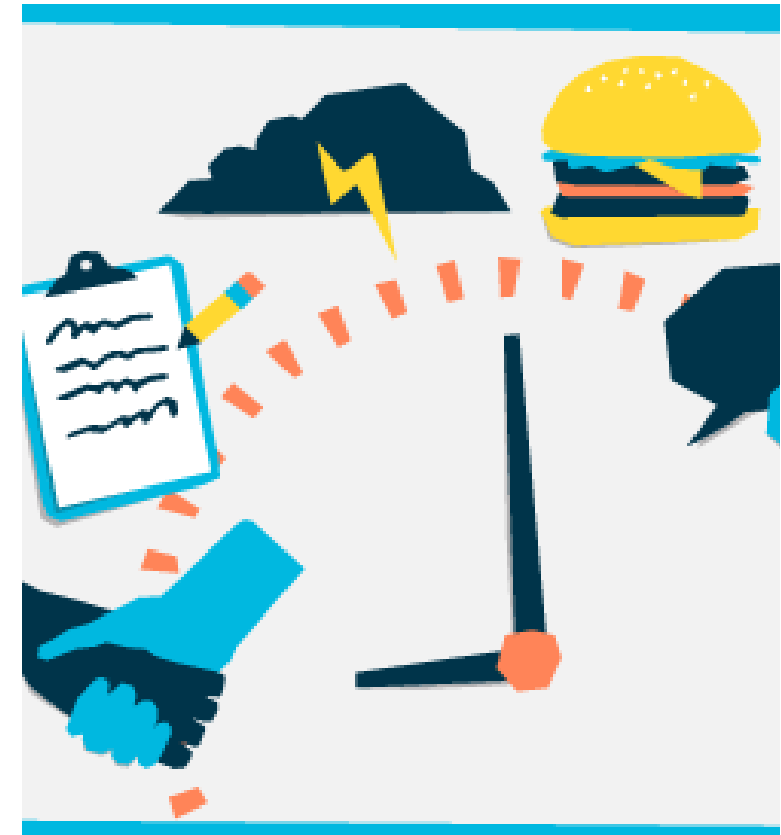




Connecticut
Outreach Provider Meeting
COVID-19
June 4, 2020

Agenda

- Welcome & Introductions
- Local Resources
- Providing Trauma-Informed Care Amidst the COVID-19 Crisis
- Resources & Next Steps



PATH Updates





Local Resources



Updates from CCEH



COVID testing for vulnerable populations

- Statewide testing not centrally managed.
- CANs, agencies, and healthcare providers solving locally.
- CANs meeting today (6-4-20) to begin a statewide framework.

- CCEH solicits input from Outreach providers on the following Qs
 1. How are existing testing locations accessible to your clients?
 2. Is mass testing – dozens in a day – feasible for your clients?
 3. What specifically would ensure testing access?

- Please reach David Gonzalez Rice at dgrice@cceh.org



Updates on Hotels/Motels - DOH



Updates from SSA

ROBERT RODRIGUEZ, SOCIAL SECURITY
ADMINISTRATION
robert.g.rodriguez@ssa.gov

Social Security

www.socialsecurity.gov



This presentation produced at U.S. taxpayer expense.

Applying for Benefits

3 options available to apply:



Online www.socialsecurity.gov



By phone 1-800-772-1213



At our office (**Currently Not an Option**)

You choose the most convenient option for you!

Note: Supplemental Security Income (SSI), child and survivor claims can only be done by phone or in a field office (not online) at this time. We are developing an online SSI application.

Applying Online for Disability Benefits

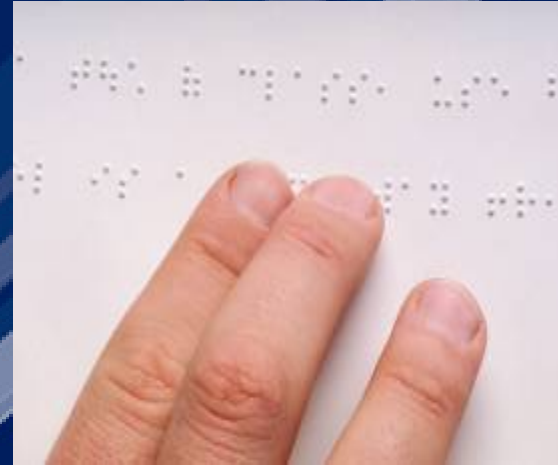


- **Social Security offers an online application for adults to apply for disability benefits.**
- **It's the most convenient way to apply.**

➤ *www.socialsecurity.gov/applyforbenefits*

Disability for an Adult (Age 18 and older) Both Social Security and SSI

- Must have a physical or mental impairment (or combination of conditions)
- Inability to perform substantial work activity
- Disability must be expected to last 12 consecutive months or result in death
- We consider age, education and past work activity



Internet Appeals

If your application was denied for medical reasons, you can request an appeal of the decision on the Internet



my Social Security

Your Online Account ... Your Control

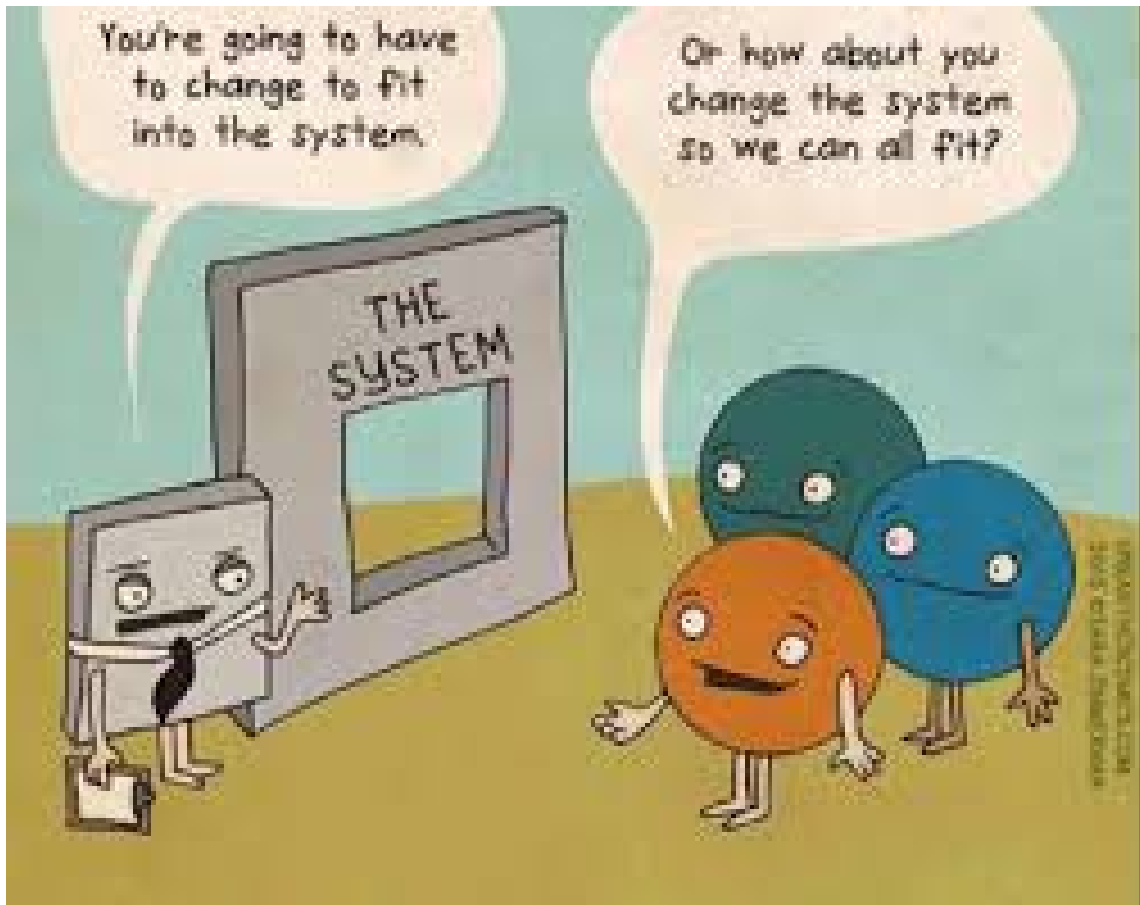
www.socialsecurity.gov/myaccount



my Social Security is an easy-to-access, easy-to-use portal to view and update some of your own Social Security information.

Local Offices:

475 Main St. Ansonia, CT 06401	35 Courtland St. 2nd Floor Bridgeport, CT 06604	131 West St. Danbury, CT 06810
478 Burnside Ave. East Hartford, CT 06108	960 Main St. 2nd Floor Hartford, CT 06103	321 Research Pkwy Suite 212 Meriden, CT 06450
425 Main St. 3rd Floor Middletown, CT 06457	233 Main St. 2nd Floor New Britain, CT 06051	Gaiimo Federal Bldg. 150 Court St. Suite 415 New Haven, CT 06510
2 Shaws Cove Room 101 New London, CT 06320	55 Main St. Suite 380 Norwich, CT 06360	Two Landmark Square Suite 105 Stamford, CT 06901
147 Litchfield St. Torrington, CT 06790	51 North Elm St. Suite 1 Waterbury, CT 06702	1320 Main St. Suite 19 Willimantic, CT 06226



Providing Trauma-Informed Care in the Midst of a Crisis

LORI WALLING, CHD

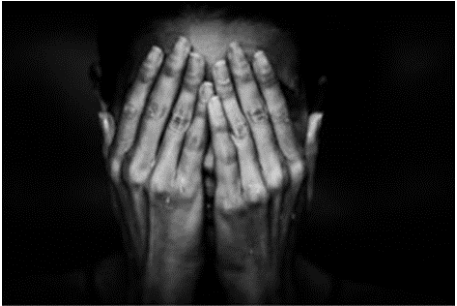
ANDREA WHITE, HI

Trauma Informed Care During a Pandemic a very brief overview

CT Outreach Programs



Trauma Effects



- Have negative thoughts about themselves and the world around them
- Blame themselves or others for what happened to them
- Have an extremely flat affect and feel lonely or isolated
- Be irritable or aggressive
- Display risky or destructive behavior
- Hypervigilance and/or heightened startle reaction
- Difficulty concentrating and difficulty sleeping

Trauma includes three components Events, Experience and Effects

We may need to treat everyone seen in homeless services as trauma survivors

Components of a Trauma Informed Approach SAMHSA

Safety

Trustworthiness
and
Transparency

Peer Support

Collaboration
and Mutuality

Empowerment,
Voice and
Choice

Cultural,
Historical, and
Gender Issues

Safety



- Everyone has to feel safe in order to think clearly and make a plan
- Provide education on how people can be in charge of their own health
 - Create breaks: breathing, meditation, distracting activities, have a laugh
- Create structure that is dependable and predictable
- Provide access to PPE and promote/support practicing recommended health and safety guidelines
- Ensure people have people to talk to: use peer support, buddy system, online AA/NA Warm lines
- Plan for any interactions with police, hospitals, benefit providers
- Avoid blaming, everyone will not do this perfectly, that includes staff. We want to encourage people to try again. Takes a lot of grace.

Trust and Transparency



- With ever changing information it is easy to lose track. We need to over-communicate using different means to translate information
- Work on confidence and competence, what has this person been good at in the past
- Give each person a chance to process the info and come back and ask questions
- Listen to what is important to each person and focus on that first
- Prioritize safety not necessarily the remedy such as masks. Is there another way?
- Point out what each person is doing right to keep themselves and others safe

Collaboration and Mutuality

- Provide resources
- Provide education and ask what they think will be most successful
 - Give people a chance to process the information and add things – what have they heard
- Avoid disregarding the solutions people may present. Look at it and add more information to help them problem solve.
- Talk about things that mean a lot to people and work on those plans – this gives the message this will end
- Be careful about over promising such as this will be over by summer or no one here will go to the hospital



Voice, Choice and Peer Support



- Everyone needs to feel seen, known and that they have choices
- Agree on the goal of everyone being safe and allow people to lead the way. Offer options and ask participants' opinions.
- Be prepared to follow up on suggestions, ask questions
- Look for comfort, respect but play out choices – assist with informed choice
- Engage as much peer support as possible to teach new connections and encourage people to help each other. Look for credibility and reinforce role.
- Talk to specialists about how they share their experiences ensuring that support is provided to each staff member as well
- Give people a chance to help each other in a structured way, celebrate small gains
- Use resources staffed by peer support such as warm lines and online AA/NA

Cultural, Historical, and Gender Issues

- COVID-19 has disproportionately affected people who are poor, of color, and minority populations. This includes the people we serve and many of our staff.
- Practice cultural humility: ask people how they might have handled this in the past, what has worked for them, ideas about healing, what do they think?
- Understand and get informed about issues of historical trauma such as small pox and Native Americans and the travesty of Tuskegee and the righteous anger stemming from the George Floyd killing with African Americans. This affects the way people view and trust information and care provided by the dominant group.
- Understand that gender may also affect the way people look at and process information. Gender and role may also affect the way people put safety into practice.
- Listen to the experts – the people we work with and the people we serve



Some Resources



Organization Resilience:

[https://www.thenationalcouncil.org/wp-content/uploads/2020/03/Building Organizational Resilience in the Face of COVID-19.pdf?daf=375ateTbd56](https://www.thenationalcouncil.org/wp-content/uploads/2020/03/Building%20Organizational%20Resilience%20in%20the%20Face%20of%20COVID-19.pdf?dof=375ateTbd56)

Trauma informed Care Oregon:

<https://traumainformedoregon.org/wp-content/uploads/2020/03/Considerations-for-COVID-19-Trauma-Informed-Response.pdf>

SAMHSA Trauma Info:

https://ncsacw.samhsa.gov/userfiles/files/SAMHSA_Trauma.pdf

University of Minn. Historical Trauma Articles:

<https://drive.google.com/file/d/1Y1fiEXAzqKYtiQTbGLH08VuqUIOjdgOA/view>





Resources & Next Steps

SafeLink Webinar - CSH

To help clients obtain phones during the pandemic and beyond, CSH is coordinating a presentation on the SafeLink program, which provides free cell phones and service plans to income-eligible participants who apply and qualify. Webinar to include: an overview of program details, eligibility and verification, the application process, benefits, & troubleshooting challenges.

Thursday June 4th 2:00-2:30pm: SafeLink Program Presentation

[Register here](#) (click next to “Event status”)



COVID-19 Resources

New Economic Impact Payment Resources:

<https://www.ctbos.org/federal/>

[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

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

Case Conferencing meeting:

No further meetings scheduled at this time.



NEXT STEPS – COVID Outreach Meeting

Next Zoom outreach meeting:

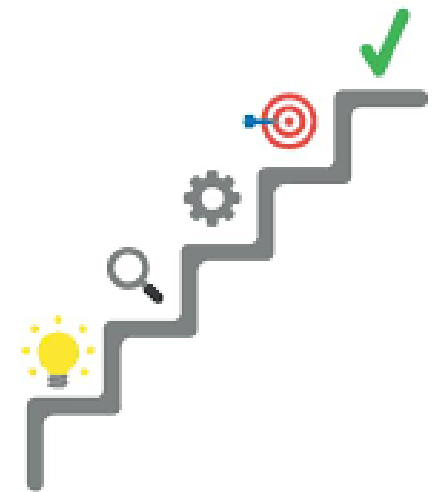
Thursday, **June 25th** 11 – 12 pm* **please note updated date:**

<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

Brenda Earle

Brenda.Earle@ct.gov

Andrea White

awhite@housinginnovations.us

Lauren Pareti

lpareti@housinginnovations.us

Shannon Quinn-Sheeran

shannon@housinginnovations.us

