



COVID-19 Resource List

Charleston, WV

Government Resources

Federal Assistance

- [Coronavirus Aid, Relief, and Economic Security \(CARES\) Act](#) – To the extent employees are eligible for unemployment for reasons related to COVID-19, as determined by state agencies, additional funds may be available as part of a recent federal law aimed at providing economic recovery. Contact your state unemployment agency for further information.
 - <https://www.dol.gov/coronavirus>
 - <https://www.dol.gov/coronavirus/unemployment-insurance>

West Virginia Department of Health and Human Resources

- [COVID-19 Alerts and updates](#)
 - <https://dhhr.wv.gov/Pages/default.aspx>
- [West Virginia 24/7 COVID-19 Hotline](#) – 1 (800) 887-4304

WorkForce West Virginia

- [Unemployment Benefits](#) – Unemployment benefits may be available to eligible individuals who are requested by a medical professional, local health authority or employer to be isolated or quarantined as a consequence of COVID-19, even if they are not actually diagnosed. Those who do not have internet access, have a disability requiring assistive technology or need further assistance should call 1-800-252-JOBS.
 - <https://uc.workforcewv.org/consumer/?lang=en>

Local Resources

Food Assistance

- [Mercer County Schools](#) – According to the Mercer County School website, schools will continue the delivery of meals on bus routes. Bus schedules can be found in the link below.
 - <https://boe.merc.k12.wv.us/domain/54>

Utility Assistance

- [Appalachian Power \(AP\)](#) – According to its website, AP has temporarily suspended all service disconnections for non-payment. However, AP urges their customers to make every effort to keep their accounts current during the period when disconnections are suspended. If you anticipate problems paying your electric bill, please view payment assistance information or contact them to discuss payment options.
 - <https://www.appalachianpower.com/info/coronavirus/>

- [West Virginia American Water](https://amwater.com/wvaw/) – According to its website, WVAV has suspended billing-related service shutoffs.
 - <https://amwater.com/wvaw/>

Other

- [Auntbertha.com](https://www.auntbertha.com/) – Aunt Bertha’s network connects people seeking help and verified social care providers that provide services like medical care, job training, food, financial assistance and more.
 - <https://www.auntbertha.com/>

Alorica Resources (for Alorica Employees only)

- [Employee Assistance Program/Manage Health Network, Inc.](https://members.mhn.com/web/public/default/MyBenefits) – Professional support for emotional, family and other personal matters and guidance on financial and legal issues (register with the company code: Alorica).
 - <https://members.mhn.com/web/public/default/MyBenefits>
- [Virtual Doctor Visit Benefit](#) – If you’re enrolled in the Alorica medical plans administered by Century Health (MEC), HPI or BlueCross BlueShield and don’t feel well for any reason, a virtual doctor visit benefit may be available to you.
 - Century Health (MEC) – Visit <https://member.healthiestyou.com/user/sign-in> and click “Register Now” or call 1-866-703-1259
 - HPI – Visit doctorondemand.com/health-plans-inc or call 1-800-997-6196
 - BlueCross BlueShield – Visit www.bcbstx.com/member or call 1-800-521-2227
- [Alorica PerkSpot](https://alorica.perkspot.com/) – PerkSpot has some amazing cash-saving opportunities for you such as coupons for groceries and discounts on GrubHub and Postmates, click on the link below for more saving opportunities.
 - <https://alorica.perkspot.com/>
- [PayActiv \(US Employees only\)](https://www.payactiv.com/employees/) – Alorica employees have the option to sign up for PayActiv which gives employees the opportunity to get financial relief between paychecks. To learn more about PayActiv click on the link below.
 - <https://www.payactiv.com/employees/>

General Resources

- [Centers for Disease Control and Prevention](https://www.cdc.gov/coronavirus/2019-ncov/about/index.html) – About COVID-19.
 - <https://www.cdc.gov/coronavirus/2019-ncov/about/index.html>
- [World Health Organization](https://www.who.int/emergencies/diseases/novel-coronavirus-2019/events-as-they-happen) – Updates on Covid-19.
 - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/events-as-they-happen>
- [National Association of School Psychologists](https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/helping-children-cope-with-changes-resulting-from-covid-19?ck_subscriber_id=342989428%C2%A0) – Talking to Children about COVID-19.
 - https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/helping-children-cope-with-changes-resulting-from-covid-19?ck_subscriber_id=342989428%C2%A0
- [Financial Planning](https://www.familycredit.org/resources) – Every day you make many decisions about how to spend your money. Whether your grocery shopping, driving to work, paying bills or just watching TV, there are small things you can do to spend less. This booklet has 100 ways to help you start saving money today.
 - <https://www.familycredit.org/resources>

- [National Domestic Violence Hotline](#) – 1 (800) 799-7233 (SAFE) or TTY 1 (800) 787-3224.
 - <https://www.thehotline.org/help/>
- [National Suicide Prevention Lifeline](#) – 1 (800) 273-8255