

DEPARTMENT OF INDIAN WORK

COVID HOTLINE EVALUATION HIGHLIGHTS



Department of Indian Work – Interfaith Action (DIW) coordinates the American Indian COVID-19 hotline in partnership with Saint Paul Indians in Action and with funding from the Minnesota Department of Health. DIW partnered with Wilder Research from November 2020 – June 2021 to gather information about what American Indians in the Twin Cities are looking for from a hotline like this and why it is beneficial for the Twin Cities American Indian community.

108 TOTAL CALLERS

contacted DIW through the hotline



73 had their needs met by the end of the call



17 were personally referred by DIW to another organization



11 were scheduled for a personal follow-up from DIW



Most often, callers got in touch with DIW because they wanted more information about how to meet their needs and achieve their goals related to:

 **Healthcare**

 **Food**

 **Housing**

 **Employment**

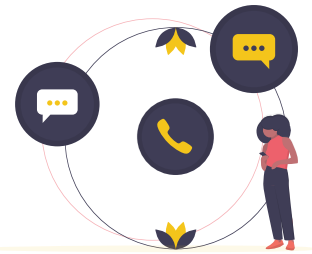


DIW has promoted the hotline through word of mouth connections in the American Indian community and through advertising the hotline on various radio stations with high American Indian listenership. Hotline staff people noted that numerous callers have commented that they're grateful to speak to a "real person" when they call the hotline (rather than a recorded triage system).

“ I get calls where people are like, ‘Hey, I heard you on the radio, is this real?’ And then after we helped them they said, ‘Thank you so much, it’s great that this exists.’ ”
– DIW COVID hotline staff person

“ I answered the phone and the mom said, ‘Hello? You’re a real person?’ Then she screamed to her husband that there’s a real person on the phone. I was able to get them appointments [to get tested for COVID-19]...They were comfortable coming to us because we’re Native—and just being able to call one line, get them their appointment, and then get their kid in a car and not think about anything else. That’s the purpose of this line—to have connections to all these resources and be able to connect people directly to them. The call gave them some sense of control and comfort. ”
– DIW COVID hotline staff person

DIW'S APPROACH TO COORDINATING THE HOTLINE IS PERSON-CENTERED AND HONORS AMERICAN INDIAN LIFEWAYS.



In addition to providing information and making referrals, the DIW COVID hotline also serves to connect callers to supports housed within DIW, such as their food shelf and clothing closet.

“ There was a grandma who called in—an elder—who was really concerned for herself but mainly for her daughter because they had COVID. I heard back from them—they got so much food delivered to their house because they had four kids. That’s why they were freaked out—not being able to get groceries for their kids while they were self-isolating. DIW delivers food to people—we were able to drop it off. To hear the caller’s voice at the beginning when they first called and then at the end of the call like, ‘Oh, this is really happening? I will have food delivered to me?’ Once they knew we were here to help them for real—their voice changed, they weren’t freaked out anymore. ” – DIW COVID hotline staff person