



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 24, 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 individuals 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

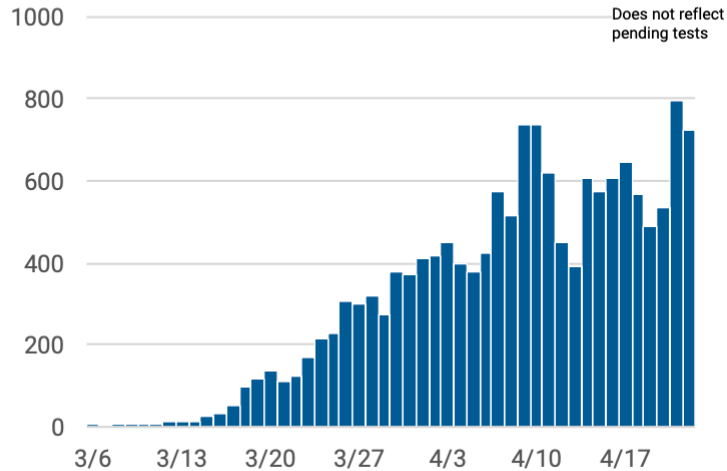




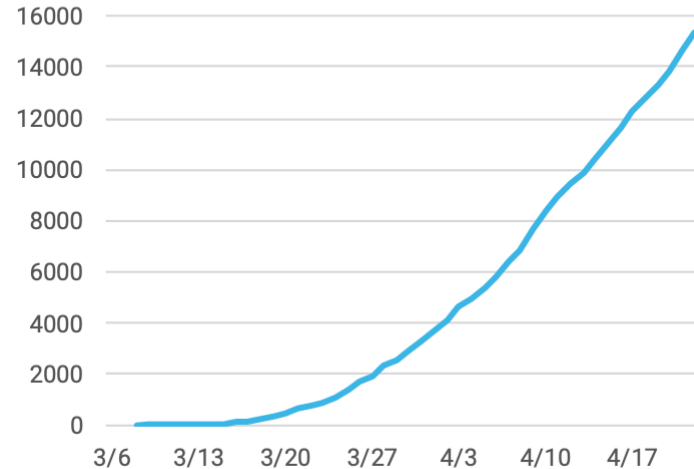
COVID-19 Current Status

There are **15,399** cases of COVID-19 and **661** deaths among Chicago residents as of April 23, 2020.
This is an increase of **993** 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.

View more data (morbidity/mortality, demographics, map reports) at
www.cityofchicago.gov/coronavirus



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



Quarantine/Isolation Housing Types

McCormick Place Alternative Care Facility (MPACF)

- COVID+ individuals transferred from hospitals, but have not completed minimum isolation period
- Exclusion criteria

Supported Isolation Facility (Congregate)

- COVID+ individuals experiencing homelessness or unstable housing
- Mild symptoms
- Require additional medical support or behavioral health needs
- Central Intake Form

Private General Isolation Rooms

- COVID+ individuals who lack appropriate setting to self-isolate
- Do not require additional medical or behavioral health support
- Central Intake Form

HAN Alert (4/22/20): New Isolation Housing Central Intake Form and Website

Alert: www.chicagohan.org/covid-19

Website: <https://www.chicago.gov/city/en/sites/health-care-workers/home/chicago-covid-19-isolation-facilities.html>



Q/I Central Intake Form

- One form for all city-run Q/I sites
 - <https://www.chicago.gov/city/en/sites/health-care-workers/home/chicago-covid-19-isolation-facilities.html>
- Transfer Criteria
 - Confirmed COVID+
 - Cannot isolate within congregate setting
- Some exclusion criteria
- Please complete form in full
 - Be sure to communicate conditions that may make individuals high-risk
- Issues getting client transferred, contact: CoronavirusSocialWork@cityofchicago.org

The screenshot shows the 'COVID-19 Temporary Quarantine / Isolation Housing Intake Form' for the City of Chicago. The form is titled 'Contact Information of Individual Completing Form' and includes the following fields:

- Date of Form: 2020-04-23 20:57:39
- First Name: [Text input field]
- Last Name: [Text input field]
- E-mail address: [Text input field]
- Phone number: [Text input field]

At the bottom, there is a question: 'After submitting this form, will you be available at this number to field questions regarding your placement?' with 'Yes' and 'No' buttons. A 'reset' link is also present.

Upon submitting this form, you must be available or provide a number where you can be reached, for follow-up questions.



Updated CDC Shelter Guidance (4/21)

<https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/plan-prepare-respond.html>

Key Updates:

- **Necessity of applying “whole community” approach**
 - utilize partners across sectors; outline clear roles and responsibilities
- **Considerations for facility layout**
 - Use of barriers; bed spacing; meal service; isolating/cohorting symptomatic, untested clients/confirmed cases
- **Considerations for facility processes**
 - Identifying high-risk clients; use of cloth masks; maintaining normal operations; limiting visitors; establishing medical/behavioral health partnerships
- **Asymptomatic infections**
 - Revisions throughout guidance reflecting likelihood of many asymptomatic clients
- **Clarification on use of cloth face coverings vs medical grade PPE**
 - Cloth masks by both clients and staff when in communal areas; should be regularly laundered
 - Reserve PPE for staff screening and caring for sick clients or are disinfecting environments; cloth masks NOT a substitute for PPE



Testing in Shelters

- **Partnership with Rush, UI Health, and others to organize testing and provide support**
- **CDPH rapid testing team responds to outbreaks in congregate settings**
 - Clients – symptomatic and asymptomatic – tested in settings with active outbreaks
 - COVID+ individuals transferred to isolation
 - Personalized, case-by-case guidance to congregate setting
- **More than 1000 individuals tested (4/18)**
- **Moving into next phase of testing – sites w/o active outbreaks**
 - Ramping up testing capability (# tests/week)
- **Currently aggregating testing data; once complete, will include in current CDPH COVID-19 data reports (www.chicago.gov/coronavirus)**

Reminder: All clusters (2+ cases) reportable to CDPH via www.chicagohan.org/covid-19



Update on Nurse Visits

- **As of 4/23, 56 programs visited across 46 facilities**
- **42 Nurses and PAs from Favorite Healthcare Staffing**
- **Scope of services**
 - Provide in person review of CDPH and CDC shelter guidance
 - Assess infection control practices and assist with implementation
 - Assist with count of high-risk individuals appropriate for shielding housing
 - Telehealth screens (like MRCs, previously)
 - Document concerns
- **Common Concerns**
 - Behavioral health outreach
 - More PPE
 - Linkages to dedicated clinical support
- **All visits and phone screens documented in standardize forms; reports currently being compiled and analyzed by CDPH**
- **Results will help inform procurement of supplies and requests for staffing assistance**



We want to hear from you.

City Response Updates: Shelter Support

- The City is opening temporary shelters to allow for the decompression of the shelter system and to address emerging needs. In total the City plans to establish 700 beds.
 - The City has **four temporary shelters providing roughly 500 beds** for single men, women, 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. The City is working to open another temporary shelter facility which will provide **200 beds for single men and women**.

City Response Updates: Shelter Support

- Ongoing 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.
- DFSS has been working with our funders to get additional funding to help you during this critical period, including the **IDHS Emergency Lodging Funding**, which is being administered by All Chicago.
 - This funding will be used for replacement staffing, hazard pay for staff, and material and supplies.
 - DFSS began notifying shelters this morning.

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

- Reminder that **Catholic Charities will complete the CDPH Health Screener** via phone for all shelter placements.
- We also **require that shelters continue to follow the CDPH protocol** and perform the CDPH screener at intake.

City Response Updates: Outreach

- Enhanced 24/7 **outreach on CTA** launched on Tuesday 4/14
 - Partnering with CTA officials
 - Providing education about COVID-19 and preventing spread
 - Face masks provided to continuous riders
- 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

- Shelter programs: Please **update Catholic Charities** about changes in bed availability.
- Please **keep DFSS informed** about any staffing shortages, changes in bed availability, and suspected or confirmed COVID cases, or issues/concerns via the DFSS-Homeless@cityofchicago.org email.
- DFSS, CDPH, and All Chicago will continue to provide frequent updates and will hold **weekly joint webinars**.

What's coming next: COVID-19 Response Funding

- DFSS is working closely with the CoC and other City departments to align COVID-19 response resources to address critical needs of the crisis response system and **advance the community's broader housing strategy**.

All Chicago's Support for Homeless System COVID-19 Response

Promoting Cross-Provider Communication

- Slack.com
- Peer Sharing Experiences

Maximizing Financial Resources for Agencies Responding to COVID-19

- Chicago COVID-19 Homeless System Agency Emergency Fund
- HUD CoC Expedited Grant Amendments
- Eligible Costs for CoC Funded Agencies on Website

Distilling and Creating Guidance for the Homeless System

- Webinar Summaries
- Guidance on Housing Inspections and Recordkeeping
- Webinars and Trainings

Action Agenda Mobilization and Supporting Expedited Placements into Housing

- COVID-19 Expedited Housing Initiative

Chicago CoC Slack Channel

- 367 members
- Range of active members per week = 81-163
- Highlights from the channel:
 - Resources for internet & hot spots, SNAP benefits, utilities, legal aid
 - Posts from service providers such as Featherfist and The Night Ministry regarding fact sheets and services
 - Announcements about upcoming training & webinar opportunities
 - Summaries & materials for webinars that have taken place

Chicago COVID-19 Homeless System Agency Emergency Fund

Maximizing Financial Resources for Agencies Responding to COVID-19

Logistics

- Second round application released today
- Anticipated awards will range between \$10,000 to \$15,000
- Costs incurred March 16 – May 1
- Application due by May 1

Round 2 Goals

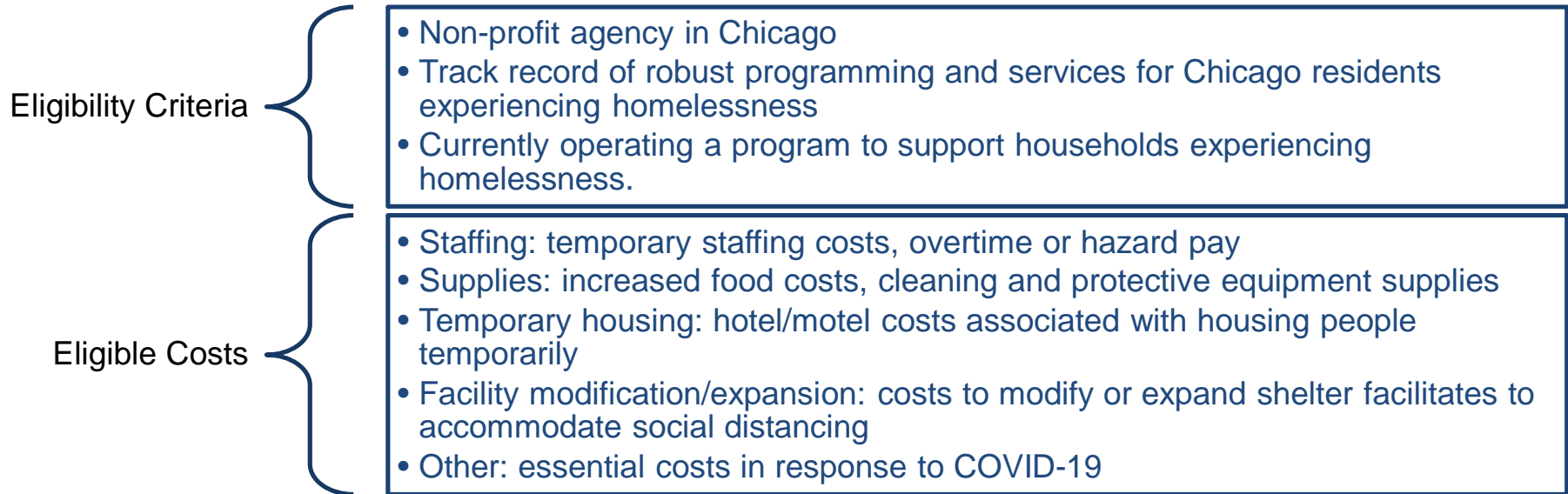
- Support homeless service agencies that are providing services in neighborhoods that have been disproportionately impacted by COVID-19

Eligibility Criteria

- Non-profit agency in Chicago
- Track record of robust programming and services for Chicago residents experiencing homelessness
- Currently operating a program to support households experiencing homelessness.

Chicago COVID-19 Homeless System Agency Emergency Fund

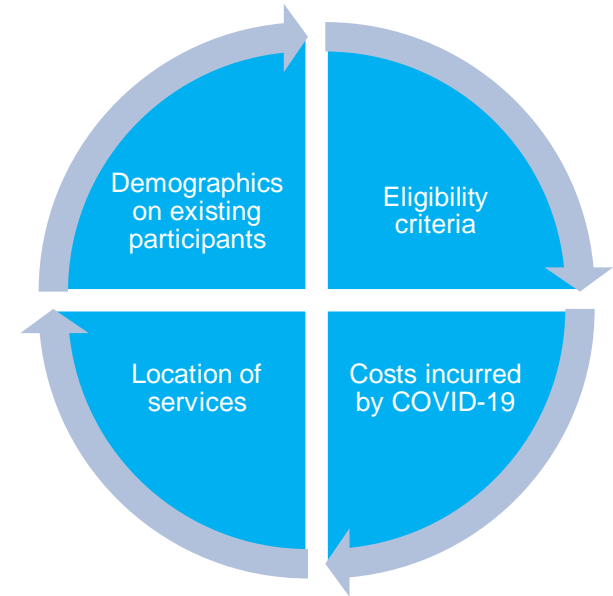
Maximizing Financial Resources for Agencies Responding to COVID-19



Chicago COVID-19 Homeless System Agency Emergency Fund

Maximizing Financial Resources for Agencies Responding to COVID-19

- Timeline
 - Applications due Friday, May 1 at 5pm
 - Funding notifications by week of May 11
- One application per agency
- Simple application on SurveyGizmo only:
 - Link is on [All Chicago website](#)



HUD CoC Expedited Grant Amendments

Maximizing Financial
Resources for Agencies
Responding to COVID-19

- HUD is allowing grant amendments to FY 2018 executed grant agreements to meet immediate client health and safety needs.
- HUD will soon release guidance on FY 2019 grants.
- Download the [package](#) for your existing CoC grant.

Amendments



Extend operating year



Shift funding



Add eligible activities

Eligible Costs for CoC Funded Agencies

Maximizing Financial Resources for Agencies Responding to COVID-19

Office Hours: COVID-19 Planning and Response for Homeless Assistance Providers - Fridays at 2:30 PM EDT

April 20, 2020



HUD's Office of Special Needs Assistance Programs (SNAPS) invites homeless assistance providers and their partners to participate in weekly Office Hours to discuss COVID-19 planning and response on **Fridays from 2:30 - 4:00 PM EDT**. Presenters from the following federal agencies and their partners will be available for a live question and answer session:

- Centers for Disease Control and Prevention (CDC)
- U.S. Department of Housing and Urban Development (HUD)
- U.S. Department of Veterans Affairs (VA)
- National Healthcare for the Homeless Council (HCH)
- U.S. Department of Health and Human Services (HHS), Health Resources and Services Administration (HRSA)

Join this Friday's Office Hours

Date and Time: Friday, April 24, 2020 at 2:30 PM EDT

Participants do not need to register in advance. It is strongly recommended that you join the Office Hours 15 minutes prior to the start time (2:15 PM EDT). To join the Office Hours, simply access the login page at the link below.

Join the office hours on Friday, April 24

Using Continuum of Care Program Funds for Infectious Disease Preparedness and Response

March 13, 2020

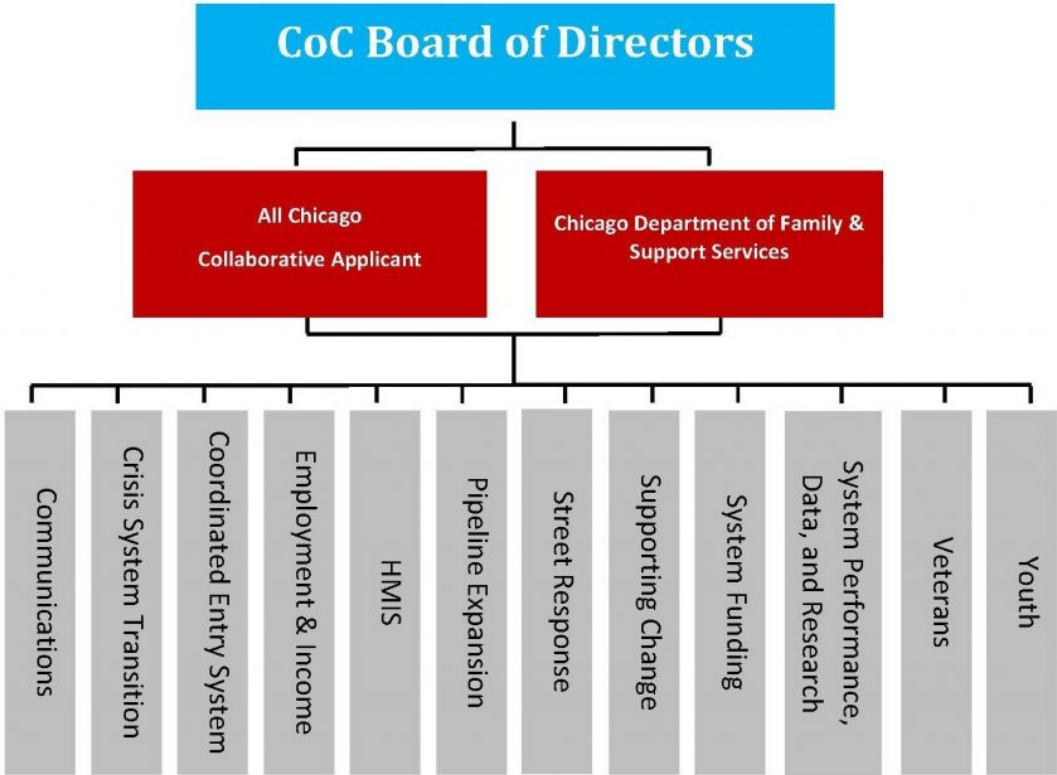
Continuum of Care (CoC) Program grant funds can be a useful resource to support communities' public health outbreak preparedness and response efforts.

The Need

It is essential for CoCs to be familiar with preparedness strategies and intervention measures and to work with key stakeholders to prevent and control the spread of infectious diseases among people experiencing homelessness.

Core aspects of preparedness and response activity can be supported with CoC resources. The following chart has been developed to help CoC Collaborative Applicants, HMIS Leads and recipients understand the kinds of activity that are covered under specific component types. The following are eligible costs to support infectious disease preparedness and response activities and the program component or line item that may be charged.

Grant Type	Activity Description
Planning Grant	Conducting local planning to ensure that homeless service providers are prepared to respond rapidly and effectively to emergencies and infectious disease outbreaks in their programs.
	Establishing partnerships with public health departments and local public works to ensure their services support safe and sanitary environments where homeless people present.
	Developing and delivering trainings related to preventing or responding to infectious disease; producing educational material for the CoC.
Coordinated Entry System Grant(s)	Creating a disaster response plan for the CoC
	Reviewing and modifying workflow, intake, assessment and service approaches that may impact participant program access to services and housing.
HMIS Grant(s)	Establishing new or different locations to access CoC services such as expanding or contracting certain approaches or customizing interventions for different subpopulations based on vulnerability to public health outbreaks.
	Customizing Homeless Management Information System (HMIS) workflows and assessments to track exposure, diagnosis, and clearance in shelters and housing programs. Training on new processes are also supported.
All Grant Types: Supportive Services	Establishing automated alerts to all staff at housing programs to see HMIS alerts for households and engage with them based on the guidance provided and coordinate care.
	Helping households living in supportive housing acquire essential supplies (food, water, medications, transportation, information) during crises. Hiring more staff on a temporary or permanent basis to help deliver services may be required to support infectious disease preparedness. Recipients whose program budgets already include street outreach may engage and help people living in unsheltered locations acquire essential supplies (including food, water,



COVID-19 Expedited Housing Initiative

CoC Board adopted a policy in support of expedited housing at the April 15, 2020

Policy goes into effect soon will be in effect during the COVID-19 health crisis.

Action Agenda Mobilization and Supporting Expedited Placements into Housing



COVID-19 Expedited Housing Initiative Brief Overview April 21, 2020

The [Chicago Continuum of Care \(CoC\)](#) acknowledges that we can mitigate the spread of COVID-19 among people experiencing homelessness by ensuring that as many Chicagoans as possible are in safe, healthy homes where they can shelter in place, ensure social distancing, and comply with isolation and quarantine guidelines. Therefore, we are launching the COVID-19 Expedited Housing Initiative.

At the April 2020 CoC Board Meeting, the Continuum of Care Board unanimously endorsed a series of adjustments to the way people access permanent housing (permanent supportive housing and rapid re-housing), with the goal of expediting housing placements as much as possible, and ensuring our system remains nimble as we house our most vulnerable neighbors in light of COVID-19. To view all CoC Board Materials, visit the [CoC website](#).

All Chicago has been tasked by the CoC Board with the responsibility to facilitate the adjustments reflected in the brief outline provided below. All Chicago will release more information about each point as it becomes available.

Provider Adjustments	System Adjustments
All Chicago will provide technical assistance, create guidance, and manage accountability for these areas.	All Chicago, CSH, and the Center for Housing and Health will coordinate these efforts through the COVID-19 Rapid Re-housing Initiative and in consultation with City Departments.
Providers should begin to: <ul style="list-style-type: none">• Leverage available waivers to bypass regulatory requirements to house people quickly (i.e. disability documentation, FMR, etc.).• Waive any internal agency requirements to accessing housing units and document the changes being made.• Identify ways to connect to this system effort (ideas are outlined in Provider Next Steps below).	All Chicago and its partners will begin working on: <ul style="list-style-type: none">• Changing coordinated entry prioritization and expedited matching.• System-wide landlord engagement with City support.• Increasing the usage and flexibility of bridge housing and rapid re-housing.• Supporting efforts to reduce system-wide barriers to housing (i.e. ID and documentation requirements).

The Expedited Housing Policy

This policy was passed at the April 15, 2020 CoC Board Meeting and will be in effect during the COVID-19 health crisis. The Chicago Department of Public Health (CDPH) will determine the end of the COVID-19 crisis for purposes of this policy.

1. Continuum of Care homeless assistance programs will continue housing participants in permanent and transitional housing programs. Providers must actively work, and demonstrate their efforts, to expedite housing placements.

COVID-19 Expedited Housing Initiative Policy States...

- Providers must actively work, and demonstrate their efforts, to expedite housing placements.
- Providers must remove any barrier that impedes the rapid placement of participants in housing.
- Current Coordinated Entry Prioritization can be set aside so that the system remains nimble.

COVID-19 Expedited Housing Initiative

All Chicago Next Steps

Changing coordinated
entry prioritization and
expedited matching

System-wide landlord
engagement

Increasing the usage
and flexibility of bridge
housing and rapid re-
housing

Supporting efforts to
reduce system-wide
barriers to housing (i.e.
ID and documentation
requirements)

COVID-19 Expedited Housing Initiative

Provider Next Steps

Apply for HUD Waivers and implement emergency recordkeeping protocols.

Start tracking and documenting the updates your agency makes to internal procedures to align with the expedited housing guidance.

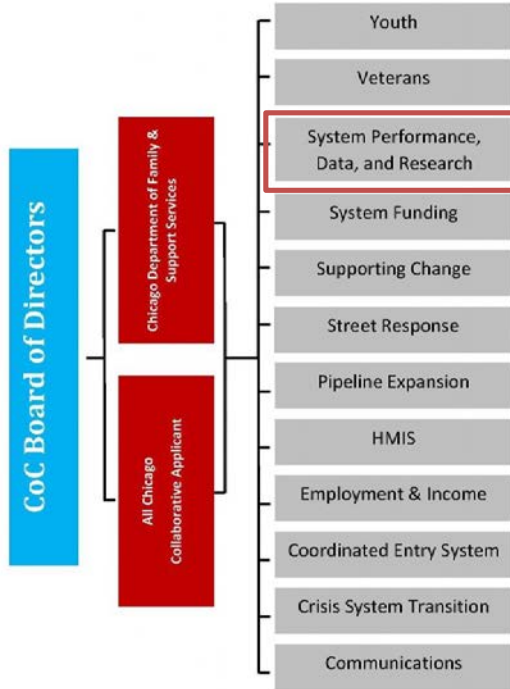
Convene an internal committee at your organization to outline the flow of how people get into PH (RRH and PSH). Identify ways the process can be expedited or changed.

Identify any extra capacity for staff to redirect efforts to the CoC's centralized engagement efforts or help get people housed.

Please find a way to get involved in the CoC Action Agenda to help shape this initiative.

COVID-19 Expedited Housing Initiative

Provider Accountability



System Performance and Evaluation Committee (SPEC)

- Reviewed Accountability Plan for Providers.
- More information coming next week.

Coordinated Landlord Engagement Strategy

Coordinated Landlord Outreach

- Phone Outreach
- Online Landlord Survey
- Centralized Housing Availability List
- Housing Locators: please plug in to effort! Email mfelt@allchicago.org to get involved.
- Centralized landlord resources = more and better options for the whole system

Implement Landlord Incentives

- Landlord Risk Mitigation Fund
- Holding Fees

Develop Process to Move People into Units Quickly

- Structured process to inform roles and communications between Housing Locator staff, landlords, staff moving participants into housing, and participants

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

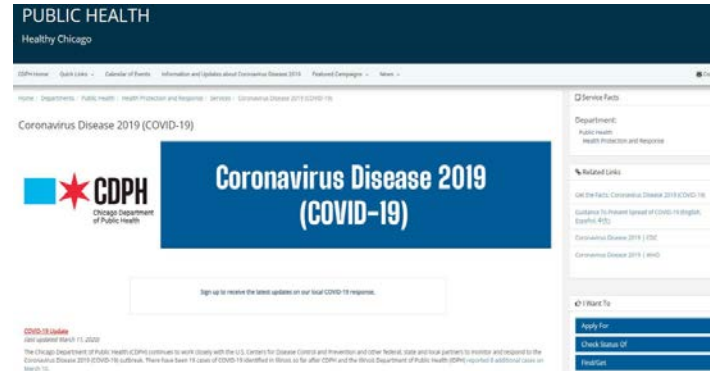
All Chicago Website: www.allchicago.org

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

National Alliance to End Homelessness:

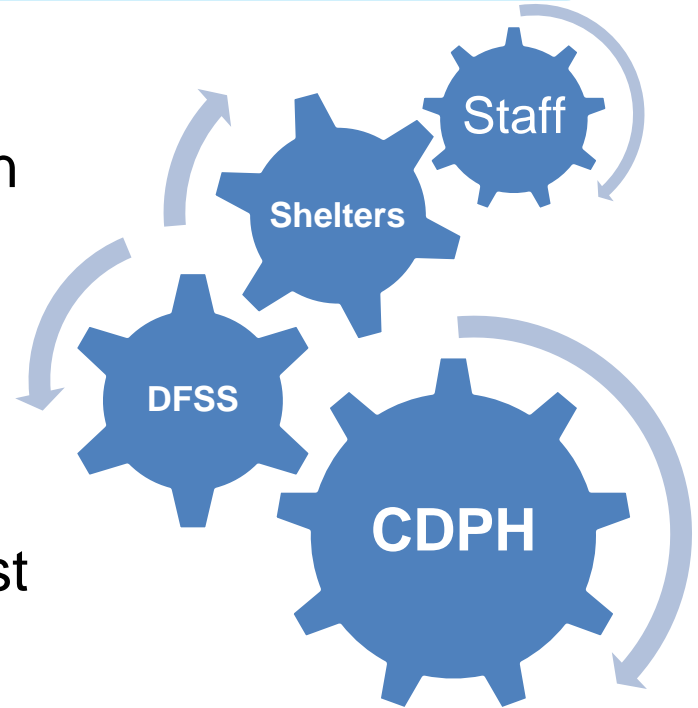
endhomelessness.org

HUD website: hud.gov/coronavirus



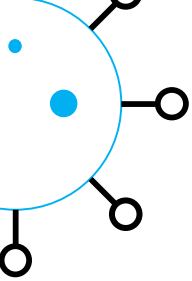
Commitments and Next Steps

- 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](https://chicago.gov/coronavirus)



#StayHomeSaveLives

