



SUBSIDIZED HOUSING STATUS TRACKING PROCEDURE

Overview

The Chicago Cook Workforce Partnership needs to track customer's subsidized housing status for certain grants and for reporting to funders. In order to easily track and report this data, we have added five non-WIOA services in Career Connect. These procedures explain when and how to add these services to track subsidized housing status.

Subsidized Housing Types & Definitions

The Partnership is tracking five types of subsidized housing status:

1. **Chicago Housing Authority (CHA) public housing residents:** these are customers that live in CHA-owned developments. This must be verified as described in Step 3 below.
2. **Chicago Housing Authority (CHA) Section 8/Housing Choice Voucher (HCV) recipients:** these are customers that have a Housing Choice (often referred to as Section 8) voucher issued by the CHA and used in the city of Chicago. This must be verified as described in Step 3 below.
3. **Housing Authority of Cook County (HACC) public housing residents:** these are customers that live in HACC-owned developments.
4. **Housing Authority of Cook County (HACC) Section 8/Housing Choice Voucher (HCV) recipients:** these are customers that have a Housing Choice (often referred to as Section 8) voucher issued by the HACC and used in suburban Cook County.
5. **Non-CHA/HACC subsidized Housing Residents:** these are customers that report living in subsidized housing that is not owned by CHA or HACC and is not paid for by a Section 8/Housing Choice Voucher.

Tracking Subsidized Housing Status

The Partnership now requires that Subsidized Housing Status be tracked for all customers using the procedure below. The Partnership is asking all agencies to retroactively add this data to Career Connect for **active** WIOA participants. Unless used for WIOA eligibility, Subsidized Housing Status may be based on customer self-report and does not need to be verified.

In Career Connect, public housing status will be tracked as a WP or "Universal" service. The Partnership recognizes that housing status is not an actual service provided by WIOA. We have added these options as "services" for ease of data entry and reporting.

Step 1:

After locating your customer in Career Connect, go to Staff Profiles > General Profile > Activities and click on “Activity History/Service Plan”.

The screenshot shows the Career Connect interface. At the top, there are navigation links: [Assist an individual | Staff Services | Individual Portfolio]. Below this are three main menu sections: 'My Individual Profiles', 'My Individual Plans', and 'Staff Profiles'. The 'Staff Profiles' section is highlighted in yellow and contains a 'General Profile' sub-menu, which is also highlighted in yellow and contains 'Summary', 'Case Notes', 'Activities', and 'Documents (Staff)'. The 'Activities' link is highlighted in yellow. Below the menus are three tabs: 'Summary', 'Case Notes', and 'Activities'. The 'Activities' tab is active. Below the tabs, there are two options: 'Internal Job Referrals' and 'Activity History / Service Plan', both highlighted in yellow. The 'Activity History / Service Plan' option has a description: 'Select this option to review the selected Individual referrals.'

Step 2:

Click on “Add Service”

The screenshot shows the individual's profile page. It displays the following information: Username: DDURAN5621, User ID: 255182, Last 4 SSN: 5621, Individual's Name: DURAN, DURAN, State ID: 3913726, Phone: 312-555-1212, Address: 202 S Halsted, Chicago Heights, IL 60411, Email Address: dduran@email.com. Below the contact information are three links: [Add Service | Add Multiple Services | Print Table]. Below these links is a link: Show Filter Criteria (Showing all records). Below that is a message: 'Currently there are no active Services that have been assigned to the selected Individual using your filtering selection. Please change the filtering or click the Add Service link to create a new service for the selected Individual.' Below the message are three links: [Add Service | Add Multiple Services | Print Table].

Step 3:

Select the appropriate Service Activity Code:

- 160-CHA public housing resident*
- 161-CHA Section 8/Housing Choice Voucher recipient*
- 162-HACC public housing resident
- 163-HACC Section 8/Housing Choice Voucher recipient
- 164-Non-CHA/HACC subsidized housing resident

***IMPORTANT: Before recording service code 160 or 161** – Please verify with the CHA Resource Room Attendant or the CHA Career Coach that this customer is an actual HCV Holder or Public Housing resident. Add a Case Note with the service indicating when & how the data was verified.

DO NOT record these services before the status has been VERIFIED.

Step 4:

Add an "Actual Service Date" that is equal to the WIOA Application date. If the system will not let you back-date the service that far, use today's date and add a case note that the customer was a subsidized housing resident at the time of application.

Step 5:

Set the "Completion Code" to Successful Completion.

Step 6:

Select your Office Location (if it is not pre-filled). Your completed screen will look like this:

Service Plan

*Service/Activity Code: 162 - HACC Public Housing Resident

Program Application Association: 314459

Scheduled Date: Today

Scheduled Time: : AM

Actual Service Date: 01/15/2018 Today

Completion Code: Successful Completion

RR Event: [RR Search]

*LWIA / Region: Chicago Cook Workforce Partnership

*Office Location: Arlington Heights Workforce Center (8100)

*Position: Staff

Staff User ID - Created: 4532

Staff User ID - Last Edited: 4532

[Add a new Case Note | Show Filter Criteria]

ID	Create Date
No data found.	

Newly created case notes associated with this service will i notes, use the Show Filter Criteria link

Step 7:

Click "Save Changes". This will take you back to the Universal Services summary screen.

Username: DDURAN5621	State ID: 3913726
User ID: 255182	Phone: 312-555-1212
Last 4 SSN: 5621	Address: 202 S Halsted Chicago Heights, IL 60411
Individual's Name: DURAN, DURAN	Email Address: dduran@email.com

[[Add Service](#) | [Add Multiple Services](#) | [Print Table](#)]

[Show Filter Criteria](#) (Showing all records)

To Sort, click Column Title

Office	Service Code	Program	Scheduled Date/Time	Actual End Date	Completion Code
Arlington Heights Workforce Center (8100)	162 - HACC Public Housing Resident	WP #314459		1/15/2018	Successful Completion

Reports

In order to see all of your customers that live in subsidized housing, run the following report.

1. Go to Detailed Reports > Services Reports section > Services Provided Individuals
2. Select the "List" report in the Service > **Advanced** section (NOT the Local section).
3. Select the following filters:
 - Program: Title II – Wagner-Peyser (WP)
 - Office Location
 - Activity/Service Code: hold down the "CTRL" button on your keyboard and select all 5 service codes:

Activity

Activity/Service Code:
(Press Ctrl to select multiple items)

- 158 - Referrals to Other Services
- 159 - Job Corps
- 160 - CHA Public Housing Resident
- 161 - CHA Section 8/Housing Choice Voucher recipient
- 162 - HACC Public Housing Resident
- 163 - HACC Section 8/Housing Choice Voucher recipient
- 164 - Non-CHA/HACC subsidized housing resident
- 170 - Outside Work/Job Referral (700)

- Date Filter: Create Date
 - Date Range: Custom
 - From: 05/01/2018
 - To: Today's date
4. Click "Run Report"

Note that this report does not indicate which programs the customer is enrolled in. We are working with our vendor to create a custom report to show WIOA and non-WIOA customers that have these services.