

HARVESTED INFORMATION FROM AIRS DATABASE CURATORS FORUM

The following are posted comments from database curators during a recent AIRS webinar on ideas, processes and procedures to help best serve communities during the COVID-19 health crisis. They are listed in no particular order but some of these will probably resonate with all other database curators!

- We're starting this project with some interns. doing online research and looking at agencies' websites and social media to determine their operations
- In Texas, we use iCarol and have a required question on our call form, Disaster Yes/No and COVID-19 has been added to the dropdown
- We are using some volunteers from the New Orleans libraries research department
- We've had interns and United Way staff that no longer have much work do some research on agency updates (on websites and official facebook pages). We use a Google spreadsheet so Database Curators can update the database in real time
- In Arizona, we pulled in resource staff from another project that have been incredibly helpful
- We have a record that groups information so we can track the referral for INFORMATION. We then direct the I&R worker to go to specific agencies to indicate the referral when it is appropriate
- We set up a record for 211 Eastern Oklahoma Disaster - then we build sites that are labeled as the disaster - I.e. COVID-19 - with all the disaster related taxonomy terms: Disaster Response Services, etc

- I've created a "New Agency Verification Checklist" to have management approve (sign off on) before new agencies are added to our database
- We have a dummy record for temporary services
- We put those resources in our disaster record only - we do not build an agency
- Management and Supervision policies and practices (how to support, measure success and coach when you aren't place based any more) – including how your policies and practices in this area may have shifted in response to the Covid-19 situation
- At NYC WELL, we have been utilizing temp messages to great extent for either program specific or agency wide announcements. We also took influence from a recent AIRS email and created a digital bulletin board for counselor reference to reflect changes in high profile, high utilization resources. Our inclusion is primarily behavioral health
- We're putting special notices in Intake fields with beginning and ending asterisks which we don't use elsewhere in the database so we can run a report later to catch the changes. We're changing it in a block in the description fields
- We focused on the top 10 calls we've been getting ... so food pantries, diapers, utilities assistance etc|
- For ours, we are adding a note advising of updated new hours while keeping prior information and moving email record changes into a folder to know which ones to go back and change while also adding an update that adds a reminder to check back on these on 03/01 (using the annual update to pull spreadsheet.) This keeps from doubling work or hand typing in a spreadsheet

- We are using pop up temp messages with the changes because I'm only one person, trying to keep every record updated. When we answer calls for other areas, the pop ups that they have used are very helpful for the programs that we are not familiar with
- Suggesting that individuals call first is very important for those agencies that perhaps haven't notified the curators of changes
- We are not changing the hours field in icarol, just putting a message in program description about hours and chgs to services
- I'm using activity types to label Emergency closings and updates in ReferNET; and using a Organizations affected by COVID-19 spreadsheet