

CSBG FAQ's Regarding Closures & New Locations

Why are OACAC Neighborhood/Community Centers closing?

This restructuring allows us to streamline services, focus our resources where they will have the greatest impact, and continue to be responsible stewards of funding. Our commitment to supporting families and individuals in Southwest Missouri remains strong, and we are developing innovative ways to provide services that are more flexible, accessible, and responsive to the people who need them most.

Will I still be able to get help in my county after my local center closes?

Yes. OACAC CSBG staff will continue to provide quality, individualized services in Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster counties.

Where will the new Outreach Centers be located?

- Greene County: 560-A N. Stewart Avenue Springfield, MO 65802
- Polk County: 2110 S. Springfield Avenue, Bldg 2, Unit B Bolivar, MO 65613
- Taney County: 5571 Gretna Road, Ste A Branson, MO 65616

Where will the new Hubs be located?

This list will be updated as new hubs are identified. At this time, the hub is located at:

- Monett Hub: 801 North Lincoln Avenue Monett, MO 65708

How will services be provided in counties without a physical office?

Services can be provided in person in a community space or in-home, as well as remotely by phone or Zoom.

Why were Greene, Taney, and Polk selected for Outreach Centers?

With a 10-county service area, it was important for us to establish locations that would allow access across the northern, central, and southern communities of our service area. These Outreach Centers will allow our staff to have a home base in which they can see clients in the office or serve as a home base for services provided in-home or in the community.

Will the services change or go away after the transition?

Our CSBG team is still here to provide intakes, assessment, and referral services. Life Skills classes and case management services will continue to be available, as will our work with community projects including REALL, VOICE, and Poverty Simulations.

Can someone come to my home or meet me in my community?

Absolutely! When you schedule online or through our scheduler, please let us know you prefer this method of service delivery.

Are walk-in services still available anywhere?

To ensure you receive services at the time that works best for you, it is recommended you make an appointment by calling (417) 350-5544 or visiting oacac.itfrontdesk.com. Outreach Centers will be open Monday – Friday from 8am – 5pm. to pick up applications and to serve walk-ins as availability allows.

When is my center closing?

All centers are scheduled to be closed by September 30, 2025. During this transition, some centers may close prior to this date. Should this happen, we will communicate this on our website and Facebook page to let the community know how to access services. Some centers may experience temporary staffing shortages, and response times may be longer than usual. Our staff is working hard to meet community needs, and we appreciate your patience and support during this time.

When will the new centers open?

All new centers will be open and operational on October 1, 2025.

Can I talk to someone locally if I have questions?

Requests for additional information or specific questions can be directed to csbg@oac.ac.

Where can I get updates about changes in my area?

Updates will be posted on OACAC's website and Facebook page.

Will Dade County continue food distribution?

Yes. Staff in Dade County will continue providing food distribution in partnership with Ozarks Food Harvest.

Links

- Website: <https://oac.ac/>
- Facebook: <https://www.facebook.com/oacacmo>
- Schedule an appointment online: oacac.itfrontdesk.com
- Schedule an appointment by phone: (417) 350-5544
- Questions not addressed here? Email csbg@oac.ac