



Implementation of Command Center for SSVF Services

Effective: 03/16/2020

A designated team will act as the Command Center (coordination hub) for operations during the emergency. The Command Center will consist of the below listed **on-site** and **remote** individuals, duties, roles and concentration areas (*Command Center, Intake and Triage, Field Operations, Digital Engagement, Digital Client Services, Fiscal and Administrative, Information and Technology*). The Center will include staff members functioning in full capacity remotely and a team on-site. The Field Operations Team will be based at (Agency) and travel out from there.

(ON-SITE)Command:

- Command Center Leadership Team is responsible for coordination of services system-wide and leading efforts to maintain service-levels during the emergency
- The team will track inbound calls in real-time
- The team will monitor enrollments into program
- Actively Monitor Website Live Chat and Video Chat operations and staff utilization
- The team will support the Client Services Director in digital service delivery routes
- The team will assist in coordination of emergency housing placements
- The team will host a daily 8:30am virtual all-staff meeting

(ON-SITE)Intake and Triage:

- The Intake and Triage Team is responsible for handling of all inbound calls during the day
- Actively Monitor and engage all inbound website live chat and video chats
- The team maintains 1 specialist for the 65+ population who makes proactive virtual outreach by method of phone call to check-in with Pending-prospects and Active Clients who are at a heightened-risk of succumbing to COVID-19.
- The team is responsible for coordinating intakes/enrollments for veterans in need of SSVF and shall ensure that there is no disruption of enrollment during a household's housing crisis
- Responsible for completing virtual enrollments with veterans
- The team maintains 1 Digital Greeter who is readily available to greet clients virtually for services using the the website live-care feature that has been activated on (Agency) website. They are responsible for routing the video caller to the appropriate digital room for consultation by their service provider. They also maintain the virtual intercom and are responsible for communications with those presenting at location entrances.

(SSVF Vehicles)Field Operations:

- Field Operations is responsible for coordinating any field efforts (Street and Crisis Outreach, Food/Emergency Supplies Delivery, Transportation Coordination, etc.)
- This team provides any support to the Client Services Team that they need in the field
- F/O works in coordination with the Command Team



(REMOTE)Digital Engagement and Web Media:

- The Digital Engagement Team is responsible for carrying-out digital responses and linkage to services
- Maintain a 15-minute or less response time(This includes returning any voicemails, emails, other methods of contact) to any Veteran reaching out to OST
- Monitor and Respond to CallFire
- Monitor and Respond to Intake email and triage/route voicemails
- Actively Monitor Website Live Chat and Video Chat
- Monitor and Respond to Website Contacts
- Conduct virtual intakes and/or triage for services
- Send proactive digital engagements to clients and prospects at direction of Command Center via Callfire, Constant Contact and direct-calls

(REMOTE)Client Services:

- The Client Services Team is responsible for maintaining conformance to standard service-delivery expectations for all active SSVF clients
- The team is responsible for ensuring that housing placements continue to occur and services continue to be fully-delivered

(REMOTE)Fiscal and Administrative:

- Fiscal services will maintain full operations remotely
- Any TFA checks that would normally be picked up, will be mailed to the **confirmed** listed mailing address in the TFA.



(REMOTE)Information & Technology

- Maintain digital infrastructure to support program performance and service-delivery during the emergency
 - See Information & Technology Disaster Plan for additional actions and protocols team will take