

# Community Resources

*Information is checked and updated periodically...*

## **Billings Family Service**

Modified Hours for Food Distribution Monday-Friday 10 am to 3 pm. If someone has not used Family Services they need to bring: a picture ID, recent piece of mail showing Yellowstone County Address, identifying information for all of the people in the household.



**Virus Update:**  
**Modified hours:**  
**Open for food distribution and Senior commodity food bags Drive Thru No Touch Assistance**  
**M-F 10 am to 3 pm**

**Our thrift store and donation drive-through are closed until March 29, reopening on Monday, March 30 at 9 am**

**If you have never used Family Service before, please bring**

- Picture ID
- a recent piece of official mail noting your Yellowstone County address
- identifying information for all of the people in your household.

## **Montana211**

Montana211 provides information about nonprofit and government services available to meet non-emergency needs. It provides information available about food, mental health, and housing resources as well as many other important areas. For more information or to use Montana 211 use please visit [montana211.org](http://montana211.org).

## **Billings Food Bank**

The Food Bank opens at 10:00 am and is providing clients with food packages. Clients can visit the food bank once a month. New clients need to go to the Food Bank's front desk and fill out a voucher form. Each clients takes the form to the garage, gives the workers their voucher and the workers will deliver the food to them. The boxes clients receive usually contain fresh food, pasta, canned goods, baking tools, and meat products.

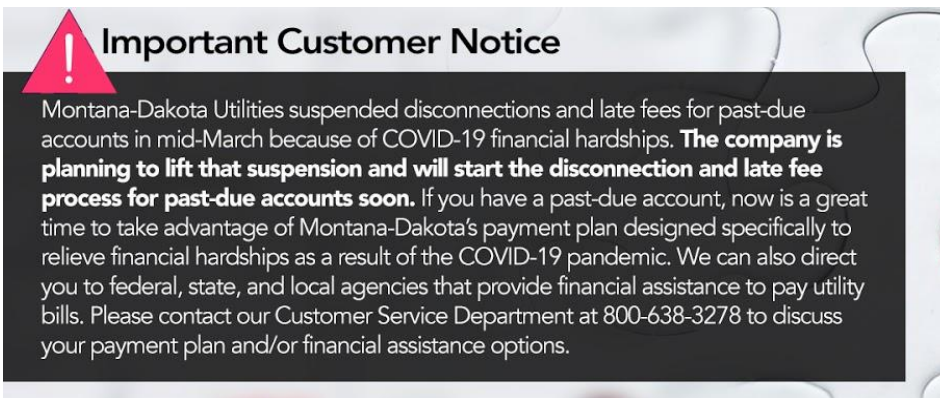
## **Charter Internet**

(Info: Directly from Charter's [Website](#) from 6/22, Updated 7/9)

- Repayment Assistance: As our remote education offer free period ends, our goal is to work with our customers to find a plan that matches their needs and budget, including for qualified households, our affordable low-income broadband service Spectrum Internet Assist. For our customers who requested suspension of collections activities due to COVID-related financial impacts, in conjunction with their June billing cycle we have brought them current, forgiving a portion of their delinquent outstanding balance.
- Special Program for Low Income Families and Seniors: We continue to offer high speed broadband to eligible households through our industry-leading, low-cost program, Spectrum Internet Assist.
  - More information about this programs is available at <https://www.spectrum.net/support/spectrum-internet-assist/>
- No Penalty for Disconnection: For those no longer needing at-home internet access, Spectrum has no annual contracts and customers may disconnect at the end of any month.

**MDU:**

**(Info directly from [MDU Website](#) 8/7)**



**! Important Customer Notice**

Montana-Dakota Utilities suspended disconnections and late fees for past-due accounts in mid-March because of COVID-19 financial hardships. **The company is planning to lift that suspension and will start the disconnection and late fee process for past-due accounts soon.** If you have a past-due account, now is a great time to take advantage of Montana-Dakota's payment plan designed specifically to relieve financial hardships as a result of the COVID-19 pandemic. We can also direct you to federal, state, and local agencies that provide financial assistance to pay utility bills. Please contact our Customer Service Department at 800-638-3278 to discuss your payment plan and/or financial assistance options.

### **MONTANA-DAKOTA UTILITIES COVID-19 PAYMENT PLAN**

Montana-Dakota Utilities has established special payment plans for customers who have experienced a financial hardship as a result of the COVID-19 pandemic. These plans are tailored to fit your individual financial situation. Please contact us at 800-638-3278 to discuss how we can best help you maintain service.

Beyond our COVID-19 Payment Plan, we are also able to direct you to federal, state, and local resources that offer financial assistance for those who qualify. You can also learn more about these programs by visiting our [Low-Income Assistance page](#).

### **HRDC Energy Assistance**

**(Info: Found on [SD2 website](#) link is for [HDRC website](#))**

HRDC is helping with energy assistance. To apply for assistance fill out the form found on their website. Available May 1st through August 30th.

### **MET Bus System**

**(Info: Called MET updated 6/13)**

All buses are now back to regular fares.

### **Billing St. Vincent de Paul**

**(Info: Directly from [Website](#) 7/28, viewed 8/7)**

- Public Feedings
  - Because a significant share of our homeless population relies on St. Vincent de Paul for food, we will continue our public feedings for the time being. As of the Montana mask mandate, we have moved our food services outside.
- Rent Assistance, Utility Assistance, and Sober Living Scholarships
  - Our Rent Assistance, Utility Assistance, and Sober Living Scholarship requests are being processed in-person at St. Vincent de Paul. People needing help are encouraged to contact Mark Smith by coming to our office located at 3005 1st Ave. South or at 406-252-1855 ext. 106 or [mark@svdpmt.org](mailto:mark@svdpmt.org).
- Representative Payee
  - Our Representative Payee staff are meeting with clients in-person at St. Vincent de Paul located at 3005 1st Ave. South. Those needing assistance can come to our office or call 406-252-6252.
- Thrift Store
  - Our Thrift Store will not be reopening and is no longer accepting donations. For more information, visit our Thrift Store page.

## **Salvation Army:**

(Info: [Billings Gazette](#) written 3/23, viewed 3/25)

Open 9:00-12:00 and 1:00-4:00 Monday through Friday. Focusing on shelter, food, and rent. Most help is being given over the phone or through email. For assistance call 406.245.4659 and leave a message that includes the caller's email address. They will then be emailed an application for assistance. They also have a meal delivery truck. Serving dinners Monday through Saturday at 5pm. And lunch starts at 12:30 with two routes. Article containing the information is linked above.

**Updated information (unsure about how accurate the information above is still, below is the new current information).**

(Info: Directly from [website](#), 8/7)

There are people who still need shelter. There are families who still need food and help with the utility bill. There are displaced families who still need a place to live. There are men and women who still need job training. While there is still need, The Salvation Army is here to serve.

### Food Assistance

- As we continue to provide support to our community in response to COVID-19 we have a drive thru Food Box service on offer, 3 days a week.
  - If you are in need please visit a location near you to collect a food box. [Colorado](#) | [Montana](#) | [Utah](#) | [Wyoming](#)
  - Food boxes are being distributed Monday, Wednesday and Friday from 10am - 2pm.
    - Please note, we cover Colorado, Eastern Montana, Utah, and Wyoming. If you are outside of that area, please search for the [nearest location here](#).

### Utility Assistance

Prior to reaching out for support, please contact your utility company to negotiate payment options.

#### Eligibility:

- ID for head of household
- Proof of financial need due to COVID-19 (letter from employer, layoff doc etc.)
- Most recent utility bill

### Connection Center

If you require assistance and support and have been unsuccessful using the information above, please contact our Connection Center: 855-768-7977


Current hours: 9am-4pm, Monday - Friday

This call center can only support those in need in Colorado, Eastern Montana, Utah, and Wyoming. If you are outside of that area, please search for the [nearest location here](#).

## **Tumbleweed:**

Tumbleweed has pre-assembled boxes of food to pick up that are outside their building (in the front or in the parking lot). Pick up is available Monday through Friday 9 to 11 am. One box of food is allowed per day. They ask that all social distancing protocols be followed and that once people have picked up what they need that they leave. They also ask that people practice Tumbleweed's Core Values of respect and personal responsibility. They are also serving sack lunches in front of the building Monday-Friday 11:30 to 12:30 Monday through Friday. They also said "If you need help, are in crisis, or need to talk, Tumbleweed staff are available by phone 24/7, 7 days a week. Call 406-259-2558 to connect to a team member" since their office is closed.

**Update  
From TUMBLEWEED:**



**IMPORTANT COVID-19  
UPDATE**

Due to COVID complications out of our control, the Tumbleweed building will be closed July 30th–August 12th. While we might not be in the building, we are still available to youth and families! You can reach us 24 hrs a day, 7 days a week at **406-259-2558** or **1-888-816-4702**. If you are in need of support please reach out and we will do our best to help you.

**Thrive Program:**

**(Info: April 16th RMC [Student Update](#))**

This program uses videos to deliver confidential, evidence-based curriculum. Research has shown that the Thrive program was effective in reducing the severity of depression and anxiety symptoms. Due to the current pandemic, this program is available for free for a year to offer support during this time. Use this link for more information and to sign up:

<https://thriveformontana.com/>

**YWCA**

Emergency services for persons facing domestic or sexual violence:

<https://www.ywcabillings.org/emergency-services/>

**National Alliance on Mental Illness:**

<http://www.namibillings.org/24-hour-crisis-hotlines/>

**Billings Area Family Violence Task Force:**



<https://www.bafvtf.org/resources/>

**Montana Suicide Prevention Lifeline 1-800-273-TALK**

**Montana Crisis Text Line can be accessed by texting “MT” to 741741**

# YMCA

(Info: Directly from YMCA [website](#) updated 3/30)



## EMERGENCY CHILDCARE

**Now offering emergency childcare for essential service workers only.**

**Hours & Days**  
Care is offered for children in grades K-6. Our emergency childcare is only available to essential service workers. The childcare site is located at the Billings Family YMCA at 402 North 32nd Street (Drop-off & Pick-up at the back entrance of the facility). Your child does not need to be a Y member to enroll.

- Monday-Friday.....7:30am-5:30pm  
(Breakfast and a healthy afternoon snack provided - students will need to pack a lunch)

**Registration & Cost**  
Register for emergency childcare online at [www.billingsymca.org/emergency](http://www.billingsymca.org/emergency). Financial assistance is available for families who cannot afford the cost of care. Please call 248-1685 for more information.

**AGES:** K-6th Grade  
**COST:** Members \$75/week  
Program Members \$85/week  
Community \$100/week  
**DATES:** March 30 - May 22

**Health & Safety Precautions**

- Temperatures and checking symptoms for students and staff upon entry are done daily. If a temperature is above 99.8 and/or they show any sign of illness the staff/child will be sent home immediately.
- Parents/Guardians are asked if medications were used to lower the child's temperature.
- Periodic health checks will be performed throughout the day by staff.
- If a student exhibits symptoms, the student will be distanced from the group while following our child abuse prevention guidelines. The student will not be left alone with another student or staff member.
- If a student or staff is sent home for symptoms, the group will be removed from the room they were in and the room will be disinfected.

**Questions**  
If you have any questions, please contact:

- **Youth Development Director - Shannon George**  
(406) 294-1619 | [sgeorge@billingsymca.org](mailto:sgeorge@billingsymca.org)

**REGISTER TODAY**

Scholarship recipients must register in person during business hours:  
Monday- Friday  
7:30am-5:30pm.

## **Governor Bullock Proclamations**

**(Info: [Website](#) from 3/31 Proclamation viewed 4/6)**

“For the duration of the Directive, landlords are prohibited from terminating a lease or refusing to renew or extend the terms of a current lease agreement, at least on a month-to-month basis. It also prohibits late fees or other penalties due to late or nonpayment of rent, prohibits rent increases except for those previously agreed upon and prohibits landlords from seeking damages in court due to nonpayment of rent.

The Directive also stops involuntary sales of homes, foreclosures, liens placed on residential properties or late fees charged due to inability to pay mortgage payments on time for the duration of the Directive.

The Directive does not relieve tenants from paying rent or borrowers from paying mortgages or other financial obligations related to homeownership.

Additionally, the Directive prohibits suspension of utilities during the emergency, including electricity, gas, sewage disposal, water, telephone, or internet services, and prohibits late fees for bills due during the Directive.

The federal CARES Act (Coronavirus Aid, Relief and Economic Security) passed by Congress on Friday includes additional funding for the Low Income Energy Assistance Program (LIEAP), which helps low-income households with heating homes, weatherization, and energy-related low-cost home repairs or replacements. LIEAP in Montana is administered by DPHHS. To apply for LIEAP, contact your local LIEAP (Human Resource Development Council) offices, call 1-833-317-1080 or visit the state’s LIHEAP website at [www.lieap.mt.gov](http://www.lieap.mt.gov).”

## **Governor Bullock Announces \$123 Million Available in Emergency Grants**

**(Including for individual housing assistance)**

<https://content.govdelivery.com/accounts/MTDOC/bulletins/28a12a4#.XrHoRZQdARw.gmail>

# Ways to give back at this time...

## United Way (hyperlinked to United Way page, info directly from their website)

- The COVID-19 Community Response Fund was established in partnership by the Billings Community Foundation and the United Way of Yellowstone County. It is receiving support from individuals, corporations, and foundations throughout our region to provide immediate and coordinated response to the current COVID-19 pandemic.
- The Fund is designed to complement the work of public health officials and expand local nonprofit capacity to address all aspects of the outbreak pandemic as efficiently as possible.
- The Fund's first priority and focus is to distribute grants to nonprofit organizations providing disaster relief efforts and serving economically vulnerable children, families, and seniors impacted by COVID-19.

## **Montana Healthcare Mutual Aid System**

(Info: Directly from United Way Website 4/19)

Montana Healthcare Mutual Aid System (MHMAS) is the Emergency System for the Advance Registration of Volunteer Health Professionals for the state of Montana. MHMAS is a secure, web based online registration system used to register, verify and credential volunteer health care professionals before a major disaster or public health emergency occurs.

### Potential Medical Professionals in Montana Needed to Assist during the COVID-19 Pandemic

The Montana Healthcare Mutual Aid System (MHMAS) may be activated to assist with Montana's Response to COVID-19. MHMAS is the emergency system for the advanced registration of volunteer healthcare professionals for the State of Montana. MHMAS is a secure, web-based online registration system used to register all levels of medical professionals to be needed to respond to a medical and/or public health emergency.

Once you register you are under no obligation to respond to a request, you decide when and where you would like to respond. MHMAS does ask for personal information (e.g.; SSN, and DOB, etc...) this is needed so we can conduct a background check once a request is made for medical professionals.

If you are a healthcare licensee whose license status is lapsed, expired, or terminated, and you wish to reactivate your license for this purpose, please visit the Business Standards Division home page at <http://bsd.dli.mt.gov/>

If you would like to register, please follow the link below.

[Register Here @ https://mhmas.org/](https://mhmas.org/)

## **Montana Rescue Mission**

Since the onset of the COVID-19 Pandemic, the Montana Rescue Mission has been serving 3 hot meals daily and providing more shelter beds to more homeless than any other time in the last decade. We are in serious need of prayer and cash donations from the community to provide seamless service during the Coronavirus Pandemic.

## **Adult Resource Alliance Volunteering**

Alliance Volunteer Program

How to enroll:

Complete the [AVP-Enrollment Form](#). Our AVP representative will contact you for an appointment to discuss your skills, experience and interest to help match you to a volunteer opportunity.

1. Required: [Adobe Acrobat PDF reader](#) on applicants computer
2. Download the Enrollment Form to your computer.
3. Fill out form. \*IMPORTANT – The Enrollment Form is a fillable PDF, which means you can fill it out on your computer using Adobe Acrobat Reader. Make sure to download the PDF to your computer, do not fill it out in the browser tab.
4. Email back to [AVP@allianceyc.org](mailto:AVP@allianceyc.org) or mail to 1505 Avenue D, 2nd Floor, Billings, MT 59102.

Volunteer Opportunities:

- Meals on Wheels
- Senior Lunch Program
- Pantry Pals Grocery Delivery Program
- RIDES Program
- 

## **Big Sky Senior Services**

Initial Volunteer Criteria

- A desire to enrich the lives of others
- Good communication skills
- Ability to complete simple reports
- Attendance at one-time training
- Background and reference checks
- Must be 18 years of age or older
- Click here ([Criteria – Volunteers \(PDF\)](#)) for more information regarding volunteer criteria.

Phone Friend Volunteers

- Access to phone service
- Active listening skills
- Willingness to make calls 2 – 4 times per week

**APPLY**

If you are interested in volunteering, download and print out a [Volunteer Application](#) complete it and mail it to the Friends Coordinator or call the Friends Coordinator at 259-3111.

*If you have questions or concerns about any of the information provided, please contact:*

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