

# COVID-19 RESOURCES FOR FRANKLIN COUNTY RESIDENTS

FOR QUESTIONS RELATED TO COVID-19, CALL COLUMBUS PUBLIC HEALTH: 614-645-1519  
Or the Ohio Department of Health at 1-833-4-ASK-ODH (1-833-427-5634).  
FOR MORE INFORMATION RELATED TO COVID-19 PLEASE VISIT: [COLUMBUS.GOV/CORONAVIRUS](http://COLUMBUS.GOV/CORONAVIRUS)

Disclaimer: The provider of this resource list assumes no responsibility for the accuracy of the information. This does not represent all the Pantries and Meals and resources available in the area. The data includes self-reported and third party reported information, understood to be current and complete for each site as of: November 2020.

## COVID19 Testing Sites and Medical/Health Care Providers

### **Columbus Public Health** (*testing provided by Mount Carmel, OhioHealth, and The Ohio State University Wexner Medical Center*)

**Service Description:** Preregistration and appointment will be required for testing. Call testing organization to schedule. No one will be turned away for inability to pay.

**Call:** 614-645-1519

Visit [www.columbuspublichealth.gov/coronavirus](http://www.columbuspublichealth.gov/coronavirus)

To find testing site near you, please visit <https://covid-19-response-columbus.hub.arcgis.com/>

Ohio Expo Center & State Fair Celeste Center

717 E. 17th Ave., Columbus, OH 43211

Hours: Monday-Friday - 9 a.m.-4 p.m.

### **Heart of Ohio Family Health**

**Service Description:** Preregistration and appointment will be required for testing. Call testing organization to schedule. No one will be turned away for inability to pay.

<https://heartofohiofamilyhealth.org>

Scheduling Your COVID-19 Testing, please call 614-235-5555

### **Capital Park Family Health Center**

2365 Innis Rd., Columbus 43224

Monday to Friday 1 to 4:30 pm, Tuesday, Wednesday, Friday 9 am to 11:30 am

### **Whitehall Family Health Center**

882 S. Hamilton Rd., Whitehall 43213

Mon. -Thurs. 1pm-4:30pm

Fri. - 1pm-2:30pm

### **Whitehall- Yearling High School**

675 S. Yearling Rd, Whitehall 43213

Mon. -Fri. 8am-11:30am

### **Lower Lights Christian Health Center**

**Service Description:** Preregistration and appointment will be required for testing. Call testing organization to schedule. No one will be turned away for inability to pay.

**Call:** 614-274-1455

Visit <https://llchc.org/covid19>

**Location:** Lower Lights at Mount Carmel West

777 W. State St., Columbus 43222

Friday, -9a.m-5p.m.

### **PrimaryOne Health**

**Service Description:** Pre-registration and appointment will be required for testing. Call testing organization to schedule. No one will be turned away for inability to pay. **\*Please Note: PrimaryOne Health is the only location testing those without symptoms.**

Visit [www.primaryonehealth.org/covid19testing](http://www.primaryonehealth.org/covid19testing) for more information.

#### **PrimaryOne Health at Health and Wellness Center**

2300 W. Broad St., Columbus 43204

**Phone:** 614-645-2300 or 614-645-5500

**Hours:** Monday, Wednesday, & Friday, 9a.m.-1p.m.

#### **PrimaryOne Health at the John R. Maloney Health and Wellness Center**

1905 Parsons Ave., Columbus 43207

**Phone:** 614-586-4159 or 614-645-5500

**Hours:** Monday, Wednesday, & Friday, 9a.m.-1p.m.

#### **PrimaryOne Health**

3433 Agler Rd., Suite 2800 Columbus 43219

**Phone:** 614-645-1600 or 614-645-5500

**Hours:** Monday, Wednesday, & Friday, 9a.m.-1p.m.

#### **PrimaryOne Health at St. Stephens Community House**

1500 E. 17<sup>th</sup> Ave., Columbus 43219

**Phone:** 614-645-2700 or 614-645-5500

**Hours:** Monday, Wednesday, & Friday, 9a.m.-1p.m.

#### **Equitas Health**

**Service Description:** Pre-registration and appointment will be required for testing. Call testing organization to schedule. No one will be turned away for inability to pay.

**Phone:** 614-300-2334

**Visit:** <https://equitashealth.com>

**Location:** King-Lincoln Medical Center- 750 E. Long St., Columbus 43203

Telehealth Screening: Monday-Friday, 9a.m.-1p.m.

**Hours:** Testing: Monday-Friday, 11a.m.-3p.m.

#### **Southeast Healthcare**

**Service Description:** Pre-registration and appointment will be required for testing. Call testing organization to schedule. No one will be turned away for inability to pay.

**Service Description:**

**Phone:** 614-360-0160

**Location:** 86 N. Front St., Columbus 43215

**Hours:** Mon., Wed., Fri. – 1-4 p.m

#### **Kroger**

**Service Description:** Drive-thru COVID-19 testing **by appointment**. Test results are expected to be available within 48 hours after the test is administered. People can register online (see link below) and will go through a virtual screening process based on guidelines from the Centers for Disease Control and Prevention.

<https://www.krogerhealth.com/covid-locations>

#### **CVS Pharmacy—COVID-19 Testing**

**Service Description:** Drive-thru COVID-19 testing **by appointment**.

<https://www.cvs.com/minuteclinic/covid-19-testing>

**Southeast Inc.**

**Services Description:** Southeast Healthcare, a comprehensive provider of community mental health, primary care, dental, alcohol and drug, vocational, housing and homeless. Accepting new patients in need of primary care doctor and testing for COVID19

**Hours/Location:** Serving 43215, 43223, 43205. Call for specific locations, hours and current service being provided.

**Phone:** 614-225-0980

**OSU Total Health and Wellness**

**Services Description:** Accepting new patients in need of primary care doctor and testing for COVID19.

**Phone:** 614-685-9994

**Location:** 543 Taylor Ave Columbus, OH 43203

<http://nursing.osu.edu>

**COVID TESTING FOR OSU STUDENTS, FACULTY/STAFF MEMBERS**

OSU students, faculty members/staff that have questions about COVID testing requirements and to determine if a test should be ordered should call the OSU office of student life at

**Phone:** 614-292-4321 or email at: [shs@osu.edu](mailto:shs@osu.edu).

**Student Life FAQs:** Coronavirus (COVID-19) questions follow this link: <https://studentlife.osu.edu/articles/student-life-faqs-coronavirus-covid-19/>

**FLU CLINICS****Nationwide Children's Vaccination Clinics**

**Services Description:** Your child can get their needed vaccines at selected Columbus City Schools' locations from Nationwide Children's providers.

**Hours:** All clinics are from 8am-to 3:00 p.m.

**Phone:** Call (614) 355-2590 to schedule. Walk-ins are welcome.

**Reynoldsburg HS --Livingston Campus**

6699 E Livingston Ave, Reynoldsburg, OH 43068

Mondays, Tuesdays, Thursdays, & Fridays

**East HS**

1500 E Broad St, Columbus, OH 43205

Tuesday-Friday

**Northland High School**

1919 Northcliff Dr, Columbus, OH 43229

Tuesday-Friday

**South High School**

1160 Ann St, Columbus, OH 43206

Monday- Thursday

**West High School**

179 S Powell Ave, Columbus, OH 43204

Monday-Thursday

*Complete medical visits or COVID-19 testing are not provided, only vaccines. Additional health care services are available at some schools. Please call (614) 355-2590 for more information. Visit the "Mobile Care" tab on this page to view the Mobile Care summer schedule.*

## Columbus City School Fall Programming

### CCS PARTNERS WITH COLUMBUS RECREATION AND PARKS DEPARTMENT

**Service Description:** Columbus City Schools announced that it is partnering with Columbus Recreation and Parks to support the educational development of our city's youth. Columbus Recreation and Parks Department will have Active Learning Points at many community centers, where students can bring their computer – or access a computer if needed – to complete and get assistance with schoolwork. The department also will have Physical Activity Sites where kids can participate in structured activities to help them stay active.

Please see below for a full schedule of all Active Learning Points set to open this fall.

[Active Learning Points Fall 2020 \(1\).pdf](#) (right click, open hyperlink).

### Columbus Metropolitan Library

**Service Description:** Open for browsing the shelves at all 23 locations!

**Curbside Pickup is still available everywhere too.**

**With our Limited Services, come in to:**

Browse the shelves to pick out your items.

Pick up items on hold.

Get Grab & Go Books.

Return items.

Use a computer (60-minute limit).

Print, copy, scan and fax.

Get Job Help (see below).

Get Job Help

**Get Job Help** at our Barnett, Franklinton, Hilltop, Karl Road, Parsons, South High, Southeast and Whitehall branches. Services include job search help, technology skills training and information about how to connect with local resources and the state unemployment office.

FACE COVERINGS ARE REQUIRED TO ENTER

**Children under the age of 5 are not required to wear face coverings.**

**Disposable face masks will be available to customers.**

## GENERAL INFO/RESOURCES

### Dial 2-1-1

**Service Description:** If you need assistance finding food, paying for housing bills, accessing free childcare, or other essential services, visit [211.org](http://211.org) or dial 211 to speak to someone who can help.

### Central Ohio Latino Health and Social Services Directory

**Service Description:** This guide should serve as a resource for community members and leaders to learn and utilize the wide array of health and social services available to the Hispanic/Latino community in Central Ohio.

[Central Ohio Latino Health and Social Services Directory FINAL April 2020.pdf](#)

### CITY OF COLUMBUS 311

**Live calls to 311 are back!** : Call 311 and speak to a customer service representative Monday to Friday from 8AM to 5PM. Requests for service can also be submitted online at [311.columbus.gov](http://311.columbus.gov), or use the My Columbus mobile app, and by e-mail to [311@columbus.gov](mailto:311@columbus.gov).

### CareSource

**Service Description:** 24-hour Nurse Hotline is still operating.

**Phone:** 1-866-206-0554 or 1-800-488-0134.

**Hours:** 7:00 AM to 7:00 PM.

Our newer change is the *Ohio Department of Medicaid has announced Medicaid Renewals are not being processed at this time. Medicaid coverage will not be lost for non-renewal.* Please visit their website regarding their telemedicine policy. Members can have a doctor's appointment without leaving their home.

### Hilltop USA

**Service Description:** Website with general information about resources and community response to COVID-19.

<http://hilltopusa.org/covid-19/>

### BIO ONE- Cleaning Services

**Service Description:** Coronavirus Cleaning and Disinfection Services

Bio-One specializes in all types of extreme cleaning including blood, unattended death, homicide, suicide, hoarding, and feces cleanup throughout Columbus and surrounding areas. [www.bioonecolumbus.com](http://www.bioonecolumbus.com)

**Email:** [Info@BioOneColumbus.com](mailto:Info@BioOneColumbus.com)

**Phone:** 614-743-1795

**Mailing Address:** 3000 E. Main St. #151 Columbus, OH 43209

## Women, Children and Infants

### CelebrateONE

**Service Description:** CelebrateOne connectors are still taking referrals. Anyone needing assistance with transportation to a prenatal appointment, a crib and or other baby items.

**Phone:** 614-570-3592

**Email:** [SLPosten@columbus.gov](mailto:SLPosten@columbus.gov)

### Respectful Ways

**Service Description:** Respectful Ways is offering free online social-emotional learning curriculum. While schools are closed for Coronavirus, they are giving FREE access to Prek-12 online programming to any school or camp in need of digital SEL Curriculum. If you are a Teacher, Administrator, Program Leader or Parent/Guardian, use the coupon code Corona-free3 for free access to up to 3 modules. (Though you may purchase as many as you need.

- You can find more information here: [www.respectfulways.com](http://www.respectfulways.com) or if you prefer immediate help or aren't sure which modules will best meet your student's needs? Call them at 678-464-0962.

### Prescription Delivery- ScriptDrop

**Service Description:** Text DELIVER to 727478 to have prescriptions delivered from any pharmacy (during COVID-19) for an \$8 delivery fee. Requests placed before 11:00am can be delivered same day after 2:00pm. <https://scriptdrop.co/>

**Phone:** 614-641-0648

### Utilities & Internet Services

- **CONSUMER DISCONNECTIONS TO RESUME FOR NONPAYMENT OF SERVICE! PLEASE CONTACT YOUR UTILITY PROVIDER TO DISCUSS OPTIONS FOR MAINTAINING SERVICE.**

**For additional information and timeline for Potential Utility Disconnections of Consumers for Non-Payment, visit <http://www.occ.ohio.gov/content/pandemic-update-utilities-ask-puco-allow-consumer-disconnections-resume>**

- **Summer Crisis Program July 1, 2020 and ends September 30, 2020.** New this summer, Households that have a disconnect notice, have been shut off, have a PIPP Default, or are trying to establish new service on their electric bill are also eligible for assistance. The Summer Crisis Program assists low-income households with an older household member (60 years or older), or households that can provide physician documentation that cooling assistance is needed for a household member's health, have a disconnect notice, have been shutoff, or are trying to establish new service with their electric bill are also eligible for assistance. **Call us at 614-457-2997 or our 24-hour appointment line at 614-969-0978.**
- **City of Columbus Division of Power** Available funding for electric bill payment assistance: The Pandemic Payment Relief Program offers a one-time (per year) credit of up to \$500 to go towards an eligible City of Columbus electric bill. For more information on program eligibility, you can apply online at <https://app.smartsheet.com/b/form/Oedfa951e42047d4803fc4b0fd63ce3e> or call customer service at 614-645-

8276.

## Older Adult Response and Resources For Seniors

### Clintonville-Beechwood Community Resources Center (CRC)

**Service Description:** Older adults in greater Columbus in need of necessity bags. Potential items include: Paper towels, Soap, Toilet paper, Disposable Thermometer, Gloves, Shelf stable food & snacks. If you have any questions or concerns please contact Christine Happel at: [christine.happel@clintonvillecrc.org](mailto:christine.happel@clintonvillecrc.org)

**Phone:** 614-268-3539 for delivery or pick up.

**Address:** 3222 N. High St Columbus, OH 43202 for delivery or pick up.

**Hours:** Delivery on Tuesdays & Thursdays between 9am-5pm. Pick up at CRC Monday-Friday between 9am-5pm.

### The Friendly Phone Line

**Service Description:** available to older adults in greater Columbus who are looking for friendly conversation and social connection. The Friendly phone-line is intended to be a touch point to combat loneliness in our community during this unprecedented time of social distancing. These calls are **not** intended to be a space to provide counseling, case management, or health information/recommendations.

**Phone:** 614-993-3614

**Hours:** Older adults may call Monday - Friday, between 9am-5pm

### LifeCare Alliance

**Service Description:** Meals-on-Wheels: Hot, nutritious home-delivered 365 days a year for homebound older adults or medically challenged neighbors who are 60 years old and unable to prepare meals for themselves.

**Eligibility:** Over the age of 60 years old. If you reside in the following counties (Franklin, Madison, Marion, Logan, and Champaign.) Homebound, i.e. if you no longer can drive nor take public transportation. Lives alone or is home doing the day along without any other assistance. If you have any ailment that prevents you from being able to prepare healthy meals for yourself.

**Enrollment Process for Short Term Pandemics meals is as follows:**

- Over the age of 60 and If you reside in the following counties (Franklin, Madison, Marion, Logan and Champaign)
- If you're shut in due to the outbreak, you can receive five frozen meals delivered weekly until the pandemic is lifted

**Phone:** 614-278-3130 or go to [www.lifecarealliance.org](http://www.lifecarealliance.org) and click on the referral tab and complete the referral application and it will be sent directly to our Customer Service Intake Team.

### Helping Central Ohio Beat the Heat

**Services:** CALL FAN HOTLINE AT 614-437-2870 to find out more on how to donate a fan or how to get a fan.

Staff and/or volunteers of LifeCare Alliance will retrieve the fans and transport them to a local facility to distribute them to individuals and families who need them most. The public is asked to help by donating fans at their nearest fire station. (The program can only accept new fans because of safety issues.)

### Salvation Army

**Services:** Seniors age 60 and over who meet income guidelines of 130% of the Federal Poverty Level and live in Franklin County are eligible to receive a monthly senior food box. For more information call (614) 437-2134.

### Gladden Community House

**Services:** Food delivery to homebound seniors, case management services and socialization outings for seniors living in Franklinton: 43222, 43215 west of the river and 43223.

**Phone:** (614) 227-1600

### Senior Options

**Services:** Any Franklin County resident 60 or over who is struggling to access food while sheltering in place is eligible to receive home delivered meals. Now through December 30, 2020, Franklin County Senior Options will not require income verification to receive home delivered meals. To request the meals, and other available services, call Senior Options at

**Phone:** 614-525-6200, Monday to Friday, 9:00 a.m. to 4:30 p.m.

## Court Filings/Hearing Updates & Legal Aid

### Franklin County Municipal Court- Court Operations During COVID-19 Pandemic

Franklin County Municipal Court's Self Help Center will only offer assistance via online chat function Mon-Fri 9am - 3pm. Website with chat function: <http://www.fcmcselfhelpcenter.org/>

**Traffic Arraignments in Courtrooms 1A, 1B, and Eviction Hearings in Courtroom 11B will be heard at the Columbus Convention Center until December 31, 2020.**

### **\*Updated September 4, 2020: CDC temporarily stops evictions until 2021.**

Order from the Center for Disease Control and Prevention. Temporary halt in residential evictions to prevent the further spread of COVID-19. **Effective September 4th - December 31st, 2020.** For more information, refer to the following links from the CDC via Federal Register and Ohio Supreme Court: <https://public-inspection.federalregister.gov/2020-19654.pdf>  
<https://supremecourt.ohio.gov/coronavirus/resources/cdcEvictions.pdf>

You **must wear a face covering** that will protect against the spread of the COVID-19 virus to be admitted to the Columbus Convention Center.

**Phone:** Traffic cases- (614) 645-8186 Eviction cases- (614) 645-7235

#### **Location:**

Main Concourse Entry  
B Meeting Rooms  
400 North High Street  
Columbus, Ohio 43215

## Housing, Employment and Emergency Financial Assistance

### Ohio Department of Jobs & Family Services

#### **Unemployment Benefits**

**Eligibility:** Employer shut down operations, employees were laid off by employer because of coronavirus, or individual was requested by medical professional, local health authority, or employer to be isolated or quarantined.

**Hours:** Monday through Friday 8am-5pm

**Intake Process:** Franklin County workers impacted by closures due to COVID-19 should visit: [www.unemployment.ohio.gov](http://www.unemployment.ohio.gov) or call 1-877-644-6562.

**Hours:** weekdays from 7 a.m. - 7 p.m., Saturdays from 8 a.m. - 5 p.m. and Sundays from 9 a.m. - 1 p.m.

### The OhioMeansJobs Employment Center

**The OhioMeansJobs Employment Center is now open by appointment only!**

#### **Important Reminders:**

- ✓ Call 740-833-2338 to schedule your appointment.
- ✓ Appointments will last 60 minutes.
- ✓ Upon arrival, you must check in with Security. Then a member of the OhioMeansJobs staff will come and escort you to the Employment Center.
- ✓ The OMJ Center will be open from 8:00 a.m. – 4:00 pm.

Only 1 person permitted per appointment. (No spouses, friends, or children allowed at this time.)

**SNAP Benefits:** Apply online at <https://benefits.ohio.gov/> \*\* If you have a child in kindergarten through twelfth grade in your household who was receiving free or reduced-price meals while in school, your child is eligible for the Pandemic Electronic Benefit Transfer (P-EBT) program to receive Supplemental Nutrition Assistance Program (SNAP) benefits as a result of the school closure. Please read <https://jfs.ohio.gov/ocomm/pdf/PEBT-flyer.pdf> for additional information.

**\*\*NEW PRC Plus- Rental Assistance Program** (June 1<sup>st</sup> through Sept. 30, 2020 or until funding is exhausted).

Provides one-time rental assistance payments for eligible families struggling to meet rent or facing eviction as a result of the COVID-19 pandemic. Eligible families will receive up to \$1,500 in one-time rental assistance per household. Families

must reside in Franklin County, have at least one minor child and/or a pregnant person in the household, and have a gross household income between 166% and 300 percent of the federal poverty level in order to qualify. To apply please visit [https://jfs.franklincountyohio.gov/emergency-assistance-\(prc\)](https://jfs.franklincountyohio.gov/emergency-assistance-(prc)).

**NOTE:** Jobs and Family Services hours of operation has changed to: 8 AM to 12 PM from Monday through Friday at all locations. No longer providing in-person customer assistance. FCDJFS urges customers to apply for benefits online or over the phone by calling 1-844-640-6446. You can apply, or check on the status of an existing application, over the phone at 1-844-640-6446 or online at any time at [www.benefits.ohio.gov](http://www.benefits.ohio.gov).

### Columbus Urban League

**Service Description:** The Columbus Urban League is now accepting Rental Assistance Applications. You can get help of up to \$1,000 if you're at risk of being evicted, need help with a security deposit, and /or are at risk of becoming homeless — no matter your income.

**Phone:** 614-484-9111.

**Address:** 788 Mount Vernon Avenue Columbus, OH | 43203

Email us at [emergencyassistance@cul.org](mailto:emergencyassistance@cul.org) . For applications and more information visit: <https://www.cul.org/>.

### IMPACT Community Action HOPE FUND Rental/Mortgage Assistance

**Service Description:** Providing rental assistance to households at risk of an eviction due to COVID-19. Households can receive up to three months in assistance, not to exceed \$3,000.

#### Eligibility:

- ✓ Income at or below 200 % Federal Poverty Line
- ✓ Housing Instability is COVID-19 related
- ✓ At Risk of Eviction

#### How to Apply:

- Visit IMPACTCA.ORG
- Please complete and include with completed on-line form:  
<https://www.impactca.org/getinvolved/connect/impactconnect.html>
- South Side residents needing a help completing an application can schedule an appointment to meet a representative of South Side Thrive Collaborative

#### South Side Thrive Appointments:

- **Contact:** (614) 722-6539 (leave voicemail) or [sarah.lenkay@nationwidechildrens.org](mailto:sarah.lenkay@nationwidechildrens.org)
- **Location & Time:** Thursday's 1:00 – 3:30 pm at Reeb Avenue Center, 280 Reeb Center
- **Paperwork:** bring all items on checklist (back)

Please complete and include with completed on-line form:

<https://www.impactca.org/getinvolved/connect/impactconnect.html>

For questions email [supportservices@impactca.org](mailto:supportservices@impactca.org) or call 614.252.2799

## Transportation

### COTA BUS SERVICES

**Service Description:** All Rush Hour Lines have been modified, please check website listed below.

**COTA will waive all bus fares.** They are asking all bus riders to do the following:

- Enter the buses from the back. The front bus doors will be closed. This is to give their drivers some distance from the public.
- Don't sit right next to other people. Put distance between passengers and maintain as much social distancing as possible.
- There will be hand sanitizer on the bus. Use it when you get on and off.

**Please check back daily to COTA's website, [www.cota.com/major-service-change-announcements/](http://www.cota.com/major-service-change-announcements/), or subscribe to alerts and call COTA's customer service center at 614-228-1776.**



## Hardship Relief (please also see agency list under Housing, Employment & Financial Assistance)

### COVID-19 Ancillary Costs

**Service Description:** The Health Well Foundation just announced a COVID-19 Fund that provides up to \$250.00 in assistance with ancillary costs associated with COVID-19. Grants awarded through the fund will provide reimbursement assistance to at risk or quarantined individuals for delivered food, medication, telehealth copays and transportation costs associated with COVID-19. Accepting phone applications only.

**Phone:** (800) 675-8416.

**For more information go to this website:** [https://www.healthwellfoundation.org/fund/covid-19-fund/?utm\\_medium=social&utm\\_source=MHA&utm\\_campaign=COVID-19\\_story](https://www.healthwellfoundation.org/fund/covid-19-fund/?utm_medium=social&utm_source=MHA&utm_campaign=COVID-19_story)

### HEAP – Home Energy Assistance Winter Crisis Program- November 1- March 31, 2021

**Service Description:** Provides a one-time benefit to eligible Ohioans with cooling assistance, assistance with electric utility bills, central air conditioning repairs, and air conditioning unit and/or fan purchases. **Households with a household member who is either 60 years of age and older, has been diagnosed with COVID-19, or has a certified medical condition, and households who have a disconnect notice, have been shut off, or are trying to establish new electric service** may be eligible. Please contact your local Energy Assistance Provider for a list of all required documents. Depending on your income type, additional forms may be required.

**Phone:** 1(800) 282-0880

**Hours:** Monday through Friday, 7:30 a.m. to 5:00 p.m.

**Website:** [https://development.ohio.gov/is/is\\_heap.htm](https://development.ohio.gov/is/is_heap.htm)

### Catholic Social Services

**Service Description:** Emergency assistance for utility services to Franklin County residents facing hardship due to COVID-19. **Call 614-221-5891 to learn if you qualify.**

Learn more here <https://www.colscss.org/wp-content/uploads/2017/03/The-City-Cares-Program-Emergency-Utility-Assistance.pdf>

## Mental Health and Substance Abuse & Recovery Support Resources

### Hotlines

**If you or someone you know is experiencing a mental health or addiction crisis, call:**

- Netcare Access: For immediate assistance for Adults in crisis: 614-276-2273.

**Netcare Access is not accepting walk-ins, law enforcement or other referrals at this time.**

- Nationwide Children's Hospital: For immediate assistance for a Youth (17 and under) in crisis: 614-722-1800

**If you or someone you know is in distress, contact:**

- **Franklin County Suicide Prevention Hotline** call or text: 614-221-5445 (texting only available from 12:00 PM to 10:00 PM)
- **Teen Suicide Hotline:** 614-294-3300
- **Senior Suicide Prevention Hotline:** 614-3309
- **Veteran crisis line:** 1-800-273-8255 option 1 (or text 838255)
- **The National Suicide Prevention Lifeline:** 1-800-273-8255
- Text 4HOPE to the **Crisis Text Line:** 614-741-741
- Call The **National Disaster Helpline** at 1-800-985-5990 or text "TALKWITHUS" to 66746  
DDH provides crisis counseling and support for anyone in the U.S. experiencing distress or other behavioral health concerns related to any natural or human-caused disaster, including public health emergencies.
- **The Trevor Project**, call 1-866-488-7386 or text START to 678678. A national 24 hour, toll free confidential suicide hotline for LGBTQ Youth.
- **The Warmlines** exists to help individuals in their recovery from mental health issues and let them know they are not alone. Call 614-358-8255
- **The National Domestic Violence Hotline:** 1-800-799-7233 or 1-800-799-7233 for TTY or if you're unable to speak safely, you can log onto thehotline.org or text LOVEIS to 22522.

**Harding Hospital- PHP/IOP and STAR TRC**

**Service Description:** Harding's Partial Hospitalization Programs /Intensive Outpatient programs are running virtually via WebEx and new patients can call and speak with Tonya or Amber to schedule a virtual orientation.

**Phone:** 614-293-9560 or 614-293-7827 (STAR).

The STAR TRC case management team and therapists are utilizing various means to provide support, services, and therapy to our patients. The referral process remains the same for the STAR TRC.

**RiverVista**

**Service Description:** behavioral health hospital, serving the adult and senior populations in a contemporary hearing environment.

**Hours:** open 24/7 and accept walk in's.

**Phone:** 614-643-5500- Referral Line.

**Address:** 1599 Alum Creek Drive Columbus, Ohio 43209

**SAFE Stations Access to Detox**

**Services:** providing 24/7 access to eligibility screening and transport to treatment for those in active addiction. In response to the COVID-19 health crisis, temporary changes are being made to the screening process to adhere to physical distancing guidance and ensure EMS crews are available to respond to the higher volume of community 9-1-1 calls. Those without access to transportation can still walk into the Whitehall Division of Fire to be screened and transported to treatment.

**Phone:** 614-237-5478 to receive screening over the phone 24/7.

**Location:** 390 South Yearling Road, Whitehall, OH 43213

**Hours:** Monday-Friday 8:00am-5:00pm.

**Franklin County Public Health**

**Narcans Kits:** Get NARCAN mailed to you: <https://fckaddiction.com/>

**Counseling/Support Groups/ Domestic Violence Resources for Victims****Pro-Bono Counseling**

**Service Description:** Pro-Bono Counseling program is **still accepting referrals**. Many of their volunteers may be utilizing tele-therapy options to promote a healthy environment. *Please note:* Wait times may be longer than usual, but we are working diligently to get you connected.

**Phone:** 614-884-7227 for urgent counseling needs.

**Discreet Texting Service - City Attorney's Office**

**Services:** Victims can reach the City Attorney's Domestic Violence & Stalking Unit by sending a text message and providing domestic violence advocates with their name, a safe time to communicate, and an email or phone number where they can be reached. For their protection, victims are encouraged to delete their own message after it is sent. The City Attorney's domestic violence advocates will contact the victim at the designated time to discuss safety planning for them and their family. **Phone:** 614-653-8075.

**Columbus Springs PHP and IOP**

**Service Description:** Columbus Springs has begun offering group teletherapy through Zoom's secure video conferencing for both their partial hospitalization program (PHP) and intensive outpatient program (IOP).

Please feel free to reach out with any questions or concerns. We're happy to help connect patients to the appropriate levels of care with assessments 24 hours a day, seven days a week.

**Phone:** 614-717-1800 (Dublin) and 614-300-9100 (Columbus)

**Cornerstone of Hope**

**Service Description:** Cornerstone of hope is now offering Telehealth, a virtual counseling service. Telehealth will allow us to continue offering our grief counseling services, while minimizing interruption of services and upholding a high standard of care.

**Phone:** 614-824-4285 to set up a Telehealth appointment today.

**Focus Counseling Clinic**

**Service Description:** provide counseling services for adolescents (13+), families, individuals and couples. We also provide community based, in-home, in-school concierge counseling for adolescents (13+) and their families. Call 614-489-8759 to schedule an appointment or complete the form below

**POEM (Perinatal Outreach and Encouragement for Moms)**

**Service Description:** Offer free of charge services including Mom-to-mom support over the phone, online or in groups with a casual, open session format. Referrals to specialized health care providers and community resources. An unbiased, central source of information and support.

**Phone:** 614-315-8989, mom to mom support line is available 7 days a week. If your call is directed to voicemail all messages requesting support are returned within 24 hours.

**Grief Recovery Institute**

Grief Recovery Method specialists and programs in central Ohio.

Contact Lois Hall @ [hall.griefrecoverymethod.com](http://hall.griefrecoverymethod.com) and/or [www.griefrecoverymethod.com/grms/lois-hall](http://www.griefrecoverymethod.com/grms/lois-hall)

**NAMI Franklin County**

**Service Description:** NAMI Franklin County is available to speak via telephone and help connect you with the resource you need. NAMI Franklin County is offering select support groups and classes online via Zoom.

Visit their website here: <https://namifranklincounty.org/> for meeting codes and passwords.

**Phone:** 614-501-6264. If you need help after regular business hours, please call: 614-266-06709.

**Online Meeting Directory for AA**

**Service Description:** Offers a directory of AA online meetings for everyday of the week and at different times.

- <https://www.aa-intergroup.org/directory.php>

**Online Recordings of AA speakers**

**Service Description:** Offers online recordings of AA speakers.

- <https://www.aaspeaker.com/>
- <https://www.hacoaa.org/archives/speakers/>
- <https://www.recoveryaudio.org/>

**Pause a While**

**Service Description:** provides free AA meetings, daily at 2 PM CT

**Phone:** 425-436-6360, access code 422932#

**My Recovery Works- Peer Support**

**Service Description:** During this time of concern over Covid-19, individuals can become anxious and isolated. To help combat this, we would like to offer our assistance of Peer Support. Although groups are being suspended, all Peer Supporters are available to provide resource/linkage information that someone may need by phone.

**Phone:** 614-294-7117 or [www.myrecoveryworks.com](http://www.myrecoveryworks.com)

**Southeast Healthcare**

**Service Description:** Still filling prescriptions, ensuring that clients are receiving their medications, and assess their well-being. The addiction treatment programs continues to operate and clients are seen on an individual basis only. Groups are not meeting at this time. Currently exploring opportunities for behavioral and primary telehealth whenever possible.

**Location/Hours:** Downtown Columbus Office, 16 W. Long Street, will close daily at 5:00 PM, effective immediately. Merion Village, office hours in Columbus, 8:00 AM to 7:15 PM, Tuesday and Wednesday, and 8:00 AM to 5:00 PM, Monday, Thursday and Fridays.

**Phone:** 614-360-0222 - central scheduling number for Franklin County mental health, primary healthcare and dental care services.

**Alvis Community Reentry Program**

**Services Description:** Reentry and family support programs: behavioral health and substance abuse treatment services, recovery housing for women and children, and services to individuals with developmental disabilities who are trying to live their lives more independently in the community.

There are no changes in the hours of operation at any of our Residential Facilities (halfway houses and recovery houses) or at any of our DD Facilities (Wittwer Hall, licensed supported living, and regular supported living).

All other **locations of Alvis** are operating with reduced hours and minimal on site staff:

- Women's Behavioral Health Treatment Services through Amethyst program, please call (614) 242-1284.
- Behavioral Health Treatment service through, Choices program, please (614) 252-8834
- Workforce Development services at Alvis Community Reentry Services Center, please call (614) 252-0660.
- For all other Alvis services or departments, please call (614) 252-8402.

### **Afrocentric Personal Development Shop**

**Service Description:** Wellness programs, treatment and recovery services for individuals, families, and organizations and communities. APDS is still accepting new clients. Call to schedule an appointment or walk-in between the hours of

**Location:** 1409 E. Livingston Ave, Cols 43205

**Phone:** (614) 253-4448

**Hours:** 9:00am-6:00pm.

**\*\*Tuesdays and Thursdays 9:00 am to 12:30 pm. APDS provides "walk-in" intake/assessments for Medication Assisted Treatment (MAT) Program clients. No appointment necessary.**

### **RREACT- RAPID RESPONSE EMERGENCY ADDICTION AND CRISIS TEAMS**

**Services:** Addiction Support Services. A paramedic, mental-health nurse and a social worker will follow up with overdose patients treated by Columbus fire medics. Those who are interested in additional recovery are then put in touch with the nonprofit group Southeast Inc. for treatment.

**Phone:** 614-330-3413

### **Columbus Public Health- Alcohol and Drug Services Program**

**Services:** Alcohol and Drug Services is mailing Narcan Nasal Spray to residents of Franklin County. Community members can fill out a secure online form (<https://redcap.columbus.gov/surveys/?s=WYWWTREKWCXY>) found on the Health Department's website (<https://www.columbus.gov/publichealth/programs/Alcohol-and-Drug-Abuse/Access-to-Naloxone/>). After the form is reviewed, the Narcan kit with information about opioids use and instructions on how to administer and use Narcan will be sent.

**Phone:** 614-645-6839.

### **Comp Drug**

**Services:** Providing a variety of treatment options to those seeking help for their addictions. Medicated Assisted Treatment (MAT) services available. Group and individual outpatient treatment services and mental health counseling.

**Address:** 547 E 11th Ave, Columbus, OH 43211

**Phone:** 614-224-4506

### **Safe Point Services**

**Services:** Providing overdose prevention education, syringe exchange, linkage to care, drug intervention and HIV, STI, Hepatitis C testing.

**Address:** 1267 W. Broad Street, Columbus, OH, 43222

**Hours:** Safe Point syringe exchange services will be open TUES, 4-8 PM and SAT, 9-1 PM only.

Due to concerns of COVID-19, program services will be expedited for your safety.

### **Financial Assistance for Funeral or Memorial Services and Resources**

**JOIN (Catholic Social Services)** will assist low income families with burial assistance if under the 175 percent of poverty level (\$18,953 annually for a single person). Please call 614.241.2531. Intake is processed by phone.

**The Columbus Department of Public Safety** (614.645.8366) has limited assistance to indigent families for burial assistance up to \$750.00. You have to be Columbus resident. The funeral home has to complete the application, submit a copy of the death certificate and an itemized list of costs. This can take up to two weeks to process.

**Schoedinger's, Newcomer and several other Funeral Homes** in the area offer programs for children up to 5 years of age that have died. Please call your preferred funeral home for more information.

**Disaster Financial Assistance-** Find out how to get emergency financial help from the government if you've been affected by the coronavirus pandemic or a natural disaster. Get help with food, housing, bills, and more. Learn about stimulus checks and read what's included in the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

<https://www.usa.gov/disaster-financial-help>



**EVICION RESOURCES**



LEGAL RESOURCES

<p><b>Franklin County Municipal Court Self Help Resource Center</b></p> <ul style="list-style-type: none"> <li>• Legal information provided to anyone with a civil municipal court issue.</li> <li>• The Center is currently providing online resources only. Please visit <a href="http://fcmselfhelpcenter.org">fcmselfhelpcenter.org</a></li> </ul>	<p><b>Community Mediation Services of Central Ohio</b></p> <ul style="list-style-type: none"> <li>• Free conflict resolution program for landlords and tenants to help them come to an agreed outcome about their eviction dispute outside of Court</li> <li>• CMS is currently offering phone mediations</li> <li>• 614-228-7191 ext. 13</li> </ul>
<p><b>Legal Aid Society of Columbus</b></p> <ul style="list-style-type: none"> <li>• Legal advice and representation to tenants facing eviction</li> <li>• 614-241-2001</li> <li>• <a href="http://www.columbuslegalaid.org">www.columbuslegalaid.org</a></li> </ul>	<p><b>Municipal Court Dispute Resolution Department</b></p> <ul style="list-style-type: none"> <li>• Telephone and online negotiation and mediation.</li> <li>• Information about court procedures.</li> <li>• Information about case scheduling.</li> <li>• 614-645-8500</li> </ul>

FINANCIAL ASSISTANCE

<p><b>Franklin County Department of Job and Family Services Prevention, Retention, and Contingency (PRC)</b></p> <ul style="list-style-type: none"> <li>• One-time or short-term assistance</li> <li>• Emergency Assistance provides one-time financial assistance to aid with emergency situations. You must have at least one minor child or a pregnant woman living in your home and be at or below 165% of poverty to qualify for PRC one-time emergency assistance.</li> <li>• <a href="https://jfs.franklincountyohio.gov/emergency-assistance-(prc)">https://jfs.franklincountyohio.gov/emergency-assistance-(prc)</a></li> </ul>	<p><b>Franklin County Veterans Service Commission</b></p> <ul style="list-style-type: none"> <li>• Short term financial assistance covering rent, utilities, and food</li> <li>• Must be a resident of Franklin County and meet one of the eligibility requirements</li> <li>• Eligibility requirements (includes dependents and survivors):                         <ul style="list-style-type: none"> <li>o Veterans discharged under honorable conditions, Current Active Duty Members, Veterans with VA recognized service-connected conditions, current Active Duty Members called to active duty by Presidential Order</li> </ul> </li> <li>• 614-525-2500</li> </ul>
<p><b>Columbus Urban League Housing Stabilization Program</b></p> <ul style="list-style-type: none"> <li>• Emergency financial assistance</li> <li>• Must be at or below 125% of the Federal Poverty Level and have a qualifying emergency</li> <li>• Credit Repair for Housing &amp; Ombudsman Services</li> <li>• <a href="mailto:emergencyassistance@cul.org">emergencyassistance@cul.org</a></li> <li>• 614-484-9111, <a href="http://www.cul.org">www.cul.org</a></li> </ul>	<p><b>IMPACT Community Action Emergency Assistance</b></p> <ul style="list-style-type: none"> <li>• Emergency financial assistance for families facing a challenge that would affect self-sufficiency</li> <li>• 614-252-2799</li> <li>• <a href="mailto:emergencyassistance@impactca.org">emergencyassistance@impactca.org</a></li> <li>• <a href="http://www.impactca.org">www.impactca.org</a></li> </ul>
<p><b>State of Ohio Benefits</b></p> <ul style="list-style-type: none"> <li>• The State of Ohio has expanded access to Unemployment compensation during the COVID-19 emergency</li> <li>• To apply for Unemployment, SNAP (food stamps), or other benefits, visit <a href="http://www.Ohio.gov">www.Ohio.gov</a></li> </ul>	<p><b>Physicians CareConnection</b></p> <ul style="list-style-type: none"> <li>• Financial assistance for families with children</li> <li>• Must be at or below 200% of the Federal Poverty Guideline</li> <li>• 614-884-2441, option 1, then option 4</li> <li>• <a href="http://www.pchealth.org">www.pchealth.org</a></li> </ul>
<p><b>COMPASS</b></p> <ul style="list-style-type: none"> <li>• Limited emergency financial assistance for families/individuals facing a challenge that would affect self-sufficiency</li> <li>• Have a qualifying temporary emergency</li> <li>• Employed (full-time, part-time or temporary) – those recently unemployed due to COVID-19 may qualify</li> <li>• 614-463-9612, <a href="http://www.Compass614.com">www.Compass614.com</a></li> <li>• <a href="http://www.bspc.org">www.bspc.org</a></li> </ul>	