



2012

**United Way of Roanoke Valley
Income Mapping Project
Resource Guide**

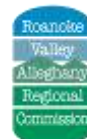


Table of Contents

Taxonomy Term Definitions.....	3
Consumer Legal Assistance.....	5
Disaster.....	9
Education.....	10
Employment.....	17
Food.....	35
Housing, Utilities.....	60
Income Support Assistance.....	83
Individual/Family Support.....	99
Information Services.....	117
Transportation.....	127



Taxonomy Term Definitions

Consumer Services

Programs that provide for the education and protection of individuals who buy products and services for personal use. Included are programs that establish and enforce consumer protection, fair trade and other regulatory legislation; provide information and/or counseling to help consumers manage their finances, make informed credit and purchasing decisions, and understand their tax obligations and pay their taxes; and/or ensure that consumers have access to fair hearings, mediation or binding arbitration and appropriate remedies when they have complaints.

Disaster Services

Public and private programs that provide emergency planning, preparedness, mitigation, response, relief and/or recovery services prior to, during and after a major fire, flood, hurricane, earthquake, tornado, tsunami, volcanic eruption, landslide, mudslide, snowstorm, drought, famine, explosion or nuclear accident, the outbreak of civil unrest, or other large-scale emergency of natural or human origin that disrupts the normal functioning of a community; or a localized incident such as a house fire which has made residents homeless. There are four recognized phases of disaster work: preparedness, mitigation, response and recovery. Many community agencies add disaster relief as a phase during response and early recovery.

Education

Programs that provide opportunities for people to acquire the knowledge, skills, desirable qualities of behavior and character, wisdom and general competence that will enable them to fully participate in and enjoy the social, political, economic and intellectual life of the community.

Employment

Programs that provide employment opportunities for people who are searching for jobs; assist people who are able and willing to work by helping them prepare for, find, secure and retain suitable employment; provide work site evaluation and/or modification support; and/or seek to develop employment opportunities in various fields for people who need a position.

Food

Programs that seek to meet the basic nutritional needs of the community by providing access to food products.

Housing/Shelter

Programs that seek to meet the basic shelter needs of the community by providing temporary shelter for people who are in emergency situations, home improvement programs, housing location assistance and a variety of housing alternatives.

Individual and Family Support Services

Programs that provide alternative living arrangements for children who have no birth family or whose family environment is abusive; facilitate the settlement of new residents in the community; marshal community resources on behalf of disadvantaged residents during the holidays; or offer other services that augment and expand the protection, supervision, care and support that are provided through the primary family unit, or that enhance the recipient's mobility or ability to communicate and live more comfortably.



Information Services

Programs that provide for the collection, classification, storage, retrieval and dissemination of recorded knowledge for the community. Included are electronic information resources, information and referral programs, information lines, library services, media services, public awareness/education campaigns, research data and rumor control activities.

Income Support

Programs that help to meet the economic needs of the community by helping residents prepare for, find and sustain gainful employment; providing public assistance and support for those who are eligible; ensuring that retirees, older adults, people with disabilities and other eligible individuals receive the social insurance benefits to which they are entitled; and offering temporary financial assistance for people who are experiencing an unexpected financial crisis in situations where support related to their specific circumstances is unavailable.

Legal Services

Programs that promote and preserve the conditions that enable community residents to live in a safe and peaceful environment through the enforcement of laws that protect life and property and the administration of justice according to the principles of law and equity. Included are crime prevention programs as well as programs that investigate and make arrests for criminal behavior; provide support for witnesses to and victims of crimes; and provide for the arraignment, prosecution and defense, judgment, sentencing, confinement and eventual release and resettlement of offenders.

Meals

Programs that provide supplementary nutrition (which may include hot meals, snacks or milk) typically for homeless people, individuals with low or fixed incomes, older adults, children from low-income families and/or people with disabilities.

Public Safety

Programs whose primary purpose is to ensure the safety of the community by issuing warnings regarding public health hazards or other conditions which may affect the well-being of people in the immediate area; rescuing people who are lost, stranded or the victim of an accident; connecting people whose lives are at risk with appropriate emergency response agencies; supplying safety equipment; and sponsoring educational activities that make the public aware of measures they can take to eliminate safety hazards, prevent accidents and avoid behaviors that place them in peril.

Transportation

Programs that provide for the basic transportation needs of the community including the local and long-distance conveyance of people and goods, and special arrangements for older adults, people with disabilities and other community residents who have no personal transportation and are unable to utilize public transportation. Also included are programs that provide information, emergency assistance and other supportive services to meet the needs of tourists, travelers and other visitors.

Utilities

Organizations that provide electric, natural gas, home heating fuel, telephone, water, sewer or cable services for residential and business consumers; manage the connection and repair of utility services; and/or offer financial assistance or other forms of support for people who are at risk of having their utilities shut off.



Consumer Legal Assistance

Benefits Assistance - Roanoke, Veterans Benefits Service Field Office, Virginia Department of Veterans Services-Southwest

Virginia Department of Veterans Services - Southwest

108 North Jefferson Street
Roanoke, VA 24016
(540)857-7102

Eligibility:

Service Description: Assists veterans and their families in obtaining state, federal and local benefits to which they are entitled. Acts as informed advocates in the preparation, presentation and prosecution of claims and serves as a clearinghouse providing information and assistance that will enhance the veteran's quality of life.

Covington-First Wednesday, 9:30 AM - 3:00 PM

City Hall, 333 West Locust Street

Christiansburg-Second Wednesday, 9:00 AM - 3:30 PM

National Guard Armory, 15 College Street

Clifton Forge-Third and Fifth Wednesday, 9:30 AM - 3:00 PM

Fire Department, 701 Church Street

Rocky Mount - Fourth Wednesday, 9:00 AM - 3:30 PM

The Franklin Center, 50 Claiborne Street

Service Area: Radford City, Montgomery County, Salem City, Buchanan County, Botetourt County, Franklin County, Craig County, Covington City, Alleghany County, Floyd County, Roanoke City, Roanoke County

Immigration - Roanoke, Immigration Counseling, Commonwealth Catholic Charities

Commonwealth Catholic Charities

820 Campbell Avenue, SW
Roanoke, VA 24016
(540)342-7561

Eligibility: Open to all in need of professional immigration advice.

Other languages spoken by staff are Burmese, Nepali and Serbo Croatian.

Service Description: Provides affordable legal assistance for those dealing with federal immigration authorities. Services include assistance with applying for family reunification, permanent residency, citizenship, employment authorization, special visas and more. Bilingual counselors that are accredited by the Board of Immigration Appeals of the Department of Homeland Security. While this is a fee based program, CCC offers affordable rates and will waive fees for victims of violence and other at risk populations who do not have the means to pay.



Service Area: Alleghany County, Roanoke City, Botetourt County, Bedford County, Bedford City, Galax City, Covington City, Craig County, Floyd County, Pulaski County, Giles County, Montgomery County, Radford City, Statewide, Salem City, Roanoke County

Legal Advice/Representation - Roanoke, Legal Assistance, LOA Area Agency on Aging

LOA Area Agency on Aging

706 Campbell Avenue Southwest
Roanoke, VA 24016
(540)354-0451

Eligibility: A resident of the Fifth Planning District of Virginia who meets income guidelines.

Service Description: Serves clients age 60 and over, who live in the 5th Planning District of Virginia, and are unable to qualify for Legal Aid Services or afford a private attorney. Clients may be provided with either information or case consultation. Issues include: Power of Attorney documents, advanced medical directives, public benefits such as Medicaid, and Living Wills.

Service Area: Alleghany County, Roanoke County, Roanoke City, Botetourt County, Covington City, Craig County, Salem City

Legal Advice/Representation - Roanoke, National Service Officer, AMVETS

AMVETS

116 North Jefferson Street
Roanoke, VA 24016
(540)597-1703

Eligibility: Veterans and their families.

Service Description: Provides assistance to veterans, widows and dependent children in filing disability compensation and pension claims through the United States and Virginia Departments of Veterans Affairs. Provides multiple programs to assist veterans and their families. Call for more information about a wide variety of services.

Service Area: Bland County, Dickenson County, Montgomery County, Lexington City, Roanoke City, Norton City, Wise County, Bedford County, Scott County, Bedford City, Botetourt County, Bath County, Alleghany County, Lee County, Wythe County, Tazewell County, Roanoke Coun

Legal Advice/Representation - Roanoke, Technical Accessibility Assistance, Blue Ridge Independent Living Center

Blue Ridge Independent Living Center

1502 B Williamson Road Northeast
Roanoke, VA 24012
(540)342-1231



Eligibility: Anyone wanting to make their facility or services more accessible to people with disabilities.

Service Description: Offers assistance to businesses, agencies and individuals wishing to make their facilities and/or services more accessible to all consumers. Staff members make site visits and prepare a written summary with recommendations for the most economical and efficient method to become totally accessible.

Service Area: Botetourt County, Craig County, Covington City, Roanoke City, Alleghany County, Roanoke County, Salem City

Legal Advice/Representation-Pro Bono - Roanoke, Legal Aid Society of Roanoke Valley

Legal Aid Society of Roanoke Valley

132 Campbell Avenue SW

Roanoke, VA 24011

(540)344-2088

Eligibility: Income below 125% of poverty level

Service Description: Provides legal services for persons who cannot afford private attorneys. Provides counseling in civil (not criminal or traffic) cases that are not punishable by a jail sentence, including: consumer and employment problems, administrative problems, housing problems, family problems. Eligibility is based on income. Each case is examined on an individual basis and other things may be considered (irregular income, garnishment, etc.). Persons ineligible for representation will be referred to the Lawyer Referral Service if appropriate. Can also make special arrangements to serve homebound, hospitalized, handicapped or institutionalized applicants who are financially eligible.

Service Area: Salem City, Franklin County, Bath County, Alleghany County, Botetourt County, Bedford City, Bedford County, Covington City, Craig County, Lexington City, Roanoke County, Roanoke City, Rockbridge County

Libraries - Salem, Roanoke County Law Library

Roanoke County Law Library

305 East Main Street

Salem, VA 24153

(540)387-6344

Eligibility: Open to the public.

Service Description: Provides legal research and reference materials to the general public as well as to attorneys and court personnel. Questions regarding the interpretation of the law should be directed to an attorney licensed in the Commonwealth of Virginia. Law Library staff are prohibited from the following actions: offering legal advice, restating the law, and recommending legal action.

Has a collection of legal reference materials that focuses on Virginia law including the Code of Virginia, reported cases from the Virginia Court of Appeals and the Virginia Supreme Court, and



selected cases from Virginia Circuit Courts. The collection also includes the United States Code and the United States Supreme Court Reports. Statutes and recent cases from other states are available on the Internet.

Offers legal encyclopedias and a variety of practice handbooks that deal with specific areas of the law, such as domestic relations, criminal law, estate planning and bankruptcy. Form books are available that provide examples of some types of legal documents. These forms are only examples and would have to be revised to fit a particular situation. We do not have preprinted, fill-in-the-blank forms.

All materials are for reference only and cannot be checked out or leave the library. Copies may be made for ten cents per page.

Service Area: Craig County, Roanoke City, Salem City, Roanoke County, Botetourt County, Alleghany County



Disaster

Disaster Response - Roanoke, American Red Cross-Roanoke Valley Chapter

American Red Cross-Roanoke Valley Chapter

352 Church Avenue Southwest

Roanoke, VA 24016

(540)985-3535

Eligibility: Call for information.

Service Description: The Disaster Services program is charged with responding to the needs of victims of disasters throughout our service area. Such disasters include, but are not limited to, single and multiple-family fires, floods, winters storms, and transportation mishaps.

In responding to verifiable emergencies, volunteer Disaster Action Team members are authorized to provide emergency food, clothing and shelter to assist families to again become self-sufficient, and to reduce stress and hardships.

Offers disaster preparedness services and disaster training classes.

Service Area: Salem City, Roanoke City, Craig County, Botetourt County, Roanoke County

Roanoke County Citizen Alert and Warning System

Roanoke County Police Department

5925 Cove Road

Roanoke, VA 24019

(540)561-8064

Eligibility: Roanoke County resident.

Service Description: RoCo Alert is Roanoke County's free and secure Citizen Alert and Warning system that sends emergency and alert information to citizens of Roanoke County who register for the service.

In order to use the Service, you must have Internet access, a valid e-mail address or own a mobile device that is able to receive text messages.

The website is : <http://www.roanokecountyva.gov/rocoalert> (copy and paste into your browser).

Service Area: Roanoke County



Education

Adult Education - Roanoke, Roanoke City Public Schools

Roanoke City Public Schools

3601 Ferncliff Avenue Northwest

Roanoke, VA 24017

(540)853-2151

Eligibility: Call for information.

Service Description: Provides educational opportunities for adults who wish to gain competencies and skills necessary for employment, further education or personal enrichment. Provides GED and ESL classes and testing.

Service Area: Roanoke City

Adult Education - Salem, Roanoke County Public Schools

Roanoke County Public Schools

1758 Boulevard

Salem, VA 24153

(540)562-3422

Eligibility:

Service Description: The office of Adult Education is located on the Burton Center for Arts and Technology campus. Offers GED and ESL

Service Area: Botetourt County, Roanoke County, Roanoke City, Salem City

Alternative Education - Roanoke, Total Action Against Poverty

Total Action Against Poverty

108 North Jefferson Street

Roanoke, VA 24001

(540)767-6223

Eligibility: Middle and High School students. Students under 18 must have a compulsory education release.

Service Description: To assist individuals in completing their education through a wide range of education services. Services include alternative education for middle and high school students in Rockbridge County, Covington and Salem; dropout retrieval for youth from Roanoke City Schools; college access for middle and high school students targeting low-income and first generation college bound students; literacy instruction, adult basic education, English as a Second Language and GED preparation for youth and adults in the Roanoke Valley; Youth Employment and Training for youth 14-21 offering summer work experience opportunities in the Roanoke Valley.



Service Area: Roanoke County, Salem City, Roanoke City, Alleghany County, Craig County, Botetourt County

Alternative Education - Salem, HopeTree Academy, HopeTree Family Services

HopeTree Family Services

860 Mount Vernon Lane
Salem, VA 24153
(540)389-4941

Eligibility: At-risk youth, grades six through twelve.

Service Description: A residential school. Also offers day school services to a wider cross-section of alternative and special education students.

Balances career exploration and vocational training with SOL-based academic and social growth. In addition to a challenging academic curriculum in the classroom, career trips for students with identified interests are provided regularly. Vocational opportunities resulting in academic credits may be provided for eligible students on the HopeTree campus. And through dual-enrollment with Virginia Western Community College and apprenticeship agreements with area businesses, HopeTree Academy students have access to job training in nearly two dozen different career fields.

For a non-traditional student whose opportunities for earning a high school diploma are limited, the Academy offers the Individualized Student Alternative Education Program (ISAEP). HopeTree Academy teachers intensify this highly "at-risk" student's preparatory study activities in order to take and pass the GED examinations.

The HopeTree Academy GED program also provides supplemental vocational training in addition to required academic courses.

Educational goals are based on the Virginia Standards of Learning, and HopeTree Academy is interdepartmentally licensed by the Commonwealth of Virginia and accredited through Virginia Association of Independent Specialized Educational Facilities (VAISEF).

Service Area: Botetourt County, Craig County, Roanoke City, Roanoke County, Franklin County, Salem City

Burton Center for Arts and Technology - Roanoke, Roanoke County Public Schools

Roanoke County Public Schools

1760 Boulevard
Salem, VA 24153
(540)857-5000

Eligibility: Students currently enrolled in high school in Roanoke County.

Service Description: Burton offers in-depth study not available in other classes; hands-on experiences, integrated curriculum, enriching experiences, travel opportunities, specialized training and internships. Many programs offer dual-enrollment. Most first year students miss only one class at their base school while earning two credits at Burton.



Service Area: Roanoke County, Salem City

Employment & Career Services - Roanoke, School to Work Transition, Goodwill Industries of the Valleys

Goodwill Industries of the Valleys

2502 Melrose Avenue Northwest
Roanoke, VA 24017
(540)581-06206

Eligibility: Eligible youth must be low income and face one or more of the following challenges to successful workforce entry: basic skills deficient or be a foster child, or be a school dropout. or be pregnant or a parent, or be homeless or a runaway, or an offender

Service Description: Allows high school students, between the ages of 16 and 22 with a disability, to safely explore the work world and prepare for the future during the students' regular school hours. School staff, parents, and Goodwill work together to ensure that the program is the best option for the student given their skill level and capabilities.

Students receive individual assistance in developing job and social skills needed for successful transition in other workplace. Goodwill transition specialists provide: job coaching, evaluation of job performance, job site plans with individual goals, and life skills training including proper attire/hygiene, attendance, and accountability. Offers both community and center based employment opportunities.

Service Area: Craig County, Salem City, Roanoke County, Roanoke City, Botetourt County

Employment & Career Services - Roanoke, Youth Work Experience, Goodwill Industries of the Valleys

Goodwill Industries of the Valleys

2502 Melrose Avenue Northwest
Roanoke, VA 24017
(540)483-0296107

Eligibility: Economically disadvantaged and at-risk youth.

Service Description: Provides work experience and academic activities to economically disadvantaged and at-risk youth between the ages of 14 and 21. Focuses on areas such as, developing work maturity skills, writing a resume, interview skills, problem solving skills, and counseling and support services.

The Youth Work Experience program will provides:

- *Paid work experience;
- *Transportation;
- *Leadership development;
- *Supportive services;
- *Occupational training skills;
- *Follow-up services.



Benefits of the program include:

- *Work within the home community leads to understanding of the importance of giving back.
- *Referral from appropriate agency ensures program outcomes match with youth's needs.
- *Provided transportation ensures participation.
- *Paid community work experience is an educational stipend based on a tier system.
- *Eight to one ratio ensures personalized attention.
- *16 hours/week during the school year and 20 hours/week during summer helps create work/life balance.
- *After 6 to 9 months in the program a follow-up period of 6 months ensures success.
- *Services are provided as needed in a variety of community settings at times that are agreeable to the youth and his/her family.

Service Area: Roanoke County, Roanoke City, Salem City, Botetourt County, Craig County,

Literacy Program - Roanoke, Literacy, Total Action Against Poverty

Total Action Against Poverty

108 North Jefferson Street
Roanoke, VA 24016
(540)345-6781

Eligibility:

Service Description: An education program providing one-on-one tutorial sessions for non-readers, individualized and group instruction for upgrading client skills in order to obtain a GED or complete an employment or education entrance exam, and beginning, intermediate and advanced levels of English for Speakers of Other Languages for successful transition in the job market. Classes are held in Roanoke, Roanoke County, Salem, Covington and Clifton Forge.

Service Area: Alleghany County, Roanoke City, Roanoke County

Literacy Programs - Roanoke, Blue Ridge Literacy

Blue Ridge Literacy

706 South Jefferson Street
Roanoke, VA 24016
(540)265-9339

Eligibility: Call for more information.

Service Description: The trained volunteer tutors of Blue Ridge Literacy provide confidential tutoring for adults free of charge. * small, one time registration fee collected In our Basic Literacy program, tutors help adults improve their reading, writing, and problem-solving skills.

Our English for Speakers of Other Languages (ESOL) program offers English classes as well as help from one on one tutors who help adults improve their speaking, listening, reading, and writing skills.

Service Area: Salem City, Botetourt County, Craig County, Roanoke City, Roanoke County



Roanoke County Career Center - Vinton, Roanoke County Public Schools

Roanoke County Public Schools

5937 Cove Road
Roanoke, VA 24019
(540)562-3700

Eligibility: Must be a resident of Roanoke County,

Service Description: Provides an alternative academic and vocational program for students in the eighth, ninth, and tenth grades. Students explore the areas of auto servicing, education for employment, food services, office services, and small engine repair.

Service Area: Roanoke County

School-Public - Fincastle, Botetourt County Public Schools

Botetourt County Public Schools

143 Poor Farm Road
Fincastle, VA 24090
(540)473-8263

Eligibility: Students ages 2 to 22. Eligibility for Continuing education programs vary according to program.

Service Description: Provides regular and summer educational programs for kindergarten through 12th grade. Has special education programs for autism, developmental delay, emotional disturbance, hearing impairment/deaf, learning disabilities, mental retardation, multiple disabilities, orthopedic impairment, other health impairment, severe disabilities, speech or language impairment, traumatic brain injury, and visual impairment. Offers GED and Continuing Education programs. Preschool special education programs are also provided and include children with developmental delays in addition to other disabilities. Homebound instruction is provided for children unable to attend school for medical or emotional/behavioral reasons. Facilities are available for rental by community groups.

Service Area: Botetourt County

School-Public - New Castle, Craig County Public Schools

Craig County Public Schools

6 Alleghany Circle
New Castle, VA 24127
(540)864-5191

Eligibility: Age Limitations for certain programs. Adult education available to adults.

Service Description: Provides comprehensive educational services to the children of Craig County. In addition to a regular academic educational program, the school division also provides: vocational education classes, classes and services for special education students, a



gifted and talented program for identified students, school counseling services, intramural and interscholastic sports programs. Adult education available in reading and GED.

Service Area: Craig County

School-Public - Roanoke, Roanoke County Public Schools

Roanoke County Public Schools

5937 Cove Road NW
Roanoke, VA 24019
(540)562-3700

Eligibility:

Service Description: Oversees general education services for grades kindergarten through 12th grade and special education services for ages 2 to 21. Youth work permits are issued at the Central office and at any of the Roanoke County High Schools.

Service Area: Roanoke County

School-Public - Salem, Salem City Schools

Salem City Schools

510 South College Avenue
Salem, VA 24153
(540)389-0130

Eligibility: Age entrance requirements established by Virginia Code.

Service Description: Provides public education and gifted programs to children ages 5 to 21. Provides special education to children ages 2 to 21 and vocational education to individuals ages 14 and above. Provides GED, Continuing Education and English as a Second Language programs. Facilities are available for rental, call for policy and availability.

Service Area: Salem City

Special Education - Roanoke, Minnick Education Centers, Lutheran Family Services

Lutheran Family Services of Virginia

775 Dent Road
Roanoke, VA 24019
(540)265-4281

Eligibility: Referred by the home school districts through the localities' Family Assessment and Planning Teams (FAPT), with the consent of the parents or legal guardians.

Service Description: Proprietary day school program providing special education services for students ranging in age from 5 to 17 years, who have been unable to succeed in the public school setting due to severe behavioral difficulties, high truancy rates, low self-esteem, delayed social development, and a history of low motivation and academic achievement. Typically,



students entering MEC are functioning three or more years below grade level in overall academic achievements. The program addresses both the educational and behavioral goals of each student. Counseling programs are offered. Minnick Education Center is accredited by the Virginia Association of Independent Specialized Education Facilities (VAISEF).

Minnick Education Centers Roanoke(Vocational Campus)

6405 Merriman Road, Suites 104

Roanoke, VA 24018

540-206-3270

Service Area: Salem City, Bedford City, Rockbridge County, Roanoke County, Botetourt County, Franklin County, Virginia, Roanoke City, Craig County, Buena Vista City

Youth Employment Service - Roanoke, Youth Build, Total Action Against Poverty

Total Action Against Poverty

101 North Jefferson Street

Roanoke, VA 24016

(540)767-6029

Eligibility:

Service Description: The Youth Build program provide skills training for the construction trades. Prior to enrollment, students must complete mental toughness training. Once enrolled, students receive basic education training leading to a GED and learn a construction skill while renovating property or building a home. Students are paid while enrolled. One must be 16-24 years of age to enroll in the program.

Service Area: Roanoke County, Roanoke City, Salem City, Covington City, Botetourt County, Craig County, Alleghany County



Employment

Alternative Education - Roanoke, Total Action Against Poverty

Total Action Against Poverty

108 North Jefferson Street
Roanoke, VA 24001
(540)767-6223

Eligibility: Middle and High School students. Students under 18 must have a compulsory education release.

Service Description: To assist individuals in completing their education through a wide range of education services. Services include alternative education for middle and high school students in Rockbridge County, Covington and Salem; dropout retrieval for youth from Roanoke City Schools; college access for middle and high school students targeting low-income and first generation college bound students; literacy instruction, adult basic education, English as a Second Language and GED preparation for youth and adults in the Roanoke Valley; Youth Employment and Training for youth 14-21 offering summer work experience opportunities in the Roanoke Valley.

Service Area: Botetourt County, Roanoke County, Roanoke City, Salem City, Craig County, Alleghany County

College/University - Roanoke, Roanoke Higher Education Center

Roanoke Higher Education Center

108 North Jefferson Street
Roanoke, VA 24016
(540)767-6161, (540)767-6161

Eligibility: Must meet institutional eligibility requirements for classes.

Service Description: Offers over 200 programs of study through the Center's partner organizations. Averett University, Bluefield College, James Madison University, Jefferson College of Health Sciences, Hollins University, Mary Baldwin College, Old Dominion University, Radford University, Roanoke College, the University of Virginia, Virginia Tech, and Virginia Western Community College offer undergraduate and graduate level courses. In addition, TAP-This Valley Works offers job-training programs as a partner in the Center. The Western Virginia Workforce Development Board is also located at the Center.

Service Area: Roanoke City, Salem City, Bedford City, Craig County, Bedford County, Roanoke County, Franklin County, Botetourt County, Statewide

College/University - Salem, National College

National College

1813 East Main Street
Salem, VA 24153



(540)986-1800

Eligibility: Must meet academic entrance requirements.

Service Description: Offers educational and career education. Provides assistance with college selection; admission procedures; application for financial aid. Administers interest and career tests as well as referral to other services as needed. Offers training, education, associate degrees, bachelor degrees, Masters of Business Administration degrees, diploma, and certificate programs are offered in a number of fields. Job placement is an integral component of the educational programs.

Service Area: Nationwide, Roanoke City, Roanoke County, Salem City, Statewide

Employment - Roanoke, Fathers at Work, Total Action Against Poverty

Total Action Against Poverty

141 Campbell Avenue SW

Roanoke, VA 24001

(540)345-67814440

Eligibility: *be a non-custodial fathers under the age of 30.

*participate in program orientation

*attend TAP's employment training class

*participate in support group

Service Description: Assists young non-custodial fathers, under the age of 30, who are unemployed or under employed to becoming responsible, supporting fathers both financially and emotionally. Services include: job training and placement; service to ex-offenders and incarcerated fathers; assistance with medical, mental health and substance abuse services; legal aid and consultation services; housing and transportation assistance; case management.

Service Area: Roanoke County, Roanoke City

Employment & Career Services - Roanoke, Roanoke Workforce Center, Virginia Employment Commission Roanoke

Virginia Employment Commission Roanoke

1351 Hershberger Road

Roanoke, VA 24012

(540)204-9660

Eligibility:

Service Description: Provides workers ages 14 and older with services ranging from career counseling to education and training to language skills.

Veterans Representatives Ed Blevins, (540)204-9750; Ronald Brown, Sr., (540)597-1681; Harry White, (540)204-9747; Christopher Simmons, (540)204-9660.

Service Area: Salem City, Botetourt County, Franklin County, Roanoke City, Roanoke County, Craig County



Employment & Career Services - Roanoke, School to Work Transition, Goodwill Industries of the Valleys

Goodwill Industries of the Valleys

2502 Melrose Avenue Northwest
Roanoke, VA 24017
(540)581-06206

Eligibility: Eligible youth must be low income and face one or more of the following challenges to successful workforce entry: basic skills deficient or be a foster child, or be a school dropout. or be pregnant or a parent, or be homeless or a runaway, or an offender

Service Description: Allows high school students, between the ages of 16 and 22 with a disability, to safely explore the work world and prepare for the future during the students' regular school hours. School staff, parents, and Goodwill work together to ensure that the program is the best option for the student given their skill level and capabilities.

Students receive individual assistance in developing job and social skills needed for successful transition in other workplace. Goodwill transition specialists provide: job coaching, evaluation of job performance, job site plans with individual goals, and life skills training including proper attire/hygiene, attendance, and accountability. Offers both community and center based employment opportunities.

Service Area: Covington City, Appomattox County, Giles County, Radford City, Galax City, Augusta County, Charlottesville City, Carroll County, Buckingham County, Fluvanna County, Campbell County, Amherst County, Floyd County, Alleghany County, Bedford County, Cumberland

Employment & Career Services - Roanoke, TANF Services, Goodwill Industries of the Valleys

Goodwill Industries of the Valleys

2502 Melrose Avenue Northwest
Roanoke, VA 24017
(540)581-06206

Eligibility: Must be receiving TANF payments. TANF eligibility is determined by the local Virginia Department of Social Services office.

Service Description: Provides support services to the Department of Social Services in local communities to determine the employment ability for those individuals receiving TANF support. These support services include:

- *Interview to determine individual goals;
- *Assessment of interests, ability, and needs;
- *Referrals for diagnostic testing;
- *Recommendation for alternate support services;
- *Case management.

Support services are provided at times determined by the individual needs of the program participant.



Service Area: Franklin County, Buckingham County, Augusta County, Carroll County, Floyd County, Bedford County, Grayson County, Giles County, Greene County, Galax City, Amherst County, Harrisonburg City, Henry County, Nelson County, Staunton City, Bath County, Alleghen

Employment & Career Services - Roanoke, WIA Title I Adult Program, Goodwill Industries of the Valleys

Goodwill Industries of the Valleys

2502 Melrose Avenue Northwest
Roanoke, VA 24017
(540)581-0620

Eligibility: No eligibility requirements.

Service Description: Operates the Workforce Investment Act(WIA) Title I Adult programs for multiple Workforce Investment Boards in Virginia. Provides services to assist adults in obtaining employment.

Offered to all adults, with no eligibility requirements at Virginia Workforce Centers and Satellite Offices. These services include:

- *Job search and placement assistance, including career counseling;
- *Labor market information identifying job vacancies, skills necessary for occupations in demand, and relevant employment trends in the local, regional, and national economies;
- *Initial assessment of skills and needs;
- *Information on available services and programs;
- *Follow up services to assist in job retention.

Intensive Services

Income eligible adults who are unable to find employment through core services may be eligible for intensive services. These services will include:

- *Case management;
- *Counseling and career planning;
- *Development of individual employment plan;
- *Internships/work experiences;
- *Job readiness activities;
- *Adult Education;
- *Out of the area job search and relocation.

Training Services

In cases where individuals are still not able to find jobs, they may receive training services which are directly linked to job opportunities in their local area. Training may include:

- *Occupational skills training;
- *On the job training;
- *Skills upgrading.

Supportive Services

May be available to eligible participants and may include:

- *Child care;
- *Transportation assistance;



- *Work related attire;
- *Tools;
- *Other services may be available based on funding.

Service Area: Charlottesville City, Bedford City, Alleghany County, Buena Vista City, Patrick County, Floyd County, Nelson County, Grayson County, Albemarle County, Madison County, Franklin County, Campbell County, Montgomery County, Appomattox County, Carroll County,

Employment & Career Services - Roanoke, WIA Title I Dislocated Worker Program, Goodwill Industries of the Valleys

Goodwill Industries of the Valleys

2502 Melrose Avenue Northwest
 Roanoke, VA 24017
 (540)581-06205

Eligibility: *has been terminated, laid off or lost job due to company closing and is receiving or has exhausted unemployment insurance compensation;*self-employed and is no longer unable to maintain;

*displaced homemaker who has been providing unpaid services to fam

Service Description: Operates the Workforce Investment Act (WIA) Title I Dislocated Worker programs for multiple Workforce Investment Boards in Virginia. Provides services to assist people, who have lost their job due to company closing or layoff, in obtaining employment.

Core Services

Offered to all dislocated workers with no eligibility requirements at Virginia Workforce Centers and Satellite Offices. These services include:

- *Job search and placement assistance, including career counseling;
- *Labor market information identifying job vacancies, skills necessary for occupations in demand, and relevant employment trends in the local, regional, and national economies;
- *Initial assessment of skills and needs;
- *Information on available services and programs;
- *Follow up services to assist in job retention.

Intensive Services

Dislocated workers who are unable to find employment through core services may be eligible for intensive services.

To qualify for intensive services people must meet one of the following criteria:

- *has been terminated, laid off or lost job due to company closing and is receiving or has exhausted unemployment insurance compensation;
- *self-employed and is no longer unable to maintain;
- *displaced homemaker who has been providing unpaid services to family members in home and has been dependent on the income of another family member.

Training Services

In cases where people are still not able to find jobs, they may receive training services which are directly linked to job opportunities in their local area. Training may include:

- *Occupational skills training;



- *On the job training;
- *Skills upgrading;

Supportive Services

May be available to eligible participants and may include:

- *Child care;
- *Transportation assistance;
- *Work related attire;
- *Tools;

Other services may be available based on funding.

Service Area: Rockbridge County, Greene County, Staunton City, Covington City, Bedford County, Franklin County, Campbell County, Roanoke County, Giles County, Fluvanna County, Patrick County, Pulaski County, Salem City, Bedford City, Augusta County, Galax City, Allegha

Employment & Career Services - Roanoke, WIA Title I Youth Program, Goodwill Industries of the Valleys

Goodwill Industries of the Valleys

2502 Melrose Avenue Northwest
 Roanoke, VA 24017
 (540)581-06205

Eligibility: Eligible youth must be low income and face one or more of the following challenges to successful workforce entry: basic skills deficient or be a foster child, or be a school dropout. or be pregnant or a parent, or be homeless or a runaway, or an offender

Service Description: Operates the Workforce Investment Act (WIA) Title I Youth programs for multiple Workforce Investment Boards in Virginia. The program is designed to provide training, employment, and educational opportunities to eligible, in and out of school, youth ages 14 to 21.

Helps youth be prepared for post secondary educational opportunities or employment. Key components of the program are:

- *Dropout prevention;
- *Study skills training;
- *Summer work experience;
- *Adult mentoring;
- *Alternative school services;
- *Follow-up services;
- *Leadership development;
- *Basic education;
- *Occupational skills training;
- *Tutoring;
- *Paid and unpaid work experience;
- *Comprehensive guidance counseling.

Service Area: Fluvanna County, Buena Vista City, Appomattox County, Buckingham County,



Bland County, Campbell County, Charlottesville City, Floyd County, Carroll County, Cumberland County, Craig County, Covington City, Albemarle County, Grayson County, Bedford County,

Employment & Career Services - Roanoke, Youth Work Experience, Goodwill Industries of the Valleys

Goodwill Industries of the Valleys

2502 Melrose Avenue Northwest
Roanoke, VA 24017
(540)483-0296107

Eligibility: Economically disadvantaged and at-risk youth.

Service Description: Provides work experience and academic activities to economically disadvantaged and at-risk youth between the ages of 14 and 21. Focuses on areas such as, developing work maturity skills, writing a resume, interview skills, problem solving skills, and counseling and support services.

The Youth Work Experience program will provides:

- *Paid work experience;
- *Transportation;
- *Leadership development;
- *Supportive services;
- *Occupational training skills;
- *Follow-up services.

Benefits of the program include:

- *Work within the home community leads to understanding of the importance of giving back.
- *Referral from appropriate agency ensures program outcomes match with youth's needs.
- *Provided transportation ensures participation.
- *Paid community work experience is an educational stipend based on a tier system.
- *Eight to one ratio ensures personalized attention.
- *16 hours/week during the school year and 20 hours/week during summer helps create work/life balance.
- *After 6 to 9 months in the program a follow-up period of 6 months ensures success.
- *Services are provided as needed in a variety of community settings at times that are agreeable to the youth and his/her family.

Service Area: Bedford County, Buena Vista City, Albemarle County, Charlottesville City, Amherst County, Henry County, Rockbridge County, Appomattox County, Bedford City, Montgomery County, Alleghany County, Augusta County, Craig County, Cumberland County, Covington Cit

Employment and Career Services - Roanoke, Center for Employment Training, Total Action Against Poverty

Total Action Against Poverty

108 North Jefferson Street
Roanoke, VA 24016



(540)767-6220

Eligibility: No restrictions for tuition paying students. Title IV funds available.

Service Description: An employment training program leading to full employment. The program is open entry/ open exit; meaning, that a student can begin immediately, train at their individual pace and complete the program on their schedule. Components of the program include job seeking and keeping and life skills training. All students will have assistance from an employment counselor to find a career in a growing occupation. Offers GED programs, remedial education, and supportive services that include post-placement follow-up and case management.

Service Area: Salem City, Roanoke County, Roanoke City, Virginia, Alleghany County, Botetourt County, Covington City, Craig County, Franklin County

Employment and Training - Roanoke, Goodwill Industries Tinker Mt.

Goodwill Industries of the Valleys

2520 Melrose Ave.
Roanoke, VA 24017
(540)581-0620

Eligibility: Depends on specific programs

Service Description: This is the administrative office for an agency which provides transportation, sheltered workshops, supported employment, specialized day support and employment assistance to persons with disabilities and other barriers to employment.

PROGRAMS: Specialized Day Support (Behavioral), Sheltered Employment, Work Adjustment Training, Placement, School-To-Work Transition (Center & Community based), Supported Employment, Community Work Adjustment Training. Employment services to TANS recipients who have a disability, Adult Development Learning Services.

Service Area: Smyth County, Grayson County, Bristol City, Washington County, Roanoke County, Scott County, Tazewell County, Salem City, Botetourt County, Norton City, Bland County, Carroll County, Buchanan County, Dickenson County, Craig County, Wise County, Alleghany

Ex-Offender Services - Roanoke, Virginia CARES

Virginia CARES Inc

Virginia CARES
Roanoke, VA 24016
(540)342-9344

Eligibility: Prisoners and ex-prisoners released from the Virginia Dept of Corrections local and regional jails and individuals released from federal institutions who are current residents of the State of Virginia.



Service Description: Administers the state-wide ex-offender re-entry program providing services to individuals released from local and regional jails, state institutions, and individuals released from federal institutions who are current residents of the State of Virginia.

Services include, but are not limited to: housing, food, clothing, employment, counseling, and other referrals.

Administers 12 service delivery sites through subcontracts with 10 Community Action Agencies and an Memorandum of Understanding with the Department of Corrections Probation and Parole District #21.

ACCESSIBILITY: Fully accessible to persons with disabilities

Service Area: Statewide

Field Rehabilitative Services - Roanoke, Dept of Rehab
Virginia Department for Aging and Rehabilitative Services

Roanoke Valley Workforce Center

Roanoke, VA 24012

(540)204-9725

Eligibility: Must have a physical or mental impairment which constitutes or results in a substantial impediment to employment

Service Description: In partnership with people with disabilities and their families, the Department of Rehabilitative Services collaborates with the public and private sectors to provide and advocate for the highest quality services that empower individuals with disabilities to maximize their employment, independence and full inclusion into society. May provide limited transportation to clients when no other options are available. If there are any questions relative to transportation, please call.

Service Area: Roanoke City, Roanoke County

GED Preparation - Roanoke, Project Success, Total Action Against Poverty

Total Action Against Poverty

108 North Jefferson Street

Roanoke, VA 24016

(540)767-6223

Eligibility: Youth and adults who need a high school equivalency diploma.

Service Description: A basic education, GED preparation, and career counseling program provided to youth and adults who need a high school equivalency diploma in order to enroll in a post secondary school or obtain suitable employment. A new computer-aided instruction lab offers state-of-the-art educational software for all stages of adult basic education. Project Success also works with school systems to provide GED preparation as a viable option to completing high school for those experiencing difficulty in the traditional school setting.

Please note: Transportation provided within Roanoke City. Outside of Roanoke City participants provide their own transportation.



Service Area: Salem City, Roanoke County, Botetourt County, Roanoke City, Craig County

Immigrant Resettlement - Roanoke, Refugee Resettlement Services, Commonwealth Catholic Charities

Commonwealth Catholic Charities

820 Campbell Avenue Southwest
Roanoke, VA 24016
(540)342-7561

Eligibility: Contact the office for eligibility requirements. Other languages spoken include Burmese and Nepalese.

Service Description: Provides at no cost a variety of orientation services to ease your hiring process and follow-up to enhance employee stability in the workplace.

*Documentation support “ ensuring that all employment documents are verified and available;

*Pre-screening of applications to match job openings;

*Pre-employment work preparation and on the job orientation and interpretation;

*Transportation planning and support;

*Assuring employees have all required clothing and supplies;

*Work-related English instruction;

*Ongoing follow-up and support.

Service Area: Botetourt County, Alleghany County, Floyd County, Salem City, Craig County, Covington City, Roanoke City

Job Bank;/Listing - Roanoke, Day Labor, Roanoke Area Ministries

Roanoke Area Ministries

824 Campbell Avenue Southwest
Roanoke, VA 24016
(540)343-3753

Eligibility: Guests of the Roanoke Area Ministries Day Shelter.

Service Description: ALERT - This program is for RAM House guests ONLY.

Helps people get back on their feet is by organizing the day labor program. Advocates for RAM House guests and makes sure they are treated fairly on the job. Construction, landscaping, maintenance companies and individuals come to RAM to hire day laborers to do everything from construction to yard work.

Potential employers should call RAM at the number listed for workers.

Service Area: Roanoke City



Job Placement - Roanoke, Manpower, Inc

Manpower, Inc.

760 Valley View Blvd.
Roanoke, VA 24012
(540)366-2642

Eligibility: None specified

Service Description: We offer temporary/temp-to-perm/permanent placement/outsourcing/manages services to businesses.

Service Area: Roanoke City, Salem City

Supported Employment - Roanoke, Community Based Work Adjustment, Goodwill Industries of the Valleys

Goodwill Industries of the Valleys

2502 Melrose Avenue Northwest
Roanoke, VA 24017
(540)581-06206

Eligibility: Must be eligible to work in the United States, have a documented disability that is a barrier to employment, require services to gain employment, have a funding source-typically the Department of Rehabilitative Services, or able to purchase service on the

Service Description: Helps people with disabilities to develop skills and formulate plans to prepare for and obtain successful employment in the community. IPeople work in Goodwill stores and area businesses where real world work opportunities are offered to assess a persons abilities, interest and job skills. Program services last 30 to 120 days.

Employment related training activities include:

- *Positive work attitude;
- *Time management;
- *Appropriate dress and hygiene;
- *Adaptability;
- *Conflict resolution;
- *Customer service;
- *Punctuality and attendance;
- *Interpersonal skills;
- *Counseling for job retention;
- *Attention to work responsibilities.

Service Area: Roanoke County, Craig County, Montgomery County, Roanoke City, Salem City, Botetourt County, Covington City, Alleghany County, Floyd County

Supported Employment - Roanoke, Project SEARCH, Goodwill Industries of the Valleys

Goodwill Industries of the Valleys

2502 Melrose Avenue Northwest



Roanoke, VA 24017
(540)581-06206

Eligibility: See the program description above.

Service Description: A one year program that provides education and on-site training to prepare youth with disabilities to be work ready upon graduation from high school. Serves as a workforce alternative for students in their last year of high school, is located at a community health-care facility.

Students participating in Project SEARCH report each day to the host business, learn employability skills in the classroom, and job skills while participating in three or four unpaid internships/experiences during the year. Students actively participate in defining their career goal and planning the necessary steps to achieve that goal. Students have the added benefit of learning life skills, such as utilizing public transportation, to report to work sites. The ultimate goal, upon program completion, is competitive employment utilizing the skills learned on the internships and throughout the program.

All students interested in participating in Project SEARCH must:

- *Be at least 18 years of age.
- *Have completed high school credits necessary for graduation.
- *Agree that this is intended to be the last year of student services followed by employment.
- *Meet eligibility requirements for Commonwealth of Virginia Department of Rehabilitative Services.
- *Meet eligibility requirements for follow along funding. (This is preferred but not necessary).
- *Have independent personal hygiene and grooming skills.
- *Have independent daily living skills.
- *Maintain appropriate behavior and social skills in the workplace.
- *Take direction from supervisors and show capacity to change behavior.
- *Be able to communicate effectively.
- *Utilize public transportation when available and participate in travel training when appropriate to ensure success in using the bus independently.
- *Have previous experience in a work environment (including home, school, volunteer, or paid work).
- *Pass drug screen, felony check and have all immunizations up to date.
- *Desire and plan to work competitively in the community at the conclusion of the Project SEARCH program.

Service Area: Botetourt County, Salem City, Roanoke County, Roanoke City, Craig County

This Valley Works - Roanoke, Total Action Against Poverty

Total Action Against Poverty

108 North Jefferson Street
Roanoke, VA 24001
(540)767-6221

Eligibility: Varies according to program.



Service Description: Assists individuals in enhancing their education and/or employment skills to obtain gainful employment. Provides a wide range of education and employment training services.

Service Area: Roanoke City, Craig County, Roanoke County, Alleghany County, Bath County, Botetourt County, Salem City

Vision Impaired - Roanoke, Regional Office, Southwest VA, VDBVI

Virginia Department for the Blind and Vision Impaired

Virginia Department for the Blind & Vision Impaired

Roanoke, VA 24012

(540)561-7475

Eligibility: Blind and visually impaired individuals living in Virginia

Service Description: Provides services to visually impaired citizens. Services include counseling, teaching, advocacy, low vision services and job placement assistance. Information available in Braille and Large print upon request. Programs include Rehabilitation Teaching/Independent Living, Orientation and Mobility, Low Vision and Deaf/Blind services, Vocational Rehabilitation, and Education Services.

ACCESSIBILITY: Fully accessible to persons with disabilities

Service Area: Bedford City, Floyd County, Covington City, Amherst County, Lynchburg City, Salem City, Botetourt County, Montgomery County, Pittsylvania County, Bedford County, Danville City, Roanoke City, Martinsville City, Roanoke County, Franklin County, Patrick Coun

Vocational Rehab - Roanoke, Roanoke Regional Office, US Department of Veterans Affairs-Southwest

US Department of Veterans Affairs-Southwest

116 North Jefferson Street

Roanoke, VA 24016

(800)827-1000

Eligibility:

Service Description: Offers vocational rehabilitation for service-connected disabilities.

Vocational Rehabilitation and Employment

1st Street and Campbell Avenue -- Second Floor

Roanoke, VA 24011

Service Area: Statewide

Vocational Rehabilitation - Roanoke, Employment Services, Blue Ridge Independent Living Center

Blue Ridge Independent Living Center

1502 B Williamson Road Northeast



Roanoke, VA 24012
(540)342-1231

Eligibility: People with disabilities.

Service Description: Assistance with for people with disabilities to obtain and maintain employment and other work related issues. Social Security and other benefits counseling including Ticket to Work information and working while maintaining access to Supplemental Security Income(SSA), Social Security Disability Income(SSDI), Medicaid, and Medicare benefits.

Service Area: Covington City, Roanoke County, Alleghany County, Botetourt County, Salem City, Roanoke City, Craig County

Vocational Rehabilitation - Roanoke, Medicaid Waiver Services, Goodwill Industries of the Valleys

Goodwill Industries of the Valleys

2502 Melrose Avenue
Roanoke, VA 24017
(540)581-06206

Eligibility: Varies by program. Contact the office. Serves people with developmental, behavioral, mental, and emotional disabilities.

Service Description: Specialized Medicaid Waiver Programs

Offers day support and pre-vocational services and specific programs with smaller staff to participant ratios to individuals with specialized needs. People served must have a primary diagnosis of developmental disabilities and must meet the requirements for high intensity services, with deficits in at least one of the following areas:

- *Assistance to meet basic personal care needs;
- *Extensive disability related difficulties requiring ongoing support to fully participate in activities;
- *Constant supervision to reduce or eliminate behaviors for full participation in program.
- *Must be in stable medical condition without the need for skilled nursing services.
- *Enteral feeding is offered.

Individuals participating in Specialized Medicaid Waiver programs at Goodwill are referred by Community Services Boards. Programs operate Monday through Friday from 8:30am - 3pm.
Specialized Day Services(SDS)

SDS provides vocational training in independent living skills and community integration to individuals with mental, emotional, and behavioral difficulties. The program includes training in:

- *Vocational skills;
- *Community resources and safety awareness;
- *Learning skills, problem solving, and accepting responsibility.

Offers training activities so participants will have on-going opportunities to maximize skill development.

Adult Developmental Learning Services (ADLS)



Offers pre-vocational training and day support services to individuals with mental, emotional, and physical difficulties. Encourages independence through training in community integration activities, self-care skills, individual and group counseling, and individual outcome setting.

Provides training in:

- *Self, social, and environmental awareness;
- *Sensory stimulation, gross and fine motor skills;
- *Communication and personal care;
- *Use of community resources and community safety;
- *Learning and problem solving skills.

Day Support Services

Provided to individuals with developmental disabilities who receive Medicaid Waiver funding. Services include training, assistance and specialized supervision for the acquisition, retention, improvement of self-help, socialization, and adaptive skills. Provides peer interaction and opportunities for community and social integration. Focuses on enabling an individual to attain or maintain his or her maximum functional level and may include training in the following areas:

- *Self, social, and environmental awareness skills;
- *Sensory stimulation, gross and fine motor skills;
- *Communication and personal care;
- *Community resources and safety awareness;
- *Learning and problem solving skills;
- *Adapting behavior to community and social settings.

Prevocational Services

Provided to individuals with developmental disabilities who receive Medicaid Waiver funding. Prepares people for paid or unpaid employment. Offered to people whose productivity is less than fifty percent of standard work rate. Focuses on enabling an individual to attain or maintain his or her maximum functional level and may include training and support in the following areas:

- *Skills which are aimed at preparation for paid employment;
- *Activities that are primarily directed at habilitative outcomes, such as attention span and motor skills;
- *Concepts such as accepting supervision, attendance, task completion, problem solving, and safety;
- *Activities are centered on the person and focus on their desired outcomes.

Service Area: Franklin County, Salem City, Montgomery County, Alleghany County, Roanoke City, Botetourt County, Floyd County, Craig County, Covington City, Roanoke County

Vocational Rehabilitation - Roanoke, Organizational Employment, Goodwill Industries of the Valleys

Goodwill Industries of the Valleys

2502 Melrose Avenue Northwest

Roanoke, VA 24017

(540)581-06206



Eligibility: Referrals from the Virginia Department of Rehabilitative Services.

Service Description: Designed to provide individuals with disabilities training to develop and maintain work skills and habits, so that they will be successful in a work environment. Program participants are referred and funded by the Virginia Department of Rehabilitative Services (DRS). These programs provide:

- *Assessment;
- *Social skills;
- *Individual goal setting;
- *Transportation;
- *Vocational skills training;
- *Paid work opportunities;
- *Work and work related activities in the least restrictive environment available.

Employee Development/Work Adjustment Training (ED/WAT):

A comprehensive, individualized, and designed to develop or reestablish skills, attitudes, personal characteristics, work behaviors, and functional capacities in order to achieve positive employment outcomes. Services are time limited and can be provided directly to person seeking employment or indirectly through employer/employee support programs.

Extended Employment Services:

Designed to provide paid and unpaid work activities to adults with barriers to employment. Services are flexible and may include work in either center-based operations or enclave/off site work crews based in a community settings.

Service Area: Montgomery County, Roanoke City, Floyd County, Roanoke County, Salem City, Craig County, Covington City, Botetourt County, Alleghany County

Vocational Rehabilitation - Salem, AgrAbility, Easter Seals UCP North Carolina and Virginia

201 East Main Street
Salem, VA 24153
(540)777-7325

Eligibility: Must be a Virginia Farmer, member of a farming family or farm worker who has a disability or chronic health condition.

Service Description: In partnership with Virginia Cooperative Extension, the AgrAbility Virginia project provides direct education and on-site assistance to farmers and farm workers with disabilities, as well as their family members. The project offers information on modification/adaptation of farm equipment and operations, farmstead accessibility, and assistive technology. AgrAbility staff seeks to provide the information and connection to resources that will allow farmers to continue their rural lifestyle. AgrAbility Virginia also offers a Peer Support Network that matches people in Virginia who have had similar experiences. The AgrAbility Virginia project is a statewide program.

Service Area: Roanoke County, Alleghany County, Roanoke City, Botetourt County, Craig County, Statewide, Salem City



Vocational Rehabilitation - Vinton, LEAP, The Advancement Foundation

Advancement Foundation

301 South Pollard Street
Vinton, VA 24179
(540)345-1292

Eligibility:

Service Description: Provides direct services to underprivileged individuals through the LEAP (Lift, Educate, Advance, Proclaim) Program, which is offered in partnership with East Mental Health Services and YWCA to help build sustainable change in the lives of participants, working to CHALLENGE Accepted Beliefs that Lead to Hopelessness, BUILD Self Esteem & Confidence, ENHANCE Exposure to Opportunities, CREATE real relationships with Advocates & Mentors to Serve as Encouraging Guides, ADDRESS Physical & Mental Health Issues. This is accomplished by having participants create, market and sell Charity Cottage products. Through the LEAP Program, participants develop a comprehensive life plan, execute work-steps toward empowering themselves and gain valuable business experience by managing the Charity Cottages as a way to gain confidence and to give back to the program for future participants. All proceeds are committed to furthering the lives of Roanoke area citizens.

Service Area: Salem City, Roanoke County, Roanoke City

Vocational Rehabilitation and Employment - Roanoke, U.S. Department of Veterans Affairs-Roanoke Regional Office

U.S. Department of Veterans Affairs-Roanoke Regional Office

1st St. & Campbell Avenue -- 2nd floor
Roanoke, VA 24011

Eligibility: Active Duty Service Members are eligible if they:

*Expect to receive an honorable discharge upon separation from active duty

*Obtain a memorandum rating of 20% or more from the VA

*Apply for Vocational Rehabilitation and Employment (VR&E) VetSucces

Service Description: This program assists Veterans with service-connected disabilities to prepare for, find, and keep suitable jobs.

Service Area: Statewide

Youth Employment Service - Roanoke, Youth Build, Total Action Against Poverty

Total Action Against Poverty

101 North Jefferson Street
Roanoke, VA 24016
(540)767-6029



Eligibility:

Service Description: The Youth Build program provide skills training for the construction trades. Prior to enrollment, students must complete mental toughness training. Once enrolled, students receive basic education training leading to a GED and learn a construction skill while renovating property or building a home. Students are paid while enrolled. One must be 16-24 years of age to enroll in the program.

Service Area: Botetourt County, Roanoke City, Alleghany County, Craig County, Salem City, Roanoke County, Covington City



Food

Community Services - Buchanan, Botetourt Resource Center, Council of Community Services

Council of Community Services

33 Bedford Street
Buchanan, VA 24066
(540)254-1468

Eligibility: No restrictions.

Service Description: Services offered:

- * Case management and advocacy for seniors and persons with disabilities
- * Crisis Assistance
- * Crisis Response for 20 Botetourt County churches
- * Facilitation of needed items in the community through donations to the Center (clothes, appliances, furniture, etc.)
- * Brain Fitness Program of Posit Science for memory enhancement and brain plasticity
- * Senior aerobics/Senior BINGO/BINGO for adults with special needs
- * Coordination of the BAMA Food Pantry, and Food Distribution Programs
- * Information and Referral Services
- * Senior Prescription Assistance program
- * Senior Transportation
- * Volunteerism Program of Care Giving

Service Area: Botetourt County

Financial Aid - Roanoke, Helping Hands Fund

Helping Hands Fund

4040 Williamson Road NW
Roanoke, VA 24012
(540)366-2490

Eligibility:

Service Description: This volunteer-run service assists in obtaining emergency financial assistance and referral services to individuals and families in financial distress. All applicants are screened by telephone and all applicant information is kept confidential. Assistance is limited to the following categories:

- * Threat of eviction (must have notice)
- * Threat of loss of essential utility (must have cut-off notice)
- * Housing deposit
- * Food
- * Automobile gas
- * Medications

Service Area: Roanoke County, Roanoke City, Salem City



Food - Vinton, Manna Packs, Manna Ministries

Manna Ministries

229 Walnut Avenue
Vinton, VA 24179
(540)589-1375

Eligibility: Call for information

Service Description: A program which supplies food to school age children over weekends and holidays. Quite often, school lunch and breakfast are the only nutritious meals these children receive. With over fifty percent of students qualifying for reduced cost of free meals, there is a great demand for this service. Uses donations and volunteers. Donations may be made through the website.

Service Area: Roanoke County, Roanoke City

Food Bank - Salem, Salem Distribution Center & Administrative Offices, Feeding America

Southwest Virginia

Feeding America Southwest Virginia

1025 Electric Road
Salem, VA 24153
(540)342-3011

Eligibility: Must be a non-profit organization with 501(c)(3) status or an established church.

Service Description: Serves as a distribution center for donated food to a network of partner agencies include non-profit food pantries, children's feeding programs, shelters, soup kitchens, rescue missions and elderly care facilities.

Service Area: Craig County, Botetourt County, Roanoke City, Roanoke County, Salem City

Food Pantry - Roanoke, 82nd Airborne/Christian Soldiers Food Pantry

82nd Airborne/Christian Soldiers Food Pantry

728-A Church Avenue
Roanoke, VA 24013
(540)206-3466

Eligibility:

Service Description: Acquires food products through donations, canned food drives, food bank programs or direct purchase and distributes the food to people who are in emergency situations.

Service Area: Roanoke City



Food Pantry - Roanoke, Baptist Community Center

Baptist Community Center

101 17th Street SE
Roanoke, VA 24013
(540)342-8452

Eligibility: ID required, may go once a month.

Service Description: On-site community food pantry serves those who qualify. May go once a month. ID required.

Service Area: Roanoke City

Food Pantry - Roanoke, Belmont Baptist Church

Belmont Baptist Church

825 Stewart Avenue Southeast
Roanoke, VA 24013
(540)343-5539

Eligibility: ID required. May go once a month for food.

Service Description: ALERT -serves only residents of the 24013 zip code who reside in the Southeast neighborhood of Roanoke City.

On-Site community food pantry serves those who qualify. Open 10am-12pm on Wednesdays. In an emergency, they will service on a once only basis. May go once monthly. ID required.

Has a nurse management team on the 3rd Wednesday of the month from 9:00am-12:00pm.

Foot care service for diabetics twice a month, MUST call ahead for this service.

Service Area: Roanoke City

Food Pantry - Roanoke, Celebration Church of God

Celebration Church of God

4429 Buck Mountain Road
Roanoke, VA 24018
(540)774-7711

Eligibility:

Service Description: Acquires food products through donations, canned food drives, food bank programs or direct purchase and distributes the food to people who are in emergency situations.

Service Area: Roanoke County

Food Pantry - Roanoke, Disciples of Christ Fellowship Ministries

Disciples of Christ Fellowship Ministries

2719 Colonial Avenue NW



Roanoke, VA 24015
(540)985-0090

Eligibility:

Service Description: Acquires food products through donations, canned food drives, food bank programs or direct purchase and distributes the food to people who are in emergency situations.

Service Area: Roanoke City

Food Pantry - Roanoke, Mount Zion AME Church

Mount Zion AME Church
2128 Melrose Avenue NW
Roanoke, VA 24017
(540)342-4954

Eligibility: Must reside in NW Roanoke City

Service Description: ALERT - Serves NW Roanoke.

Must call the main church number and select option 3 for the food bank. Leave information and coordinator will call back.

Service Area: Roanoke City

Food Pantry - Roanoke, New Life Christian Ministries

New Life Christian Ministries
5745 Airport Road NW
Roanoke, VA 24012
(540)563-4989

Eligibility: Must have referral from Feeding America Southwest Virginia

Service Description: Must have a referral from Second Harvest Food Bank

Service Area: Roanoke City

Food Pantry - Roanoke, Oakland Baptist Church

Oakland Baptist Church
3623 Roundhill Avenue NW
Roanoke, VA 24012
(540)366-5861

Eligibility: Must reside in the 24012 Zip Code

Service Description: The church ONLY services zip code 24012



Acquires food products through donations by church members and distribute the food to people who are in emergency situations. Food pantry is open the second Saturday and 4th Monday each month. Households may only receive help one time per month.

Service Area: Roanoke City, Roanoke County

Food Pantry - Roanoke, Rosalind Hills Baptist Church

Rosalind Hills Baptist Church

2712 Brandon Avenue

Roanoke, VA 24015

(540)344-7888

Eligibility: Only for zip codes 24012, 24014, 24015, 24016, 24018

Service Description: The Food Pantry is open on Mondays and Thursdays from 10:00 AM until 12:00 PM (noon). Anyone who resides in these zip codes: 24012, 24014, 24015, 24016 and 24018 may visit the Food Pantry.

Identification is requested and a form must be filled out to qualify for USDA food. If a client does not qualify for government funded food, they will still receive food that has been otherwise donated to our Food Pantry.

Service Area: Roanoke City, Roanoke County

Food Pantry - Salem, Bethel Baptist Church

Bethel Baptist Church

1601 Colorado Street

Salem, VA 24153

(540)389-2376

Eligibility: Serves City of Salem only.

Service Description: ALERT - (serves Salem only) On-site community food pantry serves those qualified. Must have ID to prove Salem residency. Open Saturday mornings. (Food Pantry is behind the church on Bowman Ave.- Salem, VA)

Service Area: Salem City

Food Pantry - Salem, Salem Church of God

Salem Church of God

600 Craig Avenue

Salem, VA 24153

(540)387-2068

Eligibility: Live in correct zip code

Service Description: Acquires food products through Feeding America Southwest Virginia and distributes the food to residents of the 24153 Zip Code who are in emergency situations.



Service Area: Salem City

Food Pantry - Salem, Salem Ministers Conference Community Food Pantry

Salem Ministers Conference Community Food Pantry

620 Chapman Street

Salem, VA 24153

(540)389-6938

Eligibility: Resident of Salem, Vinton, and Roanoke County. Income less than 150% of median income for Virginia.

Service Description: Provides a week's worth of groceries to people in need who live in Salem, Vinton, and Roanoke County. Most clients are eligible to come in every 30 days. We provide a nutritional balance of meats, fruits, vegetables, carbohydrates and dairy to families who are referred to us by government agencies, medical facilities, schools, and churches.

Service Area: Salem City, Roanoke County

Food Pantry - Vinton, Life Tabernacle Church

Life Tabernacle Church

801 Virginia Avenue

Vinton, VA 24179

(540)344-0690

Eligibility:

Service Description: Acquires food products through donations, canned food drives, food bank programs or direct purchase and distributes the food to people who are in emergency situations.

Service Area: Roanoke County

Food Pantry - Vinton, Vinton Baptist Church

Vinton Baptist Church

200 East Washington Avenue

Vinton, VA 24179

(540)343-7685

Eligibility: May go once a year

Service Description: Vinton Baptist Church offers a small food closet. Two large boxes of staple goods are given to each family - no fresh foods. Will only help one time a year.

Service Area: Roanoke County



Food Pantry/Emergency - Roanoke, Bonsack Baptist Church

Bonsack Baptist Church

4845 Cloverdale Road
Roanoke, VA 24019
(540)977-0910

Eligibility: Eligibility guidelines set by Southwest Virginia Second Harvest. Eligible people may receive food once a month.

Service Description: Provides a food pantry only to the following zip codes: 24012, 24019, 24064, 24077, 24083, 24122, 24174, 24175, 24178, 24179-Bedford County ONLY. Does not serve people residing in other zip codes.

Service Area: Roanoke County, Roanoke City, Botetourt County, Bedford County

Food Pantry/Emergency - Buchanan, Buchanan Area Ministerial Association

Buchanan Area Ministerial Association

19559 Main Street
Buchanan, VA 24066
(540)254-1320

Eligibility: Must live in Botetourt County

Service Description: Emergency food pantry for Botetourt County residents only.

Three days worth of nutritional food for family of four. Open second and fourth Saturday of each month.

Service Area: Botetourt County

Food Pantry/Emergency - Roanoke, HopeShed, Baptist Friendship House

Baptist Friendship House

635 Elm Avenue Southwest
Roanoke, VA 24016
(540)343-5437

Eligibility: Contact the House.

Service Description: HopeSHED(Sharing Hope Every Day) provides emergency food, clothing, household items, baby items, and hygiene products to community members. People are eligible for one bag of food/hygiene kit per month.

Service Area: Roanoke City

Food Pantry/Emergency - Roanoke, Presbyterian Community Center

Presbyterian Community Center

1228 Jamison Avenue SE
Roanoke, VA 24013



(540)982-2911

Eligibility: Must meet income, age, and other guidelines. Must live in Southeast or Northeast Roanoke City or Vinton.

Service Description: On-site food pantry serves those who qualify. Eligible participants can receive food only once every three months. Identification is needed. Senior citizens, aged 55 and older, people who receive Social Security disability, and are residents of Southeast Roanoke can receive food once each month.

Service Area: Roanoke County, Roanoke City

Food Pantry/Emergency - Roanoke, Saint Francis House, Commonwealth Catholic Charities

Commonwealth Catholic Charities

820 Campbell Avenue SW
Roanoke, VA 24016
(540)342-7561319

Eligibility: Residents of Northwest or Southwest Roanoke City.

Service Description: Serves families of Northwest or Southwest Roanoke City who need food, clothing, and baby items. Serves in a way that upholds the dignity of every individual who walks through our doors. Is a registered food pantry with Feeding America Southwest Virginia. Relies heavily on the generosity of area churches, individuals, and corporations.

Service Area: Roanoke City

Food Pantry/Emergency - Roanoke, The Salvation Army Roanoke Corps

The Salvation Army Roanoke Corps

724 Dale Avenue Southeast
Roanoke, VA 24013
(540)343-5335, (540)343-5335

Eligibility: Emergency need only. May apply for services every six months.

Service Description: Offers a food pantry for emergency needs only. Assistance available once every six months.

Service Area: Roanoke City, Salem City, Roanoke County

Food Pantry/Emergency - Vinton, Manna Ministries

Manna Ministries

229 Walnut Avenue
Vinton, VA 24179
(540)589-1375

Eligibility: Must register with the program before food is distributed. Call for information.



Service Description: After a family or individual has registered, they are welcome to participate in Mannas distribution of food and other items one Thursday per month. Also provides clothing and pet food to participants. Programs accept donations, including through the website and use volunteers to serve families.

Manna also participates in a Christmas in Toyland Program, the Back 2 School Blast, and receives support from the Charity Cottage thrift store.

Service Area: Roanoke County, Roanoke City

Food Stamps/SNAP - Daleville, Botetourt County Social Services

Botetourt County Social Services

220 Commons Parkway

Daleville, VA 24083

(540)591-5960

Eligibility: Visit the website for an eligibility screening and online application:
jupiter.dss.state.va.us/EligibilityScreening.

Service Description: Provides nutritious food to income eligible individuals and their families.

Electronic Benefit Transfer (EBT) cards are distributed to acquire approved purchases.

Individuals may visit the web site to determine eligibility.

For lost EBT card, call Customer Service at 1-866-281-2448. May also visit local Department of Social Services to request new card.

EBT Card website: www.ebt.acs-inc.com/ebtcard/vaebt/index.jsp

SNAP distribution schedule, based on the last digit of the ADAPT (Application Benefit Delivery Automation Project) case number. Find the ADAPT number, a 7-digit number identified as "Case Number", on letters from your local agency

****NEW DISTRIBUTION SCHEDULE****

September 2012

-- Case numbers ending in 0-3: First of the month

-- Case numbers ending in 4-9: Fourth of the month

October 2012

-- Case numbers ending in 0-3: First of the month

-- Case numbers ending in 4-5: Fourth of the month

-- Case numbers ending in 6-7: Seventh of the month

-- Case numbers ending in 8-9: Ninth of the month

Service Area: Botetourt County

Food Stamps/SNAP - New Castle, Craig County Social Services

Craig County Social Services

177 Court Street

New Castle, VA 24127

(540)864-5117



Eligibility: jupiter.dss.state.va.us/EligibilityScreening/

Service Description: Provides nutritional food to income eligible individuals and their families. Electronic Benefit Transfer (EBT) cards are distributed to acquire approved purchases.

Individuals may visit the web site to determine eligibility.

For lost EBT card, call Customer Service at 1-866-281-2448. May also visit local Department of Social Services to request new card.

Virginia EBT Card website: www.ebt.acs-inc.com/ebtcard/vaebt/ebt_link.jsp.

SNAP distribution schedule, based on the last digit of the ADAPT (Application Benefit Delivery Automation Project) case number. Find the ADAPT number, a 7-digit number identified as "Case Number", on letters from your local agency

****NEW DISTRIBUTION SCHEDULE****

September 2012

-- Case numbers ending in 0-3: First of the month

-- Case numbers ending in 4-9: Fourth of the month

October 2012

-- Case numbers ending in 0-3: First of the month

-- Case numbers ending in 4-5: Fourth of the month

-- Case numbers ending in 6-7: Seventh of the month

-- Case numbers ending in 8-9: Ninth of the month

Service Area: Craig County

Food Stamps/SNAP - Roanoke, Roanoke City Social Services

Roanoke City Social Services

1510 Williamson Road NE

Roanoke, VA 24012

(540)853-2591

Eligibility: jupiter.dss.state.va.us/EligibilityScreening/

Service Description: Provides nutritional food to income eligible individuals and their families. Electronic Benefit Transfer (EBT) cards are distributed to acquire approved purchases.

Individuals may visit the web site to determine eligibility.

For lost EBT card call customer service at 866-281-2448. You may also go to your local DSS office to receive a new card.

SNAP distribution schedule, based on the last digit of the ADAPT (Application Benefit Delivery Automation Project) case number. Find the ADAPT number, a 7-digit number identified as "Case Number", on letters from your local agency

****NEW DISTRIBUTION SCHEDULE****

September 2012

-- Case numbers ending in 0-3: First of the month

-- Case numbers ending in 4-9: Fourth of the month

October 2012

-- Case numbers ending in 0-3: First of the month

-- Case numbers ending in 4-5: Fourth of the month



- Case numbers ending in 6-7: Seventh of the month
- Case numbers ending in 8-9: Ninth of the month

Service Area: Roanoke City

Home Delivered Meals - Roanoke, Meals on Wheels, LOA Area Agency on Aging

LOA Area Agency on Aging

706 Campbell Avenue Southwest
Roanoke, VA 24016
(540)345-0451

Eligibility: Individuals age 60 and over and unable to prepare a nutritious mid-day meal with no one available or willing to prepare the meal for them. Spouses and dependents with disabilities, regardless of age, may qualify.

Service Description: Volunteers deliver a hot, nutritious lunch Monday through Friday to home bound seniors citizens. Each meal is 1/3 of the U.S. Recommended Daily Allowance. The volunteer also does a well-being check on each client. Breakfast is served to those at a high nutritional risk.

Service Area: Botetourt County, Roanoke City, Roanoke County, Salem City, Covington City, Alleghany County, Craig County

Military Family Support - Salem, Virginia Military Family Support Center

Virginia Military Family Support Center

901 Russell Drive
Salem, VA 24153
(540)400-8301

Eligibility: Military families, service men and women in the Armed Forces of the United States America in times of mobilization, deployment in war, national security and disaster relief operations, Wounded Warriors and families of deceased military heroes.

Service Description: Reduces stress for both the service member and members of their families. Services include:

- *Information Clearinghouse - information and guidance on using the resources available to dependents through DOD or local services.

- *Telecommunications - Internet access and free long distance

- *Social Interaction - Entertainment events, support group assistance and a casual meeting place.

- *Home and Care Repair - Reduced or no-cost repairs made by qualified Center volunteers.

- *Supplies - In-house pantry to provide food (canned and non-perishable), baby supplies, household items and school supplies.

- *Needed information and a newsletter.

Service Area: Roanoke County, Montgomery County, Salem City, Botetourt County, Roanoke City, Craig County, Franklin County, Bedford County, Alleghany County



Shelter-Homeless - Roanoke, RAM House, Roanoke Area Ministries

Roanoke Area Ministries

824 Campbell Avenue Southwest
Roanoke, VA 24016
(540)343-3753

Eligibility: People who are homeless.

Service Description: Provides a day shelter with laundry facilities for the homeless. A phone is available to make and receive employment and doctor's appointment calls and messages. This facility is a meal site staffed by volunteers that offers lunch daily.

Service Area: Roanoke City

SNAP/Food Stamps - Salem, Roanoke County Social Services

Roanoke County Social Services

220 East Main Street
Salem, VA 24153
(540)387-6087

Eligibility: jupiter.dss.state.va.us/EligibilityScreening/

Service Description: Provides nutritional food to income eligible individuals and their families. Electronic Benefit Transfer (EBT) cards are distributed to acquire approved purchases. Individuals may visit the web site to determine eligibility.

For lost EBT card, call Customer Service at 1-866-281-2448. May also visit local Department of Social Services to request new card.

SNAP distribution schedule, based on the last digit of the ADAPT (Application Benefit Delivery Automation Project) case number. Find the ADAPT number, a 7-digit number identified as "Case Number", on letters from your local agency

****NEW DISTRIBUTION SCHEDULE****

September 2012

- Case numbers ending in 0-3: First of the month
- Case numbers ending in 4-9: Fourth of the month

October 2012

- Case numbers ending in 0-3: First of the month
- Case numbers ending in 4-5: Fourth of the month
- Case numbers ending in 6-7: Seventh of the month
- Case numbers ending in 8-9: Ninth of the month

Service Area: Roanoke County, Salem City

St. Mark's Lutheran Church - Roanoke

St. Mark's Lutheran Church

1008 Franklin Rd., SW
Roanoke, VA 24016



(540)344-9051

Eligibility: Specific documents required: Proof of Income.

Service Description: Provides non-perishable food and clothing for people in need.

Service Area: Roanoke City, Salem City, Roanoke County

Summer Food Service Program - Roanoke, Boys & Girls Club 9th St. - VDH

Virginia Department of Health

1714 9th Street

Roanoke, VA 24013

(540)309-9067

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, Garden City Elem - VDH

Virginia Department of Health

3718 Garden City Blvd

Roanoke, VA 24014

(540)344-9501

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City, Roanoke County

Summer Food Service Program - Roanoke, Shenandoah Avenue - VDH

Virginia Department of Health

3288 A Shenandoah Avenue

Roanoke, VA 24017

(540)355-9114

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served



free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, The Salvation Army - VDH

Virginia Department of Health

724 Dale Avenue
Roanoke, VA 24013
(540)343-5335

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, Villages at Lincoln - VDH

Virginia Department of Health

1801 Dunbar Street
Roanoke, VA 24012
(540)537-6931

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, West End Center - VDH

Virginia Department of Health

1226 Patterson Ave SW
Roanoke, VA 24016
(540)342-0902

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.



Service Area: Roanoke City

Summer Food Service Program - Roanoke City, Summer Enrichment Program - VDH

Virginia Department of Health

305 Mountain Ave.
Roanoke, VA 24016
(540)819-3112

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke County

Summer Food Service Program - Roanoke, Abundant Grace Outreach - VDH

Virginia Department of Health

802 Hunt Avenue NW
Roanoke, VA 24012
(540)314-8690

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke County, Roanoke City

Summer Food Service Program - Roanoke, Blue Ridge Behavioral Health - VDH

Virginia Department of Health

3517 Brandon Avenue
Roanoke, VA 24017
(540)981-1102

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City



Summer Food Service Program - Roanoke, Dominion Day Services, Williamson - VDH

Virginia Department of Health

3646 Williamson Road, NW
Roanoke, VA 24012
(540)400-1192

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, Family Bible Fellowship Church - VDH

Virginia Department of Health

1342 Riverland Road SE
Roanoke, VA 24014
(540)793-4976

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, Forest Park Academy - VDH

Virginia Department of Health

2730 Melrose Avenue
Roanoke, VA 24017
(540)892-6318

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City



Summer Food Service Program - Roanoke, Gainsboro Family YMCA, - VDH

Virginia Department of Health

108 Orange Avenue
Roanoke, VA 24016
(540)342-2332

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, Garden City Baptist - VDH

Virginia Department of Health

3536 Garden City Blvd.
Roanoke, VA 24014
(540)427-0131

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, Garden City Center - VDH

Virginia Department of Health

3800 Yellow Mountain Road S E
Roanoke, VA 24014
(540)793-4976

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, Indian Rock Village - VDH

Virginia Department of Health



2034 Indian Village Lane, SE
Roanoke, VA 24013
(540)982-1187

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, Jackson Park Library #1- VDH

Virginia Department of Health

1101 Morningside Street S E
Roanoke, VA 24013
(540)853-2640

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, Jackson Park Library #2 - VDH

Virginia Department of Health

1101 Morningside Street S E
Roanoke, VA 24013
(540)853-2640

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, Jamestown Place Housing - VDH

Virginia Department of Health

1533 Pike Lane, SE
Roanoke, VA 24017



(540)309-4975

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, Jesus is Lord - VDH

Virginia Department of Health

702 Ferdinand Avenue SW

Roanoke, VA 24016

(540)892-3019

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, Kirk Family YMCA - VDH

Virginia Department of Health

520 Church Avenue

Roanoke, VA 24016

(540)342-2332

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, Landsdown Park Housing Community - VDH

Virginia Department of Health

2624 Salem Turnpike, NW

Roanoke, VA 24017

(540)537-9776



Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, London Avenue Christian Church - VDH

Virginia Department of Health

730 London Avenue
Roanoke, VA 24017
(540)353-5218

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, Maple St. Baptist Church - VDH

Virginia Department of Health

902 Fairfax Ave. NW
Roanoke, VA 24016
(540)343-3880

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, Mt. Olive NAF - VDH

Virginia Department of Health

915 Patterson Avenue SW
Roanoke, VA 24017
(540)915-9660

Eligibility: Any child in the community



Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, Presbyterian Community Center - VDH

Virginia Department of Health

1228 Jamison Avenue

Roanoke, VA 24013

(540)397-4185

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, Renewed Mind Family Center - VDH

Virginia Department of Health

1727 Peters Creek Road NW

Roanoke, VA 24017

(540)556-0827

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, Stonewall Jackson Mid School - VDH

Virginia Department of Health

1004 Montrose Ave

Roanoke, VA 24013

(540)344-9501

Eligibility: any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served



free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program - Roanoke, St Johns Episcopal 1 - VDH

Virginia Department of Health

1 Mountain Avenue S W

Roanoke, VA 24016

(540)309-6300

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program -Roanoke, Gods House Baptist - VDH

Virginia Department of Health

3601 Melrose Avenue

Roanoke, VA 24017

(540)981-9104

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program -Roanoke, Good Will - VDH

Virginia Department of Health

2520 Melrose Ave.

Roanoke, VA 24017

(540)581-0620

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.



Service Area: Roanoke City

Summer Food Service Program -Roanoke, Holiness Tabernacle COGIC - VDH

Virginia Department of Health

1130 Melrose Avenue
Roanoke, VA 24017
(540)206-4788

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

Summer Food Service Program -Roanoke, New Covenant COGIC - VDH

Virginia Department of Health

3603 36th Street
Roanoke, VA 24017
(540)362-2949

Eligibility: Any child in the community

Service Description: To ensure that children receive the same high quality meals during school vacations that they get in school cafeterias during the school year. Nutritious meals are served free of charge at sites that are operated or sponsored by a local organization and are approved by VDH. This program is federally funded by USDA, but is administered in Virginia by the VDH.

Service Area: Roanoke City

WIC - Fincastle, Botetourt County Health Department

Botetourt County Health Department

21 Academy Street
Fincastle, VA 24090
(540)473-8240

Eligibility: No restrictions.

Service Description: WIC (Women, Infants and Children) program, is a nutrition program for eligible pregnant, post-partum and breastfeeding women and young children.

Service Area: Botetourt County



WIC - New Castle, Craig County Health Department

Craig County Health Department

161 Main Street
New Castle, VA 24127
(540)864-5136

Eligibility: No restrictions.

Service Description: WIC (Women, Infants and Children) program, is a nutrition program for eligible pregnant, post-partum and breastfeeding women and young children.

Service Area: Craig County

WIC - Roanoke, Roanoke City Health Department

Roanoke City Health Department

1502 Williamson Road NE
Roanoke, VA 24012
(540)283-5050

Eligibility: No restrictions.

Service Description: WIC (Women, Infants and Children) program, is a nutrition program for eligible pregnant, post-partum and breastfeeding women and young children.

Service Area: Roanoke City

WIC - Vinton, Vinton Health Department

Vinton Health Department

227 South Pollard Street
Vinton, VA 24179
(540)857-7800

Eligibility: No restrictions.

Service Description: WIC (Women, Infants and Children) program, is a nutrition program for eligible pregnant, post-partum and breastfeeding women and young children.

Service Area: Roanoke County

WIC/Women, Infant & Children - Salem, Roanoke County/Salem Health Department

Roanoke County/Salem Health Department

105 East Calhoun Street
Salem, VA 24153
(540)387-5530

Eligibility: Pregnant women, infants and children under age five years.



Service Description: Provides nutrition education, breast feeding promotion and support, supplemental nutritious foods, counseling at WIC clinics, and screening and referrals to other health, welfare, and social services. The goal of the Program is to improve the health of pregnant women, infants and children (under 5 years) through better nutrition and access to health care. To be eligible for the WIC Program, applicants must meet categorical, residential, income and nutrition risk requirements.

Service Area: Roanoke County, Salem City



Housing, Utilities

Counseling-Financial - Roanoke, Money Management International

Money Management International

7000 Peters Creek Road

Roanoke, VA 24019

(866)490-9439

Eligibility: Contact the office.

Service Description: Provides professional financial guidance, credit counseling, community-wide educational programs, debt management assistance, bankruptcy counseling and education services, and housing counseling assistance to consumers via phone, Internet and in-person sessions available. MMI is a HUD-approved housing counseling agency, and also a member of the National Foundation for Credit Counseling (NFCC) and The Association of Independent Consumer Credit Counseling Agencies (AICCCA).

Service Area: Botetourt County, Craig County, Roanoke County, Roanoke City, Salem City

Counseling-Housing - Roanoke, Home Ownership Counseling, Total Action Against Poverty

Total Action Against Poverty

145 Campbell Avenue SW

Roanoke, VA 24011

(540)345-67814391

Eligibility: Must be in housing crisis situation for financial assistance.

Service Description: Offers counseling to persons in mortgage and rent default situations in an effort to prevent homelessness. Also offers pre-purchase counseling to potential home buyers. Also offers Reverse Mortgage Counseling for seniors. A HUD approved housing counseling agency.

Service Area: Alleghany County, Salem City, Roanoke County, Botetourt County, Roanoke City, Covington City, Buena Vista City, Lexington City, Franklin County, Craig County, Rockbridge County

Energy Assistance - Salem, Roanoke County Social Services

Roanoke County Social Services

220 East Main Street

Salem, VA 24153

(540)387-6087

Eligibility:

Service Description: The EA Program assists low-income households, particularly those with the lowest incomes that pay a high proportion of household income for home energy. It is comprised of four components:



Fuel Assistance: Helps with the cost of heating. This program can also help with furnace re-starts, late charges, delivery charges, installation charges, and connection or re-connection fees. Accepts applications from the second Tuesday in October through the second Friday in November. Applications should expect notification of their eligibility determination by mid-December.

Crisis Assistance: Helps when Fuels assistance and other resources don't meet the need. Some examples of emergencies include: lack of heat, utility cut-off is imminent, and inoperable or unsafe heating equipment. Types of Crisis Assistance may include: payment of utility security deposit; purchase of portable space heater; purchase of primary home heating fuel; payment for emergency shelter; payment of primary heat utility bill; repair of heating equipment; replacement of heating equipment; and/or provision of supplemental heating equipment/maintenance. Accepts application from Nov. 1 through March 15. Assistance for the purchase of heating fuel and utility bills for primary residences are available from the first workday in January through March 15.

Cooling Assistance: Helps with cooling emergencies resulting from extreme heat. Accepts applications from June 15 through Aug. 15. Household must contain at least one vulnerable person (aged 60 or over, child under six or a disabled individual) and there must be a cooling need. The following types of assistance are available if the eligibility conditions are met and the assistance will ensure cooling: purchase or replace and install an air conditioner; repair a central air conditioning unit or heat pump; payment of an electric utility security deposit; payment of the electric bill to operate the cooling equipment.

Service Area: Roanoke County, Salem City

Financial Aid - Roanoke, Helping Hands Fund

Helping Hands Fund

4040 Williamson Road NW
Roanoke, VA 24012
(540)366-2490

Eligibility:

Service Description: This volunteer-run service assists in obtaining emergency financial assistance and referral services to individuals and families in financial distress. All applicants are screened by telephone and all applicant information is kept confidential. Assistance is limited to the following categories:

- * Threat of eviction (must have notice)
- * Threat of loss of essential utility (must have cut-off notice)
- * Housing deposit
- * Food
- * Automobile gas
- * Medications

Service Area: Roanoke City, Roanoke County, Salem City



Financial Aid-Housing - Roanoke, Mortgage Down Payment Assistance Program, Roanoke City Government Services

Roanoke City Government Services

215 Church Avenue Southwest
Roanoke, VA 24011
(540)853-5681

Eligibility: Mortgage institution providing loan financing determines eligibility. Visit the website for more information.

Service Description: ***Provides MORTGAGE DOWN PAYMENT or CLOSING COST assistance ONLY. Do not refer for rent or mortgage payment assistance.***

Provides financial assistance to families or individuals seeking to buy a home in the City for use as their personal residence. Assistance provided for home purchase in the City of Roanoke only. Eligibility depends on your total household income with income caps dependent on the number of people in the household. Loan funds are available for up to 50% of the required down payment plus reasonable closing costs. This assistance is in the form of a 10-year, forgivable, no interest loan of \$1,000 to \$8,000 maximum. Funds are available on a first come, first served basis.

If the home you're purchasing was built before 1978, the City requires a visual assessment of potential lead-based paint hazards. The DPA will not assist homes with potential lead-based hazards.

Service Area: Roanoke City

Financial Aid-Housing - Roanoke, Emergency Financial Aid, Roanoke Area Ministries

Roanoke Area Ministries

824 Campbell Avenue Southwest
Roanoke, VA 24016
(540)981-1732

Eligibility: See program description for geographic guidelines. Must meet income eligibility criteria and provide documents required.

Service Description: Provides emergency financial assistance once every twelve months with utility disconnect bills, rent/mortgage payments, and prescriptions. Maximum grant is \$75-\$100. Residents outside of Northwest and Southwest Roanoke City must obtain a referral from an agency in their area of residence. Applications and requests for assistance are not accepted by mail or by telephone. The person applying for assistance must apply, in person, in the Emergency Financial Aid office. Applications are accepted Monday through Friday, 9am to 11:30am and 1:30pm to 3:00pm. Requires documentation such as lease agreements, utility bills, pay stubs, etc. as verification.

Serves Roanoke Valley; overlaps with the Presbyterian Center which serves only Northeast and Southeast Roanoke City and Roanoke County. Northwest and Southwest Roanoke County/Salem residents need a referral from Roanoke County Social Services.

Service Area: Roanoke County, Roanoke City, Salem City



Financial Aid-Housing - Roanoke, Habitat for Humanity in the Roanoke Valley

Habitat for Humanity in the Roanoke Valley

403 Salem Avenue
Roanoke, VA 24016
(540)344-0747

Eligibility: Families in need of housing with an ability to make monthly mortgage payments and a willingness to partner with Habitat.

Service Description: An affiliate of Habitat for Humanity International. HFHRV is a non-profit Christian housing program utilizing donor funds and volunteer labor in its mission to eliminate poverty housing. Working in partnership with families to build decent, affordable homes, the homes are then sold with a zero-profit, zero interest mortgages.

Mortgage payments from partner families are then combined with donations from businesses, churches, local governments, organizations, individuals, and proceeds from The Habitat ReStore to offer more families the security of home-ownership.

Attend an application information meeting at the Habitat office, 403 Salem Avenue, at 9:00 a.m. on the first Saturday of every month. Habitat's selection process considers a family's need for better housing, ability to pay a mortgage loan and willingness to partner in the program. Habitat is a fair housing lender, and all qualified applicants will receive consideration for homeownership without regard to race, color, religion, sex, disability or national origin. Special accommodations are available upon request.

Service Area: Salem City, Roanoke County, Roanoke City, Botetourt County, Craig County

Financial Aid-Housing - Roanoke, Homeless Intervention Program, Total Acton Against Poverty

Total Action Against Poverty

302 2nd Street SW
Roanoke, VA 24016
(540)283-4800

Eligibility: The following list of problems are the only qualifications for this program. You must have a 5 day pay or quit notice, an unlawful detainer, or be at least 30 days behind on your rent or mortgage. Please be aware that you must be able to document and pr

Service Description: Provides time-limited financial and housing counseling assistance to low income individuals and families experiencing a financial crisis and are at risk of homelessness or for those who are currently homeless. HIP assistance is intended to facilitate their ability to maintain or obtain permanent housing. This program can only assist with a Housing Crisis for Rents, Mortgage payments and rent deposits. Funds are available for Rent (up to 6 months delinquent), deposits and Mortgages (up to \$3,000 per client). Your crisis must be temporary in nature and you must prove that you were able to pay your bills before the crisis happened. This program can only assist you once per lifetime. No assistance available for persons who are tenants in public or subsidized housing or Section 8.

Covington Office - Contact: Anne St. Clair (540) 962-6328



Bostic-Farmer Education & Training Center

118 S. Lexington Ave.

Covington, VA.

Lexington Office - Contact: Michael Thompson (540) 463-9527

Outreach Center

13 Preston St.

Lexington, VA

Service Area: Botetourt County, Covington City, Craig County, Salem City, Roanoke City, Roanoke County

Financial Aid-Housing - Roanoke, The Salvation Army Roanoke Corps

The Salvation Army Roanoke Corps

724 Dale Avenue Southeast

Roanoke, VA 24013

(540)343-5335

Eligibility: Must meet income eligibility guidelines.

Service Description: Provides financial assistance for rent and mortgages.

Service Area: Salem City, Roanoke County, Roanoke City

Financial Aid-Housing - Salem, Salem Ministers Conference Community Food Pantry

Salem Ministers Conference Community Food Pantry

620 Chapman Street

Salem, VA 24153

(540)389-6938

Eligibility: Resident of Salem, Vinton, and Roanoke County. Income less than 150% of median income for Virginia.

Service Description: People who live in Roanoke County, Salem and Vinton who face either termination of electric, water, heating service or eviction from their homes may apply for assistance. Once per year we can help by sending a check directly to the vendor on behalf of our clients so they can keep vital services or remain in their home.

Service Area: Salem City, Roanoke County

Financial Aid-Utility - Roanoke, HELP, Commonwealth Catholic Charities

Commonwealth Catholic Charities

541 Luck Avenue SW

Roanoke, VA 24016

(540)342-0411



Eligibility: Bill must be in client's name and must provide required documentation and a valid photo identification.

Service Description: Provides emergency financial, food, and long-term planning assistance to people facing a monetary crisis. Offers the assistance needed to resolve a crisis, and the education to keep people on the road to self-sufficiency.

HELP provides assistance with the following:

- *Past due utilities: water, electricity, gas, or oil;
- *Food.

Provides financial assistance for past due electric, gas, oil, and water bills for residents of Roanoke City and Roanoke County. Cannot pay current charges.

Cannot assist with deposits to connect or reconnect utilities.

The party seeking HELP must be named on the bill and must be able to present the bill and a photo ID at the time of appointment.

Must make an appointment by phone. Due to the high volume of requests, walk-in clients will not be assisted.

Roanoke Food Pantry Hours - Saint Francis House

Monday-Friday 8:30m-11:30am.

Closed the first Tuesday of each month.

Service Area: Roanoke County, Roanoke City

Financial Aid-Utility/Fuel - Roanoke, Presbyterian Community Center, Presbyterian Community Center

Presbyterian Community Center

1228 Jamison Avenue SE

Roanoke, VA 24013

(540)982-2911

Eligibility: Must meet income, age, and other guidelines. Must live in Southeast or Northeast Roanoke City or Vinton.

Service Description: Provides emergency financial assistance to eligible low-income families and individuals for utilities, rent, prescriptions, heating oil and other necessities. Will not assist with security deposits. Assists eligible clients one time per year. All payments are made directly to vendors.

When available, assistance for rent and utilities is \$75-100.

When available, prescription assistance is for Northeast and Southeast Roanoke City and Vinton residents aged 55 or older. Assistance may be up to \$300 per client.

The goal is to help clients through difficult times, avoid homelessness, and ultimately allow them to maintain or improve their life situations.

Service Area: Roanoke County, Roanoke City

Financial Aid-Utility/Fuel - Daleville, Energy Assistance, Botetourt County Social Services Botetourt County Social Services



220 Commons Parkway
Daleville, VA 24083
(540)591-5960

Eligibility: Visit www.dss.virginia.gov/benefit/ea/index.cgi for an eligibility screening and online applications.

Service Description: Assists low-income households, particularly those with the lowest incomes that pay a high proportion of household income for home energy. It is comprised of four components:

Fuel Assistance:

The purpose of Fuel Assistance is to help eligible households with the cost of home heating. It is designed to help offset this expense rather than to pay all of it. This program can also help with furnace re-starts, late charges, delivery charges, installation charges, and connection or re-connection fees.

To be eligible for Fuel Assistance, there are certain income guidelines and living arrangements that must be met. The household must be responsible for paying the heating bill. Local departments of social services accept applications from the second Tuesday in October through the second Friday in November. Applications should expect notification of their eligibility determination by mid-December.

Crisis Assistance:

Crisis Assistance is intended for emergency situations. It helps eligible households when Fuel Assistance or other resources cannot meet the need. Some examples of emergencies include: lack of heat, utility cut-off is imminent, and inoperable or unsafe heating equipment. Types of Crisis Assistance may include: payment of utility security deposit; purchase of portable space heater; purchase of primary home heating fuel; payment for emergency shelter; payment of primary heat utility bill; repair of heating equipment; replacement of heating equipment; and/or provision of supplemental heating equipment/maintenance. To be eligible for Crisis Assistance, there must be a heating emergency and certain income and citizenship criteria must be met. Applications for equipment-related assistance, security deposits and emergency shelter are accepted from November 1 through March 15 at local departments of social services. Assistance for the purchase of heating fuel and utility bills for primary residences are available from the first workday in January through March 15.

Cooling Assistance: Helps with cooling emergencies resulting from extreme heat. The purpose of cooling assistance is to prevent or help with cooling emergencies resulting from extreme heat. Applications are accepted at the local department of social services from June 15 through August 15. To be eligible for any type of Cooling Assistance, certain income and citizenship criteria must be met. In addition, the household must contain at least one vulnerable person (aged 60 or over, child under six, or a disabled individual) and there must be a cooling need. The following types of assistance are available if the eligibility conditions are met and the assistance will ensure cooling: purchase or replace and install an air conditioner; repair a central air conditioning unit or heat pump; payment of an electric utility security deposit; payment of the electric bill to operate the cooling equipment.

Service Area: Botetourt County



Financial Aid-Utility/Fuel - New Castle, Energy Assistance, Craig County Social Services

Craig County Social Services

177 Court Street
New Castle, VA 24127
(540)864-5117

Eligibility: Visit the website for more information, eligibility screening, and applications:
www.dss.virginia.gov/benefit/ea/index.cgi.

Service Description: Assists low-income households, particularly those with the lowest incomes that pay a high proportion of household income for home energy. It is comprised of four components:

Fuel Assistance:

Helps eligible households with the cost of home heating. Designed to help offset this expense rather than to pay all of it. Assists with furnace re-starts, late charges, delivery charges, installation charges, and connection or re-connection fees. To be eligible for Fuel Assistance, there are certain income guidelines and living arrangements that must be met. The household must be responsible for paying the heating bill. Local departments of social services accept applications from the second Tuesday in October through the second Friday in November. Applications should expect notification of their eligibility determination by mid-December.

Crisis Assistance:

Intended for emergency situations. Helps eligible households when Fuel Assistance or other resources cannot meet the need. Some examples of emergencies include: lack of heat, utility cut-off is imminent, and inoperable or unsafe heating equipment. Types of Crisis Assistance may include: payment of utility security deposit; purchase of portable space heater; purchase of primary home heating fuel; payment for emergency shelter; payment of primary heat utility bill; repair of heating equipment; replacement of heating equipment; and/or provision of supplemental heating equipment/maintenance. To be eligible for Crisis Assistance, there must be a heating emergency and certain income and citizenship criteria must be met. Applications for equipment-related assistance, security deposits and emergency shelter are accepted from Nov. 1 through March 15 at local departments of social services. Assistance for the purchase of heating fuel and utility bills for primary residences are available from the first workday in January through March 15.

Cooling Assistance:

Prevents or helps with cooling emergencies resulting from extreme heat. Applications are accepted at the local department of social services from June 15 through Aug. 15. To be eligible for any type of Cooling Assistance, certain income and citizenship criteria must be met. In addition, the household must contain at least one vulnerable person (aged 60 or over, child under six or a disabled individual) and there must be a cooling need. The following types of assistance are available if the eligibility conditions are met and the assistance will ensure cooling: purchase or replace and install an air conditioner; repair a central air conditioning unit or heat pump; payment of an electric utility security deposit; payment of the electric bill to operate the cooling equipment.

Service Area: Craig County



Financial Aid-Utility/Fuel - Roanoke, Energy Assistance, Roanoke City Social Services

Roanoke City Social Services

1510 Williamson Road NE
Roanoke, VA 24012
(540)853-2591

Eligibility: jupiter.dss.state.va.us/EligibilityScreening/

Service Description: The EA Program assists low-income households, particularly those with the lowest incomes that pay a high proportion of household income for home energy. It is comprised of four components:

Fuel Assistance: Helps with the cost of heating. This program can also help with furnace re-starts, late charges, delivery charges, installation charges, and connection or re-connection fees. Accepts applications from the second Tuesday in October through the second Friday in November. Applications should expect notification of their eligibility determination by mid-December.

Crisis Assistance: Helps when Fuels assistance and other resources don't meet the need. Some examples of emergencies include: lack of heat, utility cut-off is imminent, and inoperable or unsafe heating equipment. Types of Crisis Assistance may include: payment of utility security deposit; purchase of portable space heater; purchase of primary home heating fuel; payment for emergency shelter; payment of primary heat utility bill; repair of heating equipment; replacement of heating equipment; and/or provision of supplemental heating equipment/maintenance. Accepts application from Nov. 1 through March 15. Assistance for the purchase of heating fuel and utility bills for primary residences are available from the first workday in January through March 15.

Cooling Assistance: Helps with cooling emergencies resulting from extreme heat. Accepts applications from June 15 through Aug. 15. Household must contain at least one vulnerable person (aged 60 or over, child under six or a disabled individual) and there must be a cooling need. The following types of assistance are available if the eligibility conditions are met and the assistance will ensure cooling: purchase or replace and install an air conditioner; repair a central air conditioning unit or heat pump; payment of an electric utility security deposit; payment of the electric bill to operate the cooling equipment.

Service Area: Roanoke City

Financial Aid-Utility/Fuel - Roanoke, Neighbor to Neighbor Utility Assistance, Salvation Army

Roanoke Corps

The Salvation Army Roanoke Corps

724 Dale Avenue Southeast
Roanoke, VA 24013
(540)343-5335

Eligibility: Total gross household income must be at or below 150 percent of the Federal Poverty Income Guidelines. Must have paid at least 100 dollars on their account in the 90 days prior to applying (75 dollars if applicant is over age 62). Must have outstanding b



Service Description: Appalachian Power and Dollar Energy Fund have teamed up to offer assistance to our neighbors in need. Assists low-income Appalachian Power customers who have difficulty paying their electric bill. Eligible customers will receive a utility assistance grant applied directly to their Appalachian Power bill to help maintain or restore basic electric service (up to \$500 per calendar year). Eligible customers will have a household income at or below 150% of the Federal Poverty Income Guidelines. Available to customers who may not be eligible for the Energy Assistance Program. Grants are dispersed on a first-come first-serve basis to eligible applicants and are based on funding availability.

Service Area: Salem City, Roanoke City, Roanoke County

Financial Aid-Utility/Fuel - Roanoke, Project Warm, The Salvation Army Roanoke Corps

The Salvation Army Roanoke Corps

724 Dale Avenue Southeast
Roanoke, VA 24013
(540)343-5335

Eligibility: Contact the office.

Service Description: Provides firewood for low income, aged, and people with disabilities. Program operates November through March.

Service Area: Roanoke City, Roanoke County, Salem City

Financial Aid-Utility/Fuel - Roanoke, The Salvation Army Roanoke Corps

The Salvation Army Roanoke Corps

724 Dale Avenue SE
Roanoke, VA 24013
(540)343-5335

Eligibility: Must meet income eligibility guidelines.

Service Description: Provides financial assistance up to \$100 with electric and up to \$200 with gas. Best to call the last of the month for appointments for the next month. (No assistance for electricity reconnections.)

Service Area: Salem City, Roanoke City, Roanoke County

Financial Aid-Utility/Fuel - Roanoke, Utility Assistance, Total Action Against Poverty

Total Action Against Poverty

302 2nd Street SW
Roanoke, VA 24011
(540)283-4800

Eligibility: Families that are TANF eligible.



Service Description: Provides emergency utility assistance to help TANF eligible families with utility payments. Must have children under 18 in the household.

The program provides financial assistance up to \$125.00 for gas, water or electric. Funds are available for deposits if moving.

Contacts for Covington and Lexington:

Covington (540) 962-6328 - Anne St Clair - site is Bostic-Farmer Education and Training Center, 118 S. Lexington Avenue, Covington, VA

Lexington (540) 463-9527 - Michael Thompson - site is Outreach Center, 13 Preston Street, Lexington, VA

Service Area: Covington City, Alleghany County, Roanoke City, Roanoke County, Lexington City, Rockbridge County, Buena Vista City, Botetourt County, Salem City, Craig County

Financial Aid-Utility/Fuel - Salem, Salem Ministers Conference Community Food Pantry

Salem Ministers Conference Community Food Pantry

620 Chapman Street

Salem, VA 24153

(540)389-6938

Eligibility: Resident of Salem, Vinton, and Roanoke County. Income less than 150% of median income for Virginia.

Service Description: People who live in Roanoke County, Salem and Vinton who face either termination of electric, water, heating service or eviction from their homes may apply for assistance. Once per year we can help by sending a check directly to the vendor on behalf of our clients so they can keep vital services or remain in their home.

Service Area: Salem City, Roanoke County

Financial Assistance-Housing/Utilities/Fuel - Roanoke, Temporary Relief of Unexpected Emergencies, Saint John's Episcopal Church

Saint John's Episcopal Church

Jefferson Street & Elm Avenue

Roanoke, VA 24013

(540)343-9341

Eligibility: Must have balance of bill covered. Will help only once in 12 months. Must have disconnect or eviction notice and picture ID.

Service Description: Provides financial assistance for rental eviction and utility cutoff notice on a one time per year basis. Will contribute \$50 to \$75 only if able to come up with remainder of bill. Does not pay for reconnects or rental deposits. Client must have pledges of other financial assistance before funds will be provided. Applicants must be in line by 7:30 AM on Tuesdays. Assistance is subject to availability of funds. Checks are made payable directly to provider for utility or landlord for rent.

Service Area: Roanoke City, Roanoke County, Salem City



Group Home-Other - Blue Ridge, Wilkinson Home, HopeTree Family Services

HopeTree Family Services

1078 Apple Butter Lane
Blue Ridge, VA 24064
(540)947-2072

Eligibility: Adults with developmental disabilities

Service Description: Serves adults with intellectual disabilities or other similar disability.

Disabilities must occur before the age of eighteen. Must have limitations in three or more of the following major life activities: self-care, independent living, economic self-sufficiency, receptive and expressive language, mobility, learning, and self-direction. Offers long-term care for adults with intellectual disabilities that encourages continued growth toward individual maximum potential within a Christian, community-integrated, home-like environment. Provides residential support services for adults with intellectual disabilities in their own homes and temporary respite care on an as-needed basis and when space is available in the group homes.

Service Area: Bedford City, Bedford County, Statewide

Group Home-Other - Salem, Alma Hunt Cottage and Bledsoe Homes, HopeTree Family Services

HopeTree Family Services

860 Mount Vernon Lane
Salem, VA 24153
(540)389-1305

Eligibility: Women with developmental disabilities

Service Description: Serves women with intellectual disabilities or other similar disability.

Disabilities must occur before the age of eighteen. Must have limitations in three or more of the following major life activities: self-care, independent living, economic self-sufficiency, receptive and expressive language, mobility, learning, and self-direction. Offers long-term care for adults with intellectual disabilities that encourages continued growth toward individual maximum potential within a Christian, community-integrated, home-like environment. Provides residential support services for adults with intellectual disabilities in their own homes and temporary respite care on an as-needed basis and when space is available in the group homes.

Service Area: Botetourt County, Salem City, Roanoke County, Craig County, Roanoke City, Statewide

Group Home-Other- Salem, Ruth Camp Campbell and Cottage II Homes-Intellectual Disabilities, HopeTree Family Services

HopeTree Family Services

860 Mount Vernon Lane
Salem, VA 24153
(540)387-1449



Eligibility: Men with developmental disabilities

Service Description: Serves men with intellectual disabilities or other similar disability. Disabilities must occur before the age of eighteen. Must have limitations in three or more of the following major life activities: self-care, independent living, economic self-sufficiency, receptive and expressive language, mobility, learning, and self-direction. Offers long-term care for adults with intellectual disabilities that encourages continued growth toward individual maximum potential within a Christian, community-integrated, home-like environment. Provides residential support services for adults with intellectual disabilities in their own homes and temporary respite care on an as-needed basis and when space is available in the group homes.

Service Area: Roanoke County, Botetourt County, Craig County, Salem City, Roanoke City, Statewide

Homeless Services - Roanoke, Homeless Assistance Team, Roanoke City Government Services

Roanoke City Government Services

339 Salem Avenue Southwest
Roanoke, VA 24016
(540)853-1715

Eligibility: This service is for homeless individuals ONLY, either on the street or in shelters in Roanoke City.

Service Description: Provides street outreach and essential services to homeless individuals and families who meet the HUD definition of homelessness. Financial assistance is limited to rental deposits when transitioning into permanent housing.

Service Area: Roanoke City

Homelessness Prevention - Roanoke, Homeless Prevention and Rapid Re-housing Program, Community Housing Resource Center, Council of Community Services

Council of Community Services

1502 Williamson Road
Roanoke, VA 24012
(540)266-7551

Eligibility: Must pass initial phone screen. Must schedule and participate in an initial consultation.

Individual or household must be at or below 50% of area median income based on household size.

Must be homeless or at risk of becoming homeless (at risk means no ap

Service Description: Focuses on housing for homeless and at-risk households by providing temporary financial assistance to individuals and families who are homeless or would be homeless but for this assistance.



Temporary financial assistance includes rental assistance, security deposits, and in SOME cases utility assistance (ONLY if utility connection must be maintained for the family to remain in the home - language MUST be in the lease).

MORTGAGE ASSISTANCE IS NOT ALLOWED UNDER THIS PROGRAM.

Funded through the Homelessness Prevention and Rapid-Re-Housing Program (HPRP) under Title XII of the American Recovery and Reinvestment Act (ARRA) of 2009 (Recovery Act).

Service Area: Covington City, Roanoke County, Botetourt County, Salem City, Craig County, Alleghany County

Homelessness Prevention - Roanoke, Homeless Prevention and Rapid Re-housing Program, Community Housing Resource Center, Council of Community Services

Council of Community Services

1502 Williamson Road
Roanoke, VA 24012
(540)266-7551

Eligibility: Must pass initial phone screen. Must schedule and participate in an initial consultation.

Individual or household must be at or below 50% of area median income based on household size.

Must be homeless or at risk of becoming homeless (at risk means no ap

Service Description: Focuses on housing for homeless and at-risk households by providing temporary financial assistance to individuals and families who are homeless or would be homeless but for this assistance.

Temporary financial assistance includes rental assistance, security deposits, and in SOME cases utility assistance (ONLY if utility connection must be maintained for the family to remain in the home - language MUST be in the lease).

MORTGAGE ASSISTANCE IS NOT ALLOWED UNDER THIS PROGRAM.

Funded through the Homelessness Prevention and Rapid-Re-Housing Program (HPRP) under Title XII of the American Recovery and Reinvestment Act (ARRA) of 2009 (Recovery Act).

Service Area: Roanoke City

Housing - Roanoke, Housing Search Assistance, Blue Ridge Independent Living Center

Blue Ridge Independent Living Center

1502 B Williamson Road Northeast
Roanoke, VA 24012
(540)342-1231

Eligibility: People with disabilities

Service Description: Helps people with disabilities who are homeless or who need to locate affordable, accessible housing.



Service Area: Covington City, Botetourt County, Alleghany County, Craig County, Roanoke County, Roanoke City, Salem City

Housing Rehab/Repair - Roanoke, Home Modifications, Blue Ridge Independent Living Center

Blue Ridge Independent Living Center

1502 B Williamson Road Northeast
Roanoke, VA 24012
(540)342-1231

Eligibility: People with disabilities

Service Description: Funding to construct ramps, install grab bars, railings and complete other home modifications that will enable a disabled individual to remain independent within their own homes. Availability depends on funding sources.

Service Area: Alleghany County, Roanoke City

Housing-Rehab/Repair - Roanoke, Emergency Home Repair, Total Action Against Poverty

Total Action Against Poverty

145 Campbell Avenue SW
Roanoke, VA 24011
(540)345-6781

Eligibility: Must meet low income guidelines.

Service Description: Provides emergency home repairs and improvements for low income residents in areas such as plumbing and electrical service, leaking roofs, and falling plaster. Will serve both renters and homeowners. If the services are for renters, the landlord will be required to provide match funds.

Service Area: Botetourt County, Roanoke County, Salem City, Roanoke City, Craig County

Housing-Rehab/Repair - Roanoke, Emergency Home Repair, Total Action Against Poverty

Total Action Against Poverty

145 Campbell Avenue SW
Roanoke, VA 24011
(540)345-67814395

Eligibility: Contact the office.

Service Description: Provides emergency home repair services to the citizens of the City of Roanoke, Roanoke County, Salem City, Botetourt County, Bath, and Craig County. The goal of emergency home repair is to improve living conditions for low-income families, low-income disabled and elderly persons by removing barriers to habitability and accessibility in their homes. Repairs are those that affect the health and safety and with out repair would make a home inaccessible, unsafe or unhealthy.



Service Area: Roanoke County, Craig County, Roanoke City, Botetourt County, Salem City

Housing-Rehab/Repair - Roanoke, Hurt Park Limited Rehab, Total Action Against Poverty

Total Action Against Poverty

145 Campbell Avenue SW
Roanoke, VA 24011
(540)345-67814395

Eligibility: Must live in Hurt Park community.

Service Description: TAP Energy Conversation and Housing Rehab provides limited rehab to the home owners located generally in the Hurt Park neighborhood. The limited rehab includes repairs both in and outside of the home. You may be eligible if you own your home and your income does not exceed a specified amount. Funding for this project is through the city of Roanoke and use of CDGB funds. Work is done collaboratively with The Neighborhood Revitalization Partnership that consist of the RRHA, Rebuilding Together, Habitat for Humanity, and the City of Roanoke.

Service Area: Roanoke City

Housing-Rehab/Repair - Roanoke, Indoor Plumbing & Rehabilitation, Total Action Against Poverty

Total Action Against Poverty

145 Campbell Avenue SW
Roanoke, VA 24011
(540)345-6781

Eligibility: Eligibility includes: lack of bathroom, lack of toilet within footprint of house or the toilet waste drops directly onto the ground under house, lack of complete indoor plumbing, lack of wastewater disposal method, lack of functioning kitchen sink, lack a

Service Description: IPR is designed to provide services and renovations to homes that do not have operable indoor plumbing. If you need indoor plumbing services, please contact TAP Housing and Community Development.

Service Area: Lexington City, Roanoke County, Roanoke City, Salem City, Buena Vista City, Botetourt County, Rockbridge County, Craig County

Housing-Rehab/Repair - Roanoke, Indoor Plumbing and Rehabilitation Program, Southeast Rural Community Assistance Project

Southeast Rural Community Assistance Project

347 Campbell Avenue
Roanoke, VA 24016
(540)345-1184



Eligibility: Must meet eligibility guidelines and live in a rural area.

Service Description: Rehabilitates homes of low income rural residents without complete indoor plumbing is a state funded program in Virginia. When the home proves too deteriorated for rehabilitation to meet HUD Section 8 housing standards, a new home is constructed.

Service Area: Maryland, Statewide, Nationwide, North Carolina

Housing-Rehab/Repair - Roanoke, Rebuilding Together Roanoke

Rebuilding Together Roanoke

PO Box 4532

Roanoke, VA 24015

(540)483-5600

Eligibility: Income must be below eighty percent of the area's median income. Assists single parents, people with disabilities, and seniors.

Service Description: Assists senior citizens, people with disabilities, and single parent families who are unable to afford the maintenance an older home requires. Rebuilding Together-Roanoke does the necessary work and there is never a charge to the homeowner. Donations of dollars and materials combined with hundreds of volunteers allows us to perform necessary repairs for 25-30 homeowners per year.

Service Area: Roanoke County, Franklin County, Roanoke City, Craig County, Botetourt County, Salem City

Housing-Rehab/Repair - Roanoke, Weatherization, Total Action Against Poverty

Total Action Against Poverty

145 Campbell Avenue SW

Roanoke, VA 24011

(540)345-67814358

Eligibility: Must meet income guidelines.

Service Description: Provides home weatherization services to the citizens of the City of Roanoke, Roanoke County, Salem City, Botetourt County, Craig County and the Allegheny Highlands. Weatherization services are designed to reduce the cost of heating and air conditioning and improve the quality of life. TAP Housing and Community Development weatherization programs are funded by the US Department of Energy and the Virginia Department of Housing and Community Development. Eligibility for weatherization services is determined by your income. If you need weatherization services, please contact the Energy Conversation and Housing Rehab

Service Area: Alleghany County, Salem City, Roanoke County, Botetourt County, Roanoke City, Covington City, Craig County



Housing-Subsidized - Roanoke, Housing Choice Voucher Program, Total Action Against Poverty

Total Action Against Poverty

145 Campbell Avenue SW
Roanoke, VA 24011
(540)345-67814345

Eligibility:

Service Description: The TAP Roanoke County Housing Choice Voucher Program (HCV) is a tenant based rental subsidy program that assists eligible low income families in renting safe and decent affordable housing through supplemental rental funds. TAP Roanoke County HCV Program operates through funding provide to TAP by the US Department of Housing and Urban Development (HUD). Participants will pay no more than 30% (not to exceed 40%) of their income in rent towards housing. TAP currently administer 83 vouchers in proper bedroom size; the unit selected is within the Fair Market Rent (FMR), Inspection (HQS) set by HUD.

Service Area: Roanoke City, Roanoke County

Housing-Subsidized - Roanoke, VA Homeless Program, United States Department of Veterans Affairs

US Department of Veterans Affairs-Southwest

116 North Jefferson Street
Roanoke, VA 24016
(800)827-1000

Eligibility:

Service Description: The HUD-Veterans Affairs Supportive Housing (HUD-VASH) program combines Housing Choice Voucher (HCV) rental assistance for homeless Veterans with case management and clinical services provided by the Department of Veterans Affairs (VA). VA provides these services for participating Veterans at VA medical centers (VAMCs) and community-based outreach clinics.

Service Area: Statewide

Housing-Subsidized-Older Adults - Roanoke, Morningside Manor, Roanoke Redevelopment & Housing Authority

Roanoke Redevelopment and Housing Authority

1020 13th Street
Roanoke, VA 24017
(540)983-9223

Eligibility: Must meet income guidelines, be age 62 or older or be an adult with a disability.



Service Description: This is a 105 unit HUD funded independent living facility for people age 62 or older and adults with disabilities. Offers efficiencies, one bedroom units, laundry facilities as well as five units that are wheelchair accessible.

Service Area: Roanoke City

Housing-Subsidized-Section 8 - Roanoke, Housing Choice Vouchers, Roanoke Redevelopment and Housing Authority

Roanoke Redevelopment and Housing Authority

2624 Salem Turnpike Northwest

Roanoke, VA 24017

(540)983-9218

Eligibility: Must meet income guidelines.

Service Description: Offers subsidized housing/rental assistance and public housing programs. Provides approximately 1,650 units in Housing Choice Voucher rental assistance and 1,263 units in the Public Housing program. Accessible units are available. Public housing apartments range in size from efficiency to five-bedrooms. There are waiting lists of varying lengths for some programs - call for further information. Some programs are HUD funded. Applications for Public Housing can be mailed to the Central Office and to each of the developments.

Applications for Housing Choice Vouchers are taken only when funding is available. Opening of Housing Choice Voucher application process is advertised by public notice.

Service Area: Roanoke City

Housing-Transitional - Roanoke, Transitional Living Center, Total Action Against Poverty

Total Action Against Poverty

23 24th Street NW

Roanoke, VA 24017

(540)345-6781

Eligibility: Must be 18 or accompanied by a parent/guardian. All people who have been confirmed to be homeless are eligible except:+ people under the influence of alcohol or drugs at intake;+ people in need of medical and/or mental health treatment beyond the scope of

Service Description: Provides transitional housing with case management, employment and counseling services. Capacity is 65 with some variability. Has individual family rooms and family suites. Has 1 room which is ADA compliant for residents with physical disabilities.

Residents may stay for up to 24 months while making progress on an action plan to correct the problems which caused their homelessness. In order to qualify as homeless you must have stayed at least one night at a local homeless shelter.

Service Area: Covington City, Craig County, Salem City, Roanoke County, Alleghany County, Botetourt County, Roanoke City



Housing-Veterans Shelter - Roanoke, VA Homeless Program, United States Department of Veterans Affairs

US Department of Veterans Affairs-Southwest

116 North Jefferson Street
Roanoke, VA 24016
(800)827-1000

Eligibility:

Service Description: Veterans Affairs have a contract with TRUST House for 15 beds for homeless vets. They may stay there up to 4 months, after which time they will have permanent housing. Have similar contract with the Transitional Living Center (TLC) for female beds.

Trust House (540) 344-8060

TLC (540)345-7537

Service Area: Roanoke County, Salem City, Roanoke City

Independent Living Skills - Roanoke, DePaul Community Resources

DePaul Community Resources

5650 Hollins Road
Roanoke, VA 24019
(540)777-2506

Eligibility: Contact the office.

Service Description: Offers youth, ages 17-21, an opportunity to live in an apartment setting and begin to learn the skills necessary to transition to adulthood. The apartment setting in Roanoke is semi-supervised with youth counselors available 24/7. The Independent Living program provides individual and group training opportunities to help youth develop practical life skills and achieve educational and employment goals. Nonresidential Independent Living Skill Training is also available on an individual and group basis for youth not placed in our program.

Service Area: Bedford County, Botetourt County, Craig County, Franklin County, Roanoke City, Roanoke County, Salem City

Senior Housing - Vinton, Clearview Manor Apartments, Clearview Manor Apartments

Clearview Manor Apartments

1150 Vinyard Road
Vinton, VA 24179
(540)342-5690

Eligibility: Low income elderly or persons with disabilities.

Service Description: Provides housing for low income elderly and persons with disabilities. Provides 96 one bedroom apartments and four two bedroom apartments.



Service Area: Salem City, Craig County, Roanoke City, Roanoke County, Virginia, Alleghany County, Covington City, Botetourt County

Shelter-Homeless - Roanoke, RAM House, Roanoke Area Ministries

Roanoke Area Ministries

824 Campbell Avenue Southwest
Roanoke, VA 24016
(540)343-3753

Eligibility: People who are homeless.

Service Description: Provides a day shelter with laundry facilities for the homeless. A phone is available to make and receive employment and doctor's appointment calls and messages. This facility is a meal site staffed by volunteers that offers lunch daily.

Service Area: Roanoke City

Shelter-Homeless - Roanoke, Red Shield Lodge, The Salvation Army Roanoke Corps

The Salvation Army Roanoke Corps

821 Salem Avenue Southwest
Roanoke, VA 24016
(540)342-7398

Eligibility: Shelter services for men only. Must have a valid, current picture identification. Must pass breathalyzer and drug test.

Service Description: Shelter for MEN ONLY. A homeless shelter and transitional living facility offering homeless men a chance to become self-sufficient and transition back into the community. Offers case management and job search.

Service Area: Roanoke City, Roanoke County, Salem City

Shelter-Homeless - Roanoke, Rescue Mission Ministries

Rescue Mission Ministries

402 4th Street Southeast
Roanoke, VA 24013
(540)343-7227

Eligibility: People who are homeless.

Service Description: Family Shelter, Women's Shelter, Men's Shelter, and a Respite Care Shelter. Offers a safe environment for people in crisis. In addition to a warm bed and three meals per day, there is medical attention, legal assistance, and clothing assistance available. Case management is provided. Haircuts for the homeless are also available. Also provides legal services to guests.

Service Area: Roanoke City, Salem City, Roanoke County



Shelter-Homeless - Roanoke, Samaritan Inn

Samaritan Inn

542-A Salem Avenue SW
Roanoke, VA 24016
(540)343-1447

Eligibility: Homeless people.

Service Description: A day shelter for the homeless, open Tuesday-Sunday 8:30 AM-1:30 PM. Provides lunch.

Clothing closet on Thursday from 9:00am till 10:00am. For MEN only. Offers spiritual health supports, and referrals to other community resources.

Operates a thrift store, open Tuesday-Saturday; 10:00am-4:00pm.

Service Area: Roanoke City, Salem City, Craig County, Roanoke County, Covington City, Alleghany County, Botetourt County

Shelter-Homeless - Roanoke, Trust House

Trust House

404 Elm Avenue Southwest
Roanoke, VA 24016
(540)344-4691

Eligibility: Homeless individuals, veterans, and families.

Service Description: A shelter for homeless veterans, families and individuals. Operates from two homes in Old Southwest Roanoke. Assists up to 27 people each evening.

Residents may also take part in other programs:

*Therapeutic Case Management,

*Skills Development for Self-Sufficiency, addressing health, income development, job skills, education, housing and financial literacy,

*Credit Remediation, Budgeting and Savings.

Single residents live 3-4 to a bedroom. Families are housed in their own rooms. Residents share kitchens, baths, living rooms, laundry and lounge areas. Residents are responsible for their own cooking. Residents may visit our food pantry if they need assistance with groceries. Residents complete daily chores to maintain the house in addition to caring for their own living space.

Offers an in-house library and computers with internet access. Provides weekly Life Skills training, the option to attend a sober living group and multiple other activities.

Service Area: Roanoke City, Botetourt County, Salem City, Roanoke County

Shelter-Homeless Families - Salem, Roanoke Valley Interfaith Hospitality Network

Roanoke Valley Interfaith Hospitality Network

37 East Clay Street
Salem, VA 24153
(540)444-7374, (540)343-9982



Eligibility: Family members must not abuse substances, have a violent criminal history or untreated mental illness, or be domestic violence victims in danger of being located by an abuser.

Service Description: IHN is a temporary emergency shelter for homeless families.

Our program provides the following services to guest families:

shelter 24 hours a day, 365 days a year;

three meals daily;

transportation to/from overnight shelter;

Day Center (including kitchen, living room, laundry, bathrooms, etc.);

professional case management and referral with a focus on employment/other appropriate income, savings and stable, affordable housing;

life skills, including budget development and management and job search;

security deposit assistance (for participating families who secure permanent housing;

and donations of furniture and household goods for exiting families.

Service Area: Craig County, Roanoke County, Salem City, Roanoke City, Botetourt County, Alleghany County

Veterans Home Loans - Roanoke, U.S. Department of Veterans Affairs-Roanoke Regional Office

U.S. Department of Veterans Affairs-Roanoke Regional Office

1st St. & Campbell Avenue -- 2nd floor

Roanoke, VA 24011

Eligibility: No residency requirement.

Service Description: For questions and general information about eligibility, call the Roanoke Regional Loan Center, Loan Production section.

Service Area: Statewide



Income Support Assistance

Budget and Credit Counseling - Roanoke, Money Management International

Money Management International

7000 Peters Creek Rd
Roanoke, VA 24019

Eligibility: None specified

Service Description: Offers free budget and debt counseling to those who need help with budgeting, money management skills, and credit issues.

Service Area: Manassas City, Arlington County, Loudoun County, Fairfax County, Fairfax City, Falls Church City, Prince William County, Manassas Park City, Alexandria City

Consumer Credit Counseling - Roanoke, Money Management International

Money Management International

7000 Peters Creek Road
Roanoke, VA 24019
(540)366-2227

Eligibility: Unrestricted

Service Description: Provides free confidential credit and financial counseling, debt repayment plans, budgeting and money management; educational classes and First Time Home Buyers Workshops.

Service Area: Bedford City, Lynchburg City, Bedford County, Campbell County, Appomattox County, Amherst County

Counseling - Financial - Social Security - Roanoke, Professional Payee Partners

Professional Payee Partners

305 First Street
Roanoke, VA 24011
(540)985-3175

Eligibility: Individual who are not able to be their own payee due to mental or physical impairments.

Service Description: A representative payee service for those receiving Social Security benefits who are not capable of being their own payee. Offers a budget help service for individuals in need of budget guidance with their income. Provides bill pay service for those needing help to pay their bills on time each month with their income.

Service Area: Statewide, Roanoke City, Craig County, Roanoke County, Salem City, Botetourt County



Counseling-Financial - Roanoke, Money Management International
Money Management International

7000 Peters Creek Road
Roanoke, VA 24019
(866)490-9439

Eligibility: Contact the office.

Service Description: Provides professional financial guidance, credit counseling, community-wide educational programs, debt management assistance, bankruptcy counseling and education services, and housing counseling assistance to consumers via phone, Internet and in-person sessions available. MMI is a HUD-approved housing counseling agency, and also a member of the National Foundation for Credit Counseling (NFCC) and The Association of Independent Consumer Credit Counseling Agencies (AICCCA).

Service Area: Grayson County, Montgomery County, Scott County, Statewide, Roanoke County, Buchanan County, Lee County, Roanoke City, Smyth County, Radford City, Tazewell County, Washington County, Pulaski County, Giles County, Carroll County, Floyd County, Bristol City

FAMIS - New Castle, Craig County Social Services

Craig County Social Services

177 Court Street
New Castle, VA 24127
(540)864-5117

Eligibility: Pregnant women, youths under age 19, and families with a child enrolled in FAMIS. Income eligibility For more information, visit www.famis.org.

Service Description: Helps families provide health insurance to their children. Health insurance is important to make sure that kids are able to get all the help they need to grow up healthy. FAMIS stands for Family Access to Medical Insurance Security.

FAMIS is Virginia's health insurance program for children. It makes health care affordable for children of eligible families. FAMIS covers all the medical care growing children need to avoid getting sick, plus the medical care that will help them if they do get sick or get hurt.

The FAMIS MOMS program provides health care coverage for pregnant women. Good health care during pregnancy is important for you and the baby. FAMIS MOMS encourages pregnant women to get early and regular prenatal care to increase the likelihood for a healthy birth outcome.

FAMIS Select helps families pay for private or employer-sponsored health insurance. It offers families with children enrolled in FAMIS more health care coverage options. The FAMIS Select program allows families to choose between covering their children through FAMIS or through a private or employer-sponsored health plan.

Dental services for children enrolled in FAMIS or FAMIS Plus are provided through the Smiles For Children program. The Smiles For Children program encourages good dental health and recommends regular check-ups with your child's dentist.

Service Area: Craig County



Field Office - Roanoke, Social Security Administration - Southwest

Social Security Administration - Southwest

612 South Jefferson Street

Roanoke, VA 24011

(800)772-1213

Eligibility: Varies according to program.

Service Description: Field office of US Social Security Administration. Provides intake and services relating to: retirement benefits, survivors benefits, Medicare benefits and Supplemental Security Income. Persons requiring original or replacement copies of Social Security cards apply here. Toll free number does not connect to this office. Appointments, though, may be made with this office through toll free number.

At 1-800-772-1213, callers may use automated telephone service to obtain recorded information and conduct some business 24 hours daily. If unable to address business through automated services, callers may speak to a representative between 7:00 AM and 7:00 PM, Monday through Friday.

Service Area: Roanoke City, Franklin County, Floyd County, Craig County, Radford City, Montgomery County, Buena Vista City, Lexington City, Rockbridge County, Roanoke County, Botetourt County, Salem City

Financial Aid - Home/Community Care - Roanoke, Family Support Program, Blue Ridge

Behavioral Healthcare

Blue Ridge Behavioral Healthcare

3517 Brandon Avenue

Roanoke, VA 24018

(540)527-1129

Eligibility: A person, of any age, with an intellectual disability resides in the home.

Service Description: The Family Support program provides financial support to assist in maintaining a family member with an intellectual disability in the home. This support is available to children and adults.

Service Area: Botetourt County, Roanoke City, Craig County, Salem City, Roanoke County

Financial Aid-Child Care - New Castle, Child Care Subsidy Program, Craig County Social

Services

Craig County Social Services

177 Court Street

New Castle, VA 24127

(540)864-5117

Eligibility: Contact the office.

Service Description: Provides financial assistance to eligible families to help pay for the cost of child care so they can work or attend education or training programs. The Child Care Subsidy



Program services are child-centered and family-focused and support the broader objective of strengthening families' goals of economic self-sufficiency and quality early childhood programs for their children. Participating families may select any legally operating child day care facility eligible to participate in the program.

Service Area: Craig County

Financial Aid-Child Care - Roanoke, Roanoke City Social Services

Roanoke City Social Services

1510 Williamson Road NE
Roanoke, VA 24012
(540)853-2591

Eligibility:

Service Description: The Child Care Subsidy Program provides financial assistance to eligible families to help pay for the cost of child care so they can work or attend education or training programs.

Service Area: Roanoke City

Financial Aid-Child Care- Salem, Roanoke County Social Services

Roanoke County Social Services

220 East Main Street
Salem, VA 24153
(540)387-6087

Eligibility:

Service Description: The Child Care Subsidy Program provides financial assistance to eligible families to help pay for the cost of child care so they can work or attend education or training programs.

Service Area: Roanoke County, Salem City

Financial Aid-Housing - Roanoke, Housing Assistance, Blue Ridge AIDS Support Services

Blue Ridge AIDS Support Services

1502 Williamson Road
Roanoke, VA 24012
(540)344-6705

Eligibility: HIV positive with possibility of becoming homeless or facing eviction or cut off of utilities.

Service Description: **Client must be diagnosed with HIV/AIDS**

Blue Ridge AIDS Support Services, Inc. [BRASS] is operating as Housing Assistance for individuals with HIV/AIDS. Provides Short-Term Rent, Utility, Mortgage [STRUM] payments to prevent



eviction, cut off of utilities and/or foreclosure. Tenant-Based Rental Assistance [TBRA] payments are made for long-term rental assistance. In some instances, Housing Assistance may be able to provide client bus or taxi fare for medical appointments.

Service Area: Giles County, Montgomery County, Botetourt County, Roanoke City, Covington City, Alleghany County, Salem City, Radford City, Pulaski County, Roanoke County, Floyd County, Craig County

Financial Aid-Other - New Castle, General Relief, Craig County Social Services

Craig County Social Services

177 Court Street
New Castle, VA 24127
(540)864-5117

Eligibility: Call for information.

Service Description: May provide limited assistance if available. An optional local program designed to provide assistance, either maintenance or emergency, which cannot be provided through other means. The GR Program is financed through state and local funding. Components of a local GR Program may include assistance for medical or dental services, burial expenses, assistance for unattached children and interim assistance. The local GR Program is developed by the local department of social services to meet the identified needs of each jurisdiction.

Service Area: Craig County

Financial Aid-Other - Roanoke, General Relief, Roanoke City Social Services

Roanoke City Social Services

1510 Williamson Road NE
Roanoke, VA 24012
(540)853-2591

Eligibility:

Service Description: The GR Program is an optional local program designed to provide assistance, either maintenance or emergency, which cannot be provided through other means.

Service Area: Roanoke City

Financial Aid-Utility/Fuel - New Castle, Energy Assistance, Craig County Social Services

Craig County Social Services

177 Court Street
New Castle, VA 24127
(540)864-5117

Eligibility: Visit the website for more information, eligibility screening, and applications: www.dss.virginia.gov/benefit/ea/index.cgi.



Service Description: Assists low-income households, particularly those with the lowest incomes that pay a high proportion of household income for home energy. It is comprised of four components:

Fuel Assistance:

Helps eligible households with the cost of home heating. Designed to help offset this expense rather than to pay all of it. Assists with furnace re-starts, late charges, delivery charges, installation charges, and connection or re-connection fees. To be eligible for Fuel Assistance, there are certain income guidelines and living arrangements that must be met. The household must be responsible for paying the heating bill. Local departments of social services accept applications from the second Tuesday in October through the second Friday in November. Applications should expect notification of their eligibility determination by mid-December.

Crisis Assistance:

Intended for emergency situations. Helps eligible households when Fuel Assistance or other resources cannot meet the need. Some examples of emergencies include: lack of heat, utility cut-off is imminent, and inoperable or unsafe heating equipment. Types of Crisis Assistance may include: payment of utility security deposit; purchase of portable space heater; purchase of primary home heating fuel; payment for emergency shelter; payment of primary heat utility bill; repair of heating equipment; replacement of heating equipment; and/or provision of supplemental heating equipment/maintenance. To be eligible for Crisis Assistance, there must be a heating emergency and certain income and citizenship criteria must be met. Applications for equipment-related assistance, security deposits and emergency shelter are accepted from Nov. 1 through March 15 at local departments of social services. Assistance for the purchase of heating fuel and utility bills for primary residences are available from the first workday in January through March 15.

Cooling Assistance:

Prevents or helps with cooling emergencies resulting from extreme heat. Applications are accepted at the local department of social services from June 15 through Aug. 15. To be eligible for any type of Cooling Assistance, certain income and citizenship criteria must be met. In addition, the household must contain at least one vulnerable person (aged 60 or over, child under six or a disabled individual) and there must be a cooling need. The following types of assistance are available if the eligibility conditions are met and the assistance will ensure cooling: purchase or replace and install an air conditioner; repair a central air conditioning unit or heat pump; payment of an electric utility security deposit; payment of the electric bill to operate the cooling equipment.

Service Area: Craig County

Food Stamps/SNAP - New Castle, Craig County Social Services

Craig County Social Services

177 Court Street
New Castle, VA 24127
(540)864-5117

Eligibility: jupiter.dss.state.va.us/EligibilityScreening/



Service Description: Provides nutritional food to income eligible individuals and their families. Electronic Benefit Transfer (EBT) cards are distributed to acquire approved purchases. Individuals may visit the web site to determine eligibility.

For lost EBT card, call Customer Service at 1-866-281-2448. May also visit local Department of Social Services to request new card.

Virginia EBT Card website: www.ebt.acs-inc.com/ebtcard/vaebt/ebt_link.jsp.

SNAP distribution schedule, based on the last digit of the ADAPT (Application Benefit Delivery Automation Project) case number. Find the ADAPT number, a 7-digit number identified as "Case Number", on letters from your local agency

****NEW DISTRIBUTION SCHEDULE****

September 2012

-- Case numbers ending in 0-3: First of the month

-- Case numbers ending in 4-9: Fourth of the month

October 2012

-- Case numbers ending in 0-3: First of the month

-- Case numbers ending in 4-5: Fourth of the month

-- Case numbers ending in 6-7: Seventh of the month

-- Case numbers ending in 8-9: Ninth of the month

Service Area: Craig County

General Relief - Salem, Roanoke County Social Services

Roanoke County Social Services

220 East Main Street

Salem, VA 24153

(540)387-6087

Eligibility:

Service Description: The GR Program is an optional local program designed to provide assistance, either maintenance or emergency, which cannot be provided through other means.

Service Area: Roanoke County, Salem City

Homelessness Prevention - Roanoke, Homeless Prevention and Rapid Re-housing Program, Community Housing Resource Center, Council of Community Services

Council of Community Services

1502 Williamson Road

Roanoke, VA 24012

(540)266-7551

Eligibility: Must pass initial phone screen. Must schedule and participate in an initial consultation.

Individual or household must be at or below 50% of area median income based on household size.



Must be homeless or at risk of becoming homeless (at risk means no ap

Service Description: Focuses on housing for homeless and at-risk households by providing temporary financial assistance to individuals and families who are homeless or would be homeless but for this assistance.

Temporary financial assistance includes rental assistance, security deposits, and in SOME cases utility assistance (ONLY if utility connection must be maintained for the family to remain in the home - language MUST be in the lease).

MORTGAGE ASSISTANCE IS NOT ALLOWED UNDER THIS PROGRAM.

Funded through the Homelessness Prevention and Rapid-Re-Housing Program (HPRP) under Title XII of the American Recovery and Reinvestment Act (ARRA) of 2009 (Recovery Act).

Service Area: Craig County, Salem City, Covington City, Botetourt County, Roanoke County, Alleghany County

Homelessness Prevention - Roanoke, Homeless Prevention and Rapid Re-housing Program, Community Housing Resource Center, Council of Community Services

Council of Community Services

1502 Williamson Road
Roanoke, VA 24012
(540)266-7551

Eligibility: Must pass initial phone screen. Must schedule and participate in an initial consultation.

Individual or household must be at or below 50% of area median income based on household size.

Must be homeless or at risk of becoming homeless (at risk means no ap

Service Description: Focuses on housing for homeless and at-risk households by providing temporary financial assistance to individuals and families who are homeless or would be homeless but for this assistance.

Temporary financial assistance includes rental assistance, security deposits, and in SOME cases utility assistance (ONLY if utility connection must be maintained for the family to remain in the home - language MUST be in the lease).

MORTGAGE ASSISTANCE IS NOT ALLOWED UNDER THIS PROGRAM.

Funded through the Homelessness Prevention and Rapid-Re-Housing Program (HPRP) under Title XII of the American Recovery and Reinvestment Act (ARRA) of 2009 (Recovery Act).

Service Area: Roanoke City

Medicaid - New Castle, Craig County Social Services

Craig County Social Services

177 Court Street
New Castle, VA 24127
(540)864-5117



Eligibility: Visit jupiter.dss.state.va.us/EligibilityScreening for an eligibility screening.

Service Description: There are several Medical Assistance Programs offered in Virginia. Each program covers different groups of people and each program has different eligibility requirements. When you apply for Medical Assistance, you are screened for all possible programs based on your age, income, financial resources, and other information. To be eligible for a Medical Assistance Program, you must meet the financial and non-financial eligibility conditions for that program.

Medicaid programs include:

- *Children Under Age Nineteen;
- *Parents and Caretakers of Dependent Children;
- *Pregnant Women;
- *Supplemental Security Income(SSA) Recipients;
- *Adults Aged 65 or Older, Blind or Disabled(not receiving SSA);
- *Children or Adults Who Need Long-term Care in a Facility/Home & Community-based Care(Waiver)Services;
- *Medicare Beneficiaries;
- *Plan First(Family Planning Services);
- *Breast & Cervical Cancer Early Detection Program.

Service Area: Craig County

Social Services - Roanoke, Roanoke City Social Services

Roanoke City Social Services

1510 Williamson Road NE

Roanoke, VA 24012

(540)853-2591

Eligibility: jupiter.dss.state.va.us/EligibilityScreening/

Service Description: Benefit programs for income eligible individuals and families are as follows:

- *Supplemental Nutrition Assistance Program (SNAP) - to help with supplementing a household's food budget to provide better nutrition in order to alleviate hunger and malnutrition
- *Temporary Assistance to Needy Families (TANF) - to provide financial assistance to needy families so that children under age 18 may be cared for in their own homes by one or both parents, or in the homes of relatives
- *General Relief (GR) - to provide maintenance or certain emergency assistance that cannot be provided through other means (typically through the federal programs). 1) monthly assistance to individuals holding custody of a non-related minor child (individuals in need of assistance for children related to them must apply for TANF, not GR); and 2) a vendor payment to a funeral home for cremation for those who are deceased with no means of payment of burial expenses.
- *Medicaid
- *Auxiliary Grant Program (AG) - provides income supplements to recipients of Supplemental Security Income (SSI) and certain other aged, blind, or disabled individuals residing in a licensed



assisted living facility (ALF) or an approved adult foster care home (AFCH), licensed by the state Department of Social Services.

*Family Access to Medical Insurance Security (FAMIS) - to meet the health care needs of Virginia's uninsured children between the ages of 0 through 18 years, in working families that earn too much to qualify for Medicaid, but not enough to qualify for private health insurance.

*Virginia Initiative for Employment not Welfare (VIEW) - providing employment, education, and training opportunities to recipients of Temporary Assistance to Needy Families (TANF) in attaining the goal of self-sufficiency.

*Refugee Assistance - provides the following benefits and services, in addition to the typical public at large programs, to the refugee population in Virginia: culturally sensitive child welfare services to refugee unaccompanied minors; refugee cash and medical transitional assistance to eligible refugees and their families; refugee social services; Domestic Health Assessment; targeted assistance, in two federally designated areas of the state, for refugees who are particularly hard to serve and may need special assistance in order to achieve self-sufficiency; and specialized services implemented through discretionary programs targeted to address critical unmet needs in refugee communities (e.g. the Refugee Elderly Assistance Program [REAP], designed to meet the special needs of refugees who are age 60 or older and who may have a more difficult time becoming self-sufficient).

*Emergency Assistance - provide help to families with children when a fire or natural disaster has occurred and they have no means to provide for emergency shelter and replacement of basic household needs.

*Emergency Assistance Program (EA) - assists low-income households in meeting their immediate home energy needs. The Energy Assistance Program consists of three basic components: Fuel Assistance, Crisis Assistance, Cooling Assistance.

Service Area: Roanoke City

Social Services - Salem, Roanoke County Social Services

Roanoke County Social Services

220 East Main Street

Salem, VA 24153

(540)387-6087

Eligibility: jupiter.dss.state.va.us/EligibilityScreening/

Service Description: Offers benefit programs for income-eligible individuals and families as follows: Temporary Assistance to Needy Families, Food Stamps, Medicaid, State Local hospitalizations; Auxiliary Grant and General Relief (for burial). Social Service programs for families, children, elderly and disabled such as Child Protective Services (CPS), Adult Protective Services (APS), Foster Care to children, Adoption Services, adult services adoptive and foster home studies, custody investigations, adults and nursing home screenings and placement. Offers fuel assistance based on total income and number of persons in the household. Client transportation based on eligibility.

Local APS/CPS Hotline: (540)387-6040; Monday-Friday 8:00 AM to 5:00 PM

After hours: (540)562-3265 (Roanoke County residents)



(540)375-3078 (Salem residents)
Richmond APS 24-Hour Hotline: (888) 832-3858
Richmond CPS 24-Hour Hotline: (800) 552-7096
Service Area: Roanoke County, Salem City

Social Services Department/DSS - New Castle, Craig County Social Services

Craig County Social Services

177 Court Street
New Castle, VA 24127
(540)864-5117

Eligibility: Visit the website for an eligibility screening for some programs:
jupiter.dss.state.va.us/EligibilityScreening.

Service Description: Benefit programs for income eligible individuals and families as follows: Temporary Assistance to Needy Families, Food Stamps, Medicaid, State Local hospitalizations; Auxiliary Grants and General Relief(for burial). Social Service programs for families, children, elderly and disabled such as child protective services, adult protective services, foster care to children, adoption services, adult services adoptive and foster home studies, custody investigations, adults and nursing home screenings and placement. Offers fuel assistance based on total income and number of persons in the household.

APS 24-Hour Hotline: 888-832-3858
CPS 24_Hour Hotline: 800-552-7096

Service Area: Craig County

Social Services Department/DSS- Daleville, Botetourt County Social Services

Botetourt County Social Services

220 Commons Parkway
Daleville, VA 24083
(540)591-5960

Eligibility: Visit the website for an eligibility screening and online application at
jupiter.dss.state.va.us/EligibilityScreening.

Service Description: Local office of the Virginia Department of Social Services. Services include adoption, adult(APS) and child(CPS) protection, court services, domestic violence, eligibility determination, emergency assistance, energy assistance, food stamps(SNAP), foster care, fuel and energy assistance, medical assistance(Medicaid), and Temporary Assistance to Needy Families(TANF).

Emergencies after 4:30pm will be taken by Botetourt County Sheriff's Department at 540-473-8631. The dispatcher will page the on call social worker on for child or adult protective services response only.

Statewide Adult Protective Services 24/7 Hotline: 888-832-3858.
Statewide Child Protective Services 24/7 Hotline: 800-552-7096.

Service Area: Botetourt County



TANF - Daleville, Botetourt County Social Services

Botetourt County Social Services

220 Commons Parkway
Daleville, VA 24083
(540)591-5960

Eligibility: Visit the website for an eligibility screening and online application:
jupiter.dss.state.va.us/EligibilityScreening.

Service Description: Provides income eligible families with a monthly cash payment to meet their basic needs. For a child to be eligible he must be:

- *Under age 18, or if 18, will graduate from high school before age 19;
- *Going to school regularly if he is between the ages of five and 18;
- *Living with a parent or other relative;

A United States citizen or an eligible immigrant.

Virginia's TANF program emphasize personal responsibility. Participants may be provided with services such as job skills training, work experience, job readiness training, child care assistance, transportation, and other work related expenses.

A child will not be eligible if born to or adopted by a TANF recipient more than ten months after an applicant begins to receive TANF payments. The Division of Child Support Enforcement will send all support collected for this child directly to the family. This support will not count as income in the TANF program.

For EPPICards or PINs that have been lost or stolen or that someone has transferred or may transfer money from your available funds without your permission, call 1-800-961-8423.

EPPICard website 24/7: www.eppicard.com/vaedcclient/text_only_pa.jsp

Service Area: Botetourt County

TANF - Roanoke, Roanoke City Social Services

Roanoke City Social Services

12413 Alexander Cornell Dr
Fairfax, VA 22033
(540)853-2591

Eligibility: jupiter.dss.state.va.us/EligibilityScreening/

Service Description: The TANF program provides eligible families with a monthly cash payment to meet their basic needs. For a child to be eligible he must be:

- Under age 18, or if 18, will graduate from high school before age 19
- Going to school regularly if he is between the ages of five and 18
- Living with a parent or other relative
- A U.S. citizen or an eligible immigrant

Service Area: Roanoke City



TANF - Salem, Roanoke County Social Services

Roanoke County Social Services

220 East Main Street
Salem, VA 24153
(540)387-6087

Eligibility: jupiter.dss.state.va.us/EligibilityScreening/

Service Description: The TANF program provides eligible families with a monthly cash payment to meet their basic needs. For a child to be eligible he must be:

- Under age 18, or if 18, will graduate from high school before age 19
- Going to school regularly if he is between the ages of five and 18
- Living with a parent or other relative
- A U.S. citizen or an eligible immigrant

Service Area: Roanoke County, Salem City

TANF- New Castle, Craig County Social Services

Craig County Social Services

177 Court Street
New Castle, VA 24127
(540)864-5117

Eligibility: Visit the website for an eligibility screening:
[jupiter.dss.state.va.us/EligibilityScreening.](http://jupiter.dss.state.va.us/EligibilityScreening/)

Service Description: Provides eligible families with a monthly cash payment to meet their basic needs. For a child to be eligible he must be:

- *Under age 18, or if 18, will graduate from high school before age 19;
- *Going to school regularly if he is between the ages of five and 18;
- *Living with a parent or other relative;
- *A United States citizen or an eligible immigrant.

Virginia's TANF program emphasize personal responsibility. Participants may be provided with services such as job skills training, work experience, job readiness training, child care assistance, transportation and other work related expenses.

A child will not be eligible if born to or adopted by a TANF recipient more than 10 months after an applicant begins to receive TANF payments. The Division of Child Support Enforcement will send all support collected for this child directly to the family. This support will not count as income in the TANF program.

Service Area: Craig County

Tax Prep Assistance - Roanoke, AARP Tax-Aide, AARP Foundation

AARP Foundation

501 Elm Avenue SW
Roanoke, VA 24016



(540)345-2820

Eligibility:

Service Description: A free service provided by AARP to help low- and moderate-income older persons with their federal, state and local income tax returns. The service makes people aware of special federal tax provisions (i.e., for pensions, credit for the elderly and disabled, etc.) as well as state and local rebate/relief information.

Service Area: Botetourt County, Roanoke City, Roanoke County

Tax Prep Assistance - Roanoke, Federal Tax Return Preparation, Internal Revenue Service-Roanoke Office

Internal Revenue Service-Roanoke Office

210 1st Street Southwest
Roanoke, VA 24011
(540)857-2364

Eligibility: Call for information

Service Description: Provides assistance preparing Federal Tax Returns for eligible individuals.

Service Area: Floyd County, Salem City, Craig County, Botetourt County, Roanoke City, Montgomery County, Roanoke County

Tax Preparation Assistance - Roanoke, Community Tax Services, Total Action Against Poverty

Total Action Against Poverty

151 Campbell Avenue SW
Roanoke, VA 24011
(540)345-67814405

Eligibility: Must meet income eligibility guidelines. Only short form, basic tax returns. Less than \$51,000 income

Service Description: The purpose of the TAP Tax Assistance Project is to provide FREE tax preparation services to help people in Roanoke, VA (and surrounding areas) access valuable tax credits such as the Earned Income Tax Credit . TAP offers this service to individuals and families with incomes less than \$49,000 through a tax clinic that is open on evenings and weekends from January to April.

Service Area: Botetourt County, Roanoke City, Roanoke County

Unemployment Benefits - Roanoke, Virginia Employment Commission

Virginia Employment Commission Roanoke

1351 Hershberger Road
Roanoke, VA 24012
(540)204-9660



Eligibility: Persons who have worked in Virginia and other states.

Service Description: Accepts applications and administers unemployment benefits for persons who have worked in Virginia and other states. Initial benefit claims may also be filed on the web site by clicking on the Unemployment Insurance tab. Weekly continued claims may be filed on the same web site or by phone using the automated number. Both require a personal identification number (PIN) issued when the initial claim is filed.

To file a new claim by telephone, call toll free 1-866-832-2363.

To file a weekly claim by telephone, call toll free 1-800-897-5630.

Service Area: Roanoke County, Salem City, Franklin County, Botetourt County, Craig County, Roanoke City

Veterans Benefits - Roanoke, Roanoke Regional Office, US Department of Veterans Affairs-Southwest

US Department of Veterans Affairs-Southwest

116 North Jefferson Street

Roanoke, VA 24016

(800)827-1000

Eligibility:

Service Description: Provides benefits services to veterans and their dependents. Provides compensation for service-connected disabilities. Administers pensions for wartime veterans permanently and totally disabled from non-service connected conditions. Provides death pensions and compensation. Oversees GI Home Loans and Veterans Education Assistance. Offers vocational rehabilitation for service-connected disabilities.

VA Outreach and Public Contact

Wells Avenue and North Jefferson Street

Roanoke, VA 24016

Loan Guaranty

1st Street and Campbell Avenue -- Second Floor

Roanoke, VA 24011

Vocational Rehabilitation and Employment

1st Street and Campbell Avenue -- Second Floor

Roanoke, VA 24011

Service Area: Statewide

Veterans Pensions - Roanoke, U.S. Department of Veterans Affairs-Roanoke Regional Office

U.S. Department of Veterans Affairs-Roanoke Regional Office

116 N. Jefferson Street

Roanoke, VA 24016

Eligibility:



Service Description: Accepts and files claims for veterans benefits. Requires proof of military service. Call if benefits are delayed.

Service Area: Statewide



Individual/Family Community Support

Adult Day Care - Salem, Adult Care Center of Roanoke Valley

Adult Care Center of Roanoke Valley

2321 Roanoke Boulevard

Salem, VA 24153

(540)981-2350

Eligibility: Able to communicate some needs. Able to follow simple directions. Under the care of a physician. Free from chronic alcoholism or drug abuse.

Service Description: Offers a structured program, including recreational and leisure activities, crafts, music, field trips, gardening, outings, guest speakers, life skills, coaching, computer labs and exercise classes. Nutritious, diet-specific lunches along with two healthy snacks are provided daily. The Registered Nurse (RN) provides monthly health assessments and ongoing medication management as ordered by physicians. Assistance, as may be ordered, with activities of daily living are provided; such as: feeding, toileting, transferring and ambulation. Daily and monthly progress notes are kept by Certified Nursing Assistants and Nursing Assistants (CNAs/NAs) and the Program Coordinator.

Service Area: Alleghany County, Roanoke City, Covington City, Roanoke County, Botetourt County, Craig County, Salem City

Area Agencies on Aging/AAA - Roanoke, LOA Area Agency on Aging

LOA Area Agency on Aging

706 Campbell Avenue Southwest

Roanoke, VA 24016

Eligibility: Some programs available to people age 55 or older; however, most services are only provided to people age 60 or older. Some services offered to caregivers of people age 60 or older.

Service Description: - NO WRONG DOOR SITE - Coordinates, advocates and provides community based services for senior citizens. Services include: case management; employment services; home repair; Meals on Wheels and other nutrition programs; volunteer programs; legal assistance; transportation; in-home assistance and long-term care ombudsman. Holiday assistance available to persons age 60 and over. Has materials on fall prevention available to the general public. Helps older persons remain independent for as long as possible.

Service Area: Craig County, Botetourt County, Covington City, Alleghany County, Roanoke County, Roanoke City, Salem City

Case/Care Management - Roanoke, Care Coordination, LOA Area Agency on Aging

LOA Area Agency on Aging

706 Campbell Avenue Southwest

Roanoke, VA 24016



(540)345-0451

Eligibility: People age 60 or older who need care management.

Service Description: Provides an assessment, via home visit, to determine the needs that a senior citizen may have. Assists clients in obtaining services such as home-delivered meals, in-home services, transportation and adult day care. Includes the development of a care plan and monitoring of services once they are in place. Call the local number below for Care Coordination in a specific area:

Roanoke 540-345-0451

Botetourt 540-966-1094

Craig 540-864-6031

Alleghany 540-962-0465

Eagle Rock 540-884-2892

Service Area: Botetourt County, Craig County, Covington City, Salem City, Roanoke City, Alleghany County, Roanoke County

Case/Care Management - Roanoke, Transition Services, Blue Ridge Independent Living Center

Blue Ridge Independent Living Center

1502 B Williamson Road Northeast

Roanoke, VA 24012

(540)342-1231

Eligibility: People with disabilities living in nursing facilities or other institutions and students with disabilities.

Service Description: *School: Partners with school systems and other agencies to help students with disabilities in transition from middle school to high school and post graduate opportunities.

*Institutions: Helps people transition from nursing facilities and other institutions back into the community. Sometimes the transition occurs through the Money Follows the Person Project(MFP). Learn more about this project at www.olmsteadva.com/mfp.

Service Area: Craig County, Covington City, Botetourt County, Alleghany County, Roanoke City, Salem City, Roanoke County

Community Services - Buchanan, Botetourt Resource Center, Council of Community Services

Council of Community Services

33 Bedford Street

Buchanan, VA 24066

(540)254-1468

Eligibility: No restrictions.

Service Description: Services offered:

* Case management and advocacy for seniors and persons with disabilities



- * Crisis Assistance
- * Crisis Response for 20 Botetourt County churches
- * Facilitation of needed items in the community through donations to the Center (clothes, appliances, furniture, etc.)
- * Brain Fitness Program of Posit Science for memory enhancement and brain plasticity
- * Senior aerobics/Senior BINGO/BINGO for adults with special needs
- * Coordination of the BAMA Food Pantry, and Food Distribution Programs
- * Information and Referral Services
- * Senior Prescription Assistance program
- * Senior Transportation
- * Volunteerism Program of Care Giving

Service Area: Botetourt County

Consumer Education - Roanoke, VICAP Health Insurance Counseling, LOA Area Agency on Aging

LOA Area Agency on Aging

706 Campbell Avenue Southwest
 Roanoke, VA 24016
 (540)345-0451

Eligibility: Assists the families of people age 60 or older.

Service Description: A free, confidential service that assists in understanding Medicare, Medicaid, medical bills and Long Term Care Insurance policies. Offers assistance in making decisions about purchasing Medicare supplement or long-term care insurance. Counselors are available to make group presentations for groups of all sizes during office hours. After-hour presentations are based on staff availability. Does not represent insurance companies or medical providers.

Service Area: Botetourt County, Covington City, Salem City, Craig County, Roanoke County, Roanoke City, Alleghany County

Disability Resources - Salem, I&R Easter Seals UCP Virginia

Easter Seals UCP North Carolina and Virginia

Easter Seals UCP Virginia
 Salem, VA 24153
 (540)777-7325

Eligibility: Unrestricted.

Service Description: Easter Seals UCP assists people with disabilities and their families by helping them find and make use of community resources. We provide general information on Easter Seals UCP programs across the state and referrals to local and/or regional programs based on the needs of the individual and family. Easter Seals UCP does not provide financial assistance to pay for rent, utility bills, mortgage payments, ongoing bills or deposits



Service Area: Statewide

Disability Resources Farmers - Salem, AgrAbility, Easter Seals Virginia UCP

Easter Seals UCP North Carolina and Virginia

Easter Seals Virginia UCP

Salem, VA 24153

(540)777-7325

Eligibility: Farmers with disabilities.

Service Description: In partnership with Virginia Cooperative Extension, the AgrAbility Virginia project provides direct education and on-site assistance to farmers and farm workers with disabilities, as well as their family members.

The project offers information on modification/adaptation of farm equipment and operations, farmstead accessibility, and assistive technology. AgrAbility staff seeks to provide the information and connection to resources that will allow farmers to continue their rural lifestyle. AgrAbility Virginia also offers a Peer Support Network that matches people in Virginia who have had similar experiences. The AgrAbility Virginia project is a statewide program.

Service Area: Statewide

Ex-Offender Services - Roanoke, Virginia CARES

Virginia CARES Inc

Virginia CARES

Roanoke, VA 24016

(540)342-9344

Eligibility: Prisoners and ex-prisoners released from the Virginia Dept of Corrections local and regional jails and individuals released from federal institutions who are current residents of the State of Virginia.

Service Description: Administers the state-wide ex-offender re-entry program providing services to individuals released from local and regional jails, state institutions, and individuals released from federal institutions who are current residents of the State of Virginia.

Services include, but are not limited to: housing, food, clothing, employment, counseling, and other referrals.

Administers 12 service delivery sites through subcontracts with 10 Community Action Agencies and an Memorandum of Understanding with the Department of Corrections Probation and Parole District #21.

ACCESSIBILITY: Fully accessible to persons with disabilities

Service Area: Statewide

Fans/AirConditioners - Roanoke, Cooling Assistance and Fan Care, LOA Area Agency on Aging
LOA Area Agency on Aging



706 Campbell Avenue Southwest
Roanoke, VA 24016
(540)345-0451, (540)345-0451

Eligibility: Must live in area served; meet income eligibility guidelines. For air conditioner must be medically necessary.

Service Description: Provides fans, and occasionally air conditioners, to people age 60 or older during the annual Fan Care program. Some of the fans are purchased through financial support from American Electric Power and Virginia Electric Power.

Applications accepted beginning in mid-May for fans and mid-June for air conditioners. Air conditioners provided only to people with a medical need.

Service Area: Roanoke County, Salem City, Roanoke City, Alleghany County, Botetourt County, Covington City, Craig County

Homeless Services - Roanoke, Homeless Assistance Team, Roanoke City Government Services
Roanoke City Government Services

339 Salem Avenue Southwest
Roanoke, VA 24016
(540)853-1715

Eligibility: This service is for homeless individuals ONLY, either on the street or in shelters in Roanoke City.

Service Description: Provides street outreach and essential services to homeless individuals and families who meet the HUD definition of homelessness. Financial assistance is limited to rental deposits when transitioning into permanent housing.

Service Area: Roanoke City

Homelessness Prevention - Roanoke, Homeless Prevention and Rapid Re-housing Program,
Community Housing Resource Center, Council of Community Services

Council of Community Services

1502 Williamson Road
Roanoke, VA 24012
(540)266-7551

Eligibility: Must pass initial phone screen. Must schedule and participate in an initial consultation.

Individual or household must be at or below 50% of area median income based on household size.

Must be homeless or at risk of becoming homeless

Service Description: Focuses on housing for homeless and at-risk households by providing temporary financial assistance to individuals and families who are homeless or would be homeless but for this assistance.



Temporary financial assistance includes rental assistance, security deposits, and in SOME cases utility assistance (ONLY if utility connection must be maintained for the family to remain in the home - language MUST be in the lease).

MORTGAGE ASSISTANCE IS NOT ALLOWED UNDER THIS PROGRAM.

Funded through the Homelessness Prevention and Rapid-Re-Housing Program (HPRP) under Title XII of the American Recovery and Reinvestment Act (ARRA) of 2009 (Recovery Act).

Service Area: Craig County, Salem City, Covington City, Botetourt County, Roanoke County, Alleghany County

Homelessness Prevention - Roanoke, Homeless Prevention and Rapid Re-housing Program, Community Housing Resource Center, Council of Community Services

Council of Community Services

1502 Williamson Road
Roanoke, VA 24012
(540)266-7551

Eligibility: Must pass initial phone screen. Must schedule and participate in an initial consultation.

Individual or household must be at or below 50% of area median income based on household size.

Must be homeless or at risk of becoming homeless

Service Description: Focuses on housing for homeless and at-risk households by providing temporary financial assistance to individuals and families who are homeless or would be homeless but for this assistance.

Temporary financial assistance includes rental assistance, security deposits, and in SOME cases utility assistance (ONLY if utility connection must be maintained for the family to remain in the home - language MUST be in the lease).

MORTGAGE ASSISTANCE IS NOT ALLOWED UNDER THIS PROGRAM.

Funded through the Homelessness Prevention and Rapid-Re-Housing Program (HPRP) under Title XII of the American Recovery and Reinvestment Act (ARRA) of 2009 (Recovery Act).

Service Area: Roanoke City

Housing-Rehab/Repair - Roanoke, Emergency Home Repair, Total Action Against Poverty

Total Action Against Poverty

145 Campbell Avenue SW
Roanoke, VA 24011
(540)345-67814395

Eligibility: Contact the office.

Service Description: Provides emergency home repair services to the citizens of the City of Roanoke, Roanoke County, Salem City, Botetourt County, Bath, and Craig County. The goal of emergency home repair is to improve living conditions for low-income families, low-income



disabled and elderly persons by removing barriers to habitability and accessibility in their homes. Repairs are those that affect the health and safety and with out repair would make a home inaccessible, unsafe or unhealthy.

Service Area: Roanoke City, Botetourt County, Salem City, Roanoke County, Craig County

Housing-Rehab/Repair - Roanoke, Emergency Home Repair, Total Action Against Poverty

Total Action Against Poverty

145 Campbell Avenue SW

Roanoke, VA 24011

(540)345-6781

Eligibility: Must meet low income guidelines.

Service Description: Provides emergency home repairs and improvements for low income residents in areas such as plumbing and electrical service, leaking roofs, and falling plaster. Will serve both renters and homeowners. If the services are for renters, the landlord will be required to provide match funds.

Service Area: Salem City, Botetourt County, Roanoke County, Roanoke City, Craig County

Housing-Rehab/Repair - Roanoke, Indoor Plumbing & Rehabilitation, Total Action Against Poverty

Total Action Against Poverty

145 Campbell Avenue SW

Roanoke, VA 24011

(540)345-6781

Eligibility: Eligibility includes: lack of bathroom, lack of toilet within footprint of house or the toilet waste drops directly onto the ground under house, lack of complete indoor plumbing, lack of wastewater disposal method, lack of functioning kitchen sink, lack a

Service Description: IPR is designed to provide services and renovations to homes that do not have operable indoor plumbing. If you need indoor plumbing services, please contact TAP Housing and Community Development.

Service Area: Botetourt County, Roanoke City, Craig County, Salem City, Buena Vista City, Lexington City, Rockbridge County, Roanoke County

Immigrant Resettlement - Roanoke, Refugee Resettlement Services, Commonwealth Catholic Charities

Commonwealth Catholic Charities

820 Campbell Avenue Southwest

Roanoke, VA 24016

(540)342-7561



Eligibility: Contact the office for eligibility requirements. Other languages spoken include Burmese and Nepalese.

Service Description: Provides at no cost a variety of orientation services to ease your hiring process and follow-up to enhance employee stability in the workplace.

*Documentation support ensuring that all employment documents are verified and available;

*Pre-screening of applications to match job openings;

*Pre-employment work preparation and on the job orientation and interpretation;

*Transportation planning and support;

*Assuring employees have all required clothing and supplies;

*Work-related English instruction;

*Ongoing follow-up and support.

Service Area: Botetourt County, Alleghany County, Craig County, Covington City, Roanoke City, Salem City, Floyd County

Independent Living Skills - Roanoke, Blue Ridge Independent Living Center

Blue Ridge Independent Living Center

1502 B Williamson Road Northeast

Roanoke, VA 24012

(540)342-1231

Eligibility: People with disabilities

Service Description: Assists people with disabilities to acquire the skills needed to live independently, such as financial management, acquired social skills, household management, etc.

Service Area: Salem City, Craig County, Roanoke County, Roanoke City, Covington City, Botetourt County, Alleghany County

Independent Living Skills - Roanoke, DePaul Community Resources

DePaul Community Resources

5650 Hollins Road

Roanoke, VA 24019

(540)777-2506

Eligibility: Contact the office.

Service Description: Offers youth, ages 17-21, an opportunity to live in an apartment setting and begin to learn the skills necessary to transition to adulthood. The apartment setting in Roanoke is semi-supervised with youth counselors available 24/7. The Independent Living program provides individual and group training opportunities to help youth develop practical life skills and achieve educational and employment goals. Nonresidential Independent Living Skill Training is also available on an individual and group basis for youth not placed in our program.



Service Area: Bedford County, Botetourt County, Craig County, Franklin County, Roanoke City, Roanoke County, Salem City

Independent Living Skills - Salem, Independent Living Program, HopeTree Family Services

HopeTree Family Services

860 Mount Vernon Lane
Salem, VA 24153
(540)389-5468

Eligibility: Contact the office

Service Description: Equips 16 to 21-year-olds to become self-sufficient adults capable of making positive contributions to society.

Our staff spends quality, one-on-one time with each participant, helping them strengthen skills such as food preparation, money management, educational planning, work life and self-care. They also learn valuable job search, budgeting, and social skills.

Elements of ILP include:

- *Case management services;
- *Individual weekly goal review sessions;
- *Life Skills Curriculum;
- *Group meetings;
- *Skills training;
- *Regular staff supervision.

Residents are required to work part-time, and must remain enrolled in an educational or vocational program. Those in high school have the option of attending Salem High School or enrolling in HopeTree Academy. Older participants may attend a local Community College or enroll in Continuing Education classes.

Service Area: Salem City, Roanoke County, Craig County, Botetourt County, Roanoke City, Franklin County, Statewide

Independent Living Skills Instruction - Roanoke, Mental Health Support Services - Adults, Blue Ridge Behavioral Healthcare

Blue Ridge Behavioral Healthcare

611 McDowell Avenue
Roanoke, VA 24016
(540)982-6990

Eligibility: Significant functional limitations

Service Description: A combination of training and support activities designed to enable adults with significant functional limitations to achieve and maintain community stability and independence in the most appropriate, least restrictive environment.

Service Area: Roanoke City, Botetourt County, Craig County, Salem City, Roanoke County



Individual Development Account - Roanoke, Total Action Against Poverty

Total Action Against Poverty

145 Campbell Avenue SW
Roanoke, VA 24011
(540)345-67814405

Eligibility: Must meet eligibility requirements.

Service Description: Individual Development Accounts (IDAs), are matched savings accounts. For every dollar a TAP IDA participant saves, TAP IDA will commit another 2 dollars to his or her total account balance to be used for one of the following purposes: first-time home purchase, small business capitalization or post-secondary education.

Service Area: Botetourt County, Roanoke County, Alleghany County, Craig County, Roanoke City, Covington City, Salem City

Info Lines/Specilized I&R - Roanoke, Senior Services, LOA Area Agency on Aging

LOA Area Agency on Aging

706 Campbell Avenue
Roanoke, VA 24016
(540)345-0451

Eligibility: People with low annual incomes who have an emergency need.

Service Description: Coordinates services for persons age 60 and over with low annual incomes who have a short term emergency need. Assessment can be done over the phone or in person at our office. Arranges a direct service or provides information or a referral to another agency. May include providing eyeglasses or a walker.

Additional numbers:

Botetourt County - (540) 966-1094

Alleghany County - (540) 962-0465

Service Area: Roanoke County, Botetourt County, Craig County, Alleghany County, Roanoke City, Salem City

Legal Advice/Representation - Roanoke, Legal Assistance, LOA Area Agency on Aging

LOA Area Agency on Aging

706 Campbell Avenue Southwest
Roanoke, VA 24016
(540)354-0451

Eligibility: A resident of the Fifth Planning District of Virginia who meets income guidelines.

Service Description: Serves clients age 60 and over, who live in the 5th Planning District of Virginia, and are unable to qualify for Legal Aid Services or afford a private attorney. Clients may be provided with either information or case consultation. Issues include: Power of



Attorney documents, advanced medical directives, public benefits such as Medicaid, and Living Wills.

Service Area: Salem City, Craig County, Covington City, Roanoke County, Roanoke City, Botetourt County, Alleghany County

National Service Programs - Roanoke, Senior Companion Program, LOA Area Agency on Aging
LOA Area Agency on Aging

3038 Melrose Avenue
Roanoke, VA 24017
(540)985-9600

Eligibility: Meets income eligibility guidelines, is physically and mentally able, and passes a national criminal background check

Service Description: Enables volunteers to remain physically and mentally active and to enhance their self-esteem through continued participation in needed community service. The Senior Companion volunteers enable older persons to remain at home by providing support with their daily routine, of light housework, meal preparation, grocery shopping, taking care of errands and providing respite for family members.

Benefits to Senior Companions include: an hourly stipend of \$2.65 per hour, meals or reimbursement for meals, mileage reimbursement, monthly trainings, annual recognition, and annual wellness screenings.

The Senior Companion Program is sponsored locally by the LOA Area Agency on Aging and is part of the Senior Service Corps and federally funded through the Corporation for National and Community Service. Funding is also received from the Foundation for Roanoke Valley.

Service Area: Roanoke City, Roanoke County, Salem City, Botetourt County, Alleghany County, Craig County, Covington City

Planning Organization - Roanoke, Roanoke Regional Housing Network, Council of Community Services

Council of Community Services

502 Campbell Avenue SW
Roanoke, VA 24016
(540)985-0131701

Eligibility: Not applicable.

Service Description: The mission of RRHN is to provide a forum for the region's housing interests to become proactively involved with housing issues. The Network will bring together diverse and complementary interests to promote discussion and facilitate action. The Roanoke Regional Housing Network (A standing Committee of the Council of Community Services) is a diverse group of people and organizations interested and involved in issues related to housing. Advocates equal opportunities for all types of housing throughout the Roanoke region, for ALL income levels and population groups; Promotes comprehensive initiatives and strategies to



enhance housings contribution to the region; Facilitates cooperation and communications among housing interests; Sponsors dialogue and understanding of housing issues.

Service Area: Roanoke City, Salem City, Roanoke County

Planning/Funding Organizations - Roanoke, Southeast Rural Community Assistance Project
Southeast Rural Community Assistance Project

347 Campbell Avenue
Roanoke, VA 24016
(540)345-1184

Eligibility: Must meet income eligibility guidelines and be in a rural area.

Service Description: Helps small rural towns and communities needing aid in upgrading their water and wastewater systems. Provides training and technical assistance to rural residents for operation and maintenance of those systems, for capacity building and for economic development in their communities.

Funding is made available to low-income individuals and communities in the form of grants and loans in order to rehabilitate housing, build water and wastewater infrastructure, assist in small business development, and to finance development projects of small rural governments.

Uses volunteers in a variety of programs to conduct these projects, to train community leaders, and to train and recruit additional local volunteers.

Serves the seven states of Delaware, Maryland, Virginia, North Carolina, South Carolina, Georgia and Florida.

This program accepts donations.

Service Area: Nationwide, Maryland, North Carolina, Statewide

Rehabilitation - Roanoke, Adult Case Management, Brain Injury Services of Southwest Virginia

Brain Injury Services of Southwest Virginia

3904 Franklin Road
Roanoke, VA 24014
(540)344-1200

Eligibility: Must have a documented traumatic or acquired, such as stroke, brain injury.

Service Description: Provides community-based case management to adult survivors and their families who reside in the Brain Injury Services of SWVA service area.

Identifies, plans, coordinates, monitors, and evaluates services and resources to meet an individual's needs. A collaborative process is used to identify survivor-centered goals, and marshal (coordinate) resources to meet those goals.

In addition, case management includes advocating for and creating community resources needed to assist survivors in maximizing recovery, optimizing employment or service potential, and reintegrating into their families and communities.

Areas which are frequently the focus of case management services include:



- * Behavior / Self Direction
- * Cognitive Skills and Communication
- * Education
- * Health and Medical Services
- * Mobility and Transportation
- * Recreation and Socialization
- * Self Care and Independent Living
- * Vocation and Employment

Service Area: Wise County, Russell County, Wythe County, Craig County, Alleghany County, Buchanan County, Roanoke City, Covington City, Galax City, Floyd County, Botetourt County, Dickenson County, Giles County, Roanoke County, Washington County, Franklin County, Bland

Rehabilitation - Roanoke, Child and Adolescent Case Management, Brain Injury Services of Southwest Virginia

Brain Injury Services of Southwest Virginia

3904 Franklin Road
 Roanoke, VA 24014
 (540)344-1200

Eligibility: Must have a documented traumatic or acquired, such as a stroke, brain injury.

Service Description: Case management is the process of identifying, planning, coordinating, monitoring, and evaluating services and resources to meet the individual's and family's needs. A collaborative process is used to identify family-centered goals, and coordinate resources to meet those goals.

Case management includes advocating for and creating community resources needed to assist survivors in maximizing recovery, optimizing employment or service potential, and reintegrating into their families and communities.

Areas which are frequently the focus of case management services include:

- Behavior / Mental Health
- Education and School Re-entry
- Health and Medical Services
- Recreation and Socialization
- Respite Care
- Transportation

In addition to case management services, Brain Injury Services of SWVA provides:

- Advocacy
- Community Transition Services
- Education, Consultation, and Training to Local Schools and Service Providers
- Family Support
- Information and Referral
- Life Skills Training
- Professional Consultation



Promotion of Brain Injury Prevention

Service Area: Lee County, Wise County, Roanoke City, Scott County, Franklin County, Grayson County, Galax City, Salem City, Floyd County, Russell County, Bland County, Smyth County, Giles County, Tazewell County, Washington County, Dickenson County, Bristol City, Alleg

Transitional Case/Care Management - Roanoke, Kissito at Home, Kissito Healthcare

Kissito Healthcare

5228 Valleypointe Parkway
Roanoke, VA 24019
(540)265-0322132

Eligibility: Kissito at Home is approved to assist Transitions within the entire state of Virginia. Most participants will be transitioned within one hour of Roanoke to maximize service provision. Also, the Kissito at Home Participant must have resided in a hospital

Service Description: Money Follows the Person (MFP) – funded program that develops, implements, assesses and follows up on Individual Service Plans (ISP) for MFP participants who are transitioning from a nursing home/long term care facility to the home.

Service Area: Statewide

Transportation - Roanoke, Vital Service Transportation, LOA Area Agency on Aging

LOA Area Agency on Aging

706 Campbell Avenue Southwest
Roanoke, VA 24016
(540)345-0451

Eligibility: Meets low income guidelines and has no other source for transportation.

Service Description: Available to individuals 60 or older, with low incomes, who have an emergency need for transportation to a doctor, to the pharmacy, grocery store or other critical appointment. Helps those who need door to door assistance and who have no other source for transportation or means to pay for transportation. Individuals are transported by volunteers, taxi-cab or van service.

Service Area: Roanoke County, Roanoke City, Botetourt County, Salem City, Alleghany County, Covington City

Veterans Benefits - Roanoke, Roanoke Regional Office, US Department of Veterans Affairs-Southwest

US Department of Veterans Affairs-Southwest

116 North Jefferson Street
Roanoke, VA 24016
(800)827-1000



Eligibility:

Service Description: Provides benefits services to veterans and their dependents. Provides compensation for service-connected disabilities. Administers pensions for wartime veterans permanently and totally disabled from non-service connected conditions. Provides death pensions and compensation. Oversees GI Home Loans and Veterans Education Assistance. Offers vocational rehabilitation for service-connected disabilities.

VA Outreach and Public Contact

Wells Avenue and North Jefferson Street

Roanoke, VA 24016

Loan Guaranty

1st Street and Campbell Avenue -- Second Floor

Roanoke, VA 24011

Vocational Rehabilitation and Employment

1st Street and Campbell Avenue -- Second Floor

Roanoke, VA 24011

Service Area: Statewide

Veterans Disability Benefits - Roanoke, US Dept Veterans Affairs**U.S. Department of Veterans Affairs-Roanoke Regional Office**

116 N. Jefferson Street

Roanoke, VA 24016

Eligibility:

Service Description: Provides veterans with compensation for service-related disabilities and pensions for non-service related disabilities. Income limits apply. Offers death benefits to wives and children of deceased veterans who meet eligibility requirements.

Service Area: Statewide

Veterans Pensions - Roanoke, U.S. Department of Veterans Affairs-Roanoke Regional Office**U.S. Department of Veterans Affairs-Roanoke Regional Office**

116 N. Jefferson Street

Roanoke, VA 24016

Eligibility:

Service Description: Accepts and files claims for veterans benefits. Requires proof of military service. Call if benefits are delayed.

Service Area: Statewide

Vision Impaired - Roanoke, Regional Office, Southwest VA, VDBVI**Virginia Department for the Blind and Vision Impaired**

Virginia Department for the Blind & Vision Impaired



Roanoke, VA 24012
(540)561-7475

Eligibility: Blind and visually impaired individuals living in Virginia

Service Description: Provides services to visually impaired citizens. Services include counseling, teaching, advocacy, low vision services and job placement assistance. Information available in Braille and Large print upon request. Programs include Rehabilitation Teaching/Independent Living, Orientation and Mobility, Low Vision and Deaf/Blind services, Vocational Rehabilitation, and Education Services.

ACCESSIBILITY: Fully accessible to persons with disabilities

Service Area: Bedford City, Floyd County, Covington City, Amherst County, Lynchburg City, Salem City, Botetourt County, Montgomery County, Pittsylvania County, Bedford County, Danville City, Roanoke City, Martinsville City, Roanoke County, Franklin County, Patrick Coun

Vocational Rehabilitation - Roanoke, Employment Services, Blue Ridge Independent Living Center

Blue Ridge Independent Living Center

1502 B Williamson Road Northeast
Roanoke, VA 24012
(540)342-1231

Eligibility: People with disabilities.

Service Description: Assistance with for people with disabilities to obtain and maintain employment and other work related issues. Social Security and other benefits counseling including Ticket to Work information and working while maintaining access to Supplemental Security Income(SSI), Social Security Disability Income(SSDI), Medicaid, and Medicare benefits.

Service Area: Salem City, Craig County, Roanoke City, Covington City, Roanoke County, Alleghany County, Botetourt County

Vocational Rehabilitation - Roanoke, Medicaid Waiver Services, Goodwill Industries of the Valleys

Goodwill Industries of the Valleys

2502 Melrose Avenue
Roanoke, VA 24017
(540)581-06206

Eligibility: Varies by program. Contact the office. Serves people with developmental, behavioral, mental, and emotional disabilities.

Service Description: Specialized Medicaid Waiver Programs

Offers day support and pre-vocational services and specific programs with smaller staff to participant ratios to individuals with specialized needs. People served must have a primary



diagnosis of developmental disabilities and must meet the requirements for high intensity services, with deficits in at least one of the following areas:

- *Assistance to meet basic personal care needs;
- *Extensive disability related difficulties requiring ongoing support to fully participate in activities;
- *Constant supervision to reduce or eliminate behaviors for full participation in program.
- *Must be in stable medical condition without the need for skilled nursing services.
- *Enteral feeding is offered.

Individuals participating in Specialized Medicaid Waiver programs at Goodwill are referred by Community Services Boards. Programs operate Monday through Friday from 8:30am - 3pm. Specialized Day Services(SDS)

SDS provides vocational training in independent living skills and community integration to individuals with mental, emotional, and behavioral difficulties. The program includes training in:

- *Vocational skills;
- *Community resources and safety awareness;
- *Learning skills, problem solving, and accepting responsibility.

Offers training activities so participants will have on-going opportunities to maximize skill development.

Adult Developmental Learning Services (ADLS)

Offers pre-vocational training and day support services to individuals with mental, emotional, and physical difficulties. Encourages independence through training in community integration activities, self-care skills, individual and group counseling, and individual outcome setting.

Provides training in:

- *Self, social, and environmental awareness;
- *Sensory stimulation, gross and fine motor skills;
- *Communication and personal care;
- *Use of community resources and community safety;
- *Learning and problem solving skills.

Day Support Services

Provided to individuals with developmental disabilities who receive Medicaid Waiver funding. Services include training, assistance and specialized supervision for the acquisition, retention, improvement of self-help, socialization, and adaptive skills. Provides peer interaction and opportunities for community and social integration. Focuses on enabling an individual to attain or maintain his or her maximum functional level and may include training in the following areas:

- *Self, social, and environmental awareness skills;
- *Sensory stimulation, gross and fine motor skills;
- *Communication and personal care;
- *Community resources and safety awareness;
- *Learning and problem solving skills;
- *Adapting behavior to community and social settings.

Prevocational Services

Provided to individuals with developmental disabilities who receive Medicaid Waiver funding. Prepares people for paid or unpaid employment. Offered to people whose productivity is less



than fifty percent of standard work rate. Focuses on enabling an individual to attain or maintain his or her maximum functional level and may include training and support in the following areas:

- *Skills which are aimed at preparation for paid employment;

- *Activities that are primarily directed at habilitative outcomes, such as attention span and motor skills;

- *Concepts such as accepting supervision, attendance, task completion, problem solving, and safety;

- *Activities are centered on the person and focus on their desired outcomes.

Service Area: Roanoke City, Franklin County, Salem City, Covington City, Botetourt County, Craig County, Floyd County, Montgomery County, Roanoke County, Alleghany County



Information Services

Disability Resources - Salem, I&R Easter Seals UCP Virginia

Easter Seals UCP North Carolina and Virginia

Easter Seals UCP Virginia

Salem, VA 24153

(540)777-7325

Eligibility: Unrestricted.

Service Description: Easter Seals UCP assists people with disabilities and their families by helping them find and make use of community resources. We provide general information on Easter Seals UCP programs across the state and referrals to local and/or regional programs based on the needs of the individual and family. Easter Seals UCP does not provide financial assistance to pay for rent, utility bills, mortgage payments, ongoing bills or deposits

Service Area: Statewide

Disability Resources Farmers - Salem, AgrAbility, Easter Seals Virginia UCP

Easter Seals UCP North Carolina and Virginia

Easter Seals Virginia UCP

Salem, VA 24153

(540)777-7325

Eligibility: Farmers with disabilities.

Service Description: In partnership with Virginia Cooperative Extension, the AgrAbility Virginia project provides direct education and on-site assistance to farmers and farm workers with disabilities, as well as their family members.

The project offers information on modification/adaptation of farm equipment and operations, farmstead accessibility, and assistive technology. AgrAbility staff seeks to provide the information and connection to resources that will allow farmers to continue their rural lifestyle. AgrAbility Virginia also offers a Peer Support Network that matches people in Virginia who have had similar experiences. The AgrAbility Virginia project is a statewide program.

Service Area: Statewide

Early Intervention - Salem, Easter Seals UCP Virginia

Easter Seals UCP North Carolina and Virginia

Easter Seals UCP Virginia

Salem, VA 24153

(540)777-7325

Eligibility: Infants & toddlers with developmental delays.



Service Description: Provides Early Intervention services to infants and toddlers who have disabilities or developmental delays. Early intervention promotes the development of the child while building the strengths of the family.

Services are provided by qualified educators who are experienced in working with young children with special needs, helping families incorporate developmental practices into their daily routines, and assisting families in locating needed resources in their community.

ACCESSIBILITY: Fully accessible to persons with disabilities

Service Area: Statewide

Ex-Offender Services - Roanoke, Virginia CARES

Virginia CARES Inc

Virginia CARES

Roanoke, VA 24016

(540)342-9344

Eligibility: Prisoners and ex-prisoners released from the Virginia Dept of Corrections local and regional jails and individuals released from federal institutions who are current residents of the State of Virginia.

Service Description: Administers the state-wide ex-offender re-entry program providing services to individuals released from local and regional jails, state institutions, and individuals released from federal institutions who are current residents of the State of Virginia.

Services include, but are not limited to: housing, food, clothing, employment, counseling, and other referrals.

Administers 12 service delivery sites through subcontracts with 10 Community Action Agencies and an Memorandum of Understanding with the Department of Corrections Probation and Parole District #21.

ACCESSIBILITY: Fully accessible to persons with disabilities

Service Area: Statewide

Info Lines/Specialized I&R - Roanoke, Blue Ridge Independent Living Center

Blue Ridge Independent Living Center

1502 B Williamson Road Northeast

Roanoke, VA 24012

(540)342-1231

Eligibility: Members of the community.

Service Description: Provides information and referral, sensitivity trainings, community education and awareness concerning disability related issues and concerns of persons with disabilities. Maintains a library with up-to-date collection of resource material on disability related issues and services. This services is available to all members of the community.



Service Area: Botetourt County, Covington City, Alleghany County, Roanoke City, Salem City, Craig County, Roanoke County

Info Lines/Specilized I&R - Roanoke, Senior Services, LOA Area Agency on Aging

LOA Area Agency on Aging

706 Campbell Avenue
Roanoke, VA 24016
(540)345-0451

Eligibility: People with low annual incomes who have an emergency need.

Service Description: Coordinates services for persons age 60 and over with low annual incomes who have a short term emergency need. Assessment can be done over the phone or in person at our office. Arranges a direct service or provides information or a referral to another agency. May include providing eyeglasses or a walker.

Additional numbers:

Botetourt County - (540) 966-1094

Alleghany County - (540) 962-0465

Service Area: Salem City, Roanoke City, Roanoke County, Craig County, Botetourt County, Alleghany County

Libraries - Roanoke, Gainsboro Branch, Roanoke City Public Libraries

Roanoke City Public Libraries

15 Patton Avenue NW
Roanoke, VA 24016
(540)853-2540

Eligibility: No restrictions.

Service Description: Provides circulation and reference services. Houses the Afro-Lee Collection, named after Virginia Lee, a former librarian of the Gainsboro Branch, of rare books and ready-reference resources on African-American history and culture. Implements year-round programming for children/youth, families and adults. Personal computers with educational and word processing software and Internet access are available. Website offers online continuing education classes.

Service Area: Botetourt County, Salem City, Craig County, Roanoke City, Roanoke County

Libraries - Salem, Roanoke County Law Library

Roanoke County Law Library

305 East Main Steet
Salem, VA 24153
(540)387-6344



Eligibility: Open to the public.

Service Description: Provides legal research and reference materials to the general public as well as to attorneys and court personnel. Questions regarding the interpretation of the law should be directed to an attorney licensed in the Commonwealth of Virginia. Law Library staff are prohibited from the following actions: offering legal advice, restating the law, and recommending legal action.

Has a collection of legal reference materials that focuses on Virginia law including the Code of Virginia, reported cases from the Virginia Court of Appeals and the Virginia Supreme Court, and selected cases from Virginia Circuit Courts. The collection also includes the United States Code and the United States Supreme Court Reports. Statutes and recent cases from other states are available on the Internet.

Offers legal encyclopedias and a variety of practice handbooks that deal with specific areas of the law, such as domestic relations, criminal law, estate planning and bankruptcy. Form books are available that provide examples of some types of legal documents. These forms are only examples and would have to be revised to fit a particular situation. We do not have preprinted, fill-in-the-blank forms.

All materials are for reference only and cannot be checked out or leave the library. Copies may be made for ten cents per page.

Service Area: Alleghany County, Botetourt County, Roanoke City, Craig County, Roanoke County, Salem City

Library - Buchanan, Buchanan Library, Botetourt County Public Library

Botetourt County Public Library

19795 Main Street
Buchanan, VA 24066
(540)254-2538

Eligibility: Must be a resident of the Roanoke Valley.

Service Description: Provides public library services to the residents of the Roanoke Valley.

Service Area: Roanoke County, Roanoke City, Salem City, Botetourt County

Library - Eagle Rock, Eagle Rock Library, Botetourt County Public Library

Botetourt County Public Library

55 Eagles Nest Drive
Eagle Rock, VA 24085
(540)884-3880

Eligibility: Must be a resident of the Roanoke Valley.

Service Description: Provides public library services to the residents of the Roanoke Valley.

Service Area: Salem City, Roanoke County, Roanoke City, Botetourt County



Library - Fincastle, Fincastle Library, Botetourt County Public Library
Botetourt County Public Library

11 Academy Street
Fincastle, VA 24090
(540)473-8339

Eligibility: Must be a resident of the Roanoke Valley.

Service Description: A full service branch of the Botetourt County Public Library System.

Service Area: Roanoke City, Roanoke County, Salem City, Botetourt County

Library - Roanoke, Blue Ridge Library, Botetourt County Public Library
Botetourt County Public Library

28 Avery Row
Roanoke, VA 24012
(540)977-3433

Eligibility: Must be a resident of the Roanoke Valley.

Service Description: This location is also the Administrative Office of the Botetourt County Library. Provides public library services to the residents of Botetourt County and the Roanoke Valley.

Service Area: Salem City, Roanoke City, Botetourt County, Roanoke County

Library - Roanoke, Hollins Branch, Roanoke County Public Library
Roanoke County Public Library

6624 Peters Creek Road
Roanoke, VA 24019
(540)561-8024

Eligibility: Unrestricted walk-ins accepted.

Service Description: A full service branch of the Roanoke County Library System.

Service Area: Roanoke County, Botetourt County

Library - Roanoke, Jackson Park Branch, Roanoke Public Libraries
Roanoke City Public Libraries

1101 Morningside Street SE
Roanoke, VA 24013
(540)853-2640

Eligibility: Unrestricted.



Service Description: Provides circulation and reference services. In addition, the library implements year-round programming for children/youth, families and adults. Personal computers with educational and word processing software and Internet access are available.

Service Area: Roanoke City, Botetourt County, Roanoke County, Salem City

Library - Roanoke, Law Library, Roanoke Public Libraries

Roanoke City Public Libraries

315 Church Avenue
Roanoke, VA 24016
(540)853-2268

Eligibility: Unrestricted.

Service Description: Provides legal resources for the public and legal communities in the Roanoke Valley. The Law Library has over 20,000 volumes of non-circulating legal books, journals and online databases for public use.

Service Area: Salem City, Botetourt County, Roanoke City, Roanoke County

Library - Roanoke, Main Branch, Roanoke City Public Libraries

Roanoke City Public Libraries

706 South Jefferson Street
Roanoke, VA 24016
(540)853-2473

Eligibility: Unrestricted.

Service Description: The Main Branch Library is the headquarters for the entire library system. The Main Branch Library has Circulation, Youth Services, and Reference Departments which coordinate services for the entire library system, as well as for Roanoke citizens who work downtown and/or consider the Main Branch Library as their neighborhood library. The Main Branch Library contains special collections such as the Virginia Room, considered the premier local history and genealogical resource in Southwest Virginia.

Adult Programs: (540)853-2785

Service Area: Botetourt County, Roanoke City, Roanoke County, Salem City

Library - Roanoke, Melrose Branch, Roanoke City Public Libraries

Roanoke City Public Libraries

2607 Salem Turnpike NW
Roanoke, VA 24017
(540)853-2648

Eligibility: Unrestricted.



Service Description: Provides circulation and reference services. In addition, the library implements year-round programming for children/youth, families and adults. Personal computers with education and word processing software and Internet access are available.

Service Area: Salem City, Botetourt County, Roanoke City, Roanoke County

Library - Roanoke, Raleigh Court Branch, Roanoke Public Libraries

Roanoke City Public Libraries

2112 Grandin Road SW

Roanoke, VA 24015

(540)853-2240

Eligibility: No restrictions.

Service Description: Provides circulation and reference services. The Raleigh Court Library features a collection of books written in Russian (part of the Library system's International Collection) for customer use and enjoyment. In addition, the library implements year-round programming for children/youth, families and adults. Personal computers with educational and word processing software and Internet access are available.

Service Area: Botetourt County, Roanoke County, Roanoke City, Salem City

Library - Roanoke, South County Library, Roanoke County Public Library

Roanoke County Public Library

6303 Merriman Road

Roanoke, VA 24018

(540)772-7507

Eligibility: Unrestricted.

Service Description: Children's programming available throughout the year including a Summer Reading Program. Offers books, large print books, videos, DVDs, books on tape, and books on CD. Reference service available. Online public catalog available at www.rvl.info. Meeting rooms available.

Service Area: Roanoke City, Roanoke County, Botetourt County, Salem City

Library - Roanoke, Talking Book Services, Roanoke City Public Libraries

Roanoke City Public Libraries

2607 Salem Turnpike NW

Roanoke, VA 24017

(540)853-2648

Eligibility: Blind or visually impaired.

Service Description: Audio tape book service sponsored by the Library of Congress' National Library Services for the Blind and Physically Handicapped, called Talking Books, is offered to



program qualified individuals who are blind and visually impaired. Descriptive videos (videos with audio reading component) are also available to individuals who qualify for the Talking Book Service.

Service Area: Roanoke County, Craig County, Salem City, Roanoke City, Botetourt County

Library - Roanoke, Williamson Road Branch, Roanoke City Public Library

Roanoke City Public Libraries

3837 Williamson Road NW

Roanoke, VA 24012

(540)853-2340

Eligibility: Unrestricted.

Service Description: Provides circulation and reference services. The Williamson Road Library features a collection of children's, young adults, and adult books written in Spanish. In addition, the library implements year-round programming for children/youth, families and adults. Personal computers with educational and word processing software and Internet access are available.

Youth Services (540)853-2955

Reference (540)853-2477

Service Area: Salem City, Roanoke City, Botetourt County, Roanoke County

Library - Salem, Salem City Public Library

Salem City Public Library

28 East Main Street

Salem, VA 24153

(540)375-3089

Eligibility: No restrictions.

Service Description: Offers books on a wide variety of subjects. Is a lending and reference service. Lends CDs, cassettes and film strips. Offers story hours and summer programs for children. Audio equipment materials free to the elderly and handicapped. Books by mail for the home-bound. Internet access is available at 14 work stations. Provides meeting rooms for group use.

Service Area: Roanoke County, Roanoke City, Botetourt County, Salem City

Library - Vinton, Vinton Branch, Roanoke County Public Library

Roanoke County Public Library

800 East Washington Avenue

Vinton, VA 24179

(540)857-5043



Eligibility:

Service Description: The Roanoke County Public Library is the community's primary resource for lifelong learning and the place people turn to for the discovery of ideas, the joy of reading, and the power of information. Wi-fi is available.

Service Area: Roanoke County

Occupational Health/Safety - Roanoke, Virginia Department of Labor and Industry

Virginia Department of Labor and Industry

3013 Peters Creek Road

Roanoke, VA 24019

(540)562-3580

Eligibility: Varies by program

Service Description: Offers assistance with apprenticeship programs, and occupational safety and health. Provides a Voluntary Safety Compliance Training program. Administers the commonwealth labor laws. Oversees child labor laws. Includes the Division of Boiler and Pressure Vessel Safety. Provides labor market research and analysis.

Provides an online information center at www.doli.virginia.gov/infocenter.html.

Service Area: Botetourt County, Craig County, Roanoke City, Salem City, Roanoke County

Veterans Disabled Information & Referral - Roanoke, DAV

Disabled American Veterans Department of Virginia

Disabled American Veterans Dept of VA

Roanoke, VA 24019

(540)206-2575

Eligibility: Disabled Veterans

Service Description: Assists eligible veterans to receive all the benefits and services they have earned through their sacrifices for their country. For Virginia DAV chapter locations, please visit the web site and click on Chapters.

Service Area: Statewide

Vision Impaired - Roanoke, Regional Office, Southwest VA, VDBVI

Virginia Department for the Blind and Vision Impaired

Virginia Department for the Blind & Vision Impaired

Roanoke, VA 24012

(540)561-7475

Eligibility: Blind and visually impaired individuals living in Virginia

Service Description: Provides services to visually impaired citizens. Services include counseling, teaching, advocacy, low vision services and job placement assistance. Information available in



Braille and Large print upon request. Programs include Rehabilitation Teaching/Independent Living, Orientation and Mobility, Low Vision and Deaf/Blind services, Vocational Rehabilitation, and Education Services.

ACCESSIBILITY: Fully accessible to persons with disabilities

Service Area: Botetourt County, Roanoke County, Craig County, Salem City, Roanoke City



Transportation

Transportation-Special - Roanoke, Maury Express, RADAR - UHSTS

RADAR - UHSTS

2762 Shenandoah Avenue Northwest
Roanoke, VA 24037
(800)964-5707

Eligibility: Maury Express service on fixed routes is open to the public. Maury Express Americans with Disabilities Act Paratransit services requires a written application to be certified for special transit services.

Service Description: The primary mode of public transportation for everyone is considered to be Maury Express (regular buses); however, under a federal law called the American's with Disabilities Act or "ADA", service is to be provided to those individuals who are "functionally" unable to use Maury Express some or all of the time, due to a disability and live within a ¾ mile distance of the fixed route. The information you provide in this application will help us determine whether you are eligible for "ADA service" based on the criteria outlined in the ADA law.

Eligibility is based on your current functional ability to ride Maury Express buses. It is not based on your age, trip purpose, financial resources, ability to drive, name of your disability/medical diagnosis, or having no bus service where you live. ADA eligibility is a transportation decision, not a medical one. If there are any conditions of eligibility, they will be listed and explained in your determination letter.

If you are already certified for an "ADA" service in another city, please call the office at 800-964-5707 before completing this application and provide your current "ADA" service information to acquire a certification number.

Service Area: Buena Vista City, Lexington City, Rockbridge County

Automobile Loans - Roanoke, Responsible Rides, Total Action Against Poverty

Total Action Against Poverty

145 Campbell Avenue SW
Roanoke, VA 24011
(540)345-6781

Eligibility: Must work, worship, live or be a student in service area. Must have been on the job for at least 3 months. Must have a phone. Be at or below 200% of poverty level. Must be insurable.

Service Description: Makes it possible for low-income families to obtain a loan for a used car. Cars are selected for reliability, mileage, and affordability from Enterprise fleet list. Affordable financing available through Freedom First Credit Union.

Service Area: Roanoke City, Radford City, Montgomery County, Roanoke County, Botetourt County, Salem City



Community Services - Buchanan, Botetourt Resource Center, Council of Community Services
Council of Community Services

33 Bedford Street
Buchanan, VA 24066
(540)254-1468

Eligibility: No restrictions.

Service Description: Services offered:

- * Case management and advocacy for seniors and persons with disabilities
- * Crisis Assistance
- * Crisis Response for 20 Botetourt County churches
- * Facilitation of needed items in the community through donations to the Center (clothes, appliances, furniture, etc.)
- * Brain Fitness Program of Posit Science for memory enhancement and brain plasticity
- * Senior aerobics/Senior BINGO/BINGO for adults with special needs
- * Coordination of the BAMA Food Pantry, and Food Distribution Programs
- * Information and Referral Services
- * Senior Prescription Assistance program
- * Senior Transportation
- * Volunteerism Program of Care Giving

Service Area: Botetourt County

Financial Aid - Roanoke, Helping Hands Fund

Helping Hands Fund

4040 Williamson Road NW
Roanoke, VA 24012
(540)366-2490

Eligibility:

Service Description: This volunteer-run service assists in obtaining emergency financial assistance and referral services to individuals and families in financial distress. All applicants are screened by telephone and all applicant information is kept confidential. Assistance is limited to the following categories:

- * Threat of eviction (must have notice)
- * Threat of loss of essential utility (must have cut-off notice)
- * Housing deposit
- * Food
- * Automobile gas
- * Medications

Service Area: Roanoke City, Salem City, Roanoke County



Military Family Support - Roanoke, Service to the Armed Forces, American Red Cross-Roanoke Valley Chapter

American Red Cross-Roanoke Valley Chapter

352 Church Avenue Southwest
Roanoke, VA 24016
(540)985-3560

Eligibility: Serve members of the United States Armed Forces, Reserve, and National Guard and their dependent family members; limited services to Veterans.

Service Description: Assists military-connected families and service members to resolve a variety of stress-causing situations. This is accomplished through the use of problem-solving and crisis intervention skills, reporting and communication services and appropriate referral skills.

Emergency Communication

In the event of an emergency, critical accident, illness, or death in a service member's immediate family, the Red Cross verifies the situation and relays an emergency leave request to proper military authorities. It is then up to the commanding officer to decide whether or not to grant leave.

Health and Welfare Inquiries

Sometimes, a long time with no word from the service member can become worrisome. The Red Cross, through our worldwide communication network, can communicate with the installation or ship. Also, service members can request the same services related to families back home.

The Red Cross chapter may also provide services related to referral, advocacy, humanitarian reassignment, and emergency financial assistance.

When calling for assistance, very helpful to have available service member's service number, MILITARY address and birth date and rank and rate.

Service Area: Roanoke City, Botetourt County, Bath County, Alleghany County, Covington City, Salem City, Pittsylvania County, Roanoke County, Craig County, Highland County, Franklin County, Danville City

Transportation - Roanoke, Ride Solutions, Roanoke Valley - Alleghany Regional Commission

Roanoke Valley - Alleghany Regional Commission

PO Box 2569
Roanoke, VA 24010
(540)342-9393

Eligibility: Contact the office for more information.

Service Description: Provides FREE carpool matching services for citizens of the Roanoke and New River Valley regions and surrounding areas within southwestern Virginia. We work with individuals to facilitate one-on-one carpool matches, and with employers to create company-wide alternative transportation programs.

Ride Solutions cannot offer free passes, out of town, one time, non-commute



trips, etc. No financial assistance for transportation is available.

Service Area: Radford City, Alleghany County, Franklin County, Botetourt County, Giles County, Montgomery County, Pulaski County, Covington City, Craig County, Floyd County, Salem City, Roanoke County, Roanoke City

Transportation - Roanoke, Smart Way Commuter Bus, Valley Metro

Valley Metro

1108 Campbell Avenue Southeast
Roanoke, VA 24011
(540)982-0305

Eligibility: Able to access the pick up locations.

Service Description: A bus service that serves the New River Valley, Roanoke Valley, Bedford, and Lynchburg, with connections to Blacksburg Transit (during school year only), Smart Way, Valley Metro, Greater Lynchburg Transit, and Amtrak. Monday through Thursday, the service begins in downtown Roanoke, at the Civic Center (lot C), and ends at the Amtrak station in Lynchburg. On the weekends, the service begins in Blacksburg at the Squires Student Center and ends at the Amtrak station in Lynchburg.

Buses are compliant with the American with Disabilities Act of 1993, and 100 percent of the fleet is wheelchair accessible. Commuters who have questions about specific special transportation needs should call our Administrative Office at 540-982-0305, Monday through Friday, 7:30am to 4:30pm.

Service Area: Roanoke City, Montgomery County, Lynchburg City

Transportation - Roanoke, Star Line Trolley, Valley Metro

Valley Metro

1108 Campbell Avenue Southeast
Roanoke, VA 24032
(540)982-0305

Eligibility: Must be able to access stops on the trolley's route.

Service Description: Provides free, convenient transportation to retail businesses, schools, libraries, restaurants, and lodging along Jefferson Street between Downtown Roanoke and Carilion Roanoke Memorial Hospital.

Service Area: Roanoke City

Transportation - Roanoke, Valley Metro

Valley Metro

17-31 West Campbell Avenue Southeast
Roanoke, VA 24013
(540)982-0305



Eligibility: People traveling along the established bus routes.

Service Description: This is the main public bus transportation system in the Roanoke Valley. Weekly and monthly passes available at the Campbell Court Transportation Center in downtown Roanoke, the Administrative Office at 1108 Campbell Avenue Southeast, or by mail. Maps/schedules are available on the website, at Campbell Court, the Administrative Office, or by phone.

Service Area: Salem City, Roanoke City

Transportation - Roanoke, Vital Service Transportation, LOA Area Agency on Aging

LOA Area Agency on Aging

706 Campbell Avenue Southwest

Roanoke, VA 24016

(540)345-0451

Eligibility: Meets low income guidelines and has no other source for transportation.

Service Description: Available to individuals 60 or older, with low incomes, who have an emergency need for transportation to a doctor, to the pharmacy, grocery store or other critical appointment. Helps those who need door to door assistance and who have no other source for transportation or means to pay for transportation. Individuals are transported by volunteers, taxi-cab or van service.

Service Area: Roanoke City, Covington City, Roanoke County, Botetourt County, Alleghany County, Salem City

Transportation-Special - Roanoke, CORTRAN, RADAR - UHSTS

RADAR - UHSTS

2762 Shenandoah Avenue Northwest

Roanoke, VA 24037

(540)343-1721

Eligibility: Must be a Roanoke County resident and be Certified by the County of Roanoke as a senior citizen aged 60 or older or as and Americans with Disabilities Act(ADA) Paratransit Eligible prior to arranging service.

Service Description: A non-profit corporation providing rural public transit services and specialized transit services to Roanoke County residents. CORTRAN services are aimed at physically, mentally disabled, aged, or transportation disadvantaged individuals. Drivers are trained in passenger assistance, defensive driving CPR, and wheelchair securement procedures to make the trip safe and enjoyable.

Service Area: Roanoke County



Transportation-Special - Roanoke, Goodwill Industries of the Valleys

Goodwill Industries of the Valleys

2502 Melrose Avenue Northwest
Roanoke, VA 24017
(540)581-0620

Eligibility: Must have a documented disability, be capable of self-care, and not harmful to self or others. Transportation is work related.

Service Description: Provides transportation services to workers with disabilities to and from their primary source of employment in Botetourt County. Transportation is provided due to the unavailability of alternative public transportation in part or whole to their employment location. Accessibility: Adjacent off-street parking, front entrance passenger loading zone, wheelchair accessible, curb and entrance ramp, operates own transportation system.

Service Area: Botetourt County

Transportation-Special - Roanoke, Mountain Express, RADAR - UHSTS

RADAR - UHSTS

2762 Shenandoah Avenue Northwest
Roanoke, VA 24037
(800)964-57074

Eligibility: Services are aimed at physically, mentally disabled, or transportation disadvantaged individuals. Americans with Disabilities Act certification required for services that deviate from the fixed route.

Service Description: Fixed route services are available to the general public. Offers deviated fixed route bus transportation on a set route to anyone in Covington, Clifton Forge, Iron Gate and Alleghany County, Virginia. Customers must stand at the bus stop for pick up. Accessible transportation for people with functional disabilities is available upon request with a completed and approved Americans with Disabilities Act paratransit certification application prior to transport. Will deviate from the route up to .75 mile off of the fixed route.

Service Area: Alleghany County, Covington City

Transportation-Special - Roanoke, PART, RADAR - UHSTS

RADAR - UHSTS

2762 Shenandoah Avenue Northwest
Roanoke, VA 24037
(800)964-5707

Eligibility: Fixed route service is available to the general public. People who are functionally disabled and unable to ride the fixed route may apply for certification under the Americans with Disabilities Act paratransit guidelines for route deviation.



Service Description: The primary mode of public transportation for everyone is considered to be PART (regular bus); however, under a federal law called the Americans with Disabilities Act or ADA service is to be provided to those individuals who are functionally unable to use PART some or all of the time, due to a disability and live within a ¾ mile distance of the fixed route.

The information provided in this application will help us determine whether you are eligible for ADA service based on the criteria outlined in the ADA law. Eligibility is based on a person's current functional ability to ride PART buses. It is not based on your age, trip purpose, financial resources, ability to drive, name of your disability/medical diagnosis, or having no bus service where you live. ADA eligibility is a transportation decision, not a medical one. If there are any conditions of eligibility, they will be listed and explained in the determination letter.

If a person is already certified for an ADA service in another city, please call the office at 800-964-5707 before completing this application and provide your current ADA service information to acquire a certification number.

Service Area: Martinsville City, Henry County

Transportation-Special - Roanoke, Valley Metro Discount Identification Cards, Valley Metro

Valley Metro

1108 Campbell Avenue Southeast
Roanoke, VA 24013
(540)982-0305

Eligibility: Must be permanently disabled (receiving Supplemental Security Income(SSI), or Social Security Disability Income(SSDI), or have a doctor's letter of permanent disability) or be aged 65 or older.

Service Description: To obtain proper identification so as to be entitled to pay our discount fares, or use discount passes, a person must come to the Valley Metro Administrative Office during the hours of 8:00am and 4:00pm, Monday through Friday.

This person must bring with them a state issued photo identification card, and one of the items listed below:

For proof of disability:

*valid Medicare card

*Easter Seal card

*Letter from the Social Security Administration, designating the person as a recipient of Supplemental Security Income(SSI) or Social Security Disability Income(SSDI).

*Letter from a physician stating that a person has a permanent disability.

For proof of age:

*In most cases a state issued photo identification card is the accepted form for proof of age 65, or older;

*If no state issued ID is available, a Medicare card (with photo) can be accepted for proof of age.

Service Area: Salem City, Roanoke City



Transportation-Special - STAR, Roanoke, Valley Metro

Valley Metro

1108 Campbell Avenue Southeast
Roanoke, VA 24032
(540)343-17213

Eligibility: Must be certified Americans with Disabilities Act Paratransit Eligible by Valley Metro. Certification number required when scheduling rides.

Service Description: A service of Valley Metro that is operated by RADAR, S.T.A.R. provides transportation to people with disabilities who are unable to ride a Valley Metro bus. The following are guidelines under which we operate the S.T.A.R. service:

*Service Area: The entire City of Roanoke, the town of Vinton, and the city of Salem are service areas; within 3/4 of one mile on either side of a regular Valley Metro fixed route. Does not serve other areas of Roanoke County.

* Qualification: To be qualified for S.T.A.R. service, you must first submit a completed application to Valley Metro. To acquire an application, you may call Valley Metro at 982-2222 and have one mailed or faxed to you. You may also download an application from the website. When you and your medical professional of choice have completed the application, you may mail it to us at:

Valley Metro - STAR Service
PO Box 13247
Roanoke, VA 24032-3247

Completed applications may be faxed to 540-982-2703 to the attention of STAR Service.

Visitors: If a person is eligible for Americans with Disabilities Act Paratransit through another transit system, and is visiting within the S.T.A.R service area, please call the office in advance regarding transit needs to access the STAR service during your visit. Out of area callers may call toll free at 800-388-7005. If a person is ADA Certified through the STAR service, and will be visiting in another city, contact the public transportation provider in that city regarding their policies for visitors.

Service Area: Roanoke City, Salem City

