



United Way of the  
National Capital Area

## Important FAQs about United Way NCA Emergency Assistance Fund & other COVID-19 Resources

**Q: What is the Emergency Assistance Fund?**

The Emergency Assistance Fund will provide additional capacity to community-based organizations in the region to deliver economic assistance and access to vital food and basic need supplies to the thousands of school-age children who depend on their school's meal programs and workers in the region who already have and will be impacted by the temporary loss of income.

United Way NCA's Emergency Assistance Fund may also be deployed to strengthen the region's ability to prepare for and respond to a variety of health and other emergencies, as well as to support programs and initiatives that are focused on fighting for the health, education and financial stability of our community.

**Q: What is the need?**

As businesses and agencies across the region undergo temporary closures and other restrictions, much of the region's workforce will experience severe reduction in income that they desperately rely on to live. These emergency resources will enable our nonprofit partners to meet the increased demand for economic assistance and access to food and other necessities.

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

Funds will be directed to select organizations in our region that will help our neighbors weather this storm and to meet the increased demand for economic assistance and access to food and other basic necessities.

**Q. Who will my funds help?**

Funds will help individuals that are most impacted in our community.

**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 them.

**Q: Is United Way NCA giving individuals money?**

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

**Q. Is my donation tax deductible?**

Yes. Your donation will be tax deductible.



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Q. Which nonprofit organizations have been selected?

Initially, United Way NCA's Emergency Assistance Fund will be directed as follows:

- Martha's Table to support food distribution throughout the DMV and 350 families around wage assistance and food insecurity.
- Northern Virginia Family Service to support their Hunger Resource Center's food distribution. They are expanding their services to target over 500 school-aged children and their families in their catchment area.
- Community Services Agency of the Metropolitan Washington Council of AFL-CIO to support affected union workers and their families through emergency wage assistance.
- Capital Area Food Bank to support their food distribution through pop-up markets in the District of Columbia, Montgomery and Prince George's Counties in Maryland, and Northern Virginia. Call Capital Area Food Bank Hunger Lifeline at 202-644-9807 (Mon-Fri, 9 am – 5 pm)
- Arlington Food Assistance Center to support individuals and families with their food and nutrition needs through distribution of pre-bagged groceries.
- Manna Food Center to meet the nutrition needs of MCPS students and families impacted by school closures and food distribution and delivery to those in need throughout Montgomery County.

Q. I am looking for resources. How can I get help?

United Way NCA selected partners are providing essential resources like food assistance, emergency assistance and economic assistance.

#### Martha's Table

Joyful Food Markets will be suspended at elementary schools due to their closure; however, Martha's Table will partner with DC Health, the Capital Area Food Bank, and DCPS and DCPCS to ensure bags of groceries are available at designated select school sites. Please visit this [link](#) for Joyful Market Grab-and-Go-Grocery distribution locations, dates and hours.

Email: [info@marthastable.org](mailto:info@marthastable.org)

Ph: 202-328-6608

Documentation needed: None

#### Northern Virginia Family Service (NVFS)

For more information on Northern Virginia Family Service's [COVID-19 Emergency Finance Assistance](#). Vital food and nutrition assistance resources are available through NVFS' Hunger Resource Center. More information on the Hunger Resource Center current procedures can be found here.

Ph: Please leave a message at 571-748-2552. Messages will be returned within 24 hours of receipt.



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Documentation needed: NVFS staff can assist clients in assembling appropriate forms.

Community Services Agency of the Metropolitan Washington Council of AFL-CIO

Website: [www.communityservicesagency.org](http://www.communityservicesagency.org)

Ph: 202-974-8226

Email: [sducote@dclabor.org](mailto:sducote@dclabor.org)

File for unemployment in your state

[District of Columbia](#)

[Virginia](#)

[Maryland](#)

Community Services Agency of the Metropolitan Washington AFL-CIO (Must obtain  
Emergency

Assistance referral from a Metropolitan Washington affiliated union.) Fax referral form to  
202-

974-8152. Must not have previously received emergency assistance. Based on available  
funding.

Capital Area Food Bank

The Capital Area Food Bank will continue to serve its neighbors who are food insecure  
during these uncertain times. Food will be shelf stable "grab and go" and will be distributed  
through various Community Hub Partners and Locations, and Pop-Up Pantries. Please visit  
[website](#) for detailed list of partners and locations.

The food bank's after school meals program will continue at all site locations that plan to  
remain open at this time. The food bank senior programs will continue its monthly  
distribution of supplemental bagged/boxed shelf stable groceries through its Grocery Plus  
and My Groceries to Go locations (both part of the Commodity Supplemental Food  
Program) and Senior Brown Bag locations that are remaining open at this time.

Ph: 202-644-9800

Documentation needed: Please bring a valid ID

Arlington Food Assistance Center (AFAC)

Website: [www.afac.org](http://www.afac.org)

Email: [communications@afac.org](mailto:communications@afac.org)

Telephone: 703-845-8486

Service provided: Once a week grocery for Arlington residences.

Documentation needed: Any Arlington resident may be served one time without a referral.  
You must provide a photo ID and proof of address (lease or utility bill). After that, you must  
get a referral from the Department of Human Services Community Assistance Bureau to  
continue receiving services. For more information, visit the [AFAC website](#).



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Manna Food Center

Website: [www.mannafood.org/covidresponse/](http://www.mannafood.org/covidresponse/)

Email: [info@mannafood.org](mailto:info@mannafood.org)

Telephone: 301-424-1130

Documentation needed: Eligibility based on the self-sufficiency standard and Montgomery County residency. [Guidelines for Referring Agencies.](#)

Q: How can I get access to the United Way NCA Emergency Assistance Fund?  
United Way NCA is working with the listed nonprofit organizations on our community response to the COVID-19 outbreak in our region. The Emergency Assistance Fund will provide additional capacity to community-based organizations in the region to deliver economic assistance and access to vital food and basic need supplies to the thousands of school-age children who depend on their school's meal programs and workers in the region who already have and will be impacted by the temporary loss of income. As we receive additional contributions to our Emergency Assistance Fund, we will expand partnerships to include additional organizations impacting our community.

Q. What services are offered at the Financial Empowerment Centers?

The [Financial Empowerment Centers](#) (FECs) offer direct access to high quality financial services and guidance in a welcoming, professional environment at no cost. Services include one-to-one financial coaching and budgeting support, personal and business-focused workshops, free tax preparation, housing counseling and more.

Q. Where can I find an FEC near me?

To locate an FEC near you, click here: [Financial Empowerment Centers.](#)

Q. What documents must I provide at the FEC?

You must provide proof of wages earned in federal employment for the past 18 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. Are your FECs open during this time?

Over the next month, United Way NCA Financial Empowerment Centers will be fully virtual and continue to provide free financial services as they adapt to COVID-19 and social distancing protocol. As of right now, South County is up and running offering virtual services to residents in our community. Prince William is set to join by mid-April, followed by Prince George's Community College later in the month. Now more than ever it's important to find innovative ways to care for our neighbors. Please visit the FEC [website](#) to get contact information.

Current contact information for FECs:

South County: Prospective clients should call 703.704.6101 or email [info@fecsoco.org](mailto:info@fecsoco.org).



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As of March 13, 2020, the Financial Empowerment Center at South County is still offering services, but exclusively via phone/internet until further notice.

Office hours are Monday to Friday from 10 am to 4:30 pm. Please call 703-704-6101 or email to [info@fecsoco.org](mailto:info@fecsoco.org) to schedule your appointment or to register for a virtual workshop.

Prince William: Prospective clients should visit their [website](#) and complete interest form.

Prince William Financial Empowerment Center has been temporarily suspended. Starting Monday, March 16, the Prince William FEC will continue Housing Counseling or Financial Coaching appointments by phone or via Skype or Zoom. Please contact them at

[smartmoney@pwcgov.org](mailto:smartmoney@pwcgov.org) or call 703-792-4713 or 703-792-6287, to make an appointment.

Or fill out this [Interest Form](#) online and they will contact you.

Other FECs status will be updated as we receive more information.

VITA services have also been temporarily suspended. We expect to begin offering on-line and virtual financial education seminars by mid-April.

Resources for the COVID-19 Crisis:

Q. Is there a referral service available to help residents in the National Capital Area with basic needs during this time?

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, childcare and volunteer opportunities.

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 the 10-digit number in your jurisdiction:

Dial 202-463-6211 in the District of Columbia.

Dial 301-864-7161 in the state of Maryland.

Dial 800-230-6977 in the Commonwealth of Virginia

Dial 301-662-2255 (Western Maryland-Frederick)

Dial 800-492-0618 (within Maryland) Local Government

Q. What other resources are available?

The following other resources are available based on your needs:

Emergency Assistance Resources: [Need Help Paying Bills](#) features information on assistance programs for rent, utilities, mortgage payment, debt, and medical bills.

To Remain Connected: [Internet Essentials from Comcast](#): Affordable Internet at Home for Eligible Households



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#### Food Resources and Other Resources:

To locate a food bank or other services in your neighborhood, enter your zip code on the Capital Area Food Bank [website](#) or call the Capital Area Food Bank Hunger Lifeline at 202-644-9807 (Mon-Fri 9 am – 5 pm.)

#### Mental Health Resources

Call/Text: 301-738-2255 for help to cope with COVID-19 stress and anxiety. EveryMind's specialists are available 24/7 to listen and provide support. This service is free and open to all members of our community. You can also chat via this [link](#).

In addition, following is a list of resources from trusted organizations to help navigate these difficult times.

Centers for Disease Control and Prevention - [Manage Anxiety and Stress](#) -

National Center for Posttraumatic Stress Disorder - [Managing Stress Associated with COVID-19 Virus Outbreak](#)

National Association of School Psychologists - [Talking to Children About COVID-19 \(Coronavirus\): A Parent Resource](#) -

American Psychological Association - [Five Ways to View Coverage of the Coronavirus](#)

Harvard Medical School - [Coping with Coronavirus Anxiety](#)

#### Additional Resources:

The Jewish Federation of Greater Washington: [Coronavirus COVID-19 Preparedness and Guidance for the Jewish Community in Greater Washington](#)

Q. How can I stay updated on news about Coronavirus in my region?

To find most current coronavirus-related news, updates and resources in your jurisdiction, visit the links below:

[District of Columbia](#)

[Montgomery County](#)

[Prince George's County](#)

[City of Alexandria](#)

[Arlington County](#)

[City of Fairfax](#)

[City of Falls Church](#)

[Fairfax County](#)

[Loudoun County](#)

[City of Manassas](#)

[City of Manassas Park](#)

[Prince William County](#)

Q. Where can I get information about COVID-19?

We recommend that you follow credible sources. News about the spread of this disease is constantly changing and, in some cases, is misleading or unreliable. Beware of social



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media, emails or texts about COVID-19 that may be inaccurate or scams, and stick to reliable sources, included below. The following are vetted, credible resources for your reference:

Centers for Disease Control (CDC):

- [General and current COVID-19 information](#)
- [How to Protect Yourself](#)
- Early information about COVID-19 shows that some people are at higher risk of getting sick from this illness. This includes older adults and people who have serious chronic medical conditions such as heart disease, diabetes and lung disease. Read [here](#) for more information on how to get ready for COVID-19 now.
- [What to Do if You are Sick](#)
- [Interim Guidance for Businesses & Employers – COVID-19](#)
- [Interim Guidance for Community & Faith Leaders – COVID-19](#)
- [CDC Video on How to Protect Yourself from COVID-19](#)

World Health Organization (WHO) - [Advice for the Public](#)

State Departments of Health

[District of Columbia Department of Health](#)

[Maryland Department of Health](#)

[Virginia Department of Health](#)