

## City Council – Action Request Form

**Date:** May 11, 2020

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**To:** Mayor, Mayor Pro Tempore, and Members of the City Council

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**From:** Tasha Logan Ford, Assistant City Manager  
Marla Y. Newman, Community Development Director

**Council Action Requested:**  
Resolution Authorizing Establishment Of A Temporary COVID-19 Shelter For Persons Who Are Experiencing Homelessness And Medically Fragile, And Funding To Support The Operation Thereof.

**Strategic Focus Area:** Livable Neighborhoods  
**Strategic Objective:** No  
**Strategic Plan Action Item:** No  
**Key Work Item:** No



**Summary of Information:**  
 Through a collaborative process, the City, Forsyth County, and the United Way (UW) Continuum of Care (CoC), established a COVID-19 action plan to provide support to persons experiencing homelessness who may be either COVID-impacted or medically fragile and at higher risk of death if exposed to COVID-19. The action plan is comprised of four (4) parts:

Priority Area 1 – homeless individuals testing positive, symptomatic, pending testing, known contact, or discharged from a hospital with a plan of care

Priority Area 2 – medically fragile individuals requiring removal from congregate shelters

Priority Area 3 – general shelter operations guidance and public health liaisons for shelter staff to ensure CDC best practice standards are deployed to mitigate community spread and maximize shelter capacity and operations

Priority Area 4 – outside/tent community provided information on COVID-19, preventing community spread, and services as requested; respecting right to self-determination.

**Committee Action:**

|                  |                   |                |          |
|------------------|-------------------|----------------|----------|
|                  | Finance 5/11/2020 |                |          |
| <b>Committee</b> | CDHGG 5/12/2020   | <b>Action</b>  | Approval |
| <b>For</b>       | Unanimous         | <b>Against</b> |          |
| <b>Remarks:</b>  |                   |                |          |

The County opened an isolation facility for COVID-impacted persons on April 16<sup>th</sup>. From opening date through April 30<sup>th</sup>, 7 individuals were isolated at the shelter pending COVID-19 test results, all of which were reported negative.

The City opened a temporary medically fragile shelter on April 27<sup>th</sup>, consisting of 60 hotel rooms, with an option to increase to 80 rooms. Priority for rooms is based on first removing medically fragile persons from the congregate setting of area mass shelters, and then moving the non-sheltered who are self-isolating in tents.

Operation of the site is managed by United Way, Bethesda Center for the Homeless, and City with Dwellings. Services include:

1. 3 meals a day provided by Samaritan Ministries;
2. Regular medical checks for overall well-being, including temperature checks, and referral to external medical providers should the need arise;
3. Scheduled mental health and substance abuse care;
4. Case management for each individual to plan for transition from temporary shelter to permanent housing or return to the existing sheltering system; and
5. Additional supportive services to ensure a continuity of care.

Support for the medically fragile shelter is also provided by Forsyth County Public Health, including Mobile Integrative Health, and the Department of Social Services. In rotating shifts, 11 staff are onsite 24 hours per day. Two sworn law enforcement personnel are also on site 24 hours a day. These staffing levels are maintained 7 days a week. City staff conduct site visits twice weekly to ensure smooth flow of operations and provide technical assistance as needed.

Average monthly operational costs for 60 rooms at the medically fragile shelter are as follows:

|                                  |              |
|----------------------------------|--------------|
| Shelter Operator (UW, BCH & CwD) | \$48,500.00  |
| Hotels                           | \$103,000.00 |
| Security                         | \$65,000.00  |
| Bio-Hazard Cleaning              | \$3,000.00   |
| Laundry                          | \$10,000.00  |
|                                  | <hr/>        |
|                                  | \$229,500.00 |

The medically fragile shelter can operate for up to 90 days or until FEMA reimbursement eligibility expires, whichever occurs first.