



For audio via telephone

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The webinar will begin shortly





COVID-19 Update

Homeless Services Division & Continuum of Care

Presented by All Chicago, DFSS and CDPH

Connecting our Partners with Information to Stay Healthy

Information Current as of April 17, 2020



Housekeeping

- Due to the volume of participants, everyone has been placed on mute.
- Please submit questions via the chat tool and we will respond to questions after going through the slides.
- Please use the chat to notify us of any technical issues.
- If you are having difficulty hearing us, please join the webinar via phone:
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Agenda

- Share a progress report from CDPH on the **Community Mitigation Strategy**.
- Provide additional updates on the City's **COVID-19 response for individual experiencing homelessness**.
- Update on **HUD** and **CoC** from All Chicago.
- Reminder of **commitments** and discussion of **next steps**.
- Generate questions to help us support **real-time needs**.

WE ARE IN THIS

TOGETHER

COVID-19 GUIDANCE & RESOURCES

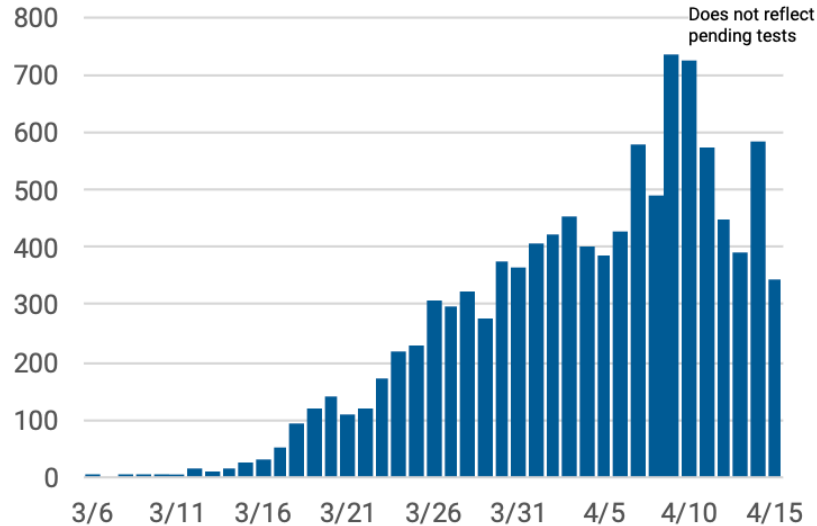




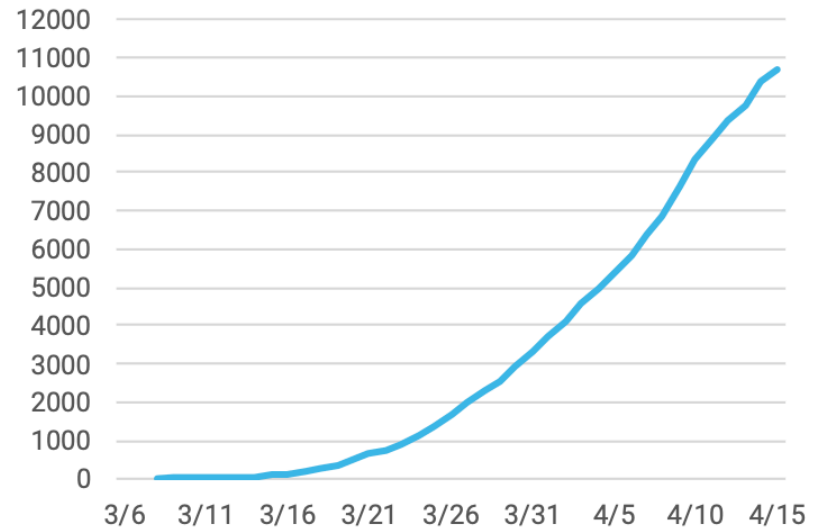
COVID-19 Current Status

There are **10,721** cases of COVID-19 and **420** deaths among Chicago residents as of April 16, 2020.
This is an increase of **457** cases and **34** deaths since yesterday.

Confirmed daily COVID-19 cases



Confirmed cumulative COVID-19 cases

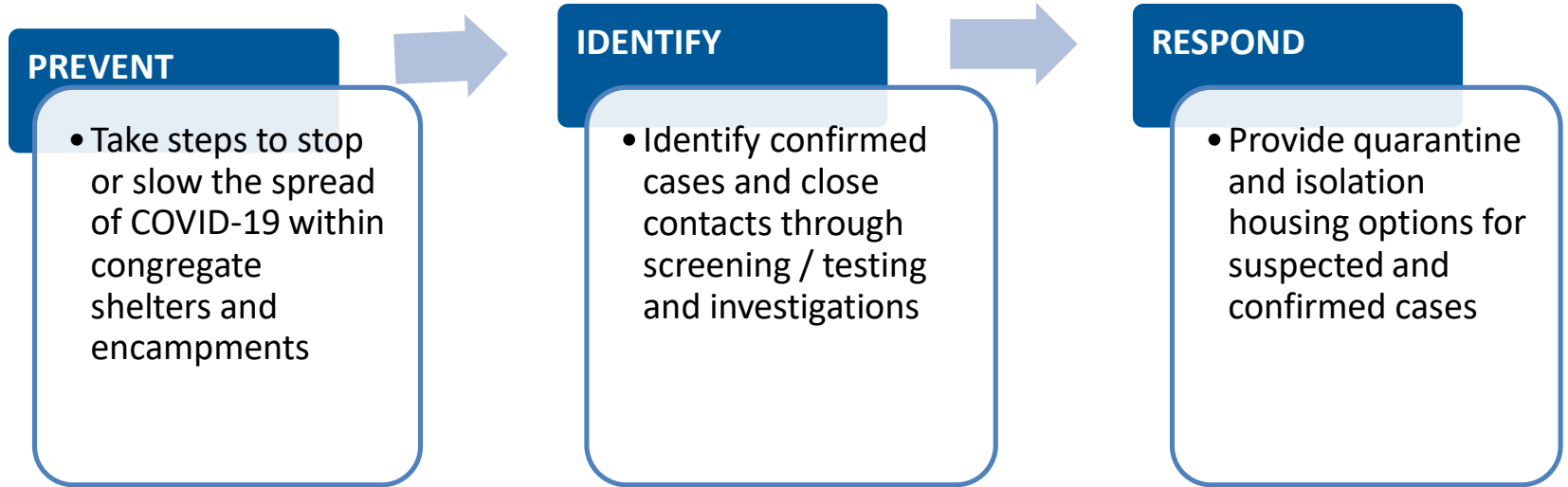


Daily and cumulative coronavirus 2019 (COVID-19) cases reported for Chicago residents with known laboratory report date. Results for several previous days are updated each day. Note, there was one case of COVID-19 reported in January 2020 that is not included in the daily counts.



Community Mitigation Strategy

Develop a city-wide system to prevent transmission of COVID-19 within congregate settings and provide compassionate care for people experiencing homelessness.





Community Mitigation Strategy

➤ Prevent

- Develop general guidance and screening tools for shelters and outreach workers.
- Decompress shelters to promote social distancing and create additional beds.
- Provide personal protective equipment (PPE) and thermometers for shelter staff, outreach workers and residents.
- Establish supportive housing for people at high risk of hospitalization if they contract COVID-19.

➤ Identify

- Make clinical screening / testing available for shelters and outreach workers.
- Prioritize investigation and providing tailored guidance for congregate settings when cases arise.

➤ Respond

- Enable shelter and outreach-based referral for quarantine/isolation.
- Activate supported isolation facilities for people who are COVID+ with behavioral health needs.



Community Mitigation Strategy: Updated Shelter Guidance

- Updated shelter guidance available on CDHP's website [COVID-19 Shelter Guidance](#)
 - Please review and share with staff
- **Key Updates**
 - Universal masking protocol
 - Disinfection guidance
 - What to do when a client gets sick
 - Accepting clients back from an isolation facility

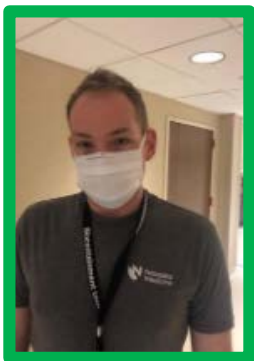


Updated Shelter Guidance: Universal Masking in Shelter

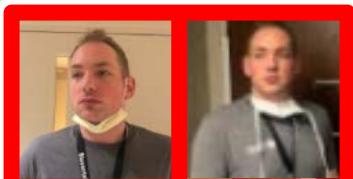
- Recommend congregate living facilities implement a **universal-masking policy** requiring all staff to wear a mask when working.
 - Implement aggressive extended and reuse strategies.
 - See, CDC Recommended Strategies for Optimizing the Supply of Facemasks.
 - Surgical or FDA approved masks must be prioritized for those delivering direct care.
 - Cloth masks appropriate for clients and general public when in community settings
 - Hand hygiene must be performed before putting on a mask, and after touching, adjusting, or removing a mask.
 - Facemasks should be removed and discarded if soiled, damaged, or hard to breathe through.



COVID-19 Update: Proper Use of Face Masks



✓ Face mask secured over nose and mouth



✓ Store masks facing down when not in use



✓ Store ties away from the inside of masks when not in use





Updated Shelter Guidance: Disinfection

- CDPH recommends **enhanced disinfection** of common touch points — at least three times/day or once/shift.
- Recommend disinfectants from [U.S. EPA's "List N"](#).
 - List N disinfectants all spray (no-wipe) products
- Follow label instructions for use, ventilation, and dilutions
- Client and staff concerns must be taken into account.
 - Some products pose inhalational risks; clients may need to briefly move
- Pre-clean surfaces if visible dirty
- Wear gloves when cleaning and disinfecting surfaces
 - Disposable gloves should be discarded after use
 - Reusable gloves should only be used for cleaning and not other tasks
 - Wash hands immediately after removing gloves



Updated Shelter Guidance: What to do when a client gets sick? (1 of 2)

1. Isolate the unwell client.

- Put a face mask on the client
- To extent feasible, move the client into a room for isolation
- If mild symptoms, consult your medical provider to try to arrange testing of client
- If they have trouble breathing, persistent pain or chest pressure, new confusion or inability to arouse, bluish lips or face, any other concerning symptom, call 911

2. Report clusters of sick clients to CDPH using our online form: www.chicagohan.org/covid-1

3. Prepare for next steps.

- Call from a member of the CDPH Outbreak Response Team.
- Will need to provide details of the setting and of the sick client
- Shielding housing may be offered for well but high risk clients
- Testing by RUSH and UI Health may be provided, based on need and availability

4. Assess signs and symptoms of illness among clients and staff

- Actively screen for fever, cough, shortness of breath, sore throat



Updated Shelter Guidance: What to do when a client gets sick? (2 of 2)

- 5. Isolate any other ill clients**
 - Provide face masks
 - Clients with respiratory symptoms should avoid common areas
- 6. Quarantine close contacts of ill clients.**
- 7. Perform thorough environmental cleaning and disinfection**
 - Follow guidance on previous slide
 - Consider reducing frequency of cleaning in isolation bedrooms and bathrooms to avoid unnecessary contact with ill persons
- 8. Communicate openly with residents**
 - Explain that if testing is conducting and more cases are found, it will be necessary to separate residents, which may involve transport to an external isolation site
- 9. Do not accept new clients until cleared by DFSS and CDPH**
- 10. Remain in regular contact with DFSS and CDPH**



Updated Shelter Guidance: Returning from an isolation facility to shelter

- **Patients can safely return to congregate settings after completing minimum isolation period** (7 days after symptoms onset or 3 days after last day of fever, whichever is longer)
- Patients should **not be denied a shelter referral** based on previous COVID status – if they are no longer in isolation, they should be accepted back into the shelter
- Facilities *may* implement transitional precautions beyond the minimum isolation period, based on ability to maintain social distancing and hygiene for all clients
- Continue social distancing measures and universal masking
- CDPH medical director consultation on case-by-case basis



Community Mitigation Strategy: Medical Support Update

STRATEGY:

Identification and
Response

STATUS:

Current

- Nurse deployment to shelters
 - 40 contract nurses, training complete
 - In-person consultation
 - Infection Control
- FQHC as dedicated shelter medical contact
 - Currently working with IPHI, Heartland Alliance and others to establish linkages between FQHCs and shelters
- Phase out of MRC line (4/20)
 - Not used very frequently
 - Volunteers working unpaid for 30 days



Community Mitigation Strategy: Support for medically high risk clients

STRATEGY:

Enable shelter and outreach-based referral for quarantine/isolation. Establish supportive housing for people at high risk of hospitalization if they contract COVID-19.

STATUS: **In Progress**

One facility currently operational, pilot with Lawndale Christian Health Center (LCHC)

- 200-bed facility now available, operated by LCHC (Current census = 108)
- LCHC and UIC conduct shelter-based screening
- High-risk individuals (>55, no co-morbidities; >60 w/ co-morbidities) moved out of congregate settings with known outbreaks
- City working to scale this model across city



Community Mitigation Strategy: Support for medically high risk clients

STRATEGY:

Activate supported isolation facilities for people who are COVID+ with behavioral health needs.

STATUS: **In Progress**

One facility currently operational

- A Safe Haven isolation facility online 4/11
 - Staggered intake to prevent overburdening facility and staff
 - Decompressing ERs first priority
- ERs AND shelters can submit intake requests via [online form](#)
- Intake procedures / exclusion criteria detailed in 4/13 HAN Alert
 - Includes guidance for accepting clients back into shelter post-isolation



Community Mitigation Strategy: Support client with sheltering in place

- Avoid police enforcement unless committing other offenses
- Governor's order explicitly limits travel to essential trips only and respite time outdoors
- Additional action for PUIs/confirmed cases
- Do not contribute to discrimination
- Reinforce message:
 - Provide education on social distancing, masking, sheltering in place, etc.
 - Signs on the doors
 - Staff at entrances with verbal check list
 - Reference Governor and Mayor order in House Rules

City Response Updates: Shelter Support

- The City opened **another temporary shelter** at the Salvation Army Kroc Center on Sunday 4/12 which will provide **200 beds for single women and families**. This facility is in addition to the existing three temporary shelters providing roughly 400 beds for single men, youth, and returning citizens.
- The City's Emergency Operation Center (EOC) is working to bring **additional facilities** on line for people experiencing homelessness, including COVID-positive individuals.

City Response Updates: Shelter Support

- CDPH and DFSS are offering **on-site training and guidance by clinical staff** to work with shelter staff and leadership to apply CDPH guidance in each shelter facility. Site visits by medical staff began yesterday.
- Coordinated effort between shelters, CDPH, Lawndale Christian Health Center, and DFSS to **identify and relocate high-risk residents** in shelter for shielding in individual hotel rooms.

City Response Updates: Shelter Referral

- Residents can **request shelter by calling City Services at 311**:
 - Call 311 & make a “Request for Shelter”
 - Catholic Charities is coordinating transportation to shelter from any location in the city.
 - Residents can wait for transportation at any Community Service Center during business hours: Monday-Friday 9-5PM.

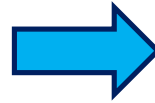
Help us improve connection to shelter by reporting any issues via the DFSS-Homeless@cityofchicago.org email.

Please include:

- When (time and date) the person called
- Who the person talked to (if they think it was a 311 operator or a Catholic Charities staff member)
- What message they were told
- Contact info for the person who made the call (if possible and appropriate)

City Response Updates: Shelter Referral

- The City has contracted for **supplemental transportation capacity**, so transportation to shelter will be provided by either Catholic Charities or SCR.
- SCR will primarily provide transportation from hospitals and Q+I facilities for residents who are **COVID-negative** and cleared to return to shelter.
- Clients transported by SCR will have a **modified intake form**.
- **Shelters must do intake 24 hours a day, seven days a week, including weekends.**



Shelter Client Intake Form

Shelter Information

Today's Date _____ Staff (Driver) Name _____

Pick-up Location _____ Shelter Destination _____

Client Information

Last Name _____ First Name _____ Middle Initial _____

HOH DOB _____ Cell Phone Number _____

Gender _____ Are you a veteran? _____

Are there any food/religious/cultural dietary restrictions or any allergies? _____ Do you need any reasonable accommodations? _____

Spouse/Partner Name (if applicable) _____ Age _____ DOB _____


Child's Name _____ Age _____ DOB _____

Child's Name _____ Age _____ DOB _____

Child's Name _____ Age _____ DOB _____

Child's Name _____ Age _____ DOB _____

Client Signature _____ Date _____



City Response Updates: Shelter Referral

- DFSS expects that programs continue operating at social distancing levels for the duration of this crisis. If you do have an opening at your social distancing capacity, please:
 - Promptly **report any bed availability** to Catholic Charities (all shelters). This will include bed availability created as clients are relocated by CDPH.
 - Notify DFSS via the DFSS-Homeless@cityofchicago.org email.

City Response Updates: Outreach

- Enhanced **outreach on CTA** launched on Mon 4/13
 - Partnering with CTA officials
 - Providing education about COVID-19 and preventing spread
 - Outreach both during the day and overnight
- Expedited procedure for outreach teams to **connect clients to shelter** through Catholic Charities
- Continued **city-wide canvassing**
 - Screening for COVID-19 symptoms and risk factors
 - Providing connection to food and water
 - Maintaining hand-washing stations and Porta-Potties

What's coming next

- Please **keep DFSS informed** about any staffing shortages, bed availability, and suspected or confirmed COVID cases via the DFSS-Homeless@cityofchicago.org email.
- DFSS, CDPH, and All Chicago will continue to provide frequent updates and will hold **weekly joint webinars**.



We want to hear from you.

All Chicago's COVID-19 Response

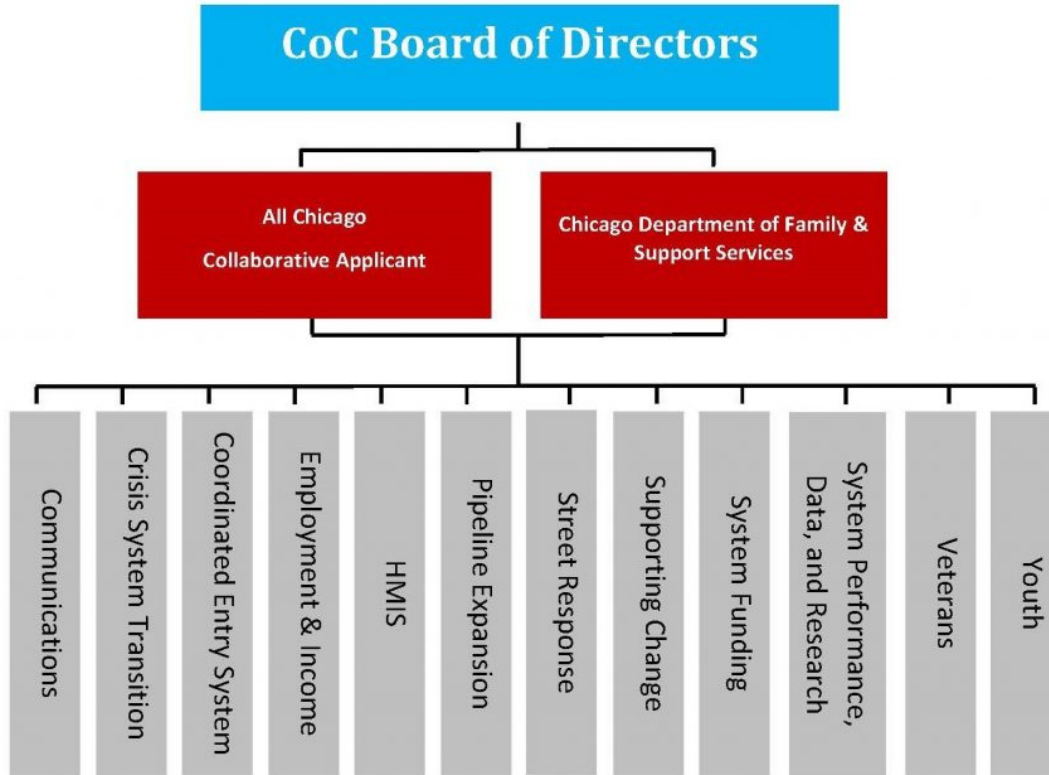
Promoting Cross-
Provider
Communication

Maximizing Financial
Resources for Agencies
Responding to COVID-
19

Distilling and Creating
Guidance for the
Homeless System

Action Agenda
Mobilization and
Supporting Expedited
Placements into
Housing

Action Agenda



Expedited Housing & Barrier Reduction

CoC Board Passed Expedited Housing Policy

- House people more quickly than ever before
- Make sure we're housing most vulnerable in light of COVID-19

System Adjustments Needed

- Coordinated Entry Prioritization
- System-wide, Centralized Landlord Engagement
- Advocacy for more waivers from funders
- Increased support from All Chicago

Provider Adjustments Needed

- Apply for HUD waivers for CoC Program
- Use Emergency Recordkeeping Protocols
- Reduce internal barriers to housing if there are any
- Connect Housing Locators to Centralized Effort (Email CoCPrograms@allchicago.org)

HUD Waiver Clarifications

- HUD held a webinar to answer questions about the waiver –see the Slack Channel for a summary of specific clarifications.
- The HUD Waiver went into effect 3/31/20.
- Agencies may use the waiver beginning 2 days after submitting the notification to HUD.
- Agencies should keep on file:
 - Emergency Recordkeeping Protocols (see All Chicago website for guidance)
 - Notification letter sent to HUD requesting use of the waiver
 - Documentation of the reasons for needing the waiver (i.e., documenting the barriers that exist)
 - Client file notations

Expedited COVID-19 Grant Amendments

On 4/16, HUD published an [expedited amendment process](#).

What can be amended?

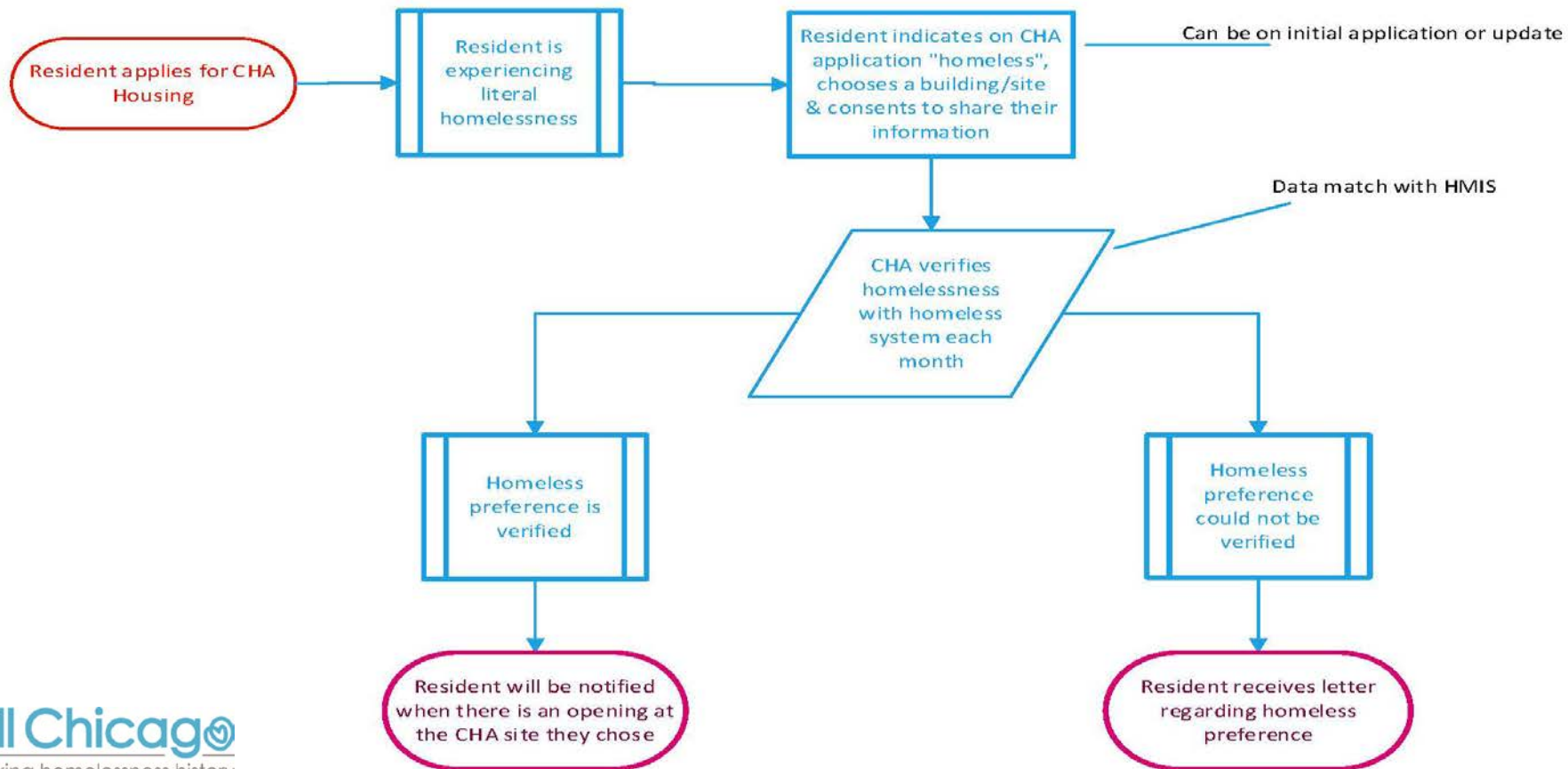
- Add eligible activities not originally part of your grant, such as Supportive Services.
- Move funding between budget line items, including from Rental Assistance.
- Extend the operating year of your current grant to fully utilize all awarded funding; the latest extended operating end date allowed for 2018 grants is December 31, 2020. This change will impact future renewals by permanently changing the grant's operating start date.

Guide to Funding Opportunities

Resource Alert!

- Open Door Advisors has made a [Guide to COVID-19 Emergency Relief Funding Opportunities](#) available to nonprofits at no cost.
- Key takeaways & next steps for government, philanthropic, and other private funding opportunities
- Continuously updated

CHA Homeless Preference



Verifying Homelessness for CHA Homeless Preference

- Monthly, CHA provides All Chicago with a list of individuals/households who have indicated they are experiencing homelessness and have consented to share their information
- All Chicago conducts a data match with HMIS data to verify this status and reports back to CHA
- **Last week**, an error in the match was identified thanks to providers raising concerns
- All Chicago is working with CHA to fix the data match process and address any errors it may have caused
- Questions: helpdesk@allchicago.org
 - Including if someone received a letter that their homeless status was not verified

Information Sources

Check websites frequently, as information is **updated daily** as local conditions change:

CDPH Website: chicago.gov/coronavirus

CDC Website: cdc.gov/coronavirus

DFSS Website: chicago.gov/FSS

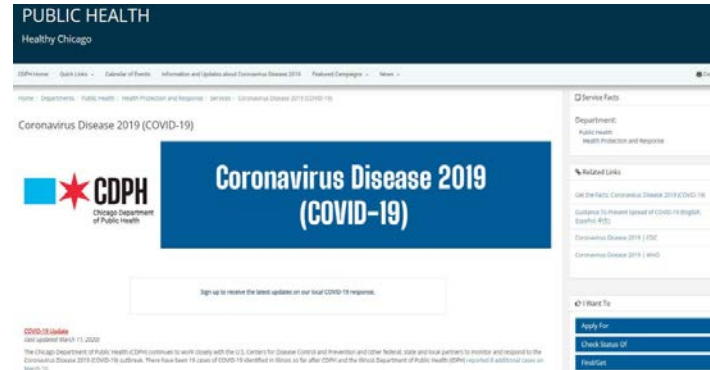
All Chicago Website: www.allchicago.org

Chicago CoC COVID-19 Response Slack Channel
Go to: bit.ly/ChicagoCoC

National Alliance to End Homelessness:

endhomelessness.org

HUD website: hud.gov/coronavirus



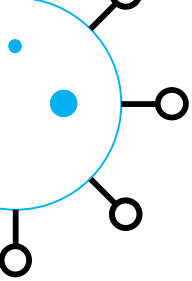
Commitments and Next Steps

- DFSS, CDPH, and All Chicago will remain vigilant in communicating in on **weekly joint webinars**.
- Please make sure that these **communications are circulated to all relevant staff** in your organization so they have the latest information.





We want to hear from you.



Chicago.gov/coronavirus



#StayHomeSaveLives

