

Communicator

Essential services and information for our community

March 2020

Safety First - Continuing Services - Meeting Community Needs



A message to our community.

Like all of you, we at Alaska Family Services have spent the last two weeks engaged in meeting challenges associated with the COVID-19 pandemic. As we face growing concerns about

COVID-19 in the communities we serve, Alaska Family Services' mission remains the same: Services for families through intervention, referral, collaboration, and education. This means we will continue to provide essential services to our community while minimizing the risks to those we serve as well as to our staff.

Safety first for our clients and staff means many different things. First, AFS is observing the CDC guidelines for minimizing gatherings and for consistent cleaning of surfaces and hand washing. We are also following the directives from the State of Alaska as they are released; and some of our offices have closed to the public based

on State of Alaska directives. Those programs continue to provide their services using distance delivery models. See below for current information on each of our programs.

Alaska Family Services remains committed to meeting the needs of our community, while working within the guidelines that keep us all safe. We thank you for your patience and understanding as we all incorporate new behaviors and ways of working together to meet the challenges of COVID-19.

Sincerely,
Desiré Shepler, MPH
President/CEO
Alaska Family Services.

AFS Program Service Updates

ASAP, an essential service, is providing services. Clients are encouraged to wash their hands upon arrival and practice social distancing. Staff have increased cleaning to reflect CDC guidelines. **746-6260**

Domestic Violence Shelter, an essential service is open. Staff are following health guidelines and cleaning protocols to reflect CDC guidelines. **24 hour Crisis Line: Local 746-4080 toll free: 866-746-4080**

DV Advocate, an essential service and has relocated from the Palmer Courthouse to 1825 S Chugach St Palmer. **Services are available, please phone 746-8026 to allow for pre-health screening and to provide for social distancing guidelines**

Behavioral Health, an essential service is open. Currently staff are working on setting up tele-med services which will be implemented no later than March 30. Staff are following health guidelines and cleaning protocols to reflect CDC guidelines. **376-4000**

Family Violence Intervention, an essential service is open to provide services. Clients are encouraged to wash their hands upon arrival and practice social distancing. Staff have increased cleaning to reflect CDC guidelines **376-3127**

WIC is conducting appointments by phone at all 4 offices. The AFS front desk in Palmer is currently open for WIC clients to pick up or drop off paperwork. The Wasilla office has a drop box for documents. Applications are available at <http://dhss.alaska.gov/dpa/Pages/nutriwic/default.aspx> **746-4080 or 376-4080**

Family Support & Preservation-Limited services in place, please call 376-2003 for information. Wasilla Family Contact Center open. Palmer FCC closed.. Home Based services call 746-6237 April parenting class is cancelled.

Child Care Assistance Wasilla is providing services by email, phone and

fax. **The Office is closed to the public. 373-4450** A drop box is available and checked regularly.

Child Care Assistance Anchorage is providing services by email, phone and fax. **The Office is closed to the public. 644-5000.** Forms and documents are outside office door. Applications can be found at <http://dhss.alaska.gov/dpa/Documents/dpa/programs/ccare/forms/CC08-Child-Care-Assistance-Application.pdf>

Work Services is providing services by email, phone, fax. The office is closed to the public. A drop box is available and monitored throughout the day. **352-2600**

Families First Treasures Thrift Store is Closed until April 13

Please do not visit us IF: You or someone in your home currently has a fever You or someone in your home has a respiratory sickness

AFS Locations

Main Offices

1825 S. Chugach St.
Palmer, AK 99645
746-4080
Toll Free 866-746-4080

Behavioral Health

Treatment Center
5851 E. Mayflower Ct.
Wasilla, AK 99654
376-4000

Trans-Alaska Building

165 E. Parks Hwy.
Wasilla, AK 99654
376-2003

Westside Center

899 Commercial Dr.
Wasilla, AK 99654
376-4080

Family First Treasures Family First Center

403 S. Alaska St.
Palmer, AK 99645
746-6260

Anchorage

1251 Muldoon Rd.
Ste. 116
Anchorage, AK 99504
644-5000

Kenai

601 Frontage Rd. Ste. 102
Kenai, AK 99611
283-4172
Toll Free 800-283-4172

24-Hour Crisis Line

**746-4080 or toll free
866-746-4080**

Visit us online
www.akafs.org

