

SERVICE PROVIDER APPENDIX

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INDEX

MAILING LIST OF SERVICE PROVIDERS	3
Q1. How many clients, on average, does your organization serve each month? For each category below, please select the total number of clients served AND the number of those clients who are low-income.	5
Q2. Please select all the resources / services to which your agency and its staff / employees have CURRENT Access. Check all that apply.	5
Q4. Which items / services do your clients have CURRENT access. Check all that apply.	5
Q5. To what degree do your CLIENTS have current access to the following:	5
Q6. How has the coronavirus pandemic impacted your CLIENTS since April 1, 2020?	6
Q8. Indicate your agency's awareness of the following resources / grant opportunities through the State of Montana	6
Q10. Does your organization have other needs not mentioned above? If yes, what are they and how would you rank them?	6
Q11. In your opinion, what is our COMMUNITY'S greatest coronavirus need?	6
Q13. What are the other COMMUNITY coronavirus response needs?	8

Mailing List of Service Providers

The following organizations and agencies were sent the survey by mail on September 17, 2020 and received a follow-up phone call between November 3 and 6, 2020. A total of 26 service providers completed the survey. The anonymity of participating service providers was maintained in survey analyses and the in creation of this document.

- Advanced Care Hospital of Montana
- Ag Workers Health and Services (AMHS)
- Alcohol and Drug Treatment Program (Passages)
- Alpha House
- Alternatives, Inc.
- Angela's Piazza
- AWARE Inc. - Yellowstone County
- Big Brothers Big Sisters - Yellowstone County
- Big Sky Rx Program
- Billings Clinic
- Billings Food Bank
- Billings Urban Indian Health and Wellness Center
- Billings VA Health Care Center
- Bureau of Indian Affairs - Rocky Mountain Region
- Child and Adult Care Food Program (CACFP)
- Community Crisis Center
- Community Hope, Inc.
- Community Leadership & Development, Inc.
- COVID-19 Emergency Housing Assistance
- Dental Lifeline Network Montana
- Emergency Childcare
- Family Promise of Yellowstone Valley
- Family Service
- Food Stamps (SNAP)
- HopeLink Transition-in-Placement
- Housing Authority of Billings (HAB)
- Human Resource Development Council (HRDC)
- Jefferson Bus Lines - COVID-19
- Job Connection, Inc
- Job Service Billings
- Living Independently For Today & Tomorrow (LIFTT)
- MET Transit
- Montana Community Services, Inc
- Montana Healthcare Association

- Montana Legal Services Association - Billings
- Montana Rescue Mission (MRM)
- Montana Rescue Mission Women and Children's Shelter
- Montana Veterans Affairs Division – Billings
- Montana Warm Line
- NAMI - Billings
- Native American Development Corporation (NADC)
- Office of Public Assistance - Yellowstone County
- PABSS: Protection and Advocacy for Beneficiaries of Social Security
- Project Challenge - AFL/CIO - Billings
- Project for Assistance in Transition from Homelessness (PATH)
- Reading Rocks
- Residential Support Services, INC.
- Rimrock Foundation
- RiverStone Health
- Rural Employment Opportunities - Billings Office
- Salvation Army
- Senior Commodity Food Program
- Senior Nutrition Program
- South Central Montana Regional Mental Health Center
- St. Vincent de Paul
- St. Vincent Healthcare
- Summer Lunch Program
- Temporary Assistance for Needy Families (TANF)
- Tumbleweed
- United Way of Yellowstone County
- Veteran's Meat Locker
- Vocational Rehabilitation Services - Yellowstone County
- Walla Walla University Billings Mental Health Clinic
- Women Infants Children (WIC)
- Yellowstone Boys and Girls Ranch (YGBR)
- Yellowstone County Public Health Information Line
- Yellowstone Free Store
- Yellowstone Youth Services Center
- YGBRConnect
- YWCA Billings

Service Provider Survey Questions and Comments

The section below lists questions from the Service Provider Survey in the order by which they appeared on the survey, followed by all corresponding comments left by participants.

Q1. How many clients, on average, does your organization serve each month? For each category below, please select the total number of clients served AND the number of those clients who are low-income.

Veterans/Active military - 280 total, 0 low-income
Veteran/Active Military - 140 and 140 are low income
Veteran/Active Military total clients and low-income number is the same - 39
We serve over 100 plus clients each month who are Veterans of the United States Armed Forces. Of those 100 plus clients, 61-80 are low-income households or homeless.

Q2. Please select all the resources / services to which your agency and its staff / employees have CURRENT Access. Check all that apply.

Currently, we are providing a "personal shopper" who gets needed items for clients on an as needed basis and provides contactless delivery.
Appointments only, no walk-in's.
We provide Group homes to adults wit Intellectual/developmental disabilities. All of our clients need 24/7 care. Telework and virtual services are not doable.

Q4. Which items / services do your clients have CURRENT access. Check all that apply.

Food

Q5. To what degree do your CLIENTS have current access to the following:

Full access to food

Q6. How has the coronavirus pandemic impacted your CLIENTS since April 1, 2020?

Loss of adequate food storage. Loss of transportation. Lack of essential items in local stores
our clients have been quarantined in their group homes since March 16, 2020. they have not been able to attend their normal day activities (COR enterprises, Billings Training Industries, etc)

Q8. Indicate your agency's awareness of the following resources / grant opportunities through the State of Montana

School age child care grant

Q10. Does your organization have other needs not mentioned above? If yes, what are they and how would you rank them?

N/A
Funding for cleaning company/janitorial staff
No
Access to tele-health equipment
Time personnel to sort all of this out in order to meet guidelines. Timely building permits so we can upgrade our bathrooms for distancing and ease of disinfecting and cleaning. Need to expend grants immediately.
Direction to financial assistance grants and local resources for Veterans.
No
More employees, my folks are working an ungodly number of hours and the labor force isn't there...

Q11. In your opinion, what is our COMMUNITY'S greatest coronavirus need?

Education about the importance of taking preventive measures (face masks, social distancing); shelter for the homeless in the winter.
Access to medical care
Education
Finding staff to staff programs and continue business

Funding for non-profits to hire cleaning companies to come in rotated shifts or any business that needs a cleaning service
Stable employment
closing education gap for students, accurate and updated corona information
For people to follow public health guidelines and for business to enforce the mask mandate. They only business I have been in that were enforcing the mask mandate in store was Costco and Target. All others it is a free for all. And, once inside people are wearing masks incorrectly or not at all. If people can't follow simple public health guidelines we are never going to get out of this mess.
1. Access to rental and mortgage assistance as well as emergency housing. Many clients have lost their homes, including youth, and have nowhere to turn. 2. Access to child care that has full work day hours as many daycares have severely cut hours. 3. Access to the internet and computers to be able to apply for jobs and available assistance programs (LIEAP, Energy Share, Childcare and Youth Programs). Printers are also needed as many places charge for their use which makes it difficult for clients to use the service. 4. Assistance for items such as phone bills, water bills and other bills that aren't being addressed. The phone is a vital need for clients to be able to apply for jobs, seek assistance via the internet and get direction when needed for applications and assistance. 5. Healthcare availability and affordability 6. Transportation assistance
Transportation and child care
adequate access to affordable PPE. The costs of traditional PPE we use for our every day business has been increased 3-5x the amount we normally use and suppliers are unable to fulfill typical, supplies let alone the extras we now need.
Managing the resources and free internet access
Positive direction and support. More focus on the good things and less on the negative.
A master plan that the majority of the community can get behind. Testing is inconsistent and difficult, takes too long to get results.
Our community's greatest need is to have residents fully understand what social distancing means and to actually adhere to it!
Access to COVID-19 testing for my staff and clients. Although my employees are deemed essential (and they are) we can only have staff and residents tested if they have symptoms Really is a problem with Asymptomatic staff and residents with multiple and numerous health problems.

Q13. What are the other COMMUNITY coronavirus response needs?

Mental health, crime
Porta potties for homeless population in different areas of town, Larger homeless shelter that will allow for social distancing - family shelter, DY shelter + mens shelter need to be large + an increase of transitional housing -tiny homes, Laptops and internet for families homeschooling children, food delivery reimbursement for those who must stay at home
Educational stability, food security, adequate transportation, housing
tutoring and mentoring for students. Education assistance and childcare when students have to quarantine due to potential exposure
reliable and affordable access to wi-fi, data, and telehealth equipment to complete treatment for Mental health and substance abuse as well as for elderly now restricted to home, nursing care facilities, or in hospital care.
Unity
ensuring that the seniors, shut ins, those with nobody are getting aid, be it medication, lunch (meals on wheels) groceries. and maybe this isn't a problem, i just cant imagine everyone is getting attended to.