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.
https://publichealth.lacounty.gov/media/Coronavirus/GuidanceHomelessShelters.pdf
https://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](#)

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**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.

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**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.

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**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.

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*Updated 3/26/2020*
LAHSA’s COVID-19 Provider Hotline number is 213-233-4796. The Hotline is open Monday-Friday from 8am-5pm.