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**Human Service Provider Call**

**7/16/2020**

**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:**

Danielle Peterson –

* Busy virtually planning things. How to best raise money to invest back into the community through our pillars of Health, Education, and Income/Financial Sustainability.
* Working with COAD – (see Peter Supple, CF)
* Calls to 211 have tripled since COVID! Please share with your networks and if any changes need to be made, contact Paula Paider Licht paula.paiderlicht@dbqunitedway.org or Danielle Peterson Danielle.peterson@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/>

**Hillcrest Family Services Updates**

Francie Tuescher – introduced new President/CEO Mike Fidgeon. Came from Virginia 20+ years of senior leadership/CEO experience.

Mike shared about his background going on 25 years in healthcare and human services/brain health. A large part of the reason he chose to come to Dubuque was the people; phenomenal culture and value of helping people who are struggling with brain health issues and human service needs.

* Medication management and therapy services are being provided, both telehealth and in-person options
* Looking into additional technology. Received funds from NATCON (National Council on Behavioral Health) and FCC pending application for access for more public locations (WiFi hotspots) to be able to offer a variety of services in more locations.
* Mobile Crisis is going out into the field to meet with people. Calls are being screed prior to dispatch. Increasing our efforts for mobile crisis. Additional resources that can respond to crisis quicker.
* Wellness center is open. Enough space to spread out to hold reasonably sized groups.
* Community based programs also being utilized to help support clients (IHH, Supported Living, etc.).
* Hillcrest & LSI will have therapist in each of the Dubuque community schools for kids. Also looking at having services available for staff.

**Community Foundation Updates:**

Peter Supple –

* Community Organizations Active in Disaster (COAD) work: Granted $10,000 to Presentation Lantern Center for food delivery. They will be working with the VIATS volunteer group – for food delivery. 35-40 families will be impacted. $10,000 to Catholic Charities for general assistance for Presentation Lantern Center Clients. If your agency has been impacted by COVID, contact CF or UW about available grant funds (application online).

**Childcare Group Updates:**

Abby Dagenhart –

* Meeting today 7/16/20 at noon. All are invited. E amil Abby director@dcearlychild.org, Tara Roddick, Danielle Peterson or Paula Paider Licht for a link.
* Share community survey. Data will be used to drive the work that needs to be done. In English, Spanish, and Marshallese.

[Dubuque Area Family Needs Survey – English](http://webdefence.global.blackspider.com/urlwrap/?q=AXicFczbDYIwFADQu5At-MBHYnx8QCAGNRr9JFparBQutAWjYziAieu4hosYzwAHAvi8Ab4vAK3urpMRo1tSnKRiWFqNijAswPFGq2E0GjuO23c9yNVJGyznTNo7irQ5N3XDCeoMLtZWZkJpisyQDDFT_B9QgbowNKWcuv4irLarnYiHxeXcO8jjdc33tu3tRF3Gg3AZt8nDY91x4PudzmATb4yOwsONtpLf_s2sMdXUiETJMgeA7hPgB62MQec&Z)

[Dubuque Area Family Needs Survey – Spanish](http://webdefence.global.blackspider.com/urlwrap/?q=AXicFcxtCoIwGADg90SbC8kMoqIsrCjKCPoVOj8aTl_bnJXH6ABB1-kaXSR8DvDAEr4fgN8bQMknszKiVUOKUEiOZa1QEo4FWP3BxlkNXMtiNutDLkOlsZxwUT8xjU1kbiYhqDK41nWlh5TGyDXJEDOZdAFNURWaxjShbDH1q_0m4I6zDnIztw-iudhtG_ie60fX-a08cbnzHu7Mi7ZuxNLw2OLuvKeNSO5dMza6Gun0IkWZA0DvBfAHtKJCSw&Z)

[Dubuque Area Family Needs Survey – Marshallese](http://webdefence.global.blackspider.com/urlwrap/?q=AXicFczbbcIwFADQO5GdAOFRCVEKBKh4KE2F8leFOC_F9g2-cQJrMEClrtM1WARxBjiwhv8_gMcvgJE318kZmZapuJQJ6sagZAkqcIbj3ehzPHEcd-AOoZKxIdTvSdncMBP2bC82ZWhyKJqmpjfOBSbEcsRcpq-AZ2gUccFT7vrzbR3sQrES3vzwrboP5S9OurDaHPuT6urJTdAReSvVRtfwax9my2i0poC3Zdq9mpmlekrZjyx1BQC9O8ATz2hCvg&Z)

**City of Dubuque Updates:**

Jerelyn O’Connor -

* The Housing and Community Development Department released an application for CDBG CARES Act funding for nonprofits that have experienced a hardship due to COVID. Nonprofit must primarily serve low to moderate income persons. Can be used for operation. No due day, accepted at they come in. Please forward this link to the application to your partners, so that they don’t miss the opportunity if they happen to miss the press release forthcoming. We will continuously accept applications, so there is no due date. Maximum allocation per organization is $15,000, and we only have a budget for $72,000 at this time. If we see a greater need, the Commission can decide to allocate more funding, so don’t let this deter organizations from applying.
* 7/15/20 the Community Development Commission approved four applications they received: Dream Center, Riverview Center, Fountain of Youth, and St. Mark. Still accepting applications.

<https://www.cityofdubuque.org/FormCenter/Housing-and-Community-Development-7/COVID-NonProfit-Support-Grant-Applicatio-402>

Ryan Feller –

* Housing assistance programs. Short term rental, utilities, housing assistance continuing
* $600 unemployment benefit will be going away at the end of the month anticipating there be an uptick in applications for housing
* If people were denied while receiving extra unemployment benefits, let us know of any changes (when they are no longer receiving this money) and they can be reprocessed
* Over 300 application, have procced over 50 applications
* The application can be found on the City’s website and can also be completed via phone. The application is in Spanish, Marshallese, and English. <https://www.cityofdubuque.org/618/Housing-Community-Development> It is also encouraged to apply for the state program as well (online).
* The Utility Billing Department with the Water will soon be sending out delinquency notices along with a flyer to explain a short-term assistance program. If you have clients who you know will be getting this, have them complete this application. Nov. 30 is the lose cut off date.

Dawn DeMaio –

* mailing that is going out, sending out applications for monthly reduction in utilities. City has offered program to get reduction on certain fees on their water bills. 50% off water bills if they qualify. If they me the income guidelines. Water page, down to the bottom, link to application. Print and submit to water utility department. <https://www.cityofdubuque.org/DocumentCenter/View/2809/Reduced-Fee-Application-2020?bidId=>

**Iowa Work Force Development:**

Ron Axtell –

* Please encourage people to access the IWD website if they have any Unemployment claim questions or issues. <https://www.iowaworkforcedevelopment.gov/COVID-19>

**Crescent Community Health Center:**

Angie Petsche –

* Last Saturday partnered with Epic Wellness to provide drive through COVID testing. Did over 200 tests
* Dental is extremely busy!
* Medical – still ramping up
* Curbside lab work is still very busy

**SASC**

Dawn Hall -

* Has started doing group sessions through Zoom (audio & video). Going well.
* Individual also doing audio only as well as audio & visual.

**Catholic Charities Updates:**

Stacy Sherman –

* Covid 19 Disaster Relief funds: continuing to assist households with gap in rent/utilities service. First apply for general relief through Resources Unite and city housing. If not eligible for those, then they can work to assist them.
* Partnership with Presentation Lantern Center – residents who not eligible for government funds, working together with those families.
* Brain Health Counseling services - taking on new client for telehealth counseling. Doing new intakes via telehealth Catholic Charities’ Telehealth Counseling Services 563-588-0558

**St. Mark Updates:**

Kaitlin Schmidt –

* Will be moving to virtual program for the last 2 weeks of program. Students and teachers will still have a connection through virtual classroom. Sharing recourse and connections with families in the program.

Dawn Cogan –

* Take on lessoned learned from summer to carry into the school year. Meeting with school districts to plan. Biggest barrier for St. Mark, not so much the kids together, but each day 2-3 staff with exposure. Staff had to then quarantine and that eliminated availability of needed resources. Going to work with public health more to create a solid implementation plan to help eliminate worries and burden on families if/when we close.

**Greater Dubuque Development Updates:**

Anna Roling –

* New Safe At Work
* Many question about childcare as DCSD has released their plan, staff have been attending meetings around childcare
* More questions from employers asking about Families First Corona Virus Act (leave act relation to COVID). Business with under 500 employees have to offer this to their staff
* Working with business that are closings/layoffs (IBM, Flexsteel, and Diamond Jo)
* Seeing an increase in job postings so there are opportunities for employment.

**St. John’s Almost Home Update:**

Gwen Kirchhof –

* Open Closet @ St. John's children's clothing giveaway today 10am to 1pm. New children's underwear!!!! Shoes and bunches of clothing. Time coincides with school lunches being served at Prescott.

**Iowa Department of Human Services Update:**

Amy Huntington, DHS EISA Community Liaison reported -

* Effective July 15th, 2020 DHS Eastern Iowa Service Area (EISA) Income Maintenance unit will now a customer service unit for a person to call for questions regarding Food Assistance, FIP and Medical.  The number is 563-690-5497.  The EISA consists of the following counties: Dubuque, Clinton, Jackson, Scott, Cedar, Muscatine, Louisa, Henry, Des Moines, and Lee counties.
* This unit will not be handling questions regarding waiver programs or Spanish speaking calls.

\*\*If a person has a pending application or Food Assistance review that needs an interview, they will need to call the Income Maintenance worker directly for the interview.

\*\*If a person is calling to report a change, they will need to still call the statewide Income Maintenance Customer Service Center at 1-877-347-5678 or imcsc@dhs.state.ia.us