

Human Services Information Sharing COVID-19

07.23.2020 Notes

1. Updates from public partners

- a. US Rep. Foster Office (Hilary Denk)
 - i. Next debate for COVID is going on in the Senate. There'll likely be legislation passed in the first week of August.
 - ii. Budget details will also be voted on in the House in August
 - iii. Facebook Events:
 1. Senate Casten has an event on opioid epidemic during pandemic (July 23rd 7-8 pm)
 2. Senate Foster event about scams during the pandemic (July 23rd 6-7 pm)
 3. Rep Foster event on contact tracing (July 25th 11 am-12 pm)
- b. US Rep. Underwood Office (Rebecca Hooper)
 - i. Still offering services to constituents for help with federal programs (IRS, SSA, etc.)
 - ii. National Origin Base Discrimination Bill is supported by Rep Underwood
 1. <https://underwood.house.gov/media/press-releases>
 2. <https://underwood.house.gov/media/press-releases/underwood-backed-legislation-protect-civil-rights-reverse-administration-s>

2. Panel to share information

- a. Beatris Gonzalez, Local Office Administrator, and Jossue Espinosa, Region 2 Administrator, Illinois Department of Human Services
 - i. Currently working remotely. It was difficult at the beginning, but productivity levels have increased since work from home orders. Been able to address backlogged cases.
 - ii. DuPage office has opened to staff since July 8th. Not open to public yet. Phase III which will open to the public will happen later. Still in Phase II where human service caseworkers are in the office. Still trying to maintain social distancing. State has provided PPE & signages to help with social distancing and best practices.
 - iii. Before complete shutting of the office, the office functioned as a drive-in. Clients parked in the lot & spoke over the cell phone with case workers to maintain safety. Going to continue that when they reopen. The plan is to open to on August 3rd.
 1. If customer can't use cell phone, the lobby has added safety features.
 2. Staff levels (little under 40) should be able to serve demand.

- iv. Please tell clients to call ahead before coming into the office (630-328-1000). This will help prevent crowding. If client can't call ahead, they will still be served.
 - 1. Caseworkers won't pick up the call but will call back on any messages received on that number.
 - v. Region 2 is going to have 20% of caseworkers in office during Phase 2.
 - vi. Phase 3 (open to public date)
 - 1. Whiteside & Dekalb July 27th
 - 2. Kane/Elgin & Lake County is delayed
 - 3. All other offices will open on August 3rd
 - vii. Please encourage clients to apply online whenever possible. This will help reduce crowding and help protect clients and workers.
 - viii. IDHS will put reopening news online on their website.
 - ix. Please tell clients to wear masks before coming to their local offices to keep everyone safe.**
- b. Adam Forker, Director of Client Access, DuPage County Health Department
- i. Currently prioritizing connecting clients to public benefits. Able to remotely help clients at this time. They are fully remote and open Monday-Friday 8 am to 4 pm.
 - ii. A lot of technical issues at the beginning of pandemic have now been resolved. Intake workers are available to screen and sign clients up for follow-up appointments with a caseworker. Able to discuss via online or telephone.
 - iii. Seen a slight decrease in the number of applications. This is surprising considering the economic toll we are expecting in DuPage. It could be a lagging indicator. Will watch this.
 - iv. Behavioral/Mental Health & Clinical Services are the priority to open to the public first. Working towards this currently.
 - v. Been surprised that most clients haven't had access due to technology issues. This has been very good for keeping clients connected to public benefits.
 - vi. To check out on the number of cases, look at DCHD dashboard:
<https://www.dupagehealth.org/610/DuPage-County-COVID-19-Dashboard>
 - vii. DCHD Page on Assistance for Applying for Benefits:
<https://www.dupagehealth.org/505/Health-Insurance-and-Other-Benefit-Resou>
- c. Kristin Hartsaw, Program Director, DuPage Federation on Human Services Reform ([see Kristin's updated list of COVID-19 impacted benefits here](#))
- i. Please see attached PDF of PowerPoint presented by Kristin (KHartsaw@DuPageFederation.org) **COVID-19 and Public Benefits**
 - ii. [Family and Community Resource Center Urgent Call Teams](#)

d. Gregchen Lugo, Administrative Assistant at IDHS Region 1

- i. Administrative Assistant to the IDHS Chief of Staff Ahlam Jbara and have been answering calls for Region 1. I have access to emails for local office staff and can assist customers and community partners with case questions being I was a former Human Service Caseworker for 11 years. Our direct number is (312)793-4131. Monday-Friday 8:30 am to 5 pm.
- ii. Email might be easier to reach: gregchen.lugo@illinois.gov

3. Adjourn