# 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:

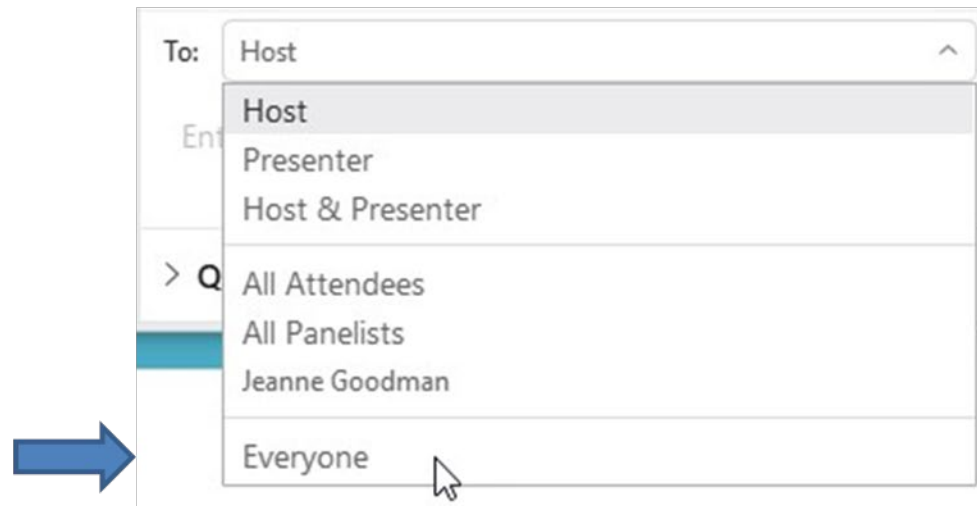https://www.hudexchange.info/homelessness-assistance/diseases/#covid-19-webinars-and-office-hours

- To join the webinar via the phone, please call in using:

  1-855-797-9485   Access code: 171 898 8978

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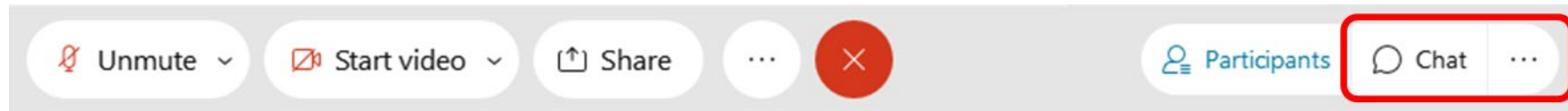
Select the Chat icon to make a comment or ask a question.

Be certain the To field is set to **Everyone**

Speakers & Resource Advisors

Department of Housing and Urban Development

- Office of Special Needs Assistance Programs

  - Norm Suchar
  - Lisa Coffman
  - Marlisa Grogan

  - Abby Miller
  - Ebony Rankin
  - William Snow

- Taylor Kiely, CPD Representative, Chicago Field Office
- Aaron Weaver, Senior CPD Representative, Chicago Field Office
- David Canavan, HUD TA, Canavan Associates
- John Gilvar, HUD TA, Gilvar Consulting Services

Speakers & Resource Advisors

Centers for Disease Control and Prevention

- Lindsey Stillman Barranco, PhD, Homelessness Unit, Disproportionately Affected Populations Team

AtlantiCare Health Services

- Sandy Festa, LCSW, Executive Director

National Healthcare for the Homeless Council

- Barbara DiPietro, PhD, Senior Director of Policy

Speakers & Resource Advisors

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
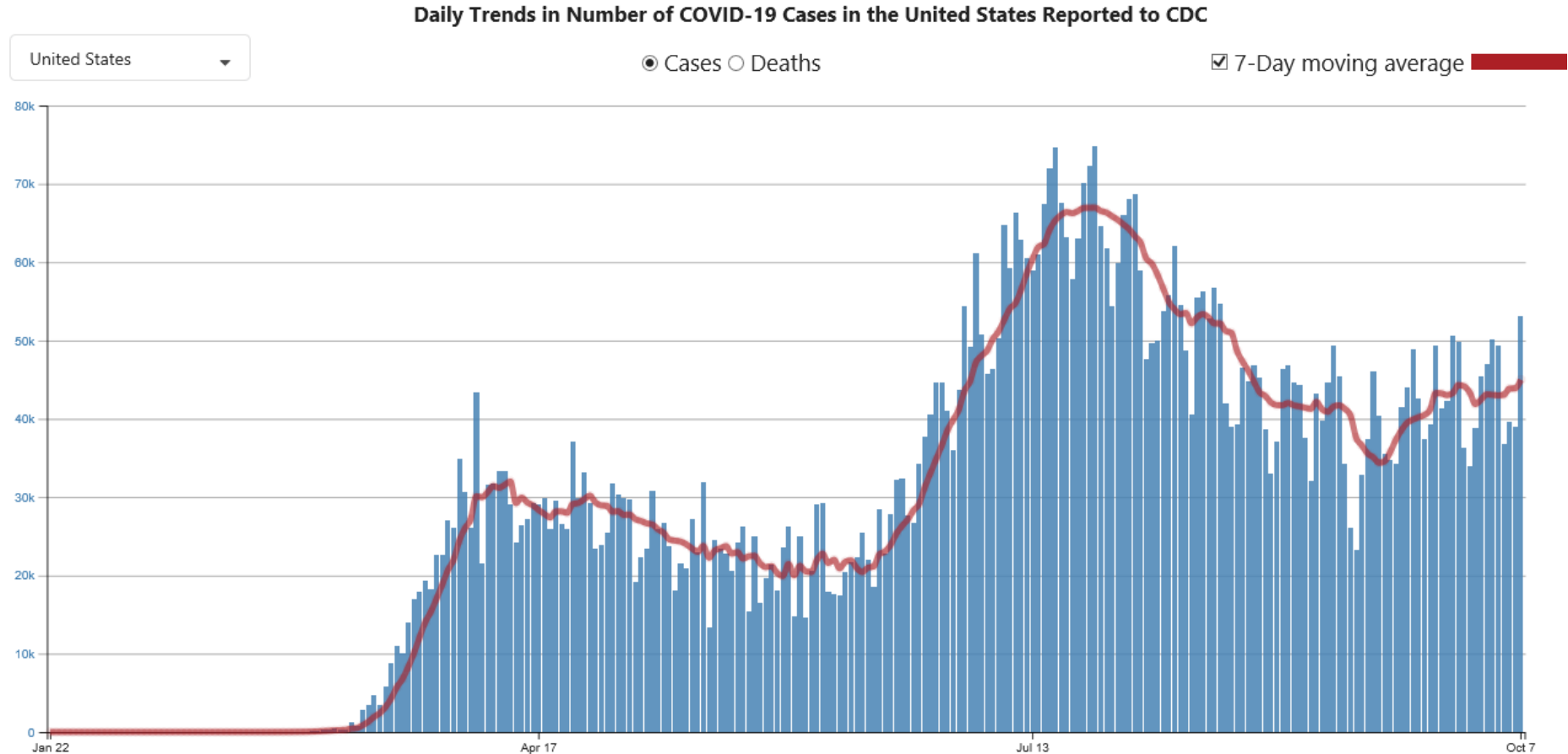
COVID-19 and Homelessness

Updates

Homelessness Unit
Disproportionately Affected Populations Team
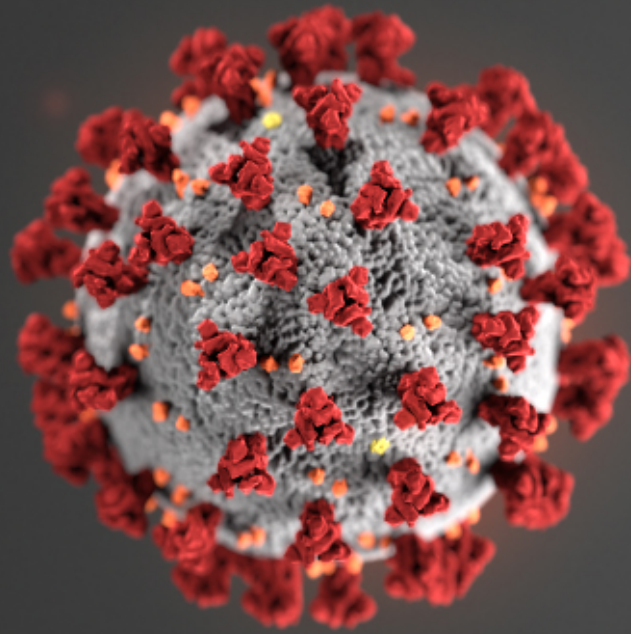COVID-19 Response
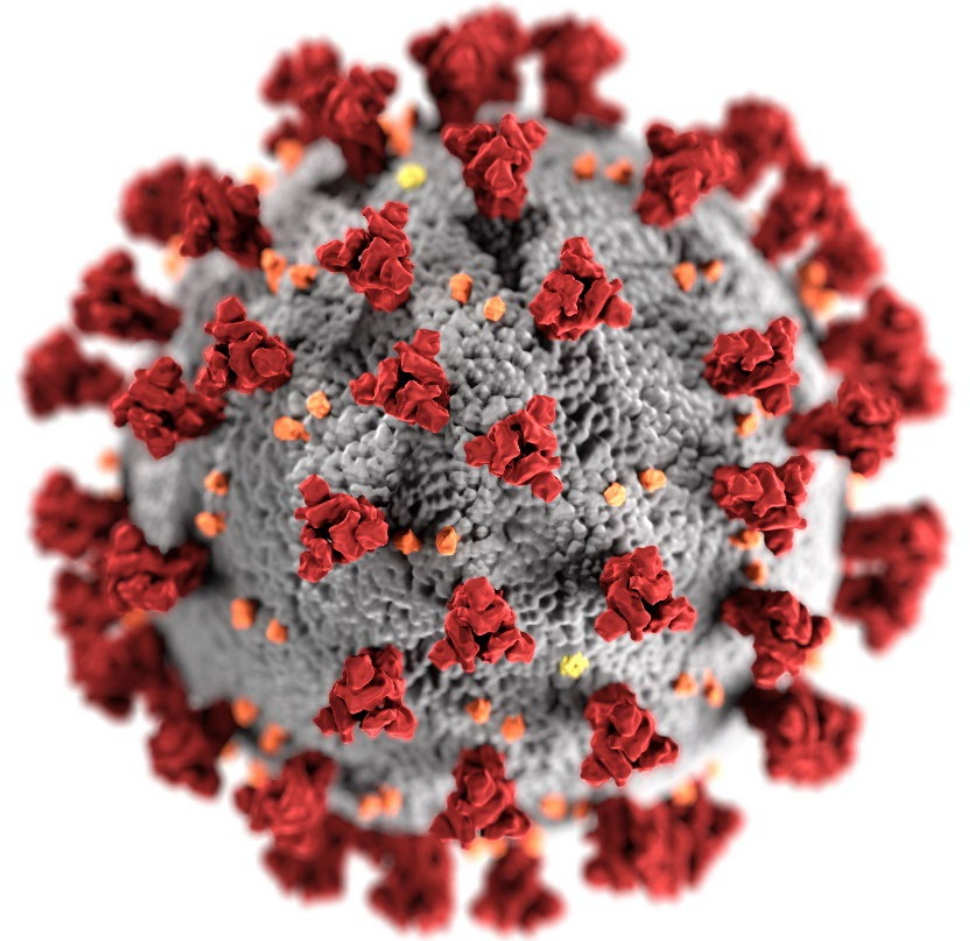
cdc.gov/coronavirus

7.5 million cases reported in the United States*

Daily Trends in Number of COVID-19 Cases in the United States Reported to CDC

https://covid.cdc.gov/covid-data-tracker/#trends_dailytrends

*as of 10/8/20

For more information, contact CDC
1-800-CDC-INFO (232-4636)
TTY: 1-888-232-6348   www.cdc.gov

The findings and conclusions in this report are those of the authors and do not necessarily represent the official position of the Centers for Disease Control and Prevention.

HUD TA RESOURCE SPOTLIGHT

- *FRAMEWORK FOR ENHANCING SAFETY IN YOUR HOMELESS RESPONSE SYSTEM*

- *WHAT TO EXPECT FROM REMOTE CASE MANAGEMENT*

Framework for Enhancing Safety in Your Homeless Response System

What to Expect from Remote Case Management

Guidance Document Overviews

HUD SNAPS Office Hours

October 9, 2020

John Gilvar

Gilvar Consulting

Framework Goals

- Help communities weave together:
  - Protections for people living in high-risk settings
  - A path to speed their transition into safe, sustainable housing
- Where should we start?
  - Incorporate Public Health guidance and best practices for reducing disease transmission into policies and procedures for congregate settings such as shelters and encampments
  - Recognize that permanent housing provides a safer environment than congregate settings given their inherent challenges around crowding and proximity

Strategic elements within an effective framework

- Develop and sustain close coordination with public health and health care providers
- Prevent virus spread within the sheltered population and in other congregate settings
- Maintain essential services, including outreach, for unsheltered people
- Deploy targeted coronavirus testing
- Ensure the availability and proper use of Personal Protective Equipment (PPE)
- Accelerate rehousing processes, especially for people with high COVID-19 risk
- Keep people out of the shelter system and off the streets through prevention and diversion

As communities head into colder, wetter weather…

…the linked resources in the guidance will help homeless response planners frame critical safety questions for their public health and other partners:

- How will we meet increased demand for services without also increasing the risk of virus spread?

- How can cold weather temporary sites incorporate infection control and other public health best practices?

- How can COVID-19 testing strategies flex and adapt to winter conditions?

- How will shelter, outreach, and other providers rule out COVID-19 when a person they're serving has symptoms that could indicate either flu or COVID-19?

What to Expect from Remote Case Management

- Audience is clients who are adjusting to remote (virtual) case management

- Assures continued client engagement and case manager responsiveness by helping clients:
  - Navigate common tech questions
  - Participate in a virtual case management meetings from spaces where privacy may be an issue
  - Manage communication around meeting timing or urgent needs in between scheduled sessions

Telehealth for the Homeless
October 2020

AtlantiCare Health Services
Federally Qualified Health Center

- Funded in April 2003, first patient seen October 2003- Funded as HCH

- 1st site strategically located in a shelter housing more than 3,000 individuals per year

- NJ Department of Health License- Primary Care and Drug Treatment

- Received expanded scope to treat general medically underserved population August 18, 2016

Health Plex site opened 2010

First Site opened 2003

Lessons Learned

- Do What it Takes to get the Care our Patients Need

- Have your team try innovation when "You don't need it"

- "Walk in the shoes of the patient"

- Telehealth is not for everyone

Thank you
Sandy Festa, LCSW- Executive Director
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609-412-8969

Telehealth:
Partnerships Between Shelters & HCH Programs

Barbara DiPietro, Senior Director of Policy

October 9, 2020

Policy Agenda

1. **State Medicaid Policies:**

   • Retain Audio-only Visits

   • Retain Flexibility in Originating & Distant Sites

   • Retain Waiver of Pre-existing Patient-Provider Relationship

   • Keep Ability to Obtain Patient Verbal Consent to Care

   • Ensure Payment Parity Regardless the Type of Visit

   • Eliminate Prior Authorizations for Telehealth

2. **Facilitate Patient Access to Phones, Data & Broadband**

Telehealth Agenda for HUD Providers

- **Partnerships:** Actively establish partnerships between health care providers, Continuums of Care (CoCs), and homeless services providers. Develop or expand telehealth service capacity in shelters, unsheltered locations (e.g., encampments), and other venues that would enable vulnerable people to better access care.

- **Phone and data access:** Facilitate easier access to phones and data for both patients and providers.

- **Provider training and support:** Leverage local resources to bolster staff training or implement capital changes to increase their technology capacity.

- **Technology literacy:** Work with health care providers to identify ways to help clients get more comfortable with new technologies.

- **State Medicaid plan:** Help health care providers retain the ability to provide telehealth in a flexible way (or engage other stakeholders to help advance this agenda)

Q & A

New Resources Posted

- [Rehousing Out of Non-congregate Shelter: Maximizing Placements](#)

- [Social Distancing: Inspired Ideas for Addressing Loneliness](#)

- [Staying Safe While Going Back to the Office](#)

- [Engaging Clients with Remote Case Management](#)

- [Framework for Enhancing Safety in Your Homeless Response System](#)

- [CPD Memo: Availability of Additional Waivers for CPD Grant Programs to Prevent the Spread of COVID-19 and Mitigate Economic Impacts Caused by COVID-19 (Issued September 30, 2020)](#)

- [ESG-CV Notice Review for Metro Cities, Urban Counties, and Territories](#)

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