



COVID-19 – IMPACT ON CITRUS COUNTY SOCIAL SERVICES



Service Updates – March 20, 2020

| Agency | Operating Hours Change | Service Changes | Meeting or Event Cancellations | Statement of Changes |
|----------------------------|------------------------|-----------------|--------------------------------|---|
| CASA | No | No | Yes | There will be no scheduled meetings at the Outreach Center at this time. For any additional information, contact CASA at 344-8111, or sunshine@casafll.org . |
| Dept. of Children/Families | Yes | Yes | No | <p>DCF offices are closed . The fastest way to make changes or check on the status of their benefits is by using the Self-Service Portal at https://www.myflorida.com/accessflorida/.</p> <p>You can apply or reapply for benefits, report changes including your mailing address, upload documents to your account, check the status of your application and benefits all by using the Self-Service Portal. If Applying for Assistance, Checking their Case Status, or Reporting Changes: Please call our customer service center at 850-300-4323 or toll-free at 866-762-2237 for telephonic service (TTY 1-800-955-8771) or visit https://www.myflorida.com/accessflorida/ for assistance with the SNAP, TANF, or Medicaid programs. Completing your Interview: Customers are required to complete an interview to receive benefits. Complete your interview by telephone at 850-300-4323 (TTY 1-800-955-8771). Returning Documents: You may fax documents to 1-866-886-4342 or mail them to the following address: ACCESS Central Mail Center P.O. Box 1770 Ocala, FL 34478-1770. For any further clarification, please contact Robert Bradburn at (352) 279-1962. Robert.Bradburn@myflfamilies.com</p> |
| Dept. of Juvenile Justice | No | Yes | Yes | There is no public access to the Dept. of Juvenile Justice Building. Only essential travel is allowed. DJJ staff is utilizing Skype, Microsoft Teams, and Conference calls for certain meetings with families and community providers, Commitment Staffings, Community Re-Entry Team etc. The DJJ Conference scheduled for March 27 th has been cancelled. For additional info, please contact James Lightbody at james.lightbody@djj.state.fl.us or (352)-860-5118. |



COVID-19 – IMPACT ON CITRUS COUNTY SOCIAL SERVICES



| Agency | Operating Hours Change | Service Changes | Meeting or Event Cancellations | Statement of Changes |
|---------------------------------------|------------------------|-----------------|--------------------------------|---|
| Early Learning Coalition | No | Yes | Yes | Our lobby is closed to clients. Clients are communicating with their eligibility specialist via email and phone. Many childcare facilities have closed creating hardships for some families requiring childcare to continue with employment. Our staff are concentrating on processing child care enrollment transfers for the most high risk clients as requested. The Child Passenger Safety Program has ceased operation temporarily due to the personal contact involved with car seat installations. All Board meetings have transitioned to conference calls. All provider trainings, child assessments, and provider observations have ceased temporarily. For additional info, please contact Sandra Woodard at swoodard@elc-naturecoast.org or at 352-563-9939 x313. |
| Mid-Florida Community Services | Yes | Yes | Yes | Due to recent concerns regarding the Coronavirus and public gatherings, Mid Florida Community Services, Inc.. office in Lecanto will be closed to the public and will be honoring appointments remotely starting March 20, 2020. Please call (352) 527-3809. The programs affected include: Low-Income Energy Assistance, Family Self-Sufficiency, Emergency Support Services, Emergency Home Energy Assistance for the Elderly, Weatherization Assistance (352) 796-1425. This system will remain in place until further notice. |
| NAMI Citrus | No | Yes | Yes | Family support groups, Connections groups, Membership/Guest meetings have been cancelled at this time, but have made adjustments to call everyone per their choice. For more information, please call Candace Lasko at (844) 687-6264, or email namicitrus@gmail.com . |
| Laura Nessola, MSW, LCSW, LLC | No | Yes | No | Encouraging clients to receive therapy through telehealth (on line) option instead of in person. Contact Laura at (352) 345-9948 or lauranessola@gmail.com |



COVID-19 – IMPACT ON CITRUS COUNTY SOCIAL SERVICES



| | | | | |
|---|-----|-----|-----|--|
| Pace Center for Girls | Yes | Yes | Yes | The Pace Center is closed, and students will begin Virtual Instruction on March 30 th . All staff members are working remotely, and all meetings are remote with the exception of some one-on-one meetings. It is a priority to ensure that all students continue to receive the assistance they need. For any further information, please contact Sheila Jordan at sheila.jordan@pacecenter.org , or (352) 436-5989. |
| Pregnancy & Family Life Center | Yes | Yes | No | Operating Hours will be Mondays, Wednesdays, and Fridays from 10am-2pm. There will be no face-to-face counseling, only walk in Pregnancy tests. If clients need food, diapers, or wipes, please call us and we will prepare the items in advance for pick-up, and then upon arrival we will bring it outside. Contact us at (352) 586-3785, pflcenterorg@gmail.com |
| The Springs(The Centers) | No | Yes | Yes | We have rolled out Telehealth services for IOP and Residential services still accepting admissions but screening each client that comes in for the Virus per CDC. Meetings are being conducted virtually through Skype. For more information, contact Mary Ann Busacca at maryann.busacca@springsatlecanto.com or 621-1000. |