

1.) Welcome:

- a. Welcome and Intro. Please mute your calls until the questions portion, at the end of the brief.
- b. Introduction of the team & description of this call (an extension of the Shelter and Care DOC, a joint collaboration with Public Health, the Human Services Department and the County Administrative Office/Homeless Services Coordination Office).
 - i. Cassie Cheddar, RN from Public Health and member of the Existing Shelter Response Team
 - ii. Juliette Burke, Administrative Aide and member of the Existing Shelter Response Team
 - iii. Joey Crottogini, HPHP Manager
 - iv. Tom Stagg, Director of Programs for Housing Matters and Lead for the Extended Shelter Team
 - v. Monica Lippi, Smart Path analyst and member of the Isolation/Quarantine Shelter Team
 - vi. Jessica Scheiner, HSD analyst and lead on Communications for the HSDDOC

2.) Tatiana - Homeless Shelter COVID-19 Update for week of 4/13/2020:

- a. The County is supporting all shelters in moving to a 24/7 Shelter in Place model.
- b. Shelters will receive policy guidance (to come midweek) with details about
 - i. How to implement social and physical distancing
 - ii. How to handle non-compliance
 - iii. Finer administrative details include tools for new client intake, shift change protocol, and other information.
- c. Use of the Daily Shelter Update google doc:
 - i. Juliette is monitoring/managing this doc, and will send out updates/requests to you via email.
 - ii. Thank you for updating this daily.
- d. Weekly Shelter Brief on COVID-19: We will have to shift our time for this call starting next week. Juliette will send out the updated Outlook invitation with correct date and timing.
- e. Update on Meals: We have used your data from the Google Doc, and Juliette will send out forms to complete regarding the meals you need. Please return your completed form ASAP – once we receive it, we can coordinate for delivery of the meals.
- f. Resource requests: We have gloves, free germicide, sanitizer, toilet paper, paper towels, thermometers (mouth kind, not forehead), alcohol to sanitize them, and laundry detergent for shelters with onsite laundry machines. We are working on filling other resource requests.
- g. All info will be available in the Google doc – Juliette will email you with any updates or questions that arise. Please confirm in the Google doc that your information is correct (i.e. quantities that may have increased or decreased since submitting your initial request).
- h. Collaborating with HPHP and Public Health to coordinate a team & schedule site visits:
 - i. Cassie: The team will visit and provide guidance with Shelter-In-Place protocol (New Client Intake procedures, symptom assessment, shelter layout/outline & 3 foot distance)

- ii. Joey: HPHP has developed a 24/7 on call nurse line to provide telephonic nurse assistance. The nurse line will be made available to shelters, the Departmental Operating Center, hospitals, congregate living centers, medical providers, etc.
 1. Hours of Operation:
 - a. Monday – Thursday from 5:00PM – 8:00AM the following morning
 - b. Friday from 3:00PM – Midnight
 - c. Weekends & Holidays will have 24 hours coverage
 2. On-call staff will either answer the phone directly or will respond to a voice or text message left within 20 minutes or less.
 3. Nursing staff will provide telephonic nursing assessments for symptomatic clients, persons under investigation, or confirmed cases. This includes:
 - a. Assessment
 - b. Triage
 - c. Placement for COVID-19 patients experiencing homeless to isolate and Shelter-In-Place.
 4. Nurse may need to report to HPHP on the weekend to assist with medication access. Will use the dispensary at HPHP or work with local pharmacies to provide access to medications as needed.
 5. We will also be distributing the 24/7 Nurse Line Number (831-345-5417).
 6. For example if you are unsure if someone is symptomatic and the clinic closed at 5, call this number to talk to a nurse and receive advice on next steps (i.e. isolate until there is access to testing tomorrow, determined the individual needs immediate medical attention (would be a 911 call), or sometimes we will provide offsite testing).
 7. To request a visit regarding social distancing outreach for new intakes, email us at hphpcovidteam@santacruzcounty.us, email the hphpreferral@santacruzcounty.us inbox, or call our front desk at 831-454-2080. While it's not the main purpose of the on-call line, we are happy to arrange a visit, and have already done some visits to provide these services.
- iii. Cassie: No additional updates. Continue working on developing strategy for onsite assessments

3.) Tom Stagg – Extended Shelter System Update:

- a. North County: The shelter at the Vets Memorial Hall in Santa Cruz has been open for a little bit over one week.
 - i. Still working on fine tuning the referral process for additional beds.
 - b. South County: The Shelter at the Vets Hall in Watsonville is slated to open Wednesday of this week. Tatiana & I are working with Watsonville Salvation Army team to relieve space issues. We will post more information on referrals to other shelters.
 - c. Slow on implementing referral system but working on getting it sorted.
- 4.) Monica Lippi – Isolation & Quarantine Shelter:

- a. Current Site (Motel): 27 rooms total, 17 already filled with prior referrals deemed medically vulnerable to be exposed to COVID-19 and to contract.
- b. Priority levels 1-3; still accepting referrals and reviewing as they come in. Using a waitlist to organize transitions as clients move in and out of the Isolation & Quarantine Shelter.

5.) Questions:

- a. Marie (Siena House): Is anyone doing any checking temps of staff or residents as a proactive measure? Worthwhile to do?
 - i. Annette from PV shelter: yes- taking temps every day, is helpful prevents worry. Practicing multiple precautions to provide sense of ease or more knowing. Forehead or mouth thermometer.
 - ii. Joey Crottogini: all county clinic sites are taking temps every morning. 99.5 or higher – asked to leave. On the border, check a couple times. If 99.5 sent home, no work for 3 days. 100.4 is COVID-19 threshold, so 99.5 is reduced threshold
 - iii. Tatiana – policy guidance coming this week will provide guidance about this, when & how often, tool for temp taking and id groups who should be tested.
- b. Joseph (AFC – SafeSpaces):
 - i. Progress on gaining more isolation beds in addition to 27 in beach flats motel.
 - 1. Monica; working on getting more IQ sites none yet, but in the works. Unsure of priority level to fill new units. Info to follow later.
 - ii. Feeling the need to transition the SafeSpaces program to a 24/7 Shelter-In-Place model. Looking to see what kind of support is available from the County?
 - 1. Tatiana: We hear this request and will be in touch with you directly.
- c. Maria (Monarch Services): Update: Monarch Services continues to shelter survivors of domestic violence & human trafficking. Have received questions about capacity: currently placing people in motels with vouchers. No further questions/updates.
- d. Annette (Pajaro Valley Shelter): Looking for an update on the mask situation? Already filled out the Google doc.
 - i. Tatiana: The team is currently discussing and assessing which type of mask to hand out to shelters. It would be helpful to know the quantity needed. Juliette will send out the link to the Google doc: please go on and identify & confirm the number of how many you need. Please affirm that the amount is correct. If it is listed correctly then no follow up is necessary.

- 6.) After confirming that there were no further questions, we will end the call; thank you for joining. Juliette will follow up with time and date for next weekly Shelter Provider Brief on COVID-19. Thank you and be well.