COVID-19 Provider Hotline Frequently Asked Questions

Question:
What are the protocols for discharge from hospitals for people experiencing homelessness with flu and colds?

Answer:
Shelters should follow Department of Public Health protocols for People Experiencing Homelessness in shelters who have symptoms. Please see visit the following links for guidance and we recommend revisiting these resources often as guidance is updated regularly. Hospitals and clinics are to follow their established discharge plans as determined by their entity.
http://publichealth.lacounty.gov/media/Coronavirus/HomelessShelterInfectionBasics.pdf

Question:
Does LAHSA or other agencies have face masks or other protective gear for homeless services providers?

Answer:
LAHSA currently does not have any on hand, but we are working with Shelter Partnership and Office of Emergency Management to supply needs and are awaiting a large delivery of masks from the County. Organizations should complete this survey so LAHSA has an accurate record of their need: http:// surveymonkey.com/r/5CX9GSM

Question:
Will routine audits will be on hold for providers? Is this true for other funders? (i.e. County, DMH, etc.)

Answer:
A memo did go out that states LAHSA has temporarily halted LAHSA monitoring and will instead provide technical assistance in support of the agencies. Regarding the other funders (County, DMH, etc.) we recommend that you reach out to them directly to inquire, as LAHSA is unable to provide guidance for their audit plans.
**Question:**
One of the clients in Interim Housing has a temperature of 100.8 Degrees Fahrenheit but is showing no other symptoms. What should they do at this time?

**Answer:**
Per the Department of Public Health’s current guidance, people with symptoms should connect with their healthcare provider for further triage. They should be masked and isolated in the site as much as possible. In the guidance, it also flags when and where DPH should be contacted: [DPH Guidance for Homeless Shelters](#)

**Question:**
Can I and my staff at a homeless services organization receive an exemption from the shelter in place order that’s being enforced in order to go to work?

**Answer:**
[LA County’s shelter in place order](#) has exemptions for businesses and organizations that are providing essential services, such as social services and homeless services, from the shelter in place order. Please be sure to review [DPH guidance to homeless service agencies and outreach teams](#) about how to prepare for and help slow the spread of COVID-19 in your staff and with the people experiencing homelessness that you serve.

**Question:**
Where can I find information about Winter Shelters?

**Answer:**
Many Winter Shelters have extended operation dates. View the Winter Shelter Program Guide in English [here](#) (and Spanish [here](#)) for shelter numbers, locations, and transportation pick-up spots. The Winter Shelter hotline is 1-800- 548-6047 and is open 24/7.

**Question:**
We placed an order for masks and hand sanitizers on the LA County Department of Public Health form. When will availability of supplies be confirmed by email? Will we need to pick up supplies or will they be delivered?

**Answer:**
DPH is filling those orders directly, so we cannot offer a timeframe on delivery.

*Updated 4/29/2020*
**Question:**
What is the process for screening clients and staff for COVID 19?

**Answer:**
Please be sure to review [DPH guidance to homeless service agencies and outreach teams](#) about how to prepare for and help slow the spread of COVID-19 in your staff and with the people experiencing homelessness that you serve.

**Question:**
Is testing available at shelter sites?

**Answer:**
Testing is expanding in Los Angeles by the day. As more testing is available, our clients will have increasing access. We encourage shelters to contact DPH to screen symptomatic clients for further care.

**Question:**
How do I appropriately bill for hazard/premium pay for my shelter employees?

**Answer:**
On March 31, LAHSA sent an email titled “Hazardous Pay for LAHSA Funded Contracts during COVID-19 – Memo” to all providers issuing guidance. Please review that document for detailed instructions.

**Question:**
How can I find out the daily availability of open shelter beds at City of Los Angeles Park and Recreation sites?

**Answer:**
We are working diligently to bring many new shelter sites at City of Los Angeles Park and Recreation Centers into operation. We are currently working to streamline and centralize shelter bed information in order to make it available to providers.
Question:
What is the process of filling the newly available hotel/motel rooms of Project RoomKey and working with organizations in each SPA? How can I refer a client who I believe may be eligible for Project RoomKey?

Answer:
Over the past few weeks, LAHSA has made tremendous strides in standing up Tier 1 shelters, known as Project RoomKey (hotel/motels targeting people who are asymptomatic for COVID-19 but per CDC guidelines are highly vulnerable for severe illness if they contract it). We are working with providers, outreach teams, and access centers in identifying who may be eligible for these sites and moving them in. If you have a client you would like to refer to Project RoomKey, referrals can be made directly in HMIS through the Assessments page. If your organization does not have HMIS access, you can still make a referral by either 1) contacting your SPA’s access center or 2) calling LAHSA’s COVID-19 Provider Hotline in order to be connected to the Project RoomKey Call Center.

Question:
How can hospital providers connect unsheltered patients to hotel/motel vouchers to use after they are discharged?

Answer:
If a hospital is needing to refer a participant that has no major medical or mental health needs, they should use the Interim Housing List to find a Crisis or Bridge Bed. If the client has a major health need, they should submit a Housing for Health Application through CHAMP. If the hospital does not have access to CHAMP they can use the Interim Housing Referral Form with County Health Releases and submit it to interimhousing@dhs.lacounty.gov.

If the participant's main need is mental health related and the participant has an acuity score of 10 or above and is currently receiving or willing to receive mental health services, then the hospital can send the Interim Housing Referral Form with County Health Releases to ihp@dmh.lacounty.gov.

Question:
What housing options are available to a case manager’s client who was recently released from jail and tested positive for COVID-19?
**Answer:**
For persons who are positive for COVID-19, DPH needs to be notified so that they can go into isolation. Individuals who are symptomatic and have nowhere to self-isolate may be eligible for temporary Office of Emergency Management quarantine/isolation housing. Call DPH's referral line to learn about available placements at 833-596-1009.

**Question:**
How can I support a client who tried accessing one shelter but it was full?

**Answer:**
Please consult this document of interim housing resources which includes the listing of some sites and some referral process information: [https://www.lahsa.org/documents?id=2196-lahsa-interim-housing-list.pdf](https://www.lahsa.org/documents?id=2196-lahsa-interim-housing-list.pdf)

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*LAHSA’s COVID-19 Provider Hotline number is 213-233-4796. The Hotline is open Monday-Friday from 8am-5pm.*