



HELP IN HARD TIMES

A Resource Guide compiled by United Way of Roanoke Valley in partnership with 2-1-1 VIRGINIA

When you are in the midst of tough times, there is help available. This guide was developed by United Way of Roanoke Valley in partnership with the 2-1-1 VIRGINIA, a program of the Council of Community Services, to assist you during your time of unemployment. It is intended to give you some general information and put you in touch with some basic resources that may be helpful when you are out of work. The services marked with an asterisk are United Way funded programs – ones you may have supported with past donations to the United Way Impact Fund. If you cannot find the answer you are seeking or need more information, please dial 2-1-1.

Losing your job can be a major crisis, especially when you are responsible for supporting yourself or a family. How can you handle this crisis?

COMMUNICATE. Make the facts of your situation known to your family and friends. Many people feel ashamed to tell others that they have lost their job. There is nothing shameful about being laid off. Don't blame yourself. Start making plans.

EXPLAIN. Tell your creditors, the bank, the gas company and the electric company that you are unemployed and try to work out adjusted payment plans to meet your bills.

FILE A CLAIM FOR UNEMPLOYMENT BENEFITS IMMEDIATELY. Don't put this off. You may not find another job right away, and it is crucial to plan to meet your basic needs right away.

FIND HELP It seems as though you are alone and no one can help. Don't let feelings of panic, loneliness, and anger build. Recognize and deal with your stress.

Unemployment Benefits

Unemployment benefits are available through the Virginia Employment Commission to job seekers out of work through no fault of their own. It is important to apply for unemployment benefits as soon as you become unemployed. A delay may affect the amount you receive. Call for eligibility requirements or visit the website at: www.vec.state.va.us

Virginia Employment Commission – Roanoke(540) 561-7525

Employment and Career Services

The Virginia Employment Commission provides services that maximize employment potential. There are other organizations that provide work skill assessment, adult education and career counseling services.

Job Services Online - Virginia Employment Commission(800) 892-4001 or
.....(800) 828-1120
*TAP Education and Youth Services(540) 767-6223

*TAP This Valley Works	(540) 767-6221
Center for Employment and Training.....	(540) 767-6220
Virginia Workforce Center (VEC).....	(540) 561-7525
Organizational Employment - Goodwill Industries of the Valleys (for individuals with disabilities)	(540) 581-0620
Roanoke Workforce Center-Western VA Workforce Development Board..	(540) 767-6149
Blue Ridge Independent Living Center (for individuals with disabilities)	(540) 342-1231

Continuing Education

A transition between jobs may be a good time to consider increasing or improving job skills and education. The Roanoke Valley offers a number of college curriculums through the public school system and Roanoke Higher Education Center and Virginia Western Community College.

GED/Continuing Education – Botetourt County Schools	(540) 473-8263
Adult Education – Roanoke City Schools.....	(540) 853-2151
Adult Education – Roanoke County Schools.....	(540) 562-3700
Adult Education – Salem City Schools	(540) 389-0130
Literacy Adult and Basic Education/GED Preparation TAP	(540) 767-6223
Roanoke Higher Education Center www.education.edu	(540) 767-6161
Virginia Western Community College.....	(540) 857-7231

Emergency Assistance

These programs and service provide financial or emergency assistance for food, housing and/or utilities – call for eligibility requirements. For TANF (previously known as welfare assistance,) food stamps and Medicaid contact the Department of Social Services that serves your county/city of residence or go to: www.dss.state.va.us

Blue Ridge Housing Development (counseling for homeowners behind in their mortgage payments or facing foreclosure)	(540) 777-2777
Botetourt County Department of Social Services	(540) 473-8210
Craig County Social Services	(540) 864-5117
Roanoke City Social Services	(540) 853-2591
Roanoke County/Salem Social Services.....	(540) 387-6087
*The Salvation Army (utility, food, clothing, prescription and rent).....	(540) 343-5335
TAP Share Homeless Intervention (rent/mortgage)	(540) 345-6781
Roanoke Area Ministries – RAM (utility, rent/mortgage, food)	(540) 981-1732
Presbyterian Community Center (utilities, rent, mortgage, prescriptions) ...	(540) 982-2911
Trinity Lutheran Church Helping Hands (utilities, rent, prescriptions, food) ..	(540) 366-2490
St Johns Episcopal Outreach (rent, utilities)	(540) 343-9341
Helping Hands Fund – Trinity Lutheran Church (fuel, heating and cooling assistance)	(540) 366-2490
City of Roanoke – Homeless Assistance Team (HAT).....	(540) 853-1715

Legal Assistance

This is a free service available to help with legal issues.

*Blue Ridge Legal Services	(540) 344-2080
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Counseling

Individual, marital and family counseling is available to help the family cope with the transition.

* Family Services of Roanoke Valley.....	(540) 563-5316
Blue Ridge Behavioral Healthcare.....	(540) 343-3007
Carilion Connect	(540) 981-8181
Comprehensive Counseling Services.....	(540) 343-0004
Pastoral Counseling Center of Roanoke Valley	(540) 343-5455
*Mental Health America of Roanoke Valley	(540) 344-0931
Respond – Lewis-Gale Medical Center	(540) 776-1100

Child Care

Inexpensive childcare can be arranged by calling the Council of Community Services Child Care Link or one of the agencies listed below.

*Child Care Link.....	(540) 985-1031
*Greenvale School.....	(540) 342-4716
*Northwest Child Development.....	(540) 342-0233

Medical Resources

COBRA – Upon termination or lay off, check with your former employer regarding COBRA coverage. With COBRA you will be given the opportunity to pay your monthly insurance premiums and continue coverage. If you have a personal physician, contact the office to discuss payment options.

Bradley Free Clinic	(540) 344-5156
New Horizons (formerly Kuumba)	(540) 362-0360
Project Access	(540) 344-4200
*CHIP (children ages 0-7 yrs).....	(540) 857-6993
*FamilyWize Prescription Discount Cards – United Way (discounts on prescriptions for those without insurance or for medications not covered by your insurance, Medicaid or Medicare)	(540) 777-4200
Roanoke City Health Department.....	(540) 857-7600
Roanoke County/Salem Health Department	(540) 387-5530
Roanoke County/Vinton Health Department	(540) 857-7800

TIPS WHILE JOB SEARCHING

- 1. Evaluate your personal finances.**
If you need assistance developing a workable budget or managing debt contact the following agency.
 American Credit Counselors.....(866) 260-5994
- 2. Plan a realistic budget.** *Set up a plan that allows for basic needs. Planning ahead can avoid the loss of home, car, furniture, etc.*
- 3. Prioritize your bills!** *Rent/mortgage, utilities, food, and transportation. Use your best judgment based on the situation.*
- 4. Try not to make purchases on credit.**
- 5. Alert creditors** *as to your situation and keep records of conversations you have with each of them including the date of the conversation, the name and title of the person you spoke with, telephone number and any agreements made.*

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6. **Recycle – Resell – Repair**.....whenever possible.
 7. **Assess your job skills and talents**, *prepare for interviews, utilize your network contacts (friends, families, neighbors, professional organizations, companies that interest you, local library, local bookstore, church or place of worship).*
 8. **Use the Internet** – *if you do not have a computer, the library offers access at no charge.*
 9. **Take care of yourself**. Search out people who will listen and support you during this transition.

For additional information contact 2-1-1 VIRGINIA.



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