



Department of Community and Human Services

# ASSISTANCE FROM A DISTANCE

*How to Access DCHS Services During the COVID-19 Pandemic*

If you cannot reach a program by phone, you may text 703.346.5599



## Children, Youth & Families



**CHILD PROTECTIVE SERVICES HOTLINE:**

**703.746.5800** (24/7)

To report or discuss a possible abuse or neglect situation or concern

**HEAD START:**

**703.746.5927**

**PIE PROGRAM:**

**703.746.3350**

Services for children birth-3 yrs with developmental delays



**YOUTH DEVELOPMENTAL DISABILITY AND MEDICAID WAIVER SERVICES:**

**703.746.5437**

Medicaid Waiver and Case Management support for individuals ages 3-22

**CHILD-CARE PAYMENT ASSISTANCE:**

**703.746.5437**

**FAMILY CHILD CARE REGULATION AND EMERGENCY CHILD-CARE PLACEMENT:**

**703.746.5930**

Assistance with emergency child care placement and family child care provider needs



## Domestic Violence Program & Sexual Assault Center



**SEXUAL ASSAULT CENTER HOTLINE:**

**703.683.7273**

**DOMESTIC VIOLENCE PROGRAM HOTLINE:**

**703.746.4911**



**CHILD AND FAMILY BEHAVIORAL HEALTH SERVICES:**

**571.213.7963**

Email: [DCHSYouthIntake@alexandriava.gov](mailto:DCHSYouthIntake@alexandriava.gov)

For children with mental health or substance use challenges



## Employment Services



**WORKFORCE DEVELOPMENT CENTER:**

**703.746.5990**

Online: [alexandriava.gov/WorkforceDevelopment](http://alexandriava.gov/WorkforceDevelopment)

Email: [wdc@alexandriava.gov](mailto:wdc@alexandriava.gov)



## Older Adults



**ADULT PROTECTIVE SERVICES: 703.746.5778**

(M-F 8:30 a.m. - 4:30 p.m.)

**888.832.3858** (After hours)

To report abuse, neglect and exploitation of adults 60+ or persons with a disability 18 and older

**OLDER ADULT SERVICES: 703.746.5999**

Referrals for services like Meals on Wheels and Homemaker Personal Care Services Program



## Public Benefits & Assistance

2525 Mt. Vernon Ave.



**TEXT 703.346.5599**

**EMERGENCY SHELTER** (9 a.m. - 5 p.m.)

Walk-ins for singles seeking emergency shelter

**Mail Pick-up and SNAP EBT Pick up** (M-F, 1-3 p.m.)

(For replacement EBT Cards: 866.281.2448)

**EMERGENCY FINANCIAL ASSISTANCE:**

**703.746.5700**

For emergency rent, utility and prescription assistance

To apply:

**SNAP, TANF, MEDICAID & REFUGEE CASH ASSISTANCE**

Online: [commonhelp.virginia.gov](http://commonhelp.virginia.gov)

SNAP and TANF: **855.635.4370**

Medicaid: **855.242.8282**

**To drop off documents and/or applications:**

Use: "DCHS Drop Box" at Mt. Ida Ave. entrance

Email: [DCHSpublicbenefits@alexandriava.gov](mailto:DCHSpublicbenefits@alexandriava.gov)

Fax: **703.746.5985**



## Adult Substance Use & Mental Health Treatment



**EMERGENCY SERVICES:**

**703.746.3401** (24/7)

**ADULT INTAKE:**

**703.746.3535**

**OPIOID TREATMENT PROGRAM:**

**703.746.3610**

**FOR QUESTIONS ABOUT SUBSTANCE USE TREATMENT PROGRAMS AND DETOX**

**703.746.3636** (24/7)