



THE AMERICAN LEGION



Harry White Wilmer Post 82

6630 Crain Highway, PO Box 441, La Plata, MD 20646

June 2024

www.Alpost82.org

301-934-8221



Commander's Message

Hello Post 82 family,

I am hoping this newsletter finds everyone safe and happy.

Well, May has been busy for our Post family with June promising to be just as exciting, but I would expect nothing less from the best American Legion Post in the State of Maryland! May saw our Post host the JROTC Awards banquet with three local high schools, La Plata, Thomas Stone, and McDonough represented. It was amazing to see all the outstanding accomplishments from these young men and women in our community. These are the things I wish we would hear on the news every night; it made me thankful for this great nation of ours and gave me hope for our future. Special thanks to our Legionnaire, Lt Col (ret) Karen Himmelheber for putting this together and for being the master of ceremony for this event. Also, we cannot thank the Sons of the

American Legion Squadron 82 enough for providing a fabulous meal. Speaking of our S.A.L. Squadron 82, they celebrated Armed Forces Day on May 18th by providing a free lunch to our Post family! Thank You.

Once again, our local Chick-fil-A hosted a Military Appreciation Night on May 15th providing free meals to military members and their families. Post 82 was well represented with our Legion Riders, representing the Legion, S.A.L. and Auxiliary, setting up a table and providing information on the American Legion and helping to sign up new members for the Post, Auxiliary and S.A.L. Special thanks to our Riders Director Kevin Bryant and Vice Director Jeff Coombs for putting a team together.

Our Steak and Shrimp dinner on May 3rd was another success thanks to all our volunteers and the leadership of our 2nd Vice Commander Chris LaQuay and Angle Hindle. This will be our last steak and shrimp dinner until September as we historically do not have this during the summer due to other events and summer vacations.

For our last big event in May, the Riders held their 3rd Annual Southern Maryland Goldstar Legacy Ride which was a huge success. With nearly 125 participants, and a host of community business sponsors, they hit their fundraising goal! As a bonus, Post 82 was recognized by the La Plata Town Council for our work in the community as Mayor James and Council Member Matt

Trollinger presented a proclamation for Military Appreciation Month at the ride kickoff briefing.

As you can see May was busy but there is no time to take it easy as June is coming in with a Bang!

We start off hosting the State Maryland Gold Star Legacy Ride on June 6th with a dinner for all riders from around the state and our Post family. Following quickly is the Paralyzed Veterans of America (PVA) Capital Clash Bass Fishing Tournament hosted by your Post 82 from June 7 – 9. We will host a registration dinner Friday night, an Awards banquet on Saturday night and will be providing bag lunches for both Saturday and Sunday. If you would like to help, see me or Buddy Hindle.

I would also like to remind all legionnaires to take advantage of the multi-year membership option and renew for three years at the current rate of \$35 per year. This limited time offer is only available on-line until June 30, 2024. We are not able to offer this through the Post.

Looking forward to seeing you all at the Post.

Your Commander

Jamie Zayas

At Your Service with George Hawley

So far, this Legion year I've been able to assist 54 veterans and family members with various concerns. As the Post Service Officer, I am here to offer resources to all veterans and their families. Please contact me at 240-267-6489 or ghawley83@gmail.com.

George Hawley
Service Officer

Email: American.legion4@verizon.net

AMERICAN LEGION

Legion Membership Report



David Abildgaard
1st Vice, Membership Chair

As we approach the end of membership registration, I want to thank all of you who have recruited and invited others to join Post 82. As of May 31, we have 786 members with an outstanding retention/renewal rate of 92.6%.

I know I've been beating this drum a lot but I'll beat it one more time; June 30 is the last day for you to take advantage of the discounted three-year renewal option. On July 1 our dues will increase to \$45. If you renew online before June 30, you can do so for the current rate of just \$35 per year for up to three years! If you've already renewed for 2024, you will be able to renew for '25, '26, & '27! If you are currently delinquent, you can renew for '24, '25 & '26 at the 3 current rate. Pro-Tip – if you have not renewed for 2024 yet, renew for just 2024, allow 7-10 days for your renewal to process and then renew for three more years at the discounted rate. (Don't delay this one as there is a processing time for renewals.)

Respectfully,

David D. Abildgaard, 1st Vice Commander
Membership Chair

Website: <https://www.alpost82.org/>



Chaplains Corner

How many times have you been wished a “Happy Memorial Day”? Or have been asked how you celebrated Memorial Day? How many times have you, like me, wished others the same? While such greetings are well intended, they seem to indicate the extent to which the meaning of Memorial Day has been forgotten, or perhaps confused with Veterans’ Day.

America’s Memorial Day is presently observed (as opposed to celebrated) on the last Monday of May to honor the men and women who died while serving in the U.S. military. Originally known as Decoration Day, it has its origins in the years following the American Civil War. Decoration Day was a solemn memorial observation of the deaths of the US soldiers who died in the war. Memorial Day eventually grew to incorporate the honoring of American military members who gave their lives in all the wars and conflicts in which America has fought since then.

When considering how I might observe Memorial Day on a more personal level, I delved into my Bible. I sought out scripture verses that, in my mind, correlated to some degree to the virtues and values our military personnel display in the performance of their duties and in which they might find comfort. I provide below several of the verses that resonated with me.

Psalm 144:1 NIV - Praise be to the Lord my Rock, who trains my hands for war, my fingers for battle.

Psalm 116:15 NIV - Precious in the sight of the Lord is the death of his faithful servants.

Philippians 2:3-4 NIV - Do nothing out of selfish ambition or vain conceit. Rather, in humility value others above yourselves, not looking to your own interests but each of you to the interests of the others.

Psalm 46:1 NIV - God is our refuge and strength, an ever-present help in trouble.

Proverbs 28:1 NIV - The wicked flee though no one pursues, but the righteous are as bold as a lion.

Joshua 1:9 NIV - Have I not commanded you? Be strong and courageous. Do not be afraid; do not be discouraged, for the Lord your God will be with you wherever you go.

And lastly, the one that really touched my heart, is this familiar one, **John 15:13 NIV** - Greater love has no one than this: to lay down one’s life for one’s friends.

I hope that in your observation of Memorial Day you were able to set aside some time to consider the significance behind it, to give thought to family and friends who made the ultimate sacrifice in pursuit of our freedom, and to attend an event commemorating this significant holiday.

As always, if you or your family have any needs with which I may be able to assist, please don’t hesitate to contact me at papastockman@yahoo.com or 301-768-2514.

Yours in Christ,
Paul Stockman Chaplain
301.768.2514
papastockman@yahoo.com

SONS OF THE

AMERICAN LEGION

S.A.L. Monthly Meetings are held the First Tuesday of Each Month at 1800hrs

The Squadron catered the Junior Reserve Officers Training Corps (JROTC) awards banquet on May 1, 2024. La Plata High School Navy JROTC, McDonough High School Army JROTC, and Thomas High School Army JROTC programs were represented. Two hundred five dinners were served to an impressive group of cadets, proud parents, school personnel, and presenters, including our own Commander Zayas.

The following Squadron officers for 2024-25 were elected/appointed at the meeting.

Commander	Dave Tatman
1 st Vice Commander	Gale Willett
2 nd Vice Commander	Kevin Bryant
Sergeant at Arms	Ed Tatman
Adjutant	Gary Shupe
Chaplain	Roy Yanosh

David Quade agreed to continue as the Squadron Advisor.

At the Squadron meeting on May 7, the members selected the two winners of the \$3,000 Squadron 82 Veterans Memorial Scholarships. Letters and \$3,000 checks were sent to La Plata High School in the name of both Jolie Lombardi and Benjamin Cottle. Jolie and Benjamin stopped by the Post on May 15 to accept their Scholarship Certificates. Jolie, who is pursuing a nursing career, will attend the College of Southern Maryland in the fall. Benjamin, who wants to be a history teacher, will be attending Brigham Young University. Eight applications were received. All eight were very impressive.



The Squadron hosted a baby back rib dinner on May 17. We served 100 dinners. Thanks to Gale Willett, Gary Shupe, David Quade, Kathleen Quade, Roy Yanosh, Kevin Earl, Carol Karpiak, and Lennie Lentz who volunteered their time. As always, thanks to those who turned out to support our dinner.

The Squadron members hosted a free lunch for Veterans, their families, and friends on National Veterans Assistance Day, May 18. Lunch was served from 12 to 2 PM.

Gale Willett and Gary Shupe worked the registration and refreshment tables at the American Red Cross Blood Drive on May 20. Thirty-eight units of blood were collected. The next Blood Drive will be on July 22.

Gale Willett worked the floor at the Southern Maryland Region bingo at the Charlotte Hall Veterans Home on May 20. Thirty-nine residents participated and \$190 in prizes was handed out.

The Squadron will host our next Baby Back Rib dinner on June 21. Check the flier on the website www.alpost82.org.

The Squadron now has 215 paid members, which is 100% of our 2024 goal. This marks the 26th consecutive year the Squadron has achieved 4 Star status. Congratulations and thanks to all those who have paid their 2024 membership dues. We still have a few members who have not renewed their membership. Dues are still just \$20 for members 21 or over and \$15 for dual members and those under 21.

Yours in Service, Dave



David Tatman
Commander, Squadron 82
tatman_david@comcast.net



When's the last time you made a Buddy Check on a fellow veteran or Post 82 Family member? The American Legion established Buddy Checks as a program in 2019 <https://bit.ly/albuddycheck24>. However, we don't need a program to reach out to our buddies, do we? With suicide attempts on the rise, it's critical that we all take responsibility to help each other out.

Check out this 10-minute documentary, "22 A Day" by Navy Veteran Paul Davis, then make the call to check on your buddies. <https://youtu.be/2trfl2unuQo?si=WLGQISJcGYIb5Vfb>

Three-Year Membership Renewal

Legionnaires are now eligible to renew membership for three years at the current rate of \$35 for a limited time. This on-time offer is valid until June 30, 2024. With the slated membership dues increasing to \$45 beginning July 1, 2024, this is an excellent opportunity to save \$30 (\$10 per year) AND ensure your membership dues are paid with no additional action on your part.

The three-year renewal option is only available on-line at www.legion.org/renew. Take advantage of this amazing offer and share it with your friends today!

Don't have a My Legion account? Not computer savvy? If you need assistance or have any questions, reach out to 1st Vice, David Abildgaard david_angelabildgaard@yahoo.com

AMERICAN LEGION AUXILIARY

Auxiliary Monthly Meetings are held the
Second Tuesday of Each Month at 1800hrs.

Hello Snapdragons,

My goodness the year is almost over! We had our elections last night and officers for the 2024-2025 year are:

President - Lesley Radcliff

Vice President - Rita Sexton

Treasurer - Ann Taylor

Chaplain - Mary Shaffer

Historian - Kathryn Flanagan

Sgt. At Arms - Janet Fogle.

Secretary - Linda Rollins.

The executive committee members are Angel Hindle, Edna Caywood and Cathy Grimm.

Our steamed shrimp dinner was a success! We served 99 dinners, and everybody loved the shrimp. BIG thank you to Fred Wedding and Lee Hammond for steaming the shrimp for us. Also, thank you to Dave Tatman for fixing the coleslaw. We will probably have another Shrimp dinner in the fall. We will also have a meatloaf dinner as people have been asking when we are going to have meatloaf again.

The Department Convention this year is July 16th through the 19th in Ocean City.

Our next meeting will be on June 11th at 6pm.



For Service not Self, Lesley

JROTC Awards Dinner

As mentioned by Commanders Zayas and Tatman above, Post 82 hosted a well-attended awards dinner for La Plata, Lackey, and Thomas Stone High School JROTC programs on May 1. Here are some photos of the event.





The Post 82 American Legion Baseball season has begun. This year we have three teams representing our great post, one each in the Senior, Junior, and Sandlot leagues. Use the schedules below and plan to catch a game or two this season!

Seniors Local Games

Date/Visitor/Home/Time/Location

6/4 Post 170 vs Post 82 - 6:00 La Plata HS
6/11 Post 255 vs Post 82 - 6:00 La Plata HS
6/12 Post 170 vs Post 82 - 6:00 La Plata HS
6/19 Post 255 vs Post 82 - 6:00 La Plata HS
7/5 Post 255 vs Post 82 - 6:00 La Plata HS
7/11-7/18 Playoffs

Juniors Local Games

Date/Visitor/Home/Time/Location

6/3 Post 255 vs Post 82 - 6:00 La Plata HS
6/4 Post 255 vs Post 82 - 6:00 Laurel Springs Park #8
6/6 Post 255 vs Post 82 - 6:00 La Plata HS
6/13 Post 170 vs Post 82 - 6:00 Oak Ridge Park
6/13 Post 82 vs Post 170 - 8:00 Oak Ridge Park
6/18 Post 255 vs Post 82 - 6:00 La Plata HS
7/3 Post 259 vs Post 82 - 6:00 La Plata HS

Sandlot Games

Date/Visitor/Home/Time/Location

All Remaining Games are Away

6/4 170 vs 82 - 6:00 La Plata HS
6/11 255 vs 82 - 6:00 La Plata HS
6/12 170 vs 82 - 6:00 La Plata HS
6/19 255 vs 82 - 6:00 La Plata HS
7/5 255 vs 82 - 6:00 La Plata HS
7/11-7/18 Playoffs (TBD)

A CUSTOMER at the seafood counter asked the clerk to throw his selection to him.

"Why?" the owner asked.

"So I can tell my wife I caught it."

WHAT'S THE DIFFERENCE between death and taxes? Congress doesn't meet every year to make death worse.

EVERYONE asked a 100-year-old man and his 98-year-old wife for their health secrets.

The old man said, "I promised my wife that when we quarrel, the loser has to walk for three miles. So I've been walking three miles every day for the past 75 years!"

People applauded and asked, "But how is your wife so healthy too?"

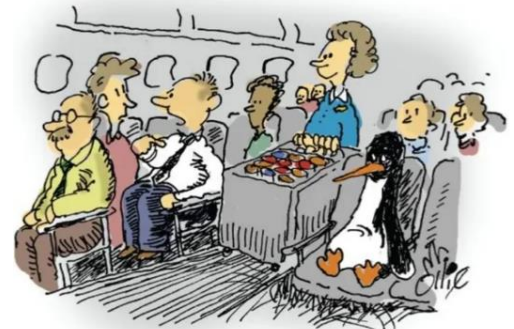
"That's another secret. Every day for 75 years, she's followed me to make sure I walk the full three miles."

A GIRL turning 16 asked, "Daddy, do you think I'm old enough to get my driver's license now?"

"You?" he replied. "Yes. Our car? No."

I TOLD my niece I saw a moose on the way to work this morning. She said, "How do you know he has a job?"

"I USED TO HAVE a lot of faith in humanity before the advent of the website 'comment' section." - *Jim Gaffigan*



"I told you penguins could fly." ..



"You're a little old for Fight Club. Bicker Club meets here on Thursdays."



**ALR Meetings are held the
Second Thursday of Each Month at 1800hrs**

On Wednesday May 15, The Riders took part in Military Appreciation Day at Chick-fil-A in La Plata. Jeff Coombs along with Chris & Becky LaQuay and myself represented all families of Post 82 by greeting the veterans, their families, and the community family as well. We presented handouts about the American Legion and explained the benefits of joining the American Legion at Post 82. The weather held off and a good time was had by all (the bikes remained in the garage due to the forecast of rain). I cannot heap enough praise on Megan Ray and her team at Chick-fil-A who managed all kinds of activities for all ages which made this an outstanding event. This event really showed lots of love and appreciation for our active military, and veterans.

Randy (Gray Dog) Markley and the committee have done an outstanding job securing sponsors and getting over 110 riders for our 3rd Southern Maryland Gold Star Legacy Ride on Saturday May 25. This committee and event coordinator, Anita Santoyo of Evoke Purpose, has done an outstanding job of putting together this year's event and I cannot begin to tell you all how proud I am to be a part of it. Also, a huge thank you to all our sponsors for contributing and supporting this effort, the majority of these sponsors also contributed last year. I ask our Post family when buying or patronizing our local businesses please give these sponsors listed on our public FB page your business. In the July newsletter I will detail the day's events and who won the gun raffle.

On Thursday June 6, Post 82 and The Riders will be hosting the Kickoff Dinner for the 9th Annual MD Gold Star Legacy Run. The Riders will be serving up their famous Spaghetti dinner, and we would like to invite our Post family for \$10 per

meal with all proceeds going to the MD Gold Star Legacy Run. Registration starts at 1800 with dinner served at 1900 and a short program afterwards. We are inviting our Post family to join us to say thank you for your support and to watch the start of another successful MDGSLR (last year we raised over \$210,000 dollars making MD the highest earning state in the nation!) The Riders thank the Auxiliary for giving up their Bingo night and allow us to use the hall for the kickoff dinner. The ride will begin from Post 82 at 0730 on Friday June 7th with a police escort from LPPD and CCSO to the town and county limits.

Saturday June 15 will be the spring cleanup at Camp Merrick in Nanjemoy. The Riders sponsor a cabin at the camp, and we will be sprucing up around and inside the cabin. Randy Markley is heading up these efforts, so if you want to help please contact Randy for specific information.

In June we will be holding elections for the upcoming year. All positions are open, and we will be taking nominations up to June 1. If you would like to run for a position or nominate someone else, please Randy Markley or me know via text or email.

Current nominations:

Director- Kevin Bryant
Vice Director- Jeff Coombs
Secretary-
Treasurer- Karen Himmelheber
Sargeant at Arms- Bernie Fitzpatrick
Road Captain- Vivian Gedeon
Chaplain- Paul Stockman
Historian-
Safety Officer- Kevin Buckner

Respectfully Submitted,

Kevin "Big Sexy" Bryant
Director
ALR Chapter 82, MD

What's Going on at Post 82?

Steak & Fried Shrimp Dinners are taking the summer off due to other events scheduled at the Post and within the Department. See you on Friday, September 6!

Tuesday, June 4

S.A.L. Meeting – 6 PM
Legion Exec Mtg – 7 PM

Thursday, June 6

MDGSLR Kickoff Dinner \$10 per person
Post 82 members and family invited.

Friday, June 7

MDGSLR Send-Off from Post 82
Come out and cheer them on!

Friday, June 7

PVA Capital Clash Bass Tournament
Registration Dinner at Post 82

Saturday, June 8

PVA Capital Clash Bass Tournament
Awards Dinner at Post 82

Tuesday, June 11

Legion Membership Meeting – 6 PM
Auxiliary Meeting – 6 pm

Thursday, June 13

American Legion Riders Meeting – 6 PM

Friday, June 14

Auxiliary Dinner – 5 PM
Open to the Public

Friday, June 21

S.A.L. BBQ Rib Dinner – 5 PM
Open to the Public

Friday, June 28

Members Shrimp in the Bar
6-7 PM Members Only

S.A.L. Queen of Hearts every Wednesday

Drawing in the Lounge at 7pm

Auxiliary BINGO every Thursday.

Doors open at 4:30 PM

Community Service Opportunities

PVA Bass Tournament Returns to La Plata June 7-9, 2024

The Paralyzed Veterans of America Bass Tournament Series is all inclusive! It supports our Veteran community but is also open to anyone with physical challenges who loves the sport of fishing. The PVA Bass Tour accommodates anglers interested in fishing from a boat or who enjoy the serenity of fishing from the bank. They host both an Open division (boat) and a bank division to support all anglers.
<https://bit.ly/3QmJgDf>

Post 82 has hosted the registration and awards nights as well as providing lunches for the fishermen. This is one of the best events our Post puts together! If you are interested in learning more and/or volunteering to help, contact Commander Zayas at 82postlaplata@gmail.com.



This Phone Scam Is Targeting Grandparents — But There Are Ways To Outwit It

The FBI says hundreds of Americans have lost millions of dollars as a result of this grift.

By [Monica Torres](#)

May 11, 2024, 05:45 AM EDT

Originally Published by [HuffPost.com](#)



“Hi Grandma, it’s me. I need help. I’m in trouble, and I need money for bail. Please don’t tell Mom or Dad.”

When your grandchild says they have an emergency, it’s normal to take their urgent request seriously, even if it seems out of character. But unfortunately, that’s just what scammers want you to do.

The “grandparent scam” targeting senior victims is not new, but according to the [FBI](#), it’s still working all too well.

In late April, the FBI [announced](#) that 16 defendants had been charged in connection with a scheme to defraud older Americans. The scammers would call victims and impersonate grandchildren in a crisis. They typically claimed that they had been arrested after a car accident, and that they needed immediate funds from their grandparent for a lawyer or bail.

In total, the FBI [said](#), hundreds of Americans across the Northeast lost millions of dollars as a result. “Grandma, I love you and I trust you more than anyone,” one of the alleged scammers cries on a call with a victim, [according to video](#) found in the investigation. “Just do whatever he tells you to do.”

Mike Lemberger, Visa’s regional risk officer for North America, noted that it’s common for grandparent scammers to look up the grandparent online, in order to learn the grandchild’s name and impersonate them. “They’ll run this thing against 100 people. Maybe they got the grandchild’s name wrong on 10 of them ... The fraudster doesn’t care,” Lemberger said. “But on the 10 or 12 it got right and the one or two that fall for it, they’re making their money.”

How to avoid getting caught in a grandparent scam

Scammers prey on heightened emotions, because when you are scared or worried, you’re less likely to listen to logic, and more likely to hand over thousands of dollars to a stranger.

“That sense of urgency is what leads us to act. And that’s what you have to try to control,” said Kelly Richmond Pope, a professor of forensic accounting at DePaul University and the author of [“Fool Me Once: Scams, Stories, and Secrets from the Trillion-Dollar Fraud Industry.”](#) “You can control your emotions and how you respond.”

Here’s how:

Listen to what the call is saying, not the familiar voice.

Just because the caller sounds like your grandchild does not guarantee that they are. With just a short audio clip from social media, artificial intelligence can clone a loved one’s voice, and sophisticated grandparent scams are using AI to impersonate the voices of grandkids, according to a 2023 Federal Trade Commission [alert](#) on grandparent scams.

Amy Nofziger, the director of victim support for the AARP Fraud Watch Network, said the grandparent scam is effective because when a loved one is in trouble, we want to help.

That’s why it’s more useful to pay attention to what the call is *about* than how it sounds. Nofziger said grandparents should ask themselves: “Even if it sounds like your grandson, what are they asking for?”

“Don’t listen for the voice. Listen to the ask. If the ask is for money or personal information, it’s 100% a scam,” Nofziger said. Take the common bail-money demand. Nofziger said a real bail payment is unlikely

to be done over the phone. In fact, bail is typically paid in court, in a jail facility or online. And be wary of anyone asking you to keep a secret from your family, because “that’s a huge red flag” of a scam, Nofziger said.

She said it can also help to speak out loud and ask yourself: “Does this make sense that my grandson is calling me when he’s supposed to be at school?” Voicing aloud what’s happening to you can help you listen to common sense.

Don’t trust caller ID.

Do not let your guard down even if caller ID says the call is a trusted source. Scammers can “spoof” a caller ID to make an incoming call appear like it’s coming from a familiar location. Nofziger gave the example of a caller ID saying the call is coming from your regional hospital. “So you pick up the phone and they’re like, ‘Hi, this is the ER, your grandchild’s been in an emergency, we need the insurance payment right away.’” In the scheme recently described by the FBI, the scammers used phone services to make the calls appear to be coming from the U.S., even though they originated from the Dominican Republic, according to [court documents](#).

Hang up the phone and verify the story with a family member.

Experts said having a secret family code word for these situations is less effective, because in stressful situations, it’s unlikely you’re going to remember the password. Or, if the code word is too easy, a scammer may be able to guess what it is. Besides, if the person sounds like your loved one, you may not realize you’re in any “kind of perceived danger,” Pope said. But what you can easily remember to do is to hang up and verify if the grandchild is OK. “Call the grandchild, call the parents of the grandchild at the phone number you have for them,” Nofziger recommended.

Have a conversation upfront with your loved ones about grandparent scams.

Scammers win by isolating family members from their loved ones. That’s why one of the best prevention tools is role-playing different scenarios of what a grandparent scam can sound like. That way,

grandparents can talk through what they should do if they get an emergency phone call about a supposed arrest, and they can discuss who they should call to verify an alarming story. When you care for an older loved one, you care about their health and safety. And part of that “is their financial health and safety,” Lemberger said.

What you can do if you or your loved one is the victim of a grandparent scam

Prevention is the best defense, but if you or your loved one has lost money to a grandparent scam, there are still steps you can take swiftly:

Tell your bank or credit card company.

“The tough part about this is, once the money is gone, it’s typically gone,” Pope said about the aftermath of these fraudulent schemes. But you should still contact your bank or credit card company right away. In some limited cases, “we can get into the middle of a transaction,” Lemberger said. “And if it doesn’t look right to us, we may contact some folks and stop those transactions.”

Seek professional counseling.

Losing thousands of dollars to fraud can wreak both emotional and financial damage on a family — even if it didn’t happen directly to you. When a grandchild actually finds out that their grandparent lost \$50,000 to help them, they often feel guilty, and “that’s a significant amount of trauma that they’re going to carry for some time,” Nofziger said. Nofziger noted that AARP has a [free, facilitated peer discussion group](#) that provides emotional support for victims of fraud and their families.

Report what happened.

In addition to reporting your situation to local law enforcement, you can call the National Elder Fraud Hotline, a Justice Department initiative, at 1-833-372-8311. From there, you will be connected to case managers who can provide resources and agency referrals on what you can do next.