




STATE OF HAWAII  
**DEPARTMENT OF HUMAN SERVICES**  
Social Services Division  
1010 Richards Street, Room 216  
Honolulu, Hawaii 96813

SSD 20.011

May 7, 2020

TO: DV PROVIDERS

FROM: KAYLE M. PEREZ, ADMINISTRATOR  
SOCIAL SERVICES DIVISION 

SUBJECT: TEMPORARY QUARANTINE AND ISOLATION CENTER

Aloha DV Providers,

Thank you all for your efforts during this time. In partnership with BHHSURG, the **Temporary Quarantine & Isolation Center (TQIC)** has been identified as a site for a temporary isolation shelter for those that have been confirmed with COVID-19 or in need of isolation till a negative testing result has been confirmed for individuals in a homeless or DV shelter.

For the time being, all referrals to TQIC will be coming from hospitals where testing sites have been already set up and functioning properly (e.g. Queen's, Castle, Kalihi-Palama Health Center, and Waianae Coast Comprehensive Health Center). DV shelter individuals that have been confirmed with COVID-19 will be referred from the hospital to the TQIC confidentially and be housed within individual apartments and limited to the premises equipped with security guards 24 hours a day. Upon referral to TQIC, the DOH Crises/CARES staff will ask for a point of contact for the individual's DV provider, which is to ensure confidentiality of the client and have a safe contact person/provider if the TQIC needs someone to reach out to.

It is important to note that the TQIC is not an emergency response, it is for isolation and quarantine of those who have tested positive or are awaiting their testing results from an established test site and are symptomatic with nowhere else to self-quarantine or isolate.

Please review the processes for screening and referring an individual for testing and possible isolation:

1. Ask the following questions:
  - a. Have you traveled in the last 14 days?
  - b. Have you had contact with anyone exposed to COVID-19 in the last 14 days?

- c. Do you have or have you had in the last 14 days any of the following symptoms? Fever greater than 100, difficulty breathing, and/or cough.
2. If the person answers yes to “c.” above or shares they may be a carrier of COVID-19 due to recent travel, feeling sick, and may have underlying medical conditions call the DOH Crisis/CARES line at 832-3100 for a complete pre-screening for COVID-19. The DOH Crisis/CARES line will conduct a short assessment, collect demographic information, and will tell you whether a test may be needed or not.
    - a. If a test is needed, please assist the person in getting to an ER that has testing on site.
    - b. If a test is not needed, the provider will assist the person with other needs and educate them on general hygiene guidelines including washing hands, etc.
  3. If the person exhibits more severe symptoms including a continuing fever, cough, shortness of breath, possibly came into contact with someone confirmed to have COVID-19, he/she should go directly to an established testing site immediately to be assessed and possibly tested.
  4. If the person displays severe symptoms including extreme difficulty breathing, bluish lips or face, pain/pressure in the chest, severe dizziness or lightheadedness, new confusion or inability to arouse, or new seizure or seizures that won't stop, please contact 911 to request immediate medical assistance.

Guidance is always changing and CWS will continue to pass on updated information or you can continue to utilize information on the BHHSURG for the most up to date CDC guidance.

For any questions, please contact CWSB-APA, Florence Calderon, at [fcalderon@dhs.hawaii.gov](mailto:fcalderon@dhs.hawaii.gov) with a cc to POS Specialist, Joshua Selman, at [jselman@dhs.hawaii.gov](mailto:jselman@dhs.hawaii.gov) .

<https://health.hawaii.gov/bhhsurg/files/2020/04/Kaaahi-QuIC-Combined-200404revp1.pdf>

This is the link to the decision tree on the BHHSURG site. The DV providers is asked to follow the community provider model.