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**Human Service Provider Call**

**10/1/2020**

**Zoom Meeting**

[https://us02web.zoom.us/j/81979408164?pwd=TTF4Q0lqR1V2dk05NXpRYkZVT3pWZz09](https://us02web.zoom.us/j/81979408164?pwd=TTF4Q0lqR1V2dk05NXpRYkZVT3pWZz09" \t "_blank)

This call is to help streamline communication and support and encourage collaboration to make the most of resources during this COVID 19 pandemic. It also provides the opportunity for updates on local needs from the nonprofit sector. Please refer to United Way website for previous notes and resources-<https://dbqunitedway.org/covid-19-nonprofit-support>

This call has created great opportunities to build partnerships and for our system to work together to coordinate and broaden our impact. There has been a great deal of collaboration with the city, nonprofits, philanthropists, legislators, and more. THANK YOU!

**United Way**

Danielle Peterson

* Every other year United Way of Iowa does an ALICE (Asset Limited Income Constrained & Employed) survey. Gathers data of working people in Iowa who are just over the poverty threshold but struggle to meet basic needs. The last time we did this our average was 22% of households in the Dubuque Community. Working families that were living just above the poverty line. This year, United Ways of Iowa are doing a research study with the help of UNI, to help us better understand the financial impacts of the COVID-19 pandemic and recovery on Iowa households. Encourage all to take the online survey is available now at [www.sms.uni.edu/UW2020](http://www.sms.uni.edu/UW2020) (in English and Spanish). Takes about 10 min to complete and the deadline for completion is **October 16.** There will be a state wide summary that we can also drill down to local data as well.
* Talking with United Way World Wide discussing staffing issues related to COVID as well as Diversity and Inclusion efforts.
* Dubuque Area Labor Harvest is consistently needed volunteers to help deliver groceries. Typically Thursdays and Saturdays at 10:30. Connect with Tom Townsend or Paula Paider Licht [paula.paiderlicht@dbqunitedway.org](mailto:paula.paiderlicht@dbqunitedway.org)
* Get connected portal – if you have any opportunities, especially virtual, please post. Over 4,500 people on this site. <http://dbqunitedway.galaxydigital.com/>
* Please be sure your agency information is updated and accurate in the 211 information system. This system is getting more calls than ever due to COVID and the recent storm. It is important that 211 is able to give out accurate information to those calling in. <https://www.211iowa.org/>

**COAD (Community Organizations Active in Disaster)/Long Range Planning Committee**

Peter Supple

* Approved 2 applications
  + Vision to Learn Program – just over $8,000. They provide free eye exams and glasses for students in Dubuque. Over 100 kids students impacted weekly!
  + Dubuque Food Pantry – $2,900 for Thanksgiving Meal Delivery. Will deliver 500 meals to family come Thanksgiving. Well over 1000 people will be impacted.

**Community Foundation of Greater Dubuque**

Alex Baum

* Every year host a Data Walk. Invite community members to look at data in the region and foster a conversation about what is taking place.
* This year will be digital.
* Tues 4pm kick off session, have a website with videos, analysis, and data. We will love to have a conversation with community members.
* Because of what’s going on, focus in on racial equity and COVID Data.
* Here is the link to register for the Data Walk (it's free!): <https://www.dbqfoundation.org/DataWalk2020>

**City of Dubuque**

Jerelyn O’Connor

* The city has been working with a consultant putting together an Equitable Poverty Prevention Plan.
* The consultants also did an analysis of impediments of fair housing for the city as well.
* Because of COVID, some of the engagement process has been different. They have been doing a number of community forums with a number of different groups. Community Foundation, Childcare Coalition, presented to the city management team, housing commission, community development commission.
* They are getting ready to finalize the plan. That information will be coming out soon. A lot of good information.
* Created a video – a portrait of poverty in Dubuque. They interviewed people in poverty, sharing their stories. Pretty powerful.

**Community Solutions of Eastern Iowa**

Amanda Hohmann-Dupont

* Recently have gotten a few more calls recently from people living outside or living in their care. Giving them resources and helping them get on our prioritization list.
* Working with school district a bit with a couple families.
* Actively working with our homeless prevention and rapid rehousing money. Encouraging everyone to call the hotline to get on the list so we can get them the resources they need. 1-833-587-8322.
* We continue to refer people to City of Dubuque and the Iowa Finance Authority for their programing. Connect with other provider if we have situations that we need to brainstorm.
* Still working with DALH for food boxes. Seen an uptick in that.

**HACAP**

Heather Harney

* IFA has committed to doing their program until December. Bad timing because that is when the eviction moratorium also expires. We’ll see if anything gets extended.
* $15 million has gone out to individuals for eviction prevention.
* As of today, we have officially merged with Operation New View.
* Working on moving into the United Way building downtown on Main St.

**Workforce Development**

Ron Axtell

* Iowa reinstated the work search requirement as of September 8th. That had been waived since the beginning of the pandemic. For normal unemployment, people have to make 2 job contacts a week.
* Iowa Works Center and satellite offices started providing limited in person services to assist people with job searching activities. Basic services include assisting people with job searches, applications, resume preparation and other. If you would like to meet in person, call the local office first to schedule an appointment. Walk in services may be limited due to social distancing.
* Corona Virus Relief Fund awarded funds to 65 recipients. 4 recipients in the Dubuque area.
  + Truck County - $38,000
  + Clarke - $11,000
  + Four Mounds - $97,000
  + GGDC - $100,000
* Check website for updates! [www.iowaworkforcedevelopment.gov](http://www.iowaworkforcedevelopment.gov)

**Mental Health America**

Sue Whitty

* One on the managed care organizations (Amerigroup) was saying if people did not have access to video telehealth, could not be served by telephone. Many of our medication people were being served by telephone. They have changed that. We are back to emergency status. Have not heard nationally that the guidelines have been extended forever, but they have not been removed yet. Some people are comfortable with face to face and some are not.
* Asked therapists on MHA call and they said 50/50 telehealth and face to face.
* Rural schools are accessing telehealth school-based counseling. Small towns are getting support and not having to drive 30+ minutes.

**Hillcrest**

Francie Tuescher

* We have a mix of methods. We have a higher % of clients coming into the office now. Providers may be on site or may be via telehealth. Combination of that. Some want to continue with telephone some want to get back on site. As medication management goes out further, we need to keep an eye on labs. There are other reasons why we encourage some different type of participation.
* School system services – placing therapists in schools as well as providing support to the teaching staff.
* Will be expanding that support to different audiences such as childcare workers, long term care, law enforcement, EMS. This is an early development. Trying to get some resources out there to support those who are supporting everyone else.

**Crescent Community Health**

Angela Petsche

* Crescent has been very busy!
* Dental program, very busy. Getting appointments that were delayed scheduled plus new ones. Starting a new denture program. Going to make denture in house.
* Behavioral health, we are still about 100% Telehealth. Medication management as well.
* Medial 90% in person. Moving away from telehealth.
* Resource fair Aug 13th. It was successful. Getting calls from California asking about how it went. We were excited to share it our planning process.
* Upcoming flu shot fair at Flora park on Oct 17th from 8 – 11. Waiting for vaccine to arrive. Will let you know.
* Looking at how they will handle parking lot screening with adverse weather coming up. Looking at available space inside upon entering the building. Plus Unified Therapy is moving in. A lot going on in the building
* Hired a Community Health Worker for our Hispanic population.
* Partnerships: Almost daily referrals to the food pantry. Working with the rent and utilities assistance. Resources United here with a food give away.
* Wrapping up Census 2020 partnership. Extended it 2 additional days. Have given out information to over 500 people. Working on reaching our Marshallese population. Census is very important for grant dollars and money coming into our community.
* Getting ready for open enrollment starting Nov. 1. – Dec 15th. Medica (out of Minnesota) and Blue Cross Blue Shield both in the marketplace (ACA) again this year. About the same levels of people needing support, no increase seen. Looking at barriers of our uninsured clients and how we can help. Seeing a lot of people retiring. Not eligible for Medicare, so they need insurance. Also seeing people on unemployment who still need insurance. The extra income they received has hurt people as they have become ineligible for public plans. Continuing to help with Health Literacy.
* Behavior health building out on 2nd floor, should be moving the first part of November.
* Continue to add new clients in all departments.

**Childcare Coalition**

* Call today at noon.

<https://us02web.zoom.us/j/82103735043?pwd=UnpVcEtRZWR2VmhVeUpPRG5LQTB6dz09>

Meeting ID: 821 0373 5043 Passcode: 887860, Dial by your location: 1 312 626 6799 US (Chicago)