Participants/Programs Represented:
211, Abode Services, Alameda County Health Care for the Homeless, Alameda County Health Care Services Agency, Alameda County Housing and Community Development, Alameda County Housing Services Office, Alameda County Social Services Agency, Berkeley Emergency Storm Shelter, Berkeley Food and Housing Project, Bridget House, Building Futures, Building Opportunities for Self-Sufficiency (BOSS), City of Emeryville, City of Fremont, City of Oakland, City of Union City, City Team, Covenant House, Dorothy Day House Shelter, Family Bridges, Family Violence Law Center, First Presbyterian Church Hayward Winter Shelter/South Hayward Parish, Fremont PD MET-Mobile Evaluation team, Housing Consortium of the East Bay (HCEB), La Familia/FESCO, Oakland Dream Center, Safe Alternatives to Violent Environments (SAVE), Seventh Step Foundation, St. Vincent de Paul, Swords to Plowshares, Tri Valley Haven, Women’s Daytime Drop-In Center

1. **Introduction:** This is the eighth weekly call hosted by the Alameda County Health Care for the Homeless program. Calls will be **every Wednesday at 10:30-11:30am**. Please email achch@acgov.org to gain access to the meetings.

   - Thank you for all your hard work! Take care of yourself, your families, and your communities outside of work. This is a marathon not a sprint, so take care of you so that we can continue to support our shelter community and those who are unhoused.
   - The purpose of this call is to bring together countywide shelter providers to share updates, knowledge, practices, build supportive community, and develop effective responses to protect our health and the health of the persons living in our shelter environments.
   - We’ll operate an email chain for updates and information sharing. Participants are encouraged to contact Kari Jennings-Parriott LCSW, ACHCH Shelter Health manager at kari.jenningsparriott@acgov.org, 510-891-8938.
   - If shelter staff have specific issues or challenges with individuals who may be symptomatic, infected or at-risk of COVID-19, please email ACHCH at achch@acgov.org with details so we can follow up with you.

2. **Grounding Exercise:** Take a deep breath, set an intention for today’s meeting.

3. **Situation Report:**

    David Modersbach, Health Care for the Homeless Program
• Refer to the Public Health site for more information about the situation report and access to the county’s COVID-19 dashboard: [http://www.acphd.org/2019-ncov.aspx](http://www.acphd.org/2019-ncov.aspx)
• As of 4/28/20, there have been 1,568 confirmed cases and 57 deaths within Alameda County.
• There have been 11 confirmed cases of people experiencing homelessness who have connections to street outreach teams and/or shelter sites. Guidance provided below for procedures related to responding to confirmed cases from congregate settings.
  o Three shelters have had a confirmed positive test (2 in Oakland, 1 in Berkeley)
    ▪ One case was found through shelter decompression activities (asymptomatic)
    ▪ The other two were experiencing symptoms prior to testing
• One primary main area of outbreak prevention work at this time is focusing on both licensed and unlicensed nursing care facilities.

Lucy Kasdin, Health Care for the Homeless Program

Update on Project Roomkey

• Yesterday, the Board of Supervisors approved leases to begin on May 1, 2020 for three new hotel spaces to expand spaces for both Operation Comfort and Safer Ground populations.
  o Operation Comfort- individuals experiencing homelessness who have tested positive for COVID-19, are awaiting test results (PUIs), are demonstrating symptoms of COVID-19, or have had exposure to a confirmed case.
    ▪ There are 98 new rooms in Oakland for Operation Comfort population
  o Safer Ground- individuals experiencing homelessness deemed high risk due to a combination of factors including age and/or medical conditions.
    ▪ There are 113 new rooms in Berkeley for the Safer Ground population
    ▪ There are 51 new rooms at another site serving a special population
    ▪ Please note: Safer Ground referrals are continuing to
• Continued negotiations are happening to expand properties in South and East county; updates will be provided as they become available.
• For now, referrals to Safer Ground referrals will continue to come through data sources and use of HMIS/the by-name list. Any updates to eligibility criteria or referral processes will be communicated once they are finalized.

Talia Rubin, City of Oakland Human Services Department

• Continuing to implement physical distancing and other guidance given to shelter providers.
• Rolling out emergency shelter program; anticipated opening next week. Prioritizing East Oakland zone 7 first. Working to refine eligibility criteria and referral process.

Darren L, Coordinator for RV safe camping site on High St

• Dr. Williams from Roots was onsite Monday to conduct testing. 20 people were tested Monday, and she plans to return to test more on Thursday.
• David Modersbach noted there is a team working to develop a more coordinated testing response team across the county. For now, these efforts are being patched together by
various different groups. Refer to list of known testing sites:

4. What happens if a shelter has someone who is symptomatic or tests positive?

David Modersbach, Health Care for the Homeless Program

Documents attached to email and here.

Kari Jennings-Parriott, Health Care for the Homeless Program

Documents attached to email and here.

5. Supplies

Continue to go through your city EOC for supply ordering. Contact HCHP if you have challenges obtaining supplies and/or if you need a short-term source for supplies.

A lab on the UC Berkeley campus has been making and distributing hand sanitizer. Contact Kari or David to connect with this resource.

6. Questions and “Answers”

- If a shelter resident is self-reporting that they have a confirmed case of COVID-19, what kind of documentation can/should shelter staff require?
  - Contact Kari as soon as possible with any confirmed, reported, or suspected diagnoses! Kari will contact Public Health to confirm and will give guidance and support with any response that may be needed.

- What does this procedure look like for Domestic Violence Safe Home, when VAWA prevents providers from making disclosures?
  - There is a team at SSA that is working to develop procedures to meet the unique needs of this population, and will connect with DV providers when guidance is available.

- Are there resources to get counseling onsite for guests under extreme stress?
  - If people are referred to either Operation Comfort/Safer Ground, there are services onsite. Some shelters have social workers coming in to do check-ins. Many providers have shifted to providing tele-health services.
  - The Alameda County Behavioral Health ACCESS line is an initial point of contact for someone interested in being referred to services. They will conduct a screening to determine the acuity of the situation and provide linkage to an appropriate service/provider: http://www.acbhcs.org/providers/Access/access.htm

- What kinds of conditions would cause a shelter closure as opposed to quarantine?
Public Health would provide guidance on this based on factors such as the environmental scan- How many people are staying there? How many people are infected? How easily can people isolate/distance? etc.

- Are there known reasons for challenges with infrared thermometers? There have been reported challenges getting thermometers to read beyond 97*.
  - There have been two different challenges reported with infrared thermometers- 1) they read often read in Celsius (need a chart to translate into Fahrenheit, which is more standard scale in the U.S.), 2) challenges with temperatures reading low.
  - Examples shared- 1) a street health team was able to confirm some temperatures using the thermometers, 2) one team noted improved readings after changing the battery on the device, 3) if people are coming in from outside, thermometers may yield lower reading because it is cold.
  - Suggestion- 1) gauge the standard “baseline” for your thermometer (ie. it typically gives readings in the 93-94* range) and note any temperatures that fall outside this range, 2) if appropriate PPE and supplies on site, use a second thermometer to take a more accurate reading from anyone who falls outside of the baseline range of your infrared thermometer.

- There have been different provider experiences when shelter staff/front line workers have attempted to get tested.
  - Reminder: all shelter staff and outreach workers are eligible to be tested, and testing remains limited to individuals who are actively symptomatic and/or have had contact with someone who has tested positive for COVID-19.
  - If you need to be tested, start by contacting your primary care doctor.
  - You can also go to any of the testing sites listed on the Public Health website (note hours of availability, populations served, etc.) The most up-to-date list of testing sites can be found by going to: http://www.acphd.org/ and clicking on the link: “Where can I get tested in Alameda County?”

- Has anyone come up with a good process to help unhoused guests make contact with their Social Services Case Managers?
  - If guests are at Project Roomkey sites, they should be screened for public benefits within 48 hours of intake. This would determine eligibility, and/or if they already have a social worker assigned. If they were not previously connected
  - If guests are not at Project Roomkey sites, the process for contacting and connecting with case managers has not changed. This link provides contact information for a variety of hotlines and services under the Social Services umbrella: https://www.alamedasocialservices.org/public/contact_us/hotlines_and_services.cfm

Thank you all!