SHA Presents A Lunch & Learn Webinar: 
*Rounding Up – SHA Network Builds on Experience* 

May 6, 2020 – 12:00-1:00 PM EDT 

Jewish Association for Developmental Disabilities  
New Community Corporation  
Bridgeway Rehabilitation Services  
Corporation for Supportive Housing
Rounding Up – SHA Network Builds on Experience

Describe one or two of your biggest challenges?

What resources have you been able to leverage for the post Covid environment?
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Who’s On the Line

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Support Plan for Clients in Isolation Units

SHA Lunch & Learn
May 6, 2020
WHAT WE DO

CSH is a touchstone for new ideas and best practices, a collaborative and pragmatic community partner, and an influential advocate for supportive housing.
Support Plan for Clients in Isolation Units

- General Workflow
- Learnings from Across the Country
- Utilizing Funding for Housing
Communities across the country are increasingly placing vulnerable people experiencing homelessness into motels/hotels to protect them from exposure to COVID-19 and to reduced community spread.
General Workflow:

Triage to Discharge
High Level Workflow

**Triage**
- Upon arrival to the isolation site, administer the triage interview questionnaire
- This interview can be completed by a social worker or case manager.

**Intervention**
- Once needs are identified, the social worker/case manager will determine intervention and follow-up with providers.

**Management**
- The social worker/case manager will remain engaged with the clients by reaching out to them daily to monitor their wellbeing.

**Discharge Planning**
- The assigned support person needs to clearly understand the discharge options for clients to ensure their connection to services and housing in the community.
Develop a basic triage interview questionnaire to determine current services, interventions, and develop the beginnings of a discharge plan.

<table>
<thead>
<tr>
<th>Categories</th>
<th>Question examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demographic and Services</td>
<td>Where were you staying before coming to the isolation unit? Do you have a PCP?</td>
</tr>
<tr>
<td>Health</td>
<td>Do you have any chronic conditions? Are you taking any medications?</td>
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<tr>
<td>Functionality</td>
<td>Are you able to take care of your ADLs?</td>
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<tr>
<td>Symptom Management</td>
<td>Are you currently experiencing any medical or psychiatric symptoms?</td>
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Key considerations for immediate interventions based on triage:

- If the client reports that they do not have enough medications to last them a few weeks.
- If the client reports that had home care when they were in their home or are not able to take care of their ADLs.
- If the client reports currently having medical or psychiatric symptoms.
**Tele-Psychiatry and Medication Management**

- **Helpful for clients who:**
  - are experiencing psychiatric symptoms and require an assessment from a psychiatrist or NP and are not already connected to a mental health provider.
  - require medication management (refills or changes to their medications) and are not already connected to a mental health provider.

**Tele-Medicine and Medication Management**

- **Helpful for clients who:**
  - are experiencing COVID-19 related symptoms and need an assessment from a doctor or NP.
  - are experiencing symptoms related to a chronic medical condition and are not already connected to a PCP/specialist.
  - require medication management (refills or changes to their medications) and are not already connected to a PCP/specialist.
• Similar to triage, it is just as critical to develop an appropriate discharge plan for each client to ensure that they will safely return to the community.

• If the discharge plan does not address the client’s needs in the community, they might end up having to be admitted to the hospital, lose their housing, or become disconnected to much needed social services.
Learnings from Across the County:
Intake, Support, & Discharge at Hotel/Motel Sites
Operation Comfort: Alameda County Emergency Hotel and Shelter Handbook

- Admission team completes social service and medical intake
- Receive information form referring organization

Management

- Ongoing medical management
- Intervention Protocols

Discharge

- Housing Plan
- Discharge Documentation
The Kent Motel was purchased by King County for $4 million. It was chosen because each room has its own HVAC system and the rooms open out into open air instead of a hallway.

The plan for the Kent motel is to take in people exhibiting symptoms but who live with someone considered high-risk, or a person who doesn’t have a home in which to quarantine themselves. (So far, no other American cities or states have followed King County’s lead by buying private property to quarantine or isolate.)
Hillsborough County is leasing hotel rooms to serve as quarantine and isolation sites for people confirmed to have contracted or been exposed to COVID-19. The County and Hillsborough County Department of Health manage the sites, providing shelter, food, and basic services such as laundry and sanitation. The temporary lodging is free for those deemed qualified to live there.

**Admissions/Triage**

**Who qualifies to live there?**

An individual must test positive for COVID-19, or be a high-risk contact of a person confirmed to have the virus. The Department of Health investigates all positive COVID-19 cases, and interviews those individuals to determine who can use the quarantine and isolation sites. **There is no other way to request use of the facilities.**

**Discharge Plan**

**How long will people remain at the hotels?**

Local conditions will determine how long the hotel rooms serve as quarantine and isolation sites, and whether more sites are opened. The length of time individuals remain at the hotels will be decided by the Department of Health and depend on each person’s condition and needs.
Populations

- COVID +
- Specialized Units (high risk of medical complication and higher need individuals)

Staffing Guidance

- All settings will likely require onsite staff presence, 24/7 including standard staffing by hotel and addition social services provide by community organizations.
- All staff and volunteers are training on COVID-19 protocols

Support Services

- Active monitoring of clients
- Access to telehealth for clients
- Provide dedicated case management and develop discharge plan to stable housing or return to congregate shelter

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Utilizing Funding for Housing: Strategies for Waivers and CARES
Align resources and develop flexible housing and services pool

- Utilize HUD Waivers and Medicaid and Medicare flexibility as offered during the public health emergency

- Create flexible rental assistance pool

- Assess barriers or how to facilitate access to rapid re-housing, diversion, SH and other resource in the community

- Partnerships with other sectors including health, justice, child welfare and social services

- Use the data collected to make the case and determine what capacity is needed to create flow through the system to the appropriate housing and community resource.
Prevent additional people from entering homelessness

- Promote efforts to forgive back rent once crisis is over
- Use CARES funding for eviction prevention by assessing needs in housing court
- Ensure housing options are connected to other needs such as food, health care, transportation
- Promote more affordable housing through pipeline development, QAP, etc.
- Partner with other systems (justice, health) via data sharing and joint project development to align resources and prevent entry into homelessness
Develop Strategies for Affordable and Supportive Housing and Pipeline Development

✓ Explore hotel/motel conversation through modification rehab

✓ Develop strategies to utilize CARES funding as a bridge to longer term strategies
CSH COVID-19 Supportive Housing Community Platform

TO JOIN GO TO:
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