

**From:** Housing, COVID  
**Sent:** Wednesday, September 30, 2020 10:03 AM  
**To:** Housing, COVID <[COVIDHOUSING@acgov.org](mailto:COVIDHOUSING@acgov.org)>  
**Subject:** Operation Comfort Service Expansion- Crisis Residential Treatment

Hello Project Roomkey Partners,

Beginning **Thursday, October 1**, a **Crisis Residential Treatment (CRT)** option will be available at Operation Comfort! This expansion of the existing Operation Comfort model was developed in partnership with Alameda County Health Care and Behavioral Health Services, ABODE Services, Healthcare for the Homeless, and Telecare Corporation who will be operating much of the expanded program services.

As a part of the California Department of Social Services' Project Roomkey/Housing and Homelessness COVID Response, Alameda County's Operation Comfort provides short-term isolation or quarantine for individuals who have tested positive for COVID-19, are experiencing symptoms of COVID-19, or have had significant exposure to COVID-19.

Onsite services for this new unit will include behavioral health, daily psychiatric services, and 24/7 nursing support to assure vital signs can be monitored and medication support can be provided.

#### **ESSENTIALS AT A GLANCE**

The target population for this service includes individuals who meet **all** of the following criteria:

- Experiencing homelessness in Alameda County
- Have tested positive for COVID-19, are experiencing symptoms of COVID-19, or have had significant exposure to COVID-19
- Have behavioral health and/or SUD needs at a level of acuity appropriate for a CRT setting (often coming from other acute units, emergency rooms, or residential placements)

Hours of Operation: On-site services available 24/7. Referrals processed between the hours of 9:00am-10:00pm, 7 days per week.

#### **REFERRALS**

Continue to make referrals using the **Operation Comfort Hotel Screening & Referral Form:**

<https://forms.gle/yQxdSFtwX5g7n2U8A>

- Referrals should be filled out as completely as possible and can be sent at any time; referrals are reviewed in the order they are received.
- After the online referral has been submitted, the person who made the referral will be contacted for phone screening. This will include a medical screening from a doctor to assess the need for Operation Comfort services (**see attached MD screening tool**). This may also include a screening with a representative of ACBH to assess the need for CRT services.

*Please note, individuals within the behavioral health and/or SUD systems of care that do not require services at the CRT level of acuity can still be referred to Operation Comfort for isolation or quarantine using this same web link.*

## PREPARATION

Once an individual has been accepted to Operation Comfort, the referring organization will...

- Be informed of estimated arrival time for pick up/intake
- Assist with coordinating the pick-up with the transportation, if needed
- Prepare the individual for transport:
  - Refer to annotated provider checklist (attached) for FAQs about what to expect onsite
  - Provide 30 day supply of medication, when possible
  - Assure belongings are secured for transport. Guests may not bring more than one 64-gallon size plastic bag of belongings, please negotiate this before transport arrives
  - Guests may bring 1 pet on a leash that responds to verbal commands

## RESOURCES

- For questions about this referral process contact: [COVIDhousing@acgov.org](mailto:COVIDhousing@acgov.org)
- For County COVID information go to: <http://acphd.org/2019-ncov.aspx>
- For additional information about Project Roomkey go to: Statement Regarding COVID-19 Hotel Resources

Thank you for all your efforts to support the health and well-being of our community during this unique time!

Operation Comfort Operations Team