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**Human Service Provider Call**

**6/18/2020**

**Zoom Meeting**

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:**

United Way is working on reenergizing their Over the Edge event, which is rescheduled for Friday, September 4. Community Awareness and fundraising event. Anyone interested can sign up on the United Way website. There is a Facebook live to talk about this event is scheduled Friday June 19 at 11:45. Currently 27 edges and room for 60.

Working with Dubuque Area Labor Harvest on food needs. Received a grant from Rotary to add additional food to their food delivery boxes.

United Way is continuing to share information about their 211 Information & Referral Line and their Get Connected Volunteer Portal. If agencies have needs please register on the site so people can get connected with your opportunities.

Danielle from United Way has a meeting with Representative Abby Finkenauer this Thursday. If anyone has any specific action about local needs that you want shared, e mail Danielle at [danielle.peterson@dbqunitedway.org](mailto:danielle.peterson@dbqunitedway.org). She plans to elevate needs around brain health, childcare, telehealth verbiage, etc.

If you have community updates you would like share, please send them to Paula Paider Licht, Director of Community Building and Impact at [paula.paiderlicht@dbqunitedway.org](mailto:paula.paiderlicht@dbqunitedway.org).

**Community Foundation of Greater Dubuque Updates:**

Peter Supple reported that the Disaster Relief Fund did not award any funding this week. They had a couple applications that were tabled and they are going to find out more information before distributing funds. They are still in relief mode and wondering when efforts will be focused on recovery. Applications are still being accepted for the Disaster Relief Fund. Information can be found at <https://www.dbqfoundation.org/disaster-recovery-fund-covid-19-response-fund-support-your-neighbors-and-friends>

**City of Dubuque Updates:**

Jerelyn O’Connor reported that the City continues to take applications for the Rental Assistance program. Assistance can be up to $3,000 and it can assist with rent or mortgage payments. They have also been assisting people with the Iowa Finance Authority Program. Those applications are only online. The City has been working with the County to have join operation of an isolation center. Ryan Feller from Housing also reported that rental mortgage assistance program also helps with utilities. She had no further update on the shelter.

Dubuque Community pools will not open. Parks are opening.

Jerelyn shared that the city is working on plans to have cooling center ready to go in the event we need them for an extended heat spell. The Multicultural Family Center had been designated in the past. Due to construction it won’t be available until mid July. The library is also a designated location. The library has just reopened but with limited capacity and social distancing. If anyone has ideas for location that might be available, please let Jerelyn know.

**St. Mark Youth Enrichment Updates:**

Kaitlin Schmidt reported that St. Mark does not have any spots open for their summer programing. There will be no programing Dyersville this summer. They will continue providing social emotional learning kits to children in Dubuque and Dyersville area through July 13, 2020.

**Catholic Charities**

Stacy Sherman reported that Catholic Charities is trying to meet the needs of people who fall through the cracks and do not apply for the City’s Rental Assistance Program or General Relief through Resources Unite. The first step is to refer people to the City, RU, and the Iowa Finance Authority Program. They want to be sure that the existing programs are being used. If the clients are not eligible for any of those programs, they can be referred to Catholic Charities to help fill the gaps in funding. There has been some slowing of referrals compared to a few months ago. They are anticipating a large need from people who are not eligible and don’t meet specific guidelines and want to make sure people get connected and get the help they need. To refer a client who does not meet the criteria for other available funds, call Stacy Sherman at 563-588-0558 or e mail [s.sherman@dbqarch.org](mailto:s.sherman@dbqarch.org).

Stacy also reported that Catholic Charites is still accepting NEW clients for counseling, offered via TeleHelath or in-person (within safety guidelines in place) for those who don’t have access to TeleHealth. Call 563-588-0558 for more information.

**Salvation Army**

Cindy Kohlmann reported that people can call Salvation Army for rental and utility bills at 563-556-1573

**Iowa Workforce Development Updates:**

Ron Axtell from Iowa Works stated that they continue to focus on unemployment claims, issues, and questions. Staff continue to work mandatory overtime to address these questions. They are using google meets and zoom meetings for participants. There has been no discussion about reopening the office. About half of their staff are working remotely and half of their staff are working part time or full time in the office.

Announcements this week, warn notifications were filed with that state of Iowa. The state then contacted Iowa Work Force Development locally to be ready to work with staff who may be laid off. They are not able to meet in person with those employees due to restrictions but did send out packets last week to 206 Flexsteel employees who were or will be laid off. Announcements this week that both Excite in Dyersville (potentially) and Diamond Jo Casino about layoffs. Excite in Manchester has had discussions with a potential buyer. If there would be a new buyer, there would be not layoffs.

Anna reported that their small business helpline is still open and they have had a small decline in numbers. They are thinking this is due to business reopening as well as other small loans and grants that are out there. If you know of any small business who could use funding it is still open until the end of June.

Employers are still hiring. Seeing new jobs on access Dubuque. There have been over 100 new postings.

Ron shared that individuals should continue to file their weekly claim reporting. They may qualify for full unemployment or partial. If they stop doing their weekly reporting their claim will stop. If people get called back and it is reduced hours, they may get partial unemployment. It’s really important that they continue to file their weekly claim. The number for the Unemployment Service Center at 1-866-239-0843. The website is: <https://www.iowaworkforcedevelopment.gov/COVID-19>

Lisa Farley shared, as a reminder if they do file a weekly unemployment report during a week they work, they need to report the gross wages earned during that week, even if they don’t get the paycheck until later.

**Dubuque County**

Ed Raber shared that hopefully today there will be an announcement by the governor about a local Test Iowa site.

Board of health initiative that is called The Mask of Wellness. [www.maskofwellness.com](http://www.maskofwellness.com)

If your organization has an interest in this, check it out. It is for all employers not just for-profit or non-profit. They have about a dozen employers signed on. It is about hygiene practices, social distancing, wiping down surfaces, wearing a mask, routine check ins with employees. City of DBQ has signed on, Crescent Community Health Center, Hartig Spawn and Rose, a couple of hair salons, and Community Foundation of Greater Dubuque. They would love to have everyone as a partner. If a business would like items (stickers, etc.) but cannot afford them, reach out to Ron.

**Child Care Needs:**

Abbey Degenhardt from Dubuque County Early Childhood shard that herself, Tara Roddick from Childcare Resource and Referral, and Danielle Peterson from United Way met to discuss what the current needs are for childcare. CCRR is able to run a report based on the providers that they have in Dubuque County to see the availability, so they always encourage those seeking childcare to call them to help personalize their lists. Currently in Dubuque County, 380 spots are available. The list of providers can be found by calling Child Care Resource & Referral at 1-855-244-5301.

On Tuesday, June 16 a meeting was held with about 10 childcare providers and invested organizations (Dubuque Community Y, St. Mark Youth Enrichment, Dream Center, Dubuque Community School District, Holy Family Schools, etc.) and discussed concerns, how are they preparing for the fall, and what their needs are right now. Many are waiting to hear the Governor’s redocuments after July 1st. There is a lot of unknown. The group is putting together a survey to push out to the community (parents, families and send it out to as many organizations as possible) about childcare needs for the fall. If at any time during the fall and/or winter there is a switch to virtual learning, a safe place for kids to go where food is available is needed. The next step is to host another meeting inviting community members and different community outlets to and find out where the partnerships could be and what their needs are. Is there building space and/or technology resources that may be utilized in the fall. If you know of anyone who is interested in helping address the childcare needs for the fall, please reach out to Abbey at [director@dcearlychild.org](mailto:director@dcearlychild.org).

**Iowa Legal Aid**

Can help support people facing evections.

Contact information: [www.iowalegalaid.org/resources/applying-for-help-from-iowa-legal-aid](http://www.iowalegalaid.org/resources/applying-for-help-from-iowa-legal-aid)

**Crescent Community Health Center Updates:**

Angelaa Petsche reported that Crescent is still working on integrating patients back in person. Appointments are more spread out, distancing in the building, having patients wait in their car and reducing the time in the waiting room

Outdoor screening is continuing of staff and patients prior to entering the building. A new coffee shop opened in the building, Beakers. It is amazing, but please know you still have to be screened prior to entering the building even for coffee.

Efforts to bring staff back in the next two weeks. Full speed ahead. Nice to have people back in the building.

**Mental Health America Update:**

Sue Whittyfrom Mental Health America reported that their board met last night and it was decided that since they were not able to host their typical events, they would do something special for those providing mental health services. Their job for the summer is to put together care packages emphasizing self-care for individuals providing mental health/brain health care. Fist job is to get together the numbers of those who are providing care. Wanted to say thank you to providers who have stuck with it through this tough time.

**Hillcrest Family Services Update:**

Francie Tuescher reported that they are ramping back up and transitioning back to in person sessions at their six different community mental health centers. Some staff back in smaller waves, spreading out appointments, maintaining social distancing, wearing masks, and screening people before they enter the facilities. They are gradually taking one step forward at a time.

For their residential programs, they are still not allowing visitors bur are allowing residents to go on home visits. For some it has been months since they have seen a family member and these support systems are critical.

The Wellness Center has reopened and services are still going strong. We are trying to return to the new normal.

The Women Infant and Children (WIC) program is moving to the other side of the United Way building (where the Wellness Center was located). Signs will be put up to help direct people to the new location. Earlier this year, the Professional Health Clinic vacated that side of the building. All Hillcrest services will now be on the one side of the building. They are not anticipating any gap in services to participants.

Certified Community Behavioral Health Clinic (CCBHC) providing services Dubuque and Jackson. Physical presence in each county as well as community based service. The overall intent is to reach individuals who have the most significant brain health needs behavior health substance abuse and cooccurring conditions those who have the most barriers to accessing those services. Uninsured underinsured special populations that we are still fine tuning what target populations they will be hitting. It will include all brain health services including behavioral health, substance use, co-occurring disorders, emphasis on HIV and hepatitis program, intensive psychiatric rehab, 24/7 crisis is a big component of this project. Ramping up staffing. Project Director is coming from California. Mimicking some existing evidenced based models such as Integrated health Home (IHH) and Assertive Community Treatment (ACT) that they have for Medicaid populations moving them over to populations that would not otherwise be eligible. This program can provide services regardless of ability to pay.

**Girl Scouts Update:**

Hannah Mitchell shared July 5 – Sept 26th reducing hours to reflect a new 32 hour work week. Open Monday through Thursday. The Dubuque office is going to be closing permanently and opening at Camp Little Cloud. They are in transition right now moving. Summer camp is closed but offering virtual programing online. Can sign up on their website.

**Dubuque Community YMCA/YWCA Domestic Violence Shelter Update:**

Danielle Shea reported that they have had a few women move out at the Domestic Violence Shelter and a few scheduled to move out at the end of the month, so we have availability! If you know of anyone looking to leave a domestic violence, sexual assault, or sex trafficking situation, please don’t hesitate to refer them our way. The hotline number is 563-566-1100 or they can e mail Theresa Wilson, the new shelter director at [twilson@dubuquey.org](mailto:twilson@dubuquey.org).