

# COVID19 Updates & Report-outs w/ Homeless Service Providers

Friday, April 3, 2020 9:00 AM

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## Meeting Recording:

Topic: COVID19 Updates & Report-outs with Homeless Service Providers

Date: Apr 3, 2020 08:51 AM Central Time (US and Canada)

[https://zoom.us/rec/share/tNdJFOD81jxOc5Xp1kbPcL4x7\\_vT6a80SRNg\\_Ffy0bvUIO4baC50-VLoijwAO](https://zoom.us/rec/share/tNdJFOD81jxOc5Xp1kbPcL4x7_vT6a80SRNg_Ffy0bvUIO4baC50-VLoijwAO)

# Meeting Agenda

Austin/Travis County

COVID19 Updates & Report-outs w/ Homeless Service Providers  
April 3<sup>rd</sup> Agenda



City of Austin / Austin Public Health



ECHO – Local Operations



Medical System Updates – Dr. Audrey Kuang & Dr. Tim Mercer



Agency Updates



Wrap Up – Next Call: Monday, April 6<sup>th</sup> @ 9:00am

## Meeting Notes:

COA/ APH – Vella Karman

<http://www.austintexas.gov/department/austins-homeless-strategy-covid-19-support>

<http://www.austintexas.gov/covid19>

- Hotel Units/Facilities for Isolation/Quarantine
  - The city has locations online and pursuing additional locations for isolation and quarantine
  - City staff has been working with ECHO staff and our consultants to staff facilities and make sure we have a plan for support services
  - Room assignments, transportation, staffing, pet care, etc. is all being worked on to make sure that the system is functioning well, and we can scale up so others can access resource once working well
- Soft Launch of Referral Workflow
  - Soft launch started Wednesdays with today being day 3
  - When soft launch is complete, we will share out information more broadly so that staff can access these resources
  - Food access team – working on strategy for food access and the need for people experiencing homelessness
  - Two teams working on food access – downtown and encampments
    - Reach out if you would like to be a leader in these groups

- Encampment Team is facilitated by [The Other Ones Foundation](#)
      - They can be reached at 512- 568-7557. The Other Ones Foundation is partnering with Mobile Loaves and Fishes and the Trinity Center to **prepare weekly food drops**, and will utilize HMIS so that other service providers have a sense of who has been reached.
    - Also focusing distribution efforts on violet bag distribution locations
    - Texas Food bank and TOOF secured 1,000 food bags and pallets
    - Longer term food distribution is also being developed for all those who are displaced by the pandemic
- Downtown Austin Community Court (DACC) Case management services is still operating, Case Management Services Monday – Friday 8-5
  - Triage Case Management providing education and safety planning info on COVID19
  - 285 individuals served since March 15<sup>th</sup> – average of 18 per day
  - DACC clients on active case loads continued to be served by clinical case managers
  - Foodbank also dropped off food for clients in housing
  - Cell phones have been distributed for telehealth services
  - Ordered thermometers so can start temperature screenings

## Consultant – Matthew Dougherty

- As Vella mentioned we are working on a coordinated collaborative approach to move forward with wide number of activities to respond to this crisis
- The plan focuses on 4 core objectives
  - Comprehensive screening process – built off the soft launch
  - Security on sites and alternate room placement / living situation for those that can't isolate in any other setting
  - Social distancing and hygiene protocols in emergency shelters
- Plan includes the following areas of concern:
  - Wanting to make sure appropriate exits and not discharge into homelessness
  - Want to have comprehensive plan for when facilities need to return to intended use
  - We will debrief the soft launch this weekend and next week develop a structure of this plan developed on a collaborative basis.
  - Ensure a shared understanding of all the work on the way and shared responsibilities of roles requiring collaboration but need clarity on lead and support roles

## ECHO – Matthew Mollica & Kate Moore

- As Vella said working in conjunction with the city in areas Matthew discussed
- Monitoring use of stimulus dollars as they come into community
  - There are conversations about additional funding relief resources coming for people experiencing homelessness
  - We have been in touch with national agencies trying to follow what else could be coming down from the federal government in terms of funding for our community
  - Want to mention that HUD released guidance on waivers for folks who received federal funds to run programs and make sure everyone knows that Bree and Laura are hosting a virtual meeting at 10:00 today about how to implement those waivers at each agency

## Healthcare for Homeless Update – (Dr. Audrey Kuang)

- Team is working on moving operations to garage at ARCH shelter for better and safer access to clinic services. Currently services are inside the ARCH which is challenging for some to access services and provides more risks for managing those who are symptomatic. Hoping to be operational next week – increase safety as well
- Hotline/Warm line approved by leadership for their patients & Case Managers to call and speak directly with HCH team member live to get needs met – hopefully implemented next week
- Hoping to purpose RV to different sites and tent clinics however this is further down the road
- Fielding many calls from facilities and trying to fill gap for patients while waiting for testing – at least through downtown area
- Screening protocol implemented last week, being done everyday at the Front Steps in addition to temps taken at the door

## Jails

- Jail is currently releasing people.
- Holding inmates in 14-day isolation prior to release
- Kaleigh from ECHO is working with Jail to make sure they are aware of workflow and resources

## Chat Box and Q&A F/U Items:

- **Dylan Shubitz**13:06

do the hotels have exterior facing room entrances?

- **Cate Graziani**18:43

is the city working with the jail to house people who are released and need a safe place to quarantine? For those who don't have a house to go to and those who don't want to contaminate a home.

- **Cate Graziani**19:38

Can y'all talk more about the services currently being provided to individuals in hotel rooms?

- **Nicolina Kozak**21:27

Cate if you want to chat offline feel free to call me. Kaleigh is working with the jails on release and making sure they have the workflows and screening needed

- **Nicolina Kozak**21:36

my personal number is 815-238-8866

- **IritUmani**23:08

Trinity Center is resuming takeaway breakfast this Monday, Mon-Fri 9:30am