



Monthly Members Meeting

October 26th, 2021

A large, vibrant orange watercolor splash serves as the background, centered on a white page. The splash has irregular, organic edges with darker orange and brown tones concentrated in the center, fading into a lighter orange and white misty aura towards the edges. Numerous small, dark brown and orange droplets and speckles are scattered around the main splash, giving it a dynamic, ink-splattered appearance.

Welcome!

Agenda

Welcome & Introductions

First Step Staffing

CFCH Leadership Council and Managing Board Vote

LEO Update; EHV Update

NHSDC Presentation

Announcements



First Step Staffing

Amelia Nickerson



first step

STAFFING
for good

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 First Step on the path out of homelessness.

185

HOMELESS

32

RECENTLY
INCARCERATED

250

WITH BARRIERS TO
EMPLOYMENT



2647

RIDES TO AND
FROM WORK



\$940,734

WAGES PAID

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.

Thanks to support from



Opportunities for Partnerships

✓ **Community Nonprofits:**

- Additional support services (housing, digital literacy, healthcare, etc.)
- Refer clients for employment

✓ **Local Businesses:**

- Staffing contracts



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CFCH Leadership Council and Managing Board Vote

Martha Are

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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 HSNCF

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



WE'RE A  PARTNER



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

WE'RE A



PARTNER



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

Redefining Rapid Re-Housing



Rapid Re-Housing (RRH)

Housing Locating Services

Rental Assistance

Case Management

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?



A large, irregular blue ink splash or watercolor blotch serves as the background for the text. The splash is centered and has a textured, painterly appearance with various shades of blue and some white highlights. It is surrounded by smaller, scattered blue ink droplets and splatters on a white background.

NHSDC Presentation

Tino Paz

Overview of a Story Framework for HMIS Reporting

Presented by: Agustin “Tino” Paz



**Resilience
&
Reinvention**

Planning for a Brighter Future
NHSDC Fall 2021 Conference

October 12-14, 2021 | Atlanta, GA

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 **context**

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_{HUD}

Programs_{HUD}

Projects HUD

A project is identified by the CoC as part of its service system, in which an individual client or family is enrolled. 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 Movement | • Living Situation or Housing Movement | • Exit Destination (housing focused) |
| • <i>Disabilities</i> | • <i>Disabilities</i> | • <i>Disabilities</i> |
| • <i>Income</i> | • <i>Income</i> | • <i>Income</i> |
| • <i>Non-cash benefit</i> | • <i>Non-cash benefit</i> | • <i>Non-cash benefit</i> |
| • <i>Health Insurance</i> | • <i>Health Insurance</i> | • <i>Health Insurance</i> |
| • DV Status | • DV Status | • DV Status |
| • Employment | • Employment | • Employment |

Develop, document & implement a case plan

Provide & document appropriate services

Administer additional custom assessment(s)

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, health 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.



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.hcch.org/

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

Next Meeting

Tuesday, November 22, 2021

9 to 10:30 am

Location: Online

