From: AFL-CIO Community Services Agency
To: Debra Bradley
Subject: URGENT: COVID-19 Social Services Community Update 5/12/20
Date: Tuesday, May 12, 2020 4:57:22 PM

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penny.adams@helpmenow.org

Social Services Community Update – Tuesday, May 12, 2020

As our population starts to come back to life, I am sure organizations will have their own rules and regulations for welcoming the public back. To help keep everyone on the same page, we are going to change directions with our COVID-19 Community Update list. We will start compiling reopening information to share with you.

Again, to help ease the task of finding the newest pieces of information the latest additions will be highlighted in

***RED* each days.**

Your current information is listed below. When your organization makes reopening decisions, we are asking you for an update on your guidelines including an opening date, time frames of business, all requirements such as masks, gloves, etc., services available and any other pertinent information that you would like to share. If your organization is not listed below but would like to be added, please send your information.

Thank you for everyone's collaboration over these past few weeks. I hope this list has been useful. With your help, we will get through this and be back to "normal" before you know it.

Thank you,
Penny Adams
Executive Director
AFL- CIO Community Services
Help Me Hotline
816.364.1131
800.365.7724
penny.adams@helpmenow.org

******AFL-CIO Community Services – Help Me Hotline*** – office is temporarily closed to walk-ins but still taking phone calls, 816.364.1131 or 800.365.7724. People needing assistance with diapers through the ***Diaper Depot*** need to call the office. The ***Lions Club Eye Glass*** program is being suspended due to eye glass provider closing their doors.

******American Red Cross*** – staff and volunteers are working remotely effectively immediately. Services will continue to be provided. Anyone needing assistance should call 1.800.733.2767 and you will be directed to local staff. Offices will be open to the public for mission critical events such as blood drives and CPR training.

******Andrew County Senior Center*** – closed for inside dining. Providing drive thru meal service for current participants Monday through Friday, 11:30 am to 12:30 pm. Will continue to provide meals to home-delivered participants. 816.324.4916

******Atchison Food Pantry*** – in First Christian Church food pantry is temporarily closed.

******Big Brothers Big Sisters*** – their offices are closed but they are still offering full services. To contact, call 816.671.4090 or email tiffany@bbbsstjoe.org .

******Buchanan County Prosecutor*** – office is temporarily closed to the public but still taking phone calls, 816.271.1480. This includes the Child Support Division located in the Hillyard building. Suspending taking payments (restitution, bad checks, delinquent taxes, etc.) in the office but people can mail in payments using a money order or cashier's check or pay online at www.bcpapay.com . Every judge is handling their courtrooms differently. If a person has a pending case they can call the Circuit Clerk's office, 816.271.1462, to find inquire about their case.

******Buchanan County Public Administrator*** – office is temporarily closed to the public but staff is working remotely from home. Call 816.271.1442 to leave a message for a return call. Please leave only one message per day and your call will be returned as soon as possible. Mail and checks will still be processed daily, unless further restrictions are deemed necessary. You can also email mstickley@buchmo.org for further questions. Please understand during this time there may be a delay in response time, but we are doing our best

to continue to serve the public.

***Cathedral Food Pantry** - food pantry is temporarily closed.

***Catholic Charities** – no longer accepting walk-ins until further notice. All services and assistance will require an appointment, no exceptions. Please call 816.232.2885 to schedule an appointment.

***Catholic Charities – Support Services for Veteran Families (SSVF)** - has obtained additional CARES Act funding to assist veterans in need during COVID-19. The veteran must meet the following guidelines: 1) be 50% of below the Area Medium Income, 2) have a homeless letter or a letter stating there are at risk status for eviction, 3) be able to prove veteran status, have a discharge status of anything other than dishonorable or bad conduct. SSVF will be able to assist with rent and utilities amount other assistance. If any questions, please reach out to Kay Acklin, SSVF Housing Case Manager, at 660.853.2531.

***Center (The)** – continuing to see patients. They are ENCOURAGING anyone with symptoms to reschedule their appointment or choose other alternatives; such as Skype, or a phone session. Encouraging patients to follow guidelines and social distance of 6 ft. if waiting in our waiting room, or wait in their cars until the provider is prepared for the appointment.

***Christ Cupboard Food Pantry (Polo)** - food pantry is temporarily closed but will take calls for emergency food orders, 660.354.2306.

***Community Action Partnership (St Joseph)** – offices are closed to the public through May 15 but phones are being answered. Programs and services will be provided virtually, primarily via phone calls.

LIHEAP program has been extended. Applications will be accepted through May 31, 2020. CAP will continue to process LIHEAP applications on a mail-in basis only; paper applications will be available via our community food box located at Monterey and 9th Streets or can get an application off their website, https://dss.mo.gov/fsd/energy-assistance/ CAP has reached out to local vendors (Evergy, Spire, Mo American Water, United Electric, MFA Oil, United Electric Coop, etc.) and all have stated that they will not be disconnecting services during this time. People in need may reach out to CAP via Facebook, 816.233.8281 or via email at info@capstjoe.org

***Community Action Partnership (North Central Missouri, Trenton)** – office will be open to client/public traffic on Monday, May 18, 2020 (subject to changing health conditions in Trenton and surrounding counties). No large meetings, gatherings, training or other assembles of clients or staff will be permitted. All client-based services will be conducted by postal mail, telephone, electronic means, or a combination of those in the meantime. Departments will continue to process all incoming applications for assistance and every effort will be made to minimize any interruptions to normal services.

Section 8 HCV (rental assistance) program will continue to take applications, by phone appointment/interview (followed by paperwork packet in the mail), for people needing to apply in Andrew, Buchanan (outside St Joe city limits), Clinton and DeKalb areas. Interested applicants need to call 660-359-3907 or 1-855-290-8544, option #4 to schedule that appointment. Upon receipt of the signed application and documents, the waiting list averages 4 to 6 months. Waiting list is by preference – serving elderly first, disabled second, working 20+ hours a week – third and all others by date/time fourth with an overall local vs non local preference. What is different? Our PHA continues to pull applications from our waiting list, process them for eligibility and then we offer vouchers through a mail out briefing packet system. We print important highlights, in color, and paper clip papers together according to a letter stapled to the front of the packet. Hopefully, this will allow our agency to guide applicants through important “key” information regarding the program and still continue forward with helping families lease with assistance.

***Community Food Pantry of Grundy County** – food pantry is temporarily closed.

***Community Housing Management** – office is closed to the public. Staff is working remotely. 816.233.4250

****Community Services Northwest Missouri (Community Action Partnership) Maryville** – office is closed to the public and operating normal hours however not seeing clients face-to-face. Working by phone, email or mail. Still processing applications for LIHEAP and other services in the Maryville office. In other counties, have reduced some hours and again doors are locked. Food is still available, clients need to call and the staff will bring it out to clients. 660-582-3113

****Crossing Emergency Shelter** – practicing shelter-in-place policy for all guests. Maintaining very rigid sanitation standards and insisting our guests stay in the shelter and not leave if at all possible. Also isolating guests by not accepting any new people, until further notice.

***Crossing Nutrition Center** – hours are reduced to 11 to 2, Monday, Tuesday, Thursday and Friday. Limiting the number of people allowed at one time in the waiting area. No Wednesday service.

***Fab-U-Less Finds Thrift Store** – closed to the public until further notice. If someone is in dire need of clothing or household goods, please call 364.1131 for special arrangements.

***Faith in Action** – volunteer transportation program is currently suspended until further notice.

****Family Guidance Center** – offices remain open and is screening each person that walks in the door before services rendered. May be asked to speak to someone via phone versus face to face. Services are being provided telephonically including case management, psychiatry, therapy and intake evaluations. Offices are staffed with limited team members, but each office has mental health professionals and case managers available for those in an emergent situation. 24/7 mobile crisis team only doing telephone intervention. Staff is not transporting at this time. Pharmacy remains open with curbside pickup or mailed prescriptions only.

***Family Worship Center Food Pantry** – open Saturdays 9:30 to 12 noon or until all are served. Drive by only. Serving both Andrew and Buchanan County. 816.244.0178

****Food Pantries** - See **Atchison Food Pantry (Atchison, Ks)**, **Cathedral**, **Christ Cupboard Food Pantry (Polo)**, **Community Food Pantry of Grundy County**, **Crossing Nutrition Center**, **Family Worship Center**, **InterServ Food Pantry**, **Living Hope (DeKalb)**, **New Life Church (Blair, Ks)**, **Patee Park Baptist Church**, **Pentecostal Church (Leavenworth, Ks)**, **St Francis House of Bread**, **St Mary's**, and **St James**.

****Foundation Recovery Center** – business is closed and will reopen 9 am, April 2.Call to set up appointment for assessments. 816.646.1798

****Grace House** – opening Tuesday, May 5th. Everyone entering must be wearing a mask. No Triumph employees allowed into the building.

****Habitat for Humanity** – offices are remaining closed to the public until May 18. Staff is continuing to respond to calls and emails remotely. 279.2552 Leave a message and we will call you back. Individual volunteers are not able to return before June 15. We will not schedule volunteer groups before July 6.

***Habitat Restore** – accepting donations and scheduling donation pickups Monday through Friday, 10 to 4 pm all next week. 816.279-5607 to schedule. ReStore remains closed to in-store shoppers until May 18, as we continue to prepare the store for social distancing. Watch online for daily sidewalk sales. Cashless curbside sales, and promoting sales online. We are selling non-medical washable gaitor/masks for $6.50 each while supplies last. Easy to breath, glasses don't fog. No pain to ears. Curbside and cashless! 10-4

***Head Start Centers** – all centers will be closed until further notice. Head Start staff are still working with enrolled families to provide family support, and educational services. Case managers, home visitors, and center managers will be reaching out weekly to Head Start families and program participants to assist with any emergency needs they may have.

***Housing Authority (Saint Joseph)** – office will be closed to the public. This includes the cancellations of annual inspections, which were previously scheduled. Staff will continue to be available during regular business hours by phone 816.236.8200 or email caseworkers@sjha1.com for Section 8 and PHA@sjha1.com for Pleasant Heights. All business will be conducted via phone or email. No exceptions.

***InterServ** – the RSVP Tax Counseling and congregate meals programs have been suspended for now. They are still delivering Meals on Wheels but weekly instead of daily and providing in-homes services as well as child day care. The after school drop in gym is closed and Wesley Weightlifters, youth dances and summer jam/summer spike have been canceled. The food pantry is still open, Monday through Friday, 1 to 3:45 pm, but as a drive thru only.

***Legal Aid** – still accepting intakes at 816.364.2325 but the office is temporarily closed. Staff is working remotely and we are processing new intakes daily.

***Living Hope Food Pantry (DeKalb County)** – food pantry is temporarily closed.

***MERIL** – beginning May 11, members of the public may enter the MERIL offices by appointment only. Our staff are still available via telephone and email during regular business hours.

***Meadowview Residential Care** – No visitors allowed unless end of life/hospice visits scenarios. Families can contact staff to coordinate virtual visits via FaceTime, Google Duo and Zoom. 816.232.2675

***Missouri Care** – offices are closed but members may call 1.800.322.6027 to speak with a member representative.

***Missouri Extension Office** – cancelled any face to face classes or meetings until May 15. Working on getting online options but they do have the capability to do online meetings. 816.279.1691

***Missouri Job Centers** – closed the public effective March 20. Staff will report to the centers and provide services in a virtual environment (without face-to-face customer contact). 660.357.6232

***Missouri State Office buildings** – closing buildings to the public throughout the state. Though essential functions will continue, many state employees are working remotely.

***New Life Church Food Pantry (Blair, Ks)** – food pantry is temporarily closed.

***Northwest Behavioral Health** – lobby of NW Health Clinic on Faraon Street is closed. Staff are on-site to answer phone calls. Established patients can be seen for counseling or psychiatry through Telehealth (Zoom or phone call). We are still accepting new patients. New

patient visits can be conducted by Telehealth (Zoom only). Patients can be seen in in-person if a provider determines that the need is clinically indicated. Patients that require in-person care will be screened for COVID risk factors beforehand and will need to remain in their vehicles upon arrival. They will be required to have a temperature taken upon entry to the lobby and to wear face-covering while on site. Due to limited PPE supply, any patient seen on-site would have to provide this/her own mask. Operations may differ some at integrated medical clinics, however, the expectations for health/risk screening and face-covering for Behavioral Health visits should be consistent regardless of service site. Telehealth is the preferred format of service delivery across NHS locations.

******Noyes Home*** – No visitors allowed. Emergency homeless placements accepted pending completion and approval of pre-placement. families can contact FSC and DCS staff to coordinate virtual visits via FaceTime, Google Duo and Zoom. Emerging needs will be updated on Facebook, preference is for donations to be ordered online and delivered. Wish/Needs Lists are available on social media and websites. 816.232.5650

******Patee Park Baptist Church Food Pantry*** – will have drive-thru service only. Drop your ID off on the 10th Street side of the pantry (the front) and you will be directed to the alley-way behind the pantry for pick-up of ID and food. Open Monday and Thursday, 10 am to 12 pm.

******Pentecostal Church Food Pantry (Leavenworth, Ks)*** – food pantry is temporarily closed

******Pivotal Point Thrift Store*** – the thrift store opened May 4th. Hours are 11 am to 6 pm, Monday thru Saturday. Our donation dock will not open until next week.

******Pivotal Point Transitional Housing*** – is open, accepting applications and continuing to move residents in after in person final interviews and screenings. 816.351.5774

******Progressive Community Services*** – offices are closed to the public until further notice but phones are being answered. Our main number, 816.364.3827, will be answered Monday through Friday from 8 am to 5 pm. If you need to contact your Support Coordinator or Family Navigator, please call this number to leave a message and they will be advised of your call. Our team will continue to work with you and do what we can to make it a little less stressful. If you do not have a Support Coordinator, but are needing information on resources and services in this area, please contact us. You can also email pcs@sb40pcs.com

******Rolling Hills Library*** – will remain closed through May 25 to help protect patrons and library staff from possible contact with COVID-19 virus. Bookmobile service is also suspended until further notice. Curbside pickup is offered from 10 am – 6 pm, Monday – Friday; call your preferred branch for instructions and to schedule a time (Belt Branch 232.5479, Savannah 324.4569). All due dates have been changed to June 1, and the library does not charge overdue fines. Starting May 4 the library will be offering to host Virtual Meeting Rooms online for individuals, community groups, and other non-profits. Go to https://rhcl.org for more information.

******Salvation Army*** – The Booth Center has a shelter vacancy. Pre-screenings for shelter and Housing Assistance funds are being conducted by phone to determine eligibility and minimize traffic through the social services offices (232.5824). Food pantry, clothing vouchers, Evergy Economic Relief program applications are all available from 10 am – 12 pm, Monday through Friday. Restrooms are available to the public from 9 am – 1pm and 2 pm – 4 pm at the Community Center. Transportation for Veterans has been placed on hold by Veterans Affairs. All church and youth activities at the Corps Community Center have been postponed until further notice. Follow us on Facebook for updates and opportunities to support the Salvation Army. hhttps://www.facebook.com/SJMOSA/

******Salvation Army – Support Services for Veteran Families (SSVF)*** – providing all services Monday through Friday, 8 am to 5 pm. Serving veterans who are homeless or at risk of losing their current housing. Serves the following counties in MO: Buchanan, Andrew, Holt, Atchison, Nodaway, Cass, Ray, Platte, and Jackson and the entire state of Kansas.

Conducting screenings and intakes over the phone as well as conducting virtual inspections of rental units. Homeless and at-risk low-income veteran households should call 816.285.2799 for a screening.

***Second Harvest Community Food Bank** –providing links to their website for the latest information. COVID-19 and food issues Update https://www.shcfb.org/what-we-do/covid-19-update.html Early Out No Hunger Summer lunch sites https://www.shcfb.org/what-we-do/nourishing-children/early-out---no-hunger-summer.html Second Harvest is in need of volunteers to help with food sorting and preparations for distributions. If you want to help, please contact Andrew Foster at afoster@shcfb.org or call 816.364.3663

***Second Season Shop** – closed and will reopen in the future.

***Social Security** – offices will be closed to the public for in-person service starting March 17 until further notice.

***Social Welfare Board** – Social Welfare Board is providing essential medical, dental and women's health services. Please call the clinic 816.233.5188 to schedule an in person or telehealth appointment.

***Special Olympics** – has discontinued all events, training, practices through May 31. Office is closed as staff works from home. Any questions email prawitz@somo.org

***St Francis House of Bread Food Pantry** - open 8:30 to 10:30 am Tuesday, Thursday and Saturday. However, clients are no longer permitted in the pantry. Will provide a pre-packed box of food when clients arrive. Be prepared to wait OUTSIDE the pantry building. Also, asking clients to be respectful of the elderly and disabled and to maintain social distancing. Please leave children at home and send only one (1) member of the household for a food box.

***St James/Vincent DePaul Food Pantry** – food pantry is temporarily closed.

***St Joseph Public Library** – offering computer access by appointment for one person at a time at the Downtown library. Anyone using the computer will be required to wear a mask or bandana (which we can supply). We are scheduling times in half-hour blocks and can extend someone's time if it is needed. The purpose is to provide computer access to people who need to file tax forms or apply for some form of assistance. Anyone who would like to schedule an appointment should call 232.4038 and ask for Mary Beth or Jen.

Through May, all St Joseph Public Library branches will provide contactless checkout of library materials by appointment. The East Hills and Downtown libraries will provide the service Monday – Thursday 10 am to 6 pm and Friday and Saturday 9 am to 5 pm. The Carnegie and Washington Park libraries will provide the service Tuesday, Thursday, and Saturday from 10 am to 6 pm. Library patrons can call each branch, email notices@sjpl.lib.mo.us, or place holds through the online catalog to request materials. East Hills: 236.2136, Downtown 232.7729, Carnegie 238.0526, Washington Park 232.2052.

***St Joseph "Early Out No Hunger Summer** - Second Harvest Community Food Bank has partnered with community organizations within their 19-county service area to provide meals to ALL youth within our communities (Up to 18). Buchanan County locations: Bartlett Center, 409 S 18th St, 11:30 am to 1 pm, Evolution UMC, 202 W Hyde Park, 11:30 to 1 pm, Sojourn Church, 1825 Savannah Ave, 12 to 1 pm.

***St Joseph Pregnancy Resource Clinic (PRC)** – pregnant women may call to register for prenatal parenting classes. All classes are currently conducted on Zoom. PRC has a limited supply of diapers and baby items for emergency requests, by appointment only. Office hours vary. Voicemail messages will be returned. Call PRC 816.387.8030. Crisis pregnancy

helpline 816.244.7824.

St Joseph Safety and Health Council – office reopened May 4, Monday through Thursday, 7:30 to 5, Friday 7:30 to 3:30. Teen Driver's Education is scheduled to begin June 1. Safety Town and Safety Acres are both cancelled. SATOP and other classes will continue as scheduled, pending any further restrictions placed on area businesses. Call 816.205.0082 for SATOP assessments. 816.233.3330

St Joseph School District – Grab and Go Meals – St Joseph school district students will have access to free breakfast and lunch during the school closure. A drive-through service only. Families will get a two-day supply of meals for each student on the each of the days listed. March 23 through April 24, Monday, Wednesday and Friday of each week, 8 to 10:30 am. Locations: Benton, Central, and Lafayette high schools, Carden Park and Coleman elementary schools. If a family has issues with illness or mobility, contact 816.671.4000.

St Mary's Food Pantry – food pantry is temporarily closed.

Transit, St Joseph – changing portions of the St Joseph Transit service effective March 27. Rider who previously rode buses 11, 12, 16, 17 and 18 will now be required to call 816.233.6700 for a deviation (curbside pickup). No fixed routes in these areas. Hours of service are the same. See attached info [***Transit Route Changes***].

United Way – has canceled all meetings and closing their offices to the public however their phones will be answered 24/7. United Way staff can assist organizations with volunteering.

Utilities - Each utility provider wants to help their customers manage through the COVID-19 crisis. Click on the link for details **[*COVID-19 Utility Changes*]**. Includes Evergy, Spire, Missouri American Water, United Electric Cooperative and Ameren. Be sure and check out the COVID-19 Utility Changes page link above. Spires has a $100 assistance program for individuals and a $200 assistance program for small businesses.

WIC, City of St Joseph – agency is closed to the public. Completing services over the phone with the option to mail. All WIC benefits are being mailed. No curbside pickups. Currently, there is baby formula available in town on retailer shelves. However, supplies of baby formula changes hour by hour.

Wyatt Park Christian Church – Parent's Day Out and Preschool are closed through May 14.

YMCA – Both Y facilities are temporarily closed. Offering emergency childcare, supporting the childcare challenges for our essential workforce, as needed. Also offering snacks for families that need them. Please contact jboles@stjoymca.org. See attachments: ***[Emergency care flyer for 3 days]*** ; ***[Emergency schools out registration]*** ; ***[State enrollment form]***

YWCA – continues to operate at a reduced capacity in order to allow for social distancing. Domestic and sexual violence victims assessed as being in high danger are being prioritized for shelter services. Counseling and advocacy services are available by phone. Short term rent/utility assistance is available to domestic violence victims who are/will be homeless as a result of fleeing domestic violence. Victims can call the main number 816.232.4481 or 24 hour hotline 816.232.1225 to access victim services. Teen parent mentoring and services are being provided remotely. YWCA's building is closed to visitors and not accepting volunteers or donations at this time.

YWCA Discovery Childcare – providing services to those families who qualify under the essential functions category.

***Young at Heart Resources** (formerly Northwest Area Agency on Aging) – open but not meeting with any clients at this time. They are available by phone. Office hours are 8-4:30. 660.240.9400 or 888.844.5626

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[*COVID-19 Social Services Community Update*]

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