**CCL Programs -- Operations during Coronavirus Outbreak**

**March 23, 2020**

**Immigration Legal Services**

* We stopped servicing clients in person on March 15 and, per the ADOL Memo, will continue doing services over the phone until the situation is normalized. While staff’s phone numbers and email addresses have been posted on the CCL main entrance, the ILS Manager will be in the office to accept and return calls, schedule and confirm appointments as instructed by the attorneys/accredited representatives, and relay messages from/to clients for ILS staff.
* Clients are being instructed to drop off their paperwork and any government fee payments in a form of money orders or checks at the Front Office. They are not allowed in the building past the waiting area. In case of payments for our service, and to limit traffic to the office, clients will be first asked to make payment over the phone with credit/debit card. If they do not have a card, they will be allowed to bring a money order.
* If the client does not bring a money order prior to their appointment time, the client will be considered a no-show/canceled appointment and we will not call.
* We schedule appointments a week at a time, as not to overwhelm ourselves with rescheduling and again disappointing clients if we must pivot.
* Some of our staff, for one reason or another, at times need to work in the office, in which case we will stay in our offices as much as possible and at least 6 feet away from others.
* This is, of course, not an optimal way to service our clients but is the only one that will help us to continue serving clients and that will help us avoid huge backlogs when the Coronavirus crises is over.

**Family Support Services**

* Mother Infant Care classes have been cancelled for the March/April session. Program Director and Coordinator are working on developing a web-based Mother-Infant Care program. Clients who are due to have their baby before the next session will be given the option to watch online courses and complete a quiz after each course to earn credit for program completion.
* Mama Matters classes have been cancelled at least until April 23rd. Staff will reassess in mid-April if this date needs to be pushed back further. For clients who were on track to complete their 5th class before their baby was due, a web-based video and activity will be developed.
* All On-the-Go programs are currently cancelled and will not resume until at least May 2020.
* Client seeking case management will still be able to access this service via phone. Lifeline services will still be available as normal, with the exception of phone intakes rather than in-person interviews.
* The Bologna Alley Program is still functioning seven days a week. Patrons are served food outside the building in sack lunches. ID services are still being offered at this time.

**Long Term Care Ombudsman**

* The State LTC Ombudsman has enacted a virtual visitation policy for all LTC Ombudsmen. All LTC Ombudsmen must refrain from entering LTC facilities unless specific authorization is obtained from the State LTC Ombudsman.
* All LTC Ombudsmen have switched to “virtual” visiting by phone, email, video, and web-based technologies. The State LTC Ombudsman will make exceptions to this policy on a case-by-case basis.
* Any LTC Ombudsman who believes that an in-person visit to a facility is essential should contact the District Ombudsman, who will seek authorization from the State LTC Ombudsman for an in-person visit. This policy will be in place until further notice.
* LTCO staff has been putting posters and their contact info on the doors of all facilities they are responsible for. All facilities have been covered.
* We are gathering census data, along with resident contact information, and POA/Guardian information so that we can still communicate with residents and families for follow ups and to address any concerns.  We are also strongly encouraging video chats/conferencing, and teleconferencing to be able to see residents to determine if they are properly being cared for, and to connect with loved ones as well as with our services during this time.

**Common Table**

* As we cancelled our classes, we have cleaned up the kitchen and packed up a lot of the materials and supplies we won't need until after the move to the Dare-to-Care facility.
* We are hosting the info session live via the CCL YouTube station on Monday. Hopefully this will keep potential participants engaged enough that we will be ready to start a new class ASAP when the virus situation resolves.
* We have checked in with all current students and we are sending out info for places that are hiring on the spot. We will also be sending this out in an Alumni newsletter. It's likely that many of our grads are now out of work.

**Common Earth Gardens**

* We have drafted a plan for communication for each agriculture site. All meetings are cancelled. We are calling and texting all farmers and gardeners to let them know that while garden meetings are cancelled they are still able to work in their plots.
* We are dropping off soap at all site that will be stored at the water spigots to encourage handwashing. We are requiring all participants to sanitize shared tools at the incubator farm and anyone feeling unwell must stay at home.
* We are communicating with all land-owner partners to let them know that we encourage gardeners to continue to work in their plots, but do so safely. We are posting COVID-19 info sheets at all sites, in as many translated languages as we can find relevant to that site.
* We are conducting irrigation training via video this week and may do more of this as time passes.

**Sister Visitor Center**

* We have closed the clothing room. All other operations, vital to our clients, will continue as usually. Dare to Care has confirmed that as a food distribution center, Sister Visitor Center is considered an essential operation per the Kentucky orders now in effect and the Indiana “shelter in place” order.
* We are taking all other measures to limit exposure of our staff to the virus including not asking clients to sign any forms.
* We are providing financial assistance over the phone.
* We have started delivering food to our older clients to prevent them being exposed to the virus. Food delivery to older clients is done at 3:00 pm each day.

**MRS**

* Per the MRS protocol, the ESL School suspended classes when JCPS announced it will close until April 6. That means we have also suspended Cultural and Work Orientations at school.
* We have suspended taking clients to job interviews. Our caseload consists of long-term clients who are well connected in the community. We will continue communicating with both clients and employers via phones and emails. Staff’s phone numbers and email addresses have been posted on the MRS main entrance. MRS will use Hellospoke technology to communicate with clients.
* Van has been designated to provide transportation to clients on an emergency bases. Clients will have to sit in the back seat. The van is equipped with Clorax wipes and masks for staff.
* MRS has a well-developed work group in ClientTrack and can provide most of case management services from home using ClientTrack, phone and emails.
* We are going to a skeleton staff schedule, where we will have 2 or 3 staff members in the office any given day, as nearly all staff can conduct work from home. Per ADOL memo, no walk in clients will be allowed in the building without an appointment.
* We have created and translated information and posted multiple copies to the building so that clients can contact us. We will share via social media and Whatsapp to our clients.
* Family Learning Program at St. Ignatius has been suspended until further notice.
* We will continue as planned with the Summer Program and Family Learning Site. We
* have suspended all donation pick-ups in the community and donation drop offs at Market St. for the time being.
* We will continue to distribute food and essential items; we will arrange drop offs UBER eats style, where we drop off items at clients’ doorsteps without physical interaction.

**Language Services**

* LS is fully operational. Our scheduling system allows for both over-the phone and video interpreting.
* With regard to interpreters performing their functions in person, they have been trained to maintain a safe social distance from patients/clients. While performing their duties in medical settings, our interpreters follow all guidelines recommended by the CDC for all healthcare workers.
* When scheduling training (BTG), we will offer it remotely/online as much as possible, while still remaining within the guidelines set by CCHI. Becuase students will need to test in person, we will schedule them only 1 or 2 at a time in order to maintain a safe social distance between students.
* The LS team works from home until the end of March, or as long as necessary.
* Printed instructions have been given to reception for distribution to walk-in translation customers.  Nurio Ahmed will come in on Fridays to print all translated documents for pick-up.

**Bakhita Empowerment Initiative**

* Until otherwise indicated by state/federal officials or CCL, staff will not participate in activities such as group meetings, trainings, outreach events, etc. in person. Staff will, whenever possible, utilize technology to participate virtually (conference calls, Web Ex, Zoom, etc.)
* BEI has its own emergency line, which is well known to law enforcement and other agencies in Kentucky.
* In the event of a crisis situation with the program participant where a case manager may need to be on scene the case manager will maintain at least a 6-foot space between self and participant if possible, wash hands after the meeting and carry hand sanitizer with them.

**Kentucky Office for Refugees**

* KOR’s work is primarily administrative therefore we can do most of our work from home this includes revisions of report formats, policies, report writing,  budget reviews, amended grant notices, etc.
* The State Refugee Health  Coordinator (Rebecca Ford)  has been actively reaching out to  medical providers within Kentucky that serve refugee arrivals to provide support and resources.
* Convening with providers throughout the state  primarily  through the KOR conference line as needed. In contact with our Federal Partner (ORR) as needed.