

Alameda County Health Care for the Homeless
Weekly Street Outreach Providers COVID Phone Call #3
Wednesday March 25, 2-3m
888-204-5984, 7105040#

NOTES

Participants/Programs Represented: 100+ callers from: 211, Alameda County Housing & Community Development, Alameda Health System, Health Care for the Homeless program, Lifelong Medical Care Street Health, First Presbyterian Oakland, First United Methodist Church, City Team Ministries, Operation Dignity, St. Vincent de Paul, Berkeley Food and Housing Project, City of Oakland, Abode Services, 1st Presbyterian Church of Hayward, East Oakland Collective, Family Violence Law Center, HEPPAC, Fellowship, Raspberry, City of Berkeley, UCSF, TRUST Clinic, Bay Area Legal Aid, Tri City Health Center, Tiburcio Vasquez Health Center, EBCRP, Homeless Action Center, Punks With Lunch, City of Albany, East Bay AIDS Center, Veterans Administration. Surely many others we didn't capture.

Action Items from 3/18/20 Meeting:

- Get on ACHCH Street Outreach mailing list: achch@acgov.org
- Shared Map for Encampment/Street Site Coordination. Being Worked on
- Shared Map of portapotties, sanitation centers. Being worked on.
Berkeley sanitation: JVasquez@cityofberkeley.info
Oakland Sanitation: trubin@oaklandca.gov
- Share info for food and tents:
 - Alameda County Food Bank 510-635-3663
 - Food provider? Please fill out [Food Bank survey](#)

- 1. Introduction:** This is the third weekly call hosted by the Alameda County Health Care for the Homeless program. Calls will be **every Wednesday at 2-3pm**. 888-204-5984, 7105040#. Note that we presently have a limit of 100 callers per call.
 - The purpose of this call is to bring together countywide outreach providers to share updates, knowledge, practices, build supportive community, and develop effective responses to protect our health and the health of the persons living unsheltered in Alameda County.
 - We'll operate an email chain for updates and information sharing.
 - Participants are encouraged to send contact information in to david.modersbach@acgov.org. More simply send email to achch@acgov.org.
- 2. Learn How to Mute your phone or computer before you join another conference or Zoom call OK!**

3. Situation Report:

David Modersbach for Kathleen Clanon, Medical Director for Health Care Services Agency 1) Cases

- County has 140 confirmed cases. No confirmed homeless cases yet. Many more suspected cases. Most newer cases are via community transmission
- County has activated Dublin-based Emergency Command Center today. Allows for better communication and coordination between departments, programs, and State.
- Hospital systems have room available and few covid hospitalizations presently, but are preparing for surge. People without a clinical provider who need medical care should phone Alameda Health System 510-437-8500 for telephone screening, triage and referral.
- Testing is happening only on a small scale basis for homeless: Hayward Fire Department and HCH/Lifelong TRUST health center are notably doing testing for homeless.
- We are all working as a community to “flatten the curve” through Shelter In Place to give us time to prepare hospitals and to reduce a surge in severe cases. THANK YOU TO EVERY ONE OF YOU FOR YOUR HEROIC WORK.

Talia Rubin, City of Oakland Human Services Department-

- Thank you for all the front line work you are doing, greatly appreciated.
- Currently operating porta-potties/handwashing sites: 40 unduplicated sites in Oakland
- Provider ran out of handwashing stations; waiting for shipment to arrive
- Keeping a list of sites that need it.
- Regular garbage pick up/debris removal
- Food distribution is interrupted and working to get bagged lunches out with assistance with other non profits; still working on that.
- Showers in Oakland are still operating; Dignity on Wheels:
<https://goo.gl/maps/VwzNdN14uU8YvMcR9>
- Issues with port-a-potties in Oakland? Please send email to Talia (trubin@oaklandca.gov). Don't have bandwidth to manage all of them.

4. Street Health Provider Guidance:

The Alameda County Health Care for the Homeless Program hopes that you have already read and learned key points from our [3/18/20 guidance](#) for street outreach providers. Please review [here](#).

Anyone providing ongoing outreach services to encampment or street settings should do so in coordination with County or City homeless outreach leads. Each city has Homeless Outreach Leads who coordinate with the Alameda County Health Care for the Homeless. If you are unsure of who you should coordinate with, or you are a community-based provider regularly serving encampment or street settings, please send your contact information and details to Alameda County Health Care for the Homeless Program at achch@acgov.org.

Protective Personal Equipment and Social Distancing:

Outreach providers are carrying out limited essential services to people in encampment and street settings. **It is of utmost importance to carry out services using a Social Distancing and infection control processes. We must take close care to prevent any transmission of disease between providers and the people they serve.**

- **Protective Personal Equipment (PPE):** Providers should carry and use hand sanitizer, wear rubber gloves and have N95 masks available to use in the event that they are in closer contact with a symptomatic person. Providers should reach out to City or County leads if they have PPE supply needs.
- **Social Distancing:** Providers should always maintain 6' distance from all other persons, including co-workers.
- **Hygiene:** Providers should wash hands thoroughly before, during and after visiting an encampment or street site.

Outreach Provider Guidance:

Outreach providers are primarily providing Education & Outreach work. They carry out the following essential services:

1. Assess Personal and Site Health and Needs
2. Provide Information and Communication
3. Provide Supplies
4. Refer People to Isolation Housing

1. Assessment

Outreach providers should assess, and report on services, conditions and needs at encampment and street sites on a daily basis. City and contracted providers should report to their City lead through a google doc specified by your lead (achch@acgov.org). NO personal identifying information is to be reported on this document.

- **Site:** Please note how many people are sleeping at a site, how is the cleanliness at a site. Are there washing/restroom facilities? To what degree is food/water/supply delivery happening? Are residents aware of Covid and precautions to take?
- **Individual Health:** Are there residents with symptoms of Covid (fever, cough). Please note how many people may be symptomatic and need transfer to Isolation Housing. Are there people who would be at high-risk of serious illness (60+, chronic disease, immune compromise)?
 - A person suspected of having COVID **may** be referred to isolation housing by certain outreach providers. This process is rolling out day to day.
 - Hospitals and clinics are also referring suspected cases.
 - Anyone with symptoms should shelter in place, isolating themselves as much as possible while still maintaining contact with others and having a plan to call 911 for hospital transport if their condition becomes serious.

Outreach providers are filing daily reports on the sites they are serving to City and County leads. These reports are used to coordinate countywide street/encampment services and report needs.

2. Information, Education and Communication

- Provide updated information to residents around Covid symptoms. Post flyers.
- Testing: Widespread testing is still not available, nor is portable or mobile testing for unsheltered people.
- Sanitation and Safety:
 - **Hygiene:** Provide information about importance of handwashing, covering coughs.
 - **Social Distancing.** Encourage people to set up tents with at least 12x12 feet of space per individual.

3. Supplies:

- We hope that outreach providers can provide the following supplies as possible:
 - Hand Sanitizer
 - Disposable Surgical Face Masks (for symptomatic persons)
 - Disinfectant wipes
 - Other items as needed
- **Ordering outreach and PPE supplies:** Please contact your City Homeless Coordinator (for example [Talia Rubin](#) City of Oakland) or city [Emergency Operations Center Lead](#) for ordering supplies. If you are having issues about how to access supplies contact achch@acgov.org. For the moment ACHCH is still distributing supplies, but as we switch to EOC, supplies are limited.

5. Referral to Isolation Housing for People with Suspected Covid Infection

- [Isolation Housing](#) will soon open in East Oakland on Edes Ave near the Airport.
- *Specified* referral agencies will be able to assess and refer people who are symptomatic into Isolation Housing. They will include Hospitals, Clinics, Shelter Providers and County Outreach Providers. They will be supplied and trained in screening procedure, referral and transportation procedures. This will roll out on a day-by-day basis.
- If you are currently working with a specific person who is suspected as having Covid, and have concerns to get them connected to Isolation Housing (and they are not seriously ill enough to require hospitalization), please email COVIDACHCH@acgov.org for specific follow up from the ACHCH program.
- Resources are continuing to expand. Please keep in touch with the ACHCH program via www.achch.org/coronavirus for new information.

6. Questions and Answers

- Assistance to Homeless Veterans:

Zelon Harrison I'm the SSVF Lead Outreach here at "EOCP" East Oakland Community Project I was on the call today. We are providing 45 day emergency hotel stay for homeless Veteran that are elderly or have health issues. Tamika is our person that is going out in the community here is her contact

Contact Info: Tamika Turner
cell: 510-850-2709

office: 510-532-3211
address: 7515 International Blvd. Oakland

Joyce Sherrod jsherrod@stp-sf.org : Swords to Plowshares is also a grantee of the SSVF program and has been given more latitude in housing homeless veterans with emergency housing support at local hotels. The veterans still need to satisfy the basic requirements of the program (no dishonorable discharges, state ID, Social Security card, income levels, etc.). Our Outreach staff has been able to assist veterans in obtaining such documentation. Please contact the Oakland office at 510-844-7500. During this emergency, our office is open only M, W, and F from 1pm-4:30pm.

- Melissa Moore is freelance: unincorporated in San Leandro/CV/Hayward – please contact achch@acgov.org, Melissa! Angela - City Teams: help with food
- Dorothy-1st Pres church in Oakland - 50 bagged lunches every Sunday mid-day; no way to deliver lunches; some capacity to dorothy.dugger@gmail.com; coordinate to delivery; serve at site on Mondays for take away food; Alameda County Food Bank helpline grocery needs 800-870-FOOD M-F 9a-4p
- Brook - Homeless Action Center; Prisoner organization and support at Santa Rita Isolation Housing: is food service going to be provided?
People's storage for their stuff; moratorium on sweeps; storage guidelines
Who do we speak to to get essential service badges; harassed by police
 - a. Santa Rita: 248 ppl were released on mass release; arraignments tues and fridays; jail support crews are shifting to those days; not enough resources; small trickle; schedule around release spikes. People coming out are short-term/pre trial, finishing up time and coming from one public health crisis into another without information. Information gap. BART only runs until 9pm; so released without a ride if they don't have them. Half are homeless people with no where to go; 1-1.5 hours on 2-1-1.
 - b. Jail support: iwoc.oakland@gmail.com
- Talia: Oakland is not doing sweeps, but still doing camp cleanup. but if there is a concentrated outbreak where it's a health hazard for those living in the area or at encampment, encampments will relocate according to public health needs..
- Needa / Village: Impoundment of people's vehicles still happening; people without vehicles and possessions. San Leandro Street-no trash pickup happening. Talia Rubin checked with OPD and reported no reports of RV's having been towed.
- Katie: Abode Services/IHOTT: More hotels opening up? Look for in the future?
- Essential worker badges: Currently ACHCH is waiting for OK from Alameda County to produce letters justifying community providers doing essential services. said HCH can't do it without permission; David is following up.
Write to achch@acgov.org to request badges or letters.

- East Bay Innovations: internal email to front line staff verifying that they are an essential worker and has worked for them.
- Punks With Lunch: have made badges

How can people be added to this mailing list?

- Send an email achch@acgov.org
- Go to Website: www.achch.org/coronavirus

Next Weekly Outreach Provider COVID Phone Call #4

Wednesday April 1, 2-3pm

888-204-5984, 7105040#

More information: achch@acgov.org