

Thank you for this opportunity to report back to you on the funding that was allocated to the Parent Child Centers through the Coronavirus Relief Fund in 2020, thanks to your support in what was H.965 last year. We very much appreciate your work to get these funds directed to the PCCs and the families we serve, and we are happy to report that the funding made a real difference for those families we serve, our staff, and our Parent Child Center organizations as well.

## Thank you all for the part you played in helping to get this money to Parent Child Centers and the families we serve.

**First, the numbers. The Parent Child Centers received a total of \$1,621,001 from the direct allocation to PCCs.** Some of the PCCs also received funding from other CRF buckets, but we will focus most of this testimony on the direct PCC allocation. The funding came in two rounds, as we had some misunderstandings at first about what was allowed and how it had to be spent. However, we would like to thank DCF and Commissioner Sean Brown for working with us to sort this confusion out and to help all of the PCCs to get significant funding to help our families and our staff. We have all reported on every dollar to DCF as required. However, for this testimony we are providing an overview and a sense of what this funding actually meant for our families and staff.

Later in this document, we will provide more information from each PCC about how the money was spent. Here are some highlights.



Addison County Parent Child Center helped families by providing food, clothing, supplies and help with connectivity to encourage outdoor activities and ensure that children and parents could access the education and services they needed.

*In a recent Lamoille Family Center staff meeting, one older, very experienced Early Interventionist said, “As you know, I am not one to talk up the use of computers. But I must say that this old dog has learned some new tricks. In truth, many parents are enjoying the virtual visits. One said to me, ‘I understand now what you meant when you told me that I was the expert on how best to help my child. You helped me to understand that, and I don’t think I would have if our visits had been in person.’”*



In summary, the largest impact of CRF funds for Milton Family Community Center was in increasing its ability to directly support the PCC staff in continuing to provide both direct in-person and remote virtual services during covid, while also supporting families directly with concrete needs via prepaid phone,gas, and food cards.



The Rutland County Parent Child Center was able to build temporary walls and create more space meeting health guidelines for its ECE program.

These CRF funds were incredibly important to our organizational mission of removing the barriers that perpetuate poverty, a mission we are dedicated to even in the middle of a raging pandemic. Not only that, a strong majority of money used to complete all of these projects supported the local economy: whenever possible we purchased local materials and used local contractors.

NEKCA Parent Child Centers – North & South provided families with the most basic needs, including a place to stay for homeless families, laundry facilities, phone cards to stay connected, and food, toys and basic supplies. The COVID funds allowed families to access services and supports that would not have otherwise been available. The CRF money allowed us to think outside of the box and support our neighbors in ways we never would have imagined was possible.



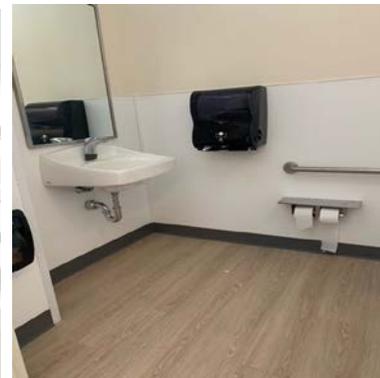
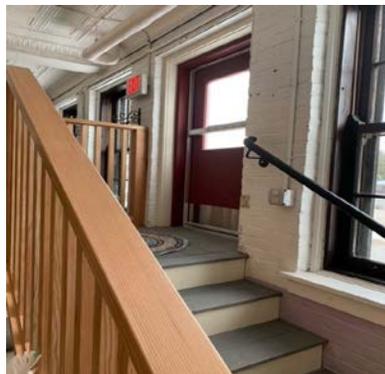
The Family Center of Washington County was able to provide basic food and supplies for families, as well as provide support around connectivity for education and home visiting.

*"I wasn't able to find my daughter's formula at any of our local stores. I'm so thankful that the Family Center was able to help me." parent testimonial*

Lund recently had our first positive COVID case since the pandemic began. We have invested significant resources to maintain the health and safety of our clients and staff through the pandemic and the addition of CRF funds was greatly needed and put to good use! The new equipment and supplies we had acquired using PCC CRF funds assisted us in effective management of the virus in our facility and greatly contributed to our ability to effectively mitigate spread. We are happy to report that after widespread testing of all clients and staff who may have been exposed, we had no further cases.



The Family Place installed Lexan shields and invested in other safety measures to ensure families could get the services and supports they need, while keeping both families and staff safe.



The Family Room in Burlington has distributed the food that families needed during the pandemic and created safe spaces so that childcare is available for families and children can safely play outside.

The Parent Child Center of NCSS was able to provide many concrete supports for families and purchase safety supplies for staff.



us for phone data and phone connectivity. Families and children will continue to depend on airtime until a normal school calendar is resumed.

- Additionally, children's activities, education, food and phone requirements were covered.
- **Structural costs.** Upgrading IT systems at the center has been key. We have spent money setting up staff to work remotely from home as well as improve our internet support at the center.
  - Additional money has been spent on fans, a new fridge, and additional laptops for participants and staff. Our kitchen at the center was in need of an upgrade, and we purchased a new stove.
  - During the late spring and summer months, we purchased a tent to conduct the majority of our activities outside.
- **Fundraising.** We invested on additional fundraising systems which ensures we are more able to raise supplemental funds in the future, including individual giving, and community fundraising. This will enable us to raise additional funds (Mobile Cause and Giving for Good platforms).
- **Hazard Pay.** We provided \$1500 dollar bonus for every staff member who provided direct services.
- **Lost Revenue.**
  - Childcare we lost about \$120,000 and we were rewarded \$103,000
  - Transport We lost \$12,300 and we were rewarded the subsidy of \$12,300

### LAMOILLE FAMILY CENTER (LFC)

- **Virtual Visits.** As we migrated from in-person visits to virtual visits, it required upgrades in IT equipment like laptops, printers with the capacity to scan, increasing wifi capacity in case managers' home offices, Zoom accounts, et. al.
  - The same upgrades were necessary for many of our participants who had never participated in virtual visits of any kind.
  - Not having pivoted this quickly or radically before, these steps took some time. Our IT person had to determine where the greatest need was and where new equipment would have the greatest impact.
- **Activities for Families.** As we migrated playgroups and parent education to on-line, we purchased age-appropriate activities and delivered them to participants' driveways and front porches, to be utilized during parent ed and playgroups.
  - Secondly, these "activity bags" helped parents participating in CIS and Early Intervention, as well.
- **Losses.** At the start of the pandemic, participation in CIS dropped precipitously, which caused a massive dip in fee-for-service revenue. CRF funding allowed us to keep CIS staff working, reaching out and developing their virtual skills while participants got the equipment they needed or became more willing to participate. This was a significant use of the funding.
- **Diaper Bank.** During the pandemic, LFC became the diaper bank for our region. The Junior League of the Champlain Valley received some CRF funds to expand their reach. CRF funding allowed LFC to rent a van for the purpose of picking up the diapers in Williston and delivering them to LFC for distribution. This has been a valuable new resource for participants, and especially for those housed in motels with children and infants.
- **Prevention and COVID supplies.** As with most everyone else, I am sure, we purchased PPE for staff, wrote up protocols for any emergency or otherwise unavoidable in-person visits, distributed PPE to both staff and participants.
- **Hazard Pay.** With CRF funding, we were able to distribute Hazard Pay to +/-20 of our employees, which served as important recognition for their service above and beyond what could normally be expected under the circumstances. Some staff families went from having two employed partners to having only one, and the Hazard Pay was a great boost to both morale and budgets.

### MILTON FAMILY COMMUNITY CENTER (MFCC)

- **Focus on safety.** We wanted to assure that our staff had the materials and supplies necessary to provide services during COVID in the safest manner possible. CRF funds allowed MFCC to purchase the initial necessary personal protective equipment and supplies for the PCC staff to re-establish direct in-person services and support to the public, particularly within our on-site emergency food shelf and diaper bank.
  - As food and access to essential supplies such as diapers, MFCC kept its emergency food shelf open as an Essential service.
  - All other direct services temporarily switched to remote, virtual services from March to June, with child care reopening in June, and parent education and family support programs maintaining virtual delivery of services.
  - With the support of CRF funds, MFCC was able to purchase necessary personal protective equipment for all its staff, increase our technology resources for remote/virtual services, complete minor physical space adjustments to create safe physical barriers for staff and service recipients, and provide direct concrete support to vulnerable families and their children.
    - PPE items purchased included face coverings, hand sanitizer, touchless sanitizer dispensers, scrubs, and gloves.
  - Prior to COVID-19, MFCC had one secure main entry into the building that all staff, participants, and visitors were required to use. To decrease the in-person direct contact and total number of individuals congregating in one location, MFCC enabled four additional access points into the building.
    - CRF funds were used to purchase two new fire safe locking security doors for the additional points of entry that were originally designed to be locking entry/exit locations.
- **Concrete Supports for Families.** Families received direct concrete support via family hardship emergency financial assistance, and MFCC outreach workers put together children’s activity boxes filled with developmentally appropriate play items, games, and books, that they delivered to families who prior to COVID-19 would have received in-person direct parent education and family support service.
- **Virtual Visits.** The CRF funding support to build the technology infrastructure allowed MFCC to create new virtual connections with children and families through the use of zoom and live video chats for telehealth and children’s virtual group time.
  - The CRF funding also enabled MFCC to establish a virtual phone system that combined direct calls to the center with direct phone transfer to off-site remote working outreach workers using an internet enabled system that synced with worker cell phones and laptops.
- **Hazard Pay.** CRF funds provided MFCC with the opportunity to provide direct financial support to the PCC staff who through the course of their dedicated work, were experiencing an increased risk of exposure to the coronavirus through the provision of direct in-person parent child center services and support to the public.
  - MFCC provided eligible PCC staff with a one-time work stabilization payment of \$1,500 each.
  - MFCC also recognized the financial hardship several PCC employees were incurring through the use of their personal cell phones and internet service for required remote work from home. CRF funds assured those staff were able to receive a partial reimbursement for the expenses incurred during the delivery of MFCC services remotely during COVID19.
  - CRF also provided MFCC with the ability to increase the capacity of the use of zoom for telehealth and remote virtual group meetings and play group activities by increasing the total licensure from 1 license to 10 licensees. The increased business zoom accounts also provided for a new-to-MFCC ability to include translation services within a zoom session.

- **Ongoing Concrete Supports.** As families continued to experience financial hardships, of which MFCC was able to respond to by using CRF funds to purchase pre-paid phone, gas, and food cards and distribute directly to the families in need.
  - With the increased competence and comfort of both staff and families with virtual meetings/telehealth, MFCC was also able to increase participation by using the CRF funds in our allocation to purchase webcams, speakers, and headphones for staff and participants to use with their older computer devices that do not have built in camera, video, microphone, or speaker capabilities. The use of the headphones when working remotely is highly promoted by MFCC for all its staff to prevent others in close proximity from being able to overhear confidential/private meetings.

## RUTLAND COUNTY PARENT CHILD CENTER

- **Safety and COVID supplies.** Most importantly, we used CRF funds to purchase cleaning supplies, no touch thermometers for ECE and staff check-in, and regular cleaning of our buildings by professionals.
- **Connectivity for Staff.** Like many other PCCs, we were working with extremely outdated 7 or 8-year-old desktop computers, which meant that staff had to use their own technology to comply with stay-at-home orders. CRF money allowed us to purchase new laptops for admin office staff and lead teachers at our ECE centers.
- **Family Educational Needs.** We also continued to support the educational needs of children and families during the pandemic. This need was highlighted when talking with one of our case managers, who would ask parents if their child could use a pair of scissors (a routine question to understand whether a child is meeting motor skill benchmarks) and frequently hear parents say “we don’t have scissors.”
  - Before COVID, case managers would be able to loan out supplies or have families come to our office, but after the pandemic, this obviously was not possible, so we created backpacks that contained key developmentally appropriate items a family might need to support their child’s development. For younger children, that might mean toys that support gross motor skill development and read-aloud books, while for older children we focused on age-appropriate texts to build literacy skills.
- **Remote Learning for Young Adults.** Our alternative education program for pregnant, parenting, and motivated young adults who need their high school diploma was able to purchase a remote curriculum, materials to flesh out that curriculum, and 5 new laptops. These students are now able to complete high-quality, academically rigorous work at home.
- **Food for Families.** We were also able to augment our foodbank’s capacity serving nearly 45,000 meal equivalents on a monthly basis. This included staff time to help manage the foodbank, packaging materials for contactless curbside pickup, new refrigerators and freezers to increase storage space, and tents and heaters to get us through the winter.
- **Safe Space for Early Childhood.** One of our ECE centers installed temporary walls because the existing open floor plan limited our capacity to one classroom per CDD COVID guidelines. Partitioning the space doubled our childcare capacity so that families in Rutland could go back to work without worrying about their child’s care. CRF money also included necessary fire alarm modifications and permits necessary to complete the work.
- **Separate & safe play space.** Our ECE centers were also able to use funds for new playgrounds designed for infants. We used the same playground for all age groups, bringing students in greater proximity and contact with the virus. This will allow us to have more programming outside and with better physical distancing between students.
- **Lost Revenue and Hazard Pay.** Although not as tangible, we are deeply appreciative for lost revenue support and hazard pay provisions included in the CRF. We lost referrals, a major fundraiser, and childcare revenue. While the above projects are vitally important, we still had to keep the lights on through the pandemic.

- Lost revenue replacement allowed us to meet obligations to employees and vendors and find sure footing in the middle of the pandemic. We were able to continue a high level of services without laying off a single person because of the pandemic.
- Hazard Pay was particularly important, especially timed right before the holiday season. Since we were closed for the period of ACCD Hazard Pay, many of our childcare employees did not qualify and we had new employees join over the summer. Our work (and particularly ECE) is difficult at any time – the extra burden of potential exposure at ECE centers in particular makes the work even more challenging. We are grateful that the State recognized this by allowing us to provide hazard pay. *For one of our ECE workers it was essential to making it through. When asked about the importance of hazard pay, she answered “Fuel. We don’t get heating assistance and Hazard Pay helped me fill up my tank. Without it, my family would be freezing.”*

We would like to note, however, that the work is not done. We will have to front the costs of some projects simply because of the tight deadlines attached to spending these funds. Decreased unemployment insurance and other benefits push more families to the brink, and the demand for our weekly food distributions is steadily increasing. We continue to appreciate the hard work of the legislature on our behalf and look forward to working with you in the future.

### NEKCA PARENT CHILD CENTER – SOUTH

- **Housing the Homeless.** When the Pandemic hit in March, our congregate warming shelter shut down and a need arose for a family homeless Shelter. We utilized COVID Relief funds to open a Family Shelter (partnering with Lyndon Institute) on their campus. We supported families with a room, home cooked meals and other food needs, necessary supplies, such as pack-n-plays, highchairs, activities, and basic essentials (diapers, wipes, etc). We were able to staff the program 24 hours / 7 days a week supplying guidance, referral, and housing assistance.
- **Supports and supplies for families.** Funds were also utilized within our PCC to upgrade our washer and dryer for families to do their laundry, purchase gas cards, purchased adult and children masks and touchless thermometers as these were financial barriers for families.
- **Safety and food security.** With these funds we shifted our way of supporting families. Accessing our food shelf, developing curbside pickup events / activities, we utilize COVID funds to purchase PPE gear, to keep our staff safe.
  - We purchased additional food to support families as our numbers for families accessing the food shelf grew, and healthy nutritional food was not as accessible.
  - We delivered food boxes and supplies to our neighbors, especially those who lived in remote areas and could not access transportation.
- **Connecting with Families.** We purchased staff cell phones, and zoom subscriptions to provide the needed virtual support, educational classes, and playgroups.
  - We bought camp chairs to allow us to connect with families in their driveways.
  - We also purchased an outdoor tent and outdoor furniture to meet with families while their children played on our playground.
- **Safety COVID supplies.** When the stay-at-home order shifted, we also utilized COVID funds to purchase cleaning supplies, hand sanitizer, etc. as well as individual toys to continue to facilitate playgroups and educational / support groups in person at the Parent Child Center.

*Without your support we would have never been able to shift the way we continued to provide high quality support and services to our neighbors in the Northeast Kingdom.*

### NEKCA PARENT CHILD CENTER – NORTH

- **Technology Needs.** When the Pandemic hit, we quickly realized how outdated our technology was, which prevented staff to support our families when the stay-at-home order was put in place.

- We utilized COVID funds to purchase laptop computers, zoom accounts and cell phones which allowed us to stay connected with our families as well as provide our services.
- **Safety Protocols.** Once the stay-at-home order was lifted, we utilized COVID funds to create a check in station, add hand sanitizing stations, touchless sinks and toilets, PPE, face masks, check in and plexiglass barrier so we could continue to support families in our playgroups as well as our learning together program.
- **Concrete Supports for Families.** COVID funds were also utilized to purchase to support families with basic needs like diapers and wipes
  - We also purchased child and family friendly meals and snacks to supplement our food shelf as the number of families in need tripled.
  - Funds were used to upgrade our washer and dryer for families to do their laundry
  - We purchased gas cards, adult and children masks and touchless thermometers as these were financial barriers for families.

*Without this support, we would have not been able to provide the basic needs to keep our neighbors and employees safe during this time.*

### **NEKCA NORTH AND SOUTH SUPPORTING FAMILIES ACROSS THE NORTHEAST KINGDOM:**

Across the Northeast Kingdom, we were able to ensure that our family's needs were met. With your support, we formed a COVID Response Team. Heads of community organizations came together and identified and problem-solved issues in our areas as a community.

- As an example: we forged new relationships Green Mountain Farm to school, and we quickly began to offer free meals to families immediately when schools closed in March.
- We also supported families through the COVID –19 Arrearage Assistance Program.
- We supported homeless families to find housing through the Rapid Resolution Initiative Program, as well as the ESG Cares Housing Initiative Program.

We were the hub to ensure that resources, information, and support, funneled out of the Parent Child Center via Social Media. We also help facilitate the community mask distribution and community awareness campaign. The CRF money allowed us to think outside of the box and support our neighbors in ways we never would have imagined was possible.

*“These engagement activity kits have brought lots of fun for my kids. Thank you NEKCA for thinking of ways to turn a negative situation into fun memories.” - Parent Testimonial*

*“When the Pandemic hit, my daughter and I had to leave the house we were staying at. The family shelter was a safe and welcoming place” Parent Testimonial*

### **FAMILY CENTER OF WASHINGTON COUNTY**

- **Hazard Pay.** We used some of the CRF dollars for hazard pay for staff who have been serving families throughout the pandemic, of which staff have been incredibly grateful
  - *“This is amazing and truly makes all the difference while navigating an unprecedented holiday season. Thank you so much for being our advocates!”*
  - *“Gratitude and blessings to each one of you who did the work to make this happen and to all our colleagues at the Family Center who support each other and make it possible to bring our mission to our communities.”*
    - Family Center Staff quotes regarding appreciation for hazard pay.
- **Safety and COVID Supplies.** We purchased disinfecting & cleaning supplies, PPE for staff- including masks, gloves, hand sanitizer, contactless thermometers and goggles, cribs and nap bedding, additional classroom materials, as well as a sanitizer/dishwasher – all of these materials helped us become compliant with Vermont Dept of Health guidelines in order to reopen our child care program safely.

- **Safe Play Spaces.** We purchased portable play yards and fencing supplies to create safe outdoor play spaces for our infants and toddlers.
- **Remote Work.** We supported employees to work from home, including laptops for staff, cell phone & internet reimbursement and upgraded technology and security to support working safely by remote.
- **Virtual Home Visits.** We purchased Zoom subscriptions so that our CIS and home visiting staff could support families virtually, using telehealth means.
  - We provided families with prepaid phone minutes, and provided families with connectivity devices and supported their internet access to enable families in engaging in virtual services.
  - We became a local Wifi hotspot in Montpelier.
- **Food and Supplies for Families.** We were able to expand our food pantry and diaper bank and pivoted to staff delivering food, diapers, formula, meals and other essential goods to families we work with, our diaper bank and food pantry saw a 300% increase in demand.

## LUND PARENT CHILD CENTER

- **Concrete Supports for Families.** LUND used the PCC CRF funding to provide concrete (financial) supports directly to families served by our PCC in Chittenden county. These supports contribute to increased family safety and security.
- **Lost Revenue.** We were also able to utilize CRF funding to help fill in lost fundraising revenue as a result of needing to cancel our annual fundraising event due to COVID.
- **Safety in our Facilities.** We used PCC CRF funds to address COVID-related needs within our facilities where we continue to provide direct services to children and families. These resources have increased our ability to efficiently and effectively meet COVID related health and safety guidelines. Those projects included the following:
  - Commercial washer/dryer's to assist with increased laundering needs specific to environments serving young children and in order to adequately follow COVID health guidance around changing/cleaning clothing that comes into contact with bodily fluids frequently.
  - Expansion/conversion of a space to provide early childhood mental health and developmental services with young children. Previous to COVID, PCC staff routinely provided direct support services to young children in our early education and PCC programs, but due to limitations on #'s of people in spaces with social distancing, we needed to develop additional space to provide these supports outside of the childcare setting.
  - Fogging/disinfection system to more efficiently disinfect spaces where we are providing direct services to families in our facilities. This equipment is helping to reduce the increased time and expense of staff and third-party vendor disinfecting that are recommended or required per VDH/CDC guidelines.
  - Front lobby security/health barrier: In accordance with COVID related health and safety guidance we were able to install safety and health barrier of tempered glass doors in one of our facilities serving children and families. This barrier helps us to maintain a healthy environment for families who are receiving direct services by minimizing exposure to visitors, vendors, and other community partners
  - Additional bathroom to manage COVID health guidance within the facility to help manage and maintain a healthy environment for families receiving direct services on site.
  - Floor guzzler machine to help improve floor disinfection timeframes. To assist with increased floor disinfecting standards especially in locations in our facilities where direct services are provided. Due to COVID-19 our facilities staff time dedicated to sanitizing spaces has increased significantly and this equipment helps to decrease this time in half.

## THE FAMILY PLACE (TFP)

- **Safety and COVID Supplies.** We used COVID-relief funds to install a Lexan shield to protect our front office staff and visitors and to purchase health and safety supplies, including hand sanitizer, disinfecting and cleaning supplies, gloves and masks for all of our office and program spaces as well as our van, which is used daily to support families in accessing our services as well as attend medical appointments, etc.
  - We re-opened our infant/toddler child care in June, resumed our on-site Families Learning Together program and held walking playgroups during warmer months.
  - Having a sufficient supply of health and safety supplies was critical to re-opening for walk-in traffic as well as supporting our programs as we resumed in-person services.
- **Work from Home & Virtual Home Visits.** COVID-relief funds have also supported staff who are continuing to work from home most or all of the time, to keep the census in our buildings low.
  - We purchased Zoom licenses to enable virtual “home visits”, tele-health therapy services, home-based Learning Together and virtual playgroups.
  - We also purchased cell phones for staff to maintain privacy/good boundaries with clients while working from home (cell phones had not been provided to staff prior to COVID).

*Due to this support, we were/are prepared to pivot between in-person and remote service delivery as appropriate during this challenging time.*

## THE FAMILY ROOM

- **Food for Families.** We started out delivering food to families back in March starting with around 40 families and now are delivering food to over 140 families weekly.
  - The funding helped us support staff time and a Covid Coordinator part time.
  - We were also able to buy more food and advance our purchases to be more culturally appropriate for our diverse population.
- **Safe Spaces.** We were able to get a bathroom built in our preschool and have a space to the outside playground space so students and staff wouldn't have to use the public restroom in our community center.
- **Safety Supplies.** We also bought masks, sanitizer (along with donations) to distribute to families along with our food deliveries.

*This funding also allowed us to continue our programming to the best of our ability and supported the continuation of our 60% capacity preschool program.*

## PARENT CHILD CENTER OF NCSS

- **Concrete Supports for Families.** The PCC of NCSS used our funding to support meeting the basic needs of families in our region. Through our comprehensive programming and work with community partners we were able to assess the needs of the community to purchase items that were identified as barriers for families.
  - This list included phone cards (so families were able to keep socially connected, reach out for emergency needs, and participate in telehealth appointments, etc.)
  - gas cards (transport self and children to needed appointments, grocery stores, etc),
  - and grocery cards to all the local grocery stores and dollar general.
  - We also purchased baby wipes and needed baby formula that isn't covered by WIC.
- **Safety Supplies for Families.** We purchased anti-bacterial hand soaps for family homes as well as thermometers so families could do COVID screenings before appointments and sending their child to childcare/school.
- **Safe Sleeping Spaces for Children.** Also available to families were Cribs for Kids (safe sleep program) pack and plays as families were identifying the need for safe places for their children to sleep (particularly our precariously housed families).

- **Safety Supplies for Staff.** We provided staff with touchless thermometers to take on home visits and clear facemasks to allow the support of communication and social/emotional development with children and families they support.

NOTE: our funding request was lower because we are embedded in the DA and the DA applied for CRF funding to cover lost revenue due to COVID.

## SPRINGFIELD AREA PCC

- **Safety Supplies.** We purchased PPE and cleaning supplies in abundance to ensure all our staff had what they needed to do their jobs appropriately and safely. This included overshirts/smocks, hand sanitizer, masks, face shields, gloves, clorox/lysol wipes etc.
  - We also hired a professional cleaning company to come in daily to do a more thorough cleaning of all our spaces and an additional company that comes in weekly to fully disinfect and sanitize surfaces, bathrooms, toys, high-touch areas etc. This provides safety for staff and puts them at more ease to perform their work duties knowing they are in a safe environment.
  - We also installed a new HVAC system (\$34,000 - most of which was supported with childcare CRF funding, but also made possible by the PCC specific CRF funds) to ensure cleaner air for staff.
- **Technology.** We had to purchase new laptop computers, or pay to get the ones we had upgraded. We also had to upgrade our network access and hire a company to provide IT support. With the significant increase in video conferencing our building network was unable to support our needs.
  - We upgraded multiple systems and now have a regularly functioning system that allows people to provide telehealth services to families throughout our region.
- **Support for Families.** SAPCC also provided immeasurable supports to families with the support of CRF \$.
  - We hired a part time, temporary PCC employee who helped reach out to more families on a regular basis to speak 1:1.
  - We offered multiple parent education and support opportunities via zoom.
  - We provided limited in-person and extensive online playgroup opportunities, including developing virtual content for families to engage with.
  - We provided regular, developmentally appropriate, activity bags for children and their families so kids had choice activities while at home with their parents. From March to September, we handed out 1100 activity bags throughout the Springfield region.
  - We also supported families with grocery and gas cards to ensure they could get to work and childcare and to support any food needs they had. We connected them with other food resources in the region as well, and then offered a small boost to make sure they could make until the next food shelf day, or to help them fill in what may not have been available.
    - *One parent said “Thank you! SAPCC has been here for us in the past, and it is so great that you are here now to help us during all of this [pandemic].”*
- **Hazard Pay.** The pay boost was extremely appreciated by our staff to recognize the challenging work they do in a very risky situation every day. Though we are providing telehealth services as much as possible, there is no getting away from the in-person supports that families need, especially now in these extremely challenging times. Staff have worked twice as hard to ensure safety for all while providing in-person support in a socially distant and responsible way. Acknowledging that with hazard pay was an important aspect of support.
  - Two quotes from staff:
    - *“The hazard pay bonus allowed me to pay a medical bill off that had been looming over our heads, we had an agreement to pay 100 a month for the next 5-6 months, now I can use that extra money for two things, child care cost to make myself more available for work, and towards our goal of owning a second vehicle.”*

- *“Working in a setting where I was at a higher risk for exposure to COVID was challenging at times. To know that the PCC had our backs and was supportive of its staff when it came to risk levels, work stressors related to working through this pandemic, and wanted us to be compensated as best they could really helped to alleviate some of the downsides of the risks. My heart was filled with such gratitude for this gift.”*
- **Lost Revenue.** We also used some CRF \$ to offset lost revenue. This is harder to quantify directly, but we have seen a significant decrease in fundraised dollars this year with so many people holding on to what they have for their own emergencies and we were not able to hold our usual in-person events that generate fundraised dollars.
  - Having CRF \$ also allowed us to put protocols in place to close our center when we had a positive COVID test at our center, to ensure safety of our staff. This dropped our revenue significantly but we were able to do this to keep an outbreak from occurring (which we did successfully) because we had lost revenue support from CRF \$.

## EARLY EDUCATION SERVICES OF WINDHAM COUNTY

- EES only applied for Operational Relief Funds \$141,000 (to offset lost revenues due to low attendance, period closures due to Covid)
- And Workforce Stabilization Funds for one-time stipends for teachers & substitute teachers

## ORANGE COUNTY PARENT CHILD CENTER

- **CRF Child Care \$.** The Orange County Parent Child Center used Covid Relief funds to reopen our Early Care and education program for children 6 weeks through 5 years.
  - We purchased cleaning and sanitation supplies, masks for staff and children, nap bedding, and classroom materials to ensure that each child has their own supplies.
  - We purchased two storage sheds and moved our classrooms and curriculum materials outside.
  - We employed a full-time cleaning person, purchased thermometers and goggles and other PPE.
  - All ECE employees received Hazard Pay
- **PCC CRF\$.** We supported employees who could work from home by transitioning from Quick Books desktop to QB online and upgraded technology (computers, headsets, keyboards) to support a mobile workspace.
  - We purchased a Zoom subscription so that our home visitors and supervised visitation monitors could support families virtually.
  - We purchased PPE for our home visitors.
  - We built a pavilion for an outdoor meeting space, gathering place for outdoor playgroups.
  - We supported virtual playgroups and provided families with packets of art materials to use at home.
  - We added a UV Light disinfection system to our HVAC
  - We switched internet provider from Consolidated to EC Fiber to insure more consistent service.
  - All Direct Service PCC employees received Hazard Pay.

## SUNRISE PARENT CHILD CENTER

- **Safely Learning Together.** Sunrise renovated our Kitchen that is in the same building as our Learning Together Program to full size. We will now be prepared to continue to offer our on-site cafe, operated by students and nutrition classes, implementing social distancing practices, while minimizing traffic in and out of our buildings.
  - Our Learning Together program can now offer hybrid learning to all our students, increasing our number of graduates for 2021.
- **Safe Spaces.** We are installing heat pumps in our aging buildings, increasing air ventilation and circulation for the safety of our staff.
  - Our food pantry will now have a new location. It will have its own entryway, again, minimizing traffic in/out of the agency.
- **Work from Home and Virtual Services.** All staff now have laptops to be able to work remotely, we have several zoom accounts to accommodate the high volume of virtual meetings.
  - We were able to access direct service dollars for families in need of laptops, tablets, chromebooks for students, food and gas cards as well as phone cards. This allowed families to stay connected not only to our services but to their mental health and substance misuse services. We were the agency they turned to to access the technology needed to maintain services/connections throughout the pandemic.
- **Safety Supplies and Practices.** Agency wide hand sanitizer dispensers and needed products to follow all the guidelines were supported.
  - We were able to complete a deeper cleaning in May then hire this service to support the maintenance of increased protocols in order to keep children, families and our staff safe.
  - Our infant classroom purchased an evacuation crib due to lack of “our helping hands” from other staff who will be working remotely most of the time, that will be needed in case of an emergency (this was part of the childcare funding).
- **Supports for Families.** We were able to support families with activity kits to help keep their children engaged and focused, and we implemented story walks throughout the county to name a few other things.
  - We offered on-line cooking classes together and provided “food kits” for family participation.
- **Staff Support.** In anticipation of staff needing to quarantine or test positive, we were able to receive monies to purchase short/long term disability insurance to cover time out of work due to illness, etc. to protect the staff we have.
- **Hazard Pay.** All staff have had direct contact with families during the pandemic and were therefore eligible for hazard pay through the PCC CRF. They were extremely grateful!