

## **Services and Resources Coordination in Paducah/McCracken Co**

### **An overview of roles**

#### **1. Hotline for Resource Referrals: City Hall 270-444-8800**

- Call a Customer Experience Specialist, tell them your need, they will provide contacts and phone numbers to services in the community utilizing the United Way's Community Resource Guide.
- The United Way will be checking in with Customer Experience on call volume and types of needs reported.

#### **2. United Way Volunteer and Giving Coordination**

- UW will collect names of volunteers and those willing to give.
- UW will collect needs from agencies and connect people to agencies.

#### **3. Purchase District Public Health Department Monitoring and Information Sharing**

- The Health Department is the lead on monitoring the situation and sharing updated information on COVID-19. Please reference their information and the State Health Department for specifics about COVID-19 and daily changes of understanding.  
[kycovid.ky.gov](http://kycovid.ky.gov)
- COVID-19 Hotline toll-free (800) 722-5725

#### **4. Emergency Management**

EM coordinates emergency resources, FEMA relations, first responder communications, CPOD deployment, stakeholder meetings, and overall readiness.

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### **Phone Ministries**

#### **Jerome Mansfield, EM Director - Ice Storm example**

#### **Mayor Harless - Overview of Phone Ministry Program**

- A. Emergency Management Voluntary Organizations Active in Disaster
  - Work with Housing Authority of Paducah to start
  - Other groups who will need calls- Irvin Cobb, WB Sanders and Jackson House
- B. Churches
- C. Civic Clubs/Fraternal Organizations
- D. Non-profit service providers/organizations

#### **Anne Bidwell, United Way Community Impact Manager - A quick training on phone ministries**

- A. Review Suggested Script
- B. Review Community Resource Guide
- C. Review call sheet template

### Notes/Suggestions:

- If you ask people to make calls from personal phones, their caller ID will probably show up. If volunteers are not comfortable with that, one idea would be to schedule people to come to the church to make calls (while practicing 6 ft separation and sanitation) or use \*67 before each call to block cell number.
- Call through your list at least **every other** day
- Assign a point person within your team to collect unanswered questions/barriers. This person can reach out to UW for answers. One person from each team can contact us for Anne's cell number in case there are special cases that need attention.
- If you choose to deliver groceries or supplies, practice social distancing. Leave the goods on the porch and call to let them know you have delivered. Do not touch door knobs!

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### **Other Pertinent Resources/Updates, Mayor Harless/Anne Bidwell**

- Unemployment  
Refer to state resources. There are a lot of programs getting geared up. That will all come from the state and federal government. Keep an eye out on those updates. We will share them as we learn them.
- Utilities - announce utility programs/policies  
Paducah Water- suspended disconnects until further notice  
Paducah Power- suspended disconnects until further notice  
JPEC - "We encourage any member who is facing financial difficulty during this time to call us." You can reach a member-service representative at: 1-800-633-4044.  
Atmos- suspended non-pay turn offs and late fees
- Weekend Food Resources Update:  
Saturday: Family kitchen for lunch- Holy House of Prayer- S 4th St  
Sunday: Broadway Methodist Church for lunch- 8th st entrance  
<https://www.purchasedistrictumc.com/ministries/family-kitchen>

### **EM update, Jerome Mansfield**

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#### Stay Updated

- The Governor is providing daily press conferences with updated information. Tuning in to those is helpful. Those can be found here:  
<https://www.facebook.com/GovAndyBeshear/>
- Mayor Harless will provide local updates at 6p daily.  
Those can be found here <https://www.facebook.com/brandiharlessmayor/>
- The State Health Department maintains this website: [kycovid.ky.gov](http://kycovid.ky.gov)

