

## United Way of Northwest Louisiana

820 Jordan Street, Suite 370  
Shreveport, LA 71101  
(318) 677-2504

[www.unitedwaynwla.org](http://www.unitedwaynwla.org)



## Important FAQs about United for NWLA Fund

### Q. What is the United for NWLA Fund?

The United for NWLA Fund will provide direct funding to select nonprofit organizations providing assistance for utility, rent, vital food, prescription drug cost and gas/transportation cost to work.

### Q. What is the need?

Based on calls to the United Way of NWLA 211 hot line, there has an increase in requests for services and non-profit organizations that provide emergency assistance programs. Most of these services are provided by nonprofits that rely on government funding to sustain operations—funding which is now frozen due to the government shutdown without assurance that it will be restored in the near future.

### Q. How will my funds be allocated?

Funds will be directed to select organizations in our region that will help residents weather this storm and provide assistance for utility costs. As funds are being raised, rent, vital food, prescription drug cost and gas/transportation cost to work will be added.

### Q. Who will my funds help?

Funds will help federal workers that are most affected in our community. Priority will be given to federal employees who:

- Have received a past due and/or disconnect notice from their utility company.
- Are considered vital staff and must continue to report to work without pay
- Have medications costs that require a co-pay
- Require childcare
- Need food assistance through local food banks

### Q. What documents are required to receive help?

- You must provide proof of identification, proof of wages earned in federal employment for the past 12 months such as a copy of your 2017 W-2 form and/or payroll check stubs, along with a copy of your SF50 or SF8.

### Q. What services are available?

#### Utility Assistance:

**GIVE. ADVOCATE. VOLUNTEER.**

*For nearly 100 years, United Way of Northwest Louisiana has improved lives of individuals in our community. The organization fights for the education, health, and financial stability for everyone, while helping those in crisis. United Way of Northwest Louisiana serves agencies throughout a ten parish region, and operates eight human service programs of their own. Each United Way organization operates independently of each other and makes decisions by local leaders.*

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- Salvation Army Shreveport Corps
  - Social Services Program – SWEPCO bill assistance
  - Contact by telephone at (318) 424-3200 ext. 11
  - Documentation needed: Identification card, Proof of employment (w-2), last pay-stub, SF50 or SF8
- Centerpoint Energy
  - Providing alternative payment options and extensions
  - Contact by telephone (866)-275-5252
- AT&T
  - Telephone/Cellular alternative payments plans, late fees waived and/or revise payment schedules
  - Dial 611.
- Verizon, T-Mobile, Sprint
  - Telephone/Cellular alternative payments options
  - Contact your local provider. If you are unsure of the number, you can call 2-1-1 and an operator will assist you in getting the number

### **Food Assistance**

- Food Bank of Northwest Louisiana
  - Providing Food for Furloughed Workers
  - Contact by telephone at (318) 675-2400
  - Documentation needed: Identification card, current federal active ID Number, proof or statement of no pay due to furloughed status
- Real BBQ and More
  - Providing 1 free meal to federal employees
  - Contact by telephone first at (318) 670-3730
  - Address: 5863 Fairfield Avenue, Shreveport, LA 71106
  - Documentation needed: Federal ID only

### **Banking/Loan Assistance**

- Barksdale Federal Credit Union
  - Providing no interest loans and payment deferrals to members
  - Contact your local branch
  - Documentation needed: proof or statement of no pay due to furloughed status
- Campus Federal Credit Union
  - Providing extension on low payments

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- Contact your local branch
- Documentation needed: proof or statement of no pay due to furloughed status
- Pelican Credit Union
  - Providing payment extensions up to three months on most low types; none interest bearing loans whose shares have gone into the negative due to shutdown to help bring account current; skip payment of loans with a fee waiver.
  - Contact your local branch
  - Documentation needed: proof or statement of no pay due to furloughed status

### Q. Which nonprofit organizations are partnering with the United for NWLA fund?

- Salvation Army Shreveport Corps

As additional funds are raised, nonprofits will be added as additional resources. Information will be added in real-time. Please check back to this page for updated information.

### Q. When will funds be made available to select nonprofit organizations?

Funds will be made available to select nonprofits organizations in 24-48 hours once we receive invoices for services provided.

### Q: Is United Way NWLA keeping any of the money raised?

No. 100 percent of the funds are going directly back to the nonprofit members.

### Q: Is United Way NWLA giving individual's money?

United Way NWLA will provide funds to select nonprofit organizations and for this reason, United Way of NWLA will not directly provide money to individuals.

### Q. Is my donation tax deductible?

Yes. Your donation will be tax deductible.

### Q. Is there a referral service available to help residents in the northwest region of Louisiana with basic needs during the shutdown?

2-1-1 is a free, confidential referral and information service that connects those in need to food pantries, health care services and utility and eviction prevention assistance. Callers also can receive information on mental health counseling, transportation, job training, substance use recovery services, child care and volunteer opportunities.

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Note, not all cell phones are programmed for 2-1-1. Cell phones that are not programmed for 2-1-1 will produce either a “fast busy” or a “not in service” recording. If you cannot reach 2-1-1 from your cell phone, dial (318) 227-2100 or toll-free at (866)-823-9615

### Q. What does ALICE stand for?

ALICE, a United Way acronym which stands for Asset Limited, Income Constrained, Employed, represents the growing number of individuals and families who are working, but are unable to afford the basic necessities. United Way NCA uses these reports as the framework for our work in improving residents’ lives and strengthening their communities. It allows us to make stronger, more efficient decisions with our funds. To learn more, click here: [ALICE](#)

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