



Needham HHS Division COVID-19 Response

- Select Board Meeting
- April 14th, 2021
- HHS Director: Timothy McDonald
- Needham Public Health: Tara Gurge & Tiffany Zike
- Youth & Family Services: Sara Shine
- Aging Services: Aicha Kelley, Jessica Moss, Latanya Steele



Public Health COVID-19 Response

Presented by:

Tiffany Zike & Tara Gurge

Contact Tracing

- Public Health Nursing Team
 - Multiple staff members and nurses helping throughout this last year
 - Have a contact tracing team in place starting October 2020 – headed by Mary Fountaine, RN
- Close relationship with Contact Tracing Collaborative (CTC)
 - Since July 2020 CTC has investigated 305 cases (probable/confirmed) for Needham
 - 268 contacts of cases
 - Weekly meeting with Local Liaison, discuss high risk cases, business cases, school cases
- Close relationship with Needham Public School Nurses
 - Work with the schools to notify families of a contact exposure and provide quarantine/isolation requirements
- From January 1, 2020 to March 31, 2021, Needham Public Health Contact Tracing team has investigated
 - 1,494 confirmed/probable cases
 - More than 814 contacts (numbers are approximate as this is based on staff availability to enter info into State system)

Vaccinations

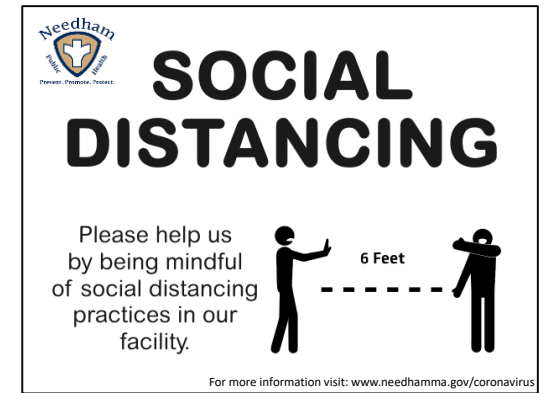
THANK YOU to all staff, volunteers, and residents for making this happen!

- Taleb Abdelrahim, Kristin Scoble, Hanna Burnett were lead staff in organizing, planning, and training.
- EOC and OPS groups were on standby and provided whatever was needed when needed: Town Management, DPW, Building Maintenance, CATH, Fire, Police, ect..
- From January 11th-April 3rd we did:
 - 34 clinic days
 - 6,886 vaccinations
 - Homebound vaccinations to start next week
- MRC Volunteers (to date):
 - ~ 600 volunteers used
 - > 4,500 hours served



COVID-19 Enforcement and Inspections

- The Environmental Team educated stakeholders and the public on:
 - Wearing well-fit face coverings
 - Social distancing requirements
 - Proper hand hygiene
- Signage developed and distributed to food establishments, retail businesses and group housing complexes
- Continuously working with businesses to verify compliance with current MA guidelines as they evolve
- Have followed up on over 100 COVID-19 related complaints, including but not limited to:
 - Large group gatherings, business non-compliance, others not wearing masks
- Continued routine food inspections to verify guidance is followed and correct violations





Youth & Family Services COVID-19 Response

Presented by Sara Shine



Youth & Family Services Division

Response to COVID-19

- Y&FS significantly increased mental health services to reach a greater community need
 - Crisis calls doubled between March 2020 and March 2021 than previous years
 - Y&FS increased capacity clinical services
 - Focus from just youth and families increased to any community member in need
 - Established various community connections to help provide support
 - Focus on community outreach and visibility
- Committees
 - Alliance for Safety and Wellness in the Greater Needham Community
 - Community Crisis Intervention Team
 - Youth Resource Network
 - Domestic Violence Action Committee
 - Vaping Task Force
 - Substance Abuse Prevention Alliance of Needham
 - Steering committee and on all 3 action teams



@NeedhamYouthServices



@Needham_Youth



@NeedhamYouthServices

Meeting the Larger Community Need

NEW PROGRAMMING

- Community Rail Trail Mural Project
- Community wide trainings
 - Parenting During a Crisis
 - Youth Mental Health First Aid
- Helped to create a resource page for community members in need
- Self Care in Needham Social Media Campaign
- Socially Distanced Activity Calendars
- Creation of activity bags for families in need
- Various therapeutic groups focused on current events
- Racial equity work

ESTABLISHED PROGRAMS RECREATED

- Group Programming
 - Coping skills groups for youth
 - Parent support programming
 - Lunch groups
 - Art therapy groups
- Volunteers Around Needham
- Peer Tutoring
- Peer Mentoring
- Cyber Wellness Workshops
- Programming in collaboration with the COA
- March Unplugged Calendar
- Awards (Patrick and Patricia Forde Good Person Memorial Award & Ray of Hope)

Aging Services COVID-19 Response

Presented by: Aicha Kelley, Jessica Moss, Latanya Steele



Aging Services COVID-19 Food Security

- In partnership with Springwell Elder Services, we have delivered approximately **75-85** meals a day (Monday-Friday) to our consumers.
 - We have delivered approximately **18,000** meals so far.
- Trader Joe's Grocery Delivery Program: Over **1,930** bags of groceries delivered.
- Freshness Delivered (a fresh produce delivery service) for **up to 65** older adults a week. **250** older adults have used this service, receiving a total of **2,081** bags of produce.
- Sunday Supper Club: Dinner and conversation! **265** meals delivered in partnership with Volante Farms to **55** adults



Aging Services COVID-19 Services

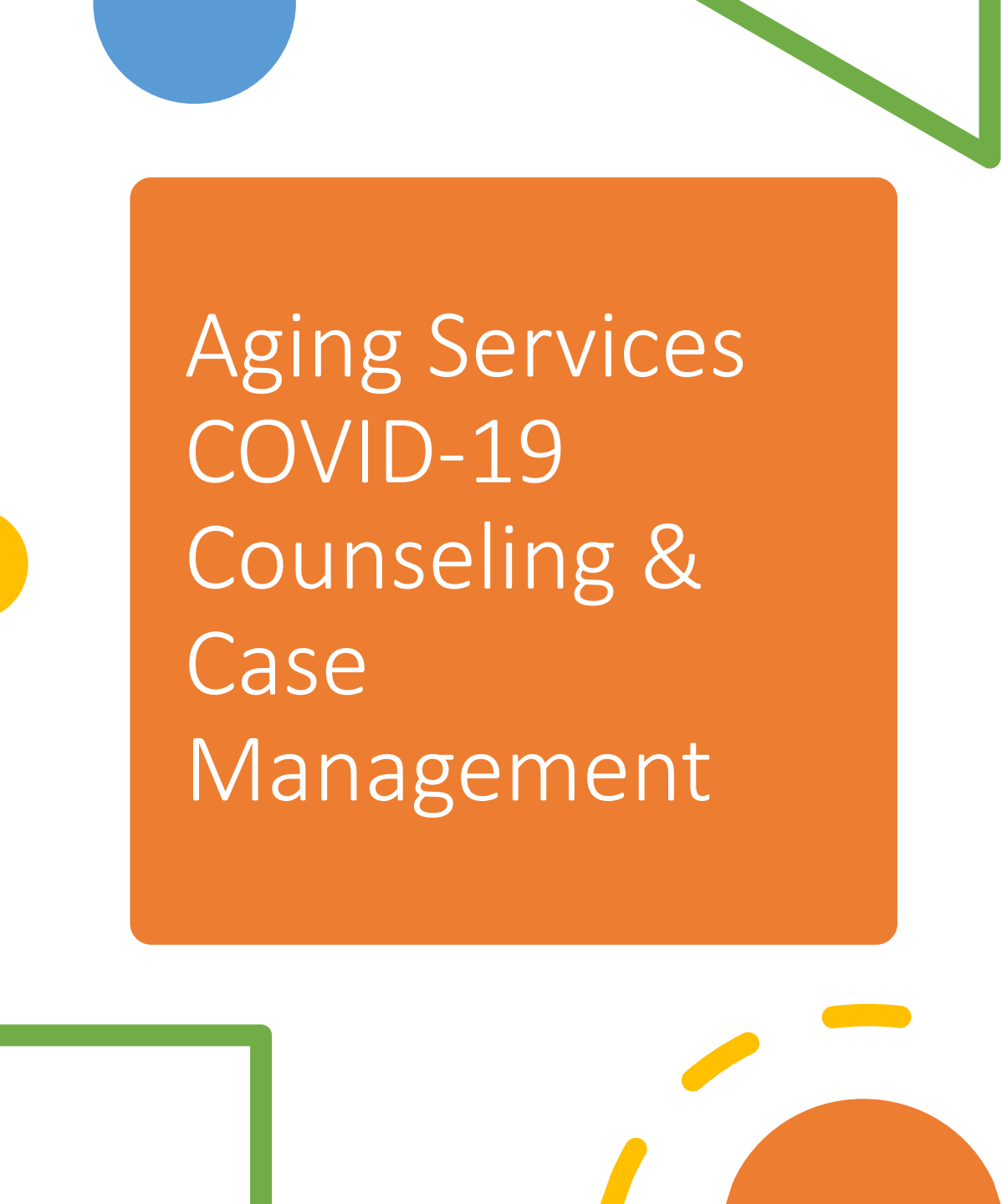
- Adapted our transportation program to meet COVID-19 safety restrictions.
 - Staff and volunteers deliver essential supplies including meals, groceries, recreation items, and masks. We have delivered approximately **23,000** essential items since our building closure!
 - Partnered with JFK Taxi Inc. and MAPC to schedule and fund essential rides for older adults. We have scheduled over **800** rides since Dec.
- Volunteers have logged approximately **1,708** hours of service since our building closed making phone calls, packing and delivering food items, helping book vaccine appointments and more.
 - Fielded **945** calls for assistance registering for **vaccine appointments**.
- SHINE (Serving Health Information Needs of Everyone) provides free non-biased health insurance counseling to Medicare beneficiaries
 - In Open Enrollment 2020, we served a total of **3,728** beneficiary contacts.
 - An estimated **\$2,066,311** in savings from 2020 Open Enrollment drug plan enrollments





Aging Services COVID-19 Programs

- Immediate transition to remote programming via Zoom, daily emails, and other remote platforms. We have offered **1,521** hours of remote programming in topics including health/wellness, education, recreation, and more!
 - Developed a phone pal program with student volunteers (over **11,000** minutes of conversation).
- Launched Tablet and Tutors program in partnership with the Needham Community Council to deliver free electronic tablets and technology support to older adults. Over **55** tablets have been distributed to Needham residents so far!
- Wonderful Wednesdays: We pack and deliver **50** bags a week of home-based activities for older adults to do safely in their home. We have delivered over **800** bags!



Aging Services COVID-19 Counseling & Case Management

- Provide comprehensive case management older adults and their families as well as information and referral services on issues including housing, transportation, food security, unemployment benefits, long term care planning, benefits counseling, and caregiver support.
- We offer a tele-therapy program to provide short-term counseling services to address the impacts of social isolation, specifically related to COVID-19.
- In the last FY, our department served approximately **600** individuals.
- Became an official SNAP (Supplemental Nutrition Assistance Program) Partner.