

Monthly Members Meeting

October 26th, 2021



Agenda

Welcome & Introductions

First Step Staffing

CFCH Leadership Council and Managing Board Vote

LEO Update; EHV Update

NHSDC Presentation

Announcements





ORLANDO OFFICE UPDATES



Mission

The mission of First Step Staffing is to empower individuals on the path out of homelessness and poverty through employment.

Vision

Everyone in America who wants to work has an opportunity to work.

Goal

to provide economic opportunity and a path to self-sufficiency for those otherwise locked out of the employment system.

JOB → INCOME → ECONOMIC OPPORTUNITY → REPEAT







First Step
Staffing's
rapid job
placement
matches
skills &
interests

Earn income immediately

Each person can choose what they need most:

- Housing
- Childcare
- Food
- Clothing





Mission

To prevent homelessness, combat poverty, cultivate self-sufficiency, restore hope and glorify God through the faithful provision of services that directly address physical, emotional and spiritual needs for families and individuals who are struggling in Central Florida.

Services

- Food & Clothing
- Rent & Utilities
- Housing & Employment



ORLANDO UPDATES – BY THE NUMBERS

First Step Staffing expanded to Orlando in January 2021. Even amidst a global pandemic, we were able to empower hundreds of homeless men and women to take the Fist Step on the path out of homelessness.

185

HOMELESS

32

RECENTLY INCARCERATED

250

WITH BARRIERS TO EMPLOYMENT





SECOND STEP-UPSKILLING PROGRAM COMING TO ORLANDO IN 2022.

Upskilling- Entering the workforce is the First Step, workforce mobility is the second step. **The "Second Step" program** proactively connects our clients to training opportunities in fields that lead to living-wage careers.



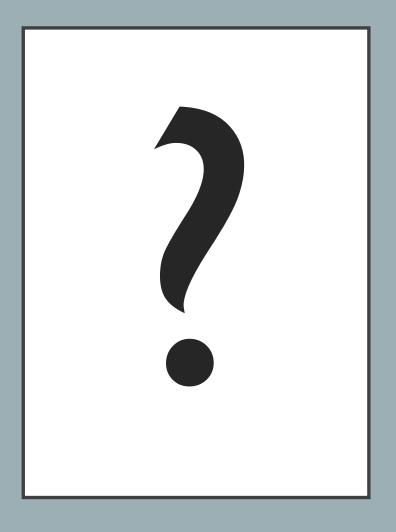




Opportunities for Partnerships

- **✓ Community Nonprofits:**
 - Additional support services (housing, digital literacy, healthcare, etc.)
 - Refer clients for employment
- **✓ Local Businesses:**
 - Staffing contracts





Amelia Nickerson

CEO

amelia@firststepstaffing.com

404.348.0277

Mildred Hicks

Branch Manager, Orlando 808 West Central Blvd.

Orlando, FL 32801

Direct Line: 407.478.1698

Cell: 407.367.8772

mildred@firststepstaffing.com



CFCH Leadership Council and Managing Board Vote Martha Are

LEO Update; EHV Update Natalie Joseph and Allison Nye



"We Still Know Too Little About What's Working & Why."

University of Notre Dame's

Lab for Economic
Opportunities (LEO)
Partnership with HSNCFL



Redefining RRH: Housing Program Evaluation

- An opportunity to learn about aspects of RRH that work to help build a scalable model and practice that better serve those in our communities.
- Looking at the impact of developing and implementing a modified RRH model on families housing stability and ability to thrive upon exiting RRH.
- This will be done through modifying the way rental assistance is provided to families enrolled in RRH.





"Communities deserve interventions that work for them."

-LEO













TURNING THE TIDE WHAT LEO DOES

Finds the innovators

Teaches about impact evaluations

Overlays research design on anti-poverty programs

Learns & iterates

Shares findings & scales



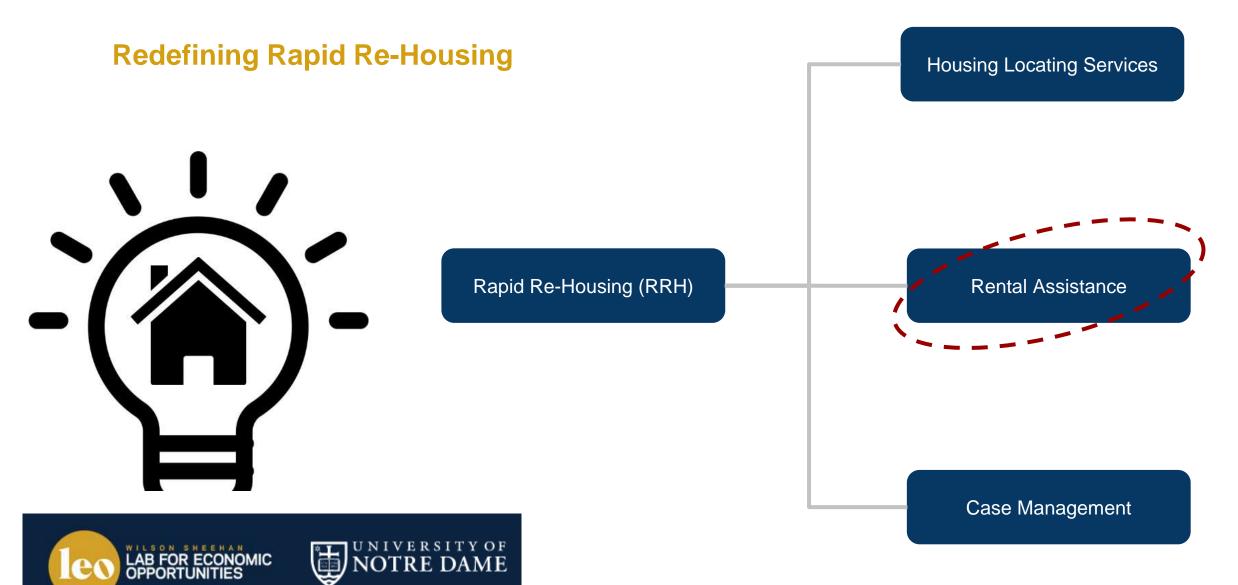


The Driving Factors

- To determine if the current framework align with participants' needs and barriers
- A need to realign internal program structures with evidence based practices
- Transition program focus from being "rent payment centered" to person-centered
- Create ways to help participants be more prepared to plan for and be able to sustain themselves after they leave the RRH program



Our Research Focus



OPEN DISCUSSION



Emergency Housing Vouchers



Emergency Housing Vouchers (EHV)

The Emergency Housing Voucher (EHV) program is available through the American Rescue Plan Act.

70,000 Housing Choice Vouchers across the country

Our community has a little over 250!



Emergency Housing Vouchers (EHV)

- Who can apply for a EHV?
 - Must be currently enrolled in RRH
 - Must meet the prioritization;
 - Low\fixed income (must have some income)
 - Large families
 - Extensions in RRH or second\third time enrolled in RRH
 - Medical concerns
 - Fleeing, or attempting to flee, domestic violence, or human trafficking;\

• What is that process like?







Overview of a Story Framework for HMIS Reporting

Presented by: Agustin "Tino" Paz





HMIS is a Story of Stories

- HMIS as a model public/private partnership
- HMIS data collection standard development
- The complexity and awkwardness of HMIS
 - Transparency
 - Accountability
- Different levels or dimensions of "truthfulness" in HMIS
 - Distortion caused by eliminating <u>context</u>



Story Framework for HMIS Reporting

Projects work with people to improve their housing situation.



Learning Objectives

- Improved understanding of the major data components related to HMIS documentation to enhance the data literacy level of a growing, broader audience.
- Improved understanding and use of official HUD reports related to HMIS documentation, especially the CoC-APR/ESG CAPER & System Performance Metrics reports.
- Improved ability to make meaningful custom report requests from your HMIS Lead Agency.



Key Dimensions of the Framework for HMIS Reporting (annotated)

(A)Projects (B)work with (C)people to (D)improve their housing situation (over time & place).

(E) Post Exit: Do they stay housed or not?



The importance of words & language

Projects

Programs HUD



Projects HUD

A project is <u>identified by the CoC</u> as part of its service system, in which an individual client or family is <u>enrolled</u>. A project further defined as a "lodging project" provides overnight accommodations and meets the needs of people who are homeless. A "services project" does not provide lodging and meets specific needs of people who are homeless or at risk of homelessness. (Highlight added)



Programs HUD

A program refers to the federal funding source used to fund a project. One project may have simply one funding source or multiple sources.



Projects: Select Key Components

- Continuum of Care
- Project Types
- Agencies/Users (opportunities & challenges)
- Federal Funding Programs & Other Funding Sources (Program Funding)
- For Lodging Projects: Bed & Unit Inventory
- For Service Projects: Service List



Work: Entry/Exit Enrollment

Each assessment period represents a snapshot of the participant's status on several critical

data points.

Entry Assessment

- **Living Situation** (housing focused)
- **Current & historical** homeless status
- **Disabilities**
- Income
- Non-cash benefit
- Health Insurance
- **DV Status**
- **Employment**

These requirements are determined by either the CoC, other funders/key constituents and/or agency policies & procedures.

- Living Situation or Housing
- Living Situation or
- **Exit Destination**
- MoDevelop, document & implement a case plan **Disabilities**

- Non-cash benefit

 Non-cash benefit

 Non-cash benefit

 Non-cash benefit

- He Administer additional custom assessment(s) ance
- **DV Status**
- **Employment**

- **DV Status**
- **Employment**

- **Employment**



Work: Case Management/Case Plans

- Case management typically starts at the same time as the Entry/Start Assessment
- The initial Entry/Start Assessment should inform the development of a unique case plan, factoring in a participant's living situation, disabilities, non-cash benefits, heath insurance, etc.
- Significant changes in a participant's status (i.e., starts receiving non-cash benefits, earned income, etc.) should be documented in an Interim/Update Assessment. Add a new Interim/Update Assessment each time changes occur, especially changes related to the standard assessment dimensions.
- If a participant's enrollment extends to a year, then an Annual Assessment is required.
- When the relationship with a participant ends (i.e., gets housed, self-resolves, drops out, etc.) then an Exit Assessment is required.



Work: Service Transactions

- Based on the participant's Entry/Start Assessment and/or Case Plan and the participant's ongoing situation, specific services may be provided.
- While adding Service Transactions can be a documentation burden, without that documentation it is almost impossible to evaluate the effectiveness of a project's interventions.
- The mix of resources available to a specific case manager when working with a participant are varied. Typically, however, even when specific services are not available, documenting the service as an unmet need can be very useful when planning and advocating for additional funding.
- Many, if not all, HMIS systems can also associate fund sources for specific services for tracking and reporting purposes.





HSN has both reusable and disposable masks

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



HCCH/OBFH Open Positions

Licensed Clinical Social Worker

HOPE Team Outreach Specialist

SSVF Outreach Navigator

SSVF Healthcare Navigator

Permanent Supportive Housing Case manager/ Program Support Specialist

Upcoming Events

Waking Up to Our Shared Humanity

October 27, 2021

9:00 AM - 12:00 PM

https://www.eventbrite.com/e/waking-up-to-our-shared-humanity-tickets-172993106037

Resilience: The Biology of Stress & The Science of Hope

November 5, 2021

10:00 AM - 12:00 PM (Zoom)

https://bit.ly/Resilience11-20-2-21

Why Positive and Adverse Childhood Experiences Matter

December 10, 2021

10:00 AM – 12:00 PM (Zoom

https://bit.ly/PACEsMatter 12-8-2021



