COVID Response

Working to keep Summit County Intact

The economic effects of COVID have affected two-thirds of Summit County's workforce. People are struggling to afford the high cost of living as hours and jobs in the tourism industry have been cut. FIRC is providing the basic needs of food, housing and clothing assistance along with access to mental health and medical care. The following reports give you a glimpse of how our nonprofit has responded to the changing needs of our community and what we are doing to keep Summit County intact.

Donate to FIRC

hope
COVID RESPONSE: COMPARISON OF STAGES
Strong Families.
Strong Community.
FIRC Family & Intercultural Resource Center

FIRC Comparison Report

Donors have allowed us to respond to the historic demands during the Safe at Home and Safer at Home restrictions of COVID. Learn more about how our programs have responded in the Comparison Report. item

FIRC Comparison Report

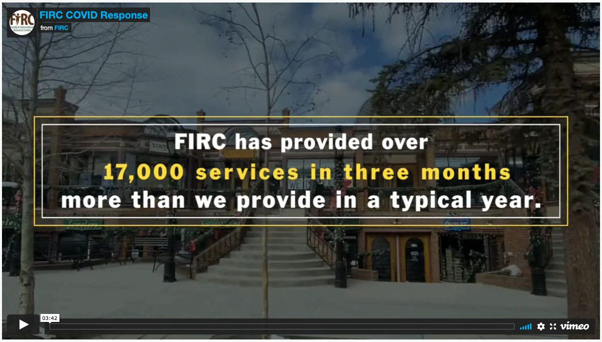
Over 17,000 services in 3 months

The following report explains the FIRC's response to the Safe at Home restriction when most businesses and short-term rentals were closed due to the onset of COVID-19.

FIRC Family & Intercultural Resource Center
FIRC COVID RESPONSE

Strong Families. Strong Community

March 13-June 15, 2020 | the power of FIRC



FIRC has provided over **17,000 services in three months** more than we provide in a typical year.

WE ARE HERE FOR YOU

As the impacts of this pandemic become more dire, it is clear that FIRC is the safety net for Summit County. Two-thirds of the workforce were financially impacted when the tourism and restaurant industries came to a halt on March 14. Maintaining basic needs and supporting mental health has become the main focus of FIRC's programs. Food, rent assistance, connection to healthcare and mental health resources and parenting support are the services we are providing for our community. We are doing everything we can to keep families strong and our community intact.

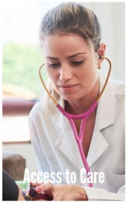
> "I had a 10 day eviction notice and was facing homelessness. I've never been in this position before. I was so grateful when my landlord said he received a rent check from FIRC and he was waiving my late fee. I'm grateful from the depths of my heart."

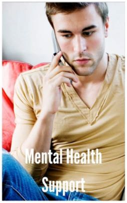
- Rent Assistance Client

OUR PROGRAMS

Supportive Services

Parenting Support





FIRC has always taken pride in offering a variety of services and supports under one roof. This pandemic has allowed FIRC to be a leader in response and support to the community because of this holistic approach. People are coming to us for access to basic needs, but from there we are able to connect them to mental health support, health insurance enrollment and resources for accessing government programs.

March 13-June 15, 2020

FIRC services in 12 weeks of COVID-19 response

800 to 7,000

FIRC WENT FROM PROVIDING 800 SERVICES IN A NORMAL MONTH TO 7,000

3,000

PEOPLE COMPOSED OF 1,054 HOUSEHOLDS WERE HELPED WITH RENTAL RELIEF

1,270

WE ARE SEEING AN AVERAGE OF 1,270 HOUSEHOLDS MONTHLY USING OUR FOOD PANTRY OVER THE LAST 3 MONTHS, COMPARED TO 240 HOUSEHOLDS A MONTH DURING NORMAL TIMES. WE ARE HANDING OUT 10,000 LBS. OF FOOD A WEEK.

20,000

ESTIMATE OF ADULTS AND CHILDREN IN SUMMIT COUNTY AFFECTED BY INCOME LOSS DUE TO COVID-19 RESPONSE

FIRC

44

STAFF MEMBERS WORKING TO PROVIDE FIRC'S SERVICES TO THE COMMUNITY. WE'VE ADDED 8 POSITIONS TO HELP WITH NEW DEMAND.

+726%

PEOPLE ARE RELYING ON FIRC FOR UP TO DATE AND RELIABLE INFORMATION. THE FOLLOWERS ON FIRC'S FACEBOOK PAGE IS UP TO 2,300 AND WEBSITE VISITS ARE UP 272% WITH 6,000 VISITS.

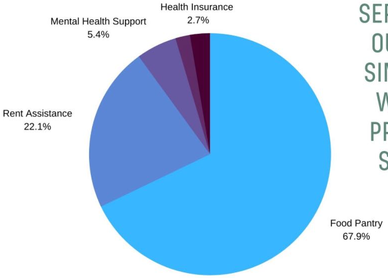
1,107

MENTAL HEALTH AND HEALTH INSURANCE SUPPORT SERVICES PROVIDED

workforce

In Summit County 70% of the workforce is tied to the tourism industry. It is estimated that 2 out of 3 workers were financially affected by COVID.

Only 1 out of 5 qualified or applied for unemployment.



FIRC HAS PROVIDED OVER 17,000 SERVICES ACROSS OUR PROGRAMS SINCE MARCH 13. WE NORMALLY PROVIDE 14,000 SERVICES IN A YEAR.

FOOD ASSISTANCE

Food Assistance Need:

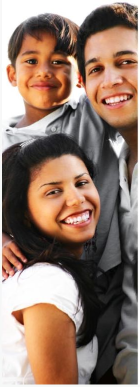
- FIRC typically serves 60-80 families a week and now we are serving 60-80 families EACH DAY. This totals assistance for 1,150+ people through our food pantry in a week.

How FIRC Responded:

- We went from one staff member to a team of 5 plus an average of 125 volunteer hours each week to operate the new food pantry drive thru at the Breckenridge and Silverthorne Food Pantry locations.
- Thanks to Summit School District, we are using the Middle School as a Distribution Center so our staff and volunteers can social distance while bagging up food.
- We are now offering food services 5 days a week and have partnered with the towns to implement drive thru/walk thru Weekend Food Boxes
- We have organized the Summit County Food Response Group, which is a collaborative of 15+ organizations that are working together to process donations, refrigerate produce, streamline deliveries and improve systems.

> "Thank you for all of your support. What you do for this community is incredible."
>
> **- Food Pantry Client**

> "I can't thank you enough for all your support. Sending you a huge hug with all my heart."
>
> **- Rent Assistance Client**



SUPPORTIVE SERVICES

Need for Rent Assistance:

- While some homeowners are being offered forbearance options on their mortgages, renters do not have the same types of financial supports. Thank you to the Towns of Breckenridge, Silverthorne and Frisco for donating a total of $1,000,000 for FIRC to administer rental assistance to people living or working in Summit County.
- FIRC has helped over 1,050 households with rental relief, which totaled over 3,000 people. The average rent assistance check was $917.

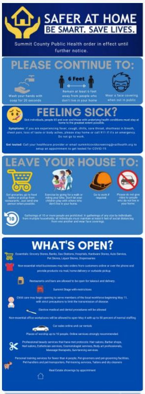
How FIRC responded:

- Our normal rent assistance program helps around 20 people during a normal month. In order to manage the urgency and demand, FIRC hired 6 new response coordinators and shifted 16 employees over to the Supportive Services team to assist clients and advocate for discounts with landlords.
- After we work through the money provided by the towns, our most vulnerable families will get priority for rent assistance moving forward.

> "The towns selected FIRC to distribute the rental relief funds because they know our strength is connecting people to resources. When people call for rent assistance, we are not just giving them a check. We are advocating on their behalf, working with landlords and connecting them to other services that can help with their stability."

-Brianne Snow, FIRC Executive Director

FIRC Rent Assistance COVID-19 Response
from FIRC
01:18
vimeo


SAFER AT HOME
BE SMART. SAVE LIVES.
Summit County Public Health order in effect until further notice.
PLEASE CONTINUE TO:
6 Feet
FEELING SICK?
LEAVE YOUR HOUSE TO:
WHAT'S OPEN?

COMMUNITY OUTREACH & EDUCATION

Need for COVID related information:

- There have been so many changing details related to the COVID pandemic and as a resource center, FIRC made it a priority to offer easy to understand and culturally relevant information available in English and Spanish.

How FIRC responded:

- COVID resource pages were created including information about Public Health orders, financial, parenting, health insurance and mental health supports. Videos made by staff and important updates were used on FIRC's English and Spanish Facebook pages to get the word out. Facebook traffic is up by 720%.
- FIRC used our strong relationships with the Latino community for outreach and education around public health and safety measures.
- We have staff members walking the food pantry lines to answer questions and hand out flyers.
- FIRC's website has seen 11,000 visitors since March 13, up 270%.
- FIRC worked with an equity team and identified experts in the community to lead weekly Facebook live events in Spanish, which have had over 8,000 views.

> "Thank you for providing accurate and easy to understand information. It's so helpful."
>
> -Facebook comment

> "Thank you for this information. It is so hard to get good information in Spanish. I appreciate you bringing these important topics to us from people we trust."
>
> -Facebook comment

healthcare

disparities

While Latinx residents make up an estimated 15% of the local population, they account for 61% of positive COVID-19 cases.

Overcrowded housing and front line jobs are risk factors for COVID, while lack of health insurance and paid sick leave also leads to poorer health outcomes.

ACCESS TO HEALTHCARE

Need for Health Insurance Support:

- Many people lost their jobs or income in response to the pandemic, which now qualifies them for lower health insurance premiums or Medicaid. Many have also lost their employer sponsored insurance which opened up a special enrollment period on the marketplace.

- We are enrolling people to government programs like TANF and SNAP to help with the government agency demand.

How FIRC is responding:

- FIRC's Health Navigators have transformed their operation to adapt to online protocols so they are able to take virtual appointments and enroll people in health insurance plans, food assistance and cash assistance programs.

- We are working with clients to help them submit their new income to lower their premiums, enroll in Medicaid or explore their health insurance options on the marketplace.

- We have created a task force between 6 agencies (we have partnered with Public Health to develop a financial assistance program to help improve access to medical equipment and prescriptions to those who can no longer afford them.

> "I spent 4 days this week trying to get enrolled in an health insurance plan through Connect for Health Colorado. I had several road blocks along the way, but Kelly was patient enough to help guide me through. She kept a positive and helpful attitude the whole time, even when I was ready to just throw my hands up. I wouldn't have health insurance without her."
>
> -Access to Care Client

ACCESS TO MENTAL HEALTH SUPPORT

Need for Mental Health Support:
The combination of financial stress, isolation and the anxiety this pandemic is causing is resulting in an increased need for mental health support. COVID and its residual effects have taken a toll on our client's mental health. Almost everyone we are talking to is struggling with financials related to the unexpected loss of income or the lack of social connections.

How FIRC is responding:

- FIRC's Mental Health Navigators are connecting new and existing clients to therapists and support groups to help people through these challenging times.
- We have increased our peer-to-peer support through the ALMA program for Latinas.

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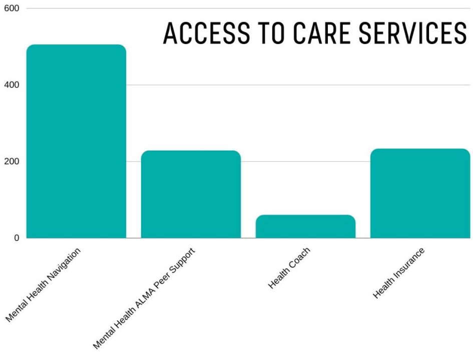
- We are creating virtual support groups to reduce isolation.



ACCESS TO CARE SERVICES

> "Thank you for checking up on me! Some days are really good and some days just feel weird. I'm sure 99.9% of the population is going through the same waves of emotions and feelings right now. Weird time but I appreciate you being there through this.”"
>
> **- Mental Health Navigation**

FIRC
FIRC's Mental Health Navigators are here for you
from FIRC
01:32
vimeo

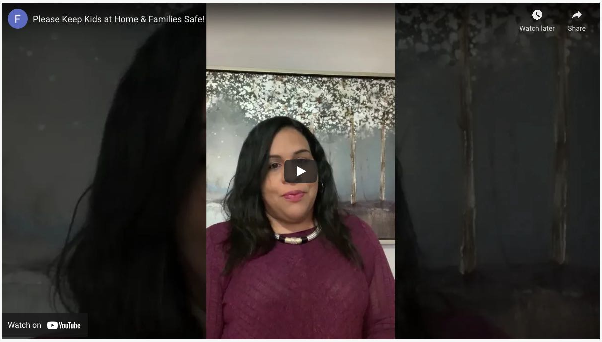
PARENTING SUPPORT

The Need:

- We know that when families are struggling to meet their basic needs, it can be hard to focus on parenting.
- Families need connection to reliable information and available resources.

How FIRC is Responding:

- FIRC's Parent Educators have provided over 270 virtual home visits to connect families with resources such as rent assistance, food resources and economic supports to help them through this challenging time.
- We are offering events like Bilingual Story Time and other events online.
- We are sending out a weekly parenting tip text message to nearly 300 people.

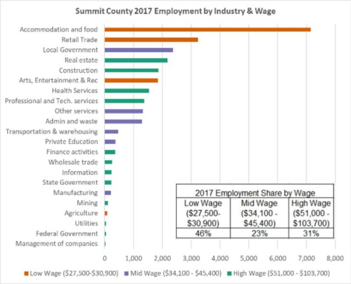


RESPONDING TO COMMUNTY NEED

There were four key reasons FIRC was able to immediately pivot from family services to crisis management:

- Our employees' care and commitment to this community and volunteers ready to help.
- Ensuring access to basic needs is at the core of our work.
- FIRC was in a financially stable place so we could divert general operating funds back into the community.
- Immediate financial support from Summit County Government, towns, The Summit Foundation and donors.

DEMOGRAPHICS: SUMMIT COUNTY WORKFORCE



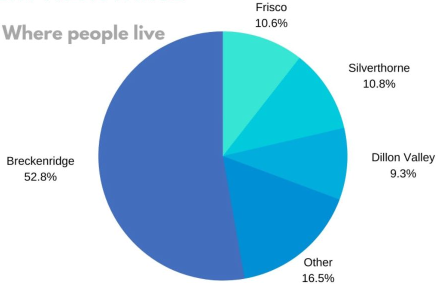
2017 Employment Share by Wage		
Low Wage ($27,500-$30,900)	Mid Wage ($34,100 - $45,400)	High Wage ($51,000 - $103,700)
46%	23%	31%

ECONOMIC IMPACTS

Our community struggles with the high cost of living and low wages. The average annual payroll per job is $29,000 and the annual wage is a $41,236 (because most people work 2-3 jobs) - making it difficult to afford all basic needs, let alone save for emergencies.

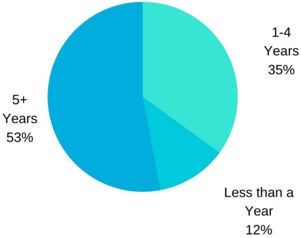
DEMOGRAPHICS OF PEOPLE APPLYING FOR RENT ASSISTANCE

Where people live



DEMOGRAPHICS OF PEOPLE APPLYING FOR RENT ASSISTANCE

How long they have lived in Summit County



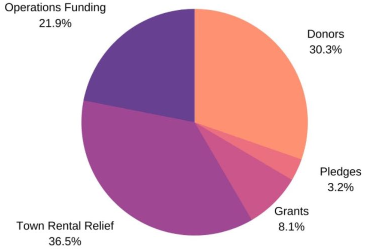
MAKING UP FOR LOST INCOME

Without thrift store revenue, altered fundraisers and state funding cuts, FIRC is facing a $1 million dollar general operations revenue gap.

FINANCIALS

March 13-June 15, 2020

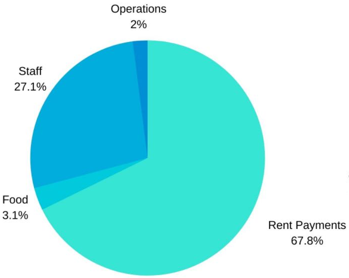
Income for COVID Response $2.8 Million



FINANCIALS

Expenses: $1.5 million

March 13-June 16, 2020



-We received $50,000 in in-kind food donations when restaurants and resorts closed.

-We started sending out rental relief checks the week of March 30

> “I just spent a large part of my day checking in with my employees and I cannot tell you how appreciative they are for your rent assistance program. Thank you for the incredibly hard work you are doing to fulfill the need out there.“
>
> -Local Restaurant Owner

DONOR SUPPORT

FIRC is so grateful for the donors and funders that have been able to contribute during this crisis.

- Individual donors have raised over $815,000, which is going towards rent assistance and resource coordination.

- 85% of money from the Town of Breckenridge, Frisco and Silverthorne will be spent on rent checks, the remaining 15% is going towards keeping FIRC's staff employed.
- Summit County Government has made a $600,000 contribution so FIRC can keep its doors open through the upcoming months. More than ever we are seeing the impact of our services, and the county wanted to make sure our operations could continue over the next several months.
- The Summit Foundation raised $570,000+ for the Summit County Cares fund, which we can access to purchase food and medicine.

> "Any gift, regardless of the numeration, will benefit our community on every level, including for those who could have never foreseen themselves in this situation. These days are eerily reminiscent of the shoulder seasons of the past, when a large portion of the county's businesses would shutter for weeks or months, however this storm had no warning or knows no passing. At this time, we can come together and share the unity and love once again, for one day soon, this bold and diverse community will be as vibrant as it has ever been."
>
> -Amanda and Dave Repsher, Donors

DONOR SUPPORT

The economic impacts of COVID on Summit County's workforce is going to last months.

The more money we raise, the more people we can help. We know this COVID crisis is going to continue for several months. While some people are going back to work, it is with limited hours. Many have fallen behind with payments and still facing the uncertainty of getting sick from the virus.

We are starting to see cuts from the state and other funders, but we are also serving more people than ever. We are going to rely on donor support more than ever to allow us to continue our community response of food, housing, parenting and access to care over the next few months. Donations will be used to support these efforts during this time of crisis.

Thank you.

FIRC Family & Intercultural Resource Center

Donation

$25 | $50 | $75 | $100 | $250 | $500

$1,000 | Other

Designation

Designation: General Operating

Recurring Gift

☐ **Make this a monthly gift**

Leave a comment (optional): optional

Billing Address

Name: first name | last name

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Phone:

Country: United States

Address:

City:

State & zip: state | zip

☐ **I would like this gift to remain anonymous**

Payment details

Payment Processed by Blackbaud

Cardholder name:

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Expiration: month | year **CSC:** ?

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P.O. Box 1636 Silverthorne, CO 80498

Shae Loomis 270-293-6582

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