

NEW VISION HOUSE OF HOPE

MEMORANDUM

TO: Community Providers

FROM: Charles A. Culver, Sr., President

DATE: March 23, 2020

RE: NEW VISION HOUSE OF HOPE, INC. COVID 19 RESPONSE

In response to the Coronavirus (COVID - 19) pandemic, the NVHOH Board of Directors, executive management and staff are taking this deadly virus very seriously. COVID 19 is impacting the United States and other countries worldwide medically, socially and financially in an unprecedented rate within our business and personal lives.

Locally, we are all concerned with the transmission and growing number of COVID – 19 diagnosed/confirmed cases impacting our community and how best to respond to the COVID – 19 pandemic. Therefore, NVHOH has implemented changes in its service model to conform with guidance communicated by the President of the United States, CDC, the World Health Organization, and Baltimore City and Maryland State government officials. Our hope is that NVHOH is able to do all it can to help prevent the spread of COVID – 19, but still provide essential services that Baltimore City’s vulnerable population needs and expects.

Therefore, for the protection of staff, clients and visitors, NVHOH has temporarily closed its’ corporate business and program offices effective Monday, March 23, 2020. We have modified services so that we are able to continue serving clients (new and established) remotely offsite until further notice. NVHOH programs and services impacted by this closure include our Behavioral Health, and Supportive Services for Veteran Families Programs located at 200 E. Lexington Street, Suites 501 and 605. We have implemented the following changes:

COMMUNICATIONS

- All NVHOH staff are working thru telecommunication and computer means remotely. They are able to communicate by phone and thru computer technology, including teleconference, Zoom, email and text messaging.
- The NVHOH telephone switchboard operator is available to receive and transfer calls to the NVHOH staff. Our main telephone number is 410-466-8558. When you call, the switchboard operator will transfer your call to the appropriate manager for assistance:

Address: 200 East Lexington Street, Suite 605, Baltimore, MD 21201
Office: 410-466-8558 | Fax: 410-466-8550

E-mail: cculver@newvisionhouseofhope.com | Website: <http://www.newvisionhouseofhope.com>

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HOURS OF OPERATION

- All NVHOH programs will operate Monday – Friday, 9:00 a.m. 5:30 p.m.
- For after- hours emergency assistance:
 - Ms. Victoria Wynn, SSVF Program Coordinator - 443-802-8141
 - Mr. Charles Culver, III, Program Manager, Transitional Program - 443-275-8400

PROGRAM SERVICES

All NVHOH programs will continue to conduct new client intake and enrollment, as well as provision of services to established clients, including counseling and case management services. Remote services will be provided to the extent that any client or NVHOH staff is protected from exposure to COVID 19. Limited services are available to clients offsite, however NVHOH managers and staff will conduct exploratory health questions to ensure that the client is not at risk of transmitting COVID – 19 to other clients and NVHOH staff. Such questions will include the following:

- Do you have a cough or high temperature (over 100 degrees Fahrenheit)?
- Do you have the Coronavirus?
- Have you been around anyone infected with Coronavirus?

Any clients who respond “Yes” to any of the above questions will receive services remotely.

COMMUNITY OUTREACH SERVICES

The SSVF Program will continue its community outreach remotely by telephone or email. Community providers and Veterans who need assistance can call Mr. Sam Vega, Outreach Coordinator at 443-220-7367.

We believe that in undertaking and implementing the above changes to our program services, we are doing our part to ensure the safety of Baltimore citizens, clients and NVHOH staff. Please feel free to contact me directly at 410-4-8558 if you have further questions or experience any problems in accessing our services.

Always in service,

Charles A. Culver, Sr., President

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