Columbus/Franklin County
COVID-19 Homeless Response Network (HRN)
Supporting PSH Residents
5-12-2020

www.csb.org
Today’s Topic: Supporting PSH Residents

Questions:
• All phones are muted – please “raise hand” to ask a question or share a comment
• Use the Question pane in control panel to submit question

Webinar will be recorded and posted to https://www.csb.org/providers/COVID-19-provider-guidance
Agenda

• Homeless Crisis Response System Updates
• Strategies for meeting ongoing services needs
• Strategies for housing stability and eviction prevention
• Support for those who are COVID positive or exposed
Homeless Crisis Response System Updates

Emergency Shelter
- De-concentration
- Shelter for Isolation/Quarantine (SIQ)
Supporting PSH Residents
The world right now may seem strange and scary. Most supportive housing tenants have seen traumatic situations in their lives. Our residents have so much resilience. Build on that resilience!

- Ensure adequate supply and refills for needed medications
- Access to food, fluids, toiletries, garbage bags and cleaning supplies
- Identify any mental health, isolation or re-traumatization issues that may emerge
- Ensure that clients who have PCP or specialty appointments that have recently been cancelled are not symptomatic and/or reschedule their appointments if needed.
Strategies for housing stability

• Conduct proactive outreach to landlords and tenants to identify and address emerging housing issues before they evolve into crises.
• All evictions should be put on hold until further notice.
• Plan on increased communication, coordination with landlords and property management and increased support/case conferencing for those tenants who may be at risk of eviction
• Proactively work with tenants to identify changes in income as soon as possible.
Support for those who are COVID positive or exposed

- Inform local department of health and Community Shelter Board
- Provide residents with respiratory symptoms (cough, fever) with a surgical mask
- Address fears that clients may have that they may be asked to leave if they test positive
- Ensure residents are connected to healthcare services as needed and know appropriate parties to contact in case of emergency
Partner Prospective

Positives:
- EARN Store
- Resident Newsletter
- Online resources for residents
- Re-configuring common spaces
- Masks, masks, masks!!!

Challenges:
- Residents without phones
- New behaviors
- Rent changes for those that have lost income
- Suspected cases
Peer to Peer Sharing

- Pointers?
- Effective Practices?
- PSH pandemic needs
Future Topics

• 5/19: Accessing needed resources for clients
  – Accessing BCs, IDs, SS cards
  – Accessing/applying for JFS, SSA benefits

• 5/26: Supporting and managing staff/teams
  – Secondary trauma
  – Maintaining personal safety/health
  – Remote teaming approaches

• 6/2: Homelessness prevention & re-housing resources and strategies
  – Providing remote/virtual re-housing and stabilization services (case management)
  – Eviction prevention resources
  – Landlord trouble-shooting, mediation strategies
QUESTIONS

CSB COVID-19 Information Repository:
https://www.csb.org/providers/COVID-19-provider-guidance

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