Racine County COVID-19 Updates

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Wednesday, April 1

Emergency Operations Center

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Emergency
Declaration

Effective March 12

Essential Staffing
County moves to essential staffing model on March 18

1

Foot Traffic
Foot traffic reduced at County-wide buildings such as Human Services

2

Buildings Remain Open
All County buildings remain open including Western Racine County Service Center

3

Administrative Order
Virtual county board proceedings, effective March 26

4

Resolution No. 2019-135
Extending Emergency Declaration

5

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Emergency Operations Center

Hours of Operation

Open Monday through Friday, 10 AM – 3PM

Daily Briefing

Coronavirus Response Hub

Visit response hub at racinecounty.com/coronavirus

PPE Prioritization

Prioritize distribution of PPE to municipalities and nursing homes (more on later slide)

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Resource Hub

Local Resources

Coronavirus Case Dashboard

An application used by public health staff to monitor coronavirus cases and share with the public.

Explore

Food Resources Locator

An application used by the public to locate grocery stores and food distribution sites.

Explore

Closures

Application about gathering places (ex. government bldgs, public places) in the community.

Explore

Click here for Racine County Coronavirus Response Hub

HSD PPE Equipment

Personal Protective Equipment

8

9 — Community Partner/Industry Support

1 Municipalities
EOC amassing PPE equipment for municipalities

2 National Stockpile

3 PPE Requests
Municipalities request PPE at EOClogistics@racinecounty.com

4 Delivery Prioritization
EOC prioritizes deliveries, (e.g., long-term care facilities)

5 First Delivery
First delivery out by Monday, March 23

6 SCJ Support
SCJ cleaning packs to all police and fire East of I-94

7 Masks Initiative
Sheriff's Office led masks initiative, receiving 1,200 to date
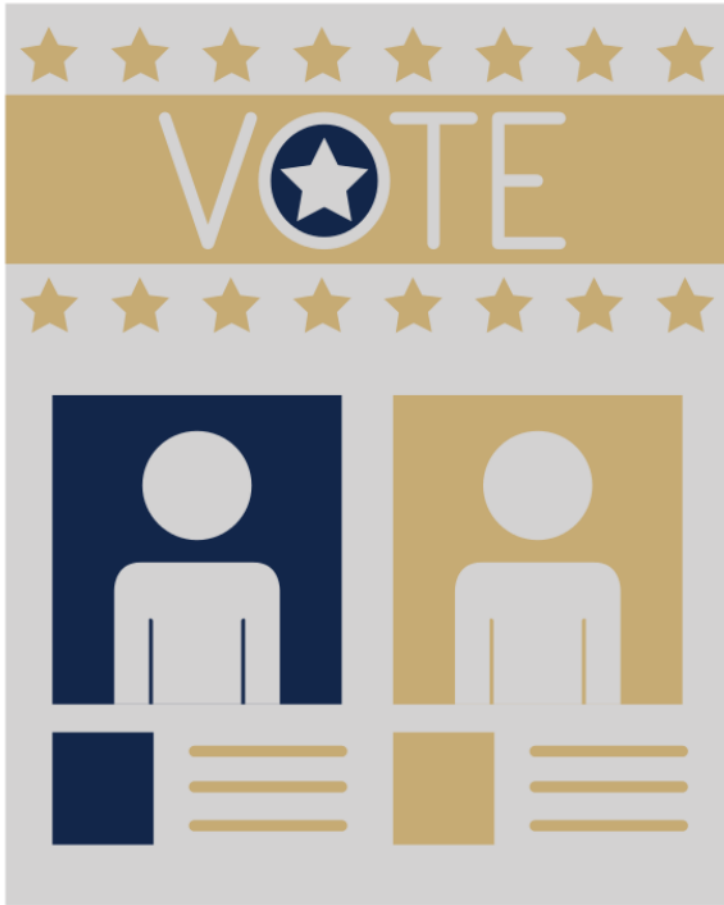
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Housing

Designated living units for healthy and symptomatic emergency responders-- Vacant nursing homes, hotels, and schools

Designated areas for hospital overflow

Contingency Planning

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Voting/Elections

Schedule

Elections will continue as scheduled

Municipalities and Staffing

Working with all municipalities to ensure manpower needs are met. County may deploy staff in needed areas

Guidelines and Best Practices

County Clerk reached out to state for election guidelines and best practices, which were shared with all municipalities

Personal Protective Equipment

PPE for election staffers

Curbside Voting

County Clerk working with municipalities on best procedures for curbside voting

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Communication

📞 County-led meeting by phone twice a week

📞 Administrators, Clerks, and Heads of Government on call

📞 Daily call with Cabinet

Calls are Mondays and Thursdays at 2:30 PM

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Enforcement of Governor Evers' Safer at Home Initiative

Enforcement

The Sheriff's Office is not randomly looking for violation of initiative

Violations

Will react to clear violations of people in mass

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Continuity of Operations Plan (COOP) and Continuity of Government (COG) Municipal Guidance

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Racine County First Responder Initiatives

Reduction in acceptance of low level in-custody offenses at the Racine County Jail

Increased utilization of video hearings for certain court proceedings

Dispatch implementing Infectious Disease Protocols

First responder recommendation for use of PPE under certain circumstances

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Racine County Jail Initiatives

- New screening process
- Upgraded cleaning/sanitation schedule
- New protocol for individuals suspected of being sick
- Expanded isolation areas
- Coordination with Medical Staff and Health Department
- Change in professional visitor process
- Change in inmate visitation process

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Pandemic Plan

PANDEMIC INFLUENZA
EMERGENCY RESPONSE
MANUAL TEMPLATE

MARCH 2020

- ▸ Alternative work schedules

- ▸ Modified staffing levels

- ▸ Telecommuting

- ▸ Sick employees

- ▸ Employees with plan for their families

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COOP/COG

Organization Mission Essential Functions

Organization MEFs are a limited set of organizational functions that must be continued throughout, or resumed rapidly after, a disruption of normal activities. **NOTE: INSERT YOUR DEPARTMENT'S MISSION ESSENTIAL FUNCTIONS (These are examples)**

	Mission Essential Function	Primary	Back-Up	Off-Site (Y/N)
1.	Coordinate and communicate with other county departments and local, state, and federal agencies to ensure the basic needs of county residents are met during the response and recovery phases of emergencies and disasters.	John Smith	Jane Doe	Yes
2.	Partner with Non-governmental agencies (NGO) to ensure the basic needs of county residents are met during emergencies and disasters.	Nancy Drew	Tom Hardy	Yes
3.	Coordinate activities of the Racine County Emergency Operations Center.	John Smith	Harry James	No
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				

CONTINUITY PERSONNEL ROSTER

Continuity personnel possess the skills necessary to perform essential functions and supporting tasks.

Position/Title	Name	Telephone Numbers	Other Contact Information
Departmental Team Manager	John Smith	Work: (###) ###-#### Cell: (###) ###-####	

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1

- Mission essential functions
- Orders of succession
- Delegation of authority
- Critical exterior resources and service providers

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Essential Service Delivery and Essential Supplies

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External

Medication

- Receiving medicine depends on pharmacy and USPS's ability to deliver
- Contact physician for refills
- Inquire about multiple months' worth of supplies

- Minimize public transportation
- Contact clinic prior to scheduling/attending doctor's appointment
- Call ahead for all services and prioritize over-the-phone or remote service

Transportation

Food

- Shelf stable foods in reasonable amounts to prepare for quarantine
- Congregate meal sites closed Tuesday, March 17
- Meals on Wheels moving to shelf-stable meals with six-week supply
- Municipality functions such as water and sewer expected to be unaffected; therefore, hoarding of toilet paper and water is deemed unnecessary

Cleanliness

Guidelines are _critical_ for vulnerable adults and homebound (quarantined) residents

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Internal

Succession Planning
Identify at least three employees in line of succession

Social Distancing
Complete transactions over phone or internet

Emergency Communication
Utilize templates to draft emergency procedures for municipalities

Alternative Work Schedules
Manage reduced workload by adjusting staff schedules

Contingent Workforce
Replace missing essential with existing non-essential staff

Tele-Commuting
Identify areas within municipalities that can work remotely

Volunteer Services
Identify areas to utilize volunteers while monitoring high-risk individuals

Revoke Time Off
Revoke vacation and compensatory time off as needed

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ACCESS SERVICES FROM HOME

Services listed below will currently be provided over the phone or online

1 — ENERGY ASSISTANCE, FOOD, HEALTH CARE
Dial 1-888-794-5820
Submit verification through smartphone at
https://www.dhs.wisconsin.gov/forwardhealth/myaccess.htm

2 — EMERGENCY MENTAL HEALTH
Dial 1-262-638-6741
Receive supports for emergency mental-health crisis
24/7 Phone Number

3 — AGING AND DISABILITY RESOURCES
Dial 1-262-833-8777 or visit www.adrc.racinecounty.com
Access home-delivered meals for elderly, transportation for individuals with disabilities, and long-term care services

4 — YOUTH AND FAMILY
Dial 1-262-638-7720 or email yfaccess@racinecounty.com
Child abuse and neglect referrals and emergency family supports
24/7 Phone Number

5 — CHILD SUPPORT
Dial 1-262-636-3268 or email RCchildsupport@racinecounty.com
Information about your case is available at csos.wisconsin.gov

STAY UP-TO-DATE BY VISITING: RACINECOUNTY.COM

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Communicate Remote Access to Emergency Services

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Communications:
911 Emergency Dispatchers

Separate Groups
Separated into two groups:
Ives Grove and City of Racine

Contingency Staff
Created bench of retired
and former dispatchers

Staffing Rotations
Staffing rotation ready to
go in case a large
contingent of staff are sick

Public-Health Protocol
Staff sit 10 feet apart and wipe
down workspace, equipment, and
surfaces every four hours. Main
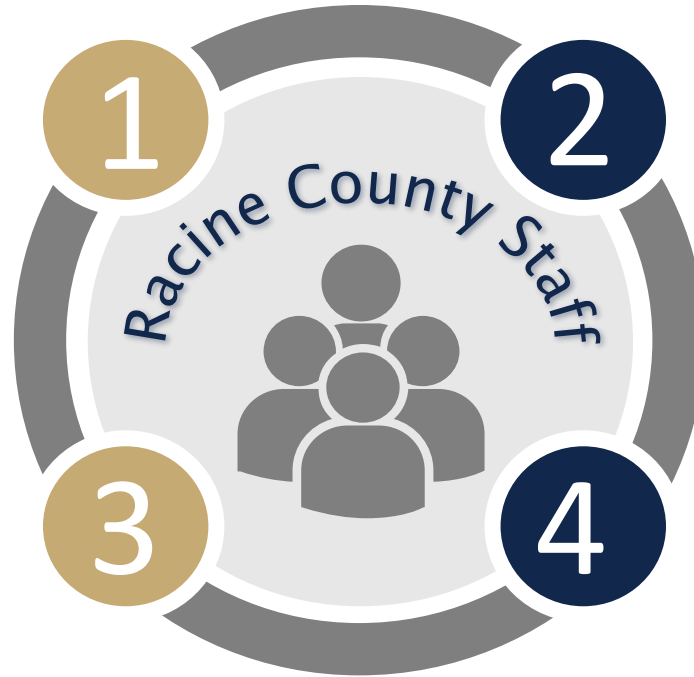and backup centers are
professionally disinfected weekly.

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Human Resources

Essential

Attendance

Essential staff continue to report to work except if symptomatic

Recruitment

Continues for essential positions only

Non–Essential

Attendance

Majority of non-essential employees are telecommuting or are assigned to special projects

Assignments

Employee lists are being compiled of those non-essential employees who can be reassigned as needed

1 **2** **3** **4**

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Information Technology

Maintaining Connection

- o Microsoft Skype / Microsoft Teams for instant communication
- o Capability for audio conferencing (complete) and video conferencing (in progress)

Ensure Technology Helps, Not Hinders

- o Purchase laptops to assist in time of need
- o Ensure all applications and files are employee accessible

Cybersecurity

- o Critical to remain extra vigilant during times of crisis
- o General security best practices to be followed when working remotely
- o Keep data secure through use of County infrastructure

Information Technology Support

- o Staffing
  - ▪ Limited on-site presence at County facilities for past 2 weeks
  - ▪ As of 3/30/2020, all IT employees are working remotely with rotating "on-call" employees to be on-site at County facilities if needed
  - ▪ Normal business hours with after-hours support
- o Ongoing municipality support

Supporting Racine County Staff

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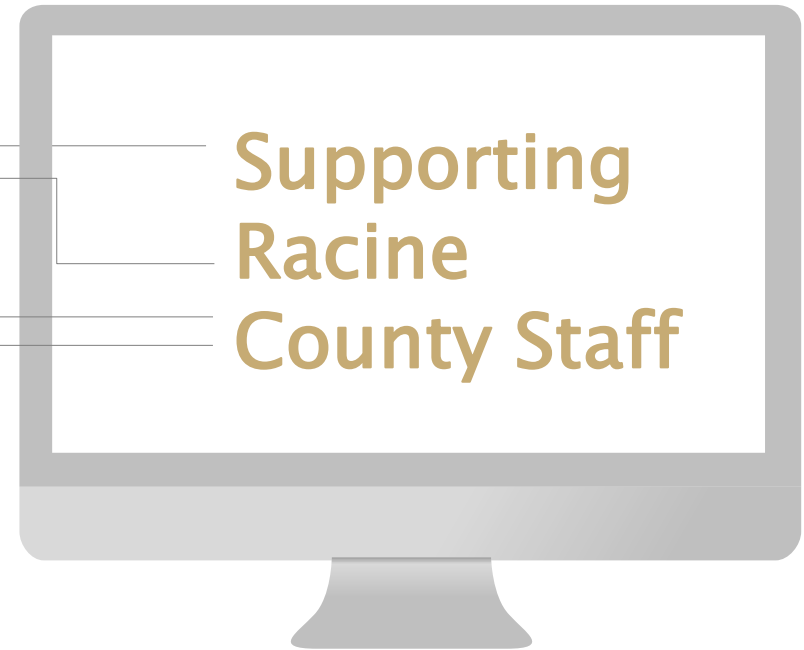
Public Works

Separate Groups

Two groups in Public Works – E&W Shops. Two groups in Development Services Offices. Each group rotates through, operating at 50% capacity.

Staffing Rotations

Public Works: One week on, one week off with all staff on call for emergencies, accidents, or incidents. **PWDs:** 3/2 rotations.

Current Workload

Public Works: Road work and repairs. **PWDs:** Processing permits to keep projects moving; drop off box in lobby with staff contact via phone or email; contractors and plumbers happy permits are being processed. **Parks and Engineering:** Parks open with exception of executive mandated closures.

Public-Health Protocol

Staff sanitize offices throughout day, including start and end of shift. Social distancing mandated in office and the field. Public Works trucks are single driver only. Trucks and equipment are sanitized at end of each operational period.

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Finance

Mission essential functions identified and being performed. Payroll and Accounts Payable functions will continue as usual.

| 01 | Essential Functions |

Purchasing Activity | 02 | Purchasing activity elevated due to COVID-19 related procurements. Separate project and accounts created to track for potential reimbursement.

Majority of Finance staff are telecommuting or rotating/staggering shifts as needed.

| 03 | Finance Staffing |

Wages and Billing | 04 | All County non-essential staff, unable to work remotely, are still being fully paid. Non-work time is being tracked using a COVID19 code for potential reimbursement.

Print Shop, Mail Room, and Courier services are still operating with modified hours and procedures to limit contact.

| 05 | Print, Mail, and Courier |

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Bond Issuance

Overview

Postponed — Bond issuance scheduled for March 26 postponed indefinitely

Postponement due to liquidity issues in credit markets — **Reason**

Next Steps
- Continue to work with our bond advisors (PFM;Q+B) to identify opportune time to reschedule the sale
- Regularly update finance committee as to current status

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Human Services

Fiscal

- 70% teleworking
- All reporting deadlines were met
- 15 contract documents completed using Adobe digital signatures
- 100% of invoices were paid timely

Economic Support Services

- 80% teleworking
- 6897 calls were answered in the last two weeks, down from 2019
- 2552 applications processed in the last two weeks, up from 2019

Workforce Solutions

- 70% teleworking
- Staff is contacting customers on a routine basis to advise on financial support, unemployment and job search
- Staff has been assisting with Meal on Wheel deliveries and reception coverage
- 228 visits and 312 calls last week

Veterans

- 100% teleworking
- 201 veterans were assisted last week

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Human Services Cont.

Detention – Population of 28 as of 03.30.20

- ACE Coordinators have started 20-minute visitations throughout the day via Skype or Facetime with families of youth in our facility.
- Juveniles are allowed free phone calls throughout the day from their approved contact list.
- ACE Coordinators set up daily visits with our mental health professional over an app called TEAMS to keep conversations confidential and to provide ongoing services.
- Triaging youth – Temperature/Questionnaire/Fever Protocol

Behavioral Health Services

- 75% teleworking
- Increase in emergency detentions (25%) and SAIL admissions (56%)
- Phone and virtual interactions when possible
- Medication monitoring, lab work, injections are all occurring as normal (face-to-face)
- APS is conducting investigations as needed

Youth & Family – 61 IA reports in the last two weeks, down 35% from February

- 95% teleworking
- One piece of protective equipment secured for each IA staff
- Authorized purchase to hold 4 shelter beds
- Virtual visits
- Triage general EOC concerns

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Impact Partner Survey and Resource Map

Impact Partner Survey

Survey COVID-19 impact on and needs of community partners and their customers in partnership with the City of Racine and United Way of Racine County.

Resource Map

Created 2-1-1 resource map including meals, childcare, medical care, utilities support, and other essential and emergency services.

Visit resource map at the Coronavirus Response Hub at racinecounty.com/coronavirus.

Click here for resource map

Public Health Updates

Public Health Goals/Objectives

- **Goal:**
  - To prevent and slow the spread of COVID-19 in the community

- **Objectives:**
  1. Conduct rapid and thorough investigation of all suspect, probable and confirmed cases of COVID-19 and contact tracing with isolation and quarantine of those who are symptomatic or exposed. Of note, almost 100% of our resources are being dedicated to this effort.
  2. Support high risk/vulnerable populations by ensuring long term care facilities and health care settings have the necessary PPE and infection control measures in place to care for residents while reducing the spread of illness.
  3. Disseminate public messaging on the importance of public health guidance, including staying home and practicing social distancing, e.g. Safer at Home.

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# Racine County COVID-19 Investigations as of 3/30/20

	CRCHD	CoRPHD	TOTAL
Confirmed Cases	15	9	24
Negative Cases	194	132	326
Pending	100	38	138
Contact Investigations	112	68	180

Current testing criteria due to limited capacity:

1. Asymptomatic should not be tested.
2. Testing not recommended for mild upper respiratory symptoms.
3. Testing recommended to make a diagnosis to inform clinical management and infection control, e.g. hospitalized patients, congregate settings, health care workers.

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Case Counts ≠ Disease Incidence

Weekly Count of Visits with Coronavirus-like Symptoms (Racine County Residents)
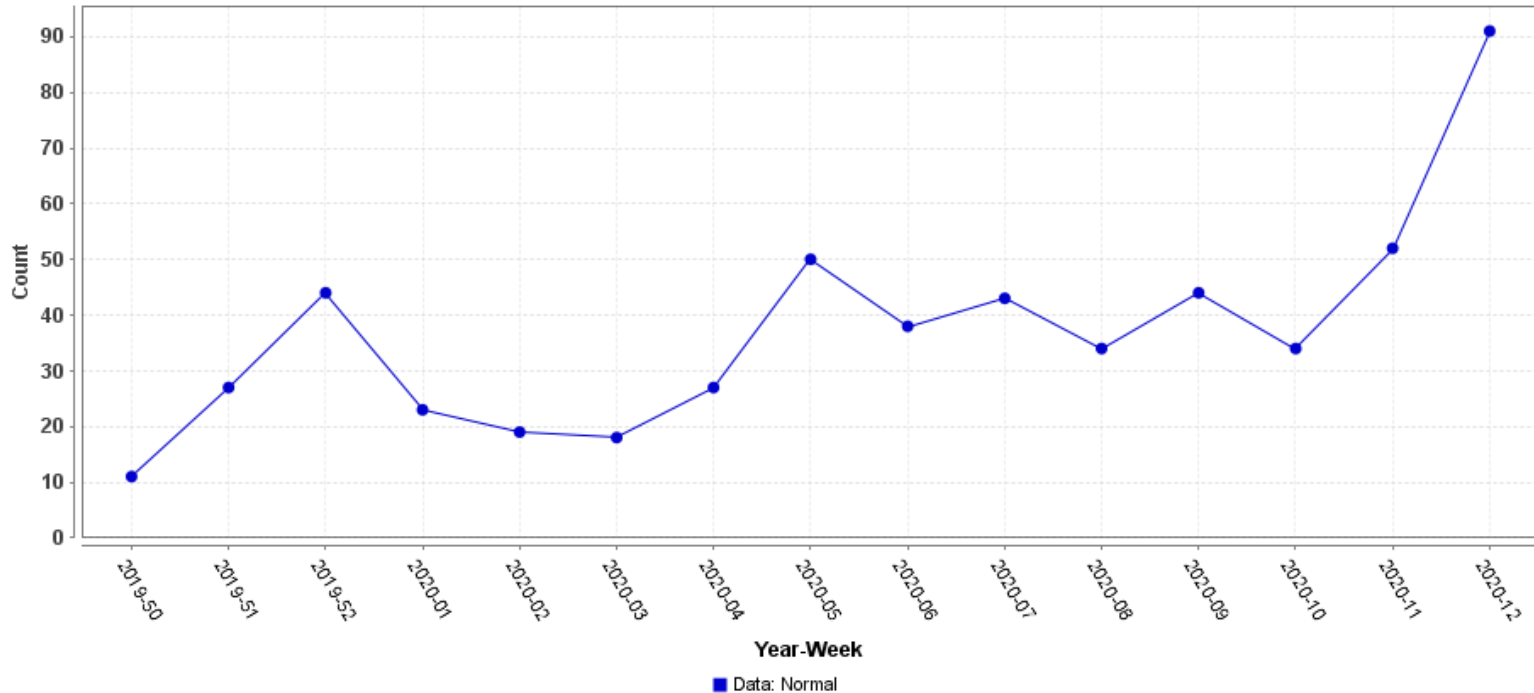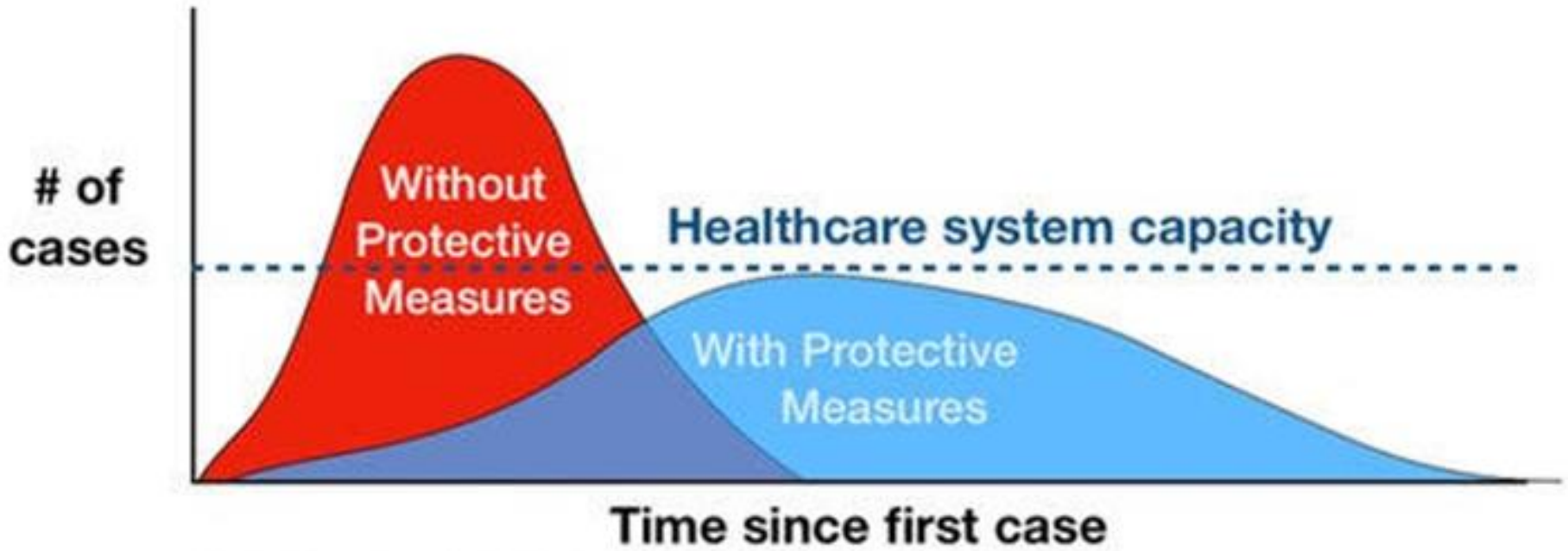
Source: National Syndromic Surveillance Program, Essense   Updated 12:58pm, 03/25/2020   Coronavirus-like Illness includes: Fever or Chills and (Cough or Shortness of Breath or Difficulty Breathing)

The number of tests kits and testing capacity currently available remains low. This chart shows hospital visits, an indicator of disease in the community.

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Heed "Safer at Home" Order
Slow the Rate of Disease and Flatten the Curve

Maintain Social Distancing

Practice Good Hygiene

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Stay Informed

- ➢ **Symptoms:** https://www.cdc.gov/coronavirus/2019-ncov/about/symptoms.html

- ➢ **Prevention and Treatment:** https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html

- ➢ **What to Do if You Feel Ill:** https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html

- ➢ **Travel Information:** https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html

Avoid social media and other unreliable sources for public-health information

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Mental Health & Self-Care

STAYING HEALTHY AND POSITIVE FROM HOME

REDUCE FINANCIAL STRESS
Make need-based alternative arrangements.

Provide your employer with a clear explanation of why you are away. Request alternative billing through your utility, cable, internet, and other providers. For additional resources, call 2-1-1; for unemployment support, contact 414-435-7069; for FMLA support, dial 1-866-487-2365.

TALK TO YOUR DOCTOR
Find new ways to connect with your doctor.

Ask your provider whether it's possible to schedule remote appointments via Skype or FaceTime for mental health, substance use, or physical health needs. The COVID-19 hotlines are 833-981-0711 (Ascension), 866-443-2584 (Advocate Aurora), and 414-805-2000 (Froedtert).

BE YOUR OWN ADVOCATE
Speak out about your needs.

Work with health officials to find out how you can arrange for groceries and toiletries to be delivered to your home as needed. Dial 2-1-1 for additional community resources or 262-833-8777 for the Aging and Disability Resource Center.

CONNECT WITH OTHERS
Use technology to stay connected.

Use phone, email, text, Skype, Facetime, and social media to connect with friends, family, and others. If approved by your health care provider, arrange for your friends and loved ones to bring you newspapers, movies, and books.

USE PRACTICAL WAYS TO COPE AND RELAX
Take time to relax everyday.

Relax your body often by doing things that work for you. Pace yourself between stressful activities. Talk about your experiences and feelings. Write down what you are grateful for in a journal. For the 24/7 crisis hotline, call 262-638-6741. For the national suicide prevention lifeline, call 1-800-273-8255.

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SOURCE: SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES ADMINISTRATION

Everyone
- Managing Stress/Anxiety

Families and Children
- Helping Children Cope with Emergencies
- Coping after a Disaster

First Responders
- Tips for Taking Care of Yourself
- First Responders and Disaster Responders Resource Portal

Resources on Coronavirus Response Hub

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