

**PAT Meeting #21
05/01/2020
1:00-3:00 pm
Zoom Facilitated**

Attendance

- 6 UB backbone staff (Kassa Belay, David Harrington, Danielle Augustine, Athenia Rodney, Dionne Grayman, Amelia Thompson)
- 11 FAB members
- 13 PAT members

Objectives

- Better understand PAT members' needs and strategies around supporting their clients/the community during the pandemic.
- Follow up on previous meeting's physical distancing/basic needs driver diagram → physical distancing needs checklist tool.

Takeaways

- UB will be working to roll out the Family Wellbeing checklist tool with feedback from PAT members willing to test it out.
- UB will be working to identify ways to support existing gaps in service, such as a Distribution Point for food and other "high demand/low supply essential items in partnership with Riverdale Ave Community School and Brighter Bites.

Icebreaker

Participants provided written responses to the following prompts:

- During the pandemic, what is one or more need or problem for clients that you have been able to meet well?
- What is one or more need or problem for clients that you have not been able to meet well?
- What do you do when you cannot meet a client's needs right now?
 - See responses [here](#).
 - PAT members generally mentioned they have been able to refer families to resources and information, however have faced challenges with delivering supplies and internet service among others. At times, 311 support has not always been effective. A FAB member mentioned, if a caller experiences an inappropriate response from a call operator, she/he can ask the operator, "Is this call being recorded?" and "May I speak to a supervisor?"

Updates

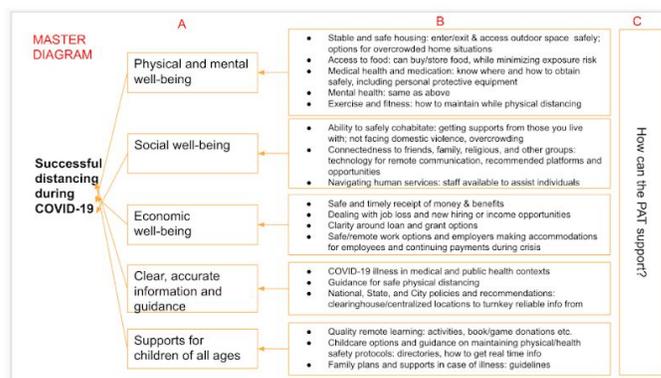
- The Bureau of Early Intervention is active and running on a remote basis that include referrals and support service

- More information is available at the following link: <https://bit.ly/51Elfly>
- UB has setup [Google Group for PAT members](#) to coordinate, share information and stay in touch, following up on April '20 meeting requests
- UB is working to combine it's physical distancing driver diagram and resource directory into a Family Wellbeing checklist tool and will continue to refine content and test the tool for user-friendly formatting with FAB and PAT at upcoming stakeholder meetings
- **Continuing previous work, community-building**
 - Zoom meetings continue for the Family Advisory Board, Provider Action Team, and the Leadership Council
 - Family Co-Op
 - Exploring opportunities to extend programming, expand similar virtual gatherings through the summer
 - New opportunities for FAB to connect
 - Weekly virtual support circles are available to FAB members and are facilitated by Dionne Grayman
 - There is an open Zoom line free for FAB members to host parties, family meetings and other events virtually
 - FAB members participate in a WhatsApp group used to share personal updates
 - FAB continues to be very active through this period and very responsive to UB requests for contributions
- **Solving needs not being met elsewhere in response to supply chain challenges**
 - Food items will be distributed at Riverdale Avenue Community School (RACS) on Thursdays in partnership with Brighter Bites
 - RACS currently distributing to school families only
 - Available to broader community via text and the app, Plentiful, as of 5/5/20: <http://plentifulapp.com>
 - United for Brownsville is distributing free produce and other goods on Thursdays from 12:30pm-3pm by appointment only. Sign up through Plentiful. Text FOOD to 726-879 to get started, enter 11212 as your zip code, and choose pantry "UforBville, Brooklyn". Location is parking lot of school on Herzl St between Riverdale Ave and Newport St.
 - UB is identifying funding from multiple sources to support these efforts
 - UB is identifying supplies for personal protection, diapers and baby wipes to support community members' needs
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- **Foster Remote Collaboration**
 - Google Group established after previous meeting – 49 people have joined the group
 - Prospective members may request to join at the following link: <https://groups.google.com/d/forum/ubpat>

- Due to account restrictions, some participants may need to use their personal emails to sign up
- PAT members were invited to respond to the following questions:
 - How do we get better participation in the group?
 - Is there a better solution instead of creating a Google group?
 - What would make this group useful to the PAT?

Resource Directory → Online Well-being Checklist

- Historically one top request from PAT has been a resource directory
- UB would like to merge the coronavirus resource directory with content from our Physical distancing Driver Diagram to offer PAT members a Family wellbeing checklist tool as a uniform way to:
 - check in with clients;
 - ensure they have the resources they need; and
 - enable safe physical distancing during the pandemic.
- This checklist tool has been crowdsourced by FAB and PAT using information shared during previous conversations



<http://unitedforbrownsville.org/coronavirus>

Physical and Mental Well-being

Physical Well-being

Telehealth - There are a variety of options to receive medical health via your phone or a video visit, many of which accept a wide range of insurance, including Medicare and Medicaid.

- [NYU Langone Health](#) - a major NYC hospital network
 - [Virtual urgent care](#), also for those who do not yet have an NYU doctor
 - [Video visits](#) for those who have NYU doctors; for scheduling help call [929-455-6563](tel:929-455-6563)
- [Weill Cornell](#) - a major NYC hospital network
 - [VirtualCare](#) video visits through
 - [COVID-19 hotline](#) - [646-697-4000](tel:646-697-4000)
- [Brownsville Multi-Service \(BMS\)](#) - phone and video visits through a Brownsville-based clinic.
 - Call [718-345-5000](tel:718-345-5000); some in-person visits are also available.
- [Teladoc](#) - video and phone visits through a national service.
- [HealthCare Choices](#) - call for remote visits with a Brooklyn-based community health center, [718-234-0073](tel:718-234-0073)

Testing for COVID-19

- Call your primary care if you have one, but note that most individuals not requiring hospitalization will not be tested, per [NYC Health and Hospitals guidelines](#). (Update: ...)

United for Brownsville Family Wellbeing Checklist: Physical distancing during the COVID-19 public health crisis affects everyone differently. This checklist is meant to be a guide, a tool for you to use to help determine where the greatest need lies during your communications with individuals, families, or communities and help you connect them to resources in real time.

Physical and Mental Well-Being

- Are you able to enter/exit home allowing you to maintain 6 feet of distance from others?
- Are you facing eviction or other legal proceedings that would force you to move out of your house even though you don't want to?
- Are you unable to afford food to feed your family right now?
- Are you looking for options to receive medical support via your phone or a video visit?
- Are you looking for free delivery of medication?
- Are you looking for COVID-19 testing?

Economic Well-Being

- Has a bank, creditor or lender taken money you received from The CARES Act?
- Do you have questions about workplace accommodations your employer should be providing during the pandemic?
- Are you looking for information about or assistance to access public benefits?
- Are you concerned about paying off medical or student loans right now?
- Do you have questions about loans and grants available for business right now?

For resources that may help fill the gaps, visit:
<https://www.unitedforbrownsville.org/coronavirus>

Social Well-Being

- Are you able to stay connected to friends and family by phone or through the internet since being together physically is complicated right now?
- Would you like to volunteer right now?
- Do you need help finding resources and support beyond what we've covered today?

Clear, Accurate Information and Guidance

- Are you looking for up to date, trustworthy sources for current events, info & news about the COVID-19 pandemic right now?
- Are you looking for guidance on how to care for a family member with the Corona virus right now?

Supports for Children of All Ages

- Do you have questions about how to get internet access and devices so that your child can continue school online?
- Are you looking for childcare options right now?
- Are you looking for activities to do with your children, while at home, that don't involve screens (as much)?
- Are you looking for online activities to do with your children, while at home?

DRAFT: April 30, 2020

● **UB online Checklist Tool**

- To better understand current PAT interests and needs related to a checklist tool, PAT members were directed to include responses [here](#) to the following questions:

1. Have you used our directory yet? What was that like?

- FAB members and PAT members shared that they have used this directory to support families and have found it useful and up to date. One PAT member mentioned she typically uses the tool after having a better understanding of a family's needs, rather than in the moment with a family, so that she can compile most accurate and up to date resources once she's understood what would be helpful.

2. Should this be provider-facing, client-facing, or both?

- The group agreed it makes sense for the tool to be accessible to as many people as possible. A help box may be helpful to support family follow up

3. Data sharing/privacy concerns?

- Identifiable information collected should be explicitly opt-in and include name, email, phone number(s), addresses, zip code
- PAT members were initially comfortable with a tool that would not collect identifiable details but instead be used to gauge which resources drive the greatest amount of traffic. PAT members suggested if no identifiable information is collected there are limited data concerns that emerge.

4. What feedback loops should the tool have

- Providers recommended the way Yelp, Doordash, and similar sites allow for a quick rating (stars or thumbs up/down) along with narrative feedback, applied to both the tool itself and specific resources on the tool.

5. What other features would be useful/desirable?

- Requests for a map of the process the tool leads one through
- Requests for tool to be translated into a variety of other languages commonly spoken in Brownsville: Spanish, Hatian Creole, Bengali, Wolof, Yiddish
- Members also shared responses to the following questions:
 - If this tool collected aggregate data on which checklist items are or are not being met and which resources are and are not being used, what data sharing/privacy concerns would you have?

Tool would not collect identifiable details but instead be used to gauge which resources drive the greatest amount of traffic. PAT member suggests if no identifiable information is collected there are limited data concerns that emerge. However, collecting email addresses may want to be included as an opt-in function (i.e. if community member wants to include that information for a specific data collection purpose). Emails may also help with getting more people the information they need.

- What other features would be useful/desirable?
 - Generate printable/emailable end report for client/service provider highlighting next steps, suggested resources
 - Ability to retrieve anonymous report by email address or phone number to edit/update
 - A map which shows you how complete the full process (Robin Hood is already considering this idea)
 - A worksheet or questionnaire (or game) to help people identify their needs
 - Following up with the users to keep users on track in the process
 - User friendly options for elderly support and to other groups that may need more support
 - if it's useful, a few examples of directories formatted with more pics/fewer words or different layouts of text:
<http://ascotcovidresources.org/>
<https://www.covid-resources.com/>
<https://www.idsociety.org/public-health/COVID-19-Resource-Center/>
Perhaps a combination of the bigger pictures (links 1, 2), with the short lists of 2-3

points displayed below each category (such as in the third link) could be useful if the tool is both client and provider-facing

- School supplies delivery options to support families doing distance learning

Next Steps

- **Do 1 x Tuesday**

- PAT members invited to help test the concept of a combined checklist and resource guide with 1 client using a mockup that has “check in questions” and linked resources all in one place <https://bit.ly/51PAT3>
- Robin Smith volunteered to test out this tool
- Document with link will be provided to volunteers

- **Staffing update**

- Amelia Thompson will be transitioning away from her current role with UB

A word cloud containing various terms related to the project. The words are in different sizes and colors (shades of blue). The word 'supplies' is highlighted with a blue background. The words 'members', 'resources', 'pat', and 'tool' are the largest. Other words include 'community', 'family', 'support', 'used', 'information', 'group', 'needs', 'help', 'link', 'meet', 'identify', 'include', 'requests', 'responses', 'school', 'service', 'shared', 'test', 'update', 'ub', 'working', 'questions', 'pandemic', 'participants', 'people', 'physical', 'previous', 'provider', 'distributing', 'email', 'fab', 'following', 'google', 'distancing', 'directory', 'data', 'continue', 'concerns', 'addresses', 'able', 'better', 'client', 'collected', 'checklist', 'https', 'identifiable', 'group', 'help', 'https', 'include', 'information', 'link', 'meet', 'members', 'needs', 'pandemic', 'participants', 'pat', 'people', 'physical', 'previous', 'provider', 'questions', 'requests', 'resources', 'responses', 'school', 'service', 'shared', 'supplies', 'support', 'test', 'tool', 'ub', 'update', 'used', 'working'.