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
Fresno County COVID-19 Weekly Agency-CBO Call

Welcome!

Use the Chat box to contribute to the conversation. Please direct chats to “all attendees.” Comments may be addressed live or afterward.
Fresno Co. Stats as of Wed 4/15/20 4:30p.m.

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

- **Total Cases:** 265
  - 38 (Travel-Related)
  - 88 (Close Contact)
  - 97 (Community-Spread / Unknown)
  - 42 (Under Investigation)

- **Total Deaths:** 7

- **Ever Hospitalized:** 59

- **Recovered:** 62*

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

*Source: Fresno County DPH*
Figure 1. Number of COVID-19 Cases by Community (Fresno County, CA)

Fresno County Positive Cases by City
COVID-19  Last Updated on 4/14/2020

Statewide Case Statistics

County Metrics by Positive Cases

<table>
<thead>
<tr>
<th>County</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Los Angeles</td>
<td>9,948</td>
</tr>
<tr>
<td>San Diego</td>
<td>1,932</td>
</tr>
<tr>
<td>Santa Clara</td>
<td>1,561</td>
</tr>
<tr>
<td>Riverside</td>
<td>1,467</td>
</tr>
<tr>
<td>Orange</td>
<td>1,362</td>
</tr>
<tr>
<td>San Francisco</td>
<td>968</td>
</tr>
<tr>
<td>San Bernardino</td>
<td>933</td>
</tr>
<tr>
<td>Alameda</td>
<td>843</td>
</tr>
<tr>
<td>Sacramento</td>
<td>737</td>
</tr>
<tr>
<td>San Mateo</td>
<td>681</td>
</tr>
<tr>
<td>Contra Costa</td>
<td>617</td>
</tr>
<tr>
<td>Kern</td>
<td>453</td>
</tr>
<tr>
<td>Ventura</td>
<td>328</td>
</tr>
<tr>
<td>Santa Barbara</td>
<td>292</td>
</tr>
<tr>
<td>San Joaquin</td>
<td>280</td>
</tr>
<tr>
<td>Fresno</td>
<td>244</td>
</tr>
<tr>
<td>Tulare</td>
<td>228</td>
</tr>
<tr>
<td>Marin</td>
<td>147</td>
</tr>
<tr>
<td>Solano</td>
<td>140</td>
</tr>
<tr>
<td>Stanislaus</td>
<td>136</td>
</tr>
<tr>
<td>Sonoma</td>
<td>133</td>
</tr>
</tbody>
</table>

California Case Statistics

- **Positive Cases**: 24,424 (up 1,086, +4.7%)
- **Deaths**: 821 (up 63, +8.3%)

Lab Tests Conducted Statewide

- **Total**: 227,600 (+12,200, +5.7%)

Positive Case Demographics

- **Gender**
  - Female: 49%
  - Male: 50%
  - Unknown: 1%
- **Age**
  - 0-17: 2%
  - 18-49: 48%
  - 50-64: 27%
  - 65+: 23%
- **Race/Ethnicity**
  - American Indian: 0%
  - Asian: 13%
  - Black: 7%
  - Latino: 37%
  - Native Hawaiian: 2%
  - White: 31%
  - Multiracial: 2%
  - Other: 8%

Note: Any instance of a negative number of deaths reflects a correction to previous reporting.
New Health Officer Orders

Maintain
• Screening
• Medical Providers required reporting
• Self-isolate for 7 days if suspect COVID-19 after onset of symptoms

New items
• Agriculture Employers
• Criteria for clearance to return to work
SOCIAL DISTANCING 101:
By definition, social distancing means staying home, avoiding crowded public places, avoiding large gatherings, and staying at least 6 feet away from others whenever possible.

1. STAY HOME
   Only leave the house when absolutely necessary. Try to go to the store only once a week. Work/study from home if possible.

2. AVOID CROWDED PUBLIC PLACES
   Avoid places where large numbers of people get together such as parties, crowded parks, shopping centers and health care settings (except for necessary services).

3. AVOID LARGE GATHERINGS
   Avoid gatherings, even if you believe all of these people to be healthy.

4. KEEP A 6 FOOT DISTANCE
   Stay at least 6 feet away from others to reduce your risk of contracting COVID-19.

FOR MORE SAFETY TIPS VISIT:
WWW.FCDPH.ORG/COVID19

www.fcdph.org/covid19
English/Spanish
Call Center FAQs

MASKS
• Fresno County has not issued orders requiring masks to be worn by Essential Business employees.

Antibody Testing
• Antibody testing is not currently available in our area. These tests we hear about in the media are experimental/trial studies.

Recovered Persons Wanting to Donate
• Central California Blood Center is accepting plasma donations from positive tested patients who have now recovered
  • [https://www.donateblood.org/](https://www.donateblood.org/)
• Testing Criteria
  • New Health Update for Medical Providers – COVID-19 Testing Criteria

• Testing capacity
  • The health department has been providing some testing and working to build capacity of providers throughout Fresno County. Urgent care clinics are offering testing as well as other clinics.

• Governors Plan to re-open economy
  • The health department would fall closely with the Governor and work to be on the same page when the economy reopens which will be gradual.
  • 6 areas identified in the Governor’s that need to be addressed before we can take the next steps.
    • Capacity for testing, protecting vulnerable populations, PPE for hospitals, safe physical distancing plans in place, and capacity to re-instate shelter in place.
Week Ending 4/4
- Total call volume: 947
- Speed to Answer:
  - English 3:20
  - Spanish 4:01
- Call Handle Time:
  - English 6:31
  - Spanish 10:40
- Abandon Rate: 43%

Week Ending 4/11
- Total call volume: 1,189
- Speed to Answer:
  - English 9:09
  - Spanish 6:48
- Call Handle Time:
  - English 7:54
  - Spanish 12:01
- Abandon Rate: 27%

Current Week
- Total call volume: 429
- Speed to Answer:
  - English 1:03
  - Spanish 3:20
- Call Handle Time:
  - English 6:37
  - Spanish 7:14
- Abandon Rate: 16%
## Top Ten Needs: Weekly

<table>
<thead>
<tr>
<th>Rank</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Food Pantries</td>
</tr>
<tr>
<td>2</td>
<td>Utility Service Payment Assistance</td>
</tr>
<tr>
<td>3</td>
<td>Food Stamps/SNAP</td>
</tr>
<tr>
<td>4</td>
<td>Transitional Housing/Shelter</td>
</tr>
<tr>
<td>5</td>
<td>Taxes/VITA</td>
</tr>
<tr>
<td>6</td>
<td>Home Delivered Meals</td>
</tr>
<tr>
<td>7</td>
<td>Rent Payment Assistance</td>
</tr>
<tr>
<td>8</td>
<td>Outpatient Health Facilities</td>
</tr>
<tr>
<td>9</td>
<td>Low Income Rental Housing</td>
</tr>
<tr>
<td>10</td>
<td>Homeless Motel Vouchers</td>
</tr>
</tbody>
</table>

*United Way Fresno and Madera Counties*
## Top Ten Needs: Cumulative

<p>| | |</p>
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<td>6</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
• Reverse 211/Super 211 coming soon
Offering Case Management and Application Support

Call 211 or 1-866-559-4211
Relief Fund Update

• 100 of the highest need and most vulnerable applicants awarded $500 each
• Next phase will begin right away and include CBO partners offering application assistance
Domestic Violence and Mental Health

• **Nicole Linder**, Marjaree Mason Center
• **Susan Holt**, Fresno County Department of Behavioral Health
• **Jeannemarie Caris-McManus**, Westside Family Preservation Network
• **Margarita Rocha**, Centro La Familia

Use the Chat box to contribute to the conversation. Please direct chats to “all attendees.” Comments may be addressed live or afterward.
Understanding domestic violence and how you can help the community

Healthy Families: The Foundation of Healthy Communities

Nicole Linder
Executive Director

24/7 Hotline: (559) 233-HELP (4357)
crt@mmcenter.org
What is Domestic Violence?

Domestic violence is a pattern of abusive behavior in any relationship that is used by one partner to gain or maintain power and control over another intimate partner.
Domestic Violence in Fresno County

9,000
Combined calls expected by Fresno County law enforcement in 2019.

3,100
Hotline calls received by the Marjaree Mason Center in 2019.

Domestic violence happens in every district of our community, every age bracket, ethnicity, religion and socio-economic background.

9
Domestic violence incidences resulted in nine deaths in Fresno County in 2019.
Marjaree Mason Center Services

- 24/7 Crisis Support
- Safe Housing (emergency, transitional, rapid rehousing)
- Legal Support
- Counseling
- Education
- Advocacy
WHAT WE DO

- 24/7 Crisis Support
- Safe Housing
- Counseling
- Legal Assistance
- Prevention Programs
  - 52-week Batterers Intervention Program
  - kNOw MORE – peer-led program for high school students in 14 Fresno County High Schools

24/7 Hotline: (559) 233-HELP (4357)
crt@mmcenter.org

Marjaree Mason Center
SERVICES AT A GLANCE

7,499 ADULTS AND CHILDREN SERVED IN FISCAL YEAR 2017-2018

6,180 ADULTS
1,319 CHILDREN
Accessing Services

CURRENT OPEN LOCATIONS

- Administration office (1600 M Street, Fresno)
  Public service site
- Safe House
  Downtown Fresno
- Safe/Transitional House
  Clovis
- Fresno Police Department
- Fresno County Sheriff’s Office

24/7/365 confidential hotline
(559) 233-HELP
(4357)
crt@mmcenter.org
CONTACT THE MARJAREE MASON CENTER

24/7 CONFIDENTIAL HOTLINE
(559) 233-HELP (4357)
CRT@MMCENTER.ORG

1600 M Street
Fresno, CA
93721

mmcenter.org

NEED HELP?

OUTSIDE FRESNO COUNTY

NATIONAL DOMESTIC VIOLENCE HOTLINE

thehotline.org
800-799-7233
Resources for COVID-19 Emotional Support

• Fresno County DBH COVID-19 WARM Line
  • Supportive listening, coping suggestions
  • 559-600-WARM(9276)

The DBH COVID-19 Warm Line provides non-emergency emotional and coping support to community members. Warm line operators provide supportive listening, practical coping ideas, and information on how to get connected to behavioral health services.

Hours of Operation:
Monday - Friday, 8:00AM to 5:00PM
How to Access Fresno County DBH Mental Health and Substance Use Disorder Services

• Fresno County Medi-Cal beneficiaries or persons who are indigent
  • Refer to the DBH Access Line: 1-800-654-3937

• Adults - Urgent Care Wellness Center
  • (559) 600-9171
  • 4441 E. Kings Canyon Rd., Fresno

• Children and Adolescents - Youth Wellness Center
  • (559) 600-8918
  • 3133 N. Millbrook Avenue, Fresno
Fresno County Resources for Behavioral Health Crisis

- Central Valley Suicide Prevention Hotline
  - 24/7 resource
  - 1-800-273-8255

- Crisis Text Line (*not locally operated*)
  - 24/7 support through texting
  - Text HOME to 741741

- Crisis Stabilization Center
  - 24/7 facility for acute mental health stabilization
  - 559-453-1008
  - 4411 East Kings Canyon Rd, Fresno CA

- Life-threatening emergency - Dial 911
TRANSFORMING SERVICE DELIVERY MODELS IN THE TIME OF COVID-19

1. THE PROBLEMS ARE THERE. WE KNOW WHAT THEY ARE.
2. THE VIRUS REVEALS SHARED IMPACT OF NOT ADDRESSING THEM.
3. THE IMPERATIVE OF THE MOMENT, PLUS TECHNOLOGY, OFFERS HOPE TO CHANGE.
TRANSFORMING SERVICE DELIVERY MODELS IN THE TIME OF COVID-19

1. THE PROBLEMS ARE THERE. WE KNOW WHAT THEY ARE.

80% - 60% - 40%
TRANSFORMING SERVICE DELIVERY MODELS IN THE TIME OF COVID-19

2. THE VIRUS REVEALS SHARED IMPACT OF NOT ADDRESSING THEM.
TRANSFORMING SERVICE DELIVERY MODELS IN THE TIME OF COVID-19

3. THE IMPERATIVE OF THE MOMENT, PLUS TECHNOLOGY, OFFERS HOPE TO CHANGE.

HURON NEIGHBORHOOD RESOURCE CENTER
COALINGA NEIGHBORHOOD RESOURCE CENTER
559 945-1022
ASK FOR AURORA RAMIREZ OR LUISA AVILA

CALL US TO COLLABORATE IN SERVICE DELIVERY

LOWER-COST HIGHER -VALUE BASIC, PROTECTIVE & TRANSFORMATIONAL SERVICES DELIVERY

COMMUNITY ACCEPTANCE OF TELE-HEALTH, TELE-ACCESS, DISTANCE LEARNING, & TELEAPPLICATIONS

COMMUNITY ACCESS TO INTERNET ENABLED TECHNOLOGIES
Centro La Familia Advocacy Services

COVID-19 Response

Margarita Rocha, Executive Director
Mario Gonzalez, J.D., Deputy Director
As an essential services provider, Centro La Familia Advocacy Services continues to provide direct services to the community
How are we protecting clients & staff?

Using a screening tool to check clients for symptoms prior to them coming to the office or us conducting a home visit

Reducing face to face interaction by conducting intakes over the phone

Implementing social distancing in waiting room, and asking clients to come by themselves to appointments
During the week of March 23-27, we served:

- 766 Calls
- 311 Walk-ins
DV trends observed at CLFA during COVID19 Epidemic

**Restraining Orders Filed**

- January: 40
- February: 35
- March: 55

**Linkages Provided to VSD Clients**

- January: 15
- February: 15
- March: 45
Because of the nature of the crime of Domestic Violence, we understand the need to provide **immediate** and **one-on-one** assistance
Additional linkages & assistance provided during March and April

- Food distribution
- Financial Assistance
- MediCal, CalFresh enrollment/renewal
- Immigration services
- Census Information
- Housing
- Counseling services
- Legal services
- PG&E shutoff prevention
DV clients served reside in the following communities

- Biola
- Cantua Creek
- Clovis
- Coalinga
- Exeter
- Firebaugh
- Fresno
- Huron
- Kerman
- Mendota
- Orange Cove
- Parlier
- Pinedale
- Reedley
- San Joaquin
- Sanger
- Selma
- Tranquility
Food distribution
Next Step Opportunities

**Breakout teams:**
- Food and Supplies
- Housing
- Education
- Financial Relief
- Mental Health
- Undocumented-Specific
- Translation Services

**Spanish language call:**
- 9:00 a.m. on Fridays
- Led by Dr. Tania Pacheco-Werner (CVHPI) and Mike Espinoza (GO Public Schools)
- Info for CBOs and community members

**Tax and Cash Assistance call:**
- Separate webinar next week
- Sign up in poll, look for details to come

*Registration required:*
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.