

City of St. Louis
Department of Health

Assessment of At-Risk Populations



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ACKNOWLEDGEMENTS

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This assessment is produced as a continuum of the 2011 regional assessment compiled through East-West Gateway and the St. Louis Area Regional Response System. The City of St. Louis Department of Health thanks East-West Gateway and STARRS for this earlier assessment of at-risk populations.

ASSESSMENT OF AT-RISK POPULATIONS

CITY OF ST. LOUIS

INTRODUCTION

People with disabilities and other vulnerable groups face heightened risks during and after natural and human-caused incidents. Linguistically isolated populations (such as recent immigrants), persons without access to reliable transportation, and other at-risk groups also face disproportionate risks during and after emergencies or disasters.

The Federal Emergency Management Agency (FEMA) defines individuals who may require functional needs support services as children and adults with physical, sensory, mental health, cognitive, and/or intellectual disabilities affecting their ability to function independently without assistance as well as women in late stages of pregnancy, the elderly, and individuals needing bariatric equipment. To serve vulnerable populations best in disaster response, these at-risk groups and the agencies best skilled at serving these populations are included in disaster planning.¹

This document is an overview of the functional needs of at-risk populations captured by census data, and includes discussion on the preparedness challenges they face. Also included is an identification of agencies that support these populations on a day-to-day basis. These agencies are likely resources and partners in emergency preparedness, planning, and response efforts.

The population data is presented by ZIP Code based on the 2013 American Community Survey (ACS) data.² This information is presented in table and graph representation throughout this document.

Please note that data included in this assessment is defined by ZIP Code. The City of St. Louis has small portions of 11 ZIP Codes that are shared with, but primarily located in St. Louis County. This assessment focuses solely on the 18 ZIP Codes that are located entirely within city limits. This assessment focuses solely on the 18 ZIP Codes that are located entirely within city limits.

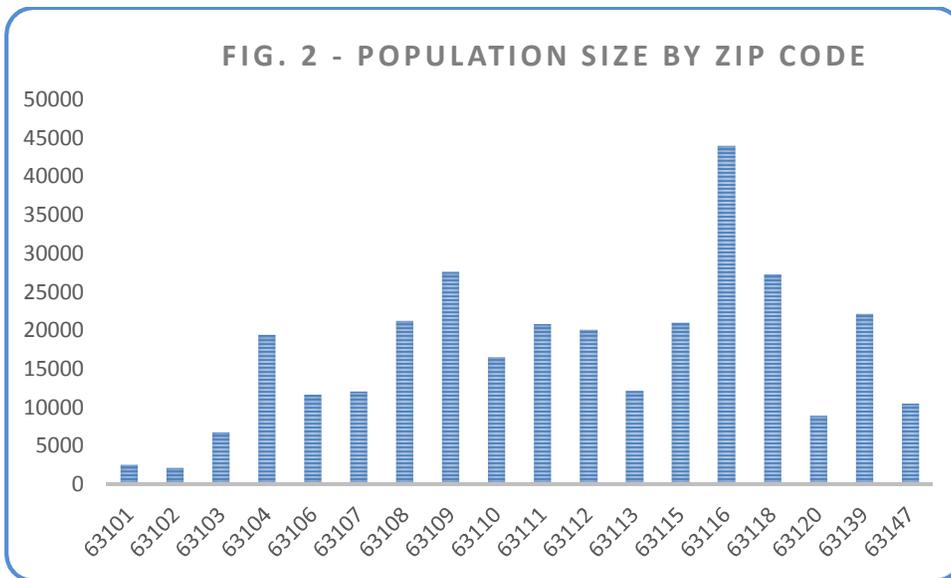
¹ *Saving Lives: Including People with Disabilities in Emergency Planning*, Rep. Washington D.C.: National Council on Disability, 2005.

² ACS data is not inclusive of prisons and long-term care facilities.

FIG. 1 - POPULATION SIZE BY ZIP CODE³

City ZIP Code	Population Size
63101	2,613
63102	2,216
63103	6,824
63104	19,520
63106	11,736
63107	12,127
63108	21,277
63109	27,658
63110	16,635
63111	20,891
63112	20,110
63113	12,239
63115	21,059
63116	44,010
63118	27,350
63120	9,022
63139	22,212
63147	10,534
Total³	318,955

FIG. 2 - POPULATION SIZE BY ZIP CODE



³Please note that data presented herein represent only the 18 ZIP Codes that are located entirely within city limits, which comes to a total population of 318,955 according to the United States Department of Commerce Census Bureau, 2013 American Community Survey 5-Year Estimates: *ACS Demographic and Housing Estimates* [table].

CONSIDERING HOUSEHOLDS WITHOUT A VEHICLE

Persons without access to a vehicle may not be able to get to disaster services. In the City of St. Louis, the majority of households have at least one vehicle in their possession. For the households that do not have access to a vehicle, a lack of transportation may present challenges when seeking access to shelters and medical care.

The population having this functional need consists of several sub-categories. There are those who only require transportation due to lack of a vehicle and do not require specialized transport. Others may have disabilities that require the use of a specific type of vehicle. Included in this population are those with ambulatory, vision and other disabilities, as well as those who require medical transportation such as an ambulance.

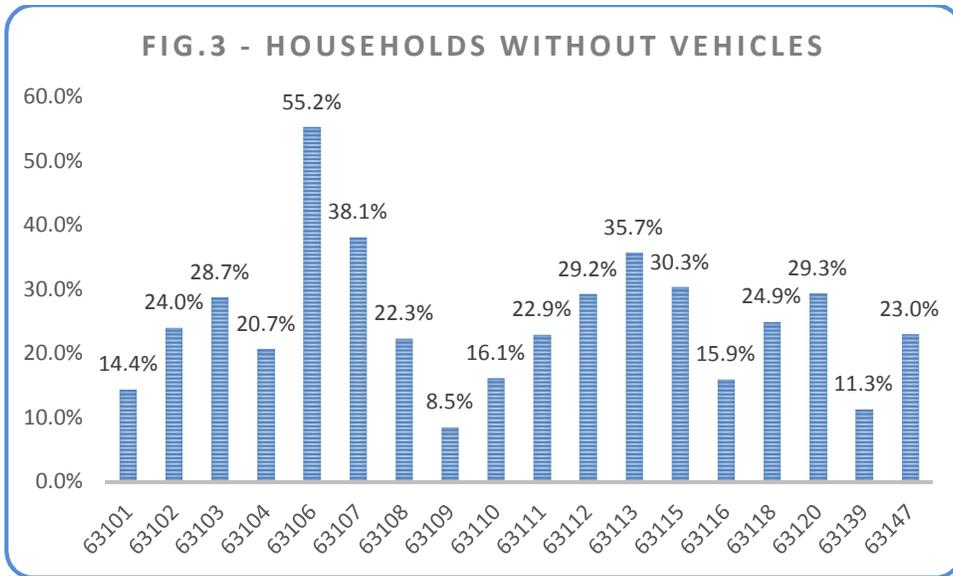
While the City of St. Louis has a moderate size transportation system, the majority of the population owns vehicles. **The number of households in the City of St. Louis who are without a vehicle totals 30,190 out of 135,832 households,⁴ or 22.23%. This number is significantly higher than the national figure of 8.0%.** These figures do not distinguish between the possible needs of those without available vehicles.

PLANNING CONSIDERATION:

City households without a vehicle are more than double the national average in number.

The City's public transit system is a necessary partner in disaster and emergency planning.

⁴United States Department of Commerce Census Bureau, 2013 American Community Survey 5-Year Estimates: *Selected Housing Characteristics* [table].



Many organizations within the City of St. Louis specialize in transportation services.

- Public transit refers to those agencies that provide transportation services (bus, rail) for the general population.
- Paratransit agencies are those that use specialized vehicles for the population with mobility disabilities. These vehicles are either buses or vans and are wheelchair-accessible. These agencies may also provide curb-to-curb service for the general public and elderly, but are categorized as such due to the nature of the vehicles they operate.
- Medical transport organizations are those that transport the population with medical needs. They are generally ambulances.

The agency with the largest scope and service area in the City of St. Louis is Metro Transit. Metro Transit offers three services in the St. Louis region that transport approximately 46 million passengers per year. These include: MetroLink – the City’s light rail system; MetroBus – the City’s bus system; and Metro Call-a-ride – which is a curb-to-curb van service offered to people in the general public who have ambulatory, vision or certain other disabilities. Collectively, Metro Transit maintains a fleet of approximately 375 buses, 87 light rail vehicles, and 120 paratransit vans.

Below is a list of transportation agencies that service the City of St. Louis organized into the aforementioned categories. There are additional other organizations that provide transportation services utilizing multiple service vehicles. Some of these organizations may have vans or buses that are funded by the Safe, Accountable, Flexible, and Efficient

Transportation Equity Act: A Legacy for Users (SAFETEA-LU) grant funds. Disability service organizations, schools, hotels, churches, corporations, taxi companies may all provide transportation services during a mass care incident. It should be noted that while some of the agencies are public organizations, many are privately owned or operated by nonprofit agencies.

Transportation Agency	Category
Abbott Ambulance	Medical Transport
Express Medical Transporters	Medical Transport
MTM	Medical Transport, Paratransit
Harris & Eagle Handicapped Svc	Paratransit
Top Notch Transportation Inc.	Paratransit
Metro Transit	Paratransit, Public Transit
Amtrak	Public Transit

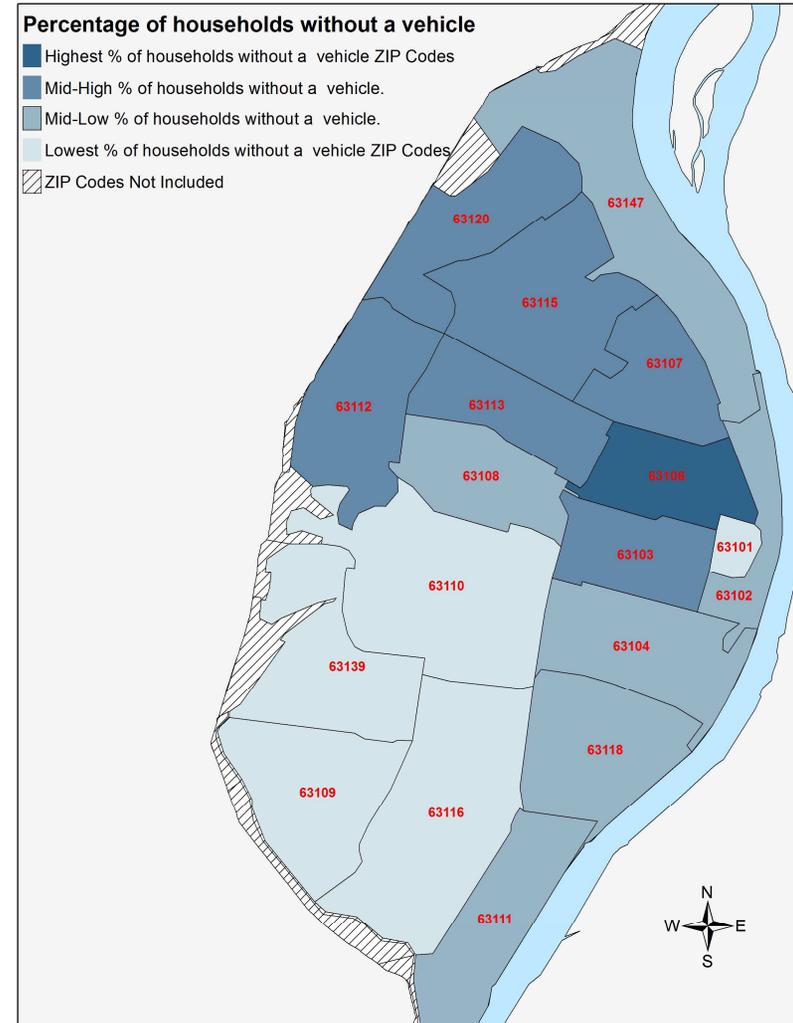
ANALYSIS

When compared with other ZIP Codes in St. Louis, there are four ZIP Codes in the City with strikingly high percentages of households without a vehicle—63106, 63107, 63113 and 63115. More than 30% of households in these four ZIP Codes do not have an automobile. Fortunately, public transportation is readily accessible in these ZIP Codes. Maps A and B on the following page illustrate that ZIP Codes with a higher percentage of households without vehicles do have increased access to public transportation. This appropriately designed saturation of public transportation access significantly decreases the vulnerability of this population during emergency events.

Map A. Public Transportation System in the City of St. Louis



Map B. Percentage of households without a vehicle



CONSIDERING HOUSEHOLDS THAT DO NOT USE ENGLISH AS THE PRIMARY LANGUAGE

According to the data from U.S. Census Bureau, 34 languages other than English are spoken in the City and households which primarily speak a language other than English comprise approximately 10% of the City's households.⁵ As the following table illustrates, Spanish and Spanish Creole are the most commonly spoken languages other than English. This is followed by Serbo-Croatian.

Most Prevalent Foreign Languages Spoken in the City of St. Louis		
	Language	Population Size
1	Spanish or Spanish Creole	8,941
2	Serbo-Croatian	2,144
3	Vietnamese	2,106
4	Arabic	1,758
5	French (incl. Patois, Cajun)	1,537

Languages spoken in the City of St. Louis include:

Spanish or Spanish Creole	Polish	Mon-Khmer, Cambodian
French (incl. Patois, Cajun)	Serbo-Croatian	Thai
French Creole	Other Slavic languages	Laotian
Italian	Persian	Vietnamese
Gujarati	Hindi	Other Asian languages
Hungarian	Urdu	Tagalog
Portuguese or Portuguese Creole	Other Indic languages	Other Pacific Island languages

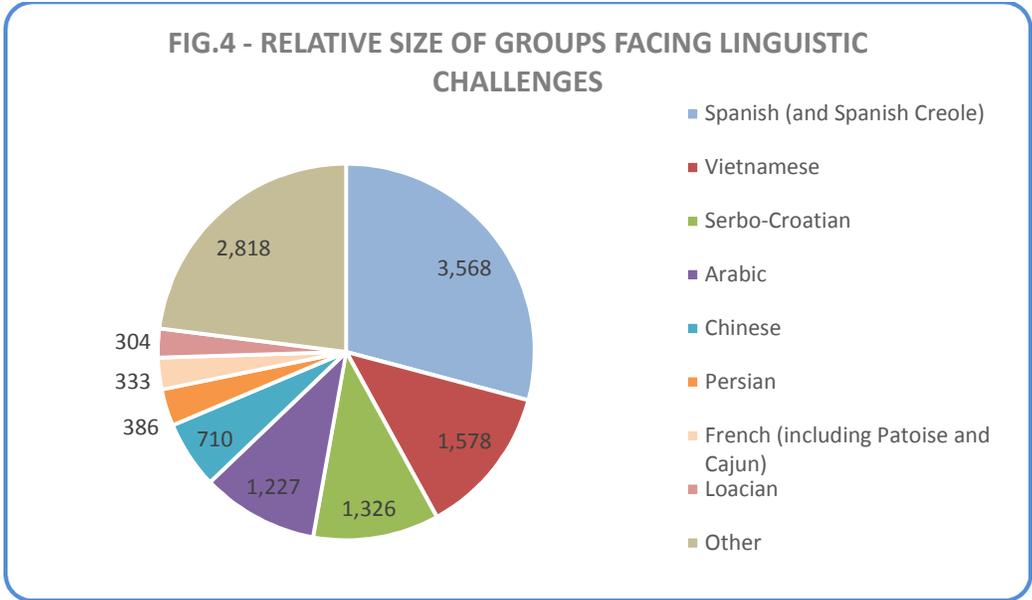
⁵2013 ACS 5-Year Estimates: *Household Language By Household Limited English Speaking Status* [table]

German	Other Indo-European languages	Other Native American languages
Other West Germanic languages	Chinese	Hungarian
Scandinavian languages	Japanese	Arabic
Greek	Korean	Hebrew
Russian	African languages	

However, not all who speak a primary language other than English are a concern to emergency response planning. The U.S. Census Bureau defines linguistic isolation as a household where all adults speak a language other than English, and none speak English “very well.” This population is vulnerable during an emergency or disaster because communications from officials describing what actions to take or where to go for help may not be in their primary language. Likewise, responders need access to translation services that will assist them with effective communication.

The vast majority of the City of St. Louis population speaks English only or speaks English very well and will understand emergency communications. However, about 2.5%⁶ of St. Louis households qualify as linguistically isolated. This number is small compared to the 4.6% national estimate of households considered to be linguistically isolated. The graph below depicts the number of St. Louis residents who indicated that they spoke English less than “very well.”

⁶2013 American Community Survey 5-Year Estimates; *Household Language By Household Limited English Speaking Status* [table].



For a comprehensive list of languages spoken in the City of St. Louis by ZIP Code, please see Appendix A. This list also provides the number of foreign language speakers by ZIP Code.

The City of St. Louis Department of Health partners with Language Access Metro Project (LAMP) for translation services. Additionally, the Department of Human Services contracts with Bilingual International Assistant Services (BIAS).

The 2-1-1 service offered by United Way of St. Louis provides information for translation services. Residents from the state of Missouri and residents in the Illinois counties of Madison, Monroe, and St. Clair are able to call 2-1-1 if they need language assistance before, during, and after emergencies or disasters.

ANALYSIS

Language barriers during public health emergencies, can lead to limited comprehension or misunderstanding of important messages and warnings. In the City of St. Louis, 9.6% of the population primarily speaks a language other than English, and 2.5% of all households meet the definition of “linguistically isolated.”

Analysis shows that people who speak the same native language (other than English) within the City are generally located in the same or neighboring ZIP Codes. For example, the vast majority of persons who speak Serbo-Croatian live in 63116 and 63109; the majority of the Vietnamese speaking population live in 63116; and more than three quarters of the Arabic speaking population live in 63116, 63109 and 63111. The number of individuals who identify as having limited proficiency in English is greater than the number of those who speak English well within these ZIP Codes. However, the over-all clustering of language-specific groups tends to decrease the vulnerability of limited English speakers, as there are neighbors and community support for translation assistance.

While the City has a relatively small number of linguistically isolated residents, there is concern for populations who might have only a minimal support system to help them translate important information when an emergency occurs. For example, in ZIP Code 63110, there is a small population of Cambodians who report that they speak Mon-Khmer (Cambodian) as their primary language, and who report they speak English “less than very well.” There are no Mon-Khmer speakers who self-identify as being proficient in English in this ZIP Code. However, it is most likely that Mon-Khmer speakers also speak Vietnamese. The City currently translates emergency messaging to Vietnamese – both in pre-event written messages and event specific automated call systems. Additionally, the Health Department employs Vietnamese speakers to assist with translation when needed.

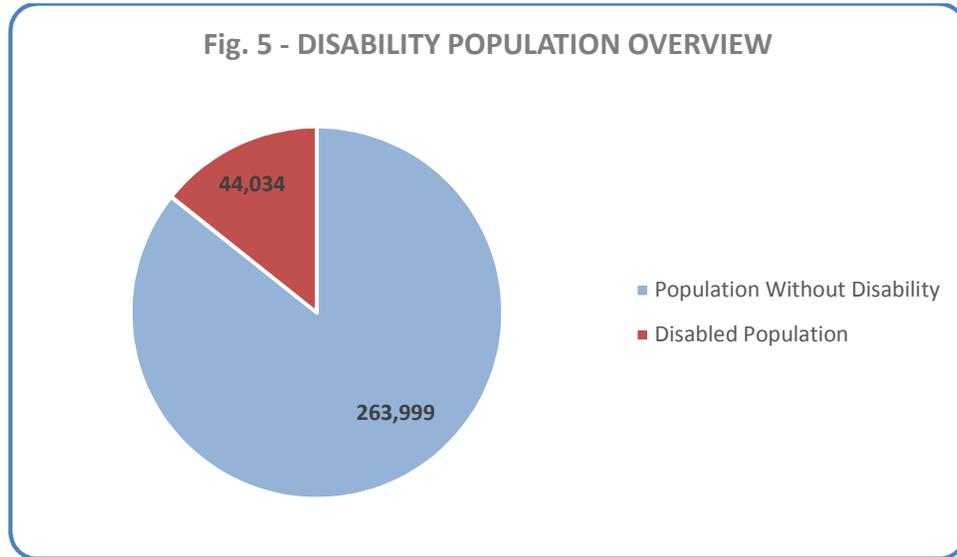
For people with language barriers, pre-written messages for anticipated / possible disasters and identification of translations services ensure the proper communication for these vulnerable populations.

CONSIDERING HOUSEHOLDS THAT INCLUDE PEOPLE WITH DISABILITIES

By definition people who have disabilities have impairments that interfere significantly with the activities of daily living. As such, challenges caused by emergencies or disasters are likely to have a disproportionate impact on people with disabilities compared to the rest of the population.

Data on disabilities from the United States Census Bureau was collected and presented in the 2009-2013 American Community Survey 5-year estimates. This survey is conducted every year in communities with a population of at least 65,000 people.

Persons with disabilities account for 14.3% of the total population in the City of St. Louis.⁷ Nationally, the population with a disability is 12.1%.



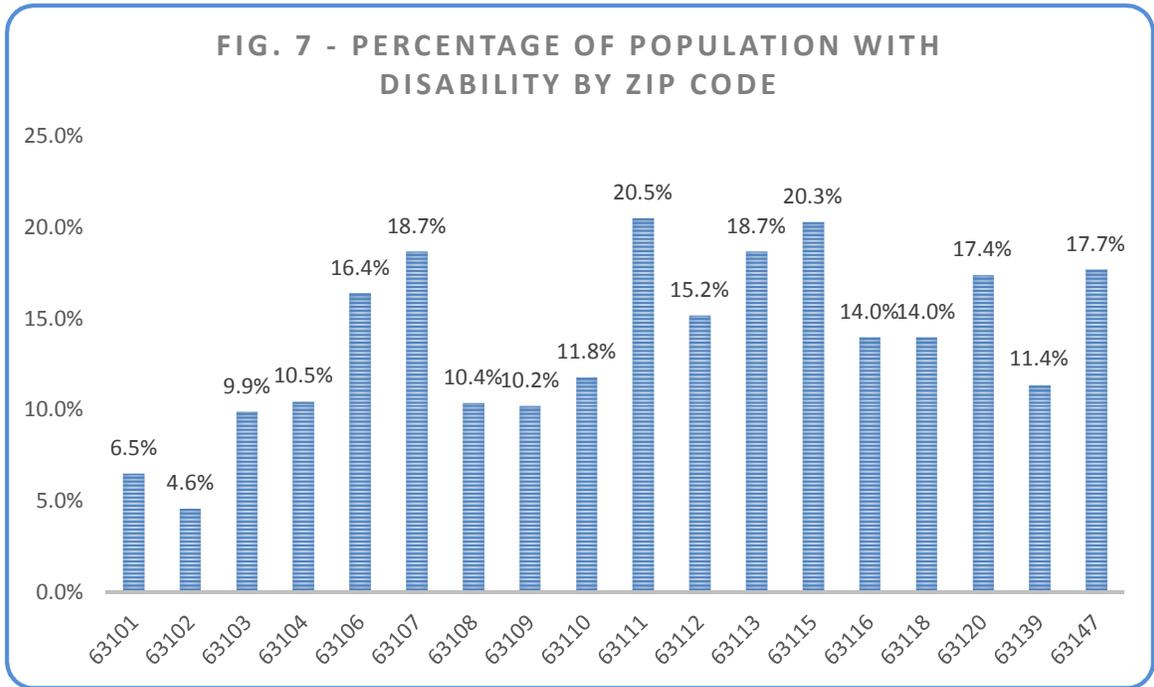
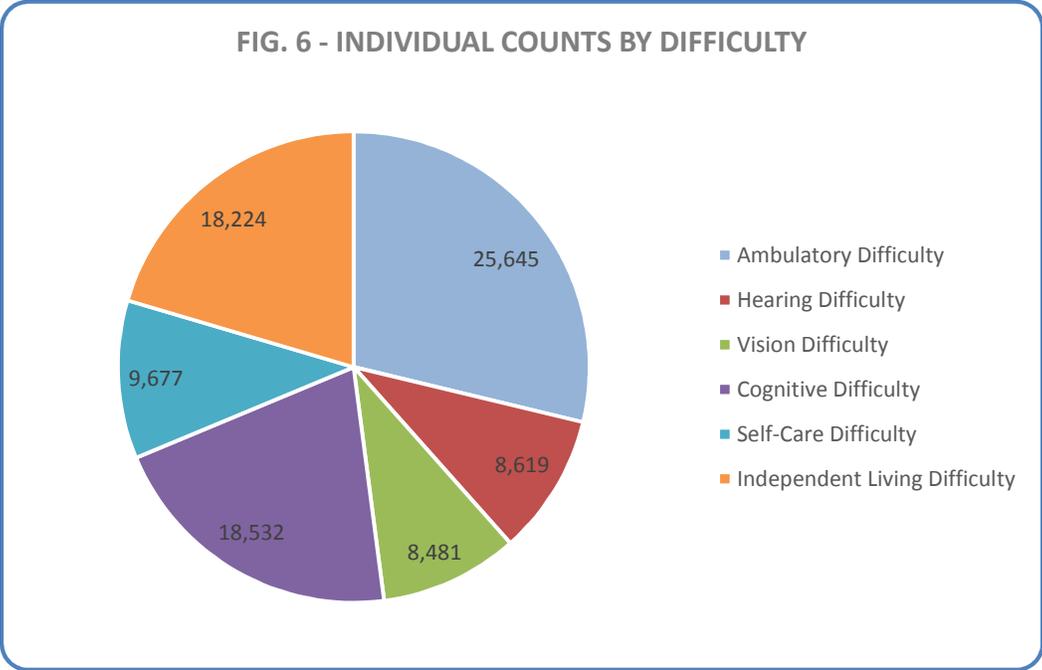
In keeping with the American Community Survey census, disabilities are defined as follows:

- Ambulatory Difficulty- Having serious difficulty walking or climbing stairs
- Hearing Difficulty- Deaf or having serious difficulty hearing
- Vision Difficulty- Blind or having serious difficulty seeing, even when wearing glasses
- Cognitive Difficulty- Because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions
- Self-care Difficulty- Having difficulty bathing or dressing
- Independent Living Difficulty- Because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor’s office or shopping

It is important to note that self-care and independent living difficulties describe levels of impairment rather than specific disabilities. Most, if not all, such individuals will also have a disability that falls into one of the other categories. The census, unfortunately,

⁷ United States Department of Commerce Census Bureau, 2013 American Community Survey 5-Year Estimates; *Disability Characteristics* [table].

does not tell us which difficulties are experienced among those who live with more than one disability.



Ambulatory Difficulty

A person with an ambulatory difficulty is someone with a condition that substantially limits physical activities such as walking, climbing stairs, reaching, lifting, or carrying. This population typically uses wheelchairs, scooters, walkers, canes, and other devices as aids to movement.

This population faces additional challenges in a disaster situation:

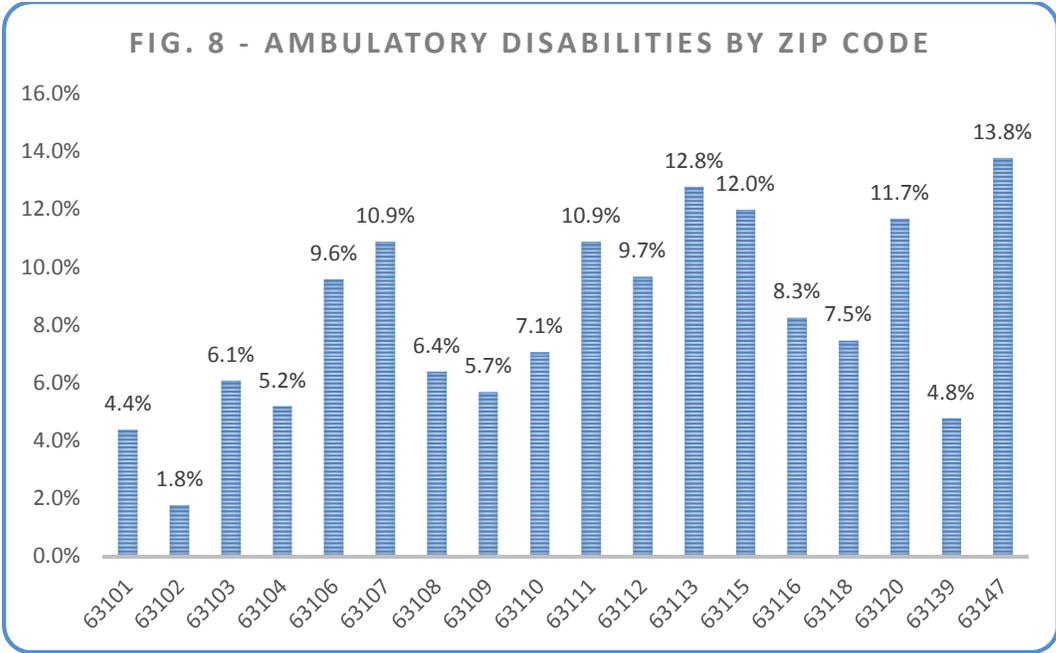
- They may not be able to shelter-in-place without notice.
- Equipment vital to aiding their mobility may be damaged or lost.
- Repairs of damaged homes may slow their recovery process.
- They may require additional needs in shelter situations.

In the City of St. Louis, approximately 58% of the disabled population has an ambulatory difficulty. Nationally, the disabled population with an ambulatory difficulty is 53.3%. The figure below shows the population with an ambulatory disability by city ZIP Code.

PLANNING CONSIDERATION:

Pre-identification of ZIP Codes and neighborhoods with high assistance needs will enhance evacuation planning.

Vendor contracts and established relationships with DME (durable medical equipment) suppliers will assist with response efforts at time of event and post-event recovery.



Many agencies provide services for the ambulatory disabilities population in the City of St. Louis. These agencies provide a range of services, including disease information, case management, and personalized services. These agencies include:

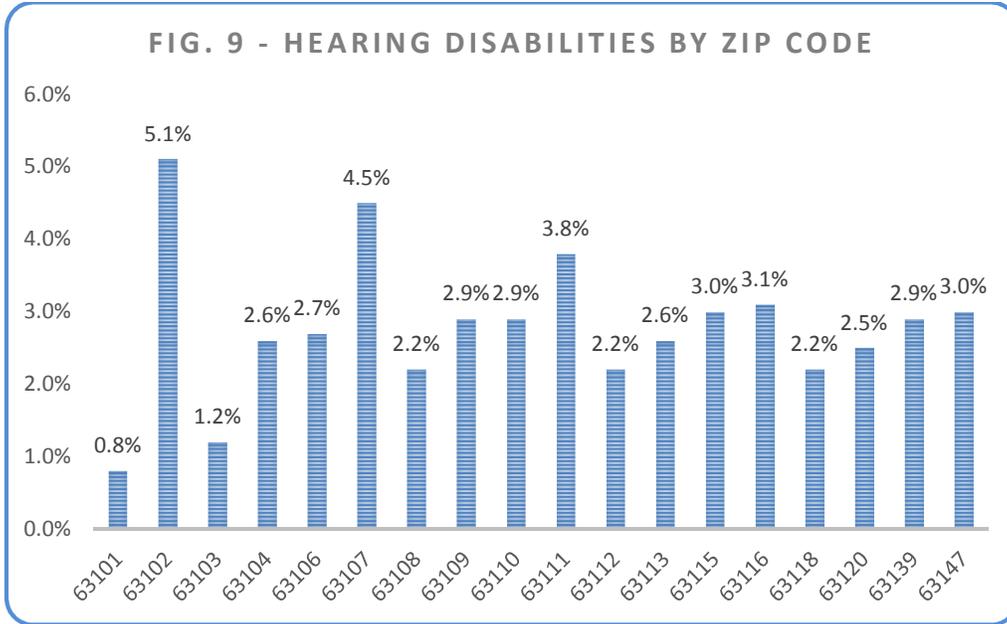
List of agencies for Ambulatory Disabilities
Association on Aging with Developmental Disabilities (AADD)
Bridges Community Support Services, Inc.
Disabled American Veterans, St. Louis VA Regional Office
Paraquad, Inc. - Wheelchair & Equipment Services
St. Louis Arc
The Self-Help Center

Hearing Difficulty

A person with a hearing difficulty is someone with hearing impairments that interfere with major life activities or someone who is deaf. They may require a hearing aid or other equipment; the individual may or may not be fluent in American Sign Language (ASL).

Those with hearing disabilities may not hear warning messages from traditional sources of communications, they may not be able to communicate with first responders, and may be among the last to learn of recovery programs and resources if this information is not disseminated in accessible formats.

Those with hearing difficulty account for approximately 19.8% of the disabled population in the City of St. Louis. Nationally, the disabled population with a hearing difficulty is 28%. The figure below shows the hearing disabled population by city.



Many agencies including the City of St. Louis and greater St. Louis region address the service needs of the deaf and hard of hearing population in the City of St. Louis. They include:

List of agencies for Hearing Disabilities	
DEAF Inc.	
Deaf Services	
Gateway Silent Seniors	
Greater St Louis Association of the Deaf, Inc. (GSLAD)	(Regional club of the Midwest Athletic Association of the Deaf, Inc.)
Greater St Louis Chapter	(Regional chapter of the Missouri Association of the Deaf)
Hearing Loss Association of Greater St. Louis	
Missouri Commission for the Deaf and Hard of Hearing	

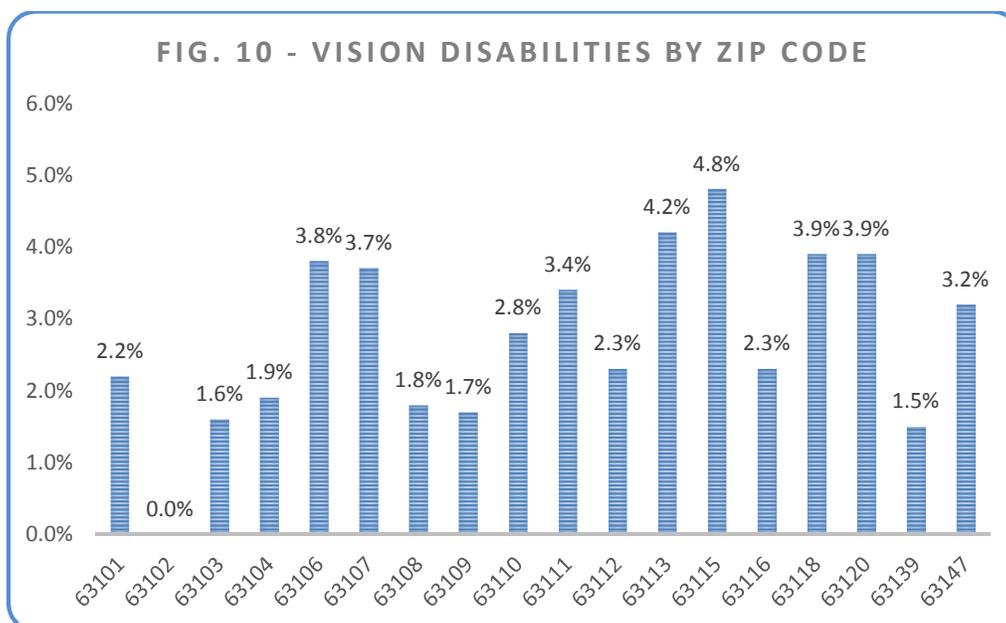
Paraquad, Inc.
Sight and Sound Impaired of St. Louis
St. Louis Metro Round Table of Representatives on Deafness, Inc. (RTR)
The Center for Hearing & Speech

Vision Difficulty

A person with a vision difficulty is someone who is blind or has such vision impairments that the lack of vision with or without glasses interferes with his or her major life activities.

Individuals with vision disabilities may not be able to read educational and training materials on emergency preparedness, navigate areas of debris following a disaster, navigate through unfamiliar locations such as shelters, and may be among the last to learn of recovery programs and resources if this information is not disseminated in accessible formats.

In the City of St. Louis, the proportion of disabled individuals with a vision difficulty is 19.26%. Nationally, the disabled population with a vision difficulty is 17.9%. The figure below shows the population with a visual impairment by city ZIP Code.



Many agencies in the City of St. Louis and greater St. Louis provide services for the visually impaired and blind population in the City of St. Louis. These agencies provide a range of services, including information about service animals, specialized schools for children with visual impairments, and assistive technology. These agencies include

List of agencies for Vision Disabilities
Lighthouse for the Blind – Saint Louis
Mind's Eye Information Services
Missouri Assistive Technology
Missouri Council of the Blind
Missouri School for the Blind
Rehabilitation Services for the Blind
Saint Louis Society for the Blind and Visually Impaired
The Ability One Program
The Delta Gamma Center for Children with Visual Impairments

Cognitive Difficulty

The term “Cognitive difficulty” commonly includes conditions that may affect a person’s ability to listen, think, speak, read, write, do math, or follow instructions with greater difficulty than the general population. Common cognitive disabilities include autism, cerebral palsy, Down syndrome, and other developmental disabilities.

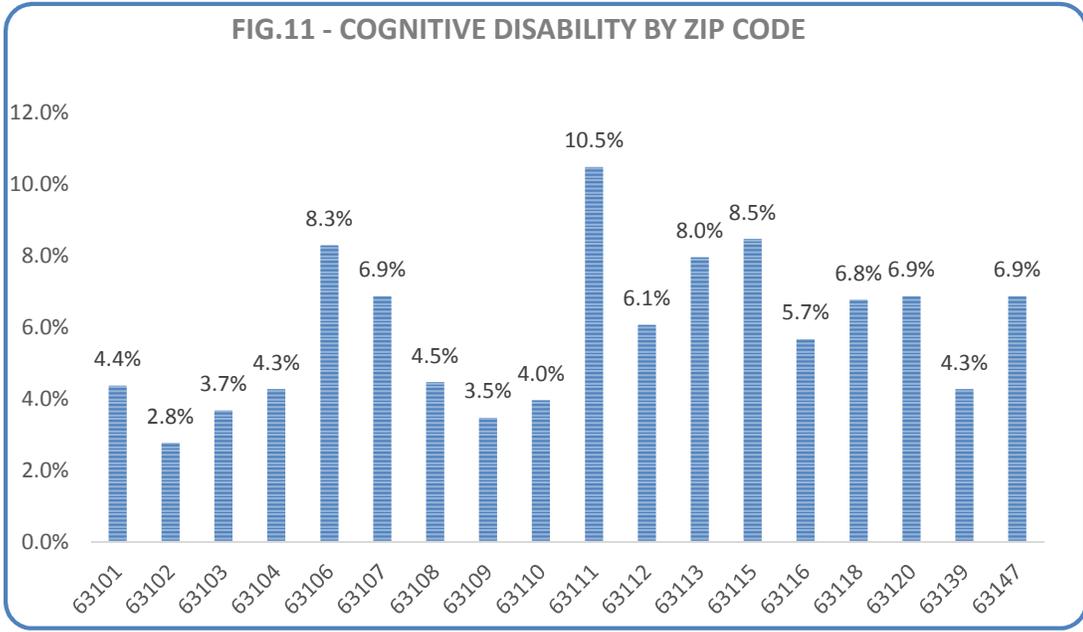
In an emergency or disaster, this population is particularly vulnerable and may face additional challenges, such as:

- difficulty understanding instructions, especially those that vary from source to source; fear of first responders and other persons with whom the individual is unfamiliar;
- isolation in a shelter environment if separated from a caretaker;
- having an official assume that the individual is incapable of understanding procedures or messages;
- lack of access to resources in general.

PLANNING CONSIDERATION:

First Responders benefit from additional training in Psychological First Aid courses, wherein they learn skills to reduce the initial distress caused by traumatic events and how to foster short- and long-term adaptive functioning and coping, including and perhaps especially for those with cognitive disabilities.

Those with cognitive difficulty account for approximately 42% of the disabled population in the City of St. Louis. Nationally, the disabled population with a cognitive difficulty is 37.6%. Please note: that some people with a cognitive difficulty may have multiple disabilities.



Many agencies provide services for the cognitive disabilities population in the City of St. Louis. These agencies provide a range of services, including disease information, case management, and personalized services. These agencies include:

List of agencies for Cognitive Disabilities
Albert Pujols Wellness Center for Adults with Down Syndrome (St. Luke’s Hospital)
Association on Aging with Developmental Disabilities
Bridges Community Support Services, Inc.
Center for Head Injury Services
Easter Seals Midwest Autism Services
Missouri Department of Mental Health, St. Louis Regional Office St. Louis City
Pathways to Independence
St. Louis Arc

Self-care and Independent Living Difficulties

A person with a **self-care difficulty** is someone with a physical, mental, or emotional condition lasting six months or more, and who has difficulty in doing any of the activities of daily living such as dressing, meal preparing, bathing, or getting around inside the home.

PLANNING CONSIDERATION:

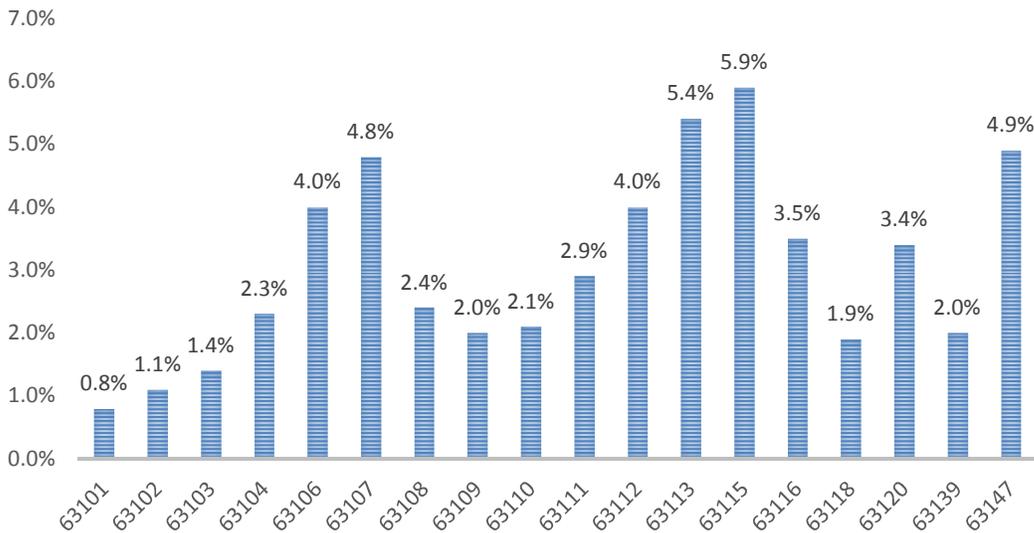
Pre-Event planning includes gaining familiarity with agencies that support those with self-care and independent living disabilities – to ensure their capacity to continue that support during and following a major disaster.

A person with an **independent living difficulty** is someone who has difficulty doing things alone, such as going to the doctor or shopping, due to a physical, mental, or emotional condition.

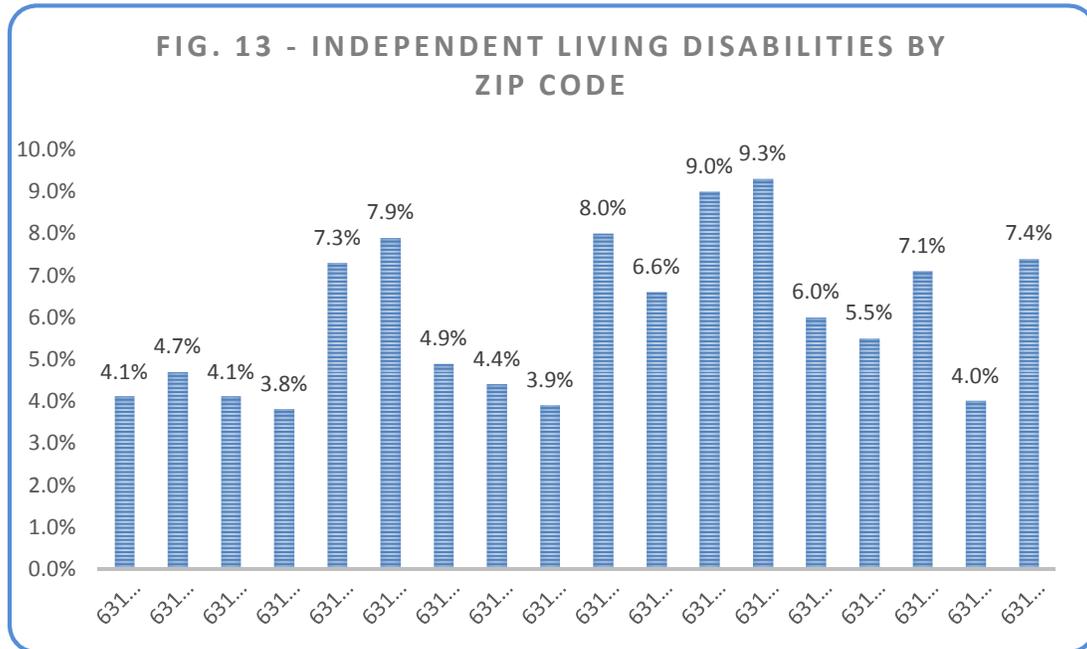
Those with self-care and independent living disabilities face significant challenges in everyday life. In a disaster situation, these challenges are multiplied. The figures for these disabilities in the City of St. Louis are below.

Those with self-care difficulty account for approximately **21.7%** of the disabled population in the City of St. Louis. Nationally, the disabled population with a self-care difficulty is **20.2%**.

FIG. 12 - SELF-CARE DISABILITIES BY ZIP CODE



Those with independent living difficulty account for approximately 40.9% of the disabled population in the City of St. Louis. Nationally, the disabled population with an independent living difficulty is 35.6%.



There are agencies in the City that provide independent living and self-care services and training to people with needs. These agencies include:

List of agencies for Self-care and Independent Living Disabilities
Bridges Community Support Services, Inc.
Paraquad, Inc. – Independent Living & Transition Services
YWCA Challenges Unlimited - Carondelet Branch

Persons with Mental Illness

The data on mental illness populations by ZIP Code from the U.S. Census Bureau has not been updated since 2000. To avoid the error estimates, ZIP Code data will not be discussed in this section.

Nonetheless, the mental health needs of a population can be overwhelming following a disaster. The stress and trauma surrounding emergencies or disasters may affect who experience mental health needs prior to the incident. A person who experiences an emergency or disaster may have lost their home and personal belongings, been affected by the death of family member or friend, or may experience emotional shock as a result of the circumstances of the incident. For those who suffer from serious and persistent mental illness, the incident may further complicate their situation by decreasing whatever abilities they have to manage their own emotions and decreasing their access to treatment or psychiatric medications. These complications can impair the recovery of these individuals.

While most people are able to function during and after a disaster, their effectiveness is diminished. Most disaster mental health assistance is more practical than psychological in nature. It may include offering a phone, distributing coffee, listening, encouraging, reassuring, and comforting. These services are important for helping the individual recover.

Posttraumatic Stress Disorder (PTSD) can occur after experiencing emergencies and disasters. After traumatic events, if symptoms listed below last longer than four weeks, cause individuals great distress with work or home life, a high chance of PTSD could be diagnosed.

- Reliving the event (also called re-experiencing symptoms).
- Avoiding situations that remind the event.
- Negative changes in beliefs and feelings.
- Feeling keyed up (also called hyperarousal).

The American Red Cross (ARC) works to reduce the incidence of PTSD and long-term psychological effects in people affected by disaster. They provide supportive listening, crisis intervention, education, and referrals to ongoing community-based psychological support programs.

Several agencies provide services for those with mental illness in the City of St. Louis. These agencies provide a range of services, including disease information, case management, and personalized services. These agencies include:

List of support agencies for Persons with Mental Illness
ADAPT of Missouri, Inc.
Bridges Community Support Services, Inc.
Empowerment Center
Independence Center
Places for People
The Self-Help Center

Persons with Service Animals

Service animals are animals that are individually trained to perform tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets.

Because persons with disabilities who use service animals require the assistance of their animal to perform major life functions, service animals are a critical component of an emergency preparedness plan.

Many service animals are easily identified because they wear special harnesses, capes, vests, scarves, or patches. Others can sometimes be identified because they accompany individuals with obvious disabilities and the functions they perform can also be observed.

When none of these identifiers are present, response staff may ask only two questions to determine if an animal is a service animal:

- “Is this a service animal required because of a disability?”
- “What work or tasks has the animal been trained to perform?”

If the answers to these questions reveal that the animal has been trained to work or perform tasks or services for a person with a disability, the animal qualifies as a service animal and must be allowed to accompany its owner anywhere other members of the public are allowed to go, including bathrooms, areas where food is served, and almost

all areas where medical care is provided. Under the Americans with Disabilities Act (ADA), shelter staff may not require a license, certification, ID tag, medical certificate, or any other type of documentation for a service animal.

At the time of this capabilities assessment, there is no source for information on the number of people utilizing service animals in the City of St. Louis. Although specific data on this topic is lacking, the need for planning for service animals in shelters and disaster response is still important.

There are agencies in the City of St. Louis that provide services for people who need service animals. These agencies provide a range of services, including information about service animals and training programs. These agencies include:

List of agencies for Service Animals
American Service Dog Association (ASDA)
Support Dogs, Inc.
C.H.A.M.P. Assistance Dogs

Functional Needs Registry

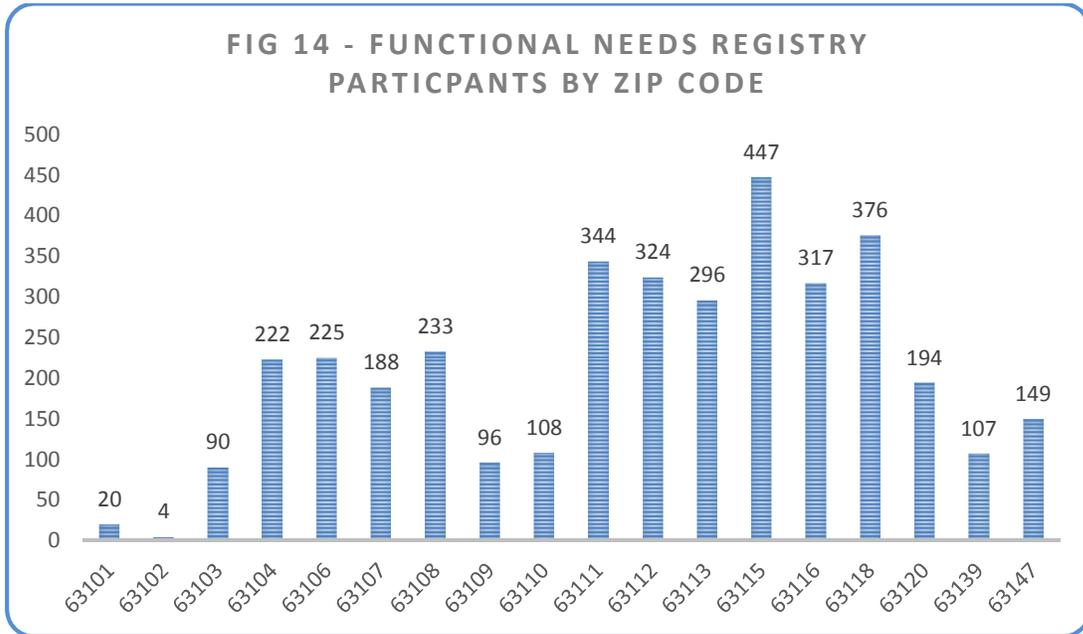
The City of St. Louis Department of Human Services maintains the Functional Needs Registry for City residents. The Registry is designed as a means to efficiently contact individuals with functional needs, reduce duplication of effort, and help individuals get assistance during a disaster.

Individuals of any age are eligible to be registered with the City of St. Louis Functional Needs Registry if they have specific needs that challenge their ability to take care of themselves in the event of an emergency. These include individuals who are frail, elderly, medically needy, and/or persons with disabilities who are not served in home or by a residential facility program (i.e. nursing home, residential care facility, etc.).

As a pre-planning tool, the Registry screens for those who have special medical needs (i.e. oxygen, feeding tubes, or life support systems that are dependent upon electrical power). The Registry is voluntary for individuals to participate; eligible individuals may enroll by completing and submitting the Functional Needs Registry Application Form to the City of St. Louis Department of Human Services or by completing the Functional Needs Registry On-Line Application Form.

Data from the Functional Needs Registry significantly enhances disaster planning. In the event of an emergency, every effort is made to contact those persons on the registry in order to provide information about how to prepare for or respond to the emergency.

As of spring 2015, 3,068 individuals in the City have registered. The graph of applicant numbers from each ZIP Code in the City follows:⁸



For Information or to Enroll in the Functional Needs Registry
314-657-1676 www.stlcityfunctionalneeds.org

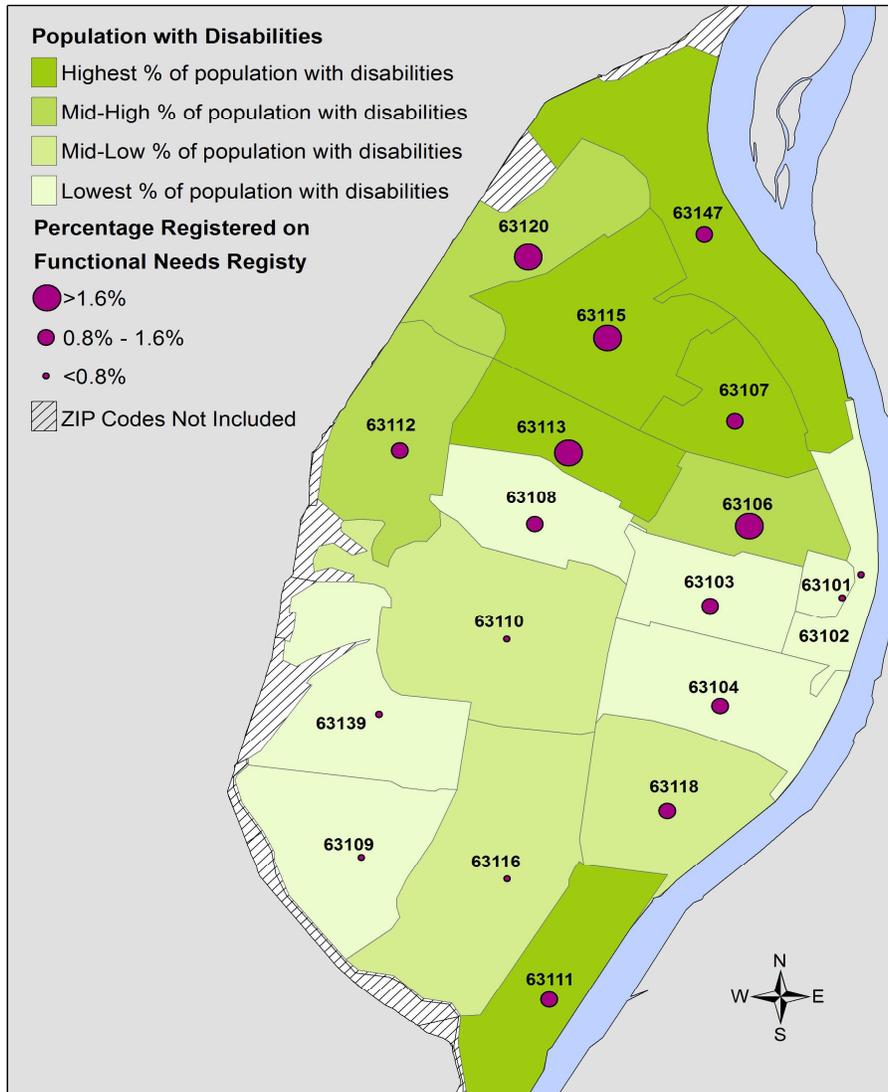
Analysis

Increasing the number of persons with functional needs who participate in the Functional Needs Registry is an additional avenue for reaching vulnerable populations.

The following map illustrates the ZIP Codes with the largest populations of residents with disabilities, and shows the ZIP Codes with the greatest participations rates of individuals who enroll with the Functional Needs Registry.

⁸City of Saint Louis, Department of Human Services, April 2015.

MAP C - DISABILITY BY ZIP CODE WITH PARTICIPATION IN FUNCTIONAL NEEDS REGISTRY



CONSIDERING VULNERABLE POPULATIONS

As noted earlier, FEMA defines vulnerable population as those who are poor, elderly, disabled, and others needing special assistance in high-risk areas.

To capture the location of vulnerable populations within the City of St. Louis that are vulnerable **simply by virtue of their geographic locations**, the City's Emergency Management Agency has extensively mapped the City using the following markers:

- Assisted Living Centers
- Commerce Areas
- Dense Multi-Unit Housing Complexes
- Dialysis centers
- Firehouses
- Universities
- Industrial Areas
- Industrial Facilities
- Hospitals / Healthcare
- Key Infrastructures
- Public / Private Schools
- Senior and Health Care Facilities
- Tier 2 Chemical Facilities
- Transportation mapping (highways, rail, rivers)

These maps are interactive and are accessible through the City's Emergency Management Agency: <https://www.stlouis-mo.gov/government/departments/public-safety/emergency-management/>

Static maps of each ZIP Code are included in Appendix C.

SUMMARY

There are many challenges for those with functional needs during a disaster. For those who are without transportation, have a language barrier, have hearing or visual impairments, experience mobility or cognitive disabilities, or have mental health needs, the already stressful situation of being in a disaster further complicates a quick response and recovery.

As a major metropolitan area, the City of St. Louis has a population base that experiences these challenges. Fortunately, we have many resources that can be utilized for response and recovery services. This assessment is meant to pre-identify and map our City's at-risk populations to assist and enhance emergency response planning.

With mapping and listings of available resources that identify and support the functional needs population, the City can better respond at time of event, and implement a more efficient recovery.

For more information regarding those agencies and resources mentioned in the Functional Needs Assessment of the City of St. Louis please see Appendix D.

Appendix A: Languages Spoken in the City of St. Louis⁹

Languages Spoken	63101	63102	63103	63104	63106	63107	63108	63109	63110	63111	63112	63113	63115	63116	63118	63120	63139	63147
Speak only English	2,300	1,900	6,115	16,852	10,075	10,816	17,970	23,165	14,335	16,553	17,408	11,299	19,143	32,160	21,852	8,256	19,444	9,774
Spanish or Spanish Creole:	0	75	100	593	244	202	454	974	350	1,278	466	62	253	2,070	1,291	35	391	103
Speak English "very well"	0	15	68	348	221	167	401	769	215	591	218	39	186	1,037	588	30	328	17
Speak English less than "very well"	0	60	32	245	23	35	53	205	135	687	248	23	67	1,033	703	5	63	86
French (incl. Patois, Cajun):	0	13	8	76	45	124	178	94	204	54	107	13	34	195	278	23	60	31
Speak English "very well"	0	13	4	33	22	71	163	76	180	54	93	13	34	176	142	23	60	23
Speak English less than "very well"	0	0	4	43	23	53	15	18	24	0	14	0	0	19	136	0	0	8
French Creole:	0	0	3	127	0	23	0	0	0	0	0	0	0	48	0	1	0	0
Speak English "very well"	0	0	0	9	0	21	0	0	0	0	0	0	0	17	0	0	0	0
Speak English less than "very well"	0	0	3	118	0	2	0	0	0	0	0	0	0	31	0	1	0	0
Italian:	0	0	0	0	0	0	97	65	115	8	0	0	0	47	25	0	6	0
Speak English "very well"	0	0	0	0	0	0	97	65	97	8	0	0	0	30	13	0	6	0
Speak English less than "very well"	0	0	0	0	0	0	0	0	18	0	0	0	0	17	12	0	0	0
Portuguese or Portuguese Creole:	0	0	0	11	0	0	16	0	0	0	7	0	0	0	9	0	20	0
Speak English "very well"	0	0	0	11	0	0	0	0	0	0	7	0	0	0	0	0	0	0
Speak English less than "very well"	0	0	0	0	0	0	16	0	0	0	0	0	0	0	9	0	20	0
German:	4	69	18	31	0	5	149	100	46	34	19	33	11	223	74	0	122	0
Speak English "very well"	4	37	18	31	0	0	149	90	46	34	9	16	11	118	42	0	113	0
Speak English less than "very well"	0	32	0	0	0	5	0	10	0	0	10	17	0	105	32	0	9	0
Other West Germanic languages:	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Speak English "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Scandinavian languages:	0	0	0	7	0	0	10	0	0	0	0	0	0	0	0	0	0	0
Speak English "very well"	0	0	0	7	0	0	10	0	0	0	0	0	0	0	0	0	0	0
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

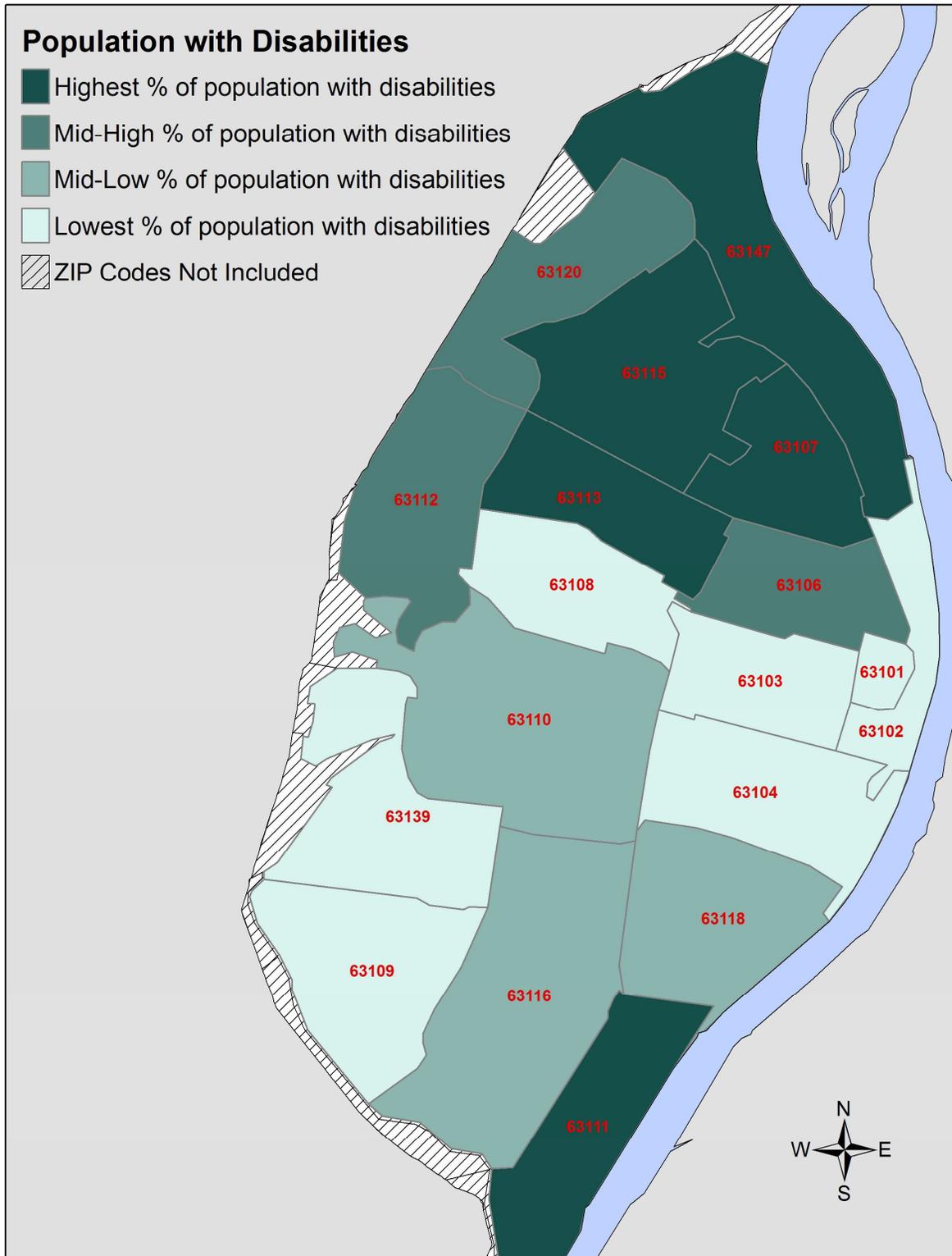
⁹United States Department of Commerce Census Bureau, *2009-2013 American Community Survey 5-Year Estimates*, 2015.

Languages Spoken	63101	63102	63103	63104	63106	63107	63108	63109	63110	63111	63112	63113	63115	63116	63118	63120	63139	63147
Greek:	0	0	0	13	0	0	12	73	16	0	0	0	0	8	0	0	32	0
Speak English "very well"	0	0	0	7	0	0	0	32	0	0	0	0	0	8	0	0	27	0
Speak English less than "very well"	0	0	0	6	0	0	12	41	16	0	0	0	0	0	0	0	5	0
Russian:	0	0	0	29	0	0	34	11	212	8	20	0	0	63	69	0	5	0
Speak English "very well"	0	0	0	29	0	0	34	11	200	8	10	0	0	27	65	0	5	0
Speak English less than "very well"	0	0	0	0	0	0	0	0	12	0	10	0	0	36	4	0	0	0
Polish:	0	0	0	8	0	8	0	19	7	0	0	0	0	23	0	0	37	8
Speak English "very well"	0	0	0	8	0	8	0	0	7	0	0	0	0	23	0	0	17	8
Speak English less than "very well"	0	0	0	0	0	0	0	19	0	0	0	0	0	0	0	0	20	0
Serbo-Croatian:	0	0	0	0	0	0	50	492	9	57	10	0	0	1,425	45	0	56	0
Speak English "very well"	0	0	0	0	0	0	50	348	9	29	10	0	0	347	8	0	17	0
Speak English less than "very well"	0	0	0	0	0	0	0	144	0	28	0	0	0	1,078	37	0	39	0
Other Slavic languages:	0	49	0	0	0	0	28	17	0	0	24	0	0	16	0	0	0	0
Speak English "very well"	0	24	0	0	0	0	28	9	0	0	24	0	0	11	0	0	0	0
Speak English less than "very well"	0	25	0	0	0	0	0	8	0	0	0	0	0	5	0	0	0	0
Persian:	0	0	0	0	0	0	9	0	0	0	0	0	0	458	200	0	67	0
Speak English "very well"	0	0	0	0	0	0	9	0	0	0	0	0	0	216	94	0	29	0
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0	242	106	0	38	0
Gujarati:	0	0	16	0	0	0	59	0	156	45	0	0	0	0	0	0	57	0
Speak English "very well"	0	0	16	0	0	0	59	0	156	18	0	0	0	0	0	0	46	0
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	27	0	0	0	0	0	0	11	0
Hindi:	0	0	54	15	0	0	162	0	7	0	86	0	0	0	13	0	0	0
Speak English "very well"	0	0	54	15	0	0	162	0	7	0	70	0	0	0	13	0	0	0
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	16	0	0	0	0	0	0	0
Urdu:	0	0	0	0	0	0	24	0	18	0	0	0	0	0	0	0	0	0
Speak English "very well"	0	0	0	0	0	0	24	0	18	0	0	0	0	0	0	0	0	0
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Indic languages:	0	0	51	0	0	0	46	0	19	0	0	0	20	204	218	17	95	0
Speak English "very well"	0	0	51	0	0	0	46	0	19	0	0	0	0	44	16	17	0	0
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	20	160	202	0	95	0
Other Indo-European languages:	0	0	0	0	0	0	8	46	8	47	30	0	0	360	0	0	86	0

Languages Spoken	63101	63102	63103	63104	63106	63107	63108	63109	63110	63111	63112	63113	63115	63116	63118	63120	63139	63147
Speak English "very well"	0	0	0	0	0	0	8	25	8	29	13	0	0	74	0	0	45	0
Speak English less than "very well"	0	0	0	0	0	0	0	21	0	18	17	0	0	286	0	0	41	0
Chinese:	19	7	81	98	18	0	442	83	125	17	210	67	0	79	75	0	147	0
Speak English "very well"	19	0	57	29	0	0	306	19	70	17	41	23	0	42	25	0	55	0
Speak English less than "very well"	0	7	24	69	18	0	136	64	55	0	169	44	0	37	50	0	92	0
Japanese:	24	0	38	0	0	0	54	0	14	65	29	0	0	12	0	2	5	13
Speak English "very well"	0	0	28	0	0	0	40	0	0	29	11	0	0	12	0	2	5	0
Speak English less than "very well"	24	0	10	0	0	0	14	0	14	36	18	0	0	0	0	0	0	13
Korean:	0	0	6	8	0	0	78	0	65	0	22	0	0	0	0	0	37	0
Speak English "very well"	0	0	6	8	0	0	49	0	58	0	12	0	0	0	0	0	13	0
Speak English less than "very well"	0	0	0	0	0	0	29	0	7	0	10	0	0	0	0	0	24	0
Mon-Khmer, Cambodian:	0	0	0	0	0	0	0	0	31	0	0	0	0	0	0	0	0	0
Speak English "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Speak English less than "very well"	0	0	0	0	0	0	0	0	31	0	0	0	0	0	0	0	0	0
Thai:	32	0	0	32	0	0	74	0	13	0	0	0	0	6	0	0	14	0
Speak English "very well"	32	0	0	32	0	0	64	0	4	0	0	0	0	6	0	0	14	0
Speak English less than "very well"	0	0	0	0	0	0	10	0	9	0	0	0	0	0	0	0	0	0
Laotian:	0	0	0	0	0	0	0	0	0	17	0	0	0	180	308	0	20	0
Speak English "very well"	0	0	0	0	0	0	0	0	0	17	0	0	0	82	102	0	20	0
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0	98	206	0	0	0
Vietnamese:	0	0	13	0	0	0	57	118	2	49	0	0	0	1,496	191	0	171	9
Speak English "very well"	0	0	0	0	0	0	50	11	2	11	0	0	0	417	33	0	4	0
Speak English less than "very well"	0	0	13	0	0	0	7	107	0	38	0	0	0	1,079	158	0	167	9
Other Asian languages:	0	0	16	14	0	0	412	0	5	625	0	0	0	289	94	0	36	0
Speak English "very well"	0	0	16	0	0	0	393	0	5	339	0	0	0	159	94	0	36	0
Speak English less than "very well"	0	0	0	14	0	0	19	0	0	286	0	0	0	130	0	0	0	0
Tagalog:	0	34	26	0	0	6	39	12	15	8	0	0	0	100	0	0	2	0
Speak English "very well"	0	34	26	0	0	6	39	12	15	0	0	0	0	66	0	0	0	0
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	8	0	0	0	34	0	0	2	0

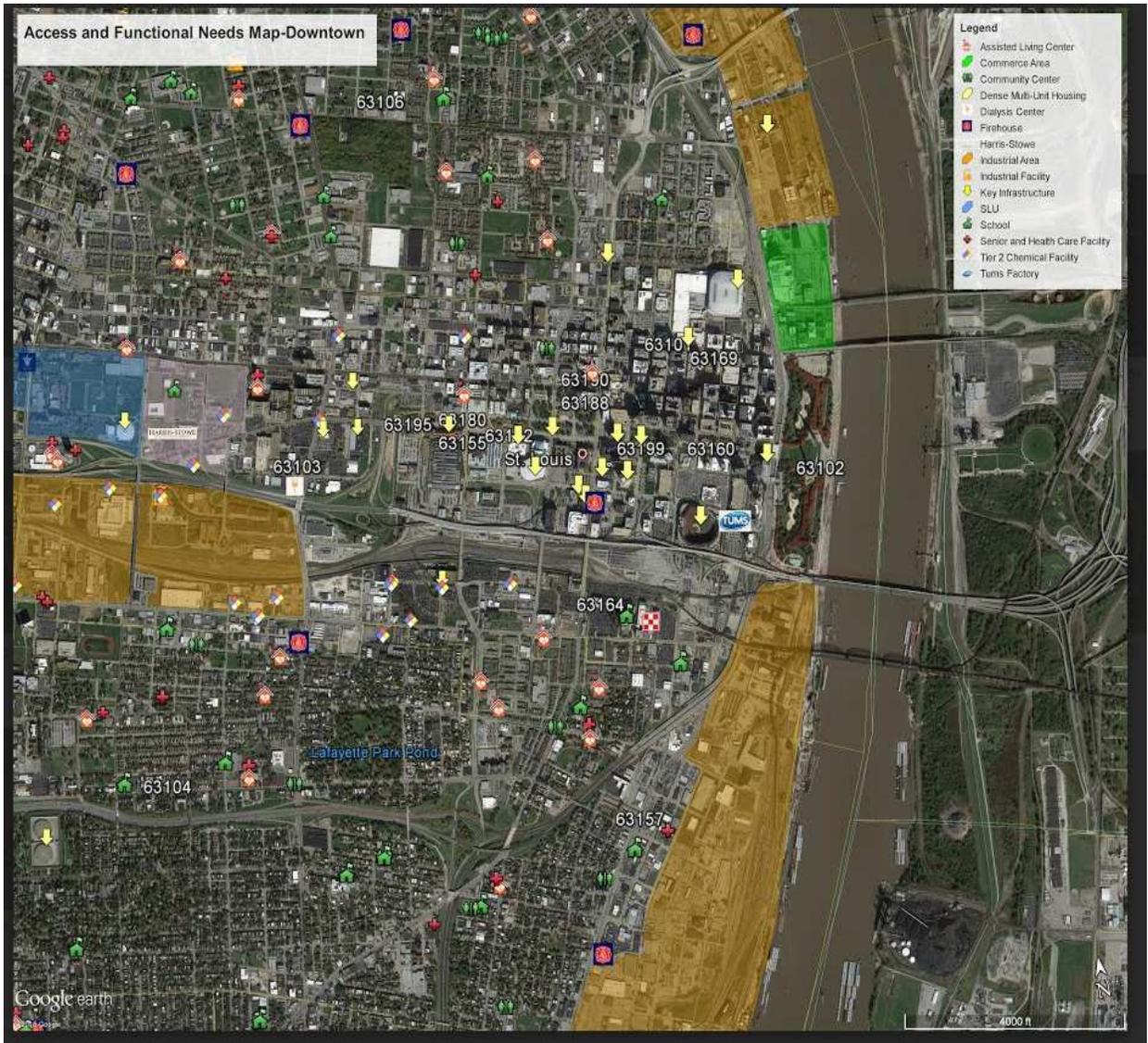
Languages Spoken	63101	63102	63103	63104	63106	63107	63108	63109	63110	63111	63112	63113	63115	63116	63118	63120	63139	63147
Other Pacific Island languages:	0	0	0	0	0	0	0	0	0	0	0	0	0	26	0	0	0	0
Speak English "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0	20	0	0	0	0
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0	0	0	0
Other Native North American languages:	0	0	0	0	0	0	0	0	0	11	5	0	0	0	0	0	36	0
Speak English "very well"	0	0	0	0	0	0	0	0	0	11	5	0	0	0	0	0	36	0
Speak English less than "very well"	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hungarian:	0	0	13	0	0	0	0	13	0	0	28	0	0	0	0	0	0	0
Speak English "very well"	0	0	13	0	0	0	0	0	0	0	28	0	0	0	0	0	0	0
Speak English less than "very well"	0	0	0	0	0	0	0	13	0	0	0	0	0	0	0	0	0	0
Arabic:	0	0	0	0	0	0	143	255	24	208	5	0	0	924	134	0	65	0
Speak English "very well"	0	0	0	0	0	0	53	65	12	12	5	0	0	280	61	0	31	0
Speak English less than "very well"	0	0	0	0	0	0	90	190	12	196	0	0	0	644	73	0	34	0
Hebrew:	0	0	0	0	0	0	15	7	57	0	0	0	0	0	0	0	9	0
Speak English "very well"	0	0	0	0	0	0	8	7	57	0	0	0	0	0	0	0	9	0
Speak English less than "very well"	0	0	0	0	0	0	7	0	0	0	0	0	0	0	0	0	0	0
African languages:	16	0	14	252	191	0	118	22	261	85	211	3	25	234	148	0	47	12
Speak English "very well"	8	0	14	90	109	0	118	22	179	0	127	3	16	171	85	0	47	12
Speak English less than "very well"	8	0	0	162	82	0	0	0	82	85	84	0	9	63	63	0	0	0

Appendix B: Population with Disabilities, the City of St. Louis, 2013.



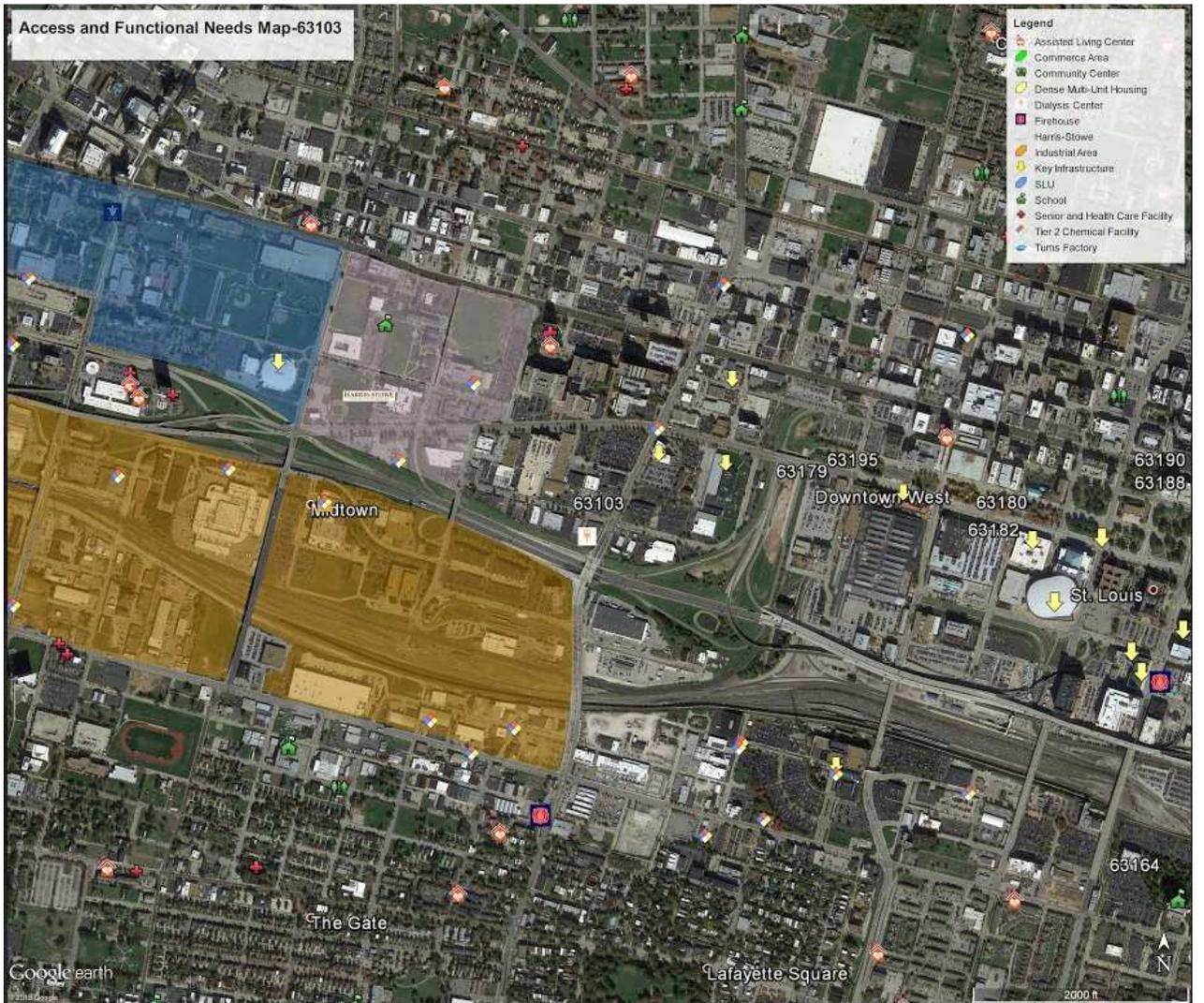
Appendix C: Static Maps

VULNERABLE POPULATIONS DOWNTOWN



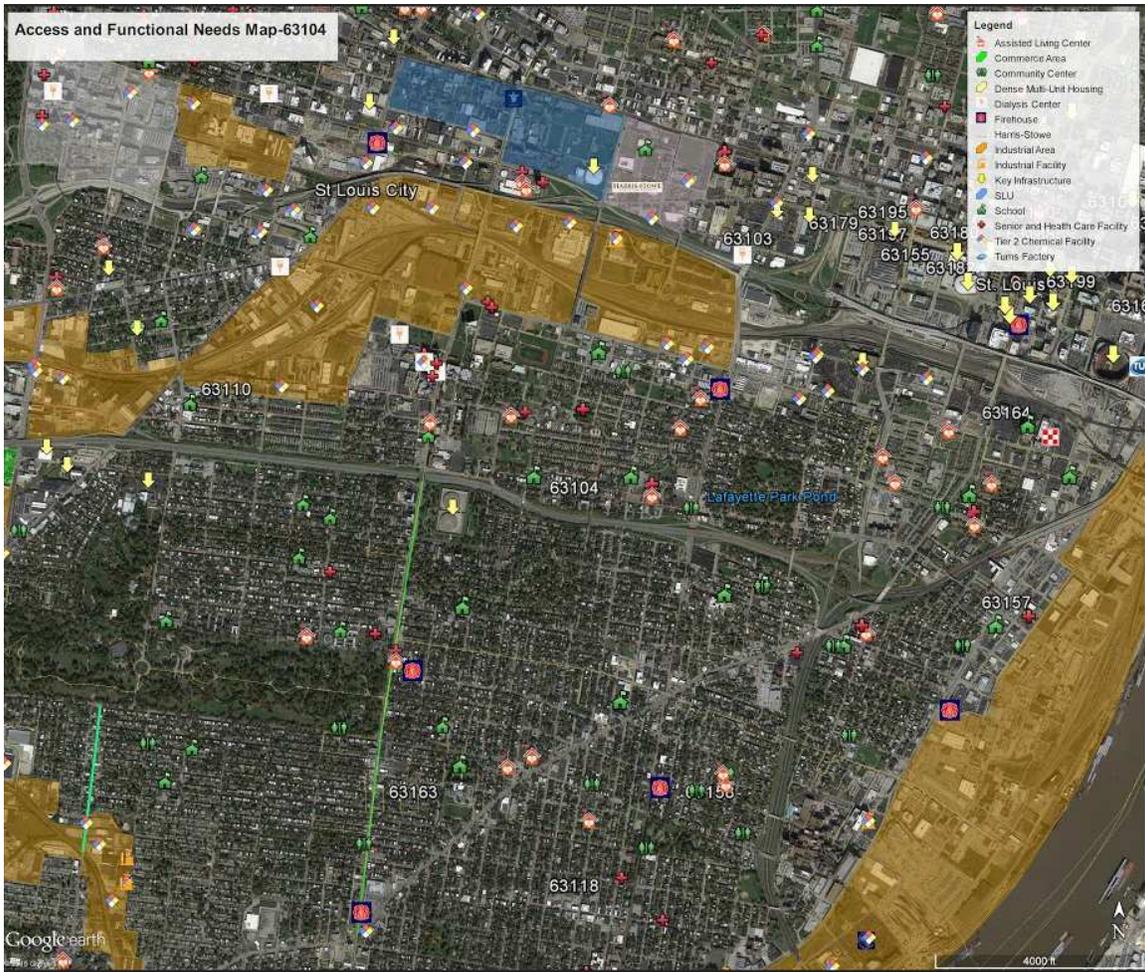
VULNERABLE POPULATIONS:

ZIP CODE: 63103



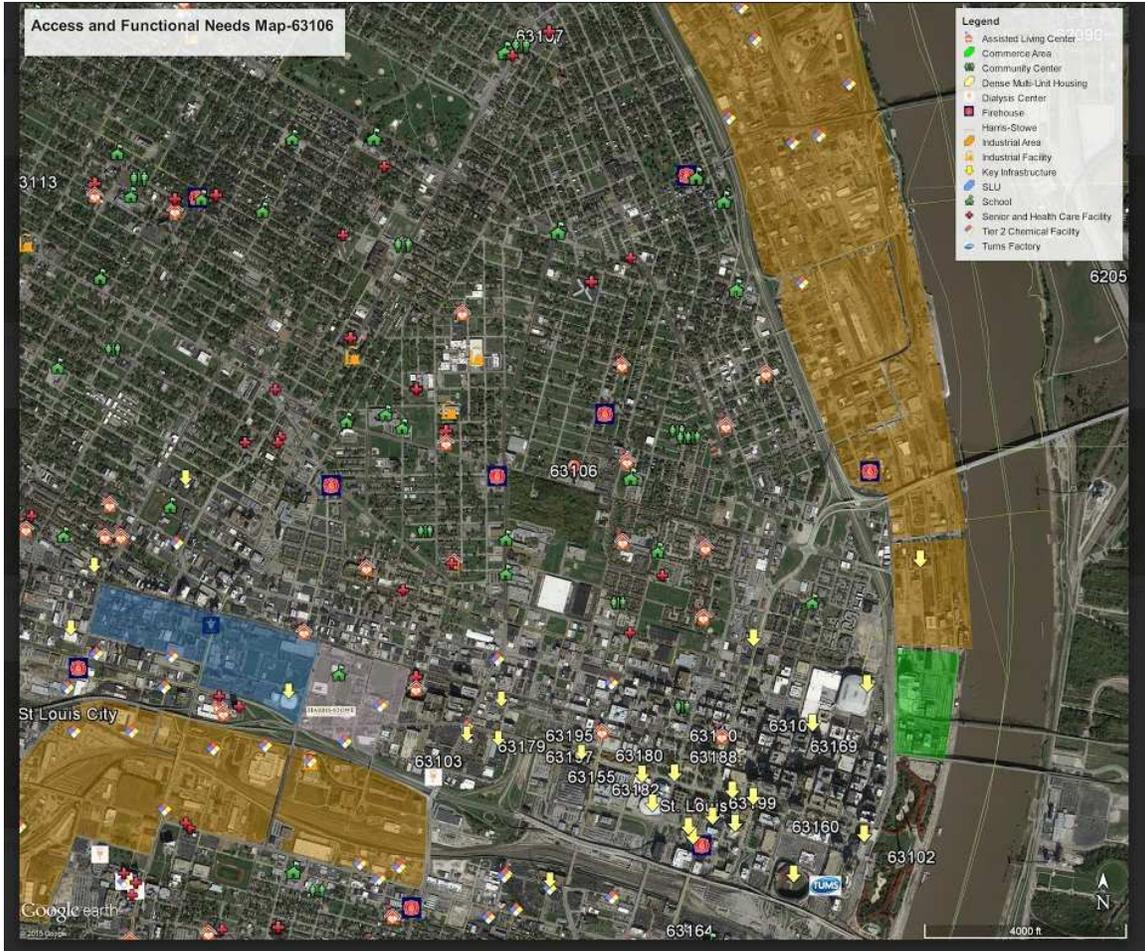
VULNERABLE POPULATIONS

ZIP CODE: 63104



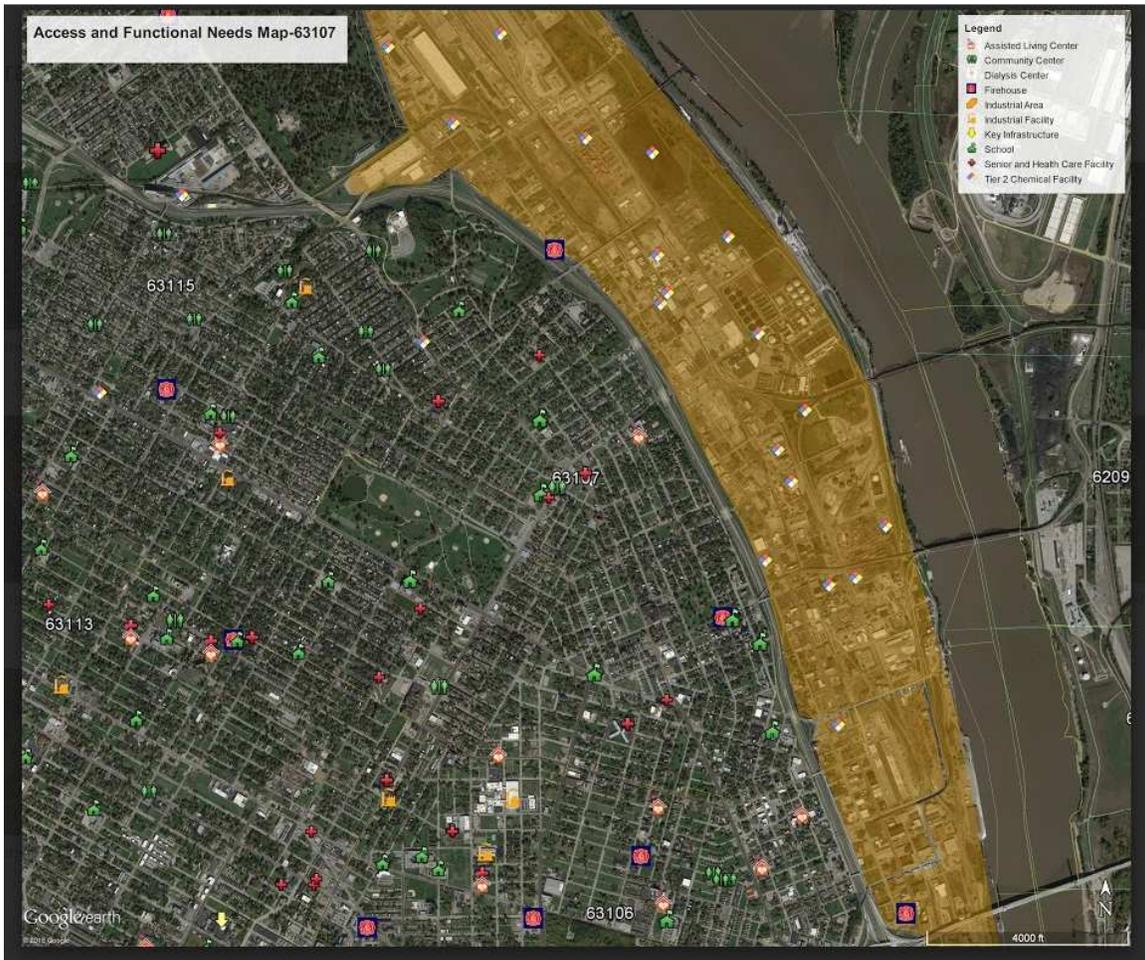
VULNERABLE POPULATIONS

ZIP CODE: 63106



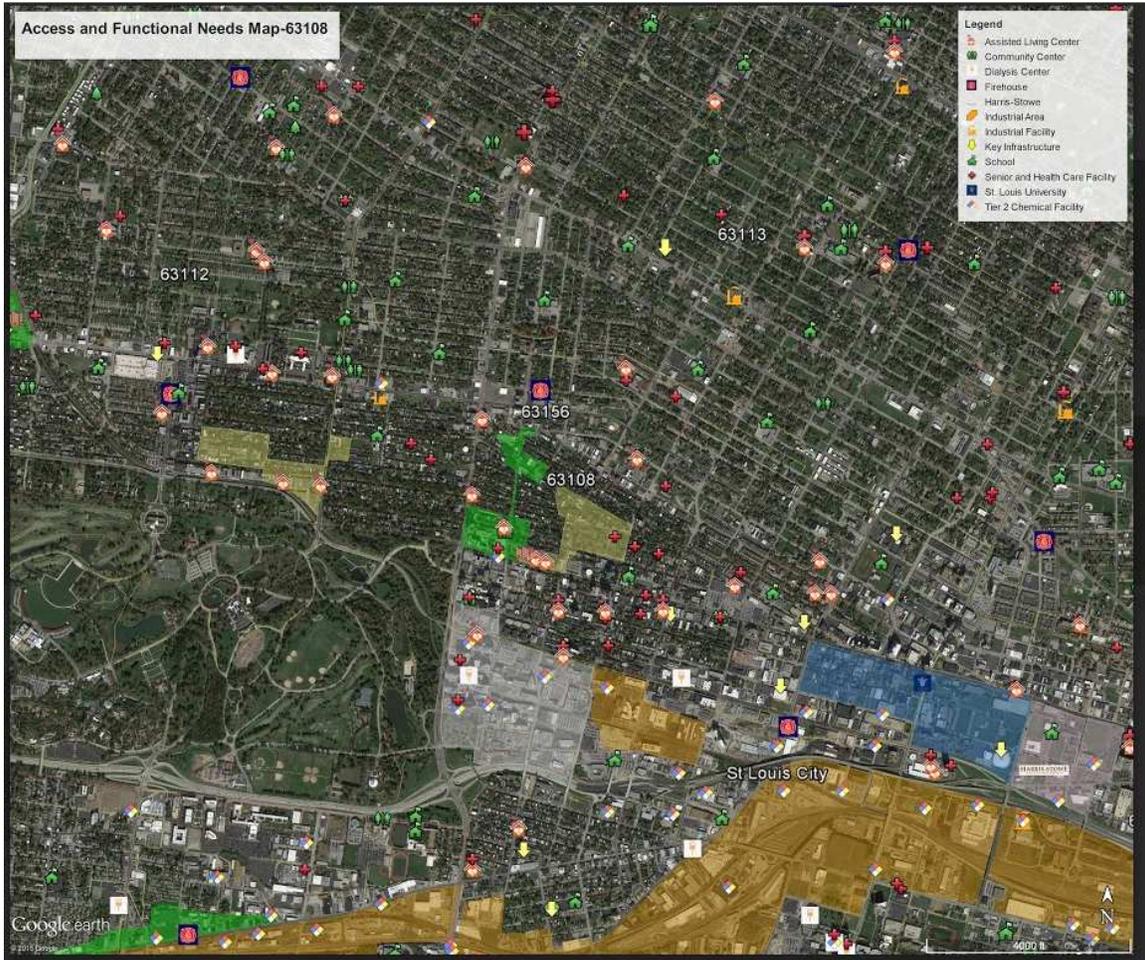
VULNERABLE POPULATIONS

ZIP CODE: 63107



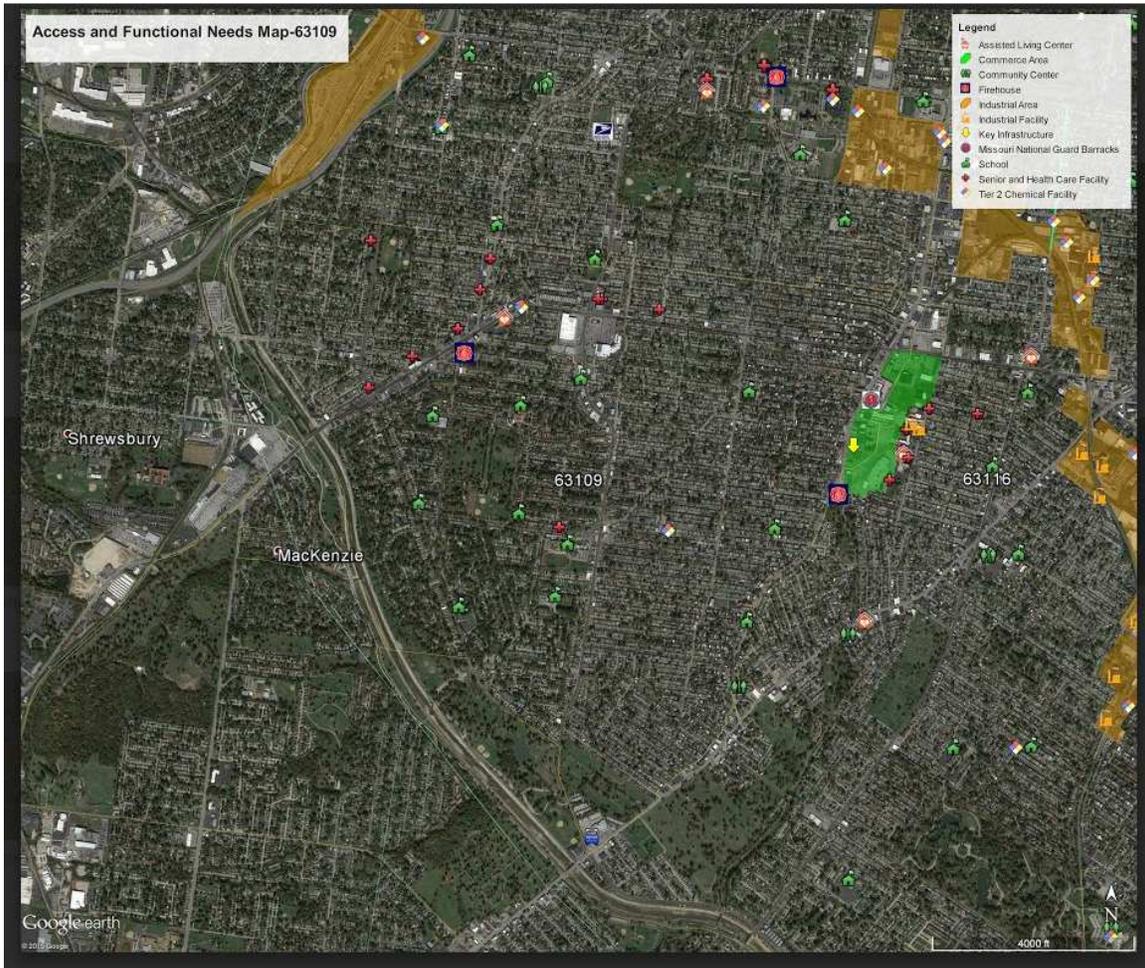
VULNERABLE POPULATIONS

ZIP CODE: 63108



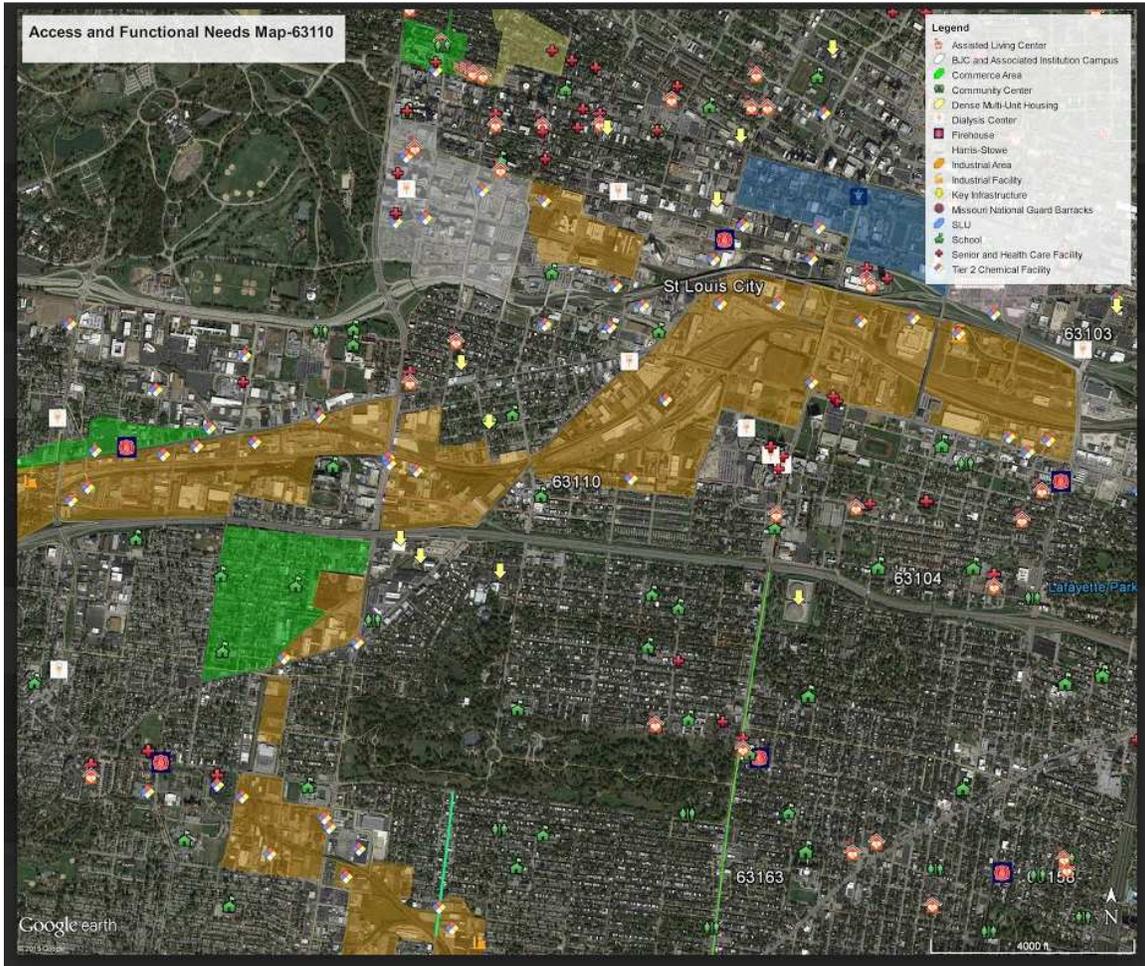
VULNERABLE POPULATIONS

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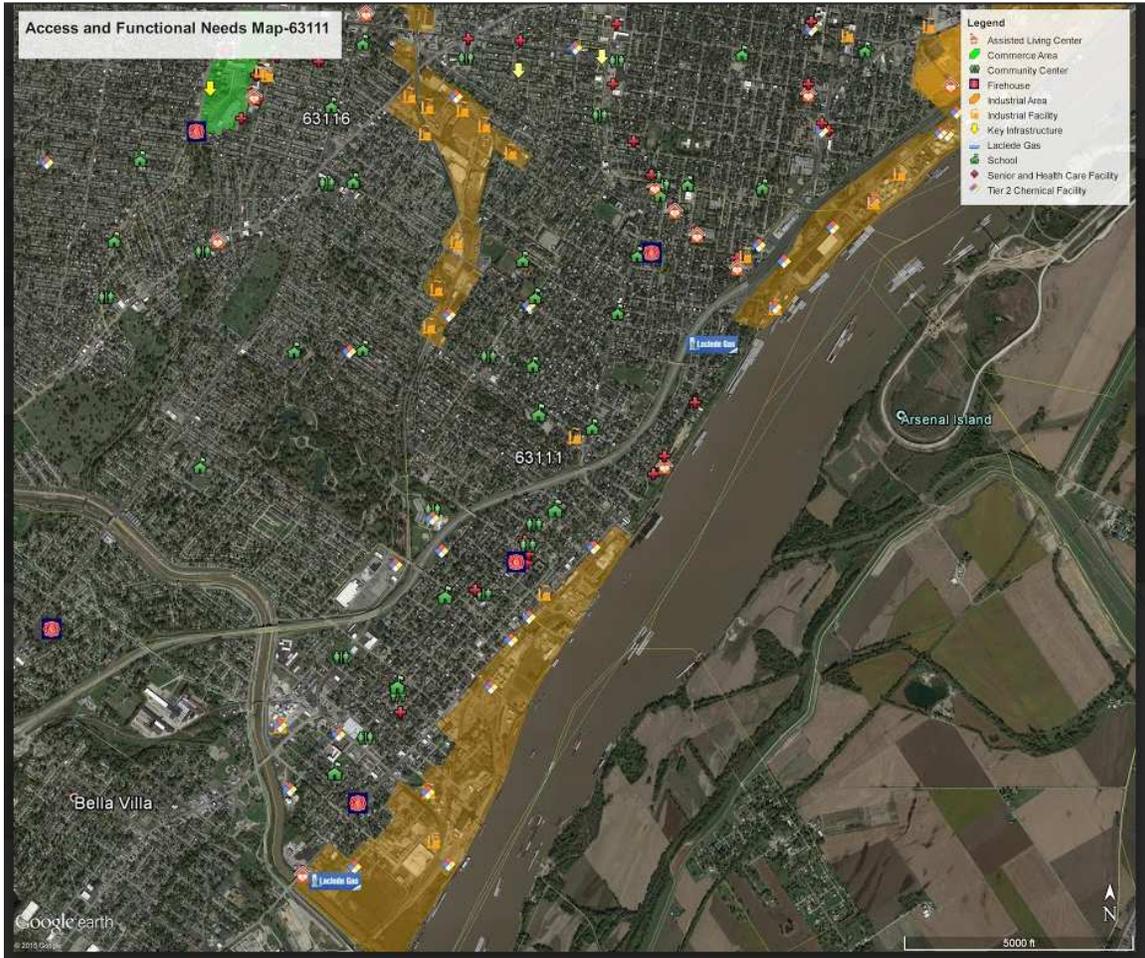
VULNERABLE POPULATIONS

ZIP CODE: 63110



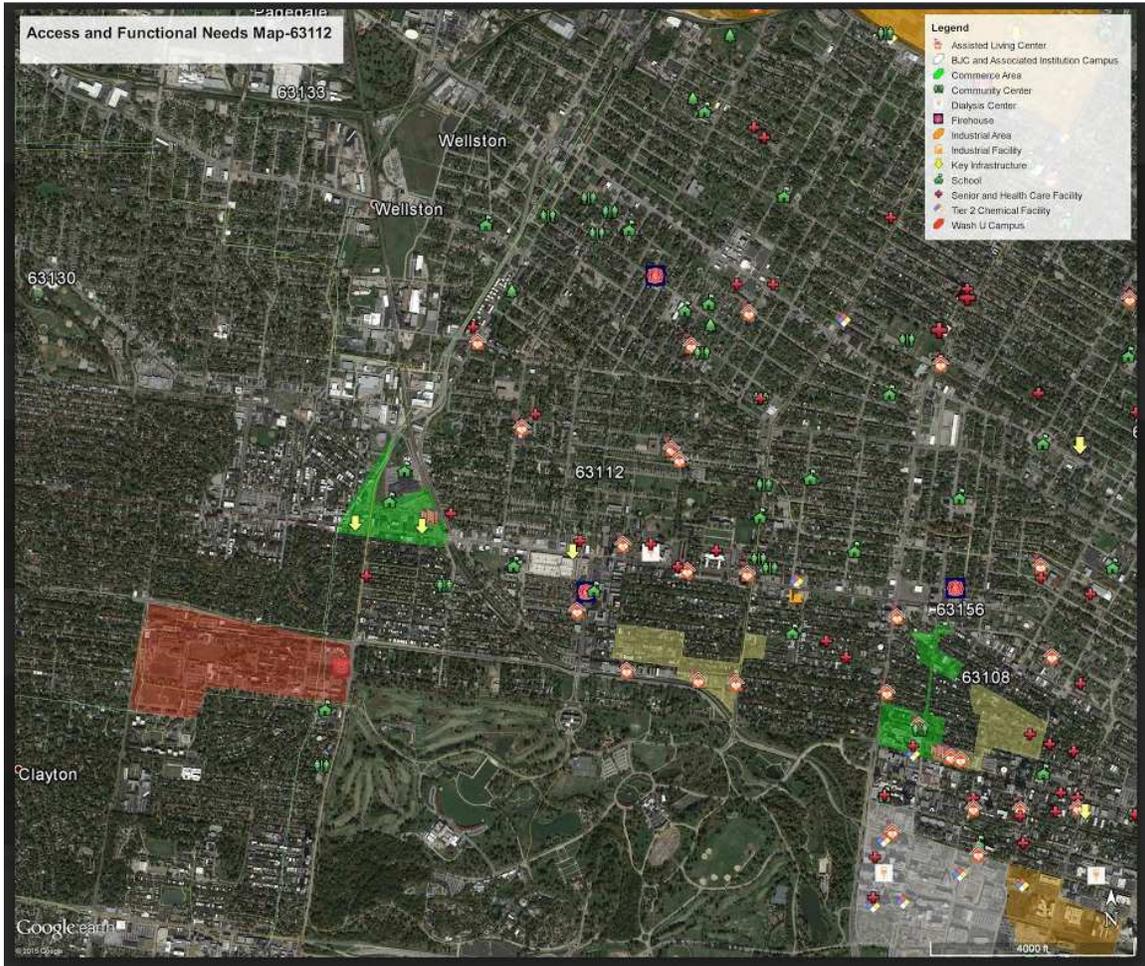
VULNERABLE POPULATIONS

ZIP CODE: 63111



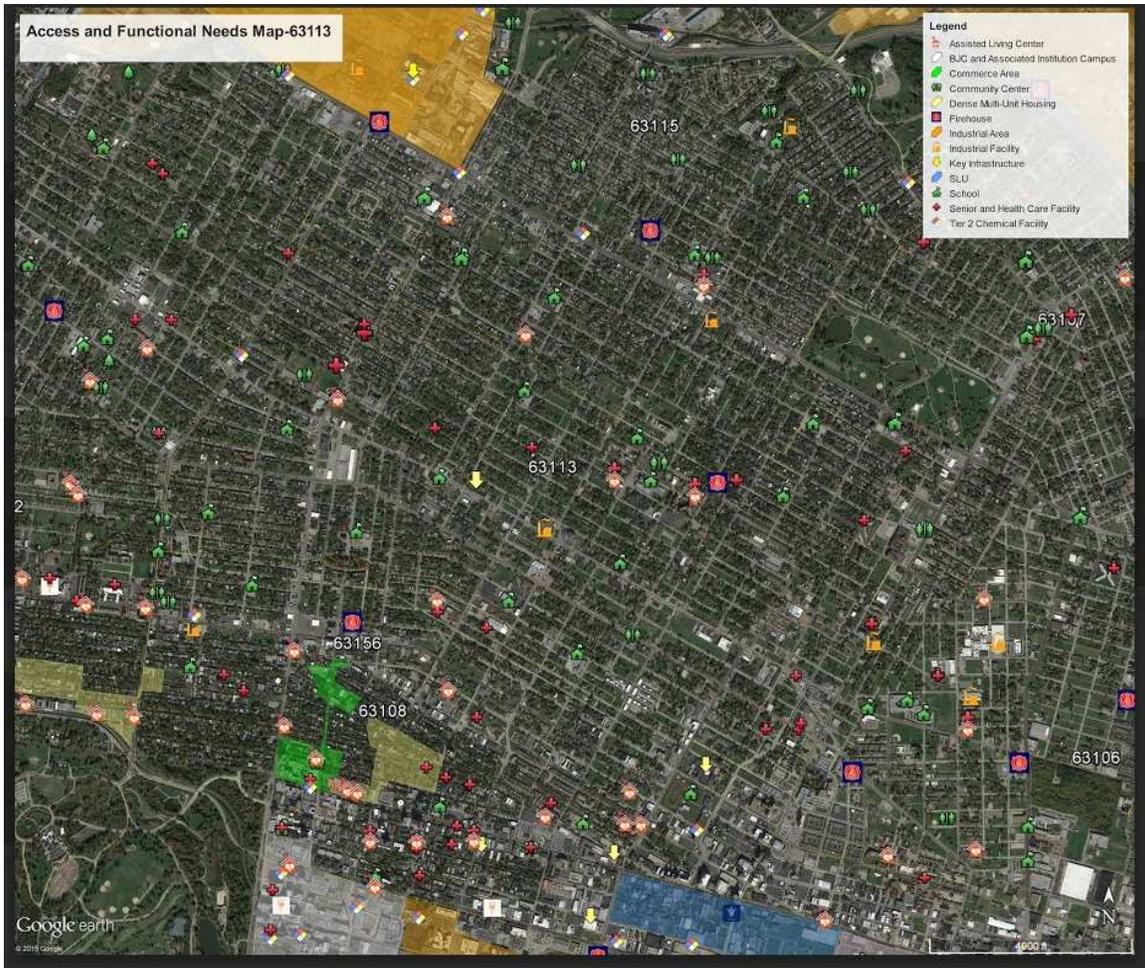
VULNERABLE POPULATIONS

ZIP CODE: 63112



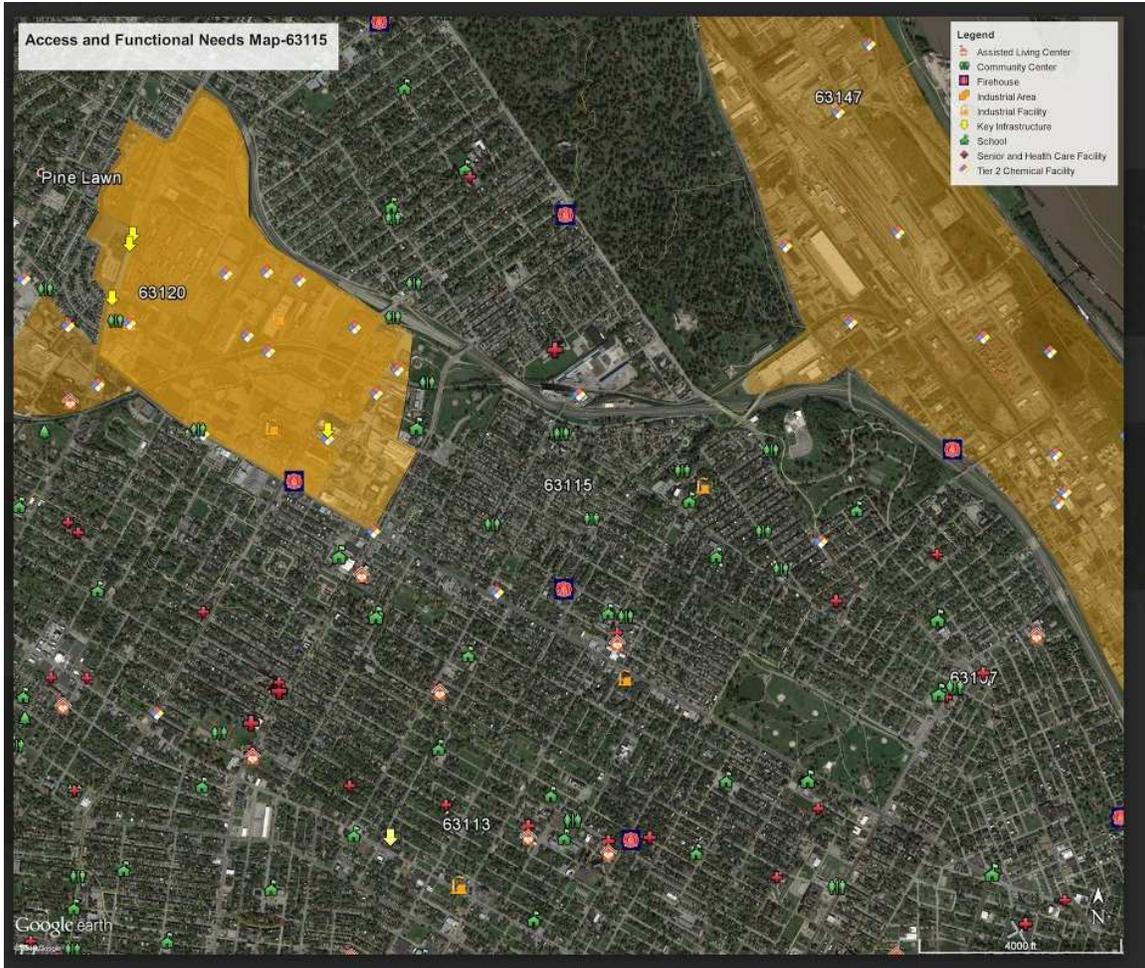
VULNERABLE POPULATIONS

ZIP CODE: 63113



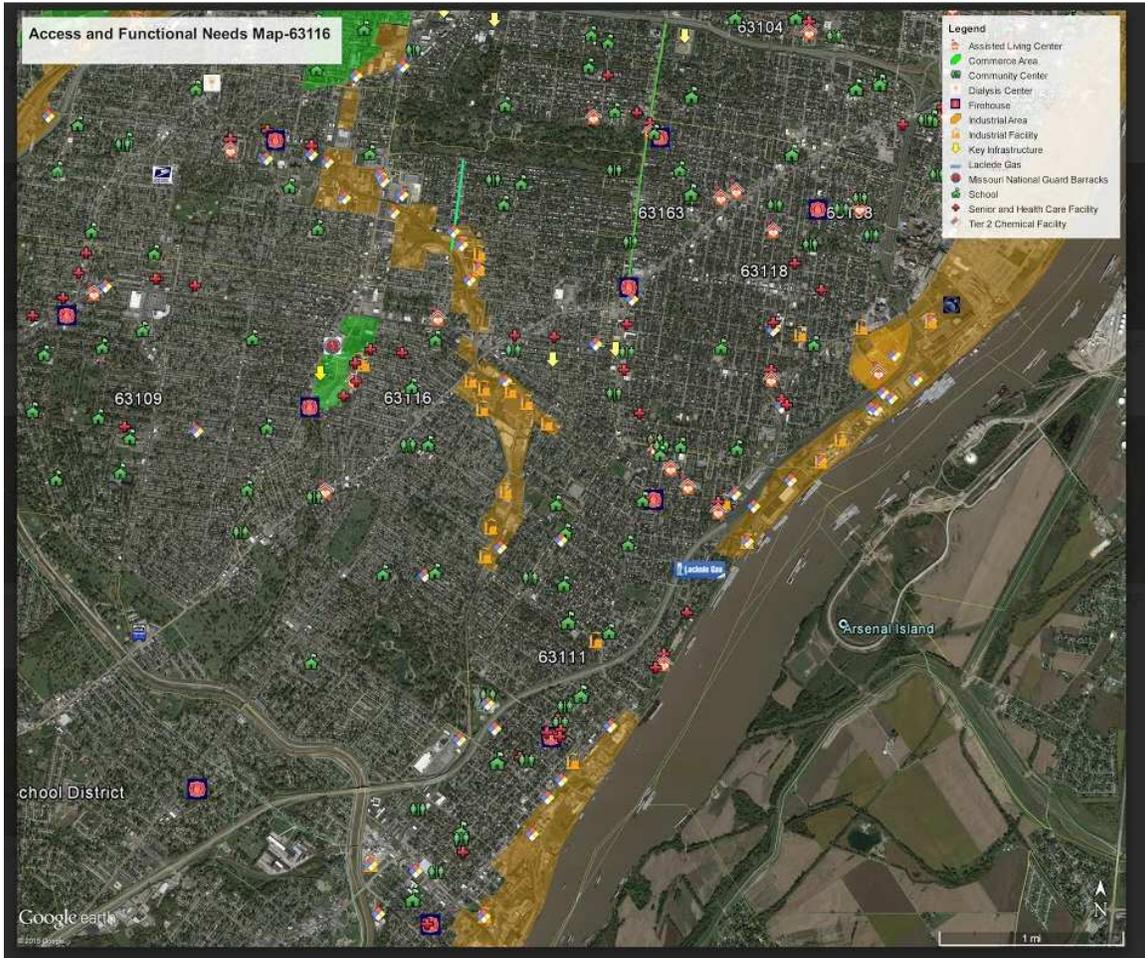
VULNERABLE POPULATIONS

ZIP CODE: 63115



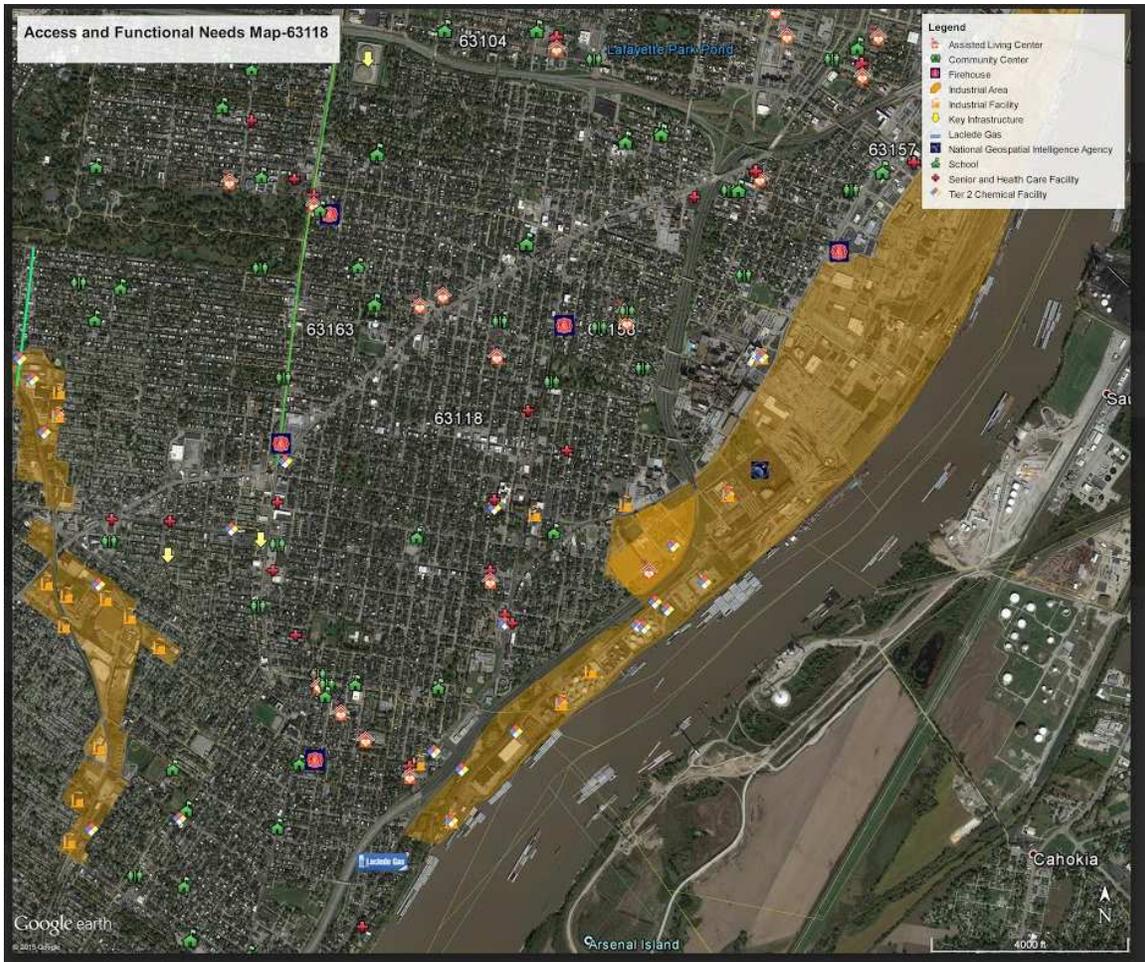
VULNERABLE POPULATIONS

ZIP CODE: 63116



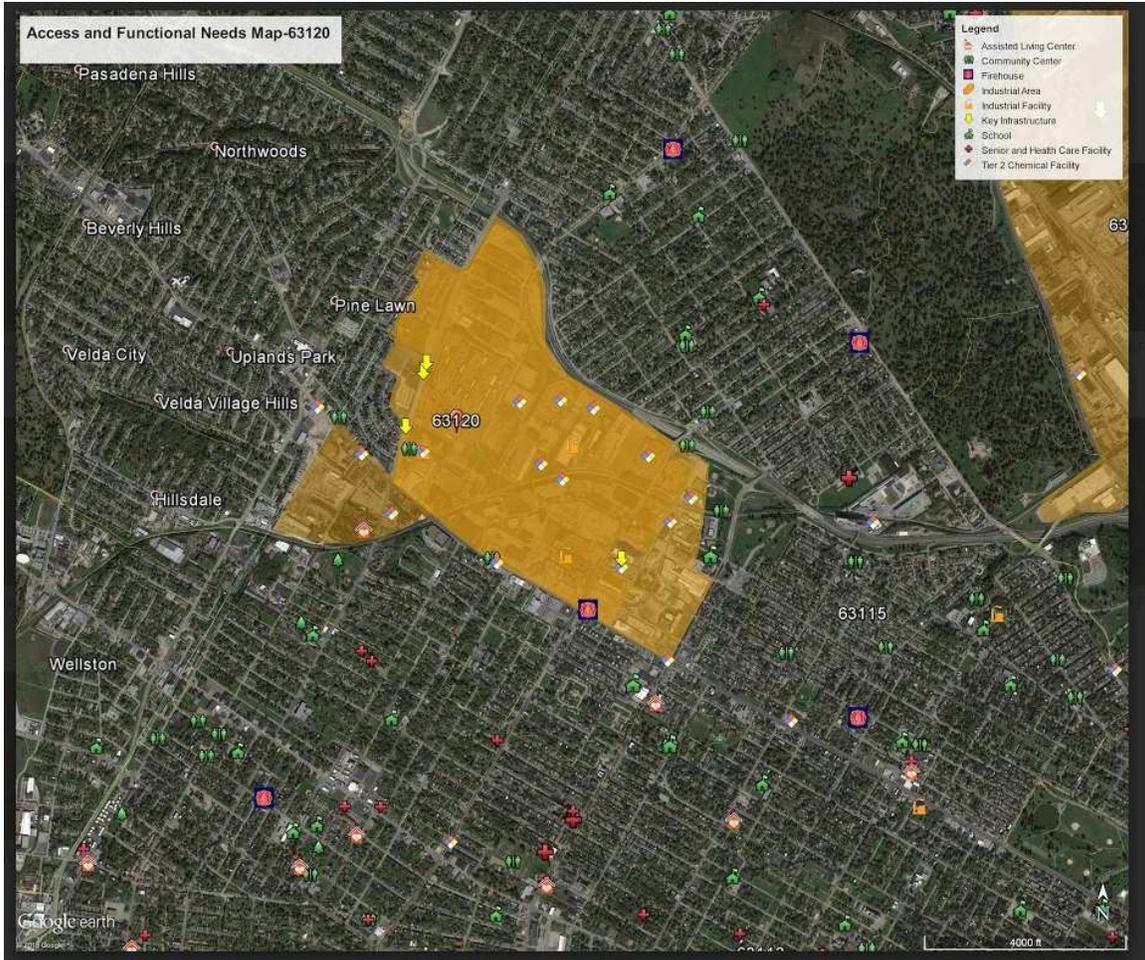
VULNERABLE POPULATIONS

ZIP CODE: 63118



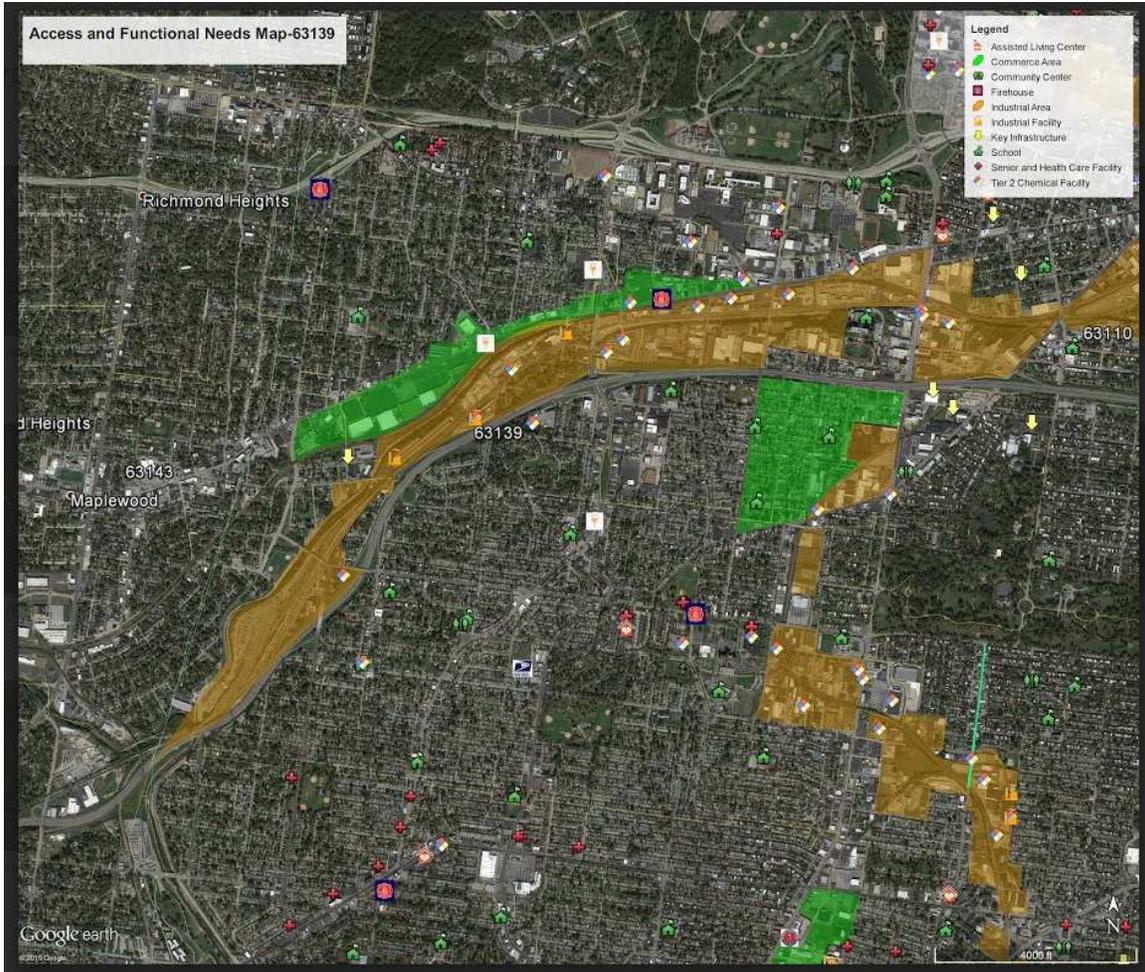
VULNERABLE POPULATIONS

ZIP CODE: 63120



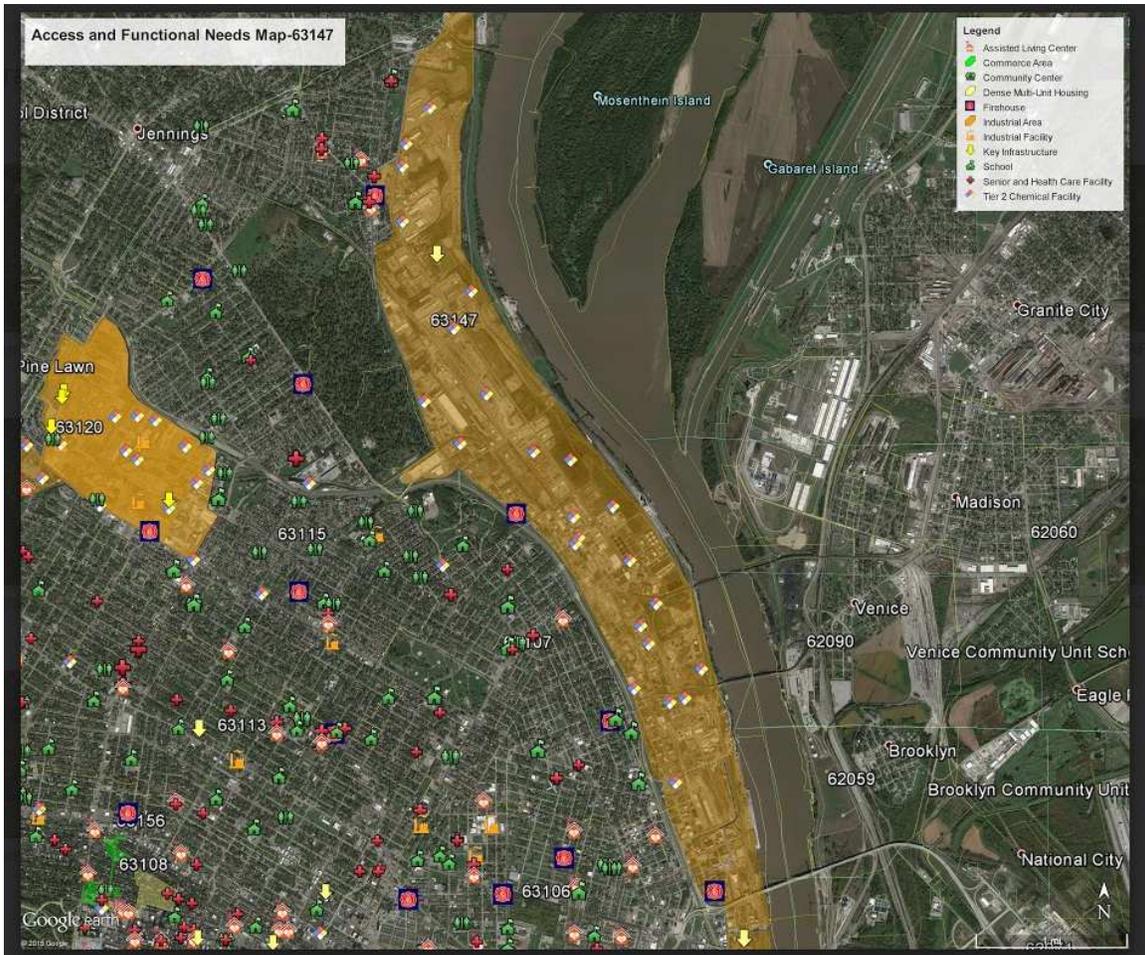
VULNERABLE POPULATIONS

ZIP CODE: 63139



VULNERABLE POPULATIONS

ZIP CODE: 63147



Appendix D: Resource Agencies Contact Information in the City of St. Louis

1. Transit Agencies

Transportation Agencies	Telephone	Address	Website
Abbott Ambulance	314-768-1000	2500 Abbott Place, St. Louis, MO 63143	http://www.abbottems.org
Express Medical Transporters (EMT)	314-781-6400	6780 Southwest Ave., St. Louis, MO 63143	http://www.rideemt.com/
MTM	636-561-5686 888-561-8747	16 Hawk Ridge Dr., Lake St. Louis, MO 63367	http://www.mtm-inc.net/
Wheelchair Getaways	314-781-0663 800-781-0663	3335 Wisconsin Ave., St. Louis, MO 63118	http://www.wheelchairgetaways.com/
Harris & Eagle Handicapped Para-Lift Service	314-535-5087	3740 Enright Ave., St. Louis, MO 63108	
Top Notch Transportation Inc.	314-776-3903	4141 McRee Ave., St. Louis, MO 63110	
Metro Transit	314-982-1400	707 North First St., St. Louis, MO 63102	http://www.metrostlouis.org/
Metro Call-A-Ride	314-652-3617 888-652-3617 314-534-5055 (hearing impaired)		
Amtrak- St. Louis Gateway Station	800-872-7245	430 South 15th St., St. Louis, MO 63103	http://www.amtrak.com/

2. Language Translation Agencies

Agencies	Telephone	Address	Website
Bilingual International Assistant Services (BIAS)	314-645-7800	1329 Macklind Ave., Suite 200, St. Louis, MO 63110	http://www.bilingualstl.org
Language Access Metro Project (LAMP)	314-842-0062	8050 Watson Rd., Suite 340, St. Louis, MO 63119	http://www.lampinterpreters.org
United Way 2-1-1	211 or 800-427-4626	910 North 11th St., St. Louis, MO 63101	http://www.211helps.org

3. Ambulatory Disability Agencies

Agencies	Telephone	Address	Website
Association on Aging with Developmental Disabilities (AADD)	314-647-8100	2385 Hampton Ave., St. Louis MO 63139	http://agingwithdd.org
Bridges Community Support Services, Inc.	314-781-7900	3114 Sutton Blvd., Maplewood, MO 63143	http://www.bridgescss.com/
Disabled American Veterans, St. Louis VA Regional Office	314-552-9983	25 East Frisco Ave., Webster Groves, MO 63119	http://www.dav.org/
Paraquad, Inc. - Wheelchair & Equipment Services	314-289-4200	5240 Oakland Ave., St. Louis, MO, 63110	http://www.paraquad.org/
St. Louis Arc	314-569-2111	1177 N. Warson Rd., St. Louis, MO 63132	http://www.slarc.org/
The Self-Help Center	314-781-0199	8301 Crest Industrial Dr., St. Louis, MO 63123	http://www.selfhelpcenter.org/

4. Hearing Disability Agencies

Agencies	Telephone	Address	Website
DEAF Inc.	314-714-6400	25 East Frisco Ave., Webster Groves, MO 63119	http://www.deafinc.org/
Deaf Services	314-229-2922	10537 Stephenson Dr., St. Louis, MO 63128	http://www.deafservicesstlouis.com/
Gateway Silent Seniors (Affiliated with GSLAD)	314-838-6192 (TTY/VP)	2190 Creve Coeur Mill Rd., Maryland Heights, MO 63043	Ejluva1@aol.com
Greater St. Louis Association of the Deaf, Inc. (GSLAD) (Regional club of the Midwest Athletic Association of the Deaf, Inc.)	314-222-0185 314-932-2024 314-664-8959 (VP)	2190 Creve Coeur Mill Rd., Maryland Heights, MO 63043	http://www.gslad.org info@gslad.org (For Club or General Information) ad@gslad.org (For Sports Information)
Greater St. Louis Chapter (Regional chapter of the Missouri Association of the Deaf)			http://www.moadshowme.org/ media@moadshowme.org
Hearing Loss Association of America, Greater St. Louis Chapter		25 East Frisco Ave., Webster Groves, MO 63119	http://www.hlaastl.org/ hlastlouis@gmail.com
Missouri Commission for the Deaf and Hard of Hearing	573-526-5205 (Voice/TTY)	1500 Southridge Dr., Suite 201 Jefferson City, MO 65109	http://mcdhh.mo.gov/
Paraquad, Inc. - Deafway Interpreting & Community Services	314-289-4200	5240 Oakland Ave., St. Louis, MO, 63110	http://www.paraquad.org/
Sight and Sound Impaired of St. Louis	314-485-3252 (Voice/Text)	8770 Manchester Rd., Brentwood, MO 63144	http://www.sasistl.org sasistl@sbcglobal.net
St. Louis Metro Round Table of Representatives on Deafness, Inc. (RTR)	314-222-0041 (voice phone)	8764 Manchester Rd., Suite 201 Brentwood, MO 63144	http://www.rtr-stl.org/
The Center for Hearing & Speech	314-968-4710	9835 Manchester Rd., St. Louis, MO 63119	http://www.hearing-speechstlouis.org

5. Vision Disability Agencies

Agencies	Telephone	Address	Website
Lighthouse for the Blind – Saint Louis	314-423-4333	10440 Trenton Ave., St. Louis, MO 63132-1223	http://www.lhbindustries.com/
Mind's Eye Information Services	618-394-6444	9541 Church Circle Dr., Belleville, IL 62223	http://www.mindseyeradio.org/
Missouri Assistive Technology	816-655-6700	1501 NW Jefferson St., Blue Springs, MO 64015	http://at.mo.gov/
Missouri Council of the Blind	314-832-7172	5453 Chippewa St., St. Louis, MO 63109	http://www.missouricounciloftheblind.org/
Missouri School for the Blind	314-776-4320	3815 Magnolia Ave., St. Louis, MO 63110	http://msb.dese.mo.gov/
Rehabilitation Services for the Blind- St. Louis South District	314-933-7311	3867 Magnolia Ave., St. Louis, MO 63110	http://dss.mo.gov/fsd/rsb/
Saint Louis Society for the Blind and Visually Impaired	314-301-7300	8770 Manchester Rd., St. Louis, MO 63144	http://www.slsbvi.org/
The Ability One Program	800-999-5963		http://www.abilityone.org/
The Delta Gamma Center for Children with Visual Impairments	314-776-1300	1750 S. Big Bend Blvd., Richmond Heights, MO 63117	http://dgckids.org/

6. Cognitive Disability Agencies

Agencies	Telephone	Address	Website
Albert Pujols Wellness Center for Adults with Down Syndrome(St. Luke's Hospital)	314-576-2300	232 South Woods Mill Rd., Chesterfield, MO 63017	http://www.stlukes-stl.com/services/wellness-center/
Association on Aging with Developmental Disabilities	314-647-8100	2385 Hampton Ave., St. Louis MO 63139	http://agingwithdd.org
Bridges Community Support Services, Inc.	314-781-7900	3114 Sutton Blvd., Maplewood, MO 63143	http://www.bridgescss.com/
Easter Seals Midwest Autism Services	314-432-6200	10176 Corporate Square Dr., Suite 150, St. Louis, MO 63132	http://www.eastersealsmidwest.org/
Center for Head Injury Services	314-983-9230	11786 Westline Industrial Dr. St. Louis, MO 63146	http://headinjuryctr-stl.org/
Missouri Department of Mental Health, St. Louis Regional Office St. Louis City	314-244-8800	111 North 7th St., 6th Floor, St. Louis, MO 63101	http://dmh.mo.gov
Pathways to Independence	314-863-0202	200 South Hanley, Suite 103, Clayton, Missouri 63105	http://pathways2independence.com/
St. Louis Arc	314-569-2111	1177 N. Warson Rd., St. Louis, MO 63132	http://www.slarc.org/

7. Self-care and Independent Living Disability Agencies

Agencies	Telephone	Address	Website
Paraquad, Inc. – Independent Living & Transition Services	314-289-4200	5240 Oakland Ave., St. Louis, MO, 63110	http://www.paraquad.org/
YWCA Challenges Unlimited - Carondelet Branch	314-531-1115 ext. 258	3810 W. Pine Ave., St. Louis, MO 63108	http://www.ywca.org

8. Mental Health Agencies

Agencies	Telephone	Address	Website
ADAPT of Missouri, Inc.	888-657-3201	2301 Hampton Ave., St. Louis, MO 63139	http://www.adaptusa.com/

Bridges Community Support Services, Inc.	314-781-7900	3114 Sutton Blvd. Maplewood, MO 63143	http://www.bridgescss.com/
Empowerment Center	314-652-6100	1908 Olive Street, St. Louis, MO 63103	http://www.dbsaempowerment.org/
Independence Center	314-607-2361	1521 Virginia Dr., Ellisville, MO 63011	http://www.independencecenter.org
Places for People	314-535-5600	4130 Lindell Blvd., St. Louis, MO 63108	http://www.placesforpeople.org/
The Self-Help Center	314-781-0199	8301 Crest Industrial Dr., St. Louis, MO 63123	http://www.selfhelpcenter.org/

9. Service Animals Agencies

Agencies	Telephone	Address	Website
American Service Dog Association (ASDA)	314-607-2361	1521 Virginia Dr., Ellisville, MO 63011	http://www.stlalldogs.com/node/788
C.H.A.M.P. Assistance Dogs	314-653-9466	4910 Parker Rd., Florissant, MO 63033	http://www.champdogs.org/
Support Dogs, Inc.	314-997-2325	11645 Lilburn Park Rd., St. Louis, MO 63146	http://www.supportdogs.org

10. Emergency Psychological Support

Agencies	Telephone	Address	Website
American Red Cross (ARC), Greater St. Louis Region	314-516-2800	10195 Corporate Square, Creve Coeur, MO 63132	http://www.redcross.org/mo/st-louis/disaster-relief
United Way 2-1-1	211 or 800-427-4626	910 North 11th St., St. Louis, MO 63101	http://www.211helps.org