



SOELS Agency Advisory Council Meeting

May 8, 2020

10:00 to 12:00

Zoom Call

Attendees: Adrienne Auxier, Kairos; Adrienne Liufau, Kairos; Ann Ackles, Jackson County Public Health; Brittain Zimmerman, Kid Time; Carrie Prechtel, Allcare Health, 211info.org; Cecilia Giron, Listo; Christine Russo, Head Start; Jessica Machen, DHS; Katherine Clayton; Head Start; Katrina McGrath, CCRN; Kelly Wessels, Ucan United Community Action Network; Lisa Farlin, SOFCF; Louise Horn, FNC; Mariela Owen, Reliance; Martha Ibarra, CCRN; Mary Wolf, CCRN; Mike Bonetto, Tenfold Health; Nancy Lawson, Special Education, SOESD; Peter Buckley, Southern Oregon Success, Rebecca Tree, Roots & Wings; Ryan Bair, Rogue Challenge; Riki Rosenthal, Jackson Care Connect/Starting Strong; Sam Engel, Allcare Health; Samantha Watson, Jackson Care Connect; Sarah Northrop; Scott Beveridge; SOESD; Stacey Inman, EI/ECE; Susan Fischer-Maki, AllCare Health; Wendy N.; Whitney Dennis, FNC; Kelly Bells, Josephine County Healthy Families; Jessica Machen, Dept. of Human Services; Ryan Bear, Rogue Community; Darcy Larson, Jackson County Early Intervention; Bobbie Morrocco, Siskiyou Community Health; Sonya Beavers-Bryant, Healthy Families, Siskiyou Community Health; Rhonda Schock, Great Beginnings

Hub Staff: Rene Brandon, Teresa Slater, Chelsea Reinhart, Molly McLaughlin, Vicki Risner

Agenda

Welcome & Partner Updates

Kelly Bells, Josephine Co. Healthy Families: Still working in the office and providing services by phone. Mailing packets to families. The thing that benefits families most are activities. They do not have a date for home visits. Biggest inequity is for the migrant families not being able to access COVID19 information in their native language. A lot of confusion. Been referring them to the CDC and state sites for accurate information. Many of these families were ineligible for any stimulus assistance.

Carrie Prechtel, Allcare: Unete and SO Health-E are offering resource information and financial support to people not able to access the federal funds. Most COVID19 information is not coming through in Spanish which is causing issues. They have been able to provide some translations when requested. OHA is providing info in Spanish. Sam Watson said that multiple organizations are coming together to see where these gaps are for this community and providing resources.

Peter Buckley, Southern Oregon Success: Listo is working with United Way and other partner organizations to reach families. (80 families)

Cecilia Giron, Listo: Thanks to Allcare and United Way supports, they have delivered over 60 food boxes weekly and supplies to families. Along with SOELS, also applying for grants, educational materials, activities. This is in place through December. College Dream, Grants Pass Workforce volunteers, parents within their group are delivering the food. They have a bilingual staff who is helping them with childcare, information about COVID19, rent, utilities. Working with CASA to support families.

Stacey Inman/Darcy Larson, EI/ECE: Supporting families through distance learning. Teletherapy. Complex with different licenses. Staff is working from home. Beginning to open the offices with safety in mind. Disappointed with their potential funding cuts. Staff are stressed about their jobs. Maybe furloughs, not replacing retirees. Focusing on basic needs and getting through this time.

Adrienne Auxier/Adrienne Liufau, Kairos: All direct care staff are working remotely, telephone or audio visual appts. Some are slowly coming back on site. More by the end of May. In person meetings done at family request. Intakes in the office for initial assessments, even when the provider is using telehealth. Most youth and families are adapting to the telehealth system. The staff has become very creative in using the system. More family sessions since they are all together. More clients this week, people are coming out more and into services. Some families find telehealth more desirable.

Rebecca Tree, Roots & Wings: Some interesting things will be integrated into systems. We're going to be fine. We'll move forward together. There is a message of hope.

Rhonda Schock, Great Beginnings: They have 2 emergency care sites operating. 2 to 10 kids depending on the day. Great support from the state for supplies. Focused on play and support. A lot of families want to come back, a lot of stress with not. 2 staff laid off, 3 stayed on. Trying to keep things as normal as possible.

Christine Russo, Head Start: Reached out to 1,000 families, filled out surveys. 582 asked for teachers to call, 100 asked for bi-weekly calls. 60 are Spanish speaking. Majority of Head start will be laid off on May 15. They are mainly working from home. The collaboration, FNC, Hub, Rogue Community Health, Rogue Challenge has been mind blowing. Food boxes, diapers, wipes, activity kits. Connecting families with medical appts and dentist appts. A staff of 4 will continue until June 9th, no staff after that.

Whitney Dennis, Family Nurturing Center: Offering a lot of services. Created a distribution program. Screened families for what their needs are. Used vans to transport items to families. May 5th, supported 372 families, 414 deliveries to both counties. 16% parenting support, 64% diapers, 48% basic needs, 67%. Shared the FNC flyer. Most requests are responded to within 72 hours. They have been working with partners for years which made this possible. Services are expected to return soon. Telehealth services are being offered for families that were already engaged with them.

Sam Watson & Riki Rosenthal, Jackson Care Connect: No date when reopening store. Items like diapers and wipes are difficult to get. Working with families for specific needs. Focused on impending births so they leave the hospitals with car seats. Trying to find ways to fulfill needs and keeping everyone safe. They have some grant funding available for COVID19 increased demands for services. Outreach to their post-partum clients to see what additional resources they need.

Carrie Prechtel, Allcare: Shared link for AllCare COVID-19 Resiliency Fund application: <https://app.smartsheet.com/b/form/5462713e5cda475bb529908b135ce915>. Want to support committee organizations who are on the front lines. Not on their website, but want to share with their trusted partners. Food insecurities, rural communities, front line services, service challenged grants.

Jessica Machen, DHS: We are offering services, office is open. Asking people to apply using phones in the lobby. Cave Junction has a walk-up window. Coaches work hard to get eligibility in quickly. It's slowed down a little, maybe due to the stimulus checks. Encouraging people who were denied before to apply again. Working with skeleton crews in the office. Most are teleworking. Child welfare has been a decrease in the number of cases coming in, but the ones coming in are severe. Hospitals are reporting more. Lack of mandatory reporters seeing the kids is an issue. Families should still be receiving emergency SNAP funding through the end of May.

Mary Wolf & Devon Finley, CCRN: Working from home. Trying not to overwhelm families with too much information. Grant closes on Monday. The essential nature of child care, emergency shelters, closed locations are in a tenuous situation. Support is not reaching many programs directly. Programs that they were doing in person have shifted to phone calls and tele meetings. Working to set up a texting program. Supporting their Spanish speaking professionals. Drop materials on porches. A mom circle was created on Zoom. Working on training opportunities through Zoom.

René Brandon, SOELS: Has been working to get activity kits out to families who have requested them. A child maltreated, in addition to the diapers and physical needs. Families are high stressed. Programs are high stressed with not knowing what the funding will be going forward. What impact that will have going forward. While money is important, money doesn't solve all problems. It's the partnership,

Ryan Bear, Rogue Challenge, Rogue Community Health: 2016, a few CEOs wanted to create a system, Rogue Challenge, to support partnerships and collaborations in our community. Wants to offer their services to other partners. Collaborations provide a level of support that traditional sources of funding don't. In 2017 they introduced a shared software and closed system, takes case management, knowing who will treat their clients with respect and referral, quick referrals for families and needs. We have 20 partners which include: FNC, Head Start, YMCA, GPSD, Eagle Point SD, Ashland, Credit Counseling, Hearts with a Mission, Southern Oregon Success, and EI/ECE. Health care has systems where we collect data, but few systems that addressed the needs immediately. We do trauma informed care training, customer services, aligned messages while working each individual system needs.

As a community we prefer to use our systems to communication. We were working with a closed looped software called Lifespan. 5-10 minutes to complete the initial appt. We are right in the middle of switching to Reliant. This is community governed. The people there best represent people in this community, having a community governed system keeps the information here, know where there are gaps and make changes immediately. Reliance is able to tell them in real time where the most immediate need for food insecurities. Allows them to make changes quickly and directly. Can help early intervention. Coming together will make a big difference. For those not already involved: Reach out to Whitey Russo or myself to become a partner. Want to maintain accountability for the people they serve. They will have a full example for the June meeting. They have a 5-step process for how they process clients, then the last 5 steps can be custom to reach program. Elements address housing, food, medical, legal. Applications are in English and Spanish, Working on deaf and blind applications. They prefer the in-person applications to help the applicants feel more included.

The referral system allows for an acceptance or non-acceptance (with a stated reason). The system would know if referrals are not being taken until a certain date. Once you accept a referral you change their status, appointment scheduled, when completed. Easy for case workers to see where things stand at all times. Reliance gives them the ability to outcomes for people they referred to this program.

René Brandon: Early learning hub directors had a call with the ELD. Lots of questions about funding. 17% cut doesn't mean that there will be a 17% cut. They just don't know. Look at your budgets so if there are cuts you know where you may need to make them. Whatever funding is provided, we will make the best of those resources to provide for our families and children. Your voices will drive our services. We are all in this together. This is our largest meeting of cross sector partners. We are all serving families in a cross-sector process.

Next Meeting:
June 12, 2020
10:00 – 12:00
Zoom