



Office Hours: COVID-19 Planning and Response

August 7, 2020



Housekeeping

- A recording of today's session, along with the slide deck and a copy of the Chat and Q&A content will be posted to the HUD Exchange within 2-3 business days
- Event information for upcoming Office Hours, along with copies of all materials can be found here:

<https://www.hudexchange.info/homelessness-assistance/diseases/#covid-19-webinars-and-office-hours>

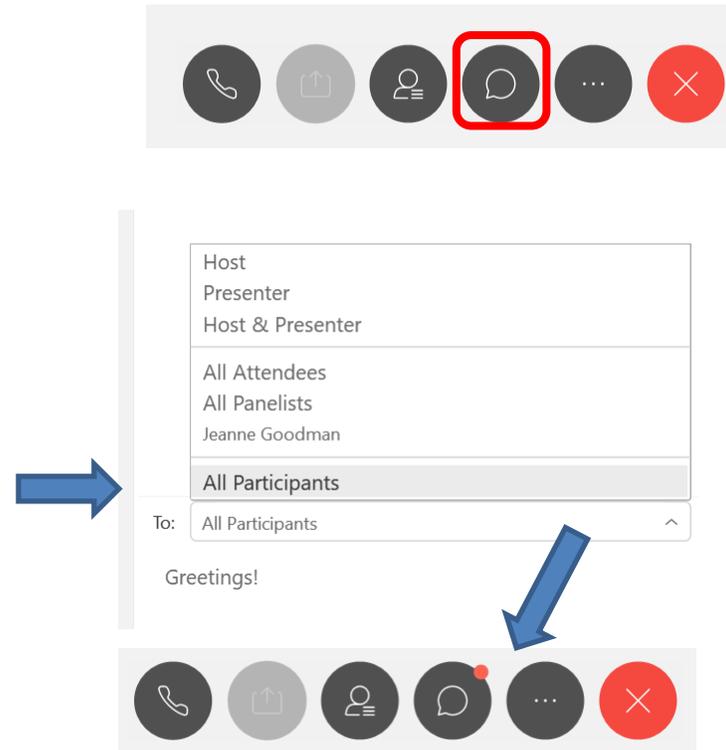
- To join the webinar via the phone, please call in using:
1-855-797-9485 Access code: 610 976 677

Chat Feature

Select the Chat icon to make a comment or ask a question.

Be certain the To field is set to **All Participants**

An orange dot on the Chat icon indicates that you have unread messages.



Speakers & Resource Advisors

Department of Housing and Urban Development

- Office of Special Needs Assistance Programs
 - Norm Suchar
 - Lisa Coffman
 - Brett Esders
 - Marlisa Grogan
- Aaron Weaver, Program Analyst, PD&R
- Derek Wentorf, Senior Program Manager, Federal TA Team, CSH
- John Gilvar, Principal, Gilvar Consulting
- David Canavan, Canavan Associates

State of North Carolina

- Denise Neunaber, Executive Director, North Carolina Coalition to End Homelessness
- Laura Hogshead, COO, NC Office of Recovery and Resiliency



Speakers & Resource Advisors

National Healthcare for the Homeless Council

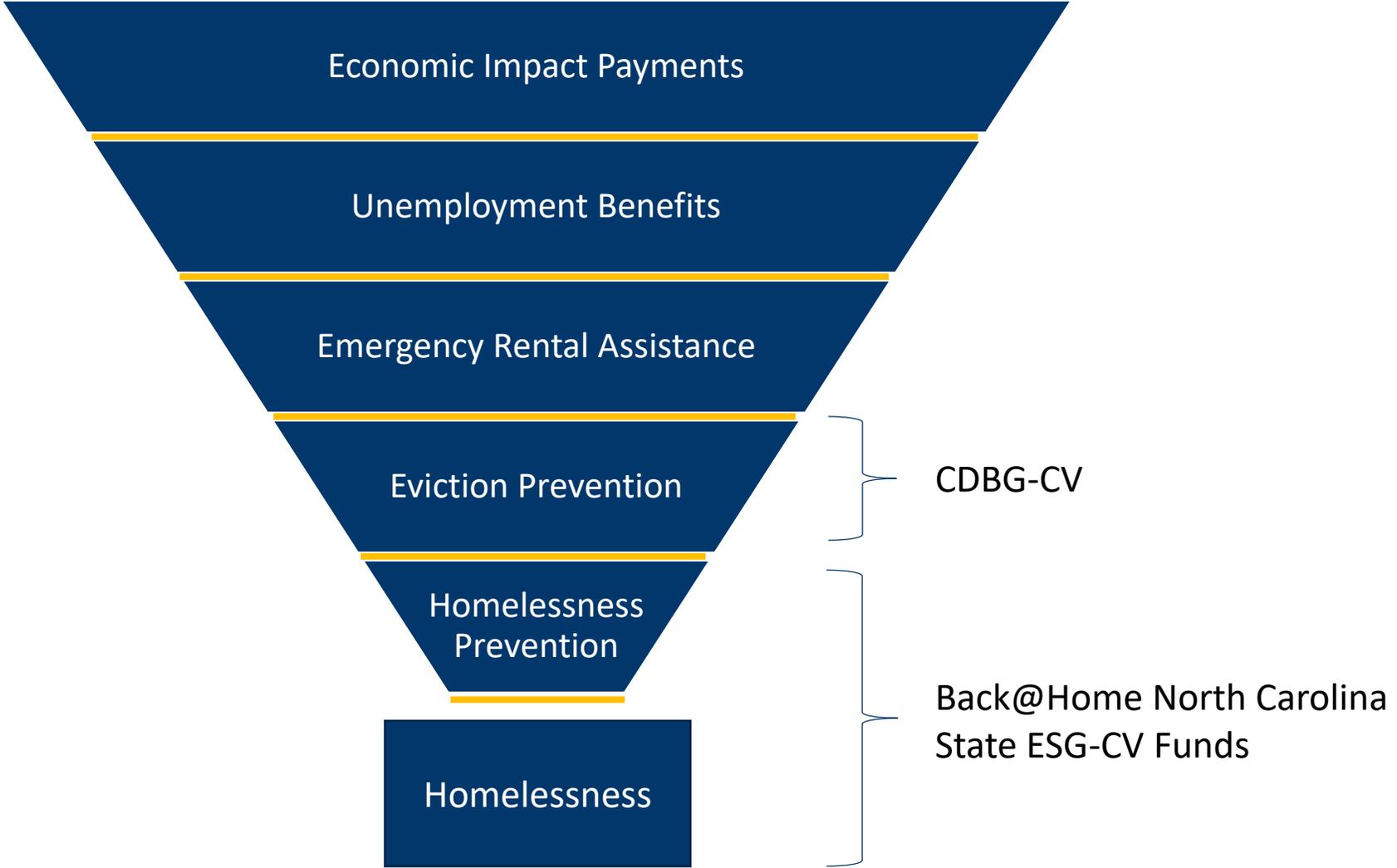
- Barbara DiPietro, PhD, Senior Director of Policy

Department of Veterans Affairs

- Dina Hooshyar, MD, MPH, Director, National Center on Homelessness Among Veterans (the Center), VHA Homeless Program Office
- Jillian Weber, PhD, RN, CNL, Homeless-PACT National Program Manager, VHA Homeless Program Office



BACK @ HOME
NORTH CAROLINA



Activity	Eviction Prevention	Back@Home Homelessness Prevention	Back@Home Rapid Rehousing
Flexible Financial Assistance			
Rental Assistance	✓	✓	✓
Utility Assistance	✓	✓	✓
Rental + Utility Arrears	✓	✓	✓
Deposits (Rent, Utility, Pet)		✓	✓
Barrier Busters*		✓	✓
Moving Costs		✓	✓
Household Goods*		✓	✓
Housing Navigation			
Housing Search		✓	✓
Liaison/negotiation with rental properties		✓	✓
Move-In Fees*		✓	✓
Upfit + Repairs*		✓	✓
Housing Stabilization Case Management		✓	✓
Legal Services	refer	refer	refer

Back@Home Partners

NC Department of Health and Human Services

ESG Recipient and Back@Home Administrative Agency

NC Housing Finance Agency

Requisition and Reporting

NC Coalition to End Homelessness

Program Design, Field Support Manager, Coordinated Entry Support

United Way of North Carolina / NC 211

Coordinated Entry Process

Socialserve

Unit Documentation and Inspections

Unite Us

Data and Reporting for NCCARE360 with Coordinated Entry Process

Institute for Community Alliances (ICA)

Data and Reporting with HMIS systems

Matt White, Housing Innovations, HUD TA

Coordinated Entry Process, Program Policy and Procedures

Tom Albanese, Tom Albanese Consulting, LLC

Field Support, Program Policy and Procedures

Clutch Consulting

Field Support, Program Policy and Procedures

Rehousing Agencies

Provide Rapid Rehousing and Homelessness Prevention Services

Several underlying assumptions

1. Rapid Rehousing is an intervention that can work for everyone in need of rehousing assistance including those who ultimately need PSH
2. Diversion and rapid resolution conversations will happen with 211 and rehousing agencies at intake
3. Well-targeted prevention can assist with expected increase in at-risk households
4. Ask minimum amount of questions to enroll
5. Prioritization by risk, barriers, and community impact
6. Funding may provide opportunity to house majority of people experiencing homelessness in some communities
7. Will adjust prioritization based on real-time need and enrollment data, in partnership with CoCs



Back@Home is launching in August.

CoC Coordinated Entry Calls	July 23-31, 2020
CoC HMIS Sys Admin Call	Week of July 27, 2020
Rehousing Agency Selection	Week of July 27, 2020
Rehousing Agency Leadership Call	Week of August 3, 2020
Back@Home Launch Trainings*	Week of August 10, 2020
Collaborative Review of Program Policies and Procedures	August 17- August 31, 2020
New RRH/Prevention Agency Call	Week of August 17, 2020
Back@Home Field Training	Week of August 17, 2020 or August 24, 2020 depending on rehousing agencies hiring of staff
Weekly Coaching Calls	Begin Week of August 24, 2020

*CoC Leadership is invited to attend launch trainings and they will be recorded.

Resources

Back@Home Public Webpage

backathome.org

NC DHHS ESG webpage

<https://www.ncdhhs.gov/divisions/aging-and-adult-services/nc-emergency-solutions-grant/nc-emergency-solutions-grant-%E2%80%93>

Back@Home Training and Field Support (launches next week)

ncceh.org/backathome



HUD TECHNICAL ASSISTANCE SPOTLIGHT

- *CASE MANAGEMENT RATIOS*
- *OPERATIONALIZING HEALTHCARE PARTNERSHIPS*



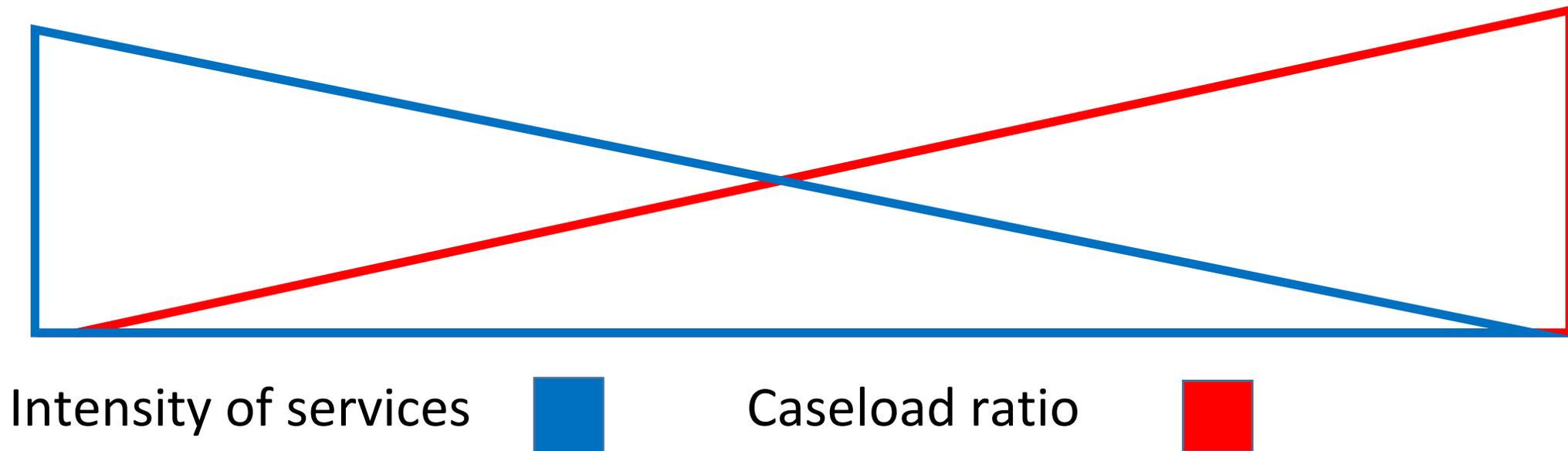
Case Management Ratios

This product provides a foundation for planning in regards to expected case management ratios. The document covers both programs providing community based case management for people not connected to housing and for housing-based settings.

This is meant to be a starting point and communities are encouraged to take situations into account that they are experiencing in their community that could result in a need to shift from these ratios.

Case Management Ratios

The ratio of case management increases (*meaning a case manager can serve more people*) as the acute need for deep & comprehensive services decreases in the general pool of people being supported in the program.



Case Management Ratios

Community-based (non-housing-based) case management

Target population	Intensive/therapeutic intervention	Targeted navigation with a focus on getting access to housing	Broad support to increase engagement in systems
Individuals	10-12	20-30	50
Families	8-12	20-25	50
Transition Age Youth (18-24 yr old)	10-12	20-25	50

Case Management Ratios

There are a number of different housing based case management interventions outlined in the document: Critical Time Intervention (CTI); Intensive Case Management; Basic Tenancy Support; Disaster Recovery/Workforce Housing.

The housing situations are broken into: Scattered Site; Single Site; and then a combination of either Caseload of Majority Stably Housed Tenants or Existing Program Stably Housed Tenants.

Where possible, there are recommendations broken out in reference to specific diagnoses or ability status as follows:

- SUD: Substance Use Disorder
- SMI: Serious Mental Illness
- ID: Intellectual Disability
- DD: Developmental Disability

Case Management Ratios

Example of Housing Based CM Ratio: Intensive Case Management Caseloads

Target population	Scattered Site Caseload	Single Site Caseload	Existing Program Stably Housed Tenants
Individuals	10	15	20
Families	10	15	15
Individuals with dual dx SUD/SMI	10	10	15
Individuals with ID/DD	10	15	10
Transition Age Youth (18-24 yr old)	10	15	20

Operational Healthcare Partnerships

Problems

- Ongoing risk of virus outbreaks in shelters and encampments
- Congregate settings frequented by people vulnerable to dangerous COVID-19 complications and death
- Homeless services providers and their clients face inherent barriers in implementing public health guidance

Collaboration across systems

- Dedicated structure for housing and health leaders to plan in concert
- Bi-directional education and info sharing
- Grassroots problem solving, cooperation, and innovation

Innovations from around the U.S.

[COVID-19 Homeless System Response: Operational Healthcare Partnerships](#)

Links to examples of communities...

- Enhancing collaboration and real-time information sharing
- Protecting the most vulnerable to serious illness from COVID-19
- Maintaining access to medical, behavioral health, and harm reduction services
- Mitigating virus spread in inherently risky settings
 - Isolation and quarantine
 - Responsive and flexible testing strategies
 - Accelerating re-housing

Platforms for collaboration and information sharing	Coordinated strategies for protecting high-risk people
Frequent, standing meetings including <ul style="list-style-type: none"> • CoCs • ESG grantees • Public health depts • Homeless services and healthcare providers 	Non-congregate shelter
Web pages with updated guidance and linkage to <ul style="list-style-type: none"> • Training & educational materials • Referrals 	Enhance access to medical, behavioral health, and harm reduction services via telehealth, mobile teams, or embedded providers
Hot lines for homeless services provider staff with questions about prevention, screening, and best practices	Prioritize permanent housing placement for people whose age and/or chronic health issues increases COVID-19 risk

Mitigating the risk of transmission and outbreaks

- Education - Infection control and sanitation
- Specialized support for agencies operating shelters and other inherently risky congregate facilities
- Isolation and/or quarantine facilities or units
- Testing surges
- Mobile testing and assessment teams
- Increased coordination with hospitals
- Permanent housing

New Resources Posted

- [Strategies to Design and Implement a Successful ESG-CV Program Webinar: Enhancing Safety in the Homeless Response System](#)
- [What to Expect from Remote Case Management](#)
- [Connecting Quarantine to Coordinated Entry: Mainstream Resources](#)
- [VSP Comparable Database and Reporting Requirements](#)
- [Operational Healthcare Partnerships](#)
- [CoC Program Expedited COVID-19 Grant Agreement Amendments – 2019](#)
CoC Program grants now posted

Key Websites

HUD: <https://www.hudexchange.info/homelessness-assistance/diseases/infectious-disease-prevention-response/>

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/index.html>

NHCHC: <https://nhchc.org/clinical-practice/diseases-and-conditions/influenza/>

USICH: <https://www.usich.gov/tools-for-action/coronavirus-covid-19-resources/>

VA: <https://www.publichealth.va.gov/n-coronavirus/index.asp>

HRSA: <https://bphc.hrsa.gov/emergency-response/coronavirus-frequently-asked-questions.html>

Federal Partner Contacts

For additional information or assistance, contact:

- Centers for Disease Control and Prevention:
www.cdc.gov/COVID19; 1-800-CDC-INFO (232-4636); TTY: 1-888-232-6348
- Department of Housing and Urban Development:
[HUD Exchange Ask-A-Question \(AAQ\) Portal](#)
- Department of Veterans Affairs High Consequence Infection (HCI) Preparedness Program:
vhahcigeneral@va.gov



Q & A

