

# Housing Crisis System of Care Response to COVID-19

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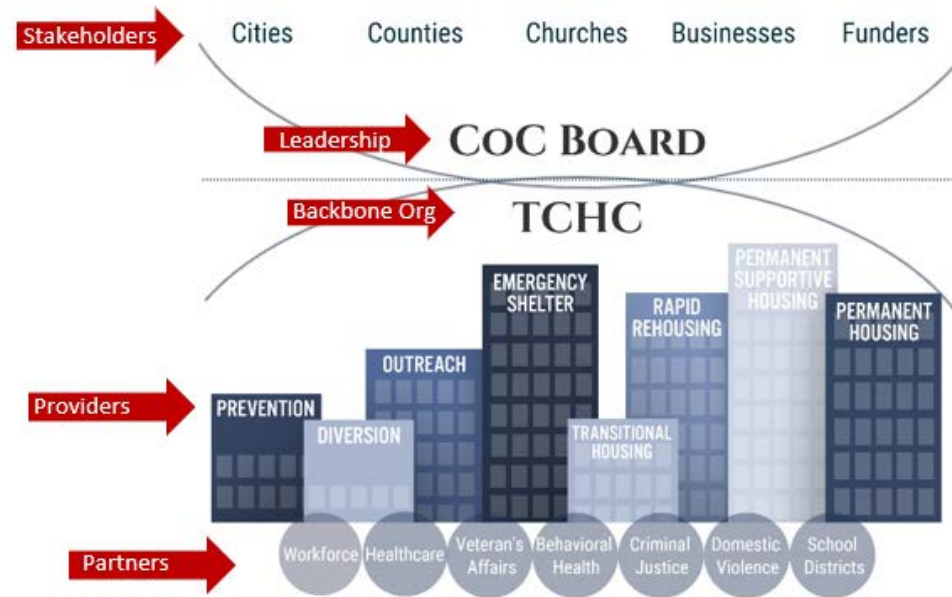
A Guide to Community Coordination

# Goal

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Slow community spread of COVID-19  
and continue to provide care for  
people experiencing homelessness in  
Tarrant County

# Housing Crisis System of Care



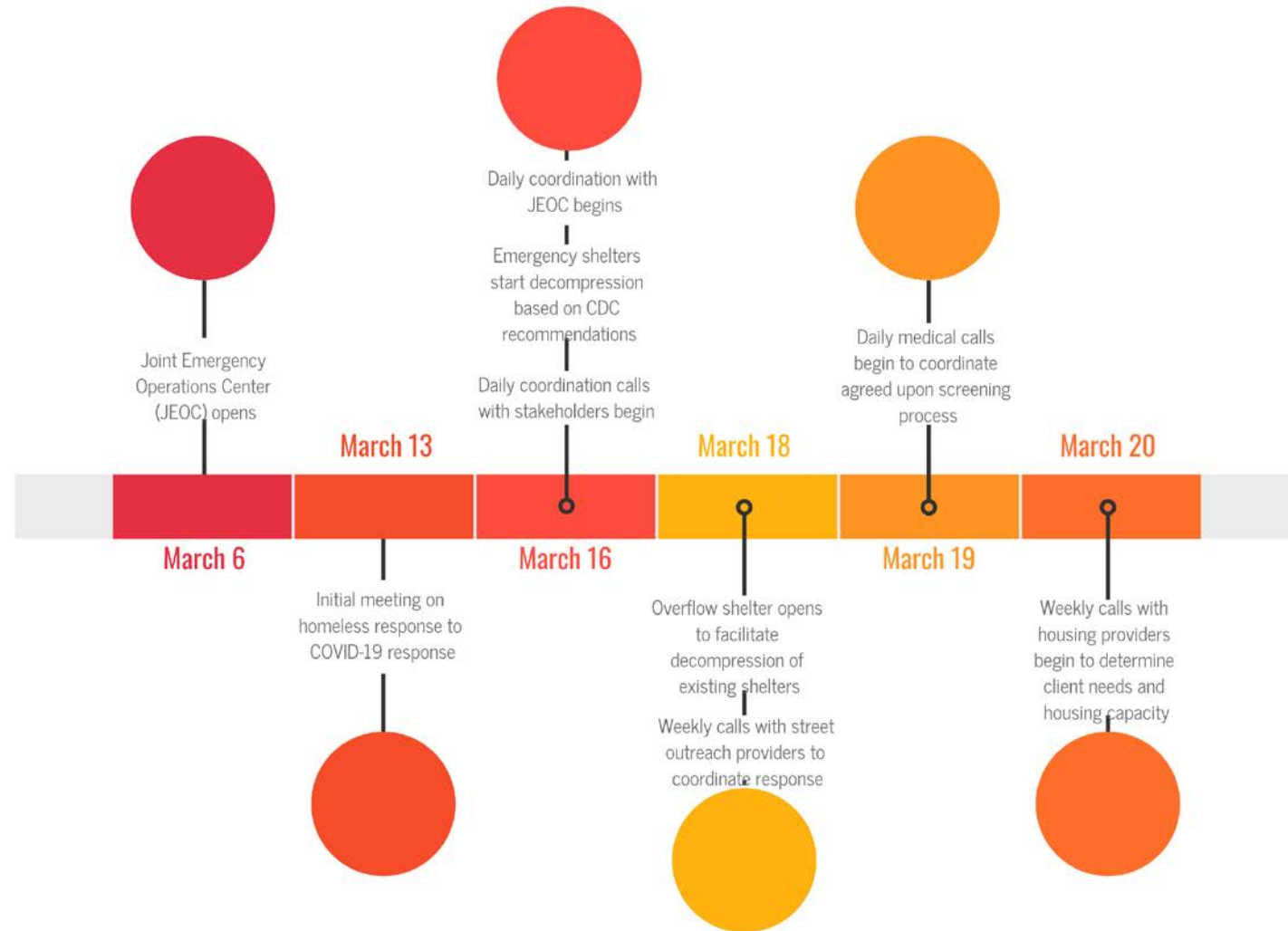
- Established system for homeless response in our community
- All entities were at the table prior to COVID-19 pandemic
- Organized system facilitated Homeless Coalition quickly mobilizing and coordinating providers and services

# Coordinated efforts focus on:

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- Supporting providers in maintaining capacity to provide services;
- Working closely with municipalities on capacity for overflow and quarantine; and
- Response plan for assistance for people who show symptoms and/or become sick with COVID-19 who do not have the option to be in a home setting.

# Collaboration Process



# Ongoing Meeting Schedule

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- System Coordination Call: daily
- Overflow Shelter operations: daily
- Medical protocol: daily, as needed
- Housing providers: weekly
- Outreach providers: weekly
- Prevention & diversion providers: bi-weekly, likely increasing as situation evolves

# Communications

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# Key to Success

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- Continuous communication is key to collaboration success
- Designate one agency to act as central command for homelessness
- Providers follow lead of local medical/health authority
- Partnership with local municipalities is important, especially in relation to emergency management response
- Partners willing to implement agreed upon screening tools and protocols



# Continuous Communication

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- Daily call with service providers and community partners
- Daily email update to service providers and community partners
- Daily/weekly meetings for subpopulations and functions
- Community involvement education
- Social media engagement
- Standing agenda items daily to ensure continuous coverage of all topics

# Daily Communication

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- Coordination call for providers and critical partners
- Overflow shelter daily briefing
- Medical briefing daily, as needed
- COVID daily operations meeting
- Email update
- Social media engagement

# Coordination Call Agenda

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- Roll call
- Homeless Coalition updates
- Public Health update
- Medical update
- Emergency Operations update
- Emergency shelter update
- Street outreach update
- Housing program update
- Volunteer and donation update
- Questions and concerns

# Sample Daily Email Communication

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## Lauren King

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**Subject:** COVID-19 Homeless Response Daily Update 3.24.2020  
**Attachments:** Tarrant County Executive Order (Executed) (3-24-20).pdf; CITY OF FORT WORTH DECLARATION OF LOCAL DISASTER - FIFTH AMENDED EXECUTED.pdf; Temporary Scan Card Schedule - Covid-19.pdf; PROTOCOL FOR CONVENTION CENTER REFERRAL FROM ED AND CARE OF COVID19\_3-23-2020.pdf; COVID 19 Shelter Protocol- Medical Updated 3-24-2020.pdf; Interim Recommendations for US Community Facilities with Suspected\_Confirmed Coronavirus Disease 2019.pdf; CSH guidance for housing programs.pdf; Make an impact- how to be involved.pdf



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# A PLACE TO CALL HOME



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## Daily Update: Homeless System Response to COVID-19

In response to COVID-19, numerous agencies are working together to ensure needs of people experiencing homelessness are being met. The Homeless Coalition is leading this effort with the cities of Fort Worth and Arlington and Tarrant County. Coordinated efforts focus on:

- Supporting providers in maintaining capacity to provide services;
- Working closely with municipalities on capacity for overflow and quarantine;
- Response plan for assistance for people who show symptoms and/or become sick with COVID-19 who do not have the option to be in a home setting.

## Community Information

Approximately 35 agencies are participating in daily conference calls (M-F) hosted by the Homeless Coalition to coordinate services. The most up-to-date information is presented, along with updated services and the opportunity to ask questions and present any challenges being faced.

As of 5:30 this afternoon there have been 71 confirmed cases, 1 death and 3 recoveries from COVID-19. Tarrant County issued an executive order today ordering all Tarrant County residents shall stay at their place of residence, except as allowed by the Order; persons may leave their residences only for Essential Travel, to work in Essential Businesses, Government Service, or Essential Critical Infrastructure, or to perform Minimum Basic Operations, as defined in the order (attachment *Tarrant County Executive Order* and *City of Fort Worth Declaration of Local Disaster*).

## Emergency Shelters

### Fort Worth

- Shelters have all put CDC distancing recommendations in place; beds are 6ft apart and people sleeping head to foot. This has significantly reduced capacity for all shelters.
- Portable restrooms and wash stations have been delivered to Lancaster; need to ensure we understand impact of those on street. Restrooms and washrooms are also being considered for convention center location.
- The Convention Center has been secured for overflow (for well and symptomatic homeless) shelter in Fort Worth. 310 people accessed overflow shelter last night.; 4 are currently in isolation.
- The Homeless Coalition has adjusted their scan card schedule to meet the current community need (attachment *Temporary Scan Card Schedule- COVID-19*).
- Shelters with bed capacity should contact DRC Solutions, as people should be referred back to existing shelters if possible so they can have a place to stay other than overflow shelter.
- Transportation protocol has been developed for transport between local hospitals, emergency shelters and isolation locations (attachment *PROTOCOL FOR CONVENTION CENTER REFERRAL FROM ED AND CARE OF COVID19\_3-23-20*).

### Arlington

- ALS moved their operations to North Davis Church of Christ, which doubles their capacity.
- Information on isolation for Arlington residents can be found in the transportation protocol above, as individuals in need will be transferred to the overflow shelter for isolation.

### **Medical Information**

The medical protocol has changed and the JPS True Worth Clinic is now temporarily closed. Please take note of the new protocol and contact information for medical needs. Medical protocols for shelter screening and isolation have been updated (attachment *COVID 19 Shelter Protocol- Medical Updated 3-24-20*). The CDC also released updated information regarding cleaning and disinfection recommendations for community facilities (attachment *Interim recommendations for US community facilities...*).

### **Street Outreach**

JPS and MHMR outreach teams are currently mostly serving at the overflow shelter, but JPS hopes to begin transitioning back into the field this week. Hands of Hope continues to outreach to camps. The medical team has established protocols for medical screening at shelter which can also be used by outreach teams for the time being.

### **Housing Programs**

The housing programs met again today to discuss program status. Programs should contact Kimberly Doty for any landlord questions or concerns and can send Katie Welch any needs related to housing clients such as phones and food. Guidance for supportive housing programs is attached to this email (attachment *CSH guidance for housing programs*).

### **Evictions**

Tarrant County has put a moratorium on all evictions, effective 3/17/2020 until further notice. President Trump also announced his administration is suspending all foreclosures and evictions until the end of April.

### **Media**

We are working to have a coordinated media response to any media inquiries. If in Fort Worth, please direct all media to the Joint Operations Center at [Covid19\\_pio@fortworthtexas.gov](mailto:Covid19_pio@fortworthtexas.gov). If outside of Fort Worth, please direct media to the Homeless Coalition, who will coordinate with other local service providers and appropriate municipalities.

### **Volunteers & In-Kind Needs**

The Homeless Coalition is working to engage groups who are interested in giving. Street feeding is strongly discouraged and will now be responded to by City of Fort Worth Code Compliance or FW Police Department. Yard signs and electronic signs will be posted along Lancaster and a handout used to educate groups on how they can get involved.

A volunteer registration and sign up is now available for groups to provide food for shelter staff for the next four weeks. Groups can also text TARRANTGIVES to 41444 to register to volunteer. The Homeless Coalition has also created a specific webpage for giving related to the COVID-19 community response. Individuals can text WESUPPORT to 41444 to make a financial gift to COVID-19 relief efforts for people experiencing homelessness. A graphic and handout has also been created to educate people on how to get involved (attachment *Make an Impact- how to be involved*).

[Homeless Coalition COVID-19 Giving Page](#)

[Volunteer Registration to Provide Food for Staff](#)

Registration and sign up to bring food for people experiencing homelessness will be available later this week. Agencies should feel free to share with their volunteers.

# Provider Response

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# Phased Rapid Response to COVID-19

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## Providers Involved

- Phase I: Public Health, County Hospital System, Municipal Emergency Operations staff, Municipal leadership, Shelter providers, street outreach providers
- Phase II: Housing Program providers
- Phase III: Prevention & Diversion providers, Supportive Service providers

# Emergency Shelter Response

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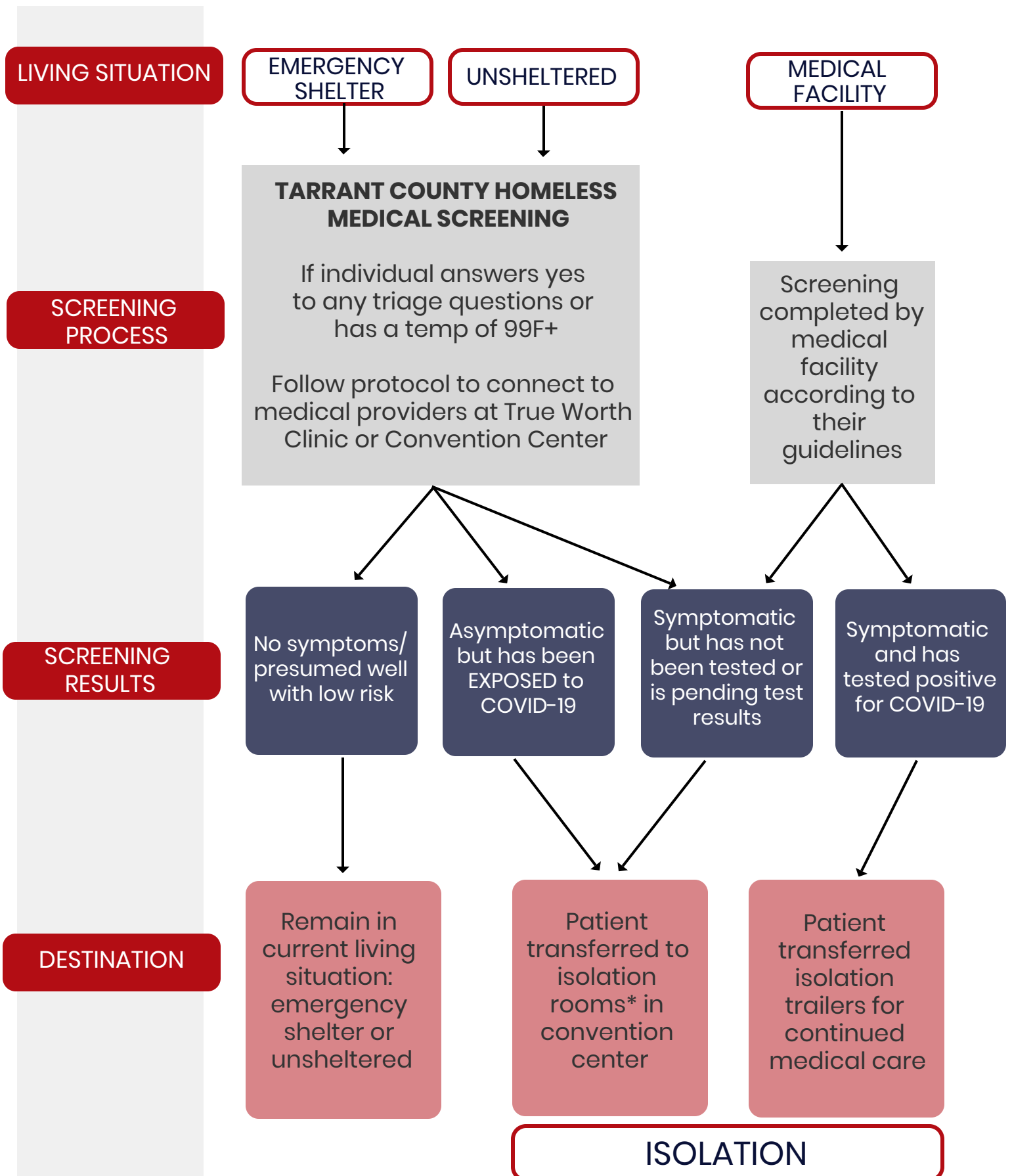
- All emergency shelters followed CDC distancing guidelines
  - All beds are 6 ft apart
  - Guests sleeping head to foot
  - Reduced shelter capacity by approximately 50%
- In response to reduced capacity overflow shelter was secured
- COVID-19 screening and referral process was developed and implemented by all emergency shelters
  - Process developed by county hospital system
  - Emergency shelter staff trained in proper screening
  - Screening updated daily as COVID-19 developments arise
- Portable wash stations and restrooms were placed in high traffic areas to increase community hygiene

# Overflow Shelter

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- Opened by City of Fort Worth in the Fort Worth Convention Center
- Managed in cooperation between:
  - Tarrant County Homeless Coalition
  - DRC Solutions (homeless service partner)
  - JPS Health Networks (county hospital system)
  - MHMR (mental health provider)
  - MedStar (medical transportation)
  - City departments: Public Events, Parks & Recreation, Directions Home, Code Compliance, Emergency Management, Police and Fire departments
- Began operations on March 18
- Includes well shelter, isolation shelter and COVID positive shelter

# RECOMMENDED COVID-19 PROTOCOL FOR PEOPLE EXPERIENCING HOMELESSNESS



\*Appropriate isolation room determined by medical personnel based on screening

# **PROTOCOL FOR REFERRAL AND CARE OF COVID19+ OR COVID19 PUI STABLE PATIENTS EXPERIENCING HOMELESSNESS REQUIRING ISOLATION OR QUARANTINE**

## **FORT WORTH CONVENTION CENTER**

### **REQUIREMENTS FOR SENDING CONFIRMED COVID19+ PATIENTS AND/OR COVID19 PUI PATIENTS**

- Testing locations, hospitals, Emergency Departments (EDs) need to **contact Medical Command at 817-734-6659** prior to sending patient to notify of intent to transfer
  - Confirmed COVID19+ Patients should have been escalated to Public Health Department by testing location, hospital, and/or ED staff prior to transfer to Convention Center
  - Provide mask for COVID19+ patient and 5 day supply of PPE (masks, gowns)
    - Ability to maintain operations at the convention center is contingent upon having PPE to safely care for the patients.
- Fax over discharge summary with H&P and lab results to 817-392-2765
- COVID19+ patients will be received from testing locations directly to RV location in parking lot between Commerce, Calhoun, and 12<sup>th</sup>. Entrance on Calhoun side.
- COVID19 PUI patients will be received from testing locations directly to 9<sup>th</sup>/Houston entrance at Convention Center
- Transportation from Hospital/Clinic to Convention Center from the locations listed below will be provided by MedStar Mobile Healthcare:
  - Baylor Scott & White All Saints Medical Center Fort Worth
  - Cook Children's Medical Center
  - John Peter Smith Hospital
  - JPS Health Network Clinics
  - Medical City Fort Worth
  - Texas Health Fort Worth
  - Fort Worth Emergency Homeless Shelters (multiple)
  - North Davis Church of Christ (Arlington Shelter at 1601 N. Davis Dr.)

- The process for requesting transportation by MedStar is as follow:
  - Ensure all the above steps have been completed and the Convention Center staff is prepared to receive the person being transported.
  - Contact MedStar's Communications Center Non-Emergency Transport line at 817-927-9620.
  - Notify the call-taker you have a person needing to be transported to the Convention Center for Isolation or Quarantine.
  - Provide the call-taker with the following information:
    - Location from where the person needs to be picked up.
    - Name, title, and callback number of person requesting transport.
    - Name and Date of Birth of the person to be transported.
    - Requested time of pick-up and/or delivery to the Convention Center.
    - Convention Center location person will be transported to: **9<sup>th</sup>/Houston Entrance or RV Entrance.**
    - Provide any other information call-taker may require to set up transport service.
- MedStar transportation process
  - Upon arriving at the pick-up location make contact with the sending facility staff member arranging transport to the Convention Center to receive report.
  - Confirm that the sending facility staff member has made contact with the Medical Command staff at the Convention Center to coordinate receipt of the person requiring evaluation, isolation, or quarantine.
  - **Prior to beginning transport of the person to the Convention Center, make contact with the Medical Command staff at the Convention Center at 817-734-6659.**
  - **Inform Medical Command of approximate ETA and confirm which entrance the entrance at the Convention Center they want you to utilize for the person being transport (MedStar Entry #1 at 9<sup>th</sup>/Houston or MedStar Entry #3 on Calhoun St.). If delivering to MedStar Entrance #3, confirm which RV number the person will be placed in.**
  - On arrival at the Convention Center meet the Medical Command staff receiving the person for intake and give them report for handoff of care.

### **RECEIVING OF COVID19+ PATIENTS**

- Patient will be transitioned from the vehicle directly to the RV on their own power wearing a mask.
- Those assisting with transferring will need face shield, regular mask, and gloves
- Supplies needed for patient will be located in the RV
- RV will have full power, full electricity, full water & sewer, but no working stove
- Food will be provided for patient

### **SHELTERING OPPORTUNITIES AT THE FORT WORTH CONVENTION CENTER**

- If the patient experiencing homelessness is being discharged from the ED and does NOT need COVID (PUI, Exposure, Positive) related isolation nor further medical attention, they may go to the Fort Worth Convention Center, 1201 Houston Street, Fort Worth, Texas 76102 between the hours of 4PM-9PM. They may go to the 9<sup>th</sup> Street and Main Street Entrance. Transportation is up to the ER or up to the patient.
- THERE IS NO MEDICAL CARE ONSITE FOR GENERAL POPULATION AT FORT WORTH CONVENTION CENTER.

# Well Shelter operations

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## Beds

- Capacity for 365 well individuals and families
- Separate areas for men, women and families
- Operates from 4PM to 7AM daily
- Laundry and daily cleaning sanitation done by contracted companies
- Staffed by DRC Solutions

## Medical

- All staff and guests are screened upon entry
- Screenings conducted by JPS Health Network

## Meals

- Dinner and breakfast are provided by contracted caterer



# Isolation Shelter operations

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## Beds

- Capacity for 40 symptomatic individuals
- Housed in separate area of Convention Center
- Isolated individuals remain in shelter all day
- Staffed by MHMR

## Medical

- Symptomatic individuals who have not been tested are isolated from the well population until tested or until symptom-free for 14 days
- Medical care provided by JPS

## Meals

- Dinner and breakfast are provided by contracted caterer and delivered to isolation rooms

# COVID-19 Positive Shelter operations

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## Beds

- Capacity for 30 COVID-19+ individuals
- Housed in separate RV trailers in parking lots adjacent to Convention Center
- Isolated individuals remain in trailers at all times
- Staffed by JPS with virtual health checks when possible to limit face-to-face contact

## Medical

- Medical care provided by JPS

## Meals

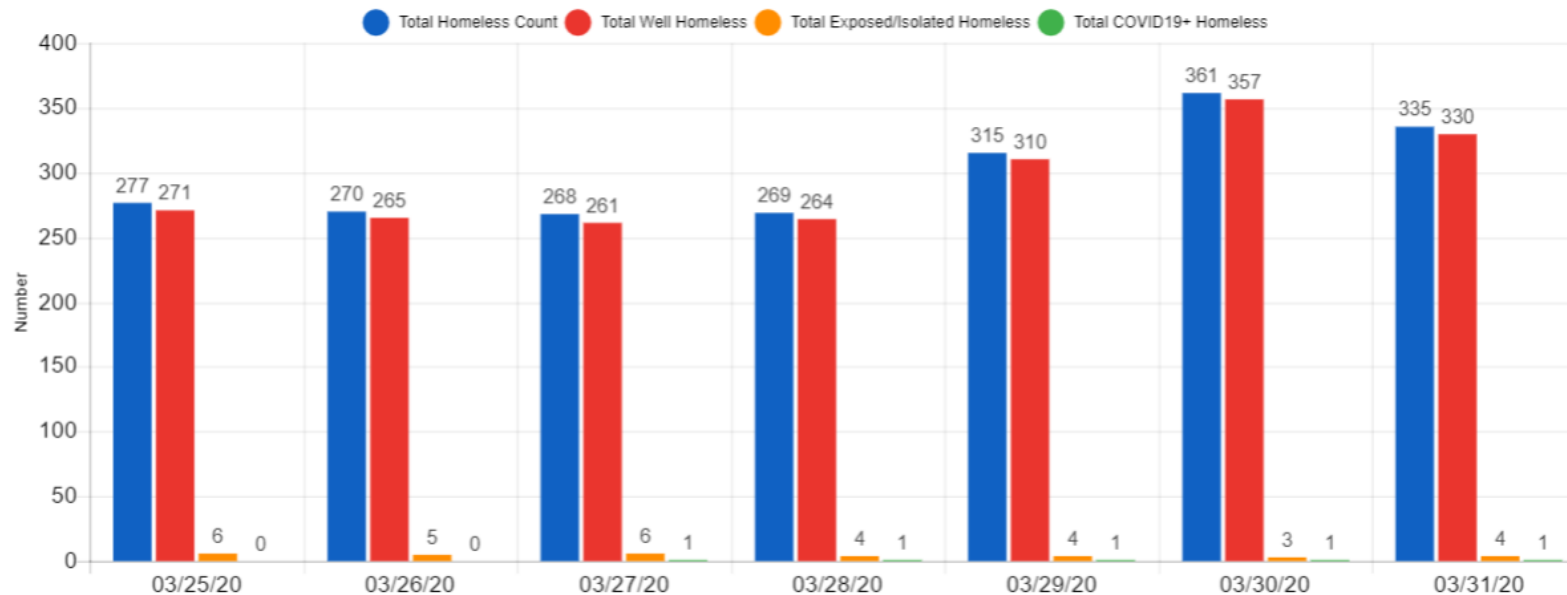
- Dinner and breakfast are provided by contracted caterer and delivered to trailers

# Overflow Shelter Reporting

## Convention Center Shelter Dashboard

<b>335</b> Total Homeless Sheltered Last Night	<b>330</b> Well Homeless Sheltered Last Night	<b>4</b> Exposed or Isolated Homeless Sheltered Last Night	<b>1</b> COVID19+ Homeless Sheltered Last Night	<b>14</b> Shelter Nights Completed	<b>3792</b> Total Sheltered All Days	<b>271</b> Average # Homeless Sheltered per Night	<b>436</b> Maximum Shelter Capacity Last Night
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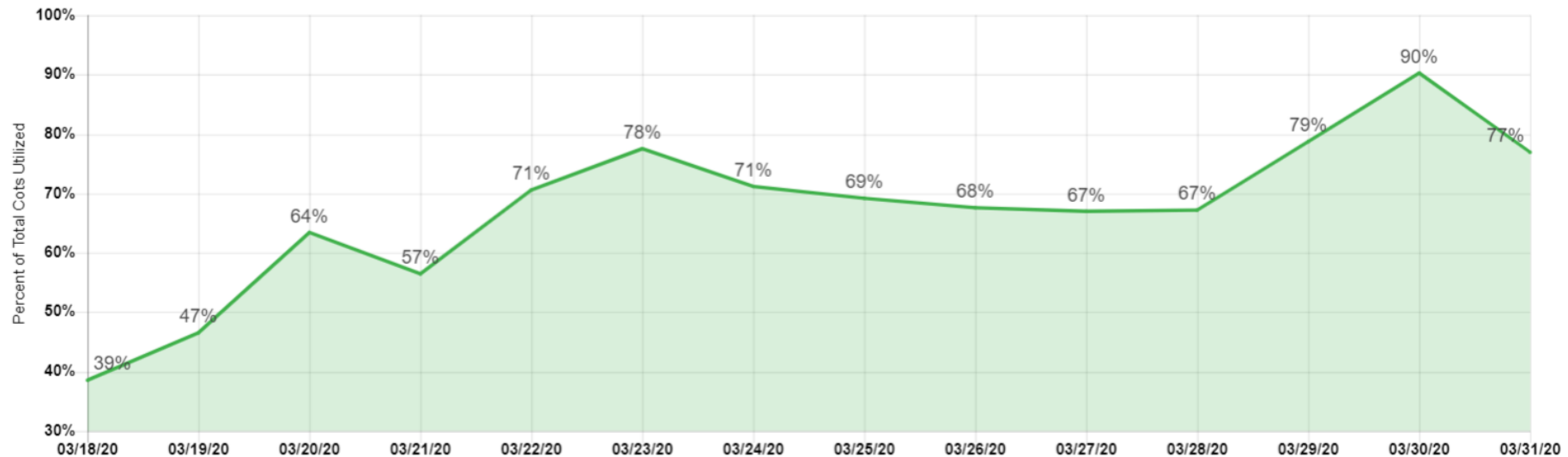
Homeless Client Counts by Wellness & Day



# Overflow Shelter Reporting

<b>75</b>	<b>13</b>	<b>11</b>	<b>14</b>	<b>2</b>	<b>30</b>	<b>5</b>
Total Staffing at CC Shelter Last Night	DRC Staffing Last Night	JPS Medical Staffing Last Night	PD Staffing Last Night	TCHC Staffing Last Night	Convention Center Staffing Last Night	Volunteers Last Night

Shelter Capacity (Percentage)



# Social Distancing Efforts

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- Created education pieces about COVID-19 and importance of social distancing for each intervention
- Worked with City Code Compliance on social distancing plan
- Homeless Coalition responsible for education pieces
- Code Compliance responsible for enforcement
- 24/7 response plan in case of large group/gathering incident

## **Homeless Population Social Distancing Plan – E. Lancaster Ave.**

### **Unified Plan Goal:**

To eliminate congregating (ensure social distancing) of all persons along E. Lancaster Ave. which includes control of unauthorized, third-party food distribution.

### **Plan Partners:**

1. Tarrant County Homeless Coalition (TCHC)
2. City of Fort Worth Police Department
3. City of Fort Worth Code Compliance Department (Consumer Health Division)

### **Plan Overview:**

1. Phase I: Public Education & Outreach
  - a. Email distribution to resource partners in area. (TCHC)
  - b. Email distribution to known, unauthorized food distributors. (TCHC)
  - c. Posted signage. (CFW - Code Compliance)
  - d. Electronic message board signage. (CFW – Police)
  - e. Hardcopy handouts (All Partners)
2. Phase II: Enforcement
  - a. 24-hour enforcement of unauthorized, third-party food distributors.
  - b. 24-hour enforcement of security and congregating (social distancing).

### **Plan Resources:**

1. Exhibit A: Three (3) Printable .PDF Educational Flyers
  - a. Urgent Community Needs Flyer
  - b. Make an Impact on Neighbors Without a Place to Call Home Flyer
  - c. COVID-19 Response – Preventative Measures Flyer
2. Exhibit B: Decision Matrix to Resolve Core Issues
3. City of Fort Worth Signage
  - a. FW Police Electronic Message Boards
  - b. FW Code Compliance Signs

## Final Plan – Homeless Population Social Distancing Plan – E. Lancaster Ave. (March 26, 2020)

### Exhibit 1: Print / Electronic Media



### Exhibit 2: Decision Matrix to Resolve Core Issues

<u>Decision Matrix Procedure</u>	Issue 1: Unauthorized, Third-Party Providing Food (Food Health Risk)	Issue 2: Security & Congregating (No Social Distancing)
<b>Regular Business Hours Monday – Friday (8AM – 4PM)</b>	Call Code Compliance – <b>Consumer Health Division:</b>  Consumer Health Specialist  If no response, call FW Call Center:	Call <b>FW Police:</b>
<b>Nights (4PM – 8AM) &amp; Weekends</b>	1. Call <b>FW Fire Non-Emergency Dispatch</b>  2. Request Code Compliance – Consumer Health Division <b>On-Call Officer.</b>	1. Call <b>FW Police Non-Emergency Dispatch</b>  2. Request assistance for security & congregation issues with persons experiencing homelessness.
<b>For any emergency situation, please call 911.</b>		

## Final Plan – Homeless Population Social Distancing Plan – E. Lancaster Ave. (March 26, 2020)

### Plan Component Actions Items (Task List)

#### *Phase I: Public Education & Outreach*

##### *a. Email distribution to resource partners in area. (TCHC)*

- 1) TCHC will develop a list of coalition partners in the E. Lancaster Corridor to assist.
- 2) TCHC will email (3) educational flyers and decision matrix to these partners.

##### *b. Email distribution to known, unauthorized food distributors. (TCHC)*

- 3) TCHC will work to collect contact information for unauthorized food distributors from partners, where possible.
- 4) TCHC will email (3) educational flyers and state clearly that their support is critical.

##### *c. Posted signage. (CFW - Code Compliance)*

- 5) Code Compliance will place signage within the E. Lancaster Corridor.  
Example Message: *No gatherings! Protect yourself! NO meal service from street or vehicles.*
- 6) Code Compliance will provide a handout with similar information to TCHC and partners for physical and electronic distribution, as needed.

##### *d. Electronic message board signage. (CFW – Police)*

- 7) Police will place 2 electronic message board signage within the E. Lancaster Corridor.  
Example Message: *No gatherings! Protect yourself! NO meal service from street or vehicles.*  
True Worth Place requests 1 of 2 near facility.

##### *e. Hardcopy handouts (All Partners)*

- 8) As needed, all partners will be able to print materials to provide to any individual or group.

#### *Phase II: Enforcement*

##### *a. 24-hour enforcement of unauthorized, third-party food distributors.*

- 9) As needed, anyone may use the decision matrix to begin investigation or enforcement for Issue #1: Unauthorized, Third-Party Providing Food (Food Health Risk)

##### *b. 24-hour enforcement of security and congregating (social distancing).*

- 10) As needed, anyone may use the decision matrix to begin investigation or enforcement for Issue #2: Security & Congregating (No Social Distancing)



# Medical Protocol

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- Common screening tool developed by JPS
- Continuously updated based on latest CDC and Health Department recommendations
- Used by all shelters, outreach teams and day centers
- Screening training provided to direct service staff by medical staff

## Tarrant County Homeless Shelter Protocol

- I. Limit the shelter to only one point of entry and comply with 6 feet social distancing
- II. Screen and take temperature for all persons (including shelter staff)
- III. Screener must put gloves on and mask when taking temperatures.
- IV. Gloves do not need to be changed between each use, only if they become soiled. The machine itself is required to be wiped clean once a shift. Screeners should gel (wash their hands) with each glove change.

All staff/persons presenting to shelter locations will undergo symptom and travel screening using tool below:

### TARRANT COUNTY HOMELESS SHELTER MEDICAL SCREENING

DATE: \_\_\_\_\_ NAME \_\_\_\_\_

RECORDED TEMP: \_\_\_\_\_

- |                              |                             |   |
|------------------------------|-----------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | 1. Have you recently felt feverish?   |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | 2. Have you recently developed a cough?   |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | 3. Have you recently developed shortness of breath?   |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | 4. Have you had any known contact with a person diagnosed with or under investigation for COVID-19? |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | 5. Have you recently travelled outside the country?   |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | 6. Have you recently been to states: New York, Louisiana<br>California, Florida, Washington State?  |

**If the person has a temperature over 99 OR answers "yes" to any of the screening questions:**

During current business hours (Monday through Friday 1 PM- 6 PM), contact True Worth Health Clinic. Patient will be seen as a walk-in same day for care. 817-702-7109

After Hours from Monday to Sunday 4PM-9PM, send the patient by Medstar non emergency services (817-927-9620) to 1201 Houston Street, Fort Worth, Texas 76102. Enter through the 9<sup>th</sup> Street and Main Street. And tell the screeners you have been referred by the shelter.

**If the patient is presenting with severe medical issues, contact 911 immediately.**

# Standard Definitions

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Medical Team and Service Providers aligned on standard definitions to be used across the Continuum

- Exposed
- Isolated
- COVID-19 Positive

# Exposed Patients

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**Who:** An asymptomatic patient who has been in close contact with a COVID-19 positive patient

**Protocol:** Patients will be kept away from other patients until they have completed 14 days of observation. During that time, if they become symptomatic or febrile, patient will be tested

**Attire:** Mask and gloves optional; maintain social distancing

# Isolated Patients

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**Who:** A patient who has been tested, with the result pending or is symptomatic and has not been tested

**Protocol:** Patients will be kept at the Convention Center in a separate room until the results of their test are back. If the test returns positive, they will be transferred to trailers; if test is negative, they will join the general population

**Attire:** If patient is masked, mask and gloves; if patient not masked add gown

# COVID-19 Positive Patients

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**Who:** A patient who has been recently tested in some facility and found to be positive for COVID-19

**Protocol:** Patients will be placed in the trailers and will be monitored there until it is determined that their infection has run its course (at least one week total illness).

**Attire:** Mask, gloves, face shield and gown if the patient is unmasked. If patient masked, gown and faceshield are optional

# Unsheltered Response

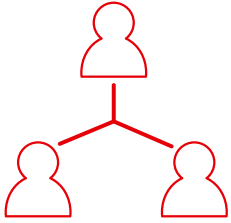
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- Street outreach capacity initially down due to serving at overflow shelter
- After two weeks all teams back in field to serve
- All teams following social distancing guidelines and providing client education
- Code Enforcement leaving camps in place to promote social distancing and educate clients on prevention

# COVID-19 RESPONSE

## PREVENTATIVE MEASURES

**Protect yourself from Coronavirus the same way you protect yourself from other viruses with the practices below.**

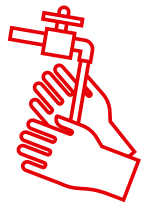


### DISTANCE YOURSELF IF YOU ARE SICK

Staying at least 6 feet apart will help reduce the risk of spreading any type of illness to other individuals.

### WASH YOUR HANDS THOROUGHLY & OFTEN

Use warm water and soap for at least 20 seconds, cleaning between your fingers and under your nails. If not available, use hand sanitizer with 60% alcohol.

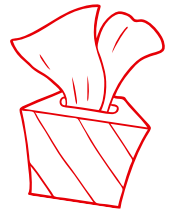


### AVOID TOUCHING YOUR EYES, NOSE, OR MOUTH

Especially with unwashed hands. If warm water and soap are not available, use hand sanitizer with over 60% alcohol.

### COVER COUGHES & SNEEZES

Use a tissue or the inside of your elbow & wash your hands immediately afterwards.



### CALL TARRANT COUNTY PUBLIC HEALTH HOTLINE

People without serious symptoms or exposure to confirmed cases will likely not get tested. Call 817-248-6299 if you have other questions or if you believe you are infected with the virus that causes COVID-19.



# Housing Program Response

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- Housing programs moved to tele-case management
- Phones identified as need for programs
  - Homeless Coalition purchased phones in bulk based on reported program need
- Food and isolation quickly identified as top needs
  - Neighborhood food banks closed due to COVID restrictions
  - Social isolation due to local stay-at-home order
- Coordinated Entry initially on hold for tenant-based programs
  - Continued to house project-based assistance

# COVID-19 RESPONSE

## HOUSING PROGRAM RESOURCES

Coronavirus disease (COVID-19) is a respiratory illness that can spread from person to person. Know the signs, and what you can be doing to protect yourself.

### SYMPTOMS

Symptoms can include a fever, cough, and shortness of breath and may appear 2-14 days after exposure.

### MILD SYMPTOMS

If you are experiencing mild symptoms, it is best to **STAY HOME** and seek medical advice over the phone from your doctor. Not everyone needs to be tested for COVID-19, as many are able to recover at home without medical attention.

### EMERGENCY WARNING SIGNS

Be aware of signs that you are in need of emergency medical attention. If you are experiencing any of these symptoms, **CALL 911** or report to the nearest emergency department. Signs can include trouble breathing, persistent pain or pressure in the chest, confusion, bluish lips or face.

### TELEHEALTH RESOURCES

Protect yourself and **STAY HOME** as much as possible. Call your doctor for medical assistance or local health providers at one of the numbers below!

#### Medical City Fort Worth & Arlington

If you cannot access online resources, please call 833-582-1974

#### Texas Health Resources (All Locations)

Call your insurance company to check on availability and to determine if a virtual care appointment is needed. The Texas Health Coronavirus Hotline is 682-236-7601.

#### Baylor Scott & White All Saints Medical Center (All Locations)

Text BETTER to 88408 to start your screening.

#### Tarrant County Coronavirus Hotline

817-248-6299

Links to online COVID-19 screenings and virtual appointments can be found at

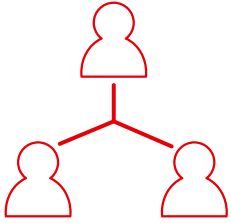
<https://ahomewithhope.org/education/coronavirus-resources/>



# COVID-19 RESPONSE

## PREVENTATIVE MEASURES

**Protect yourself from Coronavirus the same way you protect yourself from other viruses with the practices below.**

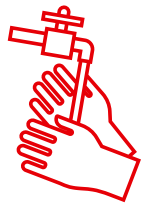


### DISTANCE YOURSELF IF YOU ARE SICK

Staying at least 6 feet apart will help reduce the risk of spreading any type of illness to other individuals.

### WASH YOUR HANDS THOROUGHLY & OFTEN

Use warm water and soap for at least 20 seconds, cleaning between your fingers and under your nails. If not available, use hand sanitizer with 60% alcohol.

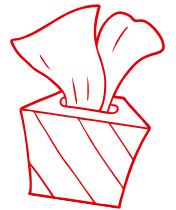


### AVOID TOUCHING YOUR EYES, NOSE, OR MOUTH

Especially with unwashed hands. If warm water and soap are not available, use hand sanitizer with over 60% alcohol.

### COVER COUGHES & SNEEZES

Use a tissue or the inside of your elbow & wash your hands immediately afterwards.



### CALL TARRANT COUNTY PUBLIC HEALTH HOTLINE

People without serious symptoms or exposure to confirmed cases will likely not get tested. Call 817-248-6299 if you have other questions or if you believe you are infected with the virus that causes COVID-19.

# Volunteer & Donation Coordination

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- Homeless Coalition acting as a clearinghouse for in-kind donations
  - Agencies share needs on an ongoing basis
  - Agency needs prioritized
  - Homeless Coalition proactively checks in with agencies on needs
  - Homeless Coalition works to get donations or purchase supplies for agencies
- Consistent messaging to public on urgent needs based on reported agency needs
  - Efforts outside of urgent needs are redirected
- Tracking and inventory system in place for distribution of received items to agencies



# URGENT COMMUNITY NEEDS

To our Tarrant and Parker County Neighbors;

We understand that many opportunities to directly serve those in need are limited, but there are still ways you can be making a safe and healthy contribution to your community.

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## Understand that community health is our first priority!

Activities such as feeding the homeless on East Lancaster and handing out donations directly, puts you and others at extreme risk for becoming infected with COVID-19. At this time, gatherings that consist of more than 10 people are not following guidelines set by the CDC and local authorities.

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## Support local homeless service providers!

Right now, local non-profits are running out of what they need to help serve those experiencing homelessness in our community. You can text **WESUPPORT** to **41444** right now to make a financial contribution or you can help our local Emergency Shelters and Street Outreach teams stay stocked up on the items below.

- Masks
- Non-touch thermometers
- Hand Sanitizer
- Cleanser/disinfectant
- Gloves
- Paper Towels



Other items needed can be found on our website at  
<https://ahomewithhope.org/give/donate/>



# MAKE AN IMPACT ON NEIGHBORS WITHOUT A PLACE TO CALL HOME

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## Donate Items!

Masks  
Non-touch thermometers  
Hand Sanitizer  
Cleanser/disinfectant  
Gloves  
Hygiene Kits

Visit the Homeless Coalition website for a full list of items



## Volunteer

Provide emergency shelter staff with meals as they work around the clock to serve those experiencing homelessness

Text **TARRANTGIVES** to **41444** to register



## Make a financial gift!

Support the efforts of the Homeless Coalition and our partners during this time of community crisis.

100% of donations go directly to impact COVID-19 response.

Text **WESUPPORT** to **41444** to give!



Visit: [www.ahomewithhope.org](http://www.ahomewithhope.org)  
Email: [volunteer@ahomewithhope.org](mailto:volunteer@ahomewithhope.org)

# Other published materials

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- Essential personnel letter
- Website updates
- Supply tracking and distribution
- Social media sharing

**Continuum of Care  
Leadership Council**

Judge Glen Whitley  
*Chair*

Judge Pat Deen

Mayor Brian Johnson

Mayor Betsy Price

Mayor Jeff Williams

**Continuum of Care  
Executive Committee**

Victoria Farrar-Myers  
*Chair*

Toby Owen  
*Vice-Chair*

James Tapscott  
*Secretary*

Deirdre Browne  
*ICT Chair*

Andy Miller  
*Housing Chair*

Steve Montgomery  
*HMIS Chair*

Artie Williams  
*Allocations Chair*

Eddie Broussard  
*Governance Chair*

**CoC Management  
Tarrant County  
Homeless Coalition**

Tammy McGhee  
*Executive Director*

March 24, 2020

To Whom it May Concern,

The appropriately credentialed bearer of this communication is a mission-critical leader, employee, contractor, or vendor tasked with the provision of vital support services for the homeless population in Tarrant County in response to the COVID-19 pandemic.

The support services provided by this individual are critical to the function of the homeless services system of care and to providing care for people who are currently or have formerly experienced homelessness. Please allow for passage of this person, property and/or equipment to support our operations. We request these individuals to be permitted passage without delay or hindrance, in case of need, to give all lawful aid and protection to them as a support for critical infrastructure of the community.

For verification or inquiries regarding this request, please contact [enter organization leader here] at [enter phone here].

This letter expires April 30, 2020.

Respectfully,

[Leader name and signature]



300 S. Beach Street, Fort Worth TX 76105  
PO Box 471638, Fort Worth TX 76147  
[www.ahomewithhope.org](http://www.ahomewithhope.org)





# Sample Social Media



**MAKE AN IMPACT** ON NEIGHBORS WITHOUT  
A PLACE TO CALL HOME

### Donate Items!

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Non-touch thermometers  
Hand Sanitizer  
Cleanser/disinfectant  
Gloves  
Hygiene Kits

Visit the Homeless Coalition website for a full list of items



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Visit: [www.ahomewithhope.org](http://www.ahomewithhope.org)  
Email: [volunteer@ahomewithhope.org](mailto:volunteer@ahomewithhope.org)



**Tarrant County Homeless Coalition**

Published by [Kayla Mosley](#) [?]  
· March 26 ·

Have extras of the items below or know a restaurant in need of business right now? Help us provide meals for hardworking staff members working in emergency shelters around the clock or help us keep them stocked up on the much needed items below!

More ways to give at <https://ahomewithhope.org/give/covid-19-giving/> ✓

#TarrantGives

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