

In Pain and Agonizing Over the Bills

Financial Assistance Resource Directory



Introduction

IN PAIN AND AGONIZING OVER THE BILLS

Resource Directory for People with CRPS

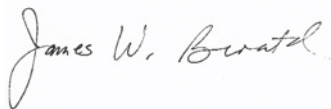
Anyone who has Complex Regional Pain Syndrome (CRPS), or has a family member or friend afflicted with it, knows how physically, emotionally, and financially devastating it can be. We constantly get requests for help, and although there is not a simple or single solution, there are many programs that may help you get through some rough times.

Nine years ago we published the first edition of this directory and since then, we have received many suggestions from members on how to expand it and make it more user friendly. We hope we have done so, with added information and expanded phone and website contact lists. There are no simple answers for those of you who need financial assistance, but you do have a number of options. Much of the information on this directory is referenced to the web. In today's information environment, it is the easiest and fastest way to negotiate the myriad programs out there. However, we have tried to be sensitive to the fact that many people still do not have easy access to online information; we have included mailing addresses and telephone numbers where appropriate.

We have heard over and over again how time consuming, and sometimes frustrating, it can be to negotiate the various programs and bureaucratic systems. If you can, enlist a friend or family member to advocate for you with some of these agencies. It makes a big difference.

Remember also that your physician can be your most important ally. Finding a physician or other health care professional who can document your condition and your treatment is the key to success in getting any kind of help. Make sure you have an alliance you can trust. You may find, as have many of our members, that you will have to educate or update your physician and other health care providers about programs available. Also, CRPS was formerly known as reflex sympathetic dystrophy syndrome (RSD) and many health care providers still use the old name. If you are looking for information, you may have to use both acronyms as search words.

This kind of project will always be a work in progress, and we hope that anyone who has additional information to share will do so via email to info@rds.org or mail to RSDSA, 99 Cherry Street, PO Box 502, Milford, CT, 06460.



James W. Broatch, MSW
Executive Director

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PART 1: FEDERAL GOVERNMENT ASSISTANCE PROGRAMS

Social Security, Medicare, and Medicaid

Social Security

Many individuals with CRPS contact us for help on getting Social Security Disability benefits. Admittedly, this is not an easy process. It is time and labor intensive and not uncommon for the first application to be denied. So be very thorough in completing the paperwork and make sure you understand which kinds of benefits best suit your situation. For an excellent understanding of the process, read Linda Lang's article, *My Journey With Social Security Disability*, at www.rsds.org/pdfsall/Lang.SSD.pdf

Overall, The Social Security Administration (SSA) offers disability benefits under two programs: the Social Security Disability Insurance program (SSDI), for people who are "insured" (you worked long enough and paid Social Security taxes), and the Supplemental Security Income (SSI), which pays benefits to disabled adults and children who have limited income and resources. Both programs require medical and other information in order to decide if you meet the SSA's definition of disability. In 2003, the SSA approved SSR 03.2p, a ruling that explains SSA's policies for developing and evaluating Title II and Title XVI claims for disability on the basis on CRPS.

Social Security disability benefits (SSD or SSI) can be available for people with CRPS when it doesn't go away within 12 months. The Social Security Administration (SSA) considers complex regional pain syndrome (CRPS) to be synonymous with reflex sympathetic dystrophy (RSD). CRPS, when documented by appropriate medical signs, is a medically determinable impairment that can last for 12 or more months and be the basis for finding of "disability." Disability may not be established on the basis of an individual's statement of symptoms alone.

Requirements for a Medically Determinable Impairment

The inability to engage in any substantial gainful activity (SGA) by reason of a medically determinable physical or mental impairment that can be expected to result in death or has lasted or can be expected to last for a period of not less than 12 months

- The impairment must result from anatomical, physiological, or psychological abnormalities that can be shown by medically acceptable clinical and laboratory diagnostic techniques
- An impairment must be established by medical evidence that consists of signs, symptoms, and laboratory findings
- CRPS can be established in the presence of chronic complaints of severe pain disproportionate to the degree of documented soft tissue injury and one or more of the following signs in the affected region:
 - Swelling
 - Autonomic instability (In the affected regions there may be color, temperature or trophic changes in skin as well as changes in sweating or in the amount of goose flesh, also called increased pilomotor erection)
 - Abnormal hair or nail growth
 - Dystrophic nails
 - Osteoporosis
 - Abnormal movement

The documentation of objective medical findings is critical in establishing the presence of CRPS as a medically determinable impairment. Your clinical records reflecting ongoing medical assessment and treatment from your physician and other health care professionals are extremely helpful in documenting the clinical findings. Make every reasonable effort to secure all relevant evidence to ensure appropriate and thorough disability evaluation. Generally, you must have the evidence for the 12-month period before you apply.

Where to Apply

You can go to your local Social Security Office, apply online, (www.ssa.gov) or call the office and apply over the phone. Make sure to ask for extra copies of all documents you sign.

The Role of the Health care Provider

The Treating Source is your own physician or other medical professional who can provide the most complete documentation of the nature and severity of your impairment. This physician is not asked or expected to decide if you are disabled. However, he or she will be asked to provide a statement about your ability, despite your impairments, to do work-related physical or mental activities.

Consultative Examiners (CE) are licensed medical professionals hired by SSA to perform an additional examination. CEs have a clear understanding of SSA disability programs and their evidentiary requirements as well as responsibilities and obligations regarding confidentiality.

Program Medical Professionals are physicians in all specialties who perform paper reviews of claims in the State DDS or SSA regional office.

Medical Experts are health care professionals who are paid for their testimony when administrative law judges request expert testimony on complex medical issues.

Evaluations of the Claim

Once a medically determinable impairment has been found, the severity of your impairment must be established. If the claim adjudicator finds that the CRPS symptoms cause a limitation or restriction having more than a minimal effect on your ability to do basic work activities, the adjudicator must find that the impairment is severe and proceed to the next step: determining your residual functional capacity (RFC).

Just because you can't do your present job doesn't mean you can't do any job.

SSA will look at your age, education, and past work experience, including any skills you have acquired during your work history. It will look at your duties from your old jobs to determine if you learned any skills you might be able to use in another, easier kind of job and then decide whether you can physically and mentally do that kind of work. The younger and more educated you are, the easier SSA thinks it will be for you to adjust to a new job. Social Security will pay benefits if there is a medical reason why you cannot do any work for which you might qualify. Whether you can actually get a job doesn't count.

For any claim, remember that documentation is the key to success. It is essential that your medical treatment records substantiate your claim. For example, if you tell a judge that chronic pain is making you depressed, make sure that you are being treated for depression or your credibility will fly right out the window.

One strategy while applying for Social Security Disability benefits might be to request an evaluation by your state's Department of Vocational Rehabilitation which might provide written documentation that you are unable to

work outside the home and no home-based employment is available in your locale. If your case is closed, a letter can be included with an appeal.

Kinds of Benefits

Disability Insurance Benefits (DIB)

In order to qualify, you must have paid enough Social Security tax to be covered (generally pay five years out of the previous 10 before disability begins). The monthly benefit is set by your income, with the maximum currently at \$1,300 per month. In some cases, your dependent children may also qualify.

Supplemental Security Income (SSI)

This program doesn't require you to have paid social security tax. It is a needs-based federal welfare program providing benefits to those with little income and resources. The initial application can take between three and six months to process. In order to qualify, you must have:

- A physical or mental impairment that prevents you from working for at least 12 months
- Little or no income and less than \$2,000 in resources (\$3,000 if a couple), not including your home and car
- If your claim is denied, a notice of appeal rights will accompany the denial notice. You must file an appeal within 60 days of the notice. Then SSA will reconsider your application and consider new and updated medical evidence.
- You may be asked to see a physician for an evaluation. If the reconsideration application is denied, you may request a hearing within 60 days of the denial.

Disabled Widow/Widower Benefit (DWB)

If you are a widow or widower who is currently disabled but your spouse was covered under Social Security at the time of death, you might be eligible for benefits. You must be between the ages of 50 and 60 and have been married for at least 10 years to the person covered. You must be able to prove your disability was severe enough to meet the requirements within seven years of your spouse's death.

More Information

In 2007, The Office of Management and Budget and the Department of Labor added 25 citizen-focused benefit programs to the Government Benefits website (www.Benefits.gov). Check it out to make sure you are getting everything to which you are entitled.

Medicare

This health insurance program serves everyone over 65 years of age and people with disabilities under 65 years of age who have been entitled to receive Social Security disability benefits for a total of 24 months, or need dialysis treatments or a kidney transplant because of permanent kidney failure. The program is available regardless of financial need.

Medicare Part A covers hospitalization (inpatient care in hospitals, skilled nursing facility, hospice, and home health care). Most people do not pay a Part A premium because they paid Medicare taxes. If you aren't eligible for Premium Free part A, you may be able to buy the insurance if you are:

- 65 years or older, are enrolling in Part B, and you meet the citizenship or residency requirements.
- You are under 65, disabled, and your Premium.free Part A coverage ended because you returned to work. (If you're under 65 and disabled, you can continue to get premium.free Part A for up to 8.5 years after you return to work.)

In most cases, if you choose to buy Part A, you must also have Part B (voluntary medical insurance with a monthly premium that helps pay doctor bills and other approved medical services) and pay premiums for both. If you have limited income, your state may help you pay for Part A and Part B.

Medicare Part D offers Prescription Drug Coverage. You must join a plan run by an insurance company or other private company approved by Medicare. If you are having trouble paying for prescription drugs, call Social Security (1.800.772.1213) and ask for Form SSA.1020. SSA will review your financial situation and determine if you are eligible for extra help.

Other Web-based Resources

Medicare & You 2012 (<http://www.medicare.gov/Library/PDFNavigation/PDFInterim.asp?Language=English&Type=Pub&PubID=10050>) is an excellent online resource.

Medicaid

Medicaid is a joint federal/state program to provide physical and related health care services to persons with low income. People with disabilities may be eligible for Medicaid on the basis of their income. Medicaid services are available in all states. However, each state establishes its own eligibility requirements for Medicaid based on federal guidelines.

That means that there are geographic differences between eligibility requirements and types of services covered. In general, persons may be eligible for Medicaid if they are receiving public assistance benefits or Supplemental Security Income, or are blind or disabled. Individuals with higher incomes may be eligible for Medicaid, Supplemental Medical Care Assistance, or their children may be eligible if medical expenses exceed a given percentage of their annual income.

Workers' Compensation

Workers' Compensation laws are designed to make sure that employees who are injured or disabled on the job are provided with fixed monetary awards, eliminating the need for litigation. Workers' Compensation was originally designed as a "no fault" system for employees injured at work, and to cover their medical expenses and provide income until they were able to return to work.

These laws also provide benefits for dependents of those workers who are killed because of work-related accidents or illnesses. Some laws also protect employers and fellow workers by limiting the amount an injured employee can recover from an employer and by eliminating the liability of co-workers in most accidents. Each state administers its own program, although the Federal Employment Compensation Act provides workers compensation for non-military federal employees.

Benefits

There are six basic types of workers compensation benefits available, depending on the nature, date, and severity of your injury:

1. medical care
2. temporary disability benefits
3. permanent disability benefits
4. vocational rehabilitation services
5. supplemental job displacement benefits
6. death benefits

You also are compensated for lost wages as long as you are considered partially or permanently disabled.

Return to work

Under workers' compensation laws, the physician who treats you is charged with assessing what percentage of disability you have and when you are fit to work again. This is in addition to the usual treatment responsibilities.

Filing a Claim

The employer files the claim. You should report an injury to your employer as soon as it happens, and management should take it from there. For your own records, you may want to jot down the details about the accident. In general, your employer will file a claim with its insurance carrier, which in turn files with the state. Or, if your company is self-insured, it will file the claim directly with the state. If you are concerned about the status of your workers' compensation claim, you should check with your employer first and then seek out your state's workers' compensation agency.

What do I do if I am wrongly denied benefits?

You may have to resort to litigation, but first try to work with your state's ombudsman or mediators. You can find them through your state's workers' compensation agency.

For a list of State Workers Compensation Offices, see Appendix 1.

National Association of Injured and Disabled Workers

The National Association of Injured and Disabled Workers (NAIDW) is a nonprofit charitable foundation where injured and disabled workers and their families find the resources, support, and guidance they need to reclaim their lives. NAIDW's purpose is to provide short-term financial assistance to injured and disabled workers and their families as a result of injury, disability, or illness. NAIDW membership is free for all disabled workers and their families.

Contact

NAIDW
PO Box 66, Fox Lake, IL 60020
Tel: 888.788.NAIDW
Fax: 847.629.5149
Email: info@naidw.org

Do You Need a Lawyer?

For any of the federal programs, a lawyer isn't necessary, but can do the following:

- Know what medical proof is necessary and how to get it.
- Counsel you before the hearing.
- Explain the government's decisions and how to appeal.

Most lawyers work on a contingency fee, meaning they will take a certain percentage (25% is common) of any back pay the government owes you by the time you finally win the case. Go to the National Organization of Social Security Claimants' Representatives (<http://www.nosscr.org/>) for attorneys experienced in Social Security. Make sure fees are established and understood before you begin the process. For a comprehensive discussion on working with a lawyer, go to *How to Lose Your Case in 12 Steps* by Steven Schisler, Esq. (http://www.rsds.org/Resources/lose_your_case.html)

If your claim is approved, your benefits cannot begin before the sixth full month of disability. Your social security benefit may be reduced if you receive worker's compensation or other public disability payments or a pension from a job where you did not have to pay Social Security taxes. Some benefits are taxable.

Other Disability Resources

AAPD – American Association for People with Disabilities

Possibly the largest national cross-disability member organization in America, AAPD works in partnership with other disability organizations and with its own resources to ensure economic, social, and political security for all Americans with disabilities. As the largest disability members organization AAPD has established reliable partnerships and offer great resources.

Visit their website at www.aapd.dc.org

ABILITY Awareness

ABILITY Awareness is building a world of inclusion for people with health conditions or disabilities through housing, employment, education, media, and volunteer opportunities. Their hallmark program is the ABILITY Build: engaging volunteers with health conditions and disabilities in building accessible low-income homes.

Contact

ABILITY Awareness

1440 E. 1st St., Suite 107

Santa Ana, CA 92701

Tel: 714.277.4330

Fax: 714.277.3743

Email: Info@ABILITYawareness.org

www.abilityawareness.org/index.htm

Benefits.Gov

The Office of Management and Budget and the Department of Labor has a full listing of over 100 programs at the www.benefits.gov. In addition, there is a benefit finder on this website that allows you to determine which benefits might be available to you.

The Disability Resources Monthly (DRM) Guide to Disability Resources on the Internet

You can find a directory of organizations or agencies listed by state at www.disabilityresources.org. This website offers excellent information for people with disabilities.

Discharging Student Loans Due to Disability

If you are completely and permanently disabled, you may obtain a conditional discharge by the U.S. Department of Education by filling out the Disability Discharge Form (PDF) found on the following web link (<http://ifap.ed.gov/dpccletters/attachments/GEN1015Attach.pdf>) and submitting it to your loan holder. After three years, the Department will review the disability discharge and make a final determination on the discharge status of the applicable conditionally-discharged loans.

- If you wish to regain student loan eligibility after having discharged your loans through permanent disability, you will need to fill out the Physician's Certification of Borrower's Ability to Engage in Substantial Activity Form and submit it to the current loan holder. If you have had loans discharged through disability previously, you may be required to reinstate previously discharged loans.
- For FAQs, visit: <http://ifap.ed.gov/dpccletters/attachments/GEN1015Attach.pdf>.

Home.based Care for the Disabled

Attendant care of home.based care programs have been developed to allow physically disabled people to get the care they need in their own homes, rather than having to become a resident in a nursing home. To qualify for this program, a person must need physical assistance to achieve some of their life skills (bathing, cooking, wound care, etc.). Each state has its own program and the client pays a portion of the cost of this care. The federal government has established a Medicaid Waiver program to help all states provide these services to those with a low income.

National Disability Institute (NDI)

The mission of NDI is to build healthy financial futures for Americans with disabilities through employment initiatives, technical housing assistance, financial education and many other resources. NDI also has a wide partnership network of local, public, private, state and federal banks, investment businesses and organizations. For more information, visit <https://realeconomicimpact.org/>

National Disability Rights Network (NDRN)

The NDRN is a nonprofit membership organization for the federally.mandated Protection and Advocacy (P&A) Systems and Client Assistance Programs (CAP) for people with disabilities. Members serve individuals with a wide range of disabilities, including those with cognitive, mental, sensory, and physical disabilities, by guarding against abuse, advocating for basic rights, and ensuring accountability in health care, education, employment, housing, transportation, and within the juvenile and criminal justice systems.

Contact

National Disability Rights Network (NDRN)
900 Second Street NE, Suite 211
Washington, DC 20002
Tel: 202.408.9514
Fax : 202.408.9520
TTY: 202.408.9521
Email: info@ndrn.org
www.napas.org

National Organization on Disability (NOD)

This is an established authority in supporting the American and International community of people with disabilities. With a goal to create awareness and understanding for persons living with disabilities NOD is running programs and partnerships to improve housing, accessibility, religion, employment and much more. For more information, visit www.nod.org

NCB Capital Impact

NCB Capital Impact is a coordinator for cooperative work in primarily addressing the problems that are associated with poverty in the Unites States. Together with non.profit organizations, investors, and other partners NCB Capital Impact has made possible for U.S citizens in need find financial, practical, social, or other assistance. NCB Capital Impact, in partnership with the National Disability Institute, strives to increase social and economic independence amongst individuals with a disability. For more information, visit www.ncbcapitalimpact.org

PART 2: LEGAL AID

You may qualify for free legal assistance in civil cases, depending on your income and the type of legal problem you have. The types of cases handled by legal services lawyers include: domestic relations, housing, access to government benefits, and employment discrimination. You can find free legal assistance in the government pages of your phone book.

Legal Aid Societies and Agencies

Legal aid societies are staffed by lawyers, paralegals, and other professionals who are trained in poverty law issues and are prepared to help people with various legal issues that, for example, may center around domestic violence, housing issues, consumer matters, or maintenance of benefits questions.

Because each state handles legal aid differently, your best bet is to search the Internet for your state's legal aid society or Bar Association. Both provide free legal advice and other services in non.criminal cases to low.income people. You can also look in the telephone book under "Legal Aid." The drawback is that the demand generally far outweighs the resources so you may wait for a long time. Also, many law schools have free legal clinics, so check schools near you.

For a listing of State Legal Services Offices, see Appendix 2

Legal Services Corporation (LSC) is a not.for.profit organization founded in 1974, and funded 100% by Congress. Its mission is to promote equal access to the courts by making grants to provide high.quality civil legal assistance for those who could not otherwise afford legal counsel. Applicant's income should not exceed 125% of the poverty guidelines by family size determined by the Department of Health and Human Services. To find an LSC office near you, contact the national office.

Contact

Legal Services Corporation
3333 K Street, NW, 3rd Floor
Washington, DC 20007-3522
Tel: 202.295.1500
Fax: 202.337.6797
Email: info@lsc.gov
www.lsc.gov

Legal Help for Persons with Disabilities

The Disability Rights Education and Defense Fund (DREDF) is a national law and policy center dedicated to protecting and advancing the civil rights of people with disabilities through legislation, litigation, advocacy, technical assistance, and education and training of attorneys, advocates, persons with disabilities, and parents of children with disabilities.

Contact

Disability Rights Education and Defense Fund
2212 Sixth Street
Berkeley, CA 94710
Toll free: 800.348.4232 (v/tty)

Tel: 510.644.2555 (v/tty)
Fax: 510.841.8645
Email: info@dredf.org
www.dredf.org

PART 3: LIVING EXPENSES

Housing

US Department of Housing and Urban Development (HUD) Housing Choice Vouchers Housing choice vouchers allow very low-income families to choose and lease or purchase safe, decent, and affordable privately owned rental housing. The vouchers are available through the local Public Housing Agencies. The PHA compares the family's annual gross income with the HUD established low-income limit. You can find the complete list of types of vouchers at www.hud.gov

Vouchers available to people with disabilities include:

- Mainstream vouchers
Elderly and non-elderly families that have a person with disabilities may apply for voucher funding.
- Designated housing vouchers
Non-elderly families, who would be eligible for public housing if occupancy were not restricted to elderly households. These vouchers also assist families affected by a PHA decision to designate their buildings as "mixed elderly and disabled buildings" but demonstrate a need for alternative resources for families with a disabled person.
- Certain development vouchers
Non-elderly families with a disabled person who do not currently receive housing assistance in certain developments where owners establish preferences for, or restrict occupancy to, elderly families.

Contact

US Department of Housing and Urban Development
451 7th Street, SW
Washington, DC 20410
Tel: 202.708.1112
www.hud.gov

Or search for your state offices (<http://portal.hud.gov/hudportal/HUD?src=/states>)

Houses and Mortgages for People with Disabilities

This online guide has been created to help individuals living with disabilities, and their family members, in the process of buying a home of their own. Learn more about the five important steps in buying a home and about financial assistance programs that are available for you living with disabilities, who want to buy a home. After reading this guide to home ownership for people living with disabilities, you will know more about:

- The advantages and disadvantages of buying a home
- The most important steps in the home buying process
- Common terms related to home buying
- How to get started in your quest to purchase a home

- Financial assistance geared toward enabling you living with disabilities to buy your own homes. You can view the guide (and even download the audio version) at www.mortgageloan.com.

Habitat for Humanity

This nonprofit, nondenominational Christian housing organization builds simple, decent, and affordable houses in partnership with those who need shelter. Habitat houses are sold at no profit, with no interest charged on the mortgage. Homeowners and volunteers build the houses under trained supervision. Read more about how to apply for a Habitat for Humanity House at <http://www.habitat.org/getinv/apply.aspx>

Contact

Habitat for Humanity International
121 Habitat St.
Americus, GA 31709-3498
Tel: 229.924.6935, ext. 2551 or 2552

Rebuilding Together CapacityCorps

Rebuilding Together is the nation's leading nonprofit organization providing critical home repairs, modifications and improvements for America's low-income homeowners. It rebuilds the homes and lives of the nation's most vulnerable homeowners and families at no cost to those served. Its work extends beyond the four walls of a home to impact the health and vibrancy of entire communities. Rebuilding Together Capacity Corps is a high-impact, full-time AmeriCorps program with 65 members serving communities and families throughout the country. Rebuilding Together CapacityCorps members help build the capacity of Rebuilding Together affiliates in 21 states, by serving low-income homeowners through volunteer recruitment, client and community outreach, direct home repairs, and new project implementation.

Contact

Rebuilding Together National Headquarters
1899 L Street NW, Suite 1000
Washington, DC 20036
1.800.473.4229
www.rebuildingtogether.org

Centers for Independent Living (CILs)

The independent living philosophy holds that individuals with disabilities have the right to live with dignity and with appropriate support in their own homes, fully participate in their communities, and to control and make decisions about their lives.

Centers for Independent Living (CILs) are nonprofit community-based non-residential organizations that are run by and for people with disabilities. CILs are required by the 1992 Amendments of the Rehabilitation Act to have a majority of individuals with disabilities on their Governing Boards and on their staff, including those in decision-making positions.

CILs provide services to individuals with disabilities from cross-disability, multicultural populations. The core services that CILs provide are advocacy, peer counseling, independent living skills training, and information and referrals. CILs can also provide help in obtaining accessible housing, financial benefits counseling, equipment loan and or repair, personal assistance services, services related to hiring, training and firing a personal assistant, and employment readiness services.

Statewide Independent Living Councils (SILCs)

SILCs are private, nonprofit, consumer-controlled, community-based organizations providing services and advocacy by and for persons with all types of disabilities. Their goal is to create opportunities for independence, and to assist individuals with disabilities to achieve their maximum level of independent functioning within their families and communities. SILCs also serve as a strong consumer voice on a wide range of national, state, and local issues. They work to assure physical and programmatic access to housing, employment, transportation, communities, recreational facilities, and health and social services.

For the ILRU Directory of Centers and SILCs, visit www.ilru.org/html/publications/directory/index.html

The National Council on Independent Living (NCIL)

NCIL (www.ncil.org) is a membership organization that advances the independent living philosophy and advocates for the human rights of, and services for, people with disabilities to further their full integration and participation in society. Services include advocacy, counseling, training, information and referral, and others. NCIL supports housing that reflects our principles of: cross-disability, equal access, consumer control, integration, non-discrimination, and de-linking housing and services, which means, a person with a disability should not have to receive services in order to obtain housing. NCIL's housing subcommittee has focused on ensuring the availability of accessible, affordable housing, and applying pressure on the Department of Housing and Urban Development for more aggressive enforcement and responsiveness to concerns of stakeholders with disabilities.

Contact

The National Council on Independent Living
1710 Rhode Island Avenue Northwest
Fifth Floor
Washington, DC 20036
Tel: 202.207.0334, Toll free: 877.525.3400
Fax: 202.207.0341
www.ncil.org

Telephone Services

FCC Universal Service Program for Low-Income Consumers

The low-income program provides discounts on telephone installation and monthly telephone service to qualifying consumers. The low-income program is one of the components of the FCC's Universal Service Fund, which is administered by the Universal Service Administrative Company (USAC), is designed to ensure that quality telecommunications services are available to low-income customers at just, reasonable, and affordable rates. There are two programs available to qualified low-income consumers:

- Link.Up America helps consumers with telephone installation costs.
- Lifeline provides discounts on monthly telephone service.

Additional discounts are available to qualified subscribers living on tribal lands. You can read more about the program eligibility criteria in the FCC's Universal Service Program for Low-Income Consumers (http://transition.fcc.gov/wcb/tapd/universal_service/lowincome.html)

Lifeline Support lowers the cost of basic, monthly local telephone service. An eligible customer may receive the Lifeline discount on either a wire line or wireless connection, but the discount is available for only one telephone connection per household. (www.fcc.gov/guides/lifeline.and.link.affordable.telephone.service.income.eligible.consumers)

Contact

General Inquiries
Universal Service Administrative Company
2000 L Street, NW, Suite 200
Washington, DC 20036
Tel: 202.776.0200
Fax: 202.776.0080

Local phone companies

They will generally extend your service for 30 days if you are not eligible for federal or state programs and you are unable to pay your telephone bill. Your physician must call the service representative and follow up with written verification of your illness within seven days. If the illness continues, you must repeat this process. Generally, you will be responsible for all overdue charges once you are no longer ill. Check the telephone book for the number of your local representative.

Heat and Electricity

Federal Programs

The two primary sources of energy for low-income households are Low-Income Home Energy Assistance Program (LIHEAP) (www.acf.hhs.gov/programs/ocs/liheap/) and the Weatherization Assistance Program (www.waptac.org/). They both are administered through the US Department of Health and Human Services.

LIHEAP is a federally-funded program to assist low income households, particularly those with the lowest incomes that pay a high proportion of household income for home energy, primarily in meeting their immediate home energy needs.

To inquire about LIHEAP assistance, the general public should use the public inquiry telephone number if available for their State. That number may provide the public with information about the State's program much quicker than the LIHEAP agency number. For your state LIHEAP Office listing, See Appendix 3.

The WAP was created in 1976 to assist low-income families who lacked resources to invest in energy efficiency. WAP is operated in all 50 states, the District of Columbia, Native American tribal lands and U.S. Territories. Funds are used to improve the energy efficiency of low-income homes using the most advanced technologies and testing protocols available in the housing industry. Details on the program can be found on the WAP website: www1.eere.energy.gov/wip/wap.html

National Fuel Funds Network (NFFN)

This network consists of over 300 organizational members, from small energy banks to large utility programs, to increase energy assistance available, particularly charity energy assistance.

Contact

NFFN

1010 Vermont Ave., NW, Suite 718

Washington DC, 20005.

Tel: 203.824.0660

www.nationalfuelfunds.org/Membership/memberindex.html

Note: Your gas and/or electric company cannot shut off your power if you or a member of your household has a serious illness and financial hardship. Each state has different requirements, but your physician must certify the illness in writing.

If the utility company refuses to protect your accounts from shut off, contact your State Department of Energy Consumer Division immediately.

Food and Nutrition

Supplemental Nutrition Assistance Program (SNAP)

SNAP, formerly known as the federal Food Stamp Program, helps low-income people and families buy the food they need for good health. You apply for benefits by completing a State application form. Benefits are provided on an electronic card that is used like an ATM card and accepted at most grocery stores.

For a list of state offices, see Appendix 4: Supplemental Nutrition Assistance Program Offices or visit the website: www.fns.usda.gov/snap/contact_info/hotlines.htm

Women, Infant, and Children (WIC) Program

WIC provides nutritious foods to supplement diets, information on healthy eating, and referrals to health care. WIC foods include iron-fortified infant formula and cereal, iron-fortified adult cereal, vitamin.C rich fruit, and/or vegetable juice, eggs, milk, cheese, peanut butter, dried beans or peas, tuna fish, and carrots.

To apply to be a WIC participant, you will need to contact your State or local agency to set up an appointment. Check out your State's website, <http://www.fns.usda.gov/wic/Contacts/statealpha.HTM>, or call the toll-free number found in Appendix 5. When you call to set up an appointment, someone will tell you the location nearest your home and what you need to bring with you.

Emergency Services

Emergency Food and Shelter Programs (EFS)

Applicants to Emergency Food and Shelter Programs must show evidence of a precipitating event that caused the emergency. These programs provide assistance to any needy individual who has received a notice of foreclosure, eviction, or termination of utility services if the ability to pay is compromised because of a sudden reduction in income. EFS can provide rent/mortgage assistance and supplemental utility assistance, but this is a one-time-only offer. These programs do not supplement SSI, Aid to Family with Dependent Children (AFDC), or other public assistance programs. Although criteria differ from state to state, some of the common items are:

- You must provide the basic proof of economic situation and family composition
- The agency will give you the amount which is required and appropriate to the case
- You must have had a verifiable economic or personal crisis
- The agency will not pay if you are paying more than 75% of your income on rent and have no prospects for increased income

- The agency will not pay rent if you do not have a regular income or prospect for one
- The agency does not assist people who are in a chronic situation

ModestNeeds.Org

This organization promotes the self.sufficiency of low.income workers by helping them to afford short.term, emergency expenses. ModestNeeds offers grants to low.income but generally self.sufficient people. The grants are designed to prevent otherwise financially self.sufficient people and families from entering the cycle of poverty, to restore the financial self.sufficiency of those who are willing to work but temporarily unemployed, and to empower permanently disadvantaged people who otherwise live within their limited means if they suffer an unexpected financial setback. For information on grant eligibility and application process, please call 212.463.7042 or visit the website www.modestneeds.org.

Other information

Get a donated car

This takes some legwork but it might pay off. Several charity organization take care donations and although some sell them outright for the cash, others do pass them on to needy individuals (battered women, families transitioning from public assistance, people with disabilities, etc). Your best bet is to conduct research online, beginning with the link below. Also, contact your local Goodwill office and, if you belong to a church, ask there as well. For more information visit this website: www.ehow.com/how_5011948_donated.car.html

PART 4: SERVICE AND FAITH-BASED ORGANIZATIONS

Service Organizations

American Association of Retired Persons (AARP)

AARP volunteers educate older persons with limited incomes and resources about federal, state, local and private benefits programs and services. To see if there is an AARP chapter in your town, use the online chapter locator at www.aarp.org/states

AARP Tax.Aide (http://www.aarp.org/money/taxes/aarp_taxaide/) is the nation's largest free, volunteer.run tax assistance and preparation service available to taxpayers with low. and moderate.income, with special attention to those aged 60 and older.

Contact

AARP Community Networks
601 E St. NW
Washington, DC 20049
Toll free: 888.687.2277
Email: chapters@aarp.org

American Red Cross

American Red Cross chapters provide services that help targeted groups within the community be safer, healthier, and more self.reliant. Some programs include:

- transportation to medical appointments and other essential trips
- food pantry and hot lunch programs
- homeless shelters and transitional housing services
- food and rental assistance

Contact your local American Red Cross chapter (<http://www.redcross.org/en/where>) to find out the community services they offer. If they do not offer the services you need, they may be able to refer you to other local agencies that provide the service.

American Red Cross Homeless Shelters

In addition to a clean bed and a hot meal, some shelters offer life skill development assistance including budget development, parenting classes, counseling, and support groups. Transitional housing programs allow for more in.depth assistance, for periods of up to a year.

Contact

American Red Cross National Headquarters
2025 E Street, NW
Washington, DC 20006
Tel: 202.303.4498

www.redcross.org/portal/site/en/menuitem.d8aaecf214c576bf971e4cfe43181aa0/?vgnextoid=4fd51a53f1c37110VgnVCM1000003481a10aRCRD&vgnnextfmt=default

Goodwill Industries International, Inc.

Goodwill Industries is North America's leading nonprofit provider of education, training, and career services for people with disadvantages, such as welfare dependency, homelessness, and lack of education or work experience, as well as those with physical, mental and emotional disabilities.

Contact

Goodwill Industries International, Inc.
15810 Indianola Drive
Rockville, MD 20855
Tel: 301.530.6500
Email: contactus@goodwill.org
Website: www.goodwill.org

Faith-Based Organizations

Catholic Charities USA

Catholic Charities USA is the nation's largest private human service network. Its agencies and institutions nationwide provide vital social services to people in need, regardless of their religious, social, or economic backgrounds. Your local chapter can provide services such as rent and mortgage assistance, food, and other services. If you are looking for individual assistance, or have questions about programs, services, jobs, or volunteer opportunities at Catholic Charities agencies, contact your local Catholic Charities agency.

Contact

Catholic Charities USA
Sixty.Six Canal Center Plaza, Suite 600
Alexandria, VA 22314
Tel: 703.549.1390
Fax: 703.549.1656
Email: info@catholiccharitiesusa.org
Website: www.catholiccharitiesusa.org

Lutheran Services in America (LSA)

LSA is an alliance of the Evangelical Lutheran Church in America, the Lutheran Church.Missouri Synod, and their related social ministry organizations, and their nearly 300 health and human service organizations.

Contact

LSA National Headquarters
700 Light Street
Baltimore, MD 21230-3850
Tel: 800.664.3848
Fax: 410.230.2710
Email: lsa@lutheranservices.org

Society of St. Vincent de Paul

The Society of St. Vincent de Paul is a Catholic lay organization that leads men and women to grow spiritually by offering person-to-person service to those who are needy and suffering. Services include food programs, emergency financial assistance, rent/mortgage assistance, help with low-cost housing, help with low-cost or free prescription drugs.

To secure assistance, contact the nearest Catholic Church in your community and ask if they have a Society of St. Vincent de Paul Conference in their parish or know of one in the vicinity. Or, look for “Society of St. Vincent de Paul” in your local White Pages. To find the District or Diocesan Council closest to you, go to www.svdp.org

PART 5: PATIENT ASSISTANCE PROGRAMS

Pharmaceutical Assistance

There are several patient assistance programs (PAP) designed to help low-income people with limited or no prescription drug coverage. State and government programs offer discounts and subsidies, and most pharmaceutical manufacturers have patient assistance programs that provide free drugs to those who qualify. Therein lies the rub: a key qualifier is that drugs are only dispensed for medication if it is being used within the Federal Drug Administration’s approved indication (i.e., “on label”). Many people with CRPS rely on “off-label” uses of medications. Still, it is worth checking into. At the very least, you might get a substantial reduction in the price.

A note about opioids: Most manufacturers have removed these drugs from their patient assistance plans. Purdue Pharma, LP, manufacturer of OxyContin®, is the exception. Your physician must call Purdue Pharma (800.599.6070) and request an application for you. You must provide copies of your income tax return and evidence of your monthly expenses, but when it is all said and done, it is possible to get the drug free of charge. The drug will be dispensed by your physician. However, Purdue Pharma will not dispense drugs to those individuals who are in the Medicare Part D «donut hole.»

Watch Out For Scams! No Need to Pay for Information on Free (or Low-Cost) Rx Drugs

Some marketers are using spam email and the Web to offer information on free or low-cost prescription drug programs for a fee, sometimes as much as \$195. Stay away from any company that charges for information on free or low-cost prescription drug programs. If you’re trying to get free or low-cost prescription drugs, you don’t have to pay for information on how to do it. You just have to know where to look. The information is free — and publicly available — from your physician, pharmacists, and the government.

A drug company trade group sponsors a “one stop” website at www.helpingpatients.org. The site provides information on patient assistance programs for consumers who don’t have prescription drug coverage. Industry and government patient assistance programs offer an estimated 1,000 medicines to treat a variety of diseases and conditions, including cancer, high cholesterol, diabetes, high blood pressure, stroke, depression, schizophrenia, and Alzheimer’s.

You can apply for free or low-cost prescription programs or medicines on the website, or you can ask your health care provider to do it for you. A computer program determines whether there might be a match for you among the various programs. Health care providers must approve most applications for these assistance programs. Additionally, www.accesstobenefits.org is a website with information on many programs to help seniors and people with disabilities reduce their prescription drug costs. The site is sponsored by a coalition of organizations

serving Medicare beneficiaries. These programs offer the most help if you don't have other prescription drug coverage and if your income is limited.

Finally, you can access the federal government's Medicare information at www.medicare.gov or by calling 1.800.MEDICARE.

The following information is provided as a service only. RSDSA does not endorse any of these programs.

National Organization of Rare Diseases (NORD) Medication Assistance Programs

Through the NORD Patient Assistance Program, eligible patients are provided with cost-free medications. For information about the programs listed www.rarediseases.org/patients.and.families/patient.assistance, use the contact information associated with that particular program or email patientassistance@rarediseases.org.

Partnership for Prescription Assistance (PPA)

The PPA helps qualifying patients without prescription drug coverage get the medicines they need for free or nearly free. Their mission is to increase awareness of patient assistance programs and boost enrollment of those who are eligible, and offer a single point of access to more than 475 public and private programs, including nearly 200 offered by pharmaceutical companies.

To find out if you qualify for free or discounted drugs, call toll-free 888.477.2669 or visit www.pparx.org, and click on the left hand box for patients. You will be asked to enter the medications you need and personal information (age, income, insurance coverage) to determine if you qualify.

Web-only Resources

BenefitsCheckUp

This organization provides people 55 years and older with a report of public and private programs to help them save money on prescription drugs. It also can help you find help with rent, property taxes, heating bills, meals, and other needs. For more information on BenefitsCheckUp, visit the www.benefitscheckup.org or email comments@benefitscheckup.org.

NeedyMeds

A national nonprofit that has information on programs that help people who can't afford their medications and health care costs, NeedyMeds has data on over 2,400 programs and nearly 11,000 free/low-cost/sliding-scale clinics. All our data is free, easy to access, and updated regularly.

NeedyMeds also offers a free drug discount card that's accepted at nearly 60,000 pharmacies. Anyone can use the card regardless of income level, insurance status, age or residency. The card offers a discount ranging from nothing to 75% on prescription drugs, over-the-counter drugs, and medical supplies when written on a prescription form, and get prescription drugs purchased at a pharmacy. The average savings is 50%. The card is free and there is no registration process or cost. The card can be downloaded from www.needymeds.org

RxHope

RxHope is a free web-based service that helps prescribers and patient advocates apply, obtain, and track requests for no cost medication for patients who are unable to afford them and who have no access to prescription insurance or government-funded programs. They can help identify:

- Federal, state and charitable agencies that have patient assistance programs
- Ways to register on the Internet
- How to navigate the Drug Information Center, State and Federal Assistance Programs, Health care Links, and Pharmaceutical Company Links

Contact

RxHope

P.O. Box 5836

Somerset, NJ 08875

Phone: 732.507.7400 (Monday through Friday, 8:00 am to 7:00 pm EST)

Fax: 732.507.7600

Email: CustomerService@RxHope.com

www.rxhope.com

Rx Outreach

Rx Outreach is managed by Express Scripts Specialty Distribution Services, Inc. (ESSDS), a fully-licensed mail order pharmacy that is committed to making the use of prescription drugs safer and more affordable.

Rx Outreach is not a prescription insurance program nor an Internet pharmacy.

Contact

Customer Service: 800.769.3880

(Monday through Friday, 7:00 am to 5:30 pm CST)

Email: rxoutreach@express.scripts.com

www.rxoutreach.com/

Workers Comp Rx

A pharmacy service for injured workers with open claims provides medications with no out-of-pocket costs.

Contact

Workers Comp Rx

Toll.free: 888.2COMPRX (888.226.6779)

www.workerscomprx.com

Other Assistance Programs

Brad Jenkins Patient Assistance Fund

This fund was established jointly by RSDSA and the Jenkins Family in memory of their son Brad.

The fund is designed to help individuals with Complex Regional Pain Syndrome with some of the financial costs associated with living with this syndrome. Individuals may inquire about applying for a grant by sending an email to info@rsds.org or by calling 877.662.7737.

Eldercare Locator

Eldercare Locator is a public service of the US Administration on Aging that connects you to services for older adults and their families. Information is available on topics such as elder abuse prevention, financial assistance, health insurance, housing option, legal assistance, transportation, and much more. You can call them at 800.677.1116 or visit the website at www.eldercare.gov.

Healthwell Foundation®

Healthwell Foundation® is a 501(c)(3) non-profit organization established in 2003 that is committed to addressing the needs of individuals with insurance who cannot afford their copayments, coinsurance, and premiums for important medical treatments. They do not cover pain nor CRPS, but they do cover other diseases. Check their website for specifics at www.healthwellfoundation.org.

If you don't have health insurance, talk to your physician. Many are willing to negotiate and may offer you a discount. Talk directly with the physician, not the nurse or office staff.

Assistive Devices

Easter Seals

Some chapters of the Easter Seal Society provide free wheelchairs and other equipment like walkers, commodes, bathtub rails, crutches, transfer benches, electric wheelchairs, and scooters on a short-or long-term basis. Contact your local chapter or the national office.

Contact

Easter Seals
230 West Monroe Street, Suite 1800
Chicago, IL 60606
Tel: 312.726.6200
TTY: 312.726.4258
Fax: 312.726.1494
Toll Free: 800.221.6827
www.easterseals.com/site/PageServer?pagename=ntl_homepage

New England Assistive Technology (NEAT) Resource & Education Center

This Hartford, Connecticut-based organization was formed to provide information and access to equipment and devices that can change the lives of people of all ages, with all types of disabilities, both temporary and permanent.

Contact

New England Assistive Technology Marketplace
120 Holcomb Street
Hartford, CT 06112
Toll Free in Connecticut: 866.526.4492
Hartford area: 860.243.2869
Email: info@neatmarketplace.org
www.neatmarketplace.org

Silver Cross

This free information service can help you find recycled or new, low-priced products, including: stair lifts, ceiling lifts, home elevators, incline wheelchairs/lifts, patient lifts, vertical wheelchair lifts, bath lifts, scooter lifts, electric scooters, electric wheelchairs, lift chairs and hospital beds.

Contact

Tel: 800.572.9310
www.silvercross.com

The Wheelchair Foundation

The Wheelchair Foundation is a nonprofit organization leading an international effort to create awareness of the needs and abilities of people with physical disabilities, to promote the joy of giving, create global friendship, and to deliver a wheelchair to every child, teen and adult in the world who needs one, but cannot afford one. For these people, the Wheelchair Foundation delivers Hope, Mobility and Independence.

Contact

3820 Blackhawk Road
Danville, California 94506
Tel: 877.378.3839
North America: 925.736.8234
Fax: 925.648.0163
Email: info@wheelchairfoundation.org
www.wheelchairfoundation.org

Health Services and Insurance

Health Assistance Partnership (HAP)

HAP works with State Health Insurance Assistance Programs (SHIPs) on initiatives that develop the resources and capacity necessary to deliver education and personalized counseling and assistance to Medicare beneficiaries, so they can make informed health care decisions.

Contact

Health Assistance Partnership
1201 New York Avenue, NW
Suite 1100
Washington, DC 20005
Tel: 202.737.6340
Fax: 202.737.8583
Email: shiphelp@hapnetwork.org
www.healthassistancepartnership.org

Patient Advocate Foundation

(www.patientadvocate.org)

Patient Advocate Foundation was founded in 1996 with the primary purpose of providing mediation and arbitration services to patients, providers, family members and caregivers of those dealing with significant medical issues and the impact on their lives. This is an excellent resource. Products include the:

- National Underinsured Resource Directory (<http://patientadvocate.org/help4u.php>). This directory is intended to help underinsured individuals and families locate resources and seek alternative coverage options or methods for better reimbursement. This is an online directory.
- National Financial Resource Directory helps sort resources for a broad range of needs including housing, utilities, food, transportation, medical treatment, home health care, medical devices, and pharmaceutical agents.
- Co.pay relief program provides direct financial assistance to insured patients who meet certain qualifications to help them pay for the prescriptions and/or treatments they need. Eligible patients must be insured and insurance must cover the medication for which patient seeks assistance; Patient must have a verified diagnosis of Pain; Patient must reside and receive treatment in the United States.; and the Patient's income must fall below 500% of the Federal Poverty Level. The maximum award level is \$1,500 per year.

Hospital Care

Finding A Free Clinic

If you need to see a doctor but cannot afford one, a free or low.cost clinic may be able to help you. Keep in mind that all free clinics have eligibility rules for patients: typically free clinics see only patients who have low income and who do not have insurance for the treatment needed. Depending upon their eligibility rules, not all clinics will be able to treat you. However, there may be some flexibility with the eligibility rules, so even if you think you do not qualify it may still be worth calling the clinic to ask about your situation. Sometimes the care at a free clinic is not completely free; there may be a small charge, depending upon any income you have. In addition, free clinics are not always able to provide care for complicated conditions like CRPS, but they still may be of at least some assistance.

You may be able to find a free clinic through your local phone books or on the Internet. You may need to try more than one website before you find a clinic to help you as not all the websites have complete lists.

You can also contact charities in your area (such as The Salvation Army or Catholic Charities) to see if they offer any health care services.

Find a Health Center

HRSA.supported health centers care for you, even if you have no health insurance. You pay what you can afford, based on your income. Health centers are in most cities and many rural areas. For more information visit www.findahealthcenter.hrsa.gov/Search_HCC.aspx

Hill.Burton Program

Part of the Health Resources and Services Administration (HRSA) administered by the Department of Health and Human Services, the Hill.Burton program offers free or low.cost health care in select hospitals around the country. In addition, many health facilities are required to give health care to some people who cannot afford to pay.

The Hill.Burton program has a toll.free hotline (800.638.0742); calls are primarily received from individuals who have incurred medical bills that they are unable to pay or who are currently in need of medical services for which they are unable to pay. In addition, the hotline receives calls from hospitals and other health care providers, voluntary organizations, state and local government agencies, the news media and others.

For general information regarding the program, contact the Division of Facilities Compliance and Recovery at 800.638.0742 or visit <http://www.hrsa.gov/gethealthcare/affordable/hillburton/hillburton.pdf>.

Health Resources and Services Administration (HRSA) database of federally funded health centers

The Remote Area Medical® (RAM) Volunteer Corps

This not-for-profit, volunteer, airborne relief corps is dedicated to serving mankind by providing free health care, dental care, eye care, veterinary services, and technical and educational assistance to people in remote areas of the United States and the world.

Contact

Remote Area Medical®
1834 Beech Street
Knoxville, TN 37920
Tel: 865.579.1530
Email: ram@ramusa.org
www.findahealthcenter.hrsa.gov/Search_HCC.aspx

The National Association of Free Clinics (NAFC)

NAFC, a nonprofit organization, has a list of state and regional associations of free clinics on its website (www.nafcclinics.org/). Find your state or region's association, and contact that organization for a list of clinics near you.

Take Care Recovery Plan

The Take Care Recovery Plan is an offer of free, limited health care and diagnostic testing services at select Walgreens. For more information, please visit www.takecarehealth.com/Default.aspx.

Dental Care

National Institute of Dental and Craniofacial Research (NIDCR) List of Local Dental Schools

Many dental schools have clinics that provide care at reduced or no cost. Visit www.nidcr.nih.gov/FindingDentalCare/ReducedCost/USDentalSchools.htm

Dental Lifeline Network

Formerly the National Foundation of Dentistry for the Handicapped, this organization, which is a charitable affiliate of the American Dental Association, is committed, through collaboration, to arranging comprehensive dental treatment and long-term preventive services to needy disabled, elderly, or medically compromised individuals through a national network of direct service programs that involve more than 12,900 volunteer dentists and 2,700 volunteer laboratories.

The Donated Dental Services (DDS) program tends to the essential and comprehensive dental care needs of disabled, elderly or medically compromised individuals who cannot afford necessary treatment nor get public aid. A DDS Coordinator is the liaison between the patient, the labs and the dentists, answering any and all questions, assisting the patient, the lab and the dentist with every aspect.

The Dental HouseCalls program was established to bring care to people who cannot easily travel to dentists' offices: residents of nursing homes, homebound individuals and developmentally disabled people attending day programs or living in residential centers. A fully equipped, portable dental office is transported in a van and set up at bedside or in the facilities so dentists can serve these individuals.

Contact

Dental Lifeline Network
1800 15th Street, Suite 100
Denver, CO 80202
Tel: 888.471.6334
Fax: 303.534.5290
www.nfdh.org/home

Vision Care

EyeCare America—National Eye Care Project

EyeCare America is a public service program of the Foundation of the American Academy of Ophthalmology. Their mission is to reduce avoidable blindness and severe visual impairment by raising awareness about eye disease and care, providing free eye health education materials and facilitating access to medical eye care.

Contact:

EyeCare Program
Tel: 800.222.EYES (3937)
www.eyecareamerica.org/

Vision USA

Sponsored by the American Optometric Association (AOA) for low-income working Americans, the program provides basic eye care and vision care services free of charge to those who do not qualify for government aid or private health care assistance.

Contact

VISION USA
243 North Lindbergh Blvd.
St. Louis, MO 63141
Tel: 800.766.4466
Fax: 314.991.4101
Email: visionusa@aoa.org
www.optometryscharity.org/vision.usa

Home-based Care Resources

Home-based Care for the Disabled

Attendant care of home-based care programs have been developed to allow physically disabled people to get the care they need in their own homes, rather than having to become a resident in a nursing home. To qualify for this program, a person must need physical assistance to achieve some of their life skills (bathing, cooking, wound care, etc.). Each state has its own program and the client pays a portion of the cost of this care. The federal government has established a Medicaid Waiver program to help all states provide these services to those with a low income.

The National Association for Home Care and Hospice (NAHC)

NAHC is the nation's largest trade association representing the interests and concerns of home care agencies, hospices, home care aide organizations, and medical equipment suppliers. NAHC believes that Americans should receive health care and social services in their own homes, so far as this is possible. Senior citizens and other vulnerable groups should be able to live in independence through the assistance of home care services, making institutionalization a last resort. NAHC seeks to reverse the current bias that places hundreds of thousands, possibly millions, of fragile children and chronically ill seniors in nursing homes or retained in hospitals when they could receive equal or better care at home.

Contact:

National Association for Home Care
228 Seventh Street, SE
Washington, DC 20003
Tel: 202.547.7424
Fax: 202.547.3540

Transportation

The Community Transportation Association of America (CTAA)

The Community Transportation Association of America (CTAA) is a trade association of providers of community transportation, including paratransit services for individuals with disabilities. It also assists transportation providers in working with State Medicaid offices and managed care organizations. The website (<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=23&z=2>) offers current news and information regarding medical transportation issues.

Contact

CTAA
1341 G St, NW
10th Floor
Washington, DC 20005
Toll.free: 800.891.0590
Fax: 202.737.9197

Project ACTION (Accessible Community Transportation in Our Nation)

Project ACTION (Accessible Community Transportation in Our Nation) is a resource of Easter Seals in cooperation with the Federal Transit Administration and the US Department of Transportation. Project ACTION has established a database of accessible transportation throughout the nation, which includes urban public transit operators, rural public transit operators, accessible van rental companies, private bus/tour companies with accessible vehicles, accessible taxis, airport transportation, hotel.motel shuttles, and national toll.free numbers for domestic airlines, Greyhound Intercity Services, Amtrak, and accessible car rentals.

Contact

Project Action
1425 K Street, NW, Suite 200
Washington, DC 20005
Tel: 202.347.3066

Toll free: 800.659.6428
Fax: 202.737.7914
TDD: 202.347.7385
www.projectaction.org

Airline Resources

Air Charity Network™

Air Charity Network™ arranges free flights for people who need specialized medical evaluation, diagnosis, or treatment.

Contact

Air Charity Network™
National Headquarters
4620 Haygood Road, Suite 1
Virginia Beach, Virginia 23455
Tel: 800.549.9980 (General)
Tel: 877.621.7177 (To Request Assistance)
Email: execdir@aircharitynetwork.org
www.aircharitynetwork.org

Angel Flight Mid.Atlantic (AFMA)

Angel Flight Mid.Atlantic (AFMA) provides medical air transport for patients departing from: District of Columbia, Delaware, Kentucky, Maryland, Michigan, Ohio, Pennsylvania, Virginia and West Virginia.

Contact

AFMA
4620 Haygood Road, Ste. 1
Virginia Beach, VA 23455
Toll.free: 800.296.3797
Local: 757.318.7149
Fax: 757.318.9107
Email: info@angel.flight.org
www.angelflightmidatlantic.org

Airlift Hope

Airlift Hope is a not.for.profit organization serving patients in need and their families. They provide air transport to specialized medical facilities for evaluation, diagnosis, treatment and rehabilitation for ambulatory outpatients traveling less than 1000 miles departing from North Carolina or Tennessee.

Contact

Airlift Hope
4620 Haygood Road, Ste. 1
Virginia Beach, VA 23455
Toll.free: 800.325.8908
Local: 757.318.4319
Fax: 757.318.9107

Email: info@airlifthope.org
www.airlifthope.org

Air Compassion America

Air Compassion America is a not.for.profit patient advocacy/assistance organization established to help Advocate and coordinate bed.to.bed air ambulance service.

Contact

4620 Haygood Road, Suite 1
Virginia Beach, VA 23455
Toll.free (Inside the US): 866.270.9198
Fax: 757.318.9107
Email: info@aircompassionamerica.org
www.aircompassionamerica.org

Hope Air

Hope Air is the Canadian equivalent of Mercy Flights. Visit www.hopeair.org

Mercy Medical Airlift

Mercy Medical Airlift provides patients access to appropriate programs. Visit www.mercymedical.org

The National Patient Travel Center

The National Patient Travel Center (NPTC) facilitates patient access to appropriate charitable medical air transportation resources in the US; develops, administers, and consolidates airline patient ticket programs; and operates various Special.Lift and Child.Lift programs on behalf of special disease organizations and/or clinical research centers in the US.

Contact

National Patient Travel Center
4620 Haygood Rd, Ste. 1
Virginia Beach, VA 23455
Tel: 800.296.1217 (To Request Assistance)
Fax: 800.550.1767
Email: info@nationalpatienttravelcenter.org
www.nationalpatienttravelcenter.org

The Transportation Security Agency (TSA)

The Transportation Security Agency (TSA) has a guide and hotline to answer any questions that you might have regarding travel and security issues (<http://www.tsa.gov/travelers/airtravel/specialneeds/index.shtm>)

Contact

TSA's Call Center
Tel: 800.778.4838
Email: tsa.contactcenter@dhs.gov

Guest Housing

The National Association of Hospital Hospitality Houses, Inc is a not.for.profit corporation serving facilities that provide lodging and other supportive services to patients and their families when confronted with medical emergencies. Each facility assures that a homelike environment is provided to persons who must travel to be with a patient or to receive necessary outpatient care.

Contact

NAHHH Inc.
P.O. Box 18087
Asheville, NC 28814-0087
Tel: 828.253.1188
Toll.free: 800.542.9730
Fax: 828.253.8082
Email: helpinghomes@nahhh.org
www.nahhh.org

Resources for Caregivers

Eldercare Locator

A public service of the U.S. Administration on Aging, the Eldercare Locator can help you find local agencies, in every US community, that can help older persons and their families access home and community.based services like transportation, meals, home care, and caregiver support services.

Contact

Eldercare Locator
National Association of Area Agencies on Aging
Toll Free: 800.677.1116 (Monday through Friday 9:00 am to 8:00 pm)
Email: eldercarelocator@n4a.org
www.eldercare.gov/eldercare.NET/Public/index.aspx

National Association of Area Agencies on Aging (n4a)

n4a's services for senior citizens who have restricted income include home maker and home health aide services, transportation, home.delivered meals, chore and home repair as well as legal assistance. These government.funded services are often targeted to those most in need. While there are no income criteria for many services, sometimes you may have more service options if you can pay for private help. They can direct you to other sources of help for older persons with limited incomes such as subsidized housing, food stamps, Supplemental Security Income, and Medicaid.

Contact:

National Association of Area Agencies on Aging
1730 Rhode Island Ave, NW, Suite 1200
Washington, DC, 20036
Tel: 202.872.0888
Fax: 202.872.0057
Email: info@thefamilycaregiver.org
www.n4a.org

PART 6: RESOURCES FOR MILITARY PERSONNEL AND VETERANS

Military Aid Societies

Air Force Aid Society (AFAS)

AFAS provides emergency assistance in the form of an interest free loan, a grant, or a combination of both. A grant or combination loan/grant can be given when repayment would cause a genuine hardship, but is not given to reward financial irresponsibility. Grants are sometimes given for basic needs; e.g., food, utilities, emergency travel, medical or dental expenses, but they are not normally used for rent, vehicle repairs, moves, or education. Unique cases should be coordinated with HQ AFAS. For more information, visit the AFAS section at your home base. AFAS sections are located on all Air Force bases worldwide. Most are located in the Family Support Center.

www.afas.org

Airmen Memorial Foundation

This not for profit organization helps USAF, Guard, reserve active, retired, and veteran enlisted personnel and their families receive scholarship, financial aid, research assistance, and online retiree information.

Airmen Memorial Foundation 5211 Auth Road, Suitland, MD 20746 Tel: 800.638.0594 Fax: 301.899.8136.

www.amf.org

Army Emergency Relief (AER)

AER is a private nonprofit organization to help soldiers and their dependents. AER is the Army's own emergency financial assistance organization and is dedicated to "Helping the Army Take Care of Its Own." AER funds are made available to commanders having AER Sections to provide emergency financial assistance to soldiers — active and retired — and their dependents when there is a valid need.

www.aerhq.org/

Coast Guard Mutual Assistance

Coast Guard Mutual Assistance is a non-profit organization providing financial assistance to the Coast Guard community. For information, contact your nearest CGMA representative or call 800.881.2462 or 202.493.6621.

www.cgmahq.org

Navy-Marine Corps Relief (NMCRS)

NMCRS can provide emergency financial assistance in the form of loans or grants, depending on financial need. NMCRP helps sailors, marines, or eligible family members who need assistance with basic living expenses such as food, rent, utilities, emergency transportation, funerals, medical and dental bills, essential car repair, pay problems, and other emergency needs.

Contact

Navy-Marine Corps Relief Society, 875 North Randolph Street, Suite 225

Arlington VA 22203-1977

Tel: 703.696.4904

Fax: 703.696.0144

www.nmcrs.org

Other Not-for-Profit Organizations that Assist Veterans

Air Warrior Courage Foundation

A not for profit foundation that helps military veterans, their families and those “air warriors” with the courage to fight the financial ravages of birth defects, illness, injury, disease. It focuses on active duty, reserve, and retired military personnel and their families who need financial assistance for medical, education, and other extraordinary expenses not covered by other military, veteran’s or charitable institutions.

www.airwarriorcourage.org

American Legion

This organization offers temporary financial assistance to keep the children of diseased or disabled veterans at home rather than institutions. The TFA fund has been used to help families meet the costs of shelter, food, utilities, and health expense items when the parents are unable to do so, thereby keeping the child, or children, in a more stable home environment.

www.legion.org

American Red Cross

The Red Cross works with the military aid societies (Army Emergency Relief, Navy Marine Corps Relief Society, Air Force Aid Society and the Coast Guard Mutual Assistance). This partnership helps to provide financial assistance for emergency travel that requires the presence of the service member or his or her family, such as the burial of a loved one. The Red Cross also facilitates assistance that cannot wait until the next business day, such as food, temporary lodging, urgent medical needs, or funds to avoid eviction, utility shut off, etc.

www.redcross.org

Angel Flight for Veterans

This organization provides no.cost or greatly reduced costs of long.distance, charitable medical transportation travel for people who need distant specialized medical evaluation, diagnosis or treatment. Veterans, active duty military personnel and their families are eligible.

www.angelflightveterans.org

Disabled American Veterans (DAV)

National Service Foundation

The DAV National Service Foundation develops financial resources for the assistance, aid, maintenance, care, support, and rehabilitation of disabled veterans and their dependents, either directly or by contributions to the service programs of the Disabled American Veterans National Organization or its Departments and Chapters.

Contact

Disabled American Veterans National Service Foundation

3725 Alexandria Pike, Cold Spring, KY 41076

Toll.free 877.426.2838

www.dav.org

The National Association of Hospital Hospitality Houses, Inc. (NAHHH)

NAHHH is a network of more than 150 not for profit organizations located throughout the US that provide family centered lodging and support services to families and their loved ones when confronted with medical emergencies.

Each facility assures that a homelike environment is provided to persons who must travel to be with a patient or to receive necessary outpatient care.

Contact

National Association of Hospital Hospitality Houses, Inc.,
Toll free 800.542.9730
www.nahhh.org

The National Coalition for Homeless Veterans (NCHV)

This nonprofit organization is the resource and technical assistance center for a national network of community-based service providers and local, state, and federal agencies that provide emergency and supportive housing, food, health services, job training and placement assistance, legal aid, and case management support for hundreds of thousands of homeless veterans each year. The organization offers help in housing, health, substance abuse and mental health treatment, employment, general assistance, financial, and legal assistance.

Every VA medical center has a Homeless Veteran Services Coordinator charged with helping homeless or at risk veterans. To find the VA Medical Center serving your area, look in the blue pages of the phone book under "United States Government, Veterans Affairs," call the VA (toll.free) at 1.877.222.8387, or go to www.va.gov, click on "Health," then "Locate a VA Medical Center." For other requests, call 800.838.4357 (800.VET.HELP). www.nchv.org

Veterans of Foreign Wars of the United States Military Assistance Program (MAP)

The VFW's Military Assistance Program (MAP) is a quality.of.life initiative that focuses on easing the financial emergencies of deploying service members and supporting them and their family through the hardships of deployment. MAP also provides one.time grants up to \$500 to service members needing emergency financial assistance. In addition, MAP has forged partnership with various service providers, including vetjobs.com, aimed at providing service members with relocation and employment assistance. Annually, VFW service officers process thousands of veteran's claims, which have resulted in the recovery of hundreds of millions dollars in disability compensation claims for veterans. Service officers, who must pass rigorous testing and annual certification, also assist veterans in discharge upgrades, record corrections, education benefits and pension eligibility.

Contact

MAP office
Tel: 816.756.3390, ext. 211
Fax: 816.968.1149
Email: map@vfw.org/Assistance

State programs

Check with your individual state government for special funds for veterans in need. For example, Ohio has programs that are managed on a county level. They might be called Soldiers Relief Commission or Veterans Service Commission.

Veterans Service Commission (Ohio)

The Veterans Service Commission (formerly known as the Soldiers Relief Commission) was established on May 19, 1886, for the purpose of assisting Honorably Discharged Veterans and their minor children, spouse, and widows who have met with an unexpected hardship resulting from lack of employment, illness or injury.

Contact

Veterans Services Commission
1849 Prospect Ave., 2nd Floor
Cleveland, Ohio, 44115
Tel: 216.698.2600
fax: 216.698.2650
www.vsc.cuyahogacounty.us

Michigan Department of Military and Veterans Affairs, Michigan

Emergency Grants

Michigan National Guard Family Fund, Inc. provides for up to a \$500 grant to soldiers and airmen and their family members who encounter financial hardships as a result of deployments, military injuries, or just hard times. It was created to help Air and Army National Guard families who experience financial difficulties with temporary emergency financial assistance, and to fund programs and training to maintain and improve the quality of life of our Michigan National Guard families. Eligibility includes emergency loss of income through activation for military duty, inability to maintain employment due to injury or sudden illness, or job loss; unexpected medical expenses; pay problems; or the accumulation of legitimate bills (e.g. rent, mortgage, electric, oil, gas, etc.). In addition, applicants may be unable to pay for basic needs: food, shelter, utilities, clothing, medical bills, and transportation due to unforeseen circumstances. Applications are required to be submitted with the necessary documentation.

Please visit www.michigan.gov/dmva/0,1607,7.126.2362.8892...,00.html

State of Connecticut Soldiers' Sailors' and Marines' Fund

The fund, which by statute is administered by The American Legion, was established to assist needy wartime veterans and their families. It helps with rental payments, mortgage interest payments, utilities (gas, electric, water) and fuel oil assistance.

It also helps with medical care, emergent dental care, prescription medication and medical supply assistance, eye care, funeral expenses, prosthetic devices, home health aide and visiting Nurse Association homemaker services.

Website: www.state.ct.us/ssmf

Other Sources for Veterans and their Families

The Department of Veterans Affairs Vet Center

The Department of Veterans Affairs Vet Center program operates a system of 232 community based counseling centers. The Vet Centers are staffed by small multidisciplinary teams of dedicated providers, many of which are combat veterans themselves. Vet Center staff is available toll free during normal business hours

Tel: 800.905.4675 (Eastern); 866.496.8838 (Pacific). Website: www.vetcenter.va.gov/

Vet Centers provide readjustment counseling and outreach services to all veterans who served in any combat zone. Services are also available for their family members for military related issues. Veterans have earned these benefits through their service and all are provided at no cost to the veteran or family.

The Military Family Network

The Military Family Network supports military families and increases their readiness and well-being by connecting them with their communities and the organizations that provide the best service and value.

Military families transition frequently and are not afforded the same advantage as long-term residents in accumulating community information and knowledge. The Military Family Network connects military families with each other and the best of what the community has to offer. They provide a network that connects families with businesses and organizations who have quality products and services and have demonstrated a sincere interest in creating or sustaining relationships with the military. Website: www.emilitary.org/index.html

My HealthVet (MHV)

My HealthVet (MHV) is the gateway to Veteran health benefits and services. It provides access to health information, links to Federal and VA benefits and resources, the Personal Health Journal, and online VA prescription refills. Call our hotline at 800.313.4200.

The National Resource Directory (NRD)

The National Resource Directory (NRD) is an online tool for wounded, ill and injured Service Members, Veterans, their families and those who support them. The NRD provides access to thousands of services and resources at the national, state and local levels that support recovery, rehabilitation and community reintegration.

Maintained by the Departments of Defense, Labor and Veterans Affairs, the NRD links to federal and state government agencies; Veterans service and benefit organizations; not-for-profit and community-based organizations; academic institutions and professional associations who provide assistance to wounded warriors and their families.

The National Veterans Foundation

The National Veterans Foundation connects veterans and their families with vital services—everything from crisis counseling and benefits assistance to transportation and job training. One of the cornerstones of the Foundation's outreach is called Lifeline for Vets, a toll-free number, 888.777.4443, that immediately connects vets and family members with a trained counselor and fellow veteran, 12 hours a day, seven days a week.

Contact

National Veterans Foundation
9841 Airport Blvd Suite 418
Los Angeles, CA 90045
Tel: 310.642.0255
Toll-free: 888.777.4443
Fax: 310.642.0258

Unavailability of VA Medical Facilities or Services? Non-VA Care could be the answer!

If a Veteran is eligible for certain medical care the VA hospital or clinic should provide it as the first option. If they can't — due to a lack of available specialists, long wait times, or extraordinary distances from the Veterans home the VA may consider fee basis care.

Visit www.nonvacare.va.gov

Veterans Affairs Caregiver Support: Caring for Those Who Care

Includes information on VA Caregiver Services and New Family Caregiver Support Program. If you are a caregiver and need assistance call National Support Line: 855.260.3274 or visit the website at www.caregiver.va.gov

Wounded Soldier and Family Hotline works hand in hand with MEDCOM and base hospitals to help veterans get the care they need. The purpose of the hotline is:

- To offer wounded, injured, or ill soldiers and their families a way to share concerns on the quality of patient care.
- To provide senior Army leaders with visibility on medically related issues so they can properly allocate resources to better serve soldiers and families.

The toll free phone number is 800.984.8523.

Wounded Warrior Project (www.woundedwarriorproject)

Established to honor and empower wounded warriors, the project's goals are to: raise awareness and enlist the public's aid for the needs of injured service members; to help injured service members help each other; and to provide unique, direct programs and services to meet the needs of injured service members.

Employment Resources

The Career Center for Combat Wounded and Disabled Veterans

The Career Center for Combat Wounded and Disabled Veterans is a collaboration of the DoD and www.military.com that provides an online Career Center designed to connect severely injured service members with benefits, resources, and employment opportunities to help ease their transition.

The Recovery and Employment Assistance Lifelines (REALifelines) Advisor provides veterans and transitioning service members wounded and injured as a result of the War on Terrorism, and their family members, with the resources they need to successfully transition to a rewarding career.

Developed by the U.S. Department of Labor's Veterans' Employment and Training Service (VETS), (www.dol.gov/vets/) the REALifelines Advisor provides valuable information and access to contact information for one.on.one employment assistance and online resources to assist wounded and injured transitioning service members and veterans in their reintegration into the civilian workforce. While this site is intended for use by wounded and injured transitioning service members, it offers extensive information and resources that can benefit all veterans.

Veteran Outreach at the Department of Homeland Security

The Department of Homeland Security is proud to count 47,000 veterans—25% of all civilian employees—among its workforce, with a goal of increasing that number to 50,000 by 2012. In addition, in each of the past two years the Department has awarded approximately \$900 million in prime contracts to non.disabled and service disabled veteran owned small businesses.

Job Opportunities for Disabled American Veterans

disABLEDperson Inc. has launched a new website to provide employment resources to Wounded Warriors. disABLEDperson Inc. is a public charity, founded in 2002, that works under the mission of providing employment opportunities to Americans with disabilities. For more information, visit www.disabledperson.com/

Job Opportunities for Disabled Veterans (<http://abilityone.org/index.html>) aims to directly decrease unemployment by opening networks for communication between potential employers and prospective hires. On the site, Veterans can access over 5,000 job listings throughout the country, set up a personal profile with a customizable resume for direct submission to hiring companies, and find resources to assist in professional development as one goes through the process of identifying and applying for a job.

APPENDIX 1: STATE WORKERS COMPENSATION BOARDS

ALABAMA

**Department of Industrial Relations
Workers' Compensation Division**
649 Monroe Street
Montgomery, AL 36131
334.242.2868 or 1.800.528.5166

ALASKA

**Department of Labor & Workforce Development
Division of Workers' Compensation**
1111 West 8th Street, Room 307
P. O. Box 115512
Juneau, AK 99811-5512
907.465.2790 or 1.877.783.4980

ARIZONA

Industrial Commission of Arizona
800 West Washington Street
Phoenix, AZ 85007
602.542.4661

ARKANSAS

Arkansas Workers' Compensation Commission
324 Spring Street
P. O. Box 950
Little Rock, AR 72203-0950
501.682.3930 or 1.800.622.4472

CALIFORNIA

**Department of Industrial Relations
Division of Workers' Compensation**
455 Golden Gate Avenue, 2nd Floor
San Francisco, CA 94102-7014
415.703.5011 or 1.800.736.7401

COLORADO

**Department of Labor and Employment
Division of Workers' Compensation**
633 17th Street, Suite 400
Denver, CO 80202-3626
303.318.8700 or 1.888.390.7936

CONNECTICUT

Workers' Compensation Commission
Capitol Place
21 Oak Street
Hartford, CT 06106
860.493.1500 or 1.800.223.9675 (Toll.Free in Connecticut)

DELAWARE

**Department of Labor
Division of Industrial Affairs**
Office of Workers' Compensation
4425 North Market Street
Wilmington, DE 19802
302.761.8200

DISTRICT OF COLUMBIA

**Department of Employment Services
Labor Standards Bureau
Office of Workers' Compensation**
64 New York Avenue, N.E., 2nd Floor
Washington, DC 20002
202.671.1000

FLORIDA

**Department of Financial Services
Division of Workers' Compensation**
200 East Gaines Street
Tallahassee, FL 32399-4220
1.800.342.1741

GEORGIA

Georgia State Board of Workers' Compensation
270 Peachtree Street, NW
Atlanta, GA 30303-1299
404.656.3818 or 1.800.533.0682

HAWAII

**Department of Labor and Industrial Relations
Disability Compensation Division**
Princess Keelikolani Building
830 Punchbowl Street, Room 209
P. O. Box 3769
Honolulu, HI 96812-3769
808.586.9161

IDAHO

Industrial Commission
700 South Clearwater Lane
P. O. Box 83720
Boise, ID 83720-0041
208.334.6000 or 1.800.950.2110 (Outside Boise)

ILLINOIS

Illinois Workers' Compensation Commission
100 West Randolph Street
Suite 8.200
Chicago, IL 60601
312.814.6611 or 1.866.352.3033 (Toll.Free in Illinois)

INDIANA

Workers' Compensation Board of Indiana
402 West Washington Street
Room W.196
Indianapolis, IN 46204
317.232.3808 or 1.800.824.2667

IOWA

**Div. of Workers' Compensation
Workforce Development Dept.**
1000 East Grand Avenue
Des Moines, IA 50319-0209
515.281.5387 or 1.800.562.4692 (Outside Indianapolis)

KANSAS

**Department of Labor
Division of Workers' Compensation**
800 SW Jackson Street, Suite 600
Topeka, KS 66612-1216
785.296.2996 or 1.800.322.0353

KENTUCKY

**Kentucky Labor Cabinet
Department of Workers' Claims**
657 Chamberlin Avenue
Frankfort, KY 40601
502.564.5550 or 1.800.554.8601

LOUISIANA

**Louisiana Workforce Commission
Office of Workers' Compensation**
1001 North 23rd Street
P.O. Box 94040
Baton Rouge, LA 70804-9040
225.342.7555

MAINE

Workers' Compensation Board
27 State House Station
Augusta, ME 04333-0027
207.287.3751 or 1.888.801.9087 (Toll.Free in Maine)

MARYLAND

Workers' Compensation Commission
10 East Baltimore Street
Baltimore, MD 21202-1641
410.864.5100 or 1.800.492.0479 (Outside Baltimore)

MASSACHUSETTS

**Executive Office of Labor and Workforce
Development
Department of Industrial Accidents**
1 Congress Street, Suite 100
Boston, MA 02114-2017
617.727.4900 or 1.800.323.3249

MICHIGAN

**Department of Energy, Labor & Economic Growth
Workers' Compensation Agency**
7150 Harris Drive, 1st Floor
P. O. Box 30016
Lansing, MI 48909
1.888.396.5041

MINNESOTA

**Department of Labor and Industry
Workers' Compensation Division**
443 Lafayette Road North
St. Paul, MN 55155-4319
651.284.5005 or 1.800.342.5354

MISSISSIPPI

Workers' Compensation Commission
1428 Lakeland Drive
P. O. Box 5300
Jackson, MS 39296-5300
601.987.4200 or 1.866.473.6922

MISSOURI

**Department of Labor and Industrial Relations
Division of Workers' Compensation**
3315 West Truman Blvd., Room 131
P. O. Box 58
Jefferson City, MO 65102-0058
573.751.4231 or 1.800.775.2667

MONTANA

**Department of Labor and Industry
Employment Relations Division**
1805 Prospect Avenue
P. O. Box 8011
Helena, MT 59604-8011
406.444.6543

NEBRASKA**Workers' Compensation Court**

P. O. Box 98908
Lincoln, NE 68509-8908
402.471.6468 or 1.800.599.5155

NEVADA**Department of Business & Industry
Division of Industrial Relations**

400 W. King Street, Suite 400
Carson City, NV 89703
775.684.7260

NEW HAMPSHIRE**Workers' Compensation Division
Department of Labor**

95 Pleasant Street
Concord, NH 03301
603.271.3176 or 1.800.272.4353

NEW JERSEY**Department of Labor and Workforce Development
Division of Workers' Compensation**

P. O. Box 381
Trenton, NJ 08625-0381
609.292.2515

NEW MEXICO**Workers' Compensation Administration**

2410 Centre Avenue, SE
P. O. Box 27198
Albuquerque, NM 87125-7198
505.841.6000 or 1.800.255.7965

NEW YORK**Workers' Compensation Board**

20 Park Street
Albany, NY 12207
518.462.8880 or 877.632.4996

NORTH CAROLINA**Industrial Commission**

4340 Mail Service Center
Raleigh, NC 27699-4340
919.807.2501 or 1.800.688.8349

NORTH DAKOTA**Workforce Safety and Insurance**

1600 East Century Avenue, Suite 1
Bismarck, ND 58503-0644
701.328.3800 or 1.800.777.5033

OHIO**Bureau of Workers' Compensation**

30 West Spring Street
Columbus, OH 43215-2256
1.800.644.6292

OKLAHOMA**Workers' Compensation Court**

1915 North Stiles Avenue
Oklahoma City, OK 73105
405.522.8600 or 1.800.522.8210

OREGON**Workers' Compensation Division**

350 Winter Street, NE
P.O. Box 14480
Salem, OR 97309-0405
503.947.7810 or 1.800.452.0288

PENNSYLVANIA**Bureau of Workers' Compensation
Department of Labor and Industry**

1171 S. Cameron Street, Rm. 324
Harrisburg, PA 17104-2501
717.783.5421 or 1.800.482.2383

PUERTO RICO**Industrial Commission**

P.O. Box 364466
San Juan, PR 00924
787.781.0545

RHODE ISLAND**Department of Labor & Training
Division of Workers' Compensation**

1511 Pontiac Ave., Building 71.1, 1st Floor
P. O. Box 20190
Cranston, RI 02920-0942
401.462.8100

SOUTH CAROLINA**Workers' Compensation Commission**

1333 Main Street, Suite 500
P. O. Box 1715
Columbia, SC 29202-1715
803.737.5700

SOUTH DAKOTA

Department of Labor
Division of Labor & Management
700 Governors Dr., Kneip Bldg.
Pierre, SD 57501-2291
605.773.3681

TENNESSEE

Department of Labor and Workforce Development
Division of Workers' Compensation
220 French Landing Drive
Nashville, TN 37243-1002
615.741.2395 or 1.800.332.2667

TEXAS

Department of Insurance
Division of Workers' Compensation
7551 Metro Center Drive, Ste. 100
Austin, TX 78744-1609
512.804.4000 or 1.800.252.7031

UTAH

Labor Commission
Division of Industrial Accidents
160 East 300 South, 3rd Floor
P. O. Box 146610
Salt Lake City, UT 84114-6610
801.530.6800 or 1.800.530.5090

VERMONT

Department of Labor
Workers' Compensation Division
National Life Building, Drawer 20
Montpelier, VT 05620-3401
802.828.2286 or 1.800.734.2286

VIRGINIA

Workers' Compensation Commission
1000 DMV Drive
Richmond, VA 23220
1.877.664.2566

VIRGIN ISLANDS

Department of Labor
Workers' Compensation Administration
53 AB & 54 ABB Kronprindsens Gade
Charlotte Amalie, St. Thomas, VI 00803
340.776.3700 or 800.809.8477

WASHINGTON*

Department of Labor and Industries
Insurance Services Division
7273 Linderson Way, SW
Tumwater, WA 98501-5414
360.902.5800 or 1.800.547.8367

*mailing address

P. O. Box 44000
Olympia, WA 98504-4000

WEST VIRGINIA

Offices of the Insurance Commission
1124 Smith Street
P.O. Box 50540
Charleston, WV 25305-0540
304.558.3386 or 1.888.879.9842

WISCONSIN

Department of Workforce Development
Workers' Compensation Division
201 East Washington Avenue
P. O. Box 7901
Madison, WI 53707-7901
608.266.1340

WYOMING

Department of Employment
Workers' Compensation Division
1510 East Pershing Boulevard
Cheyenne, WY 82002
307.777.5476

APPENDIX 2: LEGAL SERVICES OFFICES

ALABAMA

Legal Services of Alabama Inc.

207 Montgomery Street , Suite 1200, Bell Building
Montgomery, AL, 36104-3534
334.264.1471
www.alabamalegalservices.org

ALASKA

Alaska Legal

648 Cushman St., Suite 300
Services Corp. Fairbanks AK, 99701-6228
907.452.5181
www.alsc.law.org

ARIZONA

Community Legal

305 South 2nd Ave.
Services, Inc. PO Box 21538
Phoenix AZ 85036-1538
800.852.9075

Southern Arizona

64 East Broadway Boulevard
Legal Aid, Inc. Tuscon AZ 85701-1729
520.623.9461

DNA.People's Legal Route ???

12 Highway 64
Services Inc. PO Box 306 Window Rock, AZ 86515-0306
www.nativelegalnet.org
800.789.7287

ARKANSAS

Legal Aid of Georgetown Square

Arkansas, Inc. 4083 N. Shiloh Drive, Suite 3
Fayetteville AR 72703
800.952.9243
www.arlegalservices.org

HomePublicWeb

Center for Arkansas 303 West Capitol Ave., Suite 200
Little Rock, AR 72201-3593
800.950.5817

CALIFORNIA

California Indian

510 16th Street, Suite 301
Inc. Oakland, CA 94612.1500

www.calindian.org
510.835.0284
Legal Services, Inc.
615 California Ave.
Oakland, CA 94612-1500
805.325.5943

Greater Bakersfield Legal Services

Central California 1999 Tuolumne Street
Bakersfield, CA 93304
559.441.1611
www.centralcallegal.org

Legal Aid Foundation

1102 South Crenshaw Boulevard of Los Angeles
Los Angeles, CA, 90019-3111
800.399.4529
www.lafla.org

Neighborhood Legal Services

of Los Angeles County Pacoima
13327 Van Nuys Boulevard, CA 91331-3099
818.896.5211
www.nls.la.org

Inland Counties Legal Services Riverside

1737 Atlanta Ave., CA 92507
Suite H.3
909.368.2555

Legal Services of Northern California

517 12th Street, Inc. Sacramento, CA 95814
916.551.2150
www.lsnr.net

Legal Aid Society of Orange County, Inc.

902 North Main Street
Orange County, Inc. Santa Ana, CA 92701
800.834.5001
www.legal.aid.com

Legal Aid Society of San Diego, Inc.

110 South Euclid Ave.
San Diego, CA 92114
619.262.0896

Bay Area Legal Aid

405 14th Street, 9th Floor
Oakland, CA 94612
510.663.4744
www.baylegal.org

California Rural Legal Assistance, Inc.

631 Howard Street, Suite 300
San Francisco, CA 94105-3907
415.777.2752
www.crla.org

COLORADO**Colorado Legal Services**

1905 Sherman Street, Suite 400
Denver, CO 80203
303.837.1321

CONNECTICUT**Statewide Legal Services of Connecticut, Inc.**

425 Main Street, 4th Floor
Middletown, CT 06457
800.453.3320
www.slsct.org

DELAWARE**Legal Services Corporation of Delaware, Inc.**

100 West 10th Street, Suite 203
Wilmington, DE 19801
302.575.0408
www.lscd.com

DISTRICT OF COLUMBIA**Neighborhood Legal Services Program
of the District of Columbia**

701 Fourth Street N.W. Washington, DC 20001
202.682.2720

FLORIDA**Community Legal Services of Mid.Florida**

128.A Orange Avenue
Daytona Beach, FL 32114-4310
904.255.6573
www.flcsls.org

Legal Aid Service of Broward County, Inc.

609 S.W. First Avenue
Fort Lauderdale, FL 33301
954.765.8950

Florida Rural Legal Services, Inc.

3210 Cleveland Ave. PO Box 219
Fort Myers, FL 33901
800.277.7680
www.frls.org

Legal Services of Greater Miami, Inc.

3000 Biscayne Boulevard, Suite 500
Miami, FL 33137-4129
305.576.0080

Legal Services of North Florida, Inc.

2119 Delta Boulevard
Tallahassee, FL 32303-4209
850.385.9007
www.lsnf.org

Bay Area Legal Services

829 W. Martin Luther King Jr. 2nd Floor
Riverbrook Center, Tampa, FL 33603
813.232.1343
www.bals.org

Three Rivers Legal Services, Inc.

901 NW 8th Avenue, Suite D5
Gainesville, FL 32601
352.372.0519
www.trls.org

Coast to Coast Legal Aid of South Florida

491 North State Road 7
Plantation, FL 33317
954.736.2400

GEORGIA**Atlanta Legal Aid Society Inc.**

151 Spring Street N.W.
Atlanta, GA 30303-2097
404.524.5811
www.law.emory.edu/PI/ALAS/

Georgia Legal Services Program

104 Marietta Street, Suite 250
Atlanta, GA 30309-2848
800.498.9469
www.glsp.org/

HAWAII

Native Hawaiian Legal Corporation

1164 Bishop Street, Suite 1205
Honolulu, HI 96813-2826
808.521.2302

Legal Aid Society of Hawaii

924 Bethel Street Honolulu, HI 96813
808.499.4302
www.legalaidhawaii.org

IDAHO

Idaho Legal Aid Services, Inc.

Boise, ID 83701.0913
310 North Fifth Street.
PO Box 913
208.345.0106
www.idaholegalaid.org

ILLINOIS

Legal Assistance Foundation of Metropolitan

111 W. Jackson Blvd. Suite 300
Chicago, IL 60604-3502
312.341.1070
www.lafchicago.org

Chicago Assistance Foundation, Inc.

Land of Lincoln Legal 327 Missouri Ave., Suite 605
East St. Louis, IL 62201-3088
618.462.0036

Prairie State Legal Services, Inc.

975 North Main Street
Rockford, IL 61103-7064
815.965.2134

Indiana Legal Market Square Ctr. Services, Inc.

151 North Delaware Street Suite 1640
Indianapolis, IN 46204-2523
800.869.0212
www.indianajustice.org

IOWA

Iowa Legal Aid

1111 Ninth Street, Suite 230
Des Moines, IA 50314-2527
800.532.1275
www.iowalegalaid.org

KANSAS

Kansas Legal Services, Inc.

712 South Kansas Ave.
Suite 200, Topeka, KS 66603
800.723.6953
www.kansaslegalservices.org

KENTUCKY

Legal Aid of the Bluegrass Legal Aid Society

302 Greenup Street
Covington, KY 41011-1740
606.431.8200

Appalachian Research

425 West Muhammad Ali Blvd and 120 North Front Ave
Louisville, KY 40202-2353
800.292.1862
800.556.3876

Defense Fund of Kentucky Kentucky Legal Aid

520 East Main Street, PO Box 1776
Bowling Green, KY 42102-1776

Prestonsburg, KY 41653-1221

800.782.1924

LOUISIANA

Capital Area Legal Services Corporation

200 Third Street, PO Box 3273
Baton Rouge, LA 70801
800.256.1175

Acadiana Legal Services Corporation

1020 Surrey Street, PO Box 4823
Lafayette, LA 70502-4823
www.la.law.org
800.256.1175

Legal Services of North Louisiana, Inc.

720 Travis Street
Shreveport, LA 71101
800.826.9265

LOUISIANA

Southeast Louisiana Legal Services Corporation

1200 Derek Drive Suite 100, PO Drawer 2867
Hammond, LA 70404-2867
800.349.0886

MAINE

Pine Tree Legal Assistance, Inc.

88 Federal Street, PO Box 547
Portland, ME 04112-0547
207.774.8211
www.ptla.org

MARYLAND

Legal Aid Bureau, Inc.

500 East Lexington Street
Baltimore, MD 21202
www.mdlab.org
410.539.5340

MASSACHUSETTS

Volunteer Lawyers Project of the Boston Bar

99 Chauncy Street, Suite 400
Boston, MA 02111-1350
617.423.0648

Association, Inc.

257 Union Street
New Bedford, MA 02740
800.244.9023

New Center for Legal Advocacy Group, Inc.

35 John Street, Suite 302
Lowell, MA 01852-1101
978.458.1465

Massachusetts

57 Suffolk Street, Suite 401
Justice Project Holyoke, MA 01040-5028
800.639.1209

MICHIGAN

Legal Services of South Central Michigan, Inc.

420 North Fourth Avenue
Ann Arbor, MI 48104-1197
734.665.6181

Legal Services of Eastern Michigan

436 South Saginaw Street
www.lsem.mi.org
Flint, MI 48502
800.339.9513

Legal Services of Parkside Northern Michigan Inc.

Mini Mall
1349 S Otsego Ave., Unit 7B
Gaylord, MI 49735
888.645.9993
www.lsnm.org

Legal Aid of Western Michigan

Cornerstone Building
89 Ionia Avenue N.W, Suite 400
Grand Rapids, MI 49503
800.442.2777

Legal Aid and Defender Association Inc.

645 Griswold, Suite 3466
Detroit, MI 48226-4216
313.964.4700

Michigan Indian Legal Services, Inc.

814 South Garfield Avenue, Suite A
Traverse City, MI 49686-2401
800.968.6877
www.mils.org

MINNESOTA

Legal Aid Service of Northeastern Minnesota

302 Ordean Building
424 West Superior Street
Duluth, MN 55802
800.622.7266
www.lasnem.org

Central Minnesota Legal Services, Inc.

430 First Ave. North Suite 359
Minneapolis, MN 55401-1780
612.334.5970

Legal Services of Northwest Minnesota Corporation

1015 7th Ave. N., PO Box 838
Moorhead, MN 56561-0838
800.450.8585

Southern Minnesota Regional Legal Services, Inc.

166 East Fourth Street, Suite 200
St. Paul, MN 55101-1448
www.smrls.org
651.228.9823

Anishinabe Legal Services, Inc.

411 First Street N.W., PO Box 157
Cass Lake, MN 56633-0157
800.422.1335

MISSISSIPPI

North Mississippi Legal Services Inc.

Rural 2134 West Jackson Avenue
Oxford, MS 38655-0767
www.nmrls.com

Mississippi Center for Legal Services

111 East Front Street
PO Drawer 1728
Hattiesburg, MS 39403-1728
601.545.2950

MISSOURI

Legal Aid of Western Missouri

1125 Grand Avenue, 19th Floor
Kansas City, MO 64106
www.lawmo.org
816.474.6750

Legal Services of Eastern Missouri, Inc.

4232 Forest Park Avenue
St. Louis, MO 63108
www.lsem.org
800.444.0514

Mid.Missouri Legal Services Corporation

205 East Forest Avenue
Columbia, MO 65203
800.568.4931

Legal Services of Southern Missouri

2872 South Meadowbrook
Springfield, MO 65807
800.444.4863

MONTANA

Montana Legal Services Association Helena

616 Helena Avenue, Suite 100
Helena, MT 59601
800.666.6124
www.mtlsa.org

NEBRASKA

Legal Aid of Nebraska

The Law Building
500 South 18th St., Suite 400
Omaha, NE 68102-2533
402.348.1060
www.nebls.com

NEVADA

Nevada Legal Services Inc.

530 South Sixth Street
Las Vegas, NV 89101
866.432.0404

NEW HAMPSHIRE

Legal Advice & Referral Center Inc.

PO Box 4147
33 North Main St., 2nd Floor
Concord, NH 03302-4147
800.639.5290
www.larcnh.org

NEW JERSEY

Legal Services of Northwest Jersey

34 West Main St., Suite 301
Somerville, NJ 08876-2218
908.475.2010

South Jersey Legal Services

745 Market Street
Camden, NJ 08102-1117
856.964.2010

Northeast New Jersey Legal Services Corporation

574 Summit Avenue
Jersey City, NJ 07306-2797
201.792.6363

Essex.Newark Legal Services Project, Inc.

5 Commerce Street, 2nd Floor
Newark, NJ 07102
973.624.4500

Ocean.Monmouth Legal Services, Inc.

25 Broad Street, Suite 13
Freehold, NJ 07728
732.341.2727

Central Jersey Legal Services, Inc.

317 George Street, Suite 201
New Brunswick, NJ 08901-2006
732.249.7600

NEW MEXICO

New Mexico Legal Aid

500 Copper NW, Suite 300
PO Box 25486
Albuquerque, NM 87125-5486
505.243.7871

NEW YORK

Legal Aid Society of Northeastern New York, Inc.

55 Colvin Ave.
Albany, NY 12206
800.462.2922

Neighborhood Legal Services, Inc.

Ellicott Square Building
295 Main Street, Room 495
Buffalo, NY 14203-2473
www.nls.org
716.847.0650

Nassau/Suffolk Law Services Committee, Inc.

One Helen Keller Way, 5th Floor
Hempstead, NY 11550
www.nslawservices.org
516.292.8100

Legal Services for New York City

350 Broadway
6th Floor
New York, NY 10013-9998
www.lsnyc.org
212.431.7200

Legal Assistance of Western New York, Inc

80 St. Paul Street, Suite 700
Rochester, NY 14604-1350
www.mclac.com
716.325.2520

Legal Aid Society of Mid.New York, Inc.

255 Genesee Street, 2nd Floor
Utica, NY 13501-3405
315.732.2131

Legal Services of the Hudson Valley

4 Cromwell Place
White Plains, NY 10601
914.949.1305

NORTH CAROLINA

Legal Aid of North Carolina, Inc.

224 South Dawson Street
Raleigh, NC 27611-6087
www.legalaidnc.org
919.856.2130

NORTH DAKOTA

Legal Services of North Dakota, Inc.

1025 Third Street North
PO Box 1893
Bismarck, ND 58502-1893
www.legalassist.org
973.624.4500

OHIO

Community Legal Aid Services, Inc.

3rd Floor, The Rose Building
265 South Main Street
Akron, OH 44308
866.584.2350

Legal Aid Society of Greater Cincinnati

215 East Ninth Street, Suite 200
Cincinnati, OH 45202
800.582.2682
www.lascinti.org

The Legal Aid Society of Cleveland

1223 West Sixth St, 4th Floor
Cleveland, OH 44113-1354
www.lasclev.org
216.687.1900

The Legal Aid Society of Columbus

40 West Gay Street
Columbus, OH 43215-2896
614.224.8374

Ohio State Legal Services Association

555 Buttles Avenue
Columbus, OH 43215-1137
www.oslsa.org
800.589.5888

Legal Aid of Western Ohio, Inc.

520 Madison Avenue, Suite 640
Toledo, OH 43604-1371
877.894.4599

OKLAHOMA

Oklahoma Indian Legal Services, Inc.

4200 Perimeter Center Drive
Suite 222
Oklahoma City, OK 73112
800.658.1497

Legal Aid Services of Oklahoma

2901 North Classen Boulevard, Suite 110,
Oklahoma City, OK 73106
800.421.1641

OREGON

Legal Aid Services of Oregon

700 S.W. Washington, Suite 570
Portland, OR 97205
503.224.4094

Lane County Legal Aid Service, Inc.

376 East 11th Avenue
Eugene, OR 97401-3246
www.lanecountylegalservices.org
541.342.6056

Marion.Polk Legal Aid Service, Inc.

1655 State Street
Salem, OR 97301-4258
www.mplas.org
800.359.1845

PENNSYLVANIA

Philadelphia Legal Assistance Center

42 South 15th Street, Suite 500
Philadelphia, PA 19102
www.philalegal.org
215.981.3800

Laurel Legal Services, Inc.

306 South Pennsylvania Avenue
Greensburg, PA 15601-3066
800.253.9558

MidPenn Legal Services, Inc.

213A North Front St.
Harrisburg, PA 17101
www.midpenn.org
717.232.0581

Neighborhood Legal Services Association

928 Penn Avenue
Pittsburgh, PA 15222-3799
trfn.clpgh.org/nlsa
412.255.6700

North Penn Legal Services, Inc.

65 Elizabeth Ave, Suite 800
Bethlehem, PA 18018
www.northpennlegal.org
800.982.4387

Southwestern Pennsylvania Legal Services, Inc.

10 West Cherry Avenue
Washington, PA 15301
800.846.0871

Northwestern Legal Services Renaissance Centre

1001 State Street, Suite 1200
Erie, PA 16501-1833
www.nwls.org
800.665.6957

Legal Aid of Southeastern Pennsylvania

317 Swede Street
Norristown, PA 19401-4801
www.lasp.org
610.275.5400

RHODE ISLAND

Rhode Island Legal Services, Inc.

56 Pine Street 4th Floor
Providence, RI 02903
www.rils.org
800.662.5034

SOUTH CAROLINA

The South Carolina Centers for Equal Justice

701 South Main Street
Greenville, SC 29601
www.centersforequaljustice.org
888.346.5592

SOUTH DAKOTA

East River Legal Services

335 North Main Ave. Suite 300
Sioux Falls, SD 57104
800.952.3015

Dakota Plains Legal Services, Inc.

160 Second Street, PO. Box 727
Mission, SD 57555-0727
800.658.2297

TENNESSEE**Legal Aid of East Tennessee**

502 South Gay Street, Suite 404
Knoxville, TN 37902-1502
korrnet.org/klas
865.637.0484

Memphis Area Legal Services, Inc.

Claridge House, Suite 200
109 North Main Street
Memphis, TN 38103-5013
901.523.8822

Legal Aid Society of the Cumberlands

300 Deaderick St.
Middle Tennessee & Nashville, TN 37201-1103
615.244.6610

West Tennessee Legal Services, Inc.

210 West Main Street
PO Box 2066
Jackson, TN 38302-2066
www.wtlls.org
800.372.8346

TEXAS**Legal Aid of Northwest Texas**

Arlington Downs Centre
2212 Arlington Downs Road
Suite 102
Arlington, Texas, 76011
www.lanwt.org
800.955.3959

Lone Star Legal Aid

414 East Pillar Street
PO Box 631070
Nacogdoches, TX 75963-1070
800.354.1889
www.lonestarlegal.org

Texas Rio Grande Legal Aid, Inc.

300 South Texas Boulevard
Weslaco, TX 78596
www.trla.org
800.968.8823

UTAH**Utah Legal Services, Inc.**

205 North 400th West
Salt Lake City, UT 84103-1125
800.662.4245

VERMONT**Legal Services Law Line of Vermont, Inc.**

30 Elmwood Avenue
Burlington, VT 05401
www.lawlinevt.org
800.639.8857

VIRGINIA**Southwest Virginia Legal Aid Society, Inc.**

227 West Cherry Street
Marion, VA 24354
800.277.6754
www.svlas.org

Legal Aid Society of Eastern Virginia, Inc.

125 St. Pauls Blvd, Suite 400
Norfolk, VA 23510
800.944.6624

Central Virginia Legal Aid Society, Inc

101 West Broad St., Suite 101
PO Box 12206
Richmond, VA 23241-2206
800.868.1012
www.cvlas.org

Virginia Legal Aid Society, Inc.

513 Church Street
PO Box 6058
Lynchburg, VA 24505-6058
888.528.8527
www.vlas.org

Blue Ridge 204 Legal Services, Inc.

North High Street
PO Box 551
Harrisonburg, VA 22803
800.237.0141

Potomac Legal Aid Society, Inc.

6400 Arlington Blvd. Suite 600
Falls Church, VA 22042
866.534.5243

APPENDIX 3: LIHEAP

ALABAMA

Mr. Gareth D. Whitehead
Energy Section Supervisor

Alabama Department Of Economic And Community Affairs
Community Services Division
P.O. Box 5690
Montgomery, Alabama 36103-5690
Tel: 334.242.4909
Fax: 334.353.4311
Email: willie.whitehead@adeca.alabama.gov
Web site: <http://216.226.178.189/txtlstvw.aspx?Lstid=76f70af2.e335.4516.9a69.e96372930daf>
Public inquiries: 1.800.392.8098

ALASKA

Ms. Susan Marshall
Liheap Program Coordinator

Alaska Department Of Health And Social Services
Division Of Public Assistance
350 Main Street, Suite 317
Juneau, Alaska 99811
Tel: 907.465.3099
Fax: 907.465.3319
Email: susan.marshall@alaska.Gov
Web site: www.hss.state.ak.us/dpa/programs/hap
Public inquiries: 1.800.470.3058

ARIZONA

Mr. Raoul E. Sada, MPA
Program Manager

Community Services Administration
Arizona Department Of Economic Security
1789 W. Jefferson, Site Code 086Z
P.O. Box 6123
Phoenix, Arizona 85007
Tel: 602.542.4446
Fax: 602.542.6655
Email: rsada@azdes.gov
Web site: <https://egov.azdes.gov/cmsinternet/intranet.aspx?Id=2328&menu=34>
Public inquiries: 1.800.582.5706

ARKANSAS

Ms. Cathy Rowe
Manager, Home Energy Assistance Program
Office Of Community Services

Department Of Human Services
P.O. Box 1437/Slot 1330
Little Rock, Arkansas 72203-1437
Tel: 501.682.8726
Fax: 501.682.6736
Email: cathy.rowe@arkansas.gov
Web site: <http://arkansas.gov/dhs/dco/newdco/heap%20page.Html>
Public inquiries: 800.482.8988

CALIFORNIA

Ms. Kathy Andry
Senior Manager

Department Of Community Services And Development
P.O. Box 1947
Sacramento, California 95812-1947
Tel: 916.576.7132
Fax: 916.263.1406
Email: kandry@csd.ca.gov
Web site: [www.csd.ca.gov/programs/low%20income%20home%20energy%20assistance%20program%20\(liheap\).aspx](http://www.csd.ca.gov/programs/low%20income%20home%20energy%20assistance%20program%20(liheap).aspx)
Public inquiries: 1.866.675.6623

COLORADO

Ms. Aggie Berens
Program Coordinator

Energy Assistance Division
Colorado Department Of Human Services
1120 Lincoln Street, Suite 1007
Denver, Colorado 80203
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Fax: 303.861.0275
Email: aggie.berens@state.co.us
Web site: www.colorado.gov/cs/satellite/cdhs.selfsuff/cbon/1251580884665
Public inquiries: 1.866.432.8435 or 303.861.0269

CONNECTICUT

Ms. Carlene Taylor
Program Administration Manager

Community, Energy & Refugee Services
Department Of Social Services
25 Sigourney Street, 10th Floor
Hartford, Connecticut 06106
Tel: 860.424.5889
Fax: 860.424.4952

Email: carlene.taylor@ct.gov
Web site: www.ct.gov/staywarm
Public inquiries: 1.800.842.1132

DELAWARE

Ms. Leslie Lee

Energy Program Manager

Department Of Health And Social Services
Division Of State Service Centers
1901 N. Dupont Highway
New Castle, Delaware 19720
Tel: 302.255.9875
Fax: 302.255.4463
Email: leslie.lee@state.de.us
1.800.464.Help (4357)
New castle county: 302.654.9295
Kent county: 302.674.1782
Sussex county: 302.856.6310
Web site: www.dhss.delaware.gov/dssc/liheap.html
Public inquiries: 1.800.464.help (4357)

FLORIDA

Ms. Paula Lemmo

Community Program Manager

Housing And Community Development
Community Assistance Section
Department Of Economic Opportunity
107 East Madison Street, Msc.400
Tallahassee, Florida 32399-4120
Tel: 850.717.8450
Fax: 850.248.2488
Email: floridaliheap@dca.State.FI.Us
Web site: www.floridajobs.org/job.seekers.community.services/community.services/low.income.home.energy.assistance.program
Public inquiries: 850.717.8450

GEORGIA

Ms. Lynne Boring

Director

Dhs/Dfcs/State Office Of Family Independence
2 Peachtree Street Nw, Suite 21.440
Atlanta, Georgia 30303
Tel: 404.651.8701
Fax: 770.357.8580
Email: laboring@dhr.state.ga.us
Web site: www.heatga.org/assistance/assistance.asp
Public inquiries: 1.800.869.1150

HAWAII

Ms. Doreen Harada

Acting Liheap Coordinator

Bessd/Fap/Liheap
Benefit, Employment, And Support Services Division
Financial Assistance Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813
Tel: 808.586.5734
Fax: 808.586.5744
Email: dharada@dhs.hawaii.gov
Web site: www.hawaii.gov/health/disability.services/neurotrauma/key.services.finance.html#liheap
Public inquiries: 1.808.586.5740

IDAHO

Ms. Garland Draper

Program Specialist

Division Of Welfare
Idaho Department Of Health And Welfare
Pete T. Cenarrusa Building
450 W State Street, 2Nd Floor
Boise, Idaho 83720-0036
Tel: 208.334.5686
Fax: 208.334.5817
Email: draperg@dhw.idaho.gov
Information on applying for energy assistance: czamora@capai.Org
Web site: www.idahocommunityaction.org/programs/programsenergyassistance/
Public inquiries: 2.1.1 (idaho careline)

ILLINOIS

Mr. Larry Dawson

Deputy Director

Department Of Commerce And Economic Opportunity
Office Of Energy Assistance
100 West Randolph, Suite 3.400
Chicago, Illinois 60601
Tel: 217.558.2884
Fax: 217.557.0829
Email: larry.dawson@illinois.gov
Web site: www.liheapillinois.com
Weatherization web site: www.weatherizationillinois.com
Public inquiries: 1.877.411.warm (9276)

INDIANA

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Fax: 317.232.7778
Email: taedwards@ihcda.in.gov
Web site: www.in.gov/ihcda/2523.htm
Public inquiries: 1.800.872.0371

IOWA

Mr. Jerry McKim

Chief, Bureau of Energy Assistance

Division Of Community Action Agencies
Department Of Human Rights
Lucas State Office Building
321 E. 12Th Street, 2nd Floor
Des Moines, Iowa 50319
Tel: 515.281.0859
Fax: 515.242.6119
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KANSAS

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Web site: www.srs.ks.gov/services/pages/lieap.aspx
Public inquiries: 1.800.432.0043

KENTUCKY

Ms. Sharon Vinyard

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Department For Community Based Services
Division Of Family Support
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Frankfort, Kentucky 40601
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Fax: 502.564.0405
Email: sharon.vinyard@ky.gov
Web site: <http://chfs.ky.gov/dcbs/dfs/liheap.Htm>
Public inquiries: 1.800.456.3452

LOUISIANA

Ms. Darleen Okammor

Program Manager

Louisiana Housing Finance Agency
Energy Assistance Department
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Tel: 225.763.8700
Fax: 225.763.8752
Email: dokammor@lhfa.State.la.us
Web site: www.lhfa.state.la.us/programs/energy_assistance/low_income_energy.php
Public inquiries: 1.888.454.2001

MAINE

Ms. Kathy Kinch

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National Energy Policy Advisor
Maine State Housing Authority
353 Water Street
Augusta, Maine 04330
Tel: 207.624.5720
Fax: 207.624.5780
Email: kkinch@mainehousing.org
Web site: www.mainehousing.org/energyprogramsdetail.aspx?Programid=37
Public inquiries: 1.800.452.4668

MARYLAND

Mr. Ralph Markus

Director

Office Of Home Energy Programs
Department Of Human Resources
311 West Saratoga Street
Baltimore, Maryland 21202
Tel: 410.767.7415
Fax: 410.333.0079
Email: rmarkus@dhr.State.md.us
Web site: www.dhr.State.md.us/ohep
Public inquiries: 1.800.352.1446

MASSACHUSETTS

Mr. Gerald Bell

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Community Services Programs
Division Of Community Services
Department Of Housing And Community Development
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Boston, Massachusetts 02114-2524
Tel: 617.573.1438
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Web site: www.mass.gov/dhcd/components/cs/fuel/default.Htm
Winter heating helpline web site: www.mass.gov/?Pageid=ehedterminal&l=3&l0=home&l1=community+development&l2=housing+energy+program&s&sid=ehed&b=terminalcontent&f=dhcd_cd_liheap_liheap&csid=ehed
Public inquiries: 1.800.632.8175

MICHIGAN

Ms. Michelle Best

Program Policy Manager

Liheap/Ser And Medicaid Policies
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Tel: 517.335.0006
Fax: 517.335.7771
Email: bestm2@michigan.gov
Web site: www.michigan.gov/heatingassistance
Public inquiries: 1.800.292.5650

MINNESOTA

Mr. John Harvanko

Director, Office of Energy Assistance Programs

Minnesota Department Of Commerce
85 7Th Place East, Suite 500
St. Paul, Minnesota 55101-2198
Tel: 651.284.3275
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Email: john.harvanko@state.mn.us
Web site: http://www.state.mn.us/portal/mn/jsp/content.Do?Subchannel=null&programid=536916219&sc3=null&sc2=null&id=.536893810&agency=energy
Public inquiries: 1.800.657.3710

MISSISSIPPI

Mr. Sollie Norwood

Director

Division Of Community Services
Mississippi Dept. Of Human Services
750 N. State Street
Jackson, Mississippi 39202-4772
Tel: 601.359.4768
Fax: 601.359.4370
Email: sollie.norwood@mdhs.ms.gov
Web site: www.mdhs.state.ms.us/cs_info.html
Public inquiries: 1.800.421.0762

MISSOURI

Ms. Heather Jones

Liheap Manager

Family Support Division
Department Of Social Services
615 Howerton Court
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Web site: http://dwss.Nv.Gov/index.Php?Option=com_content&task=view&id=116&itemid=279
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Online application: www.humanservices.state.pa.us/compass/cmhom.aspx
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Lite.up texas: 1.866.454.8387

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Web site: www.homeenergyplus.wi.gov

Public inquiries: 1.866.432.8947

APPENDIX 4: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

Use the following numbers to get information on SNAP benefit questions in the States and areas of States listed. Most are toll.free numbers. Some of the numbers that aren't toll free will accept collect calls.

Alabama 334.242.1700 *	New Hampshire 1.800.852.3345 (ext. 4238)
Alaska 907.465.3347	New Jersey 1.800.687.9512
Arizona 1.800.352.8401 *	New Mexico 1.888.473.3676 *
Arkansas 1.800.482.8988 *	New York .upstate 1.800.342.3009 Upstate 718.557.1399 NYC only
California 877.847.FOOD (3663) *	North Carolina 1.800.662.7030 *
Colorado 1.800.536.5298	North Dakota 1.800.755.2716
Connecticut 1.800.842.1508	Ohio 1.866.244.0071 *
Delaware 800 464.4357	Oklahoma 405.521.3444 *
District of Columbia 202.724.5506	Oregon 211 or 1.800.723.3638
Florida 1.866.762.2237 *	Pennsylvania 1.800.692.7462 *
Georgia 1.800.869.1150 *	TDD 1.800.451.5886
Guam 671.735.7245	Puerto Rico 877.991.0101
Hawaii 808.643.1643 *	Rhode Island 401.462.5300 *
Idaho 211 or 1.800.926.2588 *	South Carolina 1.800.768.5700 *
Illinois 1.800.843.6154 *	South Dakota 1.877.999.5612 *
Indiana 1.800.622.4932 *	Tennessee 1.866.311.4287 *
Iowa 1.877.347.5678 *	Texas 211 Utah 1.866.526.3663 *
Kansas 1.888.369.4777	Vermont 1.800.479.6151 *
Kentucky 1.800.372.2973 *	Virgin Islands 1.340.774.2399 *
Louisiana 1.888.524.3578 *	Virginia 1.800.552.3431
Maine 1.800.442.6003 *	Washington 1.877.501.2233 *
Maryland 1.800.332.6347 *	West Virginia 1.800.642.8589 *
Massachusetts 1.866.950.3663	Wisconsin 1.800.362.3002 *
Michigan 1.855.275.6424 *	Wyoming 1.800.457.3659
Minnesota 1.800.657.3698 *	
Mississippi 1.800.948.3050	
Missouri 1.800.392.1261 *	
Montana 1.800.332.2272	
Nebraska 1.800.383.4278 *	
Nevada 1.800.992.0900 *	

* Indicates numbers are for in.State and out.of.State calls. All other 800 numbers are for in.State calls only.

** Indicates numbers accept collect calls.
Alabama 334.242.1700 *

APPENDIX 5: WIC OFFICES

Alabama: 1.888.942.4673	New Hampshire: 1.800.942.4321
Arizona: 1.800.252.5942	New Jersey: 1.800.328.3838
Arkansas: 1.800.235.0002	New Mexico: 1.866.867.3124
California: 1.888.942.9675	New York: 1.800.522.5006
Chickasaw Nation: 1.888.436.7255	North Carolina: 1.800.367.2229
Colorado: 1.800.688.7777	North Dakota: 1.800.472.2286
Connecticut: 1.800.741.2142	Cheyenne River Sioux Tribe Ohio: 1.800.755.4769
Delaware: 1.800.222.2189	Oklahoma: 1.888.655.2942
Pueblo de Zuni Florida: 1.800.342.3556	Choctaw Nation of Oklahoma: 1.800.522.6170
Georgia: 1.800.228.9173	Oregon: 1.800.723.3638
Guam Rosebud Sioux Tribe Hawaii: 1.888.820.6425	Osage Tribal Council: 1.800.460.1006
District de Columbia: 1.800.345.1942	Pennsylvania: 1.800.942.9467
Sac and Fox Nation Idaho: 1.800.926.2588	Pleasant Point Passamaquoddy Eastern Band of Cherokee Indians: 1.800.248.6967
Santee Sioux Illinois: 1.800.323.4769	Potawatomi Nation: 1.800.880.9880
Santo Domingo Tribe Indiana: 1.800.522.0874	Pueblo of Isleta Eight Northern Indian Pueblos Cncl: 1.800.734.2488
Iowa: 1.800.532.1579	Rhode Island: 1.800.942.7434
Kansas: 1.800.332.6262	South Carolina: 1.800.868.0404
Kentucky: 1.800.462.6122	South Dakota: 1.800.738.2301
Louisiana: 1.800.251.2229	Tennessee: 1.800.342.5942
Maine: 1.800.437.9300	Texas: 1.800.942.3678 out of state:877.341.4491
Maryland: 1.800.242.4942	Utah: 1.877.942.5437
Massachusetts: 1.800.942.1007	Vermont: 1.800.464.4343 x7333
Michigan: 1.800.942.1636	Virginia: 1.888.942.3663
Minnesota: 1.800.657.3942	Washington: 1.800.841.1410
Mississippi: 1.800.545.6747	Wisconsin: 1.800.722.2295
Missouri: 1.800.835.5465	WCD (Wichita,Caddo,& Delaware Tribes): 1.800.492.3942
Montana: 1.800.433.4298	Wyoming: 1.800.994.4769
Muscogee Creek Nation: 1.800.648.2302	
Nebraska: 1.800.942.1171	
Nevada: 1.800.863.8942	



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