

Overview of COVID Homeless Response Services

Community Engagement/ Racial Equity

- Weekly Calls w/ Homeless Service Providers
- Ensuring lived experience is at the table
- Building Understanding of Racial Equity (Teams/Network)

HEART-Congregate

- Proactive Site Visits
- Post COVID case Site Visits
 - Vaccine Q/A sessions
- ***Coming Soon***: Behavioral Health Support

Testing (MAT)

- Two (2) fully staffed teams
- Provides Proactive/Reactive Testing
- As of 6/1, only team dedicated to COVID testing for PEH
 - ***Coming Soon***: Vaccine Administration

Unsheltered

- COVID Testing & Isolation support
- COVID Vaccine Administration
- Essential Supply distribution
 - Outreach & Engagement

Challenges Illuminated During COVID



Lack of robust infrastructure to communicate critical information to all homeless service providers & clients.



Equitable practices still not at the core of our systems & structure.



Equitable decision making not at the forefront of those with power.



Loss of historical knowledge led to slower response time & “re-creating the wheel”



No pre-existing foundation, had to build teams mid pandemic

Future Focus Areas



Communication Network

- Newsletter
- Social Media
- Websites
- Apps



Unsheltered Services

- Hygiene & Sanitation
- Referral Services
- Essential Need Supplies
- Wound Care



Sheltered Services

- Communicable Disease Support
- Behavioral Health Trainings
- Peer Program
- Immunization Services



System Changes

- Hiring Practices
- Community feedback loops
- Deepening the individual's knowledge on Racial Equity