



Human Service provider call, COVID Disaster Fund Conference call
March 26, 2020. 9am
Conference Call
Minutes

Danielle welcomed all attendees. This call is to help streamline communication and support and encourage collaboration to make the most of resources around COVID-19. It is also to provide an update about local needs from one another and from United Way to stream accurate information to 211. Please refer to United Way website for previous notes and resources. We will also share on our social media channels should you wish to follow that and share accordingly.

<https://dbqunitedway.org/covid-19-disaster-relief-fund>

Community Organizations Active in Disaster (COAD)- The COAD is chaired by the Community Foundation of Greater Dubuque and United Way of Dubuque Area Tri-States. The group was re-engaged three and half years ago, and is focused on disaster and has been used for flooding in the past. The COAD consists of nine subcommittees and is comprised of numerous providers in the community. The COVID-19 Disaster Relief Fund was enacted and is held at Community Foundation of Greater Dubuque. Applications for nonprofits to apply for funding can be found at <https://www.dbqfoundation.org/covid-19-recovery-grants-available>. Funds are available for immediate disaster relief, and we are encouraging collaboration to ensure resources are used as efficiently and effectively as possible to support the community.

- Jenna Manders from the Community Foundation reported they have received \$500,000 in funding, including startup funds from Dubuque County Board of Supervisors, for immediate release last week. Please see the chart below regarding organizations who have received Disaster Relief Funding. These organizations will be coming together weekly, one week via conference call and the other week via email to keep the providers connected and resources up to date.

Dyersville Food Pantry
Cascade Food Pantry
Resources Unite
Boys & Girls Club of Greater Dubuque
Dubuque Area Labor Harvest
The Salvation Army
Dubuque YMCA/YWCA
Catholic Charities
Dubuque Rescue Mission
Dubuque Food Pantry
Hillcrest Family Services
Iowa Legal Aid
Dubuque Visiting Nurse Association
East Central Intergovernmental Association
St. Vincent De Paul

Currently the committee is looking at funding immediate relief of vulnerable populations that the state and federal funding is not providing. Once funds are allocated the CFGD are getting checks out as quickly as possible.

Please see the questions below from City staff, submitted by Kelly Larson- if you have any information regarding questions, please reach out to Jessica or Danielle to gather data and they will work to provide up to date information on the United Way website and report back to city and county staff.

1) We have heard there may be a separate 211 multilingual call line set up – any idea how soon?

211 is a 24/7, multilingual line and operators have shared that calls they are receiving regarding COVID19 have evolved into lengthier discussions to share local resources, specifically around food, financial assistance and employment questions.

Upon further verification with 2-1-1, Danielle found there is no plan in the works to have a separate 2-1-1 number for non-English speaking community members, but they do have a contract with the language line to meet those needs.

We did learn that 2-1-1 has added 10 mental health professionals and 10 medical staff, so that calls can be directed to them accordingly. They also have added additional staff to accommodate the influx of calls and have also upgraded the system to allow callers to request a call back, maintaining their place in the queue. While call back times can vary, on average, people are getting called back within 15 minutes.

2) What resources in our community can and cannot be accessed by undocumented residents?

3) If there are any healthcare providers on the call - what reassurance, if any, can we give people who are concerned about the costs of seeking treatment?

Danielle has reached out to local medical providers for some verbiage for us to use in speaking to others about this.

Grand River Medical is providing telehealth, here is their website.

<https://www.grandrivermedicalgroup.com/coronavirus-covid-19/>

4) What are the top ten questions non-profits are getting that we could create an FAQ sheet for and distribute through the food site and elsewhere?

Danielle will reach out to 2-1-1.

5) Is there any centralized explanation of who is waiving fees/shutoffs amongst utilities or does that need to be created?

Danielle will gather from 2-1-1.

6) Is anyone hearing concerns about people being locked out of their housing or threatened even though evictions stayed?

We didn't hear any feedback on this; however, it was shared that there will be greater concerns when the moratorium is lifted.

7) If people are fearful of calling 211, is there any funding or other ability to have trusted intermediaries get local info out to people?

We spoke about how we could get 211 stickers to go on the meals that are being handed out at numerous places to help get the word out that 211 is a safe and confidential line to find resources and also print posters for some of the common places people gather. St. Mark also shared that they have shared 211 on their website, in effect, endorsing it for people who respect and trust them. This is a good example of a way to share the info more broadly.

8) Food Stamps- ordering online, they still have to go in and pay? Is anyone seeing this or other issues?

Please let us know any feedback you have and we can advocate for the community.

<https://www.svcn.org/covid-19-nonprofits> - link is also posted on United Way Website. Information on various aid packages that are coming down from government.

Updates-

Shelters-

Opening Doors- Full, no open beds at this time.

Dubuque Rescue Mission- 10 open beds.

Almost Home- currently housing 4 residents, shelter will be closing in April 1st.

Dubuque YMCA/YWCA Domestic Violence Shelter- Full at this time.

Kelly Larson and Gerilyn O'Connor from the City of Dubuque reported they are getting information every day from Public Health and having daily calls regarding state and legislative actions. If you know information on nonprofits that you want to get out in Spanish or Marshallese, they are doing translation services. They discussed concerns that vulnerable populations are used to going to local resources and getting access to information from people they are comfortable with. Danielle reported she will do some outreach to local places and provide information for 2-1-1 at locations, if they are willing to hang on their window along with work on providing top 10 resources or FAQ that can be slipped in the meal to go bags and 2-1-1 stickers on bag as well.

Dawn Cogan, St. Mark Youth Enrichment reported they have resource section on website with 2-1-1 to help with that level of trust for resources. St. Mark has contact information for family and does notifications and emails to families to keep them engaged with 211.

Iowa Work Force Development- Danielle will do outreach regarding unemployment and concerns with some of the legislation that has passed. Advocacy efforts at federal and local levels can be referenced from notes and provide updates from 3/19/2020.

Current Needs: UW received \$10,000 grant from Alliant Energy to purchase supplies and give out through nonprofits supports. Any support needed please contact Danielle or Jess.

Amy Schauer asked about legal resources and what would be best for nonprofits to figure out those resources that are coming from the government?

If you have specific questions, please email Danielle and she can do outreach and share information and provide globally with this group. Dawn- piggy back- central location for information. We can also push out through social media, we have been using website so everyone has access to site and we do not miss anyone. Danielle will work with Kelly and Nancy on this.

Dawn Cogan reported that St. Mark Youth Enrichment is providing weekly kits including social emotional learning to their families and having them pick them up in the Little Free Library in front of their organization.

Danielle reported that we can look at supporting these items and if you know of places or specific things where we can order items please send specifics to Danielle.

Kelly Larson reported the Iowa Department of Public Health is working on putting together some guidance on homemade masks. Kelly will share when that is available. Amy Schauer reported for medical facilities N95 masks are needed due to providing a filter. They are in short supply, and those that have ordered are waiting on them. If anyone has medical masks or a way to get those, donating those is a greater need than the cloth masks.

Heather Harney from Hawkeye Area Community Action Program reported that with the moratorium be aware that in May or June there will be a great deal of pressure on the homeless system and agencies to provide rental assistance and homeless prevention services. Please keep this in mind for a few months down the road.

Abbey Degenhardt reported that Child Care Resource and Referral's goal is to seek centers and providers that are open. Needs are- no touch thermometers to screen children and staff, alcohol wipes and hand sanitizers.

Kelly Larson- If people want 2-1-1 signage, Kelly has some people that can work on that. Just need to know who wants and where to put up. Please contact Danielle and Kelly to collaborate on this initiative. Klarson@cityofdubuque.org

We will schedule a meeting to occur next Thursday, April 2, 2020 at 9am. Please use the following call in information if you're interested:

Phone- 1-888-676-3321

Access: 9735693#

As mentioned on the call, thank you all for what you're doing to support the community We recognize what an emotional toll these times of crisis have on our general community as well as our nonprofit sector who are at the front lines. Take care of yourself and your staff and know we are doing what we can to offer support.

Feel free to reach out to Danielle.peterson@dbqunitedway.org or 563-599-1346 or jessica.bleile@dbqunitedway.org or 563-542-8955 should you have further questions.