

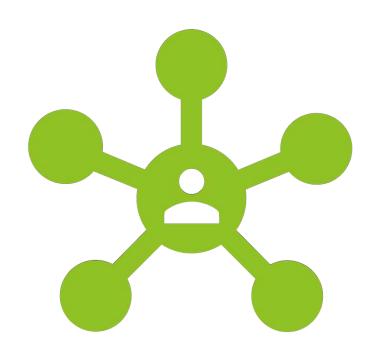
## Housekeeping Items

The session is being recorded, the PowerPoint and other materials will be sent out after the session.

Please mute yourselves to make sure that speakers can be heard and we do not experience feedback. No need to keep video on unless you want!

You will be able to ask questions using the chat function

If you'd like to ask your question live, please wait until Q&A



## Welcome to Ecosystem Enrichment!

- Monthly professional development opportunity for workforce professionals career coaches, business services representatives, training instructors, and more!
- Information that helps connect a complex system of services so that jobseekers can get the support they need to find, obtain, and maintain quality employment -no matter where they start!
  - Broadly applicable workforce development skills/knowledge with local context
- Join us each month for more, invite others you think are a good fit, and reach out if you have questions about previous or upcoming sessions

## Agenda

Context for the session

FSSA 2-1-1

Neighborhood Christian Legal Clinic

AuntBertha/FindHelp.org

Wrap-up

## Key Learning Objectives

- 1. What are common barriers to employment?
- 2. How do we assess and identify barriers?
- 3. What options do you have for referring jobseekers to resources?
- 4. What challenges exist in helping jobseekers overcome barriers?

## Getting Started with an Activity

https://jamboard.google.com/d/1pHkf54yBOq\_zpmX0OX2L-3DF5Pf97yiGveN\_04j5BtE/edit?usp=sharing Common Employment Barriers



Assess

Identify

Address

## Coaching Through Barriers

- Keep barriers in perspective.
  - ► Rather than focusing solely on barriers, help individuals set realistic employment goals, and work to develop strategies based on their strengths to achieve those goals
- The following is a way to prioritize barriers
  - ▶ Barriers that must be resolved before job search, such as mental illness and substance abuse (individual must be under treatment and stable) and physical rehabilitation.
  - ▶ Barriers that must be resolved while in pre-employment training or job search such as securing a mailing address, obtaining child care, or rehearsing how to discuss criminal background information.
  - Barriers that may be resolved after the employment begins such as additional training and education.







## Agenda

- 211 overview
- Transition to FSSA
- 5 Lines of business
- Connections



## **What is 211?**

Indiana 211 is a free service that connects Hoosiers with help and answers from thousands of health and human service agencies and resources right in their local communities - quickly, easily, and confidentially. We use statistical data (not personally identifiable information) from calls, texts and web visits to help shed light on the nature of social needs in Indiana for decision-makers and government across the state.



## 3 Easy Ways to Access 211

Call 2-1-1 1-866-211-9966



Text Zip code to 898-211



**IN211.org** 





## **IN211 Fast Facts**

- IN211 became the 8th Division of FSSA on July 1, 2020
- IN211 serves all residents of Indiana
- IN211 community navigators complete a comprehensive assessment around the social determinants of health
- IN211 averages 20,000 calls each month, with the greatest needs being food, shelter and utilities



## **IN211 Lines of Business**

- Community Navigators
- Department of Health COVID-19 Public Line
- COVID-19 Vaccine Information & Scheduling Line
- Indiana Housing & Community Development Authority
  - Emergency Rental Assistance
  - Energy Assistance Program
- Substance Use Disorder & Mental Health
  - Open Beds
  - Lyft
  - Peer Recovery Network
  - Be Well Indiana



## **IN211 Lines of Business**

- Indiana Housing & Community Development Authority
  - Emergency Rental Assistance applications
    - Assisting with initial application
    - Eviction diversion program
  - Energy Assistance Program applications
    - Gas, Electricity, Water



# Data Dashboard Go to IN211.org and select Indiana 211 Data Dashboard



Tome

Dial 2-1-1 or (866) 211-9966

About Us ▼

Service Providers -

Find Help •



2021-2022 EAP Information



# 211 Data Dashboard Go to IN211.org select Indiana 211 Data Dashboard

Dashboard can be filtered by Agency, by County, by timeframe, however user needs to see the data

#### **Indiana 211**

Data Last Refreshed: November 1, 2021

Referral Data

 Agency Name
 County
 Date Range

 (All)
 ▼
 (All)
 11/1/2020
 10/31/2021

Note: to reset all filters to their defaults, refresh your web browser.

#### Call Volume

**Client Data** 

**Total Calls** 

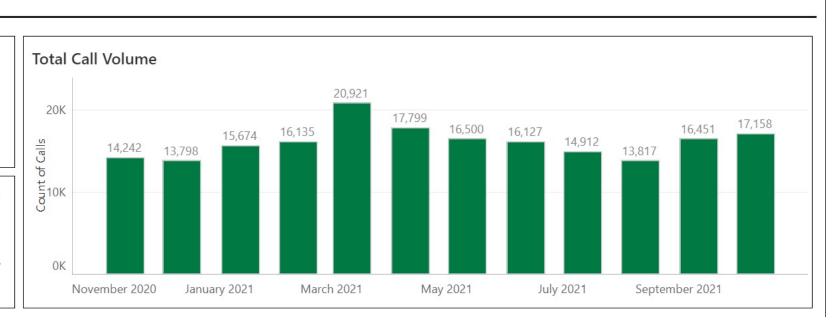
193,534

8 November 2..

**Total Distinct Callers** 

143,475

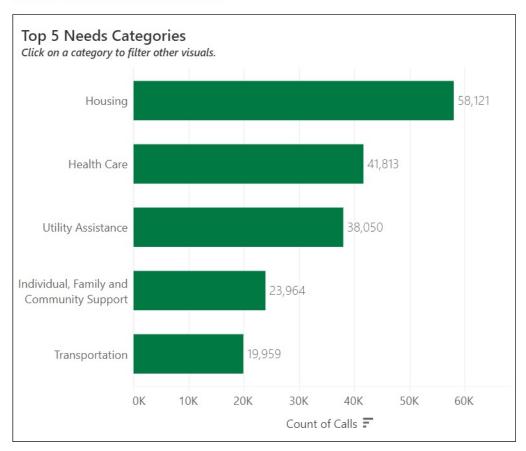
8 November 20..

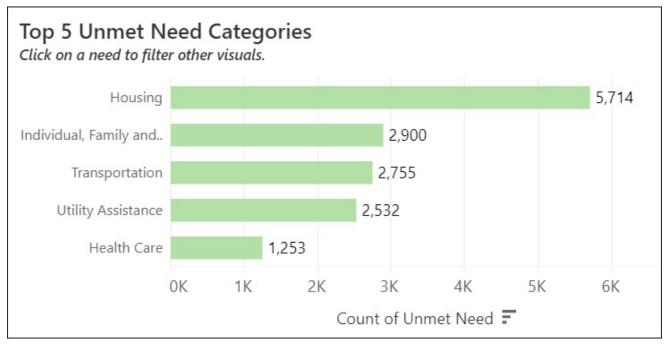




## 211 Data Dashboard Top Needs & Unmet Needs

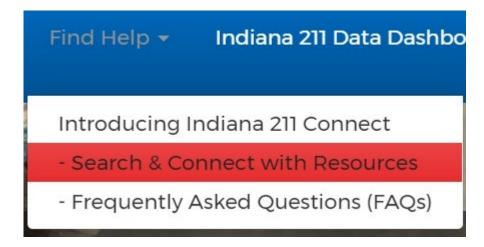
#### Caller Need Information \_







# Online Resource Help Go to IN211.org and select the Find Help option to connect to resources online



Indiana 211 Connect is an innovative community-based resource directory and referral network bringing residents, state programs and community partners together using one comprehensive and unified online platform.

Our mission is to demystify and continuously improve upon our network of state and community social services to better serve our diverse community of Hoosiers with dignity and ease.

#### **Features**

- Powered by IN211
- SDOH Assessment Tool
- Searchable State & Community Resource Directory
- Resource Providers

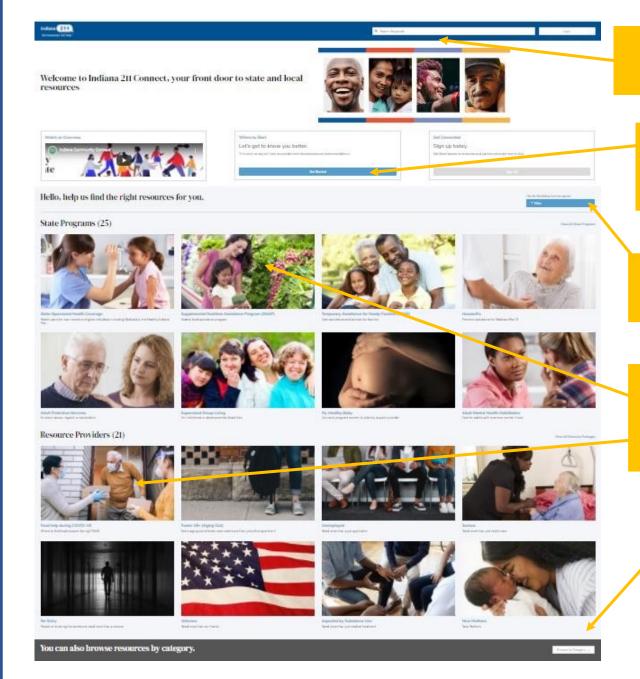


- Easy Access to State Program Applications
- Community Partner Accounts
- Referrals & Referral Management
- Account Reports

#### Homepage

There are **four ways to explore resources** through the home page:
Search Bar,
Browse by Category,
Resource Providers, and
Needs Assessments.

Select the Indiana 211 logo in the top left of the screen to navigate back to the home page. Remember! This menu is accessible from any page by clicking the Indiana 211 logo in the top left.



**Search Bar** allows searching for resources by type (e.g., Food) or name (e.g., Salvation Army).

Take a Healthy
Opportunities Assessment
to get personalized resource
recommendations.

**Filters** to adjust information shown on home page.

State Programs and Resource Providers sections includes available FSSA programs and other community-based services.

Browse by
Category includes a
list of available
resources by
resource type.

#### **Resource Details**

Resource Details screen provides contact information, next steps, transportation instructions, and what to bring to access that resource.

Similar Resources section shows different providers that offer the same resource type.

#### Resource Details screen

#### **Head Start**

#### by Family Development Services - Head Start

Provides a public preschool program combining education, nutrition, health, and social services for children from low-income families. Income guidelines may be waived for children with special needs or disabilities. This program is delivered on a school-year basis at several locations.

#### Contact details



#### **Similar Resources**

recommends other providers for that resource type.

#### Next steps

Walk in to enroll or call for information. -- Call, visit the website or facebook to enroll for Open enrollment date.

Share

#### What to bring

Proof of household income -- Copy of child's birth certificate -- Copy of child's immunization record -- Child's Social Security number -- Child's Medicaid number, if applicable -- Home and work phone numbers for parent(s)

#### Instructions

#### Transportation Instructions

Location is within 25 miles or 2 blocks of a public transit stop

#### Special Location Instructions

ADA Accessible

#### Additional

#### Fees

No

#### **Eligibility Guidelines**

Age 3 or 4 by Sept 10, or age 5 but not yet eligible for kindergarten -- Household income at or below 130% Federal Poverty Level -OR- a child diagnosed with a disability, an Individual Education Plan (IEP)

#### Service Hours

Mon-Fri 8am-5pm -- Open enrollment: June 20, 2020: Sat 9am-1pm

#### **Suggest a Resource**

If an organization or resource is missing from our database, then click on the "Suggest a Resource" link at the bottom of the home page. This will navigate to a form where you can provide information on that resource.

The Suggest a Resource request gets routed to Indiana 211.

## Notice a resource is missing? Suggest one.



#### Individuals and Families

Connect to the help and support you need. Indiana Community Connect is a single site to find both FSSA and Community Resources.

Suggest a Resource if you notice a community organization that is not listed in the resource database.



#### For Community Partners

Join a community of support. Create an account today to maintain your organization's information, create and manage referrals, and gain access to shared data.

Suggest a Resource



#### Get Help

2-1-1 trained Navigators are available 24 hours a day, 7 days a week, to locate the resources you need. Dial 211 or text your zip code to 898211.

FAQs

Call 2-1-1 or (866) 211-9966

## Questions about Indiana 211 Connect? Start with the FAQs!

## Get Help / FAQs

Click on the FAQs link at the bottom of the home page to view frequently asked questions about Indiana Community Connect.

FAQs are also accessible by clicking the "Get Help" link at the bottom of every page.



Individuals and Families

Connect to the help and support you need. Indiana 211 Connect is a single site to find both FSSA and Community Resources.



For Community Partners

Join a community of support. Create an account today to maintain your organization's information create and manage referrals, and gain access to shared data.

Suggest a Resource Join as a Community Partner

Community Partner Resources



Get Help

You can dial 2-1-1 to speak with an IN211 trained Navigators 24 hours a day, 7 days a week and get help finding the resources you need. You can also contact IN211 by texting your zip code to 898211.

Indiana 211 Connect FAQs IN211 FAQs

VISIT INZTESIT

**Get Help** to access FAQs. This link is located at the bottom of every page in Indiana 211

Connect.

FAQs link are available at the bottom of the home page.
Check here first with any questions about the tool.



## Questions?

IN211.org

1-866-211-9966 (long code) 2-1-1 (short code)

Text Zip Code to 898-211



## Neighborhood Christian Legal Clinic Expungement and Driver's License Matters

Allie DeYoung, Director of Re-Entry Justice Program

Neighborhood Christian Legal Clinic

Email: adeyoung@nclegalclinic.org

Phone: (317) 429-4141



## Who is the Neighborhood Christian Legal Clinic

- The Clinic is a non-profit law firm, offering legal assistance to our low-income neighbors with the goal of promoting justice through legal representation and legal education
- Income limitations Most programs 125% federal poverty guidelines
- Learn more about the Clinic's services at: https://www.nclegalclinic.org/

## **Expungement Background**

- Indiana's Second Chance Law
- Statute provides opportunity for petitioners to seek expungement of criminal history, subject to eligibility
- Requires petitioners to file petition(s) for expungement in each county they have a criminal conviction in
- Must be time-eligible and owe no outstanding court costs/fines/fees
- Petitions must be complete and accurate individuals may only file one expungement petitions for convictions in their lifetime (with limited exceptions)

## **Expungement Background**

- Certain convictions/individuals are not eligible for expungement:
  - 2 or more felony offenses that involve the use of a deadly weapon and were not committed as part of the same episode of criminal conduct
  - Homicide Crimes
  - Human & Sexual Trafficking Crimes
  - Sex Crimes
  - Sex/Violent Offender
  - Official Misconduct
- Expungement can be a lengthy process individuals with criminal backgrounds need to seek assistance ASAP

## Additional Expungement Challenges

- More serious felony convictions (Class C/Level 5 Felony or above) remain on the individual's records but are marked as expunged
- Indiana's Expungement Statute has an anti-discrimination provision making it illegal to discriminate against a person based on a conviction that has been expunged
- Indiana law requires that job/housing/license applications must ask background questions only in terms that exclude expunged offenses and provides a specific example of how to word question: "Have you ever been arrested for or convicted of a crime that has not been expunged by a court?"

# Opportunities for Collaboration and Education with Employers

- Many employers are not aware of the Indiana law related to antidiscrimination for expunged convictions - need education about the employer's obligations under the law
- In this current labor-climate, opportunity for proactive education and collaboration to identify job application forms and employers who are not complying with Indiana's law versus waiting until an employee has been denied employment
- Outdated HR policies with strict enforcement of no-felony convictions on record – such policies may violate Indiana law and should be closely scrutinized

## **Expungement Assistance**

- Expungement Help Desk
  - Location: City-County Building (Room B-2)
  - Walk-in Hours
    - Tuesdays & Wednesdays 9am 4pm
    - Phone Appointments (visit <a href="https://www.nclegalclinic.org/re-entry-justice">https://www.nclegalclinic.org/re-entry-justice</a>)
- What We Do:
  - Expungement Eligibility Determination
  - Assistance with addressing outstanding court costs, fees, fines
  - Assistance in seeking early filing permission
  - Preparation of Expungement Paperwork

### Driver's License Assistance

- Address common driver's license suspensions (e.g. outstanding tickets, failure to appear, BMV reinstatement fees)
- Referrals come through the Expungement Help Desk
- Assist individuals with reviewing their driving record to determine how to resolve suspension(s)
- Prepare and file paperwork to address suspensions
- Stress the importance of being pro-active with license suspension issues

## How to Get a Copy of Your Driving Record

 You can access your driving record for free by creating an account with the BMV at <a href="https://mybmv.bmv.in.gov/bmv/mybmv/default.aspx">https://mybmv.bmv.in.gov/bmv/mybmv/default.aspx</a>. You must have your driver's license number and an email address to use this online service.

----OR-----

• If you don't know your driver's license number or do not have internet access, you can request your "Official Driving Record" by mail or in person by filling out State Form #53789. This form is available at the BMV Headquarters, located at 100 N. Senate Ave., Rm. N.412, Indianapolis, Indiana 46204. The cost is \$4.00. For more information, call 888-692-6841.

### Other Resources

- If an individual cannot visit the Expungement Help Desk, does not meet the Clinic's income guidelines, or needs another type of services (e.g. family law), other resources are available:
- Indiana Legal Help <a href="https://indianalegalhelp.org/">https://indianalegalhelp.org/</a>
  - Provides pro-se forms, instructional videos, information on how to file to court, information on low-cost attorney referrals
  - Family law forms available with instructions on how to fill out and file with the court
- Tenant Advocacy Project located in the Township Courts around Indianapolis. Staffed by housing advocates (including attorneys) to assist tenants in eviction cases
- IndyRent Assistance Portal <a href="https://indyrent.org/">https://indyrent.org/</a>



## Free tools on findhelp.org

November 18, 2021



## Agenda

- What is <u>findhelp.org</u>?
- How to use <u>findhelp.org</u>
  - Search & refer
  - Claim your program
  - Free tools for organizations
- Key takeaways
- Next steps

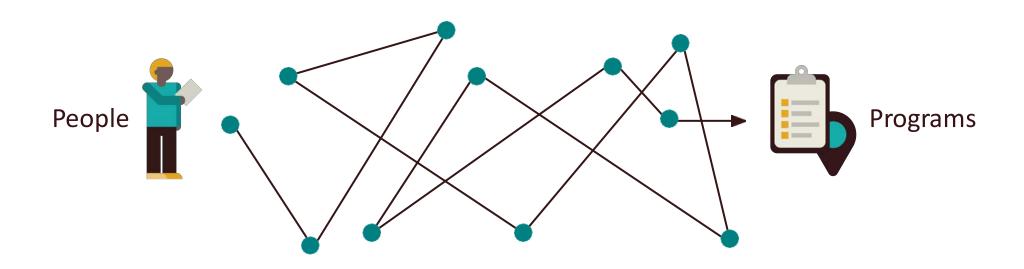


### > Our Mission:

To connect all people in need and the programs that serve them (wi and ease).

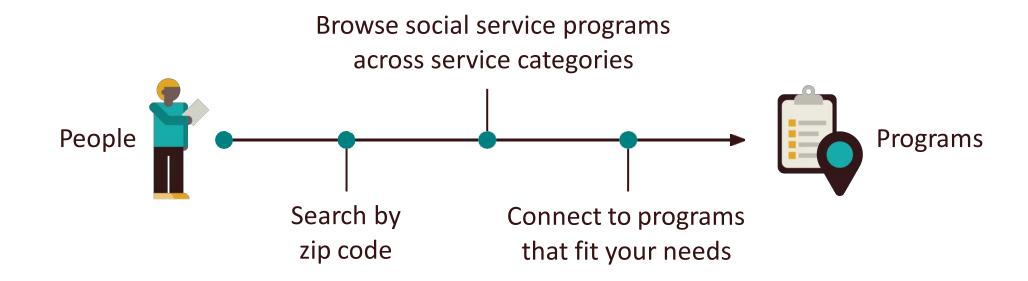


## It's too hard to navigate the system.

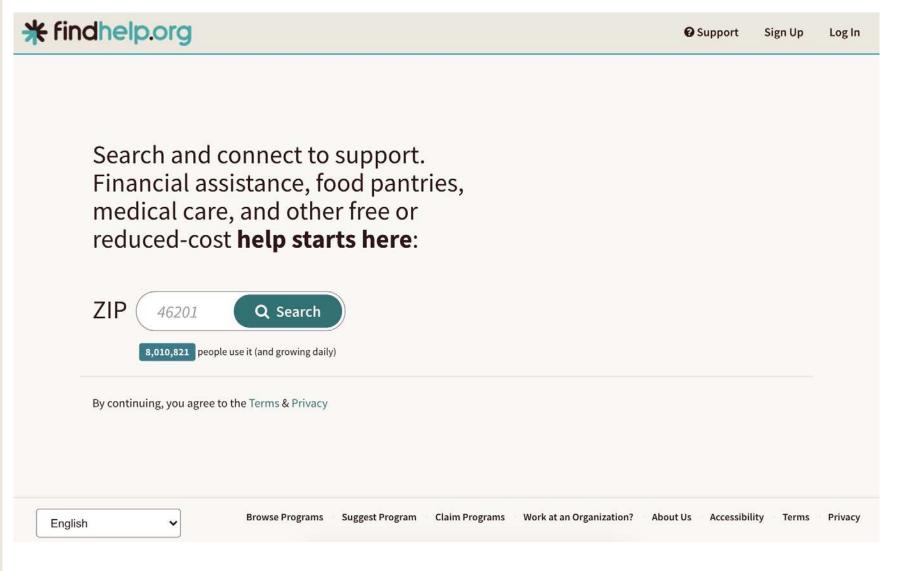




### We're trying to make it easier.



# What is findhelp.org?



- Online directory of free and reduced-cost services;
- Free to those looking for help;
- Free for nonprofits to manage their programs;
- Over 1,300
   programs in every county.



### Who are our Indiana partners?



































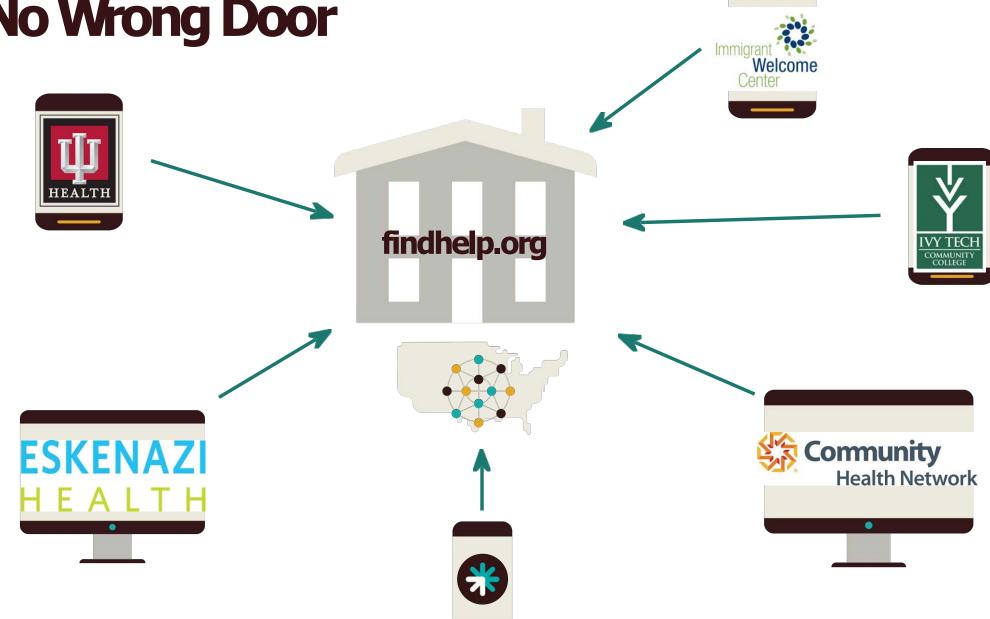








No Wrong Door



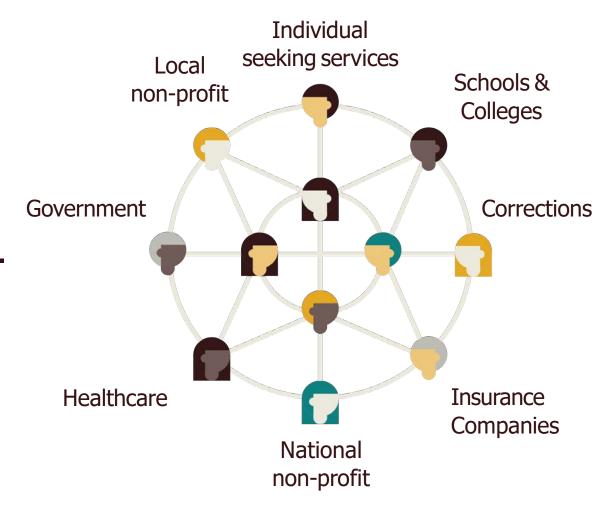


### How do we support organizations?

**Open Network.** We're here anywhere and anytime across the U.S.

**Private and secure**. We're HIPAA & FERPA Compliant and HITRUST Certified.

**Flexibility.** The tool is easy to use and is meant to help those in need and the organizations that serve them.





## What's uniquely available for organizations?

We offer a free suite of program management tools and impact reports and tailored support for organizations.

We help people connect with your services in a way that makes sense for you, not the other way around.



Program claiming and management



Screening and referral processing



Availability and appointment scheduling



Analytics and reporting



Team support



# ProgramClaiming

Claiming allows people to take ownership of their program listing(s) on findhelp.org.

#### **Frequently Asked Questions**

- What are the benefits of claiming?
- How many people can claim a program?
- Which program tools should I use?

www.findhelp.org/claims



> How to use findhelp.org



> Program Analytics



# Analytics:ClaimedProgramDashboard

## Measure your impact and program engagement!

#### Use this Dashboard to:

- Quantify all the different ways people are interacting with you programs;
- Show your program's scope in program evaluations, grants and fundraising, and external reporting to funders and/or regulators;
- Show impact through Referral data highlights effectiveness;
- Demonstrate the need for additional resources or staff.

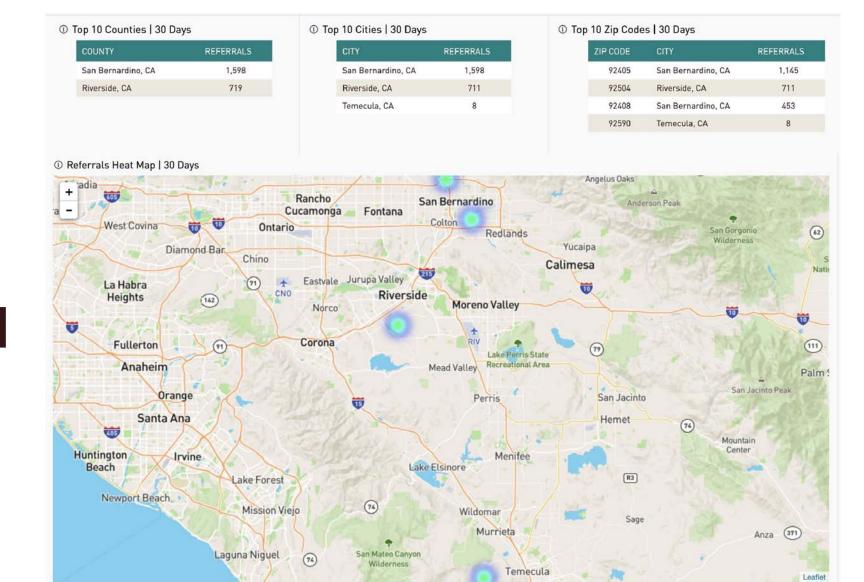


# Claimed Program Dashboard



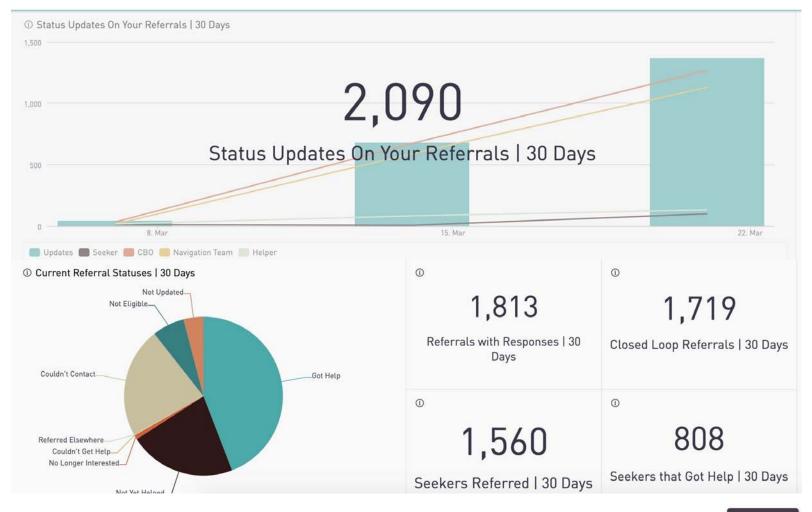


# Claimed Program Dashboard





# Intake Tools Dashboard



More Options

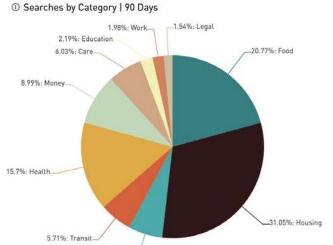
(1) Referral Details   90 Day	15
-------------------------------	----

SEEKER NAME SEEKER PHONE NUMBER		SEEKER EMAIL	SEEKER USERENAME	SENDER EMAIL	
Sheena Tallthere	234-567-8901		2345678901_sheena_tallthere	aschulte@nebraskahealthnetwork.con	
Karen Roller		karenlroller@gmail.com	karenlroller@gmail.com	karenlroller@gmail.com	
Jon Doe		jondoe@gmail.com	jondoe@gmail.com	as chulte @ nebraskaheal th network.com	
Lehua Gray		lehua.gray+seekerexample3679@gmail.com	lehua.gray+seekerexample3679@gmail.com	lehua.gray+seekerexample3679@gmai	
Jess Johnson	615-594-1517	jjohnson+demo@auntbertha.com	jjohnson+demo@auntbertha.com	+demoldauntbertha.com surelyyoujesstldgmail.com	



## Search Trends In **Your Area Dashboard**





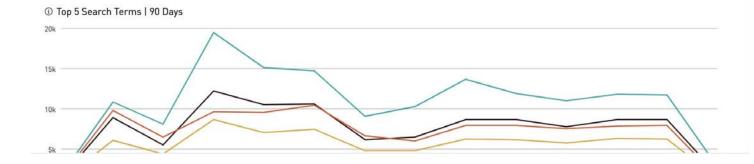
6.04%: Goods

#### 155,039 help pay for housing housing undefined 118,503 food pantry food 109.084 help pay for utilities housing 106,535 78,041 help find housing housing emergency food 64,589 62.081 food delivery financial assistance 48,543 money help pay for food 43,957 government food benefits 37,521 37,019 help pay for internet or phone housing housing vouchers 33,195 housing 31,686 transportation transit temporary shelter 28,420

housing

transit

28.042



transportation for healthcare



# DataCollectionForm Report

## Download your Data Collection Forms for additional analysis!

#### Use this Dashboard to:

- Quantify the information
   Collection Forms;
- Show your program through services ren
- View trends of demoservices provided;
- Understand volume submissions over tim



## **Data Collection Form Report**



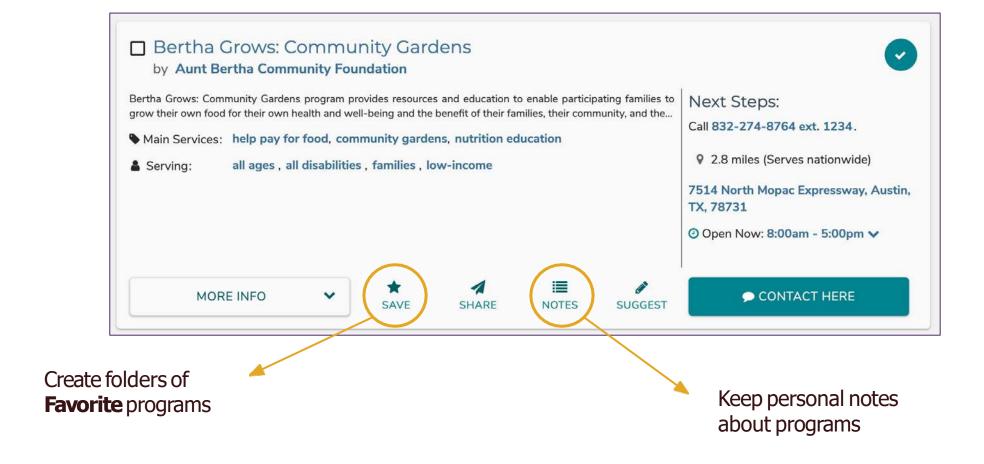
#### CBO Data Collection Form Details | 90 Days

CREATED AT	FIRST NAME	LAST NAME	QUESTION	ANSWER	<b>₽</b> Edit Pivot
2021-04-21	Aaron	Fakename	Annual Family Income	\$10,001 - \$25,000	Q Search
2021-04-21	Aaron	Fakename	Services Provided	Rent Assistance	■ Download Data
2021-04-21	Aaron	Fakename	Total dollars granted	4,000	290 Rows

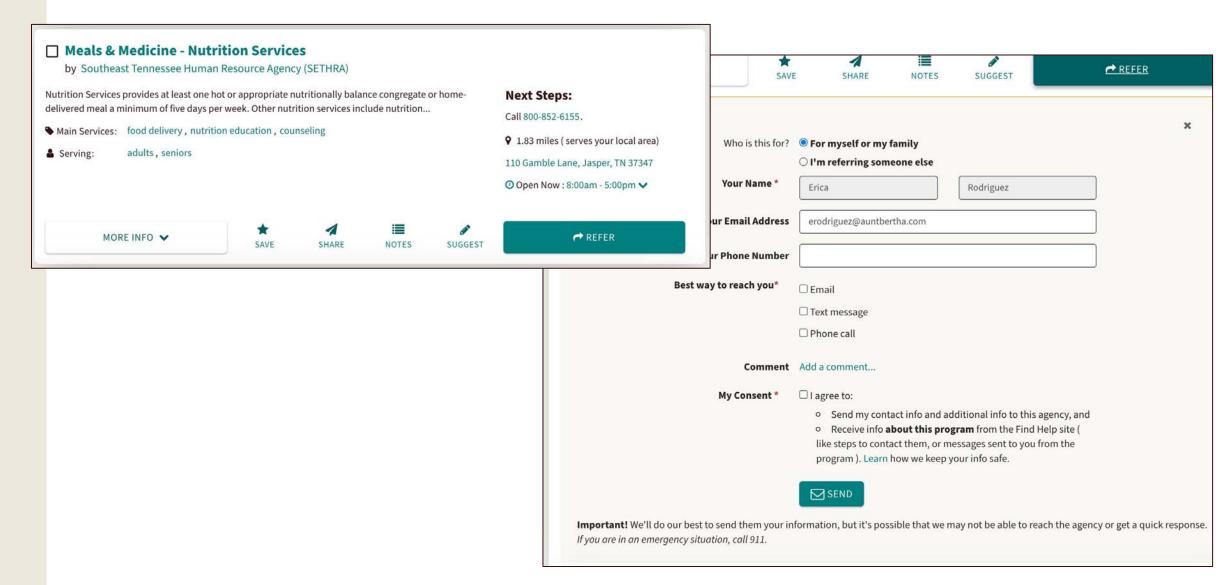


Key Takeaways

## Interact with programs

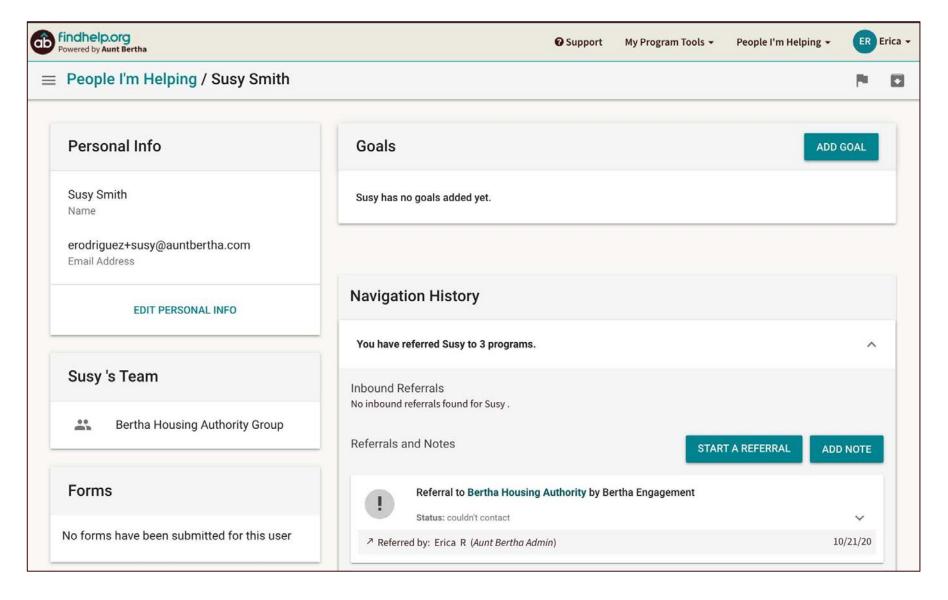


## Refer to programs





## Manage people you're helping





We provide a suite of tools for any community partner that claims their listing on our platform.



Program claiming and management



Screening and referral processing



Availability and appointment scheduling



Analytics and reporting

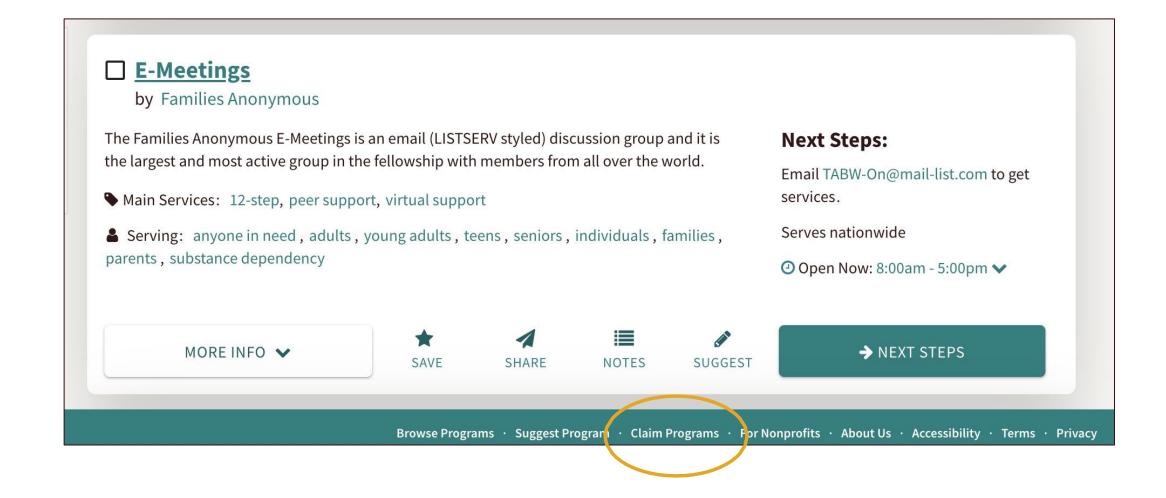


Team support



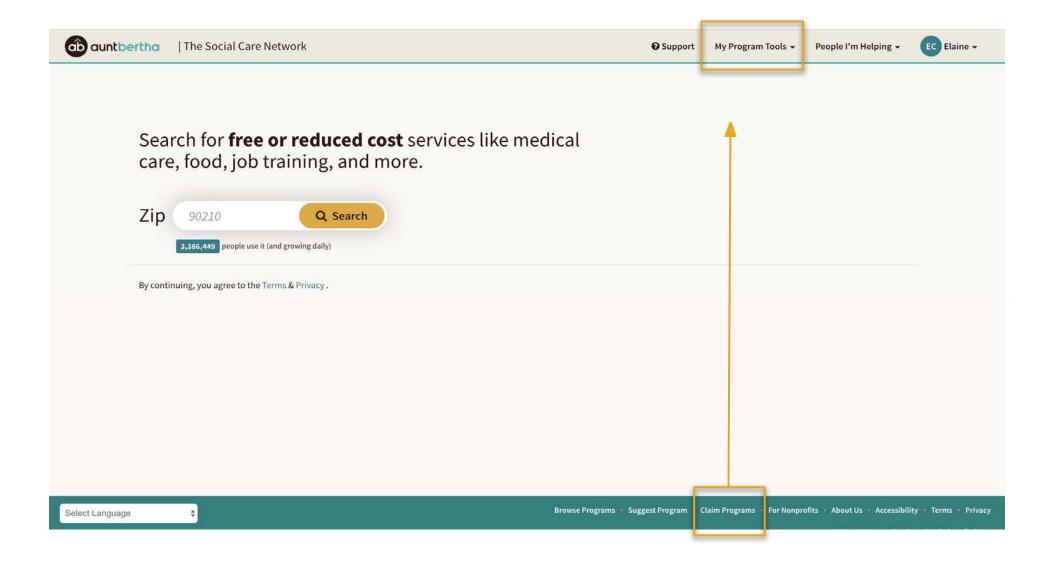
## > Next Steps

## Claim your program(s)



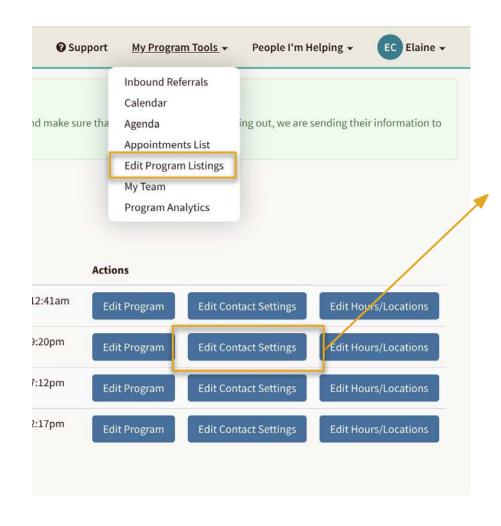


## Access your free suite of tools





### Select an intake tool that fits your needs



- Pass along their name, phone, and email address with One-Step Referrals (free, default)
- **a** Gather more info about eligibility with a customized Screening Form (free)
- Let them schedule an appointment (free, must set up available times)
- (x) This program can't help people who make contact through Aunt Bertha
- We want to link them to an existing application, scheduler, or contact form



Name: Alicia Baker

Email: abaker@findhelp.com

**Phone:** 317-207-7687

Contact Us: <a href="mailto:support@findhelp.com">support@findhelp.com</a>





## > Questions?

## Wrap-Up

Next Session: January 27th Register Here

Are you a new career coach, navigator, or case manager looking for resources?

Are you a seasoned professional with resources to share?

<u>Check out the Resource Library</u> where you can access & request materials to help as you serve jobseekers