

***Families Together** is an agency partner in the Raleigh/Wake Continuum of Care for homeless services. We provide housing support that moves homeless families with children into permanent housing. We provide stabilization services designed to ensure the long-term housing success of families after a period of homelessness. And we provide emergency shelter in two three-bedroom apartments ensuring families can remain together while we work with them to find a permanent place to call home. The following outlines how agency partners are collaborating across the Continuum of Care in response to COVID-19.*

Addressing COVID-19 in the Homeless Community

The Raleigh/Wake County Continuum of Care is committed to address the needs of our homeless community affected by COVID-19. We know that the spread of COVID-19 is particularly dangerous for people with certain risk factors which is why as a continuum, we are dedicated to decreasing risk for unnecessary harm through collaboration, sharing resources, and education.

What We're Doing to Prevent the Spread of COVID-19 in our Homeless Community

- Working remotely to assess client needs and provide resources.
- Limiting in-office services to those that are absolutely necessary.
- Staggering staff schedules who work within our facilities to minimize person-to-person contact.
- Practicing social distancing and encouraging our homeless neighbors to do the same in congregate settings.
- Regularly disinfecting surfaces and providing cleaning supplies to our shelter guests.
- Asking staff and guests if they're experiencing symptoms related to the novel coronavirus and encouraging those with any symptoms to isolate themselves or seek medical attention.
- Identifying alternative locations to quarantine individuals and families and providing supportive services.
- Wellness checks for our housed/unhoused client to identify current needs.
- Connecting clients to other supportive resources related to food, transportation, technology, mental health, and emotional support.
- Keeping a positive attitude and believing that if we continue to collaborate and support one another, we can keep our community safe during this difficult time.

Goals to Continue Improving Service Delivery

- Increasing shelter capacity for our unsheltered and newly homeless populations. Additionally, determining ways for shelters to bring new guests in, safely to reduce the risk of spreading the novel coronavirus or any other communicable illness.
- Rallying for increased support in housing and access to resources including enhancing partnerships with landlords and other permanent housing sources.
- Identifying ways to be more creative and flexible with our current funding sources.
- Collectively creating an "Emergency Fund."



- Educating and connecting clients on how to access emergency funds coming from the Federal Government.
- Soliciting resources such as food and other basic supplies from our community. Also, collaborating with agencies who are willing to be a place of contact for clients who need supplies by setting up appointment times for pick-up of supplies.

Outreach Efforts

- Ramping up electronic communications processes for intakes, check-ins, and case management services.
- Providing showers, meals-to-go, other meal resources.
- Providing financial assistance for clients who have identified a housing opportunity.
- Providing information regarding resources as they become available or unavailable.
- Educating clients on how to reduce the spread of COVID-19.

Expanding Housing Options to Our Homeless Neighbors Who Need to Quarantine/Isolate

Safety of our homeless neighbors and guests has been our top priority since the COVID-19 outbreak. In efforts to mitigate the risk of people with particular risk factors contracting the virus, our continuum has stayed in constant communication with the day-to-day operations of our partners including representatives of Wake County's Emergency Operation Center (EOC). Additionally:

- We are using HUD guidance to minimize risk within our shelters by following protocol to sanitize and safely distance our guests from one another.
- The Wake County EOC has identified hotels to quarantine homeless people with particular risk factors but not experiencing COVID-19 symptoms and homeless people who are experiencing COVID-19 symptoms.
- We educate our guests on COVID-19 with messaging consistent to the messaging of the CDC.

As the situation evolves, we will continue to provide updates to changes within our system.