

WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES

INFORMATION AND REFERRAL GUIDE

This list of services has been provided as an aid to you and your family. A phone number has been provided for the services. You can also find additional information in the government section of your phone book or by calling West Virginia's Information and Referral Bureau by dialing 211. If you need any further assistance in finding one of these services, you can ask your worker or contact Client Services at 1-800-642-8589.

CHILD CARE

The **Child Care Assistance Program** may help you pay all or a portion of your child care costs for children under 13 years of age while you work or attend training or education classes. The following is a list of child care resource and referral agency offices:

Child Care Resource Center of Catholic Community Services: 1-800-585-1603: Serves Ohio, Marshall, Hancock, Brooke, Wetzel, Tyler, Monongalia and Marion counties.

Choices Child Care Resource and Referral: 1-866-966-2668: Serves Calhoun, Doddridge, Harrison, Gilmer, Wood, Wirt, Pleasants and Ritchie counties.

Connect Child Care Resource and Referral: 1-888-595-8290: Serves Kanawha, Jackson, Roane and Clay counties.

Link Child Care Resource and Referral: 1-800-894-9540: Serves Cabell, Mason, Putnam, Lincoln, Wayne, Boone, Logan and Mingo counties.

Mountainheart Child Care Services – North: 1-877-862-3103: Serves Grant, Hardy, Hampshire, Mineral, Pendleton, Barbour, Preston, Taylor, Randolph, Tucker, Berkeley, Jefferson, Morgan, Lewis and Upshur counties.

Mountainheart Child Care Services – South: 1-800-834-7082: Serves McDowell, Wyoming, Mercer, Raleigh, Fayette, Nicholas, Braxton, Webster, Greenbrier, Pocahontas, Monroe and Summers counties.

EMPLOYMENT/UNEMPLOYMENT SERVICES

WorkForce West Virginia: 1-800-252-JOBS (5627): Job Services may assist you in obtaining skills for employment, or help you find and keep employment. There are 21 Job Service offices in WV, please check the government listings in your phone book for the nearest office.

WorkForce West Virginia: Unemployment Compensation Division: 304-558-2729: The UC Office may be able to provide temporary benefits while you are unemployed. There are 21 Unemployment Claims Offices in WV, please check the government listings in your phone book for the nearest claims office.

WV WORKS: 1-800-642-8589: This program is a time-limited cash assistance program for families with minor children to assist them in moving to self-sufficiency by helping the parents gain additional skills, training, work experience or education to make them more marketable within the workforce.

FOOD SERVICES

Supplemental Nutrition Assistance Program (SNAP): 1-800-642-8589: This program, formally known as the Food Stamp Program, provides monthly benefits to help eligible households buy food.

Women, Infants and Children Program (WIC): 1-800-953-4002: The WIC program may be able to assist you if you are pregnant or if you have a child under the age of 5, by helping you purchase extra nutritious foods.

WV Family Nutrition Program (WV FNP): 304-720-9870: The WV FNP offers many nutrition and physical activity programs to help limited-resource families, youth, and adults improve their health.

PREVENTION AND EMERGENCY SERVICES

National Domestic Violence Hotline: 1-800-799-SAFE (7233): This hotline can assist you with providing you guidance when dealing with a domestic violence situation and can also refer you to the nearest shelter/safe house.

WV Family Planning Program: 1-800-642-8522: This program improves access to quality health care for women and families, prevents unintended pregnancies and reduces the need for and the number of abortions.

WVDHHR Adult and Child Protective Services: 1-800-352-6513: These services are provided by the WVDHHR to families on behalf of children who are neglected or abused by their parents, guardians or custodians and also provides protective services for adults who live on their own or who are residents of a facility.

MEDICAL SERVICES

WV Children's Health Insurance Program (WV CHIP): 1-877-WVA-CHIP (2447): The program is a low cost health care plan for children and teenagers of working families.

WV Medicaid: 1-800-642-8589: Medicaid provides medical care to individuals in the community or in an institutional setting, such as a nursing home, to individuals who otherwise may not be able to afford the care.

TAXES

Earned Income Tax Credit (EITC): 1-800-829-1040: The EITC is a special federal tax credit for working families. If you are eligible, you may receive money back from the Internal Revenue Service (IRS) even if you don't owe taxes - but you must file a tax return.

UTILITIES

Low Income Energy Assistance Program (LIEAP): 1-800-642-8589: This program assists eligible households with the cost of home heating through a one-time direct cash payment to utility companies on their behalf during the heating season.

20% Discount Program: 1-800-642-8589: This program assists recipients of SSI, WV WORKS, or SNAP and who are 60 years of age or older to receive a 20% discount from their electric and/or gas company. One must be a recipient of one of these programs during November, December, January, February, and March to get the discount for that month.