

COVID-19

A guide to Servicios de La Raza's available services and resources during the COVID-19 quarantine.



Servicios de La Raza
Services for the People

In light of COVID-19, we wanted to ensure our clients and community partners that we are still available and providing the following services. If you have any questions, our staff are available by e-mail and by phone during our regular hours of 8am - 5pm, Monday-Friday. We can be reached by phone at **303.458.5851** and by e-mail at info@serviciosdelaraza.org.

BES: BASIC EMERGENCY SERVICES

- Food bank remains open from 12pm-2pm on Wednesdays. Community can call to make an appointment.
- SNAP applications are being processed over the phone.
- Pending funding, we are planning a food delivery service to seniors.

For more info, email: juanitam@serviciosdelaraza.org

STATEWIDE SERVICES

- Familia Adelante Fort Collins and Aurora classes are being taught virtually.
- Colorado Springs Diabetes Prevention Program continues via Telehealth.
- Staff are maintaining constant communication with families, especially undocumented communities.
- Staff are partnering with agencies to deliver food.
- Staff are hosting an exercise and healthy eating social media challenge.

For more info, email: cindym@serviciosdelaraza.org

RE-ENTRY SERVICES

WAGEES - WORK & GAIN EDUCATION AND EMPLOYMENT SKILLS

- Case managers have been meeting with clients to give them their incentives, clothing, tools, shoes, etc. If clients have an urgent matter that requires an in person appointment, staff are complying and following social distancing procedures.
- WAGEES staff have been in contact with companies that provide vocational trainings to stay up-to-date on trainings and hiring.

For more info, email: itzelg@serviciosdelaraza.org or jenniferr@serviciosdelaraza.org

TJCC - TRANSITION FROM JAIL TO COMMUNITY COLLABORATIVE

Pre-release: all pre-release services are done electronically

- TJCC classes are continuing through "correspondence" courses with individual lesson plans sent by the instructor each week to DSD programs staff.
- Case managers are meeting with referred clients that will be released within 30 days, virtually over Skype.

Post-release: all post-release services are done electronically

- Individuals are calling TJCC's main office and being screened for the program. If an individual does not qualify, they are being referred out with resources. If they do qualify, they are being set up with an intake appointment with a case manager (via phone).
- Behavioral health – Telehealth appointments are ongoing for current clients. No new clients are being admitted into BH program until face-to-face sessions resume.
- Case Management & Vocational Assistance – Appointments and inquiries are being done over the phone.

For more info, email: nevamo@tjccdenver.org

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HEALTHCARE - HELP/VDS/ADAP

HELP - HEALTH ENROLLMENT, LITERACY, & PROMOTIONS

- HELP staff are enrolling people for health insurance over the phone during a **special enrollment period which began March 23rd and ends on April 3rd**.
- HELP staff have been receiving referrals for Connect for Health Colorado.

Appointments can be made at serviciosdelaraza.org/help

For more info, email: hildag@serviciosdelaraza.org or call **303.953.5940**

VDS - VENTANILLA DE SALUD (Windows to Health)

- VDS is working remotely with constant communication with the Mexican Consulate and a VDS staff member is active as the spokesperson with Spanish local radio and television programs regarding COVID-19 messaging.
- Dental services are currently closed and scheduled to reopen April 21st.

For more information, email: ricardog@serviciosdelaraza.org

ADAP - HIV Medication Assistance Program

- All possible Health Access Program services are being conducted over the phone or via email.
- ADAP Enrollment and eligibility assistance (recertification) Annual HIAP updates

For more info, email: jehimyp@serviciosdelaraza.org

VICTIM SERVICES

- The VISTAS (Victims in Safe Transition & Self-Sufficiency) Program staff are doing new intakes via phone and video call
- Legal victim advocacy is available via phone and video calls. This includes divorce, child custody, protection orders, follow-up services for divorce and child custody cases, referrals and translations.
- Connecting clients to essential services
- Victim compensation applications
- Victim impact statements
- Rescheduling mediation and initial status conferences
- Participating in conference calls between court and clients
- Protection order support
- Preparation
- Court accompaniment
- Translations/Interpretation
- Daily reviewing of the Colorado Judicial Branch website to identify status of Judicial Districts

For more info, email: silviag@serviciosdelaraza.org or call **720.592.5348**

LA RAZA YOUTH LEADERSHIP PROGRAM

- The La Raza Youth Leadership is continuing to offer a Saturday program session via Zoom meetings.
- The La Raza Youth Leadership Program is staying in communication with students and their families for mental health and essential service needs and connecting them to resources.
- Communicating with presenters to strategize remote Zoom sessions starting April 4, 2020.

For more info, email: jennys@serviciosdelaraza.org or call **720.592.5146**

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BEHAVIORAL HEALTH

Therapeutic Services: The Behavioral Health Department at Servicios de La Raza has moved to Telehealth services in response to COVID19.

- Staff and interns are not providing face-to-face services until further notice, instead providing services from their homes in secure locations via Telehealth utilizing phone calls and/or VSee video conferencing.
- No new clients are being admitted into BH program until face-to-face sessions resume.
- DUI mandated groups are facilitated via VSee and teleconference.
- Staff continue to hold a weekly team meeting to discuss program efforts, barriers and successes.
- Program inquiry calls are returned within 24 hours and individuals interested are added to waitlist.

Communication:

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- Program inquiry calls are returned within 24 hours and individuals interested are added to waitlist.

For more info, email: anav@serviciosdelaraza.org

EMPLOYMENT GROWTH PROGRAM

- Program staff is working with existing client and referrals from other programs such as mental health and community re-entry.
- Staff is attending virtual job fairs and seeking out postings and trainings
- Assisting clients via phone to update and build resumes and provide support through online applications.

For more info, email: [lizbethc@serviciosdelaraza.org](mailto:lizabethc@serviciosdelaraza.org)

HIV & STI SERVICES

The following medical case management services will be conducted via phone sessions:

- Financial Assistance Requests
- Annual Eligibility and Service Eligibility Updates
- HOPWA Housing Requests
- Program Intakes for Newly Diagnosed Patients Only
- Referrals to Partners and Other Community Resources

Transportation assistance will be mailed to clients upon request.

All support groups are postponed.

Servicios is not administering STI testing at this time. Please visit www.hivtest.org and <https://www.facebook.com/testcolorado> to find a testing site near you. Request a home HIV test at <https://is.gd/denverhometest>.

For more information, email: jalenes@serviciosdelaraza.org

SOR - STATE OPIOID RESPONSE

- Staff are staying in contact with Medication-Assisted Treatment centers daily to ensure they are taking clients.
- Taking calls for incoming clients.
- Making referrals for treatment as needed.
- Staff are providing virtual community outreach and engagement.

For more info, email: lisas@serviciosdelaraza.org or johnd@serviciosdelaraza.org or call **303.953.5922**

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CENSUS 2020

We are continuing our efforts with the 2020 Census, reaching hard-to-count communities. These efforts include:

- Utilizing previously collected information to remind community members how to take the Census and why it is important.
- Social media and e-mail campaigns
- Text and phonebanking campaigns
- Providing materials to supporters and collaborators in multiple languages

PHONE BANKING FOR COMMUNITY SUPPORT

Servicios staff will be working with elected officials representing Denver, including Councilwoman Jamie Torres and Council Aide Ben Chavez, to organize a massive city-wide phonebank to community members in need. We are hoping to call over 40,000 older Denver residents to help folks find local food assistance, transportation, medication access, financial support, job opportunities, and hope during a time of isolation.