Missouri Resource Guide

The support you need to build a better future

Three Steps to a Better Future

There are many resources available in Missouri to help you and your family move towards a healthier, more stable future. This guide will focus on helpful resources that support three major steps as you work towards a better future:

Step 1: Meeting your basic needs
Step 2: Getting the support you need
Step 3: Preparing for your career

It is important to note that each support program and resource may have certain requirements that you must meet in order to get help. To find out what these requirements are, you will want to visit the program's website or contact them for more information. You can also call United Way 2-1-1 to find local information, or visit **helpingpeople.org/united-way-2-1-1/** to find help.

Step 1: Meeting Your Basic Needs

If you are struggling to meet your basic needs, planning for a better future may feel impossible. If worrying about paying for things or keeping your family safe is preventing you from focusing on moving forward, there are resources that may be able to help.

FOOD ASSISTANCE

If you are struggling to pay for food for you and your family, help is available through the following programs:

- **Food Stamp (SNAP) Benefits**—A monthly benefit to help low-income households buy food. To get help through SNAP, you will need to apply and complete an interview. —**https://mydss.mo.gov/food-assistance**
- **Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)**—Provides supplemental food, nutrition education, breastfeeding promotion and support, and healthcare referrals to income-eligible women, infants, and children up to their 5th birthday. Help is available to mothers and other caregivers.—**wic.mo.gov**
- **Food Pantries**—There are over 1,000 Food Pantries across the state that provide food to those in need.—**feedingmissouri.org**
- **Temporary Assistance Program**—Provides cash benefits to low-income families for the household's children such as clothing, utilities, and other needs.—**mydss.mo.gov/temporary-assistance**
- **Free and Reduced School Meals**—Parents and guardians of school-aged children should complete an application to receive free or reduced price meals at school. Sign up at the student's school for children enrolled in participating Head Start, Pre-K, and K-12 school districts.

SHELTER

If you are worried about finding or keeping safe, stable and affordable housing, these resources may help:

- If you are struggling to pay your monthly rent, HUD may be able to help. —**hud.gov/states/missouri/renting** or **800-955-2232**
- Shelters in Missouri can provide temporary housing while helping you find homes or apartments. —**homelessshelterdirectory.org/missouri.html**
- Landlord and tenant laws can help you understand your rights for repairs, evictions, deposits, etc. —**ago.mo.gov/civil-division/consumer/landlord-tenant-law**
- If you are being evicted for not paying rent, this free DIY form can help you fight an eviction. —**motenanthelp.org**

SAFETY

Below are resources to help make sure you and your family are safe:

- **Report Child Abuse & Neglect**—Anyone may report suspected child abuse, neglect, or exploitation to the Missouri Child Abuse and Neglect Hotline at **800-392-3738**. This hotline is answered 24 hours a day, 7 days a week. If you are a mandated by law to report child abuse and neglect, you can also make a report online at, **apps.dss.mo.gov/OnlineCanReporting/default.aspx**. Everyone's help is needed to keep kids safe, so if you see something, say something.
- **Physical or Mental Abuse**—If you or someone you know needs help with physical or mental abuse, call the National Domestic Violence Hotline at **800-799-7233**.
- **Sexual Abuse**—If you or someone you know needs help with sexual abuse, call the National Sexual Assault Hotline at **800-656-4673**.
- **Report Senior or Disabled Adult Abuse**—Anyone who suspects a senior or disabled adult is being abused, neglected, bullied, or exploited should call the Missouri Department of Health and Senior Services Adult Abuse and Neglect Hotline at **800-392-0210** or report online 24/7 at **health.mo.gov/abuse**.
- **Crime Victim Protection**—The Safe at Home program helps protect crime victims by giving them a substitute address and mail-forwarding.—**sos.mo.gov/business/SafeAtHome/HowToApply** or **866-509-1409**
- **Poison Control**—The Missouri Poison Control Center helps people exposed to dangerous chemicals, drugs and other substances find the right care as soon as possible. For emergencies, always call **9-1-1**. For non-emergencies, call **800-222-1222**.
- **General Health**—The Centers for Disease Control and Prevention has information on diseases and conditions, healthy living, traveler's health, emergency preparedness, and more.—**cdc.gov** or **800-232-4636**

Step 2: Getting the Support You Need

Trying to balance everything, especially during a hardship, can be difficult. There are resources available to help support you, depending on your needs. Community Partnerships and Community Action Agencies (CAA) also offer a variety of local programs based on community needs. Visit **mofact.org/community-partnerships** to find a Community Partnership near you.

CHILD CARE

The following resources may help you find affordable, quality child care:

- The Child Care Subsidy program helps with the cost of child care so parents can focus on finding and holding steady work that can support their family's needs.—**dese.mo.gov/childhood/child-care-subsidy**
- The State of Missouri offers a one-stop website to help you do things like find a child care facility, learn about early education programs, etc.—**mo.gov/education/pre-k-and-child-care**
- United4Children provides guidance and support to families looking for child care across the state as well as resources for individuals interested in opening a child care business. —**united4children.org** or **314-531-1412**
- The ParentLink WarmLine at **800-552-8522** offers support, information, and resources for parents, caregivers, and professionals. Online developmental screening tools are available to check children's development from birth to 5 years of age. —**education.missouri.edu/parentlink** or **833-KIN-4-KID (for kinship caregivers)**

HEALTH

Taking care of you and your family's health is important to ensure you can get training and go to work as scheduled.

- Low-income families, adults, children, pregnant women, disabled individuals and seniors may be eligible for healthcare coverage through MO HealthNet, the state Medicaid program. —**mydss.mo.gov/healthcare**
- Community Health Centers serve individuals of all ages who have coverage through Medicaid, Medicare, and private insurance.—**mo-pca.org/find-a-health-center**
- Missouri Department of Health & Senior Services has many helpful resources, including:
  - Maternal health topics including breastfeeding, postpartum after care and depression, and safe sleep: **health.mo.gov/living/families/genetics/newbornhealth**
  - Immunizations: **health.mo.gov/living/wellness/immunizations**
  - Youth development and teen pregnancy prevention: **health.mo.gov/living/families/adolescenthealth**
  - TEL-LINK, a service that provides information and referrals to help Missourians find the health services they need: **health.mo.gov/living/families/tellink** or **800-835-5465**

DISABILITY

- The Department of Mental Health has offices throughout the state that can help with developmental disabilities for you or a loved one. —**dmh.mo.gov/dev-disabilities/regional-offices** or **800-364-9687**
- You can apply for disability benefits through the Social Security Administration. —**ssa.gov/applyfordisability** or **800-772-1213 (TTY 573-522-9061)**
- There are 22 Centers for Independent Living (CILs) statewide that offer independent living services to people with disabilities to increase their independence and their opportunity to participate in day-to-day life within their communities.—**mosilc.org/mo-centers-db** or **888-667-2117**
- Special Health Care Needs provides health care support services, including service coordination for children and adults with disabilities and chronic illness.—**health.mo.gov/living/families/shcn** **or 800-451-0669**
- Disability Inclusion of Greater Kansas City offers Jobs Ability, an online job board designed to help those with disabilities build profiles, connect with businesses, improve their skills, and find job opportunities suited for them.**—** **centerfordisabilityinclusion.org**

UTILITY ASSISTANCE

Not being able to pay your current or past utility bills can lead to lost employment, endanger persons in your household if there are shutoffs, and impact your future.

- The Low Income Home Energy Assistance Program (LIHEAP) may be able to help eligible Missourians pay their energy bill. —**https://mydss.mo.gov/utility-assistance**
- The Missouri Public Service Commission offers energy efficiency and assistance programs. —**psc.mo.gov/General/Energy_Efficiency_Assistance_Programs** or **800-392-4211 (TTY 573-522-9061)**
- The Affordable Connectivity Program (ACP) helps low-income households pay for, up to $30 dollars a month. —**https://www.fcc.gov/acp**

MENTAL HEALTH

Mental wellness is important so you can take care of your needs, succeed in your future, and work with others.

- If you or someone you know needs help, consider reaching out to a local Community Mental Health Center. —**dmh.mo.gov/mental-illness/help/community-mental-health-centers**
- The Department of Mental Health offers resources that can help with suicide prevention, alcohol and drug treatment, coping with disaster, and veterans in crisis.—**dmh.mo.gov/crisis-assistance** or **800-364-9687**
- If you are thinking about suicide, are worried about a friend or loved one or need support call the National Suicide Prevention Lifeline at **800-273-8255** or go to **dmh.mo.gov/mental-illness/suicide/prevention**.

PARENTING

Creating a healthy foundation for lifelong mental health and wellness for Missouri's youth is important, and there are many resources available to support parents.

- Early Connections offers helpful resources for parents to ensure that Missouri's children grow up healthy and happy – both mentally and physically. —**earlyconnections.mo.gov**
- ParentLink has quality parenting information, materials, outreach activities, and support groups at no cost. —**education.missouri.edu/parentlink** or **573-882-7322**
- Child Support can help locate parents, establish paternity, enforce orders, and distribute collections. —**dss.mo.gov/child-support** or **800-859-7999**
- JAG-Missouri helps students reach their full potential by providing extra guidance, helping for classroom success, and providing work-based learning in many middle school, high school, and alternative school programs, resulting in increased graduation and employment rates.—**jag-missouri.org** or **417-425-5139**
- Alternatives to Abortion helps women carry their unborn child to term and assists them with caring for their child or placing their child for adoption if they choose. Services are available during pregnancy and for one year following birth. Services include help with childcare, domestic abuse protection, education services, paternity, food housing and utilities, transportation, and parenting skills.—**dss.mo.gov/fsd/a2a**
- Some communities have Crisis Care facilities, which is a free service to families and is designed to ease immediate crisis or emergency situations. Crisis Care can also help the family prevent future crisis or emergency situations. —**dss.mo.gov/cd/keeping-kids-safe/crisis-care-for-families.htm**

LEGAL

Legal issues, both past and current, can impact your ability to find training or work. The Missouri Legal Services provides free legal help. —**lsmo.org** or **800-444-0514 (Eastern MO), 816-474-6750 (Western MO), 800-568-4931 (Mid-MO),** or **800-444-4863 (Southern MO)**

VITAL RECORDS

The Department of Health and Senior Services can provide you with a copy of your birth certificate or other records for a fee. You will need your birth certificate to get the photo ID (drivers and non-driver's license) you will need for training, employment, state benefits, doctor visits, etc.**—health.mo.gov/data/vitalrecords or 573-751-6387**

UNEMPLOYMENT

You can file an unemployment claim online as soon as you are separated from your employer. UInteract, the online claim filing system, is mobile friendly and available 24 hours a day. —**uinteract.labor.mo.gov** or **800-320-2519**

TRANSPORTATION

Without reliable transportation, it can be impossible to start or continue employment or training. MO Rides can help connect you to local transportation services.—**morides.org/search** or **844-836-7433**

VETERANS

- The Missouri Benefits & Resources Portal helps service members, veterans, and their families find benefits and local resources.—**veteranbenefits.mo.gov** or **573-522-4061**
- The Veterans Administration (VA) supports veterans and their loved ones through services such as health care, housing, employment, education and more.—**va.gov** or **800-698-2411**

TECHNOLOGY

Having technology such as phones, internet, and digital resources is essential for online learning, applying for jobs, increasing skills, and managing your household. There are resources that can help you get the technology you need.

- Reduced or no-cost phone services may be available in your area.
  - **safelinkwireless.com**
  - **everyoneon.org/find-offers**
- There are free trainings to help with things like learning about computers and software, job search, career planning, help with applying and interviewing for jobs, and more. To start learning, go to:
  - **careeronestop.org**
  - **edu.gcfglobal.org**
  - **digitallearn.org**
  - **learndigital.withgoogle.com/digitalgarage/courses**
  - **linkedin.com/learning**
- There are many options for connecting to employers, classmates, teachers, physicians, family members, and others. The following are websites that offer video conferencing:
  - **skype.com**
  - **zoom.us**
  - **apps.google.com/meetlinkedin.com/learning**
  - **webex.com**

Step 3: Preparing for Your Career

Preparing for your career can seem overwhelming at times, but support is available to help you come up with a plan that works for your situation and goals. Help may include sharpening your skills, getting your finances in order, making sure you are taking advantage of tax credits for working, and step-by-step planning to help prepare you for a rewarding career.

GET YOUR FINANCES IN ORDER

There are several organizations that can help teach families how to effectively use income to meet today's needs and build your savings account.

- Missouri Bankers Association helps families create personalized financial plans. —**mobankers.com/MBA/AboutMBA/MBAMembership/Young_Bankers_Division/Financial_Literacy**
- FDIC Money Smart can help you plan for savings, meet unplanned expenses, use credit wisely, apply for loans and more.—**fdic.gov/resources/consumers/money-smart/index.html**
- Earned Income Tax Credit (EITC) can give low and moderate income working families a financial boost. —**irs.gov/credits-deductions/individuals/earned-income-tax-credit**
- Low-income and elderly Missourians can get help preparing Missouri tax returns. —**dor.mo.gov/personal/tax_assistance_information.php** or call **800-906-9887** or **888-227-7669**
- The Federal Trade Commission Consumer Information allows you to get your credit report for free once a year. —**consumer.ftc.gov**
- NFCC is a non-profit organization that may be able to help if you are struggling with excessive credit card or other debt.—**nfcc.org** or **800-388-2227**
- The Missouri State Treasurer's Financial Literacy Portal aims to empower Missourians with the information, skills, and habits to be financially successful.—**treasurer.mo.gov/financial-literacy**

SHARPEN YOUR SKILLS

There are services available to help you build and develop your skills no matter what stage of your career you are in.

Complete High School

- The Department of Elementary and Secondary Education provides information on how you can get ready for and take your High School Equivalency Test (HiSET).—**hse.mo.gov** or **573-751-3504**
- Career and Technical Education Services helps youth and adults gain career skills and enter the workforce.—**dese.mo.gov/CTE** or **573-751-3500**
- Excel Centers allow adults the opportunity to earn their high school diploma. While earning their diploma participants can also earn college credits and/or receive industry-recognized certifications that will increase their ability to get self-sustaining employment.—**excel.mersgoodwill.org** or **314-655-4820 (St. Louis), 417-862-5005 (Springfield), 573-686-6004 (Poplar Bluff), 573-499-1220 (Columbia), 573-271-5220 (Cape Girardeau), or 314-967-2005 (Florissant)**
- English as a Second Language (ESL) can help you find Missouri schools and free ESL programs in Missouri. —**esldirectory.com/esl-program-search/usa/missouri**
- The Department of Elementary and Secondary Education (DESE) provides information on the Adult Education and Literacy (AEL) Program, which provides free assistance to adults who need the basic skills such as reading, writing, math, and English language. — **ael.mo.gov** or **573-751-1249**

Help Finding Your Career Path

- The Talify Skills assessment can help you learn more about your personal work skillset. —**jobs.mo.gov/talify** or **888-728-5627**
- If you are looking for a new career path, resources are available to help you identify and explore options. —**findsomethingnew.org/resources**
- Jobs League can help teens and young adults learn about careers and get work experience. — **888-728-5627**
- Job Corps helps students train for technical jobs through four locations in Missouri. —**jobcorps.gov** or **800-733-JOBS**

Help with Pursuing Your Future

- SkillUP helps Food Stamp (SNAP) recipients get free help with skills, training, and employer connections to get a job or a better job.—**on.mo.gov/skillup**
- The Missouri Work Assistance (MWA) helps Temporary Assistance recipients become ready for a job, get real work experience, find employment, and keep a job.—**mydss.mo.gov/missouri-work-assistance**
- Missouri Job Centers offer services to help people gain and or improve on skills needed to be successful in the workplace.—**jobs.mo.gov/career-centers**
- Missouri Vocational Rehabilitation specializes in employment and training services that can assist eligible individuals with disabilities in achieving and maintaining successful employment. —**dese.mo.gov/VR** or **877-222-8963**
- Missouri Community Colleges offer employment and training programs and certificates.—**mccatoday.org**
- Missouri Registered Apprenticeships can help you learn important trade skills while earning a paycheck. — **jobs.mo.gov/content/moapprenticeships** or to **866-506-0251**
- Employment and training services are available to help Missourians with developmental disabilities, mental health or substance use disorders.—**dmh.mo.gov/about/employment-services** or **800-207-9329 (Developmental Disabilities) or 800-575-7480 (Behavioral Health)**
- Rehabilitation Services for the Blind helps visually impaired Missourians get training, education and technical help to find great employment and live independently.—**dss.mo.gov/fsd/rsb**
- Credential Completion and Employment Financial Assistance Program is a short-term program to help youth who exited Foster Care earn a recognized credential or specialized training that leads to employment. —**dss.mo.gov/cd/older-youth-program/credential-completion-assistance.htm** or **800-950-4673**
- Missouri Connections supports the career development efforts of schools, community organizations, and adult job seeker programs. It helps individuals learn about their talents, skills, and interests and makes the connection between planning for continued education and the work world. —**missouriconnections.org**
- If your employer moved your job out of the United States or eliminated your job due to foreign competition, Trade Adjustment Assistance may help.—**jobs.mo.gov/trade-adjustment-assistance** or **888-728-5627**
- Journey to College resources from the Missouri Department of Higher Education & Workforce Development provide information to help plan and pay for college. – **journeytocollege.mo.gov**

Thank You to Our Partners