

Alaska Office for Refugees

State Resource Guide

Contents

Key Resettlement Contacts	2
Cash Assistance	3
Food Assistance	3
Health	4
Refugee & Newcomer Healthcare	4
Accessing Healthcare	4
People with Disabilities	5
Children’s Health	5
Children’s Mental Health	6
Senior Health	7
Mental Health	7
Dental Health	8
Housing	8
Finding Housing	8
Assistance with Housing Costs	10
Housing Advocacy	10
Housing Counseling	10
Renter Rights	11
Employment	11
Documentation	12
Language	12
Childcare	13
Education	13
Early Childhood	13
K-12 Grade School Districts	14
Educational Support	15
Legal	15
Employment Safety	16
Public Safety	16
Violence and Human Trafficking and Exploitation	17
Adult and Child Abuse	18

Key Resettlement Contacts

Alaska Office for Refugees

State Refugee Coordinator
Sara Shinkfield
(907) 222-7309

State Refugee Health Coordinator
Brigit Reynolds
(907) 720-2004

Catholic Social Services – Refugee Assistance & Immigration Services (RAIS)

Heba El-Hendi
Senior Director
hel-hendi@cssalaska.org
(907) 222-7110

Samantha Hansen
Director
shansen@cssalaska.org

New Chance Ukrainian Relief Inc

Zori Opanasevych
Director
zori@newchanceak.org

Alaska currently has no identified Private Sponsor Organization(s).

Cash Assistance

Women, Infants and Children (WIC)

A program offering supplemental foods, health care referrals, and nutrition information to low-income women who are pregnant or have children aged birth to five years old.

Temporary Assistance for Needy Families (TANF)

Cash assistance designed to help low-income families achieve self-sufficiency

Supplemental Security Income (SSI)

A program providing monthly payments to adults and children who is experiencing disability or blindness who have income and resources below specific financial limits. SSI payments are also made to people age 65 and older without any disabilities who meet the financial qualifications. To apply: call 1-800-772-1213, apply online, or visit the offices.

Refugee Cash Assistance (RCA)

Cash assistance is available to ORR eligible clients that are single or couples without children.

Call (907) 222-7300

Food Assistance

Supplemental Nutritional Assistance Program (SNAP)

The Alaska Supplemental Nutrition Assistance Program provides food benefits to low-income households. The federal government funds 100% of the SNAP benefit. The State pays half the costs of operating the Supplemental Nutrition Assistance Program in Alaska.

St. Francis House Food Pantry

Saint Francis House Food Pantry (SFH) is one of the largest food pantries in the state of Alaska providing emergency food assistance for an average of 116 families per day.

3710 E 20th Ave, Anchorage, AK 99508

Call (907) 222-7323

Food Bank of Alaska

The Food Bank of Alaska ships statewide to 150 partnered food pantries, soup kitchens, senior centers, and children's programs feeding their hungry neighbors. Check out website for Food Distribution Site Near You.
Call (907) 272-FOOD (3663)

Health

Refugee & Newcomer Healthcare

Domestic Medical Screening/ Refugee Health Assessment

The Refugee Health Screening is a medical appointment for newly arrived refugee in the United States. CSS RAIS Program for Refugee Health Screening trains the healthcare providers to provide the best care possible to newcomers to the country. The health care providers will also refill medication and help ensure newcomers have a primary doctor and can go to the specialty doctors, if needed (like a heart doctor or orthopedist).

Refugee Medical Assistance

A federal program providing medical assistance to refugees. If you are a newly arrived refugee resettled in Alaska, contact your resettlement agency for assistance in submitting a healthcare program application through a designated process for new arrivals.
(907) 222-7300

Accessing Healthcare

Medical Assistance/ Medicaid

Medical Assistance (MA) is an Alaska Medicaid program for low-income eligible persons who meets the requirements.
Contact 1-800-478-7778 or hss.dpa.offices@alaska.gov

United Way

United Way provides free enrollment assistance to Alaskans seeking health care coverages/ plans.
Contact 211

People with Disabilities

Disability Hub Alaska

A free statewide resource network that helps you solve problems, navigate the system and plan for your future.

Alaska Disability Resource Center (ADRC)

ADRC provides resources, training, technical assistance, and outreach to create a barrier-free network for Alaskans experiencing a disability.

Toll Free: 1-855-565-2017

Alaska Center for the Blind and Visually Impaired

The Alaska Center for the Blind and Visually Impaired is the only vision rehabilitation and training center for blind and visually impaired people in Alaska.

Call (907) 248-7770 or 1-800-770-7517

Hope Alaska – Deaf Navigator Program

The Deaf Navigator program offers a comprehensive range of services designed to support Deaf and Hard of Hearing Alaskans.

Video Phone at (907) 268-3274, text phone at (907) 330-9880 or email at deafsupports@hopealaska.org

Special Education Service Agency

SESA is an educational service agency comprised of a low incidence disability service inclusive of a statewide lending library. Low incidence disabilities include autism, deaf and hard of hearing (DHOH), vision impairment, emotional disabilities and multiple disabilities.

Call (907) 334-1300 or TTY (907) 644-3228 or sesa@sesa.org

Z5 Public Video Phone (907) 202-9437

Sorenson Public Video Phone (907) 268-4950

Children's Health

Alaska Vaccines for Children (AKVFC) Program

The Alaska VFC program offers free to low-cost vaccines for eligible children aged 18 years and younger through a providers list.

Call (907) 269-8088 or Toll Free: 888-4321 or immune@alaska.gov

Children's Mental Health

Alaska Behavioral Health

Child & Family Outpatient Services include in-person services at our clinics in Anchorage, Wasilla, and Fairbanks, school-based services in Anchorage, Fairbanks, and Nenana, as well as telehealth services statewide. Assessment and therapy services are provided by master's level clinicians who receive specialized training in our evidence-based practices to provide the highest level of care.

Anywhere else in Alaska (including Anchorage): (907) 563-1000

Interior or Northern Alaska (including Fairbanks): (907) 371-1300

AK Child & Family

AK Child & Family provides multiple types of treatment options under our Community Programs for youth with emotional and behavioral diagnosis. Based on the needs of the youth, we offer licensed Therapeutic Treatment Homes, Home-Based services, as well as AK C.A.R.E.S high-intensity family wrap-around care services.

Call (907) 346-2101 or (907) 562-5340

Early Intervention – Help Me Grow

Early intervention services for infants and toddlers at risk for developmental delays.

Call 1-833-464-2527 or email refer@helpmegrowak.org

Children and Youth with Special Health Needs (CYSHN)

Programs and information for children with special needs and developmental delays

Stone Soup Group

Stone Soup Group exists to sustain the health and well-being of Alaskan children with special needs and their families. Through listening to the stories of families, we identify areas of need and work with communities to find solutions.

Call (907) 561-3701

Pacer Center

Parent training and information center for families of children and youth with all disabilities from birth through 21 years of age.

Senior Health

Medicare

Medicare is a federal health insurance program for people 65 years or older. You're first eligible to sign up for Medicare 3 months before you turn 65.

Social Security Administration

The Social Security program in the United States provides protection against the loss of earnings due to retirement, death, or disability.

Call 1-800-772-1213 or email doa.drb.sssa@alaska.gov

Mental Health

National Alliance on Mental Illness – Alaska (NAMI)

A nonprofit organization dedicated to improving the lives of children and adults with mental illnesses and their families. NAMI provides guidance to people who are trying to navigate mental health systems, identifies resources and treatment that can help and much more.

Crisis Line: 988 or 1-800-273-8255

NAMI Helpline (M-F 10 AM – 10 PM ET): 1-800-950-NAMI (6264)

Alaska Warmline (988)

If you're struggling with your mental health but aren't experiencing a mental health crisis or emergency, reach out to the Alaska Warmline at 988.

Adult Mental Health

Accessible mental health services and support for adults through Alaska Behavioral Health.

Anchorage/ Wasilla: (907) 563-1000

Fairbanks: (907) 371-1300

Alaska Behavioral Health

24/7 services for individuals that experience mental health crisis
Call 988 or 907-563-1000

Alaska Foundation for Suicide Prevention (AFSP Alaska)

24/7 services when you're in a crisis.
Call 988 or Crisis Text Line by texting 741-741

Dental Health

Alaska Dental Society

A nonprofit dental clinic and member resources that serves all patients, Native and Non-Natives.

ANHC Dental Services

Anchorage Neighborhood Health Center - Accept all forms of insurance, including Medical Assistance, and offer discounted care through an income-based sliding fee scale. Currently, they accept new patients.
Call (907) 743-7202 or email dentalxrays@anhc.org

UAA Dental Clinic

University of Alaska Anchorage Dental Clinic located in the Allied Health Services building and provides opportunities for students, staff and community members by providing dental care in a learning environment during the academic year (September – April). Patients will have to work with students knowing that each appointment may take 3-3.5 hours. Treatments are provided at a discounted price. Students are supervised by a licensed dentist from the community.
Call (907) 786-6960

Housing

Finding Housing

Alaska Housing Finance Corporation

Provides Alaskans access to safe, quality, affordable housing. Includes affordable housing, energy efficiency, senior housing programs and more.
Call (907) 338-6100 or Toll Free in Alaska: 1-800-478-2432

Catholic Social Services

Offers case management services for individuals experiencing homelessness. Provides case management, other services for refugees, asylees, and other eligible individuals.

Call (907) 222-7300

New Chance Ukraine Relief Program

Provides housing and employment support to Ukrainians impacted by current conflict.

NeighborWorks Alaska

Dedicated to improving the quality of life for families and individuals by preserving homes, creating new housing opportunities and strengthening neighborhoods.

Call (907) 677-8490

AWAIC – Abused Women’s Aid in Crisis

Provides women who experienced domestic violence and sexual assault a safe shelter with intervention and prevention programs.

24/7 Crisis & Support Line: (907) 272-0100

RurAL CAP – Rural Alaska Community Action Program

Promotes financial stability and independence through homeless, housing & shelter services, home ownership, and home improvement programs.

Call (907) 279-2511 or Toll Free in Alaska: 1-800-478-7227

Cook Inlet Housing Authority

Offers quality rentals to individuals, families, and seniors at all income levels, as well as homebuyer lending services and rehabilitation programs for current homeowners.

Assistance with Housing Costs

Alaska Housing Finance Corporation

Provides a limited number of emergency housing vouchers to eligible families. These vouchers are targeted to homeless individuals and families and persons/families fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking or human trafficking. Eligible persons must be referred through a local coordinated entry team.

Contact 211 or alaska211@ak.org

Catholic Social Services

Offers case management services for individuals experiencing homelessness. Provides case management, other services for refugees, asylees, and other eligible individuals.

United Way – Renters Help

Helping residents maintain housing stability.

Call 211

Housing Advocacy

Anchorage Coalition to End Homelessness

Leads the citywide coordinated entry system and advocates for housing policies.

Call (907) 312-9530 or email communications@aceh.org

Association of Alaska Housing Authorities (AAHA)

Dedicated to increasing the supply of safe, sanitary, and affordable housing in Alaska. Connect with [AAHA Members](#).

Housing Counseling

HUD – Housing Counseling

HUD sponsors housing counseling agencies throughout the country to provide free or low-cost advice.

Interactive Voice System: 1-800-569-4287

24/7 Housing Expert Advice: 1-888-995- HOPE (4673)

Renter Rights

Alaska Legal Services Corporation

ALSC assists clients who are facing critical civil legal issues, including housing problems. ALSC operates a landlord-tenant hotline and conducts fair housing investigations.

Toll Free: 1-888-478-2572

Catholic Social Services

Offers case management services for individuals experiencing homelessness. Provides case management, other services for refugees, asylees, and other eligible individuals.

United Way – Renters Help

Helping residents maintain housing stability.

Call 211

Employment

State of Alaska Office of Citizenship Assistance

The Office of Citizenship Assistance (OCA) provides vital employment resources, job placement services, and guidance on workplace rights and protections. OCA aims to foster fair employment opportunities, prevent discrimination, and support Alaskans in successfully meeting their federal visa requirements.

Nine Star Education & Employment Services

The Work Services Career Development Center provides work experience through supported work experience, volunteer work experience, and on-the-job training. Participants increase marketable job skills and build resumes and cover letters that can be used to obtain full-time, unsubsidized employment after the training period.

Alaska Job Corps Center

Alaska Job Corps through Don Young Alaska Job Corps offers hands-on training to gain the skills and tools you need to be successful.

Opti Staffing Group

Opti Staffing is a premier temporary recruitment agency that specializes in placing top-tier talent on a contract, contract-to-hire, and direct hire basis in a variety of positions.

Alaska Jobs

All Reemployment Services and Eligibility Assessment (RESEA) workshops are offered in-person at Alaska Job Centers

AK Hire Inc

Connecting employers and employees in Alaska since 2005.

Alaska Department of Labor & Workforce Development

Connect employers and employees with employment opportunities.

Documentation

Alaska Department of Motor Vehicles

Information and resources about obtaining a driver's license or state ID, vehicle, boats, or trailer titles, etc. For information via website.
Call (907) 269-5551 or book online for an appointment

Social Security Administration (SSA) Directory

Provide Social Security Numbers and administers retirement, disability, survivors, and family benefits, and enrolls individuals in Medicare.
Call 1-866-772-3081, for TTY: 1-800-325-0778

Language

Alaska Literacy Program

Free online and in-person English as a Second Language classes, career pathway preparation, GED preparation, Family Literacy, Citizenship preparation classes, etc.

Nine Star Education & Employment Services

Free online and in-person classes: GED Preparation, English as a Second Language classes, Adult Education, placement testing, etc.

Literacy Council of Alaska (Fairbanks/ Delta Junction)

Online and in-person classes: English as a Second language classes, Adult Education, Citizenship preparation classes, career pathways, GED and reading preparation, etc.

Southeast Regional Resource Center

SERRC offer free education and job training for people in over 40 communities across Alaska.

Childcare

Parents Achieving Self-Sufficiency (PASS)

Parents Achieving Self-Sufficiency, or PASS, is an Alaska Department of Public Assistance program through the Child Care Program Office which provides Childcare Assistance. The PASS program is divided into three categories: PASS I, II, and III. Eligibility for each PASS category and copay amounts are determined by DPA benefits received and income. Find a provider on the website.

Thread Alaska

Thread is a statewide childcare referral and resource agency. Services include childcare referrals, childcare search tools, family resources and support, advocacy, and childcare information.

Education

Early Childhood

Head Start/ Early Head Start

Head Start is a federal program that promotes school readiness of children aged birth to five years old from low-income families by supporting the development of the whole child through comprehensive services such as health, nutrition, and parent involvement. Services include preschool, childcare, and home-based education programs. Find a list of funded programs in the area.

Program for Infants and Children Inc (PIC)

Program for Infants and Children, or PIC, provides early intervention services for infants and toddlers with special needs. Services include health and safety, early intervention, family supports, and assistance with essentials such as diapers, housing and transportation.

K-12 Grade School Districts

Anchorage School District

The first step to enrolling a new to district student in ASD is completing a pre-enrollment. After completing pre-enrollment, ASD will email the parent or guardian with login information for a QParentConnect account. Registration is completed on this account.

Matanuska-Susitna Borough School District

Enrollment in MSBSD may be completed by creating a ParentVue account on the district website.

Delta-Greely School District

Pre-enrollment in Delta/Greely School District may be done online. After completing pre-enrollment, the district will contact families to complete registration.

Juneau School District

School enrollment forms may be completed online on the JSD website. However, enrollment packets must be completed for the individual school.

Fairbanks/North Star Borough School District

School enrollment in the Fairbanks/North Star Borough School District may be completed by creating a PowerSchool Guardian account from the FNSBSD website.

Educational Support

Child in Transition/ Families in Transition

Eligible families experiencing hardships may receive services through CIT/FIT department of Alaska school districts. Services may include transportation, immunization extension, and free meals. Contact the School District in the area.

English Language Learners/ English Learner

ELL and EL departments assist students and families that have limited English abilities. Services may include interpretation services, tutoring and specialist staff, adjusted curriculum, English language assessments and evaluation, ensuring Federal education compliance. Contact School District in the area.

Legal

USCIS Alaska

There is only one USCIS office in Alaska and it's located in Anchorage, The USCIS office assists with immigration needs.

Alaska Immigration Justice Project (AIJP/ AIJ)

The Alaska Institute for Justice's staff strives to ensure that immigrants are aware of their legal rights and options and to provide high-quality, low cost, and/ or free/ pro-bono legal representation.

Call (907) 279-2457

Alaska Legal Services Corporation (ALSC)

ALSC assists clients who are facing critical civil legal issues. These issues include consumer law, family law, housing problems, public benefits, healthcare complications, Alaska Native law, and other areas specific to veterans or the elderly.

Toll Free: 1-888-478-2572

National Immigration Legal Services Directory

Help completing forms, Filings with USCIS, Representation at Asylum Interviews (Credible Fear Interviews, Reasonable Fear Interviews), Representation before the Immigration Court, Representation before the Board of Immigration Appeals (BIA), Federal court appeals.

Alaska Immigration Law Center

Alaska Immigration Law Center provides comprehensive legal representation for clients with U.S. Immigration Law concerns. Helping people obtain Immigrant Visas, file Petitions for Permanent Residency Status, and defend against Deportation.

Call (907) 562-4000

Fraud

To report cases of fraud (for example, individuals asking for money in exchange for becoming a private sponsor or to assist in submitting an application).

Call (907) 269-5200 or toll free outside of Anchorage at 1-888-576-2529

Employment Safety

Alaska Department of Labor and Workforce Development, Labor Standards and Safety Division, Wage and Hour Administration

Wage and hour provide sole enforcement of several laws dealing with the payment of wages to workers (wage claims, prevailing wage, minimum wage, and overtime).

Alaska State Commission for Human Rights (ASCHR)

To eliminate and prevent discrimination for all Alaskans. The Human Rights Commission is open and available to take complaints.

Call (907) 274-4692 or file online

Alaska Occupational Safety and Health Section (AKOSH)

Services provided by AKOSH are focused on reducing occupational fatalities, injuries and illnesses. Reducing workplace accidents can have a significant impact on the high cost of doing business in the state.

Public Safety

Alaska Network on Domestic Violence and Sexual Assault (ANDVSA)

ANDVSA works to support domestic violence and sexual assault programs in Alaska through legal advocacy, pro bono attorney services, legislative and legal advocacy, and resources and statewide coordination for victim advocacy and violence prevention programming.

Call 907-586-3650

Alaska Department of Public Safety (DPS)

DPS ensures public safety and enforces fish and wildlife laws.

Call (907) 269-5511 or for emergencies only, call 911

Federal Bureau of Investigation (FBI) Anchorage

Covers the entire state of Alaska, helps find fugitives, missing persons and report scams. Report suspicious activities and crime 24/7 at (907) 276-4441 or tips.fbi.gov.

Violence and Human Trafficking and Exploitation

Council on Domestic Violence and Sexual Assault (CDVSA)

Provides Statewide Resources on Victim Services Programs and shelters.

Alaska's CARELINE Crisis Services, Inc

24/7 assistance for individuals going through crisis.

Toll Free: 1-877-266-4357 or 988

Alaska Network on Domestic Violence and Sexual Assault (ANDVSA)

ANDVSA works to support domestic violence and sexual assault programs in Alaska through legal advocacy, pro bono attorney services, legislative and legal advocacy, and resources and statewide coordination for victim advocacy and violence prevention programming.

Call 907-586-3650

Alaska Immigration Justice Project (AIJP/ AIJ)

Survivors of Domestic Violence and Other Crimes: AIJ prioritizes assisting survivors of domestic violence, sexual assault, trafficking and certain other crimes to gain protection and lawful status in the United States.

Call 907-279-2457

Federal Bureau of Investigation (FBI) Anchorage

Covering the entire state of Alaska, helps find fugitives, missing persons and report scams. Report suspicious activities and crime 24/7 at (907) 276-4441 or tips.fbi.gov.

Adult and Child Abuse

Adult Protective Services (APS)

Alaska Department of Health - Adult Protective Services helps to prevent or stop harm from occurring to vulnerable adults.

Alaska Children's Trust (ACT)

ACT assists children who have experienced sexual abuse.

Alaska Children's Alliance

ACA helps children who have experienced child abuse. A Child Advocacy Center is a place where a child and their safe caregiver can receive wraparound services following a concern of abuse.

Alaska Behavioral Health – Alaska Child Trauma Center

The Alaska Child Trauma Center at Alaska Behavioral Health is a treatment integration and adaptation center.