

PPL-NAZ Talking Points / Frequently Asked Questions

General Referral Process

1. Before making a referral to PPL:
 - a. *Please ensure that the participant is eligible for the support being sought (please see requirements / guidelines for each program below)*
 - b. *Please ensure that the participant's ROI is up-to-date – we will not be able to reach out if we are not on the ROI, or if it has expired*
 - c. *Please notify the participant of who we are and what support they can expect from us (please see individual program details outlined below)*
2. Once a referral to PPL is made:
 - a. *PPL-NAZ staff will attempt to make contact with participant within a week of receiving the referral (goal is usually 3-5 days from date of receipt). Attempts at contact may be through phone, email, and text message*
 - b. *If a participant responds, PPL-NAZ staff will complete an intake and move forward with providing support*
 - c. *If a participant does not respond within that timeframe, PPL-NAZ staff may decline a referral*

Employment & Training

1. What services are available to participants in the employment services program?
 - a. *1:1 support with career exploration, resume-writing, cover letter-writing, interview prep, job searching, and completing job applications*
 - b. *Referrals to PPL and non-PPL job training programs in a variety of fields, including healthcare, warehousing, administrative work, and more*
 - c. *Digital literacy and customer service training*
 - d. *After some time in the program, participants may gain access to grants that can help with car repairs, bus/gas cards, and other support services **(please do not market this to participants, as these services are offered on an as-needed basis)***
2. What will be expected of participants once they've enrolled in employment services?
 - a. *Participants will maintain at least monthly contact with the Employment Specialist (ES will contact them at least monthly, and participants may be exited from services if they do not respond for 3 months or more)*
 - b. *Participants will collaborate with Employment Specialist on identifying career areas of interest, jobs of interest, and preparing for / completing applications*
 - c. *Participants will work independently on their job search in between meetings with the Employment Specialist*
3. What outcomes can participants expect from participating in the program?
 - a. *The overarching goal is for participants to be placed in full-time, permanent jobs that provide family-sustaining income, whether that comes through submitting job applications or completing a training program*
 - b. *Specifically for 2021, we are hoping that participants will be working in jobs where they are able to increase their income by at least 10% (from point of intake) and make at least \$15/hr (acknowledging that some participants may face additional barriers or opt in to positions that do not line up with these goals)*
4. What is the intake process for employment services / what happens after a referral is made?

- a. *Employment Specialist will receive the referral and make contact with the participant within a week (usually sooner). ES will have an initial call with ptp to explore goals and desired outcomes*
 - b. *Employment Specialist will schedule an intake meeting with participant (usually 1.5 hrs). This meeting will include a more in-depth exploration of ptp's goals and desired outcomes, time to complete needed paperwork, and time to kick start tasks such as writing ptp's resume, searching for job trainings, exploring career fields, etc.*
 - c. *Employment Specialist will email the completed paperwork to participant for email approval (in place of a signature). Once email approval is provided to ES, ES will accept the referral made through NAZ Connect*
5. What fields can participants be trained in?
- a. *The options are almost limitless! Within PPL alone, we offer a variety of healthcare trainings (CNA, Healthcare Clerical, Pharmacy Tech, etc.), administrative trainings (Human Services, Office Specialist, etc.), and others (Financial Services, Paraprofessional, etc.). We also help administer the WIOA program, which can offer support to participants interested in a wide variety of fields, ranging from fitness to healthcare to IT and beyond*

Microgrant

1. Can I refer a participant directly for the Microgrant?
 - a. *Potentially. If a participant is starting a small business and seems to have some concrete plans in place for the future of their business, then yes. If a participant is seeking funding for other reasons, please reach out to the Employment Specialist to discuss the specific situation*
 - i. *In the past we have automatically accepted referrals outside of small business support, but we are trying to be more mindful of the limited number of referrals we can make to the Microgrant program each year*
 - b. *The Employment Specialist may offer up the Microgrant to a participant who is already engaged in employment services if the participant seems to be a good fit for the program. In this case, a referral would not be necessary*
2. How many participants can I refer for the Microgrant?
 - a. *PPL gets a certain amount of referrals allotted to it every year, and some of these are designated particularly for NAZ participants. We have not set a particular amount, but we can estimate that around 5-10 referrals a year will be allotted to NAZ families. Please try to keep this in mind when considering sending a referral, as we do have limited funds and opportunities available*
3. What costs can the Microgrant cover?
 - a. *Broadly, the Microgrant can cover costs that are related to education and employment. This is flexible, though, and may include transportation costs (car repairs, down payment assistance), work supply costs (clothing, tools, licenses, etc.), tuition payments (for a current education program), and small business startup needs (supplies, licenses, insurance, etc.)*
 - b. *The Microgrant cannot cover past-due loans or payments, even if they are education-related. The Microgrant also cannot help with housing-related costs (rent, utilities), household expenses (clothing, food, etc.), or personal expenses (vacation, entertainment)*
4. How should I present the Microgrant to participants?

- a. *If you do believe that someone is a strong fit for the program and that the funds would help them take their career / business to the next level, please feel free to share that:*
 - i. *The Microgrant can pay up to \$1,000 (sometimes more, but generally up to this amount) for approved expenses*
 - ii. *Participants will have to work with the Employment Specialist at PPL to complete an intake, and some documentation will be needed for the application. Typically, this is nothing too detailed and varies depending on the referral. It will usually be some sort of substantiation of the funds being requested (invoice for education costs, business plan and item costs, etc.)*
 - iii. *Once an application is submitted, it can take several weeks (usually 2-4) for funds to be approved and sent to PPL (this may take longer in some circumstances). **Please do not send a referral if a participant is in need of funds immediately, as this process does take some time***
 - iv. *Microgrant funds are not guaranteed. Though they are usually approved, the Microgrant program may deny an individual's application. This is not within the control of PPL staff*

Housing

1. What assistance is available for participants?
 - a. *Rental and utility assistance for past due rent / utilities. **Please do not send a referral if a participant is seeking support with rent for future months.***
 - b. *Housing search support (via the monthly housing search / tenant empowerment workshop)*
 - c. *Safety planning (if a participant is in an unsafe housing situation)*
 - d. *Information on Unlawful Detainer expungement*
 - e. *Homeownership counseling / coaching*
 - f. *Connection to public housing programs via MPHA (not immediately guaranteed placement in public housing or Section 8 programs, but a more direct application process)*
 - g. *Information about other community-based and government-run housing assistance programs*
2. What assistance is **not** available?
 - a. *Guaranteed placement in a PPL unit (units may be available, but this is not guaranteed)*
 - b. *Housing search on behalf of participant*
 - c. *Subsidized housing (we are currently running a short-term subsidy program, but it is full at the moment and will not be returning after February 2022)*
 - d. *Legal/mediation support (for eviction expungement, landlord/tenant conflict, etc.)*
3. Are there any prerequisites for someone to be referred for housing assistance?
 - a. *If a participant is seeking rental assistance:*
 - i. *We ask that they prove denial or ineligibility from Emergency Assistance before we provide support*
 - ii. *They should not have received assistance from PPL in the recent past (3 months during COVID-19, 6 months outside of COVID-19)*
 - iii. *They may not be eligible if they have received their COVID-19 stimulus payments and/or filed a tax return*

*Insurance and public benefits, it should primarily come through stable employment.
If the participant is not working, please send a referral to the Employment Specialist*