



# Blue Ridge Continuum of Care

## Meeting Minutes

**Tuesday, March 24, 2020**

<b>ATTENDANCE</b>	<b>P</b>	Aaron Fallon	<b>P</b>	Helen Ferguson	-	Kristi Cales
<b>P = Present</b>	<b>P</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
	-	Ben Bristoll	-	Karen Michalski-Karney	-	Sabrina Cowan
	-	Brittany Huffer	<b>P</b>	Kathleen Williams	-	Susan Trout
	-	Emily Jewett	-	Katie Kennedy	<b>P</b>	Tanyia Jones
	-	Elizabeth Pentecost	-	Keith Holland	<b>P</b>	Stacy Shepherd, TAP
	<b>P</b>	Captain Jamie Clay	<b>P</b>	Kim Ferrell	<b>P</b>	Raquel Conn, United Way
	-	Geralynn Trelue	-	Kristin Moses	<b>P</b>	Mariam DiPasquale, FPGR
	<b>P</b>	Melissa Woodson, RAM			<b>P</b>	Amanda Holcomb, CCS
	<b>P</b>	Kristin Adkins, Cindy McDowell, Robert Forshman, Dakota Berman from VDH			<b>P</b>	Alison Jorgensen, CCS
	<b>P</b>	Malora Horn, RCPS				

- **Welcome and Introductions – Matt Crookshank**

- Matt Crookshank opened the meeting at 9:00 a.m. via conference call. Roll call was taken. The minutes from the previous meeting were distributed prior to the meeting. No changes were noted.

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

ARCH

- Receiving referrals for food; stockpiling food for PSH clients so they will not have to go into the community.
- Checking clients' temperatures daily and asking health screening questions.
- If fever is present, staff use Tel-Med first. If client gets worse, they are taken to hospital.
- After hospital discharge, they will go to Ramada Inn who is charging \$35/day to let them stay isolated at hotel. Staff will take them food boxes for 15 days.
- Contacting landlords and focusing on housing their clients is best way to keep them safe.

TAP

- Staff is working from home to reduce number of people in building.
- Huge increase in domestic violence hotline calls for non-DV services and they refer to 2-1-1VA when possible.
- Incarcerated individuals will be released this week and there are no re-entry plans in many cases. There is concern as to where they will go; no information has been provided by Roanoke City Jail.
- SSVF is operational but there are fewer calls since there are no evictions or utility cut-offs.



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### Family Promise

- Down to two families and no plans to take on new clients at this time. Families are separated at the Day Center and in duplex. Staff are providing remote case management services.

### Rescue Mission

- Continuing to practice Social Distancing by providing a brown bag lunch and dinner to community members not staying at the shelter.
- Need to develop a plan of action on how to isolate clients who cannot stay at hospital and need to be quarantined. Having conversations with Carilion about funding for hotel stays or creating an isolation facility for symptomatic clients being discharged from the hospital. Also working through staffing considerations to serve/care for these individuals.
- Need to determine how to get asymptomatic clients tested if virus is suspected.
- Receiving many calls from other areas. Rescue Mission will not take a transferred client unless they have ties to Roanoke.

### Salvation Army

- Turning Point is now only accepting clients in imminent danger.
- Clients cannot have overnight stay outside of the facility and return. Must stay at Turning Point to avoid exposure.
- Local organization is helping prepare meals.
- Salvation Army staff are participating in national conference call today to determine if additional services will be activated locally.
- Most staff are working from home.
- New Day Center services are suspended. If client knocks at door, one at a time can enter administrative building to meet with case manager.

### Salem VA Medical Center

- Homeless Team is operational. No major changes since last week.
- The VA Hospital will have a quarantine area.
- Eligible veterans that have symptoms can be treated at the VA Emergency Room.

### RAM House

- Continuing to practice Social Distancing by providing brown bag breakfast and lunch to reduce number of individuals in the facility.
- Reduced hours of operation from 8-3pm. Financial Aid services have been suspended but exceptions can be made on a case-by-case basis for CoC partner clients with urgent need.

### CHRC

- HMIS is operating remotely. Ben Bristoll is available if needed. Prevention and rapid rehousing services still suspended through 3/30.

### United Way

- 95% of staff are working remote.



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- Trying to connect agencies so they can help each other provide services.

### Roanoke City

- HAT/Central Intake building is closed. Clients are being served by phone and through building's side door for clients without phone access. HAT outreach services are still being provided. Notices are posted on the building door.
- A list of needs was given to City Emergency Management.
- Public restrooms in parks, libraries and restaurants are closed so unsheltered individuals are having difficulty accessing restroom facilities. Working on solutions with City Emergency Management.

### Virginia Department of Health

- The team will discuss the restroom problem to see if they can offer solutions.
- The team will discuss options to quarantine infected and/or symptomatic individuals.
- Continued social distancing is critical.
- Emergency Operations Center has been opened at the local health department. Phone numbers will be sent to community partners.
- Significant uptick in COVID-19 cases is expected over the next week.

### ● **Communication Platform – Amanda Holcomb**

- Amanda Holcomb, Council of Community Services, provided a webinar on new communication platforms being implemented to increase information sharing and communication among Blue Ridge CoC partner agencies.
- A Facebook GROUP has been created, "Blue Ridge CoC Partners". Agencies of the CoC can join through the link provided (<https://www.facebook.com/groups/brcocmembers/>).
- Matt Crookshank, Alison Jorgensen, Amanda Holcomb and Hope Browning are the group administrators.
- All information on this Facebook page is private and can only be seen by group members. If an agency needs assistance to resolve problems, you can post to the page and it will reach all members.
- On the CoC website ([www.endhomelessnessblueridge.org/covid19/](http://www.endhomelessnessblueridge.org/covid19/)), a list of resources is being maintained. This list will be kept up-to-date with local, state and national resources.
- HANDSONBLUERIDGE, provides a volunteer matching site. Contact Alison Jorgensen with volunteer needs or donation needs so she can list on the website.

**The next conference call will be Tuesday, March 31 @ 9am.**