



# Connecticut Outreach Provider Meeting COVID-19

May 21, 2020

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# Agenda

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- Welcome & Introductions
- Local Resources
- Best Practices and Updates from National Partners
- Best Practices for Serving People in Hotels/Motels
- Resources & Next Steps
- Updates from DMHAS





# Local Resources

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# Updates from CCEH



# Updates on Hotels/Motels - DOH

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# Best Practices and Updates from National Partners

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# Updated CDC Guidance on Unsheltered (Updated 5/10/20)

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- Consider the balance of risks for each person– e.g. better access to hygiene vs. more able to keep distance.
- Use a physical barrier (e.g., car window) if checking client temperatures as described here.
  - PPE alone is less effective than a barrier, but if a barrier is not possible use:
    - Facemask
    - Eye protection [goggles or disposable face shield that fully covers the front and sides of the face]
    - Disposable gloves



# Reducing Risk of Outreach Workers Introducing COVID-19 Into Encampments

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Worker **Daily** Self-Monitoring Routine:

- Take Temperature
- Symptom Screening for worker and everyone in worker's household

Do not visit an encampment if:

- You don't have PPE
- You or anyone in your household has symptoms/is sick
- You had an exposure risk in past 14 days (prolonged, close contact with someone symptomatic or positive; visit to a jail/prison/nursing home/ER/hospital; travel on an airplane or bus; been in a congregate setting (e.g. shelter) without PPE, social distancing, or good hand hygiene)



Source: Neighborhood Health [Pandemic Handbook for Outreach Workers](#)– Updated 5/12/20



# Reducing Risk of Outreach Workers Introducing COVID-19 Into Encampments (2)

- Reduce the number of people who visit an encampment & don't travel in the same car.
- Each time you enter an encampment, use this sequence:
  - Put on clean boots or over-boots.
  - Put on all PPE in the correct sequence, including mask.
  - Place your smartphone in a new sealable, plastic bag and use it while in the bag during the time you are in an encampment.
  - Remain at least 10 feet away from everyone, including any co-workers (CDC recommends 6 ft).



If you want people in the encampment to recognize your face before you enter their space, put your mask on (over your mouth and nose) **before** you get within 10 feet of any other individual – and change your gloves. **Never** “lower” your mask: Either take it off or leave it on.

Source: Neighborhood Health [Pandemic Handbook for Outreach Workers](#)– Updated 5/12/20

# Other guidance included in Pandemic Handbook for Outreach Workers—

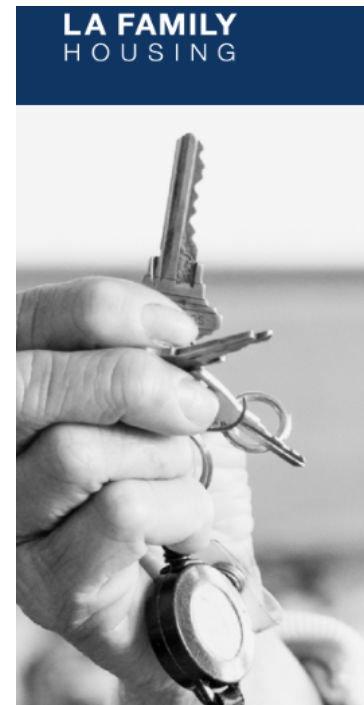
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- When possible, USE BOTH PPE AND SOCIAL DISTANCING to minimize risk of infecting those in encampments and your co-workers.
- Use speakerphone whenever possible.
- What to do before you enter your home after visiting an encampment
- Laundry procedures
- What to wear and avoid wearing



# LA Family Housing - Project Room Key (PRK) Entry to Safe Exit Plan

- In LA County PRK has provided hotel/motel to more than 1500 most vulnerable
- LA Family Housing Created Room Key Entry to Safe Exit Plan
  - Goal: Exit to permanent housing
  - 12-week plan including initial assessment
  - Collaborative creation of safe exit plan
  - Care Coordination through exit from PRK



# Project Room Key - LA Family Housing

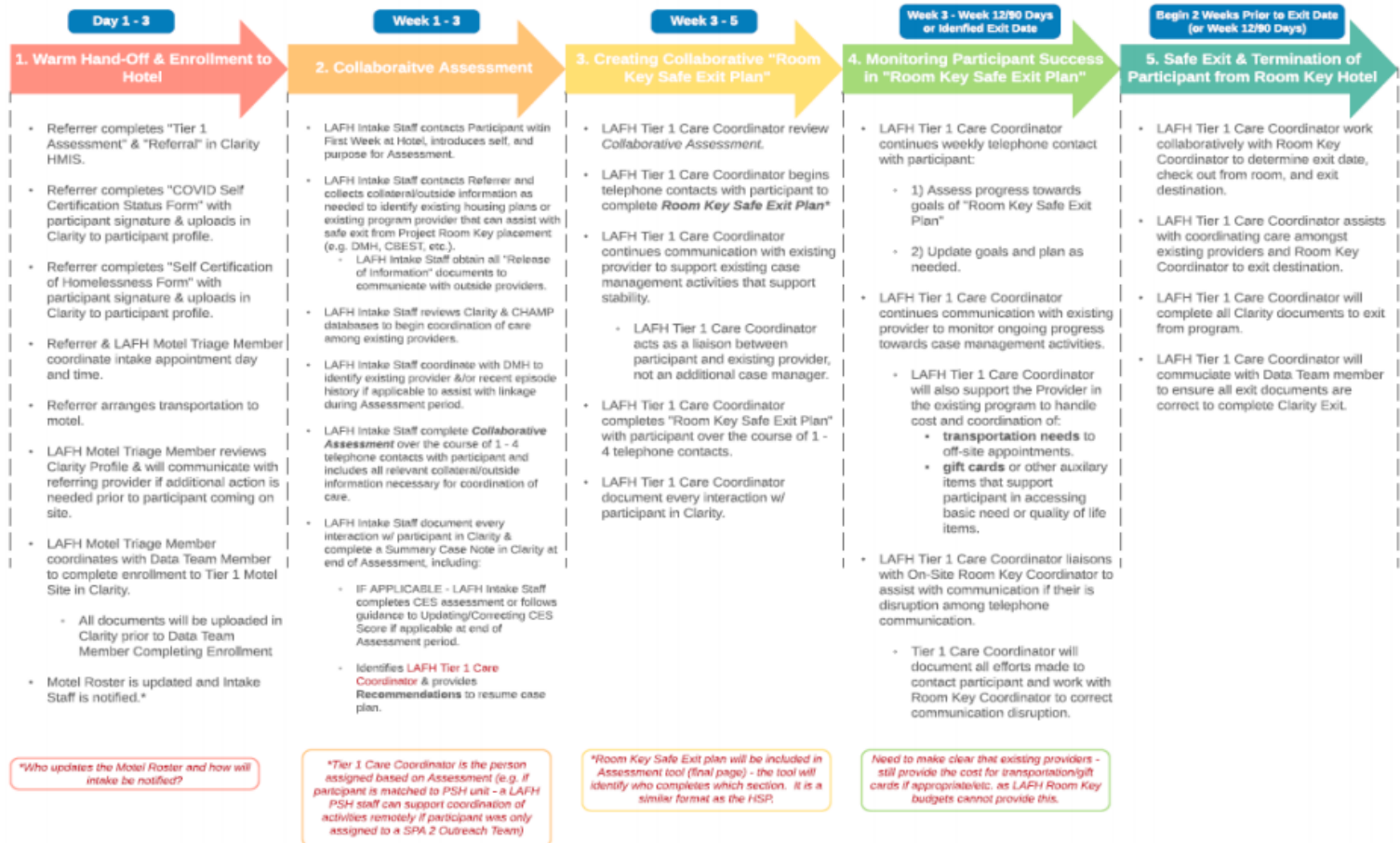
Elyssa Rosen | April 21, 2020

[ DRAFT ]

LA Family housing is operating several Project Room Key sites, the below process is to set expectation, roles/responsibilities, and ensure continuity of care that results in positive participant safe exit outcomes. The suggested time line per stage is flexible and can be shorter or longer per stage based on participant need.



## Project Room Key Entry to Safe Exit Plan - Process Flow



Source: [NAEH Unsheltered Homelessness Webinar](#)

# Highlights - PRK Entry to Safe Exit Plan

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## Day 1-3: Warm Hand-Off & Hotel Enrollment

- Complete assessment and referral in HMIS
- Arrange transportation
- Reviews client profile in HMIS



## Week 1-3: Collaborative Assessment

- Contacts referrer and collaterals to identify any existing housing plans/resources that can be leveraged
- Begins coordination of care with existing providers
- Identify Care Coordinator (e.g. if linked to PSH may be PSH staff) and make recommendations to resume case plan

# Highlights - PRK Entry to Safe Exit Plan (2)

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## **Week 3-5: Collaborative Exit Plan**

- Care Coordinator reviews collaborative assessment
- Care Coordinator completes exit plan with client
- Care Coordinator acts as liaison with any existing provider (not an additional case manager)

## **Week 3 to Identified Exit Date: Monitor Exit Plan Success**

- Assesses progress on Exit Plan – updates plan as needed
- Continue to liaison with existing provider



Community Care Coordination

# Highlights - PRK Entry to Safe Exit Plan (3)

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## 2 Weeks Prior to Exit Date: Safe Exit & PRK Termination

- Care Coordinator works with on-site staff to determine exit date and check out from room
- Care Coordinator coordinates among existing providers and exit destination

## Throughout:

- All Interactions documented in HMIS
- Care Coordinator works with Data Team to ensure all Documents are completed in HMIS



# Best Practices for Serving People in Hotels/Motels

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Malika Nelson, Community Health Resources

Will Carpenter and Caroline Perez, Columbus House Inc., Middlesex



"We're all just walking each other home"

Ram Dass



[www.ramonamckean.com](http://www.ramonamckean.com)

# Resources & Next Steps

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# COVID-19 Resources

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National Low-Income Housing Coalition's [Guidance on Accessing Economic Impact Payments](#)

- assisting people who don't have email addresses
- considerations for people without a current mailing address

[DSS HUSKY Benefits – COVID-19](#)

Homebase: [Working with People Experiencing Unsheltered Homelessness](#)

[Cell Phone Carrier Policy Changes due to COVID-19](#): Assurance, Trackphone, AT&T, Cricket & Verizon

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

[National Alliance on Ending Homelessness Webinar Series](#)





# COVID-19 Resources (2)

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

**State of CT** - [www.ct.gov/coronavirus](http://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

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Case Conferencing meeting:

Thursday, May 28<sup>th</sup> 11 a.m. to 12 p.m.

Join Zoom Meeting:

<https://us02web.zoom.us/j/86046977498?pwd=YktkT1RxOWkwZ3pBOUltd3BhbHMxdz09>

Meeting ID: 860 4697 7498, Password: 768241

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



# NEXT STEPS – COVID Outreach Meeting

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Next Zoom outreach meeting:

Thursday, June 4<sup>th</sup> 11 – 12 pm:

<https://zoom.us/j/282004569?pwd=UVFWbUFnYlV1Tm5zNTdNY1VFMVZhcz09>

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

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