

# City of South Bend

February – March 2021



## Hello Neighbor,

I hope you and your family are well.

It is encouraging to have the COVID-19 vaccine in distribution locally, and I urge you to sign up to receive it once you're eligible. To find out the current vaccine eligibility criteria and to register for a vaccination appointment, visit [ourshot.in.gov](https://ourshot.in.gov) or call 211. Because of long hold times at the 211 number, you can also call the St. Joseph County Public Library for assistance with registering for the vaccine at 574-282-4646.

As vaccines continue to rollout across Indiana and South Bend, it's important we keep up our vigilance against COVID-19. Masking and physical distancing remain our best measures to slow the spread while healthcare professionals work to vaccinate the population as quickly as possible.

Residents and businesses in the City are reminded that they are required to place the property address assigned to them on the side of or above the front door of their building or house. Numbers should be at least 3" in length and easy to read. This is important for public safety when responding to a call for assistance as well as for the delivery of City services such as trash and yard waste, so drivers can correctly identify a customer.

The City has launched its Low-Income Customer Assistance Program, which provides a credit to qualifying residential utility customers on their monthly bill. Applicants that qualify for the assistance program must have a utility account in their name.

Interested customers must first apply for the Low-Income Home Energy Assistance Program (LIHEAP) through REAL Services by calling 574.232.6501. Application deadline is May 15, 2021. Customers who qualify for LIHEAP will be automatically enrolled in the City's Customer Assistance Program. The credit will be reflected on their next bill.

The City has completed the implementation of its new utility billing system. The new software offers a wide range of features to improve customer experience. For some customers, the first bill from the new system may be larger than your normal bill. This is because it covers a longer service period instead of the standard 30-days. If this first bill has caused difficulty for you or your family, please know the City is not charging late fees at this time and will work with you to set up payments if needed. We apologize for any inconvenience this may have caused and you can expect your next bill to return to the normal 30-day cycle.

Sincerely,

A handwritten signature in cursive script that reads "James".

Mayor Mueller

## Clerk's Corner

Greetings, South Bend!

Please stay informed with current updates regarding COVID-19. You can visit <https://southbend.in.gov/covid-19-resources-support/>. The Office of the City Clerk remains closed to walk-ins due to COVID-19 until further notice.

Residents can reach The Office of the City Clerk and Ordinance Violation Bureau via phone and email Monday-Friday, 8:00 A.M - 4:30pm. Please contact us at (574)-235-9221 or [sbcityclerk@southbend.in.gov](mailto:sbcityclerk@southbend.in.gov) to conduct city business.

Let us continue to be mindful of social distancing. Continue to stay connected virtually via phone, text, or Zoom. Make sure you are washing your hands and wearing your face masks until we get past this pandemic.

Best,

A handwritten signature in cursive script that reads "Dawn M. Jones".

Dawn M. Jones  
City Clerk

## COVID-19 RESOURCES & SUPPORT

### At-Home Activities & Education

#### South Bend Venues Parks & Arts

Hosting a Virtual Experience on Facebook Every weekday at 12pm. Check it out!

#### St. Joseph County Public Library

574-282-4646 | [sjcpl.org](http://sjcpl.org) | [library@sjcpl.org](mailto:library@sjcpl.org)  
The St. Joseph County Public Library is here to help. All library branches are now open for browsing, with precautions in place to keep patrons safe. Curbside Pick-Up and document delivery continues at all locations. If you do not have a library card, sign up for a

digital SJCP card by calling 574-282-4646. Free WiFi is available to the public at all SJCP branch parking lots (except Main Library and Keller Park Branch).

### Community Health Support

If you are suffering from symptoms of COVID-19, which include fever, cough, and shortness of breath, please contact your primary care provider.

**Beacon Health System Hotline:** 855-523-2225

**Saint Joseph Health System:** 574-335-8650

**South Bend Clinic:** 574-307-6870

If you do not have a primary care provider, call the

central 211 hotline to be connected with a provider.

### Health safety tips:

- Wash your hands often with soap and water
- Avoid touching your eyes, nose and mouth with unwashed hands
- Avoid close contact with people who are sick

---

### Food Support

#### Grab and Go Meals for SBSC Students

Food pick up available at rotating sites throughout the school district from 11am–1pm every week day. Find out each location by visiting [sb.school](http://sb.school)

#### Catholic Charities Food Pantry

1817 Miami Street | 574-234-3111  
Pick up every Wednesday, 10am-12pm and 5-7pm

#### Food Bank of Northern Indiana

702 Chapin St.  
Drive-through distribution Mon & Fri, 9am-2pm and Wed, 11am-5pm

#### Purple Porch Co-op At Risk Shopping

123 N Hill St.  
Wed, 8am-10am, only customers over 65 years

#### Kroc Center Food Boxes

900 W Western Ave | 574-233-9471 x 2206  
Pick up Monday and Wednesdays 10 a.m. to 12 p.m.

#### La Casa de Amistad

746 Meade St. | [lacasadeamistad.org](http://lacasadeamistad.org)  
Pick up on Wednesdays from 2pm–4:45pm

#### St. Vincent de Paul Food Boxes

[svdpsb.org](http://svdpsb.org) | 520 Crescent Ave  
Drive Through every Tuesday & Thursday from 10am-12pm. Must bring a picture ID.

#### Youth Services Bureau

574-235-5517 | 1330 Lincoln Way E  
To-go lunches and hygiene supplies. Drop-in Center  
Hours 12pm-6pm, Mon–Sat

#### St. Margaret's House

117 N Lafayette  
Pick up Mon through Fri from 12pm-1:30pm

#### Wings Over South Bend

1124 E Angela Blvd  
Free kids meals to any child grades K-12

#### Real Services

574-256-1649 | [realservices.org](http://realservices.org)  
Call for information on Meals on Wheels services

#### Success Academy Students Under 18

3408 Ardmore Trail  
Tues & Thurs from 11am-12pm

---

### Small Business & Workforce Support

#### Small Business Emergency Assistance Funding

The City is working with community development financial institutions (CDFIs) and local financial institutions to develop resources that will prioritize helping smaller, local businesses, who have not been the main target of other aid packages at the State or Federal level. Learn more at <https://southbendin.gov/initiative/emergency-assistance-funding/>

#### Local Takeout Options

Visit [www.takeoutcovid19.com](http://www.takeoutcovid19.com) to see a list of restaurants serving take-out and delivery.

#### Bartender Emergency Assistance Program

The United States Bartenders Guild is providing emergency assistance grants for bartenders who face severe hardship as a result of the COVID-19 outbreak and closure of bars and restaurants. Click here to find out more and apply.

#### Emergency Tipped and Service Worker Support Fund

One Fair Wage, a campaign to raise the minimum wage, has established a relief fund for Tipped and Service Workers. Click here to find out more.

#### Indiana Small Business Development Center

[www.SBA.gov/disaster](http://www.SBA.gov/disaster)  
Currently accepting applications for Economic Injury Disaster Loan (EIDL) assistance.

---

### Donations & Volunteer Opportunities

#### United Way Response Fund | [uwsjc.org](http://uwsjc.org)

The COVID-19 Response Fund is designed to meet short term, immediate needs, of individuals and families that will be impacted by COVID-19 as well as the long term impacts that have yet to be seen.

United Way will look to a broad network of direct service organizations as well as Indiana 211 to identify critical needs and resource gaps. The fund will be designed to be flexible and get resources to organizations with minimal bureaucracy and appropriate sense of urgency. 501c3 Organizations in St. Joseph County will be eligible to apply.

#### La Casa de Amistad Volunteers

[lacasadeamistad.org](http://lacasadeamistad.org)  
Looking for adult volunteers who are local, healthy, and not part of an at-risk population. Contact Nancy Diaz at [Nancy@lacasadeamistad.org](mailto:Nancy@lacasadeamistad.org). For community volunteers, willing to help with the food pantry, contact Jurek at [jurek@lacasadeamistad.org](mailto:jurek@lacasadeamistad.org).

#### Real Services Volunteer & Donation

[realservices.org](http://realservices.org)  
Real Services is currently accepting new volunteers and donations. Volunteers must undergo a screening process to protect vulnerable clients .

#### Hope Ministries Food Donation

574-235-4150 x 222 | [asilverraven@hopesb.org](mailto:asilverraven@hopesb.org)  
Facebook: @HopeMinistriesSB  
Hope Ministries is accepting food donations and monetary donations to buy food. Donors may also contact Hope staff got a shopping list of needed items.

#### St. Vincent de Paul Society of St. Joseph County

[svdpsb.org](http://svdpsb.org) | 520 Crescent Ave  
Donations of food can be made from 10am–2 pm, Tuesday through Thursday at 520 Crescent Avenue.

---

### Housing & Utility Support

#### Utility shutoffs

The City of South Bend announced Immediate Suspension of Water shutoffs on Monday, March 16. American Electric Power announced suspension of all electric shutoffs on Friday, March 13. NIPSCO announced suspension of all gas shutoffs on Friday, March 13.

#### Evictions

Consumer Protection Division | 1-800-382-5516  
Indiana Governor Eric Holcomb ordered on March 19 that evictions and foreclosures may not be initiated until Indiana's State of Emergency has terminated.

Indiana Attorney General Curtis Hill has asked Hoosiers to file complaints if evictions or foreclosure proceedings occur during the COVID-19 crisis. Anyone who is unlawfully subjected to such a proceedings should contact the Attorney General's Office's Consumer Protection Division.

#### Catholic Charities Resource & Referral Program

574-234-3111 x 60  
Provides limited financial assistance to help meet basic needs including utility assistance or rental assistance as well as material assistance based upon availability. Assistance by appointment only.

#### Township Assistance

[sjcindiana.com/1615/Townships](http://sjcindiana.com/1615/Townships)  
Township Trustees provide emergency assistance to individuals and families in need who qualify. This can include payment of rent, mortgage, or utilities, as well as burial or funeral costs.