



HELP FOR HARD TIMES

June 2009

Help for Hard Times

2-1-1 is here when times get tough:

- *Are you worried about paying your bills on a reduced income?*
- *Are you having difficulty finding a new job?*
- *Are you concerned about increased drug or alcohol use?*
- *Are you afraid that you can't handle any more stress?*

If you don't know where to find help when you are facing these issues and others during this economic crisis, then read this guide. It will provide you with information on services in Arkansas that can help you through these difficult times. 2-1-1 is an easy to remember 3 digit telephone number that is available 9 hours a day in over 170 languages, to give you information on programs located near your home or work, or to answer questions you may have about community services in general. Call 2-1-1, if you have trouble, call 1-866-489-6983, 5 days a week, 8:00am-5:00pm.

Introduction

This guide was developed to help people through the Hard Times – for each of us the details vary. It may be because you can't find a job. It may be because you have a job but you can't get enough hours and pay per hour to make ends meet. Or, it may be that you just lost your job or anticipate losing your job and you need some help in the transition period. Getting the services you need, getting on top of limited financial resources and knowing your rights can all help you during these stressful times? Although you may feel alone at times, remember that this economic crisis has impacted us all. Please reach out for help if you need it.

How to use this directory

Section I of this guide offers overall information and perspective on some key areas such as finances and developing a plan of action. Section II contains important resources that you may be eligible for. You may discover that there are some community resources listed in this guide that you do not need or that others are not specifically listed due to space constraints. However, our hope is that this guide will be a good starting point for you as you navigate through this economic crisis facing our country and help you get on the road to recovery. Please utilize the free, confidential 2-1-1 service that is available 9 hours a day to assist you with any questions you may have. If you have trouble, call 1-866-489-6983, 5 days a week, 8:00am-5:00pm. This guide was produced in May 2009 by Arkansas 211.

Inclusion of organizations in this guide does not represent endorsement of programs, nor does exclusion indicate disapproval.

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Getting laid off is not your fault. The economy is in the worst shape since the Great Depression. We ALL need a little help at some time in our lives. Don't be embarrassed to ask for the help you need. After all, you have helped to pay for public programs through your taxes. You have also helped pay for community services through contributions you may have given to United Way and other organizations.

Getting Through It Together

Your spouse, partner, children or extended family may also be feeling anxious during these uncertain economic times. Talk to them and include them in planning. It helps to give each member of the family some positive steps they can take to help. By sharing the burden and pulling together, families can grow closer.

Developing a Plan of Action

Develop a short and long term plan – you may need to stabilize your life before you can build another career. If you have been laid off and can't keep up with your expenses, now is the time to prioritize your financial obligations and take inventory of your resources. Use the worksheet on page 5 to help you take an inventory of your financial resources.

- Assess your available cash and current income.
- Prioritize your financial obligations including your primary liabilities such as your rent, mortgage, car payments, and medical coverage. Also take into account your necessities such as utilities and food.
- Are there areas where you can reduce your spending or make cuts? (i.e. Do you need two phones? What about cable television?)
- Inform your family about the financial situation and include them in the decision making process, especially when discussing ways to cut expenses and increase income.
- Develop a realistic budget and stick to it.

Communicate with your Creditors

There is no doubt that circumstances in life can disrupt your financial plans. If you are unable to make the minimum payments on your bills, take a proactive approach and contact your creditors to let them know about your financial emergency. Avoiding your creditors may only serve to make the situation worse. The sample letter on page 4 will give you an idea of what information to include in your correspondence.

- Keep records of your written correspondence to and from your creditors.
- Keep a log of any phone calls indicating dates and times of calls, whom you spoke with and a brief description of your conversations and outcome.
- Do not make promises that you cannot keep.
- Ask for low income options.
- Notify all utility companies (gas, electric, water, phone, garbage) of your situation.
- Consider utilizing the free money management materials and free debt counseling offered by Consumer Credit Counseling Service (CCCS), see page 26.

Sample Letter to a Creditor

June 1, 2009

XYZ Credit Corp

Call 2-1-1 or 1-866-489-6983 for help in your area or visit www.arkansas211.org

Central City, USA 17171

Dear Accounts Representative,

Due to a lay-off, I am temporarily unemployed and as a result, I am experiencing financial difficulties. I have analyzed my current financial situation (with the help of CCCS or other agency, if appropriate to mention). After creating a strict budget for my expenses, I find it necessary to ask each of my creditors to accept a reduced payment until I return to work.

I would appreciate your cooperation in helping to make this payment plan work. In place of the regular payment of \$80, I request that you accept monthly payments of \$30, which I will pay before the 30th of each month. I would also appreciate any interest concession you can give me by reducing my interest or dropping the interest entirely during this emergency. I also request that you waive all late fees at this time to avoid increasing my debt obligation to your company.

I will resume normal payments as soon as possible. Thank you for your consideration. I will notify you as soon as my situation changes.

Sincerely,

Name

Address

Account Number

Notes:

Inventory of Financial Resources

Record all sources of income, including income that you will receive soon, such as unemployment insurance. To ensure a workable budget, be as realistic as possible.

Six-Month Financial Planning Worksheet

| Income | Month 1 | Month 2 | Month 3 | Month 4 | Month 5 | Month 6 |
|--------|---------|---------|---------|---------|---------|---------|
|--------|---------|---------|---------|---------|---------|---------|

Call 2-1-1 or 1-866-489-6983 for help in your area or visit www.arkansas211.org

| | | | | | | |
|-------------------------------|--|--|--|--|--|--|
| Job 1 | | | | | | |
| Job 2 | | | | | | |
| Severance | | | | | | |
| Unemployment Insurance | | | | | | |
| Cash in the Bank | | | | | | |
| Savings | | | | | | |
| Other Income (i.e. SSI, SSDI) | | | | | | |
| TANF | | | | | | |

| Expenses | Month 1 | Month 2 | Month 3 | Month 4 | Month 5 | Month 6 |
|--------------------------------|---------|---------|---------|---------|---------|---------|
| HOUSEHOLD | | | | | | |
| • Rent/Mortgage | | | | | | |
| • Electricity/Gas/Heating | | | | | | |
| • Phone | | | | | | |
| • Car Payments/ Transportation | | | | | | |
| • Insurance (car, home owners) | | | | | | |
| • Cable | | | | | | |
| • Food | | | | | | |
| • Laundry / Cleaning | | | | | | |
| • Other | | | | | | |
| PERSONAL | | | | | | |
| • Clothing | | | | | | |
| • Dues | | | | | | |
| • Credit Card Debt | | | | | | |
| • Gifts | | | | | | |
| • Subscriptions | | | | | | |
| • Other | | | | | | |
| FAMILY | | | | | | |
| • Childcare | | | | | | |
| • Medical | | | | | | |
| • Tuition | | | | | | |
| • Birthdays / Gifts | | | | | | |
| • Schoolbooks | | | | | | |
| • Other | | | | | | |

A skills assessment worksheet has been included on page 7.

- Write down on paper a detailed list of all your job skills and your personal qualifications. The list will be surprisingly long.
- Use this information when you write your cover letter, resume, and to fill out job applications.
- Some of the agencies listed in the resource section of this booklet can also help you with your self assessment.

Cover Letters and Resume

- It is vital that you spend time tailoring your cover letter and resume to the position you are seeking at a given company.
- Highlight your strengths and abilities.

Call 2-1-1 or 1-866-489-6983 for help in your area or visit www.arkansas211.org

- Consider having trusted contacts review these documents and provide you with feedback.
- Invest the time to make sure both your cover letter and resume are flawless.
- If you need some assistance in developing your resume, get help at the One Stop Center in your area listed on pages 15.

Networking

A networking worksheet has been included on page 8.

- Professional organizations are a gold mine of networking contacts.
- Trade journals, seminars, job fairs, placement services and other news sources in your field can provide you with job openings.
- Social contacts in your church or synagogue, your clubs, your community activities and/or your union may be invaluable in your search for new employment. Put the word out that you’re looking.

Preparing For Interviews

A job search log has been included on page 8.

- A key (perhaps *the* key) to successful interviewing is careful preparation.
- Record information on past job experiences and bring it with you to the job interview. Having the information handy will save you time in filling out an application.
- Thoroughly research the business and industry you are targeting in the interview.
- Practice interviewing several times with a spouse or friend to increase your self-confidence and better prepare you for the actual interview.
- There is only one chance to make a first impression...grooming, punctuality and confidence are the keys to making a good one.
- To be remembered in a field of candidates, make the interview interesting for the interviewer.
- Avoid clichéd answers.
- Follow up the interview with a thank you letter.
- Make notes on information learned and ways to perform better for the next interview.

Skills Assessment Worksheet

This worksheet is intended to help you identify the skills you have and inventory what you have accomplished. This will lead to a clearer idea of what sorts of jobs you should be targeting, a more persuasive resume and other potential industries where your skills can be transferred.

Skill Sets Other Possible Industries

| Professional Skills | |
|-----------------------------------|--|
| • Capabilities learned on the job | |
| • Technical skills | |
| • Computer skills | |

Call 2-1-1 or 1-866-489-6983 for help in your area or visit www.arkansas211.org

| | |
|---|--|
| • Bi-lingual or Multi-Lingual | |
| • Continuing Education Certificates | |
| Business Performance | |
| • Accomplishments | |
| • Awards | |
| Personal Accomplishments | |
| • Community Service/Volunteer Positions | |
| Personal Qualities | |
| • Productive | |
| • Team player | |
| • Punctual | |
| • Work Ethic | |
| • Communication Skills | |
| • Positive | |

This worksheet is intended to help you make a complete inventory of people that you know (even slightly) who could help you find a job. The object here is to put as many names as possible into each box. If you have a spouse, parents or children in the workforce, they should do this exercise too.

| | |
|---|--|
| Colleagues Friends & Neighbors | |
| Clergy/Church contacts | |
| Classmates/Teachers | |
| Alumni Associations | |
| Relatives | |
| Former Employers | |
| Unions/Professional Organizations | |
| Clubs | |
| Other Formal/Informal Affiliations | |

Call 2-1-1 or 1-866-489-6983 for help in your area or visit www.arkansas211.org

- A claim for Unemployment Insurance may be filed in person at any Department of Workforce Services office or on forms for filing claims by mail, which have been placed in most public buildings. Information on the most convenient way to file a claim for UI benefits can also be found online at www.arkansas.gov/esd. The same application is used for a regular UI benefits claim and, if you have exhausted your regular UI benefits, for a federal extension claim.

- If you do not have a computer, try accessing one at your local library, a One-Stop Career Center (listed on the website), or through a friend or neighbor.

3. What if I cannot access a computer?

DWS operates centers throughout the State. The locations and phone numbers are listed below.

ADWS Local Offices

| OFFICE | ADDRESS | TELEPHONE | FAX | COUNTIES |
|--------------------|--|--------------|--------------|--|
| ARKADELPHIA | 502 S. Sixth Street, P.O. Box 620, Arkadelphia, AR 71923-0620 | 870-246-2481 | 870-246-0344 | Clark |
| BATESVILLE | 396 Barnett Drive, P.O. Box 2296, Batesville, AR 72503-2296 | 870-793-4156 | 870-793-2577 | Fulton, Izard, Independence, Stone and Sharp |
| BENTON | 309 S. East Street, P.O. Box 2470, Benton, AR 72018-2470 | 501-776-2974 | 501-776-2980 | Saline |
| BLYTHEVILLE | 111 East Ash St., P.O. Box 1409, Blytheville, AR 72316-1409 | 870-762-2035 | 870-762-0561 | Mississippi |
| CAMDEN | 232 North Adams Avenue, P.O. Box 717, Camden, AR 71711-0717 | 870-836-5024 | 870-836-7237 | Calhoun, Dallas and Ouachita |
| CONWAY | 1500 No. Museum Road, Suite 111, P.O. Box 189, Conway, AR 72033-0189 | 501-730-9897 | 501-730-9869 | Faulkner and Van Buren |
| EL DORADO | 523 East Sixth St., P.O. Box 2038, | 870-862-6456 | 870-862-6962 | Union |

| | | | | |
|--|---|--------------|--------------|---|
| | El Dorado, AR 71731-2038 | | | |
| FAYETTEVILLE | 2143 West Martin Luther King Blvd, P.O. Box 1205, Fayetteville, AR 72702-1205 | 479-521-5730 | 479-521-1595 | Madison and Washington |
| FORREST CITY | 2615 South Washington Street, P.O. Box 1059, Forrest City, AR 72336-1059 | 870-633-2900 | 870-633-1710 | Cross, Monroe, Prairie and St Francis |
| FORT SMITH | 616 Garrison Ave., Rm 101, P.O. Box 1987, Fort Smith, AR 72902-1987 | 479-783-0231 | 479-783-2132 | Crawford, St. Franklin, Logan and Sebastian |
| HARRISON | 818 North Highway 62-65, P.O. Box 280, Harrison, AR 72602-0280 | 870-741-8236 | 870-741-7901 | Boone, Carroll, Newton and Searcy |
| HELENA | 301 Rightor St., P.O. Box 279, Helena, AR 72342-0279 | 870-338-7415 | 870-338-8061 | Phillips and Lee |
| HOPE | 700 South Elm Street, P.O. Box 598, Hope, AR 71802-0598 | 870-777-3421 | 870-722-2912 | Hempstead, Howard, Nevada and Pike County South |
| HMFLC | 205 Smith Road, Suite A, Hope, AR 71801 | 870-777-5630 | 870-777-5125 | All |
| HOT SPRINGS | 2254 Albert Pike Rd, Suite A, P.O. Box 2278, Hot Springs, AR 71914-2278 | 501-525-3450 | 501-525-3944 | Garland, Montgomery and Pike County North |
| JACKSONVILLE | #2 Crestview Plaza, P.O. Box 39, Jacksonville, AR, 72078- 0039 | 501-982-3835 | 501-982-5365 | Lonoke and Pulaski |
| JONESBORO | 2311 East Nettleton Avenue, P.O. Box 16127, Jonesboro, AR 72403-6127 | 870-935-5594 | 870-935-0024 | Craighead and Poinsett |
| Little Rock UI | 1501 South Main Street, P.O. Box 34047, Little Rock, AR 72203-4047 | 501-682-8030 | 501-682-7797 | Pulaski |
| Little Rock ES | 3901 S. University, Suite 24, Little Rock, AR 72204 | 501-682-7719 | 501-682-7801 | Pulaski |
| Little Rock TEA & Work Pays | 8001 National Drive, Bldg. D, PO Box 190060, Little Rock, AR 72219 | 501-320-3026 | 501-320-3075 | Pulaski |
| MAGNOLIA | 203 N. Fredrick, P.O. Box 369, Magnolia, AR 71754-0369 | 870-234-3440 | 870-234-8360 | Columbia and Lafayette |
| MALVERN | 1735 E Sullenberger St., P.O. Box 788, Malvern, AR 72104- 0788 | 501-332-5461 | 501-337-9003 | Hot Spring |
| MENA | 601 C Highway 71 North, P.O. Box 230, Mena, AR 71953- 0230 | 479-394-3060 | 479-394-4910 | Polk and Scott |
| MONTICELLO | 477 South Main Street, P.O. Box 30, Monticello, AR 71657- | 870-367-2476 | 870-367-7105 | Ashley, |

| | | | | |
|--------------------------|--|------------------------------|--------------|---|
| | 0030 | | | Bradley, Chicot, Desha and Drew |
| MOUNTAIN HOME | 1058 Highland Circle, #20, P.O. Box 1945, Mountain Home, AR 72654-1945 | 870-425-2386 | 870-424-6056 | Baxter, Marion |
| NEWPORT | 401 Walnut Street, Newport, AR 72112-3811 | 870-523-3641 | 870-523-8678 | Jackson and Woodruff |
| PARAGOULD | 1015 Linwood Drive, Suite 4 Paragould, AR 72451-0336 | 870-236-8512 | 870-236-9162 | Greene and Clay |
| PINE BLUFF | 1001 South Tennessee Street, P.O. Box 8308, Pine Bluff, AR 71611-8308 | 870-534-1920 | 870-534-7688 | Arkansas, Grant, Cleveland, Jefferson and Lincoln |
| ROGERS | 100 North Dixieland Road Rogers, AR 72757-0099 email address: rogers.DWS@mail.state.ar.us | 479-636-4755 | 479-621-0322 | Benton |
| RUSSELLVILLE | 104 South Rochester Avenue, P.O. Box 727, Russellville, AR 72811-0727 | 479-968-2784 | 479-968-1670 | Conway, Johnson, Perry, Pope and Yell |
| SEARCY | 501 West Arch Avenue, P.O. Box 248, Searcy, AR 72145-0248 | 501-268-8601 | 501-268-9166 | Cleburne and White |
| TEXARKANA | 1702 Hampton Road Texarkana, TX 75503-0000 | 870-216-4011 | 903-792-0983 | Little River, Miller and Sevier |
| WALNUT RIDGE | 116 West Elm Street, P.O. Box 470 Walnut Ridge, AR 72476-0470 | 870-886-3556 | 870-886-6117 | Lawrence and Randolph |
| WEST MEMPHIS | Mid-South Community College 2000 West Broadway West Memphis, AR, 72303-1928 | 870-400-2269 | 870-735-7656 | Crittenden |
| INTERSTATE CLAIMS | PO Box 3137 Little Rock, AR 72203 | 501-683-2760 866-392-7284 | 501-683-0021 | Out of State |

Unemployment Insurance

4. What information is needed to file a UI claim?

- List of all the names and Social Security numbers used while working
- Your mailing and residence addresses (if different) and telephone number
- Last employer's name, address and telephone number
- Reason you are no longer working for your last employer
- Last day of work with that employer
- Your gross earnings the last week you worked

Call 2-1-1 or 1-866-489-6983 for help in your area or visit www.arkansas211.org

- Your driver's license or ID card number
- Your citizenship status
- Information on all employers you worked for during the 18 months prior to submitting your application and filing your claim including employers name, time period of employment, wages earned and how you were paid.

5. What happens after my UI claim is filed?

- Once your claim has been filed, you will receive your claim materials, including a bi-weekly claim form, by mail within 10 days of DWS processing your claim. Claims are processed the week in which they are filed.
- Barring any eligibility issues and provided that claim forms are accurately completed and returned to DWS by the date as instructed, your first UI benefit check should arrive within about three weeks following the filing of your claim.
- If further information is required to determine your eligibility for benefits, you will be notified by mail within 10 days of DWS processing your claim of a scheduled telephone eligibility interview. Be sure to keep that appointment or follow the instructions given for rescheduling.
- Any additional requests for information should be completed and promptly returned to the Department.

6. What can I do to ensure prompt processing?

- Complete claim forms accurately before sending them to DWS for payment. Up to 30 percent of forms are not completed correctly (for instance, a question was skipped or an X was used instead of filling in a circle) and that can delay payment.
- Use blue or black ink to complete the claim form. Anything else could interrupt processing.
- Report all wages earned whether or not you have already received them.
- Mail all forms to DWS according to the instructions and use the envelope or address information provided.

7. Will my accrued severance or special payments affect my unemployment insurance?

The law requires that you inform DWS if you have received or will receive severance pay or any special payments like a bonus. However, severance pay, retention bonus, etc., received through a job abolishment are usually not deducted from your unemployment insurance benefits.

8. Will my accrued vacation payments affect my unemployment insurance?

Vacation pay is not deductible from unemployment insurance benefits unless you are on a vacation shutdown with a definite return to work date.

9. What if I receive a pension?

The law requires you to inform DWS if you have received a lump sum or monthly pension. These payouts may be deductible from your unemployment insurance benefits. The law requires you to report the

effective date of any pension payments, even if the actual payments are received at a later date. You must also report any changes to your pension amount.

10. What about my Social Security benefits?

Social Security benefits are not deductible from unemployment insurance benefits.

11. Are unemployment insurance benefits taxable?

Yes. Any unemployment benefits that you receive must be reported as part of your gross income for both State and Federal purposes.

12. What if I have questions other than those pertaining to claim filing?

The most commonly asked question is “Where’s my check?” You can inquire about the status of your check without talking to a service representative by calling the 800 telephone number. The best time to call is after 5 p.m. and on weekends. You can submit questions about your claim online through the www.arkansas.gov/esd.

Social Security and Medicare

To receive information on Social Security Benefits and Medicare, visit the website of the Social Security Administration at www.ssa.gov or call 1-800-772-1213.

General Assistance/General Relief

Employment / Income Support

The Employment / Income Support Section has program administrative responsibilities for the implementation and operation of the Transitional Employment Assistance (TEA) program and the Medicaid program in the State of Arkansas. These responsibilities include the development of eligibility policies and procedures, based on federal and state law and regulations, for the two programs. The section provides technical assistance to field staff regarding the program policies and to other entities or individuals requesting information about the programs. In addition, the section provides user support assistance for the automated benefit delivery systems.

The Transitional Employment Assistance (TEA) program helps economically needy families with children under the age of 18 become more responsible for the support of their families. The TEA program is Arkansas’ welfare reform program under the federal Temporary Assistance for Needy Families (TANF) block grant. For more information on the program, see Transitional Employment Assistance program on the website at www.arkansas.gov/esd.

TANF

Temporary Assistance for Needy Families (TANF) provides financial aid and services to low-income families with children under the age of 18 who meet the eligibility requirements. This plan may include job preparation, assessment, training, counseling and treatment, education and job search activities which lead to a job and self-sufficiency. More information can be found on the website at www.arkansas.gov/esd.

Workforce Investment Act (WIA) Services for Dislocated Workers

Any individual who loses their job or has received notice that they will lose their job, as part of a plant closure or substantial mass layoff, is considered to be a “dislocated worker.” Title I of the *Federal Workforce Investment Act (WIA)* extends a wide range of services to dislocated workers. Dislocated worker services are provided through the One-Stop Centers and include:

- Job search resource rooms
- Personalized career counseling
- Advice on how to interview for a job
- Assistance creating resumes and cover letters
- Job placement services
- Career workshops
- GED and ESL classes
- Individual Training Accounts for job training

The WIA Dislocated Worker legislation recommends early intervention on behalf of the worker. In an ideal situation, service provision is initiated before the employee’s last day of work. Taking prompt

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advantage of these services can help make the difference in achieving a successful transition. WIA services can be accessed by visiting www.arkansas.gov/esd:

Main Phone: (501)-371-1020

FAX: (501)-371-1030

TDD: (800)-285-1131

arkansaswib@arkansas.gov

One-Stop Comprehensive Job Service Centers

The State of Arkansas is divided into ten local workforce investment areas based on common geographic and economic factors. Each area contains at least one comprehensive service center and many other affiliate service centers.

Local Workforce Investment Boards and DWS provide a one stop resource for employers and job seekers, linking them to major employment and training programs as well as other services. These One-Stop Centers also provide job search services to help individuals secure employment by means of job listings, networking associations and workshops. Customer service representatives are available to assist job seekers explore employment opportunities, welfare-to-work services, labor market information, retraining and career options. The area locations for all Workforce Investment Boards are listed below.

Northwest Arkansas Workforce Investment Area

(Benton, Carroll, Boone, Marion, Baxter, Washington, Madison, Newton, Searcy)

Arkansas Workforce Center at Harrison

818 Hwy 62-65-412

North NWAEDD Plaza, Harrison, AR

870-741-8236

Arkansas Workforce Center at Mountain Home

1058 Highland Circle #20

Mountain Home, AR

870-425-2386

Arkansas Workforce Center at Rogers

1626 Southgate Center

Rogers, AR

479-636-4755

Arkansas Workforce Center at Fayetteville

2143 West 6th St

Fayetteville, AR

479-521-5730

Northeast Arkansas Workforce Investment Area

(Randolph, Clay, Lawrence, Greene, Craighead, Poinsett, Mississippi)

Arkansas Workforce Center at Jonesboro

2311 E. Nettleton St

Jonesboro, AR 72401

870-910-8129

Arkansas Workforce Center at Blytheville

111 East Ash St.
Blytheville, AR 72315
870-762-5365

Arkansas Workforce Center at Paragould

2210 W. Kings Highway
Paragould, AR 72450
870-236-8220

North Central Arkansas Workforce Investment Area

(Fulton, Izard, Sharp, Stone, Independence, Jackson, Van Buren, Cleburne, White, Woodruff)

Arkansas Workforce Center at Searcy

501 West Arch Ave
Searcy, AR 72143
501-268-6650

Arkansas Workforce Center at Batesville

398 Barnett Drive
Batesville, AR 72501
870-612-8163

Arkansas Workforce Center at Salem

146 Pickren Street
Salem, AR 72576
870-895-3628

Arkansas Workforce Center at Heber Springs

70 Cleburne Park Road
Heber Springs, AR 72543
501-250-9915

Arkansas Workforce Center at Melbourne

Hwy 69 S
Melbourne, AR 72556
870-368-4329

Arkansas Workforce Center at Newport

401 Walnut Street
Newport, AR 72112
870-523-3641

Arkansas Workforce Center at Ash Flat

980 Ash Flat Drive
Ash Flat, AR 72513
870-994-7353

Arkansas Workforce Center at Mountain View

210 School Avenue
Mountain View, AR 72560
870-269-4070

Call 2-1-1 or 1-866-489-6983 for help in your area or visit www.arkansas211.org

Arkansas Workforce Center at Clinton

100 Success Drive

Room 173

Clinton, AR 72031

501-745-8485

Arkansas Workforce Center at Augusta

721 E. Hwy 64

Augusta, AR 72006

870-347-2911

Eastern Arkansas Workforce Investment Area

(Cross, Crittenden, St. Francis, Lee, Phillips)

Arkansas Workforce Center at Forrest City

2615 S. Washington

Forrest City, AR 72336

870-633-2900

Arkansas Workforce Center at West Memphis

260 Shoppingway Blvd

West Memphis, AR 72301

870-735-6730

Arkansas Workforce Center at Helena

312 Rightor

Helena, AR 72342

870-338-7955

Arkansas Workforce Center at Wynne

1790 North Falls Blvd., Suite 3

Wynne, AR 72396

870-238-3117

Arkansas Workforce Center at Marianna

58 Main St., Marianna, AR 72360

870-295-9529

Western Arkansas Workforce Investment Area

(Crawford, Franklin, Logan, Sebastian, Scott, Polk)

Arkansas Workforce Center at Fort Smith

616 Garrison Ave

Room 101, Fort Smith, AR 72902

479-783-0231

Little Rock Arkansas Workforce Investment Area

(Pulaski)

Arkansas Workforce Center at Little Rock

University Mall
3901 S. University, Suite 24
Little Rock, AR 72204
501-682-7719

Central Arkansas Workforce Investment Area

(Faulkner, Saline, Pulaski, Lonoke, Prairie, Monroe)

Arkansas Workforce Center at Lonoke

115 Jefferson St
Lonoke, AR 72086
501-676-2721

Arkansas Workforce Center at Conway

1500 North Museum Rd
Conway, AR 72032
501-730-9865

Arkansas Workforce Center at Brinkley

1116 North Main Street
Brinkley, AR 72021
870-734-3374

Arkansas Workforce Center at North Little Rock

1333 Main Street
North Little Rock, AR 72114
501-376-4119

Arkansas Workforce Center at Benton

309 Southeast Street
Benton, AR 72015
501-315-7702

West Central Arkansas Workforce Investment Area

(Johnson, Pope, Conway, Yell, Perry, Montgomery, Garland, Hot Spring, Pike, Clark)

Arkansas Workforce Center at Hot Springs

2254 Albert Pike, Suite F
Hot Springs, AR 71913
501-525-1631

Arkansas Workforce Center at Russellville

104 South Rochester
Russellville, AR 72801
479-968-4919

Arkansas Workforce Center at Arkadelphia

502 South 6th Street
Arkadelphia, AR 71923
870-246-3772

Hours of Operation: Monday – Friday, 8 a.m. to 4:30 p.m.
Call 2-1-1 or 1-866-489-6983 for help in your area or visit www.arkansas211.org

Arkansas Workforce Center at Morrilton

1515 East North Business 9

Morrilton, AR 72210

501-354-9793

Arkansas Workforce Center at Perryville

213 Houston Ave.

Perryville, AR 72126

501-889-3259

Arkansas Workforce Center at Mt. Ida

506 Highway 270 East

Mt. Ida, AR 71957

870-867-3011

Arkansas Workforce Center at Murfreesboro

331 North 13th Street

Murfreesboro, AR 71958

870-285-2591

Arkansas Workforce Center at Clarksville

33 Sherwood Plaza

Clarksville, AR 72830

479-754-5695

Arkansas Workforce Center at Malvern

1735 Sullenberger

Suite #3 Malvern, AR

501-332-5002

Southeast Arkansas Workforce Investment Area

(Grant, Jefferson, Arkansas, Cleveland, Lincoln, Desha, Drew, Bradley, Ashley, Chicot)

Arkansas Workforce Center at Pine Bluff

Regency Square, 3135 W. 28th St

Pine Bluff, AR

870-575-9797

Arkansas Workforce Center at Warren

1105 East Church St

P.O. Box 966

Warren, AR 71671

870-226-7000

Arkansas Workforce Center at Star City

610 South Lincoln Street, P.O. Box 279

Star City, AR 71667

870-628-1443

University of Arkansas at Pine Bluff

2003 N. University, Suite 2
Pine Bluff, AR
870-534-7700

Arkansas Workforce Center at Monticello

477 S. Main Street
Monticello, AR 71655
870-367-9900

Arkansas Workforce Center at Dumas

230 Court Street
P.O. Box 10, Dumas, AR 71639
870-723-3292

Arkansas Workforce Center at Rison

203 Main St
P.O. Box 425
Rison, AR 71665
870-325-7575

Arkansas Workforce Center at Lake Village

308 Main Street
P.O. Box 806
Lake Village, AR 71653
870-265-4800

Arkansas Workforce Center at Crossett

304 N. Alabama
P.O. Box 1220
Crossett, AR 71635
870-304-2312, 2315

Arkansas Workforce Center at Stuttgart

1902 South Main Street
P.O. Box 1086
Stuttgart, AR 72160
870-673-2802, 2805

Southwest Arkansas Workforce Investment Area

(Sevier, Howard, Hempstead, Nevada, Dallas, Little River, Miller, Ouachita, Calhoun, Lafayette, Columbia, Union)

Arkansas Workforce Center at Camden

232 Adams Street NW
Camden, AR 71701
866-303-7655

Arkansas Workforce Center at El Dorado

523 E 6th Street
El Dorado, AR 71730
866-433-1274

Arkansas Workforce Center at Hope

700 South Elm Street
Hope, AR 71801
800-340-9698

Arkansas Workforce Center at De Queen

183 Hwy 399
De Queen, AR 71832
870-584-4471

Arkansas Workforce Center at Ashdown

1416 N. Constitution
Ashdown, AR 71822
870-898-4733

Arkansas Workforce Center at Nashville

1558 Hwy 371
Nashville, AR 71852
870-845-2454

Arkansas Workforce Center at Hampton

County Courthouse Admin Bldg., 1st & Hunt St
Hampton, AR 71744
866-303-7655

Arkansas Workforce Center at Fordyce

119 West Third Street
Fordyce, AR 71742
870-352-3365

Arkansas Workforce Center at Magnolia

203 Frederick Street
Magnolia, AR 71753
870-234-3440

Arkansas Workforce Center at Prescott

Dept. of Human Services Office
355 W. 1st St., Prescott, AR 71857
870-887-6626

Arkansas Workforce Center at Lewisville

110 East 4th St., County Annex Building
Lewisville, AR 71845
870-921-5678

Arkansas Workforce Center at Texarkana

1702 Hampton Road
Texarkana, TX 75503
870-216-4011

Small Business Development Centers (Small Business Administration)

Small Business Administration

Little Rock District Office
2120 Riverfront Drive, Suite 100
Little Rock, AR 72202
(501) 324-5871
Fax: (501) 324-5199

Small Business Development Centers

Arkansas Small Business Development Center
University of Arkansas at Little Rock
Little Rock Technology Center Building
100 South Main, Suite 401
Little Rock, AR 72201
(501) 324-9043
Fax: (501) 324-9049

Arkansas State University
Small Business Development Center
P.O. Box 2650
State University, AR 72467
(870) 972-3517
Fax: (870) 972-3678

Henderson State University
Small Business Development Center
P.O. Box 7624
Arkadelphia, AR 71999-0001
(870) 230-5224
(870) 230-5236

Harrison Regional Office
Small Business Development Center

Call 2-1-1 or 1-866-489-6983 for help in your area or visit www.arkansas211.org

818 Highway 62-65-412 North (72601)
P.O. Box 190
Harrison, AR 72601-0190
(870) 741-8009
Fax: (870) 741-1905

Pine Bluff Regional Office
Small Business Development Center
Enterprise Center III
400 Main, Suite 117
Pine Bluff, AR 71601
(870) 536-0654
Fax: (870) 536-6610

Magnolia Regional Office
Small Business Development Center
600 Bessie, P.O. Box 767
Magnolia, AR 71754-0767
(870) 234-4030
Fax: (870) 234-0135

Stuttgart Arkansas Regional Office
Small Business Development Center
301 South Grand, Suite 101
P.O. Box 289
Stuttgart, AR 72160
(870) 673-8707
Fax: (870) 673-8707

University of Arkansas at Fayetteville
Small Business Development Center
College of Business - BA106
Fayetteville, AR 72701
(501) 575-5148
Fax: (501) 575-4013

West Arkansas Regional Office
Small Business Development Center
1109 South 16th Street
P.O. Box 2067
Fort Smith, AR 72901-2067
(501) 785-1376
Fax: (501) 785-1964

Hot Springs Regional Office
Small Business Development Center
835 Central Avenue, Box 402-D
Hot Springs, AR 71901
(501) 624-5448
Fax: (501) 624-6632

West Memphis Regional Office
Small Business Development Center
Mid-South Community College
2000 West Broadway
P.O. Box 2067
West Memphis, AR 72303-2067
(870) 733-6767
Fax: (870) 733-6890

Financial Counseling

People who owe money have rights. The *Fair Debt Collection Practice Act* establishes rules for debt collection. For Information about your rights or to report any problems you have with a debt collector, visit the website of the Arkansas State Attorney General at www.ArkansasAG.gov. You can also visit the website of the Federal Trade Commission at www.ftc.gov and click on consumer protection.

Seek financial counseling if you need help developing a plan for money management or debt counseling. Counselors will help you administer your repayments by negotiating with creditors and sending your payments to them. There is no charge for counseling but a small fee is charged for debt administration.

Consumer Credit Counseling Services in Arkansas

CCCS is a program of Family Service Agency, Inc. that provides money management counseling to individuals and families. Services include: Budget counseling, debt management programs, reviewing credit reports, housing counseling for families experiencing mortgage default as well as classes on how to be the first time home buyer, and offers classes in consumer education. Visit their website at www.helpingfamilies.org or email: cccs@fsainc.org.

For more information call 501-753-0202 or 1-800-255-2227

Utility Assistance

Home Energy Assistance Program (HEAP)

The Home Energy Assistance Program helps low-income house-holds with home energy costs by: Administering the Regular Assistance and Crisis Intervention Programs. Each program provides financial assistance to eligible households with a one-time per year payment to the household's energy supplier or, under certain circumstances, to the applicant. The Crisis Intervention Program only provides assistance to eligible households facing energy-related emergencies.

Eligibility: Based on 125% of current OMB income poverty guidelines for all households for Regular Assistance. Crisis Assistance is based on 125% of current OMB income poverty guidelines for all households.

Assistance: Available at your local Community Action Agency. To find your local agency visit www.arkansas.gov/dhs/dco/ocs. Or call (501) 682-8726.

Weatherization Assistance Program

The Weatherization Assistance Program provides funds to conserve energy in the homes of low-income people, with emphasis on elderly, handicapped, and families with children. An automated energy audit, National Energy Audit (NEAT), is used to determine the most cost effective measures on single frame houses. The Mobile Home Energy Audit (MHEA) is used to determine the most effective measures to be installed on mobile homes:

Measures installed on single framed houses and multi-family units include:

- Replace broken windows.
- Caulk and weather strip doors and windows.
- Insulating uninsulated ceilings, walls and floors.
- Installing storm windows, thermostats and furnace tune-ups.
- Health and safety measures that are required prior to weatherizing the house.

Measures installed on mobile homes:

- Replace broken windows.
- Caulk and weather strip doors and windows
- Install thermostats and furnace tune-ups.
- Health and safety measures that are required prior to weatherizing the mobile home.
-

Eligibility: Income must be at or below 125% of current OMB poverty income guidelines.

Assistance: Available at your local Community Action Agency. To find your local agency visit www.arkansas.gov/dhs/dco/ocs. Or call (501) 682-8722.

Supplemental Nutrition Assistance Program (SNAP) (Formerly known as Food Stamps)

The Supplemental Nutrition Assistance Program provides food assistance to eligible households to cover a portion of a household's food budget. Benefits are distributed through an Electronic Benefits Transfer (EBT) card. In addition to food assistance, the program provides food stamp recipients with nutrition education, employment & training, and work experience in some cases. Contact your local county DHS office for more information or call: **800-482-8988** or visit www.arkansas.gov/dhs/dco/ocs.

Food Pantries /Commodity Food/Emergency Food Boxes

Food Pantries, Commodity Food and Emergency Food Box programs provide free food on a weekly, monthly, and emergency basis. The food varies according to government surplus or donations and the frequency varies by county and participating agency. Call 211 or 866-489-6983 for providers in your area.

Meal Sites

Agencies and faith-based organizations provide free meals for anyone in need on a daily, weekly or monthly basis.

Legal Assistance

The Center for Arkansas Legal Services and Legal Aid of Arkansas are 501(c)3 nonprofit organizations that provide free legal services to low-income Arkansans in non-criminal cases, ranging from family to consumer and housing to individual rights cases. The Center serves 44 counties while LAA serves 31 counties. **The two nonprofit Legal Services Programs work together to provide free civil legal assistance to low-income residents throughout Arkansas.** Eligibility is based on federal poverty guidelines. Because of demand and limited resources, the programs must set priorities for case acceptance. Some typical situations we help with are: emergency family matters including divorces involving spousal abuse; housing; adoptions and guardianships; debt problems; garnishments; bankruptcies and repossessions; public benefits - SSI, Social Security Disability, food stamps, and Medicaid; and legal problems of the elderly.

Arkansas Legal Services Programs

Center for Arkansas Legal Services
303 W. Capitol, Suite 200
Little Rock, AR 72201
(501) 376-3423
fax (501) 376-3664

Legal Aid of Arkansas
714 South Main Street
Jonesboro, AR 72401
(870) 972-9224
fax (870) 910-5562

If you have a legal issue and you feel that you may qualify for our services then we strongly urge you to call the **Help Line toll free at 1-800-9 LAW AID (1-800-952-9243)** for a quicker response to your questions. Visit their website at www.arlegalservices.org

Medical Care

There are community based agencies that offer legal advice and counseling for a variety of issues such as tenants rights and eviction prevention.

COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA) gives workers and their families who lose their health benefits the right to choose to continue receiving the group health benefits provided by their group health plan for a limited period of time under certain circumstances. Circumstances include voluntary job loss, reduction in hours worked, transition between jobs, death, divorce, or other life events. Qualified individuals may be required to pay the entire premium for coverage of to 100 percent of the cost of the plan. COBRA generally requires that group health plans sponsored by employers with 20 or more employees in the prior year offer employees and their families the opportunity for a temporary extension of health coverage (called continuation coverage) in certain instances where coverage under the plan would otherwise end. The American Recovery and Reinvestment Act of 2009 (ARRA) provides for premium reductions and additional election opportunities for health benefits under the Consolidated Omnibus Budget Reconciliation Act of 1985, commonly called COBRA. Eligible individuals pay only 35 percent of their COBRA premiums and the remaining 65 percent is reimbursed to the coverage provider through a tax credit. The premium reduction applies to periods of health coverage beginning on or after February 17, 2009 and lasts for up to nine months for those eligible for COBRA during the period beginning September 1, 2008 and ending December 31, 2009 due to an involuntary termination of employment that occurred during that period. For more information, visit the U.S. Department of Labor website at www.dol.gov/ebsa/COBRA.html.

ARKids First

ARKids first provides health insurance to children who otherwise might not get medical care. The program offers two coverage options. ARKids A offers low-income children a comprehensive benefits package. ARKids B provides limited coverage for slightly higher income families. ARKids B requires small co-pay for most services. Contact your local county DHS office for more information or call: **800-474-8275** or visit www.arkansas.gov/dhs/dco/ocs.

Medicaid

Medicaid reimburses health care providers for covered medical services provided to eligible needy individuals in certain categories. Eligibility is determined based on income, resources, Arkansas

residency, and other requirements. Contact your local county DHS office for more information or call: 800-482-5431 for information on services covered by Medicaid. Visit www.arkansas.gov/dhs/dco/ocs.

Alcohol and Drug Abuse Referral Line-24 hours daily

The BridgeWay

The BridgeWay offers a full range of psychiatric and substance abuse treatment services for children, adolescents and adults. The child and adolescent programs treat youth ages 4 – 17. The substance abuse program offers a full continuum of care for adults. We offer inpatient treatment, day treatment, ambulatory detoxification and an Intensive Outpatient Program that includes daytime and evening hours. The adult psychiatric program offers treatment for a full range of psychiatric illnesses with a concentration on individual needs.

The BridgeWay is accessible 24 hours a day to help people with emotional or substance abuse problems. Please contact our facility for a no cost confidential assessment.

1-800-BRIDGWAY (out of state)
1-800-245-0011 (in state) or
501-771-1500

Or visit their website at or www.thebridgeway.com

Arkansas CARES

This comprehensive family treatment program called the Arkansas Center for Addictions Research, Education and Services (Arkansas CARES) focuses on breaking the cycle of maternal addiction. It is a program of the Methodist Children's Home.

Arkansas CARES serves addicted mothers, their children, and their families. Established in 1992, the mission of Arkansas CARES is to provide a family-centered approach to decrease maternal substance abuse and promote healthy family outcomes through prevention, treatment education, research and advocacy.

Arkansas CARES offers comprehensive, coordinated family treatment services to decrease maternal addiction and lessen addiction's harmful effects on children, families and our community. Most women served by Arkansas CARES enter the program either pregnant or with young children, single, poor, unemployed, with health problems and legal difficulties ranging from child protection cases to drug-related arrests.

Arkansas CARES is licensed as a mental health provider for children and adults, a substance abuse treatment center, childcare center for infants through age 12, and provider of early intervention services. Families who are fighting a drug or alcohol problem need real help, not harsh judgment, and real help is what Arkansas CARES provides.

From child care and parenting support to mental health services and job preparedness training, Arkansas CARES specializes in guiding families through recovery to a full and healthy life together.

Arkansas CARES - Little Rock
2002 S. Fillmore Street

Call 2-1-1 or 1-866-489-6983 for help in your area or visit www.arkansas211.org

Little Rock, AR 72204

(501) 661-7979

(501) 661-7985 fax

Quapaw House, Inc.

Open 24 hours a day, 7 days a week

Quapaw House, Inc. is licensed by the Arkansas Department of Health and Human Services/Division of Behavioral Health Services/Alcohol and Drug Abuse Prevention.

Quapaw House, Inc. is a major provider of diversified behavioral health care programs, specializing in substance abuse treatment for adults, adolescents, pregnant and parenting women. In addition to Linden Street Child Care Center, our services include the official state-licensed program for Driver Drug and Alcohol Safety Education (DASEP).

For more information visit www.quapawhouseinc.org or call (501) 767-4456

Childcare Resource & Referral Lines

For information on childcare resource and referrals in your county, visit the website of the Arkansas Department of Human Services.

Northwest Arkansas Child Care Resource and Referral Center

Contacts: Director: Carolene Thornton

Email: cthорnto@jtlshop.jonesnet.org

R&R Manager: Michelle Wynn

Email: mwynn@itlshop.jonesnet.org

Address:

614 East Emma, Suite 107

Springdale, AR 72764

Phone Numbers:

Hotline: 479-751-3463

1-800-KIDS-LOG (1-800-543-7564)

Director: 479-751-6166

Fax: 479-751-1110

Counties Served: Benton, Carroll, Washington, Madison, Crawford, Franklin, Johnson, Logan, Scott, Sebastian, Yell

Website: <http://www.nwachildcare.org>

Jefferson Comprehensive Care Systems, Inc. (LINKS)

Contacts: Elaine Davis

Email: elainewdavis@sbcglobal.net

Address:

1203 W Pullen Street

Pine Bluff, AR 71601

Phone Numbers:

Phone: 870-536-0520

Fax: 870-536-0533

Counties Served: Jefferson, Grant
Website: www.jccsichildlinks.com

ASU Childhood Services Quality Institute for Resource and Referral and Education (ACQUIRE)

Contacts: Josephine Battle
Email: jbattle@astate.edu

Mailing Address:
ASU Childhood Services
615 University Loop East

Phone Numbers:
Bus: 870-972-3055 extension 2365
Fax: 870-972-3556

Counties Served: Clay, Crittenden, Cross, Greene, Craighead, Lawrence, Lee, Mississippi, Monroe, Phillips, Poinsett, Randolph, St. Francis, and Woodruff

Website: <http://chs.astate.edu>

Children of North Central Arkansas

Contact: Director: Debbie Webb
Email: debbie@wrpdd.org

Debbie Mize
Email: Dmize@wrpdd.org

Address: White River Planning and Development District

Mailing:
P.O. Box 2396
Batesville, AR 72501

Phone Numbers:
870-793-5233
1-800-737-2237
Fax: 870-793-4035

Counties Served: Fulton, Izard, Sharp, Independence, Stone, Cleburne, Jackson, Van Buren

Website: www.CHILDRENofNCAR.org

Child Care Connections, Inc.

Contacts: Terrie Baker
Email: bakert1652@yahoo.com

Cell: 870-930-4330 R&R
Program Manager: Kristen Black
Email: kristenleighblack@yahoo.com

Physical Address:
8023 I-30
Little Rock, AR 72209

Phone Numbers:
501-374-0330
1-866-374-KIDZ
Fax: 501-374-0395

Counties Served: Pulaski, Saline, Lonoke

Website: www.childcareconnections.com

DCC & ECE

Contacts: Resource Center Manager: Brinda Burr

Email: Brinda.Burr@arkansas.gov

Mailing:

700 Main Street

P.O. Box 1437 Slot S160

Little Rock, AR 72203

Phone Numbers: 501-682-9699

1-800-445-3316

Fax: 501-682-4897

Counties served: Any county not served by other Resource Centers.

Website: www.arkansas.gov/childcare

Domestic Violence Crisis Lines/Shelters-24 hours daily

The Arkansas Coalition against Domestic Violence (ACADV) is a nonprofit organization that has served both rural and urban areas of Arkansas since its inception in 1981. The membership consists of domestic violence service providers and others who demonstrate support for the philosophy, goals and objectives of the ACADV. **ACADV: 1-800-269-4668.**

If you are in danger: Call 911 or your local hotline number listed below. The U.S. Hotline is 800-799-SAFE (7233). **Teen Dating Abuse Helpline: 866-331-9474.**

Courage House

P.O.Box 924

Arkadelphia, AR 71923

Phone: 870-246-3122

Fax: 870-246-6912

Hotline: 870-246-2587

Email: awac1@sbcglobal.net

Spring River Adult and Children's Services Ryan House

P.O. Box 474

24 Church St. - Outreach office

Ashflat, AR 72513

Outreach services only

Phone: 870-994-2551

Hotline - 870-994-2551

Email: ozark000@centurytel.net

Family Violence Prevention and Rape Crisis Center (S.A.I.L.)

P.O. Box 2943

Batesville, AR 72503

Phone: 870-793-4011, 870-692-0006 (Rape Crisis Ctr.)

Fax: 870-793-2788

Hotline: 870-793-8111

Toll free: 800-894-8821

Email: fvp2943@sbcglobal.net
Web: www.preventionfamilyviolence.org
Saline County Safe Haven, Inc.
P. O. Box 1100
Benton, AR 72018-1100
Phone: 501-315-7233
Hotline: 501-315-7233
Email: s.c.safehaven@sbcglobal.net
Web: www.salinesafehaven.org

Northwest Arkansas Women's Shelter

P.O. Box 572
Bentonville, AR 72712
Phone: 479-273-5702 (office)
Fax: 479-273-1767
Hotline: 479-273-0730
Email: angie.bcws@yahoo.com
Web: www.bcws.org

The Haven of Northeast Arkansas

P. O. Box 1062
Blytheville, AR 72316
Phone: 870-532-6669
Fax: 870-532-6660
Hotline: 870-532-6669
Toll free: 800-474-1064
Email: thehavennea@att.net

Lonoke County Safe Haven

P.O. Box 414
Cabot, AR 72023
Phone: 501-941-0899
Fax: 501-941-0899
Hotline: 501-941-4357
Email: director@lcsh.org
Web: www.lcsh.org

Women's Crisis Center of Arkansas

P.O. Box 1149
Camden, AR 71701
Phone: 870-836-0375
Fax: 870-836-0375 (call first)
Hotline: 870-836-0325
Email: acadv6@yahoo.com

Dove House

P. O. Box 806
Clinton, AR 72031
Phone: 501-745-5657
Fax: 501-745-7406
Hotline: 501-745-5657
Email: dove@Clintoncable.net
Web: www.dovehouse.info

Women's Shelter of Central Arkansas

P. O. Box 2557
Conway, AR 72033
Phone: 501-329-7405
Ex. office - 501-730-9864
Fax: 501-329-5562
Hotline: 501-329-2255,
Toll free: 866-358-2265
Email: wsca@conwaycorp.net
Web: www.conwaywomensshelter.com

Samaritan Outreach

P.O. Box 183
Dardanelle, AR 72834
Phone: 479-229-3303
Fax: 479-229-3304
Hotline: 479-229-3300
Email: pjoglee@hotmail.com

Southwest Arkansas Crisis Center

P. O. Box 87
De Queen, AR 71832
Phone: 870-584-3441
Fax: 870-584-3447
Hotline: 870-584-3441
Toll free: 800-338-9844
Email: thehouse1@windstream.net

Turning Point Violence Intervention Program

2101 N. College
El Dorado, AR 71730
Phone: 870-862-3672
Fax: 870-862-0943
Hotline: 870-862-0929, 888-880-0929
Email: turningpoint2vip@sbcglobal.net

Peace At Home Family Shelter

P. O. Box 1923
Fayetteville, AR 72702
Phone: 479-444-8310
Fax: 479-587-1817
Hotline: 479-442-9811
Toll free: 877-442-9811
Email: jselle@peaceathomeshelter.com
Web: www.peaceathomeshelter.com

Crisis Intervention Center

5603 S. 14th St
Ft. Smith, AR 72901
Phone: 479-782-1821
Fax: 479-782-9035
Hotline: 479-782-4956
Toll free: 800-359-0056
Email: nbabb@crisisinterventioncenter.org
Web: www.crisiscenterforwomen.org

Sanctuary

P. O. Box 762
Harrison, AR 72601
Phone: 870-741-2121
Fax: 870-741-4843
Hotline: 870-741-2121
Toll free: 877-561-8100
Email: sanctuary1981@alltel.net

Margie's Haven House

P. O. Box 954
Heber Springs, AR 72543
Phone: 501-362-6757
Fax: 501-362-7370
Hotline: 501-362-6757
Email: admin.mhhi@suddenlinkmail.com

Anna's Place (Forrest City)

406 Pecan Street
Helena, AR 72342
Phone: 870-338-8447
Fax: 870-572-5755
Hotline: 877-572-9530
Toll free: 877-572-9530
Email: ggonner0614@yahoo.com

Angels of Grace

406 Pecan Street
Helena, AR 72342
Phone: 870-338-8447
Fax: 870-572-5755
Hotline: 877-572-9530 Toll free
Email: ggonner0614@yahoo.com

The Potter's Clay Women & Children in Crisis Shelter

110 Crescent Ave
Hot Springs AR 71901
Elizabeth Brakebill, Director
Fax: 501-318-1191
Hotline: 501-624-1366
Email: pottersclaymin@sbcglobal.net

Women's Crisis Center of Northeast Arkansas

P. O. Box 721
Jonesboro, AR 72403
Phone: 870-972-9575
Fax: 870-972-9786
Hotline: 870-933-9449
Toll free: 866-982-9575
Sexual Assault Line: 870-933-9449
or 866-982-957
Email: wccnea@sbcglobal.net
Web: www.keepneawomensafe.com

The Dorcas House

823 South Park
Little Rock, AR 72202
Phone: 501-374-4022
Fax: 501-370-0804
Hotline: 501-374-4022

Women and Children First

P. O. Box 1954
Little Rock, AR 72203
Phone: 501-376-3219
Fax: 501-376-4720
Hotline: 800-332-4443 Toll free
Email: gpeters@wcfarkansas.org
Web: www.wcfarkansas.org

The Smith House

P.O. Box 966
Malvern, AR 72104
Outreach services only
Phone: 501-332-2555
Fax: 501-332-4382
Hotline: 501-332-2555
Email: marjorie.green@gmail.com

Safe Passage

P.O. Box 755
Melbourne, AR 72556
Phone: 870-258-7777
Fax: 870-258-7770
Hotline: 870-258-7777
Email: Safepassage72556@yahoo.com

Options, Inc.

P. O. Box 554
Monticello, AR 71657
Phone: 870-460-0684
Rape Crisis Satellite Office: 870-367-3488
Fax: 870-367-7450
Hotline: 870-367-3488
Email: watchman59@yahoo.com
Web: www.safeportinastorm.com

The Safe Place

P. O. Box 364
Morrilton, AR 72110
Phone: 501-354-1884
Fax: 501-354-4668
Hotline: 888-554-2501 Toll-free
Email: thesafeplace@suddenlinkmail.com

Serenity, Inc.

P. O. Box 1111
Mountain Home, AR 72654
Phone: 870-424-7576
Fax: 870-424-7498
Hotline: 870-424-7233
Email: serenity@mtnhome.com
Web: www.serenityinc.org

Stone County Abuse Prevention, Inc.

P. O. Box 689
Mountain View, AR 72560
Phone: 870-269-9941
Fax: 870-269-9942
Hotline: 870-269-4888
Email: scap@mvtel.net

White River Battered Women's Shelter

P. O. Box 303
Newport, AR 72112
Phone: 870-523-5403
Fax: 870-523-5403
Hotline: 870-523-5000
Email: wrbws@hotmail.com

CASA (Committee against Spouse Abuse)

P. O. Box 6705
Pine Bluff, AR 71611
Phone: 870-535-2955
Fax: 870-535-2034
Hotline: 870-535-0287
Email: casawomensshelter2@cablelynx.com

River Valley Shelter for Battered Women and Children

P. O. Box 2066
Russellville, AR 72811
Phone: 479-968-3110
Fax: 479-967-6320
Hotline: 479-968-3110
Email: rriver000@centurytel.net

White County Domestic Violence Prevention

P. O. Box 1196
Searcy, AR 72143-1196
Phone: 501-278-5130
Fax: 501-278-5829
Hotline: 501-278-4673, Clients call collect
Email: wcdvp@sbcglobal.net

Keeping the Faith

P. O. Box 323
Sheridan, AR 72150
Phone: 870-942-9994
Fax: 870-942-5808
Hotline: 870-942-9994
Email: ucrcinc@windstream.net

Restoration of Hope

P. O. Box 812
Stuttgart, AR 72160
Phone: 870-672-4341
Fax: 870-672-4777
Hotline: 870-672-4341
Toll free: 866-884-4637
Email: restofhope@cpomail.net

Domestic Violence Prevention and Sexual Assault Services

P. O. Box 712
Texarkana, AR 75504
Phone: 903-794-4000
Fax: 903-792-2924
Hotline: 903-793-4357
Toll free: 800-876-4808
Email: gpmdivp@aol.com

Satellite Offices:

61 E. Main Street
Ashdown 71822-3311
Phone: 870-898-6070

720 S. Main St.
Hope 71801-3718
Phone: 870-777-0994

Families in Transition

P. O. Box 15
West Memphis, AR 72303
Phone: 870-732-4077
Fax: 870-732-1061
Hotline: 870-732-4077
Email: fitfamilies@comcast.net

Parental Stress

Boys Town National Hotline is the only national hotline that children and parents can call with any problem at any time: Call 1-800-448-3000.

A crisis, resource and referral number especially for kids and parents. Open 24 hours a day, every day!

It's important to establish and maintain good communication with your child. Get into the habit of talking with your child every day. Building a close relationship with her when she's young will make it easier for her to come to you when she has a problem and will help you become more sensitive to her mood changes. With a closer relationship to you, she'll be less likely to develop mental health problems and to experiment with alcohol, tobacco, or illegal drugs. For more information visit <http://family.samhsa.gov>

Parenting.org

Welcome to parenting.org, your online resource for free parenting help. We answer your parenting questions with resources and guidance on how to successfully raise, praise, discipline, teach and love your child. Parenting can be a difficult job; however the valuable parenting tips we provide can make the job easier. Here, you will find many valuable resources, articles and stories offering parenting help in today's world. We share the knowledge and skills necessary to successfully raise your child from birth through their senior year in high school.

Crisis/Suicide Prevention-24 hours daily

These services are confidential, free and available to anyone in crisis. For information on resources in your county, visit the National Suicide Prevention Lifeline website at www.suicidepreventionlifeline.org or the United States National Suicide & Crisis Prevention Hotlines website at <http://suicidehotlines.com/national> or call 800-784-2433

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|--|--------------|
| Northwest Arkansas Crisis Intervention Center | 479-756-1995 |
| Adult | 800-274-7472 |
| Teenline..... | 800-798-8336 |
| Spanish..... | 866-751-5937 |
| Phone Friend..... | 888-723-3225 |

Call 2-1-1 or 1-866-489-6982 or visit www.Arkansas211.org

Individual and Family Counseling

Many organizations provide counseling for a wide variety of life changing issues. Most offer sliding scale fees and/or accept health insurance. Self-help groups are a valuable, no cost means of support during difficult times.

Notes: