



PPL PARTNERSHIP RUBRIC

REFERRAL RESPONSE BY FAMILY SUPPORT SPECIALIST

- **Accepted** in NAZ Connect –Specialist has made contact with family and scheduled an initial meeting.
- **Denied** in NAZ Connect –Specialist has attempted contact at least 3 times, on 3 days using multiple methods (i.e. phone call, text, e-mail). After second attempt, Specialist will send a ping in NAZ Connect.

LEVEL OF NEED	DESCRIPTION	EXPECTED RESPONSE TIME	EXPECTED RESPONSE
<p>★★★★★</p> <p>E M E R G E N C Y</p>	<p>At risk of losing current housing within next 30 days. Examples:</p> <ul style="list-style-type: none"> • Assistance with late rent • Creation of Eviction Prevention Plan (lease violations) • Assistance with completing needed subsidy paperwork <p>Set to move into new housing within 30 days, but need assistance to complete process. Examples:</p> <ul style="list-style-type: none"> • Security deposit • Other costs or logistic related to move 	48 HOURS	1-1 coaching to complete the goal
<p>★★★</p> <p>H I G H</p>	<p>Literally homeless (currently in emergency shelter, streets)</p> <p>Fleeing domestic violence</p>	2-7 DAYS	<p>1-1 coaching to start housing search</p> <p>On-going access to housing search resources</p>
<p>★★</p> <p>M E D I U M</p>	<p>At risk of losing current housing, but not within next 30 days. Examples:</p> <ul style="list-style-type: none"> • Assistance with late rent • Creation of Eviction Prevention Plan (lease violations) • Assistance with completing needed subsidy paperwork <p>New housing search (currently coach hopping, doubled-up, etc.)</p> <p>Application fees</p> <p>Utility assistance</p> <p>Bridging appointment</p>	1-2 WEEKS	<p>1:1 coaching & assistance to complete goal or start housing search</p> <p>On-going access to housing search resources</p>
<p>★</p> <p>L O W</p>	<p>New housing search (currently renting or owning)</p> <p>Tenant Advocacy Education</p> <ul style="list-style-type: none"> • Habitability Issues • Tenant Rights • Neighbor conflict 	2-7 DAYS	<p>On-going access to housing search resources</p> <p>Monthly Renting Right Workshop</p>

ADDITIONAL REFERRAL COACHING QUESTIONS

- What is their current housing situation?
- If referral is connected to financial need (late rent, utilities, etc.): How much is needed? What other resources has family tried to access?



PPL EMPLOYMENT REFERRAL

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<p>What services are offered by the Employment Specialist?</p>	<ul style="list-style-type: none"> • Resume and job search support • Interview practice • Navigation to FREE Career Training opportunities • Computer skills • Individual employment coaching and goal-setting <p>The ultimate goal of working with the Employment Specialist is job placement.</p>
<p>Expected Response Time</p>	<p>2-7 days</p> <p>NAZ Coach should include detailed notes regarding reason for the referral</p>
<p>Expected Response</p>	<p>1:1 appointment to discuss employment services and on-going access to employment coaching and assistance to complete employment goals</p>
<p>Referral Response by Employment Specialist</p>	<p>In NAZ Connect:</p> <ul style="list-style-type: none"> • Accepted = Employment Specialist has made contact and schedule an initial meeting • Denied = Employment Specialist has attempted contact at least 3 times, on 3 separate days using multiple methods (i.e. phone call, text, e-mail)
<p>Please DON'T refer for these reasons</p>	<ul style="list-style-type: none"> • MicroGrant • Ready for Success clothing referral • Financial or transportation support <p>While these support services might be offered to someone working with our Employment Specialist, it is not why you would make a referral.</p>



PATHWAYS TO WORKING WITH FAMILY SUPPORT SPECIALISTS

