

Pinellas County Nonprofit Resource Update

Friday, April 17, 2020 11 a.m. – Noon via Zoom



- Good afternoon and welcome to the Institute of Strategic Policy Solutions nonprofit program on how our nonprofits are stepping into the gap of services during this trying time with COVID-19. My name is Kimberly Jackson and I am the Executive Director of the Institute for Strategic Policy Solutions and I thank you for sharing your time today and I wanna thank my panel in advance for giving us their time when they have to help so many others during this very challenging time in all of our lives. Before we begin, I'd like to talk a little bit about what the institute is, also known as ISPS. ISPS is the brainchild of Congressman Bill Young. Congressman Bill Young sought to educate our community at the local, regional, state and national level on the scope of government. It was his vision to create a think tank that provided a forum for nonpartisan discussion on social, political and economic issues. For more information on our institute and how we're serving the community, please go to our website at www.facebook.com/spcis/ps and or solutions.spcollege.edu. We invite you to learn more about our program and we invite you also to share your feedback. I would like to talk a little bit as we move forward with the program about our speakers. Our first panelist is Jennifer Yeagley. Jennifer is a Tampa Bay based nonprofit executive with 20 years of organizational and community leadership experience. She served most recently as the Vice-President for Administrative and Strategic Operations for Gulf Coast Jewish Family and Community Services. Over her two decades in a range of executive roles, she has served the Florida community and several other states. Jennifer recently joined the executive, as the director, Executive Director of St. Pete Free Clinic and with compassion and respect, the St. Petersburg Free Clinic will continue to change lives by providing food, shelter and healthcare to our neighbors in need. Next we have David Jezek, the President and CEO of the YMCA of the Greater St. Petersburg area. David has a successful 37 year professional career at the Y and began his early years with the Y as an athletic, social and being involved with the youth. He's a proud Texas Tech University graduate and has utilized his mastery of physical education along with his affinity for helping others to serve multiple people and in multiple roles in the YMCA. We're so glad to have you today. Our next panelist, Duggan Cooley, is the CEO of the Pinellas Community Foundation and the PCF wants everyone to know that they're doing their best to serve the community during this time. He has served in this role since 2016 and has the, with the help, this PCF has 50 years of community experience and seeks to provide effective solutions for our community's most challenging social, environmental and educational issues while supporting the advancement of arts and culture. Through PCF, more than 260 charitable organizations have received 57 million in donor funded grants to support their community programs. And last but certainly not least is Beth Houghton. Beth serves as the CEO of the Pinellas Juvenile Welfare Board which is a special taxing district dedicated to the wellbeing of our children and families. She has been engaged in the Pinellas community for over 30 years in healthcare, homelessness, food insecurity

and children services. Again, I wanna thank you for your time today as you begin sharing the important work that the community is doing for our audience. Right now we'll begin with Jennifer but at the bottom of your screen is a Q & A. The Q & A allows you to answer, ask any questions you want of our panelists. We would ask that if you have a specific question towards an agency, that you would put the at symbol with their name so it goes forward with them. And if not, if it's to all the panelists, just simply state it's to all the panelists. Again we'll do our best to answer all these questions as we move forward. With that I would like to begin with Jennifer and Jennifer thank you in advance for your time.

- Thank you so much Kimberly for pulling this together today and for giving me the opportunity to share a little bit about what the St. Petersburg Free Clinic is doing at this really challenging time in our community as we respond to the crisis around COVID-19. As Kimberley mentioned, the St. Pete Free Clinic helps our neighbors in need with food, shelter and healthcare and we are certainly seeing a lot of increased need in all of those areas. We operate what we call our We Help Food Pantry for Pinellas County residents. And as I'm sure many of you, you know, may have experienced or certainly seen coverage around the nation about the absolute increased demand for food in all of our communities and the importance that food banks are playing right now in making sure that people do not go hungry. We have seen that increase here in Pinellas County. For some context, during the first week of March for example, in We Help, we served about 700 households. During the first week of April we served over 1400. So just at our food pantry, we have seen the need double and we know that food insecurity remains a serious and vital concern and we wanna be sure that everybody tuning in today knows that we are here, we are available and you are welcome to come visit us and to receive the food that we are distributing. We're able to increase what we have done in large part because of the support from a couple of my co-panelists here, the Pinellas Community Foundation and the JWB. Lots of other generous supporters who are gravely concerned about food insecurity and wanna make sure that we can continue to reach people, you know, families and children and seniors with food. And so that has been an enormous part of our response to COVID-19. We also continue to distribute out of our food bank, food to 60 partners throughout Pinellas County who operate food pantries at their locations. And that's everything from the Florida Dream Center to faith institutions and other neighborhood based organizations where you can also access food if that's something that you need. We have a health center that serves individuals who are uninsured with primary care services and because of the many primary care organizations or primary care clinics having to shut down to keep folks safe during COVID, we have also had to discontinue seeing patients onsite but have moved to a telehealth model where we are able to serve existing patients by phone so we can continue to refill their prescriptions, answer questions and provide education and in a moment I'll talk a bit about health resources in the community that you can access if that's something you need between now and the time that we're able to reopen and accept new patients. We also, in the meantime, are continuing to post our informative health education videos on Facebook Live and on YouTube so you can find us there for those purposes. And we operate three shelters, a family residence, a men's residence and a women's residence. We have isolation plans prepared because as you can imagine, the shelter environment, it's a gray for everybody there, staff and residences included, if somebody becomes ill. And so our biggest priority at this time is to make sure that we keep people healthy so that we don't have spread of virus within that shelter or a lot of folks at once get sick. We have suspended intakes at this time for that reason but we will be bringing, you know, more people into those shelters. That need is going to increase as we have a little

bit more sense of our control over COVID in our community. So please do stay tuned there. And we have really benefited from new volunteers wanting to be supportive and to help out during this really difficult time. We have onboarded about 40 new volunteers which is a really remarkable outpouring of support and we're so thankful for them especially at this time when the need is so high. So I wanna share the address of our We Help Food Pantry which is at 863 3rd Avenue North here in, sorry I see that it, I'll try to speak up. So our We Help Food Pantry is downtown, 863 3rd Avenue North. You do have to be a Pinellas County resident to access that service and services are provided one time per month and you can see the hours of operation hopefully on your screen, from 8:30 a.m. to 3:00 p.m. on Mondays and Tuesdays and then on Thursdays we're open longer, 8:30 a.m. to 7:00 p.m. so anybody can come see us. There is no income requirement. You don't have to prove anything. If you are hungry, you can show up and you'll be served. Because we are also very concerned about schools being out and students not necessarily benefiting from the free breakfast and lunch programs at schools and we know that that's going to be indefinite that our schools are closed, we wanna be flexible and be able to provide meals to children. We again are benefiting from the support of the JWB for some extra help in that program so that we can provide what we call our pack-a-sack meals to children which ordinarily would go in a backpack and go home with kids on Friday so they'd have those over the course of the weekend. But again, because school's out, we can't operate in that way. So instead we've partnered with the Y, which we're really grateful that David and his team for allowing us to set up every other Wednesday at Childs Park YMCA, the address is on your screen. 691 43rd Street South and the dates are there as well. So we've already done one mobile distribution of pack-a-sacks. We'll be there again on April 22nd, on May 6th and again on May 20th from 10:30 a.m. until 12:00 p.m. We're also looking to add new dates and additional sites and so please do continue to check our website and our Facebook page, which you'll see there at the bottom of your screen, for additional mobile distribution sites and hours because again, it's really important that we're able to get food to folks who need it and to be as flexible and neighborhood based as we can. Please know too that we're gonna post information about how to access our health and dental center services when our clinics are able to reopen so we're prepared to meet that need. And then finally if there is a need for shelter, as COVID, the immediate threat of COVID-19 passes, we look forward to doing intakes and meeting that need so we'll post that information on our website and on Facebook as well. I wanna share some additional helpful resources at this time not provided by the free clinic but related to food and health care. So here you'll see where you can access SNAP benefits which is the Supplemental Nutrition Assistance Program. It's a state run program for individuals who are food insecure. The website is there. You can certainly google it as well and you'll note that there was a work requirement put in place for folks to access SNAP and that has now been lifted. So if you are working but meet income requirements, you can still access this program if that's something that you need. There are qualifications but I'd encourage anybody to look into that if that's a need. There is also the WIC program which is a supplemental nutrition program for women, infants and children. Some of the criteria are listed here on this slide but you do have to be either pregnant or a woman who's recently been pregnant, breastfeeding and meet certain income guidelines, be a Florida resident and have a nutrition related need. And so the number for WIC is here on the screen. You could also access it at the link provided and please know that this information is gonna be posted on the ISPS website after this and so you'll be able to access these slides and these links when the presentation is complete. If you have an emergency dental health need during the time that our clinic is closed, I'd encourage you to get in touch with the Pinellas County Department of Health. The link is there on the screen. Again, it will be available after this and there's also a phone number you can call where you can ask specifically for

dental services and be pointed in the right direction. If you have any emergency medical services that you know, that you need, as always, call 911 first. And that's the best way for somebody to point you in the right direction of what the best thing for you to do is you know, depending on what that need is that you have. If you have any COVID-19 questions, BayCare is operating a 24/7 Nurse Triage Line. It's 1-800-BayCare. You can call that if you have questions or concerns that are COVID related and they are there to staff that and to point you in the right direction there as well. And finally, BayCare has a really robust and helpful Coronavirus Response Community Resources page where you can find everything from food and nutrition information, information about government and social services, resources for seniors. The link is there on the screen and if you're looking for additional COVID related resources the Pinellas County Health Department also has those on their website. So you can access that website. You can email COVID19@floridahealth.gov or call the number on the screen. So in addition to what the free clinic is doing, there are a number of community resources in the way of health, food, that you can also access and again, all of that information is gonna be posted after this and thank you so much for giving the chance to talk a little bit about those resources.

- That was wonderful Jennifer. Thank you very much. We next have David with the YMCA who is going to share a lot about what we're doing with the community and particularly for our youth and seniors. Thank you David.

- Thank you Kim. I'm honored to be among such a distinguished group of panelists and thank you for including me. As you may know, the YMCA here in St. Pete, we enjoy a strong partnership with our neighboring Y's, the YMCA of the Suncoast and the Tampa Metropolitan Area YMCA and as the crisis began to increase, our conversations became more frequent as the Y had to make a decision as to whether we were gonna open. And we know that if one of us closed, we would probably all have to close so on March the 17th we simultaneously announced that we would close all of our YMCA's and pivot and repurpose our existing facilities to provide childcare for essential personnel in our community. It was time for us to take care of those that were taking care of us. Today concludes our fourth week of the YMCA Youth Relief Care for Essential Workers Program. Here in St. Pete we're hosting three sites, the Jim and Heather Gills YMCA, the Bardmoor Y and the YMCA at Lealman Exchange. This week we served just over a 170 children. Across Tampa Bay we're at 21 sites and serving collectively over 700. At our Y, we are providing care for ages five through 12 at a cost of \$50 per week and with the program starting at 7:00 a.m. and concluding at 6:00 p.m. Monday through Friday. Our website, here you'll see a listing of all the essential workers that qualify and can register online. This week, the Early Learning Coalition of Pinellas County announced that they were removing the income qualifier for families of first responders and emergency medical personnel. So if you know of anyone out there that qualifies in that, certainly you can direct them to, directly to the Early Learning Coalition's website. I believe we have that up on the next screen. While transitioning our membership facilities to meet the critical needs of our community we were encouraged by our members who are staying with us and continue to pay their monthly dues. We're very pleased with that response and it's allowed us to pivot in this direction. Like to share a short video that shares a message that went to our members and our donors to share a little bit about what the impact we're making.

- Hi, I'm David Jezek, President and CEO for the YMCA of Greater St. Petersburg. Just as many of you are answering the call in our community to help each other through this unprecedented crisis, the YMCA is finding ways to best use our resources and we are working hard to keep our community strong. For those of you who have answered the call to stay with us as we navigate critical change in service to meet the needs of our community, we can not thank you enough. The gift of your membership dues at this critical time as well as significant support from community partners like Florida Blue and others, is allowing our youth relief care for families of essential workers to thrive. Medical personnel, first responders, grocery workers, truck drivers, elderly care nurses, delivery service workers, and many others. While we are unable to serve you in our branches directly as mandated by our government leaders, our staff is working hard to support those on the front line that continue to care for us. Here is just a sampling of the positive impact you are making by staying with us at the Y, thank you.

- My name is Kelly. I'm a nurse anesthetist and the reason this camp is very good for me is that I have a reliable place to take my children when I'm trying to get to work to help my patients and childcare is one of the biggest stresses in my life and this camp has really saved me of having to stress out about a situation that I can't control right now. My name's Ashley Telka. I work at the Florida Department of Law Enforcement in Tampa. It's important for us to have care at the Y this week during this tough time because otherwise, I wouldn't be able to provide the services for our state and our counties that I have to regardless of whatever catastrophe's going on at the time. We're always deployed and we're always ready to serve our communities. So without this care, I wouldn't be able to perform the essential duties that I do on a daily basis. It really was a blessing honestly, to have this childcare. It gave me a lot of peace of mind for childcare for my children and a safe and healthy environment that I'm already comfortable with. My son goes to the preschool here. We've been here and we come do summer camp program here as well. So it's very important for me to have the childcare so that I can continue to work to support my family and to help support the people as well.

- My mom and dad are physical therapists and since they're working I get to come here and make new friends and play with my friends. My mom works in the ER and since she works in the ER I get to come here and play basketball, do arts and crafts and play soccer and I get to have fun here. Say thank you very much for your generosity. It has helped with the financial impact that we have on this, coming at the last minute, with no childcare and then having to pay out of pocket. Sometimes worrying if I was gonna work full shifts but now that I am it's great to have this coverage and the help. I'm very thankful because this is very, very much needed and very thankful for everything that has been donated. I can't say enough to the members and donors for not only helping facilitate this but for also reducing the cost for us as our pay doesn't go up for this so the fact that the cost did go down significantly, having multiple children here, it is a huge asset to be able to not have to come out of pocket even extra money that we weren't planning on during this hard time.

- So you probably, you probably saw a lot of cleaning. There's a lot of hand washing. Obviously when the children come to us we check temperatures and we clean between stations as groups move through the YMCA's. Ratio one to nine. Obviously we're practicing social distancing as much as we can but kids will

be kids right. In addition to our youth relief care, our three preschool academies are open and we're serving over 200 children which is about 70% occupancy for us right now so there's still families out there that are having to work. Our efforts directly associated with responding to this crisis also as Jennifer shared, we're partnering with the St. Petersburg Free Clinic providing a site distribution at the Childs Park YMCA and Jennifer may not know this but right, about an hour before our first food delivery, we did a robocall to about 400 families that were a part of our YMCA Neighbor-to-Neighbor Christmas Program and we do that quite often. We communicate with them about opportunities so that may be why we had over a 150 families show up. That was kind of a surprise for the staff there but we know that they are accustomed to hearing from us and certainly giving them direction was important. We're also partnering with One Blood today. As we Zoom, I believe right now, actually in eight minutes, we're gonna be giving blood at seven YMCA's across Tampa Bay. So at the Jim and Heather Gill's Y and the Bardmoor YMCA will be collecting blood. We're also reaching out to our seniors every day. We're calling over a hundred. We have a pretty large population of Silver Sneakers that participate in the Y so we wanna make sure that we're checking in, make sure they're doing well. We're doing well checks basically with each of them. We have over 900 members that have signed up online for Les Mills. So there's a website or a link on our website that you can actually go on and take classes. Wanna encourage you to browse that and see if you find something that might be of interest. Our dance academy, our youth dance academy is registered over 200 for continued practices and lessons as they prepare for their recital later this fall. Our literacy program, Y Reads, we're tutoring over a hundred children virtually and we're also working with the children at the Youth Relief Care Program. As you may be aware, Pinellas County School District is requiring 90 minutes a day of online schooling so we're working with the students throughout the day. No doubt this has been a trying time for us as the Y has had to close and pivot. We obviously lost a significant amount of our revenue and we had to furlough over 400 employees. I am happy to announce that we did receive approval of the Paycheck Protection Program so we hope to get many of those workers back employed and back engaged with us as we embark on this journey ahead. In closing, I'd like to thank the Juvenile Welfare Board for continuing to fund many of our grants as we've gone through this. Obviously the United Way has stepped up. The Tampa Bay Rays, Florida Blue gave us a \$100,000 to support our essential cares program across Tampa Bay and many other donors as well as our members. That's pretty important to understand. We actually have people that have joined the Y even though they can't use it to work out, just to support what we're doing. We're very appreciative of that. Obviously this is an important year for us. On May first is our 100th anniversary. I don't know how we're gonna celebrate but we'll have to do it virtual but we're gonna continue to work toward recovery and for another hundred years of service. Thank you for allowing me to participate.

- Thank you David. We appreciate all that you're doing for the community and for your partnerships. Duggan, I'd like to turn to you 'cause I know that you have a different focus as does Beth. So with that, I'll have you go ahead and start so we can get to our panelist questions. Thank you Duggan for your time.

- Thank you very much. I appreciate being on the panel this morning and being able to share the work of Pinellas Community Foundation. And first I'd like to say how proud I am to be a part of our community.

The response and the outpouring of support, the volunteerism even though for some people that is not safe. Our organizations are pivoting, finding ways to redeploy volunteers and staff in safe manners and I'm very proud of that. I'm proud of those organizations and that makes me proud to be Pinella County resident. Our focus at the foundation has been on forging partnerships for resiliency. What we have done in this period of time, at the end of late March, we formalized a partnership that is now known as the Tampa Bay Funders Community Response Collaborative and we worked closely to do that with United Way Suncoast, Allegany Franciscan Ministries and the Foundation for a Healthy St. Petersburg. We wanted to formalize those relationships. We all work well together and we support projects jointly with one another but we wanted to formalize the way that we can communicate with each other and respond when our community needs our help the most. One of the early projects of that community response collaborative was creating the Tampa Bay Resiliency Fund and the Tampa Bay Resiliency Fund is up and running now and I'll talk about that in just a minute but the purpose of our community response collaborative is to convene our funders, to pool resources with one another and streamline our response to crisis and community problems like disasters and the pandemic that we are experiencing right now. As I said, one of the early projects that we had is the Tampa Bay Resiliency Fund and the goal of that fund is to respond to catastrophic events in Tampa Bay. We have a very special focus on making sure that our funds reach the most vulnerable in our community as defined by both race and socio-economic status. We have also agreed that funds from the Tampa Bay Resiliency Fund will be used in a response that's evidence-informed. And so for us, in this current issue, this public health crisis, we are responding based on information, knowledge and data that is coming from our public health officials as to community needs and issues and how to respond safely. The priorities of the Tampa Bay Resiliency Fund are protection of life, mitigation of harm, and strengthening our nonprofits. And to provide some examples, so protection of human life, helping to provide services like emergency food, shelter and other basic needs, access to healthcare services for the uninsured and the underinsured. Mitigation of additional harm, helping to strengthen community information systems during this crisis. Things like placing a priority on bilingual information delivery, helping to increase our health system capacity by providing alternative quarantine locations would be an example of mitigation of additional harm And then strengthening our nonprofits related to their critical intervention and services to the community in this time. Things like technology and other resources to help an organization pivot and change the way that they deliver service and the reason that we have focused on resiliency as such an important part of this fund is not only do we want investments that we make right now to help with today's issues but to help our organizations better respond in the future and respond in a way that's stronger. And so there is a significant focus on resiliency. I need to go back a slide I think. The address for organizations to figure out and for the public to donate is at our website, pinellascf.org/TBRF. An organization that is looking to augment it's activities in the community would be able to go there. There is a button to apply. It runs through all of the eligibility criteria so organization can know if they're eligible or not. Not only are we supporting 501 s but we are supporting other 501 s that are doing the work of 501 s, that charitable work, governmental entities as well. All of them qualify in the general qualification criteria for the Tampa Bay Resiliency Fund. Our collective partners have already raised over a million dollars for this fund. The donations continue to come in. We live in a very generous community and that is very responsive in times of disaster like we're experiencing today. And again, I'm proud to be a part of a community that is so giving. A couple other things that the foundation is doing, not only do we have our partnership working on the Tampa Bay Resiliency Fund, early, at the end of March, beginning of April, in concert with about 13 other organizations there was launched the

Pinellas Arts Community Relief Fund providing financial support to artists and arts organizations. As many know, like all kinds of businesses across our community, work has stopped and so there's no concerts to go to. Our usual entertainment venues aren't selling tickets. We can't enjoy the arts and the culture that make our community so vibrant and those organizations help to stand up an Arts Community Relief Fund. Just yesterday checks went out to over a hundred different artists in our community who have received support from that particular fund, financial support. And then as many know, the city of St. Petersburg launched their Fighting Chance Fund, a way to help small businesses and those affected by COVID-19 closures and then the city worked with Pinellas Community Foundation to start a charitable support fund that will augment the second phase of that project. And so private support is coming in to the foundation for benefit of this city's Fighting Chance program. That information is available on our website as well, not only how to donate to that but then it connects you directly to the city's pages to find out if your business is in the St. Petersburg area and how it qualifies. So all of these funds are working in concert with a number of partners across the community, strengthening our partnerships and helping us become a more resilient community. And I can not tell you how proud I am to work not only with the other panelists that are here today but with many, many nonprofit organizations that are invested in the health and resiliency of our community. It's refreshing to see that in the face of such a crisis.

- Thank you, it is exactly that, refreshing to see that all these organizations are doing the same thing but they're doing it together and it strengthens our community. I wanna remind our audience that you can start loading questions into the Q and A. We have one last panelist, Beth, and as soon as she is done, we will start answering the questions. If there are questions that you again, have to a specific panelist, kindly send it to them and they will answer the questions and type the answer in directly. All right Beth you're at the end. Thank you so much.

- Thank you, well it's quite a group to be following. The first thing I would wanna say, mirroring a little bit about what, from Duggan's comments is I continue to be and we continue to be, just amazed at the agility and the immediate responsiveness of the nonprofits in our area to the needs of those they serve. And think you've heard perfect examples of that from David at the YMCA and for Jennifer at St. Pete Free Clinic. They had to quit doing some of the things they were doing very quickly because they weren't safe or appropriate but they looked at ways in which they could serve their community and are doing that in very important ways. So the Pinellas Juvenile Welfare Board focuses on the wellbeing of children and families and we fund over 50 agencies with about 82 different programs. So first, we immediately pivoted to making sure we could support those agencies as they go about their work and included in those are the YMCA and St. Pete Free Clinic and many others. And so a few of the ways that we were able to do that which really reflects the foresight of people who were there before I was, is that by policy the Juvenile Welfare Board provides continuation funding for agencies through a state of emergency. For if they've had to close or all or part of their funded programs. And so we can't make up revenue that they might have lost in other ways but we can continue to fund expenditures that they continue to have and the programs that we contract with them for even if they've had to close those programs or substantially change those programs. That's meant a great deal particularly to some smaller organizations who really rely upon the Juvenile Welfare Board. And besides the fact that that means

that those employees can remain employed, it also means that those organizations are intact to be ready to go when things begin to open up and that's one of our current concerns is not only how are we gonna get through this period of time but how is everybody gonna be at the end of this to be able to respond to community needs and their own missions after all of this. So some of the other ways we've tried to support our agencies has been to be flexible with our funding and so for many, they've needed to, they submit budgets to us and we support those budgets but they've needed to be flexible and move money from this place to that place or personnel have been, we funded personnel to do certain functions and those functions aren't going on anymore but others have spiked and they need to be able to move that. So we've tried to say, to process those things really quickly and say yes as long as those things make sense in the current environment. And it again speaks to the flexibility and the thinking outside the box that so many of our agencies already do. We sometimes give them ideas and prompt them but they're doing it mostly on their own and we're just trying to support them. We've also been a hub for information both within our funded agencies and across the community. That would be especially true with regard to childhood hunger where we've kept up with who's providing food to whom and when and so I would say our website is, there are a lot of places you can find this information. I know our people are working really hard to keep ours very up to date and it has been changing rapidly and will continue to change. So it's everything from the school system to other efforts that we have on our website under the COVID tab relative to childhood hunger. We've also added funding in some key areas and so we've used our contingency fund of about \$500,000 to fund emerging and spiking needs and you heard what some of those are. The biggest and most immediate was, is food, and food for children and families and so we've worked with our neighborhood family centers to make sure that we doubled up on the food that they had that they give out to their neighborhoods. Often neighborhoods where people don't have cars and don't have transportation. In addition, we provided \$200,000 and then another \$100,000 to four major food hubs across the county who then pushed that food out to smaller organizations. So those include the Shepherd's Center in Tarpon Springs, RCS in Clearwater, the Dreamcenter in Lealman and St. Pete Free Clinic in St. Petersburg. And the free clinic has been willing to be sort of the purchasing agent for the last 100,000 of bulk food purchases, something they do particularly well and they share very well. And so they will purchase what is available and what's cost effective and what is needed in the current environment by food banks and food pantry's. Many of you may have heard, there is a lot of produce available but there are other gaps in what's available so we really had the perfect storm of needs increasing in the food arena at the same time that all of us were going to the grocery store and taking things off the shelves and so the grocery stores were not delivering food or we were not able to pick up food. Our food banks were not able to and that provides a significant amount of meat and bread and other things that the food banks rely on. So you had increased demand and decreased supply all at the same time. So we've tried to fill a little of that gap with our funding. Additionally we supported one of our mental health agencies as they moved to the telehealth. I noticed one of the questions that came in was what about mental health services and I would tell you that all of the major mental health agencies, Directions for Living, PEMS, the Suncoast Center are all working on a virtual, on an almost entirely virtual basis but for the few areas where they have to see people face-to-face for injectable drugs for instance, things like that. But they very quickly pivoted to that so for those who need mental health services you can go to those agencies who have always been there for us for mental health needs. So we helped provide an extra server and licensings for Zoom and you know, all that kind of stuff so that directions could move from 20% of it's employee base being able to do that to all of them being able to do that just almost overnight. We've also assisted,

had a unique opportunity, as we know, during difficult times, recession and certainly this particular time when you not only have heightened anxiety, worry, and isolation in the home that you can expect domestic violence to increase. It is, there's no doubt that it is already increased and the calls are just beginning to increase but we know that's just the beginning. Because the victims are not out and about at school or other places to be seen by others, there's probably a lot that is going on that nobody else yet knows about but that's gonna happen. So the, so CASA had a seven plex that had been out of service for a period of time due to lack of operational funding and then they had a grant to begin in October but in the meantime, it was sitting, not really habitable but otherwise available. And so we stepped in and not only funded to clean up, repair, replace appliances, that sort of thing but also actually manage the project because everybody at CASA was up to here in taking care of the needs they had on a daily basis. So they have just begun to be able to move families in there. And that does two things, it one, it means that they had already sort of decompressed their shelter to allow more social distancing where they typically had people doubled up so just at the time when an increase need occurred, they would have less capacity for admitting new individuals or families. So this allows them a place to isolate folks who may test positive or may be showing symptoms and it also just expands total capacity for them. So they've I think raided their thrift store, gotten furniture and other things and are beginning to open up those rooms. The last thing relative to the work in the JWB is that we have for many years, had a family service initiative which is the ability for individuals who were facing temporary issues with payment of rent or utilities or other things, to call 211. Those calls were then screened and sent over to the JWB and to two agencies who work with us to case manage and support those families. And needless to say, those calls have gone up tremendously as we expected. So before they began going up, we moved people around at every part of that so that we would be ready to take on the onslaught of calls. And it would not be a surprise that in the first days of April we helped twice as many people with rent as we did in the full month of April a year before. So much like Jennifer's reporting relative to the need for food, we're seeing that need for paying rent and utilities and those sorts of things to increase. There's one other resource I'd like to make sure people know about. Directions for Living has an emotional support call line. It's not mental health. It's not a 211 for specific things. It's a warm voice to talk to and I believe the way it typically works is you leave your name and somebody will call you back and they're doing that. And that phone number, and it is a 727 number, is 524-4454 extension 1001. So it's 524-4454 extension 1001. You don't have to be client of Directions. You don't have to become a client of Directions, you just want somebody to talk to and to talk through the fears or the anxieties that you have and that's a terrific service that Directions put together very quickly to serve our community. So I continue to be incredibly impressed with our nonprofit organizations and they're ability to be incredibly responsive and prompt about meeting the needs in our community and the Juvenile Welfare Board is proud to be some part of that.

- Thank you Beth. It's really important that we share these resources today. You all said a lot and I wanna makes sure that our audience knows that all of this information will be on solutions.spcollege.edu which is the ISPS website. We'll have all the panelists presentations along with the numbers because there were several numbers that were put out there related to BayCare and mental health and just supports in general and how you access funds from the different partners. So with that, we're gonna start some of the Q and A and we wanna be mindful of everyone's time and again, know that you can reach out and we will continue to have these questions answered. I'm not

gonna use any names as I go through the questions but here we go. And if it's directed to a specific panelist I'll try but if not, we'll just all answer them. For the first question, Is there a list of Pinellas resources that all of you have talked about here and others that I can easily share with my clients and families, grants, mental health and food banks. I don't know if we can answer that succinctly but there, if you all know of a shared resource, instead of going to your individual websites, do you have one?

- I think I would continue to suggest if folks are reaching out for resources, one of the best aggregators of that in our community is our 211 Tampa Bay Cares. And dialing 211 from a phone in Pinellas County is a great way to reach out for those resources and then to also look at the ISPS website which will have all the links from today too.

- And to Duggan's point, the 211 website is a great way to see those resources and not have to wait on a phone call.

- The next questions is to all panelists, are there any agencies providing emergency assistance for rent or utilities and are there any open shelters?

- I'll start with that. The county is providing some funding for rent and utilities and the portal to get to that is to call 211. And for families and for families with children the same portal would be the case and that's 211 and the Family Service Initiative of the JWB. Now there are a number of other agencies that are also providing that assistance so some of the other panelists might wanna add to that.

- Jennifer, I know that we have shelters but the shelters are closed at this time correct?

- They are at this time so in terms of the emergency funding for utilities and rent is something that the free clinic is able to provide under normal circumstances. Because we have had to shift all of our operations to the food pantry, we actually aren't currently setup to be able to provide that assistance in this moment but we anticipate in the coming week or two that we can reinstate some of that and are gonna keep the community posted on our capability to provide that service again. So that's one small resource there that we're hoping to reinstate. In terms of shelters, that's right, our shelter is we are not currently doing intakes but I would recommend calling the Homeless Leadership Alliance of Pinellas County. That number is 727-582-7916 and the website is pinellashomeless.org. It's actually a really good resource also for, there's not a listing on the website of open shelters but a call to them I think would be the best way to understand because many shelters are being very careful about new intakes because of the enormous concern of the spread of the virus and wanting to keep everyone as safe as possible. So we're all sort of in this same boat of needing to provide that housing but wanting to protect our current residents and so that's the best way to find existing current resources. There's also a listing on that website home page of every single meal break spot that Pinellas County Schools is operating for the

pack-a-snack type meals and so it's an extensive list of all the different schools that are distributing food along with the days and times that that's happening and so that's in addition, you know, we're only providing right now one small distribution of that with more to come but that website, as does the Pinellas County Schools, has a really thorough listing of where folks can access that.

- I'd like to go on to another question. Is anyone focused on assistance to the immigrant community? They often have no benefits from their jobs and will typically will not be eligible for any of the funds coming from the government. These are the people that are often care, that often care for our basic needs like picking of our crops, cleaning facilities and working in the kitchens of our restaurants.

- I think one of the, yes, I think one of the best organizations designed to respond to that would be the Intercultural Advocacy Institute in our community which operates our Hispanic outreach center. They're headquartered in Clearwater but have locations elsewhere. They're very much in touch with resources, programs, services that may be available to help our immigrant community, documented or undocumented, in finding the right resources to meet their needs.

- Okay, we have one other question that I wanna get to but it's more of a statement which I think we can address though. This comes from one of our participants who is concerned about advocacy with the legislature and what we're doing about that as there are critical budget decisions in the next two to three months, what are we doing to advocate for funding for maternal health and early care and needs that have to be supported. Can any of you all answer that?

- I can just say, we, you know, we're actually in touch with our local officials who, you know, some of whom have proactively reached out to us because they wanna find out what we're doing, what other, you know, resources in the community are doing and importantly, how they can help. So I'll say that I know that a number of our legislators and public officials have been engaged in a conversation and wanna find the ways that they can best get information to their constituents but also how they can help remove barriers so that we can provide more services particularly at this time. And so I think there's a recognition that there is going to be not just the need to meet these emergency and critical services right now, but that we are looking at a longer horizon of needs that are gonna be there for folks who are experiencing poverty before this and certainly those who are one paycheck away from financial catastrophe and have now lost their jobs. So there does seem to be recognition of that and an engagement with the community to figure out how we can work together to put solutions in place.

- Go ahead David, thank you.

- From the Y's perspective, we have a Y Alliance across the state of Florida and of course, there's 33 Alliances across the country and then we have a national organization that is doing a lot in D.C in terms

of advocating for legislation. I know that I've sent a number of letters off. We've got this system that fires off an automatic letter to everybody that needs to get it with advocating so I know that in fact, if you didn't hear, they're indicating today in the paper that the funds have been all used up for the PPP so now there's you know, a push for more funding and then there's a whole nother set of relief that's in the works that we've been advocating for the larger nonprofits that were not included in this first round.

- Okay well I'd like to make another comment, sort of shared information that we got in the Q & A. We have, of course, some really well known contributors to the community and one is the Urban League and the Pinellas County Urban League provides utility payments in addition to online applications for assistance and they served over 5,000 customers last year. So you know, one thing that I like to talk about about the institute is we're not here just to share the information, we're also here to make sure that it becomes real for you and you access the information because it's important that with all of these resources it doesn't matter if we're not using them as a community and we don't know where to go or which community is the best community to, excuse me, organization to address the needs of your family, your business, your home or your peers. So that was one of the most important part of making sure that you all have this information. There's another question. I'm gonna, I've heard multiple times from constituents that Urban League, this is a question that I will have the Urban League follow up because this is a question for the Urban League and this was not on our panel but thank you. I'll make sure this question is provided. We are getting close to the end so I wanna make sure that you all know to go to our website to get all of this information at solutions.spcollege.edu. I do want to ask one other question to the panelists about volunteers. I know that all of you all have methods and ways for people to volunteer. Are there specific criteria's in light of this COVID-19 virus that might be limiting your ability to take on volunteers?

- I'll jump in on that. So we are, about 83% of our volunteers who actually help on a day-to-day basis in our We Help Food Pantry are over the age of 60. So pretty early on we wanted, you know, our volunteers to be safe, to stay safe at home and what we're experiencing now is you know, folks in those older age groups and those who have underlying medical conditions, you know, we need them to be safe and healthy. And so we're asking that everybody you know, in those categories does stay safe at home for now but we are allowing and accepting you know, new volunteers certainly because we have that need. Anybody's who's interested can access that information on our website and we look forward to you know, the capability to engage the whole community as soon as it's safe to do that but we are certainly still taking volunteers and do have that need.

- Okay, well if there's no other responses. I'd like you all to just do a brief last statement before we sign off and since Jennifer, you started, we'll let you be the last and we'll start with David and move on to Duggan then Beth and then back to you Jennifer.

- Thank you Kim. I tell ya, I really enjoyed this and just wanted to share a quick story. Few weeks back I got a call from an owner of a restaurant that was looking to make a donation of food. And that's not in

our wheelhouse at the Y, we don't do food delivery and we don't, that's just, we're not a food bank and my first thought was the St. Petersburg Free Clinic. Jennifer and I have never met so I emailed her randomly. And on a Saturday morning we're talking and I connected her with someone that wished to give away a bunch of fresh produce and I understand that maybe two days later, three days later it was delivered. So you know, from all this, we're making new friends and we're learning how to work together and staying in our lane as to what we best are fit for. And so for me, right now at the Y, we're doing essential care. We're making access to food through our partners and then also ensuring that we have ample blood supply so that's our trifecta, food, blood and essential care.

- Thank you David, Duggan.

- I just wanna reiterate how proud I am to be a part of such a giving and generous community. The outpouring of support that we have seen has been incredible. Watching organizations forge new relationships, build stronger relationships and respond to new needs in our community. Their ability to pivot so quickly to be innovative in how they deliver services has been incredible to see and it's been incredible to experience as well. And from Pinellas Community Foundation's perspective, we are in this with all of those organizations. We're in it with all of our funders and we will come out of this better and stronger because we're all working together.

- Thank you so much, Beth.

- One of the things that has struck me is that for the federal government to move very quickly or the state government to move very quickly is just hard. You know, and I'm not gonna get into politics but those are just big ships to turn and to create assistance quickly for people. So just this week, people are beginning to receive stimulus checks that and that, the Congress passed to approve that what three to four weeks ago at least. What the nonprofit community in the local area has done is immediately rush into the fray and provided things, you know, a need is talked about on a Monday and it's being filled on Tuesday or Wednesday. So I think it's pretty impressive that the local community has pulled in even though they don't have the huge resources that the federal and the state government has. To your point about advocacy, I certainly hope that both the federal government through things like the PPP or others or the state government will recognize that that nonprofit infrastructure is gonna need some support too because it's poured everything it has into meeting this need and meeting the needs in front of them. So paralleling Duggan's comment, I'm incredibly proud to be a part of Pinellas County and to see the ways in which the individuals here as well the organizations here have pulled together. But I'm also aware that we haven't met all the needs and it's, we've still got a lot of frustrated people who aren't getting what they need today and we're pedaling as fast we can to help that.

- Thank you Beth. And Jennifer any final parting words?

- I would just say you know, remind the community that we're seeing a lot of folks who are accessing our services that have never had to go somewhere to receive services before. We want everybody to know that that is okay. We welcome anyone who needs us, no questions asked. We're in a really difficult time as a community and we really have to pull together to work to meet one another's needs. And I just wanna say thank you so much to the outpouring of support that not just the free clinic has received but our partner organizations, you know, our funding partners, that it has been a significant outpouring and it is taking all of that support to meet this critical need right now and going forward so thank you.

- Yes, and we have other people on the line and I am gonna use her name because she offered a wonderful service. This is Jennifer Sunshine, she is the CB, CSBG Program Director for Pinellas Opportunity Council. Her agency offers assistance for rental, mortgage and utility assistance and I have sent that to our team and we will make sure that that is also included on our resource page. And with that, I'd like to just say thank you again. Thank you Jennifer, David, Duggan and Beth for quickly getting this together. I sort of just called them and said hey, we need to do this and thankfully they all agreed and I think it's important that the community knows and so this is gonna be recorded and afterwards our link will be available for us and on the respective websites to share to just get the information or to go to their website. So ISPS thanks you. We appreciate your time and before we part I'd like to thank again our ISPS team, Jacquelyn Shuett, and Sharon Panov. I'd also to thank all the supportive members of the respective agencies who jumped in to help and I don't wanna leave names off so I won't start with names but everyone has a team and everyone's team is what makes us all work together so thank you.