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**Human Service Provider Call**

**5/21/2020**

**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 Update:**

Danielle Peterson, President/CEO of United Way of Dubuque Area Tri-States, welcomed everyone to the call. She shared that at United Way, they are continuing to push their 2-1-1 Resource Hotline that is available for anyone to call. They also continue to encourage their nonprofit partners and volunteer community to utilize their Get Connected portal for volunteer needs. <http://dbqunitedway.galaxydigital.com/>

She shared that their Over the Edge fundraising event is rescheduled to Friday, September 4 at the Hotel Julien Dubuque. Danielle asked the group about a resource that is available that can keep track of the different rescheduled nonprofit events and fundraisers. The group shared that Beth McGory, of St. Mark’s Youth Enrichment, is keeping track of that information via Facebook. Here is her group: <https://www.facebook.com/groups/142358310441052/>

Amy Schauer shared the Google Form link that nonprofits can fill out with their event details: <https://bit.ly/2WQ71It>

Amy also shared that the local AFP chapter is discussing how to fundraise during this time and moving events virtually. She shared that Hospice of Dubuque just had a successful virtual event, their Tree of Life ceremony, and they have agreed to share what they learned how to run a virtual event.

Danielle also shared that United Way helped Dubuque Area Labor Harvest get some protein this week.

Also, the FEMA application is still available for food-related needs in Dubuque County. **Requests are due by May 25, 2020, at 5:00 PM.** Find out more information here: <https://dbqunitedway.org/fema-application-phase-37>

United Way had its first 2020-2022 Funded Partner meeting earlier this week. During that meeting, they were able to welcome their nine newly funded partners.

Ellen introduced Jenna Meehan, United Way’s summer intern. She just completed her freshman year at Coe College. Welcome, Jenna!

**Community Foundation Updates:**

Paul Duster reported that their group continues to meet twice a week regarding their Disaster Relief Fund. This week, they approved four new applications. They were for:

1. Dubuque Area Labor - $10,000 for food
2. Luthern Services of Iowa - $3,260 for iPads for telehealth
3. Opening Doors - $5,000 for food
4. First Congregational Church Cafe Pantry - $15,000 for food

The group continues to talk about how they are going to move into the recovery phase. But, they are still in the relief phase for the time being with food being a big priority.

Ann McDonough asked Paul if someone has the ability to source local foods. We have a farm crisis and Ann recently met with the Dubuque County Food Policy Council. She asked how we can move this in a different direction.

Paul answered that at the Community Foundation Jason Neisses and himself are working to step back and look at the broader food distribution system and cataloging the different food distribution pieces that are out there. Another big topic at this week’s meeting was refrigeration space.

**McDonough Grant:**

Ann shared that the **McDonough Foundation grants are due by 5/31/2020**. Right now, application numbers are down. Learn more and apply here: <https://mcdonoughcharitablefoundation.org/>

It was pointed out that the McDonough Foundation grant might be a great match for refrigeration needs in the community. Ann said that refrigerators would be very easy to fund and they have a history of funding those needs.

Paul said that he will have Jason send out that information regarding the McDonough Grants to the food distribution network.

**City of Dubuque Updates:**

Kelly Larson reported that now, other than large public gatherings, that most things are open and operating. There are some restrictions in place but there seems to be a lot more people out and about.

Kelly brought up an issue that she was recently made aware of. Social workers from Mercy have run into a situation where they were discharging people who had been COVID-19 positive and the person didn’t have private transportation home. So the City is looking to better understand what some of the transportation needs are that are specifically related to COVID-19. She hopes to gather that information to take to the City’s Transit Manager. There are federal funds she has received that could potentially address this issue. If anyone has information about transportation needs that are COVID specific, contact Kelly Larson at [Klarson@cityofdubuque.org](mailto:Klarson@cityofdubuque.org).

Josh Jasper, from Resources Unite, chimed in and said that they are also receiving calls related to these needs. Cab companies are refusing to transport people if they think they are COVID positive, specifically more of the marginalized people in the community.

Danielle Peterson suggested that United Way could help do some outreach to RTA and DuRide. Kelly Larson stated that RTA and the Jule have policies in place that they will not transport anyone that has been positive for COVID and just being released from the hospital. What the City is doing for their shelter is paying Paramount Ambulance to make those transports at a cost of $50/ride. They are working to see if they can use Jule transportation funds for some of that cost.

Jerelyn O’Connor added that the Community Development Commission approved seven Neighborhood Grants. One of them was for a refrigerator to store fresh food at the Marita Theisen Childcare Center. They also approved a new short term (up to three months) mortgage or rental assistance program. Right now there is $20,000 budgeted in that but they are expecting an allocation of federal money through the state.

Ryan Feller, from the City Housing Department, went over the specific requirements for this funding. The pre-application will be in English, Spanish, and Marshallese. It is also up on the website here: <https://www.cityofdubuque.org/618/Housing-Community-Development>

The requirements are:

1. Where you working as of January 1st and lost employment because of COVID-19? Or, was your income reduced by at least 50% because of COVID-19?
2. Did you apply for unemployment?
3. Have you lived in your rental or your home since January 1?
4. As of March 1, were you current on rent, mortgage, and utilities?
5. Is this the only rental assistance or mortgage assistance that you will be receiving?
6. Also, the applicant has to fall within their income guidelines

The applicant has to answer yes to all of those questions to receive the larger application to move forward in the process. They are accepting applications by email, by their dropbox on the third floor of the federal building, or you can mail them.

Cindy Kohlmann had a follow-up question regarding the City’s shelter. Cindy had a client that was not COVID-19 positive but had interacted with people who were and she was looking for shelter. Cindy asked if the City had anything in place?

Kelly answered by saying that they are taking referrals from a medical professional because there is no on-site medical care. It is specifically for people who are living in situations where it is congregate housing (such as a homeless shelter) or if they are living at a home with multi-generations and they have someone in their home who is at high risk for complications if they were to get sick. They have a referral sheet that the medical providers have. They will not take someone who is not positive unless they are referred by a medical professional. Their capacity is 31 rooms so their concern is focused on people who are the highest risk.

**Crescent Community Health Center Updates:**

Danielle said she heard from Angie Petsche from Crescent Community Health Center. They are having a Board meeting specifically to talk about re-opening some face-to-face services and supports.

**Dubuque County Updates:**

The supervisors have been working on messaging on how we are going to live with

COVID-19 for a while. Especially at this time of opening, they are trying to figure out how to message that back out to the community. They have also had conversations with Travel Dubuque as they start to field calls about people wanting to visit Dubuque.

**Brain Health Updates:**

Danielle emphasized to the group the importance of brain health during these difficult times. She asked if anyone has seen increases in the need for telehealth support for brain health.

John Bellini from Hillcrest Family Services said that they have seen a need for increased psychiatric and medication management services. Telehealth has been a great avenue for them. Traditionally they would receive a 30-35% no-show rate. With telehealth, they have reduced that to about 15%.

Also at Hillcrest, they are preparing for opening services back up. When the Emergency Declaration is lifted, there are 60 days left for telehealth. They are advocating with legislators to have telehealth still be an option moving forward.

Ann McDonough asked John about the difference in reimbursement between telehealth under the current schedule. She asked if this is an issue that should be brought forward to the legislators.

John stated that absolutely this is an issue. They are working with Rep. Shannon Lungren and have a meeting with her coming up. At Hillcrest, their stance is that they believe at some level, ongoing telehealth services are beneficial. However, the current reimbursement rate is not beneficial. The costs of therapy are still the same so reimbursement rates need to stay the same if they are going to continue doing telehealth. Ann said that she will bring this issue up with the legislators.

**Workforce/Unemployment Updates:**

Ron Axtell shared that the focus with Iowa Workforce Development continues to be filing unemployment insurance claims and benefits. He asked that everyone continue to refer people back to their website at <https://www.iowaworkforcedevelopment.gov/COVID-19>.

He said the website has information about many topics including scam alerts, tutorials on how to file unemployment insurance online (in English and Spanish), how to file a weekly claim, what to do if you are a farm or migrant worker, FAQs (in nine different languages), and the unemployment insurance claimant handbook (English & Spanish).

He also wanted to remind everyone that as the economy starts to reopen and individuals start to go back to work, to encourage them to continue doing their weekly reporting. If their hours are reduced they may qualify for partial unemployment.

If people have questions, call 1-866-239-0843 or email [uiclaimshelp@iwd.iowa.gov](mailto:uiclaimshelp@iwd.iowa.gov). Do not contact the local office number.

**HACAP - Low Income Heat Energy Assistance Program (LIHEAP)**

LIHEAP applications through Operation New View have extended their deadline to June 30th. They are encouraging people to contact the office to apply. <https://www.operationnewview.org/>

Also, if you have heard directly from people who were denied for LIHEAP to possibly reapply. They may be eligible again.

Heather Harney encouraged that utility assistance be assessed through LIHEAP first, to open up other resources in the community.

**Coordinated Re-Entry:**

Amanda Hohlmann, from Community Solutions of Eastern Iowa, shared the Homeless Hotline: 1.833.587.8322. Anyone who is homeless or at risk, please feel free to call for housing referrals and/or assistance. Their goal is to focus on those with the greatest need with their homeless situation. As a result of COVID-19, there is some extra money available. The local providers who benefit from these funds connected to come up with a plan. There will be homeless prevention dollars available for those who are at risk of losing their homes due to utility shut offs or eviction notices. There will also be Rapid Rehousing dollars for those living in shelters or on the street who need to get housed. If you have any clients who are homeless or at risk of losing their housing, have them call the Homeless Hotline.

Also, anyone who is in need of food, Amanda can add them to the list for a food box with the Dubuque Area Labor Harvest, Anyone in Dubuque County can get a box. Deliveries go out Tuesdays, Thursdays and Saturdays.

**Almost Home Update:**

Gwen Kirchhof reported that this past week they have had 67 people contact them. 29 were calls and 38 people came to their door. This was in regards to rental assistance. 19 of them were there in regards to brain health. Gwen referred them to 211 and Catholic Charities. Others asked for food and she referred them to the Labor Harvest.

The rest of the requests were for laundry and cleaning supplies. Danielle mentioned that United Way has some resource dollars that could potentially address the need for laundry and cleaning supplies. Danielle will follow up with Gwen. Josh Jasper at Resources Unite said they have a pantry for those items as well.

Gwen shared that she is sharing resource information with the pastors of the church at Almost Home.

**Hillcrest Family Services Updates:**

John Bellini from Hillcrest Family Services shared that they have 118 adults and youth in residential care. With everything opening up, that is not necessarily the case with those in residential treatment. They are working with the Department of Public Health and the Department of Human Services to do that safely.

At Hillcrest, they have also proactively tested all of their staff for COVID-19. They are waiting for results.

**Child Care Updates:**

Amy Schauer asked the group if there is any information on the right time to send children back to daycare or playdates.

Abbey Degenhardt from Dubuque County Early Childhood Education recommended referring to Iowa Childcare Resource & Referral. <https://iowaccrr.org/resources/files/BGP/78%20ParentGuide.pdf>

**Misc:**

Greater Dubuque Development Corporation: COVID-19 Resources: <https://www.greaterdubuque.org/covid19>

Catholic Charities is also taking NEW CLIENTS for Counseling appointments via Telehealth - please have anyone who has Brain Health needs to call 563-588-0558

We here at Hills & Dales are facing the same challenges due to the loss of connection from both the parents/families and the residents/clients we support. It is VERY hard on everyone, but we are also doing Skype, etc.

Ellen wanted to share the updated Food Resource guide. The PDF can be found here: <https://bit.ly/3e90Dlm>

Dubuque Salvation Army Food Pantry is open Mon-Fri - 9 am to 3 pm

Stonehill continues to share weekly updates to families about the number of people who have been tested and what is happening on their campus. They are not open for visitors yet. June 1 they are opening their wellness center by appointment only. They are keeping their website updated at <https://www.stonehilldbq.com/coronavirus/>

Riverview Center has their telehealth up and running. It has been a great resource for them to connect to their child clients. Through a grant, they were able to send sensory boxes to kids and teens. These boxes help with grounding and coping skills. Telehealth is available for all of their clients.