

Monroe County Shelter Bed Task Group
Guidance to Shelter Providers and Other Community Partners
in Operating Under COVID-19 Requirements

Updated: April 14, 2020

Version 2.0

OVERVIEW

At the request of the United Way of Greater Rochester and the Monroe County Department of Human Services, Coordinated Care Services, Inc (CCSI) convened the Monroe County Shelter Task Force in March 2020 to develop a collaborative response to addressing the needs of persons in homeless shelters in Monroe County, NY during the COVID-19 pandemic. Representatives from Monroe County government, homeless shelter and health care providers, and others came together to craft a plan to ensure that shelter residents and staff would remain safe; that symptomatic individuals would be able to be quickly moved to alternative locations; and that mechanisms were in place to identify those at highest risk for serious consequences should they contract the virus.

This Guidance Manual represents the collective work of the Shelter Task Force. It was developed to provide shelters and transportation providers, partnering hotels / motels, and other community collaborators with the instructions needed to ensure that services to shelter guests are provided in a way that adheres to State and County requirements developed to maintain community health and safety while implementing practices related to COVID-19.

For each section, you will find step-by-step instructions along with any supporting documentation needed to make sure that you have what you need to maintain the health and safety of guests, providers, and community partners. As more and new information becomes available, the Guidance will be updated.

For general questions regarding this guidance document, please contact Pamela Ayers at: payers@ccsi.org Contact resources for specific activities are provided within the appropriate section.

Task Force Member Organizations:

*Monroe County Department of Human Services**

*Monroe County Department of Public Health**

*Catholic Family Center**

*Coordinated Care Services, Inc.**

*Open Door Mission**

*Partners Ending Homelessness**

*Rochester Regional Health**

*Rochester Regional Health – Healthcare for the Homeless**

Center for Youth Services

City of Rochester

Finger Lakes Performing Provider System

House of Mercy

Monroe County Office of Emergency Management

**Denotes original Task Force Members*

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Key Contacts for Shelter-related COVID-19 inquiries and Needs

✓ Non-Food Supply and Personal Protective Equipment (PPE) Requests:

1. Visit the United Way of Greater Rochester's *Human Services Support Hub* at:
<https://community-response.mn.co/feed>
2. On the lefthand side, click on "Discovery"
3. There you will find an item entitled "Emergency Supply Requests" dated March 30, 2020
4. Inside, there is a clickable link to Emergency Supplies Request
5. Click this and it opens the request form, which is several pages.
6. Fill out each item on each page completely – be especially sure to complete all required contact information. Please list a person who is readily and regularly available as the primary contact. This person will need to be someone who is able to check email and phone on a vey regular basis, as this will be the mechanism through which United Way will contact you related to fulfilling your orders, drop off/pick up plans, etc. If no one is responsive after a couple of attempts, the coordinator will need to move on to other organizations.
7. Orders should be placed for TWO WEEKS worth of supplies. Supplies are generally being delivered from the county in about two weeks' time.
8. There are items here in addition to basic Personal Protective Equipment, including cleaning supplies, paper products, take out containers, laptops, software, and wifi.
9. Please use this as your primary resource for requesting supplies – this is a centralized mechanism, which can replace organizations' direct orders from the county and/or through other groups, such as task forces or workgroups.
10. Note this is a service the United Way is providing across the Human Services community. They have secured a warehouse to store supplies until distribution, as well as a partnership with RTS to deliver items, if needed. Just indicate this on the form.

✓ Guidance and Reporting of Symptomatic guests (per the screening):

- Monroe County Department of Public Health: 585.753.5555
 - After Hours Line (after 5PM): 585.753.5999
- Rochester Regional Healthcare Hotline: 585.922-CARE

Checklist for Identifying and Moving Guests in Need of Isolation

Task	
Shelter Staff	
	Screen for symptoms and the need for isolation (Admission, re-entry to shelter, at least daily)
If <u>Positive Symptom Screening</u>,	
	Immediately, provide mask and isolate guest away from others in the shelter to the designated quarantine area within the shelter.
	Contact guest's PCP and COVID-19 agency contact immediately. Contact the Monroe County Health Department at 585.753.5555 (585.753.5999 – after 5pm) and ask for guidance.
<u>If instructed to isolate guest at alternative site, the following tasks must be completed:</u>	
	Contact Coordinated Entry Liaison at (585) 406-3302 – receive instructions on where the guest will be going.
	Notify guest that they will be moved to a new site
	Provide the <i>Guest Fact Sheet</i> and explain to guest what isolation is and how needs will be met while in isolation
	Assist guest with packing needed items (no more than 2 bags) – see packing list on <i>Guest Fact Sheet</i>
	Pack up belongings not going to isolation and store
	Contact Medical Motors at 585-654-7030 and request a "COVID RIDE"
	Walk guest to transport vehicle and have guest enter rear-access door. Guest must be wearing surgical mask at all times. If the guest needs physical assistance, help them. The driver will not exit the vehicle.
	Clean and disinfect areas that guest occupied within shelter
Transportation Providers	
	Deploy driver and vehicle to shelter in response to Shelter contact regarding County Public Health Department Isolation Order - Driver should wear latex gloves and surgical mask.

Task	
	Guest should not enter vehicle without the use of a surgical mask and must have their acceptable belongings placed in a sealed bag before entering the van.
	Guest will enter vehicle through rear-access door.
	Upon arrival at the drop-off location, the guest will exit the vehicle via rear access door and will be greeted by a staff member.
	After the driver transports the guest, the vehicle should be cleaned following recommended CDC cleaning procedures involving COVID-19 patients
Intake Staff	
	Greet Guest at agreed upon entrance door
	Both Intake staff and guest will wear surgical mask at all times
	Guest will carry own belongings to room
	Shelter will have provided guest with information packet. Answer questions, if any
	Walk guest to assigned room and let them in.

Social Distancing and Isolation Protocol

This contains information for shelter directors and shelter staff regarding **social distancing and isolation** as ways to *minimize the spread of certain infectious diseases to others*.

What is Social Distancing?

When there is evidence of a flu or another infectious illness in a congregate living facility (such as a shelter), social distancing is used to limit the number of people who are at the same place at the same time. This allows more physical space between people.

It is important to explain to residents and staff why these changes are happening. This may help the guests who are ill from being stigmatized.

It is also important to use masks as appropriate with social distancing when interacting with residents at time. Remember to use 6 feet apart spacing and minimize the number of face-to-face interactions.

Shelter Mask Use Guidelines as follow:

When Masks should be used:

1. Mask Shelter Guests when they are showing COVID-19 Symptoms:
 - a. Cough
 - b. Fever
 - c. Shortness of Breath
2. Mask Shelter Guests when being transported from one location to another if symptomatic
3. Mask transport personnel when transporting exposed or symptomatic Shelter Guests
4. Mask Shelter Staff:
 - a. When interacting with symptomatic shelter guests
 - b. When cleaning areas
 - c. When entering an area or room where a symptomatic person has been
 - d. When interacting with someone that has suspected exposure
 - e. Always use social distancing when interacting (6 feet spacing)

NOTE: It is PREFERRED that Shelter Staff and Transporters that will be in close, direct and/or PROLONGED contact with a symptomatic person to wear: a mask, eye protection or face shield, and gloves.

Recommendations for social distancing include:

<p>Sleeping Arrangements</p>	<p>House fewer residents within a dorm/unit</p> <p>For dorm-style shelters, beds should be arranged to ensure that the heads of the beds are at least 3 feet apart OR, if this isn't possible, use temporary barriers (foot lockers, curtains) to create distance between beds.</p> <p>Improve air circulation and ventilation in the dorm/room when possible.</p>
<p>Mealtimes</p>	<p>Stagger mealtimes to reduce crowding in shared eating facilities.</p> <p>Stagger the schedule for use of common/shared kitchens.</p> <p>Decide if persons can eat in their room</p>
<p>Bathrooms & Bathing</p>	<p>Stagger bathroom schedule to reduce the number of people using the facilities at the same time.</p> <p>Have one designated bathroom for ill persons (if possible, something close to their rooms/beds).</p> <p>Ensure bathrooms and other sink are consistently stocked with soap and drying materials for handwashing.</p> <p>Provide adequate access to hygienic facilities for toileting, bathing and handwashing.</p>
<p>Recreation/Common Areas</p>	<p>Reduce the number of residents in any common area.</p> <p>When possible remove chairs at least 6 feet apart.</p> <p>Create a schedule for using common spaces.</p> <p>Hold fewer large group activities such as "house meetings" in favor of smaller groups.</p>
<p>Transport</p>	<p>Transport fewer people per trip so passengers don't sit too close together.</p> <p>Both staff & guests should wear mask during transport</p>

Staff Activities	<p>Don't hold large meetings when information can be communicated in other ways.</p> <p>Consider conference calls instead of in-person meetings.</p>
Resident Activities	<p>Cancel all public or non-essential group activities and events.</p> <p>Maintain activities to reduce stress among residents and risk of adverse mental health.</p> <p>For essential group activities that cannot be canceled, consider:</p> <ul style="list-style-type: none"> - Altering schedules to reduce mixing - Limiting the number of attendees at a given time to fewer than ten persons and maintain distance at least six feet from one another. - Placing chairs and tables at least 6 feet apart during activities. - Canceling all non-essential visitors

Overflow Procedures: If shelter census needs to be reduced to maintain social distancing. Shelters must assess high risk for possible move to another designated location approved by DHS.

Isolation Procedures

For single cases

- Identify space in shelter to isolate resident and/or a family household. Remember you may have to be flexible. Use appropriate office space if needed.
- Place the ill guest at as much distance as possible from the rest of the shelter population Refer to above recommendations for social distancing.
- Place ill guest closest to the bathroom.
- Have meals brought to ill person's or household room.
- Reduce cleaning frequency in the bedroom and bathrooms dedicated to symptomatic residents.
- Have hand sanitizer, facial tissue and waste can or bag at each bedside of the sick.
- Residents with special needs may require additional support.

Restrict the number of staff entering isolation area.

Employee Stress: Review stress and coping resources for supervisors and employees during this time. Ensure that psychological and behavioral supports are available.

Essential Services to Shelter: Consider what essential services and/or vendors can still access your facility

(i. e. Shred-it, food deliveries, medical services/ pharmacies, critical health & safety repair vendors, security, medical waste vendors & etc.) and use social distancing.

Infection Prevention Basics for Homeless Shelters

Use as a companion to LACDPH Guideline for Preparation for COVID-19 in Homeless Shelters

Education/Signage Educating Staff and Residents:

- ✓ **Post signs at facility entrance** instructing visitors and shelter guests to alert staff if they have symptoms of respiratory illness (fever, cough etc.).
- ✓ **Assess all guests** daily and upon entry for symptoms.
- ✓ **Assure shelter guests** that the facility is here to protect them, including answering their questions and explaining what they can do to protect themselves and their fellow guests.
- ✓ **Post signs on how to appropriately wear items such as masks, and gloves.**

Hand Hygiene/ Infection Control:

- ✓ **Reinforce frequent hand hygiene:** use soap and water for **at least 20 seconds**. If soap and water are not available, use alcohol hand sanitizer that contains at least 60% alcohol.
- ✓ **Cover coughs and sneezes** with a tissue, and then dispose of the tissue and clean your hands immediately.
- ✓ **Provide a facemask** for those who are symptomatic and separate from other guests.
- ✓ **Have mask and gloves** for non-healthcare staff who are working with any guests who are ill.

Cohorting of Shelter Residents:

- ✓ **Designate an area** in the shelter for those exhibiting symptoms that is separate from other areas at the shelter; try to set aside a separate dining area and bathrooms that can be exclusively used by those who are ill.
- ✓ Try to assign a dedicated group of staff to support guests who are ill to limit possible exposures and ensure that staff with appropriate training are adhering to precautions.
- ✓ **Minimize close contact and the sharing of objects** such as cups, food, and drink.

Environmental Cleaning:

- ✓ **Routinely clean and disinfect all frequently touched surfaces** such as doorknobs, bannisters, countertops, faucet handles, and phones.
- ✓ **Provide tissues and no touch receptacles** for disposal in restrooms and common areas.

Coronavirus (COVID-19) Information for Homeless Shelters and Homeless Service Providers



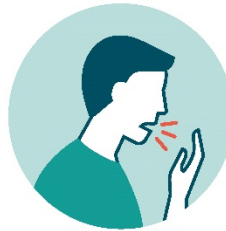
Coronavirus disease 2019, or COVID-2019, is a new respiratory illness caused by a virus that spreads from person to person.

Symptoms

People with COVID-19 have had symptoms of:



FEVER



COUGHING



SHORTNESS OF BREATH



These can appear up to 14 days after being exposed to the virus.

Who is Most At Risk

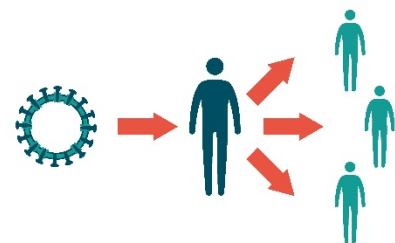
Anyone can get this illness. People at the highest risk are:

- Older adults
- People who have serious chronic medical conditions like:
 - Heart disease
 - Diabetes
 - Lung disease
- People who regularly come into contact with sick people.

How Does It Spread

COVID-19 spreads in a similar way to the cold and the flu:

- Invisible droplets carried by the air caused by coughing and sneezing.
- Touching things with the virus on them, and then touching the eyes, nose, or mouth.



How to Protect Yourself and Others

For many people, the shelter is home. Shelters should be prepared to take in people who may have symptoms, and to protect others who must share the same facility.

Protect Yourself



AVOID CLOSE CONTACT WITH PEOPLE WHO ARE SICK. CLOSE CONTACT = ABOUT 6 FEET.



COVER COUGHS AND SNEEZES. IF YOU USE A TISSUE, THROW IT IN THE TRASH.



AVOID TOUCHING THE EYES, MOUTH, AND NOSE.



WASH YOUR HANDS WITH SOAP AND WATER FOR AT LEAST 20 SECONDS. IF SOAP AND WATER ARE NOT AVAILABLE, USE ALCOHOL-BASED HAND SANITIZER.



IF YOU ARE IN CONTACT WITH SICK CLIENTS, WEARING A FACE MASK OR RESPIRATOR MAY LOWER YOUR RISK.

Protect Others



ENCOURAGE THOSE WHO ARE SICK TO AVOID OTHERS.



IF PEOPLE WHO ARE SICK WEAR FACE MASKS OR RESPIRATORS IT MAY LOWER THE RISK TO OTHERS. FOR PEOPLE AT THE HIGHEST RISK, WEARING A FACE MASK OR RESPIRATOR MAY LOWER THEIR RISK.



MAKE SURE HAND WASHING SUPPLIES ARE EASY FOR PEOPLE TO FIND AND USE.



REGULARLY CLEAN AND DISINFECT CONTACT SURFACES. THE VIRUS CAN EXIST FOR MANY HOURS ON SURFACES.



ON SURFACES, USE A DETERGENT OR SOAP AND WATER FIRST. THEN, USE A DISINFECTANT.

Share accurate information about COVID-19, without increasing fear.

How to Care for the Sick

Caring for sick clients first requires assessing the severity of the illness to see if they are in need of medical evaluation.

- Gather information from the client.
- Help them describe how they are feeling by asking about their symptoms and when they first noticed them.
- Try to gauge the severity of the symptoms by using a 1 - 10 scale (10 being the worst).
- Take their temperature if possible. An oral temperature of 101°F constitutes a fever.
- Common symptoms of COVID-19 (coronavirus) are fever, cough, and shortness of breath.

What to Do

If possible, designate a room and bathroom for clients with respiratory symptoms to separate them from others and clean/disinfect the room daily. If individual rooms are not available, consider placing the person in a large, well-ventilated room, increase spacing between beds, use sheets to create temporary barriers between beds, and arrange beds so that clients lie head-to-toe. Avoid housing the sick person in a room with people who are at increased risk of complications from COVID-19; older adults and those with asthma, HIV/AIDS, diabetes, and pregnancy.

- Provide the sick person with a mask.
- Encourage the person to lie down and rest.
- Prevent dehydration. Encourage the person to drink plenty of water, clear soup, decaffeinated tea, or juice.
- Provide a blanket if possible.
- Encourage the person to wash their hands frequently and provide them with hand sanitizer, a box of tissues and a plastic bag or lined garbage can to dispose of tissues.
- Encourage the person to cough into their elbow area or cover their mouth with tissues or paper towels when they cough or sneeze.
- Have meals brought to the sick person's room if possible.
- Check on the person every two to three hours. For clients who could be at high risk for complications from COVID-19 (those who are older or have underlying health conditions) reach out to them more regularly if possible.



If you identify any client with severe symptoms, notify your public health department and arrange for the person to receive immediate medical care. If COVID-19 is suspected, notify the transfer team and medical facility before transfer. See next page for list of severe symptoms.

How to Care for Yourself

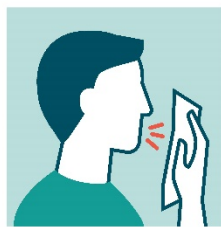
It is very important that in addition to looking out for shelter clients, you also take care of yourself.

If you are sick, stay home except to get medical care. Separating yourself from other people will decrease the chance of spreading the virus to others. If this is not possible and you must leave your home, try to avoid using public transportation, ride-sharing, or taxis.

To reduce the chance of spreading the illness, follow the same guidelines you would give to someone in your care:



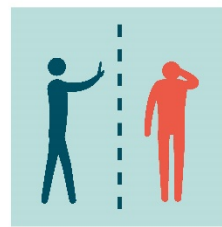
WEAR A FACEMASK AROUND OTHERS.



COVER YOUR COUGHS AND SNEEZES.



WASH YOUR HANDS REGULARLY.



AVOID SHARING PERSONAL ITEMS.

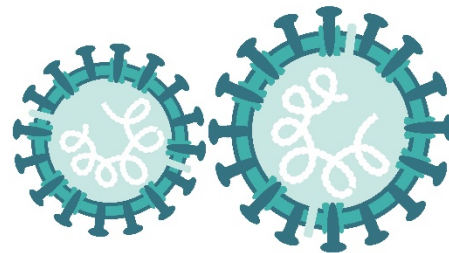


CLEAN ALL SURFACES THAT YOU REGULARLY TOUCH.

Monitor your symptoms and seek prompt medical attention if you notice your illness is worsening (e.g. difficulty breathing).

Severe Symptoms

- Extremely difficult breathing (not being able to speak without gasping for air).
- Bluish lips or face.
- Persistent pain or pressure in the chest.
- Severe persistent dizziness or lightheadedness.
- New confusion, or inability to arouse.
- New seizure or seizures that won't stop.



More Information

NATIONAL
HEALTH CARE
for the
HOMELESS
COUNCIL

For more information visit the **Coronavirus Resources Section of the National Health Care for the Homeless Council's website: www.nhchc.org**

Sources: Information in this document came from the Centers for Disease Control and Prevention and other sources available at www.nhchc.org

COVID-19 GUIDANCE

TOPIC 1: Screening Shelter Guests for COVID-19 Exposure, Symptoms and Risk

Guideline: All Shelter guests should be screened for COVID-19 at the following times:

- Initial entry into shelter – as the first part of the intake process
- Prior to re-entering the shelter after leaving the facility
- Periodically during their shelter stay

Steps:

1. At initial entry/intake, full screen to be administered
 - For guests coming in exhibiting symptoms (i.e., coughing, feverish), give them a mask, practice social distancing, and continue interview in a space away from others
 - Conduct screen (**see attached tool**)
 - Take and record temperature for guest and all accompanying persons.
2. Based on outcome of the screen:
 - Admit as usual
 - Admit with precautions – mask, social distancing
 - Isolate in a separate area and contact Monroe County Department of Public Health (585.753.5555 // 585.753.5999 (after 5PM), as per instructions on the Screening Tool
 - If Public Health indicates need for Isolation Order, contact Coordinated Entry Liaison at: (585) 406-3302 for further instruction
3. Periodic Re-screening
 - Re-screen for contact, emerging symptoms
 - Take temperature and record
 - Temperature of all shelter residents should be conducted daily, or as symptoms arise

Attachments:

- 1-1: *Shelter Guest Screening Tool*

ATTACHMENT 1-1: Shelter Guest Screening Tool

Note: Each shelter should establish an internal COVID-19 Agency Contact (i.e. Program Director) and create at least a short-term quarantine room if possible.

If an individual refuses this screen, do NOT admit to shelter.

First, become familiar with symptoms of COVID-19 and how they differ from the Flu and allergies.

COVID-19	FLU	ALLERGIES
○ Fever ○ Cough ○ Shortness of Breath (Symptoms occur 2 – 14 days after exposure)	○ Fever ○ Cough ○ Sore Throat ○ Headaches ○ Body, Muscle Aches ○ Runny, Stuffy Nose ○ Fatigue	○ Sneezing, Coughing ○ Runny Nose, Scratchy Throat ○ Itchy, Red Watery Eyes

Shelter Location: _____

Guest Name (include all household members, if applicable):
 _____ Age(s): _____ Gender(s): _____

Date: _____

	YES	NO
1. To your knowledge, have you had contact with anyone suspected of exposure to COVID-19 within the last 14 days, or with anyone with known COVID-19?		
2. Do you have any symptoms of a respiratory infection, including: fever, shortness of breath, cough?		
Guest Temperature (include all household members, if applicable):		

- If YES to 1, but **NO symptoms**. Assess whether there are urgent needs such as food and/or clothing and determine if we can provide those items. **OK to allow into shelter** --Instruct the guest to use a mask, if available, place them in a separate area, at least 6 feet away from other guests and staff.

- If YES to 1 AND 2, move to quarantine room and call primary care physician and COVID-19 agency contact immediately. If more than one person answers yes to #1 and #2, they must be located in separate areas, each more than 6 feet away from the others (and each other).

If guest does not have a PCP and is exhibiting symptoms, contact the **Monroe County Department of Public Health at (585.753.5555 // 585.753.5999 (after 5pm))** and ask for guidance.

If instructed to have the person isolate, do not intake into Shelter.

Call Coordinated Entry Liaison to arrange placement:

8:00 AM – 2:00 PM: Heidi Markham, 585.505-1455

2:00 PM – 8:00 PM: Chris Clase, 585.406.3302

COVID-19 GUIDANCE

TOPIC 1.1: Shelter Isolation Protocol

These procedures should be used for single cases when it is determined that a guest needs to remain in isolation while awaiting a move to an alternative isolation location.

1. Identify Isolation Space:

- All shelters should identify space in the shelter to isolate the resident and/or a family household. Remember you may have to be flexible. Use appropriate office space if needed, preferably:
 - Space should allow for as much distance as possible from the rest of the shelter population
 - As possible, space closest to a bathroom

2. Isolation Procedures

- Provide the ill person with a mask upon identification of symptoms. They should continue to wear the mask even while in the isolation area at the shelter.
- Have hand sanitizer, facial tissue and waste can or bag at each bedside of the sick.
- Encourage the person to lie down and rest.
- Provide hydration; encourage the person to drink as much water as possible
- Encourage the person to cough or sneeze into their elbow area or cover their mouth with a tissue and immediately dispose of the tissue in the waste can/bag provided.
- Have meals brought to ill person's or household's room, preferable not having staff enter the room.
- Reduce cleaning frequency in the bedroom and bathrooms dedicated to symptomatic residents; clean after the person has vacated the space per Shelter cleaning guidance.
- Check on the person at frequent intervals.
- Residents with special needs may require additional support.
- Restrict the number of staff entering isolation area; provide PPE as appropriate for staff who MUST enter the area.

COVID-19 GUIDANCE

Topic 2: Shelter-initiated Arrangement for an Isolation Bed

Guideline: Coordinated Entry will serve as the triage point for moving clients identified at shelters as COVID-19 symptomatic and placed under an involuntary isolation order by the Monroe County Department of Public Health into a hotel placement.

- Department of Public Health Involuntary Isolation Order
- Coordinated Entry initiation of hotel placement
- Responsibilities of Shelter and Coordinated Entry

Steps:

1. For persons identified in the shelter as symptomatic based upon screening:
 - o Isolate in a separate area and contact Monroe County Department of Public Health – MC DPH (585.753.5555 // 585.753.5999 (after 5PM), as per instructions on the Screening Tool
 - o MC DPH will determine need for isolation order
2. If MC DPH issues order, Shelter will contact Coordinated Entry (CE), per the schedule below, to access an isolation placement
 - o 8:00 AM – 2:00 PM: Heidi Markham, 585.505-1455
 - o 2:00 PM – 8:00 PM: Chris Clase, 585.406.3302
 - o Shelter will provide the required client information
 - Refer to *Coordinated Entry Client Information Form*
3. CE will coordinate placement details with MC DHS and provide the Shelter with the following information:
 - o Name and location of placement site
 - o Name and contact information for the Greeter who will meet the individual at the site
4. CE activates process for Health Home Care Management (see Topic 7)
5. CE activates process for Support Services (see Topic 7)
6. Shelter arranges transportation to site
 - o Contacts Medical Motors per protocol (See Topic 5)
7. Shelter contacts Greeter with estimated time of arrival per Transporter
8. Shelter prepares client for move and transport:
 - o Packing
 - o Education
 - o Escorting client to vehicle, reiterating instruction for the ride and arrival
8. DHS notifies CE when client is discharged from hotel and bed is being made available.

COVID-19 GUIDANCE

TOPIC 2.1: Hospital-Initiated Arranging for an Isolation Bed

Guideline: The Monroe County Department of Human Services (MCDHS) will serve as the triage point for moving homeless persons identified by hospitals as COVID-19 symptomatic and placed under an involuntary isolation order by the Monroe County Department of Public Health into a hotel placement.

- Department of Public Health Involuntary Isolation Order
- MCDHS initiation of hotel placement
- Responsibilities of Hospitals and MCDHS
- Responsibilities of Coordinated Entry

Steps:

For homeless persons identified in the hospital as symptomatic based upon screening:

1. Contact Monroe County Department of Public Health (MCDPH):
 - MC DPH (585.753.5555 // 585.753.5999 (after 5PM)), as per instructions on the Screening Tool
 - *MC DPH will determine indicates need for Isolation Order
2. If MC DPH issues order, Hospital to contact Monroe County DHS to access an isolation placement:
 - Becky Miglioratti: 490-4020 or Denise Read: 944-3749
 - Hospital to provide client name, date of birth and CIN#
 - DHS will arrange for placement and provide hotel name and location to hospital.
3. Hospital will arrange for transportation to the isolation site, using their usual process as applicable or available to transport symptomatic individuals OR the transportation protocol.
4. Hospital contacts MCDHS with estimated time of arrival per Transporter
5. MC DHS provides the following information to Coordinated Entry:
 - Client name, date of birth and CIN#
 - Hospital name and contact person
 - Hotel name and room number
 - Estimated time of arrival at hotel site
 - *In the event the need for movement to the isolation site occurs after 8:00 PM, MC DHS will contact Coordinated Entry the following day.*
6. Coordinated Entry coordinates the following:
 - Contacts Greeter
 - Contacts MCOMH for support team assignment
 - Contacts Case Finder to activate process for Health Home Care Management (see Topic 7)

Attachments:

- 2-1: Coordinated Entry Client Information Form
- 2-2: Coordinated Entry Client Information for Hotel Isolation Placements

ATTACHMENT 2-2: Coordinated Entry Client Information for Hotel Isolation Placements

Coordinated Entry Staff Completing Form: Heidi Markham _____ Chris Clase _____

Name: _____

Date of Birth: _____

Has the client been entered into HMIS? Y _____ N _____ HMIS #: _____

CIN # _____ (if available)

Shelter/Location Where Currently Staying: _____

Shelter/Case Manager Name: _____

Phone # _____

If coming from Hospital, Name of Hospital? _____

Phone # _____

Who Authorized Transfer to Isolation? _____

Contact DHS to notify hotel (for those coming from shelter):

Becky Miglioratti _____ Denise Read _____

Date: _____ Time: _____

Placement Info:

Name of Hotel: _____

Room #: _____ Room Phone #: _____

Contact Health Home Case Finder:

Name of person contacted: _____

Does person have health home care manager? Yes _____ No _____

If Yes, Name of Care Manager: _____

Organization: _____ Phone #: _____

Email: _____

Contact PCHO Greeter:

Name of person contacted: _____

Phone #: _____

Contact Monroe County Office of Mental Health (for those coming from hospital):

Becky Maynard Contacted? Yes _____ No _____

Additional Notes:

COVID-19 GUIDANCE

TOPIC 3: Preparing Shelter Guests for Move to an Alternate Location for Isolation

Guideline: When a need for isolation is deemed necessary by the Monroe County Department of Public Health, shelters should adequately prepare guests for a move and at least 14-day stay in the following ways:

- Educating guests so they understand the move, what isolation means for them and the restrictions with which they must comply
- Preparing and packing items that they may bring with them
- Providing information regarding the process of on-going contact and who they can expect to contact them while they are in isolation.

Steps:

1. Shelter staff will provide guest with a *Fact Sheet* (see attachment 3-1) that explains isolation, their responsibilities during this time, and how their needs will be met. Staff will walk through the information with each individual to ensure understanding:
 - Explain the physical site and what it includes (i.e., food, linens, TV, house phone, etc.)
 - Explain how meals will be provided
 - Explain how they may obtain medications, personal hygiene items
 - Explain expectations for cleaning and maintaining their personal space
 - Provide contact information for assigned shelter case manager (see space on the *Fact Sheet*)
2. Assist guest with packing needed items
 - Review what can and cannot be brought with them to this site
 - Inform guest of shelter plan for storing and securing belongings left behind
 - Use the packing list on the *Fact Sheet for Hotel Isolation* to assemble all items
3. Run all clothing, any stuffed animals, blankets, coats, etc. to be worn or to be packed through a dryer.
4. Packing items: Limit of 2 bags per guest
 - Provide plastic bags to pack all items; close all bags with twist ties
5. Review transportation protocol and instructions with guest:
 - Where they will sit in transportation vehicle
 - Requirement that they do not remove their mask
 - Inform them of who will meet them at the site

Attachments:

- 3-1: *Guest Fact Sheet for Hotel Isolation*

ATTACHMENT 3-1: Guest Fact Sheet for Hotel Isolation

You are being moved to a hotel isolation hotel to protect your health and the health of those around. During this time, your basic needs will be provided for and you will be in contact with health care providers and your care/case manager.

Before you are transported to the hotel:

1. No more than 2 bags can be taken. Belongings must be bagged. There will not be anyone to help you carry belongings. All bags, suitcases, etc., must be tied and secured in a plastic bag. You must bag up your additional belongings for shelter staff to store. Shelter staff will inform you of the designated location for storage.
2. All clothing must be run through the dryer before being bagged per Bed Bug protocol.
3. Make sure you pack all necessities, including:
 - Phone and Charger
 - Any medications
 - Toothbrush/Toothpaste
 - Hygiene Products i.e. soap/body wash, sanitary needs, lotion, shampoo/ conditioner
 - Shirts, shoes, socks, pants, underwear
 - One leisure item (e.g., book, magazine, cards...)
4. Sanitize Hands prior to transport.
5. You must wear a mask at all times. (while at shelter, in transport, until in hotel room).
6. If a symptomatic guest refuses or leaves the shelter, staff must [Call 911 immediately. Monroe County Sheriff's Office or local police will respond.](#)
7. When a symptomatic guest leaves the shelter, the areas/rooms where person resided must be closed down for 24 hours prior to cleaning. See attached cleaning protocols.

When at the hotel:

While at the hotel, you are under an **Involuntary Isolation Order from the Monroe County Department of Public Health**. When a person is placed in isolation (they are sick) under an Involuntary Isolation Order signed by the Health Commissioner or Deputy, they are required to stay at the designated location. Monroe County Public Health staff will visit you to conduct an initial health assessment and provide you with the healthcare items you will need, such as a thermometer, and instructions for your

time in isolation. You will receive telephone calls daily from a Public Health nurse. This person will verify that you are remaining in isolation and that your symptoms are not worsening.

COVID-19 CRITERIA FOR RELEASE FROM ISOLATION

You will remain under this order until you meet the Department of Public Health Criteria for release. In order to be "released" from an *Involuntary Isolation Order*, the person must meet the following criteria:

- (1) It must have been at least three days since "Improved Symptoms" AND
- (2) At least 3 days since last fever without medication AND
- (3) At least 7 days since onset of symptoms.

The Monroe County Department of Public Health will determine when these criteria have been met.

- ✓ Following the rules about isolation is important to your health and to the health of others. During this time, you are mandated to stay in your room. You cannot access anyone from the public. Do not request use of the hotel shuttle van.
- ✓ Meals and supplies will be delivered to you. You cannot order Take-out or Delivery services.
- ✓ You are placed at the hotel alone. No outside visitors are allowed. Use of drugs & alcohol is not allowed
- ✓ You will receive support services during your placement.
 - Your Shelter Case Manager is: _____
 - His/her phone number is: _____
 - Your Health Home Care Manager (if applicable) is: _____
 - His/her phone number is: _____
 - In case of emergency when a Case/Care Manager cannot be reached, please call: _____
- ✓ Your health will be monitored by Monroe County Department of Public Health and includes daily temperature reporting.
- ✓ When you are released from an *Involuntary Isolation Order*, if you have not secured permanent housing, you will be placed back into emergency housing. You will return to originally shelter placement approved by DHS.

COVID-19 GUIDANCE

TOPIC 4: What to Do in Your Shelter After a Guest Leaves for Isolation Placement: Cleaning and Disinfecting

Guideline: When a symptomatic person has been identified in the shelter and they subsequently are moved to isolation, areas where the person has slept or frequented need to be cleaned and disinfected:

- Identifying common areas and rooms the ill person may have used
- Appropriate protective gear and training in cleaning methods
- Maintain schedule for routine cleaning/disinfection of frequently touched areas

Steps:

1. Identify common areas and rooms the ill person may have used prior to becoming symptomatic:
 - If the individual was identified during screening as a new intake, identify areas where individual may have had the opportunity to spread contagion to others prior to being given a mask.
 - Target these areas for immediate cleaning and disinfecting
 - If the person has been in residence at the site, identify all common areas the individual has used (i.e., dining area, living area(s), bathroom)
 - Close door/seal off sleeping quarters of the ill person
 - Open windows and outside doors (as practical)
 - Target common areas for cleaning and disinfecting first
 - Wait 24-hours if possible before cleaning bedrooms.
2. Provide Personal Protective Equipment (PPE) for staff/cleaners:
 - Disposable gloves
 - Gowns or protective suits
3. Instruction on using PPE
 - Gloves should be removed after cleaning a room or area occupied by ill persons.
 - Place all used gloves and other disposable items in a bag that can be tied closed before disposing of them with other waste.
 - [Clean hands](#) immediately after gloves are removed.
 - Gowns or protective suits should be removed and placed in a plastic bag and sealed for laundry.
4. Cleaning Instructions – Surfaces

- Cleaning of soiled areas or surfaces must be completed prior to disinfection to ensure the effectiveness of the disinfectant product.
- Use the DEC list of products registered in New York State identified as effective against COVID-19. Use products or an acceptable alternative (see attachment 4-1).

5. Linens, Clothing, and Other Items That Go in the Laundry

- Do not shake dirty laundry; this minimize the possibility of dispersing virus through the air.
- Dirty laundry that has been in contact with an ill person must be washed separate from other shelter linens.

Attachments:

- 4-1 *Shelter Cleaning Protocol for Areas where Symptomatic persons resided*

ATTACHMENT 4-1: Shelter Cleaning Protocol for Areas where Symptomatic persons resided

If possible, wait up to 24 hours before beginning cleaning and disinfection. It is recommended to **close off areas used by the ill persons and wait as long as practical before beginning cleaning and disinfection** to minimize potential for exposure to respiratory droplets. **Open outside doors and windows to increase air circulation in the area.** This includes **focusing on cleaning and disinfecting common areas where staff/others providing services may come into contact with ill persons but reducing cleaning and disinfection of bedrooms/bathrooms used by ill persons.**

In areas where ill persons have visited or used, continue routine cleaning and disinfection as in this guidance.

Shelter must ensure all staff are trained prior to providing cleaning tasks. Training should include when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE, and how to properly dispose of PPE.

Shelter must ensure staff are trained on the hazards of the cleaning chemicals used in the workplace in accordance with OSHA's Hazard Communication standard.

Personal Protective Equipment (PPE) and Hand Hygiene:

- **Cleaning staff should wear disposable gloves and gowns or protective suits for all tasks in the cleaning process, including handling trash.**
- Gloves should be removed after cleaning a room or area occupied by ill persons. [Clean hands](#) immediately after gloves are removed.
- Cleaning staff should immediately report breaches in PPE (e.g., tear in gloves) or any potential exposures to their supervisor.
- **Cleaning staff and others should [clean](#) hands often**, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains 60%-95% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.

How to Clean and Disinfect

Cleaning of soiled areas or surfaces must be completed prior to disinfection to ensure the effectiveness of the disinfectant product. Use the DEC list of products registered in New York State identified as effective against COVID-19. This list corresponds those identified by the EPA. If these products are unavailable, disinfect surfaces using an EPA- and DEC*- registered disinfectant labeled to be effective against rhinovirus and/or human coronavirus. If these commercial products are unavailable, it is also acceptable to use a fresh 2% chlorine bleach solution (approximately 1 tablespoon of

bleach in 1 quart of water). Prepare the bleach solution daily or as needed. • Label directions must be followed when using disinfectants to ensure the target viruses are effectively killed. This includes adequate contact times (i.e., the amount of time a disinfectant should remain on surfaces to be effective), which may vary between five and ten minutes after application. Disinfectants that come in a wipe form will also list effective contact times on their label. • For disinfectants that come in concentrated forms, it is important to carefully follow instructions for making the diluted concentration needed to effectively kill the target virus. This information can be found on the product label.

Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.

Disposal: place all used gloves and other disposable items in a bag that can be tied closed before disposing of them with other waste. Wash hands with soap and water for at least 20 seconds immediately after removing gloves or use an alcohol-based hand sanitizer if soap and water are not available. Soap and water should be used if hands are visibly soiled.

Linens, Clothing, and Other Items That Go in the Laundry

- Do not shake dirty laundry; this minimize the possibility of dispersing virus through the air.
- Wash items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry that has been in contact with an ill person must be washed separate from other shelter linens.
- Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.

COVID-19 GUIDANCE

TOPIC 5: Transporting a symptomatic client to an Isolation Site

Guideline: When a shelter guest is determined by the Monroe County Public Health Department to be in need of isolation, transportation must be provided to the location identified by the Monroe County Department of Health and Human Services in a manner that is safe for the driver and the passenger. Shelters must not use essential ambulances, but instead will use the transportation plan outlined here.

Steps:

1. Shelter Manager will be directed by the Coordinated Entry Liaison (as informed by Monroe County Department of Health and Human Services) of the location to which the guest should be transported and which entrance to use.
2. To arrange transportation, shelter must provide pick-up address, specific location of entrance to be used, contact Name and Phone Number of a Shelter staff person who will accompany the individual from the shelter to the vehicle as well as:
 - a. **Passenger First Name**
 - b. **Last Name**
 - c. **Date of Birth**
 - d. **Medicaid CIN (if known)**
 - e. **Isolation site drop off address, specific location of entrance door to be used (as informed by Coordinated Entry)**
 - f. **Name & Phone Number of person who will greet the passenger upon arrival at the isolation site**
3. Shelters should call Medical Answering Service (MAS) at **#1-866-932-7740** to provide the information in **Step 2** and request transport to isolation.
4. MAS will be able to verify client's Medicaid Eligibility
 - a. If client is Medicaid eligible, MAS will immediately schedule the ride for Medical Motors.
 - i. Medical Motors will call Shelter, using Contact information provided to MAS, to confirm trip time, isolation site drop-off location, and contact information for the person who will greet the passenger upon arrival to the isolation site
 - ii. Shelter can also call Medical Motors at **585-654-7030** to confirm estimated trip time and isolation site information.

- b. If client is NOT Medicaid eligible, MAS will transfer phone call directly to Medical Motors. If the call transfer is unsuccessful, Shelter should commence with Step 5 below
5. Shelter Manager will call Medical Motors transportation at **#585-654-7030** and request a **"COVID RIDE"** to coordinate transportation from shelter to the isolation location. Shelter must provide all information outlined in **Step 2**.
6. Seven days/week, between 9am-4pm, Medical Motors will deploy a driver and vehicle as soon as possible to the shelter for transport of the guest. Expected wait time will be 20-60 minutes. This schedule timeframe is subject to change (could be extended) based on volume and driver availability.
7. The driver will wear latex gloves and a surgical mask. The vehicle is designed to ensure a distance of 6 feet between guest and driver, and there will be a plastic barrier between the passenger and driver.
8. Guest must wear a surgical mask for the duration of the transport and have their acceptable belongings placed in a sealed bag before entering the van.
9. Guest will enter the vehicle through the back right-hand passenger side door, which will be automatically opened by the driver. Protocols related to social distancing will be followed as per the attached guidance. If guest requires assistance to enter or exit the vehicle, this must be provided by shelter staff; the driver will not exit the vehicle at any time.
10. Guest must be seat-belted before the driver can move the vehicle.
11. After the driver transports each guest, the vehicle will be cleaned following recommended CDC cleaning procedures involving COVID-19 patients.

Attachments:

- *5-1 Recommendations for Transporting COVID-19 Person(s) To A Designated Isolation Facility*

ATTACHMENT 5-1: Recommendations for Transporting COVID-19 Person(s) To A Designated Isolation Facility

1. Vehicle: Recommend a large van with a separate, rear access door be used. If not available, have passengers use the passenger side rear door(s). Do not allow passenger(s) to enter the vehicle using front side door.
2. Social Distancing: Enforce the social distancing protocol of 6 feet between the driver and passengers. Passengers should never sit in the front passenger seat next to the driver. If possible, have the passenger(s) enter through a separate rear door. If 6 feet is not practical, the driver should wear a surgical mask.
3. Driver Personal Protective Equipment (PPE): driver should wear disposable gloves to reduce potential exposure to vehicle surfaces. Surgical masks are not required due to the droplet nature of how the virus is transmitted. However, surgical masks may be used in order to ensure drivers are willing to transport symptomatic people. Driver should avoid touching their face while driving.
4. Symptomatic Passenger(s) PPE: Passengers that are symptomatic should be wearing a surgical mask before getting in the designated transport vehicle.
5. Personal belongings: any bags or suitcases that are transported should be placed in plastic bags and the bag closed before being put into transport vehicle.
6. Post-Transport Vehicle Cleaning: the vehicle should be cleaned following recommended CDC cleaning procedures involving COVID-19 patients. Those cleaning the vehicle should wear latex gloves.
 - o Ensure that environmental cleaning and disinfection procedures are followed consistently and correctly, to include the provision of adequate ventilation when chemicals are in use. Doors should remain open when cleaning the vehicle.
 - o Routine cleaning and disinfection procedures (e.g., using cleaners and water to pre-clean surfaces prior to applying an EPA-registered, hospital-grade disinfectant to frequently touched surfaces or objects for appropriate contact times as indicated on the product's label) are appropriate for covid-19.
 - o Products with EPA-approved emerging viral pathogens claims are recommended for use against COVID-19 (otherwise known as SARS-CoV-2). Refer to the EPA website for EPA-registered disinfectants that have qualified under EPA's emerging viral pathogens program for use against SARS-CoV-2.

- o Clean and disinfect the vehicle in accordance with standard operating procedures. All surfaces that may have come in contact with the patient or materials contaminated during patient care (e.g., stretcher, rails, control panels, floors, walls, work surfaces) should be thoroughly cleaned and disinfected using an EPA-registered hospital grade disinfectant in accordance with the product label.
7. Dispose of PPE/Wash Hands: Driver should properly dispose of their disposable gloves in a sealed bag and put in the garbage. Afterwards, they should thoroughly wash their hands for 20 seconds with warm water and soap.

COVID-19 GUIDANCE

TOPIC 6: What to expect once a Shelter Guest Arrives at an Isolation Site under an Involuntary Isolation Order: Check-In, Arrival, Duration of Stay, & Check Out

Guideline: information for shelter providers, transportation providers, hotels / motels and other community partners regarding what symptomatic guests can expect when they arrive at the hotel as a result of an *Involuntary Isolation Orders*.

Steps:

1. Guest Pre-Registration and Check-in

- Prior to arrival at the hotel, arrangements will have been made for room assignment and telephone check-in.
- Arrangements will be communicated to shelter, informing them of the hotel location, instructions for drop-off point and name of person who will be greeting the individual at the hotel.

2. Guest Arrival

- Transporter will drop off guest at agreed upon entrance to the hotel for intake.
- Guests arriving will be met by a non-hotel staff member (Greeter) at an agreed upon entrance within hotel establishment.

The Greeter will:

- Let front desk know they are meeting the individual and obtain room key
- Walk guest to their assigned room and open door
- Assist with any questions the guest has regarding their isolation stay.
- Guests will wear a facial mask while walking to assigned room and carry their own personal items to their rooms

3. Security

Security will be provided by the County to ensure that guests remain safe during their stay at the hotel. Security will be assigned to monitor the assigned floors 24/7. Security will be responsible to contact the Public Health Department and local police if a guest is struggling to remain in isolation during their isolation time.

4. Hotel responsibilities During Stay

- Provide food service and Front desk staff.

- Front desk staff will support telephonic check-in and assist with directing calls to guests, as needed.

5. Food for Guests

- Food will be provided and delivered 3 times per day
- Delivered food will be left outside of each guest's room door

6. Cleaning

- Guests will receive instruction on expectations regarding cleanliness of their rooms throughout their stay
- Trash will be placed in clean, sealed garbage bags placed outside of guest room doors at times as instructed by the hotel

7. Laundry and Linens

- Guests will place all dirty linens and towels in plastic bags, tie and seal bags, and place outside of their door as instructed.
- Facility will wash all bedding/linens/towels.

For additional guidance please find NYS Department of Health Guidance for Cleaning and Disinfection [here](#)

8. Support Services for Guests

- Guests will receive daily contact from:
 - Monroe County Public Health Department
 - A Case Manager/Care Manager will be designated prior to moving to the hotel site:
 - Shelter Case Manager and/or
 - Health Home Care Manager (in those cases where the individual is currently active with a HH CM)
 - See Topic 7 for Health Home Care Management
- Designated Case Manager/Care Manager will assess needs daily and deliver and/or arrange for delivery of Medications, hygiene products and additional provisions.
- Additional support will be provided, depending on the individual needs of each guest
- Items delivered will be left outside of guest rooms as needed

9. Check-out

- Monroe County Department of Public Health will make the determination of when an individual is released from involuntary isolation, using the criteria standards in place.
- MC DPH will notify Monroe County DHS of the date individual is no longer under involuntary isolation
- Hotel will be notified of the date the guest will be checked out; hotel will process checkout as per their process.
- Coordinated Entry process will be activated by DHS for communication with shelter regarding readmission need
- Case Manager will facilitate checkout with the guest
 - Return to Shelter
 - Move to other housing
 - Process to retrieve belongings left at shelter if not returning

10. Hotel Cleaning Instructions

- Hotels should follow NYS Department of Health Guidance for Cleaning and Disinfection [here](#) once a guest has been checked out and vacated the room.

Attachments:

- (See Attachment 4-1)
- 6-1: COVID-19 CRITERIA FOR RELEASE FROM ISOLATION

ATTACHMENT 6-1: COVID-19 CRITERIA FOR RELEASE FROM ISOLATION

When a person is placed in isolation (they are sick) under an *Involuntary Isolation Order* signed by the Public Health Commissioner or Deputy, they are required to stay at the location listed in the order. Many people remain on *Involuntary Isolation Orders* at their homes. Monroe County Public Health staff conduct an initial visit and check in by phone with each person daily. The staff verify that the patient is remaining in isolation and that their symptoms are not worsening.

If a hotel becomes the facility listed in the *Involuntary Isolation Order*, Public Health staff will visit them at the designated hotel daily.

In order to be “released” from an *Involuntary Isolation Order*, the person must meet certain criteria, which follows:

- (1) It must have been at least three days since “Improved Symptoms” AND
- (2) At least 3 days since last fever without medication AND
- (3) At least 7 days since onset of symptoms.

The Monroe County Department of Public Health will determine when the individual has met these criteria and is “released” from the order.

COVID-19 GUIDANCE

TOPIC 7: Services and Supports to Shelter Guests During Their Stay

Guidance: This section of the manual provides detail on the ongoing physical and emotional support guests will receive throughout the duration of their stay in isolation.

- Shelter Case Management
- Health Home Care Management
- Clinical Consultation and Case

SHELTER CASE MANAGEMENT

After guests are placed in an isolation location, if there is a Shelter Case Manager (CM) who has already been working with the guest, this CM will check in by telephone (cell or hotel room phone) to determine physical and emotional wellness, essential needs, etc.

The Shelter CM will work in tandem with the individual's Health Home Care Manager (if enrolled), clinical service providers, Peer Support, and/or other supports to coordinate ongoing assistance, including delivery of key essentials (e.g., toiletries, over the counter and prescription medications, etc.).

HEALTH HOME (HH) CARE MANAGEMENT

For those Medicaid-eligible guests who are already enrolled in Health Home (HH) Care Management Services, or in process of being outreached:

1. For Medicaid clients, Coordinated Entry will notify a Health Homes Case Finder who will check to identify any current HHCM connection.
2. If the individual is currently enrolled in HHCM, CF will connect with their Health Home contact to provide key information, including name and contact information for Shelter Case Manager, for coordination.
3. Care Manager will be instructed to contact member within 12 hours of notification to assess current needs and plan for when guest is ready to leave. Care Manager will assist guest in securing needed resources, medications, etc., in collaboration with the involved Shelter Case Manager.

For those Medicaid-eligible guests who do not have an existing Health Home connection and want one:

1. If upon checking, the Case Finder discovers that an individual is not connected to HHCM, the Case Finder will contact guest and educate about Care Management services, complete referral if guest provides verbal authorization.

CF will complete online referral to either Health Homes of Upstate NY (HHUNY) or Greater Rochester Health Home Network (GRHHN) and highlight needs or language requirements.

2. Once the referral is processed, the Health Home will prioritize assignment to a care management agency for assignment of a Care Manager.
3. The assigned Care Manager will contact the individual immediately upon assignment of the case.

CLINICAL CONSULTATION AND CASE MANAGEMENT (for those not associated with a shelter)

The Monroe County Office of Mental Health (MCOMH) will provide consultation and case management support for certain homeless individuals placed from a shelter, hospitals or other community settings:

1. In cases where there is not yet an identified Shelter Case Manager or Health Home Care Manager assigned to support an individual during isolation, MC OMH will assign a Team Builder to:
 - Conduct an initial assessment of the individual's needs during isolation, including behavioral health, medications and health care.
 - Develop a team as necessary to support the individual, working with the Health Home Care Manager (upon assignment) or arranging for a non-Medicaid BH Care Manager if needed.
2. MC OMH points of contact will provide consultation for behavioral health concerns (mental health and substance use disorder) for MC DPH and Shelter Case Managers as requested.
 - ✓ Becky Maynard (Mental Health): bmaynard@ccsi.org
 - ✓ Jason Teller (SUD): jteller@ccsi.org
 - ✓ Cheryl Martin (SUD, Nursing): cmartin@ccsi.org