



## City of Chattanooga Homeless Service Division COVID19 Plan

### About this Plan

This plan provides information, procedures, and policies for the City of Chattanooga Homeless Services Division, its staff, and the people experiencing homelessness that they serve starting 3/16/20. This plan remains in place until further notice.

### Goals of this plan:

1. Prevent the spread of the COVID19 virus among the homeless population
2. Help people experiencing homelessness who have COVID19 access resources, assistance, and a safe place to isolate themselves.
3. Protect HSD staff members from contracting COVID19.

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### Homeless Services Division Staff will take the following actions to meet these goals:

1. Disseminate information to people experiencing homelessness about how to stay healthy and prevent themselves from getting COVID19
2. Distribute supplies to people experiencing homelessness to stay healthy and prevent themselves from getting COVID19
3. Continue to work, as remotely but effectively as possible, with their clients to get housed and off the streets
4. Identify people who may have contracted COVID19 and report them to the Hamilton County Health Department
5. Identify places for people experiencing homelessness to isolate themselves should they contract COVID19



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Key Contacts		
Where	When to use	Who
Hamilton County Health Department	You have identified a person experiencing homelessness who is exhibiting COVID19 symptoms	Michele Shrum Nurse Manager, Homeless Healthcare Center  423-265-5708
Homeless Services Division	You are a city staff person or outreach volunteer who has a COVID19 issue related to people experiencing homelessness in Chattanooga	Sam Wolfe, Manager of Homeless Services Division  423-933-7394 samwolfe@chattanooga.gov
City Hall/Mayor's Office	You have an urgent or important need related to homelessness and COVID19 that needs to be immediately elevated.	Tyler Yount, Director of Special Projects  865-582-6005 tyount@chattanooga.gov

### Homeless Services Division Staff - Policies and Procedures

#### Policy:

As directed by Mayor Berke on 3/13/20, all city employees are encouraged to work from home and refrain from gathering in groups until further notice. HSD will strive to continue vital street outreach to people experiencing homelessness daily to help communicate, prevent, test, and

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treat people. Staff members with children and vulnerable medical conditions will be prioritized to isolate, work remotely, and not perform street outreach.

### Procedure:

1. Each morning starting at 8:30 AM, HSD staff will convene for a Google Hangout call to discuss activities for the morning
2. A small group of HSD staff will conduct street outreach to people experiencing unsheltered homelessness
3. All staff will work from home from 1:30 PM until the end of their scheduled workday. The office will remain open for anyone needing to perform essential duties they could not otherwise perform at home.
4. Each afternoon starting at 1:00 PM, HSD staff will re-convene for a Google Hangout to debrief the morning and discuss afternoon activities

### **General prevention procedures for HSD staff** (follow every day)

1. Daily cleaning of work spaces with disinfectant (desk, keyboard, phone)
2. Wear gloves when handling people's belongings
3. Regular hand washing or sanitizing before and after entering a new space, contacting a client
4. Give 3-6' space between yourself and other staff, clients
5. If you feel any symptoms, stay home

## **Preventing spread of COVID19**

For people experiencing homelessness who do not have COVID19

### Procedure:

1. HSD staff will communicate effective prevention measures to people experiencing homelessness, delivering prevention supplies when needed.
2. HSD staff will document the places and individuals that have received this information and the date that they received this information.
3. HSD Manager will communicate results of street outreach to Hamilton County Homeless Healthcare Center

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### Encampments

Encampments will be visited starting with the furthest from service providers, working inward to the City Core. Outreach will provide basic sanitation items as well as educational information on how to stop the spread of COVID19.

#### Procedure:

Encampments will be visited in the following order:

- Day 1, Week A: Ooltewah, Lee Highway, and Hamilton Place
- Day 2, Week A : East Brainerd and East Ridge
- Day 3, Week A : Soddy Daisy and Hixson
- Day 4, Week A: Rossville
- Day 1, Week B: Lookout Valley, Signal Mountain
- Day 2, Week B : St. Elmo, Broad Street
- Day 3, Week B : Highland Park and East 23rd Street
- Day 4, Week B : North Shore, Downtown

### Responding to suspected cases of COVID19

For people experiencing homelessness who are exhibiting COVID19 symptoms and have not been treated and/or tested

#### Procedure:

1. Maintain a safe social distance from the person (3-6')
2. Follow [CDC guidelines](#) in identifying people who are exhibiting symptoms of COVID19
3. Report all cases by phone to the Hamilton County Homeless Healthcare nurse first

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**Commented [1]:** Other CoCs have implemented a sign system for use in encampments to let outreach workers know if they need help. So if they need assistance, they would put out their green sign inviting outreach workers to offer help, but if they are good, they put out their red sign letting outreach workers know that they can move on to more pressing matters.

**Commented [2]:** CoC and ESG funds can be used to respond to this pandemic. I have some info I'm going to send to you all from HUD explaining more about it. I'm also scheduling a call to talk about it on Tuesday.



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4. Receive instructions from Hamilton County Homeless Healthcare on what to do with that person
5. Ensure the person has what they need to get care (i.e. transportation, medicine, etc.)
  - a. If the person has a barrier that you are unable to remove to get care, call HSD manager.
6. Document the person's name, location, and the result of the report
7. After the person has been transferred or isolated, follow-up by phone. Do not follow-up in-person for at least 14 days, except to drop off supplies.

### Transportation procedure

- At this time, unless the person is presenting COVID19 symptoms, DO NOT TRANSPORT
- Currently the best way to transport a person experiencing homelessness who appears to have COVID19 to care is via EMS and calling 911.
- The City of Chattanooga has vans with vinyl seating and full sets of protective safety equipment available for two drivers.
- We are working to recruit drivers that are willing to help transport a person experiencing homelessness to a healthcare facility and/or potential quarantine locations.

### Prevention

#### Evictions

- City of Chattanooga has halted all evictions due to condemnations and code violations as of Friday March 13, 2020.
- Hamilton County is not enforcing eviction notices from private landlords.
- If anyone is concerned about eviction and becoming homeless - our instructions should be to stay where they are and isolate. Evictions will not be enforced.
- Emergency rent payments
  - Hamilton County Community Services - Miika Montgomery
  - phone (423) 209-8375, Fax: (423) 209-8377 and email: miikam@hamiltontn.gov

#### Utilities

- EPB, TN American Water, and City of Chattanooga are pausing service cutoffs due to nonpayment indefinitely
- Bill debt is still being added to each account for now.

**Commented [3]:** This is wonderful. I shared this news with my staff.



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- Assistance with Utility Debt Payment
  - City of Chattanooga’s Office of Family Empowerment
  - Metropolitan Ministries
  - Hamilton County Community Services

Resources	
Healthcare Facilities where clients with respiratory illness can receive care	
Homeless Healthcare Center 730 E 11th Street 423-209-5800	Call ahead
Hamilton County Health Department 423-209-8383	Call ahead
Isolation and Quarantine Locations	
Isolation - Suspected Cases (called persons under investigation = PUIs)  Isolate in individual rooms with separate bathrooms for 7-9 days until test results are completed.	Hotel
Quarantine  After an individual tests positive they need to be separated from non-infected persons for 14 days.	No confirmed isolation facilities at this time.  Recommend that the person isolate in place.
Other facilities where people can get help with needs	

**Commented [4]:** Confirming this location now. Details will be added here.

**Commented [5]:** Was on a HUD call today where the recommended have different facilities similar to what we talked about in our meeting at Homeless Health. That is a shelter for the well, a shelter for suspected cases and a shelter for confirmed cases. We should be screening at shelters too, checking for fever and other symptoms before allow folks to enter.



## City of Chattanooga Homeless Service Division COVID19 Plan

Community Kitchen - Food  
727 E 11th St  
(423) 756-4222

Breakfast 7-8 AM  
Lunch 11:30-12:30 PM  
Dinner 3:30 - 4:30 PM

Shelter  
MacLellan Shelter for Families  
717 E 11th Street  
(423) 756-4222

Chattanooga Rescue Mission  
1512 S Holtzclaw Ave  
(423) 756-3126  
Check in @ 5-5:30 PM, Dinner served after check-in

Mental Health Crisis - call the Crisis Response Unit  
413 Spring St, Chattanooga, TN 37405  
(423) 634-8995

### Supplies

The homeless Services Division is seeking supplies for individuals encountered on outreach both on the street and in encampments and for staff to disinfect themselves after performing outreach.

**Drop off location** - 1714 Duncan Ave Chattanooga, TN 37408 M-F 9:00 AM - 1:00 PM

#### Staff Supplies

- Disinfectants
- Hand Sanitizer and Soap
- Gloves

#### Homeless Supplies

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**Commented [6]:** +klwest@chattanooga.gov  
Please work on

**Commented [7]:** \_Marked as resolved\_

**Commented [8]:** \_Re-opened\_



## City of Chattanooga Homeless Service Division COVID19 Plan

Care kits. These will be handed out to people who are experiencing homelessness and are currently unsheltered when we find them.

Materials are being brought to 1714 Duncan Ave and HSD staff will sort into bags.

1. Water
2. Soap
3. Shampoo
4. Toothbrush
5. Razor
6. Comb
7. Condoms

### **Food for quarantined homeless encampments**

Persons experiencing homelessness living in encampments might choose to isolate in their encampments. If that is the case, staff will partner with an **undetermined organization** to provide foodboxes to be delivered on location weekly for two weeks. HSD staff, Salvation Army volunteers, or other volunteers will then pick up the boxes from the providers and drop them off weekly for two weeks at the encampment location.

The following schedule will be used for foodbox delivery:

- Day 1, Week A: Ooltewah, Lee Highway, and Hamilton Place
- Day 2, Week A : East Brainerd and East Ridge
- Day 3, Week A : Soddy Daisy and Hixson
- Day 4, Week A: Rossville
- Day 1, Week B: Lookout Valley, Signal Mountain
- Day 2, Week B : St. Elmo, Broad Street
- Day 3, Week B : Highland Park and East 23rd Street
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### Partners

Organization	Role(s)	Point of Contact
Help Right Here	Street outreach - staff quarantined - <b>Unavailable until the end of a quarantine period</b>	Ann-Marie Fitzsimmons (423) 227-9343 <a href="mailto:helprightherechattanooga@gmail.com">helprightherechattanooga@gmail.com</a>
Chattanooga Rescue Mission	Emergency Shelter for men and women, hot dinner provided. <b>No interruption in services</b>	(423) 756-3126 Stan Johnson 423-394-6493 (personal cell)
Maclellan Shelter for Families	Emergency Shelter (families) <b>SHELTER FULL</b> CL or families we know can still call shelter to see if some needs can be met	(423) 756-4222 Kathy Long, Program Mgr Kathy@homelessChattanooga.org
Salvation Army	Quarantine Location for confirmed cases *not ready for admissions* Meal delivery volunteers and staff Mobile meal truck to deliver hot meals Vans available for moving supplies and food	Major Mark Smith 423-414-6546 (cell)
Chattanooga Regional Homeless Coalition	Information requested as to services offered	Wendy Winters (423) 802-9046 (cell) wwinters@homelesscoalition.org



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Family Promise	Overnight shelter for families with children. <b>F2F SERVICES CANCELLED</b> Not currently admitting new clients, but accepting clients on a waitlist.	(423) 756-3891 CONTACT Linda Kennedy, ext.202.
Room in the Inn	Food, medical access (Women with children)  Not currently admitting new clients, but accepting clients on waitlist.	(423) 624-6144  Katie Murphy <a href="mailto:info@chattanoogaaroomintheinn.com">info@chattanoogaaroomintheinn.com</a>
Union Gospel Mission	Program shelter - Needs a referral from other service provider Sack lunches and dinners, M-F - need to call in	423.752.4998, text (423) 315-6114  <a href="mailto:mail@theuniongospelmission.org">mail@theuniongospelmission.org</a>
Shepherd's Arms	Program shelter - <b>no reported disruption in services</b>	423-821-8363,  Mary Ann Sanders  <a href="mailto:rescuemis@epbf.com">rescuemis@epbf.com</a>
Partnership FCA  Partnership FCA	<b>RCYC (children's services)</b> - Office closed, no F2F contacts, continuing CM via technology <b>Elder Services</b> --Emergency F2F visits only, assisting with food boxes <b>Homemakers</b> --limited as needed services only <b>Deaf Services</b> --Office closed but CM via video relay	423.755.2822 Main    Raquel Hidalgo 423.697.3805  Director of Quality

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	<p>technology <i>Interpretive Services</i>--no F2F services <b>DV Shelter/Crisis</b>--limited F2F staff, CM services via phone &amp; Zoom. SANE exam services (SA &amp; DV) available, call ahead for Shelter vacancies</p>	<p><a href="mailto:rhidalgo@partnershipfca.com">rhidalgo@partnershipfca.com</a></p>
<p>Northside Neighborhood House (Assistance to those north of the river)</p>	<p><b>Northshore (Main)</b>--Food boxes, utility &amp; Rx assistance, by appt only. <b>No F2F</b>, office closed to public. <b>Soddy Daisy office is closed.</b> <b>Thrift Stores closed.</b></p>	<p>423-267-2217 Meghan Creesy <a href="http://www.nnhouse.org">www.nnhouse.org</a></p>
<p>MetMin</p>	<p>35 households per day Utility payments Rent costs <b>Currently closed for face-to-face</b> (all staff quarantine)</p>	<p>423.624.9650 423.624.9654</p>
<p>Mercy Junction</p>	<p>Food <b>Services Cancelled</b></p>	<p>Maddie Boyd Nix Alaina Cobb (423) 521-0642</p>
<p>H3</p>	<p>Food Thursday evening meal deliver to encampments - still active</p>	<p>Joy - (423) 505-7024 Wendy - (423) 443-2216</p>
<p>Mustard Tree Ministries</p>	<p>Food-Sack lunch W, Thu, Su distributed by Church outreach ONLY.</p>	<p>Brother Barry/Cindy, admin (423) 756-2021 (423) 713-6379</p>

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	<b>Cancel all F2F events</b>	cbarrykidwell@gmail.com
United Way	211 line for resources Neediest Cases fund	211
Johnson Mental Health Crisis Response	Mental Health Crisis - call the Crisis Response Unit 413 Spring St, Chattanooga, TN 37405	(423) 634-8995

**Outstanding Needs**

<b>Need</b>	<b>Description</b>	<b>Why</b>
People to transport	The City has two vans and full sets of protective equipment available. We need volunteers (preferably city staff) who can transport people to care.	People experiencing homelessness may be far from a healthcare facility and have no access to transportation to get there.
Food for homeless encampments in isolation	A two week supply of nonperishable food.  Ideally we'd like help from a food bank agency partner to use their access to food bank food to help put these together and we can distribute.	People who are experiencing homelessness that need to isolate themselves where they are spending time and sleeping need food to survive while isolated.
Additional supplies for homeless encampments in isolation	<a href="#">Full list of supplies needed on Amazon here</a>	People who are experiencing homelessness that need supplies to keep themselves clean, dry, and healthy. Basics like toilet paper, water, soap for reducing the spread, etc.
Overflow quarantine location	A large location that can serve as an additional	People who are homeless and have COVID19 need a safe

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	location for people to quarantine	space to quarantine. This prevents them from the virus worsening due to lack of shelter from the elements and prevents the virus from rapidly spreading amongst the population.
Street outreach volunteers	Visiting people who do not have shelter in the woods, on the street, under bridges, etc. and delivering information and supplies to them to isolate and prevent the spread of the disease. Also finding people who may have COVID19 and getting them to care.	People experiencing homelessness need information, supplies, and social interaction during this time of crisis in order to isolate and prevent themselves from getting or spreading the virus
Medical professionals	To help with setup of quarantine locations and staffing of those locations.	People who are homeless and have COVID19 need a safe space to quarantine. This prevents them from the virus worsening due to lack of shelter from the elements and prevents the virus from rapidly spreading amongst the population.

**Facility Needs** - for homeless people who have COVID19 symptoms to safely quarantine

Technical and Staffing needs at each location

- Health care professionals to monitor and care for the sick
- Health care professionals to advise on the set up and operations of the facility

Supplies needed at each location

- Cots

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- Blankets
- Pillows
- Soap and Shampoo for showers
- Towels
- Hand sanitizer or soap

**Supply needs** - for people experiencing homelessness to isolate and prevent the spread. To be donated through amazon wish list to street outreach teams or bought and added to supplies above for bags. ([Amazon Wish List Link](#))

- Hand sanitizer (travel packs)
- Food boxes with 1 week supply of food for people in encampments
  - The City would like to partner with a Go
- Toilet Paper
- Additional soap
- Toothbrushes
- Socks
- Underwear
- Bodywash
- Shampoo + Conditioner 2in1
- Tissues (pocket packs)
- Tarps
- Sleeping bags
- Camp showers
- Trash bags