

Franklin County Community Resources

Missouri COVID-19 Information Hotline – 1-877-435-8411

Addiction Issues -

Places for People - contact Jamie at 314-535-5600 x146. Offers an outpatient program, case management, and Suboxone clinic

BJC: Outpatient Mental Health – Call center 314-747-7491. Offers addiction support and Suboxone clinic.

Adult abuse/neglect/exploitation – Report abuse, neglect, and exploitation of elderly or disabled online 24/7 at health.mo.gov/abuse. Mandated reporters are not encouraged to report online.

Animal Cruelty Hotline – 314-647-4400 (for abuse, neglect, or animals in distress)

Blood Donations – Severe blood shortage, donors urgently needed. Eligible and healthy donors are strongly urged to make an appointment to provide lifesaving blood products to patients. To find a local blood drive or donation center and to schedule an appointment, www.redcrossblood.org

Business loans – Economic Injury Disaster Loans are available to small businesses in Missouri. Apply online at <https://disasterloan.sba.gov>, for a disaster loan through the Small Business Association. For COVID-19 small business resources, visit <https://www.sba.gov/coronavirus>.

Caretaker Support Group – Preferred Family Healthcare’s Team of Concern program will be offering an online support group for parents. Led by Monica Chwascinski, join the group 4P-5P on Tuesdays and Thursdays. Connect through Google Hang-Outs at meet.google.com/tyg-dvjo-zur or by phone at 1-337-346-2146, pin 569-542-629#. For question or information contact 636-584-8724 or 636-388-8720.

Child Abuse and Neglect Hotline – 1-800-392-3738

Compass Health Network – as of 03/23/20, all Franklin Co. facilities remain open. Customers seeking services will be asked to follow safety protocols when entering the building to ensure appropriate distancing practices.

Compass Health Access/Disaster Hotline: 1-888-237-4567 (Mon-Fri 7A-7P)

Behavioral Health Crisis Hotline: 1-800-833-3915 (24-hour)

Behavioral Health – New appointments, call 844-853-8937. Community support, therapy and psychiatry services will be provided via telehealth or telephone. Customers are being contacted to alert them of this change in protocol.

- All in-person group behavioral health programming has been temporarily suspended.
- Short-term residential addiction treatment services have been temporarily suspended.
- All other residential programs will restrict visitors. Customers living in these facilities will be asked to stay on campus.
- To protect our customers from exposure due to staff shift changes, staff will be screened before entering the facility and will wear protective masks at all times.

Medical Care - Primary Care will continue to deliver services to patients, while maintaining protective measures for both patients and staff. In the effort to preserve continuity of care and adhere to CDC protocols, Primary Care will utilize face to face scheduling, telemedicine, and designating locations as “sick” and “well” service locations. Call 844-853-8937 to schedule an appointment.

Dental - Compass Health dental services will be limited to emergency services only at Wentzville. All other Compass Health dental offices will be temporarily closed as of Monday, March 23. Please feel free to contact us at 1-844-853-8937.

Consumer Protection Hotline – 1-800-392-8222 Report price gouging or scams to the Attorney General’s office.

Diapers/Wipes – Grace’s Place Crisis Nursery (Washington) is offering diapers and wipes for families in need. Call 636-432-1313 and ask for diapers and wipes and the houseparents will pull what they need.

Disaster Distress Helpline – 1-800-985-5990 or text “TalkWithUs” to 66746. Crisis counselors are available 24/7/365 to provide immediate counseling to anyone who needs help dealing with the aftermath of a traumatic incident. This is a free, confidential, and multilingual crisis support service. Callers and texters are connected to trained and caring professionals from crisis counseling centers in the network. The Helpline staff provides confidential counseling, referrals, and other needed support services. You can also access help online at disasterdistress.samhsa.gov.

Domestic Abuse 24-Hour Crisis Hotline – **636-583-5700 or toll-free 1-800-941-9144**. This is the Franklin County number for ALIVE.

Drivers license and motor vehicle registration – The Missouri Department of Revenue is implementing a 60-day automatic extension for drivers’ licenses and motor vehicle registrations (license plates) that expire 03/01/2020-04/30/2020. More information is available at dor.mo.gov

Electric Assistance through Ameren Missouri – Funds are available for customers in need of electric bill assistance. For more information on the Ameren Relief program, to see if you qualify, or to complete an application, visit 211helps.org/AmerenRelief. Ameren Missouri is suspending disconnects and late fees for residential and commercial customers (length of time unknown). They have extended their Cold Weather Rule from 3 months to 12-months (if you qualify).

Emotional and spiritual help – Available through The Salvation Army – Midland Division. Call 1-877-220-4195 or make a request online (8A-8P) at salarmymidland.org.

Family Support Division – Offices will close statewide to the public on 03/24/2020. Services and benefits are still available. Clients can contact FSD: online at mydss.mo.gov, call 855-373-4636, email documents to FSD.documents@dss.mo.gov, or fax documents to 573-526-9400. IMPORTANT: Make sure SSN or DCN are on all documents.

Food pantry search – <https://stlfoodbank.org/covid19/> allows you to search for a food pantry near you, learn about large distribution events, and how to apply for SNAP (food stamps). People wishing to donate food or money can learn more about donating at this site.

Homeless Task Force Hotline - 636-649-5703 (Franklin County specific)

Mercy Clinical Support Hotline – 314-251-0500 (if you are concerned that you may have COVID19, you can go through the survey and will be scheduled for the drive-thru testing site at Washington Fairgrounds).

Mercy Neighborhood Ministry Resources – Visit mercy.net/practice/mercy-neighborhood-ministry/ Select “Resources” for an extensive listing of resources throughout the Mercy system. You have the option to select Franklin County specific resources for some topics.

MO Rides COVID-19 Response - Normal operations are disrupted. Visit website for more information: <https://morides.org/about/covid-19-transit/>

Natural gas assistance through Spire – Eastern Missouri Spire customers impacted by COVID-19, who are seeking gas bill assistance, can contact customer service at 1-800-887-4173 Mon-Fri 7AM-7PM or 24/7 at spireenergy.com. The 1-800 number can be used for after-hours emergencies (gas leaks).

Rumor Control – FEMA has a website, fema.gov/coronavirus-rumor-control, to help control the spread of rumors about COVID-19.

Runaway Hotline - National Runaway Hotline – 1-800-RUNAWAY (786-2929)

Senior shopping hours – DOLLAR GENERAL: Beginning 03/17/20, Dollar General is strongly encouraging the first hour of operations each day be dedicated solely for the shopping needs of senior customers. Stores will close 1-hour early to allow employees to clean and restock store shelves, and for their health and wellbeing.

Senior shopping hours - SCHNUCKS: Beginning 03/18/20 and continuing indefinitely, Schnucks is reserving the 6AM-7AM hour for seniors age 60 and above, and those most at risk of COVID-19.

Senior shopping hours - ALDI: Offering exclusive hours for senior citizens, expectant mothers, and those with health concerns. Tuesdays and Thursdays, 8:30-9:30 a.m.

Shared Work Program – Offered through the Missouri Department of Labor and Industrial Relations. An alternative to employers to lower staff density instead of layoffs. For more information, visit <http://sharedwork.mo.gov> or call 573-751-WORK.

Society of St. Vincent de Paul – All SVdP Thrift Stores and donation docks are temporarily closed. Local Conferences can assist with financial needs, utilities, transportation, and other immediate needs. Please contact your local conference for more details on services: <https://svdpstlouis.org/get-help/request-help-conference-finder>

Suicide Hotlines -

National Suicide Prevention Lifeline – 1-800-273-TALK (8255)

Veterans Crisis Line – 1-800-273-TALK (8255), PRESS #1, text 838255

Crisis Text Line – text MOSAFE to 741741

Compass Health Crisis Hotline: 1-800-833-3915 (24-hour) For Franklin Co. region

Sylvan Learning – For help with homeschooling, Sylvan has expanded their hours. Mon-Thu 12:30-6:30PM, Sat 9:30AM-12:30PM. Virtual, personal academic support. Contact them at 636-239-9211 or online at sylvanlearning.com

Tax filing – State and Federal tax filing deadline has been extended from 04/15/2020 to 07/15/2020. Tax payments are also deferred during this time without penalties and interest, regardless of the amount you owe. You do not need to file a request for this extension. You will be required to request an extension if you intend to file after 07/15/2020. Contact a tax professional if you have questions.

United Way 2-1-1 – Call 2-1-1 or 1-800-427-4626 or online at <https://helpingpeople.org/united-way-2-1-1/> for assistant to services in the St. Louis area. 24/7 connection to agencies and resources near you. *(See 2-pages following this list specifically from UW-2-1-1)*

Volunteer – People looking to volunteer during this time can register at stlvolunteer.org. There are virtual volunteer opportunities available. Businesses or organizations in need of volunteers can put in a request at this site. You will need to set up an account on the page. This site is managed by the United Way of Greater St. Louis.

WiFi – The Washington Public Library has free wifi access from their parking lot. Select network: “COFW GUEST.”

Youth Connection Helpline - If you are a youth or have a child that is struggling to cope with everything that is happening they can seek support by contacting the Youth Connection Helpline by texting **BHEARD to 31658**, chat online at www.bhrstl.com, or calling toll-free **1-844-985-8282** or local 314-819-8802. All services are available 24/7.

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