

## Wexford/Missaukee Resources that may be needed during the COVID-19 Emergency

<b>General Support</b> <i>(When in doubt start here!)</i>	<ul style="list-style-type: none"> <li>❖ <b>2-1-1:</b> Directs to all information and supports available during COVID-19. Call 2-1-1 or visit <a href="http://www.mi211.org">www.mi211.org</a>.</li> <li>❖ <b>MDHHS:</b> The MDHHS website contains information on available resources during COVID-19 and beyond. Visit it at <a href="https://www.michigan.gov/mdhhs/">https://www.michigan.gov/mdhhs/</a></li> <li>❖ <b>MI Bridges:</b> Information on state assistance &amp; other resources are located on the MI Bridges portal <a href="https://www.newmibridges.michigan.gov">https://www.newmibridges.michigan.gov</a></li> </ul>
<b>Financial &amp; Other Assistance</b>	<ul style="list-style-type: none"> <li>❖ <b>Unemployment Insurance Benefits have been expanded during COVID-19:</b> Call Department of Labor and Economic Opportunity at 1-866-500-0017 or visit <a href="http://www.michigan.gov/uia">www.michigan.gov/uia</a> to assess eligibility and get further instructions, e.g. call times.</li> <li>❖ <b>Cash and other Assistance:</b> For cash and other state assistance, visit MI Bridges at <a href="https://www.newmibridges.michigan.gov">https://www.newmibridges.michigan.gov</a>, download the MI Bridges app on your phone, or contact your Wexford/Missaukee DHHS at 844-464-3447 to request a paper application.</li> </ul>
<b>Food &amp; Nutrition</b>	<ul style="list-style-type: none"> <li>❖ <b>Food Stamps:</b> For food assistance, visit MI Bridges at <a href="https://newmibridges.michigan.gov/">https://newmibridges.michigan.gov/</a>, download the MI Bridges app, or contact your local DHHS office at 231-779-4500 to have a paper copy mailed.</li> <li>❖ <b>WIC:</b> Nutrition support for pregnant women, new mothers and children 0-5. Download the WIC Connect app, visit the WIC client connect portal at <a href="https://wiccp.state.mi.us/clientportal/">https://wiccp.state.mi.us/clientportal/</a> or call District Health Department #10 at 231-876-3804.</li> <li>❖ <b>Meet Up and Eat Up:</b> Find a local school meal pick up program: <a href="#">Meet Up and Eat Up</a>.</li> <li>❖ <b>See Food Panty List below for locations to obtain food in Wexford/Missaukee Counties</b></li> </ul>
<b>Housing &amp; Utilities</b>	<ul style="list-style-type: none"> <li>❖ <b>Most evictions and foreclosures are temporarily frozen during the current MI State of Emergency:</b> See Executive Order 2020-14 at <a href="https://www.michigan.gov/whitmer/0,9309,7-387-90499_90705-522126--,00.html">https://www.michigan.gov/whitmer/0,9309,7-387-90499_90705-522126--,00.html</a></li> <li>❖ <b>NWCAA Homeless Prevention Hot Line for Wexford and Missaukee Counties:</b> If you are homeless, being evicted or in danger of either, call toll free 844-900-0500 for a screening for available help.</li> <li>❖ <b>Housing Assistance:</b> If you are experiencing a housing crisis, call 2-1-1 or MSHDA by visiting <a href="https://www.michigan.gov/mshda">https://www.michigan.gov/mshda</a> or utilize the <a href="#">Affordable Rental Housing Directory</a>.</li> <li>❖ <b>Homeless Assistance and Resource Agency (HARA) Contact List:</b> <a href="https://www.michigan.gov/mshda">https://www.michigan.gov/mshda</a> and click on the "Homeless" tab.</li> <li>❖ <b>For Shutoff Protection and Payment Assistance for Electric and Natural Gas:</b> <a href="https://www.michigan.gov/mpsc/0,9535,7-395-93308_93327_93335---,00.html">https://www.michigan.gov/mpsc/0,9535,7-395-93308_93327_93335---,00.html</a></li> <li>❖ <b>MI Bridges:</b> Apply for assistance with evictions, utility shut offs or past due notices online at <a href="https://www.newmibridges.michigan.gov">https://www.newmibridges.michigan.gov</a></li> </ul>
<b>Crisis Support</b>	<ul style="list-style-type: none"> <li>❖ <b>Abuse &amp; Neglect:</b> If you see or hear anything or if something just seems off regarding the abuse or neglect of children or adults, please call the Central Intake line at 855-444-3911.</li> <li>❖ <b>OASIS Crisis Hot Line:</b> 231-775-SAFE or 800-775-4646. The crisis line is available 24 hours a day, 7 days a week and is staffed by advocates trained in crisis intervention related to domestic violence, sexual assault and homelessness.</li> <li>❖ <b>Wexford/Missaukee TRUST Website:</b> Visit the Trauma and Resilience Unified Support Team website for information on crisis intervention, local contacts, resources and tools as well as useful information on trauma and resiliency including the ACES survey. <a href="https://trustwexfordmissaukee.org">https://trustwexfordmissaukee.org</a></li> <li>❖ <b>National Domestic Violence Helpline:</b> Call the National Domestic Violence Hotline at 1-800-799-7233 or visit the MDHHS Domestic Violence Resource page at <a href="https://www.michigan.gov/mdhhs/0,5885,7-339-71548_7261---,00.html">https://www.michigan.gov/mdhhs/0,5885,7-339-71548_7261---,00.html</a> for information on resource available in your area.</li> </ul>

Crisis Support Cont...	<ul style="list-style-type: none"> <li>❖ <b>Crisis Text Line:</b> Text 741741 or visit <a href="https://crisistextline.org">crisistextline.org</a> for free, 24/7 support from a trained Crisis Counselor.</li> <li>❖ <b>NAMI:</b> For information on a variety of crisis and mental health supports call (800) 950-6264 M-F, 10am-6pm. For 24/7 crisis support text "NAMI" TO 741741</li> <li>❖ <b>Michigan Suicide Hotline:</b> 1-800-273-8255</li> <li>❖ <b>Disaster Distress Hotline:</b> 1-800-985-5990</li> <li>❖ <b>Warmline</b> will connect individuals with certified peer-support specialists who have lived experiences of behavioral health issues, trauma or personal crises. Operates 7 days a week from 10 AM – 2 AM. <b>(888) 733-7753.</b></li> </ul>
Substance Use	<ul style="list-style-type: none"> <li>❖ <b>Substance Use:</b> Call 1-800-662-4357 or text TalkWithUs to 66749 for information on substance use disorder treatment during COVID-19, or visit the MDHHS Recovery and Substance Use resource page at <a href="https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_4871_29887-151431--,00.html">https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_4871_29887-151431--,00.html</a> to find resources available in your area. Visit the SAMHSA webpage at <a href="https://www.samhsa.gov/find-treatment">https://www.samhsa.gov/find-treatment</a> to find information on resources available in your area for substance use disorders and/or mental health issues.</li> <li>❖ <b>Alcoholics Anonymous:</b> 855-201-9180</li> <li>❖ <b>Narcotics Anonymous:</b> 800-407-7195</li> <li>❖ <b>Groups that Occur by Phone:</b> For AA Meetings visit <a href="http://aaphonemeetings.org/">http://aaphonemeetings.org/</a> and for Narcotics Anonymous meetings visit <a href="https://www.narcotics.com/narcotics-anonymous/narcotics-anonymous-online-meetings/">https://www.narcotics.com/narcotics-anonymous/narcotics-anonymous-online-meetings/</a></li> <li>❖ <b>Groups that Occur Virtually:</b> For AA visit <a href="http://aa-intergroup.org/">http://aa-intergroup.org/</a>. In The Rooms holds virtual meetings for those recovering from addictions and related issues at <a href="https://www.intherooms.com/home/">https://www.intherooms.com/home/</a>. My Recovery holds online meetings and forums for those in recovery at <a href="https://www.myrecovery.com/">https://www.myrecovery.com/</a></li> </ul>
Child Care	<ul style="list-style-type: none"> <li>❖ <b>Child Care:</b> Executive Order 2020-16 expanded childcare support for essential workers and others. Visit <a href="http://www.helpmegrow-mi.org/essential">www.helpmegrow-mi.org/essential</a> to complete an intake form to see if you are eligible.</li> <li>❖ <b>YMCA:</b> Throughout the crisis, YMCA childcare will remain open to critical infrastructure workers. They will accept new children to these programs whose families are in this situation, by calling 231-775-3369 or emailing Debbie Blake at <a href="mailto:debbieb@cadillacareaymca.org">debbieb@cadillacareaymca.org</a></li> </ul>
COVID-19	<ul style="list-style-type: none"> <li>❖ According to the CDC, if you think you are sick, keep track of your symptoms and call your healthcare provider immediately for medical advice.</li> <li>❖ <b>Free COVID-19 Screening for the State of Michigan:</b> If you are experiencing any symptoms, schedule a free screening through the COVID-19 hotline at 616-391-2380.</li> <li>❖ <b>COVID-19 Testing Hotlines:</b> Munson Hotline 231-935-0951. Spectrum Hotline 833-559-0659. Mercy Hotline 888-700-9011. MDHHS Patient COVID-19 Hotline 888-535-6136.</li> <li>❖ <b>CDC:</b> Visit <a href="https://www.cdc.gov/coronavirus/2019-ncov/index.html">https://www.cdc.gov/coronavirus/2019-ncov/index.html</a> for information on everything COVID-19 related from statistics to daily coping.</li> <li>❖ <b>MDHHS:</b> Visit <a href="http://www.michigan.gov/coronavirus">www.michigan.gov/coronavirus</a> or call 2-1-1 for COVID-19 related guidance and resources.</li> <li>❖ <b>Children's Trust Fund:</b> For tips for parents, children and others visit <a href="https://preventchildabuse.org/coronavirus-resources/">https://preventchildabuse.org/coronavirus-resources/</a> for more information.</li> </ul>
Education	<ul style="list-style-type: none"> <li>❖ <b>Free Educational Apps, Games and Websites:</b> visit <a href="https://www.common sense media.org/lists/free-educational-apps-games-and-websites">https://www.common sense media.org/lists/free-educational-apps-games-and-websites</a></li> <li>❖ <b>MSU Extension Office:</b> Offering free online events to the public. Check out the link to scroll through available events. <a href="http://www.canr.msu.edu/wexford/events">www.canr.msu.edu/wexford/events</a></li> </ul>

<b>Education Cont...</b>	<ul style="list-style-type: none"> <li>❖ <b>Educators Guide to Supporting the Social and Emotional Needs of Students:</b> visit <a href="https://www.michigan.gov/documents/ctf/COVID-19_EDUCATORS_GUIDE_687090_7.pdf">https://www.michigan.gov/documents/ctf/COVID-19_EDUCATORS_GUIDE_687090_7.pdf</a></li> <li>❖ <b>YMCA:</b> Free group exercise and family activities are offered on several online platforms and social media. Visit them on Facebook or online at <a href="http://www.cadillacareaymca.org/">http://www.cadillacareaymca.org/</a> for more information.</li> </ul>
<b>Counseling</b>	<ul style="list-style-type: none"> <li>❖ <b>Northern Lakes Community Mental Health:</b> Call the 24 Hour Crisis Line 833-295-0616 or visit their webpage at <a href="https://www.northernlakescmh.org/">https://www.northernlakescmh.org/</a></li> <li>❖ <b>OASIS:</b> Counseling and Support for domestic violence, sexual violence, parenting support and child abuse prevention 231-775-7233.</li> <li>❖ <b>Online Therapy Programs:</b> <a href="http://www.verywellmind.com/best-online-therapy-4691206">www.verywellmind.com/best-online-therapy-4691206</a></li> </ul>
<b>Stimulus Check</b>	<ul style="list-style-type: none"> <li>❖ <b>Stimulus Check Information and Filing:</b> <a href="https://www.irs.gov/coronavirus/economic-impact-payments">https://www.irs.gov/coronavirus/economic-impact-payments</a></li> </ul>
<b>Veterans</b>	<ul style="list-style-type: none"> <li>❖ <b>Veteran's Healthcare Services:</b> – Healthcare clinics temporarily moving to triage and virtual care only. Veterans who have questions about routine medical care or required lab work, please contact the Cadillac Community Based Outpatient Clinic Primary Care Team at 989-497-2500 ext. 11410. Call your primary care provider for any questions regarding COVID-19. If you use only VA healthcare providers call the Cadillac VA Healthcare Clinic at 231-775-4401. Those that do not have a primary care provider should instead call the Munson Health Care COVID-19 hot line at 231-935-0951. They will direct you to a primary care provider to speak with.</li> <li>❖ <b>PenFed Foundation Emergency Financial Relief Program:</b> created to provide financial assistance to all Veterans, active military service members, and those currently serving in the Reserves and the National Guard who are experiencing a financial setback due to the negative economic effects of the COVID-19 pandemic. The grant amount will support 1 month of payment up to \$1500 in the following areas: Rent, Mortgage, Auto Loan/Lease, Utilities (Electric, Water, Heat). The Foundation can only support one emergency financial request per household. <b>Link to Apply:</b> <a href="https://penfedfoundation.org/apply-for-assistance/coronavirus-emergency-financial-assistance/">https://penfedfoundation.org/apply-for-assistance/coronavirus-emergency-financial-assistance/</a></li> </ul>
<b>Post Adoption Resource Centers</b>	<ul style="list-style-type: none"> <li>❖ <b>Parent Resources:</b> <a href="https://www.michigan.gov/mdhhs/0,5885,7-339-73971_7116_63826---,00.html">https://www.michigan.gov/mdhhs/0,5885,7-339-73971_7116_63826---,00.html</a></li> <li>❖ <b>Eight regional centers:</b> <a href="https://www.michigan.gov/mdhhs/0,5885,7-339-73971_7116_63826_63829---,00.html">https://www.michigan.gov/mdhhs/0,5885,7-339-73971_7116_63826_63829---,00.html</a></li> </ul>
<b>School Websites</b>	<p><b>Schools have helpful information on local resources, at-home learning and activities for your kids!</b></p> <ul style="list-style-type: none"> <li>❖ <b>Buckley:</b> <a href="http://www.buckleyschools.com/">http://www.buckleyschools.com/</a></li> <li>❖ <b>Cadillac:</b> <a href="https://www.cadillacschools.org/">https://www.cadillacschools.org/</a></li> <li>❖ <b>Lake City:</b> <a href="https://www.lakecityschools.net/">https://www.lakecityschools.net/</a></li> <li>❖ <b>Manton:</b> <a href="https://www.mantonschools.org/">https://www.mantonschools.org/</a></li> <li>❖ <b>Marion:</b> <a href="https://www.marion.k12.mi.us/">https://www.marion.k12.mi.us/</a></li> <li>❖ <b>McBain:</b> <a href="http://www.mcbain.org/">http://www.mcbain.org/</a></li> <li>❖ <b>Mesick:</b> <a href="https://www.mesick.org/">https://www.mesick.org/</a></li> <li>❖ <b>ISD:</b> <a href="https://wmisd.org/">https://wmisd.org/</a></li> </ul>
<b>Area Food Pantry Lists</b>	<p><b>Missaukee County</b></p> <ul style="list-style-type: none"> <li>❖ Missaukee County residents who are out of work or unable to get food for themselves or their family will be able to pick up food bags on a weekly basis. There are no stipulations or income limits. People may go to one of these three locations:</li> </ul>

<b>Food Pantry Lists Cont...</b>	<p><b><u>Evangelical Presbyterian Church</u></b> – Address: 5804 W. Houghton Lake Road, Lake City. Phone: 231-839-2948. Fridays from 4-6pm.</p> <p><b><u>Rehoboth Reformed Church</u></b> – Address: 8372 S. Lucas Road, McBain, MI 49657. Phone: Fridays from 4-6pm.</p> <p><b><u>Prosper Christian Reformed Church</u></b> – Address: 1975 E. Prosper Rd., Falmouth, MI 49632. Phone: 231-826-4427. Thursdays from 4-6pm.</p> <ul style="list-style-type: none"> <li>❖ <b><u>McBain Public Schools</u></b> – providing breakfast and lunch to any student in the form of a drive-up distribution process located in back parking lot of the school from 10am -12pm on Tuesdays and Fridays beginning April 21<sup>st</sup>. To sign up please visit <a href="https://docs.google.com/forms/d/e/1FAIpQLSfQbRE_sWuXh-jaZipdgDjAV8NjkqFAEqy0qbMnTOzswK1C5g/viewform">https://docs.google.com/forms/d/e/1FAIpQLSfQbRE_sWuXh-jaZipdgDjAV8NjkqFAEqy0qbMnTOzswK1C5g/viewform</a> so that they will know how many breakfasts/lunches to prepare. Three breakfast and lunches are distributed each day. Families with food allergies and/or transportation barriers can call McBain Central office at 231-825-8165 to discuss arrangements.</li> <li>❖ <b><u>Lake City Area Schools</u></b> – Lunch drop off locations at Morey Community Church, Wags, Calvary Baptist Church and LC First Assembly of God for students. Fill out lunch request forms at <a href="http://www.lakecityschools.net">www.lakecityschools.net</a> or on the LCAS Facebook page to sign up to get these lunches and get more information. Call 231-839-4333 for questions.</li> <li>❖ <b><u>Community Hope</u></b> – Back-Pack for Kids program has food packs ready for children/families to pick up on Thursdays and Fridays at Lake City Christian Reformed Church.</li> <li>❖ <b><u>Tasty Treat</u></b> – Giving away free gift cards from local establishments in Lake City when any order of combo/basket is placed. First come, first serve. 231-839-7330.</li> <li>❖ <b><u>Meals on Wheels</u></b> – Frozen meal delivery. Congregate meals are suspended until further notice at this time. If someone from these sites needs meals, they will work them into delivery routes for the frozen meals delivered. Call NWCAA at 231-775-9781 to get more information and sign up.</li> <li>❖ <b>MISSAUKEE COUNTY FOOD PANTRY LIST:</b> (Please call before going as things are changing daily) <ul style="list-style-type: none"> <li><u>Colfax Church</u> – 2010 E. M42, Manton, MI 49663. Phone 231-824-6170. Hours: 1<sup>st</sup>, 3<sup>rd</sup> &amp; 5<sup>th</sup> Thursday at 4pm.</li> <li><u>Family Life Center-Covenant Life Church</u> – 7700 W. Blue Rd., Lake City, MI 49651. Phone 231-839-2244. Hours: Tuesday and Wednesday 11:30-2:30.</li> <li><u>Lake City Evangelical Presbyterian Church</u> – 5804 W. Houghton Lake Road, Lake City, MI 49651. Phone 231-920-7223. Hours: 2<sup>nd</sup> Thursday of the month from 3-5pm.</li> <li><u>Family Care Network</u> – 800 S. Michigan Ave., Manton, MI 49663. Phone 231-883-7098. Hours: Monday 9-12pm.</li> <li><u>Missaukee Cooperative Ministries</u> – 6180 W. Sanborn Rd., Lake City, MI 49651. Phone: 231-839-4485.</li> </ul> </li> </ul> <p><b>Wexford County</b></p> <ul style="list-style-type: none"> <li>❖ <b><u>Cadillac YMCA:</u></b> The YMCA has partnered with CAPS and Chartwells to offer a drive-thru dinner for those ages 18 and younger Monday-Friday from 5-6 PM at the Cadillac Area YMCA.</li> <li>❖ <b><u>CWTA</u></b> - providing free grocery and fast food delivery to anyone in Wexford County as long as it is curbside pick-up (they will not go inside). <b>There is no eligibility requirements for delivery. Call CWTA at 231-779-0123, option 1. Hours are M-F from 10am – 6pm and payments have to be</b></li> </ul>
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**Food  
Pantry  
Lists  
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**made online or by phone.** They will deliver from anywhere in Wexford County someone can pay ahead of time and offer curbside pickup.

- ❖ **Cadillac Schools** – Serving lunch and breakfast to families in the community M-F, from 10am-12pm. Drive up only at the Cadillac High School/JH bus loop from. Ages 18 and under free, adult meals ready for purchase at \$3.00 for lunch & \$2.00 for breakfast. Accessing Federal Program to feed all children under 18 years of age, not limited to those that are enrolled in school. Friday food service will include weekend meals.
- ❖ **Manton Schools** – Beginning Tuesday March 17, free breakfast and lunch is available for any child 0-18 years of age. Program offered 2 times a week, but each meal covers multiple days. Available by curbside pickup or delivery. Register at [www.mantonschools.org](http://www.mantonschools.org) or call 231-824-6411 ext. #8 and leave your name, contact number and number of individuals that will qualify for meals.
- ❖ **1<sup>st</sup> Baptist Church** – 125 Stimpson St., Cadillac, MI 49601. Phone: 231-775-5629. Drive through food distribution on 3/27/2020 from 3:30-6:30pm. Donations of non-perishable food or money accepted Thursday 3/26/2020 from 10-12pm at the south entrance of the church.
- ❖ **Love Inc.** – Clearing house for Wexford and Osceola counties for various needs including food. Hours are M-F from 9:30-3:30. Please call 231-779-1888 and speak with an intake worker.
- ❖ **Meals on Wheels** – Frozen meal delivery. Congregate meals are suspended until further notice at this time. If someone from a site needs meals, they will work them into delivery routes for the frozen meals. Call NWCAA at 231-775-9781 to get more information and sign up.
- ❖ **WEXFORD COUNTY FOOD PANTRY LIST:** (Please call before going as things are changing daily)
  - Assembly of God Church – 1120 W. Division St., Cadillac, MI 49601. Phone: 231-775-7858. Hours: 2<sup>nd</sup> and 4<sup>th</sup> Mondays from 3:30-5pm.
  - King's Storehouse (First Baptist Church) – 125 Stimpson St., Cadillac, MI 49601. Phone: 231-775-5629. Hours: MWF from 10-11am. **\*\*SUSPENDED until second week of April which may change until longer.**
  - Mesick Community Food Pantry – 121 S. Alvin St. Mesick, MI 49688. Phone: 231-885-1179 or 231-885-1699. Hours: Thursday from 3:30-5pm.
  - Northwest Michigan Community Action Agency – 1640 Marty Paul St., Cadillac, MI 49601. Phone: 231-775-9781. Hours: M-F from 7:30am – 4:30pm. Monthly Distributions.
  - The Salvation Army – 725 Wright St., Cadillac, MI 49601. Phone: 231-775-7131. Hours: M-F from 1:00-3:00pm.
  - Seventh Day Adventist Community Service Center – 815 E. Division St., Cadillac, MI 49601. Phone: 231-775-9331. Hours: Tuesdays from 9:00am – 12:30pm. Closed month of December.
  - Revival Center – 9889 Plett Rd., Cadillac, MI 49601. Phone: 231-779-0056. Hours: Wednesdays from 10:00-11:00am. Food Truck 4<sup>th</sup> Thursday of each month at 1 sign in.
  - Buckley Tabernacle Food Panty – Accepting orders by phone and delivering to homes on Wednesdays and Saturdays. Contact Cindy at 231-920-1458 with requests.

## Osceola County

- ❖ **Marion Public Schools** – Free sack lunches available M-F to all currently enrolled MPS students beginning 3/17/2020 through 4/3/2020. Adults can purchase sack lunches for \$3.00. Served from 11:30am – 1:00pm at the following locations: Winterfield Township Hall, Redding Township Hall,

	<p>Middle Branch Township Hall, Dighton Store and the Elementary School parking lot. Look for the big yellow bus.</p> <ul style="list-style-type: none"> <li>❖ <b>Mesick Consolidated Schools</b> – Providing lunch for any child through 18 years of age. (\$3.00/adult) in the form of a drive-up process in back parking lot of elementary school from 10:30-11:30am. Lunch served M-F for the entire school closure including spring break. Please complete form on Mesick Consolidated Schools website. If you have transportation barriers, they may be able to help as well.</li> <li>❖ <b>Love Inc.</b> – Clearing house for Wexford and Osceola counties for various needs including food. Hours are M-F from 9:30-3:30. Please call 231-779-1888 and speak with an intake worker.</li> </ul>
<b>Phone &amp; Internet Providers</b>	<p><b>AT&amp;T: Customer Service (800) 288-2020</b> <a href="https://about.att.com/pages/COVID-19.html">https://about.att.com/pages/COVID-19.html</a></p> <ul style="list-style-type: none"> <li>• Will not terminate any services for 60 days</li> <li>• Late fees incurred due to COVID-19 hardships waived</li> <li>• Overcharge charges for data waived due to COVID-19 hardships</li> <li>• Wi-Fi hotspots open to anyone in the public who needs it</li> <li>• Waiver requests can be submitted if unable to pay bill during COVID-19</li> <li>• Unlimited data provided to customers during this time</li> </ul> <p><b>Sprint: Customer Service (888) 211-4727</b> <a href="https://www.sprint.com/en/landings/covid-19.html">https://www.sprint.com/en/landings/covid-19.html</a></p> <ul style="list-style-type: none"> <li>• Unlimited data for 60 days</li> <li>• 20 GB of free hotspot to customers with hotspot capabilities</li> <li>• Waiving per-minute charges for international calls</li> </ul> <p><b>T-Mobile: Customer Service (800) 937-8997</b>  <a href="https://www.t-mobile.com/brand/ongoing-updates-covid-19">https://www.t-mobile.com/brand/ongoing-updates-covid-19</a></p> <ul style="list-style-type: none"> <li>• Call to make payment arrangements due to COVID-19 hardships</li> <li>• Unlimited data for 60 days to customers with plans including data</li> <li>• Lifeline partners will receive 5GB of data through May</li> <li>• Free international calling</li> </ul> <p><b>Tracfone: Customer Service (800) 867-7183</b> <a href="https://www.tracfone.com/covid/">https://www.tracfone.com/covid/</a></p> <ul style="list-style-type: none"> <li>• Customers on Snap of Medicaid may qualify for payment assistance</li> </ul> <p><b>US Cellular: Customer Service (888) 944-9400</b> <a href="https://www.uscellular.com/covid-19">https://www.uscellular.com/covid-19</a></p> <ul style="list-style-type: none"> <li>• Data overage charges waived</li> <li>• Limited data plans will remain on high-speeds once limit has been reached</li> <li>• For customers with unlimited plans, 15GB of hotspot data will be offered</li> </ul> <p><b>Verizon: Customer Service (800) 837-4966</b> <a href="https://www.verizonwireless.com/support/covid-19-faqs/">https://www.verizonwireless.com/support/covid-19-faqs/</a></p> <ul style="list-style-type: none"> <li>• Late payment fees will be waived due to COVID-19 hardships (online form must be submitted)</li> <li>• Services will not be terminated if payments cannot be made (online form must be submitted)</li> <li>• Activation and upgrade fees will be waived</li> <li>• Free international calling</li> <li>• 15GB of free hotspot data for all customers</li> <li>• For customers with limited talk, overage charges will be waived</li> </ul>



### What is Resilience?

Resilience is the capability to “bounce back” from life’s challenges and regain prior functioning. There is an art to developing resilience founded upon social connection to others and the fostering of supportive relationships. Resilience allows a person to be flexible when facing hardships, adapting to new circumstances and growing from the experience.

### Resilience Factors:

Resilience factors, commonly referred to as protective factors, are personal qualities or environmental conditions that advance one's ability to manage and overcome stress. These factors play a crucial role in assisting people during life's most challenging moments. Personal qualities or characteristics of resilience are optimism, coping skills, problem-solving, community engagement, post-traumatic growth, self-care, resources, social support and interpersonal stability and safety.

### Coping and Self-Care:

Coping and self-care is one way to build resilience. This is done by elevating positive coping strategies and adaptive skill sets that reduce the power of distress and promote relaxation for a person. Everyone needs to take the time and energy to concentrate on fulfilling their own needs and desires to do this.

### Types of Self-Care

- Exercise (walking, jogging, hiking, sports, etc.)
- Diet and Nutrition (diet high in nutritional value)
- Sleep (8 hours, daily routine, prioritizing)
- Relaxation Techniques (grounding exercises)
- Mindfulness and Meditation
- Hobbies and Activities (journaling, crafts, reading, etc.)
- Social Relationships
- Self-Care Visuals

There is no predetermined method for choosing self-care, rather it is based on an individual's interpretation of what self-care should look like and how it will work into their lives. Please review the resources and tools below for more information on self-care and self-care tips and ideas.

- **Self-Care: 12 Sways to Take Better Care of Yourself:** <https://www.psychologytoday.com/us/blog/click-here-happiness/201812/self-care-12-ways-take-better-care-yourself>
- **Practicing Self-Care is Important: 10 Easy Habits to Get You Started:** <https://www.forbes.com/sites/payout/2017/09/19/practicing-self-care-is-important-10-easy-habits-to-get-you-started/>
- **50 Ways to Start Practicing Self-Care:** <https://ibpf.org/articles/50-ways-to-start-practicing-self-care/>
- **Emotional Self-Care Checklist:** <https://medium.com/@therapybyannacedar/emotional-self-care-checklist-5a17fa7883d>
- **Why You Need a Self-Care Plan:** <https://www.mindful.org/why-you-need-a-self-care-plan/>

Check out the Wexford/Missaukee TRUST website at <https://trustwexfordmissaukee.org> for more information on building and reinforcing resiliency as well as a self-care action plan.

## FIVE PROTECTIVE FACTORS

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### What are the Five Protective Factors?

The Five Protective Factors are the foundation of the Strengthening Families approach. Extensive evidence supports the common sense notion that when these Protective Factors are present and robust in a family, the likelihood of abuse and neglect diminish. Research also shows that these are the factors that create healthy environments for the optimal development of all children.

#### 1. Parent Resilience

No one can eliminate stress from parenting, but building parental resilience can affect how a parent deals with stress. Parental resilience is the ability to constructively cope with and bounce back from all types of challenges. It is about creatively solving problems, building trusting relationships, maintaining a positive attitude, and seeking help when it is needed.

#### 2. Knowledge of Parenting and Child Development

Having accurate information about raising young children and appropriate expectations for their behavior help parents better understand and care for children. It is important that information is available when parents need it, that is, when it is relevant to their life and their child. Parents whose own families used harsh discipline techniques or parents of children with developmental or behavior problems or special needs require extra support in building this Protective Factor.

#### 3. Social and Emotional Competence of Children

A child's ability to interact positively with others, to self-regulate, and to effectively communicate his or her emotions has a great impact on the parent-child relationship. Children with challenging behaviors are more likely to be abused, so early identification and working with them helps keep their development on track and keeps them safe. Also, children who have experienced or witness violence need a safe environment that offers opportunities to develop normally.

#### 4. Social Connections

Friends, family members, neighbors, and other members of a community provide emotional support and concrete assistance to parents. Social connections help parents build networks of support that serve multiple purposes: they can help parents develop and reinforce community norms around childrearing, provide assistance in times of need, and serve as a resource for parenting information or help solving problems. Because isolation is a common risk factor for abuse and neglect, parents who are isolated need support in building positive friendships.

#### 5. Concrete Support in Times of Need

Parents need access to the types of concrete supports and services that can minimize the stress of difficult situations, such as a family crisis, a condition such as substance abuse, or stress associated with lack of resources. Building this Protective Factor is about helping to ensure the basic needs of a family, such as food, clothing, and shelter, are met and connecting parents and children to services, especially those that have a stigma associated with them, like domestic violence shelter or substance abuse counseling, in times of crisis.

Information provided by: Strengthening Families, a project of the Center for the Study of Social Policy:  
[www.strengtheningfamilies.net](http://www.strengtheningfamilies.net)

US Department of Health and Human Services Administration for Children and Families/Strengthening Families and Communities 2009 Resource Guide: [www.acf.hhs.gov/programs/cb](http://www.acf.hhs.gov/programs/cb)



# Protective Factors



**Protective factors** are things that contribute to mental health, and allow a person to be resilient in the face of challenges. Someone with a lot of protective factors—such as strong relationships and healthy coping skills—will be better equipped to overcome life's obstacles.

Many protective factors are out of your control. For example, genetics, the neighborhood where you grew up, and family cannot be changed. However, plenty of factors can be controlled. You choose the people in your life, how to cope with problems, and how you'll spend each day.

By focusing on what you can control, and building upon those protective factors, you will improve your ability to cope with many of life's challenges.



## My Protective Factors

**Instructions:** Review each of the following protective factors, and mark the scales to indicate how well you are performing in each area.

### Social Support

- ability to talk about problems
- people to ask for practical help (e.g. a ride if car breaks down)
- feelings of love, intimacy, or friendship

Weak                      Moderate                      Strong

### Coping Skills

- ability to manage uncomfortable emotions in a healthy way
- awareness of one's own emotions, and recognition of how they influence behavior

Weak                      Moderate                      Strong

### Physical Health

- adequate exercise or physical activity
- a balanced and healthy diet
- medical compliance (e.g. taking medications as prescribed)

Weak                      Moderate                      Strong

### Sense of Purpose

- meaningful involvement in work, education, or other roles (e.g. parenting)
- understanding of personal values, and living in accordance with those values

Weak                      Moderate                      Strong

### Self-Esteem

- belief that one's self has value
- acceptance of personal flaws, weaknesses, and mistakes
- belief in ability to overcome challenges

Weak                      Moderate                      Strong

### Healthy Thinking

- does *not* ruminate on mistakes, personal flaws, or problems
- ability to consider personal strengths and weaknesses rationally

Weak                      Moderate                      Strong

# Protective Factors

**Instructions:** Refer to the protective factors on the previous page to answer the following questions.

Which protective factor has been the most valuable to you during difficult times?

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Specifically, how have you used this protective factor to your advantage in the past?


What are two protective factors that you would like to improve?

1	2
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Describe how things might be different if you were able to improve these protective factors.

1
2

List *specific steps or actions* that might help to make these goals a reality.

1
2

# How to remember the 5 PROTECTIVE FACTORS that make your family strong.



Use your Thumb to remember

## **Social & Emotional Competence of Children**

because a "thumbs up"  
is one of the first ways  
we learn to communicate  
our emotions.



Your Pinky Finger signifies  
**Concrete Support  
in Times of Need**  
because it is the smallest  
finger and reminds us that we  
all need help sometimes.



Your Index Finger represents  
**Knowledge of Parenting  
and Child Development**  
because you are your child's  
**1st** teacher!

Your Ring Finger stands for  
**Parental Resilience**  
because your first commitment  
must be to yourself in order  
to be strong for others.



Your Middle Finger can  
help you remember  
**Social Connections**  
because it should never  
stand alone! We all need a  
positive social network.



Charlevoix, Emmet  
Northern-Antrim Counties

strengthening families

# Managing Stress

## What's Happening

Everyone has stress, whether it's a bad day at work, car trouble, or simply too many things to do. However, too much stress can make it hard to parent effectively. After a while, your children may show signs of being stressed out too!

## What You Might Be Seeing

Some signs that you are stressed include the following:

- Feeling angry or irritable a lot of the time
- Feeling hopeless
- Having trouble making decisions
- Crying easily
- Worrying all the time
- Arguing with friends or your partner
- Overeating or not eating enough
- Being unable to sleep or wanting to sleep all the time

A build-up of stress also can contribute to health problems, including allergies, a sore neck or back, headaches, upset stomach, and high blood pressure.

## What You Can Do

It is important to learn how to manage your stress—for your own sake and for your children. The following suggestions may help:

- **Identify what's making you stressed.** Everyone's stressors are different. Yours might be related to money, work, your surroundings (traffic, crime), your partner, your children's behavior, or health issues.



- **Accept what you cannot change.** Ask yourself, "Can I do anything about it?" If the answer is "no," try to focus on something else. If there is something you can do (look for a new job, for example), break it into smaller steps so it doesn't feel overwhelming.
- **Have faith.** Look back at previous times when you have overcome challenges. Think "This too shall pass." Consider that people who attend church, pray regularly, or practice other forms of spirituality tend to have less stress.
- **Relax!** Try deep breathing, meditation, yoga, or listening to music. Take 30 minutes to play a board game and laugh with your kids.
- **Take care of your health.** Getting enough sleep can make a big difference in your stress level. So can eating healthy foods and getting some exercise.
- **Take time for yourself.** Take a bath, read a book, or pick up a hobby. When you can, hire a babysitter (or trade time with a friend or neighbor) and get out for a few hours.
- **Develop a support network.** Don't be afraid to ask for help. Older children can set the table. Your spouse or partner could take over bedtime a few nights a week. Friends might pick up the kids from school to give you a break.

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**Remember:** Learning to manage your stress will improve your happiness and show your children that they can handle stress, too!

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# Managing Your Finances



## What's Happening

If you feel like your finances are out of control, you are not alone! Many people worry about money. While common, a daily struggle to pay bills creates stress that can harm your family life and your child's well-being.

## What You Might Be Seeing

Your family is said to have "financial stability" if you have:

- The ability to pay bills on time
- A manageable amount of debt
- A 3 to 6 month emergency fund to protect you against loss of income

## What You Can Do

No matter what your situation, you can take steps to move your family toward greater financial stability.

- **Know where your money goes.** Track your family's spending for a month, and balance your checkbook regularly. These steps will help you feel more in control and will help you create a realistic budget.
- **Get organized.** Make sure you know how much each person in your household gets paid and when. Know which bills need to be paid out of each paycheck. Keep all bills in one place so they don't get lost, and review your finances often.
- **Spend only what you make.** Put away credit cards and use cash instead. This will help ensure that you buy only what you really need and want.

- **Get help to stretch your budget.** State and Federal programs include the Earned Income Tax Credit, Supplemental Nutrition Assistance Program (SNAP), Women, Infants, and Children (WIC), Temporary Assistance for Needy Families (TANF), low-cost child care or housing, Head Start, and others.
- **Get a bank account.** Check-cashing services and payday loans charge high fees. One program that helps people access free or low-cost checking accounts is Bank On at <http://www.joinbankon.org/#/about>.
- **Start saving.** Individual development accounts (IDAs) match your savings to help you reach a goal such as buying a home, training for a new job, or starting a small business. Find an IDA program near you at <https://prosperitynow.org/map/idas>.
- **Seek new employment opportunities.** Work readiness, vocational training, job placement, and career counseling programs can help you find and qualify for new opportunities that may pay better and move you toward greater security.

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**Remember:** It is possible to achieve financial stability, even after a setback. The steps you take today will help create a brighter future for your family!

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# Building Resilience in Children and Teens



## What's Happening

All youth face difficulties, which can range from traumatic losses to everyday disappointments. The ability to cope and recover (or “bounce back”) after a setback is important to their success. Experts call this “resilience,” and it’s a skill that can be learned.

## What You Can Do

You can help your children develop resilience by taking the following steps:

- **Model a positive outlook.** Children will learn from your ability to bounce back from difficulties. When faced with a challenge yourself, model an “I can do it” attitude. Remind yourself and your child that the current problem is temporary and “things will get better.”
- **Build confidence.** Comment frequently on what your child does well. Point out when he demonstrates qualities such as kindness, persistence, and integrity.
- **Build connections.** Create a strong, loving family and encourage your child to make good friends. This will help ensure that she has plenty of support in times of trouble.
- **Encourage goal-setting.** Teach children to set realistic goals and work toward them one step at a time. Even small steps can build confidence and resilience.
- **See challenges as learning opportunities.** Tough times are often when we learn the most. Resist the urge to solve your child’s problem for him—this can send a message that you don’t believe he can handle it. Instead offer love and support, and show faith in his ability to cope. Remind him of times when he has solved problems successfully in the past.

- **Teach self-care.** Many challenges are easier to face when we eat well and get enough exercise and rest. Self-care can also mean taking a break from worrying to relax or have some fun.
- **Help others.** Empower your child by giving her opportunities to help out at home or do age-appropriate volunteer work for her school, neighborhood, or place of worship.

## For More Information

For more about building resilience, see the following:

- Building Resilience (American Academy of Pediatrics): <https://www.healthychildren.org/English/healthy-living/emotional-wellness/Building-Resilience/Pages/default.aspx>
- Resilience Guide for Parents and Teachers (American Psychological Association): <https://www.apa.org/helpcenter/resilience.aspx>

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**Remember:** With your help and support, children can learn to be more resilient.

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# Keeping Your Family Strong



Every family has strengths, and every family faces challenges. When you are under stress—the car breaks down, you or your partner lose a job, your child's behavior is difficult, or even when the family is experiencing a positive change, such as moving into a new home—sometimes it takes a little extra help to get through the day.

Protective factors are the strengths and resources that families draw on when life gets difficult. Building on these strengths is a proven way to keep the family strong and enhance child well-being. This tip sheet describes six key protective factors and some simple ways you can build these factors in your own family.

Protective Factor and What It Means	What You Can Do
<b>Nurturing and Attachment:</b> <ul style="list-style-type: none"><li>• Our family shows how much we love each other.</li></ul>	<ul style="list-style-type: none"><li>• Take time at the end of each day to connect with your children with a hug, a smile, a song, or a few minutes of listening and talking.</li><li>• Find ways to engage your children while completing everyday tasks (meals, shopping, driving in the car). Talk about what you are doing, ask them questions, or play simple games (such as “I spy”).</li></ul>
<b>Knowledge of Parenting and Child Development:</b> <ul style="list-style-type: none"><li>• I know parenting is part natural and part learned.</li><li>• I am always learning new things about raising children and what they can do at different ages.</li></ul>	<ul style="list-style-type: none"><li>• Explore parenting questions with your family doctor, your child's teacher, family, or friends.</li><li>• Subscribe to a magazine, website, or online newsletter about child development.</li><li>• Take a parenting class at a local community center (these often have sliding fee scales).</li><li>• Sit and observe what your child can and cannot do.</li><li>• Share what you learn with anyone who cares for your child.</li></ul>
<b>Parental Resilience:</b> <ul style="list-style-type: none"><li>• I have courage during stress and the ability to bounce back from challenges.</li></ul>	<ul style="list-style-type: none"><li>• Take quiet time to reenergize: take a bath, write, sing, laugh, play, drink a cup of tea.</li><li>• Do some physical exercise: walk, stretch, do yoga, lift weights, dance.</li><li>• Share your feelings with someone you trust.</li><li>• Surround yourself with people who support you and make you feel good about yourself.</li></ul>

Protective Factor and What It Means	What You Can Do
<p><b>Social Connections:</b></p> <ul style="list-style-type: none"> <li>I have friends, family, and neighbors who help out and provide emotional support.</li> </ul>	<ul style="list-style-type: none"> <li>Participate in neighborhood activities such as potluck dinners, street fairs, picnics, or block parties.</li> <li>Join a playgroup or online support group of parents with children at similar ages.</li> <li>Find a church, temple, or mosque that welcomes and supports parents.</li> </ul>
<p><b>Concrete Supports for Parents:</b></p> <ul style="list-style-type: none"> <li>Our family can meet our day-to-day needs, including housing, food, health care, education, and counseling.</li> <li>I know where to find help if I need it.</li> </ul>	<ul style="list-style-type: none"> <li>Make a list of people or places to call for support.</li> <li>Ask the director of your child's school to host a Community Resource Night, so you (and other parents) can see what help your community offers.</li> <li>Dial 2-1-1 to find out about organizations that support families in your area.</li> </ul>
<p><b>Social and Emotional Competence of Children:</b></p> <ul style="list-style-type: none"> <li>My children know they are loved, feel they belong, and are able to get along with others.</li> </ul>	<ul style="list-style-type: none"> <li>Provide regular routines, especially for young children. Make sure everyone who cares for your child is aware of your routines around mealtimes, naps, and bedtime.</li> <li>Talk with your children about how important feelings are.</li> <li>Teach and encourage children to solve problems in age-appropriate ways.</li> </ul>