

COVID-19

Homeless System Response: Remote Supervision Tips for Homeless Service Providers

COVID-19 has forced supervisors and teams who are working to end homelessness to come up with new ways of working together. Additionally, information about the scope, method, or timing of direct service work may change from week to week to respond to changes in funding, health guidance, and other factors.

Plan for Timely and Clear Communication

- Create a regular space for staff to share the wide range of emotions that they may be feeling. Ensure staff have access to resources and supports available through human resources.
- Set norms around what team communication will look like and create ways for teams that work in shelter and outreach situations to connect formally and informally.
- Let your team know how to reach you with varying levels of urgency (e.g., text for critical, instant message for urgent, e-mail for standard procedure and updates, etc.) Watch this video on [supervision in a telehealth environment](#) for more information.

Provide Reliable Technology for Work

- Provide reliable technology to enable communication with staff; encourage video participation and arrange for staff to have working cameras.
- Lay out clear expectations on how people can maintain privacy standards while accessing and updating clients' personal information. Watch a short video with [tips for staying HIPAA compliant while providing case management at home](#).
- Direct service staff come to work with a variety of backgrounds and experiences. Create judgement-free ways for staff to ask for help in learning new technologies.

Case Study—Colorado: Web-Based Technology for Coaching Temporary Assistance for Needy Families (TANF) Participants. The Larimer County Works Program paired a structured coaching model and web-based platform to improve employment outcomes for individuals receiving TANF. A [full description of the program](#) identifies how technology became a tool that improved and increased communications between staff and participants.

Promote Adaptive Behavior

- In order to be responsive to memoranda, waivers, substantial amendments, and updates to public health recommendations, you may ask your staff to adjust the way they engage clients, landlords, and other community partners. Identify a virtual space where all changes to policies and procedures will be listed so staff can refer to them as needed.
- Staff working for Emergency Solutions Grants recipients, Continuums of Care, local and state governments, and community partners are being asked to collaborate in deeper ways than before. Encourage staff to assume good intention from peers as new working relationships are forged.