



**American Red Cross**  
Missouri and Arkansas Region

If you still need help after the recent  
tornado please call  
**1-800-RED CROSS (800-733-2767)**  
to learn about resources that may  
be available to you.



**American Red Cross**  
Missouri and Arkansas Region

**Service Delivery Sites:**

**Calvary Baptist Church**  
5700 Cantrell Road  
Little Rock, 72207

**North Little Rock Community Center**  
2700 Willow Street  
North Little Rock, 72114

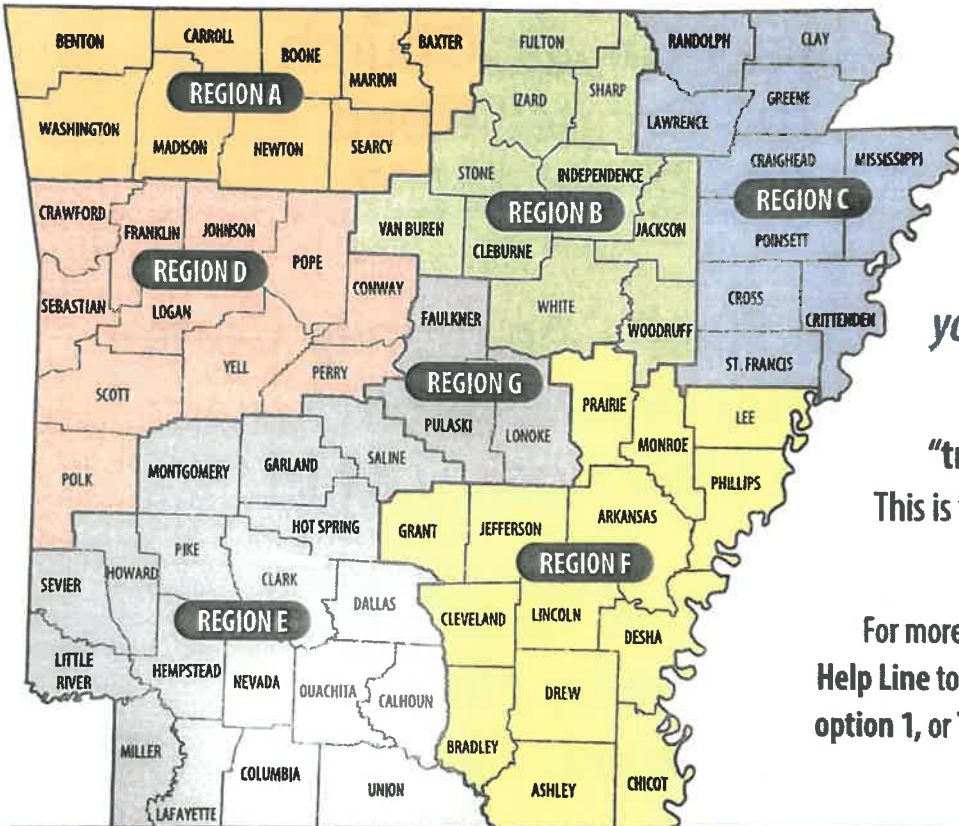
**Bill Harmon Rec Center**  
51 Shelby Road  
Sherwood, 72120

**Jacksonville Community Center**  
5 Municipal Drive  
Jacksonville, 72076

These assistance centers will provide immediate help for individuals whose home was either completely destroyed or sustained major damage. If you need additional information, please call 1-800-RED-CROSS



# Find the County Where You Live on the Map to See Which Broker to Call for a Ride



*For example,  
if you live  
in Pulaski County,  
you live in Region G.*

Each region has a  
“transportation broker.”  
This is the company you must  
call to schedule a ride.

For more information, call the NET  
Help Line toll-free at 1-888-987-1200,  
option 1, or TDD/TTY 1-800-285-1131,  
or visit [afmc.org/NET](http://afmc.org/NET).

|  |  |
|--|--|
| <b>REGION A</b><br>• Verida ..... 1-888-833-4136 | <b>REGION E</b><br>• Central Arkansas<br>Development Council ..... 1-800-385-9992      |
| <b>REGION B</b><br>• Verida ..... 1-888-833-4128 | <b>REGION F</b><br>• Area Agency on<br>Aging of Southeast Arkansas..... 1-844-683-2300 |
| <b>REGION C</b><br>• Verida ..... 1-888-833-4130 | <b>REGION G</b><br>• Verida ..... 1-888-833-4135                                       |
| <b>REGION D</b><br>• Verida ..... 1-888-822-6155 |  |





# Non-Emergency Transportation (NET) Frequently Asked Questions

## What is Non-Emergency Transportation (NET)?

Non-Emergency Transportation (NET) is a program that can give you a ride to and from your doctor appointments and other covered Medicaid services.

## Who can use NET?

You qualify for NET if you are on Medicaid or ARKids First. You must not have any other way to get to your appointment.

You cannot use NET if you:

- are in a nursing home
- are a qualified Medicare beneficiary (QMB)
- are on ARKids B

## How do I schedule a NET ride?

Call your non-emergency transportation broker in your region at least 48 hours (two whole days) before your appointment. Weekends and holidays don't count. This means that if your appointment is on a Thursday, you would need to call on Tuesday. When you call:

- Have your Medicaid ID ready.
- Tell the broker why you need a ride.
- Provide your name, address and phone number of the health care provider.
- Provide the day and time of the appointment.

Your broker takes reservations from 8 A.M. to 5 P.M. Monday through Friday. To find out who your NET transportation broker is for your region, call the Medicaid Transportation Help Line toll-free at 1-888-987-1200, option 1. If you have access to the internet, you can visit [AFMC.org/NET](http://AFMC.org/NET) to see the NET broker map. You can request a NET brochure by calling the NET helpline at 1-888-987-1200, option 1.

## How much does it cost for a ride?

If you qualify for NET, you do not have to pay anything.

- You can have as many rides as you need.
- You can go to a specialist outside your local area if you have a referral from your doctor.

## What if I have appointments at the same time each week?

You can call your broker and ask if they will set up a standing order for you. Some brokers will do this. If there is a week that you do not need a ride, call your broker at least 48 hours before they usually pick you up and tell them you do not need a ride.

## What if I have more than one doctor's appointment in a day?

Your broker should give you rides to all of your appointments. Just make sure to give a 48-hour notice.

## What if my ride doesn't show up?

If this happens, call your transportation broker to report the problem. You can also call the NET Help Line at 1-888-987-1200. Choose option 1.

## What is the NET Help Line?

The NET Help Line is a toll-free number (1-888-987-1200, option 1) that helps you with your questions, comments, complaints, and suggestions about the NET program. The Help Line will NOT arrange rides for you, but they can help you find out who your broker is.



## Little Rock Area Residence Resources April 2023 Tornado Relief

### FEMA

If you do not have homeowner's or renter's insurance, and are a resident of Pulaski, Lonoke, or Cross counties, you may be eligible for FEMA Individual Assistance.\*

- **Call 1 (800) 621-3362**
- Or go to [www.disasterassistance.gov](http://www.disasterassistance.gov)

### FEMA Disaster Recovery Centers

**Little Rock Location:**  
315 N. Shackleford Rd.  
Little Rock, AR 72211

**North Little Rock Location:**  
~~1300 Pike Ave.~~ 2700 Willow St.  
North Little Rock, AR 72114

*Hours of Operation:*  
Mon-Sat 10:00am-7:00pm  
Sunday 12:00pm-7:00pm

*Hours of Operation:*  
Mon-Sat 7:00am-7:00pm  
Sunday 12:00pm-7:00pm

### ***Resources available at both location:***

- Insurance Support
- Driver's License Replacement
- Vehicle Title Replacement
- Birth Certificate Replacement
- Immunization Record Replacement
- WIC Assistance
- Tax Assistance
- Food and Housing Assistance
- Disaster Unemployment Assistance
- Benefits Eligibility Information

## **Arkansas Governor's Website**

Visit: <https://governor.arkansas.gov/help-Arkansas/donate/>

## **STATEWIDE INFORMATION**

Find links to tip sheets:

- Hiring a Contractor to Repair Storm Damage
- Disaster Preparedness tips from the Health Department
- Landscaping information
- Pest Control
- Lost and Found Pets
- Info from Local Emergency Management Coordinators

Salvation Army – Disaster Assistance 1-800-621-3362

Arkansas Food Bank  
[aansasfoodbank.org](http://aansasfoodbank.org) &  
Facebook page for Food Distribution Sites & Times

## **CITY OF LITTLE ROCK**

**City Facebook Page for latest information**

**Assistance with Clearing Debris:**

**Samaritan's Purse Disaster Relief**  
501-519-3810

**Transit Services:**

Little Rock:  
Rock Region Metro

North Little Rock:  
901 Maple St  
North Little Rock, AR 72114

**Laundry Services:**

**Tide Cleaners**

16301 Chenal Pkwy  
Little Rock, AR

**Tide Cleaners**

1211 Cantrell Rd Suite 100  
Little Rock, AR

**Displaced Livestock and Animals:**

**Arkansas Department of Agriculture Dispatch**

1-501-332-2000 or 1-800-468-8834

**Home Inspection:**

**INSpect ARKansas team INSPARK**

501-319-5036

**Drop off Trash and Debris:**

Little Rock and North Little Rock

- Edwards Cash Drive Little Rock, AR  
Savers Little Rock, AR  
parking lot, 72116
- Remount & Drive Little Rock, AR  
Perin intersection 72116
- Fire Station #9 Military & North Little Rock, AR  
Indian Hills, MacArthur intersection 72118  
2309 Osage intersection *(must show proof of North Little Rock Residency)*

**ALCON**

The American Legion's Temporary Financial Assistance Program is also ready to assist American Legion eligible veterans with minor children in the home (18 or younger) who need financial help to pay for shelter, food, utilities and medical expenses.

## Wynne Area Residence Resources April 2023 Tornado Relief

### FEMA

If you do not have homeowner's or renter's insurance, and are a resident of Pulaski, Lonoke, or Cross counties, you may be eligible for FEMA Individual Assistance.\*

- **Call 1 (800) 621-3362**
- Or go to [www.disasterassistance.gov](http://www.disasterassistance.gov)

### FEMA Disaster Recovery Centers

**Wynne Location:**  
*Former Sears Building*  
702 U.S. Highway 64  
Wynne, AR 72396

#### ***Resources available:***

- Insurance Support
- Driver's License Replacement
- Vehicle Title Replacement
- Birth Certificate Replacement
- Immunization Record Replacement
- WIC Assistance
- Tax Assistance
- Food and Housing Assistance
- Disaster Unemployment Assistance
- Benefits Eligibility Information



## STATEWIDE INFORMATION

Visit: <https://governor.arkansas.gov/help-Arkansas/donate/>

Find links to tip sheets:

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- Disaster Preparedness tips from the Health Department
- Landscaping information
- Pest Control
- Lost and Found Pets
- Info from Local Emergency Management Coordinators

Contact Information for supporting organizations:

- The Salvation Army
- Samaritan's Purse
- Arkansas Food Bank

### Wynne Area

#### Food

**Odell McCallum Center**  
325 Magnolia St,  
Wynne, AR 72396  
11:00am-1:00pm; 5:00pm-7:00pm

**Grants Snack Shack**  
Union Valley Missionary Baptist Church  
703 F St  
Wynne, AR 72396

**Wynne Junior High**  
849 Elridge Avenue  
**Starts April 1**  
5:00pm-7:00pm  
*Emergency managers and volunteers will be giving out hot meals*

**First Assembly of God Church**  
1900 North Killough Road

**Odell McCallum Center**  
325 Walnut Avenue  
*Food, water, general support*  
**Operation BBQ Relief**  
Dixie Furniture parking lot  
1512 Falls Boulevard  
*Food and showers*

**McDonald's**  
Monday 11am- 5pm  
Tuesday and Wednesday from 10am- 5pm

#### Shelter

**Wynne Baptist Church**  
1200 E Bridges Ave  
Wynne, AR 72396

**Harmony Health Clinic**  
1920 Falls Blvd  
Wynne, AR 72396

**Wynne Assembly of God Church**  
1900 North Killough Rd  
Wynne, AR 72396

#### Medical Services

**ARcare mobile unit**  
*Boys and Girls Club*  
325 Magnolia St  
Wynne, AR

# Be Red Cross Ready

## Taking Care of Your Emotional Health after a Disaster

**Each positive action you take can help you feel better and more in control.**

### Disasters can bring about significant stress.

- This is especially true if you have experienced a previous disaster.
- The good news is that many people have experience coping with stressful life events and are naturally resilient—meaning we are designed to bounce back from difficult times.
- Here is some information on how to recognize your current feelings and tips for taking care of the emotional health of you, your family and your friends.

### What you may be feeling now



When we experience a disaster or other stressful life event, we can have a variety of reactions, all of which can be common responses to difficult situations.

These reactions can include:

- Feeling physically and mentally drained.
- Having difficulty making decisions or staying focused on topics.
- Becoming easily frustrated on a frequent basis.
- Frustration occurring more quickly and more often.
- Arguing more with family and friends.
- Feeling tired, sad, numb, lonely or worried.
- Experiencing changes in appetite or sleep patterns.

*Most of these reactions are temporary and will go away over time. Try to accept whatever reactions you may have. Look for ways to take one step at a time and focus on taking care of your disaster-related needs and those of your family.*

### Taking action



Getting ourselves and our lives back in a routine that is comfortable for us takes time.

- Take care of your safety.** Find a safe place to stay and make sure your physical health needs and those of your family are addressed. Seek medical attention, if necessary.
- Eat healthy.** During times of stress, it is important that you maintain a balanced diet and drink plenty of water.
- Get some rest.** With so much to do, it may be difficult to have enough time to rest or get adequate sleep. Giving your body and mind a break can boost your ability to cope with the stress you may be experiencing.
- Stay connected with family and friends.** Giving and getting support is one of the most important things you can do.
- Be patient with yourself and with those around you.** Recognize that everyone is stressed and may need some time to put their feelings and thoughts in order.
- Set priorities.** Tackle tasks in small steps.
- Gather information** about assistance and resources that will help you and your family members meet your disaster-related needs.
- Stay positive.** Remind yourself of how you've successfully gotten through difficult times in the past. Reach out when you need support, and help others when they need it.

### If you still don't feel better ...



Many people have experience coping with stressful life events and typically feel better after a few days. Others find that their stress does not go away as quickly as they would like and it influences their relationships with their family, friends and others.

If you find yourself or a loved one experiencing some of the feelings and reactions listed below for 2 weeks or longer, this may be a sign that you need to reach out for additional assistance.

- Crying spells or bursts of anger
- Difficulty eating
- Difficulty sleeping
- Losing interest in things
- Increased physical symptoms such as headaches or stomachaches
- Fatigue
- Feeling guilty, helpless or hopeless
- Avoiding family and friends

For additional resources, contact your local Red Cross Disaster Mental Health or community mental health professional.

**Please seek immediate help if you or someone you know is feeling that life isn't worth living or if you are having thoughts of harming yourself or others. You can also contact the National Suicide Prevention Lifeline at 1-800-273-TALK (8255) or [SuicidePreventionLifeline.org](http://SuicidePreventionLifeline.org).**

### Let Your Family Know You're Safe

If your community experiences a disaster, register on the American Red Cross Safe and Well Web site available through [RedCross.org](http://RedCross.org) to let your family and friends know about your welfare. If you don't have Internet access, call 1-866-GET-INFO to register yourself and your family.



For more information on disaster and emergency preparedness, visit [RedCross.org](http://RedCross.org).

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