

COVID19 Activity, modification & Impact

Services	COVID-19 modifications/ adjustment	New practices	impact
Housing	<ul style="list-style-type: none"> • Operating with designated quarantine rooms /apartment for services users. • Modifications, to support social distancing requirements. • Case management, with technological adaptations to support remotely • Leaving no one behind - in some cases, face to face. • A Donation of smartphones and hotspots. Social services • Food supplies • Fulfilling rights in and self-advocacy • Daily routine 	<ul style="list-style-type: none"> - Social activities in the hostels. - Wellness activities and awareness - Peer support programs - Importance of daily routine protocol for staff 	
Employment	<ul style="list-style-type: none"> • Closure of vocational centers. • Remote support to services users and specific modifications that include emotional and physical support to 40% of Enosh supportive employment services users in the free-market, that were fired from workplaces. • Meaningful support through phone calls to keep motivation and track mood 	<ul style="list-style-type: none"> - Collaboration with the housing services to provide supportive employment opportunities - Employment Activity kits for זמן פנוי - Support groups: <ul style="list-style-type: none"> o 1 in the entrepreneurship program business oriented o 2 Recovery and MH support 	
Social Services	<ul style="list-style-type: none"> • Modified the recovery service to online platforms: • Opening YouTube channel and advancing the Facebook page with recreational and social content. 	<ul style="list-style-type: none"> - Online national groups - Social media content - Social activity kits for זמן פנוי - Peer support groups "togetherness" 	

	<ul style="list-style-type: none"> • Lectures on wellness, managing stress and emotional support. • Support to people who need technical assistant and face to face service. 		
Youth-headspace	<ul style="list-style-type: none"> • We continued providing services through online and telephone platforms. • One on one and group support. 	<ul style="list-style-type: none"> - headspace teams are opening a variety of online groups to parents and youth in different ages. - The headspace team had published a video" Say no to violence" to raise awareness against child abuse in this link [Hebrew]. - Youth and parents support line. 	
Family counseling services	<ul style="list-style-type: none"> • Modified the service to online platforms one on one and group support. • Accessible group support through ZOOM for people in peripheral areas • Facebook page as platform for knowledge. 	<ul style="list-style-type: none"> - National groups - New methods of work (such as parent and sibling together, group support in holidays). - Family support hotline - Virtual National Conference for families. 	
Staff	<ul style="list-style-type: none"> • Agile and adaptive leadership in uncertain times • 10% Furlough, for employees who wanted this option. • Intensive use of the organizational digital knowledge system. • Execution of Enosh Emergency & Resiliency operation program. 	<ul style="list-style-type: none"> - Activity kits for staff for the COVID-19 time - Flexibility in schedules - Lecture series for the employees in Enosh - Daily routine protocols for staff daily phone calls with the teams and with services users. - Resiliency survey for over 300 employees - Remote work support: <ul style="list-style-type: none"> ○ ZOOM use support from a MH professional to service users and staff. ○ Supervision department modified supervision focus on work in times of emergency. ○ Short term emotional support. 	Resiliency survey