

## Human Services Working Group update for HSCC Meeting October 21, 2020

### REFERRALS

#### **Community Renewal Team (CRT)**

- Number of referrals has dropped significantly in the past two weeks (851 calls to about 200). The CR are successfully requesting system changes to add sorting and maintenance features to maximize efficiency.
- CRT is focusing on working with the Health Departments (there are 41 in Region III) to ensure that they understand the role of the CRT and how to appropriately refer individuals in need.
- Also working with Discharge Planners at Region III hospitals.
- CRC's will be utilizing a SurveyMonkey dashboard to track unmet needs of consumers. The dashboard will include/support a time study for program staff. Data from the dashboard can be used to inform resource development and allocation; and the time study will be instrumental in quantifying level of effort required by folks on the front lines.
- Food continues to be one of the primary concerns. Heidi reported that shelf-stable meals will begin to be delivered to the CRT Market St. location where boxes will be picked up and delivered by their RSVP corps.

### FOOD

#### **Farms to Families:**

- Approx. 20 trailer truck loads of food.
- Rentschler Field 3x weekly.
- Directly to the Foodshare Warehouse – partners can make orders online and mobile pantries can make orders as well.
- Farms to Families sites is available on 211.

**Door Dash/211** collaboration has just been rolled out in the Hartford Area with approx. 30 families receiving boxes of food. is being discussed as another source of food distribution.

### HOUSING

**Housing** continues to be a significant issue despite early availability of funds.

- **“Hoteling”** – there has been discussion on this to temporarily relocate:
  - individuals with large families who cannot quarantine and therefore put others at risk;
  - those inadequately sheltered referred by hospitals (for example) doing the right thing with nowhere to go.

## **DATABASE**

Discussion in process re: a potential **database** for use for case management activities which was used during Hurricane Harvey.

- System available to NGO's only, licenses and user fees will be applicable.
- System would be used in each region to ensure compatibility.
- Ability to view notes but not edit work done previously.
- Expectation is still that 211 will act as central triage point.
- Another challenge for CT: no county government. Individual towns with inconsistent capacity for preparation and implementation.

## **ASSISTANCE FROM AGENCIES AND ORGANIZATIONS ACROSS THE REGION**

CRCOG staff will begin reaching out to agencies and organizations across the region that provide some type of outreach or case management to hopefully collect contact information to potentially connect with municipalities to assist in outreach efforts to residents.

Many of the statewide meetings indicate there seems to be an increasing willingness to embrace a statewide model for LTR and the need for Case Work and Case Management as necessary functions.

## **ADDITIONAL CONCERNS**

**Holidays** are coming. Significant shared concern about the holiday programs historically run in the community and potential for reworking activities in the current COVID situation.

**The Human Services Working Group continues to meet on a weekly basis. The meetings are held every Thursday, at 1pm. If you would like to begin attending, please contact Kim Bona at [kbona@crcog.org](mailto:kbona@crcog.org).**