COVID-19 Housing Provider Sharing & Problem Solving Session

April 16th, 2020
2:30 pm - 3:30 pm
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 16th, 2020
2:30 pm - 3:30pm
Webinar Housekeeping

• Muted until discussion points

• Use *6 is 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.
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

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 23rd - 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
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)

**Next Session**

Thursday, April 23rd
2:30 – 3:30 pm

Would you like to help plan or facilitate a future session?
Contact Torelen (twinbush@allchicago.org)
THANK YOU!

- Questions
- Ideas
- Feedback