

## Key Points & Take-Aways

- **Chicago House's** Avi Rudnick shared the work administrators and case managers are doing during the pandemic to identify client needs, support engagement, and respond to crisis.
  - Case managers are staying ahead of client needs for food, medicine and other basics. A strategy used it to ask questions without it sounding like an assessment. It helps to frame questions in terms of time. "How long will your current medication supply last?" "When will you need to go to the grocery store again?"
  - Chicago House programs are providing a lot of resources to clients. Purchasing groceries for clients is a great engagement tool. They also provide cleaning supplies and arrange ride share rides.
  - To support clients regarding substance use, mental health and sex work, they are doing a lot of education work, supporting those who are experiencing heavier chaotic use, and connecting with them through other engagements such as providing resources.
  - Making sure staff have the tools and support they need is very important and something administrators spend a lot of time on. They are engaging through weekly check-ins, supervisions, and sub-team meetings. They are using trauma-informed supervision, recognizing that staff may struggle with their own mental health and isolation, giving grace, and being creative and flexible.
  - Administrators have been redesigning service delivery, writing new policies, navigating new funding streams, identifying and applying for new funding, meeting funding requirements, collecting data, and maintaining documentation.
- **Facing Forward to End Homelessness'** Laura Bass shared information about an opportunity to develop a foundational training series to prepare new staff for direct service roles.
  - The training will cover key topics and reduce the time needed for agencies to onboard new staff.
  - Providers were surveyed and most felt a training series would be helpful. The most popular topics include harm reduction, motivational interviewing, trauma-informed care, engagement skills, rapport building, person-centered services, service planning & goal setting, documentation and data.
  - Suggestions for training logistics include keeping sessions short – 90 minutes to 2 hours, 4-40 hours total, holding trainings on non-consecutive days, and using pre and post-tests.