



FOR IMMEDIATE RELEASE

DATE: March 25, 2020

PHONE: (831) 646-3760

CONTACT: Hans Uslar, City Manager

EMAIL: uslar@monterey.org

CITY OF MONTEREY LAUNCHES OPERATION OUTREACH Hotline Assists Monterey's Vulnerable Populations

Monterey, CA. – Starting the week of March 16, the City of Monterey launched Operation Outreach, a citywide effort to support Monterey's most vulnerable populations, including older adults and the immune-compromised, during the COVID-19 pandemic. The closure of city facilities, including the Monterey Sports Center, Scholze Park Center (formerly the Monterey Senior Center), Monterey Public Library, as well as other community centers and museums, has resulted in a need for our vulnerable populations to connect in other ways than in-person. The Governor's order for residents to shelter in place puts an even greater emphasis on the need for social connection.

Operation Outreach is staffed by Monterey Public Library and Parks and Recreation Department staff, and ensures employees are available to the community by telephone to answer questions, find needed resources and ease worries. The outreach will also remind older adults to look out for scammers taking advantage of fears surrounding the coronavirus by asking for personal data, seeking credit card information and selling fake products online.

"Many of our residents count on our community centers and library for assistance and social interactions," said City Manager Hans Uslar. "Operation Outreach is a way that we can check in on our vulnerable neighbors, and let them know that we are here for them."

NEWS RELEASE

[continued]

Residents can call 831-646-3933 Monday-Friday 9 a.m. to 5 p.m. and Saturdays from 10 a.m. to 6 p.m. City staff is also calling regular program participants to check in on them weekly or as needed. To date, Operation Outreach has called over 450 residents.

The City of Monterey also encourages residents to reach out to the following agencies for additional services or information:

- **United Way 2-1-1** helps refer services for food, clothing, housing, mental health services, job training, veteran's assistance and more, 24 hours a day, 7 days a week, in 170 languages.
- **Alliance on Aging** connects older adults with services, including Medicare questions, food and home delivered meals, transportation coordination, caregivers, counseling and more, Monday-Friday between 8 a.m. - 5 p.m. by calling **(831) 655-1334**.
- **Monterey County Social Services** can connect older adults with a "Worker of the Day" who will help provide services by calling **1-800-510-2020**.

Find more information about the City of Monterey's efforts to combat the coronavirus outbreak in Monterey, visit monterey.org/coronavirus.

 The City of Monterey's

OPERATION OUTREACH

*Supporting Monterey's most vulnerable populations
to reduce the feeling of isolation during the
COVID-19 emergency closure of facilities*

Together we are all helping reduce the spread of COVID-19
by staying home. Monterey Recreation and the Monterey
Public Library staff are just a phone call away.

Call 831-646-3933
Monday - Friday, 9am-5pm and Saturday, 10am-6pm
monterey.org/coronavirus