

**Human Service Nonprofit Provider Call  
April 23, 2020  
Zoom Meeting**

Danielle welcomed all attendees. 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. United Way streams accurate local information to 211 so residents calling in have the most up-to-date information. 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 Updates**- Danielle Peterson reported that 2-1-1 Information and Referral is a 24/7, multilingual line that is free and confidential. Staff have quadrupled and calls have increased significantly. They have also established a call back system, with call back times between 10-15 minutes at peak times. Texting opportunity is available as well along with the FREE 211Iowa app. 2-1-1 brought on 10-15 specialists for Brain Health and 10-15 professionals for medical health to provide accurate resources as much as possible. United Way has been updating 2-1-1 daily, with information we know from the service providers.

* If you know of any updates in resources, please let us know so we can update 2-1-1. We have 2-1-1 sign and stickers that have been shared around town to create awareness along with numerous social media posts.
* If you need any stickers or posters, please let us know and we encourage you to share 2-1-1 through your social media outlets.
* This last week 136 calls came in and 69% were related to COVID-19.

United Way’s Get Connected Volunteer Portal is another great opportunity for people to get involved in the community to give back and stay safe at the same time. There are currently 120 nonprofits listing their volunteer needs every day. When you are posting needs, we encourage you to use words in your posting such as ‘virtual’ or ‘at home’. We just partnered with Key City Creative for handing out masks. Here is where you can go for viewing all volunteer needs, to update your organization’s needs, or to sign up to create a volunteer profile. <https://dbqunitedway.org/volunteer>

In January, United Way put out requests for proposals for the Community Impact Fund. The grant request period ended on February 14. Our Investment Review Panelists have reviewed, scored, and provided recommendations for allocation to United Way. Our Board approved the recommendations for funding in April and we will share award information in May.

* However, with COVID-19, our funding efforts have been drastically hurt so we want to be very up front about that with the community. Some employees that have signed up for payroll deductions and are no longer working and other places that were planning on running campaigns this spring have cancelled. We continue to work to build funds to support United Way, but please be aware that funds allocated will be decreased from previous years. We know that that will be difficult for nonprofits as they continue to support the community’s most vulnerable populations, especially since this was also the first time United Way opened funding to be fully competitive. We plan to announce funding awards on April 30.
* People are still able to donate to United Way’s community impact fund and more information can be found here: <https://dbqunitedway.org/give>
* Our Over the Edge event scheduled for June 26th was also cancelled and we are looking at securing a rescheduled date. If you want to know more about how to sign up to Edge, be a sponsor, or donate to someone who has already signed up, check it out here: <https://dbqunitedway.org/over-the-edge>

United Way has provided no touch thermometers for childcare centers and worked with a local distributors to buy some food items in bulk so they can be distributed to families that need it. We gave those items to Resources Unite, Dubuque Area Labor Harvest, the Dubuque Food Pantry, and the Salvation Army if you would like to refer anyone there. United Way also provided some cases of individual meal boxes for to-go meals for the Boys and Girls Club and the Dubuque Rescue Mission.

Dubuque Racing Association has also connected with the community to update that their funding award announcements will be postponed for the time being. Concerns were discussed hoping this is just a postponement of funding instead of cancellation and some noted that there are concerns regarding summer programming, as that is what some of the DRA funding is used for locally. It was suggested that summer programs work together to do planning and support of services. Please connect with us if you plan to/typically offer summer programming and we would be happy to help facilitate communication around planning.

**Community Foundation of Greater Dubuque-** Donations to the Disaster Relief fund and applications for the funding for nonprofits can be found here: <https://www.dbqfoundation.org/disaster-recovery-fund-covid-19-response-fund-support-your-neighbors-and-friends>

Jenna Manders reported 4 grants were provided this week. Grantees are Hillcrest Family Services for food for residents, St. Vincent De Paul for their voucher program, Stonehill Franciscan Services for i-pads for residents to have options for telehealth and to speak with family during this pandemic, and Catholic Charities for their direct assistance services. These funds are focused on immediate relief needs and as time goes on, we will look more into the operational request funds. Jackson County and Delaware County have also set up COVID-19 relief funds, and access can be found on the foundation’s website.

Information on Creative Adventure Lab available on Foundation website at <https://www.dbqfoundation.org/story/nonprofit-survival-coaching-series-free-through-june-2020> This is free through June! Shirley is the main contact for this information should you have questions, please contact her at [Shirley@dbqfoundation.org](mailto:Shirley@dbqfoundation.org)*.*

**Greater Dubuque Development Corporation**: Small business loans and hotline information. Anna Rolling reported they have received over 400 calls so far. Some additional bridge loan funds were provided to small businesses due to lag in funds or if the small business did not qualify. They are working on an FAQ sheet to help direct people to answers to some specific and frequent questions from the community. <https://www.greaterdubuque.org/covid19>

**Iowa Works:** Ron Axtell reported there have been record numbers of claims coming in regarding unemployment and had other people that have never applied before coming forward. [www.iowaworkforcedevelopment.gov](http://www.iowaworkforcedevelopment.gov) for more information and links to temporary job opportunities and places that are hiring essential workers, as it is changing constantly. Hotline number is 866-839-0843. Please encourage people to be patient when they call in or email for assistance due to the record numbers of claims.

**City of Dubuque**: Jerelyn O’Connor and Kelly Larson reported the isolation shelter has been activated and worked with numerous partners to get those pieces in place. This shelter is in place for those who are living in shelter or doubled up and are experiencing symptoms or are high risk. They also encourage people to push out their volunteer needs on Get Connected as they are directing people to Get Connected for opportunities. Kelly will be sending a self-assessment form to United Way that people can use to receive services through the shelter if needed. Kelly also reported that the Governor has pushed out testing in Iowa, you can see more information at [www.testiowa.com](http://www.testiowa.com). Treasury just [announced](https://home.treasury.gov/news/press-releases/sm979#_blank) that SSI recipients will automatically receive their Economic Impact Payments directly to their bank accounts through direct deposit, Direct Express debit card, or by paper check, just as they would normally receive their SSI benefits. Treasury anticipates SSI recipients will receive these automatic payments no later than early May.

SSI recipients will initially get $1200 but are eligible for an additional $500 per qualifying child. **But if beneficiaries in this group do not provide their information to the IRS soon, they will have to wait until later to receive their $500 per qualifying child.**

Recipients with qualifying children should use the [‘Non-Filers: Enter Payment Info Here’ web portal](http://webdefence.global.blackspider.com/urlwrap/?q=AXicLY1bcoIwAEWzofIUlX7V8YFB0EpVkD-S-AgmhBLey-gCOtPtdBvdSOlM_-49c-5cMAPfXwD8fAJQsE6zb4osaoUnlGGRlYVgChYcaObKv2yCV22kT_UR2LCkkCJ7wbTsxJVUqHqvLooobuBelrl8VlWWPaRyIypTL517Rw6mO-rCYw_1LXVtZYCUhK2MoyBHzJZJaBWRwR4wFa2_mEmYnbrkDY4hdxs_zVPksDTpoBy6jpyWEYdV_z7101k3bDT_cKyG3O4O0PQXS-rNXR3z5u9YkHXQ4F7UnklM0lk5zvwqNmzDM7Y15nZ1juKBnXrPsGpEdZ6ELRucMg4tLY5giZ2VhcJTReZ6jnhce-GdYX6k171yrW8LGI32R0nnDe78oo2SrdZvFzsSwHO_hrDJNpDnyw1UUaFOJiNzqk1tczJ-YgAA4wOAX-2Hg4c&Z#_blank)to enter basic information so they can receive their payments as quickly as possible.

For SSI recipients who have qualifying children under age 17, go to IRS.gov and click on [the “Non-Filers: Enter Payment Info Here”](http://webdefence.global.blackspider.com/urlwrap/?q=AXicLY1bcoIwAEWzofKOSr_qaEuDxLei_JEgGpoQCgSBZXQBnel2uo1upHSmf_eeOXMvmILvLwB-PgEoeWe4V60qG03EjFOZ16XkGpUCGPYLviy2a8MxJ6YDFjwuK5k_UVZ3Mk0UUe_qosnyCm51XVSPus7zt0q7JjrXL51_Ix5lK-ajQ4_MJfNdbYAsCdsqOm0Lwt0qDmF5svgbymSL588Vyo9dvEMjJPw7zoqMeDyLO1QN3SReyxOPq3-f4Wza4fnUwPuDGnK72iN72GDBzDepuP8dy-R1e6e9bAI7sZMOFjTHKrJcK7CWDRWuOp-igR37wIINYaaIw5YPTh2F0IhOqKbeCyThUSUzsyAiaoLwxqk4sHSjCSe1F97zfrtThR2FuWngzQG_Q7x2Woj7S56mZ1isRpAYOin18dixJ8bEtcejBw4AsD4A-AWsl4Ip&Z#_blank) button. The tool will request basic information to confirm eligibility, calculate and send the Economic Impact Payments:

·         Full names and Social Security numbers, including for spouse and dependents

·         Mailing address

·         Bank account type, account and routing numbers

For those SSI recipients with dependents who use Direct Express debit cards, additional information will be available soon regarding the steps to take on the IRS web site when claiming children under 17.

**Census 2020:** Right now, the response rate for the census is 56%. The downtown area has a lower response rate, and outreach at this point has been delayed due to the pandemic. Date has been pushed back to October 2020, please encourage people to go online and complete the census if possible. <https://2020census.gov/>

**Staff Morale-** Deann Althoff from Hills & Dales reported they are providing meals all individually packaged to staff once a week (while supporting our restaurant friends in the area)! Amy Schauer from Stonehill reported they are doing jeans day and different dress up days. Also some places have been donating food to staff at work and making little gifts to keep spirits up every day or every week. Gwen Kirchhof reported that the team at Almost Home and they are virtually working out together as a team and had a virtual cocktail hour. Heather Harney from HACAP reported they have sent out a survey monkey to staff about any items needed, barriers they are encouraging and client needs.

**Updates:**

Catholic Charities- Any clients or community members needing direct service assistance, please have them contact Catholic Charities as they have received funding to help with utilities, rent, etc. You can call 563-588-0558 or email Stacy Sherman at [s.sherman@dbqarch.org](mailto:s.sherman@dbqarch.org).

St. Vincent De Paul- Rick Merfeld reported St. Vincent de Paul is providing rent and utility assistance. You can call 563-584-2226.

Crescent Community Health Center- Angela Petsche shared the following info:

• We have converted to mostly telemedicine visits for all departments, seeing patients in-person only when deemed necessary by the provider.

• Taking urgent dental appointments. Dental is slated to open up preventative services May 1st (unsure if that will actually happen).

• We are doing curbside lab and nursing services.

•Rotating medical providers and leadership to work from home to reduce risk of exposure.

•Prescreening all employees and patients outside to determine healthy for entry.

• We are doing testing for our patients as ordered by our providers. Due to limited test kits available, we are not doing testing for the greater community.

• Working with a community coalition on our Pacific Island population due to their high vulnerability in contracting COVID 19.

• We have received federal dollars and grants to assist us in providing testing and continued services during this time.

**Spaces in Shelter-**

Teresa Shelter- At capacity.  
Victim Services Shelter- At capacity.  
Rescue Mission-At capacity.  
Hope House-not reported to us.

As mentioned on the call, thank you all for what you are 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.