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*Helping people. It's who we are and what we do.*



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# COVID-19 Resources for Providers of Homeless Services

## COVID-19 Resources – Continuums of Care/Case Managers

### [COVID-19 Guidance for Support Housing Providers](#)

This webpage, created by CSH, provides guidance for supportive housing providers and case managers. The page covers measures to keep staff and tenants safe during home visits, identifying staff to conduct home visits, questions to ask prior to a home visit, protocols for case managers while in a home, steps to take if a client shows symptoms, how to help clients prepare for COVID-19, implementing telephonic services, staff training, and special considerations when working with congregate programs.

### [Questions for CoCs and Shelters to ask when preparing for COVID-19](#)

This webpage provides a list of questions, which can be used to prompt discussion and preparation for COVID-19 with-in shelters. This only provides questions to consider, it does not provide answers.

Questions include:

- Who will provide training and education on infectious disease for shelter staff?
- In the event that a shelter resident or unsheltered person tests positive for Coronavirus, is there a medical respite care program or medical shelter where they should be sent?
- What precautions can homeless program workers take to keep themselves safe? Do these precautions differ for street outreach workers?

### [Specific Considerations for Public Health Authorities to Limit Infection Risk Among People Experiencing Homelessness](#)

This document highlights considerations that jurisdictions should discuss when planning for the impact of disease outbreaks, including specific elements to keep in mind for infectious disease response plans at the local level. Elements include hygiene, food, sleeping facilities, etc.

### [Non-congregate Approaches to Sheltering for COVID-19 Homeless Response](#)

This webpage contains recommendations for non-congregate approaches to sheltering homeless individuals. The webpage shows a good approach, a better approach, and the best approach; including the population to target, set-up of the location, and staffing of the location.

### **[Infectious Disease Toolkit for Continuums of Care: Preventing & Managing the Spread of Infectious Disease for People Experiencing Homelessness](#)**

This is a comprehensive tool kit, created by HUD to help CoCs prevent and manage the spread of infectious disease within the homeless population. The toolkit is broken into three sections; preparation, mitigation, and response. Each section is broken down further into; planning, communication, CoC support, and training and education.

### **[Cleaning and Disinfection for Community Facilities: Interim Recommendations for U.S. Community Facilities with Suspected/Confirmed Coronavirus Disease 2019 \(COVID-19\)](#)**

This webpage provides recommendations on the cleaning and disinfection of rooms or areas occupied by those with suspected or with confirmed COVID-19. It is aimed at limiting the survival of SARS-CoV-2 in key environments.

### **[Responding to the COVID-19 Pandemic: Technology Tools for Services and Remote Workplaces](#)**

This webpage discusses programs that may be considered for communication during the COVID-19 emergency. The webpage also provides guidance for best practices regarding the use of email and mobile phones, as well as tips for working remotely and using videoconference.

### **[Civil Rights Laws and HIPAA Flexibilities That Apply During the COVID-19 Emergency](#)**

health care covered entities of unprecedented HIPAA flexibilities recently made available by OCR in response to the COVID-19 emergency concerning: serving patients through apps such as FaceTime, Skype, and Zoom to provide telehealth remote communications; guidance for first responders and others who receive protected health information about individuals who have tested positive or been exposed to COVID-19; and guidance on how health care providers can share information with the CDC, family members of patients, and others, to help address the COVID-19 emergency.

## **COVID-19 Resources – Shelters**

### **[Infectious Disease Toolkit for Continuums of Care: Preventing & Managing the Spread of Infectious Disease Within Shelters](#)**

This is a comprehensive tool kit, created by HUD to help CoCs prevent and manage the spread of infectious disease within shelters. The toolkit covers creation of sanitation guidelines; enforcing sanitation guidelines; guidance for frontline staff; and sample checklists for sanitation, cleaning, and food safety.

### **[Interim guidance for homeless service providers to plan and respond to coronavirus disease 2019](#)**

This guide, created and updated by the CDC, covers suggested early actions to slow the spread of COVID-19 to keep staff and clients healthy. Suggestions consider emergency operations, communication plans, information sharing, sanitization, and screening. The guide also shares suggested steps for follow-up, once the outbreak has slowed or ended.

### **[Screening Clients for Respiratory Infection Symptoms at Entry to Homeless Shelters](#)**

This short article provides recommended screening procedures for shelters to use when allowing homeless individuals to enter a shelter. This includes recommendations if a client has/develops a fever or cough while at the shelter.

### **[Cleaning and Disinfecting Your Facility \(Basic Guidelines\)](#)**

This webpage, provided by the CDC, covers the definition of cleaning vs. disinfecting; as well as basic guidelines for cleaning and disinfecting general areas of the facility, soft surfaces, electronics, and laundry. The webpage also provides suggested guidelines for glove procedures and additional considerations for employees.

### **[Interim Recommendations for U.S. Community Facilities with Suspected/Confirmed Coronavirus Disease 2019: Cleaning and Disinfecting \(Detailed Guidelines\)](#)**

This guide discusses background information on COVID-19, definitions of cleaning and disinfecting, and guidelines for disinfecting a facility after a suspected/confirmed case of COVID-19 has been determined. This includes detailed information on disinfecting multiple types of surfaces, use of personal protective equipment (PPE), hand hygiene, and additional considerations.

## **COVID-19 Resources – Encampments**

### **[Protecting Health and Well-being of People in Encampments During an Infectious Disease Outbreak](#)**

This document provides guidance focused on steps that should be taken to better protect the health and well-being of people who will remain unsheltered during the COVID-19 outbreak. This includes recommendations for sanitation, access to food and water, and service coordination. It is important to note: this document stresses the importance that ***encampments should not be cleared*** during COVID-19, unless access to individual units and rooms will be made available.

### **[Infectious Disease Toolkit for Continuums of Care: Preventing & Managing the Spread of Infectious Disease within Encampments](#)**

This is a comprehensive tool kit, created by HUD to help CoCs prevent and manage the spread of infectious disease within encampments. The toolkit covers the role of CoC leadership in encampments, coordination of street outreach, role of outreach projects, and sanitation guidelines for encampments.

## **COVID-19 – Links Related to Funding**

**[Can CoC project administrative funds be used to train recipient staff to safely deliver assistance during the COVID-19 pandemic?](#)**

**[Using Continuum of Care Program Funds for Infectious Disease Preparedness and Response](#)**

**[Eligible ESG Costs for Infectious Disease Preparedness](#)**

**[Can ESG funds be used to train staff on how to deliver services during the COVID-19 pandemic?](#)**

**[Using a Disaster Policy to Fund Infectious Disease Preparedness and Response with ESG](#)**

**[Child Nutrition Program State by State COVID-19 Waivers](#)**

**[TANF flexibilities in order to respond to the COVID-19 pandemic](#)**

**[Available SSVF Resources to Place Homeless Veterans at High-Risk of COVID-19](#)**