CADRE COVID-19 Coordination Call #002 Notes
March 23, 2020 from 10-11:30am
(via Zoom)

Next Meeting – March 30 10:00-11:30 a.m.
Register in advance for this meeting:
https://zoom.us/meeting/register/uJYsfuGgpjgotVjpL4gwDqJPNGnX2feU8g

If anyone else needs to be on these calls, email their contact information to CADRE.cadreeoc@gmail.com

Key Websites:

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<th><a href="http://siliconvalleystrong.org/">http://siliconvalleystrong.org/</a></th>
<th><a href="https://www.svcn.org/covid19-resources">https://www.svcn.org/covid19-resources</a></th>
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<td><a href="http://www.cadresv.org">www.cadresv.org</a></td>
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1) Welcome and Introductions
Marsha Hovey opened the meeting as Chair of CADRE’s Board of Directors. Anna Swardenski provided a few housekeeping notes on how to use zoom system for new users. Meeting objectives shared – the 4C’s of VOAD Communication, Coordination, Cooperation and Collaboration. Quick overview of the meeting agenda provided and instructions for how to provide input to the meeting via the zoom chat box or by email to the CADRE Duty Officer for phone-only participants

2) Situation Reports from Government and Countywide Efforts

County Situation Report
Darrell Ray – Senior Emergency Manager, Santa Clara County Office of Emergency Management.
- March 2 - Public Health and County Proclamations of emergency
- March 16 - County Office of Education Schools, County Superintendent of Schools - closed all schools
- March 16 - Public Health ordered all people shelter in place except for essential needs
- March 19 - California Dept of Public Health – Statewide shelter in place
- All jurisdictions have now proclaimed
- 321 total COVID-19 cases to date

EOC has moved out to multiple County rooms/buildings to provide for social distancing.
Open 0730-1830 M-F 0800-1700 S,S
Public Information Officers – get information from CDC – make it relevant for our County and translate into languages.
Public Call Center – 2-1-1 has a script and frequently asked questions – Directs to the appropriate department

State Situation Report
Derek Thomas, Cal OES – State Operations Center is functioning at the highest level with all state and Federal partners

Serving as the local Voluntary Organizations Active in Disaster (VOAD) affiliate for Santa Clara County
assisting.
Priorities are

- Hospital systems, surge and testing capacities
- Ensuring health and safety of vulnerable populations including AFN, elders
- Supporting the homeless and shelter operations
- Provide Federal/State Impact Assistance

Have established a warehouse site in northern and southern regions of the state to support medical supply and commodity movement. Preparing sites for a 16,000 bed capacity.

Working to increase testing and lab capacity.

Working with State and National VOADs. Addressing feeding the vulnerable populations, mobilizing a force of younger volunteers and assisting private nonprofits with reimbursement.

FEMA Situation Report

Charles Craig, FEMA Region IX - FEMA is supporting Health & Human Services in response to this disaster.

- March 13 – President Declared a National Emergency California #34-28
- FEMA implemented Public Assistance for Category B, Emergency Protective Measures. Could assist private nonprofits. Anna Swardenski, CADRE, has been participating on calls with FEMA, CalOES and NorCal VOAD leaders. Could have extraordinary expenses reimbursed when helping government.
- California Governor requested the President declare a Major Disaster. Approved yesterday. DR44-82 Waiting for details on what additional programs will be included.

Countywide Community Coordination

Kyra Kazantzis, Silicon Valley Council of Nonprofits

- We’ve been collecting supply requests and volunteer requests from nonprofits focused primarily on food but other things as well. We’ve been coordinating with CADRE, the County and City EOCs to get those needs met. Now we are reaching out to connections in the Corporate world to get access to supplies that are hard to get (gloves, hand sanitizer, cleaning supplies).
- CADRE and SVCN have agreed to formally join forces. We are working on roles right now and welcome your input.
- You can go to https://www.svcn.org/covid19-resources to reach links to our Volunteer Survey, our Supply Survey, our Google Group which is all nonprofits sharing ideas communicating any type of need. We are about to put up a nonprofit deployment survey, asking confidentially, what staff they have that are not fully utilized that could volunteer or could be hired by another organization.
- Additional information at http://www.cadresv.org/disaster-operations/current-cadre-activations/
Silicon Valley Strong
Mollie Tobias, City of San Jose
Register on Siliconvalleystrong.org initiative by the Mayor’s Office. 1200 individuals have registered so far to offer to help out. People fill out a questionnaire including special skills. Staff are matching volunteers with needs. Working with SCVN and Joint Venture Silicon Valley also involved with coordination.

Countywide Food Distribution
Neil Rufino, City of San Jose – San Jose has the Lead for coordinating food distribution for the County.
Four major areas of focus
1. Resident needs and prioritization
2. Food Sourcing and Supply
3. Food Distribution - coordinating with the community-based food insecure systems. Working with school districts for food distribution. Trying to scale up so that any food insecure person may go instead of 18 & under ages. Focusing on high risk, high need populations
4. Private Sector – Scaling up the ability to deliver food directly from production to homes/porches. If the normally systems are overwhelmed. Working with Door-Dash and food production companies.

We will continue to work with SCVN to get the needs of the nonprofits and the populations you serve and how to help. Want to work with the nonprofit service providers. National Guard has been requested to support Second Harvest Food Bank

3) CADRE Function Team Reports

Food Team
Bruno Pillet, Second Harvest Silicon Valley
Normally Second Harvest distributes to 64,000 households on a monthly based. Calls to our call center hotline has increased 5 fold. Seeing more drop ins at existing food distribution.

1. Focusing on increasing production of food boxes. The only way to safely distribute food in a rapid manner. Boxes of produce, perishables, dry goods.
   We’ve acquired food appropriate for homeless that is being given to homeless service providers. We are working toward a 7 day operation.
   National Guard will be here tomorrow (Curtner & Cypress sites) at 9:00 to help fill boxes. We may need to create a new space to box more supplies. We are providing to-go type containers to partners.
2. Increasing distribution capacity. 315 sites (normally) – some have been closed – At existing sites – increased intake with a drive-thru approach and increase from monthly to weekly. New large food distribution sites, beginning Wednesday, at local Parishes with very large parking lots (working with Catholic Charities).
3. Home delivery process started with Catholic Charities (using their employees as drivers) – Senior homebound above 60 (no other option) – More than 100 addresses so far. Also delivering to senior home complexes. We are delivering additional boxes to them.
4. Increased hotline capacity. Multi lingual Spanish, Vietnamese, Mandarin, Cantonese, Tagalog and more as needed. Other organizations who are doing home deliver should make sure their drivers are vetted to protect everyone.
Volunteers for Food – www.Shfb.org

Access and Functional Needs (AFN) team
_Sheri Burns, Silicon Valley Independent Living Center_
Saskia Vandekamp, San Andreas Regional is co-partner for AFN team. Has a great website for providers (developmental and intellectual disabilities) and others www.sanandreasregional.org/coronavirus

SVILC is operating remotely with full services except community and onsite workshops. April 1 will begin Zoom-based workshops.

- Homeless and at-risk emergency housing services continuing – working with the Office of Supportive Housing and Adult Protective Services, City of Milpitas and Sacred Heart Community Services for homeless and rental assistance.
- Adaptive technology device lending library is also open. Devices can be FedEx’d to those who need them.
- Public and paratransit operating on a reduced schedule. Encourage those providing food to consider those with developmental and intellectual disabilities, under 60 years old who are also homebound.
- Opening the McEnery Convention Center tomorrow (planned) to house highly at risk homeless individuals and contracting with home health agencies to provide personal care services. Large scale encampments have been provided portable handwashing stations, trash bags and hand sanitizer. Valley Homeless Healthcare Program staff are maintaining these items on site.
- The County and San Jose are also opening a downtown hotel and sites in other portions of the County to house and provide medical care to homeless who test positive.
- Public and Paratransit are operating on a reduced schedule, ending at 9:00 p.m.
- Isolated individuals are encouraged to have family/friends buy groceries or order online.
- Note: Instacart may be a faster way to do online groceries than through each store.
- Biggest concern right now is for the 25,000 seniors and people with disabilities who rely on in-home caregivers for home support to live independently. Does not include those using private caregivers. Caregivers are also sheltering in place. IHSS urgent care registry and SVILC quick match registry are helping to fill spots. When more caregivers become ill or self-isolate, this problem will grow unless a plan is developed.

Emotional/Spiritual Care
_Marsha Hovey, for Janet Childs, Bill Wilson Center_
Had a meeting last week with about 40 mental health providers. Bill Wilson Center is supporting grieving families and providing food. People unable to hold funerals will increase stress. The team is working on guidance for First Responders. Majority of counseling is being done via telephone/internet. They’re developing some guidance for Mental Health providers on how to effectively offer tele-counseling services. Next conference call is tomorrow at 11:00 a.m.

Mass Care (including Animals)
_Nikki Rowe, American Red Cross_
Red Cross are working with City of San Jose housing department to provide guidance and subject matter expertise in relation to the McHenry Center. Red Cross continue to respond to local disasters (mostly home fires) with some additional protection measures in place for our volunteer workforce. Red Cross reviewing and revising doctrine should we need to open a shelter in response to a disaster in the COVID-19 environment. We are providing health service information with our online and zoom type of education for disasters and other Red Cross services

Serving as the local Voluntary Organizations Active in Disaster (VOAD) affiliate for Santa Clara County
Concern shared: We anticipate a critical blood shortage during this time. Donating blood is safe and is an essential service. Blood can be donated at the Red Cross offices in San Jose, and if you are willing to provide your facility for a blood donation site, please email Camilla.columna@redcross.org

Immigrant and Cultural Sensitivities
Franci Collins, CADRE Leadership
Polling ethnic providers to see what their status and concerns are. Concerns about the National Guard coming in and addressing undocumented fears to come forward for assistance. A lot of resources are coming from/require registration on government sites. Need to try to have more ethnic outreach – beyond main 5 languages. Would like to start an undocufund – working with CADRE. Relief efforts don’t always address needs of undocumented. Need guidelines for small organizations, like child care, residential care, what to do for masks, sanitizer, when the resources all gone.
www.immigrantinfo.org administrator@immigrantinfo.org

Community Services (Case Management)
Greg Kepferle, Catholic Charities Santa Clara County
formerly called Case Management – but this is much broader. Must be Community based, culturally and linguistically appropriate. Includes:
• Disaster Information and Referral so it needs to connect to 2-1-1
• Disaster Service navigation – linking to resources so all the other sectors of food, housing, education, transportation, healthcare, mental health, jobs and benefits. Community Services needs access to all this information from the other sectors.
• Disaster Financial assistance – matched savings accounts, help with financial assistance that’s not otherwise met through other services like housing, rental that might be met through Office of Supportive Housing and other groups.
• Disaster Wrap Around Services – Provision of services, benefits enrollment, tax assistance, etc.
• Disaster Employment - Job placement, job training. People losing jobs, new jobs are being created.
• Traditional Disaster Case Management – Immediate needs, mid-term to long term. The economic impacts will last for years so we have to plan for the long term.
• Disaster Client Advocacy. Ensure clients have access to public services and advocacy. Most will be managed through remote services. Only in person, when absolutely needed.

Need to create a network of all our existing network providers. Housing – working with EAN, Immigration – connecting with South Bay Legal Immigration Services Network, Emotional Spiritual Care – Bay Area Mental Health Contractors Association, Catholic Charities working with First 5 and community family resource centers, Salvation Army, church outreach groups, SCVN for advocacy, policy, funding and capacity building.

Donations Management (used household goods)
Trish Dorsey, Goodwill Silicon Valley
Normally we anticipate material donations. Not in this case. For this event, we are offering up our operational/logistics people, equipment, trucks to assist other parts of the CADRE. Goodwill has 900 employees not working. Board & CEO agreed to pay them for 3 weeks until April 7. We will focus on our clients. We will help with job placement. We provide services remotely to our clients. Working with Mental Health currently for our existing clients but willing to assist others.
Digital Inclusion Initiative – There are people who do not have access to the internet. Mayor Liccardo started this before COVID-19. If others want to be involved, let us know.

We have empty stores, warehouses, equipment, trucks, drivers, space – we will work, through CADRE, to use those resources.

**Donations Management (New corporate/private sector)**

_Kyra Kazantzis, Silicon Valley Council of Nonprofits_

Shout out to the Silicon Valley Organization and the American Leadership Forum who are helping SVCN and CADRE coordinate requests from corporate partners, other businesses and individuals for really hard to get items (masks, gloves, sanitizer, food containers, etc.) There is a problem with receiving donations – and knowing that they’re safe. We have acquired space from the City of San Jose to store them for a few days to let them sit to let any potential virus die. Also trying to get money so we can buy things. Joint Venture has diverted three staff to COVID-19. They are working remotely and capturing volunteer offers, providing HR and tech.

4) **Tracking Costs and Nonprofit Reimbursement**

_Information from CalOES on Friday 3/20/2020._ If an organization has provided or may provide or is providing extraordinary emergency protective measures as a result of the Federally Declared COVID-19, it may be eligible for Federal reimbursement. The PNPs are essentially contractors in the way they seek reimbursement for their services. PNPs should go through the County or local jurisdiction to insure maximum reimbursement which includes overtime, straight time, fulltime and part time employees. The local jurisdiction that’s asking for assistance would submit those expenses and they would move to FEMA for reimbursement. The PNP activities are only reimbursable if they did not self-deploy. Any activities performed prior to the date of a written request or contract would not be reimbursable.

FEMA, Charles Craig, sent an eligibility Fact Sheet. There is also an email where PNPs can ask questions about reimbursement. Both are up on the CADRE Activations Page under Documentation. CADRE and SVCN (Anna, Marsha, Wendy and Kyra) are staying on top of this topic and will provide information as we get it.

5) **Open Discussion Forum/Q&A**

Most questions were directed to the appropriate function during the call. Other questions may be posted to cadreeoc@gmail.com

**Resource Offers (from chat)**

- We train forklift operators at San Jose Conservation Corps. If there is still a need for this specific skill, we may be able to help. I am available at 408-595-3179 and lbruce@sjcccs.org.

- FYI: Mayor Sam Liccardo, Supervisor Cindy Chavez, Cisco CEO Chuck Robbins, Silicon Valley Community Foundation CEO Nicole Taylor and Destination: Home CEO Jen Loving will hold a virtual press conference at 11:15 a.m. today to discuss this new initiative. You can view the press conference at: https://destinationhomesv.org/2020/03/covid-19-initiative/ or https://www.cisco.com/

- I’d encourage organizations to give our emotional/spiritual care team requests for information and training. We can do video-based psychological first aid, grief counseling, resilience training, etc.
• A great resource is a web site, www.KnowAVet.org where you or a Vet can check mark any of 90 topics and enter their zip code to get a list of their local zip code based info, not only here, anywhere in the US. Some parts of the VA are using it.

• Communications: would if be helpful to have live updates on basic cable tv for those without internet? Email me: suzanne@alfsv.org

• Colette from 4Cs - available to coordinate with identifying the child care facilities that need supplies for the children, i.e. diapers, wipes, cleaning supplies, formula
• CERTs should be able to help with training folks to check in on their at-risk neighbors.

• If anyone is seeking legal help with domestic violence, child custody and visitation...our office, although is closed, we are still is still open by phone and are accepting new clients...visit probonoproject.org

• CalDART is getting involved with procuring Personal Protective Equipment for hospital staff in San Diego County. Also involved is Team Rubicon. Would it be helpful for us to contribute in that way in Santa Clara County?

Resource Needs (From Chat)
• Santa Clara Valley Medical Center Foundation will take donations. They will accept home made masks. Will include pattern/materials on website that may be adapted for other agencies. Regional Kaiser is doing this. Approved patter on the CADRE website under Donations.
Link to the Pattern and details about masks for Valley Medical Center
https://vmcfoundation.org/masks/

• Need suggestions for parents about safe activities for kids, especially special needs kids. Also sample curriculums for home school.

Q&A (From Chat)

Q - Where can we find resources for PPE for hospitals ? Almost all hospitals are asking for help.
A - Each hospital should have emergency managers who are in contact with the EOC and other ways to make resource requests. That helps avoid duplicate requests.

You might be able to get and re-use cloth masks. Launder them regularly.
Also, can you wash and re-use nitrile gloves? In CERT training, nitrile gloves are washed by dipping hands into a bucket with water and bleach. This might be an option for reuse?

Q - What is the email for those surveys?
A - https://www.svcn.org/covid19-resources

Q - Is this for the whole county, even though San Jose is doing it?
A - Silicon Valley Strong is capturing non-San Jose volunteers and sending them to the right places. SVCN has a list of volunteer needs across the whole county.

Q - How is 211 used with 2nd Harvest Food bank?
A – 2-1-1 refers people to Second Harvest.

Q - I heard that over 60 years older are getting delivery. How do people who are disabled and no access to vehicle get food?
A - Have them call 800.984.3663. I'll make sure the hotline is taking these situations. However, if possible the preferred model is for them to send a friend of family member at our existing food distribution. Meals on Wheels and Second Harvest are including meal delivery to people with disabilities who are younger than age 60.

Q - Whom do we contact if we can host a Red Cross blood drive at our facility?
A – if you are willing to provide your facility for a blood donation site, please email Camilla.columna@redcross.org

Q - Are elder and disable people getting grooming product
A – Nothing that we know of. Second Harvest does not provide these.

Q - How can government agencies communicate to hard to reach populations –
A – Provide a point of contact and we will reach out. cadreeoc@gmail.com

Q - Very many people have Internet but struggle to use digital tools for communication, etc.
A - CreaTV San Jose has a live television studio for the community on xfinity (basic cable) and live stream if you need to reach those with just cable.

Q - I don't know if anybody mention this. Lots of students are homeless and live in their car? do they need to find shelters
A - Shelter is coordinated via Destination: Home. Amigos has spaces for safe parking around the county: 408-341-6080

Q - Where can we get official rules / regulation for social distancing ?
A – You’re only supposed to go out if you have an urgent need (food, medical, emergency repair). You are allowed to walk outside as long as you are 6’ away from others. If you are asking about other activities, email cadreeoc@gmail.com and we'll try to confirm.

Q - Undocumented are told not to answer door to stranger without a warrant. Need some kind of visible ID for food delivery and community outreach to let people know.
A - No one is having anyone open doors. Currently they drop on porches and someone calls and tells them that it’s there.

Q - Can SVCN and CADRE do training around capacity building, HR policies, etc. for NGOs.
A - JennT@svcn.org is coordinating the learning programs and will put up several HR type trainings and information sheets. Coordinating with several law organizations. If anyone knows of good training, let us know. Survey of HR questions will come up soon on the SVCN page.
Unanswered Chat Questions:

Q - Can we request a list of compilation of key persons and their respective roles, contact info to minimize shopping for info and help secure info which can help us direct persons appropriately.

Q - Is there a complete list of assistance providers for all the categories of support that we could publicize?

Q - What are specific resources that can be requested?

Q - What tasks need volunteers most now?

Q - Can volunteers can drive to drop off donations to the hospitals?