



## Latino Elder Outreach Network

Our mission is to recognize and meet the needs of the elder Latinos in Santa Barbara County

Meeting Agenda  
Thursday March 26, 2020  
9:00 AM

Please join the meeting by calling  
**1 (872) 240-3212**  
Access Code: 555-504-837

Facilitator  
Adriana Marroquin

### Welcome

- Adriana

Introduction of attendees: See sign in sheet attached

### Member Announcements

- Services Provided
- Client Needs

Ana Rico – COAST

- [Anar8404@gmail.com](mailto:Anar8404@gmail.com) – any information that you want to pass to families, it will be helpful

Mikah Dusette, VNA Health.

- Loan closet is open & functioning by appt. only. – no drop ins.
- Serenity House is still open & taking patients; however, limited visits from 1 to 5 p.m., 2 guests per door.
- Community & hospital – most working remotely.
- Looking for same resources – facing same scarcity as hospital workers in regards to face masks and gloves

Gary Linker, Center for Successful Aging

- Posted on Edhat & Noowhawk regarding Care Line - a telephone reassurance program
  - They will establish a call schedule with seniors to help combat loneliness in both English and Spanish.

## Updated 3.25.2020

- They can serve entire county, call (805) 898-8080
- They have a resource guide on website: [csasb.org](http://csasb.org)
- Recommended [www.Doxyme.com](http://www.Doxyme.com) as an alternative to virtually connect – ability to include as many people as you want

### Ahmad Merza, Eastside Library

- Launched a SBL delivers program to mail out reading materials directly to the community.
- Go online to request materials

### Marco Quintanar, Family Service Agency

- Senior community was isolated prior to pandemic and now these folks are even more isolated. FSA is trying to provide counseling for seniors & caregivers.
- There are no COVID-19 cases in any facility so far

### Dina Ontiveros, Coast Caregiver Resource Center

- Continues to provide services, working remotely & can now provide shopping & errands
- Helping any caregiver that feels overwhelmed, offering over the phone counseling
- Call Rene at 805-364-1026 with a referral, Spanish referrals will be forwarded to Dina

### Rosa Lopez, ILRC

- Staff is working remotely – still available for some services including help with housing, benefits, Medicare, Medi-Cal, assistive technology, small loan closet with walkers and manual wheelchairs
- People have been calling for benefits because they have lost their jobs
- Staff has been calling their consumers to check up on them and asking if they are on SSI and if they have applied for CalFresh.
- Also helping complete U.S. Census forms.
- As long as they get a hold of someone, they are asking about food supply & how they are doing

### Liliana Encinas, SB Fire Department

- Only essential staff is working. Non-essential are working remotely.
- All programming is canceled – outreach & education.
- All inspections, planning, etc., is remote.
- Providing information over social media especially education about cleaning supplies because people had intoxicated themselves by mixing cleaning supplies. They have educational videos.
- Gov. Newsom asked her to do a few videos for the State in English & two in Spanish. (yay Liliana!)
- SBRN is a network of mental health & emotional support. They are providing emotional support to people who are isolated.
  - Compassion Center – is live every day at 5 p.m. on Santa Barbara Resource Network Facebook page
  - Please help disseminate info through word of mouth; people can look at emotional support videos via Facebook page.
- County is creating a full resource guide that will be done by the end of this week.
  - Email: [liencinas@santabarbara.ca.gov](mailto:liencinas@santabarbara.ca.gov) is you want your organization to be highlighted for a specific Covid19 response

Updated 3.25.2020

Mary Conneely, Sansum diabetes

- Spanish & English classes about diabetes have been postponed. [www.sansum.org](http://www.sansum.org)
- They are encouraging diabetic folks to go onto website to see how COVID-19 affects a person with diabetes. Info. in Spanish & in English.
- They are providing information to Promotores and working with Braille Institute.
- They are sending food to people's home.

Sarah Silker, Adult Protective Services

- SW changing how they process reports. They are only to go out to people's homes when there is eminent danger. If there is, then they do a screening tool about how they are feeling. SWs are going out on ongoing cases but are practicing field safety as best as they can. They are calling clients & reporting parties & collateral people to see what can get done over the phone.
- Please utilize online reporting tool at <https://www.reporttoaps.org>
- Hotline # is 844-751-6729. It is a 24-hour line.
- In discussion w/other supervisors, there has been increased anxiety.
- Concern w/IHSS caregivers. IHSS is overwriting OT hours for IHSS IPs. They are okay because they need all providers that they can get. APS SW are essential employees. The state has said IPs can get OT. Question: Do they need prior permission? IHSS client needs to contact IHSS SW to request a larger amount of hours so that their IP can claim more hours. Make sure client speaks with their IHSS SW.
  - The local number for IHSS is: (805) 681-4550
  - administrative assistant can direct them to their IHSS SW.
  - If the IP can work more & they need it, make sure the IHSS client calls the SW to ensure additional hours are approved.
  - She will touch base with IHSS Supervisor to ensure this is correct information and will then send out email to ensure recipients will receive extra hours approved. She will send to Marco. Zoom may not super safe for confidentiality. If nothing confidential, it is a good resource.

Jennifer Parks, McDermott Crocket

- No COVID-19 related deaths.
- Current no faith services & funerals, only graveside services for very close family members
- Looking for new office manager

Jeanne West, Hospice of Santa Barbara:

- Continue to provide one-to-one support with current clients via telephone and are looking at other HIPPA secure opportunities.
- They will be re-starting support groups online soon
- Outreach to attempt to identify long-term issues of those in facilities. Looking at long-term impact on residents, staff & families. She has called 35-40 long-term care facilities and found that staff, residents & families are adjusting relatively well. It has not been easy, but are adjusting.
- Concern is – how is staff surviving? Staff usually work in more than one facility to survive. What about their safety? How will everyone stay safe? Most residents in large facilities do not have the means to isolate and stay safe if they test positive. They are still trying to figure out how that would happen.
- Hospice is working on figuring out how community will respond should COVID-19 go through a community. What about the grief? She is working with Gary on how to connect to homebound

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seniors. Is there a way volunteers may be supportive to homebound seniors? There are a few volunteers that speak Spanish. They can make phone calls to seniors who speak only Spanish.

- This week and next few weeks Jeanne will be on AM 1290 for 10 minutes, providing updates and information. Today she will talk about scams. Tomorrow about Hospice of SB.

Fernanda Friden, Hospice of Santa Barbara

- Clients have had to stop working and have no income & some are unable to receive disability or any other benefits. Hospice can provide them w/grocery cards & gas cards but it is not sustainable
- If anyone knows of resources that can provide financial assistance like gift cards, please call 805-722-9974. She would like to provide more resources to her clients, anything will help.

Olivia Carranza, Future Leaders of America

- Creating a fund for undocumented people who cannot apply for financial services.
- Currently looking for a coordinator to run this program.
- If you know of people who are being affected, please make a list. They will begin to provide financial assistance soon
- Criteria: people affected by COVID-19 & who are undocumented.
- Contact Olivia at (805) 698-9909

Karen Ortiz, Lompoc Medical Valley Center

- No questions regarding citizenship, household income, ect are being asked at any of the food bank distributions sites
- Providing home delivery of groceries in partnership with Food Bank
- Go to [www.lompocvmc.com](http://www.lompocvmc.com), they have updated services in area
- Contact Karen on her cell: 805 88-3774

Jackie Valencia, Food Bank

- All nutritional education programs have been canceled for remainder of the school year
- There are currently 46 safe food net distribution centers throughout the county. All have incorporated policies & procedures to ensure safety of volunteers & clients. Use of social distancing, gloves & hand sanitizers, not touching face, etc. Some organizations are also providing dry food distribution. Participants don't have to get out of their car, they are not requiring signatures. Volunteers put bags in car.
- Question, Fernanda: can volunteers pick up food for another person? The answer is yes. They are pausing paperwork policies to ensure people are getting their food. You can find information on food distribution sites on website [www.Foodbanksbc.org](http://www.Foodbanksbc.org)
- For home delivery service:
  - For clients already enrolled in brown bag program - the day of the distribution, they are delivering food directly to their home. Volunteers pick up the food & leave outside the door.
  - For clients not part of the Brown Bag program – please call 2-1-1, where they will be asked a few questions to make sure they meet the age requirement and/or disability requirement. They will then follow up to let them know if they qualify & when they will begin to deliver food to them.

Sandy Bobadilla, CenCal

- Currently doing outreach calls, identifying those age over 65,
  - 1<sup>st</sup> phase, those in case management,
  - 2<sup>nd</sup> those vulnerable & compromised immune systems &

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- 3<sup>rd</sup> reaching out to all CenCal members.
- Outreach consists of a wellness check w/an assessment. Do they have access to food, to a caregiver, do they need medications delivered? Are they able to get to medical appointments or are appointments being canceled. Are they being connected to telehealth?
- They are putting together a robust list of what services being provided by other agencies and providing members with referrals.
- If you come across a high-risk CenCal member, please refer them to case management.

### Mary Robles, Santa Barbara Senior Programs

- [www.Zoomerstoboomers.com](http://www.Zoomerstoboomers.com) highlighted on Noozhawk, program where high school seniors are volunteering to do grocery shopping for seniors. 3<sup>rd</sup> parties can do orders on behalf of a senior, free service.

### Manviv Sandher, Jody House

- Sending out daily emails regarding stimulating brain activities.
- Still doing case management and support groups over the phone.
- Teamed up w/St. Jude to do over-the-phone support groups.

### Yolanda Perez, Department of Social Services

- Email information to Yolanda, she will send to all LEON members

### Joe Clark, Alzheimer's Association

- Still conducting their 24-hour hotline
- Is establishing online training & support groups such as: How to deal w/those w/Alz & dementia, stress, etc. go to [www.alz.org](http://www.alz.org) for more
- They are reaching out to those who have been in support group to do check ins.

### Bianca Orozco, Standing together to end Sexual Assault

- They are working remotely to support those affected by this issue
- 24-hour hotline 805-564-3696 provides counseling and helps with reporting to law enforcement
- Rape kits are available, it is completely confidential if they don't feel comfortable.

### LEON updates

- Annual Networking event has been postponed
- Stay tuned for Dia De Los Abuelos Update
- Does the group want monthly meetings?
  - Some folks said yes, meeting will be scheduled, please join if you are able to
- LEON FB page does not get utilized a lot. If your organization wants to share anything send to Yolanda or tag LEON, LEON FB will reshare

### Monthly Meetings

- Group was asked if they would like to hold monthly meetings for the time being rather than every other month. Attendees showed support of monthly phone meetings. We will share date and call in information soon.

**Updated 3.25.2020**

**Next Meeting**  
**May 28, 2020**  
9:00-10:30  
**Eastside Library**  
**1102 E. Montecito Street**