

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

Monday, April 6, 2020 9:00 AM

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## Meeting Recording:

Topic: COVID19 Updates & Report-outs w/ Homeless Service Providers (April 6-June 30 invite)

Date: Apr 6, 2020 08:46 AM Central Time (US and Canada)

<https://zoom.us/rec/share/-s9yFqvdsXpIR9bJ6ELaQbR-Ravueaa8hycb86ULzRsVL7AjmM7TM0xGVVHicJhe>

# Meeting Agenda

Austin/Travis County

COVID19 Updates & Report-outs w/ Homeless Service Providers  
April 6<sup>th</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: Wednesday, April 8<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>

- Q/I operations increasing staffing and services
  - Isolation is interior facing for anyone testing positive or under investigation waiting on test results
  - More controlled facility
- Other facility does have external room
  - Possible exposure not yet symptomatic
  - Pros and cons to most models
- Is the jail working with the city?
  - We have started discussions; nothing has been formally worked out.
  - If they have symptoms or test positive, we would get them into the facility available
- Onsite Services
  - Services being provided to people in hotel rooms
  - Basic needs, food, hygiene supplies, prescription meds
  - Working with individuals to find out what basic needs might be
  - We know and working towards additional services for facilities, and is a challenge given the low staffing capacity across the community

- Austin convention center is the hub for food access
  - Food delivery from Texas Food Bank
  - **Still needing coordination for downtown food distribution**
  - **Michelle Myles is contact at APH: michelle.myles@austintexas.gov.**
- Parks and rec put out educational flyers throughout porta potties and hygiene stations across city
  - Education and outreach is very important and challenging so if you know a better way to help spread the word about hygiene and social distancing re COVID19 let us know
- Mayor Adler has a link to his announcement <http://www.mayoradler.com/got-a-minute-6/>
- EOC put out release Saturday morning highlighting social service branch
  - Info on services for people experiencing homelessness
  - Interactive online map that shows location of services
- **Emergency rental assistance** begins today through neighborhood centers
  - People can call into phone number **Neighborhood Centers rent/utilities assistance # is 512-972-5780**
- Technology added a food access layer to interactive map
- DACC
  - CM is still operating, Triage Case Management Services Monday – Friday 8-5
  - Triage Case Management providing education and safety planning info on COVID19
  - 269 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 virtually
  - DACC Clinical CM reassigned to facilitate bed management system
  - Foodbank also dropped off food for clients in housing
  - Cell phones have been distributed for telehealth services
  - Ordered thermometers so can start temperature screenings

## ECHO – Laura Evanoff

- Healthcare & Homeless Response Coordination Workgroup – Niki Kozak
  - Fridays at 8:00am
- Outreach workgroup – Katie Rose
  - Mondays at 8:00am
  - this week working on map from the PIT count that have more than 20 people in an encampment so that outreach teams have target encampments to start with once the soft launch is shared more broadly
  - Thanks to Integral Care training material on PPE being distributed to outreach partners today or tomorrow via email
  - Street outreach is focused on targeting encampments for education
- Housing Program Workgroup – Laura Evanoff and Bree Williams
  - Thursday 10-11:30

## HUD Update

- Soft launch team met on Saturday to debrief lessons learned from soft launch last week
- Identified next steps, operational gaps and information gaps
- Discussing decision points for broadened out soft launch
- Meeting later today to run through status of preparedness to expand soft launch

## Healthcare for Homeless Update – none today

### Agency Updates

- Integral Care
  - Due to lack of PPE moved to consolidated in face services today all clinic operations will be managed out of E 2<sup>nd</sup> location, all other locations closed for face to face appointments
  - Any psych emergency are still managed through PES location on airport – however ongoing SUF and MH services provided through E 2<sup>nd</sup>.
  - Call center has increased volume
  - Hotline 512-472-health

### Chat Box

**From Laura Evanoff to Everyone: 09:02 AM**

Good morning! Please type your questions in the chat box. We may not be able to answer them during this call but will work on answering them by the next call on Wednesday!

**From larafoss to Everyone: 09:06 AM**

Mayor Adler “Got a minute” video:

<http://www.mayoradler.com/got-a-minute-6/>

**From Greg McCormack to Everyone: 09:08 AM**

We are open to discussing how we can help coordinate and distribute food in the downtown area if needed.

**From zack s to Everyone: 09:08 AM**

Neighborhood Centers rent/utilities assistance # is **512-972-5780**

Can we get basic info on what the process is like, criteria/conditions, what people should know/expect from the rental assistance program?

**From Randy Teich to Everyone: 09:09 AM**

Please post the link for hand washing posters.

**From Laura Evanoff to Everyone: 09:10 AM**

healthcare coordination group - contact [nikikozak@austinecho.org](mailto:nikikozak@austinecho.org)

**From Laura Evanoff to Everyone: 09:11 AM**

[katierose@austinecho.org](mailto:katierose@austinecho.org) - outreach coordination group

**From EGoodison to Everyone: 09:12 AM**

Has anyone had luck coordinating with AISD or DVISD to ensure student access to technology, wifi, and other supports?

**From Sarah Garvey to Everyone: 09:12 AM**

Hey Greg, thanks for being open to helping out with the downtown area. Michelle Myles asked that I pass along her email address to you. [michelle.myles@austintexas.gov](mailto:michelle.myles@austintexas.gov).

**From larafoss to Everyone: 09:13 AM**

Randy, I will email you the flyers. Can you give me your email address?

**From Randy Teich to Everyone: 09:13 AM**

[rteich@foundationhomeless.org](mailto:rteich@foundationhomeless.org)

**From Randy Teich to Everyone: 09:15 AM**

AISD technology questions can be directed to Kevin Schwartz at [kevin.schwartz@austinisd.org](mailto:kevin.schwartz@austinisd.org)