

COVID-19 Office Hours: Transcript

April 1st, 2022

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Hello everyone and welcome to the SNAPS COVID-19 Office Hours. I'm going to spend a couple of moments going over some tech notes and then we'll get into the content that we have scheduled for today.

1st,

a couple of housekeeping reminders we're going to record office hours today as we do each week,

and we will post a copy of the recording along with the slides and any content that we receive through the chat box on the head exchange in a few business days if you have any issues with audio during the webinar,

we encourage you to switch over from phone to,

from computer to phone audio at the numbers that are up on the screen,

or in the chat.

Everyone will remain muted for the duration of office hours this week, but we absolutely anticipate and hope to hear from you through the chat feature in Webex.

To find the chat, just take a look at the bottom right hand corner of your screen. You should see the word chat and what looks like a message bubble icon click on that to open the chat and submit all questions comments and feedbacks during today's session.

Finally, we will have a couple of poll questions today to participate in the poll. Please follow the link that will be in the chat shortly with that. I will pass things over to norm from the head office of special needs assistance programs.

Thank you very much Kayla and welcome everyone to office hours this week. Uh, we have a great set of presentations that we are very excited about. Uh, so, again welcome.

I want to quickly introduce our presenters and then we can go straight into.

Uh, the featured content for today, so you will, uh, you have several members of the snaps office who are, uh, available to answer your questions.

Uh, you can see the list of some of the people who will be on, uh, on your screen right there. If you have any questions, either about today's content, or about any other topics, please feel free to paste them in the chat window.

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Uh, you should select everyone in the 2 box, so that, uh, both the audience and the presenters can see your questions.

Uh, we're also very excited to have a couple great presentations 1 from Austin Smith 1 of our fantastic, uh, technical assistance providers. Uh, and then we will also have a community presentation that we're also very excited about from Andrea.

From Empower Tehama, and also, I, I almost forgot we will have our, uh, uh, our update from the Centers for Disease Control and prevention, uh, that will be provided by Ashley.

Meehan from CDC. So, without, we're gonna jump right into our content. And, uh, do want to remind everyone to go ahead and.

Uh, fill out the poll question, we'll paste that into the.

Uh, chat window, uh, it's, uh, just a couple quick questions. It'll, it'll take 30 seconds of your time and we'll talk about the results a little later with Adam, going to turn things over to Ashley from CDC to give us our update.

Ashley, thanks. Hi, everyone my name is Ashley Meehan, and I am a health scientist at the CDC working on our COVID-19 homelessness unit.

Next slide please. All right so we are still pending in a good direction cases are looking pretty low still. Um, so that's a good sign.

Um, and we are keeping an eye on that, and so we're also hopeful that warmer weather will move people outside more and we'll continue to maintain this low level next slide. Please.

Relatedly, we're seeing more counties move out of that high covid 19 community level down into medium and low community level.

So that's a great sign again, this new community level incorporates not only transmission in cases, but also hospital capacity and burden. So, overall, this is looking really good and we're feeling hopeful that it.

Uh, we'll stay this way next slide. I do also just want to mention that we are keeping an eye on the different variants that are circulating around the US right now.

So, we are seeing an increase in the proportion of cases that are attributable to the B, a 2 lineage of Amazon.

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Um, so you can see that it's now making up around half of the cases that are identified but again, our case counts are still remaining pretty low. So that's a good thing. And again, we're keeping an eye on this, but doesn't really change a whole lot.

But, I do just want to make you all aware. I know. Often times we get questions about, you know, newer emerging things. That might be heard on the news and what not. So, just want to let you all know that. We are keeping an eye on it, but don't.

Don't have anything changing just yet next last week.

And that's actually it for me so, a short and sweet update this week. Overall things are looking good and.

Um, heading in a good direction, so happy to take any questions in the chat, but otherwise I'll pass it back to you norm.

Great, thank you so much, Ashley. It's a welcome change to see the map. So, green after, uh, a winter of so much orange and red.

So, uh, appreciate the update and, uh, thank you as always for, for providing the most up to date information for us and, uh, would just say if anybody has any follow up questions, uh, for Ashley please, go ahead and type them in the chat window.

Uh, but we're gonna move on to our next presentation. I'm very pleased to introduce, uh, Austin Smith. Uh, who's gonna talk to us about qualitative data so, Austin, I'll turn things over to you.

Man, Hello everyone, I'm excited to introduce a couple of important products that are amplifying. The importance of qualitative data and client informed data collection. Um, links to the full products will be entered in the chat.

Before I begin and get into the documents I just want to lead with data equity data equity is the consideration through an equity lens of how data is collected, analyzed, interpreted and distributed.

It addresses the historical patterns of data in equities and the impacts of in equity.

How the impact of inequity are still being fell in process by communities today can go to the next slide.

Thank you pairing existing quantitative data with qualitative data is not a universal approach, nor is it always the most appropriate method for every situation.

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But when we're talking about developing services and tools and products to meet the needs of communities, families, and individuals experiencing homelessness, it's important to measure the quality of the impact.

It's especially important to be able to really hear when the impact is in congruent with the intention.

So pairing qualitative data and quantitative data and this context is a useful method that prioritizes partnerships with people with lived experience and can conceptually create equitable and sustainable change.

And I went to uplift my thought partners in the Brooke Abrams, and clearly green.

With the coordinated entry equity.

So, the 1st document is qualitative 1 on 1, which explores the question what is qualitative data and how do we apply it to the work that we do.

And in a quick snapshot, qualitative approach, uh, tends to capture the snapshots of perspectives, characteristics and habits of communities and individuals in hopes of creating solutions that suit the needs of those impacted.

The document also covers biases and qualitative approaches.

An example is often it is our own and examined implicit biases and internalized oppression that significantly impact whether people with lived experience, feel comfortable enough to share experiences and stories, which have rich, qualitative components.

The document also explores pairing qualitative and quantitative data.

And when apply and qualitative approaches and feedback sessions.

Or when peering qualitative approaches to existing quantitative data, such as and other local data sources, it's important to be curious about which populations are missing from the data, or are overrepresented in the data.

And why, and what repair.

Is necessary for those populations who are disadvantaged.

And some cities that are using qualitative approaches in their work,

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1st,

in Chicago,

Illinois,

through the hub coordinated entry equity initiative,

their team with the initiative wanted to fully capture the frequency and experience of housing discrimination based on race and historical involvement in the justice system.

And so, um, they aim to improve the outcomes of black and African American people with lived experience of homelessness. Specifically those are deemed and eligible for housing assistance based on their justice background.

The Chicago team with a coordinated entry equity initiative began to explore qualitative methods,

such as informal community,

listening sessions,

and with additional affinity groups for people with lived experience of homelessness and the feedback that they received led to the development of several key strategies,

championed by people who live expertise of homelessness to improve housing outcomes for people with a justice background and the tangible results that were adjusted dresses workgroup and initiatives toward affordable housing specifically serves people with

the justice background.

Another example is the ending community homelessness coalition echo in Austin, Texas. We used a qualitative approach to create an equitable governance framework that reflected black in African American people.

We're contractually overrepresented in their homelessness system.

Through a qualitative direct outreach process, which, including conversations and shelters dropping centers. Neal, distribution locations Echo is able to attract 40 applicants with lived experience of homelessness who expressed interest in being part of the governance.

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Additionally, they were rewarded by saint David's foundation data for equity for their efforts, and now have the support to develop a qualitative evaluation team.

To expand their impact additionally at goes research and evaluation team, develop the dashboard that has the quantitative elements.

Breaking down,

breaking it down by race,

ethnicity,

housing program,

type and other data variables and when they paired those qualitative and quantitative research methods together,

they can create new responsibility possibilities within and beyond existing outcomes.

And so, for more information on that document, and to explore the methods and example, questions, check out the qualitative 101 document.

Next slide please, thank you. The 2nd product that I want to highlight is about client informed data collection.

This product explores the role of the client in foreign data collection processes.

Play in building and implementing equitable system that can meet the needs of people experience and homelessness and housing instability.

It also covers the historical context that results in insufficient products and temporary outcomes.

Community communities are advocating for more processes and prioritize.

That prioritize people with lived experience of homelessness and community informed approaches that result in the development of tools products.

And processes that are expansive, and yet, still expanding to hold the nuances and characteristics.

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Of communities that are unique, and based on locality.

The document explores the importance of building partnerships with people that the experience.

Building and maintaining partnerships with people with lived experience of homelessness is key to addressing challenges and developing solutions and services that reflect the actual needs of the people.

The client informed data collection process and approach is but 1 of the ways to form these core partnerships.

In the document specifically, names that code at 19 has highlighted the fact that unexpected challenges will continue to arise.

Systems and processes must be designed in a way that's adaptable equitable and accessible, regardless of the changes to the community conditions.

So, I'm going to look at some of the communities that are implementing client informed data collection processes.

And, for Time's sake, I'm going to explore 2 of these, but the bottom to summary County, Pennsylvania and Minnesota are going to be in the link that is putting the chat.

So greater New Orleans region, the greater New Orleans region organized to center racial equity through the creation of their racial equity task force.

1 of their main priorities was to develop equitable processes that include.

That are inclusive of the client's needs the task force aim to look more extensively at their data as well as implement new assessment questions to have a better understanding of people experiencing homelessness in their community.

A significant finding in their client informed assessment process, paved the way toward an expansion of family programs specifically family mediation, support services.

This outcome, or an underscores the value of client informs data collection processes.

And then how much county Washington.

They have begun the work of incorporating client perspectives, including clients with lived experience of homelessness into their data collection practices.

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As a result of internal reviews of their coordinated entry system, the county is making several changes in an effort to streamline the data process.

Actionable steps toward change where Co designed by the staff, and people have lived expertise.

In Sonoma County questions were tested in a number of rounds, which highlighted more specific refinement strategies, such as making tweaks to the language and the questions.

And the incorporation of the perspective of people with the experience of homelessness is helping to coordinated entry system to strive toward becoming an environment that allows for a more accurate,

informed data collection process as well as include improving services to clients.

And for more information on Montgomery County, Pennsylvania and Minnesota, check out the, um.

Client informed data collection process document that will be added into the chat and obviously they're these are just snapshots of the amazing work that some of these communities are doing and they don't

include the space for the realness the obstacles that these communities have to go through to capture and experience of transformation.

So I encourage you all to learn more about those, the impact of those phenomenal communities, and to reach out.

Any of those initiatives are, um.

What is the way I'm looking for her?

Yeah, if you're feeling move toward implementing any of these changes and so those are the 2 products I wanted to highlight today, and I will pass it back to norm.

Thanks so much Austin. Great stuff. I, we did have a follow up question in the chat that I wanted to ask you about.

Uh, can you talk about for the, um, uh, for the qualitative data collection? What methods did the communities use.

So this is where I would like to highlight that perfection is not expected and that it wasn't Super formal. And so.

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For, um, for Austin, Texas, for example, they used informal conversations with people in who are in shelters and drop in centers and meal distributions.

They took the feedback from those conversations and implemented those into strategies and the same for Chicago. They also held informal community, listening sessions.

Where they provided a safe space for people to share their experiences regarding impacts of racial violence and barriers that are related to, um.

Experiences of homelessness as well. So, perfection in this case is not necessarily the aim, but just.

Um, making striving toward, um, an effort, um, is.

Significantly felt in these communities. So, um, yeah, I would say that those are the methods that I've recognized as consistent in these communities.

Great, thank you very much. Uh, would love if everybody would go to those links and check out those documents uh, I think everybody understands that snaps theirs and, and the homeless, uh, field in general is very.

Interested in evidence and data, and this is just such a key part of our data collection work uh, and really sort of makes our, uh, data.

Work, uh, more whole, so definitely. Encourage people to check those out. Thank you very much. Austin uh, will move on now to our next presentation, uh, about hiring staff. We've lived experience.

Uh, so I'm very pleased to introduce Andrea query from empowered to hammer. Uh, and andrew's gonna talk about, uh, their strategy. So, Andrea, I'll turn things over to, you.

Great thanks, ma'am. And good afternoon. Everybody, I'm really happy to be here and excited to to talk about this topic that that I feel great passion for.

And so a little bit about our, my county is a single county that serves a small world county in Northern California and.

So, we are rather rule and rather small, and I have to say that the strategy of hiring staff with lead experience was not necessarily something that we took on as a a new initiative.

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But as something that has been going on for quite some time, and has been started out as a matter of practicality so, if you could get to the next slide, please.

So 1 of our providers here into him County,

essentially,

our,

our main provider,

and for a long time,

our only provider,

and they're called the homeless Cayman county coalition,

and they've been operating here for about 20 years and started out really is a very grassroots kind of thing.

Um,

with running on community donations and,

and only very recently have been able to tap into some of the resources and capacity building,

funding and technical assistance that we,

that that's been offered through.

Um.

Through our state and federal funders so.

Hi, folks with with experience and has been a matter of practicality for them.

It's not always easy in our rural area to recruit and retain quality staff folks who are who are dedicated to.

Um, to serving this population, it's not, um.

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It's not, it's not always easy to find a great stack. And so the population that they're serving has been naturally.

Someone that they turned to when they have positions. So, some of the funding that has come down through various sources, you know, that's been.

And expanded during the pandemic has been a great opportunity for them to expand create new positions and even open up new projects. So.

In speaking with them with the staff improved experience and the managerial staff there at at.

They named it the organization goes by I've been able to glean, uh, several things that that they wanted me to share with you and that they wanted emphasize. So.

And we always, we look at hiring staff what we've experience as a really a real everybody win strategy. So the folks that you're working with 1 of the.

Objectives that many of them have 1 of the goals that they said is income development and professional development, and just getting a job a lot of the time. So.

And it's been a natural partnership that has happened and I'm going to go over 3.

3 of the points of benefit that hiring lived experience, uh, has so 1st of all.

I mean, our primary goal is obviously serving the folks experiencing homelessness in our community. So the 1st.

Benefit of hiring staff would experience and.

Then I want to go over is are the benefits to the current participants that you have? So, staff experience, and give those folks someone that they can relate to.

Someone that they tend to build a rapport with faster that they build trust with. And they don't actually have to explain as much about their circumstances to staff with a good experience.

Because their staff have a real great frame of reference already for what they are experiencing. And.

It also gives them a realistic example and improve that that the goals that they're setting really can be reached and.

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That that's been 1 of the really important ones, you know, we all know how important it is to model, you know, behavior model.

You know, skills for folks that we're working with and so being able to see that from, uh, 1 of their peers, somebody that they may know or at least trust has been a great benefit. So, next slide please.

So, you can intersperse these a couple of places here. This is an actual testimonial from 1 of the folks who is working in their project who was hired on.

Actually,

as a result of some of the additional funding that was available through the various sources that came out during the pandemic,

this testimonials from Craig,

he works in their day shelter,

and also in 1 of their transitional housing programs.

So, Craig said they came to pass back in 2017 as a person that was experiencing homelessness and needed a place to stay.

And so he said that, for starters, I'd been there rock, bottom no food and no place to go. So I know what most of the people who came in come in.

Are going through, I can relate on a different level than others, because I've been there and I think that that's something really important to understand that as much as we may learn as much as we, we may know about best practices.

There's some things that can only be learned by experience, and he also related that his biggest challenge in his job is that he wants to do what we can to help without enabling folks.

And so he's really taking on the role of making sure that he's giving folks the tools to to succeed and not doing everything for them.

And he also added in that. He's really grateful for the position that he's got and it's been, it's contributed to his own stability, his own goal setting and his own health. And, and also, you know, he did share that.

He's getting married soon and he's excited about that. So.

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Next slide. Please. So the 2nd benefit that I wanted to talk about is the benefit to your projects to your program designs. We all want to design programs that that work for the folks that we're serving.

And sometimes we have great ideas or things that we think are great ideas but that feedback from folks who may have actually been, uh.

Find other programs is huge and not everybody who is an active client of your program is going to feel comfortable, giving you that feedback. So, our suggestion is that when you have.

Staff with lived experience on board. Listen, listen to their advice. Um.

Their suggestions as some of the, for example, 1 of the suggestions that staff was experience provided for the day shelter was and they had planned on having, you know.

Food bags available at a certain time of day and.

And 1 of the suggestions was, it's not gonna work as well if people have to be here at a certain time they may have to walk from across town if they know that they can come and get through to take away with them. You know, whenever they show up.

Then they're going to be more likely to take advantage of that. There are other things that are just, you know.

Small practical things like, hey, that branded juice box tends to explode in people's backpacks. Don't hand those out. And there's small things that really actually make a huge difference on whether your, your your program design is working.

And whether, and how? And whether it is effectively serving the needs that need to be served and the other benefit.

And I wasn't sure whether to put this 1 on the benefits to the project or benefits the participants because it kind of struggles both. And that is that definitely experience understand the systems that.

The folks you're serving are needing to navigate and.

From a staff perspective, we can learn a lot about those systems and those community resources. You know, we can learn a lot on paper. We can learn a lot and all the meetings that we go to but.

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The perspective of someone who's been inside those systems as someone's seeking help is absolutely invaluable. There are.

Nuances to participating in, you know, getting help from those resources that we don't see from the outside.

For instance, you know, 1 of our staff with the experience is always sure to tell folks they're working with, like, don't show up at social services between noon and 1, they're rotating staff out for lunch and there's only 1 person.

There's only 1 reception window open. And you'll be there for a really long time and so those kinds of things are great. They've also been able to help folks with.

We know 1 of the barriers to taking advantage of some of those resources is maybe folks don't get their papers in on time, or don't show up to an appointment and then are afraid to engage further because they think they blew it or they're embarrassed.

And staff with his experience really been able to tell them. No you know what? You can still show up and can even kind of provide advocacy there. Like, let's let's go over there together.

And and the folks that we're serving, tend to accept that help a little better from somebody who can say yeah, I did that myself. And, you know, this is how I fixed it.

So, um, the other benefit to the project that we have found is that.

And as folks who are assisting people experiencing homelessness with getting employment.

Being able to be that example, for those other employers in your community is really important to be able to say that yes, we have that experience.

We understand the benefits that these folks provide to our projects and we can give success stories and that kind of thing. And it really does provide just a great example.

And that's what they often need to know that. Hey, this is something that could benefit my business as well.

Next slide. All right and then, um.

Last, but not least here are the benefits that it provides to the folks to the staff with the experience that you're hiring and.

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Gives them a chance to learn and step up and within a setting that they may be familiar with and that they maybe don't feel those intimidated by, um.

And they always know that their employer actually wants them to succeed, but if they have questions that they can ask them and.

It's also a place where their skills and experience are truly valued and we know that that can be 1 of the most difficult things about getting back into the workforce or getting into the workforce for the 1st time can be that.

You you maybe don't feel like,

you have the skills necessary or not sure that not sure that you will measure up and in the,

in these instances the folks that are being hired know,

that their experience is valuable in the setting.

Because they, they really are the experts.

And it's also gives them a chance to be part of something that they know works. And.

And again, to provide feedback, if there is if there are parts of the program that they know aren't working, they know that they can effect change there.

And and the last 1 that I wanted to go over, was that it's not always.

Career goal of 1 of the a person who with with experience to work in this field. Um.

Obviously, we are all we're all different. There are so many fields that we can go into, but.

Path has found that having folks in these positions gives them the things that they need them to go on into that career field that they really do want to go into gives them something to put on a resume gives them

experience with the soft skills that you need to succeed at a job things like showing up on time how to work as a team conflict resolution and that kind of thing.

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So, they have had a lot of success, and it's almost a bittersweet thing, because they do have a lot of staff that move on, you know, after working with them for a while they move on to bigger and better things. And there's several examples of that.

And there are many people in our community who.

You know, at work at work, it has and.

As they were getting, they're getting, they're getting their bearings in the workforce and then moved on to work for places like the city, even the county and manufacturers that we have here in town, retail establishments.

So, it really is kind of a jumping off point for them.

Um, next slide please. Um, and so the, the last, uh.

Staff highlight that I wanted to present this 1, was from corrina actually wanted to be here today, but she is out of town and so she wasn't able to.

So, I hopefully she'll be watching this recording later and can give me some feedback on whether I got everything. Right? So corrina.

In 2020, she was living at 1 of the transitional housing products projects, and she was having a hard time finding a job at finding an employer that would give her a chance. And, you know, there was some background things, gaps and resumes that, you know, gaps in.

Employment history,

and so she heard that there was a position of the day center and went and applied for it and started out working at the front desk,

which is a great entry level place where employers can kind of see like,

what are this person's skills you know,

what are the things that they can handle and where the things that they need training on but corrina was able to actually work her way up and is now a housing advocate.

So she actually works with folks to help them identify barriers to housing. And it helps them with their housing search and provides advocacy with landlords and property managers.

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And it's still not really fulfilling. So, um, it has provided, um.

A lot of benefits for her, and her family as well between as a mom and working at path, they are flexible with their schedule and she really enjoys being able to have them online and a work life at the same time. So.

You know, these are just these a couple of testimonials that I provided and.

I just want to make sure that everybody understands that these provide real world real benefits. It's not just something that we say oh, yeah, we were supposed to have people have big experience.

So so, where can we fit them in and path has done such a great job of not seeing it like that and seeing it more of you know, this is something we do. This is something we've done even before it was a thing.

And and they really do see the benefit to it. And, um.

And the benefit to their clients and and and their staff, their, their staff is.

Works great as a team and trust each other and really does a great job.

So, and let's see, I think the next slide will just put us into questions. So.

I'll turn it back. Oh, thanks. So much Andrea I do, have a couple of follow up questions, uh, did want to say, congratulations. It's like, great work that you've been doing on, on hiring people with lived experience.

So 1 of the questions that came up in the chat window was about sort of the timing of lived experience like.

Are you hiring people just that are currently experiencing homelessness, or have had histories of homelessness? How do you sort of think about that?

So, it's been kind of across the board, you know um, but but as you could see from from the testimonial from corrina, she actually got that started in that position while she was technically still living in a transitional project.

So, it really is, you know, just just like, hiring any staff, any staff that we hire.

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April 1st, 2022

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We're going to are going to need training and are all at different points in their lives, and maybe different points in their skills development. So.

It it, it's something that I think that they've found you, you have to use your best judgment on because sometimes it doesn't work out but at least it gives folks something to put on their resume and some experience.

So 1 of the things that I know that they do want to watch out for is to make sure that.

That that folks are not going to be traumatized.

I, you know, by working within that field and so having a really open dialogue and making sure that folks understand that there's an open door policy if if they are struggling with that kind of thing.

And it's really important to have there because there are so many different positions that, um.

That the shift away from maybe providing real close case management to more practical things but.

Can't really give a concrete, you know, these are the rules about when you should hire somebody but I think that if we transfer our.

What we know about hiring in general to, to making that judgment call that's that's probably the best that we can do.

And can you talk about the pay? So how do you sort of Benchmark salaries and those kinds of things?

Okay, well, I know, um, for the, they're, um, they're.

Pay is set by the position and not indefinitely not by whether someone is experiencing homelessness or not. And.

And a small.

We're in a small county, so we don't go too far over California, minimum wage, which I know is not adequate in many areas of California and many areas in our country. But, um.

They set their, um, their pay packages it based on local.

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You know, pricing for housing, you, you never want to hire somebody to help other folks, find housing if, if you're not paying them enough to be able to afford their own housing. And so that's kind of 1 of the benchmarks that they use.

Some of the recent, you know, friends that have been made available that have expanded capacity, have made it possible for them to, to increase pay.

And I would definitely say that from what I've heard from the the director over there that has really contributed to staff retention. So.

Uh,

make sure that make sure that make sure that all all of your staff are being paid a liveable wage,

but also never to look at whether someone's previous experience what what their experience possibly of of their lived experience of homelessness should never have any impact on on how much they're getting paid obviously.

Uh, great, thank you. I just want to undermine both those points. Cause there. S. you're right they're so important that, uh, the, the pay just in our field in. General is not always great.

And so, uh, if you're using, you know, head funds please pay people.

Well,

if you're having trouble hiring people,

I mean,

maybe you're not paying enough and for trouble retaining people,

uh,

you know,

it's okay to pay people more um,

especially given that,

you know,

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and it's sometimes it's just tough to recruit people.

So, uh, great points. Uh, thank you so much. If you have more questions. Uh, please go ahead and, uh, paste them for or type them in the chat window.

Uh, and again, thank you so much and congratulations on on the great work. You all are doing. Uh, I went to sort of shift gears to, um, uh, to a couple of other things.

Uh, W, we're gonna talk about the poll results now.

So, you still have a few seconds to quickly fill out the poll if you want your, uh, results reflected the, um, the link is right there, but we're pulling up the poll right now.

Uh,

so the 1st question was about,

if your increased the hiring of staff with Lyft experience,

during,

uh,

so,

uh,

uh,

uh,

you know,

obviously more knows,

or don't know than we'd like,

but still,

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uh,

nice to see some increase there.

Uh, definitely. Something that we will continue to, uh, emphasize going forward. But, um, uh.

You know, that's that's where we are. Uh, let's look at the next question.

So,

again,

as you can read,

in addition to vaccine ambassadors,

what re,

uh,

roles have people with lift experience,

uh,

played throughout your covet response we see some cases,

some training,

uh,

some volunteers day,

shelter,

staff,

uh,

uh,

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resident council board members,

racial equity team partners case managers staff brought a great,

uh,

great ideas there.

Ah, let's scroll all the way through the rest of these, um, a few that aren't doing very much. Um.

But, uh, again, so we're definitely some great, uh, recommendations there, some great, uh, positions that people are, uh, entering and, uh, definitely want to encourage everyone to keep, uh, working on this, uh, and to keep focusing on this.

It's something we're gonna keep emphasizing.

Uh,

and I will say speaking of,

uh,

of,

um,

sort of incorporating people's lived experience into your programs uh,

I do want to put a plug in for the,

uh,

that we just very recently released.

We'll put a link to the, in the chat window, uh, or a link to the page. Uh, and we did a couple of webinars this week. Uh, you will we haven't posted the.

Um, recordings of the webinars yet, but we will do that sometime next week. And that's the, you'll find those at the same page that's linked there.

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So, check back just want to strongly encourage you to, uh, if your community has not, uh, received a.

Y, grant, uh, please, you know, go ahead and and jump right in especially if you've applied before, but even if you've never applied before, uh, please go ahead. And and, uh.

Uh, submit an application, and if you have any questions, please, uh, uh, reach out to us and we'd love to.

Uh, to answer any questions that we can, um, we have a few other questions that I want to, uh, get to a.

Caroline, I wonder speaking of the, uh, no phone. Sorry I wonder if you could tell us what the due date is for that.

Yeah, the due date is June 28 2022.

So, uh, still a few months to work on that. Um, and then, uh, let's see, we have a question here about.

Uh, we did have a question earlier about, uh, extension of the deadline. Uh, we don't have any news to share about that today. We do hope to have news about that very soon. We're working.

We know how important it is. We are working diligently to try and get that, uh, uh, completed and made public. We will publish a notice that we'll sort of announce it.

Uh, and we will obviously talk about it on office hours as soon as that, uh, that occurs. So, again, which we had, uh, more news on that, but we don't quite yet.

Um, let's see if we have any other questions here.

Uh, to to, to that looks like all the questions were ready to answer here. Uh, I want to very much thank our presenters today.

Um, uh, D, wanna think Austin and Andrea great presentations. Uh, I think Ashley.

Uh, as usual for the, uh, both the, um, CDC update, but also, uh, a good news update, uh, and want to thank everyone, uh, who joined the webinar today.

Uh, it's great to see, you know, great to hear your questions. Here are your feedback.

Uh, and if you have any more questions or feedback that you want to share with us, please do. So, either through these webinars or, uh, just feel free to email honestly, anyone in the snaps office directly.

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Uh, and thank you so much for your incredible service to people experiencing homelessness. Uh, we just are so touched by all the effort and work you put in to.

Uh, help and homelessness in this country, uh, and, you know, we hope to continue working with you on that, that goal for years to come. Uh, so with that, we're gonna, uh, finish up the webinar uh, why don't wish everyone a great rest of the day and a great weekend and that concludes the webinar.