Welcome!

Recording, poll results, notes, and Q&A debrief will be sent to participants tomorrow.

Invite a colleague to register and participate using the QR code at right.

Registration link for new participants
Welcome!

Use the Chat box to contribute to the conversation. Please direct chats to “all attendees.” Comments may be addressed live or afterward.

Fresno County COVID-19 Weekly Agency-CBO Call
Fresno Co. Stats as of Wed 4/8/20 5:00p.m.

- Information from [www.fcdph.org/COVID19](http://www.fcdph.org/COVID19)

- **Total cases:** 156  
  - 36 (Travel-Related)  
  - 34 (Close Contact)  
  - 43 (Community-Spread / Unknown)  
  - 43 (Under Investigation)

- **Total deaths:** 3

- **Ever Hospitalized:** 29

- **Recovered:** 10*

- **Total cases by location:**  
  - View Chart

*Source: Fresno County DPH*
**California Case Statistics**

**Positive Cases**
- **16,957**
  - **+1,092 (+6.9%)**

**Deaths**
- **442**
  - **+68 (+18.2%)**

**Lab Tests Conducted Statewide**
- **168,800**
  - **+11,000 (+7.0%)**

**Positive Case Demographics**
- 0-17: 1%
- 18-49: 49%
- 50-64: 27%
- 65+: 22%
- Unknown: 2%

Note: Percentages may not add up to 100% due to rounding.
New Guidance on Drive-in Events

• Drive-in events **do not** qualify as an exception to the ban of mass gatherings currently in place. This issue has come up recently due to Easter and church services.

• Encourage and suggest to your community to use online opportunities or conference calls or other means. Please share the Easter flyer on the health department website.
Follow up to April 2\textsuperscript{nd} Health Related Questions

- Script and one-pager for CBOs about COVID-19 to educate clients
  - Currently in draft being reviewed. Will share when finalized.

- Translation of documents, especially medical packet and critical areas on the DPH website (to be identified by CBOs)
  - Shared the opportunity with the DPH Communications Team. If you have any more suggested resources for translation of documents, please contact ramaral@fresnocountyca.gov or ancruz@fresnocountyca.org
Follow up to April 2\textsuperscript{nd}

Health Related Questions

• DPH site – add towns or regions within Fresno County for confirmed cases?
  • The location is on the website.
  • However, COVID-19 is here and it is throughout the County. There is no community that is immune to this virus.

• Ag worker transportation to fields in vans/busses and in the field regarding physical distancing needs/lack thereof
  • Brought this to our Health department Admin who are working directly working directly with the Farm Bureau. We will share any updates.
Arizona Community Health Workers Association

• 6 week Spanish webinar series from *la Asociación de Trabajadores de Salud Comunitaria de Arizona*

• Mental Health Specialist will be providing tools for CHW’s to use with community members during COVID-19 crisis.

• Link to register: [https://www.azchow.org/talleres-virtuales/](https://www.azchow.org/talleres-virtuales/)
Updates

• Call Center Staff has tripled to 150
• Call Volume continues to increase
• Call Back feature enabled for longer hold times

Call 211 or 1-866-559-4211
Call Stats

MARCH 23, 2020
• Total call volume: 390
• Speed to Answer:
  English 8:13
  Spanish 12:41
• Call Handle Time:
  English 6:47
  Spanish 13:19
• Abandon Rate: 63%

APRIL 6, 2020
• Total call volume: 299
• Speed to Answer:
  English 3:22
  Spanish 3:29
• Call Handle Time:
  English 6:50
  Spanish 10:45
• Abandon Rate: 46%

AVERAGE DAY
• Total call volume: 80
• Speed to Answer:
  English 1:32
  Spanish 1:32
• Call Handle Time:
  English 5:20
  Spanish 5:20
• Abandon Rate: 16%
# Top Ten Needs

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1</td>
<td>Food Pantries</td>
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<tr>
<td>2</td>
<td>Utility Service Payment Assistance</td>
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<tr>
<td>3</td>
<td>VITA Programs (Taxes)</td>
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<td>4</td>
<td>Rent Payment Assistance</td>
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<td>5</td>
<td>Home Delivered Meals</td>
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<td>6</td>
<td>Low Income/Subsidized Rental Housing</td>
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<td>7</td>
<td>Transitional Housing/Shelter</td>
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<td>8</td>
<td>Outpatient Health Facilities</td>
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<tr>
<td>9</td>
<td>Food Stamps/SNAP</td>
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<td>10</td>
<td>Homeless Motel Vouchers</td>
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</table>
Please send updates to 211fresno@icfs.org and let us know:

• Your current hours of operation

• Services currently provided (i.e. confirmation of services you are continuing to provide, services that are currently suspended, changes to existing programs)

• Ways to access your services, given Shelter in Place

• Be sure to include your contact information!
• Texting Campaign
  ✓ Text Coronavirus to: 211-211
  ✓ Updates include basic needs information about food deliveries, utility bills, and more

• To have your resources featured or share your contacts
  SHANTAY DAVIES-BALCH
  shantaydbalch@gmail.com
Relief Fund Update

• Applications for Phase 1 Closed on Monday April 6

• Total applications received: 2,812

• Money will be distributed by mid-April

• Next phase of funding will start at the end of April
Updates from Housing Discussion

• Patience Milrod, CCLS

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Public Safety Update

• Fresno County Sheriff Margaret Mims

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Next Steps

Breakout Teams:
• Food
• Housing
• Education
• Financial Relief
• Undocumented-Specific
• Translation Services

What Teams Do:
• Find answers to questions that come up; fill in the gaps
• Assemble reference info
• Report back

Sign up through our Closing Poll!
Thank you!

Recording, poll results, notes, and Q&A debrief will be sent to participants tomorrow.

Please share the invitation to register for next week’s call with your network.

Registration link for new participants