



Alameda County Health Care Services Agency



PROJECT ROOMKEY: ALAMEDA COUNTY OPERATION COMFORT & OPERATION SAFER GROUND

Protecting the Health & Safety of Our Community

Hotel rooms provide a safe environment for isolation and recovery.



Client Criteria

OPERATION COMFORT:

Homeless individuals who:

- Tested positive for COVID-19 OR
- Experiencing symptoms of COVID-19 OR
- Been exposed to COVID-19

Individuals who are not homeless who have tested positive for COVID-19 AND live in one of the following settings:

- Congregate living facility (ie. group home residential treatment facility) where isolation is not possible OR
- 4+ people over age 12 per room OR
- 3+ people over age 12 per room with an exceptional health condition present

*OPERATION SAFER GROUND:

Homeless individuals who meet the following:

- Over the age of 65 AND/OR
- Medically fragile; high risk with a variety of specific health conditions

*The initial list of individuals prioritized for Operation Safer Ground has been generated from available data. Health Care Services Agency staff are adding alert flags in the Homelessness Management Information System (HMIS) to notify provider agencies. Providers should ensure HMIS records are up to date and include relevant assessment information for their sheltered and unsheltered clients.

Note: Unaccompanied minors will not be allowed to shelter at the hotels.

Referral Agencies



For a listing of approved referral agencies, click [here](#).

- Clinics and Hospitals
- Shelters
- Santa Rita Jail
- Outreach Teams



If you are an organization doing work in Alameda County with individuals experiencing homelessness and would like to be considered for addition to this list, please send an email to: covidhousing@acgov.org.



Referral Process

Referring Agencies will:

- For clients who **meet eligibility** criteria, contact your agency or program's designated referral liaison. They can inform authorized staff how to complete the referral process.
- For clients who **do not meet eligibility** criteria, the county is working diligently on efforts to expand capacity. Guidance will be provided once available.

Operation Safer Ground:

- The initial list of prioritized individuals was generated from available data.
- Health Care Services Agency (HCSA) staff are adding alert flags in the Homelessness Management Information System (HMIS) to notify provider agencies.
- Providers should keep HMIS records up to date and include relevant assessment information for their sheltered and unsheltered clients.

Important:

- To maintain the health and safety of on-site staff and clients **NO WALK-INS** will be accepted.
- Referrals must be received by 10 pm for same day screening. Referrals received after 10 pm will be screened the following workday.

Have Questions?



For COVID isolation housing questions, contact:

COVIDHOUSING@acgov.org



www.acphd.org
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