



Department of Community and Human Services

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**



Adult Substance Use & Mental Health Treatment



EMERGENCY SERVICES:

703.746.3401 (24/7)

ADULT INTAKE:

703.746.3535

ALEXANDRIA RESIDENTIAL TREATMENT CENTER:

703.746.3636 (24/7)

Short-term treatment for individuals with substance use disorders

OPIOID TREATMENT PROGRAM:

703.746.3610