

# Department of Community of Humans Services

**2525 Mount Vernon Avenue**

**Limited and Access Hours of Operation**

## **LOBBY IS OPEN Monday to Friday ONLY FOR:**

- 1. Emergency Shelter and Scheduled Appointments 9 am – 5 pm**
- 2. SNAP EBT card pick-up times 1:00pm – 3:00pm (new cards only)**  
**For replacement card, call 866.281.2448**
- 3. Mail pick-up for customers who use 2525 Mt. Vernon Avenue as their mailing address 1:00pm – 3:00pm**

**Need DCHS Assistance? Call 703.746.5700**

**for services including, rental, utility, or prescription assistance**

**Please Note:** Due to COVID-19, Dominion Energy, Washington Gas, Virginia American Water, and Alexandria Renew have suspended disconnections for non-payment until further notice.

## To apply for SNAP, TANF, Medicaid and Refugee Cash Assistance

- **Online:** [Commonhelp.virginia.gov](https://Commonhelp.virginia.gov)
- **By Phone:** SNAP and TANF by calling **1.855.635.4370**
- **Apply or renew your MEDICAID** by calling **1.855.242.8282**

## To drop-off verification documents and/or applications

- **Use:** The “DCHS Drop Box” located at Mt. Ida Avenue entrance
- **Email:** [DCHSpublicbenefits@alexandriava.gov](mailto:DCHSpublicbenefits@alexandriava.gov) (SNAP, TANF, Medicaid)
- **Fax:** 703.746.5985
- **Mail to:** Department of Community of Human Services  
Attention: DCHS Worker Name or Program  
2525 Mt. Vernon Avenue  
Alexandria, VA 22301