

Jacksonville Against COVID-19 (JAC) Response to COVID-19 – Call notes for Wednesday, April 22, 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 Sabora, LISC Disaster Recovery and Resiliency Manager jsabora@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 (59 participants):

JAC Organizations respond to group home fire. John Sabora shared how organizations came together to support relief to 16 displaced residents resulting from a fire at a group home early Tuesday morning. The American Red Cross responded and provided hotel vouchers and cash expense cards to the residents but elevated additional unmet needs that JAC participants might fulfill. Under John's facilitation, Salvation Army provided meals, and Presbyterian Social Ministries and Downtown Ecumenical Services Council worked together to provide clothing and shoes. This is an example of coordination and collaboration that can occur through our JAC as we address all hazards, not just large-scale disasters. John will be following up to see what other unmet needs may remain and to confirm that the group home administrator is able to find housing for these individuals. Paul Bell offered assistance from Feeding Northeast Florida if additional meals are needed. Jeff Winkler and others thanked John for his hands-on leadership in going out to the hotel to ensure the residents were ok and their needs were met.

Magnitude of urgent financial needs of direct service organizations: Council Member Michael Boylan is working on a bill to provide \$900,000 from City reserves to the First Coast Relief Fund to

support the work of nonprofit organizations responding to COVID-19 in Duval County. A precedent for such assistance was set in Hurricane Irma when direct assistance was provided to individuals. If the legislation passes, funding would be available to sustain FCRF program priorities, not general operations. Organizations are encouraged to advocate for their needs by providing information on how the need for their services has increased due to the pandemic. Anecdotal stories of the families served also can help in advocacy efforts. Please send your stories and the financial impact of COVID operations to mboylan@coj.net (Write "FCC Proposal" in the subject line) or to contact@artfullygreen.org.

An example of extra financial burden is from Paul Bell at Feeding Northeast Florida: We'll try to get you a financial overview of the many truckloads of food we have been purchasing to bring extra food in that we are not receiving from store donations to meet the increased need. We have also been employing restaurant kitchen staffs to prepare meals.

City of Jacksonville: Sarah Green reported for the Mayor's Office. As a part of the COVID-19 food delivery taskforce, there has been a food delivery partnership developed between the City of Jacksonville, the Jacksonville Transportation Authority and Farm Share to deliver food to some of the Jacksonville Housing Authority properties next week. This is a pilot program at this time and more will be shared in the future should it continue and/or expand. The Mayor's Office continues to coordinate with Masks4Jax and has a distribution going out this week. Orders are being fulfilled according to priority.

Discussion Topic: Sourcing Masks, Gloves and Other Supplies for Direct Services

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.

Rotary 6970 has a standing inventory of handwashing stations available if any organizations are in need. The Rotary has aligned itself with Made in Space to source 3D-printed face shields and has a small quantity ready for distribution. Pat Mulvihill reported he is looking to fulfill smaller quantity requests from organizations rather than focus on the larger healthcare organizations. Pat Mulvihill recognized the tremendous volunteer effort of **Christ's Church** in assembling a number of handwashing stations. Angela Tenbroeck noted in the chat the Florida Blue Farmers and You Program could utilize two handwashing stations.

Community Health Outreach (via chat): CHO has an unmet need for masks. We continue to do emergency dental care, telehealth for primary medical care, food, diapers, and baby formula distribution via drive-through three days a week.

Feeding NEFL: Paul Bell reported via chat that the organization put in a request for masks to distribute to agency partners, to seniors and family food recipients, and for use by FNEF volunteers.

Discussion Topic: 211 Helpline Resource Directory for disaster assistance resources

Don Earl, Director of 211 at United Way of Northeast Florida, provided a brief tutorial on navigating the online resource directory. See <https://unitedwaynefl.org/get-help/>. This is a community resource that is accessible by organizations and individual users. Agencies are encouraged to create a user account to easily save common searches and resources. It is vital for agencies included in the directory to keep their information up to date and notify 211 of any changes in operations or services. This can be done easily via the webform at <https://unitedwaynefl.org/get-help/update-agency-information/>. If an organization would like to be added to the directory, or for any other questions, contact Don Earl at donalde@uwnefl.org. Many participants lauded United Way and 211 for their efforts to provide this invaluable resource to the community.

Other Agency Reports & Unmet Needs

Florida Blue Farmers & You Program: Angela Tenbroeck reported they have seen 300% growth. Many elders are off and on with the program as the fresh produce bags typically last about 2 weeks. They have received support for logistics and transportation but continue to need volunteers and financial donations. They've received 585 requests for bags this week and continue to seek donations to meet the need.

Salvation Army: Major Biggers reported a second Urban Rest Stop opened this week at 15 E. Church Street in partnership with Sulzbacher and MHRC. The facility is open 7am-6pm and saw 50-60 individuals yesterday.

Nonprofit Center of Northeast Florida: Deirdre Conner reminded everyone to register for Friday's Weekly Wrap-Up call, which will feature some legislative news and other updates. Additionally there are a number of virtual events on the calendar, many of which focus on organizational financial health and resilience. There is also an upcoming event in partnership with Baptist Health to help teams navigate mental health concerns. You can register for the Friday call and other upcoming events here: https://nonprofitctr.org/inspire_events/.

Feeding Northeast Florida: If any agencies are needing food for increased needs, please contact Paul Bell, paul@feedingnefl.org and he will forward to our Director of Partnerships and Programs.

U.S. Rep Al Lawson's Newsletter: You can sign up for Rep. Al Lawson's resource newsletter at: <https://lawson.house.gov/contact/signup>. Contact is kortney.wesley@mail.house.gov.

Future JAC Roundtable Calls will include continued discussion on planning for storm season and associated training opportunities, as well as how to include neighborhood organizations and the faith community in those efforts. In response to Mia Hobdy's question regarding how the JAC will continue operate under the gradual reopening of the economy, John Sapora shared it is the intent of the JAC to still convene and respond to unmet needs. While we might be on the downhill COVID curve, the needs will continue to exist in the community and our coordination will still be vital. Angela Tenbroeck suggested the JAC may want to conduct a "post mortem" as to what worked well and what didn't. An after-action review or debrief is a common practice in emergency management and will likely be incorporated into JAC efforts.

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.
- **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.
- 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 hosting weekly webinars every Friday at 10 am.** The agenda will include briefings and Q & A on actions at the federal, state and local government levels to provide nonprofit businesses relief; information on coordinated activities that nonprofits are leading or assisting in; and an update from local philanthropy. This is also an opportunity for you to crowd source ideas, needs, and opportunities. We'll repeat these calls every Friday as long as there's demand. Register here: https://nonprofitctr.org/inspire_events/covid-19-impact-call-weekly-wrap-up/. New information is being added daily to <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.

PPE Resources

Rethreaded is making masks for frontline healthcare workers and potentially for sale to the public. Per their website, they are currently sold out. <https://www.rethreaded.com/blogs/news/we-are-now-making-masks>. JAC will continue to check on this resource.

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 April 5, we will move to calls twice a week on Monday and 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.