

COVID-19 Housing Provider Sharing & Problem Solving Session

May 28th , 2020

2:30 pm -3:30 pm



Goals

Dedicated time for housing providers

Sharing questions, strategies, resources

Working toward solutions and common understanding



Today's Topics

Lesson
Learned
COVID-19 and
Training Series

Wrap-up and
Next Topic(s)



Presenters

Avi Rudnick- Chicago House

Laura Bass- Facing Forward to End Homelessness



Identifying Client Needs

Tips from Brant Hewelt, Gaining Ground Program Manager:

- During this time, it is more important that we have a clear idea of clients' access to food, medicine, and basic needs. We have less capacity to resolve immediate needs so it is even more important that we stay ahead of it.
- **So each check in, I really try to get a sense of peoples' access to food, meds, and basic needs without it sounding like an assessment or an interrogation.**
 - I find questions like, *"How are you doing with food/medications/household items?"* Or *"Do you have enough food/medications/household items?"* to be a little too broad to be helpful.
 - I find framing things in terms of time to be much clearer in assessing peoples' access.
 - In conversation that may look something like, *"When do you think you'll need to go to the grocery store/food pantry next?"*
 - Or *"How long will your current medication supply last you?"*
 - By framing things in terms of time, I find it easier to plan with clients around addressing scarcity.



Resources to Support Engagement

Groceries and Cleaning Supplies

- Non-Contact Drop Offs
- Also increases engagement

Ride Shares

- Reduces exposure to public transit
- Also increases engagement



Crisis Response

- **How to Ensure Staff Safety?**
- **How to Engage with Clients?**
- These are all things we are learning how to do as we go.
- Many of the strategies we have used in the past are no longer accessible given physical distancing.



Harm Reduction Strategies

Substance Use:

- Supporting clients experiencing relapse
- Supporting clients experiencing heavy or chaotic use
- Assisting individuals who are not adhering to social distancing, wearing masks, etc.

Mental Health:

- Supporting medication adherence
- Supporting engagement with service providers
- Assisting individuals who are not adhering to social distancing, wearing masks, etc.
- Supporting clients with a dual diagnosis, where both mental health and substance use are creating barriers

Sex Work:

- Working with regulars
- Avoid kissing
- Implementing hygiene practices before and after engaging with a client

Supporting Staff

- **Making sure staff have the necessary tools**
- **Weekly Check-Ins**

Virtual Meetings

Supervisions

Sub-team Meetings

Monthly Team Meetings

Trauma-Informed Supervision

How are staff coping?

How is this impacting their work?

How creative and flexible can we be?



Administrative Implications and Quality Assurance

- **Redesigning service delivery**
- Writing new policies and procedures
- **Navigating new funding streams**
- Identifying and applying for new funding
- **Meeting funder requirements**
- Collecting Data
- **Maintaining documentation**



Foundational Training Series

Aimed at staff without much previous homeless services experience

Goals:

- To prepare staff for direct service roles
- Cover key topics that are common to all settings
- Reduce the time needed for agencies to onboard new staff
- Survey of providers: most felt training series would be helpful



Suggested Topics – Most Popular

- **Harm Reduction**
- Motivational Interviewing
- **Trauma-Informed Care**
- Engagement Skills, Rapport Building
- **Person-Centered Services**
- Service Planning, Goal Setting
- **Documentation and Data**



Suggested Topics

Assessment

Cultural Humility

Confidentiality

Boundaries

Staff Self Care, Stress Management

Public Benefits, Community

Resources

Homeless Service System, CES, Housing Models

Crisis Management, Safety Planning

Case Management, Advocacy 101



Training Logistics

- **Hours of training – respondents suggest 4 – 40 hours**
- Average suggested # of hours: 15
- **Several suggested that training session be held on non-consecutive days to allow for integration of learning**

For example, one day or half day for 4 weeks

- **Keep sessions short – 90 minutes to 2 hours**
- Use pre- and post-test



Additional Questions

- Should training be offered as a package, or menu?
- How often should series be offered?
- Interest in developing and delivering training

Can you put your comments, ideas and thoughts in the question pane?

If you are interested in joining an upcoming Conference Call to identify next steps, please email: Twinbush@allchicago by Monday, June 1st





Future Topics & Next Session



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Future Topics

1. **Disability Documentation Technical Assistance- Jennifer Fabbrini and Elizabeth Perez (All Chicago)**
2. ??? (Put it in the [chat](#))
3. Email (twinbush@allchicago.org)

Next Session

Thursday, June 4th
2:30 pm – 3:30 pm
Same Link as This Week?



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