

## How to Record COVID-19 as an issue for clients

It is important for SA Housing Authority and the AIHW to be able to assess the impact of the COVID-19 pandemic on the Specialist Homelessness Sector (SHS) in South Australia.

**At Intake:** if a client seeking support is affected by the Coronavirus (COVID-19) crisis, select all relevant presenting issues (e.g. Financial difficulties, Employment difficulties, Housing crisis) **PLUS** self-reported issues>select the relevant life domain> select issue of 'Other', and record COVID-19 in the free text description field as shown in the example below.

Presenting issues 🔍 ⊞

**Cultural**

- Discrimination including racial and sexual
- Lack of family and / or community support

**Employment/education/training**

- Disengagement with school or other education and training
- Employment difficulties
- Unemployment

**Financial**

- Financial difficulties
- Problematic gambling

**Health & wellbeing**

- Medical Issues
- Mental health issues
- Problematic Alcohol Use
- Problematic drug or substance use

**Housing/accommodation**

- Housing affordability stress (e.g. rent too high)
- Housing crisis (e.g. eviction)
- Inadequate or inappropriate dwelling conditions
- Itinerant
- Previous accommodation ended
- Transition from custodial arrangements
- Transition from foster care / child safety residential placements
- Transition from other care arrangements
- Unable to return home due to environmental reasons

**Interpersonal relationships**

- Non-family violence
- Physical abuse by an unrelated person
- Relationship / family breakdown
- Sexual abuse
- Time out from family / other situation

**Personal safety**

- Domestic and family violence

**Self reported issue**

Select life domain Health & wellbeing ⌵ 🌞

Select issue Other ⌵

Description COVID-19

Main presenting issue \* Housing crisis (e.g. eviction) ⌵

✔️ Confirm presenting issues

**For unassisted Clients:** If a person presents to an agency and cannot be assisted at all as a result of the Coronavirus (COVID-19) crisis, record them as an unassisted person, select the relevant service requested, then 'other' for the 'reason not provided/referred' question, recording 'COVID-19' in the free text field.

Request date \* 26/03/2020 dd/mm/yyyy

Service requested \* General assistance and support

When required? \* In 3-4 days

Reason not provided/referred \* Other - please specify

Additional notes \* Unable to assist client due to COVID-19 crisis

Save and continue Cancel

**At assessment and case plan:** For clients whose health is impacted by COVID-19, or are being placed in quarantine, you can add a new issue to your case plan in the health and wellbeing section, to record your assistance in;

### Case plan: plan summary

Jennifer Example Consented Block (Example Consented)

Client number 55680462 (Active) Date of birth 01/01/2000 (20)

Lead agency H2H Generic Training East

Case plan status In progress Completion factor 3%

Category	Assessed risk indicator
<b>Financial</b>	Assessed risk indicator: High
Problematic gambling	No goal set
<b>Health &amp; wellbeing</b>	Assessed risk indicator: Medium
Mental health issues	Services incomplete
Problematic Alcohol Use	No goal set
Problematic drug or substance use	Services incomplete
<b>Housing/accommodation</b>	Assessed risk indicator: High
Housing crisis (e.g. eviction)	Services incomplete
<b>Personal safety</b>	Assessed risk indicator: High
Domestic and family violence	Services incomplete

Add strengths / issues

Any other health issue

Issue \* Support for COVID-19 crisis

General detail quarantining due to contact with a confirmed COVID-19 case

Goal Health Stability [Remove goal] Lookup goal

# How to Record COVID-19 related services for clients

Record the assistance (provided, referred services or unmet need) in the relevant issues in your case plan, ensure your free text service description field also includes the text **COVID-19** or **Coronavirus**.

Examples of scenarios where a client might be affected by COVID-19 could be where they;

- Need assistance to access accommodation for quarantine/self-isolation
- Lost employment due to COVID-19, business closures, & their housing is now at risk, or are experiencing a financial crisis
- Domestic and/or family violence situations affected by the COVID-19 crisis
- Mental health or wellbeing is being affected by the COVID-19 crisis

Record the assistance, including **COVID-19** or **Coronavirus** in the free text service description

Delivery type \*

Service requested \*

Service prefix \*

Date requested \*  dd/mm/yyyy

Service description \*

Case worker

Delivery type \*

**Provided service**

Provided service

Service element

Program

Provider

Date requested \*  dd/mm/yyyy

Response type \*

Responsibility \*

Service description \*

Start date \*

End date \*

Service progress  %

Case worker

Data will be collated on the free text terms **“COVID-19”** or **“Coronavirus”** in the following areas of H2H to determine the overall impact on the SHS sector, for new and existing clients;

- Provided or referred services and unmet needs, in the service description free text field
- Self-reported presenting issues in the free text ‘description’ field
- Assessments or Case plans issues of ‘other’ or ‘any other’ in the free text ‘description’ field.

Any questions regarding these changes can be directed to the Homelessness Systems Support team at **1300 885 912 – select 3** or email [HousingH2H@sa.gov.au](mailto:HousingH2H@sa.gov.au)