

KY BoS Suggestions for Remote Case Management During COVID-19 National Emergency

With the vulnerable population being served, we have three primary goals:

- 1. Ensure the health and well-being of clients and staff.**
- 2. Prevent people from becoming homeless, including those currently being assisted by your project.**
- 3. Get people housed when it can be done safely.**

Below are suggestions for accomplishing this:

- **Check-in with clients.** Now and on a regular (likely more frequent) basis. How are they doing? What needs do they have? (food, medicine)
 - By phone
 - In person (not entering apartment) for those without phones.
 - Get phones for clients without them (i.e. government assisted phone, aka “Obama Phones”)
- Make sure they have the correct information about COVID-19, including precautions they should be taking.
- Make sure they have a number to call to reach you or other staff if they have questions or concerns.
- Screen them for COVID-19 symptoms (fever, cough, shortness of breath).
 - If the person indicates they are experiencing all three, you should contact your local health department or hospital for guidance.
 - If they are generally not feeling, prioritize them for more frequent check-ins. If you have any doubt at all about what their symptoms might mean, call the health department, hospital, or state COVID-19 hotline.

What if staff working remotely don't want to use personal phones/phone numbers?

- Download the [Google Voice](#) app to your phone or set it up using your computer.
- [Cricket Wireless](#)-offers short term contracts and phones. Stores located throughout KY.

- Tracfone or other pre-paid phones with ability to add additional minutes as needed (i.e., burner phones). These phones are sold at retailers such as Wal-Mart, Rite-Aids, CVS, Walgreens, Dollar General stores.

The above expenses are eligible under both the ESG and CoC programs as case management related activities.

- **KIDS ARE HOME:** Remember many clients will have children at home with them who are usually at school. This can cause additional stress and challenges, including an increased lack of food because children are normally getting breakfast and lunch at school. Make sure the clients know about any arrangements local schools have made to get food to students and help them get in touch with schools, etc. as needed.
- **LOSS OF INCOME:** Unemployment Insurance and other potential benefits (SNAPS, Medicaid, K-TAP). Help clients sign-up for unemployment if they have been laid off—for any reason, but certainly for COVID-related closures.