1. **Introduction:** This is the twentieth weekly call hosted by the Alameda County Health Care for the Homeless program. Calls will be **every Wednesday at 10:30am-11:30am on Zoom.**

   - Thank you for all your hard 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.
   - To be added to the email list, contact Kathy Barron at kathryn.barron@acgov.org.
   - If shelter staff have specific issues or challenges with individuals who may be symptomatic, infected or at-risk of COVID-19, email achch@acgov.org with details so we can follow up.

2. **Grounding Exercise:**
   Breathing exercise- breathe in for 4 seconds, hold for 1 second, breathe out for 5 seconds. Repeat. Breathe in positive things you have been observing/experiencing. Breathe out negativity/stress.

3. **Situation Report:**

   **Kari Jennings-Parriott, Health Care for the Homeless**

   - Refer to [Alameda County COVID-19 Dashboards](#)
     - Countywide totals as of July 20th: 9,383 confirmed cases, 167 deaths
     - 111 cases in the unhoused; 64 in shelter, 47 encampments
       - Increase contributed to: COVID fatigue, nice weather, more socializing
     - Transmission continues to disproportionately impact communities of color
       - Highest rates of getting the infection in Hispanic/Latinx communities
       - Highest rates of death from infection in Black/African American communities
Lucy Kasdin, Health Care for the Homeless
With the increase in COVID cases and hospitalizations, please continue to be vigilant.

Safer Ground sites:
- New ones opening in the next couple of weeks; 2 in Berkeley, 1 in Oakland, 1 in Livermore
- Information will be sent out to providers
- Shelters: are there individuals that would benefit in being housed at a Safer Ground site? Reach out to Lucy or Kari with names of individuals.

Heather MacDonald-Fine, Alameda Health Services (AHS)
- Testing update: two testing sites - San Leandro and Highland hospital
- Testing is becoming more challenging due to shortage of testing supplies. Currently, there’s a 7-10 day turn around for receiving test results.
- AHS has been testing 50-70 patients per day at each site. Looking at ways to expand and get the 1-2 day turn around back.
- In total: AHS tested 5,196 patients; 841 positive tests. 26 people are receiving in patient care.

Jessica, City of Hayward
- No updates. Echo that the turn around time is the same for us. We are identifying hotels and motels that would be interested in providing more of the scattered site Safer Ground. We are working with one hotel and finding additional hotels.

Talia Ruben, City of Oakland
- Close to 100% occupancy for HomeBase site; 123 residents (max is 128).
- Everything is stable. Please reach out to the city if you need support so we can work alongside the county.

Kari Jennings-Parriott, Health Care for the Homeless
How do we ebb and flow now at week 20 of the pandemic? What are some success stories from shelters?

Kari Jennings-Parriott, ACHCH: 64 people on call; we’ve had wonderful attendance and feedback/support on the call. Testament to this community that show up every single week.

Andrea, Case Manager, First Presbyterian Church & South Hayward Parrish: We closed June 30th and we have placed 60 people into Safer Ground.
Darin Rounds, Housing Consortium of the East Bay: SIP has been enhanced at our sites because of the provision of meals. Encouraging people to stay in their units or stay onsite as much as possible. Reminding everyone that we are all in this together as a community. Implemented new system/screening log with guidelines and it has been helpful. Appreciate the response from city and county for getting people the care they need. Trying to have more resident meetings/gatherings while wearing masks and social distancing. Marked spaces on the concrete for people to stand (circles); had to keep reminding people to stay in their circles. Spacing out chairs and tables; having multiple meetings with less people. Main thing is getting people together and letting them check in and share information.

How are you getting information out to your residents (Kari asking)?

Marichelle, HomeBase: We gave each client a paper copy of the notice and post notices in common areas and under room doors. We also have a megaphone to make announcements. Yesterday, Roots Clinic came over to do onsite testing for HomeBase clients and almost 46 got tested. Great turn out. Roots brought water and meals and held a raffle.

Kari Jennings-Parriott
Find a time to get the information out in an informative and fun way. Talia from the City of Oakland called it “COVID Creative.” Games such as quarantine bingo with prizes or True or False to help dispel myths. Find out where the information is getting lost and get it to people. Put notices on tables where they eat their meals. Smaller outside meetings; multiple meetings. Start having the conversations to prep people and staff in the event of an outbreak. There have been 13 outbreaks in shelters so please make sure people have the information they need regarding hotels and how staying at a hotel can be beneficial to them. Residents are already experiencing a huge amount of stress and anxiety.

What are the concerns the residents are having? The hotel will provide methadone and medications for the residents. Where is there misinformation or where the information is not reaching? Look to leaders within the community or in the shelters who can help with dispersing information and who can remind people to keep masks on and practice social distancing. Time to get creative to break up the monotony and ease any anxiety or worry.

Ola, EOCP: We are using flyers in the elevators and common areas/dining room, entrance whiteboard/announcement board, signage with pictures (cover your mouth, wear mask, wash your hands). Signage in dorms for non-English speaking residents. Staff wearing a mask at all times. Community meetings and curriculum are on hold right now. Exploring option but not 100% comfortable conducting them.

Sarah, FESCO: We have received a tremendous amount of support from church groups; making masks, and games with hand washing. Our community outreach department rolled out virtual workshops, literacy groups, self-care, Chrome books for the kids. Everyone is experiencing fatigue and we constantly remind people through 1:1 sessions and signage everywhere. A bit of a scare with a child that was running a high fever but was negative for COVID. It gave us the opportunity to prep staff regarding the situation. We are receiving activity books and board games as donations. Les Marquis has a family opening (6 beds); please call Les Marquis directly at (510) 581-3223 if you have referrals.
Oakland Dream Center: We hold resident meetings during lunch and dinner hours. All information is posted for residents to review. We held a trivia night with questions surrounding Covid-19 and each department submitted questions that the residents should know about the facility. Prizes was given and everyone had fun.

Some questions were:
- When leaving facility what is required of you (wear mask)?
- How long should you wash your hands?
- How many steps are there from the bottom back stairs to the top floor?
- How many computers are there in the day room?

WDDC & Bridget House: Signage, client meetings and handouts. We are looking for good videos.

Liz Varela, Building futures: Using funds from foundations for more technology for people who are going to school and for telehealth. Purchased 2-3 computers for each shelter; bought desks. Figuring out how to place for maximum privacy and focus for kids.

Melvin Cowan, BOSS: Thank you to Kari, David and the City of Berkeley team for support and guidance/PPE. Still maintaining regular screening, social distance protocols, signage, and staff are connecting with clients 1:1. Concerns about having community meetings. We update clients regarding any changes and benefits for programs to improve income. We are still looking for housing. There are challenges in accessing primary care and we are exploring alternatives to get access to telehealth; exploring new technology to provide residents. We are expanding WIFI capability for our children’s learning center as many students will be remote learning. We participated in a training provided by Alameda County and are conducting wellness checks with clients. Exploring how we can get more creative with activities for the residents and the possibility of having a movie night outside in courtyard with projector. [Melvin will send Kari training resources.]

John D.: We did some mask making at the Hayward shelter. At the Berkeley community meeting we had pizza and soda. It’s important to have that engagement with residents because they are tired and fatigued. We want to get feedback from residents as to what we are doing right and what can be improved.

Takeaways:
- Find creative ways to communicate information to residents (COVID Creative).
- Dispel myths and address concerns residents may have regarding Safer Ground hotels.
- Reach out to your community for resources you need.
- Prepare your staff and residents in case of an outbreak to ease stress and anxiety.
- Respond quickly and utilize the county systems to support you.
- Call Kari or Lucy anytime if you want to ask questions or strategize.
4. Resource Sharing, Questions and “Answers”

- Are these congregate sites?
  - No, each household has its own hotel room. Safer Ground hotels are for families and singles. Information on the scattered site program is on our website (achch.org). Email is being managed by HomeStretch and you can contact them directly.

- Les Marquis has a family opening (6 beds); please call Les Marquis directly at (510) 581-3223 if you have referrals.

Thank you all! Remember all of the successes you and your staff are accomplishing! Be compassionate in your care for yourself and others!

Weekly Shelter Provider COVID Zoom Call #20
Wednesday, July 15, 2020; 10:30am-11:30am
More information: achch.org