

## Test, Trace and Treat (T3)

- 1. I have heard that we should not send people to the Emergency Department because this will overwhelm the system.**

This is correct. People should only be sent to an Emergency Department if they are in distress and need immediate medical attention. For others who may be experiencing symptoms, isolate them within the program and contact the 2-1-1 Nurse Triage Line.

- 2. Are our area hospitals that are serving our homeless populations aware of the procedure to connect them to a room?**

Yes, the County has had conversations with directors at the local hospitals and Emergency Departments and they are aware of the procedure to access temporary lodging. The Nurse Triage Line is available from 7:00 a.m. to 9:00 p.m. to further support clinics.

- 3. Where are previously unsheltered people who are finishing isolation in hotel rooms being released to after quarantine is over?**

For people who have been isolated in hotel rooms and are now cleared to leave, the County is working closely with primarily the City and Convention Center to refer these individuals to shelters.

- 4. Are there any contact tracing activities happening for positive cases? How are local agencies and homeless service providers involved in the contact tracing activities? Is a City contacted or local providers contacted in this process? If one of my unsheltered clients was placed or tested positive, how are providers that they have had contact with made aware?**

Yes, the Epidemiology Unit of Public Health Services is contacting every individual who tests positive with COVID-19 to conduct contact tracing. The staff from this unit will contact the shelter if someone has tested positive for purposes of contact tracing. The entities involved in contact tracing are those who came in direct contact with the individual. Due to HIPAA requirements, cities and local providers cannot be contacted, unless there is a reason for County staff to contact you as part of the investigation of who may have come in close contact with the individual. The provider who ordered the test or placed the client notifies close contacts. [Learn more here.](#) You may contact the Epidemiology Unit by phone at (619) 692-8499. For urgent matters on evenings, weekends or holidays, dial (858) 565-5255 and ask for the Epidemiology Unit duty officer. More information can be found on the [Healthcare Sector website.](#)

- 5. Are we continuing to try to match and house homeless clients during this isolation period?**

Yes. If someone is isolated, then the goal continues to be to link them to housing for long-term health and stability.

- 6. There are people getting released from local custody with nowhere to go. How can Housing Navigators working with the Public Defender's office be made aware of shelters that have capacity?**

Contact 2-1-1 and connect these people with a [Homeless Access Site.](#)

**7. When will the antibody testing be widely available?**

Antibody testing detects if someone has been exposed and has since recovered. As this is the novel coronavirus, it is still not known what the chances are that someone who has recovered from COVID-19 can be infected with the virus again. When the Centers for Disease Control and Prevention (CDC) and California Department of Health Care Services announce that there is enough confidence in the reliability and sensitivity of an antibody test to detect the presence of the virus, the County will be making antibody tests widely available.