

4/1/2020
7:30 am

****FOR INTERNAL USE ONLY****

COVID-19 Agency & Community Information



Get Connected. Get Help.™

Omaha/Council Bluffs Metro Area

Food Resources

Food Bank for the Heartland is offering drive-up mobile pantries:

Saturday, April 4, 9 am-11 am, Countryside Church, 13130 Faith Plaza, Omaha, 68144

Mobile Backpack Program pickup locations:

Monday	Castellar Elementary, 2316 S. 18th St, Omaha, 68108, 12 noon-2 pm Hope Center, 2200 N. 20th St, Omaha, 68110, 1 pm-3 pm Wakonda Elementary, 4845 Curtis Ave, Omaha, 68104, 1 pm-3 pm Jefferson Elementary, 4065 Vinton St, Omaha, 68105, 3 pm-5 pm Abide Omaha, 3223 N. 45th St, Omaha, 68104, 4 pm-6 pm Prairie Wind Elementary, 10908 Ellison Ave, Omaha, 68164, 6 pm-8 pm
Tuesday	MCC South, 2909 Ed Babe Gomez Ave, Omaha, 68107, 6 pm-8 pm
Wednesday	MCC Career Center, 5300 N. 30th St, Bld 23, Omaha, 68111, 6 pm-8 pm
Friday	Miller Park Elementary, 5625 N. 28th, Omaha, 68111, 1 pm-3 pm NorthStar, 4242 N. 49th, Omaha, 68104, 1 pm-3 pm Thomas Jefferson, 2501 W. Broadway, Council Bluffs, 51501, 1 pm-3 pm Wilson Middle, 715 N. 21st St, Council Bluffs, 51501, 4 pm-6 pm Completely Kids, 2566 St. Mary Ave, Omaha, 68105, 4 pm-6 pm

Westside Community Schools - Free Food Pickup

Every child who shows up (ages 1-18) at one of the drive up sites will receive 5-days worth of meals (breakfast and lunch) to take home. There is no charge, and no ID is required. While this is intended for Westside Community Schools students, they will not turn children away.

Mondays, 8:30am-12:30pm

- Westbrook Elementary School (1312 Robertson Dr.)
- Westside Middle School (8601 Arbor St.)
- Prairie Lane Elementary School/Swing School campus (3534 S. 108th St.)

Mondays, 4 pm-7 pm

- Westside Middle School (8601 Arbor St.)

Intercultural Senior Center is offering food pantry services for adults ages 50 and older. There are three options to receive this assistance:

--Home Delivery – Call (402) 444-6529 to request home delivery

--Pick Up – Come to 5545 Center Street Mon-Fri 10 am-4 pm. A limited area of the lobby will be open for pantry services.

--Drive Up – Come to 5545 Center Street Mon-Fri 10 am-4 pm and call 402-444-6529 from your car.

Metro Community College ePantry - Students can request pantry boxes and pick them up at a Student Service location at the Fort, South, and Elkhorn campuses. Contact Student Services at the closest campus. <https://myway.mccneb.edu/StudentServices/Pages/MCC-ePantry.aspx> (Kylie - do not add this program publicly)

****Many public schools are offering meals for pick up. Check with your local district for details.****

****May food pantries listed with 211 have made alternate arrangements, like drive thru pickup. See database for details****

Use a term in the "Food" list to log these referrals, plus COVID-19 as the Call Type.

Tax Preparation and Filing

All VITA and AARP tax sites are currently closed through April 30, possibly longer, in Iowa, Nebraska, and Illinois.

Creighton University VITA clinics are cancelled, but they can assist electronically on a first come, first served basis. Send an email to VITA@creighton.edu with your name and contact information expressing interest in the program. They will acknowledge your email and send a message with the terms of their ability to serve you.

IRS - The tax filing deadline has moved to July 15 instead of April 15.

Iowa Department of Revenue - The tax filing and payment deadline has moved to July 31, 2020.

Nebraska Department of Revenue - The tax filing and payment deadline has moved to July 15, 2020.

Use "Tax Preparation Assistance" to log these referrals, plus COVID-19 as the Call Type.

Unemployment Benefits

Unemployment benefits may be available for those impacted by COVID-19.

Nebraska - The Department of Labor has made several changes to unemployment insurance for claims filed March 22-May 2.. They plan to waive the requirement that those receiving unemployment benefits be searching for work. They will also waive the one week waiting time before a person can collect unemployment. Benefits will be paid from Nebraska's Trust Fund, not from employers. Visit <https://neworks.nebraska.gov>.

The maximum weekly benefit amount for 2020 is \$440. Your individual benefits are calculated by identifying the highest quarter earnings in your base period. That amount is then divided by 13 to arrive at the average weekly wage, then divided again by two and rounded down to the next even dollar amount to arrive at your weekly benefit amount. Filing your new claim online will allow you to receive an estimate of your weekly benefit amount at the end of the filing process. You will be advised of this amount when you receive your monetary determination.

Iowa - Iowa Workforce Development has guidance on when unemployments may be available for those impacted by COVID-19. Employees should contact their employer regarding potential telecommuting, sick leave, PTO, FMLA, Disability, and other options they may be offering. If those options are not available, employees may file for unemployment insurance benefits to determine their eligibility.

<https://www.iowaworkforcedevelopment.gov/updates-and-resources-about-covid-19>

The FAQ section for Workers has answers to many questions.

Use "Unemployment Insurance" to log these referrals, plus COVID-19 as the Call Type.

Financial Assistance

Housing Stability Fund - United Way of the Midlands - this fund is open for donations to assist with rent and mortgage payments. The process to distribute funds has not been determined yet. More details should be available later in April.

The US Government has passed the CARES act, part of which contains funds to go directly to individuals. The IRS has requested NO CALLS about this. They are not able to assist at this time. Details will be posted at

<https://www.irs.gov/coronavirus>

Info known so far:

- Direct payments:
 - Individuals earning up to \$75,000 a year will be eligible for the full \$1,200 check. Reduced checks will go out to individuals making up to \$99,000 a year (the payment amount falls by \$5 for every \$100 in income above \$75,000).
 - Married couples are eligible for a \$2,400 check as long as their adjusted gross income is under \$150,000 a year.
 - People who file as a "head of household" (typically single parents with children) are eligible for a \$1,200 check if they earn up to \$112,500 a year. Reduced checks on a sliding scale are available for heads of household earning up to \$136,500 annually.
 - Families would receive an additional \$500 per child.
- Payments will come as a direct deposit if available, or checks
- If you have already filed a 2019 tax return, the Internal Revenue Service will use the direct deposit information on your 2019 return to send your payment to your bank account. If you don't provide the IRS with your direct deposit details, then the IRS will mail you a check.
- If you have not yet filed a 2019 tax return, the IRS will see if you have filed a 2018 tax return and use that information to determine whether you meet the qualifications for a check and to find your bank details or mailing address.
- People on Social Security are eligible to receive the payment as long as their total income does not exceed the limit. Low-income Americans on Social Security do not need to file a tax return. As long as they received an SSA-1099 form (the Social Security benefit statement), the federal government will be able to send them a payment via the usual way they get their Social Security payment. Retirees and people on disability are both eligible for the special payment.
- Eligible U.S. residents must have a work-eligible Social Security number to receive such a check and must not be claimed as a dependent by another taxpayer.
- Q: If I have a past due debt to a federal or state agency, or owe back taxes, will my rebate be reduced? No, the bill turns off nearly all administrative offsets that ordinarily may reduce tax refunds for individuals who have past tax debts, or who are behind on other payments to federal or state governments, including student loan payments. The only administrative offset that will be enforced applies to those who have past due child support payments that the states have reported to the Treasury Department.

Use "Post Disaster Cash Grants" to log these referrals, plus COVID-19 as the Call Type.

Grocery/Medication Delivery

Sarpy County - People who are sick, elderly, or caretakers of this demographic in Sarpy County may call the Sarpy County Sheriff Helpline at 402-593-1593 for needs such as picking up prescriptions, groceries, or other necessities. A uniformed Sarpy County Sheriff's Deputy will pick up and deliver these items in a marked police cruiser.

The following providers are participating in this program:

- All 5 Walgreens in Sarpy County
- Walmart in Papillion
- Target in Papillion (Groceries Only)
- Bakers at 36th St & Twin Creek Dr
- Bakers at 801 Galvin Rd (Pharmacy Only)
- Springfield Drug (Pharmacy Only)

Use "Errand Running/Shopping Assistance" to log these referrals, plus COVID-19 as the Call Type.

Small Business Assistance

U.S. Small Business Administration is offering low-interest federal disaster loans for working capital to Nebraska small businesses suffering substantial economic injury as a result of the Coronavirus (COVID-19). The disaster declaration makes SBA assistance available in the entire state of Nebraska, as well as neighboring counties in adjoining states. Includes the Iowa counties of Fremont, Harrison, Mills, Monona, Pottawattamie and Woodbury. Applicants may apply online, receive additional disaster assistance information and download applications at <https://disasterloan.sba.gov/ela>. Applicants may also call SBA's Customer Service Center at (800) 659-2955 or email disastercustomerservice@sba.gov for more information on SBA disaster assistance. Individuals who are deaf or hard-of-hearing may call (800) 877-8339. Completed applications should be mailed to U.S. Small Business Administration, Processing and Disbursement Center, 14925 Kingsport Road, Fort Worth, TX 76155.

The deadline to apply for an Economic Injury Disaster Loan is Dec. 21, 2020.

Use "Business Disaster Loans" to log these referrals, plus COVID-19 as the Call Type.

Internet (Discounted or Free)

Cox is offering **Connect2Compete**, a low-cost internet service, free for one month to families that don't have an internet connection. The service is free for the first 30 days until May 15; those free 30 days begin on day one of service. *

Cox is working to quickly connect as many low-income families as possible. There are two ways to get students connected:

1. Families can directly apply for Connect2Compete service at cox.com/connect2compete. The website is optimized for mobile use as most families are connecting with their mobile device.
2. Separate from Connect2Compete, families can subscribe to Starter Internet at a reduced rate of \$19.99 with one month free and no need to provide documentation. This offer provides a temporary boost up to 50 Mbps download speeds, no annual contract or qualifications to help low income and those impacted from Coronavirus challenges, like seniors and college students. The first month is free for this service until May 15. *

*Free for the first 30 days:

- Example 1: C2C Services begin March 30, meaning the free thirty days will end on April 29.

- Example 2: C2C Services begin May 14, meaning the free thirty days will end on June 13.

Use “Discounted Internet Service” to log these referrals, plus COVID-19 as the Call Type.

Mental Health

Free Resources include:

Disaster Distress Helpline - (800) 985-5990, or text TalkWithUs to 66746

Boys Town National Hotline - (800) 448-3000, or email hotline@boystown.org

Nebraska Family Helpline - (888) 866-8660 for those especially concerned about a youth

Heartland Family Service is offering video-conferencing for their behavioral health services. For services in Iowa, call (712) 322-1407, in Nebraska call (402) 552-7400.

Methodist Emotional Support Line is a free, confidential service is available daily from 7 a.m. to 7 p.m. and staffed by licensed professional counselors from the Methodist Hospital Community Counseling Program. The counselors can assist callers who may be experiencing feelings such as fear, anxiety, sadness, or depression. Call (402) 815-8255 (TALK) to speak to a counselor.

Use “Mental Health Crisis Lines” to log these referrals, plus COVID-19 as the Call Type.

Transportation

Metro is offering free fares for bus and paratransit services and encouraging riders to use back bus doors. Riders should enter and exit buses through rear doors at all times, except those that need to use the front door to access the wheelchair ramp or request a bus to kneel.

Metro is discouraging all non-essential travel on bus and MOBY services. Riders should maintain as much distance as possible between other riders and the operator. If you have any symptoms of illness, please wear a mask or stay home.

Use “Local Bus Service” to log these referrals, plus COVID-19 as the Call Type.

Legal Assistance

Legal Aid of Nebraska’s Disaster Relief Hotline (844) 268-5627

The free COVID-19 Disaster Relief Hotline is available to Nebraskans affected by COVID-19 and in need of legal assistance. Hosted by Legal Aid of Nebraska, working closely with the Nebraska State Bar Association’s Volunteer Lawyers Project (VLP), this Hotline aims to make key legal assistance easy and accessible.

If you are a Nebraskan facing legal issues related to the virus, or the owner of a small, locally owned business (defined by less than 50 employees, not a franchise) that is currently closed, in risk of permanent closure due to the virus, and where the payment of fees would significantly deplete your resources, call the hotline.

Callers will be connected to the Hotline voicemail. Callers should leave their name, phone number, brief details of the problem and the assistance needed, and in what county they are located. Callers will receive a call back from experienced Legal Aid staff. Individuals and businesses that do not qualify for Legal Aid’s free services

will be directly referred to the VLP. VLP will then work to place cases with Nebraska volunteer lawyers who will also provide free legal assistance.

The types of legal issues associated with COVID-19, and focused on by the Hotline include:

- Tenants with rent issues, including those facing eviction;
- Debt problems, including debtors with garnishments or ordered to appear at a debtor's exam;
- Mortgage foreclosures, including advising on options for delinquent payments;
- Unemployment insurance denials;
- Employee rights, including sick leave and wage payments;
- Government benefits available to low-income persons such as ADC, SNAP, AABD, and SSI;
- Medicaid and medical insurance claims;
- Drafting wills, health care power of attorney, and transfer on death deeds;
- Domestic abuse and safety issues;
- Elder abuse and exploitation;
- Access to education; and,
- Helping small, locally owned businesses with business and employment related matters, including human relations issues, unemployment benefits, and contracts.

Iowa Legal Assistance Hotline for COVID-19 Questions (800) 332-0419

Individuals with questions of a legal nature should call the COVID-19 Legal Information Hotline at. It was developed in partnership with Iowa Legal Aid, the Iowa State Bar Association and the Polk County Volunteer Lawyer Project.

Use "Post Disaster Legal Counseling" to log these referrals, plus COVID-19 as the Call Type.

Donate/Volunteer

Food Bank for the Heartland - If you would like to volunteer or donate funds, visit website:

<https://foodbankheartland.org/covid-19/>

United Way of the Midlands is fundraising to support neighbors directly affected by COVID-19 with food, healthcare, rent/mortgage or utility assistance. To donate, visit <https://www.unitedwaymidlands.org/covid19-give> or text COVID19RELIEF (all caps, no space) to 41444. Apple Pay is available for enabled devices. Donors can choose which area they would like to donate to. 100% of donations support local nonprofits. Checks may be sent to COVID-19, United Way of the Midlands. 2201 Farnam Street, Ste 200, Omaha, NE 68102.

The Salvation Army has created a relief fund dedicated specifically to supporting their efforts to assist the metro community as it deals with the impact of the COVID-19 pandemic. Contributions to this fund can be made either online by clicking the 'donate' button on this webpage --

<https://centralusa.salvationarmy.org/omaha/the-salvation-army-of-omaha-covid-19-relief-fund/> -- or via check; checks may be written out to: The Salvation Army Western Division, COVID-19 Relief Fund, 10755 Burt Street, Omaha, NE 68114.

Donations to this fund will be designated specifically to cover basic needs expenses—helping those in need with everything from food to utility bill assistance to rent payments and more.

Southwest Iowa COVID-19 Response Fund - The Iowa West Foundation, Pottawattamie County Community Foundation, and Council Bluffs Schools Foundation have created a fund that both members of the public can contribute to and nonprofits as well as public health organizations can access as needs mount in southwest Iowa communities. The fund will support everything from public health resources to emergency childcare for those on the front lines of the pandemic. <https://www.ourpccf.org/funds/covid-unmet-needs>

Heartland United Way and the Greater Grand Island Community Foundation have partnered to launch a relief fund, the COVID-19 Community Compassion Fund, to help organizations and individuals most in need of assistance. An Ad Hoc Advisory Committee is being formed with community leaders that will work with staff from both organizations to advise on the direction and implementation of support to address the needs in the community. Donations can be made to the fund in the following ways:

- Donate online at by clicking DONATE above
- Text HEARTLANDUW to 56651 to make a donation to the COVID-19 Community Compassion Fund
- Checks may be sent to the Greater Grand Island Community Foundation or Heartland United Way
- Donor Advised Funds should be directed to COVID-19 Community Compassion Fund

100% of all donated funds (less processing fees) will support organizations and individuals impacted by the crisis.

Use a term in the "Volunteer/Donate" list to log these referrals, plus COVID-19 as the Call Type.

****Many agencies and programs are changing their normal operations during this time. We recommend calling ahead before traveling for appointments or services.****