

COSA UWHC Resources Call
April 28, 2020

Geoff Naunheim from **United Way of Hampshire County**:

Sen. Jo Comerford's Office asked to share information about constituent access:

- Can reach out with questions to Sam Hopper at samantha.hopper@masenate.gov
 - 413-367-4656
- State/Federal Updates: <https://senatorjocomerford.org/covid-19-state-federal-updates/>
- Constituent Guide: <https://senatorjocomerford.org/constituent-guide-to-covid-19/>
- Calendar of Conference Calls: <https://senatorjocomerford.org/events/>
- Contact: <https://senatorjocomerford.org/contact/>

Zoe Jacobs from **Amherst College**:

- Here to learn about what is going on.
- Interested in ways that the college and faculty can be a resource to community.
- Have been sharing information about volunteering and other support with college community.

Jess Daly and Jennifer Ablard from **Big Brothers Big Sisters**:

- Created a wish list to develop care packages for families.
 - https://www.amazon.com/hz/wishlist/ls/1QS6A578KE9HI?ref=wl_share
- Daffodil Run went virtual this year for the tenth anniversary.
 - Over 550 people participated. Over half of the usual turnout – a great number!

Cheryl Dukes from Community Engagement at **College of Nursing at UMass**:

- Also attends FCRN meetings and wanted to learn from this group as well.
- Cldukes@umass.edu
- Hoping to learn about how Hampshire County is responding to the pandemic.
- Looking to offer support to community through resources of the university.
- Nursing Mutual Aid 2020 Twitter Conference on Thursday, April 30, 2020 from 9am-9pm Eastern Time.
 - More info about this mutual aid platform and inaugural Twitter Conference, including recent podcasts & info for journalists can be found on the #NMA2020 website: <https://nursingmutualaid.squarespace.com>

Robin Bialecki from **Easthampton Community Center**:

- Pantry is running outside in parking lot under tents.
- Getting a lot of new people who need food.
- Have a large number of volunteers and can offer help to make deliveries.
- Trying to ensure she doesn't overuse regular volunteers and preserving some separation so that there are backups if anyone becomes symptomatic.
- 413-527-5240 or etoncommctr@gmail.com

Shaundell Diaz from **Stavros**:

- Still working to assist consumers remotely in the best way possible.
 - Staff are working from home primarily.
 - Sdiaz@gmail.com 413-256-0473 x244
- Shared story of difficult times for a client and their family. Group discussed how positive and negative moments alternate or are blended for many support staff. This creates many challenges for staff working remotely who don't have access to the same supports from colleagues as usual.

Kim Scammon from **Greenfield Housing Authority**:

- If you work with someone who needs to get in touch, GHA are being responsive to emails and phone calls.
- kim@greenfieldhousing.org
- For voucher holders in Hampshire County both Greenfield Housing Authority and Franklin County Regional Housing & Redevelopment Authority are working remotely and processing rent changes as needed.

Jennifer Swetland from **18 Degrees**:

- Some of the family support workers are looking for diapers.
- Please share any resources on this.

Laurie Loisel from **Northwestern District Attorney's Office**:

- Northampton Recovery Center and Hampshire HOPE have a new support group meeting for supervisors and managers in human resource agencies.
 - Group will meet every Thursday morning.
 - <https://www.northamptonrecoverycenter.org/calendar/2020/4/2/holding-space-sharing-the-burden>
- Teens, Tween, and Quarantines program is coming up soon.

Julie Kimball from **Treehouse**:

- Generations to Generations – wealth of links and resources for families and nonprofits who support them.
- Applied to the Wonder Fund that supports kids in foster care.
- Need devices – tablets and phones – to keep kids in foster care connected to internet resources during this time.
- Also need funds to help pay for data plans for families.
- Please share any leads.

Amy Ben-Ezra from **International Language Institute**:

- Free English classes for immigrants and refugees are running online.
- Classes can be done on a smartphone.
- Happy to welcome new students.
 - Contact Macey@ili.edu if you want to join a class.

Mary McClintock from **Community Action**:

- Looking for feedback about usability of the COVID-19 section of Look4Help.
- If you have feedback about finding what you need on the site, please reach out to Mary.
 - MMcClintock@communityaction.us

- Franklin County Resource Network has been doing twice weekly meetings.
 - In May will shift to weekly on Thursdays at 10am.
 - Contact Mary if you would like to join these conversations.

Kate Glynn, Board Chair of **United Way of Hampshire County**:

- I'm working on a volunteer safety protocols guide. if there are specific protocols that you are utilizing or questions that you have come up against that you think might be useful for other organizations?
- KFJGlynn@gmail.com is the best way to reach me.

Karin Anderson and **WIC**:

- WIC is open and all intake is now being done remotely.
- Language line available for non-English speakers.
 - www.mass.gov/wic
- Reach WIC via kanderson@communityaction.us and 413-376-1160.

Katelynn Merz from **CHD**:

- I wanted to share that we are taking referrals and completing intakes for new clients (age 5+) via telehealth at CHD Outpatient Behavioral Health in Easthampton.
- Call 1-844-243-4357 for intake. Thank you and be well!

General Discussion:

- Have noticed that agencies are trying to go into planning mode for post-COVID/next year but there is a lack of hard information about how to approach this.
- A lot of the persistent needs in the community are amplified by this crisis. Is anyone seeing trends that may help us plan for the future?
- What are medical/social distancing/soft reopening restrictions going to look like?
 - Some organizations are trying to anticipate what will be increased demand (food, rent, utilities, etc.).
 - Kaiser Health did a study about what people's economic challenges might look like.
- UWHC is looking at greatest need areas: diapers, food are two already coming to the forefront.
- Basic needs programs are getting stretched and that's happening before the need seems to have crested.
- Many questions for organizations about running funding campaigns during this time.

Challenges at local colleges and universities.

- How will those changes affect the communities?
- UMass university leadership is discussing a potential \$9 million budget gap and solutions for filling the gap — including personnel actions — furloughs, layoffs, etc.
 - Raising the possibility with community members (FCRN) to think about the impacts of a large employer in these discussions.
 - The potential for UMass people accessing systems that are already overwhelmed may be a point of discussion for our community-based organizations. There are potential issues of stigma in asking for help - and how resources are shared with people who haven't ever had to access these resources before. This is an anticipatory opportunity for thinking differently.

The Digital Divide:

- This is a major issue – kids trying to keep up with school, parents/individuals trying to keep track of resources and legislation.
- Challenges with access to physical technology: smartphones, tablets, computers.
- Difficulty with internet access due to rural locations, limited connectivity, lack of funds to pay for data on phone plans.

How will this pandemic affect diversity, inclusion, and equity issues?

- Is this a time to begin having these difficult conversations?
- How can we spread awareness when many people feel overloaded at this time of so much information?

Diapers:

- UWHC runs a diaper drive in the summer and partners with regional food pantries. As household resources are scarce at this time, how do we source diapers?
 - Does anyone have advice on how this is working if you need a large number?
 - Can diaper supply contributions grow in a grassroots way in the same manner as mask-making has developed?
 - Is there a way to create a campaign that looks at major producers and tries to encourage stable supply that could be funneled through local pantries/programs?
- Should nonprofits try to change the dynamics of the distribution system? SNAP is not for diapers but could there be an expanded version of SNAP to meet this need?

Should there be more co-location of services?

- One-stop for food pantry, congregate meals, diaper bank, clothing, non-urgent wellness visits, fuel assistance, information & referral, etc.
- Expanding the model of Amherst Survival Center.