

The Last 60 days - WILS COVID-19 Response:

When I left my office on Friday, March 13th I didn't know what the future held. The only true thing I knew was that I was going to work from home for a while. I was thinking a week or two and I'd be back in my office. Sixty days later the future is still uncertain but we are learning to adapt to this "Coronavirus World" we have been thrust in to.

As many of us return to the office to work, while some remain working virtually from home, I give pause to reflect on what has happened in the last 60 days, when I left my office on Friday, March 13th:

To date (May 12th) of the approximately 121,296 COVID-19 tested Missourians, 10,006 have tested positive. WILS service area population of 173,516 has 442 confirmed COVID-19 cases (0.25%).

WILS has continued to operate to ensure individuals with disabilities and older adults basic needs are being met. We turned to the phones to do the majority of our outreach, calling all 630 active consumers (CDS, IL & Vet Assist) on a weekly basis to check on their well-being and connecting those in need with available resources.

WILS assisted community partners to ensure daily meals were delivered to the most vulnerable populations, people with disabilities and older adults confined to their homes.

WILS reached out to Vocational Rehabilitation, churches and community partners offering WILS transportation services to anyone in need.

WILS used social media outlets to provide information about proper hand washing, social distancing, how to slow the COVID-19 spread, stay-at-home information and the importance of participating in the U.S. 2020 Census.

Through WILS COVID-19 Consumer Gaps & Unmet Needs survey, conducted by CDS/IL Specialists, the top 5 consumer concerns were:

- 44 consumers feared their PCA would get sick and be unable to assist the consumer
- 42 consumers were fearful of isolation, loneliness and the unknown
- 27 consumers were concerned about food insecurity
- 27 consumers were concerned about access to transportation for essential shopping
- 16 consumers had attendants that did not work for a least part of April

WILS Nutrition Network raised \$1,380 through online fundraising efforts and made community contributions through food pantries.

Working with F&C Bank, WILS secured a \$370,000.00 U.S. Small Business Administration Paycheck Protection Program (PPP) Loan, made available as part of the Coronavirus Aid, Relief, and Economic Security (CARES) Act. This loan provides funding to keep workers on the payroll for eight weeks and can also be used for rent, mortgage interest or utilities.

During April, in addition to WILS providing 28 trips to “transportation” consumers for medical appointments and essential shopping, drivers also provided essential shopping trips for 4 non-transportation consumers, made 10 food packet and 9 assistive technology front door deliveries.

Manna Harvest, a collaboration of faith-based and community groups, donated food items which allowed WILS to deliver 38 food packets to consumers experiencing food insecurity (approximately 1,496 food items totaling approximately 1,269 pounds).

WILS partnership with Jeremiah 29:11 project (a local GOOD 360 distributor) has provided highly needed personal hygiene items, personal assistive aids, household cleaning supplies and even toilet paper for individuals’ day-to-day needs.

WILS is currently obtaining masks, hand sanitizer, and gloves which will be distributed to individuals with disabilities and older adults so the individual can continue to be cared for in a safe manner.

WILS efforts to procure personal protection health and safety products include:

- J Reiger Co, a Kansas City distillery making hand sanitizer. Donated 550 bottles of the 1,100 requested bottles, reducing WILS \$7,000.00 cost by half.
- Ozark Distillery, Osage Beach, Missouri, made a 2-gallon donation of hand sanitizer.
- WILS/Heart to Heart International partnership provided WILS with Infection Prevention and Control training, along with a donation of 600 hygiene kits.
- WILS/Heart to Heart International/Holladay Distillery partnership, Holladay Distillery donated 60 - 1.75L bottles of hand sanitizer.
- Due to the cancelation of a 1,000 masks ordered in partnership with Benton County Public Health, WILS made a purchase of 2,000 – 3-ply masks and 100 KN95 masks from Midwest Trading Group Inc.
- WILS has obtained 1,100 masks from Rightfully Sewn, a seamstress training and job placement organization in Kansas City.
- 4000 disposable nitrile gloves and 100 Safety Glasses from Zoro at a combined cost of \$549.54 have been ordered.
- 200 cloth masks, social distancing floor signs, and plastic pump bottles ordered from Missouri Vocational Enterprises – Correctional Industries at a cost of \$492.00 have been ordered
- 140 lightweight jersey material masks and 100 fleece material masks from Spirited Designs has been ordered at a cost of \$393.40

We have applied for a \$50,000.00 grant with Community of the Ozarks COVID-19 Response & Recovery Fund Grant Program.

WILS staff found ways to give back to their communities on GivingTuesdayNow, including, donations of goods and money, acts of kindness, notes of encouragement and advocacy for causes.

Several of WILS Peer Support consumers and friends of WILS made/sewed masks and donated them to WILS.

Returning to work isn't as simple as unlocking the doors and returning to our offices. As we return to work, guidelines, procedures and policies must be put in place to ensure our workplaces are as safe as they can be, including:

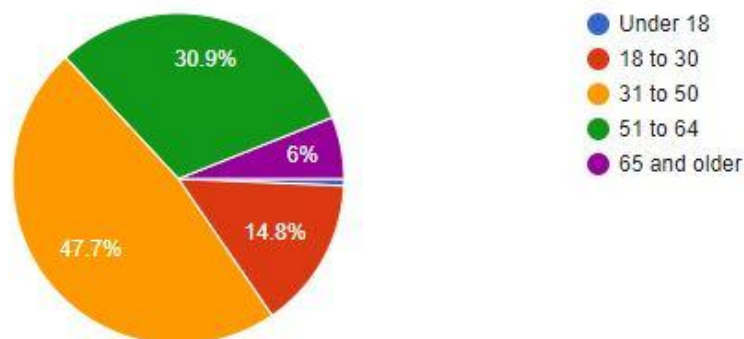
- Implementing employee health screening procedures
- Providing personal protection products to staff and office visitors
- Detailing cleaning procedures
- Establishing physical distancing measures
- Defining consumer/visitor contact protocols
- Record-keeping and reporting obligations for positive COVID-19 contact

For these reasons 5 No contact thermometers have been ordered (\$232.20). The thermometers will allow WILS to test employees and consumers. WILS continues to procure personal protection products for staff, consumers, and office visitors.

WILS received 149 responses to WILS COVID-19 Impact Survey...

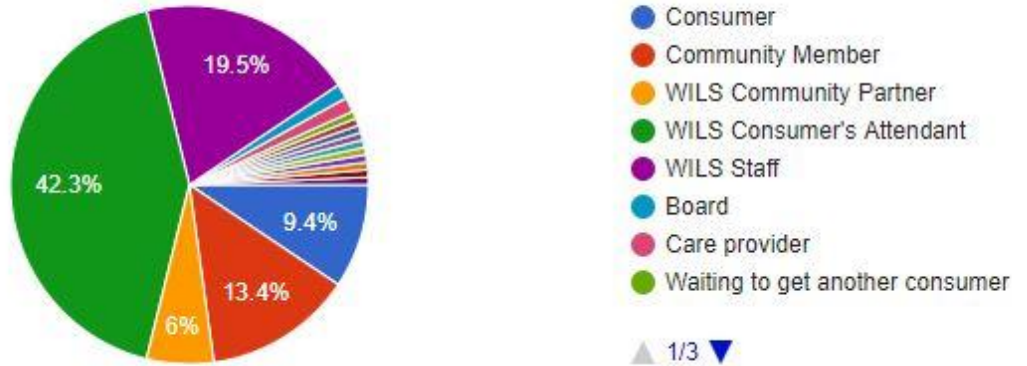
Please select your age range

149 responses



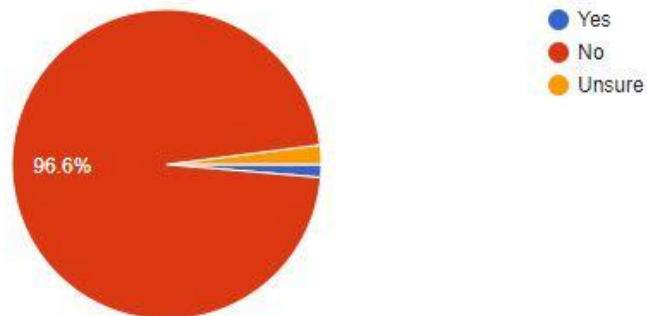
What is your current association with WILS

149 responses



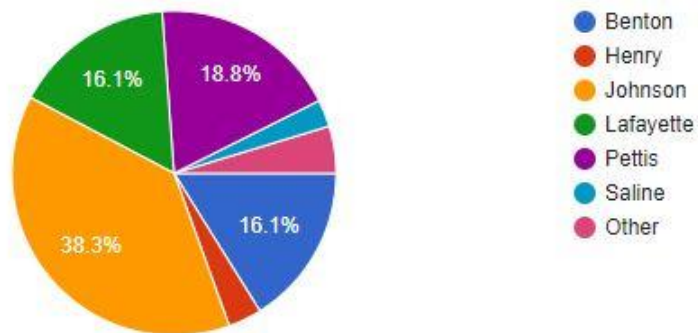
You can complete this survey more than once as circumstances change for you or your family. Have you completed this survey before?

149 responses



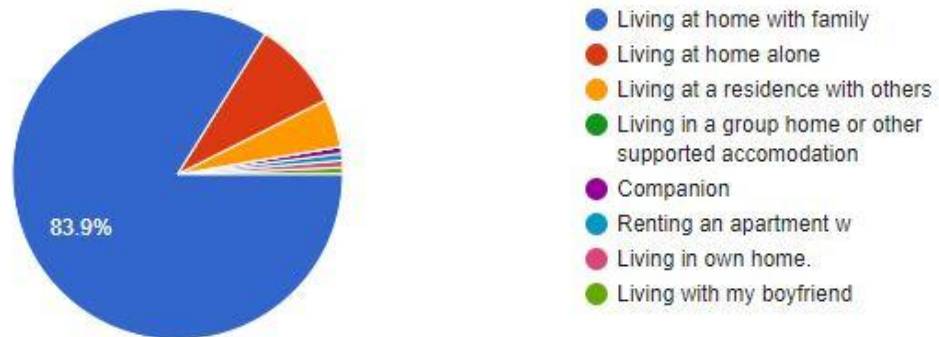
Please select which county you live in

149 responses



What is your living circumstances for the next two weeks?

149 responses



Have you or your family been impacted by Coronavirus COVID-19 in any of the following ways? (Please mark all that apply.)

- ✓ **55 (36.9%) stated:** I was unable to buy essential supplies (e.g. groceries, special dietary products, hygiene products, etc)
- ✓ **6 (4%) said:** I was unable to buy essential prescription medications
- ✓ **2 (1.3%) indicated:** I declined Personal Care Attendant (or support worker) assistance
- ✓ **6 (4%) stated:** I reduced my PCA's hours due to safety concerns
- ✓ **1 (0.7%) said:** My PCA is not working for me at this time due to safety concerns
- ✓ **12 (8.1%) of respondents stated:** I am unable to work for my employer at this time
- ✓ **26 (17.4%) said:** I have lost income (e.g. through loss of employment, reduced hours, etc)
- ✓ **11 (7.4%) respondents indicated:** I am or was required to self-isolate due to myself or a member of my household experiencing COVID -19 symptoms or potential COVID -19 exposure
- ✓ **56 (37.6%) respondents stated:** My mental health and/or well-being has declined (e.g. Anxiety, fear, stress, etc)
- ✓ **47 (31.5%) indicated:** I have not been impacted

Other responses to COVID-19 impact included:

- Working remotely and homeschooling child
- We got dairy and produce 5 March and just went to buy dairy, fresh fruit, salad 8 April. Not required but wanted to get items just in case delivery problems arise.
- Retired we've been very carefully for over a month, while out and with grocery buying. Keeping safe distance. My fun is hanging out with my wife and riding my motorcycle, as I'm out I always use gloves and started wearing a mask while at the stores
- I have not been impacted; not impacted, essential employee for TANF & SNAP
- I am now homeschooling my kids while working from home
- I have to wear a N95 mask when I go out because of my Sjogrens Syndrome
- I am unable to work for my employer at this time; When i was going to fill out the application they had to cancel due to them not being able to go to anyone's house because of the virus

- Unable to be with family after sudden death of younger sibling
- My family has been taken care of all my needs, my son-in-law has had his hrs decreased due to lack of business
- Just feeling a little stir crazy, nothing major.

Please select any preexisting conditions you may have:

- **11 (7.4%):** Heart disease
- **21 (14.1%):** Asthma/lung disease/COPD
- **13 (8.7%):** Diabetes
- **5 (3.4%):** Cancer
- **11 (7.4%):** Auto-immune disease
- **31 (20.8%):** Obesity
- **73 (49%):** I do not have pre-existing conditions

Other Responses to preexisting conditions included:

- 5 - reported High Blood Pressure
- 2 - reported Fibromyalgia
- 1 - Pregnant
- 1 - high blood pressure & arthritis
- 1 - anxiety & high blood pressure
- 1 - Thyroid issue
- 1 - Digestive issues
- 1 - ovarian cancer
- 1 - chose not to respond
- 1 - liver kidney pancreas
- 1 - disability
- 1 - mental illness
- 1 - blindness
- 1 - Epilepsy
- 1 - high cholesterol, glaucoma, high blood pressure
- 1 - kidney failure
- 1 - ADHD/ADD
- 1 - recovering from surgery for TBI
- 1 - Anxiety, ADHD & Depression

Do you consider yourself to have a disability?

- Yes – 19.5%
- No – 43.6%
- I am a PCA or caregiver – 36.9%

Which of the following precautions have you taken to reduce your risk to COVID-19? (Please mark all that apply.)

- ✓ **97 (65.1%):** Stocked up on essentials at grocery store or pharmacy
- ✓ **54 (36.2%):** Filled prescriptions

- ✓ 42 (28.2%): Made a plan for caring for household members who are ill
- ✓ 68 (45.6%): Made a plan for communicating with family, friends and neighbors
- ✓ 123 (82.6%): Avoided leaving the house for non-essential reasons
- ✓ 137 (91.9%): Used social distancing when out in public
- ✓ 61 (40.9%): Cancelled travel
- ✓ 59 (39.6%): Worked from home
- ✓ 3 (2%): None of the above

What is your primary concern once this pandemic ends? (Please mark all that apply.)

- ✓ 68 (45.6%): Employment
- ✓ 56 (37.6%): Poverty
- ✓ 45 (30.2%): Access to healthcare
- ✓ 16 (10.7%): Community Disability Inclusion/Acceptance
- ✓ 8 (5.4%): Acceptable Transportation
- ✓ 17 (11.4%): Need for affordable/accessible housing
- ✓ 15 (10.1%): Access to education
- ✓ 34 (22.8%): Access to Voting/Voting Rights

During this pandemic have you used TeleHealth services to communicate with your doctor?

- Yes – 16.1%
- No – 83.9%

If you would like to receive The WILS Way newsletter, please provide your email

- 28 requests to be added to WILS newsletter