



Human Service provider call, COVID Disaster Fund Conference call  
April 2, 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 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- <https://dbqunitedway.org/covid-19-nonprofit-support>

*Please make sure to share any service updates to Jessica at [jessica.bleile@dbqunitedway.org](mailto:jessica.bleile@dbqunitedway.org) to keep things as updated as possible.*

2-1-1 Information and Referral Line- They have received over 100 calls within the last week. We encourage all nonprofits and service providers to share 2-1-1 on website, newsletters, social media etc. so entire community has access to this information. Please also remind people it is a confidential and multilingual 24/7 hotline. We have ordered posters to have at numerous locations and also printed stickers to put on to go meals from nonprofits and potentially to go orders from local restaurants. Telegraph Herald have implemented a COVID-19 newsletter blast that will go at 12pm each day, and it includes 2-1-1 Information and Referral and access for the community to donate to the Disaster Relief Fund through the Community Foundation of Greater Dubuque. 2-1-1 reported their average call back is 15 minutes due to implementation of new line. Danielle has been meeting weekly with 2-1-1 to give feedback and learn new information. They have hired new staff that are mental health professionals and medical health professionals to provide a triage of what people need so questions can be more specific. Please remember there are many options to use for those that don't have access to internet to utilize 211 such as the 211 Iowa app (free app) and texting ability. 2-1-1 reported 80% of calls last week were COVID related, great deal was from callers over 60 years old. 2-1-1 also asks gender and zip code of caller to keep accurate information.

Kelly Larson reported for the City of Dubuque- Housing department has some sources for isolation for anyone presumed or tested positive but do not need hospital care. Contact is Alexis Steger- [Asteger@cityofdubuque.org](mailto:Asteger@cityofdubuque.org) or 563-580-2947. Anticipating the surge coming in the next 2-3 weeks.

Community Foundation- Jenna Manders reported that this week the Dubuque Food Pantry, Substance Abuse Services Center, and Mt. Pleasant Home were approved for funding through the Disaster Relief Fund. They have had other organizations apply and are looking at how they are funding the system of services rather than organizations individually. To apply for funding use this link: <https://www.dbqfoundation.org/covid-19-recovery-grants-available>. They are looking to give relief for vulnerable populations, so if applications are submitted for operations those will be addressed after relief stage is over. If your application is approved you will get letter of award, if not your application is being held. You can submit an application now for operating expenses, but it will be held and it will not be based on a first come first serve basis.

Resources & Needs- In order to know what is being offered and what is needed we wanted to open up discussion, first focusing on food needs in the area.

Theresa Caldwell- Food Pantry- Last half of March every day doubled in services provided. They have taken safety measures where no one comes in the front door. The box is packed for their family. They lost 22,500 pounds of food that they would have received from Scouting For Food from Boy Scouts. Churches are not assembling so that food donation is also low or stopped. Food bank only able to order online twice a week and their items are not as plentiful as they used to be, especially protein offering. They have scaled back on volunteers because there were some higher risk people. Changes are occurring daily. Still have a policy of every 60 days, but community members can do a 30 day hardship order. Theresa reported the first 9 orders on the list yesterday had 3 families receiving food stamps and 6 families never receiving food stamps so the demographics of clients is changing. Biggest need is donations of food and cash.

Matthew Phelps- Salvation Army- Stated their biggest challenge is finding suppliers to additional household supplies. Implemented similar measures as the clients are given items outside. Monday-Friday 9am-3pm. Shared they are collaborating with DuRide to provide delivery to those in isolation and sheltering in place.

Rick Merfeld- St. Vincent De Paul- Reported seeing the same trends at voucher centers, the only extra thing is they are receiving a lot more calls for delivery of items due to isolation.

Dubuque Area Labor Harvest and East Central Intergovernmental Associations CSEI program have partnered together to provide grocery deliveries to those in isolation as well.

Brian Meyer- Boys & Girls- Reported meal sites started on March 23<sup>rd</sup>. Dinner meals served on a daily basis. 45 minute time frame depending upon location. Volunteers are helping with the process. This week alone served over 1,600 meals, 530-540 meals per day. Children up to 18, not including infants can receive the food. Summer Food Service Program with School District, United Way Funding and Disaster Relief are providing assistance to this program.

Josh Jasper from Resources Unite reported the need has grown in the county. Helping rural community so they have access to food. Volunteers are an ongoing need. Food Pantries are now available in Epworth, Farley, Luxemburg, Balltown, and Worthington. He also had a call with La Motte, and they now have a pantry in place. Rural pantries looking for volunteers to make more accessible. Resources Unite is also providing food delivery to those in isolation.

United Way received funding in order to purchase items such as cleaning supplies and household needs. Danielle reported that once the items are in hand they will be packaged and disbursed to area organizations. Danielle also reported that she has talked with schools about cleaning supplies they could part with and provide to other organizations.

Danielle shared information on Small Business Loans to help keep operations going through the small business helpline. To contact call 563-588-3550 or email [sbhelpline@nicc.edu](mailto:sbhelpline@nicc.edu). This is a great opportunity to talk specifics about your nonprofit to keep your workforce going.

Abbey Degenhardt reported child care needs as- cleaning supplies and no touch thermometers.

Housing/Shelter Bed Updates:

Opening Doors- at capacity.

Rescue Mission-3 beds open.

Hope House- waiting for update.

YMCA/YWCA Victim Services Shelter- waiting for update.

***There will be a short survey on the United Way website to fill out so we can determine who has been attending the calls and some other pertinent information. Please use this link to complete the survey:***

***<https://www.surveymonkey.com/r/L9JJMXC>***

***We will schedule a meeting to occur next Thursday, April 9, 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](mailto:Danielle.peterson@dbqunitedway.org) or 563-599-1346 or [jessica.bleile@dbqunitedway.org](mailto:jessica.bleile@dbqunitedway.org) or 563-542-8955 should you have further questions.*