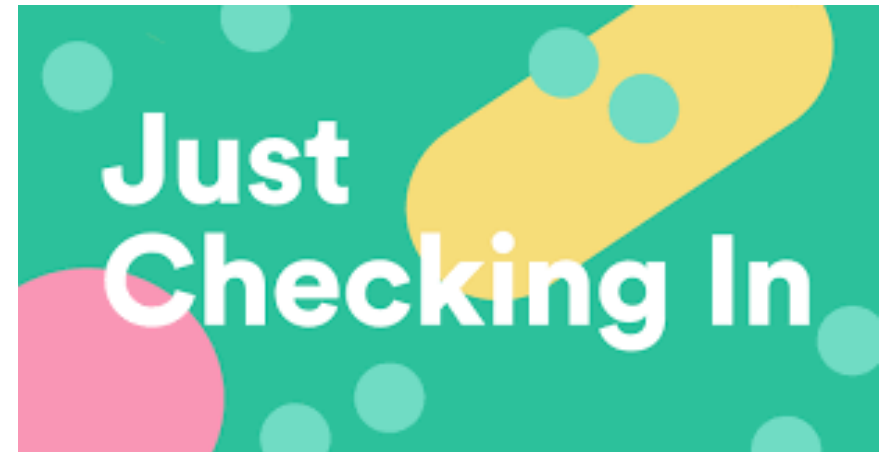


Connecticut Outreach Provider Meeting COVID-19

May 7, 2020



Agenda

- Welcome & Introductions
- Local Resources
- Best Practices and Updates from National Partners
- Self-Care and Support for the Care Givers
 - Facilitated Discussion
- Resources & Next Steps
- Updates from DMHAS





Local Resources



Updates on Diversion Resources - CCEH

Diana Berube, Program
Manager for Prevention
and Exit Strategies
dberube@cceh.org

CCEH Emergency Assistance Funds

Youth Homelessness Demonstration Project

- Rapid Exit and Shelter Diversion funds for **18-24 year olds**

Shelter Diversion

- Funds to keep **individuals and families** from experiencing episodes of homelessness and entering shelter

Rapid Exit

- Funds to keep episodes of homelessness as brief as possible for **families and individuals**

Who is Eligible? HUD Categories 1 and 2

- Any family or individual that is “imminently” homeless
- Any family or individual that has been verified to be sleeping in a place not meant for human habitation
- Any family or individual that is staying in a hotel/motel paid for by a charitable organization or the state, (i.e. DAS, DCF, DDS, faith based organization)

How to access CCEH Emergency Assistance Funds

- Agency must have signed Memorandum of Understanding (MOU) with CCEH
- Have access to Smart Sheets, link to online request form will be sent to agencies with signed and fully executed MOUs

Allowable Expenses for Flexible Financial Assistance

- Security Deposit
- Rental Subsidy
- Utility Deposit or utility start-up costs/Utility arrearages
- Rental application fees
- Moving expenses
- Transportation expenses (including car repairs, gas card, bus passes, etc.)
- Past due medical bills
- Childcare costs
- Other costs associated with achieving housing stabilization
- We encourage creative problem solving solutions!



Updates on Hotels/Motels - DOH

Submit PPE Needs to Funders & Local Health Department

Directory of health
departments with
contact information:
[https://www.naccho.org/membership
/lhd-directory](https://www.naccho.org/membership/lhd-directory)

Map of CT local health
departments/districts:
<https://cceh.org/2020/03/20/11330/>



Local Contacts for PPE Wish List

Northwest CT & Fairfield County

Jessica Kubicki: jessica@shworks.org

Lauren Zimmerman: lauren@shworks.org

Middlesex Meriden Wallingford

Ann Faust: Ann@GrowStrongCT.org

Hartford and Central

Sara Salomons: Sara.Salomons@JourneyHomeCT.org

New Haven

Kelly Fitzgerald: kfitzgerald@uwgnh.org

Eastern CT

Jaime Parker: jparker@tvcca.org



Resources for Masks

Masks for CT – Jewish Federation of Greater New Haven
Organization has been giving away paper masks

<https://jewishnewhaven.org/masksforct>

MakeHaven

Makes fabric masks to give away. Link to request form:

https://docs.google.com/forms/d/e/1FAIpQLSdXnxzvPmb6CB1uwDXOxCZb8kpJpZ_bFDQEMt6KOVn99B8PPA/viewform

Ocean State Job Lot

Giving away free fabric: <https://www.oceanstatejoblot.com/COVID-19-mask-fabric-for-free>



Resources for Hand Sanitizer

For Sale:

Hartford Flavor Company

<https://squareup.com/store/hartford-flavor-company>

Contact Tom@HartfordFlavor.com for large orders

Fifth State Distillery

<http://fifthstatedistillery.com>

203-258-3422



Small quantities free:

Call first

Sono 1420

<https://www.sono1420.com/about-us>

203-635-2100

Litchfield Distillery

860-361-6503

PPE for Purchase



[Bonafidemasks.com](https://www.bonafidemasks.com) –
based in Mt. Vernon,
NY

Masks



[Siftex.com](https://www.siftex.com) – based in
South Windsor CT

Washable cloth masks



[Wrist-band.com](https://www.wrist-band.com) –
advertises quick
shipping

Masks, gloves, gowns,
hand sanitizer, no
contact thermometers



[Pharma-central.com](https://www.pharma-central.com) –
lower prices, 4-7
business days for
shipping

Masks, gloves, gowns,
forehead thermometer,
alcohol wipes



Best Practices and Updates from National Partners

People with these symptoms
or a combination of symptoms
may have COVID-19



Cough

Shortness of
breath or
difficulty
breathing

Or at least
two of these
symptoms:

Fever

Chills

Muscle pain

Headache

Repeated
shaking with
chills

Sore throat

New loss of
taste or smell



CDC Adds New Symptoms

Source - <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

Los Angeles – Street Wellness Surge

Recent research suggests that using only symptom screening to isolate could overlook large numbers of asymptomatic infections.

[Assessment of SARS-CoV-2 Infection Prevalence in Homeless Shelters — Four U.S. Cities, March 27–April 15, 2020](#)

LA:

- Free testing for all who want it
- Careful messaging of results

CT: Testing availability limited – decide with local health department who should be tested



Los Angeles – Street Wellness Surge (2)

Multi-disciplinary

- Street Outreach Teams
- Office of Emergency Management
- Department of Public Health
- Department of Mental Health
- LA Fire and Police Departments



Services

- Wellness Checks (embedded clinicians)
- Meals
- Triage and transportation to indicated care location (e.g., quarantine and isolation beds)
- Hotspot tracking
- Risk Reduction Counseling/Safety Planning
- Masks & Hygiene Supplies

For more info: [LAHSA COVID Outreach Guide](#)



CDC & DPH— Guidance for Essential Workers

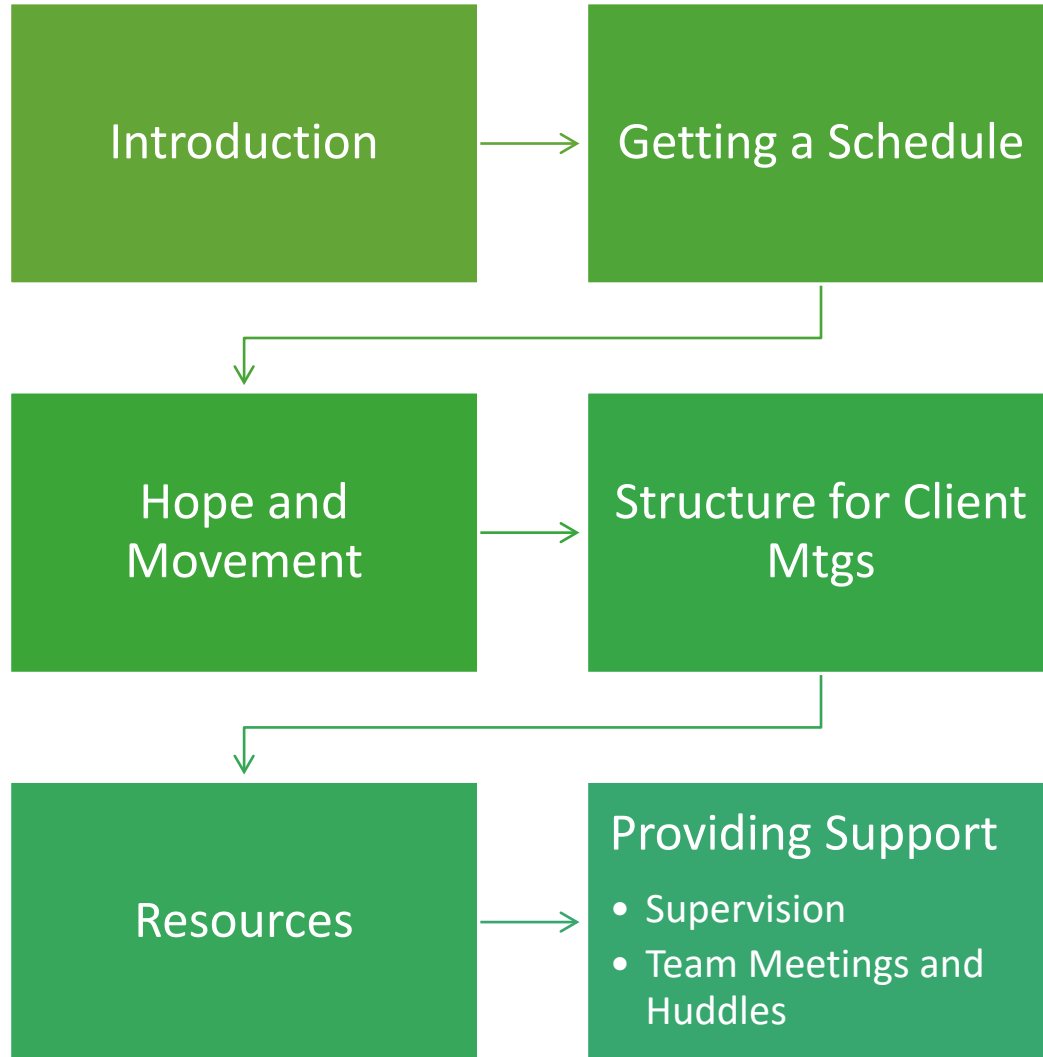
- [CDC: Essential Worker Exposure: Guidance for Workers and Employers](#)
- [DPH: Safe Workplace Rules for Essential Employers](#)

Self Care and Support for the Care Givers

Andrea White

awhite@housinginnovations.us





Agenda

Introduction

- Covid-19 crisis has lasted a long time and still has a ways to go.
- Crisis creates chaos and leads to people feeling overwhelmed, tired, sad, worried and frustrated.
- Everyone needs a little hope, support and structure to get through to the other side.
- We all need structure in the day and in client sessions.
- We all need support from supervisors, team and community networks. They need to feel safe and have an opportunity to grieve.
- Frontline staff need help and perspective to get through and to develop the foundation to move forward.



Schedule for On-site Support



- Schedule a brief daily meeting (can be on the phone – some teams use text) to discuss the day’s schedule and any changes in last 24 hours.
- Focus on what you are good at
 - Encourage each staff member to take leadership over certain issues such as medical insurance, talking down someone who is psychotic, people unable to stay inside, benefits, housing
- Identify patterns to problem solve as a group
 - Can we leave doors open in a hotel to keep people connected?
 - What about helping people to stock up to discourage leaving the site, etc.
- Try to encourage people to work as a group – safely (can people socially distance, do they have masks) Can they sit in hotel doorways or large areas in shelters –six feet apart)
- Talk about small successes and share resources. Temper expectations.
- Stick to a schedule for meals, medications, supply drop off, money
- Provide individual and group supervision

Schedule for Remote Support



ToonClips.com

#7077

service@toonclips.com

- Schedule a brief daily meeting to discuss tasks for the day and review priority list, offer support
- Individual supervision to discuss individual situations
- Encourage breaks and be aware of people taking a “lunch “
- Problem solve with co-workers to address patterns of behavior
- Acknowledge expertise and temper expectations
- Provide an outline for calls/video chats with clients
- Encourage people to talk about successes



Hope and Movement

- Recognize people for acts of kindness and competency
 - Moment in beginning of daily meeting to call out colleagues
- Set reasonable goals:
 - starting X number of benefits applications,
 - discuss housing options with X number of people,
 - get X number of people involved in an activity that supports shelter in place and reflects goals (games, journaling, calling warm line, on-line AA/NA,
 - make a harm reduction plan related to quarantine
- Talk about plans post crisis: school, promotion, family in supervision
- Look for empathy
 - Why do you think he is doing that and what can **WE** do to help.
 - Recognize we can't solve all problems – model it
- Develop policies to ensure each person that dies will be remembered
- We will get through this together

Structure and focus Client Meetings



1. Check in and provide education. We are going to go through some of the symptoms of COVID 19 to see if you may need more help
2. Give CDC or other COVID info ask if they have questions
3. Check on basic needs: food, safety, place to be. Ask about things like what about smoking, alcohol, friends, family
4. What did you do today, this week? Do you need some games, a journal, telephone to warm line, more minutes on phone. Do you have other ideas?
5. Encourage people to make a plan starting by day to week to after the crisis
6. Refer to plan and agree to work on something (you were considering applying for benefits is this something we can work on together)
7. Teach problem-solving and help people evaluate different options

Teach problem solving

Situation	Options	Likely outcome
I need money and I am going out to collect cans	Benefits PPEs and shower when get back Get things I need through food banks, local programs	Takes too long but also have money moving forward Safer but not safe The food banks don't have beer
I want to move my friends into my hotel	Share accommodations Help them find safe accommodations Leave door open in hotel and talk that way	Might get sick but I can't take being alone I cant do that could you? Is that safe?
What happens if I die?	Make a burial plan	I have no money so may end up in potter's field

Supervision and Team Meetings



Supervision:

- Some individual and some group. Provides oversight, education and support. Try to keep to a schedule. This is a time to discuss frustration and deep sadness coming from grief

Team Meetings:

- Time to share resources and education materials. Case conferencing including situations that are challenging and situations that went well. Reinforce schedule. Ensure safety and PPD are available

Daily Briefings:

- Assigning tasks, go over part of client list prioritized by need, scheduling visits or calls, getting help from other staff, acknowledging expertise.

Maintain social distancing guidelines, educate on them, ensure protective equipment.

Close



We are in this together and will get through it



Everyone is affected and dealing with their own grief, aspirations and challenges



People who work with homeless people want to help and may often feel frustrated with resources, tools and direction



People need an approach and feeling they are doing the right thing



Resources & Next Steps



Zoom Polls

CONTINUE OUTREACH COVID MEETINGS?
CONVENE CASE CONFERENCES?

CoC Waiver – Disability Documentation for PSH



Beginning on 4/1/20 and until COVID restrictions are lifted

- A written self-certification from the individual seeking PSH assistance that they have a qualifying disability is acceptable (applies to individuals and families).
- **NOW AVAILABLE: CT Disability Self-certification Form**
<https://www.ctbos.org/wp-content/uploads/2020/04/CTBOS-Disabling-cond.verfication-w.-self-certv6.docx>

Note: Waiver applies to all DMHAS & DOH PSH projects. Others should be checked on a case by case basis.

HUD confirmed during a 4/3 webinar that:

- Projects admitting participants based on self-certification or worker observation - **NOT** required to obtain third-party disability verification once crisis is over.

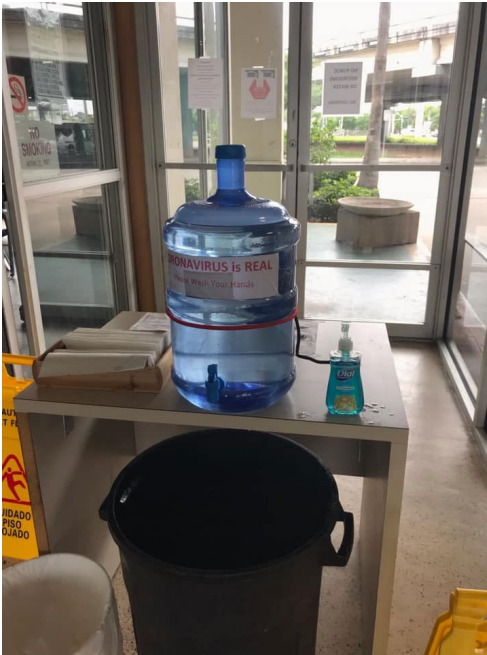
Homeless Hub COVID-19 Wiki

Curated site to share
resources, ideas, and
observations:

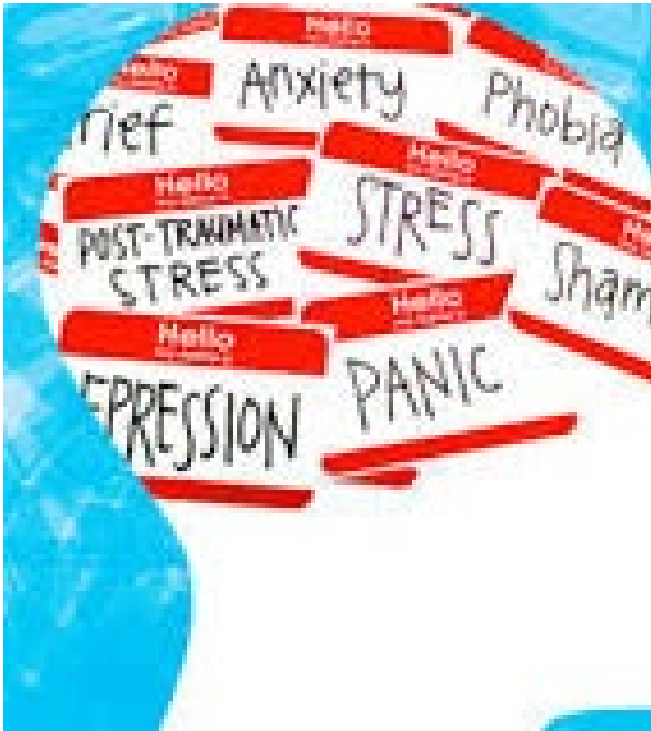
<https://sites.google.com/a/community.solutions/homeless-hub-covid-19-wiki/home>

Examples of available information:

- Transportation policy
- Supporting Staff
- Working w/
Landlords
- Outreach Ideas



Mental Health Resources



National Alliance on Mental Health (NAMI) COVID-19 Resource & Information Guide:
<https://www.nami.org/covid-19-guide>

[How to Care for Yourself While Practicing Physical Distancing](#)

[How Do I Know Someone is Experiencing Anxiety or Depression?](#)

[How to Help Someone with Anxiety or Depression During COVID-19](#)

[How to Support a Loved One Going Through a Tough Time During COVID-19](#)

Behavioral Health & Harm Reduction



Supportive practices for mental health professionals during pandemic-related social distancing

More National Council for Behavioral Health resources available at:

<https://www.thenationalcouncil.org/covid19/>

Resources for people who use drugs and harm reduction programs:

<https://harmreduction.org/blog/covid-19-resources-for-people-who-use-drugs-and-people-vulnerable-to-structural-violence/>

COVID-19 Resources

Warm Line Resources

<https://portal.ct.gov/DMHAS/Programs-and-Services/Advocacy/Warm-Lines>

Taking Care

<https://www.psychiatry.org/news-room/apa-blogs/apa-blog/2020/02/coronavirus-and-mental-health-taking-care-of-ourselves-during-infectious-disease-outbreaks>

CDC Fact sheet

<https://www.cdc.gov/coronavirus/2019-ncov/about/share-facts-h.pdf>

Resource to explain Stimulus Check and Unemployment

<https://crescentcarehealth.org/covid-19-resources/>





COVID-19 Resources (2)

CT BOS - <http://www.ctbos.org/covid-19-resources/>

State of CT - www.ct.gov/coronavirus

CCEH/DOH - <https://cceh.org/2020/03/13/11330/>

DMHAS - <https://portal.ct.gov/DMHAS/Newsworthy/News-Items/DMHAS-Response-to-COVID-19>

HUD - <https://www.hudexchange.info/homelessness-assistance/diseases/#covid-19-community-planning-and-preparedness>

CDC – [homelessness landing page](#)

National Healthcare for the Homeless – <https://nhchc.org/clinical-practice/diseases-and-conditions/influenza/>

USICH - <https://www.usich.gov/tools-for-action/coronavirus-covid-19-resources>

CSH COVID-19 Supportive Housing Community Platform - <https://www.csh.org/resources-search/?c=COVID19>

Next Steps – Case Conferencing

Potential Case Conferencing meeting (if wanted):

Thursday, May 14th 11 a.m. to 12 p.m.

Join Zoom Meeting:

<https://us02web.zoom.us/j/86046977498?pwd=YktkT1RxOWkwZ3pBOUlld3BhbHMxdz09>

Meeting ID: 860 4697 7498, Password: 768241

Call-in Numbers: 646-876-9923 or 301-715-8592



NEXT STEPS – COVID Outreach Meeting

Potential next Zoom outreach meeting (if wanted):

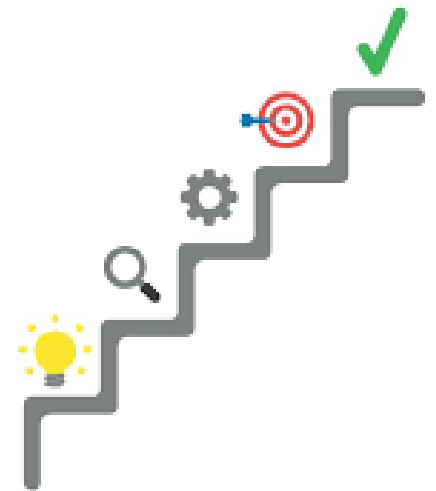
Thursday, May 21st 1 – 2 pm:

<https://zoom.us/j/282004569?pwd=UVFWbUFnYlV1Tm5zNTdNY1VFMVZhdz09>

Meeting ID: 282 004 569

Password: 444234

Call in numbers: 646-876-9923 or 253-215-8782



Contact Info

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PATH Updates

