



Key Points & Take-Aways

- **Presenters Laura Bass (Facing Forward to End Homelessness) and Angelica Dichosa (Casa Central) answered the following questions: How are you helping your staff during COVID-19? What type of technology are you using to support your teams? What self-care opportunities are you using?**
 - Checking in as often as possible – daily or every other day.
 - Being clear about how expectations are modified during this time and understanding that it's going to be challenging to accomplish tasks.
 - Understanding that everyone's circumstances are going to be different and offering flexibility.
 - Developing a rotating schedule of who is in the office.
 - Celebrating birthdays with videos and offering fun challenges such as digital scavenger hunts.
- **Presenter Mallory Price (Price Psychotherapy) shared information about anxiety.**
 - The anxiety equation is that anxiety = estimation of danger or risk / estimation of coping skills and prevention steps.
 - The anxiety equation helps visualize the risk of contracting COVID-19 versus all of the prevention steps.
 - It is helpful to think about what we can control in our community regarding prevention and safety.
 - For supporting staff, it's important to identify for them how you are going to get resources when there is a need and share that you have a plan.
- **Presenter Andres Serrano (Heartland Alliance) shared financial tools.**
 - Leverage technology to help people receive financial assistance in a timely manner.
 - Andres walked through a list of different resources that may be helpful for different situations and different groups.