



Webinar Take Aways

- **Peer Sharing Webinars** provide dedicated time for housing providers to share questions, strategies and resources and work towards solutions and common understanding.
- **Today's Topics:** Virtual Case Management & Providing Housing-Based Supports Remotely
- **Guest Presenters:** Kim Davidson (Deborah's Place), Jacquelyn Huckabee (Heartland Alliance), Avi Rudnick (Chicago House)
 - Jacquelyn Huckabee spoke about her staff's move to 100% virtual work which includes intake over the phone, linking to landlords who agree to provide virtual inspections, electronically signing leases, case management over the phone, and continuing to work with the Chicago Furniture Bank. A current challenge is how to disperse resources.
 - Kim Davidson shared that to minimize risk in project-based programs, staff rotate and go there for 4 hours once every 3 days, never at the same time. They assessed residents to determine how often they want to be contacted, and through what method. They assessed their level of comfort with technology, connected residents with internet, phones, radios, and activities. They are using delivery services for food and picking up/dropping off medications. The next step is to determine what goal planning will look like.
 - Avi Rudnick shared that his agency is trying hard to maintain their same philosophy of care. They are getting phones to people who don't have them, doing weekly virtual check-ins with clients, prioritizing needs among clients, and providing activities to people. They are talking to clients to educate them about COVID-19, doing non-contact drop off of resources, utilizing ride-sharing (concierge account) for clients, and checking with them about emotional support they might need. He shared the method the agency is using to document verbal approvals in lieu of signatures. They are also thinking about substance use during this time and how to apply harm reduction during this climate.
- **Audience Engagement Section:**
 - How are you distributing resources? 86% Drop off with no contact; 14% Sending e-gift cards; 23% Other
 - What technology are you using to talk to clients? 0% Whats App; 8% Facebook Messenger; 60% Google Voice; 25% Zoom; 40% Other
- **Providing Housing-Based Supports Remotely – Org. Code Webinar Highlights**
 - **Prioritizing engagement** – In the webinar they advised thinking about those who are at greatest risk of getting the virus (age and health conditions); those who may have the biggest challenge with self-isolating (food insecurity, guest management issues, active); having conversations now with people who may be getting behind on rent.
 - **Service plans** – In the webinar they advised creating plans for what's relative right now, such as who they can reach out to for support and how they can access essential needs.



- **Wellness plan protocol** – In the webinar they talked about using crisis plans. There are tools to use to talk about potential coping skills. This is a good time to have therapeutic conversations.
- **Landlord engagement**- In the webinar they talked about the importance of maintaining relationships with landlords. There will be a financial challenge for both parties. Practices they recommended are not to wait to hear from the landlord, reach out to them by a set business day of the month, establish a landlord liaison meeting to explain how you're supporting their tenants, and listen to landlord suggestions regarding how to problem solve.
- Contact Torelen Winbush at twinbush@allchicago.org if you would like to help plan or participate in a future session.
- Future topics:
 - How are you helping your staff during COVID-19?
 - How can you support the team as a manager?