

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2020-09-08 | **SUBJECT TO CHANGE**

Economic Stimulus Payments	Is there any organization or agency capturing data on how many unsheltered have been able to secure their \$1200?	To our knowledge, there is no hard data specifically about the unsheltered population being captured. Hui Aloha may be collecting some information for their specific efforts but not on a large scale.
Economic Stimulus Payments	And how many still need this assistance?	There is no clear number of how many people have still not been signed up for the economic stimulus payment. However, it is important to let people know that the deadline to sign up to receive the economic stimulus is October 15, 2020.
Economic Stimulus Payments	Stimulus payments information	Partners In Care has organized a repeating lunch and learn to help providers learn how to get Economic Stimulus Checks for their clients. Wesley Gomes from the IRS and Darcie Scharfenstein from Hui Aloha will be presenting 20 min sessions (3 sessions of the next 3 weeks). https://www.eventbrite.com/e/117680307969 . For more information, please visit their website at https://www.partnersincareoahu.org/ . To contact Rob Kinslow for information about helping people connect to economic stimulus payments, you can reach him at (808) 349-5968.
HI-EMA PPE Distribution	Regarding PPE order - I created an account couple weeks ago but have not received the passcode for order access.	Please wait, as we will be emailing everyone who attempted to register. If you do not hear from us by Friday, 09/11/2020, please contact us directly at esf7hiema.hawaii.gov .
HI-EMA PPE Distribution	We have had very little response or help from BHHSURG on PPE supply requests since the beginning of the first shelter in place. Will this be different now?	We apologize for not being able to better meet your needs earlier. The difference is that the community resilience hubs rely on donations and are dependent on the amount of donated inventory. These efforts have been focused largely on O’ahu while trying to address the neighbor islands when other donors become available. With this website coming online and supplies being ordered by HIEMA, there will be a broader reach and increased availability and distribution.

Miscellaneous	Do you folks have suggestions on where to go to get tested and get results back in a timely manner--like within a few days?	For information about COVID-19 testing, including information about mobile testing for homeless shelters and encampments, please contact the 24-hour Hawaii CARES line at at (808) 832-3100 on Oahu or (800) 753-6879 on the neighbor islands.
Miscellaneous	Are rapid tests available to providers?	There are a variety of COVID-19 testing options available. For more information, please contact the 24-hour Hawaii CARES line.
Miscellaneous	If I had taken the surge testing for COVID-19 this past weekend, do I self-quarantine for 14 days before getting the results of the test?	The City & County has stated that if you do get the surge test, you do not need to quarantine while awaiting the results which usually come back within about 2-3 days.
Miscellaneous	The Advertiser mentioned that DOH hotels hosting those quarantining with Covid cannot be from a treatment program. I assume the TQIC is separate and pt's from residential tx can still quarantine/isolate in TQIC if they meet criteria?	Please call the 24-hour Hawaii CARES line for a referral of a person to quarantine and isolation. Once the Qualtrics questionnaire is completed with the caller, that is sent over to the iso/quarantine team to further evaluate the acuity of the individuals and their needs. For example, if there is a need for ADA hotel room, if they have behavioral health concerns, medical challenges which mean they should not be in a hotel room alone, etc. that person may not be appropriate for a hotel setting. Referrals to TQIC and all hotels are all being triaged through the iso/quarantine team and direct referrals to TQIC are no longer being done, however it is still very much in the mix of options.
Miscellaneous	So, if a person is tested negative previously, do we still need to test again?	A negative test result is a point-in-time result, and it is possible to have false results. Just because an individual tests negative once, that does not necessarily mean they do not have the virus. Your body may be harboring the virus which hasn't reached a level of detection in a test, so testing by itself is not a sure fire means of knowing whether you have COVID-19. Testing should be viewed in context of other efforts such as contact tracing, isolation and quarantining, etc.
Miscellaneous	Do you recommend a specific COVID testing protocol for outreach workers? or shelter employees? since the risk of infecting the shelter residents is so great perhaps there is a weekly or monthly testing?	For more information, please refer to the guidance posted on the BHHSURG website at https://www.bhhsurg.hawaii.gov .