



**HOUSTON**  
HOUSING AUTHORITY

**Transforming Lives & Communities**

2640 Fountain View Drive ■ Houston, Texas 77057 ■ 713.260.0500 P ■ 713.260.0547 TTY ■ [www.housingforhouston.com](http://www.housingforhouston.com)

**HOUSTON HOUSING AUTHORITY**  
**JOBS PLUS GRANT**  
**PROGRAM SUMMARY**  
**“BEST PRACTICES & PROGRAM STRENGTH”**  
**June 16, 2015**

The Houston Housing Authority (HHA) has successfully promoted education and economic self-sufficiency, among public housing residents. Through various HUD funded grants (Family Self-Sufficiency, Neighborhood Network & ROSS Service Coordinator) and other funding sources, the HHA have managed to assist residents in achieving the following outcomes:

- Increasing literacy skills
- Acquiring/Enhancing work skills
- Obtaining employment with HHA’s Contractors (Section 3) and local employers
- Increasing earned income
- Acquiring assets (savings accounts/IDAs)
- Transitioning to private housing
- Maintain independent living
- Complying with lease agreement to avoid becoming homelessness
- Establishing resident-owned business

While several strategies contributed to HHA’s success, the most contributing factor was person-centered case management. This was a holistic approach that assessed all of the issues impacting the residents’ living condition. This assessment expanded beyond workforce development issues relating to literacy, job skills and employment backgrounds; to include current household living conditions and personal challenges. Residents were engaged in this approach because the HHA realized that when initial assessments solely focused on workforce development needs, critical issues that potentially could negatively impact the residents’ success were excluded. These issues included but were not limited to: pending evictions, outstanding warrants, aggressive debt collections, loss of public benefits, truancy, domestic violence, behavior/disciplinary issues with children, ailing family members, undiagnosed/untreated mental health, etc.

To enhance the HHA capacity to promote workforce development, the person-centered case management allowed a full assessment to be completed that identified all needs, issues and strengths of the household. While increasing earned income was the HHA’s primary target, the residents were provided assistance in resolving urgent issues and unmet personal needs. Once the Head of Household was able to stabilize the family, an action plan was established to assist in achieving the workforce development goal.

In conclusion, the HHA’s person-centered case management approach resulted in the agency building trust that improved the family’s quality of living and allowed the Head of Household to truly focus on becoming economically self-sufficiency.