Updates from members of the Coordinating Council of Broward
Updated March 29, 2020

Updates from:

Broward County  Dept of Children & Families
Broward municipalities  Early Learning Coalition
Broward Health  FEMA
Broward College  Florida Dept of Health
Broward County Public Schools  Memorial Healthcare System
Broward Sheriff’s Office  State of Florida
211 Broward  United Way
CareerSource Broward  US Small Business Admin
CDC  US Small Busi
Children’s Services Council

For the latest updates, visit FloridaHealth.gov, email COVID-19@flhealth.gov or call the FDOH Call Center at 866-779-6121.

Broward County issued Emergency Order 20-01 on Sunday, March 22nd, Emergency Order 20-02 on Monday, March 23rd and Emergency Order 20-03 on March 26th providing clarification and guidelines for the Shelter in Place: Safer At Home policy.

COVID-19 Call Center Operations
The Broward County Call Center is assisting the Florida Department of Health in Broward County in answering public questions about COVID-19, including conducting over-the-phone pre-screenings to determine eligibility for testing. The new COVID-19 Call Center number is 954-357-9500. The COVID-19 call center will accept calls from 8AM to 8PM, 7 days a week.

IMPORTANT: Broward County’s 311 Call Center continues to operate separately, during normal business hours of 8:30AM to 5PM Monday through Friday. Please do not direct members of the public to call 311 for COVID-19 questions, or promote calling 311 on your COVID-19 websites. All COVID-19 inquiries should be directed to 954-357-9500.

Useful Links for Employers
CDC’s Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019(COVID-19).
Florida Department of Economic Opportunity's Short Time Compensation program for employers.

Governor Ron DeSantis announced the activation of the Business Damage Assessment survey to assess the impact of COVID-19 on Florida’s local business operations. Surveys submitted by small businesses can be used to access the Small Business Administration’s Economic Injury Disaster Loan, made available for COVID-19 through the Coronavirus Preparedness and Response Supplemental Appropriations Act. For inquiries or assistance with the survey, businesses can contact Emergency Support Function 18.

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The State of Florida has activated the Florida Small Business Emergency Bridge Loan Program to support small businesses impacted by COVID-19. The bridge loan program will provide short-term, interest-free loans to small businesses that experienced economic injury from COVID-19.

U.S. Small Business Administration announced that small businesses located in the State of Florida adversely impacted by COVID-19 can now apply for disaster loans. For small businesses, small agricultural cooperatives, small businesses engaged in aquaculture and most private nonprofit organizations, the SBA is offering Economic Injury Disaster Loans to help meet working capital needs caused by the Coronavirus. SBA Resource Partners information. SBA Economic Injury Disaster Loans offer up to $2 million in economic assistance to help small businesses overcome the temporary loss of revenue resulting from the disaster. These loans may be used to pay fixed debts, payroll, accounts payable and other bills that can’t be paid because of the disaster’s impact. To apply, visit the SBA Disaster website. For additional information, please contact the SBA Disaster Assistance Customer Service Center. Call 1-800-659-2955 (TTY: 1-800-877-8339).

President Trump’s National Declaration of an Emergency opened up eligibility for the FEMA’s Public Assistance (PA) program and simplified forms and application processes — allowing applicants (State, local, tribal, governments and eligible nonprofits) to apply directly through the PA website.

COVID-19 Testing Sites - Testing will be limited only to individuals who meet the current Centers for Disease Control and Prevention guidelines, which have been broadened as the virus has spread:
- Older adults and people who have severe underlying chronic medical conditions who have fever, cough or any type of respiratory distress.
- Any people — including healthcare workers — who within 14 days of symptom onset had contact with a suspected or confirmed coronavirus patient.
- Any people with history of travel from an affected area or an area with community spread.
Cleveland Clinic Florida in Weston’s Krupa Center, 3250 Meridian Parkway, from 8 a.m. to 5 p.m. Monday through Friday. Potential patients should call the Cleveland Clinic Florida appointment center at 954-659-5951 to be scheduled for a test. Callers will be screened by a nurse who will determine whether the caller meets the federal testing criteria.
The Florida National Guard, in partnership with Memorial Healthcare System at C.B. Smith Park 900 N. Flamingo Rd., Pembroke Pines from 9 a.m. to 5 p.m. daily. Call 954-276-4680 in advance to pre-register for a screening.

National Child Traumatic Stress Network (NCTSN) and CDC are working to help families as they deal with the added stressors associated with COVID-19. We know that the lack of resources, disruptions to income, and access to health care and child care create added stressors for the vulnerable population we serve. Children away from the structure of school and day care who are around caregivers under greater stress are more likely to experience abuse, and behavior problems may increase.

Broward Health is committed to protecting our patients, visitors and caregivers from the possible spread of COVID-19 (coronavirus). In an abundance of caution, visitation will be suspended until further notice.

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Postpartum maternity patients are allowed one visitor during the established visiting hours of 8 a.m. to 11 a.m. and 5 p.m. to 8 p.m. Active labor patients may have one labor coach present at all times. Pediatric and NICU patients are allowed one parent or guardian at a time per 12-hour shift (7am - 7pm, 7pm - 7am). Patients at the end of life will be reviewed on a case-by-case basis. These visitors will continue to be screened for cold, fever or flu symptoms and infrared thermometers will be used to take the temperature of anyone entering the facility. No visitors who are ill or are visiting patients with COVID-19 may enter the hospitals. We understand the importance of contact with loved ones, and we encourage patients to utilize technology to facilitate virtual visits via FaceTime on iPads or iPhones, Skype and WhatsApp video calls. Guests should expect a question-based screening to ensure they meet current visitor criteria.

**Memorial Healthcare System** is diligently monitoring the development of COVID-19 (2019 novel Coronavirus) and taking all appropriate and necessary precautions for the safety and well-being of our community. We are working closely with local and state officials. We remain vigilant and continue to follow the Centers for Disease Control (CDC) and Florida Department of Health guidelines. Those feeling under the weather and wondering if their flu-like symptoms could be related to coronavirus can now be examined by a doctor from the privacy of their homes at no cost. **MemorialDocNow**, the online application from Memorial Healthcare System, doesn't require insurance and the free telehealth offer is available through March 31. Physicians can diagnose, write prescriptions as needed, and are available 24 hours a day, seven days a week. To avoid the service’s usual $59 charge, users should enter "**MemorialCares**" when prompted for a coupon code.

**Visitor Guidelines**: No visitors are allowed, unless there is a special circumstance at all Memorial hospital locations. Exceptions include the spouse or significant other of a delivering mother, or one guardian with a pediatric patient. Elective surgeries will be restricted at all Memorial hospitals. Patients should call their physician’s office to find out if their surgery has been delayed. In an abundance of caution, all public classes have been cancelled. If you are unsure about the status of a class or event, please contact the organizer or check the events page on our website (www.mhs.net)

**Broward County Public Schools** ALL schools are closed through **April 15, 2020**.

- [Learning Never Closes - online instruction for all students begins Monday, March 30, 2020.](#)
- [Impact of school closures on students’ academics](#)
- [Update on state testing and other requirements](#)
- [Food and Nutrition Services for Students and Families](#)
- [Childcare Program Application](#)

**Comcast** has launched program enhancements to help students access the Internet during the Coronavirus crisis. Low-income families in Comcast service areas who sign up as new customers can receive **60 days of complimentary internet**, access to **more than 200,000 hot spots nationwide**, and an increase in internet speeds from 15/2 Mbps to 25/3 Mbps for all Internet Essentials customers. **For questions please visit internetessentials.com or call 1-855-846-8376 for English or 1-855-765-6995 for Spanish.**
The Florida Department of Agriculture and Consumer Services offices have been closed to the public until April 19. The Department is working in collaboration with other state and local officials to ensure the safety of their employees and community. View Commissioner Fried’s current Emergency Orders in effect. FDACS has also partnered with 2-1-1 to activate a text line and call center open 24/7, which families can contact to find free meals for children under 18 during the current COVID-19 school closures. This follows the Department’s recent activation of the Summer BreakSpot children’s meal locator website. Floridians can now text FLKIDSMEALS to 211-211 to find their closest participating Summer BreakSpot location. You can also call 2-1-1 to speak with a live operator 24 hours a day for additional locations.

Broward Sheriff Office All public events sponsored by BSO are postponed until further notice. Members of the public are encouraged to visit sheriff.org for the latest information on BSO activities during this public health emergency. You are also encouraged to follow BSO via Twitter @browardsheriff, Facebook @browardsheriffsoffice or Instagram @browardsheriffsoffice. Members of the public can also download the SaferWatch app for public safety updates.

Department of Children and Families (DCF) is limiting the amount of person-to-person contact by temporarily closing its storefronts and lobbies. The fastest way to make changes or check on the status of your benefits is by using the Self-Service Portal
You can apply or reapply for benefits, report changes including your mailing address, upload documents to your account, check the status of your application and benefits all by using the Self-Service Portal.
The following options are additional resources to assist you during this temporary closure:
Returning Documents: If you need to return a document, you may drop off the document in the secured drop box located outside this facility. This drop box will be checked each day Monday-Friday. Documents dropped off after 5 p.m. will be dated received the following day. You may also fax documents to 1-866-886-4342 or mail them to the following address: ACCESS Central Mail Center P.O. Box 1770 Ocala, FL 34478-1770
Applying for Assistance, Checking your Case Status, or Reporting Changes: Please call our customer service center at 850-300-4323 for telephonic service (TTY 1-800-955-8771) or visit the Self-Service Portal for assistance with the SNAP, TANF, or Medicaid programs. Paper applications are located outside of this facility for your convenience and can be returned as described above.
Completing your Interview: Customers are required to complete an interview to receive benefits. Complete your interview by telephone at 850-300-4323 (TTY 1-800-955-8771).
Ordering an Electronic Benefits Transfer (EBT) Card: Customers can order an EBT card, get information about EBT transactions, or report an EBT card as lost or stolen at the Self-Service Portal or by calling 1-888-356-3281. If you have trouble understanding English or need help communicating with the Department of Children and Families (DCF) Economic Self-Sufficiency Program, please call (850) 300-4323.

Broward College transitions faculty & staff to work from home. Classes are cancelled through March 22 and will transition to remote learning beginning March 23. Field experience courses, labs, (i.e., health science clinicals, teacher education) and law enforcement academies are also suspended. All events are canceled until further notice. For advising information and online scheduling students are encouraged to reach out directly to their professors for questions related to their courses.
**United Way** Due to concerns for public safety in regard to the novel coronavirus (COVID-19), United Way of Broward County has **postponed** our Magnolia Luncheon, Behavioral Health Conference and Rising Above Stigma event. All other public events for the foreseeable future have been cancelled. We are committed to our contractual relationship. Therefore, we intend to continue fulfilling our financial obligations to you with some possible slight modifications to ensure timely invoicing and payment. Please note the following:

- If you are on a **Unit Based Contract** we will be splitting the remainder of contract balance into 1/4\(^{th}\). Meaning each month, March-June you will invoice a fourth of your remaining balance. Staff will be setting up a new unit in SAMIS titled “COVID-19” that you will allow you to invoice each month.
- If you are on a **Cost Reimbursement Contract** your UWBC Director/Program Officer will be reaching out to you to discuss the best way for you to draw down your remaining balance. In some cases, it may be continuing to bill as you have been during this contract period.

We would like to ensure that we have an agreed upon arrangement that works for you and for UWBC. As we always say, “We are partners with you in this journey”. If you have any immediate questions please do not hesitate to contact your CI Director and/or Program Officer. We will let you know when and if there are any SAMIS modifications to your contract in the system.

Additionally, we would like to invite you to **complete this survey** to help us gather best practices on how your agency is planning to stay viable and function during this difficult time.

**Early Learning Coalition** The Office of Early Learning (OEL) in collaboration with the Early Learning Coalition of Broward, are committed to minimizing the fiscal impact to providers and families. Commissioner Corcoran strongly recommend school readiness and voluntary prekindergarten programs adhere to the CDC’s guidance for higher-risk populations by limiting students and employees to no more than 10 people convening in a single occupied space, therefore breaking students into groups as necessary, maintaining social distancing best practices and proper hygiene. Yesterday, Governor DeSantis held a press conference and DOE subsequently issued a **press release** detailing efforts to include:

**For Early Learning Programs:**

- Ensure that all SR and VPK providers receive their funding – which means we will pay/reimburse for additional child absences when the provider is open and for those that occur during temporary closures.
- Eliminate all requirements for remaining child screenings/assessments or provider program assessments for the 2019-20 program year.
- Extend timelines for provider improvement plans, reports and VPK calendars.

**For families:**

- Suspending termination of SR eligibility.
- Extending the timelines for redetermination of SR eligibility.
- Waiving parent copays/fees for SR families (**The ELC is waiting to hear back from OEL if there is a criterion for waiving parent copays/fees**).

**Career Source** has examined options to continue providing services to customers remotely given the growing concerns about the COVID-19 coronavirus. All staff can be reached on their office lines, which are being forwarded to their remote location. The following is a list of strategies bring implemented:

a) Allowing customers to complete on-line work registrations and orientations.
b) Allowing customers to complete timesheets and other documents and text, email, photo-imaging or fax them to us.
c) Conducting appointments via telephone.
d) Providing additional virtual access to our e-learning and assessment tools.
e) Assessing our ability to deliver workshops on-line.
f) Working with employers who have scheduled on-site recruitments to determine if we can conduct the events as "virtual" recruitments.
g) Assessing staff’s capacity to work remotely in the event our offices close so that we can continue providing services to job seekers, customers and employers, (e.g. face time, texting and photo-imaging.)
h) We have also requested the state consider allowing flexibility for mandatory customers.
i) Scheduled conference calls with our training and youth providers to learn if they are putting alternative plans to classroom programs such as on-line so we can jointly plan on how it will impact our customers.

211 continues to provide uninterrupted crisis and information & referral services. Call center and all other staff are working remotely and will do so for as long as needed. Call volume has spiked significantly, and wait times for general I&R services are longer. Please encourage callers to use the call-back feature to receive an automated call back rather than waiting on hold. Crisis calls continue to be routed as a priority and are answered first. Most incoming calls at this time are directly related to COVID-19, with financial assistance and food being the predominant needs. We continue to make daily safety reassurance calls to seniors who live alone, many of whom are experiencing increased levels of anxiety. Please email rvazquez@211-broward.org if you know of any seniors who can benefit from a free, daily call to check on their safety and well-being. Registrations for new clients are being accepted.

The 211 data team is aggressively researching and updating available resources. Most agencies have made changes, and some services have been suspended. You can search online for the most up-to-date information. Agencies with changes to their services, operating hours, etc. should complete this change form and email it to 211data@211-broward.org. Agencies can also email the information to the same email address without completing the form. You can also Contact Sheila Smith and remember to Dial 2-1-1 for help.

Children’s Services Council All staff are now working remotely. If they choose not to or cannot work for personal reasons, they can use vacation time. If they are sick, they will use sick time. Everyone has lots of tasks that can be done from home but we will also give work credit for any community service activity. On Thursday the Council agreed to invoke the Disaster Billing Guidelines which are designed to allow providers to draw down their contract so they can continue to pay staff and their bills. CSC program staff will be communicating the specific procedures to the Providers this coming week. We have also fast tracked procedures for online billing which should be in place before the next round of invoices are due. We continue to work with the community to ensure that children are fed during this time and we will continue to research and blast out any information to help parents and children cope during this stressful time.

Broward Municipal websites for Coronavirus updates

Broward County Property Appraiser
Broward County Records, Taxes and Treasury Division

Coordinating Council of Broward
www.CCBroward.org
Coconut Creek
Cooper City
Coral Springs
Dania Beach
Davie
Deerfield Beach
Fort Lauderdale
Hallandale Beach
Hillsboro Beach
Hollywood
Lauderdale by the Sea
Lauderdale Lakes
Lauderhill
Lighthouse Point
Margate
Miramar
North Lauderdale
Oakland Park
Parkland
Pembroke Park
Pembroke Pines
Plantation
Pompano Beach
Southwest Ranches
Sunrise
Tamarac
West Park
Weston
Wilton Manors