



## Response to COVID-19

We are living in stressful times both in Maine and across the country. As we navigate this difficult time together, The Opportunity Alliance (TOA) joins hundreds of other community-based organizations and businesses in facing challenging decisions and finding creative ways to serve the individuals and families that need us the most. As we work to ensure the health and safety of our clients and staff without service disruption, we wanted to share our agency plan with you.

Consistent with CDC recommendations, in order to flatten the curve of the Coronavirus, effective Wednesday, March 18 the majority of staff have moved to a working from home model.

Our Client Service Center, located at 190 Lancaster Street, is currently closed to foot traffic. Our staff continues to provide services to clients and can be contacted by calling our main line: **874-1175**.

TOA provides critical services to our community's most vulnerable individuals and families. We are continuing to manage the organization program-by-program as many TOA programs adhere to unique requirements and serve different populations. Please find below our plan by program:

### Statewide Support

- 2-1-1 Maine – partnering with the Maine CDC to provide general information regarding Covid-19. Call specialists are supporting Mainers 24/7.
- Maine Crisis Line (MCL) – crisis call specialists are responding to crisis calls and supporting Mainers 24/7. **They can be reached at 888-568-1112.**

### Community & Home-Based Services

- Access & Intake – program continues to serve clients via telecommunications
- Behavioral Health Home (BHH) – program continues to serve clients via telecommunications
- Broadway Crossings Crisis Stabilization Unit – program continues to serve clients following CDC guidelines
- Children's Behavioral Health Home (CBHH) – program continues to serve clients via telecommunications
- Community Services – program continues to serve clients via telecommunications
- CPPC –
  - Hubs – closed to foot traffic, though Community Builders are supporting community members via phone
  - Parents as Partners – program continues to serve clients via telecommunications

- Early Head Start and Head Start – classrooms are temporarily closed. Staff continue to be in regular contact with all families, ensuring families’ needs are being met.
- Foster Grandparents – program continues to serve clients via telecommunications
- Heating Assistance – program continues to serve clients via telecommunications
- Housing Services – program continues to serve clients via telecommunications
- Homeless Youth Services (HYS) – program continues to serve clients via telecommunications
- Maine Families – family visiting is being managed via telecommunications
- Mobile Outreach – crisis staff are providing crisis intervention via telecommunications
- Maine Youth Action Network (MYAN) – youth gatherings have been canceled
- Opioid Health Home – program continues to serve clients via telecommunications
- Parenting Education – all public classes have been canceled
- PATH Program – program continues to serve clients following CDC guidelines
- Public Health –
  - SNAP educators are delivering curriculum, where appropriate
  - Substance use – following CDC guidelines
- Senior Companion – program continues to serve volunteers via telecommunications
- The Women’s Project – program continues to serve clients via telecommunications
- WIC – staff continue to be in regular contact with all families via telecommunications, ensuring families are receiving their benefits
- Wraparound – program continues to serve serving clients via telecommunications

#### Residential Services

- The Bridge – serving clients following CDC guidelines for long-term care facilities
- Gordon Green – serving clients following CDC guidelines for long-term care facilities
- Helen Ray House – serving clients following CDC guidelines for long-term care facilities
- MaineStay – serving clients following CDC guidelines for long-term care facilities
- Morrison Place – serving clients following CDC guidelines for long-term care facilities
- Ocean Street – serving clients following CDC guidelines for long-term care facilities
- The RISE Project – serving clients following CDC guidelines for long-term care facilities

These are unprecedented circumstances and we are navigating with the best information available. We are re-evaluating our situation as we receive updated information. Please know that our staff continue to provide exceptional care to our clients during this extremely difficult time.