

Severe Weather Recovery Resources for 1915(c) HCBS Waiver Providers and Participants December 2021



CABINET FOR HEALTH
AND FAMILY SERVICES
— Medicaid Services —

The Department for Medicaid Services (DMS) is sharing the following resources with 1915(c) Home and Community Based Services (HCBS) waiver participants and providers affected by severe weather in Western Kentucky on December 11, 2021. There are also some suggestions at the end for individuals who want to help storm survivors.

This is not an exhaustive list of resources available. If you are aware of a resource that could help 1915(c) HCBS participants and providers, please email us at MedicaidPublicComment@ky.gov.

***Note:** Additional resources have been added to the original list. The newest resources are highlighted in **bold**.

- Disaster Information
 - [Governor's Office Tornado Resource Website](#)
 - [Kentucky Emergency Management Response Information](#)
 - **This site includes information for individuals who need FEMA assistance, shelter, or other support after the tornado. The site also has links to donate to tornado survivors and offer other assistance.**
 - [Mayfield Tornado Relief Website](#)
 - [Pennyrile Area Development District has compiled resources](#) for individuals in Caldwell, Christian, Crittenden, Hopkins, Livingston, Lyon, Marshall, McCracken, Muhlenberg, Todd counties.
 - [Bowling Green Disaster Response Information](#)
 - [FEMA Disaster Declaration for Kentucky](#)
 - [White House Emergency Declaration for Kentucky](#)
- State Services
 - If you need assistance related to a 1915(c) HCBS waiver, contact the 1915(c) Waiver Help Desk at (844) 784-5614, option 7 or 1915cWaiverHelpDesk@ky.gov
 - If you are located in western Kentucky and need waiver-related assistance, let DMS know by filling out the appropriate form.
 - [Storm Assistance Form – Waiver Providers](#)
 - [Storm Assistance Form – Waiver Participants](#)
 - The Mayfield/Graves County Department for Community Based Services (DCBS) office is closed due to storm damage. If you need assistance from DCBS, you can:
 - Contact the DCBS call center at (855) 306-8959.
 - Go to another local DCBS office near Mayfield. You can find other local DCBS offices at bit.ly/3dKLIFd.
 - View benefit information on kynect.ky.gov
 - **Driver's License Replacement**
 - **A temporary driver licensing issuance station has been setup at 355 Charles Drive in Mayfield. It is open from 8 a.m. to 4:30 p.m. Central Time. Lost operator licenses, permits, and state ID cards will be replaced for free. The temporary station will be open until at last January 28, 2022.**
 - **A second station will be setup in Dawson Springs once an appropriate space is found.**
 - **Replacement EBT Cards**

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- **If you need a replacement card and can receive mail at the address listed on your case, call (888) 979-9949.**
- **If you need a replacement card and are receiving mail at a temporary location, call DCBS at (855) 306-8959.**
- **Special Enrollment for Qualified Health Plans**
 - **The deadline for individuals in affected areas to enroll in a Qualified Health Plan for coverage beginning January 1, 2022 has been extended to December 31, 2021.**
- Shelter/Temporary Housing
 - The Red Cross has shelters open in the Mayfield and Bowling Green areas. Search for shelter at [redcross.org/shelter](https://www.redcross.org/shelter), call 1-800-RED-CROSS (733-2767) or download the Red Cross emergency app.
 - Contact your local emergency management office to request shelter.
 - The following state park resorts have been designated as shelters: Kentucky Dam Village, Kenlake State Report Park, Lake Barkley State Report Park, Barren River Lake State Resort Park, John James Audubon State Park, Pennyriple Forest State Report Park, Rough River Dam State Park
- Supplies
 - Graves Co. Fairgrounds at 101 Housman Street in Mayfield
 - Available supplies: food, water, baby supplies, and cleaning supplies.
 - Mayfield High School at 700 Douthitt Street in Mayfield
 - Available supplies: food, water, baby supplies, and cleaning supplies
 - High Point Baptist Church at 220 Farthing Street in Mayfield
 - Available supplies: food and water
- Health Needs
 - Walgreens and Walmart in Mayfield are open to fill prescriptions.
 - If you are a participant and have a health need going unmet due to the severe weather, please contact the 1915(c) Waiver Help Desk at (844) 784-5614, option 7 so DMS can assist you.
- Mental Health Support
 - If you are experiencing stress, anxiety, depression, or other mental health struggles as a result of the severe weather outbreak, 24/7 [crisis counseling is available through the Substance Abuse and Mental Health Services Administration](#). You can call or text (800) 985-5990. Services are also available in Spanish and American Sign Language (ASL). Individuals needing services in ASL can call the 800 number above on their videophone.
- Hygiene Needs
 - Showers, bathrooms, and washer and dryer access are available in the parking lot of Lowe's at 1208 C Paris Road in Mayfield
 - Tide Loads of Hope is wash, drying and folding clothes for tornado survivors in the parking lot of Walmart in Mayfield
- Missing Persons
 - If you are looking for a missing loved one in Mayfield, you are asked to go to His House Ministries at 1250 KY-303. If you need assistance getting to His House Ministries, call (859) 267-7755.
 - If you are looking for a missing loved one in Bowling Green call 270-393-4116 to inquire
- Recovery Assistance

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- The Federal Emergency Management Agency (FEMA) is accepting applications for assistance from residents and businesses in designated counties. To apply:
 - Go to [DisasterAssistance.gov](https://www.DisasterAssistance.gov)
 - Call (800) 621-FEMA (3362) or TTY (800) 462-7585 (for deaf or hard-of-hearing Kentuckians)
 - Phone lines are open 7 a.m. to 10 p.m. local time seven days a week.
 - If you have [questions about the assistance FEMA provides](#), you can contact FEMA at (800) 621-3362 or TTY (800) 462-7585. Phone lines for these types of questions are open from 7 a.m. to 1 a.m. Eastern, seven days a week.
 - **FEMA has opened several mobile registration centers for Kentuckians in need of federal assistance due to the tornado outbreak. The centers are open from 8 a.m. to 5 p.m. daily and are located in:**
 - **Caldwell County**
 - **Butler Gymnasium, 600 W. Main St., Princeton, KY 42445**
 - **Fulton County**
 - **Butler Gymnasium, 600 W. Main St., Princeton, KY 42445**
 - **Graves County**
 - **The old Walmart location, Mayfield Plaza, 1102 Paris Rd., Mayfield, KY 42066**
 - **Hart County**
 - **Floral Hall, Hart County Fairgrounds, 2184 S. Dixie Hwy., Munfordville, KY 42765**
 - **Hopkins County**
 - **Dawson Springs Library, 103 W. Ramsey St, Dawson Springs, KY 42408**
 - **Marshall County**
 - **Joe Creason Community Center, 1600 Park Ave., Benton, KY 42025**
 - **Muhlenberg County**
 - **Neal's Chapel General Baptist Church, State Route 81, Sacramento, KY 42372**
 - **When applying for assistance, whether online, in-person, or by phone, you will need the following information:**
 - **A current phone number where you can be contacted.**
 - **Your address at the time of the disaster and the address where you are now staying.**
 - **Your Social Security Number.**
 - **A general list of damage and losses.**
 - **Banking information if you choose direct deposit.**
 - **If insured, the policy number or the agent and/or the company name.**
 - **If applicants are unable to locate important documentation, FEMA will work with them to identify other ways to verify.**

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- **If you have questions about making an insurance claim or need assistance, call the Department of Insurance at (800) 595-6053.**
- 211.org can help connect you to local assistance that is available. You can visit [the 211 website](#) or call 211 from your cell phone or landline.
- Living Hope Baptist Church in Bowling Green is assisting with cleanup and debris removal. The church asks you to [complete this online form](#) to request assistance.
- The [Team Western Kentucky Tornado Relief Fund](#) is taking monetary donations for affected Kentuckians. The collection phase is underway. Information on applying for assistance will be released at a later time.
- Storm Updates
 - [Kentucky Governor's Office News Updates](#)
 - [Kentucky Cabinet for Health and Family Services Facebook](#)
 - [Graves Co. Office of Emergency Management Facebook](#)
 - [Graves Co. Sheriff's Office Facebook](#)
 - [City of Bowling Green Twitter](#)
 - [Bowling Green Police Department Facebook](#)
 - [FEMA Facebook](#)
- Meals
 - If you need Home Delivered Meals and local options are not available, you can receive meals from [Mom's Meals](#). Talk to your case manager about adding Mom's Meals as your Home Delivered Meals provider.
 - Hot meals are being served at His House Ministries at 1250 KY 303 in Mayfield. Meals can be delivered in town.
 - Meals are being served at four elementary schools in Graves County.:
 - Fancy Farm Elementary School I at 270 State Route 339 South in Fancy Farm
 - Sedalia Elementary School at 5252 State Route 97 in Mayfield
 - Symsonia Elementary School at 11730 State Route 131 in Symsonia
 - Wingo Elementary School at 449 Lebanon Street in Wingo
 - The above schools are serving breakfast from 7-9 a.m. and lunch from 11 a.m. – 1 p.m.
- Internet and Cellular Connectivity
 - Western Kentucky University's [Jody Richards Hall Computer Lab](#) is open from 8 a.m. to 8 p.m. through December 17 for community members who need internet access.
 - Individuals needing transportation to campus for computer use can call 270-745-5888
 - An ATT portable charging station is available in the Walmart parking lot in Mayfield.
 - Deaf or hard-of-hearing residents in or near Bowling Green who depend on the internet for communication can text or FaceTime (502) 319-2457.
- Help with Unemployment and Job Applications
 - **If you became unemployed or had your work interrupted in one of 14 counties due to the tornado outbreak, you may qualify for Disaster Unemployment Assistance (DUA). The counties are Caldwell, Christian, Fulton, Graves, Hart, Hickman, Hopkins, Logan, Lyon, Marshall, Muhlenberg, Ohio, Taylor and Warren.**

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- **To file a claim, visit the Kentucky Career Center website at kcc.ky.gov or call (502) 875-0442. The deadline to apply for assistance is January 18, 2022.**
 - The West Kentucky Workforce Board has set up temporary locations to meet these needs in Dawson Springs and Graves County. Locations and hours can be found [here](#). The Paducah Career Center, the Hopkinsville Career Center, and JobNet in Madisonville are also helping individuals with these needs.
- Temporary Storage
 - U-Haul is offering free storage for 30-days at sites in Elsmere, Lexington, Paducah, and Radcliff. There are also sites in Tennessee.
 - <https://www.uhaul.com/About/DisasterRelief/>
- To Report Price Gouging
 - If you see price gouging related to the tornado outbreak, you can report to the Kentucky Attorney General's office [online](#) or by phone at (888) 432-9257.
- Bowling Green-Area Resources
 - The following list was compiled by the Barren River Area Development District.
 - Shelters:
 - Jennings Creek School: 2617 Russellville Road – now moving victims to local hotels - 270-904-9200
 - Ed Spear Park: 226 Sunset Drive 270-563-9115
 - Michael Buchanon Park: 9222 Nashville Road 270-529-3781
 - Jaycee's of Bowling Green: 938 Morgantown road (pet friendly) 270-842-7980
 - Phil Moore Park: 7101 Scottsville Road 270-843-6665
 - Ephram White Park: 855 Mt. Olive Road 270-846-1664
 - Basil Griffin Park: 2055 Three Springs Road 270-842-5302
 - Salvation Army: 400 West Main 270-843-3485
 - Lampkin Park: 938 Morgantown Road
 - BRASS: 270-781-9334
 - American Red Cross: (270) 781-7377
 - Food Banks:
 - WKU Food Pantry: 503 Regents Avenue 12:00-5:00
 - Individuals needing transportation to campus for computer use or to obtain food from the food pantry, can call 270-745-5888
 - Potter Children's Home: 2350 Nashville Road 270-791-1181
 - American Red Cross: 1647 Scottsville Road (270) 781-7377
 - Calvary Care Center: 270-842-5554
 - Christ Episcopal Church: 1215 State Street 270-843-6563
 - Faith United Methodist Church: 600 Veterans Memorial Lane 270-843-8430
 - First Baptist Church: 621 East 12th Avenue 270-842-0331
 - Greenwood Park Church of Christ: 1818 Campbell Lane 270-781-0700
 - Hillvue Heights Baptist Church: 3219 Nashville Road 270-842-0012

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- Hope House: 112 West 10th Avenue 270-904-1200
- Hotel Inc: 1005 Boatlanding Road 270-782-1263
- International Center: 806 Kenton Street 270-781-8336
- State Street Baptist Church: 340 State Street 270-843-8016
- The Presbyterian Church: 1003 State Street 270-843-4707
- The Salvation Army: 400 West Main 270-843-3485
- First Christian Church: 1106 State Street 270-843-3191
- Legal Services
 - BG Human Rights Commission: 270-782-7900
 - KY Legal Aid: 270-782-5740
 - Lawyers Care: 270-782-1925
- Financial Assistance
 - FEMA Disaster Assistance: 800-621-3362
 - Churches United: 270-842-4301
 - Living Hope Baptist Church: 270-904-1200 or 270-843-9462
 - Community Action: 270-782-4484
 - Welfare Department: 270-843-5390
 - LIHEAP Program: 270-782-4437
- Transportation
 - Community Action GO bus: 270-782-3162
 - Goodwill Cars to Work: 270-282-2223
 - JARC: 270-843-6071
- Medical Assistance:
 - Barren River Health Department: 270-781-8039
 - KY Physicians care hotline: 800-633-8100
 - Fairview Community Health Center: 270-783-3573
- Other/Temporary:
 - Kummer/Little Recreation Center at BGPR: 333 College Street (food and supplies) 270-393-3484
 - Crossfit Old School (supplies/shower): 512 College Street 270-904-1657
 - Bowling Green Christian Church (showers); 1913 Smallhouse Road 10:00-8:00 270-842-6231
 - Bowling Green Walkers and Cornerview Community Church(supplies): BGFW2020@gmail.com
 - Potter Children's Home (Clothing): 270-791-1181
 - Lehman Avenue Church of Christ: 1002 Lehman Avenue (supplies) 270-543-8435
 - HomePRO (free roof tarp) 270-202-0858
 - Bowling Green/Warren County Humane society: (pet assistance) 270-842-8572
 - Campus Pointe Apartments (shower) 851 Fields Drive 270-746-9519...9:00-5:00

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- McPeak Vision (Andrea Way) is replacing contacts and glasses for free for any tornado victims 270-781-4909
- Mental Health/Case Management Resources:
 - Lifeskills 380 Suwannee Trail Street: 270-901-5000
 - Wellness Connection: 428 Center Street 270-796-2606
 - Lighthouse Counseling: 270-904-0055
- How to Help
 - Information on volunteering for storm relief efforts from [Kentucky Emergency Management](#)
 - If you are in the Mayfield area and want to volunteer, call 270-216-0903 or email mayfieldvolunteers@gmail.com
 - Volunteers are needed at state report parks housing survivors. Email Andy Kasitz (andy.kasitz@ky.gov) if you can volunteer.
 - Donations
 - If you have items to donate or want to volunteer to help storm survivors, you can complete [this form from FEMA](#).
 - You can also contact Graves County Emergency Management at (270) 727-5114 or [fill out this form](#) on their donation website.
 - The Paducah Police Department is taking outside donations. Contact them by calling (270) 444-8590.
 - The [Team Western Kentucky Tornado Relief Fund](#) is taking monetary donations for affected Kentuckians.
- Blood Donations
 - <https://www.redcrossblood.org/give.html/find-drive>
 - <https://my.kybloodcenter.org/donor/schedules/geo>