



# Monthly Members Meeting

August 24<sup>th</sup>, 2021



Welcome!

# Agenda

Welcome & Introductions

HUD NOFO and CFCH

McKinney-Vento Program  
Migrant Education Program

Osceola County Public Schools

Families In Need

Second Harvest

Announcements



# HUD NOFO & CFCH

Martha Are

# What's the NOFO?

- **It used to be called a NOFA**
- **Announces the process by which HUD will make annual funding available to homeless service agencies across the country**
- **Only “Lead Agencies” can complete the “submission” to HUD**
- **Lead Agencies must also conduct a local application process**
- **Local applications are for agency projects, not for individuals seeking assistance**

# HUD NOFO Published

- The final submission is due to HUD on 11/16
- The local competition applications must be completed no later than 10/16. HSN is working on final timeline to confirm the actual due date
- Local competition includes opportunities for
  - Renewals
  - New Projects
    - Bonus
    - Reallocation

# Renewals

- Agencies/Projects that were included and awarded in last year's submission. Agencies eligible to submit a renewal are:
  - Orange County
  - Osceola County
  - Seminole County
  - Covenant House
  - Grand Avenue ECDC
  - Embrace Families

# Renewals

- Important: If your agency is a sub-recipient of a HUD Bundle, ***your competition will occur in the spring***. This includes agencies that receive funding as part of
  - HUD RRH I or II
  - HUD Operations and Services
  - HUD Rental Assistance and Services
  - HUD Leasing
  - HUD Coordinated Entry



# Renewals

- **Bonus**
  - one or more new projects
  - Can request (but won't receive) over \$400K
  - DV Bonus can request (but won't receive) over \$1M
- **Reallocation**
  - Apply to compete against an existing project
  - A specific project open for full or partial reallocation may be identified in the local application Request for Applications (RFA)

# More on Reallocation

<b>2020 HUD Portfolio</b>				
Project Type	Available Funding (not including admin)	Minimum # of beds to be funded, if applicable	Location	Additional info
PSH	\$ 3,560,722	252	Tri-County	
PSH	\$ 710,725	65	Seminole	19 beds site based for chronic families; 46 scattered site
PSH	\$ 262,092	20	Osceola	Scattered site
PSH	\$ 1,374,592	160	Orange	97 beds site based; 63 scattered site
Youth Outreach & CM	\$ 85,050	N/A	Tri-County	only renewal projects accepted by HUD
Youth - TH	\$ 144,347	42	Tri-County	only renewal projects accepted by HUD
CES	\$ 431,400	N/A	Tri-County	
HMIS	\$ 315,485	N/A	Tri-County	
RRH1+Youth Exp.+RRH2	\$ 1,887,163	187	Tri-County	Families, unaccompanied youth, victims of domestic violence
	\$ 8,771,576			

## New Project

- HUD is encouraging a new housing project (PSH or RRH) that includes a partnership with a health care provider who will provide additional health care services
- HUD is encouraging a new project in which a Public Housing Authority provides vouchers and the CoC provides services

## Think you might be interested?

- Complete the Housing First Self Assessment
- Gender Inclusion and Non-Discrimination Policy
- Make sure you have a HUD compliance conflict of interest in place
- More details will be posted on the [hsncfl.org](http://hsncfl.org) website & sent out via Constant Contact

***More tips coming soon***

# Willing to Help?

Volunteers needed to read and score applications

- *Most likely in October*

***Email: [application@hsncfl.org](mailto:application@hsncfl.org)***



McKinney-Vento  
Program  
Migrant Education  
Program

Danielle Batista, Christine Cleveland

# Introduction

McKinney-Vento Program and Migrant Education,  
Orange County Public Schools



Christine Cleveland  
Senior Administrator



Kara Meyers  
Program Specialist



Danielle Batista  
District MVP Liaison  
CFCH Team Representative



Natasha Paul  
District MVP Liaison  
Shelter Contact

# FEDERAL EDUCATION

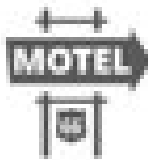
## DEFINITION OF HOMELESSNESS

Individuals who lack a fixed, regular, and adequate nighttime residence.



### Shelters/Transitional Housing

Domestic violence shelters, homeless shelters, youth shelters, trailers provided by FEMA (Federal Emergency Management Agency), housing paid for by programs such as transitional housing, etc.



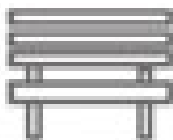
### Hotels/Motels

Staying in motels/hotels due to lack of adequate alternatives, regardless of who pays for the motel/hotel room.



### Staying with others

Staying with other people due to loss of housing, economic hardship, or a similar reason.



### Unsheltered

Staying in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings.



# Homeless Living Situations

- **Shared Housing Due to Hardship:**

  - Lease but not everyone in the house is listed on the lease (*lack of regularity*)

  - Any situation where the family can be evicted at any minute (*lack of regularity*)

  - 10 people living in a 2 bedroom home (*lack of adequateness*)

  - Living in a home infested with bugs or mold (*lack of adequateness*)

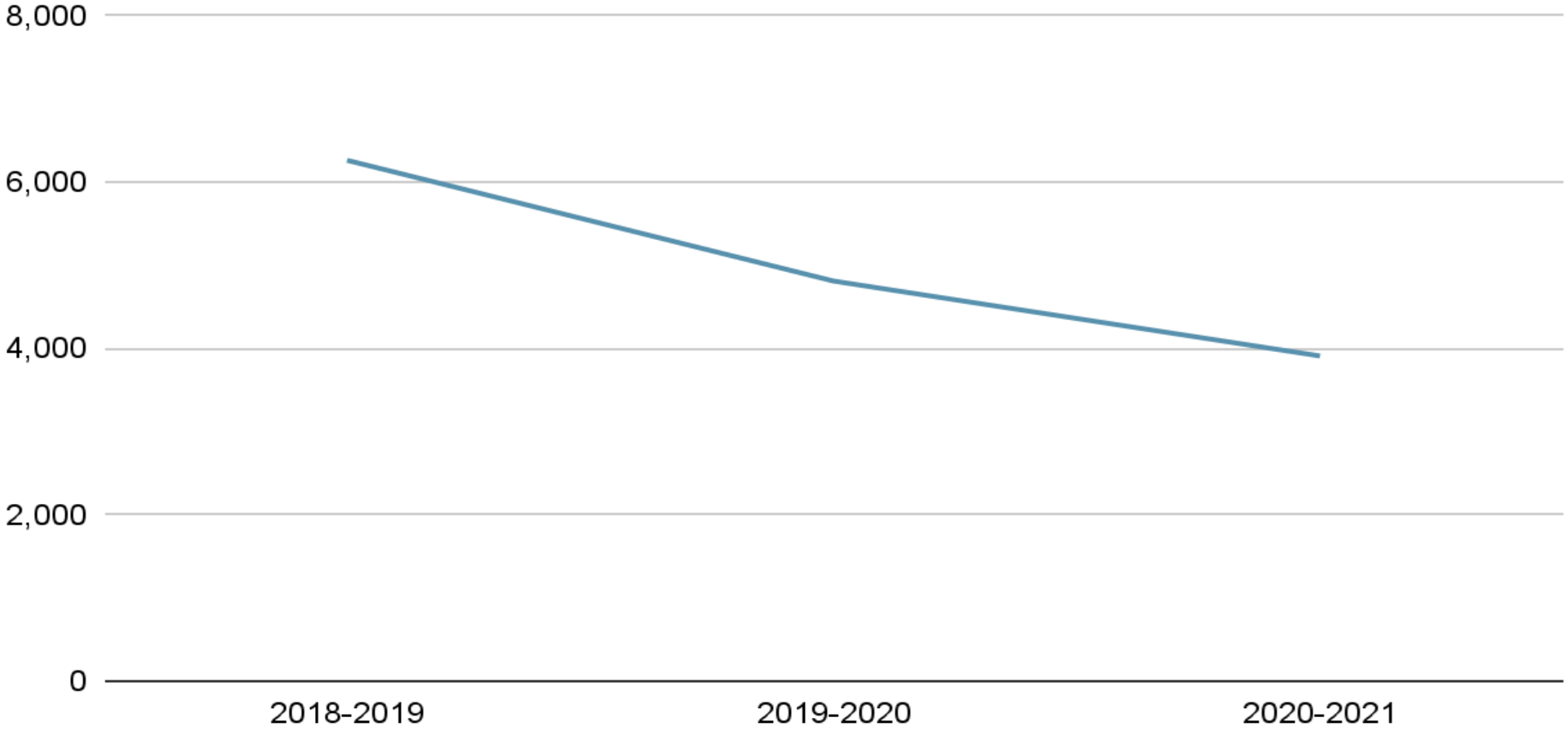
- **Hotels/Motels, Shelters Due to Hardship** (*lack of regularity and adequateness*)

- **Streets and Cars Due to Hardship** (*not fixed, adequate, or regular*)

- **Substandard Housing** – no utilities, mold, infestation (*lack of adequateness*)

- **Rapid Rehousing** - Some families may qualify if the funding is temporary. (*lack of Regularity*)

# OCPS McKinney-Vento Program Student Data



**OC PS Orange County Public Schools** 2020-2021 Student Residency Questionnaire

The answers to this housing questionnaire help in determining eligibility of services that may be provided through the federal McKinney-Vento Act, 42 U.S.C. 11435. For more information, contact the OCPS MVP office at 407-317-3485 or visit the website at [www.homeless.ocps.net](http://www.homeless.ocps.net).

Where are you and your family currently staying at night? (only check one box):

- Rent or own my own house, condo, apartment or other permanent residence. (If you checked this box, you DO NOT need to complete the rest of this questionnaire.)
- Living with someone else by choice in a house or apartment that properly accommodates all residents (If you checked this box, you DO NOT need to complete the rest of this questionnaire).
- Staying somewhere temporarily (if you checked this box, please complete the rest of this questionnaire).

**FAMILY INFORMATION – PLEASE NOTE ALL SECTIONS MUST BE COMPLETED**

Name of Parent(s)/Legal Guardian(s): \_\_\_\_\_

Current Student Nighttime Street Address \_\_\_\_\_ City/ Zip Code \_\_\_\_\_

How long have you been at this address? \_\_\_\_\_

Please list ALL students within the family, (including pre-K children) enrolling at ANY OCPS school.

Student Name	Student ID#	M/F	DOB	Grade	School

**TEMPORARY LIVING SITUATION INFORMATION – PLEASE NOTE ALL SECTIONS MUST BE COMPLETED**

Check only ONE box that applies to your situation:

- We are temporarily staying with another family member or friend
- We are staying in a motel or hotel
- We are sleeping in a vehicle or staying in a trailer park or campground, or in an abandoned building, or other substandard housing
- We are staying in an emergency or transitional shelter
- If the above do not apply, describe where the student most recently spent the night: \_\_\_\_\_

Check only ONE box that applies to the cause of your temporary living situation:

- Economic hardship due to COVID pandemic (illness, loss of job, etc.) that resulted in loss of housing
- Economic hardship or other circumstances (NOT Related to COVID pandemic) that resulted in foreclosure, eviction, or inability to obtain a residence at this time
- Lost our housing due to a Natural Disaster (hurricane, flood, fire, etc.) and have no place else to go. Please indicate the Natural Disaster type here: \_\_\_\_\_
- Lost our housing due to a Manmade Disaster (mold, poison gas release, domestic violence, etc.) and have no place else to go
- Recently moved to the area and are looking for a place to buy or rent
- Recently sold residence or lease ended and looking for a place to buy or rent
- Repairing or remodeling current residence
- If the above do not apply, describe the cause of your temporary living situation: \_\_\_\_\_

Please continue residency questionnaire on the next page →

# Student Residency Questionnaire (SRQ)

- **YOU CAN COMPLETE IT!**
- Legal confirmation
- Allows for referrals to agencies
- Financial aid to graduating seniors
- Schools should keep in master file and original in cumulative folder
- Send completed SRQ to [mvpsrq@ocps.net](mailto:mvpsrq@ocps.net)
- **Digital SRQ: [tinyurl.com/OCPSMVPSRQ](https://tinyurl.com/OCPSMVPSRQ)**
- Can clarify but not investigate

**NEW!**  
**DIGITAL SRQ!**  
<https://tinyurl.com/OCPSMVPSRQ>

2020-2021 Student Residency Questionnaire

legal guardian  
 or legal guardian, but staying with an adult that is not a parent or legal guardian  
 Please complete the following:  
 \_\_\_\_\_  
 \_\_\_\_\_

or legal guardian and not staying with an adult who is acting as the student's parent  
 5), Florida Statutes.  
 How long has the student been living alone? \_\_\_\_\_  
 \_\_\_\_\_

**INFORMATION RELEASE**

service agencies: Release of information to community organizations:  
 services may be available Local homeless resources provided by community agencies  
 not governed by Orange County Public Schools may be  
 include immediate school not available to qualified families, this includes housing  
 ability, and transportation available to qualified families. Please check 'yes' if you allow this information  
 assistance. Please check 'yes' if you allow this information  
 community agencies, including  
 less Management Information  
 community agencies to contact

statement in writing with  
 of a misdemeanor of the  
 and local resources,  
 \_\_\_\_\_  
 Date \_\_\_\_\_  
 please scan this  
 nitted.



MCKINNEY-VENTO PROGRAM

# STUDENT RIGHTS



IMMEDIATE  
ENROLLMENT



SCHOOL OF ORIGIN



FREE MEALS



TRANSPORTATION



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# SUPPORTS FOR ALL MVP

## COLLEGE

- First semester of college generally free (for all MVP students) with letter from MVP district liaison.
  - **Florida §1009.25 (1991)** A student who lacks a fixed, regular, and adequate nighttime residence, or who lives in a shelter or a public or private place not ordinarily used as regular accommodation, is exempt from the payment of tuition and fees for a school district workforce education program, Florida College System institution, or state university.
- Application fee is waived.



## Orange Technical College

- Free tuition, books, fees for MVP graduates up to age 21 and parents of MVP students.

# Additional MVP Supports

- **Kids' Closet:**

- Clothing, hygiene items, food, etc.
- Requests submitted by our team or school social worker.



- **Field Trip fees:** (up to \$25 per student) on a first come, first serve basis
- **Activity fees:** (up to \$75) on a first come, first serve basis, course related
- **Cap and Gown Fees**

# Additional MVP Supports

- **Transportation**

- Gas Card or Lynx bus passes while bus is being routed.
- Lynx bus passes for high school students attending after school activities and/or for parents and students to attend conferences or night time school activities.



- **Hotel Housing Assistance:**

- MUST be living in a hotel showing regular past payments.
- Must have a welcome letter and a W-9 from a landlord and/or apartment complex.
- Must have an income source that covers rent with an additional amount of reasonable income.



# Unaccompanied Homeless Youth (UHY)

Includes:

- Homeless students not in the physical custody of a parent or guardian.
- Meet the definition for homelessness under McKinney-Vento OR parent they are not in custody of meet MVP definition.





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# UHY SUPPORTS

- FAFSA Assistance: Ability to submit for financial aid WITHOUT parent information and income. Letter provided by MVP district liaison.
- After 2023 do not have to re-identify each year.
- Florida does not have specific laws that allow UHY ability to enter into shelter under the age of 18 without a parent/legal guardian.





Orange County  
Public Schools

# MCKINNEY-VENTO PROGRAM

FOR FAMILIES IN HOUSING  
TRANSITION

For Additional  
Assistance Call  
**407-317-3485**  
helphomeless@ocps.net  
homeless.ocps.net

REGISTER:



LEARN MORE:



## WHO QUALIFIES?



Families living in transitional shelters, tents, streets, or hotels, (including those with a lease in hotels turned apartments) due to financial hardship.



Families sharing housing due to financial hardship. This may include families with a lease if not all those living at the residence are on the lease.



Families living in inadequate housing situations. This includes multiple kids sleeping in one bed, on the floor, or couch. Mold or bug infestation and locations not intended for long term housing (garage without a bathroom or kitchen, or a shed)

## ABOUT US

The McKinney-Vento Program was created to assist students experiencing housing transition the ability to maintain school stability. While our program does not provide housing assistance, generous donors and federal grants allow us to provide school supplies, clothing, hygiene items, scholarships to Orange Tech College (for parents and students), cap and gown, and assistance with field trips and school activity costs.

Please note, registration in the program is for ONE school year. If your housing situation has not changed after July 2022, please email helphomeless@ocps.net for assistance.

## YOUR RIGHTS



Free meals for students



Ability to remain in the same school, despite frequent moves



Transportation if over 2 miles



Immediate Enrollment (even without a lease or other paperwork)



[https://homeless  
.ocps.net](https://homeless.ocps.net)

[helphomeless@ocps.net](mailto:helphomeless@ocps.net)

**Mainline:** 407-317-3485

**Website:** homeless.ocps.net

**Email:** helphomeless@ocps.net

**Homeless Liaisons:**

**(407)317-3200**

Danielle Batista: x 200-2789

Bernice Mendez Robles: x 200-2815

Jasmin Reyes Baerga: x 200-4594

Natasha Paul: x200-2032

**Senior Administrator:** Christine Cleveland: x200-2771

**Program Specialist:** Kara Meyers: x200-4590

**Who is your assigned  
Liaison?**

**Check out:**

[https://tinyurl.com/  
myocpsdistrictliaison](https://tinyurl.com/myocpsdistrictliaison)

# Welcome to the Migrant Education Program (MEP)





# Who are the students we serve?

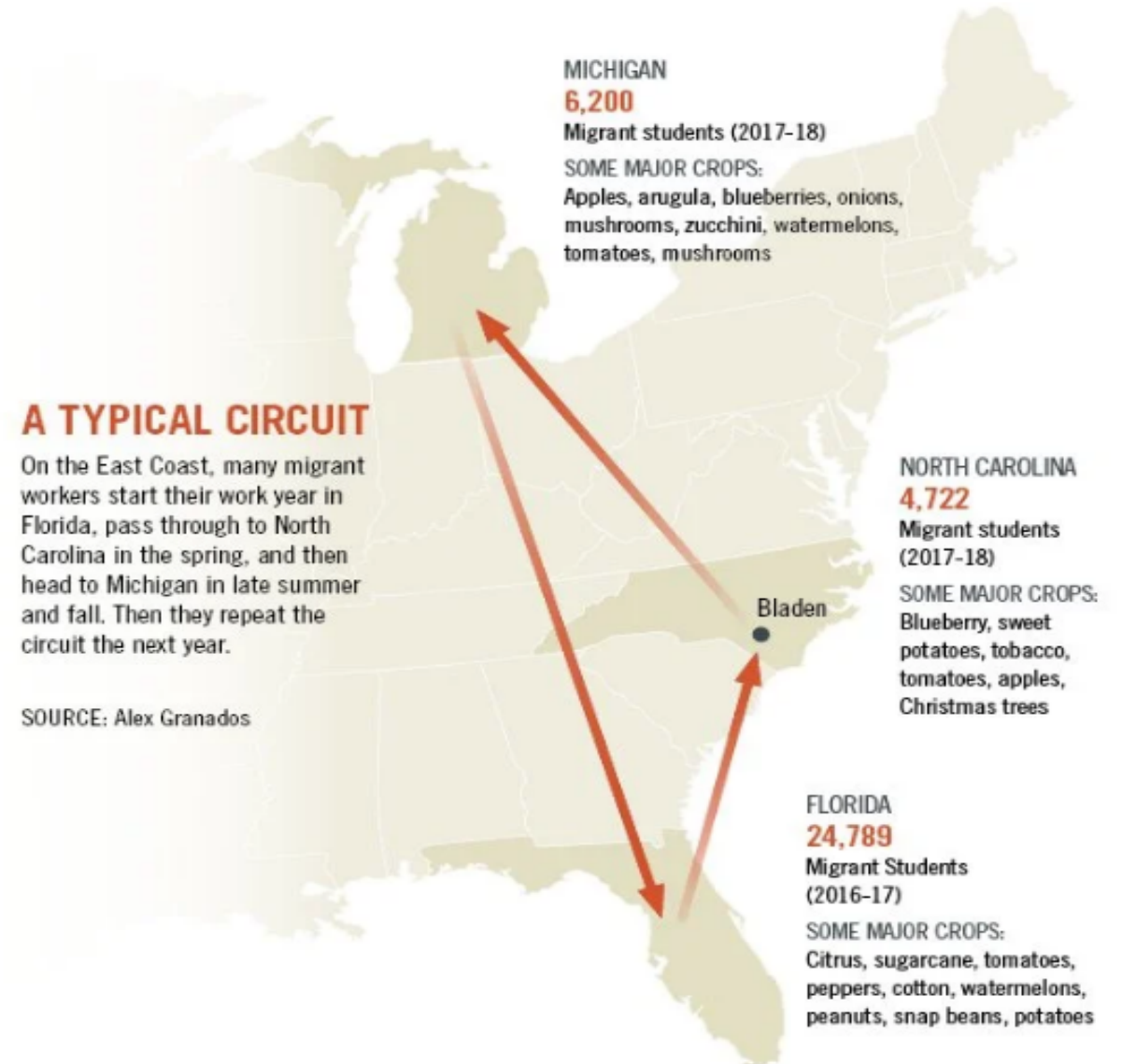
*Families and students who move or “migrate” frequently due to work based on the needs of harvest of the farms.*



# A Typical Circuit

## A Typical Circuit

On the East Coast, many migrant workers start their work year in Florida, pass through to North Carolina in the spring, and then head to Michigan in late summer and fall. Then they repeat the circuit the next year.



# OCPS MEP Supports

## Recruitment

locate and visit new families to OCPS

.....

share about the MEP

.....

certify families that qualify

.....

locate and visit past migrant families

.....

recertify families in the program

## Advocacy

help families enroll in school

.....

provide resources for healthcare

.....

deliver food, clothing, school supplies

.....

help Out of School Youth (OSY) earn GED/learn English

.....

visit houses to check on families

.....

provide PD for schools

## Academic

early childhood reading/math lessons in home & virtual, birth-age 5

.....

communication with teacher

.....

9 parent nights

.....

K-5 push-in reading/math for schools with highest MEP counts

.....

tutoring

.....

monitor grades & assessment data

## Graduation

assist with college & scholarship applications

.....

support with alternative HS degree programs

.....

graduation parent nights

.....

alternative degree support for OSY students

.....

one-on-one credit and course sessions



# HOW DO I LET YOU KNOW IF I IDENTIFIED A MIGRANT STUDENT?

All we ask is that if you think a student's family may be working in the agriculture/packing industry, please contact our office

**407-317-3485**

***We will do the rest!***



**THANK YOU!**





*The School District of*  
**OSCEOLA COUNTY, Florida**

LILIAN SIFONTE

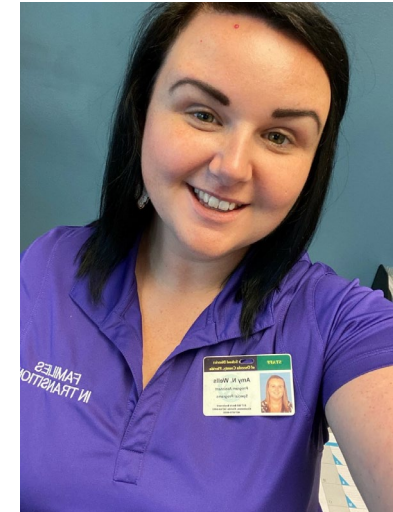
# The School District of OSCEOLA COUNTY, Florida



**CLAUDIA GUZMAN**  
*Family Resource Specialist*  
[Claudia.Guzman@osceolaschools.net](mailto:Claudia.Guzman@osceolaschools.net)



**LILIAN SIFONTE**  
*Grant Project Manager/  
District Homeless Liaison*  
[Lillian.Sifonte@osceolaschools.net](mailto:Lillian.Sifonte@osceolaschools.net)



**AMY WELLS**  
*Family Resource Specialist*  
[Amy.Wells@osceolaschools.net](mailto:Amy.Wells@osceolaschools.net)

1200 Vermont Ave. • St. Cloud • Florida 34769  
Phone: 407-870-4983

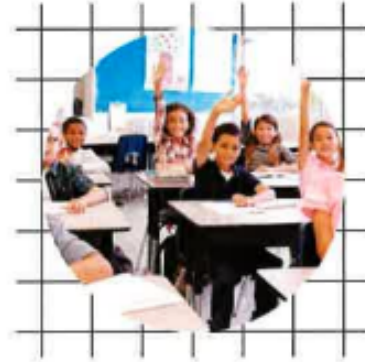


FAMILIES IN TRANSITION



Scan this QR Code with your phone to view our contact information

## Families in Transition



**Your school-age children have the rights and protection under the Federal McKinney-Vento Act.**

**Your children have the right to attend school and are eligible to:**

- **Receive a free, appropriate public education**
- **Enroll immediately**
- **Receive transportation**

The Families in Transition Program is here to advocate and assist you in the school enrollment process.

## Provided Services:

- School Uniforms
- School Supplies
- Physical Education uniforms
- School Physical/Immunization (At no cost)
- Transportation for parents to and from Health Department
- Transportation for parents related to student's academic progress (IEP, parent/teacher conference, ESL, ELL, etc.)
- Special Events
- FAFSA Application Assistance

Please scan this QR Code with your phone to complete the form.

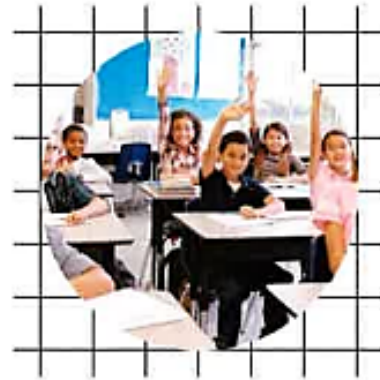






Escanee este código QR con su celular para ver la información para contactarnos

## Familias en Transición



**Sus hijos de edad escolar tienen el derecho y protección bajo la Ley Federal McKinney-Vento**

**Sus hijos tienen derecho a atender una escuela y son elegibles para:**

- **Recibir una educación gratuita y apropiada**
- **Registrarse inmediatamente**
- **Recibir transportación**

El Programa de Familias en Transición está aquí para abogar y asistirlo con en el proceso de registro en la escuela.

## Se proveen servicios de:

- Uniformes Escolares
- Materiales Escolares
- Uniformes para Educación Física
- Examen Físico/Vacunas (Libre de costo)
- Transportación para los padres hacia y desde el Departamento de Salud
- Transportación para padres relacionados con el progreso académico del estudiante (IEP, conferencia de padres/maestros, ESL, ELL, etc.)
- Eventos especiales
- Asistencia para solicitar FAFSA

Por favor, escanee este código QR con su celular para completar la solicitud





# Families in Need

Seminole County Public Schools

Jillian Finkelstein, Chaira Lopez



**A program of the Foundation for Seminole  
County Public Schools**



## Homeless Students/Families

- McKinney-Vento Acts Right
  - Immediate Enrollment
  - *Comparable School Transportation*
  - *Free Breakfast/Lunch*
  - *Extracurricular Activities/Field Trips*

## Foster Care Students

- Every Student Success Act
  - Best Interest Determination
  - *School Stability*
  - *Immediate Enrollment*
  - *Comparable School Transportation*

## Economically Disadvantaged Students/Families

FIN Main Office  
407-320-2025  
FIN@scps.us





# Our Students

- The McKinney Vento Act states “children and youth who lack a **fixed, regular and adequate** nighttime residence” are considered homeless.
  - Temporarily with friend/family due to loss of housing, economic hardship, or similar reason
    - In an emergency/ transitional shelter
    - In a vehicle/camper/tent/abandoned building
  - In a hotel/motel due to the loss of housing, economic hardship, or similar reason
- Any student that is **eligible and/or receiving free or reduced lunch** would be identified as Economically Disadvantaged.



# Identification of Homeless Status

**STATEMENT OF RESIDENCY SCHOOL YEAR \_\_\_\_\_**

The answers to these questions will help determine if the student is eligible to receive services through the federal McKinney-Vento Homeless Assistance Act 42 U.S.C. 11435. Any person who knowingly makes a false statement, in writing, with the intent to mislead a public servant in the performance of official duty shall be guilty of a misdemeanor of the second degree. Florida Statute 837.06. The SCPS Families in Need office: 407-320-2025. [fin@scps.us](mailto:fin@scps.us)

**Section A: Do NOT complete this form if you:**

- Rent/own your home OR Live with someone by choice (not due to financial hardship)

**Section B: Housing is NOT Fixed, Regular, nor Adequate** (Complete all sections below & return to school or FIN office)

Student(s) Current Nighttime Residence

In an emergency/transitional shelter (A)

Temporarily with another family due to loss of housing, economic hardship, or similar reason (B)

In a vehicle, camper/tent, or abandoned building (C)

In a hotel/motel due to loss of housing, economic hardship, or similar reason (D)

**Section C: Student Information (ALL SCPS Students including pre-school living together)**

Name	M/F	DOB	Grade	School

Current Street Address: \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Contact Number \_\_\_\_\_ Email \_\_\_\_\_

Name of Parent(s)/Legal Guardian \_\_\_\_\_

**Section D: Unaccompanied Homeless Youth (U)**

<input type="checkbox"/> Student is living with Caregiver that is NOT a parent/legal guardian.	Caregiver Name: _____ Relationship to student: _____ Phone: _____	<input type="checkbox"/> Student is living alone without an adult or caregiver.
--	---	---

**Educational Provisions under the McKinney Vento Act:**

- Immediate and/or continued enrollment in the school of the student's best interest.
- Comparable transportation services to school for the regular school day.
- Access to free school breakfast and lunch.
- Access to comparable educational programs for which the student meets eligibility criteria.

By signing below, I acknowledge that I have received and understand the above provisions.

\_\_\_\_\_  
Signature of Parent/Guardian/Unaccompanied Student      Date

Schools: Complete the school data entry box, document in Skyward, scan a copy to the FIN office, email [fin@scps.us](mailto:fin@scps.us)

<b>For School Use Only</b>	<b>For FIN Office Use Only</b>
Signature of Data Entry / Date _____	Signature of FIN Liaison / Date _____

## SCPS Statement of Residency 21-22

The answers to these questions will help determine if the student is eligible to receive services through the federal McKinney-Vento Homeless Assistance Act 42 U.S.C 11435. Any person who knowingly makes a false statement, in writing, with the intent to mislead a public servant in the performance of official duty shall be guilty of a misdemeanor of the second degree. Florida Statute 837.06. If you have questions or concerns, contact The SCPS Families in Need office: 407-320-2025; [fin@scps.us](mailto:fin@scps.us)

finkeljz@myscps.us [Switch account](#)

\* Required

Email \*

Your email \_\_\_\_\_

Next Page 1 of 5 Clear form

Never submit passwords through Google Forms.

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Google Forms



[www.Tinyurl.com/FIN1434](http://www.Tinyurl.com/FIN1434)

[www.Tinyurl.com/FINSpanish1434](http://www.Tinyurl.com/FINSpanish1434)

# Direct Services & Supports



- Protection of McKinney-Vento Rights
- Comparable Transportation Services
  - School Supplies
  - Emergency Basic Needs
  - Hygiene Supplies
- School Physicals & Immunizations
- Extracurricular Activities & School Field Trips
  - Senior Cap & Gown
  - Student Case Management
  - After School Care/Extended Day



# Community Collaborations

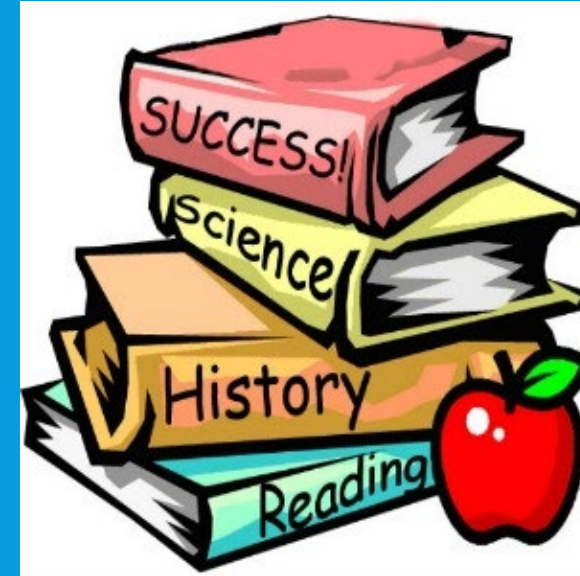


- Vital Documents
- Medical & Dental Services
- Emergency Shelter and Housing
  - Case Management
  - Postsecondary Education
- Basic Needs – Clothing, Food

# The Iliad Project

## *The Amazon of FIN*

A collaboration between FIN and the SSS Transition Resource team to enhance the Job Education Training skills provided to students while supporting the hygiene and school supplies needs of students.



# The Tutoring Project

Throughout the school year, certified SCPS teachers provide after-school tutoring to students currently residing in Seminole county shelters and the Remington Inn as transportation can present a barrier to after-school enrichment programs.



**@FamiliesInNeedSeminoleCounty**



# Questions?



Main Office: 407-320-2025

Email: [FIN@scps.us](mailto:FIN@scps.us)

## Homeless Liaisons

Jillian Finkelstein, MSW

Chaira Lopez, MSW







# Second Harvest Food Bank

Denise Hogan



## Second Harvest Food Bank of Central Florida

Denise Hogan,  
BCA Program Manager &  
Community Liaison

Central Florida Commission  
on Homelessness Meeting

Tuesday, August 24, 2021  
9am - 10:30am

# Bites Camera Action & Connection to HSN

- December 2012, Universal /SHFB rolled out the BCA Resource Fairs at the Schools
- BCA supported Homeless living in hotels in Orange, Osceola and Seminole
- April 2018, BCA program changed to Homeless receiving Case Management (only)
- May 23, 2018, **Connected with HSN**. Denise met at HSN Site and conducted Training with Allison Nye and Louise Carlos for the BCA family food box program.
- Community Outreach - BCA Program currently serves 97 Sites monthly
- Community Health & Wellness Resource Fairs at Schools/ Drive Through Boxes Dropped....Previous 6 sites/ Memorial Middles School and Eccleston Elementary
- Client Feedback Circle Through Listen for Good (L4G): Completed three (3) surveys from March 2019 until July 2021. Includes Eccleston Elementary, Orlando Neighborhood Improvement Corporation (ONIC) and Veteran Affairs ( recent sample attached).

# What is Second Harvest Food Bank?

Second Harvest Food Bank of Central Florida is a private, nonprofit organization that collects, stores and distributes donated food to more than [550 feeding partners](#) in six Central Florida counties: Brevard, Lake, Orange, Osceola, Seminole and Volusia.

Last year, the food bank distributed enough food for **96 million meals** to partner programs such as food pantries, soup kitchens, women's shelters, senior centers, day care centers and Kids Cafes.



# Quick overview of other resources?

In addition to helping feed the line of our [neighbors who need help](#), Second Harvest also transforms thousands of lives directly every year.

1. Culinary Program- Economically-challenged adults who graduate from our [16-week culinary training program](#) are placed in 'better than minimum wage' jobs that set them and their families on a path to self-sustainability.
2. Benefits Connection - Yet another important activity helps connect people who are eligible to receive [SNAP food assistance benefits](#) with the resources they need to access the program and get help.
3. Other Services; Kid Meal Programs, Spoons Full of Home (online) BCA Food Box Program, Bring Hope Home (Hold) & Client Surveys



## Culinary Training Program

The Second Harvest Culinary Training Program is a 16-week continuing education opportunity offering economically disadvantaged adults with the culinary and life skills training needed to pursue a full-time sustainable career in the food industry, and is **free of charge** to qualified applicants.

### Enroll Today!

Applications are being accepted for the following sessions:

SESSION DATES	APPLICATION DEADLINE
November 1, 2021 – March 4, 2022	October 25, 2021
February 14, 2022 – June 3, 2022	February 7, 2022
May 9, 2022 – August 26, 2022	May 2, 2022

\*Start dates are subject to change\*

Hybrid Program both in-person and online instructions

Classes are held Onsite Monday – Friday from 8:30 AM – 2:00 PM  
for 16 Weeks\*

#### Eligibility Requirements:

- ✓ Minimum 18 years of age
- ✓ Authorized to work in the United States
- ✓ Have experienced financial instability (unemployment, low wage, government assistance, etc.) during the last 12 months
- ✓ Must not possess a criminal history involving arson, sexual battery or violent crimes. All other criminal activity records will be considered on a case-by-case basis
- ✓ Must agree to disclose and provide criminal history records
- ✓ Must agree to a background check and drug test
- ✓ Must be drug and alcohol-free for at least one year prior to the application and enrolled in a rehabilitation support program
- ✓ High School Diploma or G.E.D. preferred, or the ability to meet minimum aptitude requirements based on curriculum needs
- ✓ Demonstrate an enthusiasm for and willingness to commit to the Program and food service industry
- ✓ Must have the physical ability to perform required kitchen duties as assigned, including standing for long periods of time, lifting (which may include up to 50 lbs.), bending and, on occasion, working in rooms with cool temperatures (below 40° F)
- ✓ Must be able to attend classes Monday through Friday, 8:30 am to 2:00 pm for 16 weeks.

**HOW DO YOU APPLY?** You may apply in person at 411 Mercy Drive, Orlando, FL or you can download the application from our website at <http://feedhopenow.org/CTPapp>

For more information please contact: Idalia Nuñez, [inunez@feedhopenow.org](mailto:inunez@feedhopenow.org), (407) 514- 1037.

\*Schedule subject to change.

## Culinary Training Program

For more information please contact:  
Idalia Nunez, Program Manager

Second Harvest Food Bank of Central FL  
411 Mercy Drive  
Orlando, FL 32805

Direct: 407-514-1037

Cell: 407-453-3958

[inunez@feedhopenow.org](mailto:inunez@feedhopenow.org)

**Community Partner List- If you or someone you know, would like to be added to her community resource list...Please send Denise the name & email address with request to add to list. Feel free to share resources.**

**Denise Hogan, MA**

Bites, Camera, Action! Program Manager & Community Liaison

Community Impact Department

Second Harvest Food Bank of Central Florida

411 Mercy Drive, Orlando, FL 32805

Direct: 407-514-1060

Main: 407-295-1066

Cell: 407-454-4923

[dhogan@feedhopenow.org](mailto:dhogan@feedhopenow.org)

**Thank you, for Listening!**





# Results from Listen4Good Feedback Survey

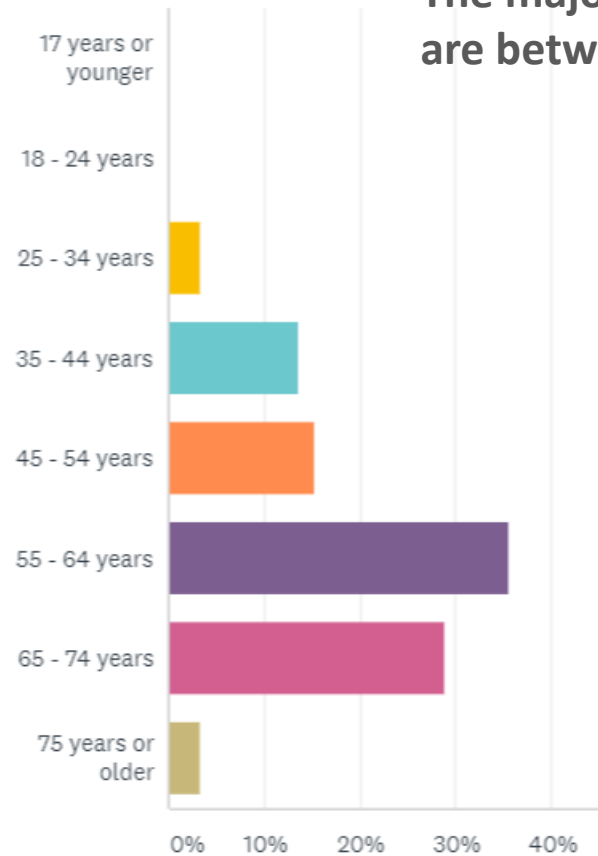
## Veteran Food Box Participants 2021



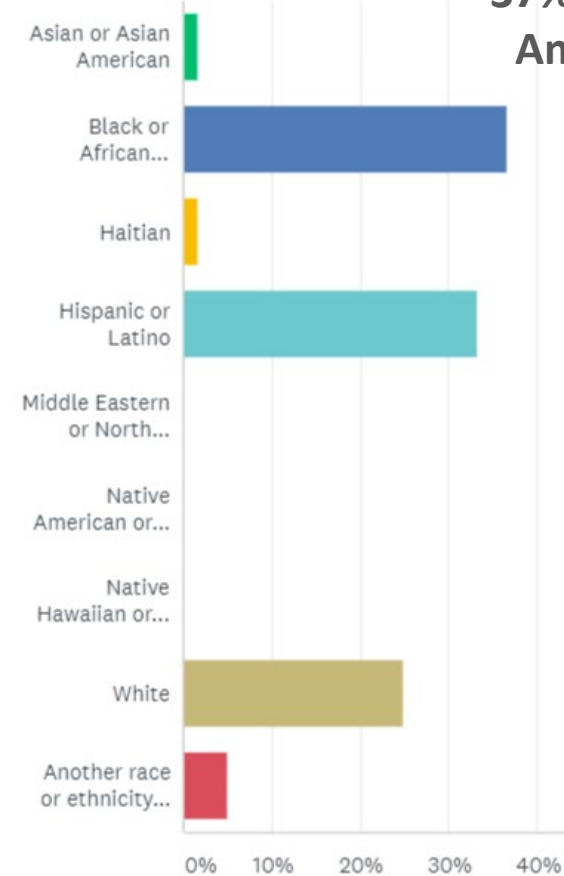
# Who we surveyed

We surveyed **VA participants** who participated in the food from the program in 2021

**The majority of respondents are between 55-74 years old**



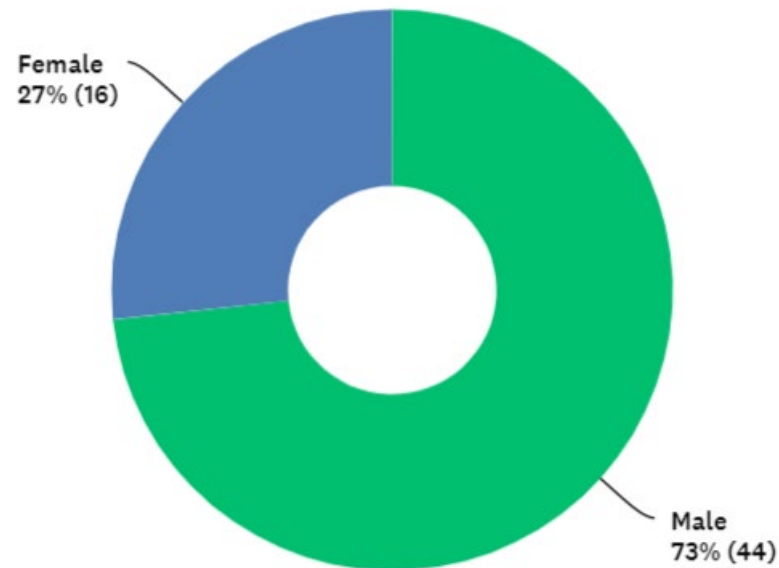
**37% of respondents are Black/African American, 33% are Hispanic/Latino and 25% are White**



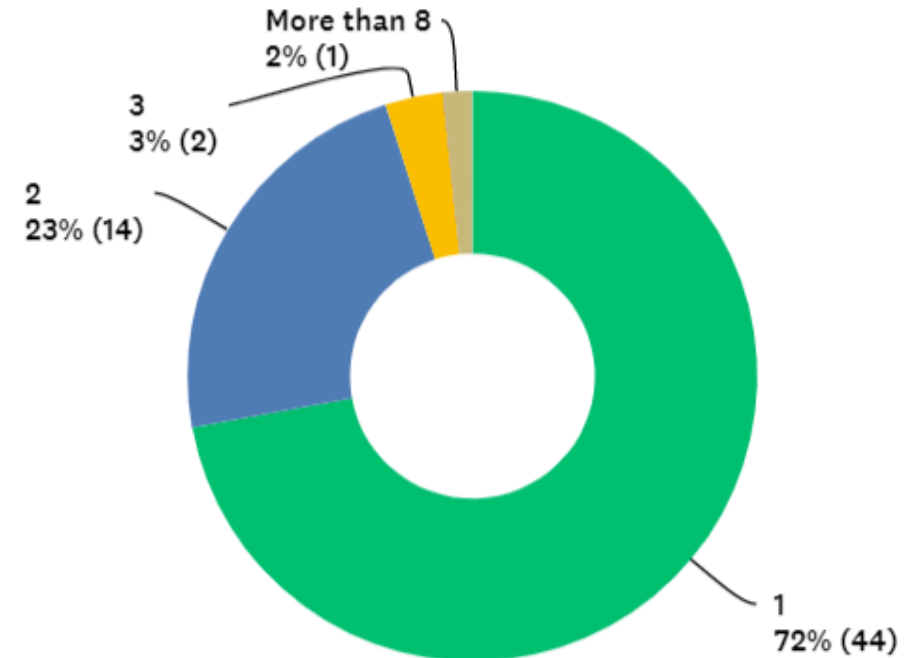
# Who we surveyed



## 73% of respondents are male



## 72% of respondents live alone



# What we learned from the survey



## Learned more about our program participants

Participants report feeling less stressed, and having more confidence in being able to meet basic needs as a result of the program.

## Overall, participants are very satisfied with what we do

Most participants describe the program as meeting their needs either fairly, very or extremely well.

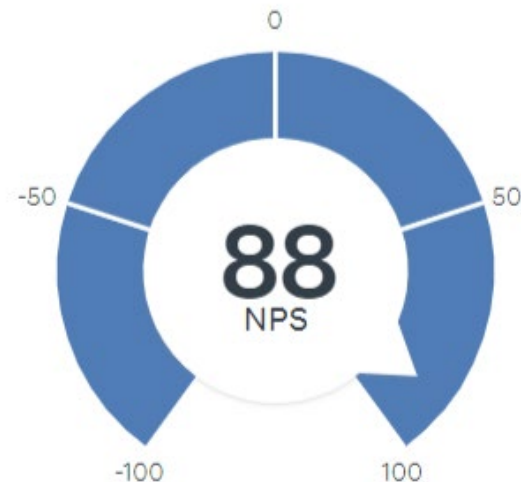
## Participants would like to see more variety and quantity of food in the boxes

Participants would like to see more of a variety overall, more meat, and diabetic-friendly items.

## Our NPS score

Overall, participants rated the monthly food box program positively and said they were likely to recommend it to others

### VA Food Box NPS Score



Respondents to the question “How Likely are you to recommend...” are grouped into 3 categories:

- Promoters (rate 9-10)
- Passives (rate 7-8)
- Detractors (rate 0-6)

The percentage of Promoters minus the percentage of Detractors becomes your Net Promoter Score, which can range from -100 to 100.

# Our NPS score is more favorable to that of other similar organizations

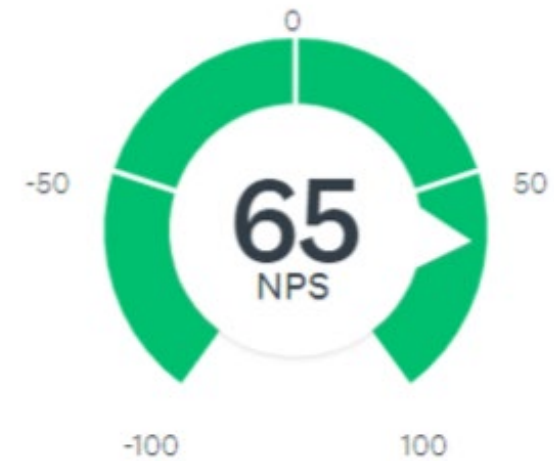


## VA NPS Score



## Similar Grantees NPS Score

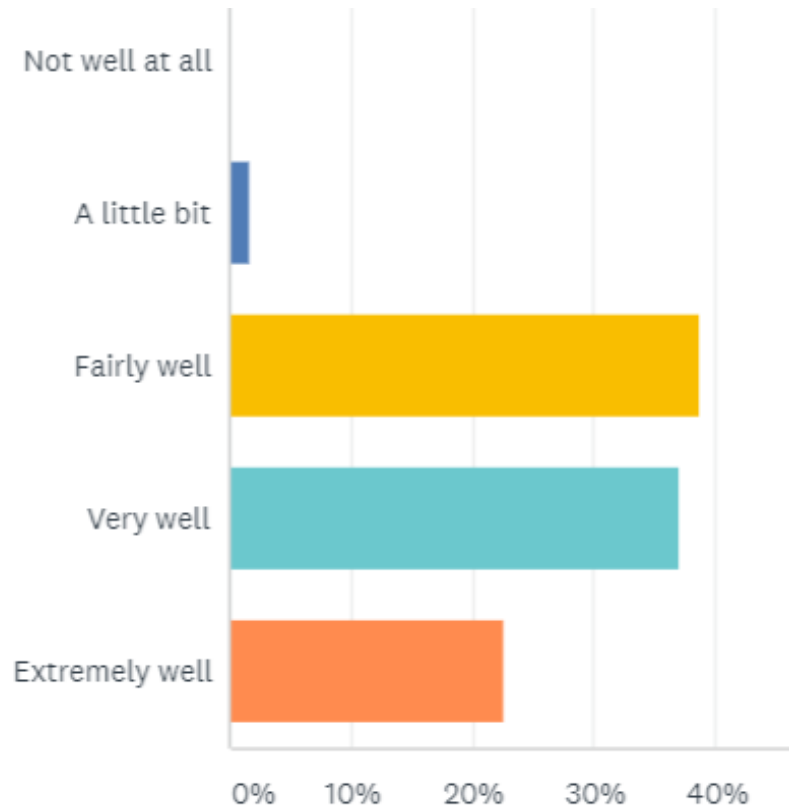
SurveyMonkey Global Benchmark ▼



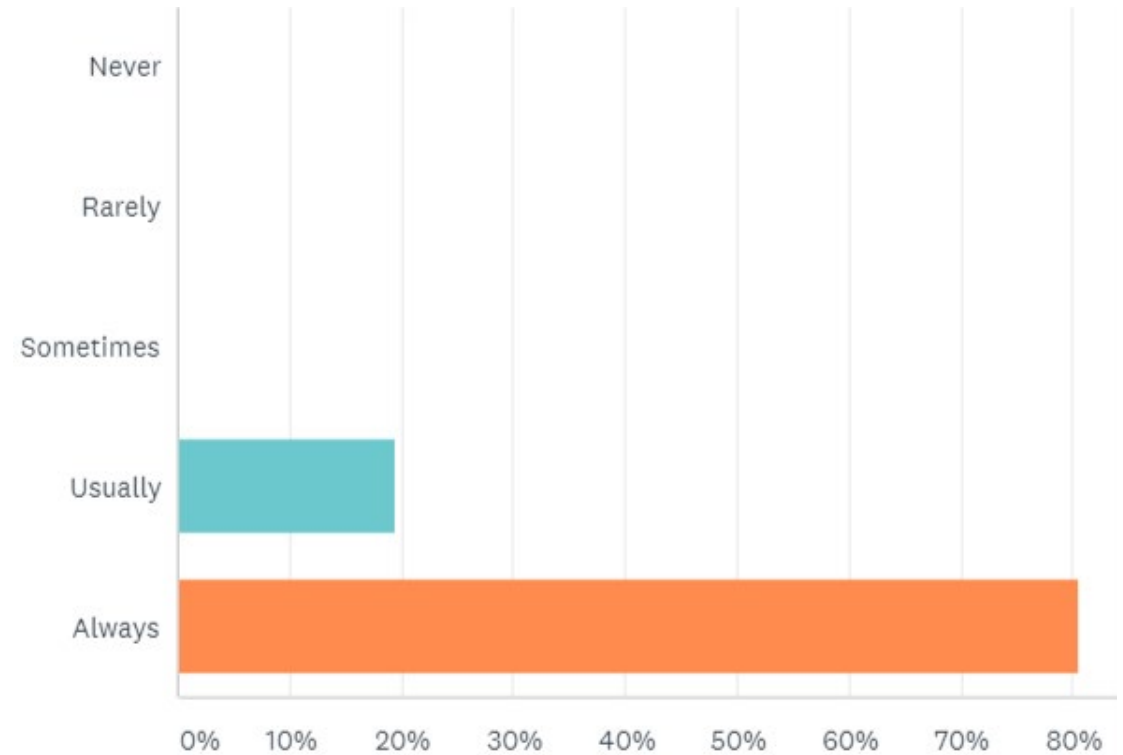
Average from 316 Organizations  
1/1/2020 - 12/31/2020



**60% of participants surveyed said we've met their needs "extremely well" or "very well"**



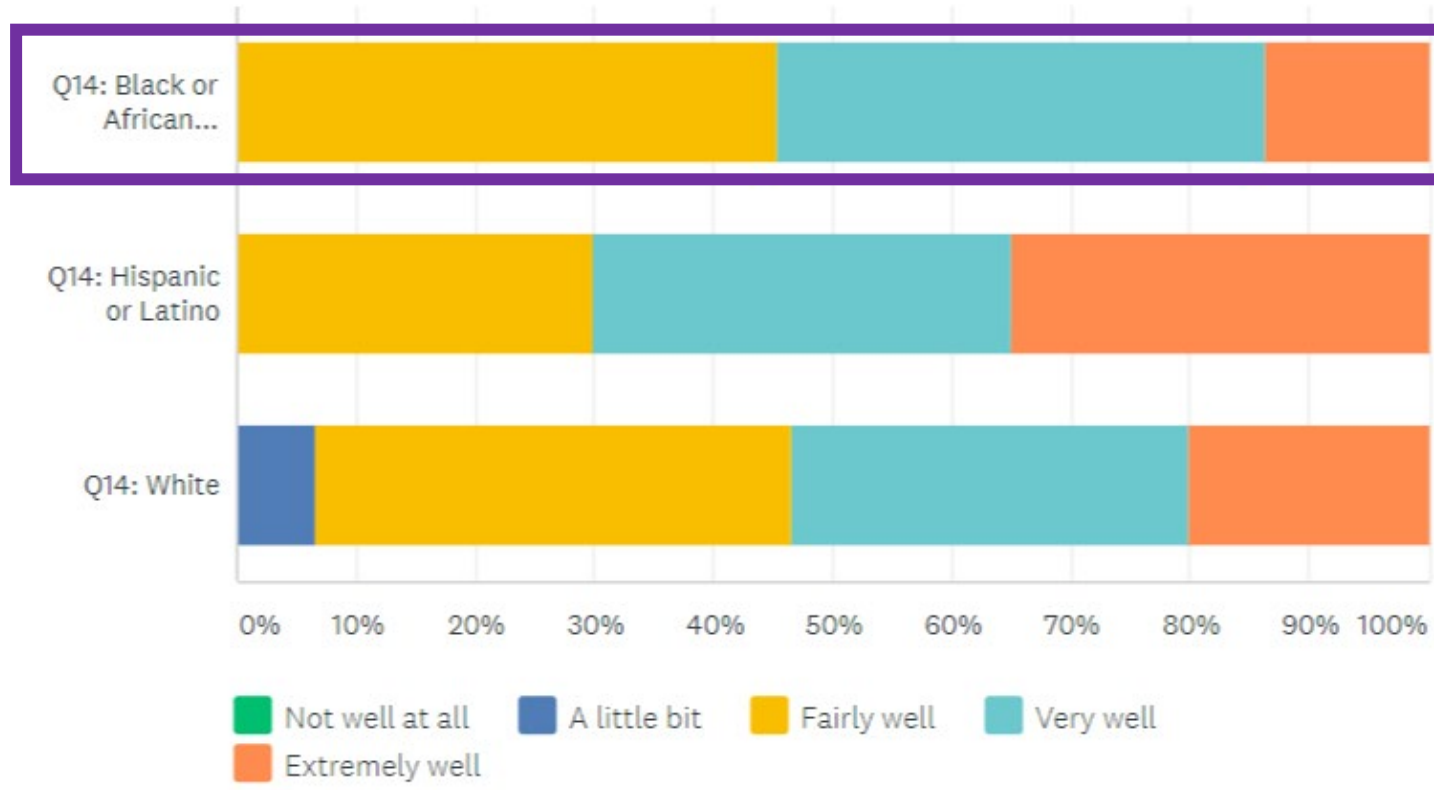
**81% of participants surveyed said our volunteers "always" treat them with respect**



# Client experience: by location



Disaggregating our data by **race/ethnicity** revealed small differences in participant experience.



Only 14% of Black/African American participants said the program meets their needs extremely well.

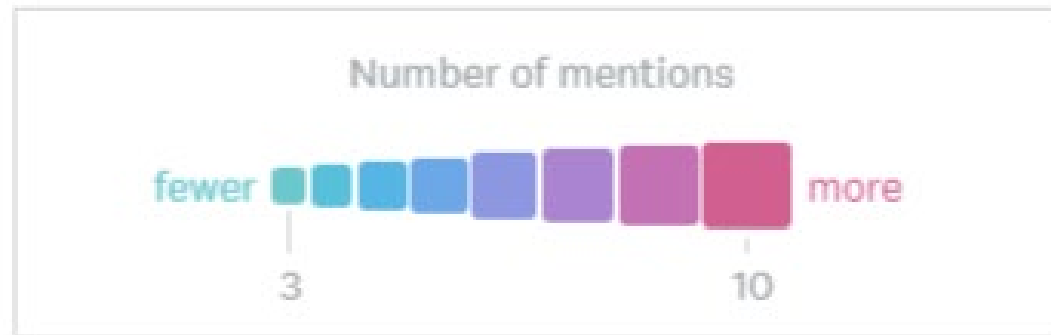
How well has the monthly food box program met your needs?

# What do you like about the monthly food box program?



The most frequently mentioned strengths were: Everything, Helps and Food

good people food Frequency **Helps** assistance Everything Free



# What could the monthly food box program do better?

The most frequently mentioned specific piece of feedback “was more meat”

Nothing<sub>great</sub> **meat** Food Fine

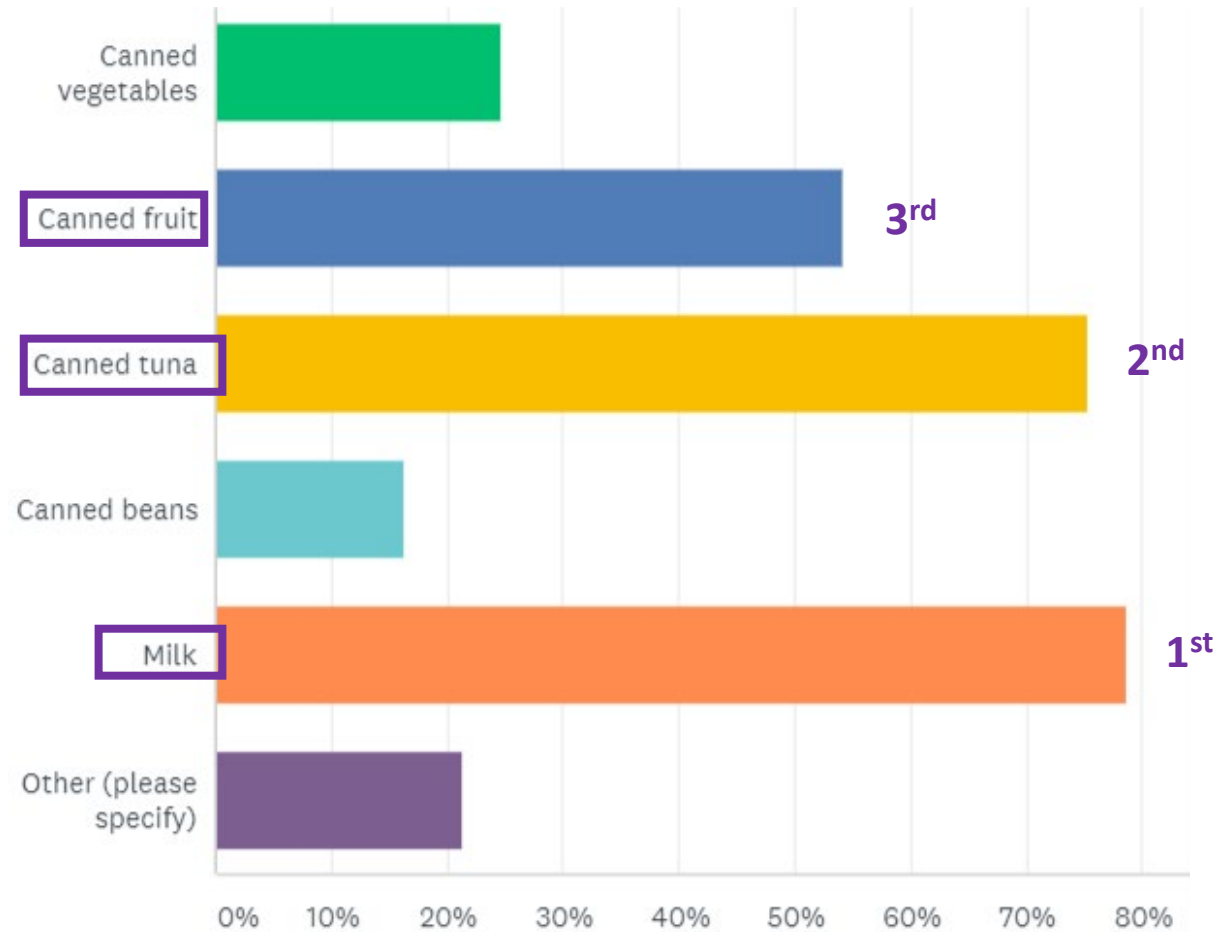


“More products that create a healthy meal”

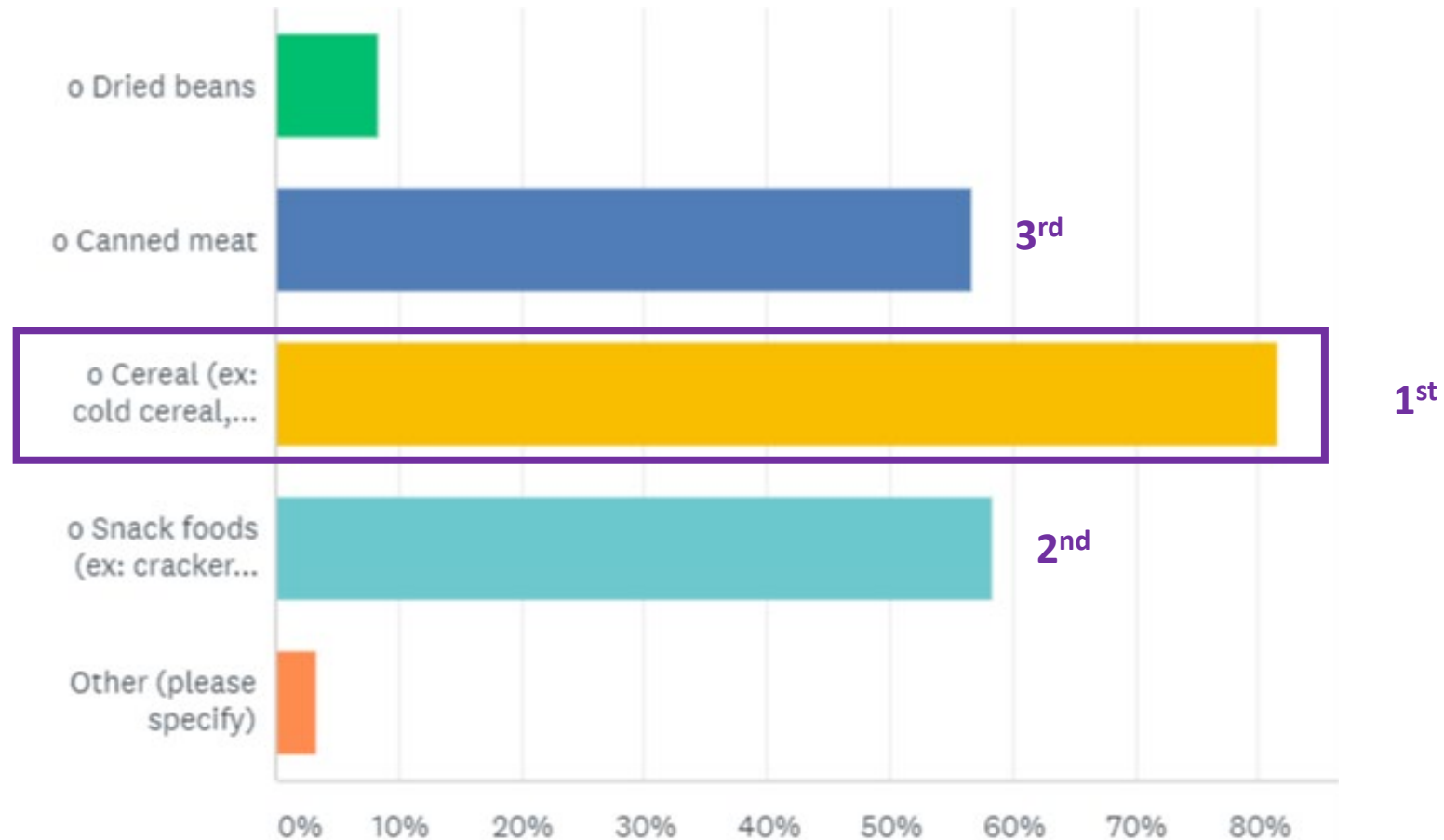
“More meat and variety”

**Note that 28% of responses were positive and did not specify a weakness**

# What 3 foods do you most like to receive in the food boxes?

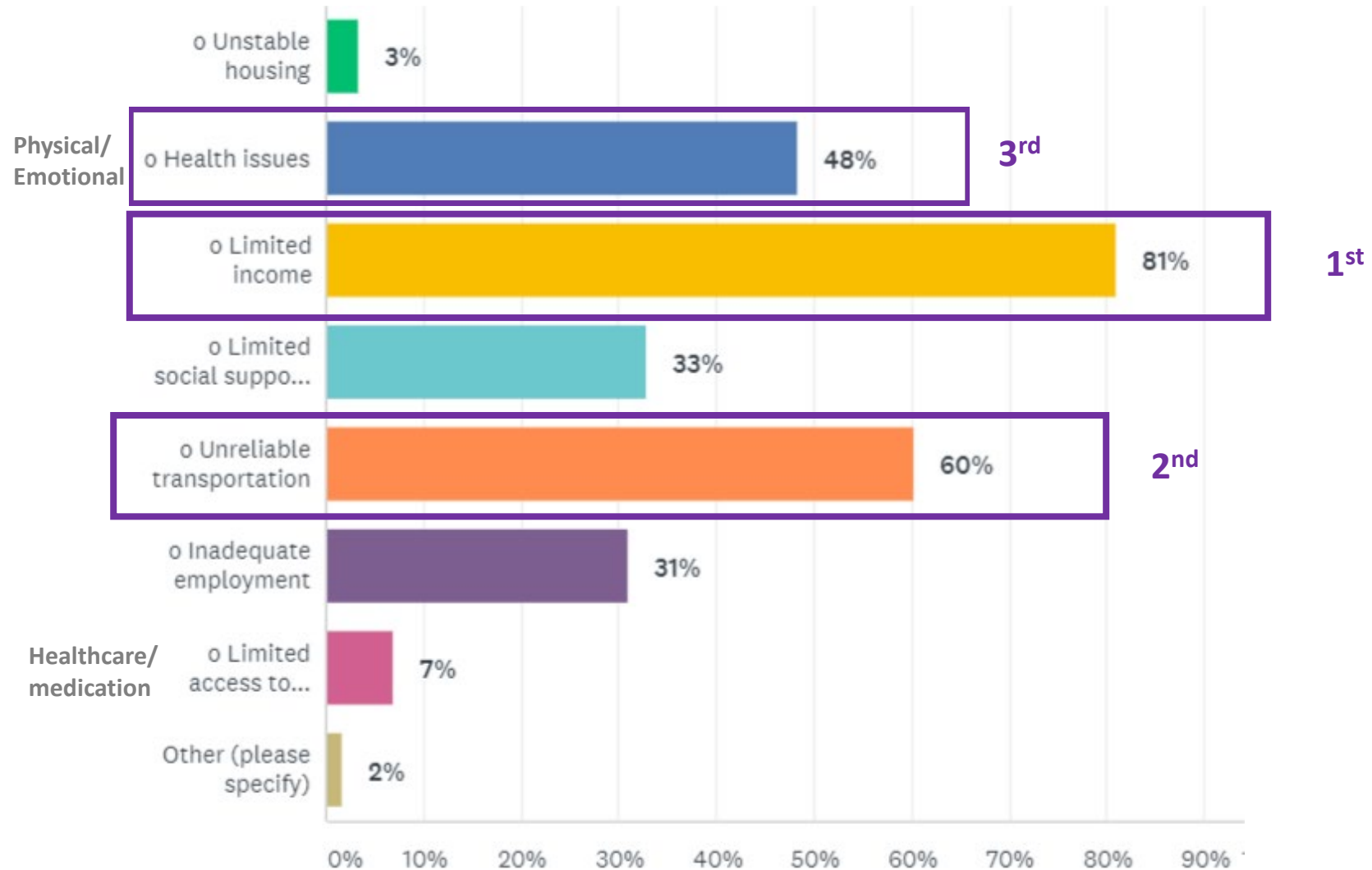


# What other foods would you like to see in the monthly box?

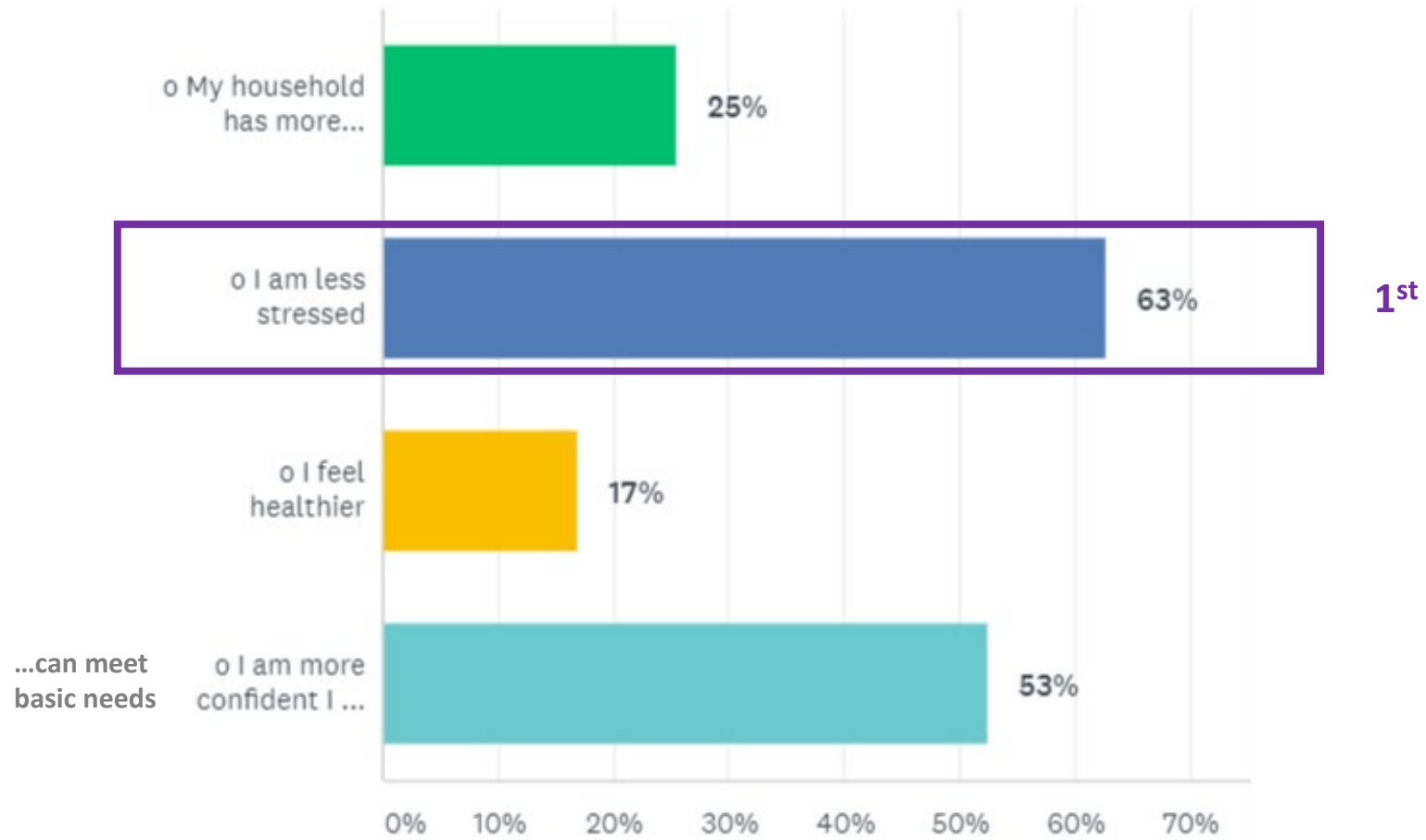




# What challenges do you/your household face?



# As a result of receiving the boxes...



Is there anything else you'd like for us to know about the program?

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**"It helps to stretch my funds for the month."**

**"My peer support/social worker is wonderful. Thank you."**

**"Just keep doing it."**

## Since the survey...

- Due to generous community/funder support & temporary additional funding, we are able to serve 3x the number of veterans each month.
- Box contents have been revised to reflect survey feedback
- Boxes contents will continue to be rotated periodically to offer more variety



# Next Steps

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- What is the best way to communicate some of these results/program changes with the Veterans?

*The survey results/program changes information can be passed on to the VA peer support specialists and VA social workers; and they will pass along the results as they meet with each of the veterans, as they are scheduled on their caseload.*

- Which info would you like to share/address?

*Since the survey, food items that veterans most wanted to see in the food boxes such as milk, meat, fruit, cereal, snacks, diabetic friendly contents will be provided in the immediate future. Also, the contents of the food boxes will continue to be rotated periodically to offer more variety.*

Announcements!





Need PPE? Let  
HSN know!

HSN has the following items  
available for your agency:

- Disposable Masks
- Reusable Masks
- Hand Sanitizer
- Gloves

If your agency needs any of the above  
items, please reach out to

[Christopher.Fowler@hsncfl.org](mailto:Christopher.Fowler@hsncfl.org)

# New to The Central Florida Commission on Homelessness? *Become a member today!*

- The Central Florida Commission on Homelessness is network of community stakeholders, both individuals and organizations, who are committed to working towards the goal of preventing and ending homelessness by:
  - Identifying need for housing and services to end homelessness
  - Coordinating funding for shelter and housing programs
  - Developing an effective system of housing and services
  - Evaluating progress at the community and program level
- Membership is open to both individuals and organizations
- Individual and Organizational Applications can found at [cfch.org/membership](https://cfch.org/membership)
- Sign up today by sending your application to [membership@hsncfl.org](mailto:membership@hsncfl.org)

# We need your Nominations!

CFCH Leadership  
Council Member  
Representative  
Nomination

- Central Florida Commission on Homelessness (CoC FL-507) is looking to fill a vacancy on the CFCH Leadership Council, and we need you to nominate qualified individuals!
- Nominees will be vetted and certified as members in good standing
  - To have good standing, a member has to have attended at least 2 membership meetings within the last year, and have a membership application on file
- Nominees will be presented to the membership for a vote at a future CFCH Member's meeting
- To nominate an individual, fill out the form here <https://forms.gle/kmXNBnrCBpHF7tZX8>

## CFCH Partner Employment Opportunities

For more information about job opportunities, please visit:  
[www.cfch.org/careers](http://www.cfch.org/careers)

Hope Outreach Specialist – HCCH

Substance Use Counselor – Step Up

Shelter Case Manager – Family Promise of Greater Orlando

Youth Care Coordinator – Zebra Coalition

Case Manager – Pathlight Home

# Next Meeting

Tuesday, September 28<sup>th</sup>

9 to 10:30 am

Location: Online

