



Hotel Placement for Homeless Patients

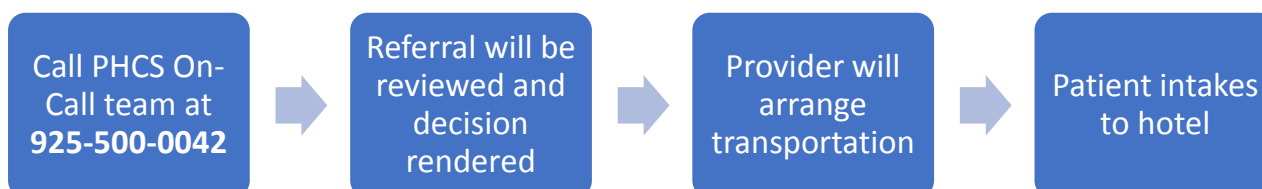
The State of California and FEMA are providing funding for high-risk homeless patients and/or families to be placed in hotels to slow the spread of COVID-19 and prevent poor outcomes to at-risk patients. Contra Costa County has moved over 250 individual and families out of congregate shelters to hotels. Unsheltered patients can be moved into a hotel if they meet the following criteria.

- Patient is homeless, according to HUD Criteria, prior to referral being placed
 - Currently unsheltered (e.g. street, encampment)
 - Currently living in uninhabitable area (e.g. car, garage)
- Patient is over 65 and/or has certain underlying medical and/or mental health conditions
 - Eligibility criteria is based on FEMA requirements that indicate a person may be at-risk for serious complications from COVID-19
- Patient must be able to independently perform activities of daily living and be able to live safely in a hotel room under shelter in place guidelines.
- Patient agrees to hotel program agreements (see FAQs)
- *The referring provider is either an Emergency Department, hospital, or CORE (additional referral sources may be added as space allows)*

****This is a voluntary program. Only those individuals/families who want to enter a hotel and abide by program agreements should be referred. Please review FAQs for more information***

If a patient meets the above three criteria, please make a referral by:

1. If patient is deemed stable for discharge, call Public Health Clinical Services On-Call Team (**925-500-0042**) to conduct a basic eligibility pre-screening. *Note: If you are calling from a landline and get a busy signal, please call again from a cell phone. Certain landlines seem to be getting blocked.*
2. PHCS On-Call team will review case with medical/behavioral health team and call back with placement decision. All patients must meet FEMA requirements.
3. Referrals will only be processed M-F 8:00 AM – 4:30 PM
4. Referring provider is responsible for providing transportation to the hotel, medications that are necessary, and any DME required for the patient to be independent.



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Project Room Key FAQ

Who is eligible for placement into hotel rooms?

Hotel rooms are available to 1) people (including families) experiencing homelessness that are COVID-19 positive or symptomatic, and need a safe place to isolate, and/or 2) people experiencing homelessness that are not COVID-19 positive or symptomatic but are vulnerable to complications should they become infected. Unsheltered individuals may be eligible to move into a hotel if they are over 65 years of age, and/or have certain underlying medical or mental health conditions that put them at high risk of complications from COVID-19. Patients will be screened carefully to ensure they are able to live safely in a hotel and will comply with the hotel program agreements

Where are the hotels? How many rooms are available?

Hotels are placed in West, Central, and East County. Placement will be determined both on client location and room availability. Contra Costa County has over 500 rooms available for sheltered and unsheltered homeless persons, and an additional 100 rooms for homeless persons that are COVID-19 positive or pending test results.

Who can refer into a hotel?

Emergency Departments, psychiatric emergency departments, hospitals, and CORE can refer unsheltered patients into hotel rooms. Additional referral sources may be expanded in the future.

How does someone get placed into a hotel?

The referring provider should call the PHCS On-Call team at 925-500-0042 Monday – Friday, 8:00 a.m. – 4:30 p.m. An initial screening will occur that will confirm whether the individual and/or family meets the homeless criteria needed for placement (as defined by The Department of Housing & Urban Development). If the patient meets this criteria and is over 65 and/or has underlying medical conditions, the referral will be passed onto a medical team that will review patient's background and medical chart to ensure the patient meets FEMA guidelines for placement AND is able to independently perform activities of daily living and able to live safely in a hotel room. Referrals will only be granted from 8:00 AM – 4:30 PM Monday – Friday.

Are there rules at the hotels?

Yes, there are program agreements in place at each of the hotels that need to be complied with in order to ensure the health and safety of all hotel guests and staff. All hotel guests will need to comply with the State's shelter in place order and failure to do so may result in a discontinuation of hotel stay. There is a 24/7 contracted on-site service provider at each hotel site to support the needs of guests and to ensure that program agreements are being adhered.

- 1 garbage or tote bag full of clothing and hygiene products only
- Outside guests are NOT permitted on site and/or in your room

- Residents do NOT have access to their own keys
- Disorderly and/or unsafe conduct is not permitted on property
- Use of alcohol and/or drugs is prohibited on the hotel property or in your room
- No Smoking indoors. All smoking is to be done in designated smoking areas.
- Your stay here is temporary, and space is limited
- The on-site provider and/or motel has the right to cancel your stay if you damage the room
- Curfew for all residents is at 10:00pm

How long can people stay in the hotels?

People can stay in the hotel until Contra Costa County's Health Officer deems congregate shelters to be safe for re-opening.

Do you provide transportation to the hotel?

Transportation is the responsibility of the referring provider. The patient should be immediately transferred following approval of referral. The patient should not be sent to the hotel until approval is granted and hotel assignment given.

What services are available at the hotel?

Medical and Behavioral Health services will be provided by Contra Costa Health Services. Each resident will receive telehealth check-ins and visits, and on-site services will be available as needed. There is an on-site service provider at each of the hotels and they are staffed 24/7. All hotel residents receive 3 meals per day and snacks, are provided hygiene supplies, have laundry and cleaning services and are able to receive additional services from the on-site service provider if a need arises.