

# 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 meet the following:

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

#### \*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](mailto: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 7 pm for same day screening. Referrals received after 7 pm will be screened the following workday.

### Have Questions?



For COVID isolation housing questions, contact:

[COVIDHOUSING@acgov.org](mailto:COVIDHOUSING@acgov.org)

