

Jacksonville Against COVID-19 (JAC) Response to COVID-19 – Call notes for Wednesday, May 20, 2020

Jacksonville Against COVID-19 response with organizational contacts regarding the response to COVID-19.

Jacksonville Against COVID-19 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.

Jacksonville Against COVID-19 contact information: the email account is contact@artfullygreen.org and internet phone number is (904) 235-7919. Please use this email or number to report coronavirus impact situations, unmet needs and available resources. These are monitored regularly.

Jacksonville Against COVID-19 facilitators: Aidan Chau, Executive Director of Jacksonville Against COVID-19 contact@artfullygreen.org; John Sapura, LISC Disaster Recovery and Resiliency Manager jsapura@lisc.org; Raelyn Means, Administrator of the Northeast Florida Long Term Recovery Organization rmeans@duvaldisasterrecovery.org; Deirdre Conner, Senior Director at the Nonprofit Center dconner@nonprofitctr.org.

**** Request for Call Topics:** please email ideas for future Jacksonville Against COVID-19 discussion topics that can be researched and planned with your needs in mind.

Daily call notes (54 participants):

Phase 1 Reopening: As of Monday, we are in full phase 1 reopening. Local safer at home orders have expired and many organizations and businesses are transitioning out of remote operations while still adhering to social distancing, frequent handwashing and wearing protective equipment. Last week we discussed how this impacts nonprofit organizations, and this may be discussed again on future calls.

City of Jacksonville: Council Member Michael Boylan shared positive movement regarding the bill to direct \$1 million to the First Coast Relief Fund (filed as Ord. 2020-248). The bill has already gone through the Finance, Rules, and Neighborhoods committees and should be taken up for vote by the City Council on Tuesday, May 26. 15 council members have signed on as co-sponsors. CM Boylan is appreciative to the Office of General Counsel and United Way for their work on the legislation. He applauds the nonprofit sector for their incredible efforts and believes the support for this legislation is a testament to their demonstrable impact.

Other pieces of pending city legislation include Council Member Cumber's legislation entitled the COVID-19 Small Business Relief Grant Program (Ord. 2020-247) to provide a \$2,000 direct relief payment to small business owners. Council Member DeFoor proposed an amendment to the bill yesterday to expand eligibility to sole proprietors. Council Members Dennis and Newby are proposing legislation to take \$5 million of the CARES Act funding set aside for the building inspection department and reallocate it to the City's Mortgage Relief Fund. There are currently 2000 individuals on the waiting list for the relief program.

COJ funding for business and nonprofit financial losses: CM Boylan also reported that the City initially appropriated \$20 million from its federal CARES Act stimulus pool to provide grants to entities that manage or operate City-owned facilities or functions on behalf of the City. However, the City has now opened up this fund to any nonprofit or for-profit business that can provide evidence of financial losses caused by COVID-19 restrictions and impacts. City Council members have been urged to reach out to partners in their communities that might be eligible for these dollars. Please send the funding request to Jordan Elsbury at JElsbury@coj.net as soon as possible. The applicant can submit a one-page document citing their losses that have been incurred as a result of the COVID-19 pandemic along with their actual financial request. Providing additional data such as actuals from previous years and/or projections for this fiscal year would be extremely helpful. If there are any questions, please contact Leeann Krieg, Deputy Director, Intergovernmental Affairs, Office of Mayor Lenny Curry (904) 255-5015 - leeannk@coj.net.

Kortney Wesley, Office of US Representative Al Lawson: Kortney Wesley shared the HEROES Act passed the House yesterday. The Act includes increased funding for a number of areas, including increased CDBG funding and increased funding to entitlement communities, among other things. The Act will be monitored as it moves to the Senate.

Agency Reports & Unmet Needs

Feeding Northeast Florida: Paul Bell reported the organization had a record setting month in April. In spite of a quarter million-pound shortage in retail donations, they were able to distribute 76 truckloads of food and utilized 649 volunteers that represented over 1.7 million meals in their regional service area. Paul noted concern for the continued need for food for families who have experienced loss of income and employment due to the pandemic. It will take time for many to be reemployed and overcome income shortfalls. Organizations could see increased need for the next 12-18 months.

Mission House Jax Beach: Lori Anderson shared they are restarting their food distribution but will largely provide bagged meals only, as 80% of their cook staff haven't returned. Their volunteer base in general has diminished, especially in their senior volunteer population. She suspects many of them will not return at all. They are accepting clothing donations and have put bins outside for individuals to drop items off. They are doing a trial run in their clinic on May 30 and will see five patients. They appreciate the face shields Pat Mulvihill and Rotary 6970 provided. They still have an unmet need for six N95 masks if anyone can help them acquire some before May 30.

Rotary District 6970: Pat Mulvihill continues to have handwashing stations and a small quantity of face shields available through their partnership with Made in Space. They have also connected with the Vietnam Veterans group and have face masks available as well. Included with today's notes is helpful information Pat has provided regarding the benefits of washing hands with soap and water as opposed to hand sanitizer.

New Town Success Zone: Mia Hobdy echoed the concerns of Paul Bell/Feeding NEFL regarding the increased need for food. New Town is averaging 300 meals per event twice a week, in partnership with Feeding NEFL and local restaurants. Thanks to Sunshine Health, they have also been able to provide Walmart gift cards for families.

Lutheran Social Services: Michelle Hughes reported they saw their highest numbers in April and served 1782 families (5536 individuals). They anticipate their numbers will continue to increase. The LSS food nourishment food pantry is operating Monday-Friday, 10am-noon. Families may visit twice a month. The agency has a workforce development program and is taking referrals for individuals in need of career coaching or financial wellness counseling.

Center for Independent Living Jacksonville: Jose Morales shared they continue to make food and medical equipment deliveries on Fridays each week. On June 25, the CIL will host a virtual Emergency Preparedness Conference for persons with disabilities, and they are looking for presenters. Contact Jose for more information: jmorales@ciljacksonville.org or phone 904-955-4196.

Arlington 2020: Dr. Joy Hervey expressed her thanks for the supplies they've received and praised the many volunteers who have supported their efforts. The organization is looking to assist displaced individuals with reemployment and is particularly interested in workforce training programs that lead to licensure or certification. She also reported they are working on bringing testing to the Arlington area. To contact Dr. Hervey: jhervey@arlington2020jax.org.

United Way 211: Jeff Winkler reported 211 has been averaging 1500 calls per day, with about half of those calls being directly related to COVID. 89% of those COVID calls are reporting job loss or loss of income. The top three needs are rent assistance, utility assistance and food assistance. As Catholic Charities and Jewish Family & Community Services, two of the primary Emergency Financial Assistance partners with 211, have over 2000 referrals from 211 they are working to process. Jeff shared recent improvements to 211's system have been made so that those calling for emergency financial assistance are routed to a different interactive voice response system pathway than other types of requests. This is helping manage call flow and reduced wait time over 730%.

Gap in Public School Food Distributions: The Mayor's Food Delivery Task Force met yesterday, and one topic of discussion was DCPS' food distribution program. The food program has been distributing over 46,000 meals per week and will end on May 29 when the school year officially ends. There is a week of June 1-5 gap before the summer food program begins. Although there traditionally is a gap between the end of school and summer feeding programs, there is concern that it will have a greater impact in need this year due to the pandemic. JAC organizations should be aware of the need and anticipate an uptick in food assistance requests.

FarmShare: Matthew Galen shared the USDA at federal and state levels have done a tremendous job in distributing product and FarmShare continues to distribute food throughout the community. In partnership with Clara White Mission, they had a very successful event last week and distributed over 100,000 pounds of food.

Northeast Florida Long-Term Recovery Organization (NFLTRO): In the midst of pandemic response and relief, the NFLTRO continues to work with families with unmet needs from Hurricane Irma. The organization was recently awarded a \$450,000 grant from Volunteer Florida which will allow the NFLTRO to complete repairs for about 50 additional families still suffering from Irma-related damage. Metro North CDC, Grace and Truth CDC and Northwest Jacksonville CDC serve as construction managers for home repairs made by neighborhood-based contractors, which multiplies the investments in these neighborhoods. More information and a full report will be shared on a future JAC call as an example of the long-range work that can happen through a functional JAC.

Health Smart Holistic Wellness for Seniors: This initiative of ten churches in Health Zone 1 is funded by UF Health and Humana Foundation. They currently have an unmet need for 20-25 cu. ft. freezer chests to preserve larger shipments, as well as thermometers, face masks and hand sanitizer. If anyone can help them source these, please contact Mrs. Hermonyone Walker at hw.walker256@gmail.com.

Nonprofit Center of Northeast Florida: Deirdre Conner via Chat—The Nonprofit Center is hosting a free training tomorrow at 3 p.m. on program redesign. You can register for the event here: https://nonprofitctr.org/inspire_events/program-redesign-during-covid-19/.

Operation New Hope (via chat): Operation New Hope is accepting clients. If you know any formerly incarcerated individuals released within the last 3 years without a sexual offense or heinous violent crime, please send them our way at 904-354-HOPE. We are placing all our enrollees in living wage employment even during COVID!

Simply Healthcare (via chat): Hello this is Miguel with Simply Healthcare. We are a Florida Healthy Kids Health insurance plan for kids ages 5-18. We are looking to find ways to partner and collaborate during these tough times. We can potentially help in funding so please reach out to 904-570-0875 or mgarcia@simplyhealthcareplans.com.

Office of Population Health, Humana Military: after the call, Lavender Morrison submitted the attached updated resource guide for active-duty military families. For questions and further information please contact her at Lmorrison2@humana.com. Pre-COVID-19 project outline and purpose can also be found on our website www.humanamilitary.com/populationhealth.

Discussion Topic: Storm Preparation

Volunteer Management: Erica LaSpada shared information on United Way's Volunteer Portal, which allows organizations to post their volunteer and donation needs. There are currently more than 120 organizations participating in the portal. Individual users who register to look for volunteer opportunities have the option to mark interest in being contacted in the event of a disaster or crisis. United Way Volunteer Hub Agency Page: <https://uwnefl.galaxydigital.com/covid-19-agency-information/>

John Sabora shared an important goal of the JAC is to create a plan for organizing both volunteers and donations as part of emergency management support function (ESF-15). Unaffiliated volunteers or donations of items not requested have the potential to hinder efficient response efforts. Developing a clear plan for volunteers and encouraging cash donations through established channels (i.e. First Coast

Relief Fund) strengthens the overall response and relief effort. This will be a continued theme of discussion for the JAC.

In response to Mia Hobdy's question if there were dollars available to assist organizations interested in being designated as a storm shelter, John Sapora noted that sheltering plans were currently being developed at various levels both locally and statewide. Due to COVID and the need to maintain social distancing, additional facilities are likely needed.

The **2020 Florida Disaster Preparedness Sales Tax Holiday** is May 29 – June 4. Stock up on qualifying disaster preparedness supplies exempt from tax prior to hurricane season. For more information and a list of qualifying items, see the attached and visit <https://floridarevenue.com/disasterprep>.

JAC Formalization – Seize the Day!

John Sapora reminded everyone we are currently soliciting member organizations for the Jacksonville Against COVID-19. There is opportunity for organizations to be either a Voting Member or an Associate (Non-Voting) member, so that we can be as inclusive as possible and create a diverse base of organizations. The bylaws provide for a fiscal sponsor, which will be the Nonprofit Center of Northeast Florida.

As part of the formalization, an Executive Committee with four officers and at least five other members at-large (including two city representatives) will be established and meet on a monthly basis. If anyone is interested in serving in this capacity or has nominations, please contact John Sapora or email contact@artfullygreen.org. General membership meetings during “blue skies” will occur on a quarterly basis.

Memorial Day: Today's call ended with a salute to soldiers who lost their lives defending our nation. This Memorial Day, we remember them and the sacrifice they and their families have made for the sake of our freedom.

Learning Opportunities

Florida Housing Coalition: Please join the Florida Housing Coalition on **Thursday, May 21 at 1:30pm**, as we host a free webinar to discuss the COVID-19 Response for Housing and Homelessness in Florida. This webinar will provide you with the new information and resources surrounding COVID-19, as well as guest speakers. <https://register.gotowebinar.com/register/1906777868777321742>.
flhousing.org.

Nonprofit Center of Northeast Florida: The Nonprofit Center is hosting a free training Thursday, May 21, at 3 p.m. on program redesign. You can register for the event here: https://nonprofitctr.org/inspire_events/program-redesign-during-covid-19/.

Standing Agency Resources & Information

- Link to the City COVID-19 Recovery Resources is <https://www.coj.net/recoveryresources>
- 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.
- Monitor www.jaxready.com/virus for the latest Duval County disaster information.
- **630-CITY Helpline:** The City's helpline continues to support customers with routine inquiries about city services as well as answering questions regarding the virus. Staff are working remotely and referring to 211 and providers as needed.

To report executive order violations that pose a serious health or safety risk, it should be reported to JSO's non-emergency line, which is 630-0500. Otherwise, citizens can report non-compliant businesses by contacting 630-CITY (2489) or visiting myjax.custhelp.com - COVID-19 - Frequently Used Service Requests.

The City is logging and evaluating complaints. Code Enforcement is contacting businesses believed to be in violation. The link to the City's COVID-19 Recovery Resources page is <https://www.coj.net/recoveryresources>.

- **211 Helpline and Resource Directory** – <https://unitedwaynefl.org/get-help/> is the primary JAC 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/>
- **Volunteers** – If any organization has a need for volunteers, please contact Contact@artfullygreen.org with details and we will connect you. United Way Volunteer Hub Agency Page: <https://uwnefl.galaxydigital.com/covid-19-agency-information/> 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/>
- **Financial Assistance Available to JEA Customers** (submitted by Elizabeth Paulson, Manager, JEA Customer Assistance Programs): JEA is providing the following temporary measures to assist customers during the COVID-19 pandemic:
 - Following Florida's state of emergency declaration by Gov. DeSantis last month, JEA has suspended utility disconnections for non-payment until further notice. This includes electric and water service.
 - Effective Tuesday, March 31, JEA is waiving late fees assessed on customer bills until further notice.
 - Effective Monday, April 6, customers will not be charged convenience fees for credit and debit card payments until further notice.

For **customers** who are unable to pay their bills at this time, we encourage them to contact JEA at **904-665-6000** to discuss flexible payment options. These include payment extensions that provide more time to pay, as well as payment arrangements that allow customers who qualify the ability to pay their balance over monthly installments. Our Customer Advisors are available by phone weekdays from 7 a.m. to 7 p.m. Customers may also explore billing and payment options on our website at https://www.jea.com/residential_customers/billing_and_payment_options/.

Should **customers** need more help, including assistance beyond their utility bill, JEA is directing requests to the [United Way of Northeast Florida](#), which can connect them to community-based assistance programs. We are encouraging these customers to call **2-1-1** or **904-632-0600**. Attached is JEA's summary of current financial assistance programs.

- **The Nonprofit Center** is maintaining information for nonprofits at <http://nonprofitctr.org/covid-19>.
- **Presbyterian Social Ministries:** The agency has dorm space available in Jacksonville. Dorm sleeps up to 42 or whatever number is deemed safe. We are available to house incoming first responders/volunteers if the needs arise. There is a full kitchen available, showers including an ADA space, laundry area, and Wi-Fi is provided. There is a small fee to assist with keeping the dorms up and running. I want to reiterate, this space is being offered to housing first responders & emergency/volunteer personnel only. It is not available for general emergency housing at this time. TeriKetchum@PresbyterianSocialMinistries.org
- **AARP** has created a website for AARP Mutual Aid Groups, which are informal groups of volunteers that band together to find effective ways to support those people most in need who live in their local community. Mutual aid can include picking up groceries, providing financial assistance, or lending emotional support to your neighbors. <https://aarpcommunityconnections.org>
- **Northeast Florida Regional Council:** NEFRC provides a host of emergency preparedness services for the public, private and government sectors in our seven-county region (Baker, Clay, Duval, Flagler, Nassau, Putnam and St. Johns). This includes but is not limited to the areas of natural hazard planning, hazardous materials and wastes, and training and exercise services. NEFRC maintains staff with expertise in emergency management. A Florida Professional Emergency Manager or FEMA Certified Master Exercise Practitioner will oversee all projects or programs.

The NEFRC, through a contract with the Florida Department of Health, also manages the Healthcare Coalition program for 18 counties throughout North Florida. Through planning, training, equipping and exercising, the Healthcare Coalitions are building a stronger, regional healthcare system. The Northeast Florida Healthcare Coalition is a group of healthcare and response organizations that collaborate to prepare for and respond to medical surge events. HCCs incentivize diverse and competitive health care organizations to work together for the community. <http://www.neflhcc.org/>. Contacts are Eric Anderson eanderson@nefrc.org and Leigh Wisley at lwisley@nefrc.org.

Ordering Supplies: The City of Jacksonville EOC is currently processing supply order requests only from first responders and healthcare facilities, so nonprofit organizations need to use other vendors for PPE and other supplies. Given the increased demand from businesses as communities reopen for business, please send any recommended suppliers to contact@artfullygreen.org for dissemination to other JAC members.

PPE Resources

If your direct service organization needs supplies such as manufactured masks, gloves, face shields, handwashing stations, digital thermometers, etc., please email contact@artfullygreen.org, and the Jacksonville Against COVID-19 will gather orders and coordinate to help source those unmet

needs. On the other hand, if your group is a source of masks, either DIY or manufactured masks, please email the JAC to coordinate your source with the unmet needs.

Rethreaded is making masks for frontline healthcare workers and for sale to the public.

<https://www.rethreaded.com/products/cottonmask>

YMCA has a New Americans Welcome Center program where participants (ladies from Colombia, Venezuela, Ethiopia, to name a few) have been sewing face masks and selling them for \$5/each. This is helping participants make some money for their families. Please call (904) 530-2549 – Amber Dodge, New Americans Welcome Center Coordinator.

Vendors with reasonable pricing for gloves and sanitizer for those looking to purchase:

- **Gloves (Latex/Vinyl)**
 - Apollo Packaging: Ken Petsch (904) 683-3976 or ken@apollopackaging.com
 - \$70/case of 1000 (10 boxes of 100 pairs per case)

- **Hand Sanitizer**
 - Indoff: Don Compton (904) 517-7268 or don.compton@indoff.com
 - 96 – 2oz bottles = \$298
 - 12 – 32oz bottles = \$295

Spiritual & Emotional Care Resources

- <https://emergency.cdc.gov/coping/responders.asp> “Responding to disasters is both rewarding and challenging work. Sources of stress for emergency responders may include witnessing human suffering, risk of personal harm, intense workloads, life-and-death decisions, and separation from family. Stress prevention and management is critical for responders to stay well and to continue to help in the situation. There are important steps responders should take before, during, and after an event. To take care of others, responders must be feeling well and thinking clearly.”
- **Office of Population Health, Humana Military:** The program is maintaining a resource guide for active-duty military families. For questions and updated information please contact Lavender Morrison at Lmorrison2@humana.com. Pre-COVID-19 project outline and purpose can also be found on our website www.humanamilitary.com/populationhealth.
- **Florida Blue Emotional Support Helpline:** Florida Blue is offering a free 24-hour, bilingual emotional support helpline for all Floridians. Any Floridian, including those who are uninsured or insured by another company, can call **833-848-1762** for help dealing with feelings of stress, anxiety, grief, or fear related to COVID-19.
- **Pray Jacksonville Phone bank:** The Pray Jacksonville phone line is 904-990-1777. About 40 people are standing by ready to support individuals who call seeking spiritual and emotional guidance.
- **Presbyterian Disaster Assistance *Building Resilience* webinars for Faith Leaders and General Audiences:** These one-hour programs are designed to increase participants’ understanding of their own signs of stress and to teach in-the-moment tools to engage the relaxation response in body and mind. These webinars are designed for faith leaders and anyone responding to the COVID-19 situation and will engage participants in responding to questions and prompts to help create a personalized self-care and resilience-building plan. Those attending will build on their experience while practicing new tools that have been shown to be effective in

sustaining our capacity to serve in the midst of challenging circumstances. These webinars have been pre-recorded and are available to view at your convenience. Visit www.bit.ly/PDAESCwebinar for more information.

Other Helpful Info:

- **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) 395-0912. Please text the contact information of your point of contact person as group communications are being put 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.

About the 10 am Jacksonville Against COVID-19 calls:

Beginning the week of May 4 through May 27, we will move to calls once a week on Wednesday at 10am. Joining by computer is encouraged whenever feasible – chat information is included in the minutes.

<https://zoom.us/j/3952340642>
Meeting ID: 395 234 0642
One tap mobile
+16465588656,,3952340642# US (New York)

JAC organizations need to be ready to share information about needs and available resources, so please join the 10 am calls and email us at contact@artfullygreen.org. Information will be distributed to the JAC contact list as needed in between calls.

- On these JAC 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 answer 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 Contact@artfullygreen.org.