

Hampton Roads Information

Help with Bills:

Dominion Energy: Dominion Energy is available to help on an individual basis. Please call: 866-366-4357, or log on to your personal Dominion Energy account to set up alternate payment arrangements.

<https://www.dominionenergy.com/sign-in>

HRUBS: Contact the City of Norfolk Utilities Department Customer Service at (757) 664-6700 to set up a payment plan option.

Virginia Natural Gas: Virginia Natural Gas is available to help on an individual basis. Please call: 877-572-3342

Cox Cable: Please call 1-800-234-3993 for your individual situation

DirecTV: Direct TV is not offering payment plans at this time.

T-Mobile: T-Mobile is providing payment plans or deferrals for federal employees affected by the shutdown.

Verizon: Verizon is offering payment plans for those affected by the shutdown

Sprint: Sprint would like to talk to each individual to set up payment arrangements. 1-866-275-1411

AT&T: AT&T is not offering payment plans at this time.

Parking: For monthly parkers, the city of Norfolk will defer collecting payment. Parking access will remain active.

Parking Tickets: For parking tickets issued in the last 30 days, the Norfolk City's parking department will waive late fees accumulated during the shutdown. Staff cannot waive the original amount owed. For questions or to request a waiver for parking tickets contact the Norfolk Cares Center at (757) 664-6510 or the City of Norfolk Parking Division at (757) 664-6222.

Personal Property & Real Estate taxes: Contact the Norfolk City Treasurer's Office at (757) 664-7800 to set up a payment plan.

YMCA South Hampton Roads: Membership fees for existing members can be deferred. Talk to membership director onsite and bring a government ID card for verification. Blocker YMCA POC is Natalie Lange 757-622-9622.

YMCA Before and After School Care: Fees can be deferred on an individual basis. Site manager is the best POC. Bring government ID card for verification. Overall POC is Terry Reedy at 757-275-9432.

Norfolk Public Schools Nutrition: <https://www.npsk12.com/nutrition> Families can submit a free/reduced price meals application for the duration of the lapse.

Legal:

Legal Assistance in Hampton Roads: Members requesting legal assistance during the appropriation lapse can forward their request to the D5 legal assistance office at D05-SMB-D5-LegalAssistance@uscg.mil (preferred) or

call 757-295-2308. YN3 Rougerio will do the initial intake and conflicts check. Pending the results of the conflicts check, our office will assign an attorney to the matter. Members also have the option of reaching out to a legal assistance office of another service. Norfolk Naval Station legal assistance office is located at http://www.jag.navy.mil/legal_services/rlso/rlso_mid_atlantic.htm. Search for a legal assistance office by location at <https://legalassistance.law.af.mil/index.html>.

Money Management:

Spending Plan Worksheet and other Financial Resources: <https://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Health-Safety-and-Work-Life-CG-11/Office-of-Work-Life-CG-111/Personal-Financial-Management-Program-PFMP/>

Bank of America: The organization has a client assistance program hotline at 844-219-0690 and said they may be offered fee refunds, waivers, loan modifications and repayment plans.

Chase: Chase set up a special care line for those affected at 1-888-356-0023. (For travel cards, see ALCGPSC 161/18)

Navy Federal is offering payday loans for those who had their pay as a direct deposit into a Navy Federal Account.

Wells Fargo: The bank has set up a splash page for impacted federal workers, promising it is “here to help customers who are experiencing hardship as a result of the federal government shutdown.”

USAA is offering assistance to active duty Coast Guard and NOAA employees. Call 800-531-8722 for details.

American Legion is offering to active duty and qualified veterans up to \$1500 for support of minor child(ren). <https://www.legion.org/financialassistance/apply>

CG Mutual Assistance: Approved increase to interest free loans with a focus on junior workforce. E-5 and below, GS-6 and below, and wage grade equivalents are eligible for a loan up to a maximum of \$1,000 for those with dependents and \$750 for those without dependents. Personnel in other paygrades may also qualify if dire circumstances exist. If you require this assistance, please check with your CGMA representative to apply. <http://www.cgmahq.org/>

Veterans of Foreign Wars (VFW): Granting up to \$1500 to assist with basic life needs. The grant is paid directly to your bills. Dependents are not required. Apply online at: <https://www.vfw.org/assistance/financial-grants>

Food Banks:

Food Bank of Southeastern Virginia and the Eastern Shore: Located at 800 Tidewater Dr., Norfolk, VA 23504. Food assistance is available every Friday from 0900 - 1100. Families can only receive one food box per month from the main food bank. Each box is prefilled and contains approx. 42-45 lbs. of food that can last up to two weeks, depending on family size.

To find the closest one to you: www.foodbankonline.org and type in your zip code. Services available include: Food Pantries (181), Kids Cafés (10), Mobile Pantries (13), Shelters (3) and Soup Kitchens (10).

Food Bank of Albemarle (Elizabeth City, NC): Open Tuesdays and Fridays from 0900-1600 and Wednesdays from 1600-1900. Government employees can also receive information about other related services including

additional area food pantries, mobile distributions, school pantries, and more. For more information please call 252-335-4035 or visit www.afoodbank.org

Baby Pantries:

Base Portsmouth: Located next to the Deckplate (Chiefs Mess). Due to minimal staffing the opening is based on appointment only. Supplies and space are limited at the moment. Facebook: Coast Guard Base Portsmouth (Baby Pantry) Gmail: cgportsmouthbp@gmail.com

TRACEN Yorktown: Located in Lafayette Hall. Mostly Clothes, NB - 18 months, toys and other donated items. Currently stocked with limited diapers, wipes and formula. No appointment needed to access the pantry, all items free, donations accepted. POC is BM1 Abigail Wellman 757-856-2205.

Dealing with Stress/Recreational Options for You and Dependents:

CG SUPRT App: The password is "USCG" for the login, without quotations, on both the App and online (if required). Link: <https://www.cgsuprt.com/portal/landing> Help is also available 24/7 at 855-CG SUPRT (247-8778).

Navy Fleet and Family Support Services: <https://www.navymwrmidlant.com/> Get the mobile app at: <https://www.navymwrmidlant.com/news/8dff4561-38a0-4bf2-b9c8-d1c3b46a9acd> Latest schedule at: [https://www.cnrc.navy.mil/content/dam/cnrc/cnrma/pdfs/FFSC/Class Schedule Hampton Roads.pdf](https://www.cnrc.navy.mil/content/dam/cnrc/cnrma/pdfs/FFSC/Class%20Schedule%20Hampton%20Roads.pdf)

Additional Resources:

<https://www.dcms.uscg.mil/budget/>

<https://cg.portal.uscg.mil/units/d5/2019LaspelInAppropriationsInformation/default.aspx>

Legislation Status:

H.J.Res.1 - Making further continuing appropriations for the Department of Homeland Security for fiscal year 2019, and for other purposes: <https://www.congress.gov/bill/116th-congress/house-joint-resolution/1?q=%7B%22search%22%3A%5B%22dhs+appropriation%22%5D%7D&s=3&r=1>

H.R.367 - Pay Our Coast Guard Parity Act of 2019: <https://www.congress.gov/bill/116th-congress/house-bill/367/related-bills?q=%7B%22search%22%3A%5B%22hr+367%22%5D%7D&r=1&s=4>

S.24 - Government Employee Fair Treatment Act of 2019: <https://www.congress.gov/bill/116th-congress/senate-bill/24>