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** – Doug Young, Deputy Operations Section Chief was scheduled to give the County Op Area report but unfortunately at 9:58 he had to log off due to an emergent need and was unable to remain on the call. Doug pointed the group to the new Covid-19 dashboard link for more information.

**State Situation Report** -- Derek Thomas, CalOES Voluntary Agencies Liaison.

Worldwide update on Coronavirus. There have been 718,897 confirmed cases spanning 199 countries. 33,897 deaths. CDC has confirmed in the US (as of 2:00 p.m. March 29) 122,653 total confirmed cases. 2,112 deaths. Locally, Alameda County has 207 confirmed cases and 7 deaths, San Francisco has 333 confirmed cases and 2 deaths, Santa Clara County has 591 cases and 28 deaths. US Health and Human Services, the State Operations Center, the CalOES Multi-Regional Coordination Center, Department of Public Health and Emergency Medical Services Authority have been activated at the highest level. We’ve been reaching out to all the VOADs. All are working through food delivery and food prep to isolated populations and homeless. Many faith-based organizations are receiving calls to assess their facilities in terms of what they can do for shelter support.

**FEMA Region XI Situation Report** -- Charles Craig, Voluntary Agencies Liaison

Governor requested a major disaster declaration. It was approved by the President. California 4482. Under the declaration there was a request for Individual Assistance (IA). The only IA currently approved is for Crisis Counseling. State is looking at the third Congressional appropriation for COVID-19 to see what types of appropriations were included in it to ensure that the state does not duplicate efforts. After review, additional IA programs may be included in the declaration. Public Assistance was included. Category B Emergency Protective Measures was approved. That means for Private Nonprofits (PNP), if they have a Memorandum of Understanding/Memorandum of Agreement with local jurisdictions (or the County) could apply for possible reimbursement. The State is responsible for setting up Applicant Briefings. We can request that the State conduct an Applicant Briefing that is focused on Private Nonprofits. Community Colleges could also ask for a specific Applicant Briefing.
CADRE / SVCN Update:
Marsha Hovey, for CADRE.
Continuing the monitor the Duty Officer email account. Questions/requests to cadreeco@gmail.com. Maintaining communication with the Function Teams. Looking very closely at Cost Recovery so we can provide guidance. Need to confirm that MOUs are in place so you are eligible to get paid.
Kyra Kazantzis for SVCN
SVCN/CADRE have formed a unique and growing alliance to bring coordination, assistance and support to the nonprofit community.

Donations Management – Kyra Kazantzis for SVCN
One of the functions SVCN is performing is donations management. Collecting donations of very hard to purchase supplies (masks, gloves, disinfectant and hand sanitizer). We have had some success collecting gloves, masks and some disinfectant (not hand sanitizer). We have a system for collecting nonprofit requests for those types of items and other items. Go to the SVCN COVID-19 webpage and fill out the form to make requests. We are working with the Silicon Valley Organization (our local Chamber of Commerce) who have donated a staff person to help us with this effort of donations and distribution. Our current distribution focus is healthcare, homeless providers, mental health, community clinics and child care but we are hoping to source these items for everyone to the extent that we can find the items. We are attempting to pull in resources from empty corporate offices in Silicon Valley. We do have some money to purchase critical items.

Comment. Pastor Baines WEHope found a source for Level 1 masks. Ordered 18,000 that will arrive on Friday and are already spoken for at shelters. Will share info with SCVN to obtain more. We are working with several distilleries to try to make hand sanitizer in bulk.

We are also working with the City and Silicon Valley Strong on volunteer recruitment and volunteer staffing to set up a coordinated system. There is a survey on the SVCN website where you can post your volunteer needs. We are in direct communication with a number of Foundations around priorities for funding and we’re communicating formally with the Silicon Valley Community Foundation and the Silicon Valley Strong Fund to provide input about funding.

Housing -- Ray Bramson, Destination Home.
Information is from the County Office of Supportive Housing.
All posted on County website. As of March 28, the County has taken on three initiatives to address the spread of COVID-19. Steps to stop the spread of COVID-19 in the homeless community:

Initiative 1. Homeless.
- All existing shelters are now operating 24/7 and are emphasizing social distancing;
- Seasonal shelters (Mountain View and Gilroy) are planning to remain open through April 15;
- The County and City are keeping restrooms open 24/7 at several parks;
- The City’s safe parking programs are operating 24/7 and the overnight warming locations (OWLS) will soon follow.
- Hygiene facilities with hand sanitizers have been placed at 14 sites in San Jose, four in Mountain View and three in Gilroy at locations with relatively large groups of unsheltered persons; these include handwashing stations, portable toilets, clean water and refuse pickup;
- The County, City and their partners have provided flyers and guidance in multiple languages as well as
hand sanitizers to our homeless prevention advocates, shelters agencies, outreach programs, day centers, supportive housing program sites, and affordable housing sites.

**Initiative 2.** Provide Immediate Housing for extremely vulnerable populations where they can have a quarantine safe space to go. Where they can have safe space to go.
- As of March 26, City and County have secured 172 motel rooms in San Jose. They’ve referred 147 individuals through the Valley homeless program, hospitals and shelters. Sixty-eight have been placed with additional placements in process.
- The County is preparing to add temporary shelter capacity at the Fairgrounds and the City is preparing Parkside Hall and South Hall to be used as temporary shelters.
- The City has taken delivery of 105 trailers provided by the State of California and located in the East Parking Lot of the Kelley Park complex at Story Road and Remillard; these trailers will be refurbished and used to temporarily shelter homeless and unstably housed residents in the coming weeks.

**Initiative 3.** Destination Home, with our partners at Sacred Heart, stood up a homelessness prevention system.
We were able to raise $11 million dollars for the fund. Received 4400 requests in the first three days and had to put a pause on the system. At this time there is an Interest list on the Sacred Heart site where people can leave their name in case there is more funding. We are working on more funding.

**Silicon Valley Strong – Mollie Tobias, City of San Jose**
We have a website, Silicon Valley Strong. Lots of good information. Most importantly is the link to register to volunteer. Currently we have 1,771 potential volunteers registered. We’ve deployed 1,200 of those volunteers. We are currently working with all the nonprofits who need volunteers. Go to the SCVN website and fill out the form indicating volunteer needs. Note if you need volunteers with specific skills.

**Countywide Food Coordination – Neil Rufino, City of San Jose**
We have placed a contact in the County EOC to improve coordination across the County. Our three focuses have been 1) Support the homeless in motels and other temporary shelters, 2) Enhance the food distribution system at school sites across the county, including Spring Break service. 3) Working on a cost share reimbursement agreement with the County, Cities and others. Model and test out some delivery options for getting food to hubs (school sites) and to front porches, as needed. Looking to connect with the private sector and three of the largest food production companies.

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**3) CADRE Function Team Reports**

**Food Distribution – Bruno Pillet, Second Harvest Silicon Valley**
We have a network of 63 pantry partners that work with us. Before this crisis, they served 64,000 households per month. They are currently working hard to help us distribute food to everyone who is asking for food. Beginning last Monday, we have seen a significant increase in people coming for food. Drive throughs are being opened with our large partners. It’s not uncommon to see 400 people come through in 2 hours. Cathedral of Faith and Sunnyvale Community Services served 1,000 households or more during the week. Our hotline is receive 5x more calls than before COVID-19. Our website is getting 5x more traffic that previously – 15-17K hits per day.

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*Serving as the local Voluntary Organizations Active in Disaster (VOAD) affiliate for Santa Clara County*
We see seniors shying away from any type of in person distribution. We now have a well-functioning delivery model working with Catholic Charities. Currently they are doing 100 deliveries a day. Cathedral of Faith, Sunnyvale Community Services and Gilroy are also doing home deliveries.

We are pre-boxing all food with the help of the National Guard. All of our main partners also implemented pre-boxing or pre-bagging procedures. Those partners who were too small to do boxing are being given their boxes directly from Second Harvest. We expect demand to rise significantly over the next two weeks. We’ve secured a new facility on N. First Street to increase our capacity for storage and packaging. We are opening new distribution sites at St. John Vianney, Our Lady of Peace, St. Lucy, Saint Martin of Tours and California Muslim Association who has a large number of volunteers to staff sites.

We are expanding sites in Gilroy. Previously brown bag for only seniors will not be a drive through, twice weekly, for anyone needing food so we expect 400-500 households at that site. We have hired a significant number of temporary workers to help with the hotline and distribution site leads. Our volunteers are tremendous and registrations are up 5x but they are not totally reliable for serving all the needs so we hired workers to ensure stability and consistency.

We are doing okay accessing food however orders have a longer delivery time and some orders have been cancelled. We’ve been able to find other sources when this happens. Same delays for special needs foods for homeless and meal programs. This as simple as bread.

We are still providing wipes and masks. Volunteers feel more comfortable wearing them. We are actively searching for more.

**Meals Distribution -- Michele Lew, The HealthTrust**

HealthTrust is one of the Meals on Wheels providers in Santa Clara County. We have seen more than triple the number of requests this week than the prior week. This week we received over 100 new applications from one particular community. We expect these numbers to continue to increase. We have started to deliver frozen meals that can be heated in the microwave so that we can deliver more meals at one time. We are piloting deliver with Door Dash – thanks to a partnership with the City of San Jose. We are relying on our already background checked and trusted volunteers to continue to do the in-home deliver for the most frail clients who can’t have a drop off on the porch. We are hiring drivers so have people go to [www.healthtrust.org](http://www.healthtrust.org). We’re continuing to coordinate meal distribution through Neil Ruffino and the City of San Jose. We know there are a lot of questions about how to connect people who need meals with those producing the meals and we’re grateful for the city’s leadership on that front.

**Access and Functional Needs -- Sheri Burns, Silicon Valley Independent Living Center (SVILC).**

We are the CADRE Access and Functional needs co-lead along with the San Andreas Regional Center (SARC). Shout out to Second Harvest, HealthTrust, Catholic Charities and the City of San Jose for creating wonderful pickup sites and home delivery. Some food pantries are still closed. SVILC will reopen its pantry two days a week by appointment only. Many stores are offering senior and at-risk shopping hours daily or weekly. There is a list of these on the CADRE website under AFN.

Housing at the fairgrounds is being prepared. Parkside Hall and South Hall are being set up for the unhoused and those at high risk for becoming seriously ill. County has secured caregiver services for those. People with service animals will need to plan for those animals in case they become ill and need to be hospitalized.
San Andreas Regional Center service coordinators have been in touch with all of their clients. Group homes have put safety measures in place for their residents. We have both been on calls with the State Council on Developmental Disabilities.

SVILC is operating all services remotely, focusing on housing homeless people with disabilities, providing some rent and food assistance through our contracts with a couple of cities and the County. We are mailing out assistive technology devices to those who are requesting to use an adaptive device through our device lending library.

This week we are beginning to provide select workshops again (via Zoom). We’re doing a census kickoff on how to fill out the form online. We will resume our normal housing search assistance workshops every Friday and we will begin our Peer Support group as well that will be co-facilitated with the State Council on Developmental Disabilities.

We’re also providing emergency caregiver referrals to supplement the County’s Urgent Care Registry through In Home Supportive Services (IHSS). SVILC has also been a partner joining a weekly meeting with the State Office of Emergency Services Department of Access and Functional Needs manager, Vance Taylor, who has been convening the departments for a status report each week. We hope that the Emotional and Spiritual Care team will be able to address some of the issues of people being isolated and living alone.

**Emotional and Spiritual Care -- Janet Childs, Bill Wilson Center**

We have been in recent contact with many new organizations who have joined the Emotional/Spiritual Care team. We’ve connected with the County, several nonprofit agencies and connecting with our own clients and the Bill Wilson Center. If we are not seeing them face to face with social distancing, we are providing phone support on a weekly basis and video support if possible. One of the things that we’ve found is that getting people information, in whatever way we can, and connecting them – not only to us – but to each other has been very, very valuable and very, very powerful.

Within the Emotional/Spiritual Support Team, we have created subcommittees that are doing some amazing work.

1. Resourcing/Messaging – how do we get information out to the general public and also to people who are going through any type of crisis or loss or grief. How do we get info to them? We are gathering documents and information in a Google Docs account so the information can be reviewed and shared in a format that all organizations may use and customize as needed.
2. Hospice/End of Life/Seriously ill – supporting people before death and after death. Typical funeral and ceremonial rituals are no longer possible so we are trying to reinvent that.
3. Faith Communities – we are looking for a lead for this group. Some faith communities have gone to online services. Janet has helped with a couple of them. When people are used to going to any type of in-person faith tradition and we can do that virtually, it’s very, very important and very powerful. We are offering virtual classes. All of my West Valley College classes through the Title IVe Program are being offered, virtually. We are also offering a special class on Resiliency in the Midst of the Pandemic and talking about the specific Pandemic issues that are coming up and are very difficult and make this particular critical incident unique and challenging. Sharing some of the ways you can take care of yourself and each other. There will also be a Part 2. Contact Janet for more information. Free registration.

Janet wrote a document that she is sharing with Counselors to guide them through telecounseling. Our goal is to have all communities giving out the same message of resiliency, hope and self-care – and how you can go
from out of control to in control. Our dream is to get that out to the media. In the meantime, we will use social media.

Our team meets on Tuesdays from 11:00 a.m. - 12:30 p.m.

**Community Services / Disaster Case Management**  --  Lindsey Gerrer (formerly Caldwell), Catholic Charities.

Just came back from maternity leave and will be taking over the CADRE lead on this function from Greg Kepferle. We have been working with Second Harvest Silicon Valley on food distribution and transportation. Araceli will speak about that. We’ve been working with all of our Parishes throughout the region to be able to set up more sites for food distribution. We’ve also been asked by the County (this morning) to possibly help with mass shelter so we are preparing internally for what that will look like. We know that Red Cross relies on a lot of volunteers that are typically in that high risk population, Catholic Charities is going to step up where we can and start helping with some of that first response.

We are preparing for the likely need for Disaster Case Management and what that will look compared to typical disaster case management because it will be virtual. Last Friday, I sent an invite to our contacts who had identified themselves as having a case management role. If you received that email, please respond to Lindsey to coordinate a meeting. Anyone else who is interested, just let us know.

**Food Deliveries by Catholic Charities**  --  Araceli Gonzales  
I’ve been working with Sabry Ramirez who is doing the deliveries for Second Harvest, dropping food at the door. They are doing about 4 deliveries per hour. We have also opened up our Catholic Charities Family Resource Centers to provide food distribution there. We have 10 different parishes that are in line to become food distribution sites. We are staffing sites with Catholic Charities staff and volunteers from the parishes.

**Mass Care**  --  Nikki Rowe, American Red Cross  
The Red Cross is assisting the County and the City of San Jose design and layout of the shelters they are planning to set up for the homeless population. They will not be Red Cross shelters. They will not be staffed by the Red Cross but we are providing subject matter expertise. We are working with LiveMoves as well. We are still responding locally to home fires to make sure those impacted have a place to stay. We’ve adjusted our doctrine a little so we can focus more on responder safety so that we can continue to provide support.

**Immigrant Relations Support**  --  Franci Collins, [www.immigrantrelations.org](http://www.immigrantrelations.org)  
We are restructuring the Immigrantinfo.org website to have a special section specifically for COVID-19. We are continuing to gather resources and looking for information in multiple languages. I’m reaching out to ethnic communities and service providers to survey what is happening now, what they anticipate and their concerns and also share information with them. Some of the smaller ethnic groups may not have access to what’s going on now (no translations available). Trying to create some clear channels to information. We did develop a resource of low cost laptops (under $100) for people who are homebound. If you have clients, students, people who are isolated or staff who are working from home and don’t have a laptop, check the CADRE website. Would like to set up some type of technology support for people who don’t know how to use computers. A couple of organizations have asked about insurance

**Donations Management of Used Household Goods**  --  Trish Dorsey, Goodwill of Silicon Valley  
Trish had to jump off the call but had nothing new to report. Still supporting other organizations with Goodwill trucks and equipment.
4) Open Floor Discussion

Unmet needs / New resources / Other Topics that need to be addressed?

- Veterans Support -- Cole Cameron, CERT. Would like to hear more about what’s being done to support Veterans. I’m on the County Vet Commission. I’ve worked with Veterans in San Quentin who are not paroled and doing well. We’re standing up Veteran’s Voice along with some others. We have a new VSO in the Winchester Office who has a lot of good ideas. Want everyone to be aware that there are 65,000 Vets in the County and they also need help. I got a tip from one of the groups. If you ask a person if they were in the Military/Service, you will get a higher response than if you ask if they are a Vet when they’re more likely to shut down and be quiet. The website www.knowavet.org has a lot of good information and resources. I also have some information about inexpensive funerals. Instead of go-fund-me, for less than $1,000 cremation will help the family financial piece.

Announcements/Offer:

- SVCN has been in communication with both the City of San Jose and the County of Santa Clara to see if we can amend CBO contracts to be more flexible in the wake of the pandemic. This week, we will be sending a memo to all City Managers in the County requesting flexibility for CBO contractors. We will be issuing an update on our advocacy on behalf of CBO contractors this week.

- Nick Arnett: Everyone, please let our Emotional/Spiritual team know what you have to offer, and especially, what kind of resources you need to take care of your volunteers and for them to care for each other.

- We can produce information and do training. For example, I led a resilience training for South County CERT volunteers on Saturday.


- Winston Ashby: If you need support distributing masks to location, Winston from PARTI is willing to volunteer to take them to designated locations.

- Susan Frazer: The Institute on Aging is still taking case management referrals for high risk older adults and adults with disabilities who are currently living in the community and need additional support to avoid nursing home placement and hospitalization.

- Sewa International is conducting Webinars for spiritual needs - Yoga and meditations, if there is specific need please contact is at fs@sewausa.org


- I’m with Bay Area Legal Aid. We are part of the Disaster Legal Assistance Collaborative which is a collaboration of law firm pro bono departments, local bar associations and legal aid programs in place to respond to various
disasters. I’d like to share a legal resource that the collaboration has created www.disasterlegalservicesca.org.

- WeHOPE is providing showers and laundry service in 14 locations in Santa Clara County. Please email your request to pbains7@wehope.org

- John Francis: Sneezing into your sleeve is a Bad Habit! At the very least, sneeze into a handkerchief or better yet into a tissue and throw it away. Not your sleeve!
- A Sneezing and coughing into your sleeve is the current best practice of Public Health. The purpose is to not spray particles into the air.

- Kathy Kenyon: Parents Helping Parents continues to serve families raising children with special needs. We offer many on-line support groups and training webinars, along with e-learning videos. Staff continues meeting one-to-one over the phone. www.php.com or 408-727-5775.

- Darcie Green: Hi everyone, Latinas Contra Cancer is continuing to provide Spanish language cancer support groups online every other Tuesday. email office@latinascontracancer.org or call 408-280-0811 to register

- Paul Marshall: California has something like 65,000 tests on backlog. They are taken but no result has been produced. California reported something like 775 new cases yesterday. Only about 1% of the backlog. I read it in today’s Mercury News. Is that right? If so, how come we can’t get testing under control? What is the backlog status in Santa Clara County?

- Marsha Hovey: There are new videos on the CADRE website (Explanation of the Virus, How to wash hands and how to safely bring groceries and takeout food into the house. Very simple to understand. Share with the public to reduce fear and let people act with understanding.

5) Chat Box Questions and Answers

Q Mary Gloner: Will reimbursement info be on SVCN covid-19 website once available?
A Yes

Q What does FEMA Region XI cover?
A FEMA Region 9’s area of responsibility includes: Arizona, California, Hawaii, Nevada, Guam, American Samoa, Commonwealth of Northern Mariana Islands, Republic of Marshall Islands, Federated States of Micronesia and more than 150 sovereign tribal entities.

Q What is the hotline number people who need food can call?
A Second Harvest Food Connection hotline: 800-984-3663. The Health Trust's Meals on Wheels: 800-505-3367 or mow@healthtrust.org

Q Is there any information or discussion about using MRE’s within the Food Banks or from Team Rubicon or any other Partners hear anything on this front?
A Tracy Weatherby (Second Harvest) We have not discussed MRE's; we have access to all our normal food, including fresh produce.
Q Minal Joshi : What is the website to visit - "Hiring Drivers"?
A Michele Lew : The Health Trust is hiring Meals on Wheels drivers. https://healthtrust.org/careers/

Q Charles Craig: Is there any information from any Partners on the call about the Homeless Task Force and what is happening?

Q How is internet connection being arranged for those who receive the laptops?
A For low cost laptops contact Jim Hu at Jim: Sales@azpenpc.com  More info about free internet options on www.Immigrantinfo.org

Q KATHLEEN KING : I am assuming a high need to help apply for unemployment and Medi-Cal enrollment.

Q Nick Arnett : If your organization has put out a press release about your activities, could you please forward me a copy at nick.arnett@gmail.com, please. We want to tell the CADRE story in a way that will help reassure the community.

Q Victoria Shoemaker : Rental Assistance
A Financial assistance fund has temporarily suspended taking applications, but more information about the fund and how to apply is available at https://sacredheartcs.org/covid19/

Q Pastor Bains : If anyone has access to Hand-washing stations please let WeHOPE know we are all out and need more!

6) Unanswered Chat Questions

Q Maria Mata : for rental assistance applications, has anyone figured out a good platform (Tech resource) to process them internally? Since we are doing everything remotely now.

Q Minal Joshi : Can you please send us Funeral info. fs@sewausa.org

Q What are the cities that SVCN is coordinating nonprofit support? Or is it only San Jose?

Q What is the information about low cost websites?

Q Nick Arnett : Are there drop-off sites for donated supplies of gloves, etc.

Q Maria Marroquin : Any advice how to go about lack of showers available for homeless? (Mountain View)

Q Mary Gloner : May we have the link or background info on the crisis counseling funding reported by Charles