To: Jose Monteiro, DCF

Cc: Daniel Lewis, DCF

From: Pam Cruz, UWGNB

Date: 3/18 /20

Re: UWNGB Plan for Operating FRDC & NBCCC during COVID-19

On Tuesday, March 17th United Way of Greater New Bedford, (UWGNB) including all of its “direct service” programs moved to virtual operations and all staff were instructed to work remotely from their homes through April 3rd

UW’s Leadership had been working for several days leading up to March 17th to help ensure our staff and programs would be well equipped, as best they could, to operate remotely for a minimum of 3 weeks.

On Monday March 16th all UWGNB employees were asked to report to our main building where we spent the day preparing and planning to have our entire operation work remotely through at least April 3rd. Preparations included:

* Cancelling or postponing all upcoming events, workshops and client face to face meetings
* Communicating with key community stakeholders and partners
* Communicating widely on social media to our constituent’s our plans to work remotely and plans for modified essential services, as well as promoting MASS 211 for information on COVID -19
* Ensuring all staff had laptops and other devices to perform their work from home
* Implementing call forwarding for all staff to ensure staff could receive their “office” calls
* Providing all staff with remote access to UWGNB network/server
* Providing all staff with Conference Calling and ZOOM Meeting capability and training
* Working with each program Director and their staff to help ensure we had essential “operating” plans in place for their programs, including program protocols that would allow us to continue to provide modified services and support to our program clients while maintaining the safety of our employees and helping to prevent and mitigate the spread of COVID-19
* Establishing the daily communication structure amongst our workforce during this period.

**Remote Plan for New Bedford’s Family Resource and Development Center (FRDC) and Community Connections Coalitions**

*All UWGNB employees, including our FRDC & NBCCC staff are now taking the necessary precautions to be socially responsible by practicing social distancing, as well as performing all other universal safety precautions until further notice.*

*FRDC & NBCCC staff will perform all appointments, meetings and activities with its families and community partners by phone, email or other virtual methods of communication.*

**Family Resource & Development Center**

During COVID-19 the New Bedford FRDC will continue to provide services and support to families with children birth to 18 residing in the Greater New Bedford Area. The FRDC will continue to provide information and referrals to families, as well as ongoing basic case management support.

The FRDC will maintain linkages to our community partners and State agencies on daily basis to keep the lines of communication open. This will help to ensure the Center and our staff have the most up to date information on available resources for our families, as well as provide us with a mechanism to share our clients’ most pressing needs and challenges during this period.

The following is guidance on FRC intake and case management procedures and protocols, as well as communications during this time that has been provided to all NB FRDC staff by its Program Director Darlene Spencer.

* *All families that you have been actively working with in the last 5 weeks should be contacted via telephone for a check in*
* *All families that you have been assigned to as a new intakes or referral and you have not yet contacted prior to March 17 should be contacted*
* *All families that you are contacting should be called, spoke to directly and given the following information: (if you get their voice email. Leave your work number with the extension number )*
* *The FRDC is closed to all public access*
* *They are to be told that they can contact you between the 8:30 AM – 5:00 PM M-F*
* *They are to be given the FRDC phone number and your direct extension*
* ***Ongoing Families / Intakes Prior to March 17***
* *The intent of the calls is to check in and to see how are they doing*
* *This will give them an opportunity to have a space to vent and feel supported*
* *If you are sensing they are stressed give them the Parental Stress line number 1-800-632-8188*
* *If you feel the parent or child may need crisis intervention please give them the Crisis Center number- 508-984-5566*
* *Give out any information that may be relevant to their situation- i.e. food pantries, community meals etc.*
* *Talk to parents about the importance of keeping daily routines for children*
* *Tell them about the FRDC Facebook page as a source of resource information*
* *Make sure you do service provisions for every call that you do*
* *Enter any notes into database of the contact and the resource information given*
* ***Referrals that were assigned prior to March 17 and new Referrals and Intakes as of March 17***
* *Intakes will be conducted via phone*
* *Intakes will be entered directly into the database and printed out when we return to work*
* *Log the intake into the intake/ referral spreadsheet in the Special Initiatives Drive ( see email)*
* *Ensure that we get parents email to be able to send them information*
* *If you are sensing they are stressed give them the Parental Stress line number 1-800-632-8188*
* *If you feel the parent or child may need crisis intervention please give them the Crisis Center number- 508-984-5566*
* *Give out any information that may be relevant to their situation- i.e. food pantries, community meals etc.*
* *Talk to parents about the importance of keeping daily routines for children*
* *Tell them about the FRDC Facebook page as a source of resource information*
* *Make sure you do service provisions for every intake that you do*
* *Enter any notes into database of the contact and the resource information given*

*The operations flow for the FRDC while working remotely is that there is a coverage person with a backup person assigned to each day of the week.*

*This is an all hands on deck situation so each direct service person no matter what role at the FRDC has been assigned a day. General work hours will remain between 8:30 and 5:00 PM for all FRDC staff. Per agency policy any requests for paid time off will need to be completed and sent to the appropriate supervisor.*

*All calls to the FRDC are being forwarded to workers cellphones. All calls that are new intakes and referrals will be given to the coverage person to intake into the database.*

*All calls of people calling in that have an established worker will be directed to that worker by telling the parent the direct extension of their worker and also sending a text or email to the worker indicating their client has called. A phone log has been established of all calls coming in through the receptionist line.*

*The communication structure for the FRDC will be that all workers will submit a daily log via email to the Director of all activities that have been accomplished during the day. This will include calls made to families, projects that they have been working on or projects that that they have completed.*

*Director will continue with all weekly supervision with each of the Family Support Workers as well as School Liaison. Clinician, Family Partner and Receptionist will also have weekly supervision.*

*The FRDC Team as a group will have twice weekly check in calls on Tuesdays at 9:00 am and Fridays at 3:00 PM. The purpose of these check in calls is to discuss how things are working, trouble shooting and sharing information that is needed to work with our families.*

*Besides this established schedule the expectation is that the Director will be available to all workers as needed on a daily basis via phone, text and email.*

*FRDC Director will also communicate with other UW Special Initiatives Directors (NBCCC, SSYI, Shannon) to provide any support with community resources and other information for parents that would be supportive of their programming.*

*FRDC Director will connect with Vice- President of Special Initiatives on a daily basis via phone, text or email to provide updates and trouble shoot any issues that arise.*

*FRDC Director will continue to manage all activities of the FRDC and its staff from 8:30 – 5:00 PM which includes communications with all partner agencies and organizations.*

*FRDC Director will also be expected to participate in all statewide teleconferences regarding the FRC’s and keep in regular communication with UMASS Medical and DCF Regional and Central Office Contracts Managers as needed to ensure quality of services and supports to staff and families.*

***New Bedford Community Connections Coalition***

*NBCCC Program Director Stan Brajer and part-time Family Advocate Joseline Lima will check in at least once daily via text, e-mail or phone with one another between 10 and 11 AM.*

*General work hours will remain between 8:30 and 5:00 PM for Stan and 9 AM-1:00 PM for Joseline and any schedule flexing will be reflected on time sheets.*

*Stan will remain in daily contact with other Special Initiatives programming (FRC, SSYI and Shannon) to help provide support to them and their families, as he and Joseline can.*

*He will connect with Pam daily via phone, e-mail, or text daily to provide updates on the work of the coalition.*

*Along with Darlene Stan will also be participating in all statewide teleconferences organized by DCF or EHHS that include Community Connection Coalitions and he’ll maintain regular contact with DCF Regional and Central Office Contracts Managers as needed.*

*Beyond being available to support the FRC, Patch, Stan will be moving forward with drafting our AmeriCorps grant proposal with our consultant due date is still March 31st.*

*Stan and Joseline are looking for ways in which to continue to not only support the Patch unit remotely, but also continue the work of the Near North End Alliance, Partners for Foster Care Support group, the relaunch of the NB Hub, support of the Opioid Task Force Prevention Subgroup and will begin work on our DCF 3rd Quarter Report.*

*Joseline will be available to continue to support the NB Patch Unit with community resources and updates remotely; she will be developing structure for a Patch family forum, developing an analysis brief of Jacobs and Roosevelt Patch/NBCCC partnerships; updating the NBCCC Action Plan measurement document for 3rd quarter numbers; will research ideas on how to engage NNE families; and will also research future opportunities for Patch community resource site visits/presentations.*