

United Way of Northwest Arkansas
Where to Turn Guide

REACH OUT A HAND
TO ONE AND
INFLUENCE
THE CONDITION OF ALL.



LIVE UNITED™



We're Here To Help You

United Way offers a free and confidential phone number that connects you to information and offers referrals to programs that might help.

Dial 877.750.1221.

There are many agencies and programs that can help you through this difficult time, and we'll help you find them.

Inside, you'll find helpful information on:

- Employment and training
- Unemployment benefits
- Resources for food
- Help with utilities
- Health services, including temporary insurance
- Housing services
- Consumer credit counseling
- Legal services
- Emergency services
- Public assistance
- Counseling
- Volunteer opportunities

A New Reality

Are you unemployed now or facing unemployment or a layoff in the near future? If so, you're in the same position as many other workers in Northwest Arkansas region who have recently lost their jobs or whose jobs are at risk.

In situations like this, it's not uncommon to feel helpless and frightened and that circumstances are beyond your control. That's a natural reaction and, to some extent, it's true. But there are things you can do to deal with the pressures and problems that come with joblessness.

To deal effectively with your situation, you need to be aware of your rights and responsibilities, as well as the eligibility requirements for the programs for which you may qualify. You should take steps to secure whatever help you need right away. People who tend to cope the best with unemployment are those who waste no time seeking out any and all resources.

This guide is intended to answer some questions you may be asking yourself. It also provides some basic information concerning resources that are available in your community to assist you during this difficult time.

If you need help, but don't know where to turn, call Arkansas 211 by dialing 2-1-1; or call 1-866-489-6983. Trained information and referral specialists who understand and care will give you information about available human services. This is a free and confidential service.

You May Be Asking Yourself...

Why me?

Given the importance work plays in most peoples' lives, being unemployed may leave you with feelings of rejection, loneliness, depression, and even anger toward yourself and your loved ones. Your feelings of anxiety about bills and your family's future are a natural reaction to the stress you are under right now. During this time, it's important to remember that you aren't alone – most people who lose their jobs share your feelings.

How will my family be affected?

One of the most important things you can do to ease the strain of unemployment is to share your feelings honestly and openly with your family. Your spouse and children are affected by your situation as much as you are, and good communication with family members and other close friends is a vital part of the emotional support you need right now. Talking together about the problems you face is essential to help you feel less isolated as you plan your next step.

What can I do while waiting to return to work?

If you've been laid off from your job temporarily, keep yourself occupied:

- Do things that you have been putting off, like household maintenance, car repairs and general clean-up chores.
- Take some time to visit relatives and friends.
- Take advantage of the many free or low-cost attractions in the region.
- Volunteer your time to a community project or agency. You can find many opportunities by calling Arkansas 211 by dialing 2-1-1.

What if my job is gone for good?

Begin by making realistic plans:

- Explore where you want to go and what you want to do. This may be your opportunity to shift into a type of work you've always wanted to do.
- Consider your assets and liabilities and set your goal. If you need help figuring this out, it's available.
- If you need more job training, make contacts to get that training (see the "Employment & Training" section).
- Decide where it is you want to look for a job and plan a step-by-step approach to achieve your objective. Your plan should be action-oriented, personal, and geared to your needs, desires and abilities.
- Remember, finding a job is a full-time job.

What kind of help can I get now?

During a period of joblessness, savings can be depleted very quickly. Even the cost of basic necessities like food, housing, clothing, utilities, and medical care can become a serious burden. There are some government benefits which you may be entitled to – food stamps, public assistance, medical assistance – and there are a limited number of emergency assistance programs providing food and help with utility payments. Check out these and other programs in the "Resources" section of this guide.

There's also information about a variety of counseling, emotional support and protective services that you may need during this difficult period. Not every service and agency could be included in this brochure, so, if you have any questions or want to know about a service or agency not listed, call Arkansas 211 by dialing 2-1-1 (or 1-866-489-6983).

There Is No Easy Answer

Returning to your old job or finding a new one is obviously your ultimate goal but there are many ways you can ease the financial and emotional strain you are feeling right now:

Call Arkansas 211 by dialing 2-1-1 or 866-489-6983

RESOURCES

Employment & Training

To effectively search for a new job, you need to have a clear idea about available employment and training opportunities. Many agencies offer assistance with job-seeking skills such as resume preparation, job researching and interviewing skills. Some offices have other special support programs and/or limited opportunities for public service employment.

- Talk about your problems with someone close to you.
- Take some time to relax.
- Work off your anger, frustration and anxiety through exercise or some other constructive activity.
- Do something for others. It will do wonders for your self-esteem and help you take your mind off your own problems.
- Find out about the community resources that are available.
- Don't try to solve all your problems at once.

What do you need most right now?

Seek help before your problems become unmanageable. There are agencies ready to help you.

Arkansas Workforce Center

Fayetteville

2143 West 6th Street479-521-5730

Monday – Friday 8:00 am-4:30 pm

Rogers

100 North Dixieland Road479-636-4755

Monday – Friday 8:00 am-4:30 pm

Siloam Springs

Highland Park Shopping Center, Suite C

151 ½ East US Hwy 412 East479-524-5181

Monday – Friday 8:00 am-4:30 pm

www.state.ar.us/esd/

Northwest Arkansas Community College Career Pathways

1 College Drive

Bentonville, AR 72712 479-986-4013

..... 866-400-7284

Monday – Friday 8:00 am-4:30 pm

Assist low-income parents with removing barriers to higher education such as tuition, books, childcare, transportation and career counseling.

Northwest Arkansas Community College Resources for Displaced Workers

www.nwacc.edu/LDC/careerservices/index/php

www.nwacc.edu/corporatelearning/WorkforceCertificares.php

Continued. . .

RESOURCES

University of Arkansas Career Development Center479-575-2805

Helps UA students, former students and alumni with job search. There is no time limit for former students/alumni. The web site includes online presentation and videos to help with resume and job interview preparation. These resources are available free and 24 hours, 7 days a week to those seeking assistance. It also includes links to a number of excellent job listings.

www.career.uark.edu

Job Search Websites:

www.arkansasjobs.com

www.arstatejobs.com

www.jobs.net/Arkansas.htm

www.jobs.careerbuilder.com/al.ic/Arkansas

www.arkansas.jobs.topusajobs.com/

www.federaljobsearch.com/Arkansas.asp

www.job-hunt.org/jobs/arkansas.shtml

www.nwanews.com/classifieds/jobsarkansas

www.nwaonline.net/admarket/employment

Listings of current job openings can be consulted at any unemployment office and in many places on line. See locations under “Unemployment Benefits.”

Other community agencies are available to help people train for and/or find new jobs. Some of these are funded to assist particular groups of job seekers. For further information about these programs, call Arkansas 211 by dialing 2-1-1.

A temporary employment agency might be a way to link up with employers on a short-term basis. Search online and/or check the Yellow Pages under “Employment Contractors-Temporary Help” for these listings.

Establishing contacts with other job seekers can be a practical way of sharing useful information and giving each other support.

RESOURCES

Unemployment Benefits

You may be eligible for unemployment benefits.

To file a claim please contact one of the sites below:

Arkansas Workforce Centers

Fayetteville Office

2143 West 6th St.....479-521-5730

Monday – Friday 8:00 am-4:30 pm

Rogers Office

100 North Dixieland Road479-636-4755

Monday – Friday 8:00 am-4:30 pm

Siloam Springs Office

Highland Park Shopping Center,, Suite C 479-524-5181

151 1/2 East Hwy 412 East 800-364-5627

Monday – Friday 8:00 am-4:30 pm

www.state.ar.us/esd/

If you are 62-64 years old and have been laid off, you may be eligible to receive partial Social Security benefits based on your lifetime earnings. Call the Social Security Administration Office toll-free at 1-800-772-1213 for further information. www.ssa.gov Monday – Friday 9:00 am-4:00 pm.

Food

If you have a child in school, she/he may be eligible for subsidized school lunches. Apply at the school where your child is enrolled. In addition, even if you are receiving unemployment benefits, you may be eligible for food stamps. For food stamp information please see below.

Department of Human Services of Benton County

900 Southeast 13th Court479-273-9011

Bentonville, AR 72712800-324-3105

Department of Human Service of Washington County

4044 Frontage Road 479-521-1270

Fayetteville, AR 72703 800-324-0982

www.state.ar.us/dhs/

Department of Human Services Madison County

1013 North College Avenue 479-738-2161

Huntsville, AR 72740

Monday – Friday 8:00 am-4:30 pm

RESOURCES

Health Services

In most cases, group health insurance ends within 30 days of termination. However, under a 1985 federal law called COBRA (Consolidated Omnibus Budget Reconciliation Act), laid off employees have a right to continue their group health coverage for 19 additional months at their own expense. Check with your employer about how you can continue your health coverage under this law.

Priority Plan is Blue Cross/Blue Shield-administered temporary health insurance with coverage between 30-180 days. Call 1-800-238-8379 for rates and further information.

Publicly supported health centers are also available and offer general and specialized medical care and, in some areas, dental services. For further information about health services in your area, call Arkansas 211 by dialing 2-1-1.

Department of Health Benton County

1202 SW 14th St 479-271-1055

Bentonville, AR 72712

Monday – Friday 8:00 am-4:30 pm

Department of Health Washington County

3270 No Wimberly Drive 479-521-8181

Fayetteville, AR 72703

Monday – Friday 8:00 am-4:30 pm

Department of Health Madison County

709 N. College Ave. 479-738-2612

Huntsville, AR 72740

Monday – Friday 8:00 am-4:30 pm

If you have served in the armed services, you may be eligible to receive services through:

Veterans Administration Medical Center..... 479-443-4301

..... 800-691-8387

Veterans Administration Regional Office 800-827-1000

Disabled American Veterans..... 479-444-5041

www.veterans.arkansas.gov

Military Assistance Coordinator/Northwest Arkansas 800-446-4645

Military/One Source800-464-8107

RESOURCES

Consumer Credit Counseling

As in the case of utility and housing payments, reputable lenders are more interested in receiving money owed to them than they are in harassing you. They understand that difficulties can arise and know that an amended schedule of payments worked out to the satisfaction of both parties is by far the best way of promoting full payment. Once again, it's essential that you contact your creditor or your creditor's servicing agent as soon as you know that a loan or bill will be behind. Creditors will be particularly responsive to alternative arrangements by a person who has established a good record of payment.

Credit Counseling of Arkansas 800-889-4916
www.ccoacares.com

Hope Now 888-995-4673
www.hopenow.com

Help With Utilities

Because of the vital role that utilities – gas, electricity, water, and telephone – play in your family's security and well-being, it's particularly important that you contact the companies as soon as you know that you're going to have difficulty paying your bills. Acting before you are several months behind may help you avoid shutoffs. Most companies are willing to work out an alternative payment plan with you.

During the winter months, you may be able to qualify for financial assistance with Heating bills through the Emergency Home Energy Assistance Program (HEAP). For further information about utilities assistance programs and where to call in your area, call Arkansas 211 by dialing 2-1-1.

EOA of Washington County (Washington County Only) 479-872-7479
614 East Emma Av, Ste M401
Springdale, AR 72764
Monday – Thursday 8:00 am- 3:00 pm
Friday 8:00am-11:00 am

Office of Human Concern (Benton & Madison Counties Only)
506 East Spruce479-636-7301
Rogers, AR 72756
Tuesday – Friday 8:00 am-2:00 pm

Salvation Army
219 West 15th St 479-521-2152
Fayetteville, Ar 72701
Monday – Friday 9:00 am-12:00 pm; 1:00 pm-3:00 pm

504 No Dixieland Road 479-636-5822
Rogers, AR 72756
Monday – Thursday 8:00 am-1:00 pm
Friday 8:00 am-12:00 pm

RESOURCES

Legal Services

To determine if the services of Legal Aid are appropriate and available to you, call

Legal Aid of Arkansas

4083 No Shiloh Dr, Ste 3

Fayetteville, AR 72703 479-442-0603

..... 800-234-3544

Monday – Thursday 9:00 am-3:00 pm Tuesday 5:15 pm-7:15 pm

www.arlegalservices.org

University of Arkansas Legal Clinic

University of Arkansas Campus

Fayetteville, AR 72701 479-575-3056

www.law.uark.edu/clinic

Emergency Services

Emergency assistance for basic needs like food, clothing and shelter is provided by a number of public and private agencies. For further information, please call Arkansas 211 by dialing 2-1-1. For disaster related emergencies please call the following agencies:

American Red Cross

250 Industrial Circle East 479-306-4688

Tonitown, AR 72770 866-692-7572

Emergency Management of Benton County 479-271-1004

Emergency Management of Washington County 479-444-0600

Salvation Army 479-521-2152

RESOURCES

Help with Personal Problems

Long periods of unemployment can result in stress and tension for individuals and between family members. Problems with alcohol or drugs can also result from depression and anxiety. Don't wait to seek help until things are out of control. A variety of counseling and supportive services are available to help you.

Alcohol/Drug Counseling

Decision Point 479-464-1060
..... 479-756-1060

www.decision-point.org

Vista Health (24/7) Fayetteville800-545-4673
Bentonville 479-464-8081

www.vistahealthservices.com

Crisis Counseling (by phone, 24 hours) 888-274-7472
Spanish Hotline 866-751-5937

www.nwacrisiscenter.org

Counseling – Individual, Family, Martial, etc.

Ozark Guidance (24/7) 800-234-7052
Samaritan Center 479-636-4198

Central United Methodist Church WorkMatters Ministry

2458 E. Joyce Blvd
Fayetteville, AR 72703

WorkMatters, The Joseph Project was created to provide encouragement for those between jobs. The mission of this ministry is to significantly alter the journey of business people who find themselves between jobs. This will be done through offering support and encouragement, relationship building, and networking and prayer. If you are in the midst of the struggle of job loss and need somewhere to go for encouragement, please consider coming to join us for a weekly meeting, meant to provide you with a place to go and share with others who are on that road as well.

These meetings are intended mainly for encouragement purposes. The Joseph Project is not about teaching you how to find a new job, although there may be discussions along those lines from time-to-time.

Meetings will be held weekly on Wednesday mornings from 6:45 am-7:45 am at NorthStar Partnering Group, located at the address above.

Continued . . .

RESOURCES

Domestic Violence

Benton County Women's Shelter 800-775-9011

Peace at Home Family Shelter 877-442-9811

Northwest Arkansas Children's Shelter 479-795-2417

Youth Bridge (Teens and Young Adults) 800-628-2260

Sexual Assault Recovery & Prevention (24/7) 800-794-4175

We're Here To Help You

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Dial 877.750.1221.

There are many agencies and programs that can help you through this difficult time, and we'll help you find them.

United Way of Northwest Arkansas

Main Office

117 Parkwood St., Ste 3
Lowell, AR 72745
866.750.1221

Siloam Springs Office

101 N. Broadway
PO Box 10
Siloam Springs, AR 72761
479.524.6639

