

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

5-12-2020


communityshelterboard
Until everyone has a place to call home

www.csb.org



Webinar Overview

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



Strategies for meeting ongoing service needs

- 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

Sharing
is
Caring



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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