

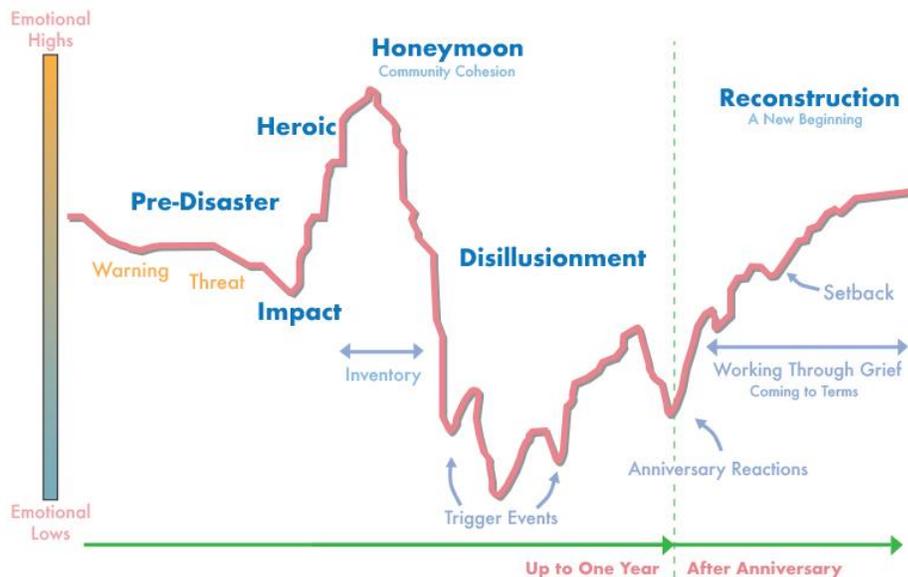
Jacksonville Against COVID-19 Membership Meeting

Call notes for Friday, August 7, 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 (55 participants):



Phases of Disaster: John Sapora welcomed everyone and opened the meeting by sharing the above infographic of the phases of disaster and noted most of us probably find ourselves and the people we serve in the disillusionment phase, trying to cope and come to terms with new realities. As we continue to respond to unmet needs created by COVID-19 and also begin to prepare for future storm impacts, it's critical we continue to reach out and support one another. Our JAC roundtables can continue to be a forum to elevate unmet needs and share resources.

City of Jacksonville EPD Storm Preparations: Noah Ray reported for the Emergency Preparedness Division and shared they are currently reviewing their operational strategies and staffing plans to make

modifications as needed in light of COVID-19. While the EOC may be staffed by 150-200 individuals during a typical storm activation, staffing plans are being altered to reduce the number of individuals physically present in the EOC. Much of the coordination and staffing will be done virtually. Should the EOC be activated for a storm, EPD will look to the JAC to represent the coalition of community organizations for two-way communication. The JAC can report out to JAC members as to what the EOC is seeing and sharing, and in return, JAC representatives will report into the EOC as to what unmet needs are being reported by the organizations on the ground.

Tom Hill, American Red Cross, asked whether the EOC had established any standing virtual meeting rooms or conference links so that the appropriate designees know where to go for briefings. Establishing these ahead of time may be beneficial to everyone. Angela Tenbroeck suggested it would be helpful to have an online mechanism that would allow agencies to report if they need to send an SOS during a storm. The City does have a web-based platform that designated individuals from the JAC will access to report and share information. JAC organizations will be able to communicate via the Contact@artfullygreen.org email address as well as the internet voicemail at **(904) 235-7919**.

Noah Ray also encouraged everyone to review the Business Continuity Template for their individual organizational planning as well as the checklists included which may help with further resiliency. These and other resources, including the latest Preparedness Guide, are available at jaxready.com/download.

Agency Roundtable Reports

Dawn Gilman, Changing Homelessness & Sheltering Task Force: The sheltering task force is still very much focused on COVID response and ensuring vulnerable individuals are housed in non-congregate shelter (motel/hotel rooms). Shelters continue to operate at 50% capacity.

Food Delivery & Distribution: Discussion around food distribution before, during and after storms. The American Red Cross has standing relationships with Southern Baptists and Salvation Army to assist in meal prep and distribution at the shelters and are able to feed 10-15 thousand meals per day approximately 48 hours before the storm until 48 hours after the storm. It is at that point that other food organizations, such as Feeding Northeast Florida, Hunger Fight, FarmShare and others pick up the need and ensure food access through various providers across the community. Paul Bell, Feeding Northeast Florida, noted that they are fortunate to have the majority of their food partners back at the table and are adding trucks to ensure they can push food out as quickly as possible. Food distribution is a key area where the faith community can be heavily involved, as individual congregations can serve as distribution points. John is working to develop a faith community working group that can better coordinate in disaster preparation and response activities.

Elizabeth Paulson, JEA: As of July 9, 19,000 customers were eligible for disconnection when disconnections resumed. Today, that number is under 7,000. JEA has offered the MyWay prepay program as a mechanism for customers to make payments over the course of 12 months. 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**.

Late fees, credit card fees, and reconnection fees continue to be waived through September. Elizabeth noted there has been a lot of frustration over higher bills in the month of July. July was much hotter and drier and resulted in higher energy usage.

Karen Marino, Northeast Florida Community Action Agency: NFCAA received \$5 million in CARES Act funding which will provide rent and utility assistance to individuals affected by COVID-19 throughout the 7-county service area. The program rolled out on August 4 with demand so high that it crashed the online appointment system. All appointment slots are full 30 days out but this doesn't mean assistance has been exhausted. The CARES funding will be used over the next year and other funding streams are also available for use. The agency is exploring whether the administrative burden can be shared with other agencies also administering emergency financial assistance programs.

Hermoyone Walker, Health Zone 1 Church Coalition: Thanks to the First Coast Relief Fund, the coalition was able to purchase sanitizer, contactless thermometers, and gloves for the church food pantries, which uplifted everyone's spirits.

Janet Dickinson, ElderSource: ElderSource received CARES Act funding which has helped to offset feeding costs for their partner programs as well as other supportive services.

Renee Sares, Catholic Charities: The agency continues to administer emergency financial assistance programs through First Coast Relief Fund dollars. They continue to see a huge need and there is a limit to how much each individual can receive. They often find individuals are four to five months behind on their bills.

Jeff Winkler, United Way: Jeff called attention to the eviction moratorium and the modifications to the Governor's Executive Order in the latest extension. Tenants must now prove their nonpayment is directly related to COVID and have a very short timeframe to respond to the notice. 200 eviction cases were filed in Duval County last week. Jacksonville Area Legal Aid (JALA) is involved in assisting clients and will be asked to speak on a future call. See the attached infographic for more details on the process. <https://www.jaxlegalaid.org/wp-content/uploads/2020/08/EVICTIONS-COVID19-080320.pdf>

Kelly Moorman Coggins, Hart Felt Ministries (via chat): There is a huge need, we are seeing a 38% increase in our call volume over the first quarter.

Brian Baer, Elevated Studio (via chat): The moratoriums expiring are a real and live concern for many NGOs across the country.

Michael Boylan, City Council Member (via chat): Please feel free to share with me, via email at mboylan@coj.net, stories of how either the Cares Act or First Coast Relief Fund dollars advanced the work of your organization. I would welcome the opportunity to share that with my colleagues. Thank you.

Don Earl, 211: Don noted that they do see a spike in calls for assistance when consequences are real and immediate such as an eviction notice or utility disconnection. Now that notices are going out to tenants, they are seeing an increase in calls. They have seen a 100% increase in calls for assistance over this time last year and expect it to continue for the foreseeable future.

Turning attention to storm preparedness, Don reminded everyone to keep their agency listings up to date in the 211 database: <https://nefin.myresourcedirectory.com/>. If an organization offers disaster services and is not currently listed as such, let Don know to make the update. Organizations can create an account and save favorites so it's easier to refer to organizations that you use on a regular basis for clients. *211 is the JAC's primary resource for inventorying available programs, so it's critical for all organizations to keep their information up to date. Please help spread the word about this community resource.*

Erica La Spada, United Way Volunteer Engagement: The UW Volunteer Database (www.unitedwaynefl.org/volunteer) is a resource to post volunteer needs and pre-register volunteers for disaster services. Organizations can create their own profile and list volunteer needs or can work with United Way to post on their behalf. There is a social media component to the portal, which will notify registered users when an agency posts a new opportunity. Registered users can also self-identify as being available to call during a disaster. Questions: erical@uwnefl.org.

Jorge Morales, Endeavors: Jorge Morales continues to manage limited case management for Irma in some parts of the state. They are working on a program for congregate and non-congregate shelter staffing that will deploy reservists to shelters as needed.

Tom Hill, American Red Cross: The American Red Cross is responsible for staffing storm shelters in Duval County. They are in desperate need of shelter associates as many of their standing volunteers are older and fall into COVID-vulnerable populations. COVID also means more shelters and more space are needed, which means more volunteers. Please help spread the word for the need for volunteers (see attached flyer). Training is available online.

Susan Eccher, American Red Cross (via chat): The Red Cross has developed a webpage dedicated to assisting immigrants with COVID-19-related 'frequently asked questions': <https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/coronavirus-safety/immigrants-and-covid->

Upcoming Trainings

August 14, 10am-2pm, Preparing your Congregation for Disaster: The Salvation Army will be hosting a virtual training specifically for congregations to explore how to plan for their own congregation's needs as well as the surrounding neighborhoods. Space is limited; email contact@artfullygreen.org to reserve a spot.

August 17, noon-1pm, Preparing your Organization for Disaster Response: Is your business ready for a hurricane or other disaster? Join the Nonprofit Center of Northeast Florida, JAX Chamber, and Duval County JAC for a 60-minute roundtable on disaster preparedness. Hear from experts in the field and come away with tools, templates, and resources that can immediately be used to refine or create your organization's continuity of operations plan and help your employees and clients prepare themselves in the event of a disaster. To register, visit

https://nonprofitctr.org/inspire_events/preparing-your-organization-for-disaster-response/

Emotional and Spiritual Care: John reported on his attending a July 25 training at Christ's Church called Foundations for Emotional and Spiritual Care, which is one of the JAC's core operating functions.

Learnings included how to properly tarp a roof and cut drywall in a muck out situation, but also that “there is nothing more powerful than the heart of a volunteer” and “when tragedy strikes, people instinctively long to know they are not alone or forgotten – someone cares.” A core ESC theme is the Ministry of Presence – using the image of a catcher’s mitt, the caregiver is attentively present with a survivor, drawing out their fear and anxiety and trauma, catching and holding it, and walking along side of them. The training showed how ESC can be integrated into all of our relief efforts and our daily lives. Thanks to HopeForce International for leading the training. <https://www.hopeforce.org/>

JAC Governance

Consolidation of LTRO Home Repair program with JAC: As long-term recovery is considered a function within the purview of the JAC per our bylaws, the executive committees of both the NFLTRO for Irma as well as the JAC have discussed resolutions to consolidate the two efforts while the Irma home repair program concludes over the next several months. The timing of this is under discussion and will be brought to a membership vote on a future call.

Regional JAC Workgroup: The Northeast Florida Regional Council (NEFRC) facilitated an initial regional convening of local JAC leadership stakeholders earlier this week, which John Sapora and Raelyn Means attended. The intent of this workgroup is to not supersede any local efforts, but rather provide training and exercise support; and establish a platform for communication that crosses county boundaries. During any disaster, there is a tremendous amount of value to be added when we work together in meeting the needs of local communities. Information gleaned from the workgroup will be shared with the JAC.

Ordering Supplies & PPE Resources

While many resources are no longer available for PPE, the JAC will continue to monitor available resources and connect organizations who have unmet needs. Rotary District 6970 continues to have handwashing stations available and can also fulfill limited requests for face masks and face shields. If your direct service organization needs supplies, please email contact@artfullygreen.org. 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.

Disaster Preparation & Ongoing Learning Opportunities

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/>

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)

Jacksonville Against COVID-19 Membership Calls:

The Jacksonville Against COVID-19 will hold its membership meetings on the **first Friday of the month at 10 am**, with the next meeting on **Friday, September 4**. Joining by computer is encouraged whenever feasible – chat information is included in the minutes.

<https://zoom.us/j/3952340642>
Meeting ID: 395 234 0642
Call-In:
646-558-8656,3952340642# US

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.

Jacksonville Against COVID-19 contact information:

contact@artfullygreen.org
(904) 235-7919
<https://www.artfullygreen.org/jac>

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