



# WCS Program Operations During COVID-19 Crisis

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***During the COVID-19 public health emergency, WCS is committed to protecting the health and safety of individuals who take part in our programs/services and our employees, while still providing the essential services needed by those we serve.***

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*WCS is in continuous communication and receiving guidance from our contract partners from the City of Milwaukee, Milwaukee County Circuit Courts and Department of Health and Human Services, State of Wisconsin Health Services, Children and Families and Corrections, US Courts, Federal Bureau of Prisons, Waukesha County Courts and Social Services and United Way of Greater Milwaukee & Waukesha County. We are also closely following the guidelines from the CDC, WHO, and state and local leaders.*

**Below is a brief summary of how our programs are continuing to provide essential services:**

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## **24/7 Residential Programs**

Our 24/7 sites are open and operating but not allowing guests and practicing social/physical distancing for all activities and interactions, as well as constantly monitoring residents and staff for any COVID-19 related symptoms. We have increased cleaning and sanitizing of common areas, rest rooms, high-touch areas, and all hard and non-porous surfaces. WCS utilizes a line of sanitizing and disinfecting products that are effective in killing the CORONAVIRUS and other infectious diseases.

## **Case Management/Wraparound/Peer Specialist Programs**

All of these programs remain open and are committed to serving the needs of the children, adults and families. Services are being provided primarily via phone and video, but our dedicated staff continue to serve individuals in need if telephone/video interaction is not possible, or if there is a crisis. For in person responses, staff are practicing social/physical distancing and using a symptom checklist to screen for possible COVID-19. If the checklist indicates that a person has obvious signs of a respiratory illness, they are provided directions about what to do to maintain social/physical distancing and how to seek medical help if needed.

## **Other Essential Programs**

All other essential programs continue to provide services via telephone and video. This includes assessments, check-ins, and counseling. All the programs are having regular check in phone calls, some video chats where it is applicable. Face-to-face contact is only used on a limited basis, and then, staff are practicing social/physical distancing and using the symptom checklist, indicated above.

### **WCS Facilities**

All WCS offices are closed to the general public, but remain open for limited hours to support the essential business functions of the agency. Whenever possible, staff are equipped with the tools they need to conduct their work remotely.

### **WCS Website**

We are constantly updating our website to provide relevant program and community resource information for our program participants and other concerned individuals. The website includes contact information for individuals who need additional information or guidance.