

# Alternate Housing: A Coordinated Effort

*Applying a Whole Community Approach*



Alternate Housing Team  
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# Speakers

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# Overview

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- Alternate Housing Overview
- A Coordinated Effort
- Whole Community Approach
- Alternate Housing Lifecycle: Planning, Activation, Maintaining Operations, and Demob
- Best Practice Sharing with DuPage County
- Available Resources and Tools
- Upcoming Events
- Questions



# What is Alternate Housing?

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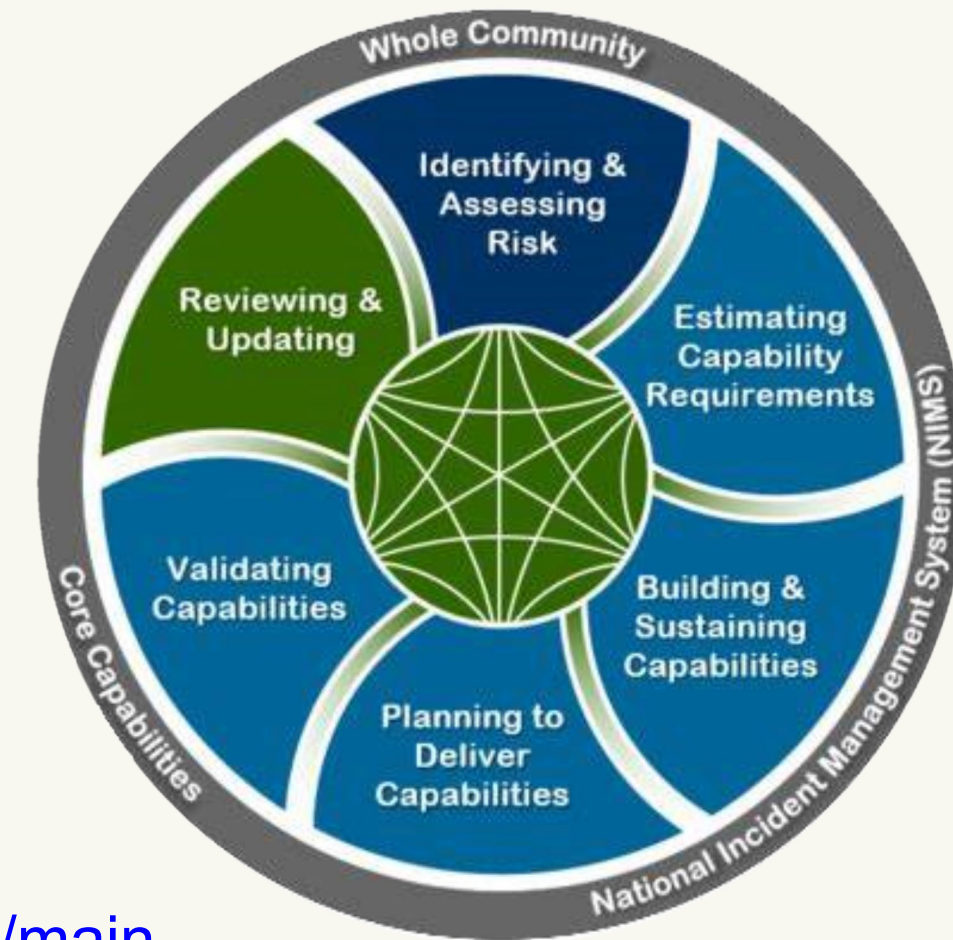


# A Coordinated Effort

- Coalition Building
  - Influence policy
  - Changing behavior
  - Building healthy community



## Emergency Planning

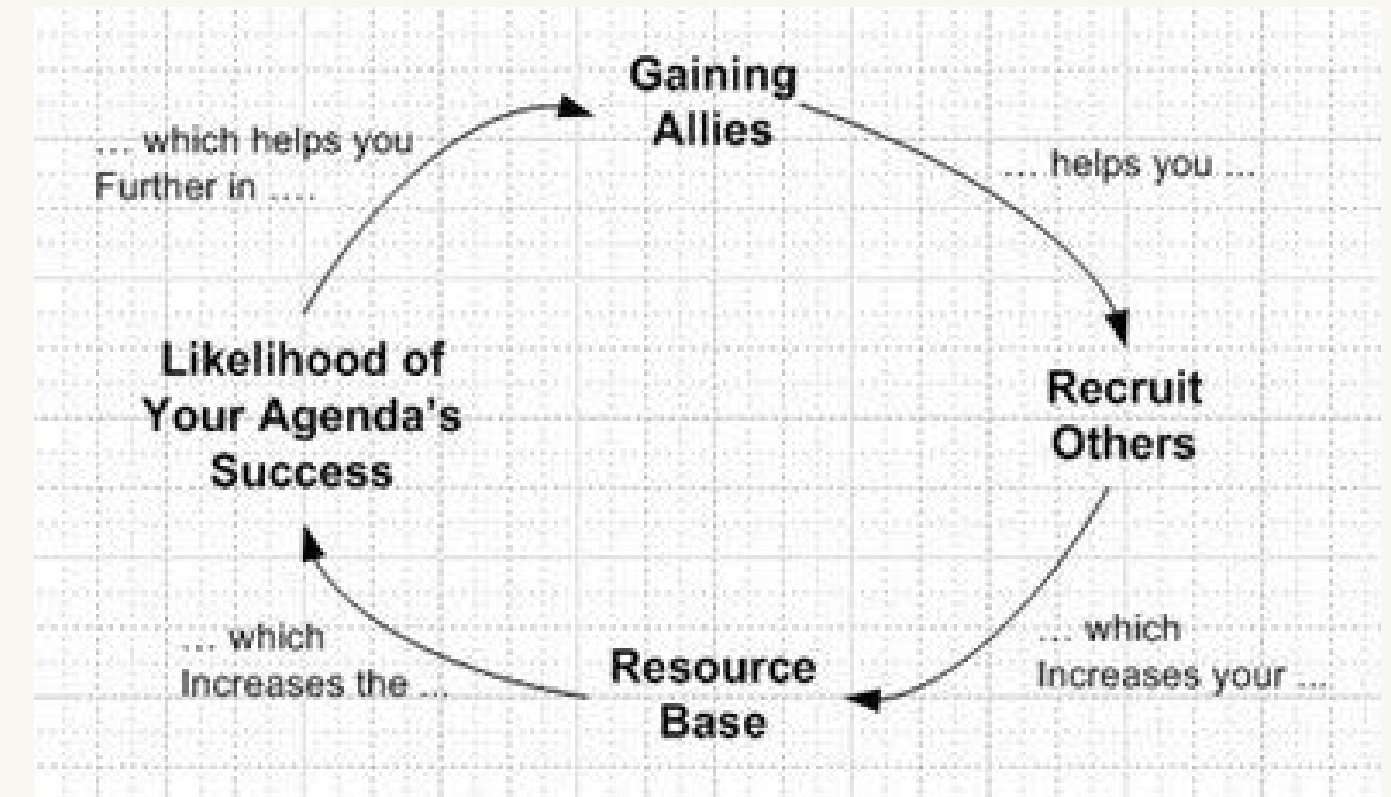


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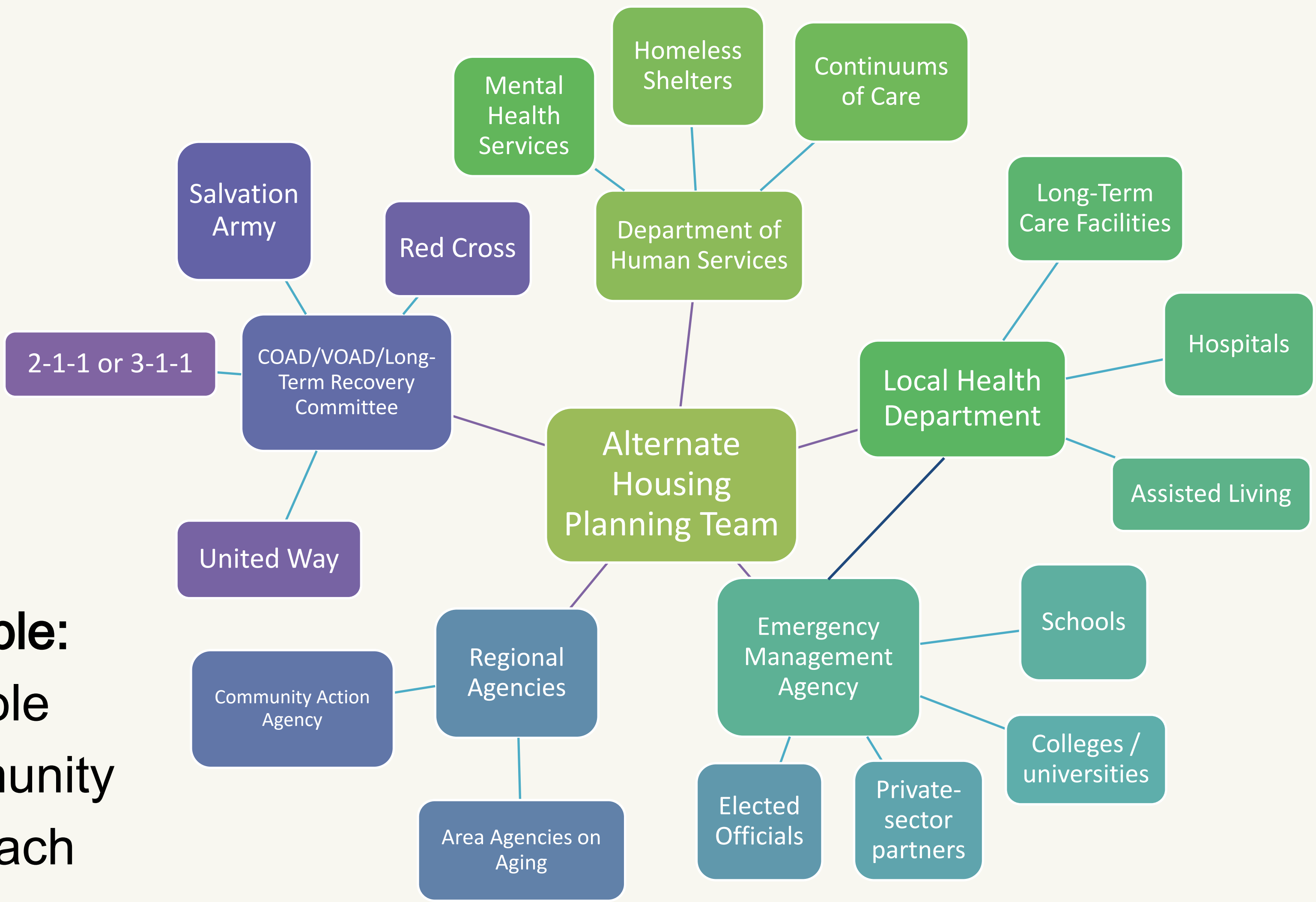
# A Whole Community Approach

- Who is in my coalition
  - Full Engagement
    - Government
    - Private Sector
    - Non-Profit Sector
    - Faith-Based Organizations
- Principals of Whole Community
  - Understand the actual needs
  - Engage and Empower all parts of the community
  - Strengthen what already works



**Tools:** [FEMA Whole Community Approach](#)





**Example:**  
A Whole  
Community  
Approach

# Recommendation for Potential Coalition Partners

- Local Health Department
- Office of Department of Human Services
- COAD/VOAD/Long-Term Recovery Committee
- Community Action Agency
- Area Agency on Aging
- Healthcare Coalition
- Schools and Universities



*Tools: Contacts on Website*





# Alternate Housing Lifecycle: Planning

- Stakeholder groups
- Education and awareness to community regarding Isolation & Quarantine
- Pre-identify: Staff & personnel for LHD screening, wellness checks, designated alternate housing coordinator, and communication channels
- Best Practices: form workgroup with subject matter experts; build on existing partnerships; engage key partners in planning process; identify gatekeeper



***Tools:** Planning Template, Flowchart for Housing Guests / First Responders*



# Alternate Housing Lifecycle: Activation

- Screening
- Assess capability to self-isolate/quarantine
  - Leverage individual’s network (own home, family, friends, etc.)
- Activate your plan
  - LHD Initial Intake & Assessment
  - Collect Paperwork
  - Facilitate Reporting
  - LHD Conduct Wellness Checks

*Initial Intake and Assessment Tool (ALL FAMILY MEMBERS WILL NEED TO BE SCREENED)*

Time: \_\_\_\_\_ Hotel Name/City: \_\_\_\_\_ Local Health Dept: \_\_\_\_\_

Family Last Name: \_\_\_\_\_ Does the family need language assistance/interpreter?: \_\_\_\_\_

Primary language spoken in home: \_\_\_\_\_

Names/ages/genders of all family members present: \_\_\_\_\_

Person and under 18, location of next of kin/parent/guardian: \_\_\_\_\_ If unknown, notify Hotel manager & interviewer initial here: \_\_\_\_\_

Home Address: \_\_\_\_\_

Client Contact Number: \_\_\_\_\_ Interviewer Name (print name): \_\_\_\_\_

INITIAL INTAKE	Circle	Actions to be taken	Include ONLY name of affected family member
1. Do you need assistance hearing me?	YES / NO	If Yes, go to Section D "Hearing"	
2. Are you a Veteran, homeless, first responder or healthcare worker?	YES / NO	If yes, please list which one.	
3. Observation by the Screener: Do you observe a bruise or patterned mark anywhere on the child, specifically on the trunk, ears, and/or neck? Question for the Caregiver with the child: Has your child has ever been harmed by someone caring for him/her? Have you ever seen a bruise or patterned mark anywhere on your child's body and more specifically on the trunk, ears and neck?	YES / NO	If yes, any of these questions should require clarifying questions and/or report to the DCFS hotline (1-800-25-ABUSE)	
4. Is minor in foster care/DCFS custody and being treated medically?	YES / NO	If yes the DCFS Guardian will need to be contacted. That hotline is 800-828-2179 Monday through Friday from 8:30 a.m. to 4:30 p.m. and after hours at 888-503-0184.	
5. Do you have a medical or mental health concern or need right now?	YES / NO	If Yes, refer to PCM or in house social worker immediately. If life threatening, call 911.	
Observation for the Interviewer: Does the client appear to be overwhelmed, disoriented, agitated, or resistant to self or others?	YES / NO	If yes, conduct abbreviated Columbia Suicide questions or PHQ9 (for children). If life threatening, call 911.	PHQ9 Link: <a href="https://www.mdcalc.com/phq-9-patient-health-questionnaire">https://www.mdcalc.com/phq-9-patient-health-questionnaire</a> Columbia <a href="http://cssrs.col">http://cssrs.col</a>



**Tools:** Initial Intake & Assessment Template, Wellness Check Guidance, Sample Voluntary Quarantine Form, Guest Expectations



# Alternate Housing Lifecycle: Maintaining Operations

- Referrals from LHD to alternate housing
  - HIPAA
  - What processes have worked best
- Regular reporting
  - Tracking for funds: # sheltered, average length of stay, underlying need/condition, types of wrap around services being provided, and average cost per individual
  - Separate data for homeless individuals
  - Showcase your efforts!



*Tools: Daily Reporting Template, Cumulative Report Template*





# Alternate Housing Lifecycle: Demobilization

- Stakeholder engagement
  - Connect with all those engaged and impacted
  - Communication is key
- Transition planning
  - Plan for transition of personnel, volunteers, and resources
  - AAR & integrate best practices into plan
  - Clearly identify process for plan reactivation, should need arise
  - Identify any other appropriate programs necessary for out-processing, such as case management programs for those with additional unmet needs



# Available Resources

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Check out the website at [althousing.iema.Illinois.gov](http://althousing.iema.Illinois.gov) for tools and resources!

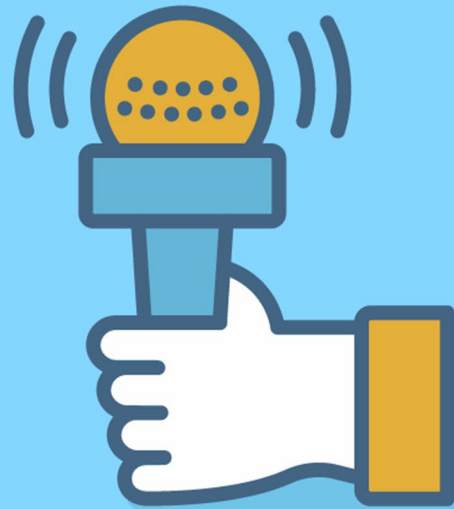
Resources include, but are not limited to IDPH Website, CDC Guidance, Red Cross Resources – Multiple Languages

Tools include, but are not limited to Intake & Assessment Guidance, Sample Agreements & Ground Rules, Wellness Check Guidance



# DuPage County

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## Alternative Housing Facility for First Responders – Wheaton College

- OHSEM coordinated with many entities to lock in a location
- Initially identified a list of motels and RV sites
- Explored vacant student housing at Wheaton College and Benedictine University
- Signed contract with Wheaton College based on many factors (e.g. 29 available units, IEMA Act, supplies)
- Developed Wheaton College -specific plan
- Signed agreement with Salvation Army for food and hydration, including scheduling pick -up and drop -off of supplies



# Alternative Housing Facility for First Responders – Wheaton College

- Developed onboarding checklist, facility use agreement, tracking form, etc.

Occupant Name	Occupant Cell (24/7)	Email	Gender	Agency Name	Supervisor Name	Supervisor Cell (24/7)	Reason for Stay	LOS (Expected)

**Shelter-in-Place, Evacuation, and Power Outage Plan**

The following plan applies to occupants of the Saint and Elliot Apartment Buildings of Wheaton College.

- 430 N. President Street, Wheaton, IL 60187
- 424 N. President Street, Wheaton, IL 60187
- 418 N. President Street, Wheaton, IL 60187

**1 Shelter-in-Place**

1.1 Shelter in place means finding a safe location indoors and staying there until it's safe to do so. You may be asked to shelter in place because of an active threat; tornado; or chemical, radiological, or another hazard.

FOR OFFICE USE ONLY:		OCCUPANT LAST NAME: _____	
ASSIGNED BUILDING: _____		ASSIGNED APT. NUMBER: _____	
START DATE: ____/____/____		ANTICIPATED END DATE: ____/____/____	
OHSEM Intake Form for Alternative Housing for First Responders			
A. OHSEM Interviewer Information			
Interviewer Name: _____		Date/Time: _____	
B. Occupant Information			
Last Name: _____		First Name: _____	Gender: _____
Mobile (24-hour) Number: _____		Email Address: _____	
Does the occupant need language assistance? Yes / No If yes, primary language spoken: _____			
If yes, identify plan for interpretation: _____			
Home Address: _____		County: _____	
Emergency Contact Name: _____		Relationship to Client: _____	
Primary Phone Number: _____		Secondary Phone Number: _____	
C. Employing Agency Information			
Agency Name: _____		24-Hour Contact Number: _____	
Address: _____			
Supervisor Name: _____		Supervisor Phone Number: _____	
D. Overnight Vehicle Parking Information			
Make: _____		Model: _____	Color: _____
License Plate: _____		State: _____	
E. INITIAL SCREENING		CIRCLE	ACTIONS
1. Do you need assistance hearing me?		YES / NO	If YES, answer questions 1a-1d. If NO, continue to question 2.
2. Will you need assistance with understanding _____			If YES, ask the next two questions.
NOTES			





## Alternative Housing Facility for First Responders – Wheaton College

- Issued a joint press release and memo ( <https://www.dupageco.org/Content.aspx?id=62746>)
- On April 22, facility went live
- On April 24, onboarded our first occupant (healthcare worker needing isolation)
- On May 5, OHSEM transitioned the project over to DCHD while remaining involved for demobilization as the Licensee
- On June 8, demobilized and returned apartments back over to Wheaton College
  - Coordinated cleaning between DuPage County Facilities Management and Wheaton College
  - Conducted final walk-through (e.g. return keycards, ensure signage is removed, etc.)





## Transitioning Alternative Housing Facility for First Responders

- Decision to transition to Health Department was made to streamline DuPage process for potential occupants
  - Original process had multiple calls and returning calls
  - New process combined initial call with intake/onboarding steps
- DCHD had nurses performing intake to go over medical/psychiatric screen and reviewing medical history as well as any other current issues or concerns to maintain occupant confidentiality



## Maintaining and Building Alternative Housing

- DCHD staff performed wellness checks daily per phone
- DCHD staff onsite a minimum of 3 days a week for trash removal, food, other needs
- DCHD had weekly calls with hospitals, and mayors/managers to report on availability of units for first responders
- Internal strike team for housing “non first responders” developed to meet and begin more sustainable plan addressing:
  - Homeless
  - Behavioral Health
  - Long Term Care



## Regional Alternative Housing

- With the assistance and coordination from IDPH, DuPage County Health Department (DCHD) visited the regional sites in Schaumburg
  - Best practices as well as lessons learned were shared as DuPage worked to stand up a local alternative
- DCHD had nurses performing this intake as well to go over medical/psychiatric screen and reviewing medical history as well as any other current issues or concerns prior to making the referral
- Information was then submitted to local EMA for entry into Web EOC
- Once approval granted through IEMA and Cook client arrival was coordinated





## Regional Alternative Housing – Onboarding and Monitoring

- What worked
  - Daily wellness checks preformed virtually with county occupants and communicated with Cook staff onsite
  - Coordination of meals with caterer
  - Coordination of laundry
  - Hyatt staff were an integral part of the entire process
  - On-going communication with Cook as well as IEMA was maintained
- Recommendation
  - Streamlining one of the steps, either eliminating LHD to preform initial screen or requiring submission to local EMA vs right to IEMA



## Alternative Housing – Today in DuPage

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- Sites explored
  - Hotels (either operational or vacant), RVs, Forest Preserves, Camps
  - Vacant properties including new housing complexes not yet occupied, LTC centers with vacant wings, and MLS Commercial property
- Identified location, visited, negotiated long -term lease, operational 6/12/2020
- Established DCHD email and phone number for easy community use
- Same screening process
- Will accommodate quarantine and isolation occupants
- Hotel will be used as a back up plan or overflow site



# Upcoming Events

The Alternate Housing Team will be hosting workshops:

- June 23 Workshop #3: Programs and Funding
- June 25 Workshop #4: Best Practice Sharing
- July 1 Workshop #5: Wrap Around Services & Planning for All





# Questions?

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