



The Road Home

Tacoma / Lakewood / Pierce County Continuum of Care
In Partnership with Pierce County Human Services

Continuum of Care Meeting Minutes

March 18, 2020

Virtual Meeting

Call Meeting to Order

Amanda called the meeting to order at 9:00 am.

Introductions

Introductions were made for all attendees.

COVID-19

Identify Emergency Shelter and Day Center needs

Identify Non-Profit staffing needs

Tacoma Rescue Mission (TRM)

- Additional staffing (custodians), masks, disinfectant wipes, handwashing station, disposable plates, and flatware.
- Emily, TPCHD, reported scannable thermometers have been ordered for TRM and CO. Masks must be asked by the State.

Catholic Community Services

- Paper cups, masks, cleaning supplies, scannable thermometers.
- Ordered 3 Porta Potties.
- Moving clients ages 60+ to hotels.
- Family Day Shelter still operating, Nativity House has priority needs, Stability Site has hand washing station and Porta Potty.
- **Copia Connect** – partner with restaurants to bring leftover to shelters.

Comprehensive Life Resources

- Prioritizing shelter and residential programs.
- Conversation with city to move shelter to HYPE center.
- Possibly move day operations to Beacon Center.
- Usually 4 FTEs per shift, now at 5 FTEs.
- Asked health department for masks and hand sanitizer, will look into hand washing station.
- Did not reduce services, expanded as needed.

Metropolitan Development Council

- Need for meals.
- Staffing challenges similar to other agencies.
- Running low on masks and disinfectant.

Bethlehem Baptist Church

- Adding Saturday and Sunday day services – would require 2 people to provide coverage.
- Need cleaning supplies.
- Daycare facility – same needs overlap. Emily, TPCHD, reported there is an entire team supporting childcare. She will connect them with Dr. Jackson.

Community in Schools

- 3 sites not being staffed.
- Reaching out to all Mount Tacoma families today.
- Students are concerned with how they are going to get work done. Students want to virtually connect i.e. book club.
- Hoping to get laptops out to students.

Coffee Oasis

- Shelter operations in good shape, had to shift staff around which will cause over-time. No critical shortage of supplies – enough to sustain for a while.
- Explored ideas to increase bed space for emergency response. They have the capacity but will need staff.
- Youth do not have computer or internet access. May open drop-in center on appt based to provide computer access for youth to do homework.

New Hope

- Puyallup, only daytime drop-in in Eastern PC, limited hours – no overnight shelter in area.
- Guests are only allowed to come into building to use restroom – only 2 at a time.
- Will order Porta Potty.
- Sent letter to City regarding tent city – did not receive response back yet.
- Open in parking lot for meals from 12-3pm.
- Experiencing shortage of volunteers – need people to prepare and pass out meals.
- Trying to obtain take-away containers to prepare food so they can hand out.
- Still providing clothing – everything is done outside.
- Purchased and distributed 30 tents, ordering sleeping bags.

YWCA

- All shelter residents have their own unit, which have bathroom and kitchen that aren't shared.
- No face-face appts. Meetings are done over the phone (social distancing).
- No critical need for supplies.
- Will send Valeri needs for contract amendment.

Korean Women's Association

- Residents have individual rooms, but share bathrooms, communal rooms, and kid's room. Limiting hours for shared space, increasing hygiene practices.
- Challenge: supplies i.e. soap, hand sanitizer, masks and staffing to service shelter.
- What is best practice for residents showing symptoms and those tested positive?
- Trying to bulk up resources for hotline.

- Emily, TPCHD, will send out medical guidance for people experiencing symptoms, but not sick enough to go to the doctor. She can answer any follow-up questions.

Helping Hand House

- Scatter site model (social distancing).
- Half of staff working remotely, case management done via phone.
- Ready to take clients from other parts of County if it can be funded.
- Doors are open, services limited by financial resources.

Alzheimer Memorial Church

- Overnight shelter has similar setup to Bethlehem.
- Initial needs are supplies.
- Families are asking if they can extend hours. Looking at all day Saturday and Sunday but would need more personnel. They are not able to do that right now, running with 4 staff and 1 volunteer.
- Disruption in food donation – not running out of food right now, but down the road.
- Received hand sanitizer station.

Sexual Assault Center

- Suspended all operations at drop in center and main office.
- Clients asking for blankets, bus passes, diapers, wipes, gas/fuel.
- They have fresh needles if anyone needs them.
- Do not need handwashing station.
- Barrier: emotion support.
- Looking into pre-packaged meals and leaving on porch so there is no contact.
- Therapy session via phone.

Veterans Affairs Puget Sound

- Abbey leading team that can help with testing and medical guidance for Veterans showing symptoms or need medical attention.
- Screening everyone (staff and Veterans) that come on site.
- Moving services via phone, but some clients do not have phones.
- Struggling to get supplies.
- VA relies heavily on Housing Authority Vouchers and they are not being issued right now.

Sumner/Bonney Lake School District

- All school districts have at least 1 free meal site, most serve from 10-12 pm.
- Sumner/Bonney Lake trying to hook up with motels.
- Free childcare for families that are healthcare providers, first responders (police, fire, EMTs), and uniform service members.
- Will see a hit in Eastern PC area for help with rent.

Rainbow Center

- Closed to community members.
- Available via appt, email, and phone.
- Looking to do brown bag lunches.

Pierce County AIDS Foundation (Amanda)

- Not experiencing crisis
- Need for rental assistance

LIHI (provided via chatroom)

- We operate the Tiny House Village in Tacoma. We are also struggling with the hand sanitizer, paper towels, etc. We have put solid protocols into place to address the situation if someone reports having Corona-like symptoms and how to respond. We have restricted common area space to as needed, have staff plating resident's meals, and are sanitizing all areas every two hours. If we have residents needing to be quarantined, we have protocol in place to bring them food, set up their own honeybucket, give them water, bring them art supplies and magazines, etc.

Share & Care House (submitted via email)

- Bank closing their doors and requiring appointments to manage the number of persons within their building at any given time. Operating Drive-thru.
 - a) This impacts low income individuals who do not have vehicles and need to cash their checks.
 - b) We have made arrangements for a daily designated time our clients know they may go to the bank.
- Landlords have discontinued placing new tenants
 - a) We are planning to work with our regular landlords to reduce their contact with anyone so that we can continue to fill vacancies.
 - i. Individual staff will then 'pre-stage' unit with household items we have available.
 - ii. Intakes are done at our offices where we have safety glass between staff and clients.
 - iii. Lobby has been modified to maintain distancing among clients and maximum of 5 in lobby at a given time to accommodate 6' distancing.
- Proof of eligibility
 - a) We anticipate issues with obtaining some types of proof at this time but do not have specific incidences to report, yet.
- Social Security Administration offices are closed.
 - a) They are doing what they can via phone and fax to assist.
- Access to groceries
 - a) We are working with food banks to have individual staff pick up multiple boxes of supplies and do 'knock and drop' deliveries.
- Clients expressing high anxiety
 - a) Staff contacting them frequently to help with stress reduction methods and answer questions that help reduce anxiety.
- Concerned about loss of contact and how to ensure participants are okay following these steps:
 - a) Multiple phone calls.
 - b) Check in with on-site Landlord.
 - c) On-site safety check w/o close contact.

- d) Plan to open door for safety check w/o providing written notification, if none of the above resolves.
 - i. Assuming 911 will not do safety checks at this time
- Need procedures and possibly funding for special cleaning of vacated units.
- Discontinued any evictions, unless due to illegal causes.

Pierce County Human Services

- PC has received money and working internally to find out how to process that – potentially rental assistance and vouchers.
- Need constant communication from providers. Our team is equipped and will respond to providers.
- The following will not be held against agencies for future NOFAs
 - Shelters – do not stress about the data entry portion.
 - RRH/PSH/ES – can extend, do not need to exit. RRH clients can be extended without submitting a request.
- Hotel/motel are eligible expenses.

City of Tacoma / Tacoma/Pierce County Health Department

- Keeping website as updated as possible and sending updates through Coalition Homeless listserv. Can also sent to CoC list if list is provided.
- Erica went over TPCHD website showing essential links and resources:
- <https://www.tpchd.org/healthy-people/human-coronavirus>
- Making changes to contracts

Funding

- Pierce County received grant for over 1.6 million for isolated/quarantined experiencing homelessness and for households that cannot isolate/quarantine at home for any reason.
- PCHS working with City of Tacoma and TPCHD to create a plan on how funds will be spent.
- Greater Tacoma Community Foundation
 - They are requesting people's needs. Valeri will find out specifics.
 - As of Monday, funding will be focused on what is not covered under State funding.
- Is there anything providers can do to advocate for funding?
 - Valeri will email survey from HUD to providers.
 - Email Valeri and Erica any specific needs – communicate and be very clear with your needs so PC and COT can team up and respond as soon as possible.
 - PCHS will start a blog soon.

COVID-19 Inbox:

<p>Pierce County Human Services: pchscovid19@piercecounitywa.gov</p>	<p>City of Tacoma: covid19info@tpchd.org Please copy this email when emailing Erica, City of Tacoma</p>
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Meeting Adjourned

Amanda adjourned the meeting at 10:56 am.