

**Resource list for GHC-SCW Patients
COVID-19 Response
April 1, 2020**

Resources may change daily. This list will be updated as information is received.

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United Way 2-1-1 continues to be a resource for all Dane County residents

[Click Here for Public Health Madison Dane County's Community Resource Guide](#)

[SAMHSA Disaster Distress Hotline](#): Call 1-800-985-5990 or text **TalkWithUs** to 66746 to connect with a trained crisis counselor. Dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster. This toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories. Stress, anxiety, and other depression-like symptoms are common reactions after a disaster.

Transportation Options

BADGERCARE PLUS, MEDICAID (MA) AND SSI MA MEMBERS

- Medical Transportation Management (MTM) should still be utilized whenever possible
- Rides for Non-Emergency Transportation should call 1-866-907-1493
- Rides for Same Day Urgent Care appointments should call 1-866-907-1493
- Rides for Emergency appointments should call 911 to be transported to the closest ER

Ride Limitations and Exceptions

- MTM is continuing to provide NEMT services while monitoring transportation providers closely. As part of prevention practices, each trip leg is restricted to a one-member-one-driver arrangement at this time, with the exception of multi-load rides with 10 people or fewer for children's day treatment services and methadone treatment services. These rides may continue.
- Members traveling to either of these types of services may consider using their own transportation and requesting mileage reimbursement from MTM through general mileage reimbursement (GMR) protocols. Children's Day Treatment members should check with their provider to potentially access services via telehealth.

*as of 3/18 members still need to call two days in advance to get a ride to routine appointments.

*MTM and DHS are in discussion about potential pain points for members getting to their urgent care appointments. Concerns have been shared about MTM calling to confirm the need for a same day appointment.

ALL MEMBERS

Madison Metro Transit COVID-19 Updates

Starting Monday, March 23, Metro will operate SATURDAY schedules all 7 days of the week. Saturday service is provided on the following routes only: [2](#), [4](#), [5](#), [6](#), [7](#), [8](#), [13](#), [16](#), [17](#), [18](#), [20](#), [21](#), [22](#), [26](#), [30](#), [31](#), [32](#), [36](#), [40](#), [50](#), [51](#), [59](#), [63](#), [67](#), [68](#), [78](#).

In addition to the routes listed above, Metro will operate the following routes Monday through Friday only:

- Routes [55](#) and [75](#) operate regular weekday schedules to/from Verona/Epic .
- Route [23](#) operates regular weekday schedules to/from Sun Prairie.
- Route [72](#) operates regular weekday schedules to/from Middleton.
- Routes [44](#), [48](#) and [49](#) operate regular weekday schedules to/from Fitchburg.

The University of Wisconsin Campus Routes [80](#), [81](#), [82](#) and [84](#) are exempt and will operate regular stand weekday service Monday through Friday, and standard weekend service on Saturday and Sundays.

Effective Tuesday, March 24, **Madison Metro** will waive fares due to the coronavirus emergency. Customers will be asked to board and exit buses using the rear doors. This new required practice will continue until April 20 or until such other date as may be determined to address the COVID-19 medical emergency. Disabled customers in wheelchairs will continue to board at the front of buses. Customers are asked to maintain social distancing and leave at least 6 feet of distance from the driver. Fares will not be collected.

***If your route is not listed anywhere above, it means it will not operate starting Monday, March 23. Please call Metro Customer Service at 608-266-4466, and we can help plan an alternative trip for you.**

Paratransit service will remain unchanged, however, we strongly encourage paratransit riders who are at high risk of severe illness to protect themselves and stay home if possible.

Metro will also be selectively increasing the number of buses on routes with high ridership in order to meet the demand while still maintaining a max capacity of 15 riders per bus.

Union Cab is running as normal as of March 24, 2020. Dispatch says this is subject to change depending on the drivers available. There is some limited transportation for wheelchair vehicles. Rides may take a bit longer if those are needed.

Food Pantry Information

Luke House

310 S. Ingersoll St is providing bagged meals that are distributed at the door. There are no forms or questions asked. Mealtimes:

- Monday through Thursday: 11:30am-12:30pm.
- Sunday through Thursday: 5:45pm-6:30pm.

Catholic Multicultural Center

Daily Meals from 4pm to 5pm will be grab and go from the staff in the parking lot. Meals on the weekends will be from 11-12 and grab and go from the parking lot.

Food pantry is still available 2-4 on Tuesday and 10:30-12:00 on Thursday. Items can be ordered by staff person in the parking lot. They will go in, assemble what the person

needs and bring to them in the parking lot. Personal essentials will only be available on Tuesday during pantry hours.

Immigration Services will be by appointment only from 9-5 weekdays over the phone

Phone number 608-661-3512

Address: 1862 Beld Street Madison

River Food Pantry

No hot meals and clothing distribution.

Building is closed to the public. They will continue to provide prepacked food pantry (depending on household size) items in the parking lot.

Our hours Tuesday, Wednesday and Thursday are 10-5pm

Our hours Friday 10-6pm

No Senior distribution session on Wednesdays from 11:00am–1:45pm.

We will not be providing rides on Friday market sessions. We will offer MUNCH on Friday market sessions.

The Rivers MUNCH Truck will still be running its normal route Monday-Saturday while school is out. **MUNCH lunches are available for children AND parents.**

We will no longer be accepting donations of clothing or housewares. We still welcome food and hygiene product donations.

Goodman Community Center

Food Pantry Changes Effective Tuesday, March 17

Pre-packaged bags (mostly non-perishable items) will be available for drive-thru or walk-up distribution in the Ironworks driveway circle.

Tuesday 9:30 a.m.– noon

Wednesday 6 p.m.– 8 p.m.

Thursday 12:30 p.m.– 3 p.m.

Questions? Contact the front desk at 608.241.1574 or info@goodmancenter.org

Senior programming is cancelled, but staff will reach out to them offer help with urgent needs and offer drive through groceries for seniors and deliver if they have no transportation. They are delivering meals to the neighbors of the Darbo/Worthington Area and Brentwood neighborhoods daily.

Neighborhood Dinner Meals

- Darbo/Worthington daily 3:30-4:30pm 7 days a week. On Darbo Drive across from Salvation Army's gym entrance
- Brentwood Neighborhood daily 3:30-4:30pm 7 days a week. Corner of Calypso and Trailsway

St Vincent de Paul Food Pantry

Our current food pantry protocols include *(as of March 16, 2020):*

- **Food pantry hours remain unchanged**
- **Food pantry clients no longer allowed into the building to shop**
- **Food packed in boxes, provided in the pantry lot, and typically loaded into vehicles.**
- An existing partnership with Second Harvest Food Bank of Southern Wisconsin and other suppliers to ensure we can continue to access food needed for the households we serve.
- Vinny's Locker- is temporarily closed. If emergency access to materials stored at Vinny's Lockers is required, please call 205-8276 during daytime hours.
- Housing Programs: Port St Vincent and Elizabeth House are still operational
- Charitable Pharmacy still open their normal hours for current patients only
- Vouchers for clothing, home goods and furniture still available
- Diaper Bank housed at St. Vincent de Paul

Address: 2033 Fish Hatchery Road

Phone: 608-257-0919

Hours: Monday, Tuesday and Friday 10:30-2:30

Thursday: 2:30-6:30

Saturday: 9:30am-11:30am

Grace Episcopal Church

Address-116 West Washington Ave,

Telephone Number 608-255-5147

Is offering curbside pick-up for people who call ahead and ask for items from the food pantry. When you call a volunteer will take your name down and the number of people in your household. You can choose what items you need and if the food pantry has the items then you can come to the church and a volunteer will safely deliver the items to your car.

Bethel Lutheran Church

Address 312 Wisconsin Ave

Telephone number 608-257-3577

Also offering curbside pick-up, but only for pre-made food boxes. People can call ahead to Bethel Lutheran Church, a volunteer will take down your information and number of people in the household then you can drive to the church and safely get your food box.

Second Harvest

4/1/2020 2:00-3:00pm

Brittingham Apts (Main Entrance to the Apartment Complex)

755 Braxton Place

Madison WI 53715

Prepackaged food

4/10/2020 6:00-7:00pm

Ridgeway Church (Formerly Bethesda Church)

3245 East Washington Ave

Madison WI 53704

Use the gym entrance on the back-left side of the church parking lot

Prepacked food

Other Mobile Food Pantry locations outside of Madison are available. Please visit the [Second Harvest website](#) for those locations.

Middleton Outreach Ministries

3502 Parmenter Street

Middleton, WI

608-836-7338

Food Pantry will be distributing pre-packed boxes of food beginning TUESDAY, March 16 with reduced hours.

Our Food Pantry schedule for THIS WEEK:

- Tuesdays- 12pm - 1:30pm
- Thursdays- 12pm - 1:30pm
- Saturdays - 10am – Noon

The following system will be in place for client pickup:

1. Enter through our main driveway entrance and proceed straight to the Warehouse entrance.
2. A volunteer will ask you the basic questions and ask to see your ID, all while you stay in your car.
3. A volunteer will then put a box of food in your car.

We are making plans to continue service of pre-packed boxes throughout this crisis. We encourage you to check our website for updates on hours and operations. **We are asking clients to use an area Food Pantry no more than once per week in order to maintain ample supply across the community for all of our neighbors. Please bring ID.**

- Mobile Food Pantries, Clothing Center Closed until further notice
- Case Management/Housing Stability by appointment only

Freedom, Inc.

- Food pantry Fridays 1pm – 4pm with pre-bagged food available for pick up at our office, located at: 2030 South Park Street, Madison, WI 53713
 - If you have questions or need assistance, email Nancy at nvuetran@freedom-inc.org or call (608) 630-8901

East Madison Community Center

- Will be providing take away meals starting at 1:30pm until 2pm daily, Monday-Friday only
- Meals to include the days lunch and the following days breakfast
- 8 Straubel Ct Madison, WI | Phone: 608-249-0861
- Food Pantry every Tuesday 11:30am - 1:30pm (prepackaged food boxes)

First United Methodist Church

Emergency Food Pantry delivery service to help some home bound individuals in the community. Deliveries start 4/1/2020, please call 608-256-9061 to register.

Allied Food Pantry

- 4619 Jenewein Road, is providing prepackaged bags of food out of their backdoor.
- Time: Wednesdays from 10:00 am-12:00 pm, 6:00 pm-7:30 pm.
- Eligibility: Must live in 53711, 53713 or 53719 ZIP code; can use pantry once per four weeks; must bring identification for all family members in your household.

YMCA of Dane County

11:30 am-12:30 pm Monday-Friday	3:30-4:30 pm Monday-Friday
Ages 18 and Younger <ul style="list-style-type: none"> • Lunch for the current day and breakfast for the following morning in a brown bag • Any child up to age 18 can come to one of these sites and receive a meal. The child has to be present to receive the meal. A parent cannot say they have children at home and take meals for them. The child MUST be in the car or at the site. • Bags will be distributed for the child to take home in a walk up or drive through method. 	All Ages <ul style="list-style-type: none"> • Meal for the day • Drive through method
<u>VFW Parking Lot</u>	<u>Lussier Family East YMCA</u>
<u>Boys & Girls Club</u>	<u>Lussier Family West YMCA</u>
<u>Element on Main Apartments</u>	<u>Sun Prairie YMCA</u>

Rolling Prairie Apartments	
Sun Prairie Community	
Madison Community	

Mt. Zion's Food Pantry (2029 Fisher St.) will remain open. Hours of operations are:

- 1st and 3rd Mondays 10:00am - 12:00pm.
- 2nd and 4th Tuesdays 4:00pm - 6:00pm.
- We will extend our hours when needed.
- Our faithful director has also stated that if anyone needs food just come.
- We will be creating a transportation plan for kids to get to food.
- Questions? Contact Rev Dr. Marcus Allen, Pastor, 608-957-9081

Free Hot/Prepared Meals From Misc. Organizations

IWW Madison General Defense Committee

If you are in Dane County and need food, health, financial, or emotional support due to coronavirus quarantine, please fill out this form [this form](#) and the Madison GDC will contact you about supporting your needs.

Internet/Wi-Fi/Phone Help

Charter

- Charter is offering free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps. To enroll call 1-844-488-8395. Installation fees will be waived for new student households.
- Charter will partner with school districts to ensure local communities are aware of these tools to help students learn remotely. Charter will continue to offer Spectrum Internet Assist, high speed broadband program to eligible low-income households delivering speeds of 30 Mbps.
- Charter will open its Wi-Fi hotspots across our footprint for public use.
- Spectrum does not have data caps or hidden fees.

ATT

- Will not terminate the service of any wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic.

- Waive any late payment fees that any wireless, home phone or broadband residential or small business customer may incur because of economic hardship related to the coronavirus pandemic.
- Keep our public Wi-Fi hotspots open for any American who needs them.

If you find yourself in financial trouble and unable to pay your bill call 800-288-2020 for AT&T broadband, residential wireless or small business services and 611 from your AT&T device for wireless.

Check with them about Home internet for limited income households at \$10 month, working remotely and distance learning options.

Comcast

- Stated that if you call them and inform them of your financial situation due to COVID-19, they will not charge late fees or disconnect you from service.

T-Mobile

- Hotspot load programs available for K-12 Districts

Verizon

- Verizon customer is experiencing hardships because of COVID-19, Verizon will waive late fees for 60 days from March 16, 2020 to May 16, 2020 and will not terminate service to a customer who's been impacted by the events involving the Coronavirus.

US Cellular

- Waiving late fees and won't terminate service.

Sprint

- Adding additional data coverage and hotspot options.

Check with individual carriers to learn if they have any special offers

Computer Needs:

Low cost options available

Cascade-Assets: 608-316-6728

Remachine: 608-205-8668

Phone assistance:

Q-Link Wireless: To find out if you qualify today, sign up by clicking the link below, or call Q Link Wireless, Toll-Free at 1-855-754-6543.

Safelink: [Enroll Here](#)

School Closures and Meal Sites

Madison Schools has announced neighborhood food sites where lunch and breakfast will be distributed while schools are closed.

<https://www.madison.k12.wi.us/neighborhood-food-sites>

MMSD Neighborhood Food Sites in Spanish

Site	Pickup Location	Daily Pickup Times
East High School	(Outside) 4th Street Entrance-Welcome Center	1:00 to 1:45
La Follette High School	(Outside) Main Entrance-Welcome Center	12:00 to 12:45
Memorial High School	(Outside) Main Entrance-Welcome Center	11:00 to 11:45
Leopold Elementary	Upper Parking Lot Near Main Entrance	11:00 to 11:45
Sherman Middle/Shabazz High	Parking Lot off Ruskin Street	12:00 to 12:45
Cherokee Heights Middle	Sidewalk Near Front Door	12:00 to 12:45
Toki/Orchard Ridge	Bump Out on Whitney Way	1:00 to 1:45
Hawthorne Elementary	Circle Drive Near Front Office	1:00 to 1:45
Lake View Elementary	Circle Driveway	11:00 to 11:45
Allied Drive - Boys and Girls Club	Parking Lot at 4619 Jenewein Rd	12:00 to 12:45
Lincoln Elementary	Parking Lot	1:00 to 1:45
Badger Rock Middle School	Main Entrance	11:00 to 11:45

Schools Outside of Madison

If the school you're looking for is not on this list, please call your school directly

Mt Horeb School District:

[Mt Horeb COVID-19 Communication](#)

- Beginning March 16, 2020, we will implement the following schedule for students needing access to breakfast and lunch
- Blue Mounds (Division Street/Main Street) 11:30-12:00

- Grundahl Park (Parking lot on S Blue Mounds Street) 11:30-11:45
- Mount Horeb Family Aquatic Center 11:50–12:05
- Waltz Park (Near Shelter) 12:10-12:30
- Zwingli United Church of Christ (Mount Vernon) 11:30-12:00
- Mount Horeb Area School District Office 7:00-3:30 (Beginning Monday, March 16, 2020 at 11:30 a.m.)

Sun Prairie School District:

<https://www.sunprairieschools.org/>

- We will be operating from 11:00 a.m. to 1:00 p.m. at the following school sites beginning Wednesday, March 18th. No family will be turned away, even if they do not attend one of these schools. Children must be present at distribution, and each child will receive a lunch and a breakfast for the next morning. Please know that due to the circumstances, there will be limited availability for those with dietary needs, including gluten-free and allergies.
- Drive-through food service will be available from 11:00 a.m. to 1:00 p.m. at the following sites:
 - CH Bird Elementary – 1170 N. Bird Street
 - Westside Elementary – 1320 Buena Vista Drive
 - Northside Elementary – 230 W. Klubertanz Drive

Verona School District:

[Verona School District COVID-19 Communication](#)

- Free cold lunches and breakfasts will be available for all students age 18 and under on a grab-and-go basis from 10:30 -11:30 a.m. starting Tuesday, March 17th through Friday, March 20th at the following locations:
 - Harriet Park Shelter, 414 Mary Lou St, Verona
 - Nakoma Heights Community Room, 4929 Chalet Gardens Rd, Fitchburg
 - Stone Crest Apartments Community Room, 5673 King James Ct, Fitchburg

Evansville School District:

- Tuesday, March 17th thru Friday, April 3rd, The Evansville Community School District will be providing breakfast and lunch in a “Grab & Go” manner.
 - Monday thru Friday, 11:30 am – 12:30 pm
 - Theodore Robinson Intermediate School at the 4th Street drop off/pick up area and Countryside Park on Water Street

Agency Updates/Homeless Resources

Homelessness Resource Guide:

<https://www.danecountyhomeless.org/covid-19-resource-guidehttps://>

Domestic Abuse Intervention Services:

- Beginning Tuesday, March 17th, the DAIS business offices will be closed to the public.
- Scheduled appointments should report to the 24/7 security entrance.
- DAIS will not be able to provide any walk-in services for the foreseeable future.
- Those needing services should contact our 24-hour Help Line at (608) 251-4445.

Community Action Coalition:

- Office hours will be by appointment only. Clothing Center is closed.
- For Dane County Residents: 608-246-4730
- For Jefferson County Residents: 920-262-9667

Neighborhood House:

- 29 S Mills 255-5337
- Food Pantry 10-6 Mon-Friday
- Warm clothing, all other programming suspended, laptop/internet available
- Closes at 6pm

Will-Mar Neighborhood Center:

- 953 Jenifer St 257-4576
- Food Pantry Wed 11-2pm prepackaged boxes, curbside service
- Community Meal Sat 11:30-12:30pm prepackaged meals
- No internet access
- Youth Programming Closed
- Hours 8-6pm

Harambee Village:

- Support groups and events postponed until April 15- Virtual access being worked on
- **Today Not Tomorrow Resource Center**- Closed
- Harambee Village Doulas are moving meetings, appointments and consultations to virtual format. Pregnant women and children are part of the risk group. Alternate options are being offered based on client wishes, such as virtual visits.

Freedom, Inc.

- Offices are currently closed; however, these services are still available:
 - Advocacy support for women, girls, and LGBTQ members experiencing family violence and/or sexual assault
 - Hmong Family Strengthening Helpline: (877) 740-4292

- Trans Lifeline: (877) 565-8860
- For assistance, email us at info@freedom-inc.org or message us through Facebook

Briarpatch:

- Youth shelter is open with social distancing measures in place. The 24/7 helpline remains operational (608-251-1126) and a counselor will be on-call 24/7.

Goodman Community Center:

- Events hosted for the community are cancelled until further notice.
- **Delivering meals to our neighbors:** Starting Thursday, March 19, we will begin a daily meal delivery service of 100 dinners per day to children in the Darbo-Worthington and Brentwood neighborhoods.
- **Drive-thru food pantry will continue:** Open Tuesday mornings, Wednesday early evening and Thursday mid-day. See specific hours here: <https://www.goodmancenter.org/about/corona>
- **Closing our educational programming:** Based on Dane County and City of Madison guidelines, we have had to cease our on-site educational programming for children and teens.
- **Reaching out to our families with kids in our programs:** Our staff is reaching out to any participant family who may need resources, and is starting to donate our classroom games, crafts, and other educational tools. They want to ensure our families have the resources and connections they need at this time.
- **Our buildings are closed to the public,** and we're honoring social distancing as we clean and sanitize our facilities and prepare meals and bags of groceries for neighbors.

Porchlight:

- Call 608-255-2960 for men's shelter information
- Men who are accessing emergency shelter can meet with CE staff at Grace Men's Drop-in shelter in the evening to complete the VI-SPDAT assessment.

Salvation Army Shelter

- Still operating for emergency shelter services for women and families only. Drop in check in time at 4pm. Leave at 8am. No childcare services.
- Women can call: 608-250-2220 (during business hours), 608-513-2392 (4-8pm)
- Families: 608-250-2298 (before noon for intake), 608-513-2392 (4-8pm). Women and families who are accessing emergency shelter will be contacted by CE staff to schedule a time to complete the VI-SPDAT assessment over the phone.

Coordinated Housing:

- To get on the Community Wide Housing list contact Coordinated Entry (608) 826-8019
- Coordinated entry staff will not be meeting with clients at the Beacon

Beacon:

The Beacon will remain open for the homeless to have a place to go, but services will not be provided there.

Coordinated Entry Homeless Services

- The Beacon: To connect with CE Homeless Services staff who are normally at The Beacon, participants should leave a message at (608) 826-8019 or complete the [CE Contact Form](#) on the HSC website. Calls will be returned within 24 business hours. VI-SPDAT assessments will be conducted over the phone.

Housing Navigation Services:

- Housing Navigation Services is operating 100% remotely at this time until further notice. We can be reached via phone 8:30-4:30 Monday-Friday for assistance with finding housing. Please feel free to continue calling our main line (608) 826-8093 or emailing HousingNavigation@ccmadison.org

Bethel Homeless Ministries:

- Hot lunch to homeless guests for pick-up and take-out on Tuesdays and Thursdays at noon in the parking lot
- All other services suspended
- Call church to register for pantry and with questions 608-257-3577
- For those who receive their U.S. mail from Bethel, we will provide mail in the same manner as we have always done.

Madison Dane County Public Health:

As of March 20, 2020 8:00 am:

- PHMDC is still maintaining contact with enrolled PNCC and NFP clients.
- All visits will be conducted using telehealth and the client to nurse ratio has increased slightly.
- In person, home visits will be considered for newborns requiring weight checks.
- Nurses will continue to send you the paperwork for telehealth visits conducted with OB medical home patients.
- Still accepting referrals for perinatal services and enrollment by phone
- Prenatal Care Coordination and Nurse Family Partnership is very limited
- <https://publichealthmdc.com/about/location-hours/office-closure-information>
- Public health nurses for the Prenatal Care Coordination and Nurse Family Partnership Program may take up to 48 hours to respond to text or phone messages
- Public Health nursing staff is being pulled into COVID 19 response teams.

WIC:

- WIC offices are closed. They are operating via phone. Please call 608-267-1111 for service. If you have a scheduled appointment, you will receive a phone call from WIC on the day of the appointment. WIC benefits will be loaded onto your WIC card at the time of the phone call. Please contact the clinic with any questions. Walgreen's and Walmart are required to keep "back up" supplies of formula for WIC participants. We are no longer distributing vehicle registration gift cards during clinic hours. Please stay tuned. We will begin providing gift cards again once our offices are open.

Tenant Resource Center

Tenant Resource Center has suspended our walk-in services for Housing Counseling and Eviction Prevention. Please see below for more information:

Eviction Prevention Coordinated Entry

- Tenant Resource Center is closed for walk-ins. To connect with Eviction Prevention Coordinated Entry, participants should leave a message on the Eviction Prevention CE line at (608) 257-0006 ext. 7. Calls will be returned as quickly as possible.

Housing Counseling & UW-Madison

Services at our UW-Madison office have temporarily been suspended due to [facility closures on campus](#). For those seeking services from our Campus Office, please contact us at (608) 257-0006 or UW@TenantResourceCenter.org.

To reach us, please call (608) 257-0006.

Dane County Evictions

Dane County recently announced that many hearings and other court proceedings will be postponed or held via phone/video conference ([see this Article for more information](#)). While many reports note that all non-criminal cases have been rescheduled or postponed, be sure to communicate with the [Dane County Clerk of Courts office](#) or your legal counsel to confirm the arrangements and scheduling for your case. As a reminder, failure to appear for a hearing could result in a default judgement against you, so be sure to confirm dates and times for your court dates.

For individuals needing financial assistance or other eviction prevention services, please contact us at (608) 257-0006. Office is closed indefinitely. Call 608-257-0006 for assistance

Healing House (Madison Urban Ministry)

Operating with enhanced safety protocols.

The Public Service Commission of Wisconsin (PSCW) directed water, electric, and natural gas utilities to cease disconnecting residential service for nonpayment until the state public health emergency has been lifted. The [PSCW homepage](#) has information about **free/reduced utility services** across WI.

MG&E is generally willing to negotiate payment plans for utilities: Call MGE at (608) 252-7144 or visit the office, 623 Railroad St., Monday through Friday, 8 a.m. to 5 p.m.

- **Budget Payment Plan line: (608) 252-7080.**

Wisconsin Home Energy Assistance Program:

Eligibility will be based on the previous month of income instead of the previous three months of income. The change is to help those recently affected by COVID-19 and to ensure they are able to receive assistance quickly.

WHEAP is able to help with most fuel types. The payments are made directly to suppliers on behalf of an eligible household.

Residents can apply through county/human service offices, tribal governments and private nonprofit agencies.

Those who are recently unemployed, received a lay off or disconnection notice and are having difficulties paying energy bills can look at the DOA Home Energy Plus program for additional resources.

Water Utility:

- [Madison Water Utility will be exempting late payment fees until further notice](#)

Joining Forces for Families (JFF locations):

- JFF offices are only available by phone and emails. No office hours.
- [Families can contact local JFF offices](#)

Childcare Emergency Resource Information

- Consider using [Care.com](#) to find local, reliable childcare resources
 - Care.com is providing 30 days of free, premium access to their site for healthcare workers
 - Care.com provides pre-screened profiles of providers, monitored messages and access to background checks, references, and educational information on the interviewing process
- Consider creating a posting on [UW Madison's Student Job Center](#) based on your specific care needs
 - All postings require an account and will undergo an approval process with the Office of Student Employment

- People who are associated with the University can create a posting for \$5; those who are not associated with the University can create a posting for \$15

[UNIDOS](#) and [DAIS](#) will continue to operate their Domestic Abuse Hotlines 24 hours a day.

- DAIS Helpline 608-251-4445
- UNIDOS (against domestic violence) Helpline (Spanish) 800-510-9195

La Movidia (1480 AM and 94.5 FM) is broadcasting information specific to COVID 19 for the immigrant community on Mondays from 9 – 11:00 a.m. Please share widely, it is imperative that people get the correct information.

Baby, Pet, and Home Care Resources

Diapers and Baby Supplies

Project Babies is working on collecting diapers and other needed supplies at this time. This is their outreach number (you can call or text): 608-770-9588. Check their [Facebook page](#) for updates.

Pet Care Resources

[WisCARES](#) provides medical supplies and food for companion animals, and free/low-cost boarding if an animal needs housing while someone is getting medical treatment.

Other Home Needs

Atwood Pantry stocks house cleaning and personal care products. 2401 Atwood Avenue, located in the Church. Hours as of 3/11, according to SASY neighborhood group:

- Thursdays: 11:30am-3pm
- Sundays: 12-2pm

The **IRS announced that the due date for making tax payments has been extended to July 15, 2020. The due date for filing 2019 taxes remains April 15, 2020.

Employment/Public Assistance/Insurance

Public Assistance Benefits

1. **The Dane County Job Center is closed. As a result, the building will not be accessible to apply in person for assistance programs.**
2. **Mail pick-up at the Job Center**

Homeless Mail may be picked up by appointment only. Mail pick-up will be restricted to critical mail only such as: Quest or Medical Assistance cards, Checks, Debit & ID cards. **Please call 608-242-7429 to leave a message to schedule an appointment.** Each appointment is just for the person who calls and does not include additional family and friends

Badgercare Plus:

If you need to apply for Badgercare Plus, you may do so in one of the following ways:

- Call the Capitol Consortium at 1-888-794-5556 to apply by phone.
- Members can apply online at www.access.wisconsin.gov.
- Members can apply by submitting a paper application by printing [this application](#) and mailing it. It's available in Spanish, Hmong and English.

Applications and information for Foodshare, Childcare Assistance and other assistance programs should be directed to the Capitol Consortium at 1-888-794-5556; ask about applying by phone.

Marketplace Insurance Coverage:

If you need to apply for health insurance because you have lost coverage, go to www.healthcare.gov to review your options for coverage available through the Marketplace.

Insurance Application Assistance

Covering Wisconsin:

Covering Wisconsin continues to provide assistance with health insurance questions and enrollment. Appointments will be primarily done over the phone or via video conference in order to promote good public health safety. Please call **608-261-1455 or 414-270-4677** or go to the **Connector tool** to find local

ABC for Health

- A Wisconsin-based, nonprofit public interest law firm dedicated to linking children and families, particularly those with special needs, to health care benefits and services.
- Remains open, virtually, and with the help of technology, we maintain our commitment to serving individuals & families--especially children and youth with special healthcare needs.

What is ABC Doing?

- Our health benefits advocates, counselors & attorneys continue to serve our clients, partners and their patients via remote assistance. Clients and client referrals can still call our office at (608)261-6939 or email us at info@safetyweb.org. Our team will triage the contact and reply as soon as possible.

- As the Wisconsin economy falters and people lose existing health coverage due to loss of employment, we expect our call volume to increase. We appreciate your patience and support.

Contact ABC for Health if you LIVE IN WISCONSIN and you:

- Are having trouble paying medical bills
- Have lost or will lose health coverage
- Need help determining which health coverage is right for you
- Need help determining your eligibility for health benefits
- Have a pre-existing condition and can't find health care coverage
- Are interested in applying for coverage programs such as BadgerCare Plus
- Received a claims denial or are in a dispute with your private insurer
- Received a notice from BadgerCare saying they won't cover a service
- Have questions about having BadgerCare and private insurance at the same time
- Have questions about using your benefits
- Would like to know how health care reform will affect your coverage
- Are part of an intact family and facing a birth cost recovery judgment

Dane County Department of Human Services

- [Dane County Department of Human Services Available Services Here](#)

Unemployment (see link below):

- [Unemployment COVID-19 Public Information](#)

Immediate Job Openings:

- Hourly Datex Assembler [Apply Online Here](#)
- Walmart <https://careers.walmart.com/>
- Woodman's <https://www.woodmans-food.com/careers>
- Hy-vee <https://www.hy-vee.com/careers/#/search>
- Pick N Save/Metro Market <https://jobs.kroger.com/>

Senior Center Resources

[The Aging and Disability Resource Center \(ADRC\)](#) can provide referrals and information for folks who are elderly and/or disabled, and for their family members. phone: 608-240-7400.

Adult Protective Services

Walk-in appointments are not available. Concerns about elder abuse and neglect should continue to be reported to the **Adult Protective Services hotline (608-261-9933)**.

DeForest Senior Center

Closed indefinitely. Will continue to provide home delivered meals, driver escort services, and telephonic case management.

Colonial Club (Sun Prairie Senior Center)

Closed until March 29, 2020. Will continue to provide home delivered meals, telephonic case management, driver escort services, supportive home care, and adult day care.

Fitchburg Senior Center

Closed until April 5, 2020. Will continue to provide home delivered meals and telephonic case management.

Madison Senior Center

MSC Center and Congregate meal site remain open. **Programs and Activities are cancelled.**

McFarland Senior Center

Closed until April 7th, 2020. Will continue to provide home delivered meals, telephonic case management, and driver escort services.

Middleton Senior Center

Closed until March 29th, 2020. Will continue to provide congregate meals, home delivered meals, telephonic case management, and drive escort services.

Monona Senior Center

Closed all services until April 6th, 2020.

NewBridge

Offices closed indefinitely. Will continue to provide telephonic case management.

Stoughton Senior Center

Closed indefinitely. Will continue to provide home delivered meals and telephonic case management. Congregate meals have been switched to carry out.

Verona Senior Center

Closed indefinitely. Will continue to provide telephonic case management.

Grocery Stores Information

Woodmans

- Store Hours: Varies by location
- Delivery: Online ordering (enter address)
- Pickup: slots are full

HyVee

- Store Hours: Sun-Sat 8am – 8pm
- Delivery: \$9.95 with minimum \$30 purchase
- Pickup: free with minimum \$30 purchase

Willy Street Coop

- Store Hours: 10am – 8pm daily (First hour for seniors and people with compromised immune system) During this hour limited 30 customers in store
- Delivery: Slots are full
- Pickup: Check online for options

Pick 'n Save

- Store Hours: Sun-Sat 6am-10pm
- Delivery: \$9.95 with minimum \$30 purchase
- Pickup: Free same day
- Shipped: 1-3 days

Metro Market

- Store Hours: Sun-Sat 6am – 10pm
- Delivery: 1-3 days
- Pickup: N/A

Whole Foods

- Store Hours: 9am-8pm (Guests 60+ can start to shop at 8 am)
- Delivery: Availability limited
- Pickup: Prime members only

Trader Joe's

- Store Hours: 9am-7pm (Mon-Sun)

Copps

- Store Hours: 6am-9pm (special store hours)
- Delivery: Instacart
- Shipped: 1-3 days

Aldi

- Store Hours: 9am-7pm
- Delivery: <https://shop.aldi.us/>
- Pickup: Instacart service

Jennifer Street Market

- Store Hours: 7am-9pm

Sam's Club

- Store Hours: Mon-Fri (10am-8:30pm) Janesville location only

Wal-Mart

- Store Hours: Mon-Sun (7am-8:30pm)
- Delivery: \$30 minimum purchase (online)
- Pickup: Until 7pm

Target

- Store Hours: Mon-Sun (7am-9pm)
- Delivery: N/A
- Drive-up: Online ordering through Target app

Costco

- Store Hours: Mon-Fri (10am-8:30pm) Saturday (9:30am-6pm) Sunday (10am-6pm)

Hazel Hill Farm Deliveries and Pick-Ups

- Order food directly from the Hazel Hill Farm by completing the form linked above.