

## Resource Guide for Residents - Missouri

POAH Communities understands that you and your family may have concerns and questions during this time of uncertainty regarding the COVID-19 pandemic. We are sharing the below resource guide with you in order to provide you with information and resources that will keep you safe and comfortable in your home.

This Resource Guide lists contact information and links to local food distribution “grab and go” centers, school-based breakfast and lunch programs for children, senior services, emergency childcare, state unemployment applications, emergency funds, and more. POAH Communities will be updating this document on a regular basis as the situation changes, posting it on the POAH Communities website under our COVID-19 Response to Residents page.

If you or any member of your household need individual referral assistance, we encourage you to reach out to your on-site Management Office and/or Community Impact Coordinator. As a reminder, please contact your Primary Healthcare Provider or 911 immediately for any medical needs, as POAH Communities is not a healthcare provider.

Resource	Website	Region(s) Served	Phone Number	Assistance Type	Notes
<b>Missouri Updates – COVID19</b>	<a href="https://www.mo.gov/">https://www.mo.gov/</a>	Statewide	877-435-8411	Information & Updates	State of MO’s main website for state-specific up-to-date information regarding the COVID-19 pandemic. Use link below to submit questions: <a href="https://info.mo.gov/covid/">https://info.mo.gov/covid/</a>
<b>Centers for Disease Control and Prevention (CDC)</b>	<a href="https://www.cdc.gov/coronavirus/2019-nCoV/">https://www.cdc.gov/coronavirus/2019-nCoV/</a>	Statewide	800-232-4636	Information & Updates	The CDC is a reliable source of accurate information regarding the COVID-19 pandemic.
<b>Missouri Department of Health and Senior Services</b>	<a href="https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus/">https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus/</a>	Statewide	877-435-8411	Information & Updates	Lists updates on case counts, how to get tested, and various resources.
<b>Manage Anxiety &amp; Stress</b>	<a href="https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html">https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html</a>	Statewide		Health / Medical	The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger.

<b>Missouri Department of Labor</b>	<a href="https://labor.mo.gov/coronavirus">https://labor.mo.gov/coronavirus</a>	Statewide	See list in Notes section	Unemployment Insurance	<p>The Dept. of Labor has updated its eligibility for unemployment insurance in response to the COVID-19 pandemic. Visit the website listed on the left, and see info below:</p> <p>Regional Claims Center representatives are available by phone Monday – Friday from 8:00 AM – 5:00 PM by calling:</p> <p>Jefferson City: 573-751-9040  Kansas City: 816-889-3101  Springfield: 417-895-6851  St. Louis: 314-340-4950  Outside local calling area: 800-320-2519</p> <p>Or to contact Regional claims center rep by email: <a href="mailto:esuiclaims@labor.mo.gov">esuiclaims@labor.mo.gov</a></p> <p>File a claim application online with UInteract: <a href="https://uinteract.labor.mo.gov/benefits/home.do">https://uinteract.labor.mo.gov/benefits/home.do</a></p>
<b>Ameren Missouri – Coronavirus Income Relief Program</b>	<a href="https://www.ameren.com/missouri/account/customer-service/covid-19/income-relief-program">https://www.ameren.com/missouri/account/customer-service/covid-19/income-relief-program</a>	Statewide		Utility Assistance	<p>Visit <a href="https://uwgsl.tfaforms.net/4602908">https://uwgsl.tfaforms.net/4602908</a> to apply.</p> <p>Ameren Missouri has partnered with the United Way of St. Louis to provide \$500,000 in energy assistance funds to customers facing financial hardships due to COVID-19. The website on the left also lists other resources for utility assistance.</p>
<b>MO HealthNet (Medicaid)</b>	<a href="https://dss.mo.gov/mhd/">https://dss.mo.gov/mhd/</a>	Statewide	573-751-3425	Health / Medical	<ul style="list-style-type: none"> <li>• Telehealth is available to MO HealthNet participants. Read this important notice for more information.</li> <li>• There will be no co-pays for COVID-19 testing for MO HealthNet participants.</li> <li>• Consistent with the federal Families First Coronavirus Response Act, effective immediately, the Department of Social Services will not terminate eligibility for any Medicaid participant unless the individual requests a voluntary termination of eligibility or the individual</li> </ul>

					<p>ceases to be a resident of the state through the end of the federal emergency COVID-19 declaration.</p> <ul style="list-style-type: none"> <li>• MO HealthNet coverage will be extended to Missourians ages 19-64 who test positive for COVID-19 and meet the income and resource eligibility guidelines. Income is not to exceed 85% of the federal poverty level and the resource limits are \$4,000 for individuals and \$8,000 couples.</li> <li>• MO HealthNet is relaxing requirements related to prescription refills and prior authorizations to ensure participants have access to essential medications.</li> </ul>
<b>Apply for SNAP (Supplemental Nutrition Assistance Program)</b>	<a href="https://mydss.mo.gov/media/pdf/food-stamp-application">https://mydss.mo.gov/media/pdf/food-stamp-application</a>	Statewide	855-373-4636	Food / Meals	Click link on the left to fill out an application. Call the number to complete the application over the phone.
<b>Feeding Missouri</b>	<a href="https://feedingmissouri.org/your-food-bank/">https://feedingmissouri.org/your-food-bank/</a>	Statewide	573-355-7758	Food / Meals	Click link on the left to search for food banks, pantries, and soup kitchens near you.
<b>Harvesters Community Food Network</b>	<a href="https://www.harvesters.org/Get-Help/Service-Locator">https://www.harvesters.org/Get-Help/Service-Locator</a>	<p>Kansas City Area</p> <p>Jackson County</p> <p>Clay County</p> <p>Johnson County</p>	877-353-6639	Food / Meals	<p>Food Bank in the Kansas City area that coordinates Kids Cafes and can help you apply for food stamps. To find out if you qualify, call 877-653-9522.</p> <p>Use this link to find Kitchen Days and hours in Kansas City (upd 3/30/2020):</p> <p><a href="https://www.harvesters.org/Harvesters.org/media/assets-uploaded/Agency/kitchens/Kitchen-Days-and-Hours-by-Day-03-2020.pdf">https://www.harvesters.org/Harvesters.org/media/assets-uploaded/Agency/kitchens/Kitchen-Days-and-Hours-by-Day-03-2020.pdf</a></p> <p>Kids Cafes Info for Jackson &amp; Clay Counties:</p> <p><a href="https://www.harvesters.org/Harvesters.org/media/assets-uploaded/Agency/Kids%20Cafe/Jackson-Clay-County-MO.pdf">https://www.harvesters.org/Harvesters.org/media/assets-uploaded/Agency/Kids%20Cafe/Jackson-Clay-County-MO.pdf</a></p>

					Kids Cafes Info for Johnson County: <a href="https://www.harvesters.org/Harvesters.org/media/assets-uploaded/Agency/Kids%20Cafe/Kansas-Counties.pdf">https://www.harvesters.org/Harvesters.org/media/assets-uploaded/Agency/Kids%20Cafe/Kansas-Counties.pdf</a>
<b>Ozarks Food Harvest</b>	<a href="https://ozarksfoodharvest.org/programs/">https://ozarksfoodharvest.org/programs/</a>	Springfield	417-865-3411 417-865-0504	Food / Meals	For Kids: Weekend Backpack Program, After-School Food, Summer Food. For Families & Seniors: Mobile Food Pantry, Senior Food, and SNAP support Call or visit website for more information
<b>Missouri Dept. of Elementary and Secondary Education</b>	<a href="https://dese.mo.gov/communications/coronavirus-covid-19-information">https://dese.mo.gov/communications/coronavirus-covid-19-information</a>	Statewide	877-435-8411	Information & Updates	Website features latest updates on school closures and more. Find your regional contact for school meal sites here: <a href="https://dese.mo.gov/sites/default/files/FNS-RegionsMap.pdf">https://dese.mo.gov/sites/default/files/FNS-RegionsMap.pdf</a>
<b>Talking to Children About COVID-19</b>	<a href="https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/talking-to-children-about-covid-19-(coronavirus)-a-parent-resource">https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/talking-to-children-about-covid-19-(coronavirus)-a-parent-resource</a>	National		Youth Support	Resource from the National Association of School Psychologists regarding how to talk to children about the COVID-19 pandemic in a safe, healthy way.
<b>Dollar General</b>	<a href="https://www.dollargeneral.com/">https://www.dollargeneral.com/</a>	Statewide		Other	Dollar General's first hour of business daily is dedicated to seniors, before opening to the public.
<b>Comcast</b>	<a href="https://www.xfinity.com/wifi">https://www.xfinity.com/wifi</a>	Statewide	1-855-846-8376	Other	Comcast will be pausing their data plans. There will be no disconnects or late fees. They also offer additional cost savings programs for low income households and students.
<b>CVS – Rx Delivery</b>	<a href="https://www.cvs.com/content/delivery?icid=cvs-home-covid19-banner-Rx-delivery">https://www.cvs.com/content/delivery?icid=cvs-home-covid19-banner-Rx-delivery</a>	Statewide	888-300-4419	Health / Medical; Food / Meals	Please call your local store or visit the website for more info regarding Rx delivery.  CVS COVID-19 information hotline: 1-888-300-4419

<b>Walgreens – Rx Delivery</b>	<a href="https://www.walgreens.com/topic/pharmacy/prescription-delivery.jsp">https://www.walgreens.com/topic/pharmacy/prescription-delivery.jsp</a>	Statewide		Health / Medical; Food / Meals	Please call your local store or visit the website to learn more.
<b>Target</b>	<a href="https://www.target.com/">https://www.target.com/</a>	Statewide		Health / Medical; Food / Meals	Target is dedicating an hour each week for the elderly and those with underlying health concerns – who are the most vulnerable to COVID-19 – to shop. Please call your local store to learn more or visit the website.
<b>Walmart</b>	<a href="https://www.walmart.com/">https://www.walmart.com/</a>	Statewide		Health / Medical; Food / Meals	Please visit the website or call your local store to learn more about delivery services.