

West Virginia Resources Important Information

Audience: Federal employees (furloughed or excepted/working without pay), federal contractors, and WV households affected by federal program delays.

Start here: Call **2-1-1 (WV 211)** for real-time referrals to food, housing, utility help, and local assistance.

1 Immediate Steps (All Households)

Food today: Check local distributions via [Facing Hunger Foodbank](#) and [Mountaineer Food Bank](#) calendars. Schools may have student meal options.

Bills & creditors: Proactively call your bank/credit union, landlord, mortgage servicer, and utility to ask for shutdown-related hardship options (payment deferrals, late-fee waivers, short-term loans).

Keep documentation: Save furlough/excepted-status letters, recent paystubs, and any shutdown notices—useful for UI, assistance, or payment-plan requests.

2 Employment & Income

UNEMPLOYMENT INSURANCE (UI) — WORKFORCE WEST VIRGINIA

Who may qualify: Furloughed and not working federal employees may qualify under UCFE.

Who likely does not: Excepted/essential employees working without pay are generally not UI-eligible.

If back pay arrives: You must repay any UI benefits that overlapped with back pay.

Action: Apply online with [WorkForce West Virginia](#) and certify weekly. Bring federal employment details (agency, duty station, SF-8/SF-50 if available).

CAREER SERVICES

[WorkForce WV](#) career centers provide job search help, resume workshops, and counseling.

3 Food & Basic Needs

WV 211: One-call access to nearby pantries, hot meal sites, diaper banks, and other basics.

Food banks: [Facing Hunger Foodbank](#) (western WV & tri-state); [Mountaineer Food Bank](#) (statewide network).

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Utilities & Energy Assistance

If you receive a shutoff notice: Contact the utility immediately to set up a payment arrangement; mention any shutdown hardship.

LIHEAP / Emergency LIHEAP (E-LIHEAP): Watch for application windows for heating assistance, crisis help, and related programs via DoHS.

Weatherization & repairs: Ask about state/partner programs that can help reduce bills and fix unsafe equipment.

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Housing

HOMEOWNERS

WV Homeowners Rescue Program (HAF): May assist eligible homeowners with mortgage/related housing costs (availability varies by funding). Contact **WV Housing Development Fund (WVHDF)** or your servicer for options.

RENTERS

Mountaineer Rental Assistance is closed to new applications, but **WVHDF** maintains housing-stability referrals and information for Project-Based Section 8. If you get an eviction notice, seek **Legal Aid of West Virginia** immediately.

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Legal Help

Legal Aid of West Virginia: Free help for eligible residents with evictions, debt/collections, consumer issues, and utility disputes. Ask your county FRN for a referral if you aren't sure where to start.

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Seniors, Disabilities, Caregivers, Veterans & Military Families

Bridging Resources West Virginia: For aging adults, people with disabilities, caregivers, and veterans seeking health and community resources and support. **BR-WV.org** or call the **WV Aging & Disability Resource Specialists** at **866-981-2372**.

WV Department of Veterans Assistance: Claims support and connections to emergency resources.

Nonprofit & national relief: Military-affiliated banks/credit unions and veteran nonprofits often offer grants, 0% bridge loans, or bill-pay assistance—ask about shutdown assistance specifically.

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Banking & Credit Unions

Many institutions operating in WV offer fee waivers, due-date extensions, skip-a-pay, or short-term low/0% loans during shutdowns. Call your institution's hardship or member services line and request "federal shutdown assistance." Bring your furlough/excepted letter.

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Family Resource Networks (FRNs) — Local Navigation Hubs

What FRNs do: County-based coalitions that maintain resource guides and coordinate referrals for food, housing stability, utilities, parenting supports, childcare navigation, and more. Use the Quick Directory for the most current contacts.

FRNS BY REGION (WITH COUNTIES):

Northern Panhandle: Brooke, Hancock, Ohio, Marshall, Wetzel, Tyler

Mid-Ohio Valley: Wood, Wirt, Pleasants, Ritchie

North-Central WV: Monongalia, Marion, Harrison, Taylor, Preston, Barbour, Tucker, Doddridge, Lewis, Upshur, Gilmer

Kanawha Valley / Metro: Kanawha, Putnam, Boone (Regional FRN covers these); plus county FRNs in Cabell, Wayne, Mason

Eastern Panhandle: Berkeley, Jefferson, Morgan

Potomac Highlands: Grant, Hardy, Hampshire, Pendleton (Eastern Regional FRN)

New River / Greenbrier Valley: Fayette, Raleigh, Summers, Nicholas, Greenbrier, Pocahontas, Monroe, Mercer

Southern Coalfields: Logan, Mingo, McDowell, Wyoming

Central / Appalachian Plateau: Braxton, Clay, Calhoun, Roane, Jackson, Webster, Randolph, Pocahontas, Nicholas

Find contacts fast:

WVFRN Quick Directory (county contacts) — <https://wvfrn.org/quick-directory/> **WVFRN Counties page** — <https://wvfrn.org/counties/>

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Quick Links & Phone Numbers (save/bookmark these)

WV 211: Dial **211** or **1-833-848-9905**

- Online: <https://wv211.org>

Bridging Resources West Virginia: BR-WV.org or call the WV Aging & Disability Resource Specialists at **866-981-2372**

WorkForce West Virginia (UI & Career Services): <https://workforcewv.org>

- Initial/UI claims: **304-558-8739**
- Federal/Military claims (UCFE): **304-558-8739**
- Appeals (Board of Review): **304-558-2636**

WV Department of Human Services (DoHS): <https://dhhr.wv.gov/humanservices>

- Client Services Hotline: **1-800-642-8589**
- Customer Services (report changes): **1-877-716-1212**

SNAP: <https://bfa.wv.gov/page/snap>

WIC: <https://dhhr.wv.gov/wic>

- State WIC phone: **304-558-0030**

WV Housing Development Fund (WVHDF);

- Homeowners Rescue (HAF): <https://grants.wv.gov/resources/constituent/Pages/WV-Homeowners-Rescue-Program.aspx>
- WVHDF borrower help: **1-800-933-1272** · <https://www.wvhdf.com/current-customers/help-for-homeowners>

Legal Aid of West Virginia: **866-255-4370 · <https://legalaidwv.org/get-help/apply-for-help/>**

Facing Hunger Foodbank: **304-523-6029 · <https://facinghunger.org/get-help/>**

Mountaineer Food Bank: <https://www.mountaineerfoodbank.org/>

WV Family Resource Networks

- Quick Directory: <https://wvfrn.org/quick-directory/>
- Counties page: <https://wvfrn.org/counties/>

WV Department of Veterans Assistance: <https://veterans.wv.gov/>

WV Emergency Management Division (24/7 Watch Center): **304-558-5380**

WV Local Emergency Management Agencies: [Contact List](#)



Directory – WV Family Resource Network Directors

Barbour County

Contact: Cathy Coontz-Griffith
Phone: 304-606-8087
Email: tcfrn1@gmail.com

Berkeley, Jefferson, and Morgan Counties

Contact: Lily Stone
Phone: 304-262-5360
Email: director@frnotp.org

Boone, Kanawha, and Putnam Counties

Contact: Darynann Washington
Phone: 304-539-9518
Email: executivedirector@regionalfrn.org

Braxton County

Contact: Amanda Criner
Phone: 304-364-6021
Email: bcc11@hotmail.com

Brooke and Hancock Counties

Contact: Janna Gordon
Phone: 304-748-7850
Email: jgordon@brookehancockfrn.org

Cabell County

Contact: Jeff Evans
Phone: 304-697-0255
Email: jevans@cabellfrn.org

Calhoun County

Contact: Tina Persinger
Phone: 304-354-7177
Email: calhounfrn@gmail.com

Clay County

Contact: Melinda Samples
Phone: 304-587-4389
Email: melindasizemore@hotmail.com

Doddridge County

Contact: Laura Dye
Phone: 304-873-1245
Email: doddridgecountyfrn@yahoo.com

Fayette County

Contact: Diane Callison
Phone: 304-469-3220
Email: Fayettefrn@gmail.com

Gilmer County

Contact: Jessica Greenlief
Phone: 304-462-7545
Email: gilmercountyfrn@gmail.com

Grant, Hampshire, Hardy, and Pendleton Counties

Contact: Joanna Kuhn
Phone: 304-530-5480
Email: director@erfn.info

Greenbrier County

Contact: Lisa Snedegar
Phone: 304-646-8980
Email: greenbrierfrn@yahoo.com

Harrison County

Contact: Melissa Lehman
Phone: 304-423-5049
Email: melissa@wvpreventionsolutions.org

Jackson County

Contact: Renee DeLong
Phone: 681-358-8722
Email: jacksoncountyfrn@hotmail.com

Lewis County

Contact: Deanna Palmer
Phone: 304-269-4000
Email: hello@lewiscountyfrn.org

Lincoln County

Contact: Audrey Robinette
Phone: 681-520-1593
Email: audreyrobinettecfrn@outlook.com

Logan County

Contact: Logan Adkins
Phone: 304-688-2567
Email: logancountyfrn.wv@gmail.com

Marion County

Contact: Shannon Hogue
Phone: 304-366-4445
Email: marioncountyfrn@gmail.com

Marshall County

Contact: Kimberli Green
Phone: 304-845-3300
Email: mcfrn.director@gmail.com

Mason County

Contact: Greg Fowler
Phone: 304-593-0072
Email: frnofmasoncounty@hotmail.com

McDowell County

Contact: Ginger Day
Phone: 304-436-5255
Email: facesfrn@yahoo.com

Mercer County

Contact: Greg Puckett
Phone: 304-913-4956
Email: drugfree@strongcommunities.org

Mineral County

Contact: Dayla Harvey
Phone: 304-788-9099
Email: mineralfamilyresourcenetwork@gmail.com



Directory – WV Family Resource Network Directors

Mingo County

Contact: Amy Dearfield-Hannah
Phone: 304-235-5607
Email: frndirector@hotmail.com

Monongalia County

Contact: Courtney Summers
Phone: 304-322-2064
Email: frn@unitedwaympc.org

Monroe County

Contact: Michelle Groves McFall
Phone: 304-772-5960
Email: mmcfall@monroecountycoalition.org

Nicholas County

Contact: Robin Brown
Phone: 304-872-4707
Email: nicholasfrn@frontier.com

Ohio County

Contact: Claudia Raymer
Phone: 304-232-5600
Email: ohiocountyfrn@yahoo.com

Pleasants County

Contact: Debbie Thompson
Phone: 304-684-3962
Email: debbiethompson2187@gmail.com

Pocahontas County

Contact: Stacy Vandevander
Phone: 304-799-6847
Email: pocahontasfrn@outlook.com

Preston County

Contact: Nia Larew
Phone: 304-816-9504
Email: prestonfrn@gmail.com

Raleigh County

Contact: Deborah Williams
Phone: 304-255-3764
Email: raleighfrn@frontier.com

Randolph County

Contact: Karina Shreve
Phone: 304-636-4454
Email: rcfrndirector@gmail.com

Ritchie County

Contact: Pam Ward
Phone: 304-643-2022
Email: pamrcfrn@gmail.com

Roane County

Contact: Corie Whiting
Phone: 304-927-6070
Email: roanefrn@gmail.com

Summers County

Contact: Doris Selko
Phone: 304-466-2226
Email: doris.starcher.selko@reachhfrn.org

Taylor County

Contact: Cathy Coontz-Griffith
Phone: 304-265-6838
Email: tccfrn1@gmail.com

Tucker County

Contact: April Miller
Phone: 304-478-3827
Email: tuckerfrn@hotmail.com

Tyler County

Contact: Jill Ash
Phone: 304-771-0530
Email: tylercountyfrn1@gmail.com

Upshur County

Contact: Lori Ulderich Harvey
Phone: 304-473-1051
Email: upshurfrn@yahoo.com

Wayne County

Contact: Carol Damron
Phone: 304-272-6003
Email: waynefrn@frontiernet.net

Webster County

Contact: Todd R. Farlow
Phone: 304-847-2943
Email: websterfrn@yahoo.com

Wetzel County

Contact: Elizabeth Seckman
Phone: 304-455-2468
Email: eseckman@tccfwv.org

Wirt County

Contact: Kathy Mason
Phone: 304-275-4833
Email: wirtcountyfrn@frontier.com

Wood County

Contact: Ashley Way-Fankhauser
Phone: 304-615-7278
Email: woodcountyfrn@frontier.com

Wyoming County

Contact: Tina Acord
Phone: 304-673-2004
Email: wyoingfrn@gmail.com