

UWHC-COSA Resources Call

April 7, 2020

10:00am-11:30am

Facilitator: Geoff Naunheim, United Way of Hampshire County.

Approximately 58 total call participants.

Kate Glynn. UWHC Board Chair.

- Welcome to the call and wonderful to see everyone.
- UWHC has been serving as hub for resources across community.
 - Variety of UWHC support activities including assisting with Northampton shelter needs and sourcing masks, cots, blankets, etc. for many groups providing services.
- Helping with logistical services to organizations.
- NEW: volunteer donation and services page on the UWHC website.
 - <https://www.uwhampshire.org/covid19>
 - Traffic on site has been huge so you can easily connect with many site visitors.
- Any organizations in the Hampshire County community can post:
 - To ask for specific volunteers: <https://www.uwhampshire.org/covid19-billboard>
 - To ask for specific donations of goods or items: <https://www.uwhampshire.org/covid19-goods-submission>
 - Questions: email uwhampshirecounty@gmail.com

Geoff Naunheim:

- The plan is to host a weekly COSA/UWHC partnership meeting via Zoom.
- Like a COSA meeting, everyone can go around the Zoom “circle” to do report outs.
- Please stay specific to COVID-19.
 - What services is your program providing?
 - Any specific requests that organizations on the call can help with?
 - As a weekly forum, how can these meetings be most useful?

Rep. Mindy Domb:

- Thanks to everyone on the line and to the network of human/social services.
- Interested to learn how the state can further support the network.
- Will work to incorporate our experiences into the legislation and raise awareness.
- Also working to understand the overall needs of the local communities to ensure legislators are advocating for needs in western Massachusetts.
- Daily report of cases is available online at mass.gov/COVID-19 homepage.
 - Knowledge about confirmed cases is limited by testing availability.
 - Confirmed cases in Hampshire County are based on place of residence.
- Legislature introducing bills related to COVID-19.
- Current bill would source emergency funds for food pantries.
 - Focused on what frontline workers in food pantries are dealing with.
- House is in informal session to observe social distancing.
- Please reach out to elected officials about needs.
 - Representatives want to help support these requests.
- Keep representatives in the loop so they can be better advocates.

Laura, aide to Rep. Lindsay Sabadosa:

- Thanks to all organizations participating today.
- Contact office for any support that representatives can offer.

Report outs from participants:

Big Brothers Big Sisters/CHD - Jessie Cooley:

- Still providing mentoring. Learning to shift practice to virtual mentoring.
- Need help with funding, especially donations of tablets and smartphones for clients to receive remote mentoring.
- Shifting Daffodil Run road race to virtual road race. <https://chd.org/daffodil-run/>

Center for New Americans – Laurie Millman:

- Providing all classes and advising and immigration legal services online.
- Pivoting is the word for services these days as changes are being made.
- Constant updating of community resources is vital.
- Advocating for community based financial support in addition to food delivery, etc.
 - Rent support, cash assistance still needed.

18 Degrees – Jennifer Stepman:

- Continuing to provide support through virtual/remote services and outreach.
 - Have arranged to drop off food to families.
- Adapting to new ways of doing things.

It Takes a Village – Lisa Dana Goding:

- Mobilized and transitioned all programs to support families.
- Parent support groups every weekday at 10am and Thursday evenings.
- Village Closet is delivering with safety protocols in place: diapers, wipes, etc.
 - If people need something from closet, please email.
 - Closet@hilltownvillage.org 413-650-3640
- Looking to partner with hilltown pantries to efficiently distribute diapers.
 - Need more diapers and wipes!
 - Some coming from Baystate Noble. Thank you!
- Concerned about possible mandatory shelter in place order.
- Calling every family every week and running errands for immune compromised people.

Children's Advocacy Center – Guadalupe Arevalo:

- Providing services for children and families via email and phone.
- Check website for updates <https://cachampshire.org/>

Northwestern District Attorney's Office – Laurie Loisel:

- Good to hear from everyone.
- No new updates.

Amherst Survival Center – Lev Ben-Ezra:

- ASC is providing hot meals and produce and open to anyone from anywhere.
 - Monday, Tuesday, Thursday, and Friday from 11am-3pm.

- Lunch, produce and bread available.
- Pantry also open and accepting new registrants.
- Families within 13 primary service towns get full allocation the remainder get emergency box.
- Significant need of additional staffing or volunteers who can contribute hours.
 - Anyone who may be interested, please let them know.
 - Seeking organizational partnerships to reassign employees 2-4 days per week.
 - Happy to discuss model, money, safety precautions, etc.
 - Lev@amherstsurvival.org
- Also seeking partnerships for organizations to deliver food to their clients. There is info on the website under Programs/Food Pantry or email Lev directly.

Easthampton Community Center – Robin Bialecki:

- Up and running regular pantry hours. Extended hours for those with serious need.
 - Serving 22 communities right now.
 - Pantry is under tents in parking lot.
- Began summer bags program early. Provides breakfast, lunch, and snacks for a week.
- Still brown bags available for seniors.
- Meal site is closed and hoping to open next week.
- <https://easthamptoncommunitycenter.org/> or etoncommctr@gmail.com
- We can still use volunteers and also financial support to help us purchase more food for our children's program.
- We have full service at our food pantry and the glutenfree pantry.

Stavros – Shaundell Diaz:

- Still open and compiling lists of resources for clients.
- Serious concerns about people with disabilities being marginalized during this health crisis. Especially concerned about equal access to testing.
- Assisting all consumers and clients remotely and meeting needs this way.

Community Action Pioneer Valley – Mary McClintock:

- Mary coordinates Franklin County Resource Network (FCRN) and having twice weekly virtual meetings, Monday and Thursday 10am-12pm. If you need an invitation to meeting, please contact mmclintock@communityaction.us
- Thrilled COSA is doing this. Valuable for emotional support as well.
- Look4Help public resource directory has special COVID-19 directory.
 - Constantly being updated. Refresh your browser for latest information.
 - Send any new information to Mary for inclusion.
- CAPV is working with Northampton Survival Center to get food out to people.
- <https://look4help.org/guided-search/covid-19-updates-to-resources/>

Valley CDC – Joanne Campbell.

- Small business grant program coming out with City of Northampton.
 - Not available to nonprofits. Check info on their website.
- All staff working remotely.
- <https://valleycdc.org> for small business assistance and homeowners struggling with mortgage payments.

- Legislation for mortgage support during outbreak has been helpful! Shout-out to legislature for doing this. What about adding support for rent payments?
- Construction on Sergeant House on Bridge Street continues.
 - Many units set aside for people currently homeless. Lots of applications have been received.

Greenfield Housing Authority – Kim Scanlon:

- Learning resources from call to support clients in Hampshire County.

DIALSelf - Caroline Palmer:

- Case management and emergency shelter are open.
 - 413-774-7054 cpalmer@dialself.org
- Keeping clients connected with case managers.
- Ok to send people their way.
- Drop-in food bank resources with no-contact pick-up, hygiene products, needle cleaning kits, case management, resources, emergency housing for young folks 25 and under.

The Salasin Project – Ruby Soul:

- Open via telephone.
- If you know someone who needs support for domestic violence or intimate partner, or interpersonal conflict, refer to us, then our advocates will support them.

Amherst College - Sarah Barr:

- Here to listen and learn if college can be of assistance.
- Open to ideas/possibilities for collaboration.

Community Legal Aid - Jenn Dieringer:

- Courts closed to all but emergencies.
- Prioritizing unemployment cases, domestic violence and housing emergencies.
- There are some utility shutoffs or sheriff notifications on evictions. Evictions that were filed prior to emergency are moving forward so representation is necessary.
- Refer to <https://communitylegal.org/> for more information. 413-584-4034

RSVP/Community Action/COSA - Lindsay Bennett-Jacobs:

- RSVP volunteers are in vulnerable group (55+); remote opportunities are easiest for our population. And the organization is reaching out to find help through their family members.
- If you have requests for support that can be done from home, please contact Lindsay.
 - 413-387-4558 rsvp@communityaction.us
- Signal boosting Look4Help and the UWHC COVID-19 resource page in communications.
- If you need help shaping your volunteer needs or other volunteer management services, please be in touch.

CAPV Head Start - Kara Peters:

- Serving families in Franklin, Hampshire, and western Hampden counties.
- We provide home visiting programs for pregnant women and children 0-5, full day childcare for children 0-5 subsidized through the state and also preschool programs. Most programs are free for families.

- Head Start is currently closed for in-person services but are supporting and working with children and families already enrolled in our program.
- Processing applications for when we start back up and in the fall.
- We are working with families virtually to get them onto our waitlist.
- Refer clients to <https://www.communityaction.us> or call 413-387-1250.

Community Health Center - Virginia Thornton:

- No questions, listening for resources.

Greenfield Public Library – Pamela McBride:

- Updating resource pages regularly
- Can send info to pamela.mcbride@greenfield-ma.gov

Mass Association for Mental Health – Jennifer Urff

- Statewide organization providing advocacy for mental health.
- Great to hear about what is available now.
- Searchable online directory or more than 5K resources for individuals and families seeking mental health resources.
 - Network of care info online www.massachusetts.networkofcare.org

Mass Fair Housing Center - Sophie Maki:

- Physical office is closed and staff are still taking cases.
- Helping people facing discrimination related to COVID-19 epidemic.
 - Call 413-539-9796 to report discrimination/concerns or ask questions.
- Web: <https://www.massfairhousing.org>

Northampton Survival Center – Heidi Nortonsmith:

- Distributing food Monday-Wednesday-Friday at Jackson Street School.
- Also partnered with GrowFood Northampton at five distribution sites around the city.
- Website is up to date please check for resources.
- <https://www.northampton-survival.org/>

Northampton Recovery Center - Trevor Dayton:

- Two all-recovery meetings held virtually at 11am and 2pm every day.
- Recovery coaches available through HampshireHope.org
- Supporting coaching resources for individuals at Northampton High School shelter.

International Language Institute – Caroline Geer and Amy Ben-Ezra.

- ILI is open and all services have moved online.
- Spanish, French, and German classes are running now.
- Working with refugee students.
 - Most are now unemployed and checking in regularly about various needs.
- Will be adding more resources to list on Look4Help.
- Need for non-governmental monies so people can get cash assistance.
- Does anyone have updated information about Eversource/National Grid shut-offs?
- Some paid mask-making opportunities will provide income to unemployed.
- Looking for resources in any language besides English. Please send to Amy.

- Amy@ili.edu
- Need names of ethnic/language-based organizations who can collaborate on translations, etc.

Veterans Services - Steve Connor:

- Office handles 11 communities. In communication with all 250 applicants.
- Can still take any application for veterans and their dependents.
 - 413-587-1299 or vetadmin@northamptonma.gov
- Can help with food vouchers, SNAP (even for non-vets if other intake organizations are overloaded)
- In office Monday-Wednesday-Thursday-Friday from 10am-2pm although no one is allowed into building, staff will come out to pick up documents.
- Can also help get materials into the hilltowns. Coworker has pick-up truck and goes regularly.
- SNAP and DTA – the threshold of documentation is down. Burden on people is less to obtain support.

Collaborative for Educational Services – Mary Schreiber and Desiree Lalbeharie-Josias:

- Thanks to everyone for information on the call.
- Offering support to children and families at home.
- Developing virtual enrichment programs for learners.
- <https://www.collaborative.org/node/13896/>

MASSHIRE- Teri Anderson:

- Operational and offering services to clients over the phone.
- Two resource pages on website:
 - Job seekers: <https://www.masshirefhcareers.org/for-job-seekers/covid-19-procedures/>
 - Employers/businesses: <https://www.masshirefhcareers.org/employers/covid-19-procedures/>
- Info about grants/loans and unemployment other issues.
- Highest priority is people applying for unemployment.
 - State has online system running but telesystem is not operational at this time.
 - People with no computer access can call.
 - Serving over 100 people per day and a bit of a backlog.
 - Please leave message and we will return calls. 413-774-4361.
- Also offering counselor consultation on career planning or job search assistance.
- Business team is serving employers remotely. Posting hot jobs list for local areas. Business teams can post new jobs. Lots of employers are hiring right now. Lots of jobs out there.
- Offers language assistance. Best option is to have English language speaker call on behalf of client to arrange phone appointment with language assistance.
- Training program on health care
 - A few grant funded programs we are recruiting for.
 - Free training for CNAs. Programs are currently postponed and should be running this summer. Continue to recruit, we are enrolling people.

Safe Passage – Amy DiCaprio:

- Operating hotline with reduced hours Monday through Friday 11am-7pm. 413-586-5066 or 888-345-5282.

- Massachusetts state bilingual hotline is running 24-7. 877-785-2020 can provide information about shelter availability and referrals to local programs.
- National hotline is running. 800-799-7233. And because it may not be safe to make a voice call, you can find their webchat option at <https://thehotline.org>
- Website: <https://safepass.org/covid-19-updates>
- All options above can support those experiencing domestic violence.

WMass Network to End Homelessness – Pam Schwartz:

- Aware of emergency shelter services have been expanded.
- Amazing efforts by towns to address this public health emergency.
 - Northampton and ServiceNet together expanding capacity.
 - Craig's Doors and Amherst together expanding capacity.
- Subscribe to blog. <https://www.westernmasshousingfirst.org/blog/>
- Shout-out to Look4Help. Amazing one stop resource.
- Signing onto letter for legislation for statewide moratorium on evictions and foreclosures. Close to 500 evictions filed since beginning of March. Tenants still receiving notices to quit.
 - Have an opportunity right now to support local delegation and pass this bill.
- MA Senate President: Karen.Spilka@MASenate.gov
- MA Senate Chair Ways and Means Michael.Rodrigues@MASenate.gov

A Positive Place – Laura Hudson:

- All staff are working remotely. Leave messages: 413-586-8288, x1 for Debra.
- Can help with SNAP, unemployment, health insurance.
- Making sure clients are connected to medications.
- Many clients have reduced hours or no work now.
 - May be able to help with rent and mortgage assistance due to lack of work from COVID-19.

Tapestry Health - Elizabeth Mansfield:

- 10am-2pm in the office and doing outreach with van at high school, Manna, encampments where people are staying.
- Making sure people are getting services. 413-586-0310
- Cell phone number for outreach van. 413-316-4684.
 - Can't do needle exchanges outside of Northampton.
 - Can bring Narcan to organizations that need it.

Hilltown CHC in Worthington – Eliza Lake:

- All sites are open for some services including emergency dental and optometry and urgent medical visits including respiratory illness.
- All patients must call first.
- Telehealth visits available including behavioral health visits.
- All community services have continued including domestic violence advocacy, family supports, health insurance navigation, etc.
- <https://www.hchcweb.org/covid-19-resources-and-hchc-response/>
- <https://www.hchcweb.org/covid-19-recursos-y-respuesta-de-hchc/>

UMass Civic Engagement and Service Learning – Chris Felton:

- Working to support our students right now.
- Connect to community partners in responsive ways.
- How can students, faculty, and staff plug into this moment and be of assistance?
- Some can engage and offer support over the summer.

Cooley Dickinson Health Care – Jeff Harness:

- Have canceled elective procedures. Urgent care and emergency are open.
- Telehealth is going well.
- Able to double bed capacity and significantly increase ICU capacity.
- No visitors at this point. Staff wearing mask at all times.
- Detailed numbers about COVID-19 on their website.
- <https://www.cooleydickinson.org/home/coronavirus-resources/>
- To be tested, please go through your primary care provider.
- Coordinating regularly with other hospitals to ensure all know details of bed capacity and can shift patients if necessary, in collaborative plan.
- The Community Call Center (888-554-4234) is open daily from 8 am – 6:30 pm for general COVID-related questions from the community, including inquiries regarding donations, PCP referrals and referral of patients without a PCP who have COVID symptoms

Pioneer Valley Habitat for Humanity – Megan McDonough:

- Construction is essential service but volunteer construction has ceased.
- Working to complete homes in process using subcontractors.
- <https://pvhabitat.org/covid-19/>

Family Outreach of Amherst – Laura:

- Still serving people remotely.
- Lots of bilingual Spanish support including for unemployment claims.
- Getting supplies for clients and dropping off safely at the door.
- Helping people with activities for children.
- Not Bread Alone operating Wed Sat and Sun.
- Can use more volunteers!

WIC – Karin Anderson:

- Doing resource work over the phone. 413-376-1160
- Online WIC applications www.mass.gov/wic
- Nutritionists are calling people for phone appointments.
- Have an online application and clients call in to discuss that with staff.
- Warm line for breastfeeding counselors. 413-475-1773
 - Can talk on phone or do virtual appointment. 413-376-1170.
- Refer clients to <https://communityaction.us>
- Reminder that anyone receiving SNAP qualifies for WIC.

Center for Women & Community – Kathy Crivelli:

- Hotline up and running 24 hours for survivors/family affected by sexual assault
 - 413-545-0800
- Also offering general counseling services 413-545-0883
- Can provide referrals to other Hampshire County resources as well.

- No in-person support groups at this time.
- Community education team is documenting ways of helping and providing positive updates about community work.

CAC - Laurence Washington:

- Open and providing resources and services by phone and email.

Big community-based efforts to make personal protective equipment (PPE). Will put together a list and send to Look4Help.

- Call state reps and ask about this as a potential piece of legislation.
- Employers can place orders with community groups.
- Some grants being explored to hire people to make masks in bulk.

Notes about protective safety for staff still working:

- PPE equipment is hard to get if you are not a healthcare provider.
- Some employers are mandating/providing equipment.
- Latest advice is people in public should have a mask.
- People can make their own masks. Directions online.

Steve Connor says if anyone has a loved one who is at Soldiers' Home in Holyoke, get in touch if you have any needs (contact info is above in notes). 25 people have passed away. Steve will help make any connections possible. This has been a major struggle for families who have loved ones there.

Grassroots resource for mutual aid: <https://www.wmacma.com>

Thanks again says Geoff Naunheim.

- We would like to do this weekly as long as people still want to attend.
- Will release details on next week soon.
- Thanks everyone!