



Resources for Families

Last updated: 3/31/2020

Utility Resources:

AEP:

AEP is temporarily suspending all disconnections for non-payment as the coronavirus (COVID-19) continues to spread in our communities. We know our customers are concerned about their families and ensuring they have reliable electric service allows them to focus on staying healthy and well. AEP is committed to doing what we can to help our customers, our employees, and the communities we serve navigate this uncertain time.

Nipsco:

NIPSCO today announced that it will voluntarily suspend shutoffs for nonpayment in response to the COVID-19 pandemic, effectively immediately. This suspension will apply to residential, commercial and industrial customers and will remain in effect until further notice. In addition, NIPSCO will offer its most flexible payment plans to customers who indicate either an impact or hardship as a result of COVID-19 and will suspend late payment charges until May 1. NIPSCO will continue to monitor current events and support our customers and communities.

"The safety of our employees and customers is at the forefront of everything we do at NIPSCO," said NIPSCO President Violet Sistovaris. "We are taking a proactive, coordinated approach to prevent, mitigate and respond to COVID-19."

Any customer who has received a termination notice or is having trouble paying his/her bill should call [1-800-4NIPSCO](tel:1-800-4NIPSCO) to discuss payment arrangements and/or financial assistance programs. In addition to the shutoff moratorium, NIPSCO is doing the following in response to the pandemic:

- Our employees are taking all appropriate precautions to keep themselves and our customers safe.
- NIPSCO has activated its incident management team and is closely monitoring the Centers for Disease Control and Prevention, World Health Organization, and local state and federal health agencies for updates related to the virus.
- To help reduce the spread of COVID-19, until further notice, employees whose positions allow it are working remotely.
- For those critical employees who must report in person to complete their work, additional precautions are being taken to minimize the spread.
- We will continue to ensure that our system is safe and, if an outbreak would occur in our service territories, have plans in place to suspend all non-emergency work if necessary.

Fort Wayne City Utilities:

Walk-in Visits Stopped to Protect Customers and Service Reps

- City Utilities has suspended non-payment disconnects for non-payment until April 15th
- Customers are urged to do their best to continue paying their bills.
- Flexible payment plans are always available with City Utilities and will continue to be as we understand the financial hardship this outbreak has placed on many families. Please call City Utilities Customer Support at 260.427.1234 to discuss extended payment plans. *Communicating with customer representatives:* City Utilities' customer service representatives can handle all questions, including payment arrangements, by phone. The team can answer questions in English, Spanish and Burmese. Customers can call [260-427-1234](tel:260-427-1234) for service, Monday through Friday from 7:30 a.m. until 5:30 p.m.

Duke Energy: Since many customers may be facing unusual financial hardships as a result of COVID-19, we are suspending disconnections for nonpayment effective March 13, 2020. This applies to all home and business accounts in Florida, Indiana, Kentucky, North Carolina, Ohio and South Carolina. Have questions about you Duke Energy Bill: contact 1-800-521-2232



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Food Resources:

Fort Wayne Community Schools

FWCS will provide free breakfast and lunch for children at ALL elementary schools **starting Tuesday, March 17**. Meals are available by walk-up/drive-up for all kids, regardless of the school they attend, ages birth through high school from **10:30 a.m. - 1:30 p.m. Monday-Friday. Children MUST be present.**

East Allen County Schools:

East Allen County Schools will continue to provide meals, breakfast and lunch, to all of our EACS students and anyone in the EACS community who is 18 years of age and under during the closure period.

Both breakfast and lunch meals (cold packs) can be picked up at these 3 designated sites. The designated sites are listed below:

- **Heritage K-12 (Door #8)**
- **Southwick Elementary (Door #6)**
- **New Haven Intermediate (Door #9)**
-

All 3 sites will be available for meal pick-up every Tuesday on the dates and times below:

- **March 31st (11:00am to 1:00pm & 4:00pm to 6:00pm)**

Please note the following dates and pick up times that have changed for the month of April: (same locations)

- **April 7th (2:00pm-6:00pm)**
- **April 14th (2:00pm-6:00pm)**
- **April 21st (2:00pm-6:00pm)**
- **April 28th (2:00pm-6:00pm)**

Each child will receive two bags. The first bag will have a five-day allotment of breakfast and a five-day allotment of lunch items. The second bag will have 10 milk cartons to be provided for each meal. To limit interaction and proximity to other participants and therefore decrease the risk of COVID-19 exposure, food service staff will deliver these items to your vehicle upon arrival. Please be prepared to provide your child's name upon meal pick-up.

Please remember some of the meals you will receive, contain items that must be refrigerated within 2 hours of receiving them. Leaving food out too long at room temperature can cause bacteria to grow and therefore will be unsafe to consume.



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Southwest Allen County Students :

We are still going to have meal pick-up available at Homestead High School each weekday from 11 am-1 pm, but we will no longer be offering meal pick-up during the evening. Students will be allowed two meals, per student, during the 11 am-1 pm pick-up time. We will also be making meal deliveries to several locations throughout the district. (See the list below) These deliveries will be made from 11 am-11:30 am each day, and meals will be dropped off by members of our Transportation Department team and our Food Service Staff. Deliveries will be made to the clubhouse of each neighborhood, in SACS vehicles and offered to any Southwest Allen County Student. Our staff will simply need to know the student's name and which school they attend. If you have any specific questions, feel free to reach out to me, via email: bbrown@sacs.k12.in.us or phone at 260-431-2282. Brant Brown, Food Services Director

Chestnut Hills Apartments
940 Steinman Drive
Fort Wayne, IN 46814

Hamilton Pointe Apartments
1740 Freedom Drive
Fort Wayne, IN 46814

Hunt Club Apartments
1111 Fox Hound Way
Fort Wayne, IN 46804

Liberty Mills Apartments
6101 Cornwallis Drive
Fort Wayne, IN 46804

Preston Pointe at Inverness
8075 Preston Pointe Drive
Fort Wayne, IN 46804

Willows Apartments
4499 Coventry Parkway
Fort Wayne, IN 46804

Woodlake Estates
12204 Indianapolis Road
Yoder, IN 46798

NACS Meal Info

Northwest Allen County Schools is pleased to offer both breakfast and lunch meals starting Wednesday, March 18. Meals will be available for pick-up: Mondays-Fridays from 11 a.m. to 1 p.m., and on Tuesdays and Thursdays from 5:30 p.m. to 6:30 p.m. at Hometown Elementary School at 15330 Lima Rd., and Carroll High School, 3701 Carroll Rd. To Secure Meals: Call either of these two numbers between 9 a.m. and 1 p.m. to reserve meals for the next day, entire week or entire duration. (If more than one child, please give the names for all) OR email NACSmeals@nacs.k12.in.us with all of point #2 information answered.

Harvester Church

The Harvester Church on the corner of Birchwood and Harvester is having a food bank every Wednesday from 5p-6p .. (They will be there today) said anyone can go, curbside service. Please share if you know anyone in need!

Lucille's BBQ – Fort Wayne

Every kid will receive a free sack lunch
Monday- Friday from 11:00 a.m. to 1:00 p.m

Salvation Army Miami County, Indiana:

We are now asking that you call first for food pantry. The door will be locked so call for assistance, this way we can have your food packaged and ready for pick up. Hours are still Monday - Thursday, 8:30 - 11:30. These precautions are for your safety and our volunteers. Phone number is 765-473-5498. We appreciate your cooperation during this crisis time.



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Fort Wayne Parks & Rec

Free to go dinner for k-12 students from 4pm-5pm You may drive up, or walk up outside of the building. There will be no building entry or outdoor setting available.

Effective Thursday, March 26, the Fort Wayne Parks and Recreation Department will be making a location change for dinner service to school children. As a response to a decreased demand due to Indiana's stay-at-home order, and the need for Community Harvest Food Bank to focus on other local efforts to provide food to citizens in need during this crisis, dinners will now be served only at McMillen Park Community Center from 4:00 – 5:00 p.m., Monday-Friday as supplies allow.

Warsaw Community Schools:

All children receive a healthy breakfast and lunch each day. Meals are available to all children up through age 18. Meal service will continue Monday through Friday until school resumes.

On Saturday, March 21, Marci Franks announced a revised plan for meal pickup and door-to-door meal delivery.

Curbside meal pickup increased daily and is expected to grow in the coming weeks. Beginning Monday, March 23, in addition to school sites, WCS will add ten new neighborhood sites.

Door-to door meal delivery is available to families unable to drive to one of the sites. Three dedicated routes have been added for this purpose only. Due to increased requests for door-to-door delivery, new procedures are now in place to expedite the process. Instructions with the link to a Google form have been created. The form provides necessary details including the USDA consent information each household must now provide.

As Marci Franks and her team respond and adapt to the needs of families in our community, site locations will be subject to change.

Visit <https://www.wcsfoodandnutrition.org/> for more information and forms. Email Marci Franks at mfranks@warsawschools.org or call (574) 371-5086 ext. 5 for special meal accommodations or questions regarding the WCS Food and Nutrition program.

Updates will be posted on the Food and Nutrition website and the WCS district website <http://warsawschools.org/> under FAQs.

The 7 locations are: Lakeview, Claypool, Gateway, Lincoln, Leesburg, Jefferson, and Harrison. The person collecting meals simply needs to provide the first and last name of one child with the total number of children in the household. This service will begin on Monday, March 16th through April 3rd. Parents, with a question about a child with a special diet need, please call WCS Food Services at 574.371.5086 ext. 5

Special Circumstance: Yes, we are making delivery if people do not have transportation. Delivery is made by WCS Transportation and Food Service staff only after the meals are served at the schools or by a member of the Food Service staff from the central preparation site at WCHS. Parents need to call 574-371-5086 ext 2403 or email mfranks@warsawschools.org before 10:30 in the morning in order to ensure enough meals are available for everyone. Meals can be requested for the entire week or one day. Parents MUST be home when the meals arrive between 11:00 am and 1:00 PM. **Boomerang Backpacks:** WCS will continue to meet the needs of families currently served through the Boomerang Backpack Program. WCS bus drivers will deliver Boomerang Backpacks to homes on Fridays (March 20, March 27, and April 3).



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Area Five – Rochester Indiana



Peru Community Schools:

Peru Community Schools will be serving free Lunch and Dinner to Go, for all Peru Community Children/Students, from March 16th - April 3rd. Location: Front Driveway of Peru High School (Drive-Thru Pickup).

Monday – Friday Lunch: 11:30 am - 12:30 pm Dinner: 3:30 pm - 4:40 pm

Rescue Mission Fort Wayne:

The Rescue Mission is doing sack lunch and dinners for folks at 12pm and 5pm as an option.

Indiana State Map of Food Banks

<https://www.in.gov/fssa/dfr/5768.htm>

Restaurant Offerings (still open):

https://docs.google.com/spreadsheets/d/16MUeFw64QO6ClnWG2k_rm_mZ-JyRoH9eLq2m0zaUZyY/edit?usp=sharing



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Wellsprings Interfaith Social Services

We have two separate programs that give out food. I've listed the information and restrictions for each below.

Food Bank

- Located at Wellspring (1316 Broadway)
- Clients must bring photo ID and current piece of mail with address
- Those living inside our designated area are served 5 days worth of food per month. You can find if you are in our area by visiting <https://www.associatedchurches.org/local-food-pantries>
- Those living outside our designated area are served 5 days worth of food and can come once a year.
- **Wellspring's food bank is open on the following days:**
 - **Monday, Wednesday, Friday, Saturday from 9am – 11:30am**
 - **Tuesday from 4pm-6pm**
 - **Thursday from 2pm-4pm**

Wellspring on Wheels (WOW)

- Each week we are at a different location.
- Anyone can come to any and all locations.
- No ID or mail required.
- We are working to add new temporary sites during the COVID-19 pandemic so watch our Facebook page for updates.
- I've attached the schedule of our regular WOW sites. These will continue indefinitely.
- **The first new site we have added is at Study Elementary on the 4th Tuesday of each month from 11-1pm. (this site will only be open temporarily based on need)**



Every Thursday 9-11am

1st Thursday- Neighborhood Health Clinic		
1717 S. Calhoun St.		
April 2 nd	July 2 nd	October 1 st
May 7 th	August 6 th	November 5 th
June 4 th	September 3 rd	December 3 rd
2nd Thursday- Pontiac Library		
2215 S. Hanna St.		
April 9 th	July 9 th	October 8 th
May 14 th	August 13 th	November 12 th
June 11 th	September 10 th	December 10 th
3rd Thursday- Indiana Tech Parking Lot 6		
1600 E. Washington Blvd.		
March 19 th	July 16 th	October 15 th
April 16 th	August 20 th	November 19 th
May 21 st	September 17 th	December 17 th
June 18 th		
Last Thursday- Autumn Woods Apt.		
2021 Carterton Dr.		
March 26 th	July 30 th	October 29 th
April 30 th	August 27 th	November 19 th
May 28 th	September 24 th	December 17 th
June 25 th		



Pop-Up WOW Site!

The Wellspring van will be distributing food at...

Where: Bishop Dwenger High School
at the Washington Ctr Rd entrance

When: Tuesday, March 31st

Time: 11:00am-1:00pm

No identification needed
&
Please follow the orange cones
for drive-thru access.





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Community Harvest Food Bank:

Update 03/23/2020

Our Farm Wagon schedule will be changing effective 03/30/2020. We are sending out an email about this new development. Copies of the schedule and more information can be found on our website here: <https://www.communityharvest.org/get-help-farm-wagon-mobile-pantry/>

Farm Wagon guidelines: Please arrive ten to fifteen minutes early and bring the following:

1. A bag or box to carry your food distribution
2. You do not need to show identification, but for our records, we do ask for zip code and family size



The Farm Wagon mobile pantry program run through Community Harvest Food Bank will undergo schedule and location changes **effective March 30, 2020** due to developments with our COVID-19 virus safety plan.

What is Farm Wagon? – Farm Wagon distributes fresh fruits, vegetables, and dairy products to individuals and families in need. Distributions are outdoors after food is unloaded from our refrigerated truck.

Who can attend? – Any adult in need may attend a scheduled Farm Wagon. No ID is required.

Day	Time	Location	Address	City
Monday	9:00 a.m.	Garrett UMC	108 Houston St.	Garrett
Monday	1:00 p.m.	IGA Parking Lot	401 N. Main St.	Wolcottville
Tuesday	9:00 a.m.	Bluffton Middle School	1500 Stogdill Rd.	Bluffton
Tuesday	1:00 p.m.	Markle UMC	145 W. Morse St.	Markle
Tuesday	1:00 p.m.	CHFB North	1010 E. Coliseum Blvd.	Ft. Wayne
Wednesday	9:00 a.m.	Adams Central High School	222 W. Washington St.	Monroe
Wednesday	1:00 p.m.	Huntington	1330 S. Jefferson St.	Huntington
Thursday	9:00 a.m.	Angola Housing Authority	617 Williams St.	Angola
Thursday	1:00 p.m.	Crossroads Bank	105 E. Columbia St.	South Whitley
Friday	9:00 a.m.	Central Noble Jr/Sr High Sch.	302 Cougar Ct.	Albion
Friday	1:00 p.m.	St. Peter's Catholic Church	518 E. Dewald	Ft. Wayne

YMCA FREE Grab-&-Go Supper

Anyone who needs food can pick up supper at the Renaissance Pointe YMCA. The Y will also deliver Grab-&-Go suppers to specific neighborhoods where the need is great.

Renaissance Pointe YMCA
2323 Bowser Avenue
4:00-6:00 pm, Monday – Friday



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Public Food Resources for Fort Wayne

- **Lucille's BBQ Restaurant**
9011 Lima Road
Free sack lunch for kids Monday-Friday, 11 a.m.-1 p.m.
- **Willie's Family Restaurant**
6342 St. Joe Center Road
Contact Kim Cambell for breakfast or lunch
- **The Bluebird Restaurant**
4410 Bluffton Road
Free sack lunch for kids
- **Mancino's**
1025 W. Coliseum Blvd., Fort Wayne
10874 Isabelle Drive, New Haven
Free sack lunch for kids Monday-Friday, 11 a.m.-1 p.m.
- **Elmos**
ALL locations and the Subway at 7405 Maplecrest Rd.
Free sack lunch for kids Monday-Friday
- **Caliente Cuban**
120 W. Wayne St.
Free sack lunch for kids
- **Fort Wayne Parks and Recreation**
Locations:
Cooper Community Center
Jennings Recreation Center
McMillen Park Community Center
Weisser Park Youth Center
Free to-go dinner for K-12 students from 4-5 p.m. Drive-up/walk-up; no building entry/outdoor seating

Youth Service Bureau's Drop In Center

1330 Lincolnway East

between Miami and Twyckenham

You can also call for curbside delivery 235-5517

Free food, Hygiene Supplies for anyone under age 21 who are unstably housed

Unemployment:



If you are a food & beverage industry worker (**restaurant, bar, etc.**) who has been laid off due to the impact of the current Covid-19 situation and need information on filing for unemployment benefits, contact the Department of Workforce Development at 1-800-891-6499 or use this link for information and to file from home: <https://www.in.gov/dwd/2362.htm>

For further resources and websites visit:

https://www.in.gov/dwd/files/Claimant_Handbook.pdf

<https://www.in.gov/dwd/3468.htm>



The WorkOne System is an equal opportunity program and does not discriminate in the programs and services offered. Auxiliary aides and services are available upon request to individuals with disabilities. The TDD/TTY number is 1-800-743-3333; Relay Indiana is 711.



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Mental Health:



Warsaw Community Schools
FAQ # 9. What if my child has anxiety over this current issue?

WCS posted a resource at warsawschools.org. Link below.

How to Talk to Children about COVID-19

<https://www.warsawschools.org/component/k2/how-to-talk-to-children-about-covid-19>

BOWEN CENTER: WCS Student Assistance Program (SAP) offers every student 2 free sessions. To schedule an appointment, call (574) 267-7169 ext. 3200

Trinity English: Trinity English Lutheran Church has created a remote yoga class that you can join via ZOOM every Wednesday at 5:30,. Join Zoom Meeting URL: <https://zoom.us/j/622506277>

Insight Meditation Fort Wayne: has helpful tips on creating a living space that promotes wellness:
<https://www.facebook.com/InsightFortWayne/>

Mental Health America

<https://mhanational.org/covid19>

is doing the following- all virtual so these could be added to the mental health section Here's some MHANI-specific additions they can include:

Parent Café: Parent Cafes are fun, free, supportive, educational, parent-led get-togethers where parents can talk openly with one another about the struggles of parenting and ways to strengthen their families. Meetings are now being held virtually using Zoom, a free web conferencing software. You can view the current schedule of meetings on the <https://mhanortheastindiana.org/our-services/parent-cafe> of our website.

Parent Support Facebook Group

We also have virtual Parent Café classes available online which are easily accessible via our Facebook group; STRONG PARENT LOUNGE. <https://www.facebook.com/groups/211935889428623/>

Anxiety and Depression Support Group:

In this uncertain time, Mental Health America of Northeast Indiana is offering a virtual support group. Open to any interested participants. No diagnosis needed to attend. The group will meet on Mondays at 10:30-12PM on Zoom. Please sign-up weekly for each meeting. We are looking forward to meeting you and supporting each other! You can register for Monday, March 23 on <https://www.eventbrite.com/e/monday-morning-depression-anxiety-support-group-tickets-100167230884>

Wellness Recovery Action Plan Courses

Wellness Recovery Action Plan (WRAP) recovery courses are being conducted virtually using web conferencing software called Zoom, which you can access for free. WRAP courses teach you how to apply the Five Key Concepts of Recovery to your everyday life to improve your quality of life. Participants identify tools and action plans to counter the negative effects of life challenges. If you are interested in attending one of our newly-added courses, you can find them all on our <https://www.eventbrite.com/o/mental-health-america-of-northeast-indiana-10013419691>



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MHA is also compiling mental health resources and parents/kids focused stuff on our website at <https://mhanortheastindiana.org/coronavirus>

Miles Nitz, LFMT - Take Charge Counseling Miles Nitz, LFMT has created a page on his website titled Corona, that contains basically a 75 minute video-taped crash course in using a very powerful strategy, Cognitive Behavioral Technique (CBT), to manage anxiety related to the CoronaVirus pandemic. The videos are self-explanatory. Included with the videos, he is donating 100 hours to 'virtually' coach folks through the process, and then at least 10 additional hours of free coaching each week until we get through this <http://takechargethcounseling.org/corona>

Headwaters Counseling: We are accepting new clients for teletherapy. We are still conducting counseling throughout the pandemic---telephone counseling and teletherapy (video). Some insurances cover tele-therapy completely. Others will still have a copay. 2712 S Calhoun Street Fort Wayne, IN 46807 Phone: 260.744.4326 Fax: 260.744.0188

Columbus Behavioral Center: **Facility Services and Programs**

Our facility is fully operational. We are monitoring for symptoms in patients and staff. We are taking proactive steps to keep our patients and team members safe while serving the needs of our community. We have implemented additional training for all employees on handwashing and hand sanitation, and strict employee and client compliance with washing/sanitizing hands thoroughly and often,

Visitation- New Temporary Policy – In effect until further notice:

All in-person visitation has been suspended (with limited critical exceptions.) We strongly encourage the use of electronic methods to stay connected with loved ones including telemedicine, zoom, and extended phone time.

Admissions

We continue to admit youth at this time and currently have beds available.

Please e-mail, call or fax records to:

Michelle Orr, RN

Admissions Director

Phone: 812-314-3721

Fax: 812-314-3718

Michelle.orr@uhsinc.com

Healthcare:

Neighborhood Health Clinic/WIC

Calhoun Medical Office – Still seeing patients (all ages) for well visits and those who have chronic health conditions ONLY (prenatal patients and other women's health services are still being offered here as well) East Paulding Medical Office – still seeing sick patients ONLY

Neighborhood Health Dental – providing emergency dental care during normal office hours at our Calhoun location

Neighborhood Health Optometry Office – providing emergency optical care at our Calhoun location

Women's, Infants, and Children (WIC) services – conducting appointments over the phone to ensure clients obtain their WIC benefits. This goes for the Calhoun and East Paulding WIC offices as well as the Noble and DeKalb Counties offices **For those coming into the office for medical, dental, and/or optometry, we are restricting visitors. No visitors will be permitted unless they are a guardian/caregiver of a minor or a patient caregiver.**



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Matthew 25

Matthew 25 Health and Dental Clinic serves low-income adults with no insurance. At this time, we are only seeing current medical patients with an appointment and those experiencing a dental emergency; we are not taking on new patients. Hours of operation for Matthew 25 are 8:15 am – 1:00 pm. Hours for medication pickup are 8:30 am – 12:00 pm. If you are experiencing any of the following symptoms: fever, coughing, difficulty breathing, shortness of breath, do NOT come to the clinic. Please call our phone nurse at 260-426-3250 x237 for further instructions. If you are having difficulty breathing or shortness of breath, seek care at the nearest emergency department. For the most up-to-date information on clinic hours and care provided, please visit our website at <http://www.matthew25online.org/community/events/covid-19-coronavirus-information/>

Meridian Health Services

Meridian Health Services is committed to the community's 'whole-person' health. Meridian is working diligently to provide physical, mental and social healthcare and services to those in need during a time when concerns are at the highest we have ever experienced as a global community.

The Allen County Office is open and accepting referrals for:

1. New patient registration
2. Skills development
3. Case management
4. Behavioral health therapy
5. Psychiatric evaluations
6. Medication management

All our services are through a secure telehealth system and based on the patient's availability. Our goal as an organization and team is to serve the community during a time in which they need it most. We serve Allen, DeKalb, Noble, Whitley, Huntington, Wells, Adams, Grant, and Wabash Counties.

If you have questions please feel free to call us at 260-436-0932. Our office is open daily from 9-5 pm Monday through Friday. If you have questions regarding referrals or other items please feel free to reach out to me, Jamie Swaidner, Practice Manager, via email at Jamie.swaidner@meridianhs.org

IU Health

Below is the link for the IU Health Virtual clinic that offers free Coronavirus (COVID-19) screening. Please share with family, friends, networks and distribution lists.

<https://iuhealth.org/news-hub/iu-health-virtual-clinic-offers-free-coronavirus-screening>



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Social Services

- Participants in the Healthy Indiana Plan (HIP) and the Children's Health Insurance Program are not required to make premium payments.
- Job search requirements are waived for those applying for Temporary Assistance to Needy Families (TANF) benefits.
- The Family and Social Services Administration will seek a federal waiver to extend renewals for existing Medicaid and HIP recipients.
- Telehealth services for mental health, substance use disorder and prescribing for Medicaid covered services will be expanded.

Transportation:

CTN has expanded our medical transportation program, stopping nearly all other transportation programs. We're working with local healthcare providers and resources as well as Medicaid to add more riders. If you all know anyone that needs a ride to the Dr., pain management ctr, wound clinic, etc – all appointments that you can't really afford to miss – let us know! Riders should call 260-420-3280 to schedule their trip. We run 7am – 6pm M-F with limited trips on Saturday. We are cleaning/sanitizing vehicles after each client disembarks.

Phone:

Click on the links below to learn more about how each mobile phone company is responding to this health crisis. The response at each company is different and ranges from unlimited/increased data, low cost phone plans and other features that can help you connect virtually with youth and families.

AT&T <https://about.att.com/pages/COVID-19.html>

T-Mobile <https://www.t-mobile.com/news/t-mobile-update-on-covid-19-response>

Verizon <https://www.verizonwireless.com/support/covid-19-faqs/>

Sprint <https://newsroom.sprint.com/covid-19-updates-sprint-responds.htm>



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Internet:

Comcast: Internet Essentials:

As our country continues to manage the COVID-19 emergency, Comcast is taking immediate steps to help connect low-income families to the Internet at home. New Internet Essentials customers will receive two free months of Internet service, which is available to all qualified low-income households for \$9.95/month plus tax. Apply by April 30, 2020. Additionally, for all new and existing Internet Essentials customers, the speed of the program's Internet service has increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect automatically for no additional fee and it will become the new base speed for the program going forward. _English: 1-855-846-8376 _Spanish: 1-855-765-6995

FREE OR LOW-COST INTERNET SERVICE AND OTHER RELATED RESOURCES (DEVICES AND CONTENT) THAT CAN ASSIST HUD-ASSISTED RESIDENTS DURING THE COVID-19 CRISIS*

National Locator Tool for Low-Cost Internet Service Offers: www.everyoneon.org/find-offers. Provided by HUD's nonprofit partner, EveryoneOn, the locator is easy to use. Users simply type in their zip codes and answer a few questions to determine eligibility for low-cost offers by the major Internet Service Providers (ISPs). The site has been updated to reflect new offers many ISPs have made to help ensure connectivity for low-income Americans during the COVID-19 outbreak.

AT&T's "Access by AT&T." Available in 21 states. One family member must be eligible for SNAP. • COVID-19 response: AT&T has committed waive data overage fees in response to Covid-19. • For more information go to:

<https://gizmodo.com/at-t-waiving-data-overage-fees-for-home-internet-subscr-1842300601>

Charter Communications' low-cost offer is "Spectrum Internet Assist" and is based on eligibility for the National School Lunch Program. • COVID-19 response: Charter is now offering free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have service through Spectrum. To enroll, call 1-844-488-8395. Installations fees are waived. There are no data caps. • For more information go to:

https://drive.google.com/file/d/1-TjZ8yN2VKMFbhaoG_FlquGgyCD4aSPS/view

Comcast's low cost offer "Internet Essentials" is available to any low-income American. COVID-19 Response: Internet Essentials will be free to new customers. New customers will receive 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month. Additionally, for all new and existing Internet Essentials customers, the speed of the program's Internet service was increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and it will become the new base speed for the program going forward. Xfinity WiFi Free for Everyone: Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit www.xfinity.com/wifi. Once at a hotspot, consumers should select the "xfinitywifi" network name in the list of available hotspots, and then launch a browser. Data overages will no longer apply for 60 days. No Disconnects or Late Fees: Comcast will not disconnect a customer's internet service or assess late fees if they contact them to let them know that they can't pay their bills during this period. Comcast care teams will be available to offer flexible payment options and can help find other solutions. For more information and updates from Comcast related to Coronavirus, visit: <http://www.comcastcorporation.com/COVID-19/> For a limited time, the first month of service will be free, \$9.95/month thereafter.

Cox Communications' Connect2Compete is for families with school-aged children who are enrolled in low-income assistance programs.

LOW-COST DEVICES:

- Computer refurbishers are a good source of low-cost devices. To find one near you, go to the Alliance for Technology Reuse and Refurbishing.

- PCS for People is a member, has worked with many PHAs, and offers tech support for individual customers:

<https://www.pcsforpeople.org/>



Resources for Families

Last updated: 3/31/2020

Housing:

Indiana Foreclosure Prevention Network

This is your Home. Hardest Hit Fund

Are you currently struggling to pay your mortgage because of:

- an involuntary loss of or substantial reduction in employment income;
- a substantial reduction in household income due to death of a contributing household member;
- significant expenses related to non-elective medical procedures or emergencies; • significant reduction in income due to military service? Are you back to work following a period of unemployment, and struggling to catch up on missed mortgage payments?

Who's Eligible?

The applicant must:

- Be an Indiana homeowner residing in that home as their primary residence
- Have experienced a qualifying involuntary loss of or reduction in employment or household income on or after January 1, 2009
- Be within the income eligibility requirements based on county of residence (requirements can be found online at www.877GetHope.org)

Additional eligibility requirements are available at www.877GetHope.org If so, you may be able to receive mortgage payment assistance through Indiana's Hardest Hit Fund. For more information on the Hardest Hit Fund, please visit www.877GetHope.org, or call 1-877-GET-HOPE (877-438-4673). Applicant and property must meet all requirements; additional underwriting criteria may apply.

Indiana Foreclosure Prevention Network
30 S. Meridian Street, Ste. 1000
Indianapolis IN 46204 www.877GetHope.org



Gov. Holcomb Takes More Actions to Protect Hoosiers During Public Emergency

Governor Eric J. Holcomb took additional unprecedented actions today to protect and support Hoosiers during the COVID-19 outbreak. Actions include:

Housing

- No residential eviction proceedings or foreclosure actions may be initiated during the public health emergency. This does not relieve the individual of obligations to pay rent or mortgage payments.
- All public housing authorities are requested to extend deadlines for housing assistance recipients and required documentation to show eligibility for housing programs. For more information, please see **Executive Order 20-06**.

Economy

- Providers of essential utility services such as gas and electric, broadband, telecom, water and wastewater services are prohibited from discontinuing service to any customer during the public health emergency.

For more information, please see **Executive Order 20-05**. Each of the Governor's Executive Orders can be found <https://www.in.gov/gov/2384.htm> For questions, or guidance about these Executive Orders, please <https://www.in.gov/ihcda/4300.htm>

Resources for Families

Last updated: 3/31/2020

Recovery Resources

We know that in light of COVID-19, there are a lot of concerns about resources for the recovery community that comply with the concept of social distancing. We have found a couple resources for you and your communities to reference. We hope these are helpful in this unprecedented time.

<https://unityrecovery.zoom.us/> and intherooms.com If you are in search of 12-step meetings and other online resources, check out the links for virtual meetings. Unity Recovery has meetings 7 days a week at 9am, noon, 3pm, and 9pm.

<https://docs.google.com/document/d/1a71ccw7ihaWelksKwOp4AzAkYIVqSoKiN6Gsm38bKMU/mobilebasic> Here is another link to a list of speaker meetings, recordings, etc

[Unity Recovery](#) – Free virtual recovery meetings

AA Meetings Online:

<https://docs.google.com/document/d/1a71ccw7ihaWelksKwOp4AzAkYIVqSoKiN6Gsm38bKMU/mobilebasic>

information for Law Enforcement Regarding Self-Administered Medications



In an effort to reduce the potential to acquire and/or spread the coronavirus (COVID-19) and in accordance with Governor Holcomb's Executive Order 20-02, the Indiana Division of Mental Health and Addiction has authorized exceptions for patients receiving treatment at one of our 19 opioid treatment programs, commonly referred to as "OTPs." Specifically, we are allowing for an increase in the number of self-administered medications (also known as take-home doses) for patients who are stable in their treatment. This will reduce their number of trips and time spent at an OTP to receive their daily dose of methadone.

OTPs are the only locations in the state with the authority to dispense methadone for treatment of opioid use disorder. Prior to this public health emergency, the majority of patients were required to visit the clinic every day for their medication. Every day, OTPs serve more than 10,000 Hoosiers in recovery from opioid use disorder with methadone, evidence-based therapies and other psychosocial services. As you may encounter OTP patients and their medications during this time, we the Division of Mental Health and Addiction wanted to share some important information about these medicines. These patients are permitted by U.S. and Indiana law to possess and transport these medicines for their own use.

Patients do not receive a prescription or paper document along with their medication. However, Indiana law regarding self-administered medication states that OTPs must prepare bottles for self-administration of medication with labels containing the following information:

- 1. Patient's name**
- 2. Name of OTP physician**
- 3. Medication name**
- 4. Medication dose**
- 5. Date bottle was filled**
- 6. Date or dates when the medication is to be ingested**
- 7. Directions for ingesting the medication**
- 8. The name, address and telephone number of the OTP**
- 9. Appropriate cautionary statement, including "Caution: Federal law prohibits the transfer of this drug to a person other than the patient for whom it was dispensed."**



Resources for Families

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Patients are required to transport and store self-administered medications in approved lock boxes. The lockboxes will secure take-home doses of methadone for people in treatment and help to reduce their exposure to COVID-19. The lockboxes will be issued in full accordance with Indiana Code for self-administered medication. The additional flexibility for OTPs and their patients is in full accordance with recent emergency guidance issued by the U.S. Substance Abuse and Mental Health Services Administration. Naloxone will be issued with the lockboxes as a precaution. Naloxone is a life-saving antidote for a person experiencing an opioid overdose. State law requires anyone administering naloxone to call 9-1-1.



Throughout the coming weeks we will be offering a new space of recovery by using the platform of Zoom; this is to provide access to Narcotics Anonymous meetings twice daily.

If you are unaware of how to use, or need help using Zoom, call 260-427-9113 and somebody will reach out. To join via-a phone call please dial 415-762-9988 and follow verbal instructions- enter the Meeting ID follow by the # key. Enter # key again, and you will be connected.



Due to COVID19, most in-person Narcotics Anonymous meetings have been temporarily suspended. Instead Northeastern Indiana NA members are holding two meetings everyday via the application called "Zoom."

The best way to attend explained in the easiest way possible, is to do the following:

Go to Zoom.us or download the app, create an account. Set your name.

When you are ready to attend: enter the Meeting ID, connect with audio (and video if you wish), & from there, the meeting chair will proceed with the meeting. Feel free to join at any time. We will keep the meeting open for an hour and a half – we want to see you!

12pm – Meeting ID 180-964-315

7pm – Meeting ID 926-708-425

You can join using any of these:

- Zoom Smartphone App
- Web browser @ <https://zoom.us/join>
- Phone (audio only) by dialing 415-762-9988. Enter meeting ID# followed by the # key, enter # key again, then you will be connected.



Resources for Families

Last updated: 3/31/2020

**Indiana COVID-19
Call Center**



NEW TOLL FREE NUMBER
877-826-0011

If you are calling with **general questions** about novel coronavirus, please **press 1**; if you are a **healthcare provider** calling about the novel coronavirus, **press 2**.


Indiana State
Department of Health