

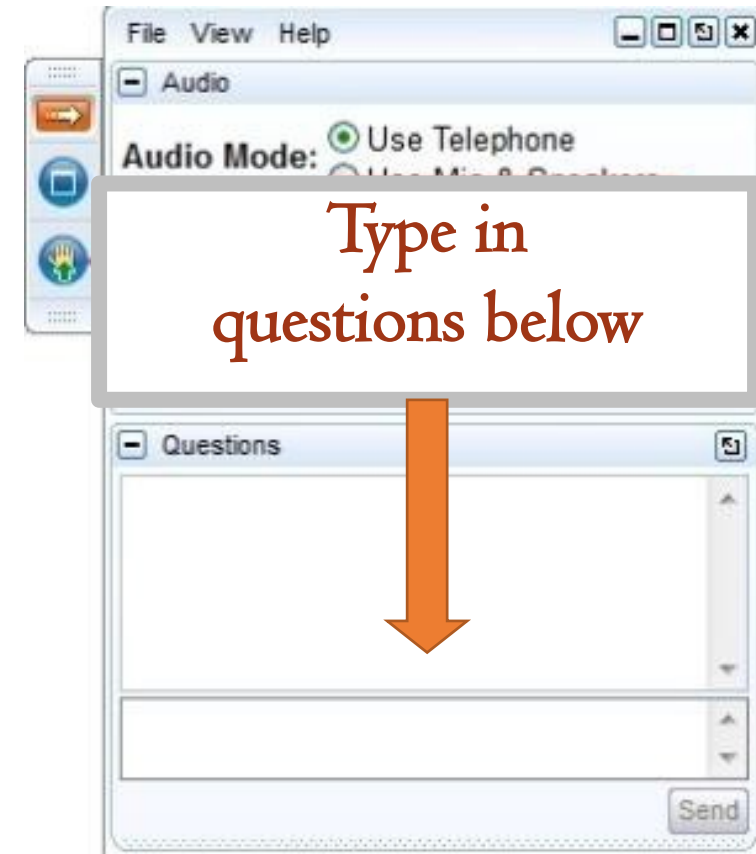


Tips for Case Managers Navigating the COVID-19 Crisis

April 13, 2020

House Keeping

- Because this is a webinar, attendees are muted
- Please type any questions you have into the Questions Box
- Please type any comment/suggestions/resources in the Comments box.
- We are recording this webinar and will send out the link to everyone who registered at a later date.



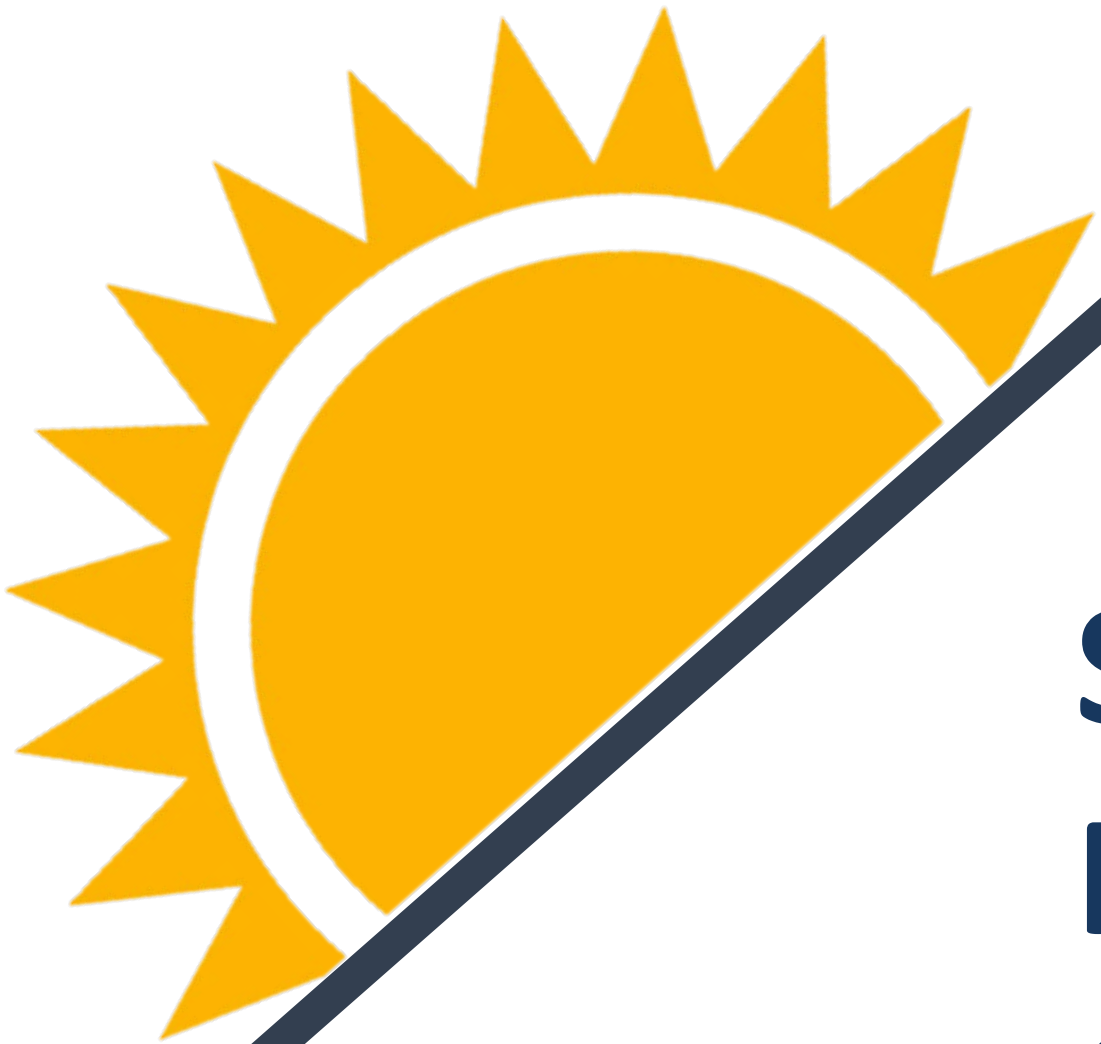
Agenda

Today's Topics: Overview

- Staying Housing Focused
- Optimizing Technology
- Resources
- Safety and Self-Care

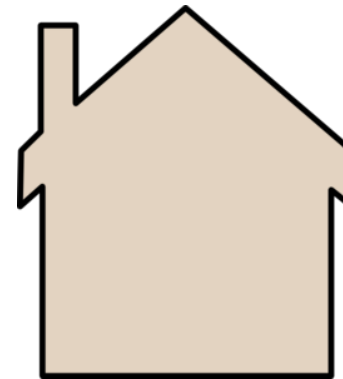
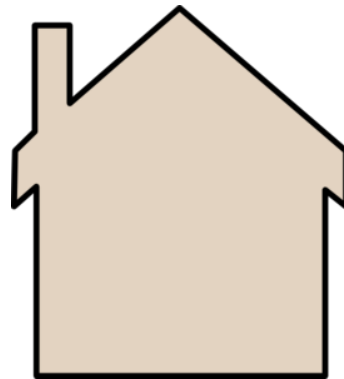
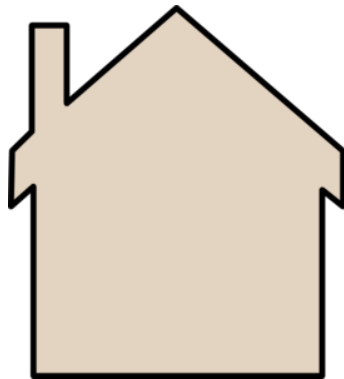
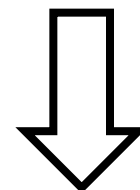
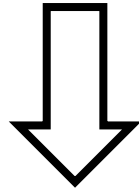
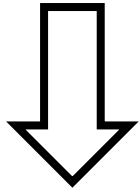
Upcoming Webinar Topics:

- Shelter Decompression
- Food Insecurity and Resources
- Domestic Violence
- Racial Disparities
- Landlord Engagement and Housing First
- De-escalation and Crisis Prevention



**Staying Housing
Focused During
COVID-19**

Goal: Decompression



Goal: Decompression



To prevent the spread of other pathogens, there should be:

- At least 6 feet of space between beds
- Physical barrier between beds, if possible
- Bed placement alternating in a head-to-toe configuration; ideally beds and barriers should be oriented parallel to directional airflow (if applicable)

[\(CDC, April 6, 2020\)](#)

New Territory

Remote Check-ins

Virtual Inspections

Closed
Businesses/Unavailable
Resources

Weary-er Landlords

Determining Service Provision



- Consider how your organization can limit in-person contact in the provision of services while maintaining standard operations.
- Determine which services can be provided by phone or virtually, such as through a video conferencing or a meeting software.
- Determine when an in-person appointment is necessary
- Put safety precautions in place for yourself and your participants

Screening Appointment Tips



Begin each appointment/ phone call with your client explaining to them that until the coronavirus pandemic is over you will be putting safety measures in place for yourself as well as the individual. Ask the individual if they are currently experiencing:

1. Shortness of breath (if person has this, call 911 and have the person talk to the nurse triage)
2. Fever
3. Cough

If they answer YES to any of the questions, do not have an in-person meeting, encourage them to seek medical attention

Educate

- Educate on COVID-19
- Symptoms to be aware of
- Expectations/Lease Compliance
- Hygiene
- Social distancing
- Resources available
- Rights and Laws
- Self-Sufficiency

Prepare

- Prepare for appointments (documentation, scheduling, etc.)
- Cleaning supplies
- Food supply
- Technology

Be Safe

- Monitor symptoms
- Practice social distancing
- Wear protective equipment
- Wash hands often
- Use hand sanitizer



Safety + Case Management

Low-Contact Appointment Tips



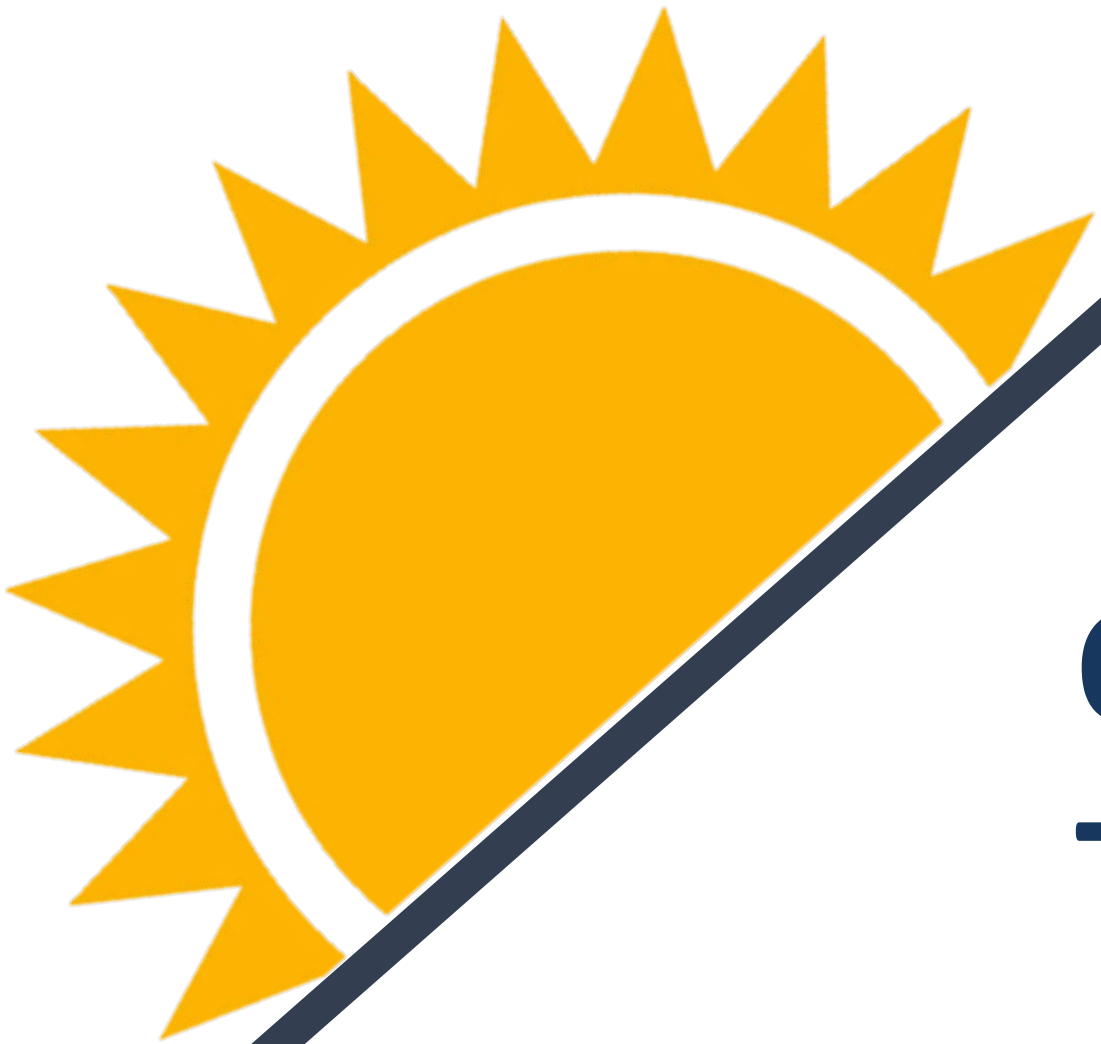
If it is REQUIRED that you go into the community for an appointment:

- Be sure to ask the screening questions about symptoms in advance
- Ask if they have been around anyone who have experienced any of the symptoms (coughing, fever, shortness of breath)
- Ask if it would be possible if no one else was in the residence while you meet for your scheduled appointment
- Continue to practice social distancing, stay 6 feet away
- Meet outside if possible
- Do not have the individual in your personal vehicle
- Wear personal protective equipment if necessary (gloves, face mask)
- Have a supply of hand sanitizer and Lysol on you

Low-Contact Appointment Tips

If it is REQUIRED that you go into the community for an appointment:

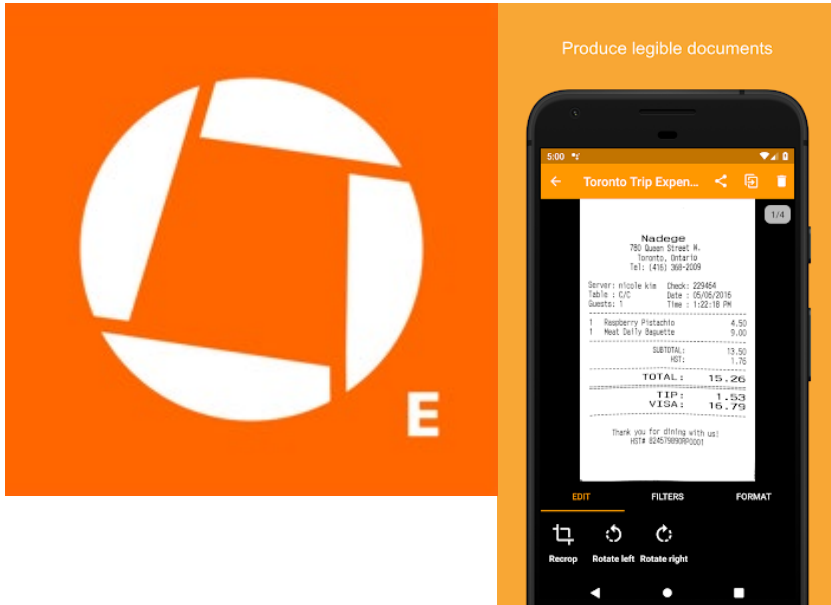
- Bring extra pens so you do not have to share a pen
- If possible have no contact, decide on a place to leave items/documentation
- If you have to do apartment inspections or viewings and virtual is not an option, encourage the client to view the unit on their own
- Pre-visit, staff can ask the landlord if they disinfect high-touch spaces, such as doorknobs or light switches, between showings.
- Encourage landlords to keep apartment windows open and avoid close contact (ideally 6 feet of distance).
- Before and after an appointment, staff and clients should maintain good hand hygiene by washing their hands with soap and water for at least 20 seconds or using hand sanitizer.



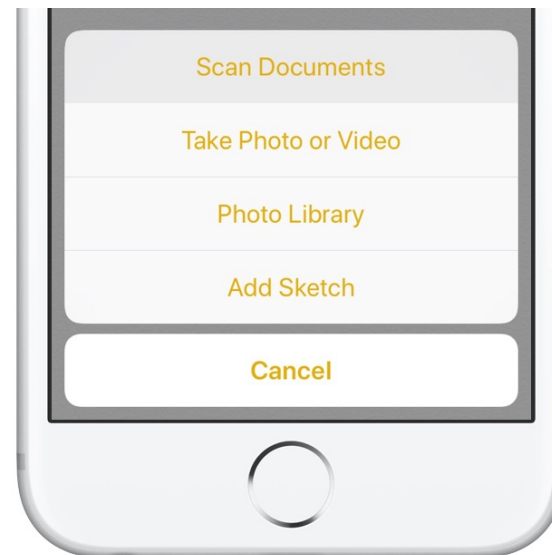
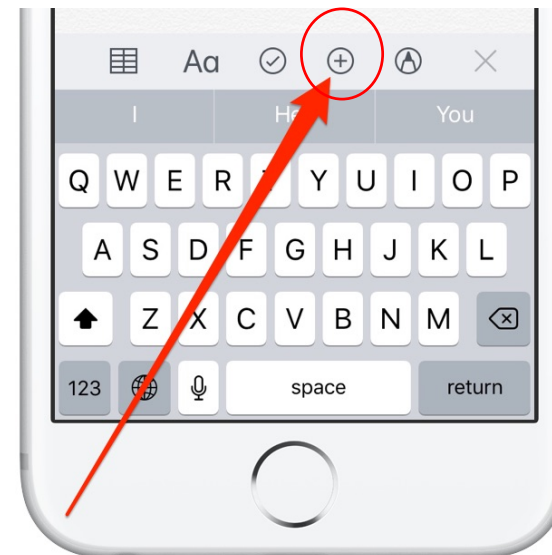
Optimizing Use of Technology

Scanning Documents

Genius Scan



Microsoft Office Lens



iPhone Notes Scan

Survey:
What else are you using?

Virtual Apartment Tours



**Innovative Self-Touring
Technology**



**Free Property Management and
Landlord Software**

Virtual Meetings

FreeConferenceCall.com®



aws



Google Hangouts

Messaging, Voice and Video Calls

Amazon Chime – Free until 6/30/20



Resources

Resources

Please visit the CCEH website for Updates, Resources, and Webinars: <https://cceh.org/2020/03/19/11330/>

Mental Health and Crisis

- Call 1-800-273-8255 for the **National Suicide Prevention Lifeline**
- Text HOME to 741-741 for **Crisis Text Line**
- Call 1-866-488-7386, text START to 678-678 to chat with **The Trevor Project (for LGBTQ youth)**
- Call 1-800-799-7233 or text LOVEIS to 22-522 to connect with **The National Domestic Violence Hotline**

Cleaning Supplies

2-1-1

Inform DOH (for DOH funded programs)

Food

2-1-1

Food Share <http://www.foodshare.org> (the Mobile Food Share program is running)

Free phone & internet access:

<https://portal.ct.gov/Coronavirus/Information-For/Internet-Access>

Resources

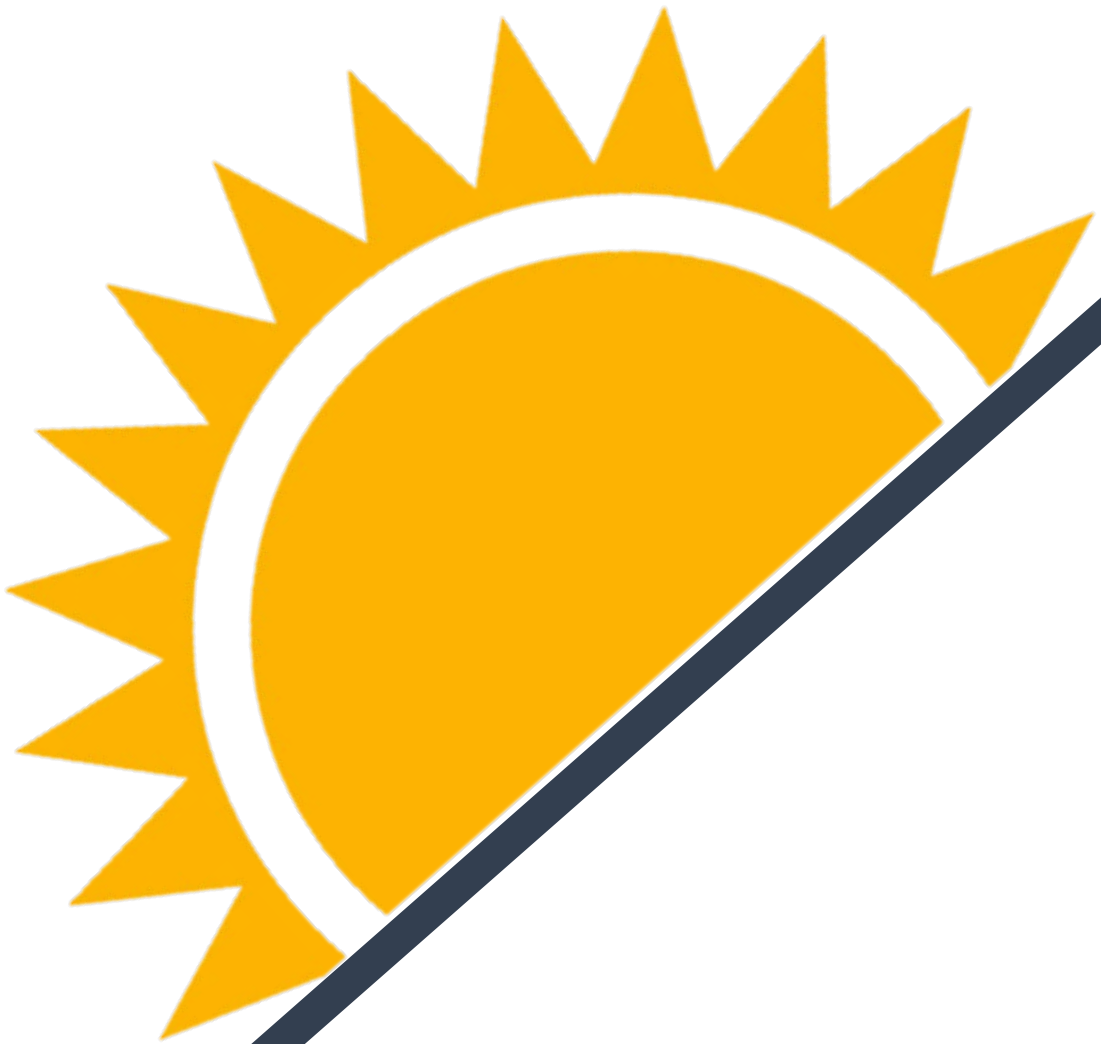
Unemployment information:

<http://www.ctdol.state.ct.us/UI-OnLine/index.htm>

Legal Services

- CT Legal Services, Inc.
- CT Fair Housing Center
- Connecticut Commission on Human Rights and Opportunities
- CT Law Help - Special **Coronavirus** legal information about court access, school, work, benefits, housing, and more during the COVID-19 crisis. Visit:

www.ctlawhelp.org/coronavirus



Self-Care

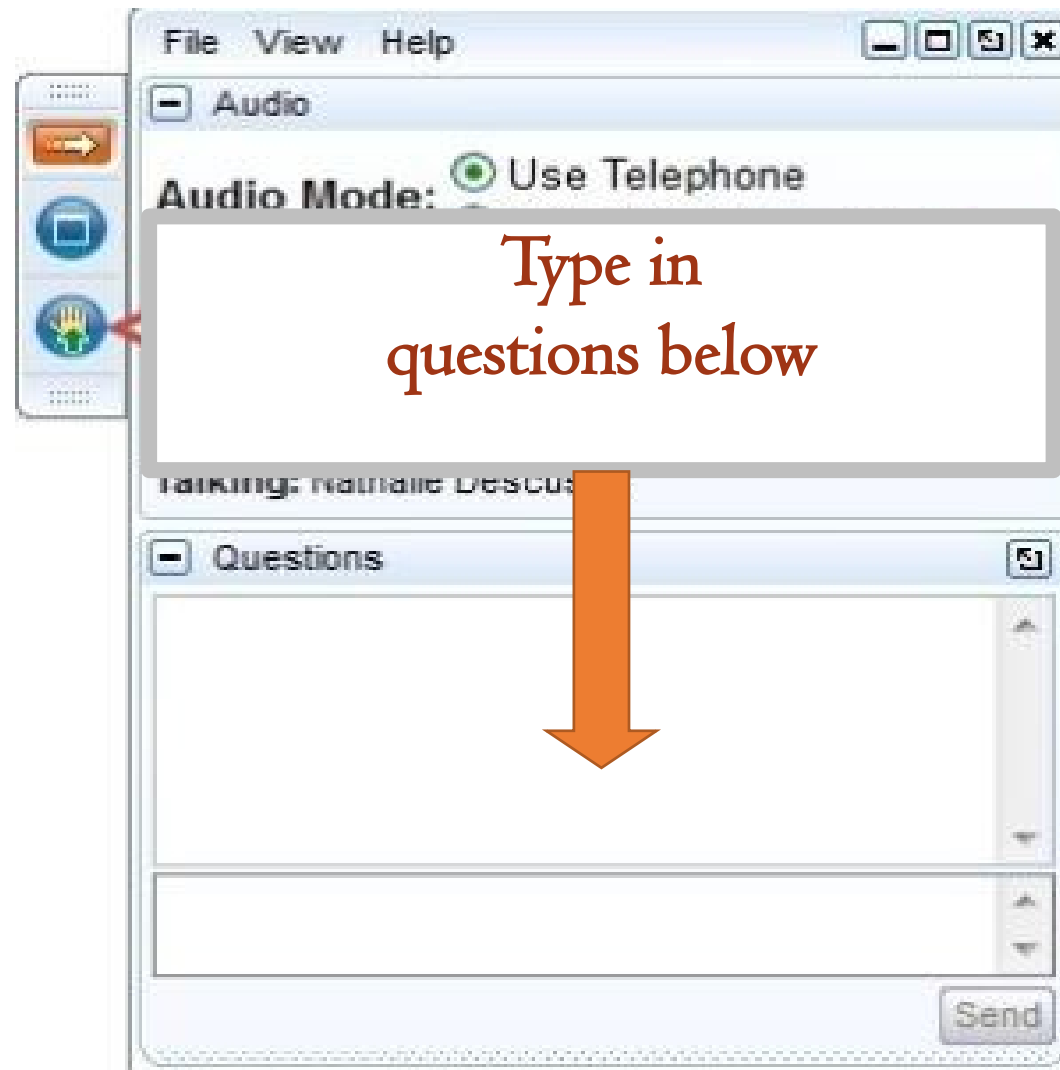
Self Care

Social service, mental health, and Health-care providers and other hospital and clinic staff are on the front lines of the COVID-19 pandemic. Many providers are balancing competing demands, caring for our clients, our families and ourselves. This is a stressful time for all and it is extremely important that we have strategies to help manage stress during this challenging time.

- Pace Yourself
 - Breathe
 - Maintain good health habits
 - Take a break
 - Exercise
 - Communicate
 - Promote teamwork
 - Be Supportive
 - Maintain structure
 - Be Flexible
- Know that it is OK to be Anxious or Worried.....We all are, but we're in this together!



Questions?



Additional Questions?
Contact
training@cceh.org