



***WA Pandemic After Action Review
Task Force Meeting #6
July 28, 2022***

Our Agenda for Today



- Welcome & Announcements
- Presentation: **COVID Response Impacts on Hospitality Industry**
 - Samantha Louderback, Washington Hospitality Association
- Q&A/Discussion
- Panel Presentation **A: COVID Response Impacts on CBOs/Non-Profits**

BREAK

- Panel Presentation **B: COVID Response Impacts on CBOs/Non-Profits**
- Q&A/Discussion
- August Preview & Closing

Announcements/Reminders

- Equity Discussion Group will be meeting on August 4th
- Additional equity work is being designed including up to seven convenings of community leaders and other community-based organizations/groups to identify lessons being learned and recommendations for the state regarding future disaster responses
- We have two interpreters joining us today to assist some of our deaf participants. Please try to be mindful of speaking slowly.



Key Prompts for Today's Presentations



1. *How were your organizations able to respond throughout the pandemic? What key lessons were learned? What important partnerships formed?*
2. *What key recommendations do you have for the state?*

Samantha Louderback



- Covid response impact: Our Washington hospitality industry

Hospitality Q&A/Discussion Points

- **Kevin Baker:** I'm wondering if you have data (surrounding BIPOC and women-owned businesses) disaggregated. When we say "BIPOC and women," it's very broad.
 - **Samantha Louderback:** I don't have this today. I'll check with my team.
- **Nari Heshmati:** Do you feel the hospitality industry is better prepared?
 - **Samantha Louderback:** We are better prepared. It depends on the situation. Decisions were made that were out of our control.
- **Darcy Jaffe:** Restaurants and hotels were supposed to check vaccine cards. Is there a process to make this easier?
 - **Samantha Louderback:** Front-of-house staff were enforcing these rules. There are opportunities for technology to remove this burden.
- **Kevin Harris:** Do you have specific recommendations for the state or other parties?
 - **Samantha Louderback:** We've all had lessons learned. I hope our partners will consider these lessons.
- **Kevin Harris:** What types of recommendations would you like to see in the report?
 - **Samantha Louderback:** Having a system that attempts to make things (information) equitable in all counties. Some counties don't have the resources or abilities to get information out. Having a written plan is important.

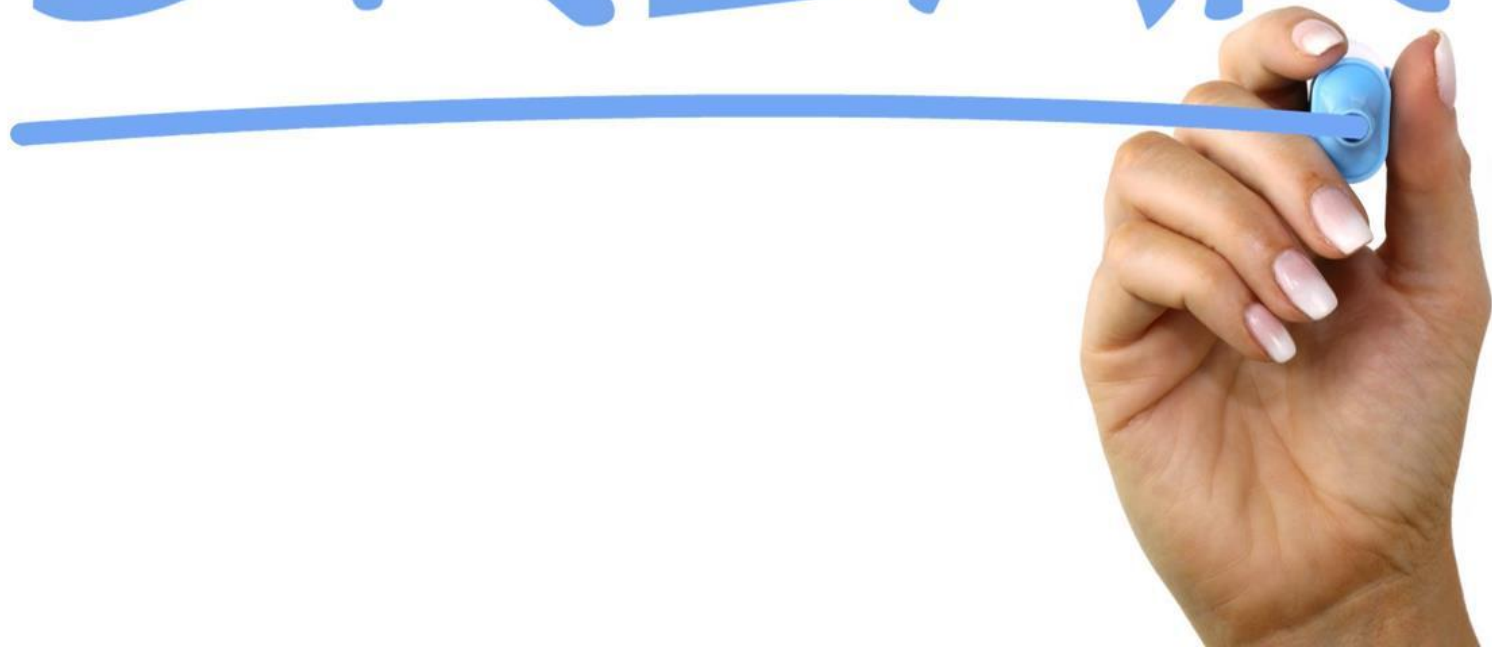
COVID Impact on CBOs and Non-Profits

Panel A:

- Ariele Belo & Lindsey Klarman/Hearing, Speech & Deaf Center
- Angie Hinojos/Centro Cultural Mexicano
- Faatima Lawrence/Catholic Community Services of Western WA
- Stacy Dym/The ARC of WA State



BREAK



COVID Impact on CBOs and Non-Profits

Panel B:

- Joseph Seia/Pacific Islander Community Association of WA
- Dr. Janice Greene/NAACP Snohomish County (Women's Business Enterprise Council)
- Rich Robinson/Homage Senior Services
- Aaron Czyzewski/Food Lifeline



CBO/Non-Profit Q&A/Discussion Points

- **Aaron Czyzewski:** The state produces agriculture in abundance. In the early stages of the pandemic, we relied on slow federal assistance. We should have access to fresh, local produce. We should invest in ourselves.
- **Nari Heshmati:** There are similarities between different groups. There are also unique challenges. We handled healthcare through public-private partnerships. We should expand these partnerships.
- **Alison Eisinger:** Tremendous work was done to respond to sheltered people. Almost nothing was done to respond to the thousands of unsheltered people. We were unable to receive assistance from the National Guard. Specifically, we requested assistance to expand safe shelter capacity. How can the state be more responsive to emergency requests from networks that are insufficiently resourced?
- **Angie Hinojos:** For partnerships to work, we need trust and respect. Nonprofits are asked to share data and information, but the process isn't reciprocal. We never stopped working directly with communities. We could see trends that weren't being discussed. If more respect was paid to people working directly with communities, there could have been earlier solutions and direct impacts.
- **Joseph Seia:** Before the pandemic, our food systems had already been hijacked by white food banks. Communities face a paternalistic experience at food banks. White food is pushed on Black and Brown communities. What does it mean for food distributors to listen to these communities? Family and household sizes should be considered. I'm grateful for Food Lifeline and Northwest Harvest. These organizations moved beyond white Christian saviorism and asked for input from Black and Brown people. We should encourage BIPOC communities to think about farming. It's healing for these communities to reconnect with food sources. We can't give bad food without expecting people to spend their paychecks on food they can actually eat.
- **Nomi Peaks:** Have the panelists identified any pharmaceutical care challenges?

CBO/Non-Profit Q&A/Discussion Points

- **Ariele Belo:** Pharmacies are still online. Many people don't have access to a laptop or computer. If websites are not mobile friendly, people can't order prescriptions online. We should make sure that websites are mobile friendly.
- **Winona Hollins-Hauge:** I'm excited about the nuances we've heard from today's panel. I would like to thank Dr. Janice Greene from the NAACP. I'm a member of the NAACP and the niece of Jacquie Jones Walsh. We have a responsibility to ensure our communities are at the table earlier, rather than later. We were an afterthought during the pandemic. We're going to hold you accountable. I want to see you talk about data. What can we use the next time something like this happens? The pandemic only pulled off the band-aid; the wound was already gaping. The pandemic revealed the soreness in our communities. I want to thank the panelists for being honest. I hope people are listening with the intention of doing something. I received an award from the American Baptist Women's Foundation for the work we did with church communities. We gave away "educated, motivated, vaccinated" shirts. We vaccinated over 5,000 people. We started a phone line for people to call in. Nobody funded us; we did these things on our own. On Tuesdays and Thursdays, people could receive healthy food from the church. We received food from Food Lifeline and other organizations. We need real food in high quantities.
- **Janice Greene:** BIPOC communities had to come together. We partnered with others and formed coalitions. This benefitted all of us. The state should rely on our wisdom and lived experiences. It's time for the state to stop telling us what we need. Foundations have learned to trust our judgement. We have made positive impacts in education and healthcare. When the state sends funding, it doesn't trickle down. The state isn't held accountable for that. Municipalities should be held accountable.

CBO/Non-Profit Q&A/Discussion Points

- **Angie Hinojos:** Communities of color came together because we had to. There was a point where we said, “Help is not coming.” We started organizing statewide. We offered our networks to the state, but the state didn’t want to engage. Our networks were already doing incredible work. When we talk about this work, where is the funding coming from? Panelists are not representative of the communities that the funding is meant to serve. If I have a culturally-specific idea, panelists might not understand that idea. When grants are reimbursable, organizations are excluded. When are state agencies going to tell us who they’re serving with grants? We don’t know if grants are being spread out. Example: Poor outreach in Spanish. There needs to be transparency. Where is the funding going? The funding didn’t do its job.
- **Joseph Seia:** BIPOC communities were neglected by the state (people who are paid to resource us). We experienced paternalism around funding. We were expected to perform for funding, which should have been given without question. Contract monitors are white supremacists who are gatekeeping resources from our communities. BIPOC communities are doing more work than everyone else to prove that we need resources. We are not taking state funding that is reimbursable; we need 50% up front. Otherwise, it’s indentured servitude. Money is attached to white paternalism. We have to work for the same money that is handed to other communities. This is an inhumane process. I will credit the DOH, because the DOH went through a third party that removed some paternalism. Pacific Islanders have experienced high rates of housing insecurity. It’s hard to access services. When you think about housing insecurity, you need resources and support networks. Our people will not access resources in downtown Seattle.

CBO/Non-Profit Q&A/Discussion Points

- **Kevin Baker:** I appreciate what's been said around cultural responsiveness. We see READEI-B work as outside of ourselves. People aren't ready to do personal work. When people say, "our society," they are talking about white society and not the multicultural society that we live in. There are multiple worldviews and ways of living that we have to raise up. We have worked in systems of competition, instead of systems of interdependence. We have to personalize the work around READEI-B. Nothing changes unless we change ourselves.
- **Winona Hollins-Hauge:** I want to make sure there is transparency. I don't see negative comments about the state being captured in real time. The trickle down of federal funding. The lack of coverage for the homeless. The DOH did come through. The DOH was able to feature real people from our communities. We have to develop the technology piece. We have to get resources to our communities ahead of time.
- **Janice Greene:** The state should look at organizations such as Modern Family Solutions. These organizations are doing beneficial things for BIPOC communities. I'm not sure if the state funds these organizations. <https://www.modestfamilysolutions.org/>

Thank You...

...for learning and sharing with us today.

- Future Meetings: Fourth Thursday of each month
- Next Meeting: **August 25th** 9:00 AM to 12:00 PM

Link to AAR Website: <https://mil.wa.gov/pandemic-after-action-report-task-force>

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