufficiency continuum.

- In the case of **elderly/disabled residents**, the ROSS-SC **links them to supportive services** which **enable them to age/remain in place**.

Self-Sufficiency

Self-sufficiency is defined as a household's ability to maintain financial, housing, and personal/family stability.

For the ROSS program, **self-sufficiency is further defined as a resident's ability to progress along the self-sufficiency continuum** through training and the utilization of supportive services.

In the **case of elderly/disabled residents, self-sufficiency is defined as the utilization of supportive services which enable them to better age in place or remain living independently for as long as possible**.

ROSS-SC Core Functions

RESIDENT NEEDS ASSESSMENT

COORDINATION

RESIDENT ENGAGEMENT

CASE MANAGEMENT

EVALUATION

Program Outcomes

- **Education:** Coordinators will work with residents to achieve educational attainment and/or training levels to prepare them for a career that pays enough to support housing, healthcare, and food expenses.

- **Health & Wellness:** Coordinators will work with residents to facilitate an environment and/or resources that empower them to pursue and achieve personal goals towards self-sufficiency and ensure that the individual resident's and/or their family's physical and mental health does not prevent him/her from pursuing education and/or employment.

- **Reentry:** Coordinators will link residents and their families who have been involved with the justice system to services that will help remove barriers to education, employment, health and wellness, and personal/family stability. These services are critical to a family or individual moving towards self-sufficiency.

Program Outcomes

- **Employment:** Coordinators will work with residents to help them gain employment with adequate pay and benefits; and provide coaching to help residents maintain employment for more than 12 months.

- **Financial Literacy:** Coordinators will link residents to financial coaching and literacy so that the resident's household's monthly expenses/debts do not exceed their monthly earned income and their earned income is enough support housing, healthcare, and food expenses.

- **Elderly/Disabled:** Coordinators will work to coordinate services for elderly and/or disabled residents to better enable residents to reach and maintain their desired level of independence while aging in place and remaining in place. This will help avoid more costly forms of care.

- **Substance Abuse:** Coordinators will work with service providers to address residents' substance abuse needs through prevention and intervention services.

Key Performance Indicators

Education

- Residents without a HS or GED attaining a HS diploma or GED.
- Residents receiving a higher level of education or license/certification.
- Residents enrolled in educational or vocational programs.
- Residents receiving education related services.

Health and Wellness

- Residents without health insurance obtain health insurance.
- Resident going to medical examinations at least once every 12 months
- Residents receiving health-related services.
- Residents with less emergency room visits.

Financial Literacy

- Residents receiving EITC.
- Residents with no financial account receiving a financial account.
- Residents receiving financial literacy/management related services.

Employment

- Unemployed residents receiving employment.
- Employed residents retaining employment for more than 12 months.
- Residents with part-time employment receiving full-time employment.
- Residents receiving employment related

Key Performance Indicators

Substance Abuse

- Residents experiencing substance abuse receiving substance abuse treatment.
- See Health and Wellness

Reentry

- Residents with criminal history receiving legal aid services.
- Also see employment and education.

Elderly/Disabled

- Residents receiving elderly/disabled related services.
- Residents receiving SSI and SSDI.
- See Health and Wellness.

Examples of Services to Be Coordinated

ROSS-SC Serving Families:

- Childcare Services
- Adult Basic Education/Literacy Classes
- Highschool Diploma/ GED Program
- Digital Literacy Classes
- Job Training Skills
- Financial Literacy
- Health Care Coordination
- Nutritional Courses
- Employer Linkage and Job Placement
- Career Advancement and Planning Programs
- Transportation
- Expunging, sealing, or correcting criminal records or securing certificates of rehabilitation, dependent on state jurisdiction
- Substance Abuse Treatment
- Civil Legal Assistance

ROSS-SC Serving Elderly/Disabled Residents:

Assist residents with aging in place

- Assisting with activities of to daily living
- Meal services meet nutritional needs
- Personal emergency response resources
- Disability service counseling

Impacts of COVID

Opportunities

- Many PHAs shifted to remote systems for files, enrollments, service coordination etc.
- Many programs expanded systems and skills for remote engagement
- Used outreach around meeting immediate needs as opening to build relationships

Challenges

- Significant job loss or lower wages
- Inability to provide in-home care for seniors and people with disabilities
- Inability to meet in person; how to maintain engagement
- PHA operations
- Resident health, internet connectivity, education, and childcare

Tips for Serving Families during COVID-19

01
Assess the needs of families.
- Assessed individuals should be marked as a "participant"

02
Communicate Regularly w/ Families
- Be Creative

03
Meet w/ Partners
- Discuss ways to retrieve information for annual reports

Tips for Serving Families During COVID-19

- Build Equitable Programs
  - Identify if anyone or a group is not being served
  - Engage vulnerable populations
  - Diversify partners/service providers
- Prevent service gaps
- Involve residents as much as possible
- Shift service-delivery model
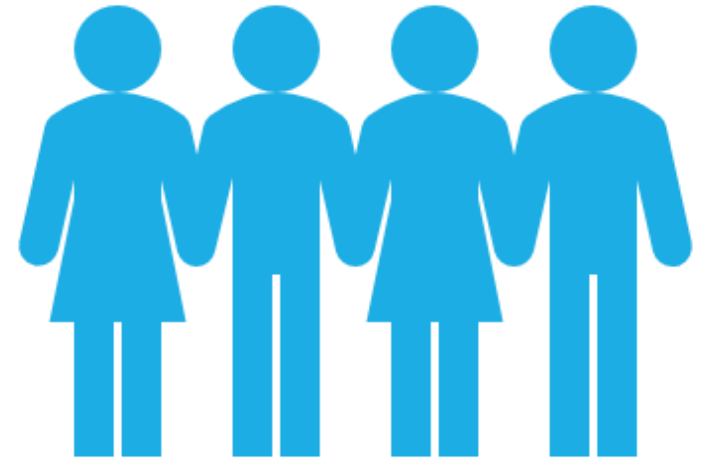
PHAs with Multiple Self-Sufficiency Programs

Develop strategy for how each program may compliment and not duplicate each other.

ROSS-SCs may provide a broader scope of services

FSS participants cannot be JP participants (enrolled in JPEID)

A full-time FSS coordinator cannot also be a full-time ROSS coordinator

Case Management Software

- We encourage you to use an electronic case management or other tracking system to collect and store information about individual participant services and outcomes

- You can choose the system that best meets your needs and satisfies minimum requirements for data privacy and security

- Case management software often has broader functionality, including a full range of features such as assessment tools and databases to record notes from client meetings and from outside service providers

- The Online Data Collection may be more of a reporting tool

- ROSS grant funds may be used to purchase case management software

Eligible ROSS Participants

- **Public housing residents**
- **NAHASDA-assisted residents**
- **This includes**:
  - Youth
  - Work-able Adults (18-61)
  - Elderly (62+)
  - People with Disabilities

Eligible Use of Funds

Salary/Fringe Costs:

- Used to pay for salary/fringe of ROSS-SCs.
- Coordinators must be paid the amount they were funded for salary/fringe.

- **Training/Travel Costs:**

  - For Program Development and Professional Development of ROSS-SC.
  - All training/travel associated with ROSS-SCs must be approved by HUD **before incurring cost.**
  - Training amount increased.

Administration Costs:

- Administrative staff support.
- Local transportation by the SCs.
- Tracking and evaluation.
- Purchase of office furniture or office equipment and supplies.
- Purchase of hardware and software to support ROSS-SC and computer center accessible to participants.
- Program outreach, printing and postage.
- Fees to support employment and education barrier removal for ROSS participants such as obtaining identification, occupational or driver's licenses, expunging, sealing, or correcting criminal records, and transportation to classes and/or job trainings.

Ineligible Use of Funds

- Funds **may not be used for any activities other than salary/fringe of ROSS-SCs and related administrative, training/travel costs**.

- Funds may not be used to pay the salary of an FSS Coordinator.

- ROSS funds cannot be used to hire or pay a Contract Administrator.

- Administrative funds may only be used to support the ROSS program. A grantee's Central Office cost may not use ROSS administrative funds to cover grantee's other costs.

- Ask your field office **before incurring costs.**

Grant Administration, Conditions... (Article II: Sub article A)

The grantee shall attend meeting(s) if requested by HUD.

The **work to be performed under this Grant Agreement is outlined in FY20 NOFA**. Grant funds shall be used only for eligible activities.

The grantee **is required to submit and receive approval of the budget and any deviations or revisions prior to implementation of any changes**.

The Grantee **must receive approval from the HUD field office for training and for travel outside of the local area**. Training costs must also be pre-approved.

Grantees needing to extend the term of their grant must request an extension sixty (60) calendar days prior to end of grant.

Grantees **are required to begin implementing program within sixty (60) days** from the start of the grant term.

Financial Responsibilities (Article II: Sub article B)

- The Grantee **shall use leverage/match resources in accordance with its approved application** and approval from HUD field office.

- Grantees are **required to draw down funds via the electronic Line of Credit Control System** (e-LOCCS).

- The Grantee **agrees to comply with the grant requirements of 2 CFR Part 200 including audit requirements**.

- The Grantee **shall minimize the time between the transfer of funds from HUD and the disbursement of funds** (three calendar days).

- FY20 ROSS-SC grantees that received a **Commitment to enter a Housing Assistance Payment (CHAP)** at the projects to be served **can retain their FY20 grants if**: (1) the CHAP was received after the ROSS-SC application deadline (November 19, 2020); and (2) the projects do not convert through RAD prior to the start of the ROSS-SC grant term (June 1, 2021).

- For nonprofit grantees, **failure to maintain nonprofit status throughout the grant term may result in the termination** of the FY20 ROSS grant.

Match

- The required match is 25% of total requested ROSS funds.

- The purpose of the match is to ensure your ROSS program includes committed partners who can address the needs of residents.

- Grantees must maintain at least a 25% match throughout the entire grant term

- OpFund is not considered an eligible match contribution under the ROSS-SC program

- Grantees can update match partners throughout the grant

- HUD may request to review your match letters at any time during the grant term

- **Track your match**
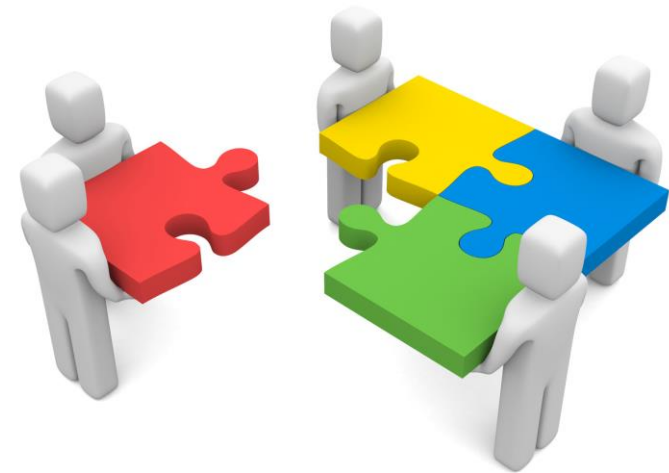
Resources for Reporting

- **Resident Opportunity & Self-Sufficiency Reporting: Using GrantSolutions to Report:** **https://youtu.be/320PuKy2fIE**

- **ROSS Reporting: Overview and Requirements: https://youtu.be/xCVZHt9z1n0**

- **The ROSS Data Guide 3.0:** https://files.hudexchange.info/resources/documents/ROSS-Data-Guide.pdf

- **ROSS Reporting Webinar Part I: Overview of ROSS Data Guide 3.0 (June 13, 2020):** https://www.hudexchange.info/trainings/courses/ross-reporting-ross-data-guide-3-0/

- **ROSS Reporting Webinar Part II: How to Report in GrantSolutions (July 16, 2020):** https://www.hudexchange.info/trainings/courses/resident-opportunity-self-sufficiency-report-how-to-report-in-grant-solutions/

- **ROSS Data Dashboard**: https://public.tableau.com/profile/abt.associates4039#!/vizhome/ROSS-SCDataDashboardbyGrantee/Home

- **How to Access the Dashboard Webinar:** https://www.hudexchange.info/trainings/courses/ross-sc-data-dashboard-webinar-1-how-to-access-and-use-the-dashboard/

- **Quick Reference Guide: Data Quality:** https://files.hudexchange.info/resources/documents/ROSS-SC-Data-Quality-Quick-Reference-Guide.pdf

- **ROSS HUD Exchange page:** https://www.hudexchange.info/programs/ross/

Contact Information

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Questions