



# COVID-19 Housing Provider Sharing & Problem Solving Session

April 16<sup>th</sup>, 2020

2:30 pm -3:30pm

This webinar will  
begin in  
15 minutes

For audio via telephone

United States: +1 (914) 614-3221

Access Code: 524-116-555

Audio PIN: Shown after joining the webinar

This webinar will  
begin in  
10 minutes

For audio via telephone

United States: +1 (914) 614-3221

Access Code: 524-116-555

Audio PIN: Shown after joining the webinar



This webinar will  
begin in  
5 minutes

For audio via telephone

United States: +1 (914) 614-3221

Access Code: 524-116-555

Audio PIN: Shown after joining the webinar

# This webinar will begin soon

## For audio via telephone

United States: +1 (914) 614-3221

Access Code: 524-116-555

Audio PIN: Shown after joining the webinar





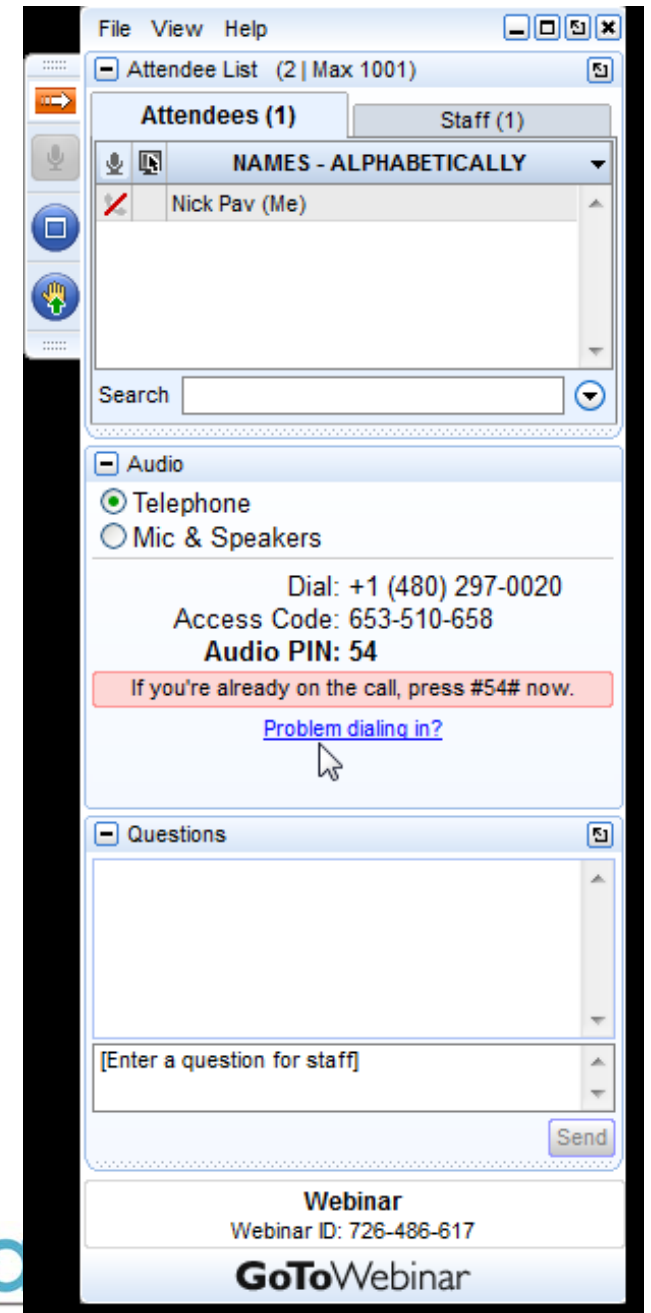
# COVID-19 Housing Provider Sharing & Problem Solving Session

April 16<sup>th</sup>, 2020

2:30 pm - 3:30pm

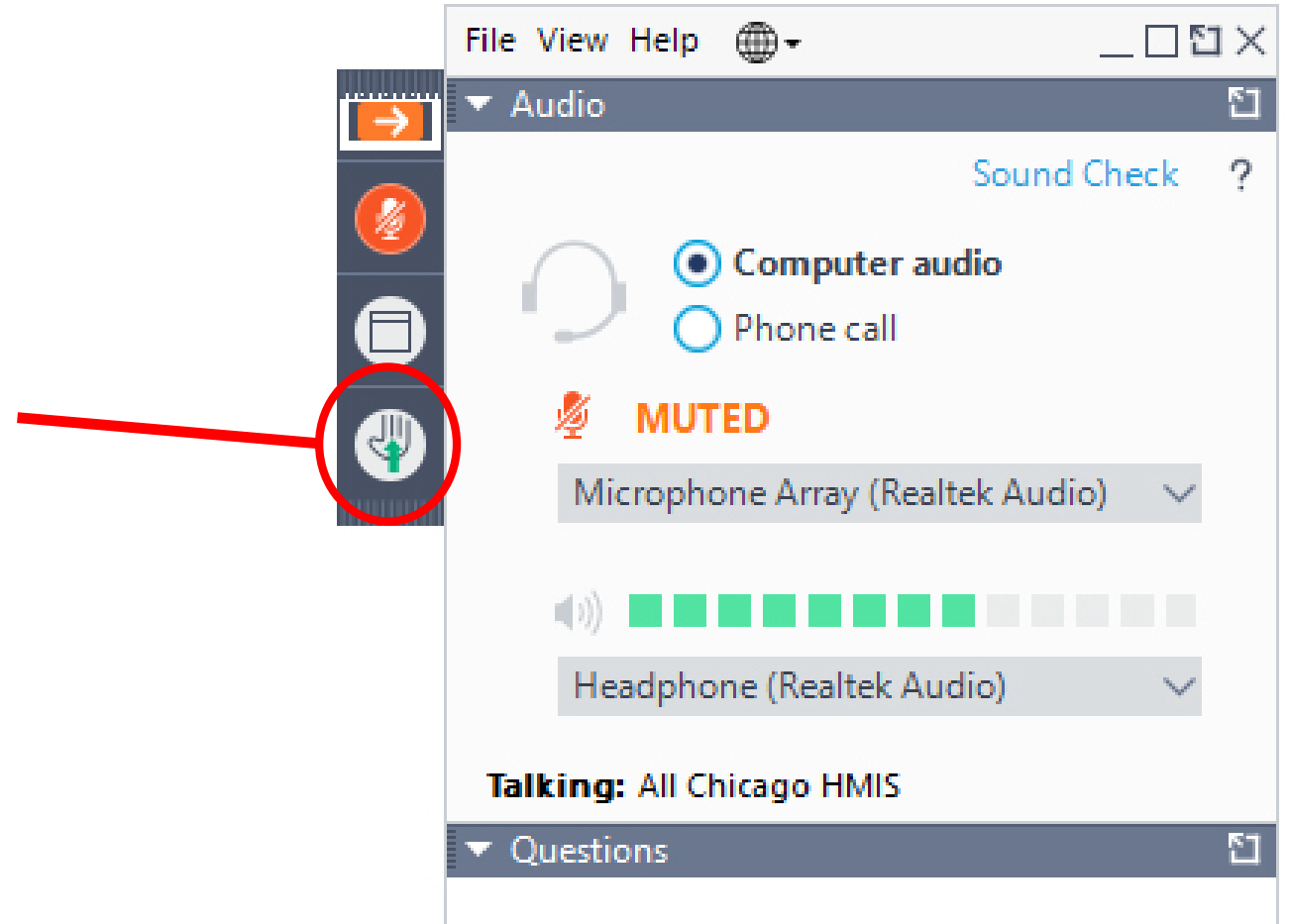
# Webinar Housekeeping

- Muted until discussion points
- Use \*6 if you are on a PHONE to mute and unmute yourself
- Audio Troubleshooting
  - If you are having difficulty hearing us, please join the webinar via phone
  - Click on "Audio" and then click "Telephone". Please follow dial in instructions
  - If you are on the phone, please do not put us on HOLD.
- Questions
  - In the Questions/Chat Box



# Raise Your Hand

- All lines are muted
- If you want to talk, click the hand to “Raise Your Hand”
- A Team Member will unmute you
- If you are on the phone, we will have a designated time for you.





# Questions/Chat

- All lines are muted
- Use the Question/Chat Box to submit questions, ideas, comments, resources, etc.

File View Help

Attendee List (2 | Max 1001)

Attendees (1) Staff (1)

NAMES - ALPHABETICALLY

Nick Pav (Me)

Search

Audio

Telephone

Mic & Speakers

Dial: +1 (480) 297-0020

Access Code: 653-510-658

**Audio PIN: 54**

If you're already on the call, press #54# now.

[Problem dialing in?](#)

Questions

[Enter a question for staff]

Send

all Chicago

making homelessness history

# Goals

Dedicated time for housing providers

Sharing questions, strategies, resources

Working toward solutions and common understanding



# Today's Topics

Case Managers  
Supporting  
Staff

Anxiety

Fin-Tech Tools

Wrap-up and  
Next Topic(s)



# Today's Peer Guest Presenters

- **Laura Bass**, Director of Programs, Facing Forward to End Homelessness
- **Angelica Dichosa**, Team Supervisor / Case Manager, Casa Central
- **Mallory Price**, Licensed Clinical Social Worker, Private Practice
- **Andres Serrano**, Asset Building Training and Community Services Coordinator, Heartland Alliance



# Peer Sharing Questions: Ask our Presenters

- **How are you helping your staff during COVID-19? How can you support the team as a manager?**
- Do you have a weekly check-in with your teams? If so, what is your approach?
- **What type of technology are you using to communicate with your teams?**
- What are some self-care opportunities are you doing to support your team?



# Poll: How is COVID-19 affecting your team?

**How are you dealing with staffing and people coming into work or people who may not be coming into work?**

- Routine and Structure
- Predictability
- Having “Control” (over the things we are able to control)
- Connection to others/Feeling “in sync” with others
- Regular debriefing and clinical supervision
- Comments (Put it in the **chat**)



# Poll: Dealing with uncertainty

**Are members of your team getting the resources that they need? How are you and your organization dealing with uncertainty due to COVID-19?**

- Giving people a regular forum to discuss how we can improve *together*
- Having “Control” (over the things we are able to control)
- Being honest and explaining steps and reasoning
- Encouraging and making time for self-care
- Having a plan in place for “asks” of the community
- Comments (Put it in the **chat**)



# The Anxiety Equation

$$\text{Anxiety} = \frac{\text{Estimation of Danger/Risk}}{\text{Estimation of coping skills and prevention steps}}$$





# Fin-Tech Resources

## Financial Tools To Aid With:

- **Traditional banking offering accessible products with apps**
  - Chase Secure Checking, U.S. Bank Safe Debit, Bank of America SafeBalance
- **Online banking**
  - Chime, Online Savings Accounts (NerdWallet),
- **Early Access**
  - Chime, Dave, Earnin
- **Budgeting**
  - GoodBudget, FreshEBT, Expensify (SNAP reimbursement)



# How to support specific communities

- **Youth**

- Existing apps with new services (PayPal, Cash app)
- Student loan options

- **Individuals with Disabilities**

- Accessibility (Jaws, ZoomText)

- **Veterans**

- Virtual meetings with case managers

- **FTC and Consumer Financial Protection Bureau**

- Information about financial scams



# Peer Call on Project Based PSH

**Who would be interested in supporting a conference call on  
Services for Project Based PSH?**

**Thursday, April 23<sup>rd</sup> - 10:00 am- 11:00 am**

**Please email if you would like to be part of the  
TEAMS call with Kim Davidson:**

**Torelen Winbush- [twinbush@allchicago.org](mailto:twinbush@allchicago.org)**



# Future Topics & Next Session



# Future Topics & Next Session

## Future Topics

1. Do you have a topic idea for next week's session?
2. ??? (Put it in the [chat](#))
3. Email ([twinbush@allchicago.org](mailto:twinbush@allchicago.org))

## Next Session

Thursday, April 23rd  
2:30 – 3:30 pm  
Same Link as This Week?



**Would you like to help plan or facilitate a future session?**  
**Contact Torelen ([twinbush@allchicago.org](mailto:twinbush@allchicago.org))**

# THANK YOU!

- Questions
- Ideas
- Feedback

The screenshot shows the GoTo Webinar interface. At the top, there is a menu with 'File', 'Options', 'View', and 'Help'. Below the menu, it says 'In Practice Mode' with a 'Start' button. A list of controls includes 'Audience view 100%', 'Sharing', 'Webcam', 'Audio', 'Dashboard', and 'Attendees: 1 of 501 (max)'. Below this, there are tabs for 'Attendees (0)' and 'Staff (1)'. A search bar is present with the text 'Search'. Below the search bar, there are icons for 'All', 'All', and 'All', and an 'Invite' button. A list of controls includes 'Polls (0/0)', 'Questions', 'Handouts: 0 of 5', and 'Chat'. The 'Chat' window is highlighted with a red box and a red arrow pointing to it from the text 'Feedback' in the list above. The chat window contains a text input field with the placeholder text '[Type message here]' and a 'Send' button. Below the chat window, there is a footer with the text 'COVID-19 Housing Provider Sharing & Pro...' and 'Webinar ID: 245-470-699'. At the bottom, there is the GoToWebinar logo.

