

Metro public health department

TEMPORARY LODGING PROPOSAL

For At-Risk Nashvillians During COVID-19

OVERVIEW

i *After being exposed to or contracting COVID-19, all Davidson County residents are required to quarantine or isolate themselves for a minimum of 10 days. For residents in multi-generational households, those experiencing homelessness, or individuals and families who are unstably housed, there are few affordable options. It is the purpose of this proposal to outline a temporary program that would provide hotel rooms or temporary housing to these individuals and families, during the length of their quarantine or isolation period.*

The Objectives

i *To provide at-risk Nashvillians with safe places to quarantine or isolate after exposure to, or contraction of COVID-19*

- Need #1: Metro Public Health Department and community non-profit partners have created a plan: “At-Risk Nashvillian COVID Response Plan”. This plan is meant to address the needs of immigrants, refugees, and new Americans whose primary language is not English, and who are particularly susceptible to the effects of COVID-19. Many New Americans live in multi-generational households where it is challenging to isolate away from non-infected family members. These community members who have been exposed to or contracted COVID-19 need a secure place to isolate to reduce transmission throughout their large households. This at-risk plan is in its final stages; Conexion Americas will aid MPHD in placing cases and contacts in hotel rooms where needed.
- Need #2: For those experiencing homelessness, there are two emergency shelters run by Metro government agencies. The Women’s Shelter (at Municipal Auditorium) has total capacity to temporarily house 200 women. The Men’s Shelter (at Nashville Fairgrounds) has a maximum capacity of 200 men. At the Fairgrounds property, there is one Expo building dedicated to housing individuals and families who have been exposed to or contracted COVID-19. Capacity for exposed contacts is: 4 families, 23 women, and 32 men. Capacity for positive cases is: 4 families, 23 women, and 40 men. The current capacity for families is not enough to cover the actual need for temporary sheltering. People who are experiencing street homelessness often live with pets. One barrier to

them entering temporary sheltering is the inability to bring the pets into general sheltering, quarantine, or isolation space. The option to house people in a variety of settings – tailored to their personal requirements – needs to be quickly addressed with increased winter sheltering demands looming.

The Opportunities

i *Metro Public Health Department (MPHD) and Metro Social Services (MSS) have identified community partners and hotels willing to work through the needs outlined in this proposal*

- Goal #1: an immediate hoteling location that would be available for at-risk Nashvillians
- Goal #2: a flexible housing option that can provide trauma-informed care for those who are street homeless
- Goal #3: a flexible housing option that could accommodate individuals or families with pets

The Solutions

i *MPHD and MSS have continued to evaluate and address needs of at-risk Nashvillians to provide evidence-based solutions during COVID-19*

- Recommendation #1: contract with The Hayes Street Hotel or similar to procure 1 floor or (17 rooms at The Hayes) between September 1, 2020 and December 31, 2020, with the option to extend into 2021 with available funding
- Recommendation #2: a contract to fund final construction of The Village at Glencliff and subsequent rental agreement
- Recommendation #3: post-construction, begin to rent The Village at Glencliff from September 2020 through December 2020, with the option to extend into 2021 with available funding

OUR PROPOSAL

i *Davidson County has over 20,000 confirmed cases of COVID-19. Metro government has implemented evidence-based closures, executive orders, and preventive measures to further prevent the spread of COVID-19 in the county. This proposal aims to reduce the risk of large, multi-generational household spread and community spread among the homeless population.*

This proposal is intended to act as a supplement to the “At-Risk Nashvillian COVID Response Plan”. MPHD and MSS have developed solutions to provide temporary housing and wrap around services to at-risk Nashvillians affected by COVID-19. By providing the following services to at-risk populations, Metro government can adequately address the needs of these communities while preventing further spread of COVID-19 in high-density living situations:

- Hotel rooms coordinated by MPHD and partner agencies
- Case and contact monitors through routine case and contact follow up at MPHD
- Community health workers (CHWs) that are paired with certain cases and contacts through existing partnership with Siloam
- Delivered meals from community partners
- Flexible lodging options through The Village at Glenclyff
- Trauma-informed care from Neighborhood Health and mental health partners
- Housing navigation from MSS

Execution Strategy

i *This is a multi-pronged, multi-agency approach intended to deploy a variety of Metro agencies and community partners. Each agency and partner are intended to act as a community and content expert, all working in concert to address each need of the affected individuals and families.*

Project Outline

For Nashvillians who are unstably housed or experiencing homelessness and affected by COVID-19, there are multiple methods that can be used to refer individuals and families to temporary housing resources. Currently, the most common methods are discharges directly from emergency department or hospital case managers, and from community nonprofit case managers, to MPHD’s regional healthcare

coordinator. Individuals residing at the Metro shelters are transported to the COVID Expo at the Fairgrounds. Often, the Nashville Rescue Mission (both men's and women's campuses) refers positive cases or exposed contacts directly to MPHD. We expect referrals from other organizations like family and women's shelters to increase as the program is advertised throughout the community and can address more family needs. To date, there have been over 185 confirmed cases of COVID-19 among people experiencing homelessness since the local outbreak began in March 2020. This is not an all-inclusive list of referral methods; MPHD will allow flexibility for community referrals to accommodate as many people as the program can allow.

For at-risk Nashvillians in crowded or multigenerational households, referrals are made through two channels. Individuals and families who express need to MPHD or community partners are referred to Community Health Workers (CHWs) who are language-concordant and connect individuals to additional resources. These CHWs will connect individuals who need separate accommodations to the hotel coordinator at Conexion Americas. Individuals that call into the COVID Hotline or other assistance lines who express a need for additional accommodations will be referred to a navigator at Conexion Americas for assessment and enrollment and will also be referred to a CHW for longer follow up and support. Approximately 35% of confirmed COVID cases have identified as members of immigrant, refugee, or otherwise new Nashvillians since the local outbreak began in March 2020, or approximately 7,170 cases.

Guests from either at-risk population and corresponding referral stream can be either COVID positive cases (both asymptomatic and symptomatic) who require isolation, or contacts who have been in contact with a COVID-19 case and are required to quarantine.

This proposal aims to serve 150 people in these case cohorts between September 1, 2020 and December 31, 2020 and 125 additional cases from Jan 1, 2021 to March 30, 2021 if additional funding is acquired.

Hoteling

Guests will be allotted one hotel room per adult. If the adult is a caregiver to minor children, those children will be allowed to stay in the same room as their adult caregiver. While at the hotel guests will have access to use the hotel phone for local calls should they need to contact family members, speak with their medical providers, and be monitored by MPHD case or contact monitors. The following are general guidelines set forth by MPHD:

- a. Guests will stay on average 7-14 days; length of stay varies by case
- b. Guests will be checked in by a Metro employee and escorted to their room while wearing PPE, potentially via service entrance, service elevator, or stairwell depending on hotel configuration.
- c. Transportation of guests to and from hotel will be prearranged and provided by Neighborhood Health or a Metro employee if they do not have their own transport

- d. Guests with their own vehicles can park in a validated hotel lot and MPHD will cover the cost of parking during their stay

The hotel rooms will not receive in-person housekeeping services from hotel staff. The following accommodations will be made so that the cases and contacts are kept comfortable while housekeeping staff is kept safe:

- a. Hotel will follow CDC guidelines for all cleaning and laundry services
- b. Any items like towels, sheets, or toiletries will be delivered by “knock and drop” or contactless delivery methods
- c. Housekeeping will provide extra garbage bags
- d. Guests will bag disposable items and trash in provided bags, call the front desk for a pickup, and leave the bags outside the door
- e. Housekeeping will double bag the pre-bagged items and dispose of them immediately
- f. Rooms will be left empty for 24 hours after guest checkout, before cleaning

There are several possible configurations for meal planning and deliveries. MPHD, MSS, and the selected hotel are entitled to select the option that best suits each organizations’ capabilities. The following is a list of options which are subject to modification until specific contracts are agreed upon:

- a. Hotels will provide disposable cutlery and dishes
- b. Continental, and shelf-stable breakfast can be provided by community partners or the hotel, based on contractual agreements
- c. Lunches can be delivered by either MSS or community partners such as Second Harvest Food Bank or faith-based organizations. Lunches can be delivered by “knock and drop” or contactless delivery method
- d. Dinner meals will be provided by the hotel and trash will be handled as described above
- e. Extra snacks and non-alcoholic beverages can be delivered by hotel staff via “knock and drop” delivery and will be covered by MPHD (subject to contract agreements and daily per diem budgets set forth by Metro)

MPHD and MSS will provide monitoring of guests. The following is a suggested set of guidelines and is subject to change based on the organizations’ capabilities:

- a. MPHD will provide standard COVID-19 case and contact monitoring: every other day calls for routine case and contact monitoring
- b. MSS outreach workers will provide daily contact with guests experiencing homelessness

- c. MSS or partnering homeless outreach organizations can provide a “hall monitor” to ensure guests are not interacting with one another and/or to facilitate smoke breaks for adults who smoke
- d. Guests will have phone access only limited to local calls

The Village at Glenclyff

The Village at Glenclyff can provide residential respite services for individuals experiencing homelessness who have been exposed to or contracted COVID-19. The Village at Glenclyff is a grant-funded project, consisting of 12 furnished micro-homes: each with its own kitchenette, bathroom, living, and sleeping areas. The micro-homes could accommodate couples and their pets or small families. The residential spaces are also located conveniently at the intersection of I-24 and Thompson Lane, in a semi-isolated area away from other homes, schools, and public spaces. Construction of the property is currently ongoing and can be finished by September 1, 2020 with upfront funding of \$200,000. The Village at Glenclyff is offering Metro government the options to either: spend \$200,000 to fund the final stages of construction or to rent the entire property from September 14, 2020 through the end of the year. The entire 12-home property is being offered to Metro government through December 31, 2020 for \$180 per micro-home, per night. The contract could then automatically renew while also having the right to terminate, without cause, by providing the Village at Glenclyff with least 60 days advance written notice. The Village at Glenclyff could offer a contract to provide the property and services (below) indefinitely for the duration of the COVID-19 pandemic, should needs persist and funding be available. The Village at Glenclyff would consider an initial agreement with Metro or another entity to provide these residential spaces and services outlined below:

- a. Furnished micro-homes, each with its own kitchenette, bathroom, living, and sleeping areas (capacity 2 adults and 2 pets, each)
- b. Prepared meals as necessary delivered to the individual
- c. Food boxes and supplies for self-preparation delivered to the individual
- d. Daily medical monitoring
- e. Non-emergency medical transportation*
- f. Telehealth, telepsych, and teledentistry visits (particularly for pain) as needed and establishment of ongoing health care home*
- g. Individual telephones with access to 911, Neighborhood Health after-hours medical providers, and Mobile Crisis
- h. Case management/housing navigation
- i. SSI application assistance for those who have a medical and/or behavioral health disability*

* Provided in partnership with Neighborhood Health

Timeline for Execution

i *In the table that follows, include all important dates related to the project, broken down by date and duration. Key project dates are outlined below. Dates are best-guess estimates and are subject to change until a contract is executed.*

Description	Start Date	End Date
Hoteling Contract (Initial Phase)	Sep 1, 2020	Dec 31, 2020
Hoteling Contract (Secondary Phase)	Jan 1, 2020	Mar 31, 2021
Conexion Americas Hotel Support	Sep 1, 2020	Mar 31, 2021
Metro Social Services Hotel Support	Sep 1, 2020	Mar 31, 2021
The Village at Glenclyff Final Construction	Aug 17, 2020	Sep 1, 2020
The Village at Glenclyff Rental Agreement (Initial Phase)	Sep 1 2020 or Sep 14, 2020	Dec 31, 2020
The Village at Glenclyff Rental Agreement (Secondary Phase)	Jan 1, 2020	Mar 31, 2021
Neighborhood Health Housing Services Support	Sep 7, 2020	Mar 31, 2021
Metro Social Services Housing Services Support	Sep 7, 2020	Mar 31, 2021
Community Partner Meal Delivery (Hotels and Housing)	Sep 1, 2020	Mar 31, 2021

BUDGET FOR HOTELING

Lodging and Food	Unit Cost	Total Cost
Hotel room <i>*based on the requirement at Hayes to book entire floor at a time (17 rooms for 122 days)</i>	\$69	\$143,106
Lunches <i>*150 cases and contacts with an average 10-day stay at \$12/ lunch</i>	\$12	\$18,000
Dinner <i>*150 cases and contacts with an average 10-day stay at \$20/ dinner</i>	\$20	\$30,000
Total Lodging Costs Costs		\$191,106
Incidentals and Supplies		
Miscellaneous Supplies <i>*can include parking, disposable items, print materials, extra snack foods, or other unknown needs of cases and contacts while in isolation or quarantine</i>		\$5,000
Total Incidentals and Supplies Costs		\$5,000
Total		\$196, 106

BUDGET OPTIONS FOR THE VILLAGE AT GLENCLIFF

Construction	Unit Cost	Total Cost
Final Construction Costs	\$16,667	\$200,000
Total Construction		\$200,000
Lodging		
Micro-home rental	\$180	\$263,520
<i>*based on the requirement of The Village to book all units (12 units for 122 days)</i>		
Total Lodging Costs		\$263,520
Incidentals and Supplies		
Miscellaneous Supplies		\$5,000
<i>*can include disposable items, print materials, extra snack foods, or other unknown needs of cases and contacts while in isolation or quarantine</i>		
Total Incidentals and Supplies Costs		\$5,000
Total		\$468,520
Project Grand Total		\$664, 626

CONCLUSION

i *While Metro government was quick to stand up an emergency COVID response shelter and address the needs of many community members, as the COVID-19 pandemic extends into the second half of the year, many needs still stand without solutions.*

This proposal is set to address the most pressing needs for at-risk Nashvillians during the COVID-19 pandemic. By providing temporary housing and wrap around services, intended to prevent spread throughout our most susceptible populations, we protect all our citizens and prevent cases in our highest risk settings.

Thank you for your consideration,

Metro Public Health Department
COVID Response Team