

## COSA-UWHC Resources Call

April 14, 2020

Facilitator: Geoff Naunheim from United Way of Hampshire County.

Approximately 60 agencies on the call today.

Please start with introductions and focus on agencies that need to share new items.

Put any notes and links into the chatbox so that they can be distributed.

John Bidwell from United Way of Hampshire County

- Thanks to everyone for joining. The importance of getting together is to identify needs and assist everyone share to develop a coordinated effort.
- Please check out the volunteer page and donations page at UWHC.
- <https://www.uwhampshire.org/covid19>
- Plus Look4Help page is continually updated.
- <https://www.look4help.org/guided-search/covid-19-updates-to-resources/>
- Networking is vital because people don't always know in these challenging times where to reach out for help or how to offer help.

Agency report outs:

Peter Babineau from Learn to Cope:

- Peer led organization for families/loved ones of people dealing with substance abuse.
- Running virtual meetings on Tuesday nights – Hampshire, Greenfield area.
- Thursday nights – Holyoke area.
- Also a new group for people who have lost a loved one.
- Call Peter 508-245-8005 [pbabineau@learn2cope.org](mailto:pbabineau@learn2cope.org) or Marcy Julian 508-404-3539 [mjulian@learn2cope.org](mailto:mjulian@learn2cope.org) to join a meeting.
- <https://www.learn2cope.org>

Gabriela Vacarelo from CCRT Center for Community Resilience after Trauma:

- Doing healing arts through Zoom.
- Teen groups, crafting, drama, writing, gaming – all have virtual group meetings.
- Contact [ccrt@csoinc.org](mailto:ccrt@csoinc.org) and let them know what group you want to join.
- All programs are free.
- <https://www.csoinc.org/community-based-programs>

Mary McClintock from Community Action:

- Every day there are updates to Look4Help. Please send information about any changes.
- <https://www.look4help.org/guided-search/covid-19-updates-to-resources/>
- Franklin County Resource network meets Mondays and Thursdays at 10am via Zoom
- Contact Mary to join the meeting. [MMcclintock@communityaction.us](mailto:MMcclintock@communityaction.us)

Lev Ben Ezra from Amherst Survival Center:

- COVID 19 update page <https://amherstsurvival.org/covid19/>
- Food, bread, and produce distribution continues. Details about the Food Pantry, how to register, options for getting food:
  - <https://amherstsurvival.org/food-pantry-and-mobile-food-programs/>
  - Agency supported food delivery:

- <https://amherstsurvival.org/wp-content/uploads/2020/04/Food-Delivery-Process-Email-AGENCY-COVID-19.pdf>
- Need is high, especially with recent unemployment.
- Offering emergency box to clients mid-month if people have run out of food.
- Trying to build out delivery options. Partnering with other support agencies to do this.
- Working on increasing sourcing capacity.
- Allocations are 25 % bigger than they used to be. Actively trying to build that up.
- If folks can't get food, let us know. We will help figure it out! [Pantry@amherstsurvival.org](mailto:Pantry@amherstsurvival.org)

Kim Savery from Hilltown Community Health Centers:

- Community health workers are all working, using remote access/virtual/telehealth options.
- Medical, optometry, and behavioral health appointments continue via telehealth.
- Currently trying out some play therapies through Zoom.
- Different methods to provide services being used and health center is in full swing.
- <https://www.hchcweb.org/covid-19-resources-and-hchc-response/>
- [Ksavery@hchcweb.org](mailto:Ksavery@hchcweb.org) or 413-685-3500

Shaundell Diaz from Stavros:

- Still open to serve clients via phone/virtual/remote and taking calls for services.
- Receiving increased number of referrals from nursing homes.
  - Some calls are coming in about virus spreading quickly and people have concerns.
- [Sdiaz@stavros.org](mailto:Sdiaz@stavros.org) or 413-297-8875
- <https://www.cooleydickinson.org/home/coronavirus-resources/>

Sheila Murphy from Literacy Project:

- Providing services to students remotely.
- Talking to people who want to improve literacy plus reading/writing skills.
- Can serve people with online capacity now and others in the fall.
- Welcome inquiries from people interested in classes to prepare for the High School Equivalency Test. Call 413-259-1663 or email [online@literacyproject.org](mailto:online@literacyproject.org) or send an inquiry via the website
  - <https://www.literacyproject.org/>

Sara Wing from Center for New Americans:

- All classes are now remote.
- Looking to find resources for Northampton students. Many live in Hampden and drive up.
- Cooley is scheduling some COVID 19 testing. Two students have gotten appointments.
- <https://cnam.org/>

Sam Hopper from Sen. Comerford's office:

- Have been compiling state and federal updates.
  - <https://senatorjocomerford.org/covid-19-state-federal-updates/>
- "How Can Jo Help?" is a constituent guide. Being updated every day.
  - <https://senatorjocomerford.org/constituent-guide-to-COVID-19/>
- John Bidwell asks if there are trends in needs that the office are seeing?
  - Fielding tons of unemployment issues. Unemployment is very confusing especially with the new act.
- Sen. Comerford's contact information: 413-367-4656
- [Samantha.hopper@masenate.gov](mailto:Samantha.hopper@masenate.gov)

Jim Ayres from Community Foundation of Western Mass:

- COVID-19 fund from CFWM is new and growing. The fund that we are running has been able to raise \$3.2M so far. Trying to do two key things:
  - Pushing out grants to organizations on the front line. (In a break with past funding, CFWM is not using an application process for this.)
  - Addressing the needs of those who are most vulnerable in the community and most impacted by inequity over time.
- First stage is front line work to assist organizations right now. Next stage is recovery phase. Among emerging issues, this will focus on the financial impact on organizations during this time.
  - Organizations also need help with revenue challenges because there are new, often challenging, circumstances and so many fundraising events have been canceled.
- <http://communityfoundation.org/about-the-covid-19-response-fund-for-the-pioneer-valley/>

Prity Shah from Healthy Families:

- We are taking referrals for young, pregnant, and parenting teens.
- Has questions about applying for grant through Pioneer Valley Workers Union grant if anyone has details. Contact [pshah@communityaction.us](mailto:pshah@communityaction.us)

Lindsay Bennett-Jacobs from RSVP of Pioneer Valley and COSA:

- No major new updates. Many thanks to all for joining this call and sharing resources.
- RSVP is putting out newsletters every couple of weeks and can push requests to volunteers that way.
- RSVP volunteers are interested in opportunities from home.
- [RSVP@communityaction.us](mailto:RSVP@communityaction.us)

Virginia Thornton from Community Health Center:

- Help people with any support they are looking for.
- Helping homeless looking for food. Basic needs for people in community.
- <http://www.chcfc.org/>
- [Virginia.thornton@chcfc.org](mailto:Virginia.thornton@chcfc.org)

Jenn Dieringer from Community Legal Aid:

- One update/reminder that we are seeing increase in calls around unemployment.
  - Currently prioritizing employment/unemployment issues, denials in particular.
  - CLA will take those cases so feel free to refer folks.
- Providing all services over the phone and virtually.

Val Woodring – Community Partner Program from CSO:

- Still taking referrals and perform care coordination.
- [Valerie.woodring@csoinc.org](mailto:Valerie.woodring@csoinc.org)

Mary Klase, Attorney Manager at the Court Service Center in Greenfield:

- Got info about this meeting through FRCN meeting.
- Assists litigants in courthouse navigating the system. Family court, housing court primarily.
- My colleague, Maureen McMahon, the Staff Attorney, and I are still providing services remotely. Our phone number for messages is 413-775-7483 and email [mary.klaes@jud.state.ma.us](mailto:mary.klaes@jud.state.ma.us)
- We check the voice messages and emails regularly during business hours: M-F 8:30-4:30. The trial court's website has a link for court updates, which is helpful.

Kathy Crivelli from Center for Women and Community:

- Open and functioning via phone and remote services. 24 hour hotline is open. 413-545-0800

- General counseling over the phone for people who reach out.
- Services are available to all members of Hampshire County.
- Women of Color Leadership Network is also providing online social programming to help UMass students stay connected during this time of remote learning.
- Only things discontinued is in-person support groups.
- <https://www.umass.edu/cwc/>

Lily Wallace on behalf of Rep. Natalie Blais:

- So much incredible work going on in the district.
- Huge uptick in unemployment and housing issues.
- Doing a lot of triaging for folks in crisis.
- Note: helpful updates here <https://www.facebook.com/repblais/>

Helen MacMellon from Amherst Senior Center:

- All staff can be reached via our main phone number 413-259-3060
- <https://www.amherstma.gov/269/Senior-Center>

Jeff Harness from Cooley Dickinson Health Care:

- As well prepared as possible for anticipated needs and increasing both bed and ICU capacity.
  - ICU capacity is close to 30 and there are beds available.
- Call center is getting calls about masks and
- CDHC will act as a hub for locally made fabric masks.
  - Will accept, wash, and distribute masks to shelters, programs, etc.
  - They can use several thousand more.
  - Do it yourself mask group on Facebook is the biggest group around here. John Bidwell will connect Jeff with them.
- Getting a lot of calls also from people with symptoms and can triage these with nurse.
- Can phone the Call Center to be matched with primary care provider if you don't have one.
- Some increased ability for COVID-19 testing.
  - Call your primary care doctor first and you will need an appointment for a drive thru set up.
  - MUST have appointment. 75 people per day currently being tested there.
- CEO Joanne Marqusee will be at Northampton City Council on Thursday.
- Congressman Jim McGovern is hosting a Thursday night town hall with reps from Cooley as well. Register on the Congressman's website.
  - <https://mcgovern.house.gov/>
- CDHC Call Center 888-554-4234 or <https://www.cooleydickinson.org/home/coronavirus-resources/>

Melinda Calianos from Hampshire Franklin Tobacco Free Community Partnership:

- Available to help folks who are vaping or smoking during this time and wanting to quit.
  - Many complications for COVID from these activities.
  - [Mcalianos@collaborative.org](mailto:Mcalianos@collaborative.org)
- All resources are free and available online or by phone or text.

Ari Morton, Legislative Aide to Rep. Lindsay Sabadosa:

- Thanks to everyone for participating.
- Reach out with questions/concerns at [ariel.morton@mahouse.gov](mailto:ariel.morton@mahouse.gov)

Sophie Maki from Mass Fair Housing Center:

- There are new fair housing resources on our website related to the COVID-19 pandemic.
- <https://www.massfairhousing.org/covid19-updates>

Kara Peters from Head Start:

- 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.

Trevor Dayton from NRC:

- This is how some seniors and other 'non-filers' can receive federal CVID-19 check
- <https://www.irs.gov/coronavirus/non-filers-enter-payment-info-here>

Virtual Daffodil Run for Big Brothers Big Sisters on April 26:

- <https://chd.org/daffodil-run/>

Questions??

Francine Rodriguez:

Some providers struggling with undocumented immigrant families.

- How to find funds to help them? Any thoughts about this?
- John Bidwell asks if there are needs beyond funding.
  - Amherst Survival Center and Northampton are meeting food needs.
  - But currently no way to pay rent or electric bills. Right now, services will not be terminated. Concern is there is no money coming in to these families. Many have lost jobs.
- Jim says Pioneer Valley Workers Fund is about \$50K. Is this for any individuals without documentation or members of the PV group? Working to find that out.
- A note that CFWM funds are specifically for orgs and not direct to individuals.
- Center for New Americans does work with some undocumented immigrants.
  - There are some restaurant worker grants available.
  - Emergency Coronavirus Tipped and Service Workers Support Fund
    - <https://onefairwage.com/>
  - CNA can share some resources directly that she has compiled.
- <https://protectingimmigrantfamilies.org/immigrant-eligibility-for-public-programs-during-covid-19/>

Prity Shah:

- 3 undocumented families really struggling with rent.
- Looking at how to access grants for that.
- People have reached out in chat with info.

Mary McClintock:

- How is everyone doing on selfcare? A boost to see everyone here on the call.
- Little treats can make a difference.

- Important to find some time to breathe.

Do people have positive stories to share from their own lives or from their organizations?  
Anything working well or that people are happy to see?

Geoff shares story about new cot shelter at Northampton High School. Originally looking for 50-60 volunteers a few weeks ago. This week, a friend who has been volunteering at Interfaith Cot Shelter said he could not get an available slot to volunteer at new High School Shelter. So many people want to help that there was not a current volunteer opening.

Mary shares that a month ago she did not know how to create a web page. Now she has built the COVID-19 page and is adding constant updates. Thanks to all who contribute information and keep this live and filled with fresh information!

John Bidwell says he is inspired by people's willingness to meet across common boundaries. Easthampton Community Center is serving people from 22 different communities. Robin Bialecki has been taking in 20-30 families a day. Huge testimony to her and just one example of what organizations are doing to help people in a completely new environment. It's been amazing to see that from so many agencies.

Jen Gallant from UMass Amherst Community Campaign:

- Raised a record \$483,000 this year!
- Thanks to United Way of Hampshire County working remotely, the first checks to nonprofits were mailed this week!
- Very grateful to donors and to organizations for moving these funds to meet needs at such a challenging time.

John Bidwell – census update

- UWHC working hard to support the census. Census is a moving target the past couple of weeks.
- Putting together phone bank for hard to reach populations.
- Normally 500K vols fanning out across the nation to get data in person. That is not happening this year.
- Date for census has been pushed back.
- Working with Patrick Beaudry from PVPC putting together nonprofit phone bank – would organizations be willing to share client list for this purpose? There might be a large or small phone bank to reach out to people, depending on call lists and need. Please get in touch with John about any census questions.
  - Mary says CAPV may do an internal phone bank rather than send a client list to PVPC.  
Mary working on easy census scripts to add to regular client check in calls.
- Highland Valley may be including census outreach to their clients during regular calls.
- Other organizations may not have the capacity to add this to their current workload.

Lev Ben-Ezra says Many thanks to everyone at CDH! Hats off to your entire team, especially all the front-line staff.

Coursera: free 10 week class on The Science of Wellbeing  
<https://www.coursera.org/learn/the-science-of-well-being>

