# Monthly Members Meeting

June 22nd, 2021

# Welcome!

# Agenda

Welcome & Introductions

Upcoming Trauma Informed Care (ACES) Training

FORTE

Access Points

Why Data Matters

2021 Unsheltered Count COVID – 19 Questionnaire

Announcements

# Upcoming Trauma Informed Care
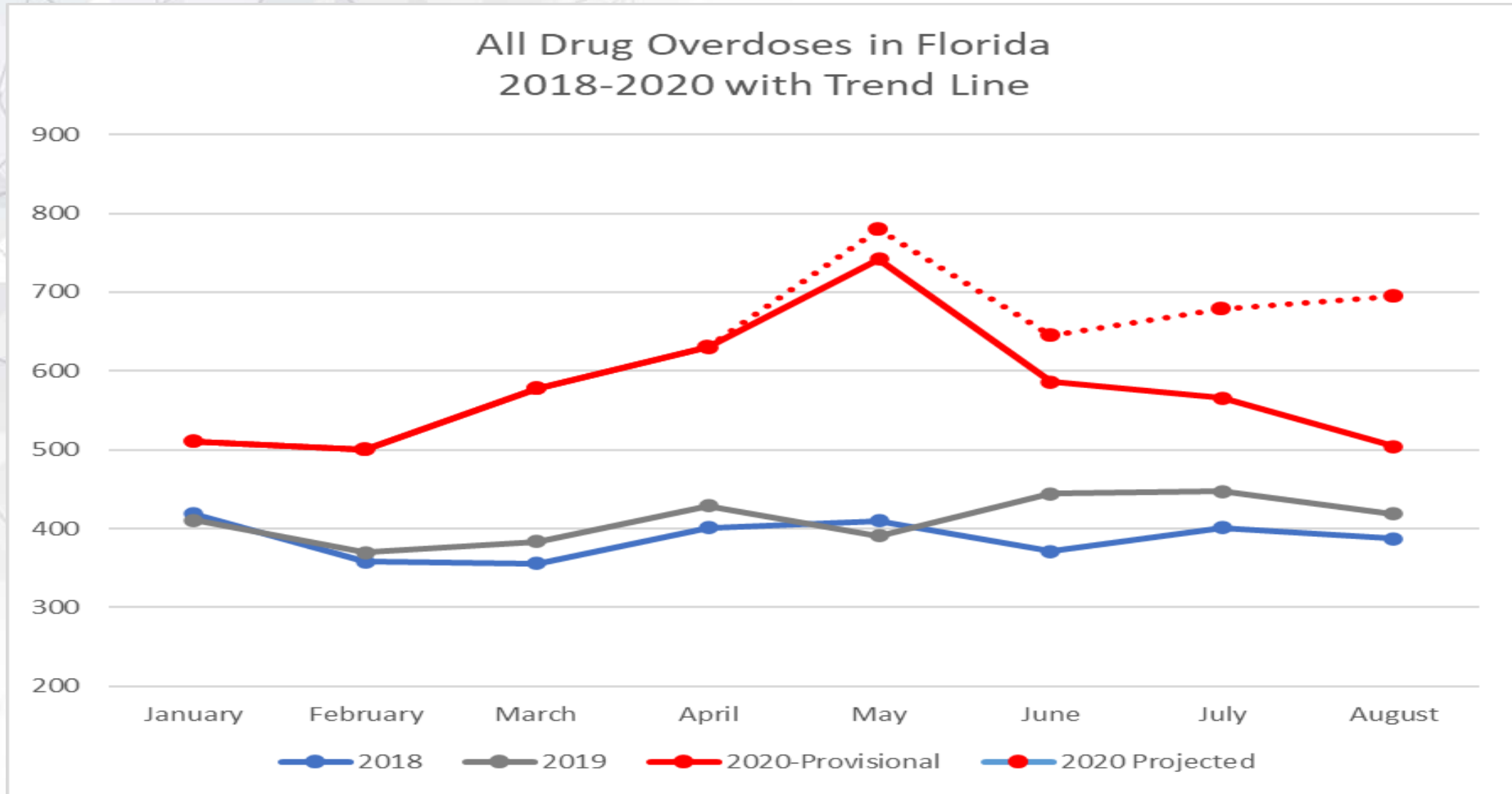
Tricia Moser

# FORTE

Maura King

# FORTE

Fostering

Opioid

Recovery

through

Training

and

Employment

# The Opioid Crisis



All Drug Overdoses in Florida 2018-2020 with Trend Line

Graph from Project Opioid

# Impact on the Community

- Opioid overdoses are at an **all-time high**, with no sign of slowing down. More than 47,600 people died in 2017 from opioid related overdose, 90% of which are accidental. More than 130 people die every day.

- For the first time in recorded history, a person's odds of accidentally overdosing on an opioid are **greater** (1 in 96) than dying in a motor vehicle crash (1 in 103).

- **One in four Americans** has been directly impacted by the opioid crisis.
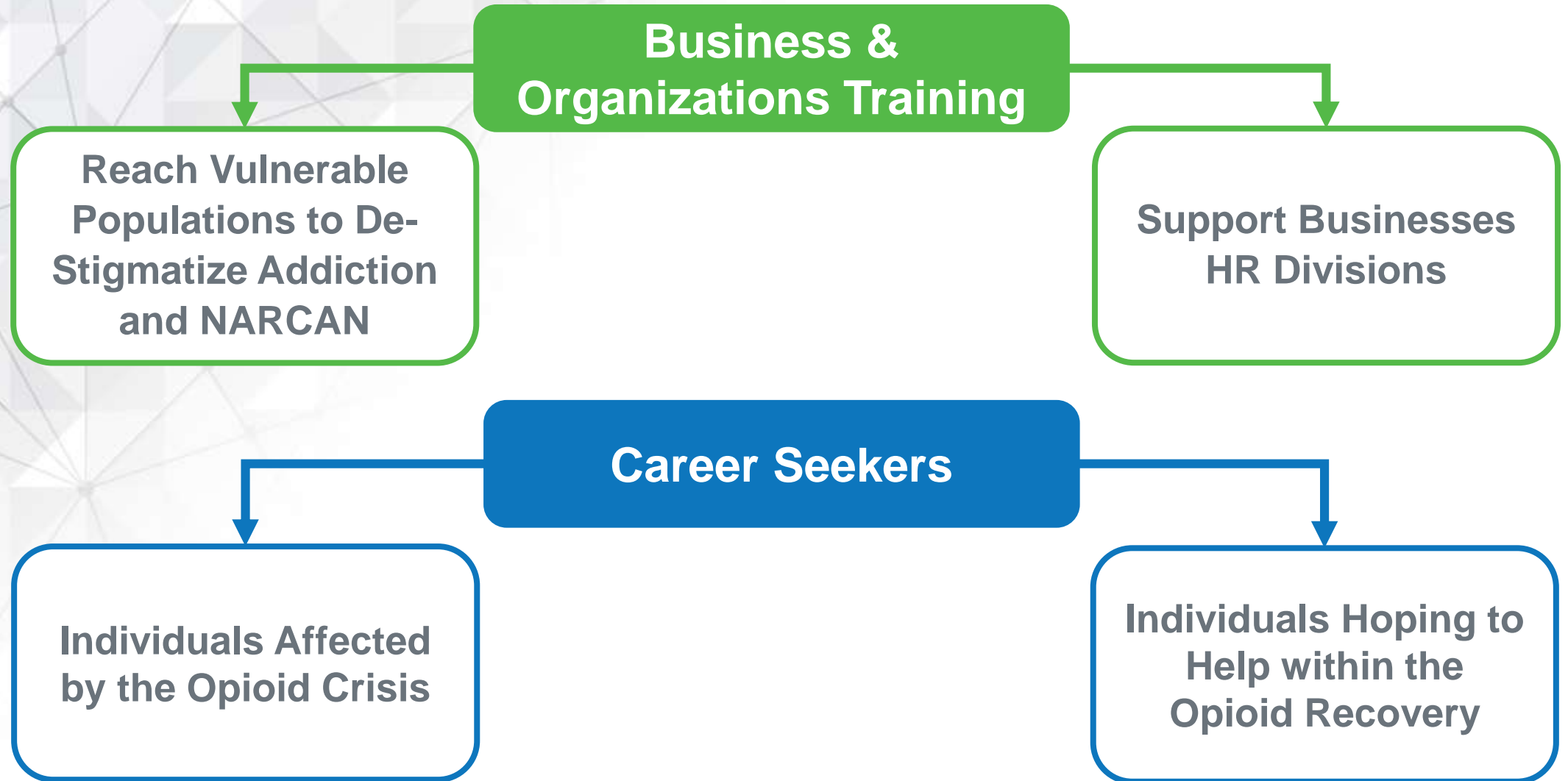
# Overview of Grant

**Project Goal**: **To Reduce the Impact of the Opioid Crisis in the Community and Support Individuals Impacted by the Opioid Crisis through:**

- Furthering **Awareness**, Prevention, Intervention and Recovery Related to Substance Use Disorder (SUD) / Opioid Use Disorder (OUD)

- Creating or Enhancing **Training** Opportunities within the Local Community in Order to Support Recovery Efforts Related to OUD

- Creating or Enhancing **Employment** Opportunities within the Local Community in Order to Support Recovery Efforts Related to OUD

# Opportunities to Foster Opioid Recovery Locally

**Supporting Opportunities**

**Business & Organizations Training**

**Reach Vulnerable Populations to De-Stigmatize Addiction and NARCAN**

**Support Businesses HR Divisions**

**Career Seekers**

**Individuals Affected by the Opioid Crisis**

**Individuals Hoping to Help within the Opioid Recovery**

# Integrating NARCAN

Increase Awareness of NARCAN through Training and Distribution at Businesses

Encourage Availability of NARCAN throughout Organizations and Businesses

# Empowering HR with Support & Solutions

Substance Use Disorder / Opioid Use Disorder Awareness

Connect with a Personal Story

Educate Employees on Available Resources

Supporting Businesses through Enhanced Employee Assistance Programs

Education on How to Handle an Overdose Situation in the Workplace

CareerSource
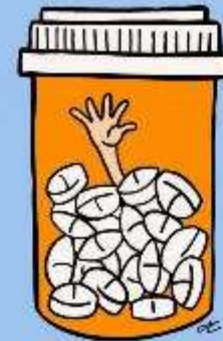CENTRAL FLORIDA

# Building a Workforce to Meet the Need

- Focus on Engaging Individuals and Businesses Affected by Opioid Crisis

- Help Develop Talent by Providing Skills Training to Obtain a Career Supporting Individuals in Recovery

**Recovery Peer Specialists**

**Behavioral Health Technicians**

**Recovery Support Specialists**

**Recovery Coaches**

# Engaging Employers

- Connect Employers with Talent

- Hire for the Long Haul

- Train to Thrive

CareerSource CENTRAL FLORIDA

**Upcoming Event**

FORTE

FOSTERING OPIOID RECOVERY THROUGH TRAINING & EMPLOYMENT

CareerSource CENTRAL FLORIDA

PROJECT OPIOID

**ATTEND OUR FREE INFORMATIONAL WEBINAR**

DATE: Tuesday, June 29th

TIME: 10 - 11 a.m.

**Join the fight again the opioid crisis in Central Florida.**

REGISTER AT:

www.careersourcecf.com/FORTEwebinar

# Access Points

Kieara Gaskin

Access Supervisor

# Access Points

### All offer the opportunity for Diversion conversations and Assessment

HUBS

Emergency Shelters

2-1-1

Street Outreach

Other HMIS Users

# Messaging for HUBs

- "HUB's are a safe location where individuals and families experiencing homelessness can come in to have a conversation with the Access Team to explore resources and supports to keep them off the streets or out of the shelters."

# Same Locations, New Schedule

- Hope Center (formerly known as Community Hope Center) in Osceola on Thursday 1:30pm to 4pm (Biweekly on First and Third Thursday).

- The Sharing Center in Seminole on Monday 9am to 10:30am (Fourth Monday of each month).

# Christian Service Center

- <u>Walk-in</u> hours from 9am to 4pm on Monday and Wednesday on a weekly basis

- <u>Regular HUB</u> on Friday from 9am to 12:00pm on a weekly basis

# United Against Poverty

- From 1:30pm to 4pm on
  Fridays on a weekly basis

# Mobile HUBs

- Christian Service Center (Winter Park) 9am to 12pm on Monday
- Samaritan Resource Center 9am to 12pm on Tuesday

- Bithlo Transformation Village 1pm to 4pm on Tuesday
- Christian Service Center (Ocoee) 9am to 12pm on Wednesday

# Training Opportunities

- https://www.hsncfl.org/hsn-training-descriptions/

- kieara.gaskin@hsncfl.org

# Why Data Matters

Angel Jones

Homeless Management Information Systems
(HMIS) Operations Manager

# What is HMIS?
# Homeless Management Information System

HMIS is a locally administered, electronic **data** collection system that stores person-level information about persons who access the homeless service system.
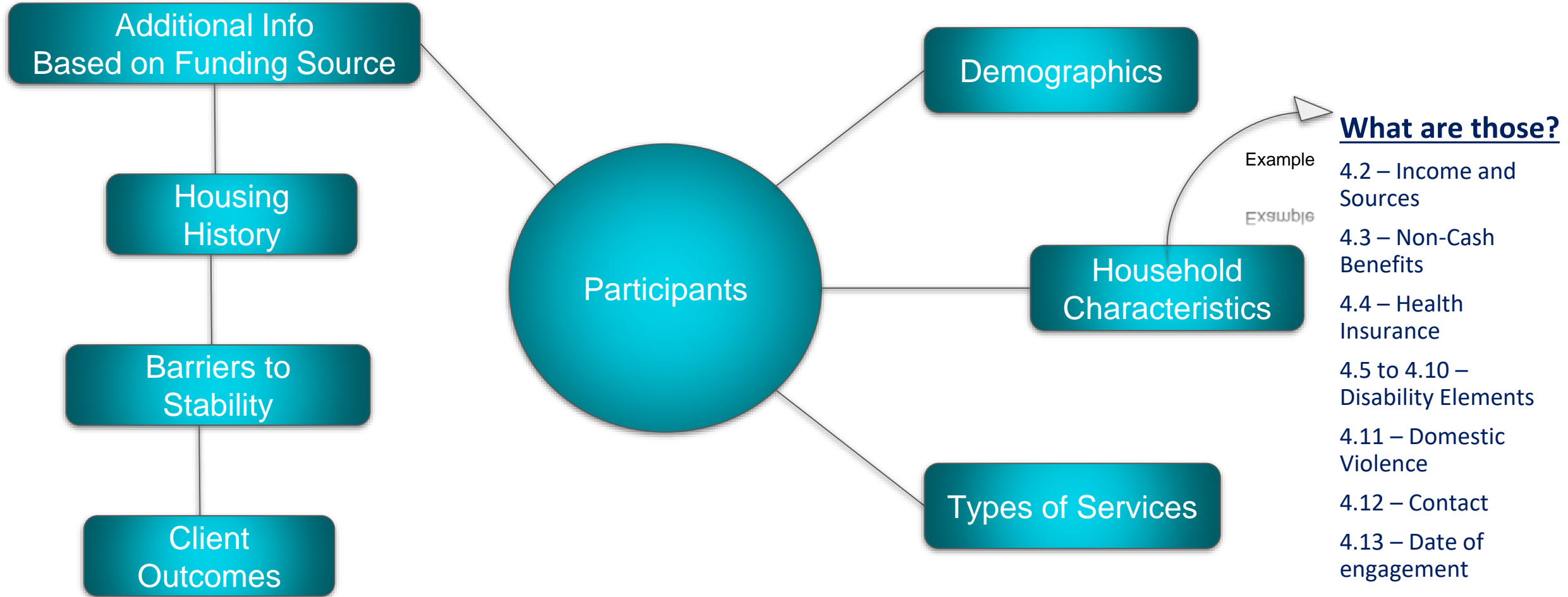
**DATA   DATA   DATA_data**
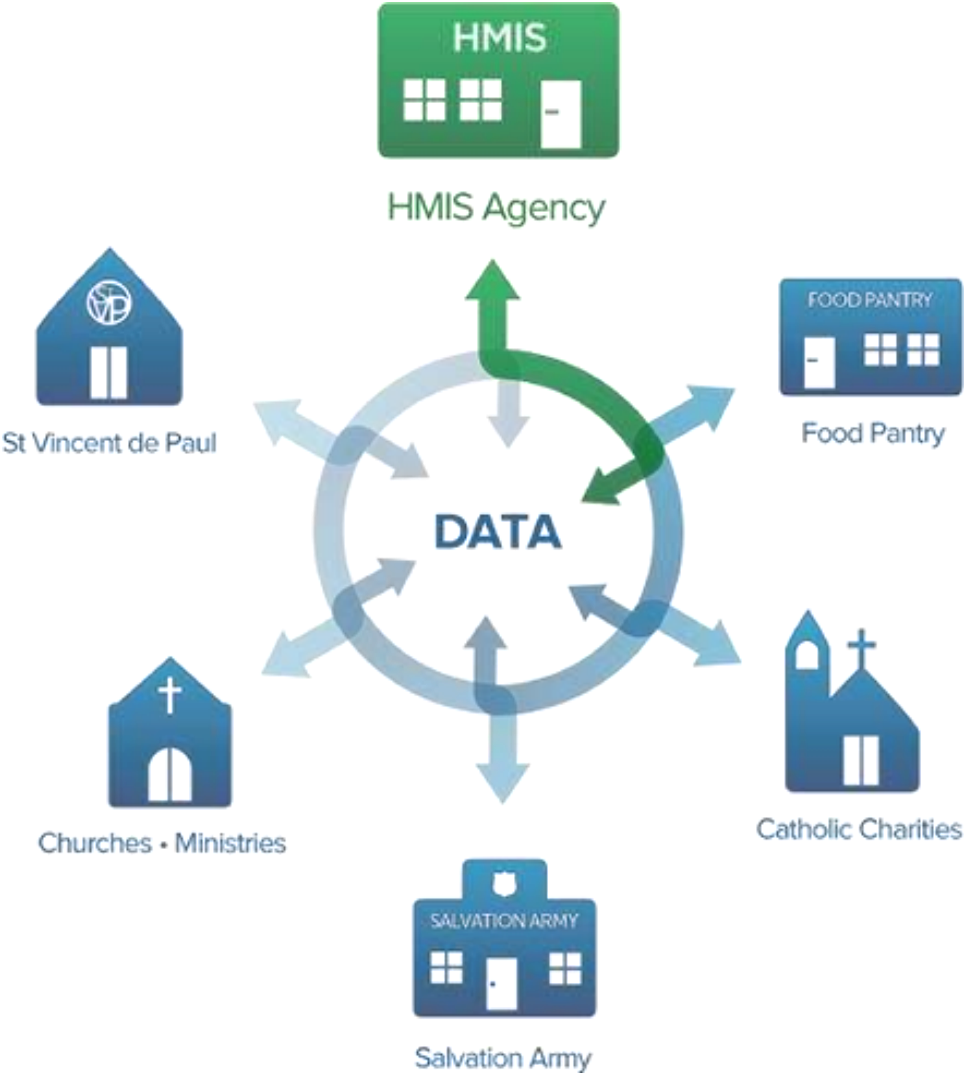
**DATA   DATA   DATA_data**

**DATA   DATA   DATA_data**

**INFORMATION** - All this data helps us to track homelessness and the services being accessed in our community by creating unique, unduplicated client records, establishing participation in a project within a date range, and identifying clients who meet time criteria for chronic homelessness.

TA IS DATA IS DATA IS DATA

IS DATA IS DATA IS DATA IS

DATA IS DATA IS DATA IS DA

**INFORMED DECISIONS** - We can then take all that information and make informed decisions that can expand and improve on our services for those with housing-related stability needs.

# Type of Data *CFCH Collects

**Additional Info Based on Funding Source**

**Housing History**

**Barriers to Stability**

**Client Outcomes**

**Participants**

**Demographics**

**Household Characteristics**

**Types of Services**

Example

**What are those?**

4.2 – Income and Sources

4.3 – Non-Cash Benefits

4.4 – Health Insurance

4.5 to 4.10 – Disability Elements

4.11 – Domestic Violence

4.12 – Contact

4.13 – Date of engagement

CENTRAL FLORIDA COMMISSION on HOMELESSNESS

HOMELESS SERVICES NETWORK of Central Florida

# Data Collection Stages

| Record Creation | Project Start | Interim: Update | Interim: Annual Assessment | Project Exit |
|---|---|---|---|---|
| When client record is created in HMIS | When client enrolls in project | When client reports a change | Recorded within 30 calendar days of the HoH's project start date anniversary | When client exits project |

# How is the data shared?

# HMIS Data Quality Monitoring

- A comprehensive review of all the active projects in HMIS by agency

- Designed to be instructive & educational

- Working with baseline measures for data quality associated with specific, key data elements

- Equipping HMIS users with the tools to self-monitor for data quality & project performance

- Formal feedback from the HMIS Lead Team with corrective action plan if needed

- Better tell the story (with data) of the contribution your projects make to ending homelessness

# Data Upkeep

Street Outreach
Emergency Shelter
Homeless Prevention
Diversion
Rapid Rehousing
Permanent Supportive Housing
Transitional Housing
Supportive Services Only

Cost Reductions

New Innovativ Services

Big Data Analytics

Time Reductions

Smarter Business Decisions
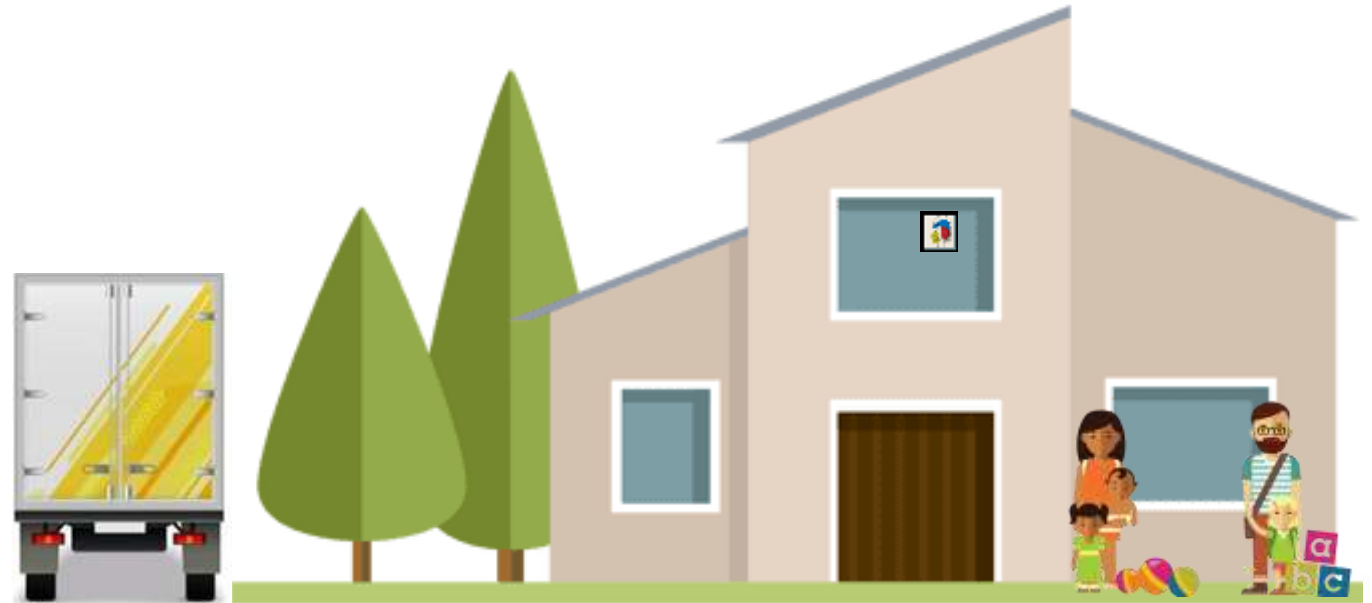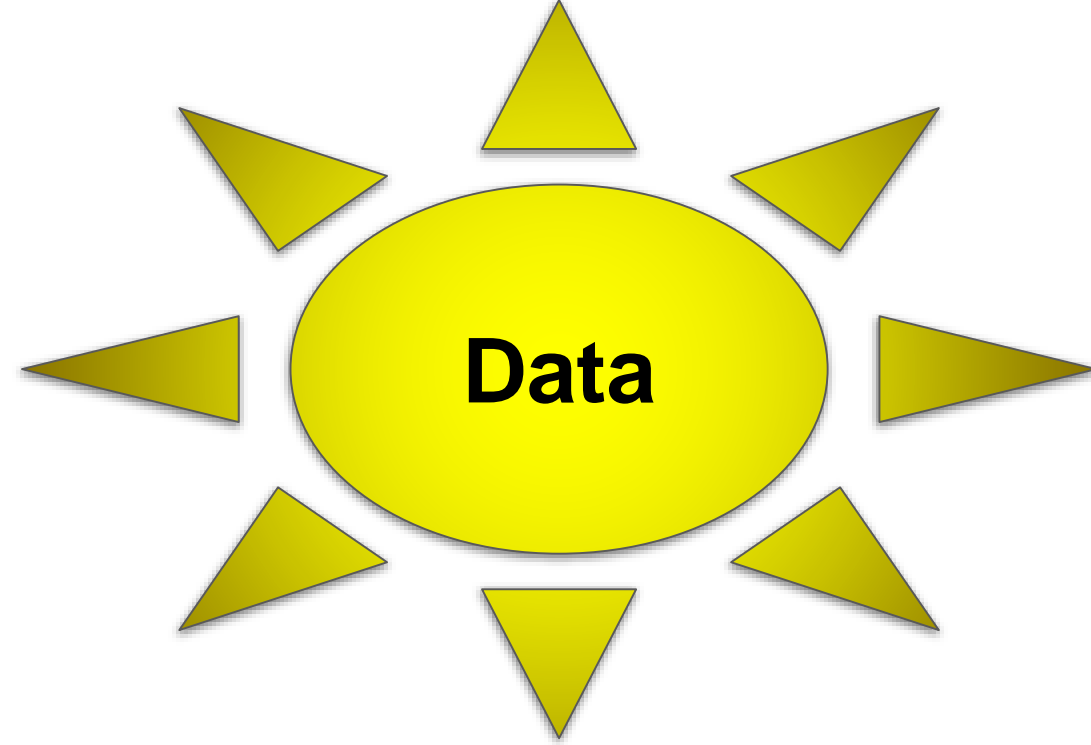
**Data**

*Data Quality Monitors w/Racquel McGlashen, HMIS Partner Success Specialist*

# Events & Activities that Support HMIS Data Literacy

- HMIS Data Quality Monitoring - Scheduled Quarterly

- HMIS Advisory Committee Meeting - July 13, 10:30 a.m.

- Annual HMIS User Subscription Renewal - July 2021

- CoC FL-507 - System Performance Measures:  Trends & Challenges - hmiscfl.org

# Approved Open *RFP Process (Open Competitive)

## Minimum timelines - will vary based on project complexity



| Phase 1 Planning 2-3 Weeks | Phase 2 Tendering 2-4 Weeks | Phase 3 Evaluation 1-3 Weeks | Phase 4 Negotiation 2-4 Weeks | Phase 5 Award/Debriefing |
|---|---|---|---|---|
| • Preliminary Meeting<br>• Develop detailed specifications and functional requirements<br>• Draft RFP<br>• Review and Post to HMIS Website | • Q & A Period<br>• 15-25 day posting | • Submissions evaluated<br>• Minimum 2 evaluators<br>• Evaluation Matrix<br>• Consensus | • Negotiation Points<br>• Draft Contract<br>• Circulate for signatures | • Award posted on HMIS Website within 72 days of contract award<br>• Provide unsuccessful proponents feedback<br>• Create PO, attaching RFP<br>• PO reviewed by Finance before release |

*Request for Proposal (RFP): for complex products or services, or to provide alternative options or solutions, it is a process that uses predefined evaluation criteria in which price is not the only factor.

# Still have questions?

File a case to our HMIS Help Desk, and one of our **Data Wranglers** will respond!

Visit our site:
https://www.hmiscfl.org/

And click the **blue** support button at the bottom of the page

**Angel Jones**
HMIS Operations Manager
Angel.Jones@hsncfl.org

**Chuck Vroman**
HMIS System Success Specialist
Chuck.Vroman@hsncfl.org

**Racquel McGlashen**
HMIS Partner Success Specialist
Racquel.McGlashen@hsncfl.org

**Tyler Claitt**
HMIS Partner Support Specialist
Tyler.Claitt@hsncfl.org

**Agustin (Tino) Paz**
Sr Data Analyst I
Tino.Paz@hsncfl.org

# COVID-19 Questionnaire Responses

**COVID-19 QUESTIONAIRE**

One of the additions made to the unsheltered count survey was a mini-questionnaire about COVID-19 and vaccinations.
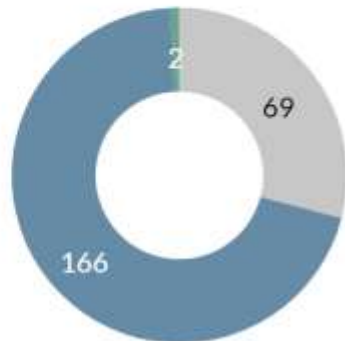
Out of 299 survey respondents, 237 agreed to complete the COVID-19 questionaire.

"Have you contracted the COVID-19 virus?"

8   25

204
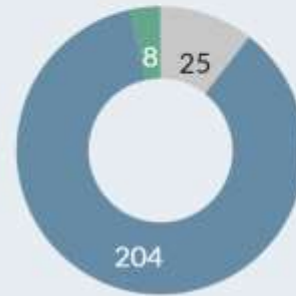
Yes (10.55%)    No (86.08%)    DK/REF (3.38%)
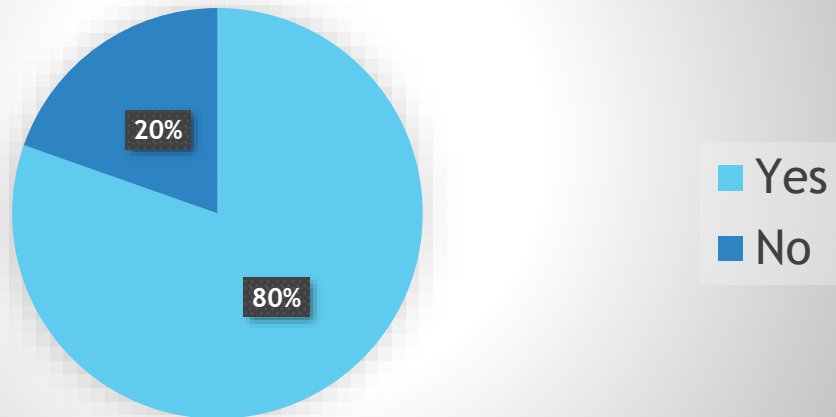
"Have you been vaccinated?"

2

69

166

Unsheltered persons were asked if they had received a vaccine. If they responded "No", we then asked about their willingness to receive a vaccine, and if they knew where to get vaccinated if they were interested.
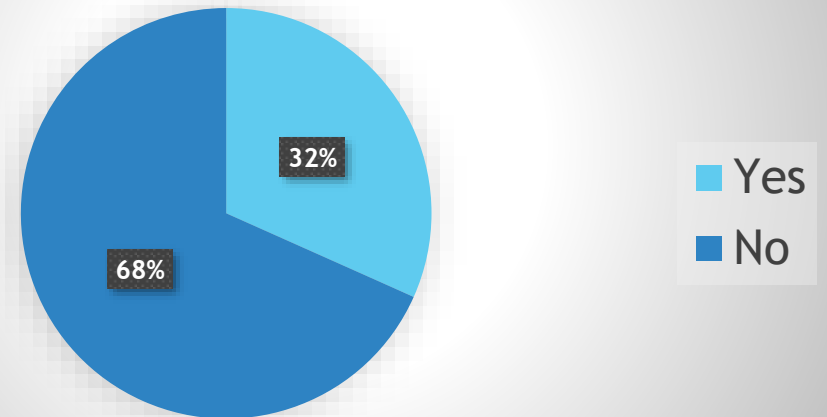
# COVID-19 Vaccine Awareness & Confidence



Are you aware of where you can take the COVID-19 vaccines?
Yes 80% No 20%

If offered, would you take a COVID-19 vaccine?
Yes 32% No 68%

# Interpreting the Data:

▶ COVID-19 Vaccination rates are low among unsheltered homelessness

▶ Almost universal awareness of the COVID-19 vaccine

▶ Confidence in the COVID-19 vaccine remains low

  ▶ Vaccine confidence is the trust that persons have in:

    ▶ Recommended vaccines

    ▶ Providers who administer vaccines

    ▶ Processes and policies that lead to vaccine development, licensure or authorization, manufacturing, and recommendations for use

# Resources to Build Vaccine Confidence

▶ **Tips and Guidance**

  ▶ Addressing Your Concerns About the Vaccine

  ▶ COVID-19 Vaccination Conversation Tips for Homeless Service Providers

  ▶ Building Confidence in COVID-19 Vaccines Among Your Patients

  ▶ The Time is Now! Talking with People Experiencing Homelessness about the COVID-19 Vaccine

  ▶ Video: Building Vaccine Confidence Q&A

▶ **Flyers**

  ▶ Why Get Vaccinated

  ▶ Vaccines Are Just One Piece of Controlling the Virus

  ▶ Quick Answers to Common Questions People May Ask About COVID-19 Vaccines

# Reminders:

- Need PPE? Let us know!
  - We currently have gel sanitizer, gloves, disposable and reusable masks
    - Email: Christopher.Fowler@hsncfl.org
- Check out our COVID-19 Vaccine Preparedness Resource Guide
  - https://www.hsncfl.org/wp-content/uploads/2021/02/HSN_COVID_19_VaccinePreparedness_Guide.pdf
- Hurricane Season is upon us!
  - Check out our Disaster Preparedness page at:
    - https://www.hsncfl.org/disaster-preparedness/

# Announcements!

# Need Masks?

HSN has both reusable and disposable masks

- Need any? Let us know!
  - Contact Christopher.Fowler@hsncfl.org to arrange a pickup

CFCH Partner Employment Opportunities

For more information about job opportunities, please visit: www.cfch.org/careers

Aspire Health Partners: HOPE Outreach Specialist

Community Legal Services: CLSMF Paralegal Public Benefits

The Salvation Army: Case Manager Specialist

Seminole County Government: Housing Stability Case Manager

Zebra Coalition: Youth Care Coordinator

# Next Meeting

Tuesday, July 27th
9 to 10:30 am
Location: Online