

# GREATER HAMMOND COMMUNITY SERVICES, INC.

At Greater Hammond Community Services, Inc., our priorities are the health and well-being of our employees, clients, and partners. Effective March 23, 2020 GHCS is implementing our emergency response plan until further notice. We will remain operational and provide support primarily through virtual operations.

Our main office will be closed to the public, but will maintain a skeleton crew to receive US Postal Mail, packages, answer phones and complete paperwork for current programs (EAP, Section 8, etc.)

The **Food Pantry** will remain open during this time with the following restrictions: The pantry will be open Monday through Thursday from 11 a.m. to 2 p.m. Clients will enter through the Pantry Door located at the rear of the building in the parking lot. Clients will be brought in no more than two at time, allowing staff to sanitize in between clients.

The **Housing Choice Voucher Program** will be serving clients as usual during this closed period with only necessary face to face interactions by appointment only (which must be scheduled in advance by calling (219) 932-4800 ext. 104). Documentation will be accepted the following ways:

1. Drop off necessary paperwork in the outside drop box, located on the Cedar Ave side of the building.
2. Upload necessary paperwork and email to: [roseservices@yahoo.com](mailto:roseservices@yahoo.com)
3. Mail necessary paperwork to the following: GHCS, 824 Hoffman St, Hammond IN 46327

The **Energy Assistance Program (EAP)** will be serving clients as usual during this closed period.

1. Clients who already have an appointment ticket can submit their application and documents one of the following ways:
  - a. Upload completed application and necessary documents and email to: [Lscenter2@yahoo.com](mailto:Lscenter2@yahoo.com)
  - b. Drop off completed application and copies of the necessary documents and place them in the outside drop box, located on the Cedar Avenue side of the building.
  - c. Mail in your completed application and copies of the necessary documents to the following: GHCS, 824 Hoffman St, Hammond IN 46327
2. Clients who do not have an appointment ticket can apply and upload necessary documents online at the EAP Connect Website at <https://ihcda.azurewebsite.us/portal/>
3. You may contact Northwest Indiana Community Action – Resource Connections department at 1-800-826-7871 option 1 to request an application to be mailed to you.

Please be advised that Nipsco, Duke Energy, Indiana-America, Citizens Energy Group and other providers have voluntarily suspended utility disconnections.

If applicants have a utility disconnection notice, they must contact the utility provider to make payment arrangements to stay on during the application wait period