COVID19 Updates & Report-outs w/ Homeless Service Providers

Tuesday, March 24, 2020 9:00 AM

Meetings Recording:

https://zoom.us/rec/share/1JNqNjIPzH5Iu6p5I7nUfeBHZvfeaa82iAX8qBfmRpaBj2X2sedS601DVyycfTn?startTine=158505778500
Federal Update (Matt Mollica)
- Partisanship back and forth - Democrats released response to republican spending
- Dems came back with more money for people experiencing homelessness
- Hearing that we may be close to funding coming down
- Reach out to Matthew Mollica with any feedback on these topics via email/text

Local Update (Matt Mollica)
- HUD - ECHO provided feedback with some requests around how we can be more flexible in using dollars here for ATX Travis County CoC
  - Request NOFA be cancelled ad replace with amendment process for this year
  - Asked to waive match requirements
  - Unit inspections self cert from landlord
  - Asked for relaxed documentation for programs right now, Local FMR instead of payment standards
  - Extend RRH financial assistance past 24 months - due to unstable housing market
  - Asked for changes in regulations for ESG on different levels
  - Working hard to relax standards associated with programs
  - Asked to relax standards on financial assistance and debt pay off
  - Asked to relax lease terms - minimum one-month lease terms

ECHO Operations (Kate Moore)
- COVID-19 Coordination Groups: ECHO staff are coordinating calls with the following coordination groups
  - Permanent Housing Programs (Bree Williams and Laura Evanoff)
    - First call is on Thursday 3/26/20 from 10:00 – 11:30
Homeless Service Providers and Health Care System (Niki Kozak)
Emergency Night Shelter (Preston Petty)
Outreach / Unsheltered Homelessness (Katie Rose)

CUC Health Care for the Homeless Team – Audrey Kuang

- Most of care teams within CUC are now moving to using tele-med
- Procedure is to screen first and will try to handle what they can over the phone and will do in person visits if needed
- CareCo and ARCH still open for visits - number to be posted on google doc
- Dental still on hold
- All routine non urgent diagnostic testing will be postponed for 3 months
- Hancock drive-thru Monday-Friday 9-4; Saturday/Sunday 9-1
  - [https://communitycaretx.org/locations/hancock.html](https://communitycaretx.org/locations/hancock.html)
- You can walk up if no vehicle available
- Dell Med has ATX Helps platform; community can put what their needs are, and folks can coordinate
  - [https://austincovid.openproposals.dellmed.utexas.edu/#/opportunities/5e7217f9abfb777f8c21048b](https://austincovid.openproposals.dellmed.utexas.edu/#/opportunities/5e7217f9abfb777f8c21048b)
- 500 units of hand sanitizer going to be donated to Care Connections Clinic; will reach out to partners when ready to distribute

City of Austin / Austin Public Health – Christopher Shorter

- Working on multiple hotel options - being cautious on announcement - first units fell through
- Working on first wave units for those who need quarantine, have symptoms, need isolation
- Working on large hotel with multiple hotels to follow
- APH / COA will be working very closely with ECHO and healthcare providers to establish clear protocols to prioritize and refer
- Depending on providers, ECHO, and healthcare providers to make sure as rooms come online that we are prioritizing appropriately
- Leveraging government facilities for restrooms; trying to extend the hours
- Working on handwashing stations, there is a backlog. Secured few stations yesterday.
- EOC to provide for supplies and materials we need through logistic section
- Exploring local opportunities as well, handwashing, restrooms etc.
- **COA staff support work w/ FOOD ACCESS:** Amanda Rohlich ([Amanda.Rohlich@austintexas.gov](mailto:Amanda.Rohlich@austintexas.gov)), Edwin Marty ([Edwin.marty@austintexas.gov](mailto:Edwin.marty@austintexas.gov)) and Michelle Myles ([Michelle.Myles@austintexas.gov](mailto:Michelle.Myles@austintexas.gov)) working to close gaps in food access.
  - Email List for Communication and Updates: [Emergency Food Contact List](https://zoom.us/j/744399925? Meeting ID: 744 399 925)
- APH fully understands that there is a resource need, continuing to work to fill this need
- Invite everyone to check austintexas.gov/homelessness for updates - trying to keep as up to date as possible and in real time as new updates come online
- Shelter In Place Order - will be announced today; no restrictions to people supporting homeless services & essential services
- Wants to relay the message that while APH hasn't been as transparent as need to be and as community would like – APH is working every day to bring hotel and motel rooms online and have been over the last few days and weeks
As soon as information and first wave of rooms are available - community will know via ECHO

Agency Updates
Casa Marianella
https://www.casamarianella.org/
- Quarantine new arrivals, still taking new people
- No visitors on property
- New arrivals in hotels
- Isolation apartment set up in case anyone gets sick
- Reduce staff time on site to protect staff members

LifeWorks
https://www.lifeworksaustin.org/
- Emergency Shelter, 12 youth
- PORT TH program, 13 youth
- No visitors on site
- Taking temps as people come in the door and increased handwashing access and practices
- Encouraging youth to stay indoors as much as possible

MLF / CFV
https://mlf.org/
- No volunteers on campus
- 1/3 staff working from home
- Handwashing stations around property
- Food truck operation, half of the trucks are going out half are not
- Goal is to provide 3500 meals a week; currently at 2500, working to fill that gap

Integral Care
- Clinic operations are open, appointment only across the board
- Call 512-472-health
- Housing services and outreach teams assessing operations and capacity
- Delivering phones to encampments when able and when has PPE
- Continuing to assess capacity; currently having problems obtaining proper PPE
- No new admissions to respite/recovery locations

Austin Recovery
https://www.austinrecovery.org/
- SUD / outpatient going online
- Payers approving telehealth services
- Residential is still taking new clients, setting aside safe rooms
- Staying committed to service clients at residential as best as possible
- Working on gathering PPE
- Volunteers making homemade masks (research-based design)

Texas Harm Reduction Alliance
• Outreach is limited
• Trying to go to encampments that are already generally served
• Trying to work with at least one person in the camp to make sure harm reduction supplies are distributed
• Will have to make new plan when shelter in place is ordered
• Supplies/outreach only, no one is coming into the drop-in center and not enrolling services

SAFE
https://www.safeaustin.org/covid-19/
• All offsite, answering calls and coordinating requests
• Counseling telehealth
• Sexual assault exams and advocacy still happening

A New Entry
http://www.anewentry.org/
• Screenings and intakes via phone
• Still accepting new clients
• Isolations and making sure that temperatures are being taken and clients are social distancing
• Going to continue to bring new people in as need arise with CDC guidelines being followed

DACC
http://www.austintexas.gov/department/community-court
• Continue to remain open
• Providing CM services, one person in and one person out
• Telehealth
• Bus passes, HEB Cards,
• Admitting clients into treatment
• Working on getting phones for clients
• Working with foodbank to drop of food kits to clients

FFH
https://www.foundationhomeless.org/
• Little activity
• Breakfast at feed my people
• Downtown as fewer people as of right now; leftovers went to RATT

ARCH/Front Steps
https://www.frontsteps.org/
• Staying open 100 clients
• Limit shelter to reservations only
• Downtown has been quiet

Salvation Army
http://salvationarmyaustin.org/
• 3 shelter facilities open
• Downtown social service center not accepting new clients
• Crowded and reaching capacity
• Rather Berger and Austin shelter for women and children still accepting clients
- RRH home visits are via phone
- Assessing what new shelter in place order and how it will affect operations

Resources

- Google Drive Folder (drop docs/flyers to share) [https://drive.google.com/drive/folders/13MPhvSwdYqfNHASyfnOZgb0x9ScsHGmE](https://drive.google.com/drive/folders/13MPhvSwdYqfNHASyfnOZgb0x9ScsHGmE)
- Q&A Form [https://docs.google.com/forms/d/e/1FAIpQLScLTzZ6s91QYm3REfD7Lo6AVJ55dRLaTsMsM7mZxx_Dc1pBSRg/viewform](https://docs.google.com/forms/d/e/1FAIpQLScLTzZ6s91QYm3REfD7Lo6AVJ55dRLaTsMsM7mZxx_Dc1pBSRg/viewform)
- Community Google Doc (Homeless Services Continuities) [https://docs.google.com/document/d/1SSLjrNBi7TWvptfZ5PNIXUjQU_5A9ecoxvmH9DHycM/edit](https://docs.google.com/document/d/1SSLjrNBi7TWvptfZ5PNIXUjQU_5A9ecoxvmH9DHycM/edit)