



## **COVID-19 Information and Resources for Staff and Clients**

### **April 21, 2020**

*Note: this document is meant to be a starting point, not an exhaustive list of all resources and information available. You are encouraged to consult the resource pages listed for frequent updates, and to work with colleagues and partner agencies as we navigate this together. Thanks for all you are doing!*

#### **Topics included in this document:**

General resource/info links  
Health information: testing, COVID-19 hotlines  
Stay at Home Orders  
Food: food pantries, school meals, SNAP  
Assistance for Clients: rent, utilities, home internet  
Diapers  
Medications  
Mental Health Services (crisis)  
Unemployment Assistance  
Stimulus Checks (including deadlines for non-filers to submit info)  
Courts  
Public Transportation

#### **HELPFUL RESOURCE PAGES:**

<https://stlresponse.org/>

**St. Louis County:** <https://stlouisco.com/Your-Government/County-Executive/COVID-19/COVID-19-Resources> Categories are Food, Utilities, Rent, statewide resources, STL City/County resources, small business & employee resources, mental health, COVID-19 info, free educational resources and websites, resources for parents, e-learning resources, websites with lesson plans, and outdoor parks.

**St. Louis City:** <https://www.stlouis-mo.gov/government/departments/health/communicable-disease/covid-19/economic-recovery/emergency-resource-guide.cfm> Categories are Testing, COVID-19 contacts, public utilities, food/children, utility assistance, housing, general health assistance/referrals, and resources for older adults.

**United Way/211:** <http://www.211helps.org/covid-19-where-to-turn/>  
Categories are food services, rental & utilities assistance, unemployment & small business services, student services, health & wellness services, other services & resources, other languages (en español), and general covid-19 guides & resources.

**Mercy Neighborhood Ministries:** This list includes a variety of helpful resources and potential sources of assistance in a wide variety of categories: <https://www.mercy.net/practice/mercy-neighborhood-ministry/mercy-neighborhood-ministry-resources/>

#### **HEALTH INFORMATION:**

- CDC (Centers for Disease Control & Prevention) [www.cdc.gov](http://www.cdc.gov)
- WHO (World Health Organization) <https://www.who.int/>
- Missouri Department of Health & Senior Services <https://health.mo.gov/>

### **COVID-19 Hotlines**

- Missouri COVID-19 Hotline: 1-877-435-8411 [www.health.mo.gov](http://www.health.mo.gov)
- City of St. Louis Department of Health Hotline: 314-657-1499 (Daily, 8am - 10pm) [www.stlouis-mo.gov/covid-19/](http://www.stlouis-mo.gov/covid-19/)
- St. Louis County COVID-19 Hotline: 314-615-2660

### **Testing for COVID-19**

- **City of St. Louis** has a list of public testing sites: [https://www.stlouis-mo.gov/government/departments/health/communicable-disease/covid-19/economic-recovery/emergency-resource-guide.cfm#CP\\_JUMP\\_812506](https://www.stlouis-mo.gov/government/departments/health/communicable-disease/covid-19/economic-recovery/emergency-resource-guide.cfm#CP_JUMP_812506)
- **County testing sites** (subject to change):
  - North County: Christian Hospital Northeast 314-653-5000
  - Mid County: Barnes-Jewish Hospital 314-747-3000
  - West County: Mercy Hospital [mercy.net/covid19](http://mercy.net/covid19)
  - South County: St. Luke's Des Peres Hospital 314-966-9666

### **STAY AT HOME ORDERS:**

The **state of Missouri** is under a Stay At Home Order until May 3 (updated April 16). *The original order was from April 6 until April 24.*

**St. Louis County:** The Stay at Home Order is **extended indefinitely**, with a review in mid-May (announced April 16). *Original Stay at Home Order began March 23, 2020.*

**City of St. Louis:** Update April 16: extending stay at home order indefinitely. Will re-evaluate in mid-May. Largely an extension of previous order, but also adds new recommendations: everyone wear a mask when out in public, and requiring that essential businesses provide appropriate PPE for employees, i.e. masks, gloves. *Original Stay at Home Order effective from March 23, 2020 until April 22.*

### **FOOD:**

#### **Food Pantries:**

The St. Louis Area Foodbank has a “find your Pantry” tool: <https://stlfoodbank.org/programs-services/find-food/>

Find mobile distribution events here: <https://stlfoodbank.org/events/>.

St. Vincent De Paul: Find the pantry serving your zip code by calling 314-881-6000 or using the online Conference finder. <https://svdpstlouis.org/>

#### **SNAP (Food Stamps):**

Apply online: <https://mydss.mo.gov/food-assistance/food-stamp-program>

Or call 855-FSD-INFO (855-373-4636) and ask one of our team members for an application. Completed applications should then be submitted by email at [FSD.Documents@dss.mo.gov](mailto:FSD.Documents@dss.mo.gov) or fax to 573-526-9400.

Families currently receiving Food Stamp benefits should receive the maximum amount for their household size during March and April. Anyone who is currently eligible for SNAP will automatically receive P-SNAP.

For more info about P-SNAP, visit: <https://mydss.mo.gov/covid-food-stamp-info>. Pandemic EBT (P-EBT) is a temporary SNAP benefit available while schools are closed for households with children who receive free and reduced lunch at school. Families not currently receiving SNAP will need to apply in order to receive P-EBT—this application process is still being sorted out.

**School Meals:**

Contact your school district for information about their food distribution plan.

**St. Louis Public Schools:** <https://www.slps.org/meals>

Starting Friday, April 17, 2020, St. Louis Public Schools shifted to once weekly service on Fridays. Families will take home a meal kit with meals for seven days. Sites are open 8am to noon.

**Meals for Kids at St. Louis County Libraries:**

St. Louis County Library and Operation Food Search will provide drive-thru food pick-up for children at nine SLCL branches. Participating branches will provide two shelf-stable breakfasts and two lunches Monday, Wednesday and Friday, while supplies last. Meals will be available free of charge for children ages 18 and under. Meals will be distributed in the branch parking lots.

Drive-thru food pick-up for kids will be available at the following branches from 10:00-12:00 p.m., Monday, Wednesday and Friday:

- Bridgeton Trails Branch, 3455 McKelvey Rd. Bridgeton, MO 63044-2500
- Florissant Valley Branch, 195 New Florissant Rd., S. Florissant, MO 63031-6796
- Indian Trails Branch, 8400 Delport Dr. St. Louis, MO 63114-5904
- Jamestown Bluffs Branch, 4153 N. Highway 67 Florissant, MO 63034-2825
- Lewis & Clark Branch, 9909 Lewis-Clark Blvd. St. Louis, MO 63136-5322
- Natural Bridge Branch, 7606 Natural Bridge Rd. St. Louis, MO 63121-4905
- Prairie Commons Branch, 915 Utz Ln. Hazelwood, MO 63042-2739
- Rock Road Branch, 10267 St. Charles Rock Rd. St. Ann, MO 63074-1812
- Weber Road Branch, 4444 Weber Rd. St. Louis, MO 63123-6744

**Ferguson Florissant Schools:** <https://www.fergflor.org/>

Beginning April 20, 2020, they are operating two drive-through pick-up sites.

- Savoy Banquet Center  
Location: Savoy Banquet Center Parking Lot, 119 S. Florissant Road, Ferguson, MO 63135  
Mondays and Wednesdays starting at 10:30 a.m. until 12:30 p.m.  
*What will be provided:*  
Mondays: Breakfast and Lunch items for two days  
Wednesdays: Breakfast and Lunch items for three days
- Empower North County in Florissant  
Location: Trinity Church Parking Lot, 3515 Shackelford Road, Florissant, MO 63031  
Thursdays starting at 11 a.m. until 1 p.m.  
*What will be provided:* Five days of Breakfast and Lunch items

**Riverview Gardens District:** <http://www.rgsd.k12.mo.us/>

They will resume food and assignment packet distribution events for families starting Tuesday, April 21. The events will be held on Tuesdays at Zion Travelers Church and on Thursdays at Dellwood Recreation Center.

- Tuesdays: 10am-12pm, Zion Travelers Church, 351 Chambers Rd, St. Louis 63137
- Thursdays: 10am-12pm, Dellwood Recreation Center, 10266 W. Florissant Ave, St. Louis 63136

Food/Assignment Packet Distribution Details:

The preferred pick up method is drive thru, so please drive to the locations. Social distancing will be practiced. Students do not need to be present. If you cannot drive to the locations, please practice social distancing.

### **ASSISTANCE FOR CLIENTS**

This list includes a variety of helpful resources and potential sources of assistance:

<https://www.mercy.net/practice/mercy-neighborhood-ministry/mercy-neighborhood-ministry-resources/>

#### **Rent**

- Community Action Agencies will soon be receiving funding from MHDC (Missouri Housing Development Commission) to assist with COVID-19 related rent and utility costs, and potentially other categories (motel/hotel, food). Funds should be available in early May.
- In addition, the community action agencies have some regular funds available for rent assistance. Eligibility for all CAA funds is based on income.
- The Salvation Army has some emergency assistance for rent and utilities available, and some funds can be used for undocumented clients. Call the main number (800-533-6865) or look online (<http://stlsalvationarmy.org/>) to find your local Corps office.

#### **Utilities**

Ameren Missouri is suspending all disconnections for non-payment and forgiving any late payment fees for residential and business customers.

Spire suspends disconnects and late fees until May 1 for residential and business customers.

Missouri American Water will be placing a moratorium and discontinuing service shut-offs at this time.

LIHEAP has additional funds, and the deadline to apply has been extended through May 31. Households can apply more than once, and are able to receive additional assistance with electric bills over the summer. They do not have to have a disconnect notice, only an outstanding balance. Households are eligible for up to \$800 for gas and/or electric until May 31<sup>st</sup> and an additional \$300 electric only from June 1<sup>st</sup> – September 31<sup>st</sup>.

CAASTLC is processing applications for energy assistance for the county and Urban League is processing applications for the city. Applications can be faxed or mailed to the appropriate agency.

The application can be downloaded and printed from here: <http://www.caastlc.org/wpsite/wp-content/uploads/2018/10/2018-19-EA-1-Application-for-the-Low-Income-Home-Energy-Assistance-Program.pdf>

#### **Internet Access at Home**

<https://our241.com/no-cost-in-home-internet-for-60-days/>

#### **Public Libraries**

All St. Louis City Library branches and St. Louis County Library branches are closed until further notice. Wifi access IS available around the buildings—people can sit in the parking lot to access.

### **DIAPERS**

#### **Diaper Distribution at St. Louis County Libraries:**

Families can pick up a supply of 25 diapers each Friday between 10:00 and 12:00 p.m. Appropriately sized diapers will be provided to children ages 3 and under. A child must be present to receive a supply of diapers.

- Florissant Valley Branch, 195 New Florissant Rd., S., Florissant, MO 63031-6796
- Lewis & Clark Branch, 9909 Lewis-Clark Blvd., St. Louis, MO 63136-5322
- Natural Bridge Branch, 7606 Natural Bridge Rd. St. Louis, MO 63121-4905
- Weber Road Branch, 4444 Weber Rd. St. Louis, MO 63123-6744

### **MEDICATIONS**

Rx Outreach expanded our eligibility guidelines beyond 400% FPL to include people affected by COVID-19. Full criteria is at [www.rxoutreach.org/covid19](http://www.rxoutreach.org/covid19)

As a non-profit, mail-order pharmacy, Rx Outreach is uniquely positioned to help reduce the impact and spread of the Coronavirus (COVID-19) for people who are quarantined or may be afraid to go out to a clinic or pharmacy for fear of catching the virus. Our medications are delivered free directly to a patient's home. We offer over 1,000 medications at prices below retail.

<https://www.facebook.com/RxOutreach/videos/515398715789780/>

### **MENTAL HEALTH SERVICES**

**SAMHSA's Disaster Distress Helpline** 1-800-985-5990, is a 24/7, 365-day-a-year, national hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster. This toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories. Stress, anxiety, and other depression-like symptoms are common reactions after a disaster.

Call 1-800-985-5990 or text TalkWithUs to 66746 to connect with a trained crisis counselor.

Llame al 1-800-985-5990 o envie texto al 66746 para conectarse con un consejero (a) entrenado en crisis.

<https://www.samhsa.gov/find-help/disaster-distress-helpline>

**National Suicide Prevention Lifeline** <https://suicidepreventionlifeline.org/>

English: 1-800-273-8255 Spanish: 1-888-628-9454

**Crisis Text Line** Text HOME To 741741 [www.crisistextline.org](http://www.crisistextline.org). The Crisis Text Line provides free, 24/7 support via text message.

### **UNEMPLOYMENT ASSISTANCE**

MO Department of Labor: 800-320-2519 [www.labor.mo.gov](http://www.labor.mo.gov)

Apply online for unemployment benefits: <https://uinteract.labor.mo.gov/benefits/home.do>

FAQs about filing for unemployment: <https://labor.mo.gov/coronavirus>

### **STIMULUS CHECKS**

You may be eligible to receive a Payment if you:

- Are a U.S. citizen or U.S. resident alien;
- Cannot be claimed as a dependent on someone else's return;
- Have a social security number (SSN) that is valid for employment (valid SSN); and

- Exception: If either spouse is a member of the U.S. Armed Forces at any time during the taxable year, then only one spouse needs to have a valid SSN
- Have adjusted gross income below an amount based on your filing status and the number of your qualifying children.

Some people will not be eligible for a stimulus payment:

- You can be claimed as a dependent on someone else's return. For example, this would include a child, student or older dependent who can be claimed on a parent's return.
- You do not have a valid Social Security number.
- You are a nonresident alien.

Information about the stimulus payments: <https://www.irs.gov/coronavirus/economic-impact-payment-information-center>

If you don't file taxes, you can provide your information to receive your payment electronically: <https://www.freefilefillableforms.com/#/fd/EconomicImpactPayment>

**Time sensitive:** The IRS [issued a special alert](#) on April 20 for several groups of federal benefit recipients (SS, SSDI, SSI, VA, RRB). Social Security retirement/survivor/disability recipients and Railroad Retirement recipients must [act by noon on Wednesday, April 22, if they didn't file a tax return in 2018 or 2019 and have dependents](#). Recipients of Supplemental Security Income (SSI) and Veterans Affairs benefits have slightly more time as their payments will be made later.

Their \$1,200 payments will be issued soon but, in order to add the \$500 per eligible child amount to these payments, the IRS needs the [dependent information before the payments are issued](#). Otherwise, their payment at this time will be \$1,200 and, by law, the additional \$500 per eligible child amount would be paid in association with a return filing for tax year 2020.

Both groups are urged to use the [Non-Filer tool](#) as soon as possible. Once their \$1,200 payment has been issued, they will **not** be eligible to use the [Non-Filer tool](#) to add eligible children. Their payment will be \$1,200 and, by law, the additional \$500 per eligible child amount would be paid in association with a return filing for tax year 2020.

## COURTS

### Court Proceedings Suspended Due to COVID-19, Length of Suspension, and Exceptions

Per the Supreme Court of Missouri, all in-person proceedings in all appellate and circuit courts-including all associate, family, juvenile, municipal, and probate divisions, and grand jury proceedings are suspended until May 1, 2020. This may be extended.

Exceptions to this are Proceedings that are:

- necessary to protect the constitutional rights of criminal defendants, including the right to a speedy trial, and the rights afforded under section 544.676.3;
- pursuant to chapters 210 and 211 pertaining to juvenile delinquency and abuse, neglect, and termination of parental rights;
- pursuant to chapter 453 pertaining to adoption;
- civil or criminal jury trials are already in progress as of March 16, 2020;
- pursuant to chapter 455 pertaining to orders of protection;
- related to emergency child custody orders;
- related to petitions for temporary restraining orders or other forms of temporary injunctive relief;
- related to emergency mental health orders;
- pursuant to Chapter 475 for emergency guardianship or conservatorship;



- directly related to the COVID-19 public health emergency;
- Oral arguments regarding time-sensitive matters; and
- Other exceptions approved by the Chief Justice of this Court

### **Payments to Municipal Courts**

Municipal Courts are encouraging people who want to pay their fines to make their payment online or mail in their payments if they can.

## **PUBLIC TRANSPORTATION**

### **Service Adjustments to MetroLink and MetroBus**

On Monday, April 20, Metro Transit will introduce a new service plan to improve the scheduling and reliability of MetroBus service during the COVID-19 pandemic. Under the new plan, Metro will temporarily suspend service on six MetroBus routes, and will modify schedules and service frequencies for most MetroBus routes in Missouri due to lower ridership and fewer available workforce resources.

<https://www.metrostlouis.org/nextstop/covid-19-update-metrobus-changes-coming-april-20/>

#### *Plan Details*

- Several MetroBus routes will have increased frequency during select daytime hours to reduce overcrowding and support social distancing on buses.
- Most MetroBus routes will have reduced frequencies throughout daytime and evening hours.
- Several MetroBus routes will end service earlier in the evening.
- Service will be temporarily suspended on the #2 Red | #13 Union | #47 Hanley | #56 Kirkwood-Webster | #58 Chesterfield Valley | #75 Christian Hospital.
- There are no new changes to MetroLink service or Illinois MetroBus routes. You can access the Illinois MetroBus schedules here.

For updated information and schedules, all MetroBus riders should check their route (online) or contact Metro Transit Information for assistance: 314.207.9786 (TEXT) | 314.231.2345 (PHONE) 7 a.m. – 6 p.m. | Monday through Friday

Metro Transit will begin operating a modified weekend service on weekdays until further notice. Specifically:

- MetroLink will operate the normal weekend schedule seven days a week until further notice. (See Schedule at <https://www.metrostlouis.org/metrolink-schedule/>)
- MetroBus routes will operate on Saturday schedules, with the exception being routes that currently do not operate on Saturdays and Express routes in Missouri (see schedule at <https://www.metrostlouis.org/metrobus-schedule/>)
- Several MetroBus routes that currently do not operate on Saturdays will operate their normal weekday schedule on weekdays. These routes include the #17 Mackenzie (MO); #101 Fenton Connector (MO); #14 Memorial Hospital-Westfield Plaza (IL); #15 Belleville-O'Fallon (IL); #17 Carlyle Plaza-17<sup>th</sup> Street (IL); #21 Scott AFB-Main Base Shuttle (IL); #21X Scott AFB-East Base Shuttle (IL). Service on select Express routes in Illinois – #2X Waterloo-Columbia and #17X Lebanon-Mascoutah – will run on weekday schedules until further notice.
- Service on Express MetroBus routes in Missouri is temporarily suspended. The #57X Clayton Road, #58X Twin Oaks Express, #73X I-55 Express, #79X North County Express, and #410 Eureka Express routes will be out of service until further notice.
- The #174X Halls Ferry Express will operate on a Saturday schedule on weekdays. It will provide service between the North County and North Broadway Transit Centers.

- Metro Call-A-Ride will operate the same span of service and the same geographic area that it currently operates on weekday.

**Fares**

- Cash fares for MetroBus and Metro Call A Ride are being waived until further notice to minimize personal interactions and exposure to COVID-19.
- Customers using all other fare types can also refrain from using the farebox.
- Fare enforcement will continue on MetroLink, and all MetroLink passengers need to have a valid fare in their possession when riding the light rail system