

**Provider & Stakeholder Questions and Answers (Q&A)**

Updated: 2020-04-29 | **SUBJECT TO CHANGE**

Continuity of Coverage	Is there a plan for a surge in homelessness?	We are continuing our efforts to increase the number of available affordable permanent housing. Our goal is to ensure services and resources are provided to those who are in need.
Other Topics	Who are the primary staff for Hope Services agency?	HOPE Services is a private non-profit organization.
Other Topics	Can people still be evicted if there is no federal Sec. 8 subsidy or federally backed mortgage, despite the moratorium?	An eviction moratorium is in place for non-payment of rent through May 31 regardless of subsidy assistance. The person could get evicted for other reasons (i.e. not following rules, etc.), but it is very difficult to do during this time.
PPE	What is the status of requests for PPE?	Shipments from HIEMA will be deployed to the resiliency hubs. Distribution, using a tiered priority algorithm, is anticipated shortly to providers who submitted a supply and request form through the BHHSURG website.
Serving Individuals At Risk of or Suspected of Having Covid-19	Will and could there be COVID-19 testing available for youth in residential programs (i.e., new admits/intakes, elopements) to ensure that youth are virus free to protect the other youth in program and for staff safety as well? Utilizing local hospitals are an option, but it's difficult waiting for results, which varies from 3-7/8 days. Time is of the essence, because there is no designated quarantine for unaccompanied minors. This would be helpful to have testing readily available for youth in residential programs.	For Hawaii County, our homeless program and shelter providers have been proactive in working with Premier Medical in conducting testing at our adult shelters. We have not connected with our local youth provider, Salvation Army on who they are currently managing their shelters and the need for testing of their youth.

<p>Serving Individuals At Risk of or Suspected of Having Covid-19</p>	<p>Where are those who are not in these units [on the Big Island] "sheltering in place" until a unit becomes available? Are these units actually located at a park, where access to restroom facilities are easily accessible?</p>	<p>For the County of Hawaii, our Outreach Teams have been working with unsheltered individuals in the delivery of hygiene products and provide education of "sheltering in place". As space becomes available, the Outreach team has been connecting individuals to available shelter beds. For the "new" emergency shelter beds, they are reserved for identified high risk individuals (age, disability and/or compromised health condition). We acknowledge that we don't have shelter beds for all unsheltered individuals.</p>
<p>Serving Individuals At Risk of or Suspected of Having Covid-19</p>	<p>Can we get status update for Big Island space for TQIC?</p>	<p>The DOH is coordinating a TQIC site through a contract through a local hotel in Hilo; DOH is working on securing a second TQIC site in Kona.</p>
<p>Serving Individuals At Risk of or Suspected of Having Covid-19</p>	<p>Is there a way to have clients moving into residential care tested for COVID-19 to prevent spread within a facility or care home?</p>	<p>There is a difference between screening and testing. A screening is first conducted to determine if the criteria for diagnostic testing is met. If an individual is moving to a residential facility, screening by a clinician at a testing site or hospital is recommended before the individual is accepted. An option is for the individual to be routed through TQIC on Oahu until test results come back and relayed to the provider.</p>
<p>Serving Individuals At Risk of or Suspected of Having Covid-19</p>	<p>Are testing and sheltering of minors available on Hawaii island?</p>	<p>The county is working with local providers such as the Salvation Army for an interim home to address the needs of this population.</p>
<p>Telehealth Guidance</p>	<p>How to handle providing services through telehealth for clients who do not have a phone, smartphone, or computer?</p>	<p>Frankly, in many cases, telehealth will not be a feasible option for many providers/clients at this time. When we at our clinic have run into such difficulties, here are some of our considerations: 1) Does any agency/organization currently involved with the individual/family have technological resources they can loan to the client? 2) Do charitable organizations exist to assist impoverished families in meeting technological needs? (The only organization that does this of which I'm familiar is the National</p>

		<p>Coalition Against Domestic Violence, but there are likely others). 3) Does the client have access to family members', neighbors', or peers' devices for limited periods in order to enable telehealth meetings to occur? 4) Are there public spaces or other institutions with internet connections that might be willing to grant the client access, such as local, libraries, schools, or civic organizations that are still operating? Might any such local organizations also be willing to provide access to technology on a limited basis and while observing appropriate social distancing/sanitization rules?</p>
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