



Monthly Members Meeting

January 25th, 2022



Welcome!

Agenda

Welcome & Introductions

4 Core Competencies Training

Orange County: Emergency Rental Assistance Program

COVID-19 and Congregate Housing

HMIS Updates

Cold Night Update

Announcements



CORE COMPETENCIES TRAINING

**FEBRUARY 9 @ 1P - 4P EST
VIRTUAL EVENT**

4 Core Competencies
Training

Thomas Kinley,
Heartland Alliance

Orange County

Emergency Rental Assistance Program

January 25, 2022

Background

- COVID-19 Relief Bill provided \$25 billion in emergency rental assistance
- Administered by U.S. Treasury through Coronavirus Relief Fund
- Orange County received \$33.4M
- Program open from March 2020 through September 2022 or until funds are exhausted
- Funds can only be spent in unincorporated Orange County and smaller cities*
 - City of Orlando residents are not eligible
 - City of Orlando also received a direct allocation of relief funds





Program Criteria and Eligibility

- **Orange County resident except those within municipal limits of the City of Orlando**
- **Household income at or below 80% Area Median Income (AMI)**
 - Household of 2 – maximum income is \$42,750
 - Household of 4 – maximum income is \$61,050
- **Household financially impacted due to COVID**
- **Tenant has a rental/lease obligation on a unit that is their current primary residence (can be holdover tenancy with original lease term of at least six months, i.e. month to month)**
- **Evidence of rent arrears – past due notice or eviction notice**
- **See Orange County's website ocfl.net for full eligibility and criteria**



Tenant Documentation Requirements

- Late or eviction notice
- Current Lease, can be month-to-month or holdover tenancy
- COVID-19 impact related to income loss (i.e. DEO unemployment)
- Valid Photo ID for all adult household members
- Income documentation, maximum 80% Area Median Income
- Rental assistance from other COVID-19 programs (if received)
- Additional documentation may be required in order to verify eligibility



Tenant Income Documentation Requirements

- **Income for all adult household members (18 years+):**
 - 2020 Filed Tax Return/s for all households members
 - Approval letter from a income-based local, state, and federal government program such as Food Stamps or TANF if it includes all household members
 - Residence is within a U.S. Census low-income community
 - Income documentation for last 30 days prior to application
 - Includes pay stubs, pension, social security, etc.
- **Income documents verify household is at or below 80% AMI**



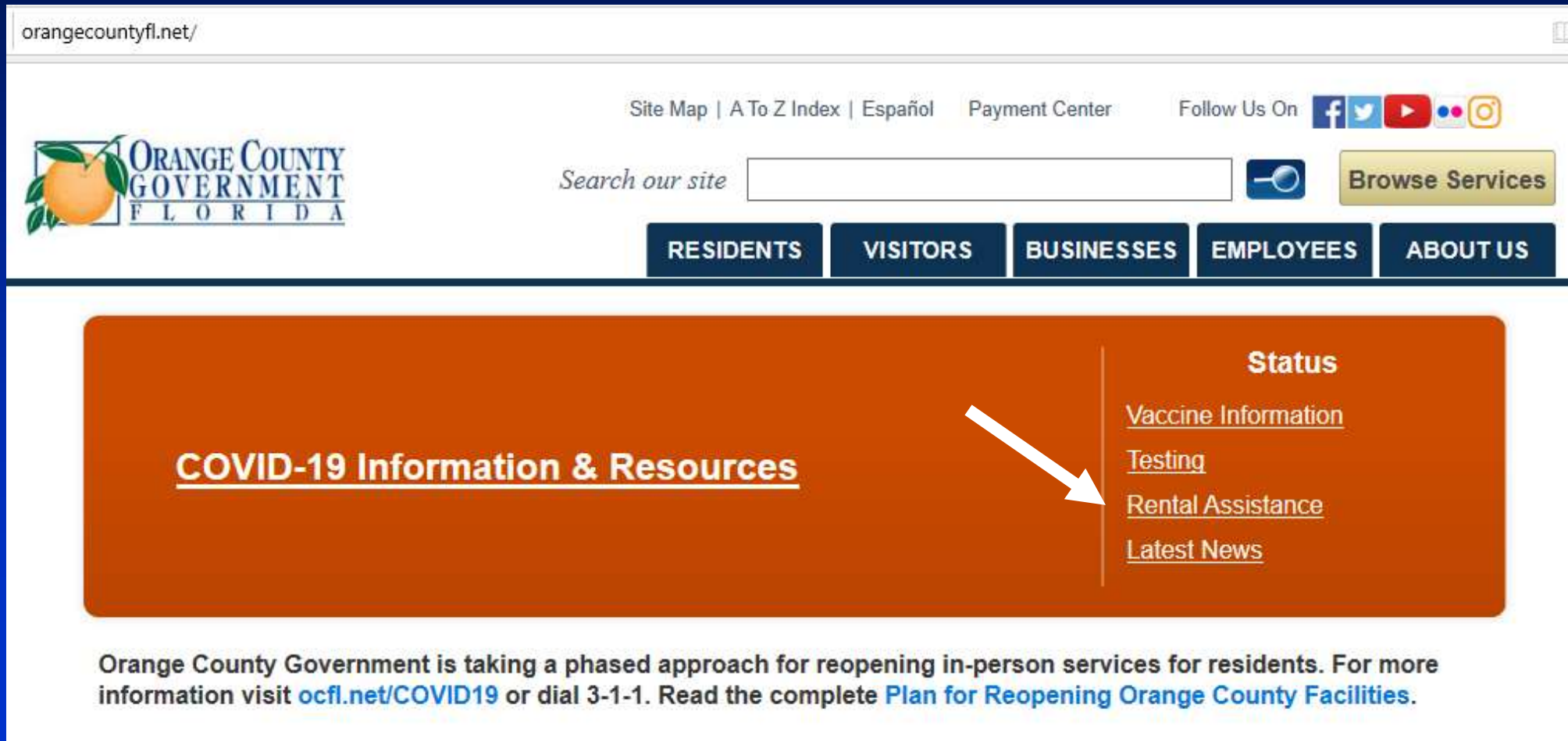
Program Assistance

- **Maximum assistance per household/unit \$30,000 includes:**
 - **Arrears of up to 12 months beginning April 1, 2020 to present and may include 3 months future rent if funding is available and within the \$30,000 maximum**
 - **May include required fees paid to landlord such as utilities, washer/dryer, pet fee, reasonable late fees, etc. if identified in lease**
 - **Does not include court/legal fees, garages, returned check fees, etc.**



How to Apply

- Emergency Rental Assistance Program link on County website: ocfl.net



The screenshot shows the Orange County Government website. At the top, there is a navigation bar with links for Site Map, A To Z Index, Español, and Payment Center. Social media icons for Facebook, Twitter, YouTube, and Instagram are also present. The main header features the Orange County Government logo and a search bar. Below the search bar, there are navigation buttons for RESIDENTS, VISITORS, BUSINESSES, EMPLOYEES, and ABOUT US. A large orange banner contains the text "COVID-19 Information & Resources" and a "Status" section with links for Vaccine Information, Testing, Rental Assistance, and Latest News. A white arrow points to the "Rental Assistance" link. At the bottom, a message states: "Orange County Government is taking a phased approach for reopening in-person services for residents. For more information visit ocfl.net/COVID19 or dial 3-1-1. Read the complete [Plan for Reopening Orange County Facilities](#)."



How to Apply

- This takes you to the Emergency Rental Assistance Program page

EMERGENCY RENTAL ASSISTANCE PROGRAM

Coronavirus (COVID-19)

[Coronavirus Information](#)

[Vaccine Information](#)

[Testing](#)

[Orange CARES](#)

[Orange County Newsroom Updates](#)

Keeping Families in Their Homes

The Orange County Emergency Rental Assistance program is an income-based program aimed at helping Orange County's most vulnerable tenants by providing one-time assistance to tenants who are past-due in rent as a result of financial hardships caused by the COVID-19 pandemic.

The program will distribute \$33.4 million of federal funds to assist eligible Orange County residents.

Funding Availability

The funding made available under this program will be used to make direct payments to landlords on behalf of qualifying tenants. Such payments shall:

Table of Contents


- [Frequently Asked Questions](#)
- [Application Assistance](#)
- [Address Check](#)
- [Funding Availability](#)
- [Tenant Eligibility](#)
- [Landlord Eligibility](#)
- [Apply](#)



How to Apply

- Use “ADDRESS CHECK” to see if the rental address qualifies to apply for Orange County ERAP.

Table of Contents


- Frequently Asked Questions
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- Address Check 
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- Landlord Eligibility
- Apply


Residency and Location Requirements

Qualifying tenants must be applying for coverage of their past-due rent for a rental property that is:

- Their primary residence; and
- Located in Orange County, Florida.*

ADDRESS CHECK

Street address only (no apartment #, unit #, city, state or zip code) 

Street address only ⓘ e.g. 201 S Rosalind Ave 



* *City of Orlando Exception:* As the City of Orlando received its own emergency rental assistance funding allocation from the Federal Government, tenants whose rental properties are located within the City of Orlando's city limits do not qualify for the County's program and must instead apply for the [City of Orlando Rental Assistance Program](#).



How to Apply



- Address is eligible
- Address is not eligible
- Invalid Address/not enough data

ADDRESS CHECK

 
Street address only ⓘ e.g. 201 S Rosalind Ave



Your address is **eligible** for this program.

ADDRESS CHECK

 
Street address only ⓘ e.g. 201 S Rosalind Ave

Your address is **not eligible** for this program. Residents living within the city limits of Orlando may apply to the [City of Orlando's Rental Assistance program](#).

ADDRESS CHECK

 
Street address only ⓘ e.g. 201 S Rosalind Ave

Your address is **not in our system**. If you believe the address is a valid Orange County address, please check with your landlord to verify the location of the property, or dial 3-1-1.



How to Apply

- Tenant or Landlord applicant will click the “Apply Here” link located on the County website

Table of Contents

- Frequently Asked Questions
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- Landlord Eligibility
- Apply ←

[Apply Here](#)

Use Chrome Browser for improved process.



How to Apply

- This will open the Neighborly application portal
- Tenant: Rental Assistance link and Landlord: Rental Assistance link



Welcome to Orange County Emergency Rental Assistance Portal.

Orange County is committed to accessibility for all applicants. If you require this material in an alternate format based on a disability as defined by Americans with Disabilities Act, please contact us at OfficeonDisability@ocfl.net.

For all questions related to your application (such as inquiries about eligibility, required documents, etc.), please contact us by calling 3-1-1 or sending an email to erap@ocfl.net

Start a New Application

Tenant: Rental Assistance

Select this option if you are a **TENANT** applying for the Rental Assistance Program. This program is designed to provide funds to renters delinquent on rent payments due to COVID-19 impacts.

[Click here to start a new application](#)



Landlord: Rental Assistance

Select this option if you are a **LANDLORD** in Orange County applying for the Rent and Utility Assistance Program.

[Click here to start a new application](#)



How to Apply

- New applicants will Register in the Neighborly portal
- Applicant will then receive an email with a link for them to Sign In to the Neighborly application portal to begin their application

ORANGE COUNTY GOVERNMENT FLORIDA

Welcome to the Orange County
Emergency Rental Assistance Program

New users must first register their account
before signing in to the portal

Sign In  Register

Email Address

Password

Remember my email address

Sign In


[Forgot your Password?](#)



Tenant Application Steps

1. Program Overview
2. Eligibility
3. Tenant Information
4. Household Members
5. Income Verification
6. COVID-19 Impact
7. Rent Assistance Requested
8. Prior Assistance Received
9. Required Documents
10. Submit

Tenant: Rental Assistance Application
Id: 40284

 View Users (1)  Print Application

Program Overview*

A. Eligibility

B. Tenant Information

C. Household Members

D. Income Verification

E. COVID-19 Impact

F. Rent Assistance Requested

G. Prior Assistance Received

H. Required Documents

Submit



Tenant Application – Assistance Request

- **Eligible tenants may request relocation assistance if:**
 - **Evicted from the eligible Orange County address for which they originally applied for assistance OR**
 - **Current landlord refused to participate in the program OR**
 - **Became unhoused in Orange County during and due to COVID-19**
- **Tenant will be given a letter of guarantee to give to landlord of a potential rental (includes deposit and three (3) months)**
- **Tenant must find the new rental and landlord must agree to the accept the payment**



Landlord Application

Good Afternoon,



Welcome to Orange County Emergency Rental Assistance Portal.

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For all questions related to your application (such as inquiries about eligibility, required documents, etc.), please contact us by calling 3-1-1 or sending an email to erap@ocfl.net

My Tasks

Active (0)

TASK ID	CASE	SUBJECT	STATUS	DUE DATE
---------	------	---------	--------	----------

Start a New Application

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[Click here to start a new application](#)

Landlord: Rental Assistance

Select this option if you are a **LANDLORD** in Orange County applying for the Rent and Utility Assistance Program.

[Click here to start a new application](#)





Landlord Application Steps

1. **Program Overview**
2. **Landlord Information**
3. **Tenant Information**
4. **Submit**

Landlord: Rental Assistance Application

Id: 46233



View Users (1)



Print Application

- [Program Overview*](#)
- [A. Landlord Information](#)
- [B. Tenant\(s\) Information](#)
- [Submit](#)



Processing Applications

- Submitted applications are assigned to a Reviewer based on priorities established by US Treasury and date submitted
- Reviewer will check the application for completeness and contact landlord for information
- Applicant can log into system and check their status 24/7
- Reviewer will follow-up with the applicant via email and phone if application is incomplete or requires more information
 - Applicants need to respond to requests quickly to expedite processing
- Once approved, both the tenant and landlord will be notified by email and check will be issued to landlord

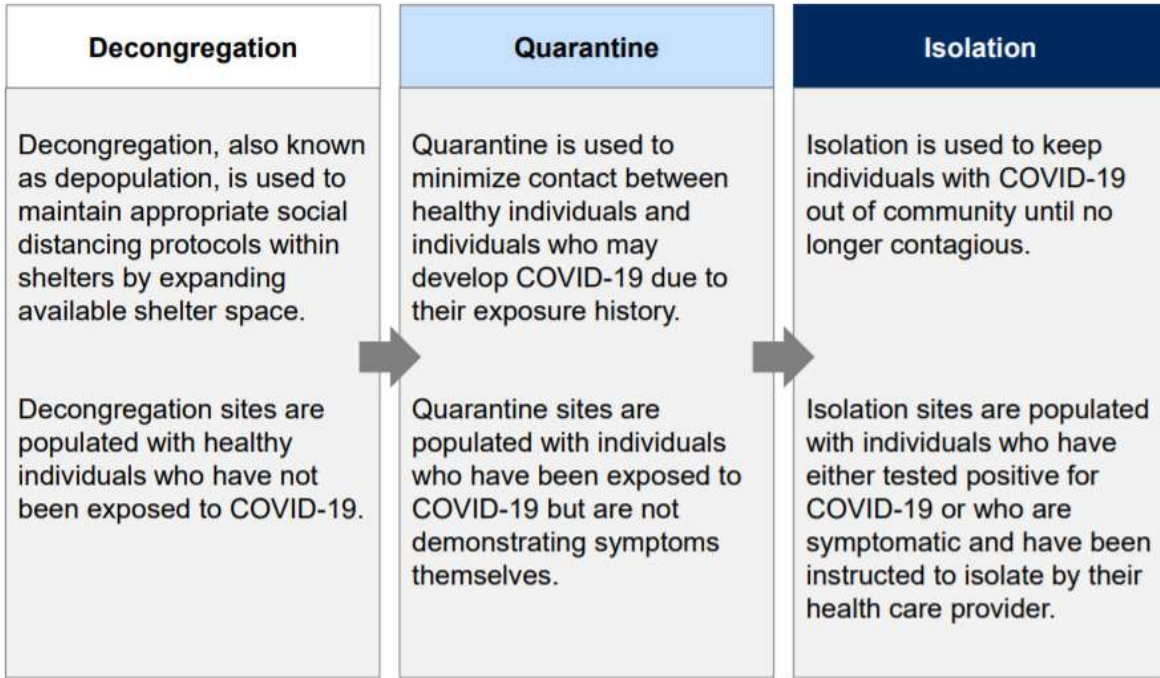
COVID-19 and Congregate Housing: Best Practices

Jacob Riegler, MBA

M3 University of Central Florida, College of Medicine

Overview

- Massachusetts: state and community level -> Cambridge Health Alliance
- King County, Seattle, Washington: community level



Massachusetts state model

Three stages:
decongregation, quarantine,
isolation

Decongregation and quarantine



Decongregation and quarantine tents have been set up to be as small as 10-bed solutions or as large as 75 bed solution (across multiple tents).

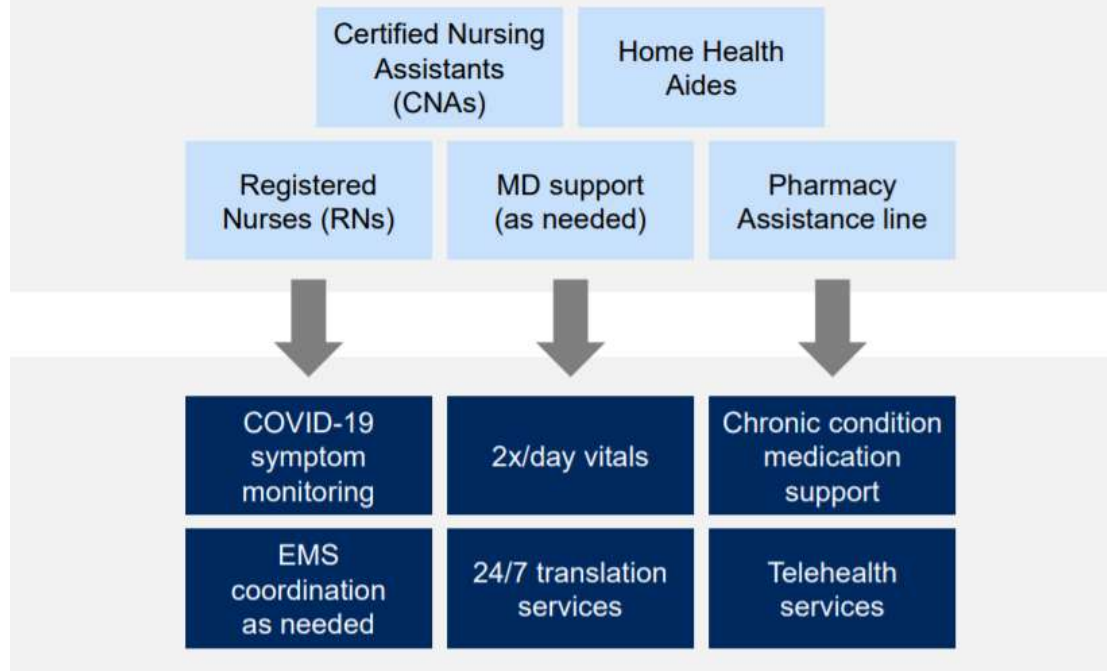
- Tents used in the event of overflow in main shelters, or where social distancing guidelines could not be otherwise managed

Massachusetts eligibility criteria for isolation

- Intake: Experiencing homelessness or housing instability OR making less than 400% of the Federal Poverty Level and in need of a safe place to stay. Must be COVID-19 positive within last 10 days and must not need intense medical supervision (ADLs must be able to administer medications besides methadone).
- Discharge: 72 hours since resolution of symptoms AND 10 days since first symptom or positive test (whichever occurred most recently). If symptomatic during entire stay, 10 days past positive test.

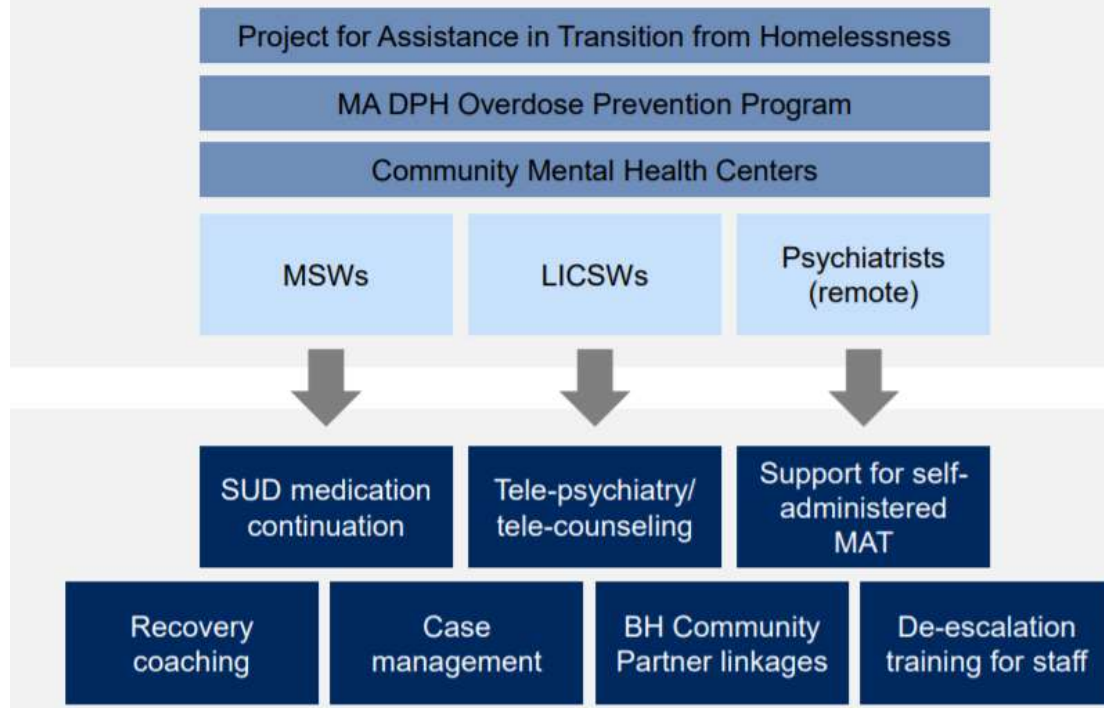
Isolation

Multi-level team provides clinical oversight to I&R Site guests, ensuring that individuals with worsening or acute symptoms can be diverted to an appropriate medical facility. When possible, sites partner with local community health centers to support with staffing



- Team oriented care for patients

I&R Sites serve as a unique opportunity to address guests' behavioral health needs, a facilitated through partnerships with several local BH providers.



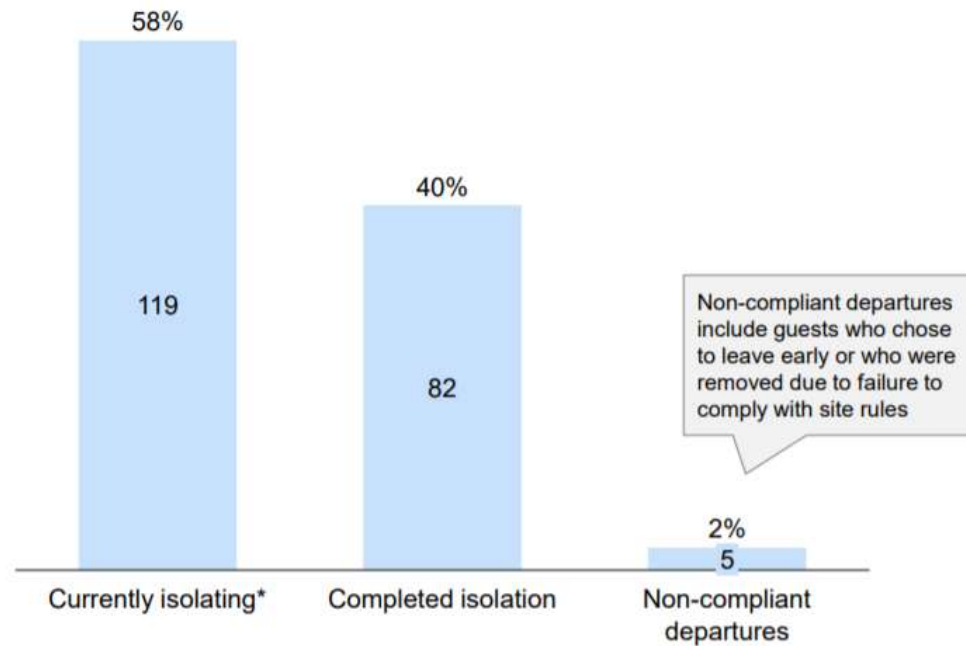
Opportunities in isolation

- Used to bridge to permanent supportive housing, coordinate social services
- Emphasizes telehealth
- Individual site: Cambridge Health Alliance, uses 60% telephone and 40% video calls to round on isolated patients

Results of MA initiative

- As of April 2020

Current status of individuals served by I&R Sites



Key points of MA initiative

- State level funding and initiative -> resource differences for the majority of the country
- Telehealth is widely utilized for social workers AND behavioral, medical health staff
- Isolation is an opportunity to consult with a social worker via phone, video, or in person
- Would need to ensure phones in each room, can be done through landline installation or a shared phone system for patients. Relatively low resource and funding requirement

King County, Seattle

- Similar to early OBFH initiative: mixed system
- Dedicated section of congregate housing to COVID-19 positive patients, staff with those patients would **ONLY** see those patients
- Hotels to increase availability of social distancing compliant sites. COVID positive patients were in a different section, but the hotels would have both COVID positive and negative patients
- Used 400 hotel rooms and dramatically decreased transmission

Opportunities

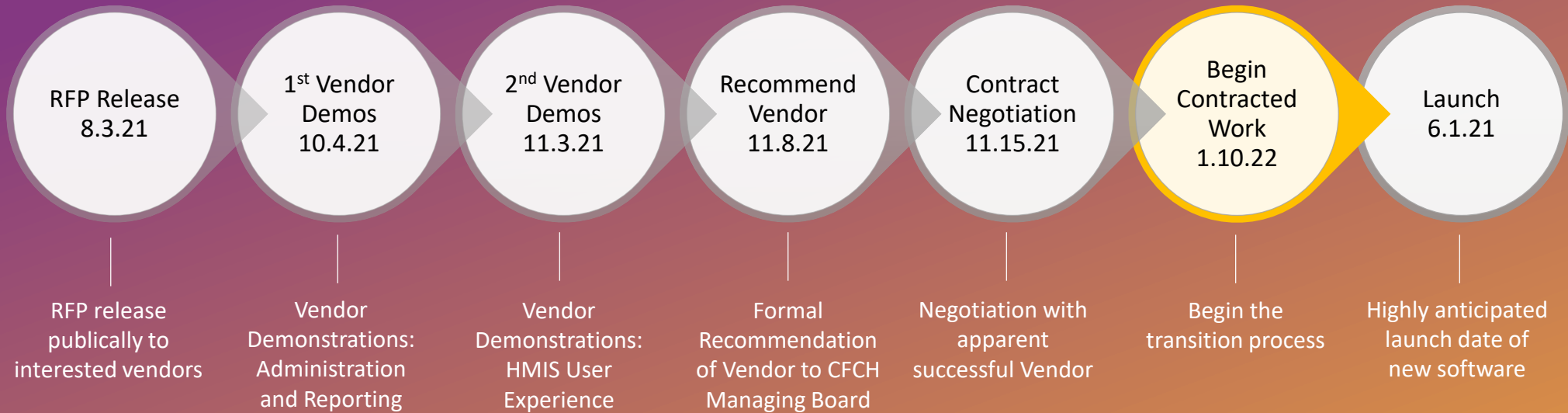
- Telehealth rounding at isolation units by social work, behavioral health/counseling services, and medicine with in-person as needed
- Medical rounding would likely remain unchanged
- MA approach: rather than dedicated staff days for rounding on patients via phone, can be based on an integrated practice unit/evolving schedule approach (i.e. flex periods of 15-30 minutes to call and touch base with patient). Especially useful for social work

Questions



HMIS Updates

Transition Timeline Review



Successful Vendor

Eccovia - ClientTrack

Contracted work officially began on January 10th, 2022.

Next steps with the vendor:

- Prepare data for first import phase
- Kick-off meeting with Eccovia



HMIS Providers – What to Expect

Consultations with HMIS team about projects and data

- Referrals, Services, Custom Data, Workflows

Data Quality Maintenance

- Maintain high data quality throughout transition for all projects

Train the Trainer and User Testing

- Limited slots to receive early training and user testing opportunities anticipated

HMIS Training

- HMIS 101 New User Training will return to bi-weekly
- All New User training must be submitted by Agency Liaison
- HMIS Refresher and HMIS Reports trainings will be scheduled by request
- Additional trainings available upon request as needed

HMIS 101 New User Training

- 1st and 3rd Tuesday of the month

HMIS 101/102 Refreshers

- Scheduled by request

HMIS 101/102/103 Reports Training

- Scheduled by request

HMIS Support Sessions

- Every Monday and Wednesday at 1pm

Cold Nights

Christopher Fowler

Emergency Response Coordinator



What is a Cold Night?

- Cold Night Standards
 - A cold night is called when temperatures are forecasted to dip below 40 degrees for 4 or more hours
- What happens when a cold night is called?
 - When a cold night is called, shelters will expand their capacity to allow unsheltered individuals and families to have a warm place to sleep at night
 - Persons seeking refuge from the weather can hop on any Lynx bus and be taken to a shelter
 - In Osceola County, a shelter will be opened on the night of the cold night



Non-Congregate Shelter Options

Recently, due to COVID-19, non-congregate shelters (Hotels) have been used to extend shelter capacity in Orange and Osceola Counties

Regardless of the use of non-congregate options, the messaging still remains that:

“Persons experiencing homelessness and wishing to seek refuge from the cold weather will be provided safe accommodations at a shelter”



Cold Night: 1/23/22


- During the most recent Cold Night, we were able to shelter the following number of unsheltered homeless in each county:
 - Seminole County: 2
 - Orange County: 146
 - Osceola County: 68

(These numbers include both congregate and non-congregate numbers)





Thank you to
our
Partners!!

- A HUGE thank you to the following partners who helped during Sunday's Cold Night
 - Coalition for the Homeless
 - The Salvation Army
 - Rescue Outreach Mission
 - Lynx
 - The Hope Partnership
 - Orlando Union Rescue Mission
- 



Announcements!



Need PPE?

Let HSN meet your PPE needs!

- Reusable and Disposable Masks
- Hand Sanitizer
- Gloves
- Need any? Let us know!

Contact

Christopher.Fowler@hsncfl.org to
arrange a pickup

QPR Suicide Prevention Training

FREE CEUs

What you will learn:

QPR stands for Question, Persuade, and Refer — the 3 simple steps anyone can learn to help save a life from suicide. Just as people trained in CPR and the Heimlich Maneuver that help save thousands of lives each year, people trained in QPR learn how to recognize the warning signs of a suicide crisis and how to question, persuade, and refer someone to help. Each year thousands of Americans, like you, are saying "Yes" to saving the life of a friend, colleague, sibling, neighbor, or client.



Presented by:
Lindsay Brown, M.Ed, Ed.S
lindsaybrownmed@gmail.com



Question, Persuade, Refer (QPR) for Suicide Prevention - 2.5 Hour Virtual Training



Who should attend?

Mental health professionals, non-mental health professionals, community service providers, or anyone with an interest in suicide prevention.

Two Continuing Education Units/Contact Hours are approved for persons meeting the attendance requirements for Florida Board of Social Work, Marriage, and Family Therapy and Mental Health Counseling - Provider

Upcoming Training Dates

Wednesday 12/15 2:30-5pm

Tuesday 12/28 1:30-4pm

Thursday 1/13 9-11:30am

Friday 1/28 1-3:30pm

Wednesday 2/9 10-12:30pm

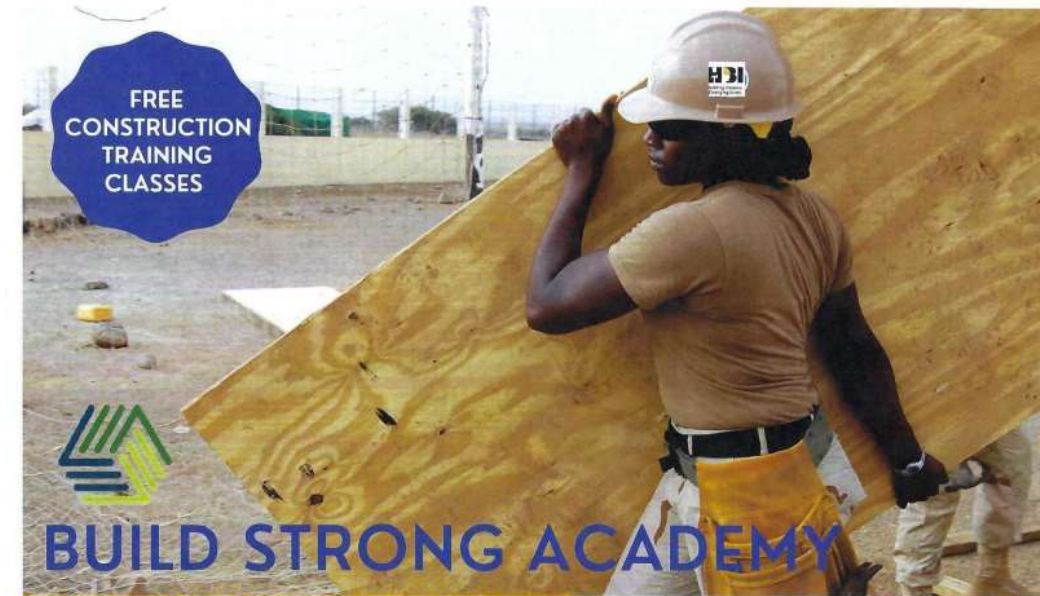
Tuesday 2/22 1:30-4:00pm

Tuesday 3/8 9am-11:30am

<https://centralfloridacares.org/question-persuade-refer-qpr-for-suicide-prevention/>



Build Strong Academy



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CONSTRUCTION
TRAINING
CLASSES



BUILD STRONG ACADEMY

8150 CHANCELLOR DRIVE STE 105 ORLANDO, FL 32809

WHY CHOOSE HOME BUILDERS INSTITUTE (HBI) CARPENTRY PROGRAM?

- The nation's leader in technical educational career training in the building industry for over 50 years.
- A commitment to providing the highest quality of trade skill learning
- Learn an in-demand technical skill. Gain employability skills and job placement assistance
- Learn wall/floor/roof framing, windows/doors installation, and more
- Receive a nationally recognized industry certification.
- **GRADUATE DEBT FREE!**

*Annual Source: National Association of Home Builders

\$52,850
AVG National Wage*
Carpentry

Open to anyone 18 years or older. Morning and Afternoon sessions available.
Reserve your spot today by calling

Maria Bell @ 407-223-0204
Fernando Lopez @ 407-398-9198
Derrick Perry @ 407-717-7251
or email us @
Orlando.Academy@hbi.org



Next Meeting

Tuesday, February 22nd, 2022

9 to 10:30 am

Location: Online

