THE IMPACT OF COVID-19 ON CHICAGO’S HOUSING & HOMELESSNESS SYSTEMS: A CLIENT AND SYSTEMS PERSPECTIVE

TYSHON SHEPARD, LIVED EXPERIENCE
CHRISTINA MANHEIMER, FNP-C, APRN - RUSH UNIVERSITY COLLEGE OF NURSING OFFICE OF FACULTY PRACTICE
BRANDI CALVERT, SENIOR DIRECTOR, HOUSING OPERATIONS - AFC
OBJECTIVES

- ATTENDEES WILL LEARN HOW THE ONSET OF COVID-19 IMPACTED FAMILIES EXPERIENCING HOMELESSNESS.

- ATTENDEES WILL HOW LEARN HEALTHCARE PROVIDERS, COMMUNITY ORGANIZATIONS AND THE PUBLIC SECTOR PARTNERED TO DEVELOP A ROBUST RESPONSE TO THE COVID-19 PANDEMIC.

- ATTENDEES WILL LEARN HOW ORGANIZATIONS ARE RESPONDING TO THE EVOLVING CRISIS.
TYSHON

- Entered shelter with family
- Exited shelter through hotel program as COVID spread
- Received housing subsidy
TYSHON

Located unit with assistance of housing staff
Currently housed with 2 young children
Working to reunite his family
SYSTEM PERSPECTIVE

CHRISTINA MANHEIMER,
FNP-C, APRN
CHHRGE
Chicago Homelessness and Health Response Group for Equity

• Collaborative convened March 13, 2020 with a focus on helping shelter partners allow for social distancing among guests, screen and test for COVID-19, deliver routine and safe healthcare, etc.

• Within one month, daily calls included 100+ members from healthcare, service, and government agencies across the City of Chicago

• Critical interdisciplinary communication and support network – overarching “glue” for our Covid-19 work

• Special interest sub-groups developed such as advocacy, case review and standards of care
Homelessness & COVID-19

Risk factors for SARS-CoV-2 infection in homeless shelters in Chicago, Illinois – March-May, 2020

1435 residents of homeless shelters tested
30% positive for SARS-CoV-2
79% of residents identified as Black or Latinx

Average Daily Q/I Census by Month  Nov. ‘20-Nov.’21
Covid-19 Incidence among PEH

• (Mar.'20-Nov.'21)
CARReS Covid-19 Medical Respite Shelter
(C = CDPH, A = A Safe Haven, R = Rush, Re = Respite, S = Shelter)

- Opened April 11, 2020
- Staffed by Rush Faculty clinicians and students
- Over 850 men, women, children served
- Age ranges infant – 94 y.o.
- Zero mortalities
- Discharged to shelter, transitional supportive housing, or home
- Treating complex medical and mental health issues in addition to Covid-19
CARReS Medical Respite Shelter

- A safe place to recuperate from COVID-19 10 days post diagnosis or symptom onset
- Congregate living facility
- 65 beds
- Accommodates men, women, all gender identities, families with children
- Medical respite center for homeless in Chicago
- In conjunction with the city of Chicago
- Nurse run facility
CARReS Medical Respite Shelter Services

- Food, clothes if needed, shelter
- Medication monitoring
- Health assessment and monitoring
- Referral for telehealth
  - mental health
  - substance abuse treatment
  - referral for housing services and social work
Organizational Structure at CARReS

- A Safe Haven monitors
- A Safe Haven janitorial
- A Safe Haven behavioral health
- A Safe Haven driver
- Rush CON Faculty Practice RNs
- Rush CON Faculty Practice APRNs
- Rush CON Faculty Practice SBST/psych APRN prn
- RUMC Infectious Disease/Family Practice support prn
Unique activities that make it work

- Parties and celebrations for the guests
- Address all personal needs
- Impromptu support groups
- Nurses Accompanying guests to appointments
- ASH driver transport for guests and supplies with a smile!
Challenges

- Managing the milieu in an ever-changing environment
- Placement and disposition challenging as limited options other than emergency shelter
- Guests who need higher level of care than an emergency shelter can provide for medical or psychiatric reasons
- Adapting processes as the pandemic continues
Successes and Opportunities

- Partnerships within the homeless communities in Chicago: shelters, healthcare, persons experiencing homelessness, hospitals
- Advocacy and action for persons experiencing homelessness between hospitals, social workers, CDPH
- Shield housing managed by Lawndale Christian Health successfully placed over 100 fragile individuals through an expedited housing initiative
- Allowed a space for persons experiencing homelessness to be listened to and safely isolate in a nurse-managed center
- Opportunity to use this model to support shelters, permanent supportive housing models with medical respite needs
AGENCY PERSPECTIVE

BRANDI CALVERT
A TALE OF TWO AGENCIES . . .
AIDS FOUNDATION CHICAGO (AFC)
CENTER FOR HOUSING AND HEALTH (CHH)

• COVID-19

• NOW WHAT?
  • ALTERED WORK PATTERNS
  • DISRUPTED MODEL OF IN PERSON CONTACT
  • NEGATIVELY IMPACTED PARTICIPANT ABILITY TO MAINTAIN DAILY ACTIVITIES
IMMEDIATE AGENCY RESPONSE

Greatly increased client supports

- Food delivery
- Access to phones
- Increased telephone check-ins

How To best support staff?

- Virtual weekly meetings
- Frequent check-ins
- Flexibility
HOTEL TO HOME

Program informally began late March 2020

CDPH funding began summer 2020

Supportive Services and Leasing

Program ended in late January 2021
COVID RESPONSE OUTCOMES

• AFC AND CHH
  • 92 HOUSEHOLDS UTILIZED HOTELS ACROSS AFC AND CHH PROGRAMS
  • $125,000 SPENT ON FOOD FOR 480 HOUSEHOLDS
    • HOME DELIVERY, GIFT CARDS, THANKSGIVING MEALS

• EMERGENCY FINANCIAL ASSISTANCE
  • COVID – 19 EFA:
    • 412 HOUSEHOLDS SERVED
    • 754K TOTAL SPENT ON RENTS, MORTGAGE, UTILITIES, ETC.
LESSONS LEARNED

• COLLABORATION ACROSS PARTNERSHIPS IS KEY
  • INTERNAL AND EXTERNAL

• FLEXIBILITY
  • PROGRAM PLANNING
  • FUNDING

• DATA!
AMERICAN RESCUE PLAN ACT (ARPA) FUNDING

State of Illinois
- $62 M for HOME

City of Chicago 2022 Budget - $189 Million in NEW funds
- 72 M for HOME
- $117 M for Homelessness

What is Available in your Area?
QUESTIONS