2017 Florida Institute on Homelessness and Supportive Housing

Breakthrough to Excellence: Building Bridges to the Future

www.fchonline.org
Welcome to the 2017 Florida Institute on Homelessness and Supportive Housing

The Florida Coalition for the Homeless is pleased to welcome you to the 2017 Institute: Breakthrough to Excellence; Building Bridges to the Future. The monumental efforts to end homelessness, and their ever-evolving practices and strategies, are very challenging. With the continued tightening of fiscal resources, and greater focus on outcomes and long term recovery, it is critical that our personal and professional skills keep pace.

This year’s premiere event focuses on the importance of engaging all sectors of the community in ending homelessness, and utilizing data-driven best practices to focus our efforts. The 2017 Institute begins with a full day of intensive preconference sessions, including a full-day SPDAT training with OrgCode’s Iain De Jong. The Opening Plenary on Thursday morning is a moderated panel of nationally recognized leaders noted for their great strides in ending homelessness. The week is filled with innovative and exciting workshops and plenaries covering all aspects of issues surrounding homelessness, including updates by leading national and state agency directors, law enforcement, service providers, funders, and business experts, as well as a Keynote presentation presented by the Honorable Judge Steven Leifman.

We continue to provide an increased focus on connecting you with the Institute’s national and statewide experts. Both formal and informal opportunities, such as Table Topic networking sessions, early breakfast breakouts, and an evening meet & mingle and reception will provide opportunities to discuss a broad range of issues affecting our industry.

We wish to thank the many volunteers and Coalition board members that make this conference possible. Without their dedication and support, donating countless hours on content and planning committees, the quality of the Institute would not have been possible.

We are especially grateful to our sponsors: Florida Department of Children and Families - Office on Homelessness, Florida Department of Education, DCF Office of Substance Abuse and Mental Health, Humana, Janssen, Florida Realtors, PNC Bank, Florida Community Loan Fund, Pinpoint Results, Bitfocus, Chapman Partnership, Lutheran Services Florida, Magellan Complete Care, Turning Points, Mediware, PM International Suppliers, Camillus House, and Staywell. Their support enables us to offer this event at a rate affordable to our partners.

We hope you enjoy this year’s Institute and find that it helps you Breakthrough to Excellence!

Thank you for attending and please enjoy. Sincerely,

Eugene Williams
President
Florida Coalition for the Homeless

L. Robyn Andrews
Executive Director
Florida Coalition for the Homeless
# AGENDA-AT-A-GLANCE

## Wednesday, November 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 AM – 6:00 PM</td>
<td>Registration Check-in</td>
<td>Oceans Foyer</td>
</tr>
<tr>
<td>9:00 AM – 4:00 PM</td>
<td>Pre-Conference Sessions</td>
<td></td>
</tr>
<tr>
<td>5:15 PM - 6:15 PM</td>
<td>FCH Annual Meeting</td>
<td></td>
</tr>
<tr>
<td>6:30 PM - 7:30 PM</td>
<td>Welcome Reception Meet and Mingle</td>
<td></td>
</tr>
</tbody>
</table>

## Thursday, November 2

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 AM – 8:15 AM</td>
<td>Continental Breakfast and Networking</td>
<td>Oceans 5–8</td>
</tr>
<tr>
<td>8:00 AM – 9:30 AM</td>
<td>Opening Plenary Session</td>
<td>Oceans 5–8</td>
</tr>
<tr>
<td>9:30 AM – 9:40 AM</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>9:40 AM – 11:10 AM</td>
<td>Workshop Session One</td>
<td></td>
</tr>
<tr>
<td>11:10 AM – 11:20 PM</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>11:20 PM – 12:30 PM</td>
<td>Workshop Session Two</td>
<td></td>
</tr>
<tr>
<td>12:30 PM – 12:40 PM</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>12:40 PM – 2:15 PM</td>
<td>Luncheon Plenary Session</td>
<td>Oceans 5–8</td>
</tr>
<tr>
<td>2:15 PM – 2:25 PM</td>
<td>Break</td>
<td>Oceans Foyer</td>
</tr>
<tr>
<td>2:25 PM – 3:55 PM</td>
<td>Workshop Session Three</td>
<td></td>
</tr>
<tr>
<td>3:55 PM – 4:10 PM</td>
<td>Refreshment Break</td>
<td>Oceans Foyer</td>
</tr>
<tr>
<td>4:10 PM – 5:25 PM</td>
<td>Workshop Session Four</td>
<td></td>
</tr>
<tr>
<td>5:25 PM – 5:30 PM</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>5:30 PM – 6:15 PM</td>
<td>Workshop Session Five</td>
<td></td>
</tr>
<tr>
<td>6:15 PM – 7:45 PM</td>
<td>Evening Reception</td>
<td>Poolside</td>
</tr>
</tbody>
</table>

## Friday, November 3

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 AM – 9:00 AM</td>
<td>Continental Breakfast with Networking Topic Tables</td>
<td>Oceans 5–8</td>
</tr>
<tr>
<td>9:00 AM – 10:30 AM</td>
<td>Workshop Session Six</td>
<td></td>
</tr>
<tr>
<td>10:30 AM – 11:00 AM</td>
<td>Refreshment Break</td>
<td>Oceans Foyer</td>
</tr>
<tr>
<td>11:00 AM – 12:00 PM</td>
<td>Workshop Session Seven</td>
<td></td>
</tr>
<tr>
<td>12:25 PM – 2:30 PM</td>
<td>Luncheon Plenary &amp; Keynote</td>
<td>Oceans 5–8</td>
</tr>
<tr>
<td>2:30 PM – 2:40 PM</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>2:40 PM – 3:25 PM</td>
<td>Workshop Session Eight</td>
<td></td>
</tr>
<tr>
<td>4:00 PM – 6:00 PM</td>
<td>Weekend Warrior Happy Hour</td>
<td>Lobby Bar</td>
</tr>
</tbody>
</table>
MEET THE HOST

Florida Coalition for the Homeless
The mission of the Florida Coalition for the Homeless (FCH) is to work collaboratively to prevent and end homelessness in Florida. FCH was founded as a non-profit, 501(c)3 membership organization in 1990 with the goal of ending homelessness by empowering, leading, and supporting both people who are experiencing or at-risk of homelessness and local continuums of care, service providers, and other interested individuals and groups. FCH works to accomplish its mission through education, advocacy, collaboration, and networking. Since FCH’s inception, our Continuums of Care, their lead agencies, and their local participating partners have flourished, growing in both number and diversity. Through our efforts over the past five years, critical state funding has been increased to $8.2 million, enabling Continuums of Care and providers throughout Florida to help stabilize thousands of individuals and families experiencing or at risk of homelessness.

We need your partnership, innovation, and collaboration to successfully address the needs of every homeless individual and family in our state. Without our members, we would be unable to provide the level of advocacy, education, and collaboration throughout Florida to ensure that needs are being addressed at a state level, as well as ensure that funding levels are maintained and/or increased to allow continued efforts to end homelessness in Florida.

Your membership is critical to making the goal of ending homelessness a reality. Won’t you join us? Visit www.fchonline.org to learn more about our efforts and to become a member today!

www.fchonline.org

Florida Institute on Homelessness and Supportive Housing
The Institute is our most prominent annual event and the highlight of our year, providing training opportunities to professionals throughout the state of Florida. Attendees learn new and innovative ways to collectively assist individuals and families experiencing or at risk of homelessness. The Institute brings together national, state, and local experts from a wide range of disciplines to explore current best practices on ending homelessness. An emphasis is placed on networking and helping attendees develop long term relationships with their peers to support them in their ongoing efforts to serve Florida’s most vulnerable citizens.

The mission of the Institute is to expand the knowledge and capacity of stakeholders to improve the quality of life of those experiencing and at risk of homelessness throughout Florida, as well as enabling professionals, administrators, government officials, advocates, and others to more effectively meet the challenges of ending homelessness. Each year the Institute has been a remarkable success as participants consistently indicate that the Institute sessions exceed their expectations and rival events conducted at the national level. Thank you for joining us; we hope this year’s Institute is successful in exceeding your expectations!

EXECUTIVE COMMITTEE:
President: Eugene Williams
Vice President: Susan Pourciau
Treasurer: Louise Hubbard
Secretary: Cathy Jackson
Executive Director: L. Robyn Andrews

BOARD MEMBERS:
Martha Are
Adell Erozer
Skip Forsyth
Laura Lee Gwinn
Lili High
Antoinette Hayes Triplett

Angela Hogan
John Johnson
Victoria Mallette
Jeanette McLernon
Michael Overway
Daniel Ramos
Barb Wheeler

FLORIDA COALITION FOR THE HOMELESS
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance Measures, Outcomes &amp; Reporting</td>
<td>Utilizing System Performance Measures to Move the Needle</td>
<td>USICH Listening Session: Revising and Strengthening the Federal Plan to Prevent and End Homelessness</td>
<td>CoC Governance: HUD Expectations</td>
<td>Measuring Program Effectiveness</td>
</tr>
<tr>
<td>Best Practices in Housing, Case Management &amp; Effective Interventions</td>
<td>Self-Care</td>
<td>Landlord Engagement: Recruitment, Relationship, Retention</td>
<td>Highlights of Effective Practice in Housing Based Case Management</td>
<td>How to Promote Housing First in Communities with Different Value Systems</td>
</tr>
<tr>
<td>Community Engagement and Funding Strategies</td>
<td>Local Government Resources to Address Homelessness</td>
<td>Topic Table Networking Session</td>
<td>Topic Table Networking Session</td>
<td>Mythbusting Lender/Provider Partnerships</td>
</tr>
<tr>
<td>HMIS, Coordinated Entry &amp; System Design</td>
<td>What’s Next in Data, Leadership, and Community?</td>
<td>Coordinated Entry and Vulnerable Populations</td>
<td>Systems Design</td>
<td>HUD Listening Session: Encampments and Unsheltered Homelessness</td>
</tr>
<tr>
<td>Veterans, Chronic, Youth, &amp; Families</td>
<td>One Roof - Exploring Systems Change and Collaboration</td>
<td>Best Practices in Effective Crisis Housing, Bridge Housing, and Emergency Shelter</td>
<td>Housing &amp; Shelter Built Environments: Successful Design Ideas from Organizations Throughout the U.S.</td>
<td>Making Rapid Re-Housing Work for Chronically Homeless Individuals and Families</td>
</tr>
<tr>
<td>Managing Entity / Behavioral Health Support Services &amp; Interventions</td>
<td>Crisis Communication</td>
<td>SOAR</td>
<td>Developing Partnerships: MCOs, CoCs, PHAs, and SH Providers Working Together</td>
<td>A Collaborative Approach to a Housing Needs Assessment</td>
</tr>
<tr>
<td>Department of Education</td>
<td>9:30 AM Youth Mental Health First Aid Overview</td>
<td>11:30 AM Homeless and Education in Florida New Research and Data</td>
<td>2:30 PM Up Your Sleeve: The ESSA and McKinney-Vento Game Show!</td>
<td>4:30 PM Individual Technical Assistance for School District Homeless Liaisons</td>
</tr>
</tbody>
</table>

Oceans 1
Oceans 2
Oceans 3
Oceans 4
Oceans 9
Oceans 10
Oceans 11
<table>
<thead>
<tr>
<th>WORKSHOPS-AT-A-GLANCE</th>
</tr>
</thead>
</table>

### THURSDAY SESSION FIVE  
5:30 PM–6:15 PM

- U.S. HUD System Performance Measures  
- Oceans 2

### FRIDAY SESSION SIX  
9:00 AM–10:30 AM

- Effective Utilization of System Performance Data  
- Oceans 2

### FRIDAY SESSION SEVEN  
11:00 AM–12:15 PM

- Evaluating Outcomes in Permanent Supportive Housing – State Pilot  
- Oceans 2

### FRIDAY SESSION EIGHT  
2:40 PM–3:25 PM

- Implementing Change Through Data, Performance Measures and Reporting  
- Oceans 2

#### Year 15 and Recapitalizing Permanent Supportive Housing  
- Oceans 3

#### An Introduction to Providing Quality Supportive Housing Services  
- Oceans 4

#### Collaborative Case Management  
- Oceans 4

#### Oceans 10

#### Positioning Your Brand for Success: Doing More with Your Nonprofit Marketing Resources  
- Oceans 10

#### Law Enforcement Homeless Outreach Teams and their role in the management of the homeless crisis  
- Oceans 10

#### Navigating Florida Housing Finance Corporation Requests for Proposals  
- Oceans 10

#### Money Matters: PNC Financial Education Outreach to Homeless and Supportive Housing Organizations in Florida  
- Oceans 10

#### Expanding and Improving HMIS Performance through Coordinated Entry  
- Oceans 1

#### Interactive, Community-Based Data Dashboards for System Performance Improvement  
- Oceans 1

#### When Medicaid And Housing Data Meet: Some Things Are Just Better Together  
- Oceans 1

#### By Name List & Coordinated Intake: How do they work? Where do you start? What does it tell you?  
- Oceans 1

#### Strategies for Reaching Functional Zero  
- Oceans 11

#### Serving Homeless Families in Residential and Community Based Programs  
- Oceans 11

#### Increasing System Outflow: Innovative and Alternative Housing Placement Strategies  
- Oceans 11

#### Topic Tables  
- Oceans 11

#### How Our Values Influence Our Work  
- Oceans 4

#### What’s Working and How Managing Entities are Building Strong Relationships with their CoCs  
- Oceans 3

#### Unique Approaches to Serving a Joint Population: Meeting Unique Needs through Creative Partnerships  
- Oceans 3

#### Disaster Response and Recovery in the Homeless Assistance System  
- Oceans 3

#### 9:00 AM  
Homeless Liaison Potpourri: MVA Eligibility, Dispute Resolution, and Homeless Students Policy  
- Oceans 9

#### 11:00 AM  
Connecting with your local Continuum of Care to Rehouse Homeless Children and their Families  
- Oceans 9
**Pre-Conference Sessions**

**9:00 AM–4:30 PM**  
**SPDAT Training**  
Iain De Jong, President and CEO, OrgCode Consulting, Inc.  
The Service Prioritization Decision Assistance Tool (SPDAT) was developed as an assessment tool for frontline workers at agencies that work with homeless clients to prioritize which of those clients should receive assistance first. It is an in-depth assessment that relies on the assessor’s ability to interpret responses and corroborate those with evidence. As a result, this tool may only be used by those who have received proper, up-to-date training provided by OrgCode Consulting, Inc. or an OrgCode certified trainer. The SPDAT is an evidence-informed approach to assessing an individual’s or family’s acuity. The tool, across multiple components, prioritizes who to serve next and why, while concurrently identifying the areas in the person/family’s life where support is most likely necessary in order to avoid housing instability.  
This full-day in-person SPDAT training gives you the manual, case studies, application to current practice, a review of each component of the tool, conversation guidance with prospective clients – and more!  
*Location: Oceans 2*

**9:00 AM–12:00 PM**  
**Florida Housing Finance Corporation ROUNDTABLE**  
Bill Aldinger, Assistant Policy Director and Supportive Housing Coordinator, Florida Housing Finance Corporation  
Facilitated by: Susan Pourciau, Director of the FHC Ending Homelessness Team, Chief Operating Officer, Florida Housing Coalition  
Topics include LINK, the FHFC funding process, and the Homeless Housing Assistance Loan Demonstration Project.  
*Location: Oceans 1*

**10:00 AM–12:00 PM**  
**Managing Entity CONVENING**  
Natalie Kelly, Chief Executive Officer, Florida Association of Managing Entities  
Facilitated by: Marcella A. Maguire, Ph.D., Director, Health Systems Integration, CSH  
Join Managing Entities from across the state to discuss pertinent topics specific to M.E.s  
*Location: Oceans 3*
9:30 AM–3:00 PM
Veterans Administration CONVENING
Jill Albanese, SSVF Regional Coordinator, U.S. Department of Veterans Affairs
Nikki Barfield, VISN 8 Network Homeless Coordinator, U.S. Department of Veterans Affairs
Shawn Liu, VHA Homeless Program Lead Program Analyst, Clinical Operations, U.S. Department of Veterans Affairs
This intensive, VA focused pre-con will cover the following topics: VISN 8 update, SSVF and Community Planning, VA Data, Privacy, and Coordinated Entry Systems, and Suicide Prevention and Mental Health Services for Veterans with Other than Honorable Discharges.
Location: Oceans 11

1:00 PM–4:00 PM
Using Data to Secure Resources and Achieve Success: A Workshop for School District Homeless Liaisons
Skip Forsyth, Florida Department of Education
Courtney Walker, Florida Department of Education
This pre-conference workshop is limited to participants who are school district Homeless Liaisons and their staff. It will demonstrate to school district Homeless Liaisons a process for turning data into effective programming. Liaisons will learn how to use their data to better understand the needs of homeless children and youth and the barriers to their academic progress. Liaisons will practice steps in the process, receive a data profile for their school district, and take home a schedule of activities that will prepare them for building a stronger program this year and in 2018-2019. Liaisons will learn what school staff, district programs, and community partners need to know to do their part in identifying and supporting the education of homeless children and youth.
Location: Oceans 9

2:30 PM–4:00 PM
Department of Children and Families/Continuum of Care Lead Agency ROUNDTABLE
Erik Braun, Director, Office on Homelessness, Florida Department of Children and Families
Zachary Summerlin, Deputy Director, Office on Homelessness, Florida Department of Children and Families
Facilitated by Susan Pourciau, Director of the FHC Ending Homelessness Team, Chief Operating Officer, Florida Housing Coalition
This session will focus on Managing Entity and Continuum of Care coordination, emerging issues for the Office and CoCs, and more.
Location: Oceans 10

5:15 PM–6:15 PM
FCH Annual Meeting
Join us for Florida Coalition for the Homeless updates with guests: Erik Braun, Director of the Office on Homelessness; Jaimie Ross, CEO Florida Housing Coalition; and PinPoint Results (formerly Adams Street Advocates). All Members and Conference Attendees Welcome
Location: Oceans 4

6:30 PM–7:30 PM
Welcome Reception Meet and Mingle
Network with fellow attendees in the Boardwalk Bar (located in the main lobby) and enjoy complimentary drinks and hors d’oeuvres sponsored by The Florida Insurance Trust.
Location: Mist Lobby Bar
THURSDAY
November 2, 2017

7:30 AM – 8:15 AM
Continental Breakfast Buffet
Location: Oceans 5-8, the Plenary Ballroom

8:00 AM - 9:30 AM
Opening Plenary Session
Matthew Doherty, Executive Director, United States Interagency Council on Homelessness
Larry Oaks, Eastern Region Managing Director, CSH
Nan Roman, President and CEO, National Alliance to End Homelessness
Norm Suchar, Director, Office of Special Needs Assistance Programs, HUD
Moderator: Joe N. Savage, Jr., Regional Coordinator, United States Interagency Council on Homelessness
Location: Oceans 5-8, the Plenary Ballroom

9:30 AM – 11:00 AM
Youth Mental Health First Aid Overview
JoDee Buis, Student Services, Orange County Schools
This workshop will present an overview of the Youth Mental Health First Aid program so the audience can determine if the program would be of benefit to implement in their workplace or other settings. Youth Mental Health First Aid is an 8 hour public education program which introduces participants to the unique risk factors and warning signs of mental health problems in adolescents, builds understanding of the importance of early intervention, and teaches individuals how to help an adolescent in crisis or experiencing a mental health challenge. Mental Health First Aid uses role-playing and simulations to demonstrate how to assess a mental health crisis; select interventions and provide initial help; and connect young people to professional, peer, social, and self-help care.
Location: Oceans 9
Track: Florida Department of Education

9:40 AM – 11:10 AM
Workshop Session One

Crisis Communication
Edward Rafailovitc, Sergeant - Law Enforcement, Broward Sheriff’s Office
Scott Russell, Captain - Law Enforcement, Broward Sheriffs Office
This workshop discusses the core and supplemental concepts of Crisis Communication and includes the neuroscience applications in understanding cognitive psychology of decision-making in conflict and behavior change with people in crisis.
Location: Oceans 3
Track: Managing Entity / Behavioral Health Support Services & Interventions

Local Government Resources to Address Homelessness
Susan Pourciau, Director of the FHC Ending Homelessness Team, Chief Operating Officer, Florida Housing Coalition
Joe N. Savage, Jr., Regional Coordinator, United States Interagency Council on Homelessness
Local governments can be important partners in ending homelessness. To engage local governments in the work, it is helpful to understand the tools and funding they can direct toward initiatives that will help increase access to affordable housing, provide services, and help people move more quickly into housing. This session will provide an

WORKSHOP CONTENT TRACKS

Performance Measures, Outcomes & Reporting
Best Practices in Housing, Case Management & Effective Interventions
Community Engagement & Funding Strategies
HMIS, Coordinated Entry & System Design
Veterans, Chronic, Youth & Families
Managing Entity/Behavioral Health Support Services & Interventions
Department of Education
overview and examples of effective engagement with local governments, the use of government resources and tools, and best practices for collaborating with local governments.

Location: Oceans 1
Track: Community Engagement & Funding Strategies

One Roof - Exploring Systems Change and Collaboration
Andria Dewson, HEART Director, KID Inc.
Alison Harte, Associate Director, Eastern Region, CSH
The Corporation for Supportive Housing, (CSH), is undertaking a strategic effort to break the intergenerational cycle of homelessness, child welfare involvement, and poor outcomes for vulnerable families with children. Under the One Roof campaign, CSH will elevate the visibility of vulnerable, at-risk families and the need for an improved and integrated policy response through the availability and targeting of supportive housing for families caught in this cycle. This session will introduce the One Roof campaign and engage the audience in exploring actionable federal, state and local policy and system change strategies across the child welfare, housing, homeless, and service systems. We will highlight lessons learned from the HEART Alliance for Sustainability Families, a supportive housing intervention in Broward County.

Location: Oceans 11
Track: Veterans, Chronic, Youth, & Families

Self Care
Iain De Jong, President and CEO, OrgCode Consulting, Inc.
If you are burnt, drained, resentful of the people you serve, agitated, angry or losing joy in the work, it may be time to examine your own wellness and learn additional practices to care for yourself in the work you do each day. This session will highlight effective practices in self care for the individual and a team of support workers. It will also examine signs of vicarious trauma and burn out and provide strategies to help the support worker remain healthy, engaged, and motivated to do the work day in and day out.

Location: Oceans 2
Track: Best Practices in Housing, Case Mgmt. & Effective Interventions

What’s Next In Data, Leadership, and Community?
Jason Satterfield, Board Chair, National Human Services Data Consortium
The National Human Services Data Consortium (NHSDC) is an organization focused on developing effective leadership for the best use of information technology to manage human services. NHSDC provides information, assistance, peer to peer education and lifelong learning to its conference participants, website members and other interested parties in the articulation, planning, implementation and continuous operation of technology initiatives to collect, aggregate, analyze and present information regarding the provision of human services. In this session, NHSDC will summarize trends and innovative practices from around the country as presented at the Fall 2017 NHSDC conference in San Diego, CA.

Topics will include: HUD and federal partner updates; the cutting edge in homeless data visualization; uses of data to improve homeless system outcomes; the role of technology tools in coordinated entry.

Location: Oceans 10
Track: HMIS, Coordinated Entry & System Design

Utilizing System Performance Measures to Move the Needle
Norm Suchar, Director, Office of Special Needs Assistance Programs, Housing and Urban Development
A critical component of the HEARTH Act is to review the local homeless response as a coordinated system – with system level measures – as opposed to projects and funding sources that all operate independently. In this session, you will learn about HUD’s system performance measures and how you should be analyzing your data and using the measures to develop an effective response to homelessness in your CoC.

Location: Oceans 4
Track: Performance Measures, Outcomes & Reporting

11:30 AM–12:30 PM
Homelessness and Education in Florida: New Research and Data
Anne L. Ray, Florida Housing Data Clearinghouse Manager, Shimberg Center for Housing Studies, University of Florida
This session will present a new report from the Shimberg Center and Miami Homes for All exploring the impacts of homelessness on children’s education in Florida and providing policy recommendations to ensure that children and youth become permanently housed. Findings are based on student data provided by the Florida Department of Education and phone interviews with McKinney-Vento liaisons throughout the state.

Location: Oceans 9
Track: Florida Department of Education
11:20 AM–12:30 PM
Workshop Session Two

**Best Practices in Effective Crisis Housing, Bridge Housing, and Emergency Shelter**
*Kay Moshier McDivitt, Senior Technical Assistance Specialist, National Alliance to End Homelessness*
This workshop will provide the key elements that Crisis Housing, Bridge Housing, and Emergency Shelters should have to be most effective at providing low-barrier access to people experiencing homelessness and helping them to quickly exit to permanent housing. This workshop will be particularly helpful for programs currently operating emergency shelters or transitional housing programs that are considering transitioning to low-barrier bridge or crisis housing.
*Location: Oceans 11  
Track: Veterans, Chronic, Youth, & Families*

**Landlord Engagement: Recruitment, Relationship, Retention**
*Joseph Johnson, Housing Programs Manager, Ability Housing, Inc.  
Cody Spencer, Director of Supportive Services, Sulzbacher Center  
Amanda Rosado, Technical Advisor, Florida Housing Coalition*
This workshop covers the basics of engaging landlords in your community. Recruiting and retaining landlord partners is a vital component of supportive housing. Building a relationship based upon shared goals and mutual understanding is integral to this process. A practical, hands on approach with real life examples will be utilized in this workshop.
*Location: Oceans 4  
Track: Best Practices in Housing, Case Mgmt. & Effective Interventions*

**Coordinated Entry and Vulnerable Populations**
*Emily Riemer, Program Manager, Homeless and Domestic Violence Services, Collaborative Solutions*
This workshop will review systems being used to coordinate access to housing, with a specific focus on special populations (primarily HIV+ and domestic violence survivors).
*Location: Oceans 2  
Track: HMIS, Coordinated Entry & System Design*

**USICH Listening Session: Revising and Strengthening the Federal Plan to Prevent and End Homelessness**
*Matthew Doherty, Executive Director, United States Interagency Council on Homelessness  
Joe N. Savage, Jr., Regional Coordinator, United States Interagency Council on Homelessness*
The current federal strategic plan, Opening Doors, built upon strategies and actions taken across multiple administrations and has helped to mobilize urgent action and significant

*Thank you, Florida Coalition for the Homeless, Inc., for your continued support and dedication to our local community. Your commitment and contributions have made this an even better place to call home.*

©2017 The PNC Financial Services Group, Inc. All rights reserved. PNC Bank, National Association. Member FDIC
national progress - but there is much more work ahead. The United States Interagency Council on Homelessness is working to gather stakeholder input to revise and strengthen the plan. Please join us for this session – your input will be critical for our continued progress!

Location: Oceans 1
Track: Performance Measures, Outcomes & Reporting

SOAR
Barbara Moody-Holbrook, Housing Specialist / SOAR Local Lead, Southeast Florida Behavioral Health Network
SSI/SSDI Outreach, Access, and Recovery (SOAR) is a program designed to increase access to SSI/SSDI for eligible adults who are experiencing or at risk of homelessness and have a mental illness, medical impairment, and/or a co-occurring substance use disorder.
Location: Oceans 3
Track: Managing Entity / Behavioral Health Support Services & Interventions

Table Topic Networking Session
Join other attendees and presenters to share ideas and insight around various topics in a relaxed gathering.
Location: Oceans 10

2:30 PM–4:00 PM
Up Your Sleeve: The ESSA and McKinney-Vento Game Show!
Patricia Julianelle, Associate Director, Schoolhouse Connection
Implementing some of the new McKinney-Vento, Title I, and Every Student Succeeds Act provisions for students experiencing homelessness can be tricky, but this session will put some tricks up your sleeve so you can work magic in your schools. The format will be fun and interactive, but the content is serious, including issues like preschool enrollment and transportation, feeder schools, partial credits, extra-curricular participation, Title I set-asides, unaccompanied youth, and disputes. You will leave the session with specific legal citations, tools and best practices to support children and youth experiencing homelessness, from early childhood right up through post-secondary education. Come see what we have up our sleeves!
Location: Oceans 9
Track: Florida Department of Education

12:40 PM–2:15 PM
Luncheon Plenary Session

Panel: State of the State; Statewide Policies and Trends
John Bryant, Assistant Secretary, Office of Substance Abuse and Mental Health
Erik Braun, Director, Office on Homelessness, Florida Department of Children and Families
Bill Aldinger, Assistant Policy Director and Supportive Housing Coordinator, Florida Housing Finance Corporation
George Romagnoli, Florida Housing Coalition Board Chair
Moderator: Susan Pouciau, Director of the FHC Ending Homelessness Team, Chief Operating Officer, Florida Housing Coalition
Introduction by: Jaimie Ross, CEO, Florida Housing Coalition
Location: Oceans 5-8

2:25 PM–3:55 PM
Workshop Session Three

Table Topic Networking Session
Join other attendees and presenters to share ideas and insight around various topics in a relaxed gathering.
Location: Oceans 10
Track: Community Engagement & Funding Strategies

CoC Governance: HUD Expectations
Norm Suchar, Director, Office of Special Needs Assistance Programs, Housing and Urban Development
CoCs are responsible for developing and implementing the community’s plan to prevent and end homelessness. In this session, you will learn what HUD expects of CoCs, including updates on coordinated entry requirements, developing a crisis response system, using system performance measures to guide your performance, and disaster preparedness. Additionally, you will better understand the CoC merger process and how it can benefit CoCs by consolidating these planning efforts to cover a larger geographic area.
Location: Oceans 1
Track: Performance Measures, Outcomes & Reporting
Developing Partnerships: MCOs, CoCs, PHAs, and SH Providers Working Together

Regina Cannon, Senior Program Manager, Eastern Region, CSH
Marcella A. Maguire, Ph.D, Director, Health Systems Integration, CHS

The purpose is to train Continuum of Care (CoC) representatives, Supportive Housing (SH) Providers and Public Housing Authority (PHA) representatives about the Healthcare system, how Managed Care works, and how partnerships can work.

Location: Oceans 3
Track: Managing Entity / Behavioral Health Support Services & Interventions

Highlights of Effective Practice in Housing Based Case Management

Iain De Jong, President and CEO, OrgCode Consulting, Inc.

Housing retention is not an accident. By understanding the five essential and sequential steps to housing stability, understanding how adults change (or resist change), and how to establish appropriate goals and accountabilities, Rapid ReHousing and Intensive Case Management workers can see repeated success in their efforts. This session will also outline tools that every support worker should know about and use to enhance the likelihood of clients staying housed.

Location: Oceans 2
Track: Best Practices in Housing, Case Management & Effective Interventions

Housing & Shelter Built Environments: Successful Design Ideas from Organizations Throughout the U.S.

Jill Pable, Program Manager, Design Resources for Homelessness

Effective interventions for persons experiencing homelessness rely not only on programs and services, but also the physical buildings that set the stage for necessary recovery. Poorly designed buildings can heighten stress through a sense of overcrowding, privacy tensions, or inadequate security. Organizations that operate temporary shelters and permanent supportive housing programs have learned what works with their physical environments-and what does not.

This workshop will showcase practical design ideas included within supportive housing and shelters in Los Angeles, Seattle, Austin, New York City and Florida that enhance the lived experience of both residents and staff members, supporting smooth operations and faster recovery.

Location: Oceans 11
Track: Veterans, Chronic, Youth, & Families

Systems Design

Kay Moshier McDivitt, Senior Technical Assistance Specialist, National Alliance to End Homelessness

What does an effective systemic response to homelessness look like? This session will provide an overview of the components of an effective system that aims to quickly re-house people experiencing homelessness. System design will include how to use a data-driven approach to determine your community’s needs and how to “right-size” interventions so that homelessness becomes rare, brief, and non-recurring.

Location: Oceans 4
Track: HMIS, Coordinated Entry & System Design

3:55 PM–4:10 PM
Afternoon Refreshment Break

4:30 PM
Individual Technical Assistance for School District Homeless Liaisons

Skip Forsyth and Courtney Walker, Florida Department of Education

School District Homeless Liaisons can get individual technical assistance from state program staff.

Location: Oceans 9
Track: Florida Department of Education

4:10 PM–5:25 PM
Workshop Session Four

A Collaborative Approach to a Housing Needs Assessment

Johnna Coleman, Big Bend Continuum of Care
Mia Parker, Big Bend Continuum of Care
Amanda Wander, Big Bend Community Based Care

Working together, a Managing Entity and Continuum of Care were able to coordinate efforts to accomplish a more robust needs assessment that the community had seen in years past. This joint approach helped the CoC include new community partners in the HUD required Needs Assessment, while also allowing the Managing Entity to build and strengthen relationships in the housing community.

Location: Oceans 3
Track: Managing Entity / Behavioral Health Support Services & Interventions
How to Promote Housing First in Communities with Different Value Systems
Adam Morris, VP of Housing, Boley Centers, Inc.
Kevin Marrone, VP of Homeless and Community Services, Boley Centers, Inc.
Permanent supportive housing providers are challenged to serve the most vulnerable population of individuals and families who are homeless. At the same time this population may engage in the use of illegal drugs, may choose not to report income, might stop paying the minimal rent charged, may cause disruptions throughout the community, etc. This panel presentation will explore these issues with supportive services staff, property management personnel, and developers.
Location: Oceans 11
Track: Best Practices in Housing, Case Management & Effective Interventions

HUD Listening Session: Encampments and Unsheltered Homelessness
Norm Suchar, Director, Office of Special Needs Assistance Programs, Housing and Urban Development
Many cities across the country are reporting a rise in unsheltered homelessness. HUD is hosting a listening session to understand the needs of communities as they work to meet the needs of this population, including those living in encampments.
Location: Oceans 1
Track: HMIS, Coordinated Entry & System Design

Mythbusting Lender/Provider Partnerships
April Atkins, Community Affairs Specialist (North & Central Florida), Federal Deposit Insurance Corporation
Janet De Guehery, Communications & Marketing Manager, Florida Community Loan Fund
Monclaude Nestor, VP, Relationship Manager (Florida Market), Community Development Banking, PNC Bank
Providers of housing for people moving out of homelessness must constantly seek partnerships to finance new construction and renovation of their housing developments. In this workshop we will explore two similar but different financing options: traditional banks and CDFIs (Community Development Financial Institutions). Representatives from the Federal Deposit Insurance Corporation, Florida Community Loan Fund, and PNC Bank will “bust the myths” that surround development lending, and help you learn how to find financing that’s a perfect fit for your project.
Location: Oceans 10
Track: Community Engagement & Funding Strategies

Measuring Program Effectiveness
Amanda Rosado, Technical Advisor, Florida Housing Coalition
Susan Pourciau, Director of the FHC Ending Homelessness Team, Chief Operating Officer, Florida Housing Coalition
If we do not take the time to step back and ask ourselves if what we are doing is working, then how do we know if what we are doing is working? With limited resources, it is becoming increasingly important for organizations to demonstrate effectiveness through outcomes. This workshop will provide an overview of what funders are looking for in organizations working to end homelessness and how that can be achieved. Participants will receive specific strategies on how to objectively measure programs and determine if they are in congruence with strategies to end homelessness.
Location: Oceans 4
Track: Performance Measures, Outcomes & Reporting

Making Rapid Re-Housing Work for Chronically Homeless Individuals and Families
Iain De Jong, President and CEO, OrgCode Consulting, Inc.
We often think of Rapid Re-Housing as an approach to housing individuals and families with moderate acuity. Some communities across the country, in the absence of Permanent Supportive Housing options, have effectively applied Rapid Re-Housing to higher acuity individuals and families. This session will explore how to use Rapid Re-Housing for higher acuity households building on the lessons learned from communities that have done this well.
Location: Oceans 2
Track: Veterans, Chronic, Youth, & Families
5:30 PM–6:15 PM
Workshop Session Five

**Expanding and Improving HMIS Performance through Coordinated Entry**
David Tweedie, OrgCode Consulting, Inc.
Spend time reviewing system performance measurement, incorporation of the 2017 HMIS Data Standards within a community-wide assessment and improving bed coverage for providers without HUD funding. We will also address record visibility, releases of information and consent, as well as additional questions and responses often helpful in measuring progress toward housing.
*Location: Oceans 1*
*Track: HMIS, Coordinated Entry & System Design*

**How Our Values Influence Our Work**
Amanda Rosado, Technical Advisor, Florida Housing Coalition
Our personal values can have considerable influence positively or negatively on our perception of consumers and how we provide services. This workshop will take a close look at how we can become more aware of our personal values and their influence. Participants will gain insight on how to provide culturally sensitive, trauma-informed services in a judgment-free manner. We will also explore how to employ our values to prevent burnout and stay engaged in the work we are doing.
*Location: Oceans 4*
*Track: Managing Entity / Behavioral Health Support Services & Interventions*

**Positioning Your Brand for Success: Doing More With Your Nonprofit Marketing Resources**
Janet De Guehery, Communications & Marketing Manager, Florida Community Loan Fund
Lisa Junkerman, Principal & Chief Marketing Officer, Chief Marketing Associate
An organization’s most valuable asset is their brand. However, today many organizations devote little time to this important element of their value in the community and the world. So much can be leveraged, beginning with the way in which you communicate your brand through social media, your website, and other channels. This workshop will provide take-away real, learned practices that you can implement in your organization, including: • What is a brand? An overview of branding, marketing, logos. • Effectively telling your story across all channels. • Tips and hints for optimizing social media. • Leveraging content management and all your marketing resources and measuring results.
*Location: Oceans 10*
*Track: Community Engagement & Funding Strategies*

**Strategies for Reaching Functional Zero**
Roger Mercado, Director, Lee County Human and Veterans Services
Jeannie Sutton, Grants Coordinator, Lee County Human and Veteran Services
The workshop will provide a comprehensive analysis of Lee County’s strategies for effectively ending Veteran Homelessness. Through this analysis workshop participants will learn best practices for addressing the challenges associated with the implementation of a CoC-wide Coordinated Entry System, coordinating ongoing community collaboration, and planning for sustainability.
*Location: Oceans 11*
*Track: Veterans, Chronic, Youth, & Families*

**U.S. HUD System Performance Measures**
Manuel Sarria, Deputy Director, Miami-Dade Homeless Trust
This session focuses on ways Continuum’s of Care (CoC) can use local outcomes for CoC planning and funding allocation. The session will be targeted to CoC leadership and HMIS Administrators, and will focus on assessing the outcomes achieved to date and practices that can be implemented or adjusted to boost performance outcomes. The goal of this session is to assess system performance, and identify strategies that will lead to improved performance.
*Location: Oceans 2*
*Track: Performance Measures, Outcomes & Reporting*

**Year 15 and Recapitalizing Permanent Supportive Housing**
Robert Snow, VP - Dispositions, National Equity Fund
Michael Jacobs, SVP - Originations, National Equity Fund
Listen in to the discussion between investors and owners on re-syndications and re-finance regarding year 15 investors exits and what we are collectively doing about the aging portfolio.
*Location: Oceans 3*
*Track: Best Practices in Housing, Case Management & Effective Interventions*

6:45 PM–7:45 PM
Evening Reception
Connect and network with your colleagues over light hors d’oeuvres at the Thursday Evening Reception.
*Location: Poolside*
FRIDAY
November 3, 2017

8:00 AM–9:00 AM
Networking Breakfast with Topic Tables
Location: Oceans 5-8

9:00–10:30 AM
Homeless Liaison Potpourri: MVA Eligibility, Dispute Resolution, and Homeless Students Policy
Skip Forsyth, Florida Department of Education
Courtney Walker, Florida Department of Education
This workshop will cover several important issues related to the transition of the McKinney-Vento Act from No Child Left Behind to Every Student Succeeds. A school district’s homeless students policy needs to reflect these policies and will be a focus of compliance monitoring. Parents and guardians can now appeal district decisions about eligibility and enrollment, as well as school selection. This session will review how this works. The workshop will also take time to discuss district scenarios received by the state office regarding eligibility, school selection, and enrollment.
Location: Oceans 9
Track: Florida Department of Education

Workshop Session Six
9:00 AM–10:30 AM

An Introduction to Providing Quality Supportive Housing Services
April Morrison, Senior Program Manager, New England, CSH
This session will provide an overview of the Connecticut Department of Mental Health and Addiction Services’ (DMHAS) Supportive Housing Quality Initiative (SHQI) and provide training on how to adapt this Initiative to the Florida community of Supportive Housing providers.
Location: Oceans 4
Track: Best Practices in Housing, Case Management & Effective Interventions

Effective Utilization of System Performance Data
Iain De Jong, President and CEO, OrgCode Consulting, Inc.
When you drive your car the dashboard provides you all of the information you need in almost all instances. When things go awry, technicians get under the hood and use a range of diagnostic tools to determine the problem and provide a remedy. System performance data is no different when it comes to ending homelessness. Sometimes it is about getting the right data on your dashboard. Sometimes it is about digging deeper to diagnose what is underperforming across the entire system of care and developing the right strategy to ensure your organization or community is ending homelessness.
Location: Oceans 2
Track: Performance Measures, Outcomes & Reporting

Interactive, Community-Based Data Dashboards for System Performance Improvement
Joel Remigio, Senior Analyst, Housing and Community Development, The Cloudburst Group
CoCs and HMIS Leads are now experts in data collection and reporting. How do we take the next step and become authorities in the ongoing application of our data to improve system processes and outcomes? An innovative and sustainable option is the use of data dashboards that leverage real-time HMIS data, customization, and interactivity to foster user engagement, common understanding among stakeholders, and strategies that help systems or CoCs adopt a culture of performance.
Location: Oceans 1
Track: HMIS, Coordinated Entry & System Design
Law Enforcement Homeless Outreach Teams and Their Role in Addressing Homelessness

Kevin Stiff, Patrol Division Captain, Sarasota Police Department
Joseph Polzak, Police Legal Advisor / Assistant City Attorney, Sarasota Police Department

Speakers will conduct an interactive presentation and scenario based discussion on the development, implementation and mission management of Homeless Outreach Teams (H.O.T.) incorporating case managers and social service providers. Participants will be engaged in the resolution of real-world scenarios and be able to discuss issues facing their communities. The speakers will cite to interviews done with local, state and national policymakers and social service organizations on the development of the Sarasota Police Department H.O.T. program architecture as well as extensive legal and policy research regarding law enforcement interaction with people experiencing homelessness, including decriminalization, outreach efforts, and the enforcement of life sustaining conduct crimes.

Location: Oceans 10
Track: Community Engagement & Funding Strategies

Serving Homeless Families in Residential and Community Based Programs

Karrie Roller, Senior Director of Case Management, Metropolitan Ministries
Jamie Meyer, Senior Director of Education, Metropolitan Ministries
Beth Orr, Senior Director of Clinical Services, Metropolitan Ministries

Metropolitan Ministries’ best practice model “First Hug” was developed using evidence-based trauma informed practices to serve the whole family. After 4 years we have demonstrated positive outcomes in the areas of parental stress, family self-sufficiency and well-being, parent-child interaction and overall child development. With counseling, case-management and educational services we provide wrap around support both in the residential and community setting. Families are engaged in the program from 3 months to one year based on family needs. This presentation will outline the research related to trauma, development of the program, outcomes achieved and assessments selected to measure those outcomes, funding models, and lessons learned in implementation.

Location: Oceans 11
Track: Veterans, Chronic, Youth, & Families

What’s Working and How Managing Entities are Building Strong Relationships with their CoCs

Carl Falconer, LSF Health Systems
Tracie Moorer, Big Bend Community Based Care
Elissa Plancher, Broward Behavioral Health Coalition

In a panel discussion, representatives from Managing Entities will share lessons learned and how they worked to support the CoCs and help in the efforts to reduce and end homelessness across Florida. Presenters share what resources and relationships they can offer.

Location: Oceans 3
Track: Managing Entity / Behavioral Health Support Services & Interventions

10:30 AM–11:00 AM
Morning Refreshment Break
Location: Oceans Foyer

11:00 AM–12:15 PM
Connecting with Your Local Continuum of Care to Rehouse Homeless Children and Their Families

Catherine Jackson, CEO, Doing Good by Doing Well, Inc.

LEAs are confronted daily with homeless children whose families need assistance to become stably housed. Whether a school district’s homeless population is 300 or 4,000, each child’s situation can be heartbreaking. This workshop will train LEAs to understand the Federal HEARTH definition of homelessness as it relates to their populations. Then LEAs will learn about the 28 Continuums of Care (CoC) in Florida and their role in ending family homelessness – specifically the types of programs and funding available to assist the homeless children in their schools. LEAs will learn about State Emergency Solutions Grant (ESG) and Challenge grant funding and Federal rapid rehousing and prevention funding that are available through their CoCs – and how to successfully tap into those resources.

Location: Oceans 9
Track: Florida Department of Education
11:00 AM–12:15 PM
Workshop Session Seven

Collaborative Case Management
Amanda Rosado, Technical Advisor, Florida Housing Coalition
Working with people experiencing homelessness can be extremely challenging work. Among homeless service providers, case management and direct care presents its own unique challenges. Difficult cases can often lead to feeling unsuccessful in the work being done. Geared toward case managers, care coordinators, and direct care staff, this workshop will present the importance of a collaborative approach when providing services to people experiencing homelessness. Participants will be given tools and resources to navigate those difficult cases and challenging situations in order to provide excellent support services and foster resilience.
Location: Oceans 4
Track: Best Practices in Housing, Case Management & Effective Interventions

Evaluating Outcomes in Permanent Supportive Housing - State Pilot
Micheal Cochran, Operations Director, Ability Housing, Inc.
Sharon Wilburn, Clinical Mental Health Counseling Program Director, Jacksonville University and Health-Tech Consultants
Dax Weaver, President, Health Tech Consultants
The purpose of this workshop is to examine the process of implementing a comprehensive evaluation for the Florida Housing Finance Corporation’s Permanent Supportive Housing pilot project with an emphasis on cost benefit analysis. The discussion will include data requirements, data sources, methods to access data, challenges in data collection, and challenges in statistical testing. Presenters will display the results of initial demographic and cost benefit data on participants who lived a full year in supportive housing. Presenters will also display the process of data collection and scrubbing plus statistical analysis of pre-housing and post-housing costs and statistical analysis of pre-housing and post-housing Ferrans and Powers Quality of Life Survey.
Location: Oceans 2
Track: Performance Measures, Outcomes & Reporting
Increasing System Outflow: Innovative and Alternative Housing Placement Strategies

Elisha Harig-Blaine, Principal Associate, Housing, Veterans & Special Needs

In the past five years, communities have improved their understanding of the dynamic qualities of the homeless population. Despite improved knowledge about the existing population, inflow, and outflow, fundamental challenges such as access to affordable housing remain. Communities will not be able to build or preserve enough affordable housing to end any form of homelessness, making access to existing stock critical. Across the country, service providers are establishing new partnerships, building new models, and identifying creative solutions to meet this need.

Join this session to hear about solutions such as municipal tax credits, alternatives to traditional permanent housing, master leasing, and collaborations with apartment associations and multi-family providers.

Location: Oceans 11
Track: Veterans, Chronic, Youth, & Families

Navigating Florida Housing Finance Corporation Requests for Proposals

Bill Aldinger, Assistant Policy Director and Supportive Housing Coordinator, Florida Housing Finance Corporation

This session will walk through the process of submitting a proposal for Florida Housing Finance Corporation funding as well as provide an interactive experience for questions and answers.

Location: Oceans 10
Track: Community Engagement & Funding Strategies

Panel: Unique Approaches to Serving a Joint Population: Meeting Unique Needs through Creative Partnerships

Carol J. Caraballo, Care Coordination Manager, South Florida Behavioral Health Network
Dawn Gilman, CEO, Changing Homelessness
Maria Guajardo, Housing Coordinator, South Florida Behavioral Health Network
John Johnson, CEO, EscaRosa Coalition for the Homeless
Manny Sarria, Deputy Director, Miami-Dade County Homeless Trust

Addressing the needs of individuals with complex needs requires thinking outside the box. Managing Entities and CoCs around the state are beginning to develop new strategies for housing some of our most vulnerable neighbors. Hear from CoCs using Challenge Grant funding to independently house individuals in need of support, and Managing Entities who have partnered with law enforcement to avoid arrests and connect people to housing through Coordinated Entry.

Location: Oceans 3
Track: Managing Entity / Behavioral Health Support Services & Interventions

When Medicaid And Housing Data Meet: Some Things Are Just Better Together

Sam Taylor, Solutions Consultant, Eccovia Solutions

Medicaid agencies, Managed Care Organizations, and homeless service providers frequently serve the same individuals but traditionally there has not been much collaboration between them. In this session, the presenter will discuss the success of three different health and human service organizations in using housing and Medicaid data to coordinate care for individuals experiencing homelessness. He will also share best practices organizations can use to get started with sharing data between housing and Medicaid programs.

Location: Oceans 1
Track: HMIS, Coordinated Entry & System Design

12:25 PM–2:30 PM
Luncheon Plenary & Keynote

Ending the Criminalization of Mental Illness

Judge Steven Leifman, Associate Administrative Judge, Miami-Dade County Court

It is estimated that more than two million arrests in the United States each year involve people with Serious Mental Illnesses (SMI) – at least half of whom are homeless at the time of their arrest. As a result, untrained and unprepared stakeholders in the criminal justice system have been forced to navigate an increasingly scarce system of care for people with mental illnesses. Jails have become places where a disproportionate number of people with SMI spend significant amounts of time; their ties to the community severed, their treatment needs unmet, and their illnesses made worse. Judge Leifman will discuss his journey into the mental health system, the legal and medical history that led to America’s mental health crisis and the essential elements necessary to create an effective system of care that ultimately will transform the mental health and criminal justice systems and make jail the last option for people with serious mental illnesses, not the first.

Location: Oceans 5-8
2:40 PM–3:25 PM
Workshop Session Eight

**By Name List & Coordinated Intake: How Do They Work? Where do You Start? What Does it Tell You?**

Dawn Gilman, Chief Executive Officer, Changing Homelessness
Lauren D’Amico, HMIS Team Lead, Changing Homelessness, Inc

Coordinated Intake was mandated for all CoC communities in the HEARTH Act and a By Name List has been identified as one of the tools needed in a community to end homelessness. On the ground there is still disconnect from the best practice on paper and how to make something work in the real world. Jacksonville, FL launched coordinated intake for permanent supportive housing in April of 2014 and a By Name List for Veterans in March of 2015. Since then our coordinated intake has expanded to include rapid re-housing and transitional housing and our By Name List for Chronically Homeless launched in June 2017. Learn from our experience on what did and did not work as we launched and expanded these initiatives. Gain an understanding of the type of data you can expect and how it can be used.

*Location: Oceans 1*

*Track: HMIS, Coordinated Entry & System Design*

**Collaborating and Coordinating with your Public Housing Authority**

Nan Roman, President and CEO, National Alliance to End Homelessness
Becky Sue Mercer, Executive Director, Arcadia Housing Authority

This workshop will explore how CoCs and individual programs can work more productively with their Public Housing Authorities to end homelessness. Examples from around the country will be provided; federal issues explained; and participants will share information about roadblocks they have encountered and strategies that have worked to get around them.

*Location: Oceans 4*

*Track: Best Practices in Housing, Case Management & Effective Interventions*

---

Supporting Florida’s schools and school districts to ...

- identify and enroll children and youth experiencing homelessness;
- identify and remove barriers to their regular school attendance and academic success;
- achieve high school graduation; and
- matriculate to postsecondary education.

Florida Homeless Education Program: 850-245-0479

Find a list of school district Homeless Education Liaisons on the Internet at:
https://app1.fldoe.org/flippscco/nclbchoice/bpsodirectory/directory.aspx
Disaster Response and Recovery in the Homeless Assistance System

Susan Pourciau, Director of the FHC Ending Homelessness Team, Chief Operating Officer, Florida Housing Coalition

Hurricanes, flooding, wildfires, and other natural disasters affect all Florida communities. Recent events have brought to the forefront the need for well-coordinated immediate disaster response as well as long term recovery issues. This session will provide a forum for you to share your recent struggles and solutions related to storms, learn about current efforts and funding, and be prepared for next steps in the recovery process.

Location: Oceans 3
Track: Managing Entity / Behavioral Health Support Services & Interventions

Implementing Change through Data, Performance Measures and Reporting

Meghan Parnell, Quality Assurance Coordinator, Palm Beach County Division of Human and Veteran Services
Daniel Ramos, Operations Supervisor, Palm Beach County Division of Human and Veteran Services

This workshop will provide insight and practical application methods on how to effectively incorporate the value of data when implementing change. Learn how to develop meaningful dashboards to show program outcomes. Participants will also learn how to assess where their organization is in their use of data to implement change and how to move towards being a data driven organization.

Location: Oceans 2
Track: Performance Measures, Outcomes & Reporting

Money Matters: PNC Financial Education Outreach to Homeless and Supportive Housing Organizations in Florida

Lucy Carr, Vice President Community Consultant, PNC Bank

An overview of the programs and tools used by PNC Bank to help people experiencing homelessness, those at risk of homelessness, and those moving out of homelessness into housing as they rebuild their financial stability.

Location: Oceans 10
Track: Community Engagement & Funding Strategies

Topic Table Networking Session

Join other attendees and presenters to share ideas and insight around various topics in a relaxed gathering.

Location: Oceans 11

4:00 PM–6:00 PM
Weekend Warrior Happy Hour

Meet and mingle with fellow attendees in the hotel lobby bar for drinks and conversation. Conference room rate is extended through the weekend if booked in advance.

Thank You For All You Do

We're right in the middle of helping you. You work hard to make housing affordable. We can help.

www.nanmckay.com
We’re right in the middle of helping you.

You work hard to make housing affordable. We can help.

www.nanmckay.com
Plenary Sessions, Oceans 5-8

Pre Conference Sessions & Workshop Sessions, Oceans 1, 2, 3, 4, 9, 10, 11

Conference Check-in, Oceans Foyer

Thursday Night Reception, Poolside