**Statewide Central Navigation Call – Notes**

**April 2, 2020**

**Attendees**

Aaron Weaver, Project Everlast Omaha

Alyson Goedken, Nebraska Children

Angie Harroun, Blue Valley

Anne Herman, AVA / Consultant Nebraska Children

Bev Quiring, York County Health Coalition

Brenda Weyers, Nebraska Children

Brittany Masters, Families 1st Partnership in North Platte-Lincoln County, Central Navigator

Brittney Livingston, Project Everlast Omaha

Caroline Sabin, Families 1st Partnership, North Platte-Lincoln Co.

Cathy Minnick, Sandhills Community Collaborative

Catherine Brown, Nebraska Children

Chris Schroeder, Nebraska Emergency Management Agency

Darla Berger, DHHS

Darniece Amos, Community Support Specialist

Deborah Dancer, Douglas County Community Response

Elci Warnell, ENCAP and Lift Up Sarpy County

Emily Kluver, DHHS

Erin Sams, York County

Faith Mills, Panhandle Partnership

Gay McTate, Nebraska Children

Greg Donovan, Society of Care

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Heidi Hausmann, Norfolk Family Coalition - Madison County

Jenny Skala, Nebraska Children

JoAnn Gieselman- Growing Community Connections

Julie Nash, Hall County Community Collaborative (HC3)

June Baum, DHHS

Lindsey Drake, The HUB, Lancaster County

Lisa Janssen, Community Action Partnership of Lancaster and Saunders Counties

Lynne Brehm, Rooted in Relationships, Nebraska Children

Marti Beard- NCFF/Communities for Kids

Mary O'Hare, Consultant Nebraska Children

Mary Pinker, Nebraska Children

Nichole Hetz, Dawson County/Gothenburg.

Nikia Gunn-Abdulai, Douglas County Community Response.

Phillip Burrell, Project Everlast Omaha

Rachel Kinney, Project Everlast Omaha

Rachel Meier, Policy Development, Nebraska Children

Sabina Alic, Outreach Coordinator, Nebraska Alliance of Child Advocacy Centers

Sandy Nation, Dakota County

Sara Riffel, Nebraska Children

Sarah Papa, Community & Family Partnership serving Platte and Colfax counties

Schalisha Walker, Project Everlast Omaha

Shannon Wilkinson, DHHS NHAP

Shelly Witt, DHHS

Stacy Scholten, Nebraska Children

Susanne Shore, First Lady

Tammy Bichlmeier, Platte-Colfax CR

Tonya Beckenhauer, Consultant Nebraska Children

Valerie Roth, Central Navigation, Hall County Community Collaborative (H3C)

Vanessa Sherman, Peru Community Impact Group (PCIG) - Peru, NE (Nemaha County)

Zach Nelson, Flood Recovery Consultant for NCFF

**Chat Box:**

* Introduce yourself
* Post any questions/answers for the FAQ
* Any reflections you’ve had around playbook conversations

Agenda:

**Domestic Violence Priorities:**

Mary noted that there has been a lot of conversation about this topic—both in last week’s central navigation statewide call and in The Playbook discussions.

Sara Riffel updated the group on work related to this topic. She acknowledged that we definitely hear the need from all of you through recent conversations; it sounds like there are increases in domestic violence calls—at least in some places— as well as associated increases in a need for temporary housing solutions. We hear you. She and others are going to have 10 am Monday (April 6) morning call with stakeholders who are working in the area of domestic violence support and prevention to try and get a sense of what the need is, and to try and help each of you in your communities identify needs and solutions. Nebraska Children staff have also asked a member of the domestic violence provider community to join these Thursday calls and we will identify who this person is soon. This is another way for the group to get and share information on this call.

If you're interested in joining or there are DV providers in your community interested in joining, please email me at sriffel@nebraskachildren.org and she will forward the call-in details.

Mary asked if there were any specific questions or follow up with Sara to quickly share now? No

**Two DHHS Updates/Announcements from Emily Kluver at DHHS**, who thanked all the group for all the work that’s being done:

1. WIC updates:
   1. See this link (also posted in chatbox) for a WIC brochure.

<http://dhhs.ne.gov/WIC%20Documents/WIC%20Outreach%20Brochure.pdf>

* 1. WIC providers are now accepting applications by phone, rather than having applicants go in person
  2. Remember that ALL caregivers—not just moms—are eligible to apply. WIC can be a source of healthy food for families

1. SNAP updates:
   1. SNAP program announced yesterday that families on SNAP can use their EBT card to buy groceries on Amazon; this should help alleviate challenges for people who can’t get to grocery store or are finding shelves empty. This starting yesterday (April 1) statewide. The Amazon delivery fee is waived for people on SNAP using their EBT card to buy groceries on line and delivery fee is waived.
   2. Walmart in Norfolk and South Sioux City are is also offering online ordering and delivery for SNAP participants.
   3. Questions on chat: For families with SNAP who purchase online, is there a delivery charge? No, there should not be a delivery charge if using Amazon. If running into problems, contact your community support specialist. The NC foundation site has their contact info
   4. Question: Have renewal policies for SNAP been loosened? No, while looking into this, there are no changes at this time.

**CR/CYI Toolkit**

* + This is to help with policy and practice around components of CR
    - Central Navigation/Support Services Funds
    - Youth/Family Engagement
    - Coaching
  + Includes information helpful to non-profits to share with partners, and for our collaboratives that have formed 501c3

See information in the email sent with agenda.

Thanks to CYI folks across the state for doing this. What this hopes to be is a guide with quick tips if looking to respond what young people and families are needed. Nothing in here is a requirement, just intends to be helpful.

As we talked about last week and CR systems looking to ramp up, these are things that can help with that. One version has links with forms and resources, the other has these included as appendices (rather than links). The things in the toolkit are focused on CR and CYI. Includes information about data collection related to evaluation, how to do electronic payments, info about virtual engagement strategies (social media influencer information, while geared to young people is also relatable to work with families…can also be a way for people to earn a little extra money now or in future), coaching, information for nonprofits.

Questions? Reach out to Mary Pinker and/or Sara Riffel. Or if you have developed a policy and would like to share, we can continue the conversation.

**Community Conversation based on Playbook discussions**

* + Please have one person from your area respond to two questions:
    - After the conversations you have had, what is one thing that needs to be shared with policy and decision makers in our state? The one thing that keeps you up at night thinking about and needs to be focused on in your community right now.
    - How is CR responding/supporting childcare providers and early childhood needs?

Thank you to everyone who has given so much time and planning to playbook discussion this week. Conversations have been great and have uncovered opportunities.

Jenny pointed out that we are recording these and have a call with state decision makers this afternoon (April 2) and this information will be shared with them in an effort to get a timely response.

First Lady Susanne Shore also shared an announcement that Nebraska Impact will be available to provide funding to support COVID 19 relief work. Jenny Skala can provide more information if there are questions.

The notes below reflect meeting members’ input on the two questions in the agenda, above.

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| **Community** | **Q1 - After the conversations you have had, what is one thing that needs to be shared with policy and decision makers in our state? The one thing that keeps you up at night thinking about and needs to be focused on in your community right now.** | **Q2 - How is CR responding/supporting childcare providers and early childhood needs?** |
| Blue Valley  Angie H, via chatbox | Our top priority would be food pantries. Our food pantries are depleted. We expect the next high priorities to be rent and utilities | - |
| Buffalo Co | No one on call from this community | No one on call from this community |
| Platte and Colfax Co  Sara Papa and Tammy B. | A priority is what childcare providers are still willing to have their doors open, and which are not. The community coordinator mentioned that she knows that NC has reached out to ESUs as well. There is a need to keep fluid communication.  What is among the most concerning: In the Platte and Colfax area, child abuse and neglect reports have gone down by 50 percent. So the collaborative is working to figure out how to still support families and provide prevention strategies and let families know that there are resources available.  We feel as well that it is the calm before the storm here as well in Platte-Colfax, but do think as families are finding information to still connect with school staff, we may see more referrals. We did brainstorm more organizations to reach out to for referrals. | Sarah had a conversation yesterday though food program with providers there was miscommunication to providers that they  They have not heard from providers that they have a lack of access to resources. The collaborative has let providers know there are supports available through Community Response if/when they are needed. |
| Dawson Co  Nichole | Still in the process of putting our collaboration together.  Gothenburg worked on The Playbook last week, and other areas will do so soon.  In all cities in the county, see communities dealing well with the initial crisis but are concerned about the long term financial effects on families; this is where the most needs will be seen. While everyone doing ok currently, it’s a question about what happen in 4 or 6 weeks from now. | In Gothenburg, childcare centers have been closed for over 2 weeks. 3 in home providers are still providing care. They have connected families with teachers (who are not currently in the schools working and might be able to provide care). Also have a list of child care providers and spreadsheet of needs and are working to coordinate needs with goods. |
| Douglas Co  Schalisha, PEO; Gay | Have been seeing with the Needs Based Fund lots of young people who have lost their jobs and are falling behind with rent. Also have been doing mobile pantries through PEO weekly; so far, have had about 50-60. Also reaching young people through virtual events (6-8 per week) relate to topics like cooking, how to make money during this time of crisis, and how to deal with the loneliness and isolation that people are feeling.  Douglas County is also seeing lots of needs around connectivity. Cox’s low cost system asks people if they are citizens, which stops many families from calling. Also heard the need for help in increasing bandwidth or minutes on phones and also equipment such as i pads laptops; these are needs being identified across behavioral health, housing and other areas. | Some churches particularly in North Omaha are interested in helping provide child care. Connect with Dee and or Gay for more. |
| Douglas Co  Nikia |  | Haven’t had a lot of needs pertaining directly to childcare. Are trying to keep childcare providers like early learning centers supplied with resources as much as possible. Have been hearing a few inquiries about parents who are still working and need childcare, and if childcare is closed and they need to pay for a babystitter in meantime – see families using money that they would otherwise have paid some other bill with (e.g. rent, utilities) to pay for a sitter. In these cases, CR covers a utility bill so funds can shift to child care. Have also heard that if you have title 20 and have someone to watch your child, this person can apply to be a provider and (of approved) this person can be paid through title 20 |
| Families First Partnership  Lincoln Co  Carline Sabin | Surprised on last call at some of the things that came forward. Decided that needed to make sure to make evidence based decisions and do a some research before saying ‘no food’ – found that one of the things going on is that the food pantries have changed hours so while they might be open sometimes it’s not possible to reach a person on the phone who could tell what the new hours are  Are now seeing some families who can’t make their car payment…by local policy around funds, CR funds are usually not supposed to be used for car payments. But now see that families might lose their car—even if they have made multiple payments already. And they don’t want people to lose their car. Also need not to fall behind on rent payments.  There is a concern not knowing how many children might be in abuse/neglect situations. Right now, there’s no way for the child to let others know if there are problems. The child no longer has frequent contact with teachers, which is how it might have been heard otherwise.  Another concern is loss of businesses. If some of our small local businesses fail, then there will be fewer jobs for adults or youth to even go back to. | Great majority of centers closed. One center open at this point. Maybe some in home are open but it’s hard to know. In home providers may not be as easy to communicate. To establish more of a line of communication, the collaborative is doing more proactive ways to connect—for example, providing coffee certificate and card saying we as a collaborative are here.  As far as other supports to providers, trying to let center directors or anyone else who has had to let people go how to apply for unemployment. Also encouraging people to get applications for unemployment in as soon as possible because it may be some time (3 weeks?) before an application is approved. |
| Fremont Family Coalition  Dodge Co  Stephanie | They share the concerns mentioned about child abuse/neglect. Data shared at this week’s Community Response meeting shows that the trend in calls around child abuse/neglect as well as domestic violence calls has been steady, though; not seeing in the data an increase in welfare check or domestic violence calls.  Public schools are still doing grab and go lunches…there are some concerns that people might not be able to get there if transportation is an issue and/or parents still working throughout the day. | Majority of childcare centers are still open. Have had less contact (comparatively) with home based providers. These providers seem to keep to themselves and do what they need to get by. Informally, lots of children in teachers in childcare…so no issue here (teachers are not in the classroom and so are not needing the childcare in the same way). However, funding/money for childcare providers as a business is an issue…people are not working so not using childcare. Some childcare providers need supplies. Worry about what happens if childcare centers do close. |
| Growing Community Connections  Dakota Co  Jo Anne; Sandy | Playbook meeting coming up. The thing most keeping them awake is the uncertainty about how long it’s going to go. Not knowing how long people are being able to hold on  Food seems to be in big demand right now. All food pantries are drive though. Food is boxed and box goes in car. Normally 100 people use the food pantry per week. Last week, pantry staff anticipated 160 and ended up turning away about 40 cars because didn’t have any more boxes. Thinks it will be helpful that people can order via amazon. Some concern that have received hardly any referrals to Community Response…could be because people are not to the crisis situation yet and also maybe that people think because the building that she (the Central Navigator) is housing in is closed means she is closed as well…so trying to communicate with families that she is still reachable/open, can be called etc.  South Sioux City schools have put hot spots around their buildings so if people wat to come and sit in the parking lot and connect they can do that.  Mary P – please share any communication strategies you are using | There is a CYI effort more in the Jackson area working on childcare effort and trying to get started and Nebraska Children has been great about moving some funds to existing childcare to address needs there.  Concern that Cubby Care has done all this work to ensure great quality and now they are struggling from a business perspective. Also, Tyson needs employees to come but employees can’t because no childcare.  YMCA has opened their doors and tries to support first responders and Cubby Care also trying to prioritize first responders. |
| Hall Co Community Collaborative  Julie, Valerie | Have had a lot of conversations regarding the playbook. Info they are getting is coming from a lot of different places. Concerned about long term food, rent, utilities.  Also concerned about mental health and access to mental health serves as people get isolated. Providers in the area are doing a great job for people who have internet access capability but worry about people that don’t have this capability.  Know will get inundated with requests through Community Response.  Have also seen uptick in domestic violence.  Have not seen uptick in child abuse but this it will go up with isolation.  Newly and first time unemployed don’t know where to go  Families that are having a hard time filling out the application – can they call you and fill in on phone… | Birth to 11 comm initially saw things like access to bread and milk and have partnered with grocery stores to make this happen, also talking about cleaning supplies for families.  Also trying to teach kids in childcare center for kids not in schools but daily struggle of not knowing whether childcare will be open or need to close. Trying to be gracious to parents who can’t pay, but this negatively impacts cash flow.  Some home care providers who say they aren’t going to be able to reopen their doors.  Hearing a lot about pop up childcare, as well as older siblings providing childcare, sometimes as young as 11 or 12 yrs old. Will be offering Red Cross baby sitting class and have added links to HC3 website with activities to child care providers. What they are hearing is school age children make the child care situation different…most providers are not in the mental space to have school age children this early.  Childcare has been a business issue, so that if something happens like this again are working to be better prepared…impact on childcare as part of local business ecosystem. |
| Lancaster Co  Lindsey; Lisa | Have been seeing young people needing help with utilities rent have applied for unemployment but have not gotten yet. Looking for short term 8 week efforts and working with CR and all others that help with rent and utilities.  No specifics to report. Good creative problem solving in our community surrounding DV and safety for families. |  |
| Norfolk Family Coalition  Heidi | A lot. The elderly and immune comprised are a concern. The 8-9 am slot is great but maybe not enough. The collaborative is now reaching out about how to use the technology to do online shopping for pickup or delivery, how to get and/or use technology. Do others have ideas about how to make things even better so don’t even have to go into the grocery store?  Mary P reminded the group that we are talking about communities and this means everyone as a whole. | Like Fremont, still have enough spots open for childcare. Issue is more support to providers because with so many kids not coming want to make sure their have cash flow and can pay their staff. Have a survey out now and want to wait until hear back so understand their needs. Also understand that what they do for centers might be different than what they do in home, sitting on funds so waiting until time that it would be most beneficial.  Other issue is school age kids…some centers not accepting outside kids.  Also wondering how best to support older kids that are now taking care of siblings as well as trying to do their school work. |
| Panhandle Partnership  Faith | Have not had playbook conversation yet.  Have a united command – 2 public health and three emergency regions. More than 100 people on call every day. Keeps fact based and transparent.  Another call as needed for employers and business to talk about what resources are available. Really good info sharing and collab in that way.  Feel like there will be people with substance abuse needs that are going to be “experiencing new things” now that bars are closed. Know this could case other problems as well.  More than double have registered for the information sharing.  Being grateful for things they are seeing – see people not typically in helping procession who are helping, and this is good. |  |
| Partners for Otoe  Otoe Co  Lea Ann, Alyson | Did playbook work; in this, heard need for more mental health services in rural communities and also just concern about the education gap for children. Presumably going to be more significant than the summer gap alone.  Add to that that what was identified was telehealth and specifically the ability (technologically) to connect to services |  |
| Sandhills  Cathy | Would like to share that although our rural areas have not been affected by community spread yet, but have definitely been affected by the fear of what is coming. Lots of lay offs and struggling businesses….we have had a low number of referrals for CR but are expecting a large need for assistance with rent and utilities. What keeps me up is the concern for the children isolated with potential abusers and no eyes on them everyday (like their teachers and daycare). | CR and Childcare - We are meeting with our Early Childhood and the C4K group on Monday, so more information soon.  Also, there has been concerns regarding the difficulty getting through to anyone to get unemployment assistance. |
| York Co  Erin Sams; Bev Q | Other playbook conversations coming up in approx. next week  Feel like CR funds have certain parameters….can you give us some guidance about how CR funds could help providers? Hard to get really specific, but CR dollars are flexible anyway…if it is a situation where there is a child care provider needing curriculum and can only have 10 children but if need something to care for these 10 that could be a need, or supporting families who need to send their children but this is heard to afford—that could be covered, depending. Also covered would be anything related to how to support older siblings who are watching their younger siblings. No magic answer but sounds like you are hearing the needs so maybe working with that information to identify creative needs would be helpful. | Playbook childcare met this week,  There are a lot of families using neighbors or friends for childcare and this was already happening so how to make sure there are quality and feel supported is an area of work.  Childcare remains open but numbers are down.  51 spots for children in early head start but early head start is now closed.  Childcare providers trying to get cleaning supplies both for now and for later to do a deep clean before families come back. On need is to paying cleaners. There is a possibility of partnering with schools for equipment, since schools might have fog machines.  It’s hard for childcare providers to know when to when to close, and when to stay open. Have instances where staff or a child was presumptive positive but in these cases, what’s the way to proceed? Closed for 5 days and reopened was guidance from once source, but this seems to conflict with a 14 day quarantine. At the same time, no one wants to be the first to close down completely. There are concerns about unclear guidelines that have been set by multiple entities that have been set. |
| Tribal communities  Greg Donovan | I want to share that COVID-19 has made previously challenging situations more dire in reservation and other Native American communities. As time passes we are seeing cascading needs (as others have mentioned) with the need for utilities and rent rising as furloughs and layoffs increase. Food security remains an issue. What keeps me awake at night is not knowing what I don't know and being unable to keep up with changing dynamics. |  |

Next Call: Thursday, April 9, 2020 10am