

**Nevada County Responds to the COVID Crisis:
Emergency Sheltering and Social Services Support**

OVERVIEW: Nevada County recognized the immediate need to support our community and our Public Health Department as our entire County grappled with the increasing COVID-19 cases.

CHALLENGE: Public Health needed to be able to refer high-risk, resource deficient COVID positive customers to a case manager during their periods of isolation. Given the well-known mental health challenges associated with COVID-19, increased anxiety and depression, housing challenges, employment insecurity, and a lack of natural supports, many COVID positive and potentially exposed people were not maintaining isolation or quarantine and were exposing the community to infection by going to work, pharmacies, or other errands and by staying with family or roommates despite the need to isolate.

SOLUTION: Nevada County assembled a collaborative team from several departments to troubleshoot COVID emergency housing needs, public health support, social services support, and COVID friendly transportation resources.

INNOVATION: Nevada County actively worked and secured eight travel trailers from Southern California to accommodate the anticipated COVID emergency shelter needs. Once here, all eight travel trailers needed to be leveled and hooked up to sewer, water, and electrical. Multiple shopping trips were made to set-up each travel trailer with needed supplies. Social services staff met every customer at an available travel trailer to unlock it and provide the customer with an operational tour on how each appliance worked. Every day, including weekends, individual groceries, medications, and personal needs items were purchased and delivered for each customer while in isolation. Social services staff worked with customers to resolve any financial assistance needs while providing a much-needed emotional lifeline. When the travel trailers weren't available, the Team pivoted quickly to secure local motel rooms. Social services and probation worked in collaboration to provide needed COVID secure transports. This Team works

collaboratively to solve COVID challenges, responds timely to urgent needs 7 days a week, and consistently develops coordinated backup plans for program coverage. This Team is still actively engaged in supporting COVID positive community members throughout the length of their quarantine or isolation and connecting them with ongoing supports that are identified during the assessment. These ongoing supports have included connection to sustainable benefits (unemployment, CalFresh, MediCal, etc), rental assistance, housing support, childcare resources, ongoing mental health supports, and ongoing medical care.

RESULTS: To date, we have served 267 high-risk, minimally resourced customers who have been impacted by COVID-19. We have spent \$56,575.15 for tangible support services for our customers. Our customers have been incredibly appreciative of the support we have been able to provide. Public Health and our local health care providers and hospitals are able to refer patients to us to be discharged safely and supported. This has kept our entire community safer in addition to improving the lives of the patients and their families.

REPLICABILITY: COVID-19 has challenged our entire agency to look at how we provide services and what is possible with a little ingenuity, hard work, and collaboration. This experience, although challenging, has strengthened relationships across departments, improved team morale, and increased collaboration with our community partners. This model could be used by other Counties and easily modified to fit specific County needs. Funding has been primarily COVID specific allocations, but we are also able to leverage social services dollars through effective time study reports to applicable programs and by utilizing other department revenue sources when appropriate (probation funding, MediCal billing, etc).

PROGRAM OR PROJECT CONTACT: Rachel Roos | Director Social Services |

950 Maidu Avenue, Nevada City, CA 95959 | rachel.roos@nevada.ca.us | 530-265-7077