

Continuity of Operations for Homeless Services and Housing Providers

Areas / Questions to address when developing a Continuity of Operations Plan (COOP). These areas/questions are designed for those serving across our CoC. Please have your organization respond to all applicable areas.

- Identify essential employees needed to continue emergency shelter, meal programs, permanent housing programs, and in- and outreach services. (suggest you break this out)
- Do you have a plan for non-essential staff to telework?
- Number of essential employees needed to maintain 24-hour shelter services, including meals, case management, supportive services.
- What happens when a large number of employees are out sick for an extended period? Will employees be cross-trained? What areas/projects can be put on hold to divert staff to critical needs? Do all employees have paid sick leave? What happens if someone is out of sick leave? Is there a plan to hire additional employees?
- Keep in mind that people experiencing homelessness or housed in a permanent housing program are highly vulnerable and are at high risk for experiencing extreme symptoms from any type of infection.
 - Describe how services will be provided during this time, particularly for those in a housing program. How are you ensuring the safety of program participants and that they have adequate supplies, food, and medications to stay healthy. How will you ensure home visits continue? How will you continue to connect clients with other supportive services (medical appointments, therapy, etc.)?
- What is the plan to address delays and shortages in supplies? Is it possible to pre-order any supplies? Do you need to more closely monitor usage? Have you communicated with DHHS about needed items? Are there alternative items that can be used?
- How will meals be provided? What is the plan for managing anxiety or reluctance from volunteers to provide meals? Are you prepared to purchase food if volunteer meals are not available?