



P.O. Box 207 | 302 SOUTH JOPLIN | JOPLIN, MO 64802
417.781.0352 | FAX 417.781.1234 | ESCSWA.ORG

**ECONOMIC
SECURITY
CORPORATION**



31 October 2020

Economic Security Corporation of Southwest Area's Response to Managing Coronavirus Risks

In an effort to keep Economic Security Corporation's staff, their families safe and the public, we made the following operational changes. ESC has watched as COVID-19 has continued to spread and local health department policies have changed to match these conditions. Since these public health changes can drastically change our businesses practices and our customer services delivery model, we need to implement changes. The following changes will go into effect Monday, November 2nd.

1. No public access to the central office, weatherization and home repair office and outreach offices.
2. Central office, vestibule will be open for picking up documents,
3. A locked drop box for documentation and/or applications is available at all locations.
4. Scheduled public appointments only, with facemasks and social distancing.
5. Social distancing, 6 to 10 feet are required at all our facilities.
6. Anyone entering one of ESC's buildings, must sanitize their hands, we encourage everyone entering all of our building to wash their hands upon entry, since this is the best practice in eliminating the COVID-19 virus.
7. If anyone is sick in your household and you have a scheduled appointment (has traveled or been exposed to someone with COVID-19). Please do not enter any of our office locations, but contact us by phone or by email.
8. All agency meetings will be held virtually.
9. Please check our website/Facebook for updates for closures and public access: www.escswa.org

We will continue to engage the public using telephones, social media (Facebook), website (www.escswa.org) or emails. If you need to reach any of the staff at these offices please use the following direct lines/email:

ESC's Central Office in Joplin:

- CEO: 417-627-2014
- Community Development (Outreach and Case Management): 417-627-2035 or 417-627-2046
- Head Start/Early Head Start: 417-627-2059 or jbarrera@escswa.org, 417-627-2045 or jwarmoth@escswa.org
- Housing: 417-781-0372, select option 7 or sbingham@escswa.org
- Utility Assistance: 417-781-0352, select option 4 or liheap@escswa.org
- Billing questions: 417-627-2093 and 627-2018
- Housing Connect: 417-627-2039
- Media Information: 417-627-2013 or dmarkman@escswa.org
- Human Resources: 417-627-2025 or ssouder@escswa.org

Other ESC Office Locations in Southwest Missouri:

- ESC's Weatherization or Home Repair: 417-781-4437, Home Repair email: cscott@escswa.org

Helping people. Changing lives.

- ESC's Neosho Office: 417-451-2206, smcaffrey@escswa.org
- ESC's Anderson Office: 417-845-6011, gcallahan@escswa.org
- ESC's Lamar Office: 417-682-5591, pjudd@escswa.org
- ESC's Early Head Start North Joplin Early Head Start Home Visitors Office: 417-726-5208