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
- **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 (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