



TO: Mayor Linda Gorton
Urban County Council

FROM: Theresa Reynolds, Director, Grants and Special Programs

CC: Charlie Lanter, Commissioner, Housing Advocacy and Community Development

DATE: May 31, 2022

SUBJECT: Onboarding and Continuing Education Training Program - ARPA

Request:

Authorization to: execute an ARPA subrecipient agreement with Untold Content, pursuant to RFP 15-2022, to develop, deploy, and manage, a fully interactive online learning management program. This program includes a full scope of instructional design and content development with a focus on mobile learning, digital content, and learning technology solutions for all client facing CoC staff as well as a curriculum for executives and upper management with a focus on grant management and best practices at a cost not to exceed \$380,172.00.

Why are you requesting?

Department needs this action completed because: Historically, training opportunities provided by the CoC and OHPI have been intensive in-person, group-based events taking place during the Annual Lex End Homelessness Academy and Community Summit. Due to the COVID-19 pandemic, which required a pivot to virtual training and the expansion of our CoC membership, have illuminated several key challenges in the CoC's and OHPI's training approach. Challenges which included but were not limited to; staff time for preparation and delivery, decreased participant engagement, lack of ability to meet in person on a regular basis, quick staff turnover, and inadequate tracking of training.

Case managers play a vital and at times life-saving role for individuals experiencing homelessness. The goal of case management is "to ensure timely access to and coordination of fragmented medical and psychosocial services for an individual while considering costs, preventing duplication of services and improving health outcomes." Case manager roles include intake, assessment of needs, service planning and coordination, ongoing monitoring, and client advocacy. Case managers may also engage in crisis intervention, discharge planning and direct services to increase the psychosocial wellbeing of the client.



The onboarding process is extremely important to ensuring successful client outcomes as well as employee retention. The onboarding process should start as soon as an offer is accepted, typically with a welcome packet of helpful information about the company. Orientation comes next and is typically one of the first steps in the onboarding process. This usually includes the collection of necessary human resources, payroll and other benefit forms. The onboarding process should not end here; this is a common mistake for many. The onboarding process should continue, allowing the employee to assimilate to the culture of the organization, while developing the appropriate skills and tools to do so.

The curriculum may include topics such as motivational interviewing, relationship building and working with interdisciplinary teams, trauma-informed care, processes and procedures for assessment and intake, as well as care planning and coordination, the importance of accurate data collection and entry, completing effective home visits, and working with special populations and their needs. Additionally, the curriculum may include knowledge of the overall CoC system as homeless delivery systems are complex and unique to each community. Newly hired case managers need to understand the overall homeless delivery system and the roles and responsibilities of all participating organizations so client referral and access to supportive services is streamlined and effective in ending the person's homelessness. Effective client service should not be impacted by a case manager's employment tenure.

Funding awards have been approved by the LFUCG Homelessness Intervention and Prevention Board.

What is the cost in this budget year and future budget years?

The cost for this FY23 is: \$380,172.00

The cost for future FY24 is: \$0

Are the funds budgeted?

The funds are budgeted or a budget amendment is in process: Funds are budgeted

Account number: 3230-155003-0001-78112

File Number: 546-22

Director/Commissioner: Theresa Reynolds/Charlie Lanter

