In a time of a global pandemic, civil unrest and recent additional stress from the election, the INN 2 providers filled the team and I with hope and gratitude. There has been such success and support due to partnering and helping one another through this unprecedented time. The providers worked to find solutions and supports for their communities. They prevented thousands of families from becoming homeless, and they were able to provide food, school supplies and essential needs as well.

This year we learned to connect through social network platforms and as a result I’ve been able to attend an increased number of community partner meetings as well as instituted meetings with providers ongoing. I feel better connected to the project than I ever have, due to our ability to attend meetings and to truly take the time to communicate. We’ve also seen an increase in community partner meeting attendance, many individuals who are unable to make it to the meetings in person have enjoyed being a part of the meetings and decision making.

The manner in which INN 2 has introduced the work of the cultural humility workgroup into the project is impressive. It will be exciting to continue to infuse and weave these ideals through every piece of the INN 2 project. It is important to make certain everything the group is doing is being communicated effectively with the providers and the community, so that the communities are also engaged. The timing of the July Learning Session met the needs of the community to come together, reflect, learn, and communicate about the civil unrest being experienced at home and across the country. It is imperative for us to be able to listen and truly hear what others are saying and to calmly understand, and then to explain and educate one another around misunderstandings.

There are too numerous events and strengths these providers have pivoted to and embraced to name just one. Staff have been out in the community, providing testing and support in any way they are able, housing many isolated homeless individuals and reconnecting them to their families, and sharing resources on voting, registration, and specific propositions. They have organized food drives and distributions of essential needs like diapers, offered food delivery for those COVID-19 positive and included wellness packets in family dinner drive ups. They have done an exceptional job at adjusting to the ever-changing needs of the schools and teachers and have continued to educate and lend support. Lastly, within INN 2, we have also seen agencies lead CRM trainings and the integral components of our work like the TAY Roundtable. Everyone has done an exceptional job, I am continually inspired and impressed.

Best wishes for 2021,

Wendi Tovey
MHC Program Manager III
How did your agency evolve to meet the mental health needs of your clients and community this year? What practices or solutions do you want to keep post-pandemic?

WEDO CCAV and its partners have pivoted to meet the needs of our community by continuing to engage and deliver much-needed support for those who have been affected by COVID-19. We are offering regular grocery runs, hot meals, haircuts and emergency financial assistance. Moreover, through our collaboration with Bartz-Altadonna Community Health Center, CCAV has been able to offer flu vaccines and promote whole person care. CCAV intends to continue to offer these and additional resources as we pivot to accommodate community needs.

What are ways in which programming at your agency has practiced cultural competence or cultural humility to meet the needs of your clients and community?

CCAV has improved the way in which we practice cultural competence/humility by embracing diverse representation and expanding our TAY Peer Support Team to ensure our participants feels safe, secure and relatable when participating in our programs.

What community intervention or event, or programming has been the biggest accomplishment for your agency and has had the biggest impact on your clients and community?

The most effective tool we have implemented is drive-thru outreaches, which allow us to better connect with participants and provide direct access to resources. Our haircut outreaches have attracted previously unreached populations, and our Candy Crawl event was a great opportunity to celebrate as well as increase accessibility to valuable resources.

"I work with CCAV with Strategy 3 and 5. CCAV has taken these two strategies to another level. CCAV was out in the community providing service during the COVID-19 to the homeless and those who were recently released from prison. CCAV has shown that they can work during this crisis from providing meals to having virtual training via zoom. They have taken their community under their wings by going out of their comfort zone and risking their health and wellbeing."

- Reyne Brown
everyone Counts!
2020Census.gov 😊