ASSISTANCE FROM A DISTANCE

How to Access DCHS Services During the COVID-19 Pandemic

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

Children, Youth & Families

CHILD PROTECTIVE SERVICES HOTLINE: 703.746.5800 (24/7)
To report or discuss a possible abuse or neglect situation or concern

HEAD START: 703.746.5927

PIE PROGRAM: 703.746.3350
Services for children birth-3 yrs with developmental delays

YOUTH DEVELOPMENTAL DISABILITY AND MEDICAID WAIVER SERVICES: 703.746.5437
Medicaid Waiver and Case Management support for individuals ages 3-22

CHILD-CARE PAYMENT ASSISTANCE: 703.746.5437

FAMILY CHILD CARE REGULATION AND EMERGENCY CHILD-CARE PLACEMENT: 703.746.5930
Assistance with emergency child care placement and family child care provider needs

Public Benefits & Assistance

2525 Mt. Vernon Ave.

TEXT 703.346.5599

EMERGENCY SHELTER (Call 703.746.5700 for hours)
Walk-ins for singles seeking emergency shelter

Mail Pick-up and SNAP EBT Pick up (M-F, 1-3 p.m.)
(For replacement EBT Cards: 866.281.2448)

EMERGENCY FINANCIAL ASSISTANCE: 703.746.5700
For emergency rent, utility and prescription assistance

To apply: SNAP, TANF, MEDICAID & REFUGEE CASH ASSISTANCE
Online: commonhelp.virginia.gov
SNAP and TANF: 855.635.4370
Medicaid: 855.242.8282

To drop off documents and/or applications:
Use: “DCHS Drop Box” at Mt. Ida Ave. entrance
Email: DCHSpubicbenefits@alexandriava.gov
Fax: 703.746.5985

Older Adults

ADULT PROTECTIVE SERVICES: 703.746.5778
(M-F 8:30 a.m. - 4:30 p.m.)

888.832.3858 (After hours)
To report abuse, neglect and exploitation of adults 60+ or persons with a disability 18 and older

OLDER ADULT SERVICES: 703.746.5999
Referrals for services like Meals on Wheels and Homemaker Personal Care Services Program

Domestic Violence Program & Sexual Assault Center

SEXUAL ASSAULT CENTER HOTLINE: 703.683.7273
DOMESTIC VIOLENCE PROGRAM HOTLINE: 703.746.4911

For more information about other resources, visit ALEXANDRIAVA.GOV/DCHS | ALEXANDRIAVA.GOV/CORONAVIRUS 1/5/2022