ASSISTANCE FROM A DISTANCE

How to Access DCHS Services During the COVID-19 Pandemic
By Phone, Online, Video and Urgent Appointments as Indicated

Children, Youth & Families

CHILD PROTECTIVE SERVICES HOTLINE: 703.746.5800 (24/7)
To report or discuss a possible abuse or neglect situation or concern
HEAD START: 703.746.5927
PIE PROGRAM: 703.746.3350
Services for children birth-3 yrs with developmental delays

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

CHILD-CARE PAYMENT ASSISTANCE:
703.746.5437

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

DOMESTIC VIOLENCE PROGRAM & Sexual Assault Center

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

CHILD AND FAMILY BEHAVIORAL HEALTH SERVICES:
571.213.7963
Email: DCHSYouthIntake@alexandriava.gov
For children with mental health or substance use challenges

Employment Services

WORKFORCE DEVELOPMENT CENTER: 703.746.5990
Online: alexandriava.gov/WorkforceDevelopment
Email: wdc@alexandriava.gov

Older Adults

ADULT PROTECTIVE SERVICES: 703.746.5778
(M-F 8:30 a.m. - 4:30 p.m.)
888.832.3858 (After hours)
To report abuse, neglect and exploitation of adults 60+ or persons with a disability 18 and older

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

Public Benefits & Assistance

EMERGENCY SHELTER (9 a.m. - 5 p.m.)
Walk-ins for singles seeking emergency shelter
Mail Pick-up and SNAP EBT Pick up (M-F, 1-3 p.m.)
(For replacement EBT Cards: 866.281.2448)

EMERGENCY FINANCIAL ASSISTANCE:
703.746.5700
For emergency rent, utility and prescription assistance
To apply:
SNAP, TANF, MEDICAID & REFUGEE CASH ASSISTANCE
Online: commonhelp.virginia.gov
SNAP and TANF: 855.635.4370
Medicaid: 855.242.8282
To drop off documents and/or applications:
Use: “DCHS Drop Box” at Mt. Ida Ave. entrance
Email: DCHSpublicbenefits@alexandriava.gov
Fax: 703.746.5985

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

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