

Duval COAD Response to COVID-19 – Call notes for March 24, 2020

Duval COAD response with organizational contacts regarding the response to COVID-19.

Duval COAD Purpose is to bring together nonprofit organizations, businesses, and governmental agencies to deliver hope and foster more effective preparedness, mitigation, response and recovery for the people of Duval County as needed in times of disaster, through:

- **Cooperation:** creating a climate of cooperation, information sharing, and meeting together;
- **Coordination:** encouraging a common understanding and providing a liaison with city-county government officials, as well as resource management with the community;
- **Communication:** publishing and disseminating information; and
- **Preparedness:** increasing mutual awareness and encouraging effective disaster-related training, policies and procedures.

Duval COAD contact information: the email account is coad@duvaldisasterrecovery.org and internet phone number is (904) 351-0023. Please use this email or number to report coronavirus impact situations, unmet needs and available resources. These are monitored regularly.

Duval COAD facilitators: John Sapora, LISC Disaster Recovery and Resiliency Manager jsapora@lisc.org; Raelyn Means, Administrator of the Northeast Florida Long Term Recovery Organization for Hurricane Irma rmeans@duvaldisasterrecovery.org; Deirdre Conner, Senior Director at the Nonprofit Center dconner@nonprofitctr.org.

Daily call notes (95 participants):

COJ Emergency Preparedness Division –

- There are two testing sites up and running—Prime Osborn Convention Center has tested 350 people to date and the TIAA Field Lot J has tested 700 people to date. TIAA testing site is now limited to 250 tests per day due to testing capacity at labs.
- A federal field hospital is in the works at Prime Osborne to be managed by the National Guard. This should be self-sustaining with wraparound services but EOC is monitoring if any support is needed.
- A unified command for Duval, Clay and Baker counties has been established to support healthcare facilities dealing with outbreaks.
- **Ordering Supplies:** the City of Jacksonville EOC has been tasked with managing resource requests from private and non-profit healthcare agencies for routing to ESF-8 at the State EOC. The local EOC Logistics Section has received over one hundred requests from area healthcare facilities this week, mainly seeking PPE. To submit a request for resources to be routed to the State ESF-8 for fulfillment, please have any agencies in need fill out the attached “ICS 213” form (fields 1-7) and submit the following email address: EOCSUPPLYUNIT@coj.net. Please ensure that there are instructions for delivery and good contact information is included on the form. Please request that agencies include as much detail as possible, including type, kind, quantity, specifications, for any items ordered. Our EOC is reviewing each form prior to submission to ensure that it will be accepted by the State.

- EPD is working on a continuity planning template that will include additional teleworking elements.

COJ Mayor's Office – Dawn Lockhart

- A COVID Food Delivery Task Force has convened to coordinate resources and continue services safely. Participating agencies include EOC, Kids Hope Alliance, Senior Services, Farm Share, Feeding Northeast Florida, Nonprofit Center, United Way, Red Cross, and Jax Chamber.
- The City Homelessness Task Force has shifted its focus to COVID-19 and is currently working on an isolation hotel for homeless citizens exhibiting symptoms and waiting on test results. The location is not being disclosed but if any agencies have an individual who may need the service, they can get in touch with Dawn and she will connect them. The Task Force is also working on a Pop Up Urban Rest Stop.
- She is staying in communication with the First Coast Relief Fund to identify needs and how to best plug gaps. The mayor's office has received communication from a number of businesses that may convert their operations to provide products beneficial to the current environment.

Florida Department of Health, Duval County – No one was able to be on the call but Richard Ward and Samantha Epstein are both in contact with COAD steering committee members and we hope to have them report at a future call.

Sulzbacher: The adult locations for medical services are screening patients prior to allowing them entry for service. Dental services have ceased procedures but can take patients for emergency needs. The facility is willing to be a testing site for the virus but first need to be able to access needed supplies.

Salvation Army: The Center of Hope location is providing community meals through its outdoor field kitchen and is utilizing CDC requirements for safe distribution. Takeaway lunch is being distributed through its 41 Davis Street food pantry. They are stockpiling MREs and bottled water for future use. They haven't been asked to serve first responders but are on standby to do so if the need arises. Salvation Army is looking for volunteers.

Feeding Northeast Florida: The agency is working with restaurants to take donated food and prepare pre-packaged meals for distribution. Both their agency partner capacity and donations are down, so they are working to mitigate those shortages. The State Association Food Bank is allowing them to access MREs and they have activated mobile drive-through food pantries. Their greatest need is for volunteers to assist in food sorting. Volunteers are being screened prior to beginning their shift. They are running short on sanitizers and especially disposable gloves.

Catholic Charities: The agency is working closely with 211 and JEA on emergency assistance for rent and utilities.

JEA: Utility service will not be disconnected during this time but the bill will continue to increase each day, so accountholders are being encouraged to pay as they're able. This applies to both residential and business accounts. Duval customers are challenged in getting utility payment assistance because NFCAA had to leave its Duval office and is working on solutions to resume utility assistance program.

Nonprofit Center of Northeast Florida –

- The Nonprofit Center’s role is to connect, strengthen, and advocate for nonprofit organizations, with an eye toward strengthening the resiliency of nonprofits and the sector during times of crisis. The Nonprofit Center has a strategic goal of building the capacity of groups of organizations working toward a mutual goal.
- The Nonprofit Center will be hosting **weekly Zoom meetings on Fridays at 10 a.m.** to share information with one another and provide briefings on advocacy, relief, and resources to connect organizations to support and information. New information is being added daily to <http://nonprofitctr.org/covid-19>.
- The Nonprofit Center has moved all of its trainings and workshops online so they can continue to be accessible, and is scheduling additional events to help organizations cope during the pandemic.
- The Nonprofit Center is communicating regularly with its list of 300+ members and many non-members about critical information, and will be issuing a survey to better measure the needs of the sector. It is also regularly communicating with governmental and philanthropic partners to increase the effectiveness of partnerships.

United Way of Northeast Florida:

- The United Way connects people, resources and ideas to better the health, education and financial stability of people in Northeast Florida — all of these are facets of life challenged by the COVID-19 pandemic.
- The United Way serves as a crucial liaison through, among many other roles:
 - Administering the First Coast Relief Fund, working with both donors and agencies on the front lines to get relief to those most affected;
 - Providing the vital 211 Helpline service to connect individuals in need with referrals for help from community agencies; and
 - Matching volunteers with agencies in need of help through its online portal and outreach.

211 Helpline and Resource Directory – <https://unitedwaynefl.org/get-help/> is the primary COAD source for what disaster resources are available from various organizations. 211 operators search this database to assist Helpline callers, so please REGISTER your organization and update your contact information and available resources. 211 manager is Don Earl – donalde@uwnefl.org. ****Link for agencies to update their information with changes to schedule and services:** <https://unitedwaynefl.org/get-help/update-agency-information/>

Operations are completely remote at this time. Intake was at 1700 calls last week. Greatest needs are around financial assistance due to Covid related job loss and child care due to school closures, in addition to food and rent/utility assistance. Many callers were not calling for immediate assistance but trying to plan for future depending on how long this goes on. Other unmet needs have been tax related prior to the filing extension announcement and also an increase in requests for hotel vouchers. 211 centers statewide are working with the US Department of Agriculture to provide information on the feeding spots for schools. Anyone who needs to know where the closest school meal distribution site is can call 211 for that information.

First Coast Relief Fund –The first round of funding (\$400K) was released this past week and focused on shelters and emergency assistance (food/financial assistance). Agencies may apply for the next round of funding via an application that will be posted to United Way’s website either today or tomorrow. This round of funding will focus on safety net needs and child care support.

United Way Volunteer & Community Engagement—The United Way website has a landing page specific to COVID-19 volunteer and wishlist needs. <https://tinyurl.com/VolResponse> Agencies can manage their individual opportunities but can also receive support as needed from United Way.

American Red Cross-The organization is approaching the pandemic as a national disaster response. Response efforts are the same regardless of location in the US. They are currently focusing on workforce protection for volunteers and staff, DAT Response (Disaster Action Teams-ex: responding to home fires), and blood donations. There is a huge need for blood donations at this time. Willing individuals can donate blood at the Riverside Ave location between noon and 5pm but must be pre-registered.

Mission House-The homeless day facility in Jax Beach is open for food service but has closed its clinic.
**Unmet Need: men's pants/shorts especially in small sizes, and small shampoos.

EWC—The campus is closed but they have seen an influx in the need for bus passes. They have been invited to apply for the No Kid Hungry Grant.

Presbyterian Social Ministries-The agency has dorm space available for incoming first responders and emergency personnel. The space normally holds 42 but would need to keep the numbers less than that to maintain appropriate guidelines. They do have clothing on site for agencies if that is a need.

Dial-a-Ride/Beaches Council on Aging: The organization is available to help with food deliveries.

Lutheran Social Services—Food Nourishment Network- curbside delivery at this time (enough food for 2 weeks)

Jim Dotson Foundation- mobile distribution in the Arlington area on 3/28 from approx. 7am to 9:30am (estimated distribution time)

LSS Services:

All programs are operational at this time- clients are only allowed to come here with appointments, walk-ins will be assisted on a case by case basis

The Arlington Market Pantry--operated by Arlington 20/20 in partnership with FNEFL, has transitioned to a drive-up food distribution model. Distribution takes place on 1st and 3rd Saturdays from 10-1 in the Sears parking lot at Regency Mall. Additional volunteers are needed to set up, break down, and pre-bag food -- sign up at weareimpact.com/serve. First Saturdays are by appointment only and all April appointments are taken. Needs: pop-up tents, cleaning supplies, gloves, masks, and refreshments/water/ice for volunteers.

Resources and connections:

- To subscribe to the City of Jacksonville EOC COVID-19 SITREP Distribution List, send an email to: LISTSERV@LIST.COJ.NET and type "SUBSCRIBE COJ_EOC_SITUNIT" with NO other text, including signatures, in the message field.
- "The Partnership Center" COVID-19: Recommended Preventative Practices and FAQs for Faith-based and Community Leaders: <https://www.hhs.gov/sites/default/files/3-17-20-faith-and-community-based-covid-19-faq.pdf>

- CDC guidance for community organizations: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/guidance-community-faith-organizations.html>
For all, environmental cleaning and disinfection recommendations:
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>
- Guidance For Healthcare agencies: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/respirators-strategy/index.html>
- **Volunteers** – If any organization has a need for volunteers, please contact COAD@DuvalDisasterRecovery.org with details and we will connect you. Volunteers AND agencies who anticipate having needs are urged to sign up with the United Way here: <https://tinyurl.com/VolResponse> . Jason Clark from Lutheran Social Services can also accommodate volunteers. Don't forget to track volunteer hours—may be beneficial for future funding proposals and required matches.
Resource document for screening volunteers:
<https://uwnefl.galaxydigital.com/files/dl/26f3d88ca8b72ab56c9aaf7b00e9734f/>
- General information for veterans: www.FloridaVets.org
- Florida Housing Coalition hosts a free webinar to discuss the **COVID-19 Response for Housing and Homelessness in Florida**. Please join us on **Thursday, March 26 at 1:30 pm**.
<https://www.flhousing.org/covid-19-housing-related-resources/>
- **Neighborhood and faith organizations** - John Sapora of LISC will continue efforts to reach out to neighborhood-based organizations and the faith community to engage leaders to assess constituent needs, what resources these organizations can activate at the neighborhood level and how larger organizations can bring more response resources into these neighborhoods. Please send John any information about how neighborhood organizations and religious congregations are activating for the disaster. jsapora@lisc.org
- **FL VOAD**: The state VOAD in conjunction with Volunteer Florida ESF-15 is hosting weekly COVID-19 calls on Tuesdays at 3pm. To be added to the invitation list, please email flvoadmeetings@outlook.com. Situational reports can be submitted online at <https://dart-voad.communityos.org/sitrep> to help state and national VOAD leaders support the collaborative efforts of each responding agency.
- **Other COADS**:
 - **Clay County** - Everyone who has disaster response resources, volunteers or facilities available is asked to please text or call André Van Heerden (305) 3950912. Please text the contact information of your point of contact person as group communications are being put together together to organize a coordinated response. You can also send an email to: info@claysafetynet.org.
 - **Nassau County** – Contact is Stephanie Jerrell-Estep, Nassau P3-Public Private Partnership, 386-365-2252, stephstep@nassaup3.org
 - **St. Johns County** – Contact Jenny Harvey, chair of the St. Johns County VOAD, at jenny.harvey@unitedway-sjc.org.

Important information!

- **Local information** – <https://nonprofitctr.org/covid-19> will contain the Duval COAD resources including meeting minutes.
- The website and app www.jaxready.com/virus is a good source of Duval County disaster information.
- **Statewide information** - The Florida Emergency Management website is a good source of Florida-wide disaster updates

About the 10 am daily Duval COAD calls:

Duval COAD will convene at 10am Monday-Thursday via Zoom. Joining by computer is encouraged whenever feasible.

<https://zoom.us/j/3952340642>

Meeting ID: 395 234 0642

One tap mobile

+16465588656,,3952340642# US (New York)

COAD organizations need to be ready to share information about needs and available resources, so please join the daily 10 am calls and email us at coad@duvaldisasterrecovery.org. Meetings will not be held on Fridays in lieu of the Nonprofit Center's 10am Friday call for organizations.

- On these COAD briefing calls, everyone is automatically muted when they join the call, so use *6 to unmute your phone. If you also manually muted your phone so no one hears your barking dog, remember to unmute that as well so you can share your wisdom and ask questions about what you want to know.
- All questions are welcome and the group will have answers or we can research and respond to the group.
- If you cannot make the call and/or have information you want distributed to the group please email it to COAD@DuvalDisasterRecovery.org.