



# Blue Ridge Continuum of Care

## Meeting Minutes

**Tuesday, March 17, 2020**

|                    |          |  |          |                        |          |                  |
|--------------------|----------|--|----------|------------------------|----------|------------------|
| <b>ATTENDANCE</b>  | <b>P</b> | Aaron Fallon                                       | <b>P</b> | Helen Ferguson         | -        | Kristi Cales     |
| <b>P = Present</b> | -        | Ashley Frankie                                     | <b>P</b> | Hope Browning          | <b>P</b> | Leslie Leedy     |
| <b>- = Absent</b>  | -        | Alyce Dantzler                                     | <b>P</b> | Jeanne McCormack       | -        | Leyna Hansley    |
|                    | -        | Amanda Sparks                                      | -        | Jo Nelson              | <b>P</b> | Matt Crookshank  |
|                    | -        | Anne Marie Green                                   | -        | Kim Gembala            | <b>P</b> | Marie Muddiman   |
|                    | -        | Bill Duncan  | -        | Karen Mason            | -        | Melissa Gish     |
|                    | <b>P</b> | Ben Bristoll                                       | -        | Karen Michalski-Karney | -        | Sabrina Cowan    |
|                    | <b>P</b> | Brittany Huffer                                    | <b>P</b> | Kathleen Guilliams     | -        | Susan Trout      |
|                    | -        | Emily Jewett                                       | -        | Katie Kennedy          | <b>P</b> | Tanyia Jones     |
|                    | -        | Elizabeth Pentecost                                | -        | Keith Holland          | -        | Tasha Evans      |
|                    | <b>P</b> | Captain Jamie Clay                                 | -        | Kelli Mundy            | -        | Kimberly Carroll |
|                    | <b>P</b> | Geralynn Trelue                                    | <b>P</b> | Kristin Moses          | -        | Carmen Landis    |
| <b>GUESTS</b>      | <b>P</b> | Melissa Woodson, RAM                               |          |                        |          |                  |
|                    | <b>P</b> | Kristin Adkins, Roanoke City/Alleghany Health Dept |          |                        |          |                  |

- **Welcome and Introductions – Matt Crookshank**
  - Matt Crookshank opened the meeting at 9:00 a.m. via conference call. Roll call was taken.

- **COVID 19 Preparations and Response by Agency**

Rescue Mission

- Additional handwashing stations (4) outside.
- Screening guests, staff, volunteers which includes taking temperatures and exposure to others.
- Cancelled tours and outside groups that volunteer and use facilities.
- With school out, kids maintain regular schedule during the day.
- Not accepting individuals from hospital that are not from our area.
- Prepared a quarantined area for those with nowhere to go.

ARCH

- If possible, staff work from home.
- No intakes, contacts with those in need are done via phone.
- They have been delivering food boxes to clients' homes.
- At the shelter, staff members' kids are in Admin area only.
- They are in critical need of food, toilet paper and sanitizer.
- Anyone with fever goes to hospital. Shelter is too small to quarantine.
- Exploring idea of clients staying at hotel if they need to be quarantined.
- PATH may be a funding solution for hotel stays. There may be HUD or DHCD funding to pay for hotel quarantine.

Family Promise

- Down to two families and no plans to take on new clients at this time.
- One family will move to duplex which will provide separation.



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### VA Hospital

- All entrances are closed except for one gate in and another gate out.
- All visitors are screened at the gate before entering property.
- Anyone with fever complaints will go to the ER for further evaluation. Do not know if the VA will establish a quarantine area.
- No visits to jails/prisons but case managers are still checking on other clients.
- There is a shortage of nurses in Detox and Psychiatric units. Depending on the need, the VA may have to transfer them somewhere else.

### Total Action for Progress

- SSVF critical so will continue services.
- Limiting number of people in building by rotating staff; some work from home.
- Screening clients via phone before they make a visit.
- Increased hand sanitizer stations.

### Salvation Army

- If possible, staff work from home and provide online services. Staff level is at 50% due to having children at home.
- Day Service Program services are suspended but they can go to Admin if need DSS services.
- Clients are allowed in one at a time.
- Turning Point is pre-screening clients when they call in. They are temperature checked at door when they arrive at facility and kept separate from others.
- They only have one family room available, several single beds are available, and created a quarantine room that holds six. They are very cautious with cleaning since several clients have had the regular flu A and B.

### Blue Ridge Behavioral Health

- Encourage staff and clients to stay home if sick.
- Staff call before home visits are made. They are using teleconferencing when necessary.
- Extra cleaning of surfaces in high-traffic areas and using hand sanitizer.
- Increasing janitorial services.
- Providing educational materials on COVID-19 to clients and giving them supplies.
- Explaining “social distancing” to clients and continue outreach.
- All programs are operational at this time. Many clients rely on them for food and medications.

### RAM House

- Doing the same as others have already mentioned with extra precautions.
- Hand sanitizer stations have been put in place.
- They need to purchase a forehead thermometer
- Everyone is screened upon entering.



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### Council of Community Services

- CHRC services are suspended until March 29.
- Drop In Center services are suspended until March 29. Case Managers monitor clients via phone in case of crisis.
- HMIS is operating remotely. Ben Bristoll is available if needed.
- Some staff can work remotely but services will be limited until March 29.

- **CoC Representation on TAP Board of Directors – Matt Crookshank**

- Matt Crookshank has been asked to be a member of TAP Board of Directors. No concerns were noted. Helen Ferguson motioned CoC members present to approve Matt Crookshank as a member of the TAP Board of Directors representing the CoC. Kathleen Guilliams second the motion. Those attending approved with no opposition.

- **System Performance Report – Ben Bristoll**

The February performance report was distributed.

|  | <u>YTD 2019</u> | <u>YTD 2020</u> |
|--|-----------------|-----------------|
| Avg length of stay   | 73 days         | 81 days         |
| Total Sheltered Homeless Persons   | 1244            | 1103            |
| First-Time Homelessness<br>Persons who entered ES, SH, or TH during the period | 1282            | 1134            |
| Persons who exited program(s)  | 812             | 788             |
|  | <u>YTD 2019</u> | <u>YTD 2020</u> |
| Exited to Permanent Housing  | 127             | 99              |
| Persons prevented from becoming<br>Homeless through financial assistance       | 561             | 584             |
| Persons placed in permanent housing<br>Through Rapid Rehousing programs        | 188             | 176             |
| Persons provided permanent<br>Supportive housing services                      | 217             | 193             |
| Single-Day count of homeless school-<br>Aged children                          | Feb 28<br>26    | Feb 29<br>16    |



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- **Other Announcements**

- State officials want to know what our plans are for shelters and those unsheltered. Matt will correspond with them.
- At this time, Roanoke City is still working business as usual. The department managers are meeting today to develop plans to address the impact of COVID-19.
- HUD Tier 2 – All renewals were funded. The expansion for Healing Haven was not funded.
- VHSP application deadline has been given another week due to COVID-19. The team is requesting a 5% increase in all projects presented.
- PIT count will be ready in April. The committee is working on finalizing the survey data.

**The next meeting of the CoC will be April 21, 2020.**