

Jacksonville Against COVID-19 (JAC) Response to COVID-19 – Call notes for Wednesday, July 1, 2020

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;
- **Collaboration:** sharing the work, ideas and insights together as equal participants united by common goals;
- **Communication:** publishing and disseminating information; and
- **Preparedness:** increasing mutual awareness and encouraging effective disaster-related training, policies and procedures.

Meeting notes (59 participants):

Local Mask Mandate (Emergency Executive Proclamation 2020-005): John Sapora welcomed everyone and opened the meeting with a conversation around the Duval County mask mandate, which went into effect 5pm Monday, June 29 (<https://www.coj.net/welcome/news/city-of-jacksonville-adopts-mandatory-mask-require>). As we continue to respond and combat the spread of the virus, it's important that agencies are able to continue to have proper resources for face coverings, handwashing, social distancing and avoiding large gatherings. Organizations are encouraged to share their PPE needs by emailing contact@artfullygreen.org.

Agency Reports/Unmet Needs:

Lori Anderson, Beaches Council on Aging: The organization is finding that both drivers and riders are needing masks.

Brian Baer, Elevated Studio: FEMA is taking orders from nonprofit organizations who need masks at no cost for their staff, which can include volunteers. They come 500/box and are meant for internal use (staff/volunteers) rather than for community distribution. An information sheet and the order form are attached (Nonprofit Sector Cloth Face Covering Donation; Nonprofit Sector Order Form). We are told that FEMA will accept smaller quantity requests than the stated minimum of 10 pallets!

Richard Ward, Department of Health, Duval County: The Department of Health also has cloth face coverings available to donate that can be provided to constituents. As reported on a previous call, organizations can call 904-253-1850 to request masks and arrange pickup with Winston Gibbs, DOH Duval County Logistics Coordinator.

Masks4Jax: Mask4Jax is also continuing to accept donations to support the increased demand for masks from community partners, so submit your mask request to contact@artfullygreen.org.

Karen Marino, Northeast Florida Community Action Agency (via chat): NFCAA can use any masks that are available as we provide services in all NE counties to low-income communities.

Jason Clark, Hunger Fight (via chat): We are good on facemasks and gloves for right now. However, we may need to readdress our need for mask and gloves should the mandates still be effect in November.

Responding to COVID's Impacts: How do we approach our services and response over the next few months, as families and individuals continue to struggle and feel the impacts of COVID? JEA's moratorium on disconnections could end as early as July 7, and the moratorium on rental evictions was just extended through August 1. Many organizations commented on how unmet basic needs of individuals, families and businesses will continue to escalate this summer and for months to come, even if COVID is managed well.

Brian Baer, Elevated Studio: Brian noted the "COVID cliff" is a very steep one and encourages the JAC to organize in such a way that not only supports JAC partners in their own operations but also coordinates individual efforts with those of our governmental partners. The JAC needs to advocate to government and other resource partners to address escalating basic needs including housing, food insecurity, behavioral health, employment, child care, etc. Of particular concern is the large rental population in our area and the associated number of households that may be at risk when moratoriums expire.

Paul Bell, Feeding Northeast Florida: The organization continues to see an influx in households who have lost employment and anticipates the struggle to regain lost wages will last 12-18 months. The agency is working to increase its number of food pantry partners to meet the need. While grant funding has been generous to date and has allowed them to acquire a significant amount of shelf-stable food, there is concern that available funding is beginning to decrease. It's important that we keep legislators and the business community aware of the ongoing need that will be felt for at least the next year. FNEF has continued to have tremendous volunteer support even though they are in smaller numbers. They packed 3 million pounds of food in May and have seen triple the need over this time last year. The agency submitted grants to bring in more equipment to increase their efficiency in the warehouse as well as to request freezers and other means of storage for mobile pantries.

Deirdre Conner, Nonprofit Center of NEFL: The Nonprofit Center will be releasing research next week on COVID's impact on the nonprofit sector, specifically around organizational efforts and capacity needs moving forward. If anyone has any suggestions or questions surrounding that report, contact Deirdre at dconner@nonprofitctr.org.

Angela Strain, WeCareJax (via chat): We are seeing an increase in need for safety net health services as folks who lost jobs and health insurance are finding COBRA and marketplace options too expensive. We believe this will only escalate over the next 90 days, and likely beyond.

Kelly Moorman Coggins, Hart Felt Ministries (via chat): We are absolutely seeing an increased need with our seniors at Hart Felt for help with JEA bills, not to mention groceries. Some clients will have a difficult time applying for relief using online applications.

Jose Morales, Center for Independent Living: The agency is currently developing a process to distribute \$250 per person to assist with housing, utilities, or any other necessity who can demonstrated need and disability. It is the first time the agency is doing such a program so they are hoping to have the process established by the end of July. Jose thanked the many partners that participated in their Disaster

Preparedness Conference last month. The link will be available on their website (www.ciljacksonville.org).

Issis Alvarez, Nonprofit Center (via chat): Quick reminder: Kids Hope Alliance is launching their small providers academy this month. Any organization that plans to apply for their mini-grants must go through this academy. More info here: <http://kidshopealliance.org/small-provider-application/>

Chelsea Reeves, American Heart Association (via chat): heart.org has tons of information of heart health and wellness, moving more, sharing resources during this time. Free to download and share with others. Please contact me for more of heart health in the community. Chelsea.reeves@heart.org

Government Updates

City of Jacksonville Business Relief Grant Fund: City Council approved \$16.5 million in grants directly to 72 nonprofits to assist with lost revenue or increased expenses due to COVID. Ordinance 2020-038-E.

City of Jacksonville Mortgage, Rent & Utility Relief Fund: The waitlist for the program has closed. The City continues to approve applicants and distribute funds. A timeline for distributing all funds is unknown at this time.

Prior to the meeting, Dawn Lockhart shared the following updates on behalf of the Mayor's Office:

Homeless Shelter Taskforce: All shelters continue to implement the sanitation and social distancing protocols to ensure public safety and there has not been any additional reports of positive tests. The Taskforce was recently awarded the Non-Profit Center of Northeast Florida's **Collective Impact award** for developing and coordinating a proactive plan to address COVID-19 in unsheltered residents. The Taskforce is now working on implementation of a housing strategy based on the recommendations from the recently released report: *Snapshot: A high-level review of the Regional Approach to Homelessness in Jacksonville* by Barbara Poppe.

Food Delivery Taskforce: Members agreed to formalize their efforts to expand the network of food and nutrition partners. The taskforce developed a member survey to evaluate system gaps and resources and is currently identifying the lead organization to carry these initiatives forward.

Elizabeth Paulson, JEA Update: The City Council approved \$2 million to allow JEA to provide 10,000 customers with a \$200 debit card to help pay their utility bill. In order to be eligible, the customer cannot have received the \$1,000 mortgage relief assistance from the city. Customers eligible for the JEA assistance were notified both by automated phone call and email. Online applications will open at noon July 2 and will be first-come, first-served. Once approved, the debit card will be mailed directly to the customer's home with the customer's name on it. They will then use the debit card to pay their utility account online. John Sapora asked how many customers are at risk of having their utilities disconnected. Elizabeth responded it's difficult to assess because the number changes daily, but as many as 20,000 residents were at risk at the peak. **JEA will resume disconnection of services starting July 7, 2020.** Customers are encouraged to act now to avoid disconnection if they have a past-due bill. Customers should contact JEA at **904-665-6000** to discuss flexible payment options. Customer Advisors are available by phone weekdays from 7 a.m. to 7 p.m. Customers may also explore billing and payment options 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 **2-1-1** or **904-632-0600**.

Discussion on Homelessness & Housing Impacts:

Keath Biggers, Salvation Army: The Sheltering Taskforce is also focusing on planning for the Republican National Convention and impacts to shelter programming. The Salvation Army continues to operate its pop-up shelter at its Church Street location and is serving 50-60 individuals per day. They are looking at an extension to the program which is currently set to expire at the end of July.

Dawn Gilman, Changing Homelessness: While an official radius for the security zone has not been announced, previous conventions operated with a 1 mile radius. Both Sulzbacher and Hubbard House operate locations within 1/10 mile of Veterans Memorial Arena, so planning is underway as to how to accommodate these individuals and to ensure that the homeless population is included in the RNC safety planning process. Dawn also reported they've seen an uptick in referrals from hospitals, shelters, and jails for non-congregate shelter for individuals who've tested positive for COVID-19. They are still waiting on federal dollars.

Linda Joseph, Operation New Hope (via chat): Is there an opportunity to create a roundtable to focus on COVID outbreaks in the local jails and to address the needs of returning formerly-incarcerated citizens that may or may not be affected? Please contact ljoseph@operationnewhope.com.

LaShawnda Rainge, Hubbard House (via chat): The organizations needs to move our 85 residents during the RNC. Any ideas where we could go for free or a sliding scale? Contact: lrainge@hubbardhouse.org.

James Coggin, Community Foundation (via Chat): Is there local data that evidences the scale of the problem as it relates households at risk of eviction or foreclosure?

Jeff Winkler, United Way (via chat): We, along with Jacksonville Area Legal Aid are tracking the Eviction Lab's website: <https://evictionlab.org>. JALA is tracking filings of evictions with the help of a law clerk. We are also working closely with JALA & some of our partners on piloting an Eviction Diversion program for Duval. This is still in the early stages.

Disaster Preparation

2020-21 Storm Preparedness and Response Guide: the annual JAXREADY Guide highlights life-saving information for residents in all types of disasters. Most residents will receive the Guide via the US Mail but you can download and distribute electronically at <https://www.coj.net/jaxreadyguide>.

Special Medical Needs Registry: City Emergency Preparedness Division has a special medical needs registration to aid in assistance or shelter evacuation in the event of storm or other disaster. Each client must re-register each year to remain in the system. For more information, visit <https://www.coj.net/specialmedicalneeds> or call (904) 255-3172.

Hurricane Supply Checklist: household storm preparedness is the first step in staying safe and creating resilient communities. Here is the latest Florida Department of Emergency Management checklist for preparing your household for storm season. Remember “**the first 72 is on you**”, meaning your household needs to be able to survive for at least three days without assistance from relatives, neighbors or emergency responders. <https://floridadisaster.org/planprepare/hurricane-supply-checklist/>

Skip Cramer, American Red Cross (via chat): We all need to think through the impact of a large natural disaster combined with the building severity of the humanitarian crisis here, as it impacts response and certainly recovery. It's sobering to consider.

JAC Business

Approval of Executive Committee Slate: The JAC's bylaws were approved at the first official membership meeting on June 17. The next step in our formation is to approve the slate of officers and at large members for the Executive Committee (see attached document). By unanimous voice vote, the slate was approved. This group functions like the board of directors so please contact us with ideas and any concerns.

Priority Workgroups and Functional areas: John shared the list of functional areas the JAC will be focusing on as we move forward. The JAC is looking for individuals with EOC and/or sheltering experience, as well as leads on warehouse and storage space in the event we need to provide donations management during a storm. John is particularly excited to work on the neighborhood and faith-based organizations workgroup which has a lot of potential to strengthen our network and ability to assess damage/impact and respond to disasters.

Call to Action: As newly-elected JAC chair, John ended the meeting with an appreciation for everyone's fine work and a call to action – a call to caring and excellence in building a sustainable, highly-effective coalition of diverse servant leaders who reach into the whole community to truly appreciate and address the unmet needs and suffering of our community neighbors. As we bring hope and some relief to one another, we experience the joy and fellowship of true community together, and are reminded that a secret of life is finding joy in the midst of suffering and uncertainty. Have a great 4th of July holiday and let freedom ring!

Learning Opportunities

Florida Housing Coalition: Please join the Florida Housing Coalition on Thursdays for free webinars 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. On Fridays, the FHC hosts calls specific to disaster recovery. For more information and to register, visit flhousing.org.

Nonprofit Center of Northeast Florida: The Nonprofit Center has a number of upcoming training opportunities. https://nonprofitctr.org/inspire_events/

"[COVID-19 Pandemic Operational Guidance for the 2020 Hurricane Season](#)." FEMA released this guidance to help emergency managers and public health officials best prepare for disasters while continuing to respond to and recover from the coronavirus (COVID-19) pandemic. Download the "COVID-19 Pandemic Operational Guidance for the 2020 Hurricane Season" on the [FEMA website](#).

FEMA Emergency Management Institute: The Emergency Management Institute (EMI) offers self-paced courses designed for people who have emergency management responsibilities and the general public. All are offered free-of-charge to those who qualify for enrollment. <https://training.fema.gov/is/> Consider creating a FEMA SID and taking the following courses to help build personal disaster skills and community knowledge:

- IS-100.c – Introduction to the Incident Command System (2 hours)
- IS-700.b – Introduction to the National Incident Command System (3.5 hours)
- IS-800.d – National Response Framework, An Introduction (2 hours)

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.
- **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/>
- **The Nonprofit Center** is maintaining information for nonprofits at <http://nonprofitctr.org/covid-19>.
- **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, hand sanitizer, 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.

Florida Department of Health, Duval County, has cloth face coverings available for community distribution at no cost. To request masks, call 904-253-1850. You will be contacted to arrange pick up.

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.
- **American Red Cross/Bereavement and Grief Assistance:** The American Red Cross is offering a [Virtual Family Assistance Center \(VFAC\)](http://www.redcross.org/VFAC) to support families struggling with loss and grief due to the ongoing coronavirus pandemic. People can visit redcross.org/VFAC to access a support hub with special virtual programs, information, referrals and other services to support families in need. The hub will also connect people to community resources provided by partners in their area. All support is provided virtually and is completely confidential and free.

Other Helpful Info:

- **FL VOAD:** The state VOAD recently announced regular calls will occur on the 2nd Tuesday of the month 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.

Future Jacksonville Against COVID-19 calls:

The Jacksonville Against COVID-19 will transition its membership meetings to the **first Friday of the month**, with the next meeting on **Friday, August 7**. 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 our 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.

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.

A Facebook page (www.facebook.com/DuvalJAC) has been created to allow us to share relevant information and opportunities that member organizations can share with their constituents.