Franklin County
Family Resource Center
Community Resource Directory
FALL 2018
The Family Resource Center was organized in 1983 by representatives from local human service agencies, local businesses, and concerned community citizens on a one-time grant from the Episcopal Church to develop and implement services for victims of domestic violence. In 1989, the Family Resource Center in conjunction with the Board of Supervisors developed the Franklin County Department of Family Resources to provide more extensive services for victims of domestic violence, making the Family Resource Center one of two domestic violence programs in the state to operate under the auspices of a local government. Today FRC provides shelter and services to victims of domestic violence.

The Family Resource Center Mission Statement
To promote safe and healthy living environments for Franklin County families in crisis who are victims of domestic violence.

Our Philosophy
Our philosophy at the Franklin County Family Resource Center (FCFRC) is to provide shelter and services to victims of domestic violence in our community. By providing services to these victims, it is our intention to reduce the incidents of domestic violence in our county. It is also our philosophy, to promote community awareness and support for victims who enter the system. FCFRC strives to enhance victim’s self-esteem, self-worth, and enhances empowerment to break free from the cycle of violence. The FCFRC staff will aim to work in partnership and utilize other community resources to best handle each victim’s situation uniquely. FCFRC will provide victims with case management, hotline services, support groups, personal and court advocacy, information and referral, children’s programs, public education and awareness, resource library, employment and financial referrals.
About This Book

This book is divided into two sections. The first section pages 4-47 are an easy reference section, for quick reference to names and numbers of organizations who provide assistance to Franklin County Residents. The second section of this guide contains more information about each organization and some helpful information about services provided and eligibility guidelines for those services. The best source of information is always straight from the organization itself. If you have any questions, call the organization you are interested in directly through the number we have provided.

Thank you.

Franklin County Family Resource Center Staff
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CHILDREN’S SERVICES

Name: **DBGGRN**
Contact: Amanda Shank
Phone: 1-540-309-3090
       1-540-989-4856
Open: Monday through Saturday

Name: **Intercept Youth Services, Inc.**
Contact: Jennifer Sherman
Phone: 1-540-344-7700
Fax: 1-540-344-7701
Web: www.interceptyouth.com

Name: **S.T.E.P.**
Program: **Head Start**
Contact: Daphney Hancock (Franklin County)
Location: 200 Dent Street
        Rocky Mount, VA 24151
Phone: 1-540-483-5142 ext. 3013
Fax: 1-540-483-0640
Open: Monday through Friday
Hours: 8:30am- 4:30pm
Email: daphney.hancock@stepincva.com

Contact: Angela Duppsadt (Patrick County)
Location: 4559 Wayside Road
        Stuart, VA  24171
Phone: 1-276-694-2239 ext. 213
Fax: 1-276-694-6954
Open: Monday through Friday
Hours: 8:00am- 4:00pm
Email: angela.duppsadt@stepincva.com

Web for both: www.stepincva.com
Name: S.T.E.P.
Program: Early Head Start
Contact: Shirley Wells (Franklin County)
Location: 200 Dent Street
Rocky Mount, VA 24151
Phone: 1-540-483-5142 ext. 3045
Fax: 1-540-483-0640
Open: Monday through Friday
Hours: 8:30am- 4:30pm
Email: shirley.wells@stepincva.com

Contact: Shirley Wells (Patrick County)
Location: 4559 Wayside Road
Stuart, VA  24171
Phone: 1-276-694-2239 ext. 201
Fax: 1-276-694-6954
Open: Monday through Friday
Hours: 8:00am- 4:00pm
Email: shirley.wells@stepincva.com

Web: www.stepincva.com

Name: S.T.E.P.
Program: LIFES ACADEMY
Contact: Mike Meredith
Location: 200 Dent Street
Rocky Mount, VA 24151
Phone: 1-540-483-5142 ext. 3029
Fax: 1-540-483-2506
Open: Monday through Friday
Hours: 8:00am- 4:00pm
Email: mike.meredith@stepincva.com
Web: www.stepincva.com
Name: S.T.E.P.
Program: Project Discovery
Contact: Mike Meredith
Location: 200 Dent Street
Rocky Mount, VA 24151
Phone: 1-540-483-5142 ext. 3029
Fax: 1-540-483-2506
Open: Monday through Friday
Hours: 8:00am- 4:00pm
Email: mike.meredith@stepincva.com
Web: www.stepincva.com

Name: Southern Virginia Child Advocacy Center
Program: Child Abuse Review Team (CART)
Location: 300 South Main Street
Rocky Mount, VA 24151
Contact: Any Staff
Phone: 1-540-484-5566
Fax: 1-540-484-5567
Open: Monday through Friday
Hours: 8:30am- 5:00pm
Email: info@southernvacac.org
Web: www.southernvacac.org
Name: Southern Virginia Child Advocacy Center
Program: Court Appointed Special Advocates (CASA)
Location: 300 South Main Street
          Rocky Mount, VA 24151
Contact: Rebecca LaFlamme or Monica Minter
Phone: 1-540-484-5566
Fax: 1-540-484-5567
Open: Monday through Friday
Hours: 8:30am - 5:00pm
Email: casa@southernvacac.org
Web: www.southernvacac.org

Name: Southern Virginia Child Advocacy Center
Program: Darkness to Light-Sexual Abuse Prevention/Education Program
Location: 300 South Main Street
          Rocky Mount, VA 24151
Contact: Any Staff
Phone: 1-540-484-5566
Fax: 1-540-484-5567
Open: Monday through Friday
Hours: 8:30am - 5:00pm
Email: jmoran@southernvacac.org
Web: www.southernvacac.org
Name: Blue Ridge Appalachian Neighbors Helping Neighbors
Contact: Jennifer Harris
Location: 6095 Dryhill Road
        Ferrum, VA 24088
Phone: 1-540-365-0019
Open: Friday
Hours: 3:00pm - 6:00pm

Name: Goodwill Industries
Location: 1045 North Main Street
        P.O. Box 157
        Rocky Mount, VA 24151
Phone: 1-540-483-0296
Fax: 1-540-483-0297
Open: Monday through Sunday
Hours: Monday through Saturday 8:00am - 9:00pm
       Sunday: 12:00pm - 8:00pm

Name: St. James Community Center
Contact: Susan Putnam
Phone: 1-540-365-0760
Open: Wednesday
Hours: 11:00am - 2:00pm
COUNSELING/GROUPS

Name: Adult, Child & Family Counseling
Contact: Dave Stewart
Location: Commonwealth Building
270 South Main Street
Room #205
Rocky Mount, VA 24151
Phone: 1-540-489-4892
Emergency: 1-540-981-8181 (CONNECT) OR 1-877-934-3576 (CONTACT)
Open: Monday through Thursday
Hours: 9:30am - 5:00pm

Name: Couples & Kids
Contact: Norma White
Location: 110 Vista Centre Drive
P.O. Box 1338
Forest, VA 24551
Phone: 1-434-316-9339
Fax: 1-434-316-7025
Hours: Call for hours

Name: Family Services of the Roanoke Valley
Location: 360 Campbell Avenue, S.W.; Roanoke, VA 24016
Phone: 1-540-563-5316
Intake: 1-540-563-5316 Ext: 3014
Fax: 1-540-563-5254
Open: Monday through Friday
Hours: 9:00am – 5:00pm
Web: www.fsrv.org
COUNSELING/ GROUPS

Name: **HCS (Hall Community Services, Inc.)**
Location: 846 Campbell Ave SW  
Roanoke, VA 24016
Phone: 1-540-344-6411  
Fax: 1-540-344-2007
Open: Monday through Friday  
Hours: 8:30am-5:00pm
Web: [www.HALLCOMMUNITYSERVICES.com](http://www.HALLCOMMUNITYSERVICES.com)

Name: **Franklin County Family Resource Center**
Group: **Helping Children Who Witness Domestic Violence (A class for Adult Victims, Survivors & Caregivers to those children)**
Contact: Any Staff
Phone: 1-540-483-5088  
Held: Wednesdays (free of charge - registration required)
Hours: 6pm – 8pm
Web: [www.franklincountyva.org/shelter](http://www.franklincountyva.org/shelter)

Name: **Piedmont Community Services**
Contact: Receptionist
Location: 30 Technology Drive  
Rocky Mount, VA 24151
Phone: 1-540-483-0582  
24 Hour: 1-540-489-5490  
Fax: 1-540-483-0583
Open: Monday through Friday  
Hours: 8:00am-5:00pm
Web: [www.piedmontcsb.org](http://www.piedmontcsb.org)
<table>
<thead>
<tr>
<th>Name: Franklin County Family Resource Center</th>
<th>Group: <strong>Stress and Anger Management Class for Adult Victims &amp; Survivors of Domestic Violence</strong></th>
<th>Contact: Any Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone: 1-540-483-5088</td>
<td>Held: Thursday (free of charge – registration required)</td>
<td></td>
</tr>
<tr>
<td>Hours: 6pm – 7pm</td>
<td>Web: <a href="http://www.franklincountyva.org/shelter">www.franklincountyva.org/shelter</a></td>
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<thead>
<tr>
<th>Name: Franklin County Family Resource Center</th>
<th>Group: <strong>Support Group for Adult Victims &amp; Survivors of Domestic Violence</strong></th>
<th>Contact: Any Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone: 1-540-483-5088</td>
<td>Held: Monday</td>
<td></td>
</tr>
<tr>
<td>Hours: 6pm – 7pm</td>
<td>Web: <a href="http://www.franklincountyva.org/shelter">www.franklincountyva.org/shelter</a></td>
<td></td>
</tr>
</tbody>
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<thead>
<tr>
<th>Name: The Counseling Center</th>
<th>Location: 150 Linden Avenue, Lynchburg, VA 24503</th>
<th>Phone: 1-434-384-3131</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1-800-881-0087</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Web: <a href="http://www.phfs.org">www.phfs.org</a></td>
</tr>
</tbody>
</table>
EDUCATION/ SPECIALTY CLASSES

Name: Franklin County Perinatal Education Center
Contact: Amy Pendleton
Location: 335 South Main Street
P.O. Box 2007
Rocky Mount, VA 24151
Phone: 1-540-489-1800
Fax: 1-540-489-1800
Open: Monday through Friday
Hours: 9:00am – 2:00pm
E-mail: apendleton@ferrum.edu
Web: www.fcpec.org

Name: National Center for Homeless Education
Program: Supporting the Education of Children & Youth Experiencing Homeless
Contact: Any Staff
Phone: 1-800-308-2145

Name: STEP, Inc.
Program: Head Start & Early Head Start
Contact: Shelly McClintock
Phone: 1-540-483-5142
Fax: 1-540-483-2506
Open: Monday through Friday
Hours: 8:30am- 4:30pm
E-mail: shelly.mcclintock@stepincva.com
Web: www.stepincva.com
EDUCATION/ SPECIALTY CLASSES

Name: STEP, Inc.
Program: **LIFES Academy**: Lessons in Fundamental and Essential Skills
Contact: Cheryl Cobbs
Phone: 1-540-483-5142
Fax: 1-540-483-2506
Open: Monday through Friday
Hours: 8:30am - 4:30pm
E-mail: cheryl.cobbs@stepincva.com
Web: www.stepincva.com

Name: S.T.E.P.
Program: **Financial Education**
Contact: Angela Werner
Location: 200 Dent Street
Rocky Mount, VA 24151
Phone: 1-540-483-5142 ext. 3018
Fax: 1-540-483-2506
Open: Monday through Friday
Hours: 8:00am - 4:00pm
Email: angela.werner@stepincva.com
Web: www.stepincva.com

Name: **The Franklin Center for Advanced Learning and Enterprise**
Contact: Kathy E. Hodges
Phone: 1-540-483-0179
Fax: 1-540-483-1297
E-mail: kathy.hodges@franklincountyva.gov
Web: www.thefranklincenter.org
Name:  STEP, Inc.
Program:  **West Piedmont Re-Entry Journey**
Location:  200 Dent Street
           Rocky Mount, VA  24151
Contact:  Brenda Manning
Phone:  1-540-483-5142 ext.3035
Open:  Monday through Friday
Hours:  8:00am- 4:00pm (must call first-seen by appointment only)
E-mail:  brenda.manning@stepincva.com
Web:  www.stepincva.com
**FINANCIAL ASSISTANCE**

Name: **Agape Center**  
Contact: Any Staff  
Phone: 1-540-296-0609  
Hours: Call for hours of operation

Name: **American Red Cross** (emergency financial assistance)  
Contact: Any Staff  
Phone: 540-985-3535  
Open: Monday through Friday: 8:00am – 5:00pm  
Phone: 1-540-483-5621  
Open: Tuesdays and Thursdays: 9:00am – 12:00pm  
Wednesday: 10:00am – 2:00pm  
Web: [http://www.roanokevalleyredcross.org/](http://www.roanokevalleyredcross.org/)

Name: **Franklin County Department of Social Services**  
Type: **Auxiliary Grants, TANF, Energy Assistance, General Relief Caregivers Grants, Disaster Assistance, Medical Assistance**  
Phone: 1-540-483-5142  
Open: Monday through Friday; 8:30am – 5:00pm  
Web: [www.dss.state.va.us](http://www.dss.state.va.us)

Name: **Helping Hands of Franklin County**  
Contact: Kay Saleeby  
Phone: 1-540-483-2387  
Phone: 1-540-483-9828  
Open: Tuesday and Thursdays  
Hours: Call for an appointment  
E-mail: [helpinghandsfc@stepincva.com](mailto:helpinghandsfc@stepincva.com)  
Web: [http://helpinghandsfc.com/](http://helpinghandsfc.com/)
Name: **RAM House** (Roanoke)  
Contact: Any Staff  
Phone: 1-540-345-8850  
Open: Monday through Friday  
Hours: 8:00am - 4:00pm

Name: **Salvation Army of Franklin County**  
Contact: Beth Wooten  
Mailing Address: P.O. Box 161  
Glade Hill, VA 24092  
Phone: 1-540-483-1775  
Info: Must leave a detailed message and a call back number on answering machine

Name: **St. Johns**  
Contact: Any Staff  
Phone: 1-540-343-9341  
Open: Tuesday Morning Only  
Hours: 9:00am or until funds run out  
Info: Must be in need

Name: **Trinity Lutheran Ministries Helping Hands**  
Contact: Any Staff  
Phone: 1-540-366-2490  
Open: Sunday through Saturday  
Hours: 24 hours  
Info: Leave a detailed message
FOOD ASSISTANCE

Name: **Agape Center**
Contact: Any Staff
Phone: 1-540-296-0609
Hours: Call for hours of operation

Name: **Blue Ridge Appalachian Neighbors Helping Neighbors**
Contact: Jennifer Harris
Location: 6095 Dryhill Road
Ferrum, VA 24088
Phone: 1-540-365-0019
Open: Friday
Hours: 3:00pm - 6:00pm

Name: **Franklin County Department of Health**
Program: **W.I.C.**
Contact: Theresa Messer
Phone: 1-540-484-0292
Fax: 1-540-484-0314
Open: Monday through Friday
Hours: 8:15am – 5:00pm
Web: [www.vdh.virginia.gov](http://www.vdh.virginia.gov)

Name: **Franklin County Department of Social Services**
Program: **S.N.A.P.**
Contact: Receptionist
Phone: 1-540-483-9247
Open: Monday through Friday
Hours: 8:30am – 5:00pm
Web: [www.dss.state.va.us](http://www.dss.state.va.us)
Name: Gods Provision  
Contact: Judy Lafon  
Phone: 1-540-493-5653

Name: Gogginsville United Methodist Church  
Contact: Brad Dulaney  
Phone: 1-540-483-3626

Name: Heavenly Manna  
Contact: Bob Swain  
Phone: 1-540-483-3923  
Open: Monday  
Hours: 10:00am – 5:00pm

Name: Second Harvest  
Location: Red Valley United Methodist Church  
Contact: Leave a message  
Phone: 1-540-721-7545  
Open: Tuesdays 2nd and 4th only  
Hours: 6:15pm-6:45pm

Name: St. James  
Contact: Jenny Johnson  
Phone: 1-540-365-0760  
Open: Wednesday  
Hours: 9:00am – 12:00pm

Name: St. Johns  
Contact: Any Staff  
Phone: 1-540-343-9341  
Open: Tuesday Morning Only  
Hours: 9:00am or until funds run out (Lines start forming at 7:00am)  
Info: Must be in need
FOOD ASSISTANCE

Name: Stepping Stones Mission of Franklin County
Program: **Soup Kitchen**
Contact: Joanne Patterson, Director
Location: 565 Diamond Avenue
            Rocky Mount, VA 24151
Phone: 1-540-483-9018
Open: Monday through Sunday
Hours: 12:00pm – 1:00pm
E-mail: info@steppingstonemission.org
Web: www.steppingstonemission.org

Name: STEP, Inc.
Program: **Senior Meals on Wheels**
Contact: Tammy Bowles
Phone: 1-540-483-5142
Fax: 1-540-483-2506
Open: Monday through Friday
Hours: 8:30am - 4:30pm
Web: www.stepincva.com
<table>
<thead>
<tr>
<th>Name</th>
<th>Contact</th>
<th>Phone</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Agape Center</strong></td>
<td>Any Staff</td>
<td>1-540-296-0609</td>
<td>Call for hours of operation</td>
</tr>
<tr>
<td><strong>Goodwill Industries</strong></td>
<td>1045 North Main Street</td>
<td>1-540-483-0296</td>
<td>Monday through Sunday</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Monday through Saturday 8:00am - 9:00pm</td>
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<td></td>
<td>Sunday: 12:00pm – 8:00pm</td>
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</table>
HEARING, SPEECH & VISION IMPAIRED

Name: New Vision
Phone: 540-581-0620 ext. 1122
E-mail: info@goodwillvalleys.com
Web: www.newvisionroa.org

Name: Roanoke Valley Speech and Hearing Center, Inc.
Contact: Agnes H. Henderson, Interim Director or Michelle A. Ickes, Interim Co-Director
Phone: 1-540-343-0165
Fax: 1-540-345-4664
Web: www.rvshc.org

Name: VA Department for the Deaf and Hard of Hearing
Phone: 1-804-662-9502 (V/TTY)
Toll Free: 1-800-552-7917 (V/TTY)
E-mail: ddhhinfo@ddhh.state.va.us
Web: www.vddhh.org
<table>
<thead>
<tr>
<th>Name</th>
<th>Contact</th>
<th>Web</th>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>English As A Second Language</td>
<td></td>
<td></td>
<td>5827 Columbia Pike, 2nd Floor</td>
<td>1-703-671-5666</td>
</tr>
<tr>
<td>Hispanic Committee of Virginia (HCS)</td>
<td>Any Staff</td>
<td><a href="http://www.hcva.org">www.hcva.org</a></td>
<td>Falls Church, VA 22041</td>
<td>1-703-243-3033</td>
</tr>
<tr>
<td>Hispanos Unidos</td>
<td></td>
<td></td>
<td>Arlington, VA</td>
<td>1-703-370-3450</td>
</tr>
<tr>
<td>Iglesia Gracia Y Verdad</td>
<td>Rev. Abel Gomez and Carla Gomez</td>
<td></td>
<td>Alexandria, VA</td>
<td>1-703-533-9300</td>
</tr>
<tr>
<td>Progresso Hispano</td>
<td></td>
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<td></td>
<td>1-703-799-8830</td>
</tr>
<tr>
<td>Virginia Hispanic Chamber of Commerce</td>
<td></td>
<td></td>
<td></td>
<td>1-804-378-4099</td>
</tr>
</tbody>
</table>
Name: CONTACT of Martinsville
Contact: Any Staff
HOTLINE: 1-877-934-3576
Open: Monday through Sunday
Fax: 1-276-632-0529
Web: www.contactmartinsville.org

Name: DOMESTIC VIOLENCE HOTLINE
Contact: Any Staff
HOTLINE: 1-540-483-1234
Hours: 24 hours a day

Name: HOPE HOTLINE
Contact: Any Staff
HOTLINE: 1-888-369-2000
Hours: 24 hours a day
E-mail: www.howtobesaved.com

Name: Human Trafficking Hotline
Contact: Any Staff
HOTLINE: 1-888-373-7888

Name: LGBTQ Partner Abuse & Sexual Assault Helpline
HOTLINE: 1-866-356-6998
Open: Monday through Friday
Hours: 8am – 8pm

Name: Virginia Family Violence and Sexual Assault Hotline
HOTLINE: 1-800-838-8238
Open: Monday through Sunday
Hours: 24 hours a day
Name: **Candlewood Apartments (HUD)**  
Program: Low Income housing  
Contact: Cherry Wilson  
Phone: 1-540-483-0321  
Open: Monday through Friday  
Hours: 9:00am - 4:30pm

Name: **HCS (Hall Community Services, Inc.)**  
Program: **Independent Living**  
Phone: 1-540-344-6411  
Fax: 1-540-344-2007  
Location: 846 Campbell Ave SW  
Roanoke, VA 24016  
Open: Monday through Friday  
Hours: 8:30am-5:00pm  
Web: [www.HALLCOMMUNITYSERVICES.com](http://www.HALLCOMMUNITYSERVICES.com)

Name: **Mountain View Apartments (HUD)**  
Program: Low Income housing  
Contact: Vicki Goff  
Phone: 1-540-483-1339  
Open: Monday through Friday  
Hours: 9:00am - 2:00pm

Name: **STEP, Inc.**  
Program: **Homeless Solutions Program (HSP)**  
Contact: Brenda Manning  
Phone: 1-540-483-5142 ext.3035  
Fax: 1-540-483-2506  
Open: Monday through Friday  
Hours: 8:30am- 4:30pm  
E-mail: brenda.manning@stepincva.org  
Web: [www.stepincva.com](http://www.stepincva.com)
HOUSING ASSISTANCE

Name:  STEP, Inc.
Program:  **Section 8 Housing Choice Voucher Program**
Contact:  Sharon Lambert (Franklin County & Bedford County)
Location:  200 Dent Street; Rocky Mount, VA  24151
Phone:  1-540-483-5142 ext. 3026
Fax:  1-540-483-2506
Open:  Monday through Friday
Hours:  8:00am- 4:00pm
E-mail:  sharon.lambert@stepincva.com

Contact:  Paul Doughton or Sharon Lambert (Patrick County)
Location:  200 Dent Street; Rocky Mount, VA  24151
Phone:  1-540-483-5142 ext. 3056 (Paul) ext. 3026 (Sharon)
Fax:  1-540-483-2506
Open:  Monday through Friday
Hours:  8:00am- 4:00pm
E-mail:  sharon.lambert@stepincva.com

Name:  STEP, Inc.
Program:  **Weatherization/Low-Income Home Energy Assistance Program**
Contact:  Sharon Lambert (Franklin County)
Location:  200 Dent Street; Rocky Mount, VA  24151
Phone:  1-540-483-5142 ext. 3026
Fax:  1-540-483-2506
Open:  Monday through Friday
Hours:  8:00am- 4:00pm
E-mail:  sharon.lambert@stepincva.com

Contact:  Sharon Lambert or Steven Hall (Patrick County)
Location:  200 Dent Street; Rocky Mount, VA  24151
Phone:  1-540-483-5142 ext. 3034 (Steven) ext. 3026 (Sharon)
Fax:  1-540-483-2506
Open:  Monday through Friday
Hours:  8:00am- 4:00pm
E-mail:  sharon.lambert@stepincva.com or steve.hall@stepincva.com

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Name: STEP, Inc.
Program: **Energy Heating and Cooling: Referrals through Dept. Social Services**
Contact: Steven Hall
Location: 200 Dent Street; Rocky Mount, VA 24151
Phone: 1-540-483-5142 ext. 3034
Fax: 1-540-483-2506
Open: Monday through Friday
Hours: 7:30am – 3:30pm
E-mail: steve.hall@stepincva.com
Web: www.stepincva.com
IMMIGRATION / NATURALIZATION

Name: Asista
Web: www.asistaonline.org

Name: ASHA, Inc- Asian Women’s Self-Help Association
Location: P.O. Box 20847, Rockville, MD 20847
Phone: 1-202-207-1248
Hotline: 1-888-417-2742
Fax: 1-202-296-2318
E-mail: coordinator@ashaforwomen.org
Web: www.ashaforwomen.org

Name: Ayuda, Inc.
Phone: 1-202-387-4848
Open: Monday through Friday
Hours: 9:00am - 5:00pm
Web: www.ayudainc.org

Name: Boat People SOS
Location: 6066 Leesburg Pike
        Suite 100
        Falls Church, VA 22041
Phone: 1-703-538-2190
Web: www.bpsos.org

Name: Capital Area Immigrations Right (CAIR) Coalition
Contact: Any Staff
Phone: 1-202-331-3320

Name: Catholic Diocese of Richmond
Location: 820 Campbell Ave
        Roanoke, VA 24016
Phone: 540-342-7561
Open: Monday through Friday
Hours: 9:00am - 5:00pm
Web: www.cccofva.org
<table>
<thead>
<tr>
<th>Name:</th>
<th>Center for Multicultural Affairs</th>
<th>Location: 6400 Arlington Blvd. Suite 110 Falls Church, VA 22042</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone:</td>
<td>571-748-2806 (Legal Services Hotline) Phone: 571-748-2818 (Intake and Information)</td>
<td></td>
</tr>
<tr>
<td>Fax:</td>
<td>703-237-2083</td>
<td></td>
</tr>
<tr>
<td>Web:</td>
<td><a href="http://www.nvfs.org">www.nvfs.org</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name:</th>
<th>ECDC Center for African Refugees &amp; Immigrants</th>
<th>Location: Arlington, VA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone:</td>
<td>1-703-685-0510</td>
<td></td>
</tr>
<tr>
<td>Fax:</td>
<td>1-703-685-0529</td>
<td></td>
</tr>
<tr>
<td>E-mail:</td>
<td><a href="mailto:info@ecdcus.org">info@ecdcus.org</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name:</th>
<th>Ethiopian Community Development Council, Inc</th>
<th>Location: Arlington, VA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone:</td>
<td>1-703-685-0510</td>
<td></td>
</tr>
<tr>
<td>Web:</td>
<td><a href="http://www.ecdcinternational.org">http://www.ecdcinternational.org</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name:</th>
<th>Foundation for Appropriate &amp; Immediate Temporary Help (FAITH)</th>
<th>Location: 500 Grove St, Herndon, VA 20170</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone:</td>
<td>1-571-323-2198 1-571-323-2199</td>
<td>Web: <a href="http://www.faithus.org">www.faithus.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name:</th>
<th>ICE Detention &amp; Removal Operation</th>
<th>Program: Contact Immigration to Locate the Detainee</th>
<th>Location: 2675 Prosperity Avenue, Fairfax, VA 22031</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone:</td>
<td>1-703-285-6200</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Immigrant Legal Resource Center (IRLC)
Name: Immigrant Legal Resource Center (IRLC)
Phone: 1-415-255-9499
Ext: 6263
Email: aod@ilrc.org
Web: www.ilrc.org

*Attorney Services

Just Neighbor
Name: Just Neighbor
Location: 716 South Glebe Road, Arlington, VA
Phone: 1-703-979-1240
Web: www.justneighbors.org

*Legal Services

Korean Community Services Center of Greater Washington (KCSC)
Name: Korean Community Services Center of Greater Washington (KCSC)
Location: Annandale, VA
Phone: 1-703-354-6345
Web: www.kcsgw.org

Multicultural Clinical Center
Name: Multicultural Clinical Center
Location: Springfield, VA
Phone: 1-703-354-0000

National Immigration Law Center
Name: National Immigration Law Center
Phone: 216-639-3900
Open: Monday through Friday
Hours: 9:00am – 5:00pm (Pacific Time)

Somali Family Case Network
Name: Somali Family Case Network
Location: Fairfax, VA
Phone: 1-703-560-0005
Web: www.somalifamily.org

Tahirih Justice Center
Name: Tahirih Justice Center
Phone: 1-571-282-6161
Web: http://www.tahirih.org/services
Name: **VA Poverty Law Center**  Richmond Domestic & Sexual Violence Immigration Clinic  Contact: Susheela Varky  Location: 919 East Main Street, Ste. 610 Richmond, VA 23219  Phone: 1-804-782-9430 Ext. 33  E-mail: info@vplc.org  Fax: 1-804-649-3746  Web: www.vplc.org

Name: **Virginia Asian Chamber of Commerce**  Program: Asian American Business Assistance Center (AABAC)  Location: 14214 Washington Highway, VA P.O. Box 2640, Glen Allen, VA 23058  Phone: 1-804-798-3975  Email: aabac@aabac.org

Name: **Virginia Department of Health**  Program: VDH Division of Disease Prevention Virginia Newcomer Health  Telephone: 1-804-864-7911
<table>
<thead>
<tr>
<th>Name:</th>
<th>2-1-1 Virginia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone:</td>
<td>211</td>
</tr>
<tr>
<td>Web:</td>
<td><a href="http://www.211virginia.org">www.211virginia.org</a></td>
</tr>
</tbody>
</table>
Name: The Franklin Center for Advanced Learning and Enterprise
Contact: Kathy E. Hodges
Address: 50 Claiborne Avenue
Rocky Mount, VA 24151
Phone: 1-540-483-0179
Fax: 1-540-483-1297
E-mail: kathy.hodges@franklincountyva.gov
Web: www.thefranklincenter.org
Name: Blue Ridge Legal Services
Contact: Receptionist
Location: 132 Campbell Ave, SW
        Suite 300
        Roanoke, VA 24011
Phone: 1-540-344-2080
Fax: 1-540-344-8085
Open: Monday through Friday
Hours: 8:30am - 5:00pm
       Applications taken by phone between 9:00am and
       11:45am
Web: www.brls.org

Name: Women’s Injury Law Center
Contact: Colleen Marea Quinn, Esq
Location: 4928 West Broad Street
        Richmond, VA 23230
Contact: Any Staff
Phone: 1-804-237-1800
Phone: 1-866-966-6579
Email: Quinn@lockepartin.com
Web: www.womens-injury-law.com
Name: **American Breast Cancer Society (Mammogram Assistance)**  
Phone: 1-877-539-2543  
Web: [www.cancer.org](http://www.cancer.org)

Name: **American Cancer Society- Franklin, Martinsville, and Patrick County**  
Contact: NCIC  
Phone: 1-866-638-8944  
Open: Monday through Friday  
Hours: 9:00am – 5:30pm  
E-mail: Robin.minter@cancer.org

Name: **Brain Injury Services of SWVA**  
Contact: Frank Hayes, Program Director  
Location: 3904 Franklin Road, Suite B  
Roanoke, VA 24014  
Phone: 1-540-344-1200 or toll free 1-866-720-1008  
Fax: 1-540-344-9755  
Open: Monday through Friday  
Hours: 8:30am- 5:00pm  
Case Manager in Franklin Center on Wednesdays  
Web: [www.bisswva.org](http://www.bisswva.org)

Name: **Carilion Hospice Service of Franklin County**  
Location: 180 Floyd Avenue  
Rocky Mount, VA 24151  
Phone: 1-540-489-6503  
Fax: 1-540-489-6540  
Open: Sunday through Saturday  
Hours: 24 hours  
Web: [www.carilionclinic.org](http://www.carilionclinic.org)

Name: **Free Clinic – Bernard Healthcare Center**  
Location: 1171 Franklin Street  
Rocky Mount, VA 24151  
Phone: 1-540-489-7500  
Fax: 1-540-489-7502  
Open: Monday- Thursday from 8:00am- 4:30pm
<table>
<thead>
<tr>
<th>Name</th>
<th>Franklin Co. Dept. of Social Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program</td>
<td>Medicaid</td>
</tr>
<tr>
<td>Phone</td>
<td>1-540-483-5142</td>
</tr>
<tr>
<td>Open</td>
<td>Monday through Friday</td>
</tr>
<tr>
<td>Hours</td>
<td>8:30am – 5:00pm</td>
</tr>
<tr>
<td>Web</td>
<td><a href="http://www.dss.state.va.us">www.dss.state.va.us</a></td>
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<table>
<thead>
<tr>
<th>Name</th>
<th>Medicaid Adult Dental Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact</td>
<td>Mark G. Turner, DDS, PC</td>
</tr>
<tr>
<td>Location</td>
<td>58 Ridge Road, Troutville, VA 24175</td>
</tr>
<tr>
<td>Phone</td>
<td>1-540-992-3420</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:over21dental@yahoo.com">over21dental@yahoo.com</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>TEAM NURSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>265 Franklin Street, Rocky Mount, VA 24151</td>
</tr>
<tr>
<td>Phone</td>
<td>1-540-483-3555</td>
</tr>
<tr>
<td>Open</td>
<td>Monday through Friday</td>
</tr>
<tr>
<td>Web</td>
<td><a href="http://www.teamnurse.com">www.teamnurse.com</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Providers who accept Medicaid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact</td>
<td>Virginia Dept. Of Medical Assistance</td>
</tr>
<tr>
<td>Phone</td>
<td>1-804-786-6145</td>
</tr>
<tr>
<td>Info</td>
<td>Or visit the website to do a search of available providers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Tri-Area Community Health - Ferrum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact</td>
<td>Martha Puckett</td>
</tr>
<tr>
<td>Phone</td>
<td>1-540-365-4469</td>
</tr>
<tr>
<td>Fax</td>
<td>1-540-365-4272</td>
</tr>
<tr>
<td>Open</td>
<td>Monday, Wednesday, Thursday 8:00am – 5:00pm, Tuesday 9:00am – 5:00pm &amp; Friday 8:00am – 4:30pm</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:mpuckett@triarea.org">mpuckett@triarea.org</a></td>
</tr>
<tr>
<td>Web</td>
<td><a href="http://Triareahealth.com">Triareahealth.com</a></td>
</tr>
<tr>
<td>Name</td>
<td>Contact</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td><strong>Camp Tree House (Bereavement camp)</strong></td>
<td>Carilion Hospice Service</td>
</tr>
<tr>
<td><strong>Comfort Zone Camp, Inc. (Bereavement Camp)</strong></td>
<td>Sherry Mullins, Registrar</td>
</tr>
<tr>
<td><strong>Disability Rights &amp; Resource Center</strong></td>
<td>Tom Mason</td>
</tr>
<tr>
<td><strong>Family Preservation Services</strong></td>
<td>Christi Lambert, Regional Director</td>
</tr>
<tr>
<td><strong>Family Services of the Roanoke Valley</strong></td>
<td>Sharon Thacker</td>
</tr>
</tbody>
</table>

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Mental Health

Name: HCS (Hall Community Services, Inc.)
Contact: Tara Hutcheson, LPC
Location: 846 Campbell Ave SW
          Roanoke, VA 24016
Phone: 1-540-344-6411
Fax: 1-540-344-2007
Open: Monday through Friday
Hours: 8:30am-5:00pm
E-mail: thutcheson.hcs.gmail.com
Web: www.HALLCOMMUNITYSERVICES.com

Name: Horizon of Franklin County
(With Piedmont Community Services)
Location: 391 Eastover Road
          Rocky Mount, VA 24151
Phone: 1-540-483-7818
Open: Monday through Friday
Hours: 8:00am – 4:00pm
Web: www.piedmontcsb.org

Name: Intercept Youth Services, Inc.
Contact: Jennifer Sherman
Phone: 1-540-344-7700
Fax: 1-540-344-7701
E-mail: kthornton@intercepyouth.com
Web: www.intercepyouth.com

Name: New Hope Support Services, LLC
Contact: Any Staff
Location: P.O. Box 13894
          Roanoke, VA 24038-3894
Phone: 1-540-777-2777
Fax: 1-540-777-2792
Web: www.newhopesupportservices.com
MENTAL HEALTH

Name: Phoenix, LLC
Contact: Any Staff
Location: 235 Claiborne Ave
          Rocky Mount, VA 24151
Phone: 1-540-238-2080
Fax: 1-540-238-2081
Open: Monday through Friday
Hours: 8:30am - 5:00pm
Email: phoenix4ullc@yahoo.com

Name: Piedmont Community Services
Contact: Receptionist
Location: 30 Technology Drive
          Rocky Mount, VA 24151
Phone: 1-540-483-0582
24 Hour: 1-540-489-5490
Fax: 1-540-483-0583
Open: Monday through Friday
Hours: 8:00am - 5:00pm
Web: www.piedmontcsb.org

Name: Support Systems, LLC
Contact: Victor Rivera
Location: Main Office:
          1120 Bypass Road; Vinton, VA 24179
          Rocky Mount Office:
          1035 Franklin Street, Suite 204; Rocky Mount, VA 24151
Phone: 1-540-484-7041
Fax: 1-540-484-7042
Name: Franklin County Humane Society
Program: Planned Pethood Clinic
Location: 18401 Virgil H. Goode Highway (Route 220)
          Rocky Mount, VA 24151
Phone: 1-540-489-3491
Open: Tuesday- Friday
Hours: 7:45am- 5:30pm
Web: www.plannedpethoodclinic.petfinder.org

Name: Franklin County Humane Society
Program: The Pet Pantry
Phone: 1-540-483-9247
**PHONE ASSISTANCE**

**Name:** DPI Teleconnect  
**Contact:** Any Staff  
**Phone:** 1-877-join dPi  
**Open:** Monday through Friday  
**Hours:** 8:00am- 4:00pm CST  
**Web:** [www.dpiteleconnect.com](http://www.dpiteleconnect.com)

**Name:** Lifeline/Link Up  
**Phone:** 1-888-641-8722

**Name:** SafeLink Wireless  
**Phone:** 1-800-977-3768  
**Web:** [www.safelinkwireless.com](http://www.safelinkwireless.com) (can apply on-line)
PRESCRIPTION ASSISTANCE

Name: **Franklin County Prescription Drug Discount Card**
Offers an average savings of 20% off the retail price of commonly prescribed drugs

Name: **MERK Patient Assistance Program**
Phone: 1-800-727-5400
Web: www.merkhelps.com

Name: **Partnership for Prescription Assistance**
Contact: Nicole Pugar
Phone: 1-888-477-2669 (to apply)
Web: www.pparxva.org (can apply on-line)
Name: Shawl Ministry
Web: www.shawlmministry.com

Name: Spirit Horse of Virginia, Inc.
Phone: 1-540-765-2469
Fax: 1-276-632-0747
E-mail: SpiritHorseVA@yahoo.com
Web: www.spirithorseva.org

Name: Unbridled Change
Location: P.O. Box 157
Boones Mill, VA 24065
Phone: 1-540-334-2171
Fax: 1-540-300-4534
Email: info@UnbridledChange.org
Web: www.UnbridledChange.org

Name: Virginia Department of Rehabilitative Services
Contact: Bonnie Pendleton
Lotion: 233 W Commonwealth Blvd
Martinsville, VA 24112
Phone: 1-276-634-3633
Fax: 1-276-632-3689
Open: Monday through Friday
Hours: 8:30am- 4:30pm
Web: www.vadrs.org
Name: CONTACT of Martinsville
Contact: Any Staff
Phone: 1-276-638-8980
Open: Sunday through Saturday
Fax: 1-276-632-6133
Web: www.contactmartinsville.org

Name: Franklin County Department of Aging
Phone: 1-540-483-9238
Web: www.franklincountyva.gov/aging-serv

Name: STEP, Inc.
Program: Senior Meals
Contact: Tammy Bowles (Franklin County)
Location: 200 Dent Street; Rocky Mount, VA 24151
Phone: 1-540-483-5142 ext. 3030
Open: Monday through Friday
Hours: 8:30am-4:30pm
E-mail: tammy.bowles@stepincva.com

Contact: Doris Fain (Patrick County)
Location: 4559 Wayside Road; Stuart, VA 24171
Phone: 1-276-294-2239 ext. 207
E-mail: doris.fain@stepincva.com
Web: www.stepincva.com

Name: Virginia’s Resource for Health & Aging
Program: Senior Navigator
Contact: Any Staff
Phone: 1-804-827-1280
Toll-Free: 1-866-393-0957
Web: www.SeniorNavigator.org
Name: **Franklin County Family Resource Center**  
Program: **Domestic Violence Emergency Shelter**  
Contact: Any Staff  
Phone: 1-540-483-1234  
Hours: 24/7  
Web: [www.franklincountyva.org/shelter](http://www.franklincountyva.org/shelter)

Name: **Interfaith Hospitality Network (IHN) (Family Promise)**  
Contact: Any Staff  
Phone: 1-540-343-9982  
*Homeless Families*

Name: **Red Shield Lodge Homeless Shelter for Men**  
Contact: Any Staff  
Phone: 1-540-343-5335  
*Males Only*

Name: **Rescue Mission Homeless Shelter for Men, Women & Families**  
Contact: Any Staff  
Phone: 1-540-343-7227

Name: **TRUST House**  
Contact: Any Staff  
Phone: 1-540-344-4691

Name: **Turning Point Domestic Violence Shelter**  
Contact: Any Staff  
Phone: 1-540-345-0400
Name: Roanoke Area Ministries (RAM House)
Contact: Any Staff
Phone: 1-540-345-8850
*Homeless individuals and families

Name: Samaritan Inn
Contact: Any Staff
Phone: 1-540-343-1447

Name: Roanoke City Homeless Assistance Team (HAT)
Contact: Any Staff
Phone: 1-540-853-1715
TRANSPORTATION

Name: **Department of Medical Assistance Services**
Contact: Any Staff
Phone: Provider Helpline: 1-800-552-8627 (In State)
        1-804-786-6273 (Out of State)
        Recipient Helpline: 1-804-786-6145
Open: Monday through Friday
Hours: 8:00am – 5:00pm
Web: [www.dmas.virginia.gov/tra-transportation_services.htm](http://www.dmas.virginia.gov/tra-transportation_services.htm)

Name: **Helping Hand Transit**
Contact: Any Staff
Location: 195 Needmore Lane
        Floyd, VA 24091
Phone: 1-540-808-9847
Fax: 1-540-745-2306
E-mail: [markcoxorg@yahoo.com](mailto:markcoxorg@yahoo.com)
Web: [www.helpinghandstransit.com](http://www.helpinghandstransit.com)

Name: **Ferrum College - Ferrum Express**
Contact: RADAR
Location: Bus Stop – Stanley Library Parking Lot
Phone: 1-800-964-5707
Web: [www.ferrum.edu/student_links/ferrum_express.html](http://www.ferrum.edu/student_links/ferrum_express.html)

VICTIM WITNESS ASSISTANCE PROGRAM

Name: **Franklin County Victim Witness Assistance Program**
Contact: Megan Smith
Location: 275 South Main Street
        Rocky Mount, VA 24151
Phone: 1-540-483-3092
Fax: 1-540-483-3094
E-mail: [megan.smith@franklincountyva.gov](mailto:megan.smith@franklincountyva.gov)
Hours: Monday - Friday: 8:30am – 5:00pm
Web: [www.franklincountyva.gov/victim-witness-assistance-program](http://www.franklincountyva.gov/victim-witness-assistance-program)
Type of Service Provided:
❖ Has a huge database of community resources for Virginia residents that can provide referrals to health and human services including:
  ▪ Basic human needs
  ▪ Physical and mental health resources
  ▪ Work Initiatives
  ▪ Support for seniors and those with disabilities
  ▪ Support for children, youth and families
  ▪ Volunteering in your community

Phone: 2-1-1
Open: Monday through Sunday
Hours: 24 hours a day
Web: www.211virginia.org
ADULT, CHILD & FAMILY COUNSELING

Type of Service Provided:
❖ Counseling program
❖ Accept private insurance and Medicaid

Eligibility Requirements:
Call for more information

Contact: Dave Stewart
Location: Commonwealth Building
270 South Main Street
Room #205
Rocky Mount, VA 24151
Phone: 1-540-489-4892
Emergency: 1-540-981-8181 (CONNECT) or 1-877-934-3576 (CONTACT)
Open: Monday through Thursday
Hours: 9:30am - 5:00pm
Type of Service Provided:
❖ Financial, Food, Furniture, Clothing and Mentoring
❖ Ongoing services and resources provided
❖ Employee Assistance

Eligibility Requirements:
Must have legitimate need

Contact: Any Staff
Location: 12361 N Old Moneta Road
          Moneta, Virginia 24121
Phone:    1-540-296-0609
Hours:    Tuesday and Thursday: 1:00PM-4:00PM
          Saturday: 9:00AM-12:00PM
          (Open on the first and third Saturday of each month only)
Web:      www.agapecentersml.org
Type of Service Provided:
❖ Mammogram Assistance

Eligibility Requirements:
Must call and speak with a representative and fill out an application. Doctor must also fill out a referral sign it and fax it back to the program. Your application will be reviewed and if found eligible, they send you a grant for the mammogram.

Contact: Melanie Wolfe
Phone: 1-877-539-2543
Patient Resource Center: 1-800-227-2345
Web: www.cancer.org
Type of Service Provided:
❖ Look Good Feel Better Program for Women in Treatment. (Available in Roanoke and Martinsville)
❖ Reach to Recovery – For Women with Breast Cancer
❖ Road to Recovery - Transportation to treatment (888-227-6333)

Eligibility Requirements:
For all services needed by any cancer patient

Contact: NCIC
Phone: 1-800-227-2345
Fax: 276-638-3778
Open: Monday through Friday
Hours: 8:30am – 5:00pm
Web: www.cancer.org

NCIC available 24/7 - Call (800-227-2345)
Type of Service Provided:
❖ Emergency Financial Assistance

Eligibility Requirements:
For victims of natural disasters, fire or a military family

Contact: Any Staff
Phone: 1-540-985-3535
Location: 352 Church Avenue, SW
          Roanoke, Virginia 24016
Web: www.roanokevalleyredcross.org
ASHA, Inc- Asian Women’s Self-Help Association

Type of Service Provided:
❖ Hope for women
❖ Non-profit women’s organization committed to ending all forms of violence against women and enhancing the status of South Asian women living in the metropolitan Washington D.C. area

Eligibility Requirements:
Call for more information

Location: P.O. Box 2084, Rockville, MD 20847
Contact: Any Staff
Phone: 1-202-230-8152
Hotline: 1-888-417-2742
Fax: 1-202-296-2318
E-mail: coordinator@ashaforwomen.org
Web: www.ashaforwomen.org
Type of Service Provided:
❖ Immigration Services

Eligibility Requirements:
Provides services to Immigrant Women with Domestic Violence Issues

Web: www.asistahelp.org
Type of Service Provided:
❖ Immigration Services
❖ Domestic Violence Services for immigrants
❖ Trainings for organizations and professionals

Eligibility Requirements:
For immigration service's there is an initial fee of $20

Fees for Domestic Violence Services are on a sliding scale depending on the person’s income.

Fees can be waived in certain circumstances.

Contact: Any Staff
Location: 1736 Columbia Road, NW
Washington, D.C.
Phone: 1-202-387-4848
Open: Monday through Friday
Hours: 9:00am - 5:00pm
Web: www.ayudainc.org
BLUE RIDGE APPALACHIAN NEIGHBORS HELPING NEIGHBORS

Type of Service Provided:
❖ Clothing and Food

Eligibility Requirements:
Adhere to the USDA Medicaid and Income Charts

Contact: Jennifer Harris
Location: Ferrum, VA 24088 (call for directions)
Phone: 1-540-365-0019
Open: Friday
Hours: 3:00pm- 6:00pm
Type of Service Provided:
❖ Attorneys for Civil Matters

Eligibility Requirements:
The services are based on total household income and the number of people living in the household. They take applications for services Monday – Friday between the hours 9:00am – 12:00pm. The application takes about 10 minutes, if found eligible they will schedule you an appointment.

Contact: Debra Welch
Location: 132 Campbell Ave, SW
          Suite 300
          Roanoke, VA 24011
Phone: 1-540-344-2080
Fax: 1-540-344-8085
Open: Monday through Friday
Hours: 8:30am- 5:00pm
       Intake by telephone Monday –Thursday 9:00am-11:45am &
       1:30pm-3:30pm Fridays 9:00am-11:45am
Web: www.brls.org
Type of Service Provided:
❖ Assistance and support services to Vietnamese refugees and immigrants, including community development, health and mental health, family, legal, and survivor services for those who have been involved in domestic violence and human trafficking

Eligibility Requirements:
Call for more information

Contact: Any Staff
Location: 6066 Leesburg Pike
         Suite 100
         Falls Church, VA 22041
Phone: 1-703-538-2190
Web: www.bpsos.org
Type of Service Provided:
❖ Case Management

Eligibility Requirements:
Medical documentation of acquired brain injury including stroke

*No fees*

Contact: Matt Siekierka
Location: 3904 Franklin Road
            Suite B
            Roanoke, VA 24014
Phone: 1-540-344-1200 or toll free 1-866-720-1008
E-Mail: matt@bisswva.org
Fax: 1-540-344-9755
Open: Monday through Friday
Hours: 8:30am- 5:30pm  Case Manager in Franklin Center on Wednesdays
Web: www.bisswva.org
Type of Service Provided:
❖ FREE One-day Camp for children who have lost a loved one to death

Eligibility Requirements:
This camp is for children ages 5-17 years of age or an 18 year old still in high school.

Contact: Frannie Gaeta (Grief Loss Counselor)
Phone: 1-540-563-5316 ext. 3014 (to register)
Fax: 1-540-563-5254 (attn. Frannie)

*2015 Camp will be held on October 10th, 8am – 6pm
~Deadline to register is September 18th
~Breakfast and Lunch is provided
~Location of camp is in Salem at Camp Roanoke
Type of Service Provided:
❖ Subsidized Housing

Eligibility Requirements:
As required by Landlord

Contact: Cherry Wilson
Phone: 1-540-483-0321
Open: Monday through Friday
Hours: 9:00am - 4:30pm
CAPITAL AREA IMMIGRATIONS RIGHT (CAIR) COALITION

Type of Service Provided:
❖ Assistance for persons with asylum cases and detained persons
❖ Spanish and French speakers available

Eligibility Requirements:
Call for an appointment

Contact: Any Staff
Phone: 1-202-331-3320
Web: www.caircoalition.org
Type of Service Provided:
❖ Help for terminally ill people

Eligibility Requirements:
Life expectancy of 6 months or less if disease takes its normal course
Doctor determined and must meet Medicare, Medicaid criteria for admission per disease process.

*Care is provided in the home of patients or family members or private care facilities, and the hospice team of nurses, a social worker, Chaplain, and CNA provide support, guidance and teaching to the caregiver.*

Service provided for: Anyone who meets eligibility criteria

Location: 180 Floyd Avenue
Rocky Mount, VA 24151
Phone: 1-540-489-6503
Fax: 1-540-489-6540
Open: Sunday through Saturday
Hours: 24 hours
Web: www.carilionclinic.org
Type of Service Provided:
❖ Immigrant and Refugee Assistance

Eligibility Requirements: Services are provided to immigrants and refugees.

Contact: Any Staff
Location: 820 Campbell Ave
           Roanoke, VA 24016
Phone: 540-342-7561
Open: Monday through Friday
Hours: 8:30am - 5:00pm
Web: www.cccofva.org
Type of Service Provided:
❖ Immigrant and Refugee Assistance

Eligibility Requirements:
Call for more information

Contact: Any Staff
Location: 6400 Arlington Blvd.
         Suite 110
         Falls Church, VA 22042
Phone: 571-748-2806 (Legal Services Hotline)
Phone: 571-748-2818 (Intake and Information)
Fax: 703-237-2083
Web: www.nvfs.org
Type of Service Provided:
❖ Multidisciplinary team response to child abuse victims

Eligibility Requirements:
Victims referred by DSS, law enforcement, Carillion Franklin Memorial Hospital and Commonwealth Attorney. Fifteen county agencies participate on the team and review active abuse and neglect cases to make certain any services needed by victims are made available. Also, facilitates joint forensic interviews and investigations, provides comprehensive case management, enables medical and clinical assessments and victim advocacy. In addition, the team facilitates assisting victims in filing claims with the Criminal Injuries Compensation Fund.

Meetings are on the second and fourth Tuesdays at 10:00am

Location: 300 South Main Street
Rocky Mount, VA 24151
Contact: Sandra Bullock
Phone: 1-540-484-5566
Fax: 1-540-484-5567
Open: Monday through Friday
Hours: 8:30am- 5:00pm
Email: info@southernvacac.org
Web: www.southernvacac.org
Type of Service Provided:
❖ Camp for children, whom have suffered the loss of a loved one.

Eligibility Requirements:
Comfort Zone Camps are offered free of charge to children ages 7-17 who have experienced the death of a parent, sibling or primary caregiver

Contact: Sherry Mullins, Registrar
Location: 4906 Cutshaw Avenue, 2nd Floor
          Richmond, VA 23230
Phone: 1-804-377-3430
Fax: 1-804-377-3433
Email: info@comfortzonecamp.org
Web: www.comfortzonecamp.org
CONTACT OF MARTINSVILLE

Type of Service Provided:
❖ 24 hour crisis hotline that is confidential
❖ Provides a safe place to receive referrals or anonymous emotional, mental or physical support in times of need
❖ Provides daily calls to elderly/homebound thru the Reassurance program.

Eligibility Requirements: None

Contact: Any Staff
Office Phone: 1-276-638-8980

24 HR Crisis Hotline
Franklin, Henry & Patrick County: 1-877-934-3576
Open: 7 days a week; 24 hrs./day
Fax: 1-276-632-0529
Web: www.contactmartinsville.org

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COURT APPOINTED SPECIAL ADVOCATES (CASA)

Type of Service Provided:
❖ Child victim advocacy

Eligibility Requirements:
Must be appointed by a Judge
Cases must involve allegations of abuse or neglect child in need of services or supervision

Location: 300 South Main Street
Rocky Mount, VA 24151
Contact: Rebecca LaFlamme or Monica Minter
Phone: 1-540-484-5566
Fax: 1-540-484-5567
Open: Monday through Friday
Hours: 8:30am- 5:00pm
Email: casa@southernvacac.org
Web: www.southernvacac.org
Type of Service Provided:
❖ Sexual Abuse Prevention/Education Program

Eligibility Requirements:
Call for more information

Location: 300 South Main Street
Rocky Mount, VA 24151
Contact: Wendy Dungan
Phone: 1-540-484-5566
Fax: 1-540-484-5567
Open: Monday through Friday
Hours: 8:30am - 5:00pm
Email: jmoran@southernvacac.org
Web: www.southernvacac.org
Type of Service Provided:
❖ Removal of lice and nits for parents and children
❖ Educates on cleaning residence to remove lice and nits

Eligibility Requirements:

Call for more information

Contact: Amanda Shank
Phone: 1-540-309-3090
       1-540-989-4856
Open: Monday through Saturday
Email: mandylynn@aol.com
Type of Service Provided:
❖ Alternative Phone Service

Eligibility Requirements:
Anyone 18 years of age or older, no credit checks, no deposits, no contracts

Contact: Any Staff
Phone: 1-877-213-1053
Open: Monday - Friday
Hours: 8:00am- 10:00pm ET
Saturday-Sunday
10:00am-6:00pm ET
Web: www.connectmyphone.com
DEPARTMENT OF MEDICAL SERVICES

Type of Service Provided:
❖ Transportation to Doctor Appointments

Eligibility Requirements:
Have to be on Medicaid or Virginia Premier

Contact: Any Staff
Phone: Provider Helpline: 1-800-552-8627 (In State)
       1-804-786-6273 (Out of State)
       Recipient Helpline: 1-804-786-6145
Open: Monday through Friday
Hours: 8:00am – 5:00pm
Web: www.dmas.virginia.gov/tra-transportation_services.htm
Type of Service Provided:
❖ **Advocacy** – Assistance in gaining equal access to services that individuals with disabilities are entitled to receive
❖ **Peer Counseling** – Counseling for persons with disabilities by persons with disabilities
❖ **Independent Living Skills Training** – Assistance in obtaining skills needed to live independently such as financial management, benefits planning, acquired social skills, household management.
❖ **Information and Referral** – Information regarding disability related issues such as assistive equipment, recreation, accessibility, and/or legislation. Referrals also made to local service providers.
❖ **Transition Services** – Institutionalization prevention, assistance in leaving an institution, transition services for youth.

Eligibility Requirements:
Must be an individual with a disability living in the counties of Franklin, Patrick, Henry, Pittsylvania or the cities of Martinsville and Danville.

Contact: Tom Mason, Executive Director – (Franklin County)
Location: 300 Pell Avenue, Suite A
          Rocky Mount, VA 24151
Phone: 1-540-482-0752
Fax: 1-540-482-0640
E-mail: atmason@drrcva.org

Martinsville Office: Linda Albreacht – 1-276-656-5476 labrecht@drrcva.org

Danville Office: Sto Belongia – 1-434-791-2006 sbelongia@drrcva.org
ECDC CENTER FOR AFRICAN REFUGEES & IMMIGRANTS

Type of Service Provided:
❖ Works to promote the well-being of African refugees and immigrants
❖ Design and manage national initiatives in public education, organizational capacity building, cultural understandings and competency, health promotion, and community development

Eligibility Requirements:
Call for more information

Location: 901 S. Highland Street
Arlington, VA 22204
Contact: Any Staff
Phone: 1-703-685-0510
Fax: 1-703-685-0529
**Type of Service Provided:**

- Responds to the needs of the growing Ethiopian community in the United States, especially in the Washington D.C. and metropolitan area
- Job Assistance
- Microcredit loans and training
- Citizenship Classes
- Health Education

**Eligibility Requirements:**

Serves newcomers and refugees from many parts of the world

**Location:** Arlington, VA  
**Contact:** Any Staff  
**Phone:** 1-703-685-0510  
**Web:** [http://www.ecdcinternational.org](http://www.ecdcinternational.org)
FAMILY PRESERVATION SERVICES

Type of Service Provided:
❖ Outpatient Counseling
❖ School Based Therapeutic Treatment
❖ Community Based Skill Building
❖ In Home treatment for Children
❖ Outreach/GPS Monitoring
❖ Supervised Visitation

Eligibility Requirements:
Medicaid Approval,
GPS Monitoring (Court Ordered)
Services for anyone in Franklin County or nearby areas

Location: 290 South Main Street, 2nd floor
Rocky Mount, VA 24151
Contact: Christi Lambert, Regional Director
Open: Monday-Friday 8:00am-5:00pm
24 hour services provided in community (scheduled or on-call)
Phone: 1-540-483-0312
Fax: 1-540-483-0343
E-mail: clambert@fpscorp.com
Web: www.fpscorp.com
Type of Service Provided:
❖ Counseling for children (3 years old +), adolescents, and adults
❖ Intensive in home
❖ Representative Payee Services
❖ Parent Aide
❖ Offers couples, families, and caregivers counseling
❖ Anger management for men and women
❖ Batterers Intervention Program

Eligibility Requirements:
Accepts Medicaid, Medicare, Private Insurance and has a sliding scale fee based on income

*Also offers a wide array of groups, call for more information*

Contact:   Sharon Thacker
Location:  360 Campbell Avenue, S.W.
           Roanoke, VA 24016
Phone:     1-540-563-5316
Fax:        1-540-563-5254
Open:      Monday - Wednesday: 8:30am-8:00pm
           Thursday: 8:30am-6:00pm
           Friday: 8:30am-5:00pm
Email:     private@fsrv.org
Web:       www.fsrv.org
Type of Service Provided:
❖ Free and safe bus transportation service Thursday – Saturday, when students are on campus. Visit website for schedule of times & routes.

Eligibility Requirements: This is a free service that is open to the public.
(Connecting bus lines in Roanoke have transfer fees)

Contact: RADAR
Location: Bus Stop – Stanley Library Parking Lot
Phone: 1-800-964-5707
Web: www.ferrum.edu/student_links/ferrum_express.html
FOUNDATION FOR APPROPRIATE & IMMEDIATE TEMPORARY HELP (FAITH)

Type of Service Provided:
❖ Multipurpose social service organization
❖ Case Management
❖ Referrals
❖ Crisis Counseling
❖ Domestic and Sexual Violence Support
❖ Women’s Shelter
❖ Thrift Store
❖ Senior Citizen Assistance
❖ Financial and Social Support
❖ Food Pantry
❖ Islamic Burial Services
❖ Advocacy
❖ Translation Services
❖ Transportation

Eligibility Requirements:
Call for more information

Location: 500 Grove St, Herndon, VA 20170
Phone: 1-571-323-2198
1-571-323-2199
Web: www.faithus.org
Type of Service Provided:
❖ Transportation- For qualified individuals
❖ Congregate Meal
❖ Socialization
❖ Health Promotion
❖ Other programs available to assist senior citizens.

Eligibility Requirements:
Must be 60 years of age or older

Contact: Amanda Carter
Location: Essig. Recreation Center
295 technology Drive
Rocky Mount, VA 24151
Phone: 1-540-483-9238
E-mail: amanda.carter@franklincountyva.gov
Web: www.franklincountyva.gov/aging-serv
Type of Service Provided:
❖ Auxiliary Grants
❖ Child Care
❖ Disaster Assistance
❖ Energy Assistance (Fuel, crisis, cooling, weatherization)
❖ Food Stamps
❖ General Relief
❖ Medical Assistance (Medicaid, FAMIS)
❖ Temporary Assistance for Needy Families (TANF)
❖ Caregivers Grants

Eligibility Requirements:
For Residents of Franklin County; Based on income and other eligibility guidelines. Contact the office for more information.

Phone: 1-540-483-9247
Open: Monday through Friday; 8:30am – 5:00pm
Web: www.dss.state.va.us
Type of Service Provided:
❖ 24 hour Domestic Violence Hotline
❖ Domestic Violence Crisis Intervention
❖ Danger Assessment
❖ Safety Planning for Victims of Domestic Violence (DV)
❖ Court Advocacy for Victims of DV
❖ Systems Advocacy for Victims of DV
❖ Emergency Domestic Violence Shelter
❖ Support Group for Adult Victims & Survivors of Domestic Violence
❖ Stress and Anger Management Class for Adult Victims & Survivors of DV
❖ Parenting Classes for Adult Victims, Survivors & Caregivers of Children who have Witnessed Domestic Violence.
❖ Children’s Groups
❖ Case Management
❖ DV Outreach
❖ Primary Prevention
❖ DV Training for Professionals
❖ Community Awareness

Eligibility Requirements:
Contact staff at the Office number below.

Contact:       Any Staff
Phone:         1-540-483-5088
Office:        Monday through Friday
Hours:         8am – Midnight for DV Case Manager

Domestic Violence Hotline: 540-483-1234
Hours:         24 hours a day; 7 days a week
Office:        Midnight – 8am and Weekends for Crisis Workers

Web:           www.fcfamilyresourcecenter.com
Type of Service Provided:
❖ WIC
❖ Environmental Health
❖ Immunizations for both Adults and Children
❖ Family Planning
❖ STI Clinic
❖ Baby Care
❖ Pregnancy Testing
❖ PPD Testing
❖ Nursing Home Screenings

Eligibility Requirements:
WIC and Family Planning are based on income. Immunization is a flat fee service

Contact: Receptionist
Location: 365 Pell Ave
1-540-484-0314
Rocky Mount, VA 24151
Phone: 1-540-484-0292
Fax: 1-540-484-0314
Open: Monday through Friday
Hours: 8:00am – 4:30pm
Web: www.vdh.virginia.gov/west-piedmont/
Type of Service Provided:
   ❖ Adoption Program
   ❖ No charge for exams. Any vaccinations will carry their own charge.
   ❖ Minimum charge for spay/neuter

Eligibility Requirements:
Call for appointments

Program:     Planned Pethood Clinic
Location: 18401 Virgil H. Goode Highway (Route 220)
           Rocky Mount, VA 24151
Phone: 1-540-489-3491
Open: Tuesday- Friday
Hours: 8:00am- 5:30pm
Web: www.plannedpethoodclinic.petfinder.org

Program: The Adoption Program
Open: Tuesday-Friday 12:00pm-6:00pm
      Saturday 11:00am-4:00pm
FRANKLIN COUNTY PERINATAL EDUCATION CENTER

Type of Service Provided:
❖ Prenatal Care Class
❖ Pregnancy Class
❖ Childbirth Class
❖ Breastfeeding Class
❖ Infant Care Class
❖ Child Seat Safety Class
❖ Reproductive Health and Hygiene Class
❖ Breast Feeding Support

Eligibility Requirements:
Services are for Women, Teens and Families

Contact: Amy Pendleton
Location: 335 South Main Street
P.O. Box 2007
Rocky Mount, VA 24151

Phone: 1-540-489-1800
Fax: 1-540-489-1800
Open: Monday through Friday
Hours: 9:00am – 2:00pm
E-mail: ahpendleton@gmail.com
Web: www.fcpec.org
FRANKLIN CO. PRESCRIPTION DRUG DISCOUNT CARD

Type of Service Provided:
❖ Prescription Discount Card that offers an average savings of 20% off all retail prices of commonly prescribed drugs

Eligibility Requirements:
This card will be available to all county residents, regardless of age, income, or existing health coverage.

Participating Pharmacies: CVS, Rocky Mount Family Pharmacy, Kroger Pharmacy, Wal-Mart Pharmacy, Ferrum Community Pharmacy, The Medicine Shoppe, Moneta Family Pharmacy Inc., As well as several pharmacies outside of Franklin County in: Roanoke, Martinsville, Collinsville, Stanley town, Bassett and Vinton

FRANKLIN COUNTY VICTIM/WITNESS ASSISTANCE PROGRAM

Type of Service Provided:
❖ The program helps ensure that victims and witnesses are provided with fair and compassionate treatment while receiving assistance throughout the criminal justice process.

Eligibility Requirements:
Crime Victims and Witnesses
Crime Victims in Virginia- anyone suffering physical, emotional or financial harm as a direct result of a felony or certain misdemeanors.
Definition of Victim includes:
- Spouses and children of all victims
- Parents and Guardians of minor victims
- Parents, guardians and siblings of mentally or physically incapacitated victims or victims of homicide.
- Foster Parents or other caregivers under certain circumstances

Contact: Megan Smith
Location: 275 South Main Street
          Rocky Mount, VA 24151
Phone: 1-540-483-3092
Fax: 1-540-483-3094
E-mail: megan.smith@franklincountyva.gov
Hours: Monday -Friday: 8:30am – 5:00pm
       (Open on the first and third Saturday of each month only)
Web: www.franklincountyva.gov/victim-witness-assistance-program
FREE CLINIC/ BENARD HEALTH CARE CENTER

Type of Service Provided:
❖ Medical Care
❖ Medication
❖ Diabetic Eye Exams
❖ Lab Work
❖ Women’s Health Care
❖ Endocrinology Specialist Care
❖ Patient Education
❖ Diabetes Education Counseling and Group Sessions
❖ Case Management

Eligibility Requirements:
Franklin County Residents whom are uninsured, Income to 200% Federal Poverty Level
People who have recently been laid-off or who work jobs that offer no health care insurance

Location: 1171 Franklin Street
           Rocky Mount, VA 24151
Contact: Donna Proctor
Phone: 1-540-489-7500
Fax: 1-540-489-7502
Email: www.donna@bernardhealthcare.com
WEB: www.bernardhealthcare.com
Open: Monday- Thursday from 8:00am- 4:30pm

Pharmacy
Phone: 1-540-489-7500
Open: Thursday 1:00pm-4:00pm (Patient pick up of ordered prescription medications, Patients should call in prescription refills by noon on Wednesday)
Type of Service Provided:
❖ Food Pantry

Eligibility Requirements:
Income Requirements

Name: Gods Provision
Location: Food Bank in the Family Pharmacy’s parking lot
1155 Franklin Street
Rocky Mount, VA 24151
Contact: Judy Lafon
Phone: 1-540-493-5653
Open: Every Wednesday 10:30am- 2:30pm (produce, bread, sweet and dairy if they have it (eggs).
2nd & 4th Saturday 12noon- 2:30pm (can goods and meats plus extras)
Type of Service Provided:
❖ Has a wide variety of used clothing, furniture, household items at low prices

Location: 1045 North Main Street
P.O. Box 157
Rocky Mount, VA 24151

Phone: 1-540-483-9217
Fax: 1-540-483-0297

Open: Monday through Sunday

Hours: Monday through Saturday 8:00am- 9:00pm
       Sunday: 12:00pm – 6:00pm
Type of Service Provided:
- Mental Health Skill Building
- Psychosocial Rehabilitation
- Payee Services

Eligibility Requirements:
Call for more information
Contact: Tara Hutcherson, LPC
Phone: 1-540-344-6411
E-mail: thutcherson.hcs@gmail.com
Fax: 1-540-344-2007
Location: 846 Campbell Ave SW
Roanoke, VA 24016
Open: Monday through Friday
Hours: 8:30am-5:00pm
Web: www.HALLCOMMUNITYSERVICES.com

Roanoke Psychosocial Day Program
Phone: 540-206-2478
Fax: 1-540-344-2007
Location: 840 Campbell Ave SW
Roanoke, VA 24016
Open: Monday through Friday
Hours: 8:30am-3:30pm
Type of Service Provided:
❖ Food Bank

Eligibility Requirements:
Income Based

Contact:  Bob Swain
Phone:  1-540-483-3923
Open:  Monday
Hours:  10:00am – 5:00pm
HELPING HANDS OF FRANKLIN COUNTY

Type of Service Provided:
❖ Emergency Financial Assistance
❖ Budgeting
❖ Counseling
❖ Goal setting
❖ Referrals to other appropriate agencies

Eligibility Requirements:
Must reside in Franklin County, will assist once in an 18 month period

Contact: Kay Saleeby
Phone: 1-540-483-2387
Phone: 1-540-483-9828
Open: Tuesdays and Thursdays
Hours: 9:00am-1:00pm
E-mail: helpinghandsfc@stepincva.com
Web: http://helpinghandsfc.com/
Type of Service Provided:
❖ Crisis intervention

Eligibility Requirements: None

Contact: Any Staff Person
HOTLINE: 1-888-369-2000
Hours: 24 hours a day
E-mail: www.howtobesaved.com
HORIZON OF FRANKLIN COUNTY

Type of Service Provided:
❖ Psychosocial rehabilitation program for individuals with long-term mental illness

Eligibility Requirements:
Call for more information

Program: Piedmont Community Services
Location: 391 Eastover Road
        Rocky Mount, VA 24151
Phone: 1-540-483-7818
Open: Monday through Friday
Hours: 8:00am – 4:00pm
Web: www.piedmontcsb.org
Type of Service Provided:
❖ Trafficking information and referrals

Eligibility Requirements:
If you think you have come in contact with a victim or human trafficking, call the Hotline- to get more information or to begin the process of helping the victim

Contact: Any Staff
HOTLINE: 1-888-373-7888
Web: www.polarisproject.org
ICE DETENTION & REMOVAL OPERATION

Type of Service Provided:
❖ Contact Immigration to Locate the Detainee

Eligibility Requirements:
When you call to get information if a friend or family member is detained you will need:
1. Person’s full name (including any aliases)
2. Date of birth
3. Alien Registration Number. If you do not know this number, ask the officer for it when you call
You can also ask for the name of the deportation officer assigned to the case. If the officer will not release the information, explain who you are (such as translator for the family), politely ask for a reason for the refusal, and ask to speak with a supervisory deportation officer

Location: 2675 Prosperity Avenue, Fairfax, VA 22031
Contact: Any Staff
Phone: 1-703-285-6200
Type of Service Provided:
❖ Hispanic Church

Eligibility Requirements: None

Contact: Rev. Abel Gomez and Carla Gomez
Phone: 1-540-483-8284
Type of Service Provided:
- Attorney services
- Legal Professional & Advocates- education and providing expertise in immigration law
- Law, Policies, and Practice: advocating for fairness to Immigrants

Eligibility Requirements:
Will provide services to anyone

Phone: 1-415-255-9499
Ext: 626
Email: aod@ilrc.org
Web: www.ilrc.org
Type of Service Provided:
❖ Intensive In-Home Counseling and Mental Health Support Services
❖ For Families and Children with mental health needs whom need more extensive services than can be acquired through outpatient counseling.
❖ Crisis One, a mobile crisis service for children, adolescents & adults who are experiencing an acute crisis of a psychiatric nature that many jeopardize their current community living situation. Crisis One provides varying levels of service to best fit the needs of the individual. Services can be provided for one hour up to 8 hours a day for 15 consecutive days.
❖ 360 Transitional Solutions, this offers a variety of strength-based support services to youth in the community to address daily living skills, social-emotional and communication needs. Services are provided to children and youth, ages 5-21, in an individual and/or group setting.
❖ Parenting Skills
❖ School-based services
❖ Treatment Foster Care
❖ Youth Quest Independent Living

Eligibility Requirements:
Intensive In-Home is for children ages 4-17. Mental Health Support is for ages: 16-Adult. No cost to the Family: eligible individuals are covered by Medicaid for both services.

Call for more information

Contact: Jennifer Sherman
Phone: 1-540-344-7700
Fax: 1-540-344-7701
Web: www.interceptyouth.com

24 Hour Crisis One Referral Line
Contact: Dale Hamann
Info Line: 540-523-8015
Hotline: 540-315-6659
INTERFAITH HOSPITALITY NETWORK (IHN) (Family Promise)

Type of Service Provided:
❖ Multi-denominational network of religious congregation who have joined together to provide shelter for homeless families

Eligibility Requirements:
Families must be referred by other shelter programs, Social Services, congregations or human services agencies

Families are carefully screened to insure the safety of other homeless families and congregation volunteers

Contact: Any Staff
Location: 37 east Clay Street
Salem, Virginia 24153
Phone: 540-444-7374
Fax: 540-444-0220
Email: adowdy@familypromiseroanoke.org
Type of Service Provided:
❖ Immigration legal services to low-income immigrants and refugees of all faiths and nationalities from office in Northern Virginia

Eligibility Requirements:
Call for more information

Location: 716 South Glebe Road, Arlington, VA
Phone: 1-703-979-1240
Web: www.justneighbors.org
Hours: Tuesday-Friday 9:00am-5:00pm
KOREAN COMMUNITY SERVICES CENTER OF GREATER WASHINGTON
(KCSC)

Type of Service Provided:
❖ Their mission is to assist and empower Asian Americans and new immigrants to become well-adjusted and fully contributing members of the United States through social services, education, advocacy, and development or resources.

Eligibility Requirements:
Call for more information

Location: Annandale, VA
Contact: Any Staff
Phone: 1-703-354-6345
Web: www.kcsgw.org
Type of Service Provided:
❖ Government program that offers qualified low income households a discount on their monthly local telephone bills and phone line installation

Eligibility Requirements:
Recipients of Federal Public Housing Assistance, SNAP (food stamps), Low-Income Home Energy Assistance Program (LIHEAP), Income below 135% of the Federal Poverty Guidelines, Medicaid, National School Lunch’s Free Lunch Program, Supplemental Security Income (SSI) and Temporary Assistance to Needy Families (TANF) maybe eligible

Recipients that are a resident on American Indian tribal lands and receive support from: Bureau of Indian Affairs General Assistance, Tribally Administered Temporary Assistance of Needy Families, Head Start or National School Lunch Program may be eligible

Call for more information

Phone: 1-888-641-8722
Type of Service Provided:
- Emergency dental services
- Eye Exams
- X-rays
- Extractions

Eligibility Requirements:
Must have Virginia Medicaid and be an adult over the age of 21

*When calling, must leave first and last name, DOB, and 2 photo id's

Contact:       Mark G. Turner, DDS, PC
Location:      58 Ridge Road
               Troutville, VA 24175
Phone:         1-540-992-3420
Hours:         Varies
Email:         over21dental@yahoo.com
MENTAL HEALTH AMERICA OF CENTRAL VA & COUPLES & KIDS

Type of Service Provided:
❖ Counseling Services
❖ Educational Programs
❖ Drug and Alcohol Classes (Tuesday 5:30pm-6:30pm)
❖ Health Anger Classes (Wednesday 5:30pm-6:30pm)
❖ Co-Parenting Classes every third Monday of each month (4:00pm-8:00pm)

Eligibility Requirements:
Call for Services

Contact: Norma White
Location: 2316 Atherholt Road, Suite 206
Lynchburg, VA 24501
Phone: 1-434-316-9339
Phone: 1-434-847-9055
Fax: 1-434-485-8813
Hours: Monday-Thursday 9:00am-5:00pm
        Friday 9:00am-3:00pm
Type of Service Provided:
❖ Prescription Assistance Program

Eligibility Requirements:
Must live in the U.S. and have a prescription for a MERK medicine from a licensed Doctor. Do not have insurance or other coverage for your prescription medicine, you have exhausted all other insurance options for coverage and cannot afford to pay for you medication. Plus you must complete an application and meet income eligibility guidelines.

*You can use the below web site to print the required application and for more information*

Phone: 1-800-727-5400
Web: www.merkhelps.com
Type of Service Provided:
❖ Subsidized Housing

Eligibility Requirements:
As required by the landlord

Contact: Vicky Goff
Phone: 1-540-483-1339
Open: Monday through Friday
Hours: 9:00am - 2:00pm
Type of Service Provided:
❖ Cross-cultural mental health and substance abuse services for the diverse ethnic metropolitan community, psychological, forensic and neuropsychological assessment (children, adolescent, and adults), adolescent program, neuro-development assessment (infants and preschoolers), child abuse and neglect (service for victims and offenders), children’s program, intensive therapeutic home-based counseling for high risk children and adolescents, couples parenting and family issues, substance abuse (adolescent to adult), domestic violence life-adjusted issues, domestic violence, psychiatric evaluation and medication treatment

Eligibility Requirements:

Multicultural clients only

Location: Springfield, VA
Contact: Any Staff
Phone: 1-703-354-0000
**Type of Service Provided:**
- Support for students whose families have lost their homes to foreclosure

**Eligibility Requirements:**
If your family owned its home and lost it to foreclosure, or if your family was renting a home and the landlord lost it to foreclosure, and you are now living in a temporary situation, your preschool-aged and school-aged children may qualify for certain rights and protections under the McKinney-Vento Act

Call for more information

**Program:** Supporting the Education of Children & Youth Experiencing Homeless
**Contact:** Any Staff
**Phone:** 1-800-308-2145
**Web:** www.serve.org/nche
Type of Service Provided:
❖ Immigrant Services

Eligibility Requirements:
Low income immigrants

Contact: Any Staff
Phone: 202-216-0261
Open: Monday through Friday
Hours: 9:00am – 5:00pm
Web: www.nilc.org
Type of Service Provided:
❖ Dial In News Service
❖ Book on tape/CD lending library
❖ Adaptive Technology Center
❖ Radio Reading Service
❖ Audio Description Service
❖ Large print calendars

Eligibility Requirements:
For people who are blind or have diagnosed vision impairment such as macular degeneration and glaucoma.

Phone: 540-581-0620 ext. 1122
E-mail: info@goodwillvalleys.com
Web: www.newvisionroa.org
PARTNERSHIP FOR PRESCRIPTION ASSISTANCE

Type of Service Provided:
❖ Free and discounted medication from pharmaceutical companies

Eligibility Requirements:
Low income, uninsured, and a US citizen. You can apply by calling the toll free number listed or by going to their web site

Contact: Nicole Pugar
Phone: 1-888-477-2669 (to apply)
Web: www.pparx.org (can apply on-line)
Type of Service Provided:
❖ Mental health support services provides training and support to enable individuals ages 18+ with significant psychiatric functional limitations to achieve and maintain community stability and independence in the most appropriate, least restrictive environment

Eligibility Requirements:
Individuals must be aged 18 years or older
Individuals must demonstrate a clinical need for the service arising from a condition due to mental, behavioral, or emotional illness that results in significant functional impairments in major life activities and affects their ability to remain stabilized in the community.
Population served can also include developmental disabilities and or/ Substance Abuse as a secondary diagnosis.

For more requirements contact staff

Contact: Any Staff
Location: 235 Claiborne Ave
Rocky Mount, VA 24151
Phone: 1-540-238-2080
Fax: 1-540-238-2081
Open: Monday through Friday
Hours: 8:30am- 5:00pm
Email: phoenix4ullc@yahoo.com
Type of Service Provided:
❖ Clinical Services
❖ Youth and Prevention Services
❖ Community Support Services
❖ 24hour Crisis Service

Eligibility Requirements:
Eligibility is determined by criteria for each program

Contact: Receptionist
Location: 30 Technology Drive
          Rocky Mount, VA 24151
Phone: 1-540-483-0582
24 Hour: 1-540-489-5490
Fax: 1-540-483-0583
Open: Monday through Friday
Hours: 8:00am- 5:00pm
Web: www.piedmontcsb.org
Type of Service Provided:
❖ Spanish speaking available

Eligibility Requirements:
Call for appointment

Phone: 1-703-799-8830
Web: info@progreso-hispano.org
Type of Service Provided:
❖ Emergency shelter for males only

Eligibility Requirements:
Men can stay up to 14 days, and then must be out of the shelter for 30 days before they can return for services.
No sex offenders
Complete referral form

Call for more information

Contact: Any Staff
Phone: 1-540-342-7398
Location: 821 Salem Avenue
          Roanoke, VA 24016
Hours: Monday - Friday 12:00pm-8:00pm
       (No intakes after 3:00PM)
Type of Service Provided:
❖ Emergency shelter

Eligibility Requirements:
Call for more information

Contact: Any Staff
Phone: 1-540-343-7227
ROANOKE AREA MINISTRIES (RAM HOUSE)

Type of Service Provided:
❖ A day shelter for homeless individuals and families offering hot lunches, job club, laundry facilities, and mail services
❖ Offers a variety of services including emergency financial assistance

Eligibility Requirements:
Call for more information
Location: 824 Campbell Avenue S.W.
Roanoke, VA
Contact: Any Staff
Open: 7 days/week
8:00am-4:00pm
Phone: 1-540-345-8850
*Homeless individuals and families

For Emergency Financial Assistance:

Eligibility Requirements:
Must live in Roanoke City or have a written referral from their local social service agency. Must use local agencies first.

Must Have: Picture ID, proof of income (if unemployed the last pay stub received), unemployment application letter, proof of expenses (termination/eviction notice), copy of lease/rental agreement, and 5 day “Pay or Quit” notice for rent

Contact: Any Staff
Phone: 1-540-981-1732
Fax: 540-344-0308
Open: Monday through Friday
Hours: 9:00am-11:30am & 1:30pm-3:00pm
(No appointment Necessary. First come, first served)
ROANOKE CITY HOMELESS ASSISTANCE TEAM (HAT)

Type of Service Provided:
- HAT staff conducts street outreach to provide services and case management to homeless individuals and families who need help locating permanent housing
- Staff works to ensure that emergency and transitional shelter and support services are available for homeless persons who reside in shelters or other places not designed for sleeping
- Support services that are provided include transportation, employment expenses, prescription assistance, food, and rental deposits and housing counseling

Eligibility Requirements:
Call for more information

Contact: Any Staff
Phone: 1-540-853-1715
ROANOKE VALLEY SPEECH AND HEARING CENTER, INC.

Type of Service Provided:
❖ Speech and hearing evaluation
❖ Speech therapy
❖ Hearing aids
❖ Auditory processing disorder testing
❖ Cochlear implant mapping

Eligibility Requirements:
Sliding scale for financial assistance, services for adults and children with communication disorders.

Most Private insurance would be filed on behalf of the patient. Patients are responsible for any charges not paid by their insurance. Individuals should contact us and their insurance carrier prior to receiving services. Accepts Medicaid, VA Premier, Medicare, Aetna, Anthem, United Health Care, Tricare, Cigna, Optima, In Total Health.

Contact: Agnes H. Henderson, Executive Director
Location: 2030 Colonial Avenue
          Roanoke, VA 24015
Phone: 1-540-343-0165
Fax: 1-540-345-4664
Web: www.rvshc.org

Open: Monday – Thursday 8:00am-5:30pm  Fridays 8:00am-12pm
Type of Service Provided:
❖ Wireless Phone Service
❖ Free phone, free activation, no contracts, no credit checks, 68 free minutes a month

Eligibility Requirements:
If you receive benefits from public assistance programs, such as Food Stamps, Medicaid, TANF, Free Lunch, SSI, Low Income Energy Assistance Program, Section 8

Phone: 1-800-723-3565
Web: www.safelinkwireless.com (can apply on-line)
Type of Service Provided:
Emergency Financial Assistance

Eligibility Requirements:
Franklin County Residents

Contact: Beth Wooten
Mailing Address: P.O. Box 161,
                Glade Hill, VA 24092
Phone: 1-540-483-1775
Open: Monday, Wednesday, Friday
Hours: 8:30am-5:00pm
Info: Must leave a detailed message and a call back number on answering machine
Type of Service Provided:
❖ Provides lunch and noon day worship services daily

Eligibility Requirements:
Call for more information
Location: Roanoke, Virginia
Contact: Any Staff
Phone: 1-540-343-1447
Type of Service Provided:
❖ Care and the love of knitting have been combined into a prayerful ministry that reaches out to those in need or comfort and solace.

Eligibility Requirements:
Visit the website for more information

Web: www.shawlministry.com
Type of Service Provided:
❖ Works together with other refugee service providers to foster and ensure the health and social well-being of Somali refugees resettled in the United States

Eligibility Requirements:
Call for more information

Contact: Any Staff
Location: Fairfax, VA
Phone: 1-703-560-0005
Web: www.somalifamily.org
Type of Service Provided:
❖ Sexual Abuse Prevention/Education Program

Eligibility Requirements:
Call for more information

Location: 300 South Main Street
Rocky Mount, VA 24151

Contact: Wendy Dungan

Phone: 1-540-484-5566
Fax: 1-540-484-5567

Open: Monday through Friday

Hours: 8:30am - 5:00pm

Email: jmoran@southernvacac.org

Web: www.southernvacac.org
SOUTHERN VIRGINIA CHILD ADVOCACY SERVICES

Type of Service Provided:

❖ Court Appointed Special Advocates (CASA)
❖ Resource Office for the Child Abuse Review Team (CART)
❖ Darkness to Light-Sexual Abuse Education Program
❖ Forensic Interviews
❖ Clinical Services
❖ Family Advocacy
❖ Medical Forensics

Eligibility Requirements:
Contact SVCAC for more information.

Location: 300 South Main Street
Rocky Mount, VA 24151
Contact: Joyce Moran
Phone: 1-540-484-5566
Fax: 1-540-484-5567
Open: Monday through Friday
Hours: 8:30am- 5:00pm
Email: info@southernvacac.org
Web: www.southernvacac.org
Type of Service Provided:
❖ Free Therapeutic Horseback riding

Eligibility Requirements:
For individuals with disabilities, children who are victims of abuse/violence, at-risk youth, battered women, youth after drug rehab and Veterans with disabilities

*Contact Spirit Horse for more information on their services*

Location: 8767 Snow Creek Road
Penhook, Virginia 24137
Contact: Shelly Thomas, CEO/Executive Director
Phone: 1-540-765-2469
Fax: 1-276-632-0747
E-mail: SpiritHorseVA@yahoo.com
Web: www.spirithorseva.org
Type of Service Provided:
❖ Emergency Financial Assistance for individuals who have cut off notices on electric bills or have eviction notices

Eligibility Requirements:
Must be in need

Contact: Any Staff
Phone: 1-540-343-9341
Open: Tuesday Morning Only
Hours: 9:00am or until funds run out (Lines start forming at 7:00am)
Info: Must be in need
STEPPING STONE MISSION OF FRANKLIN COUNTY

Type of Service Provided:
❖ Hot Meals

Eligibility Requirements:
Anyone in need. On the first visit must fill out a form containing name, address and phone number for record keeping purposes. Then just name thereafter.

Contact: Joanne Patterson, Director
Location: 565 Diamond Avenue
          Rocky Mount, VA 24151
Phone: 1-540-483-9018
Open: Monday through Sunday
Hours: 12:00pm – 1:00pm
E-mail: info@steppingstonemission.org
Web: www.steppingstonemission.org
STEP, INC. HEAD START/EARLY HEAD START

Type of Service Provided:
❖ Head Start
❖ v Early Head Start

Eligibility Requirements:
Age eligible: Pregnant women; children 6 weeks through 5 years. Income eligible according to federal poverty guidelines.

Head Start contact information for Franklin & Patrick County:
Contact: Daphney Hancock
Location: 200 Dent Street; Rocky Mount, VA 24151
Phone: 1-540-488-7029
Fax: 1-540-483-0640
Open: Monday through Friday
Hours: 8:30am-4:30pm
E-mail: daphney.hancock@stepincva.com
Web: www.stepincva.com

Early Head Start contact information for Franklin & Patrick County:
Contact: Patricia Ward
Location: 200 Dent Street; Rocky Mount, VA 24151
Phone: 1-540-488-7026
Fax: 1-540-483-0640
Open: Monday through Friday
Hours: 8:30am-4:30pm
E-mail: patricia.ward@stepincva.com
Web: www.stepincva.com
Type of Service Provided:
❖ Homeless Solutions Program (HSP)

Eligibility Requirements:
Homeless Solutions Program (HSP) is a Homeless Prevention/Rapid Re-housing Program. Clients must meet all eligibility requirements. Rental only.

Contact information for Franklin County, Patrick, Henry, & Pittsylvania Counties; Cities of Martinsville & Danville:

Contact: Brenda Manning, Housing Director
Location: 200 Dent Street; Rocky Mount, VA 24151
Phone: 1-540-483-5142 ext. 3035
Fax: 1-540-483-2506
Open: Monday through Friday
Hours: 8:30am- 4:30pm
E-mail: brenda.manning@stepincva.com
Web: www.stepincva.com
Type of Service Provided:
❖ LIFES Academy (Lessons in Fundamental and Essential Skills)
❖ Private day school for students with disabilities
❖ Behavior Management Skills
❖ Life Skills

Eligibility Requirements:
Individualized education plan (IEP) ages: 5-22

Disability Categories:
• Intellectual Disability (ID)
• Multiple Disabilities
• Emotional (ED)
• Developmental (DD)
• Other Health Impairment (OHI)
• Specific Learning Disability (SLD)
• Speech or Language Impairment (SLI)

Contact:       Mike Meredith
Location:       200 Dent Street; Rocky Mount, VA 24151
Phone:          1-540-483-5142 ext.3029
Fax:            1-540-483-2506
Open:           Monday through Friday
Hours:          8:00am- 4:00pm
E-mail:         mike.meredith@stepincva.com
Web:            www.stepincva.com
Type of Service Provided:
❖ Project Discovery – A post secondary access program currently offered to students in Grades 9-12 who might be first generation college students in Franklin County.
❖ College preparation, college application assistance, FAFSA assistance, workshops, tutoring.
❖ College tours.

Contact: Mike Meredith
Location: 200 Dent Street; Rocky Mount, VA 24151
Phone: 1-540-483-5142 ext. 3029
Fax: 1-540-483-2506
Open: Monday through Friday
Hours: 8:00am- 4:00pm
E-mail: mike.meredith@stepincva.com
Web: www.stepincva.com
Type of Service Provided:
❖ Section 8 Housing Choice Voucher Program

Eligibility Requirements:
Section 8 clients are eligible based on the income of the household.

Contact information for Franklin County:

Contact: Sharon Lambert
Location: 200 Dent Street; Rocky Mount, VA 24151
Phone: 1-540-483-5142 ext. 3026
Fax: 1-540-483-2506
Open: Monday through Friday
Hours: 8:00am- 4:00pm
E-mail: sharon.lambert@stepincva.com
Web: www.stepincva.com

Contact information for Patrick County:

Contact: Paul Doughton or Sharon Lambert
Location: 200 Dent Street; Rocky Mount, VA 24151
Phone: 1-540-483-5142 ext. 3056 (Paul) ext. 3026 (Sharon)
Fax: 1-540-483-2506
Open: Monday through Friday
Hours: 8:00am- 4:00pm
E-mail: paul.doughton@stepincva.com
E-mail: sharon.lambert@stepincva.com
Web: www.stepincva.com
Type of Service Provided:
❖ Senior Meals

Eligibility Requirements:
Must be referred by the Southern Area Agency on Aging

Contact information for Franklin County:
Contact: Tammy Franklin
Location: 200 Dent Street; Rocky Mount, VA 24151
Phone: 1-540-483-5142
Fax: 1-540-483-2506
Open: Monday through Friday
Hours: 8:30am - 4:30pm
E-mail: tammy.bfranklin@stepincva.com
Web: www.stepincva.com

Contact information for Patrick County:
Contact: Doris Fain
Location: 4559 Wayside Road; Stuart, VA 24171
Phone: 1-276-694-2239 ext. 207
Fax: 1-276-694-6954
Open: Monday through Friday
Hours: 8:30am - 4:30pm
E-mail: doris.fain@stepincva.com
Web: www.stepincva.com
Type of Service Provided:
❖ Volunteer Income Tax Assistance (VITA)
❖ Financial Education (FE)
❖ Individual Development Accounts (IDA)
❖ Responsible Rides (RR)

Eligibility Requirements:

Volunteer Income Tax Assistance: Income of $54,000 or less, free preparation of Forms 1040, 1040A, or 1040EZ

Financial Education: Financial literacy program designed to increase awareness about finances, developing and maintaining personal and family budgets, saving money, decreasing debt, and improving credit scores.

Individual Development Account: Income guidelines, apply, have assets below $10,000, and have earned income. IDA savings program is to be used to purchase a home, start a business, or attend higher education.

Responsible Rides: Helps working families avoid the high interest, high down payments, hidden purchase cost, and the limitations caused by a poor or no credit history. More than an auto loan, RR includes financial education and vehicle maintenance training so participants are able to purchase an auto and able to maintain it.

Contact: Angela Werner
Location: 200 Dent Street; Rocky Mount, VA 24151
Phone: 1-540-483-5142 ext. 3018
Fax: 1-540-483-2506
Open: Monday through Friday
Hours: 8:00am- 4:00pm
E-mail: angela.werner@stepincva.com
Web: www.stepincva.com
Type of Service Provided:
❖ Weatherization/Low-Income Home Energy Assistance Program
❖ Emergency Heating and Cooling

Eligibility Requirements:
Weatherization/Low-income Home Energy Assistance Program: Low-income eligible (combined family income).

Emergency Heating and Cooling: Referral through Department of Social Services.

Contact: Steven Hall
Location: 200 Dent St
Phone: 1-540-483-5142 ext 3034
Fax: 1-540-483-2506
Open: Monday through Friday
Hours: 7:30am-3:30pm
E-mail: steve.hall@stepincva.com
Web: www.stepincva.com

Weatherization Contact Information for Franklin and Patrick County:

Contact: Sharon Lambert or Steven Hall
Location: 200 Dent Street; Rocky Mount, VA 24151
Phone: 1-540-483-5142 ext 3026
Fax: 1-540-483-2506
Open: Monday through Friday
Hours: 8:00am-4:00pm
E-mail: sharon.lambert@stepincva.com
E-mail: steve.hall@stepincva.com
Web: www.stepincva.com
West Piedmont Re-Entry Journey (WPRJ)
WPRJ is a program designed to assist formerly incarcerated citizens acclimate and adjust to becoming a productive part of the community in which they live.

Type of Service Provided:
❖ Assistance with transition from incarceration to community
❖ Assistance obtaining identification
❖ Support Groups
❖ Job services
❖ Housing
❖ Life skills training
❖ Assist in restoration of rights

Eligibility Requirements:
West Piedmont Re-Entry Journey: Be a citizen returning from incarceration and a resident of Franklin County, Henry County, Patrick County or the City of Martinsville.

Contact: Brenda Manning
Location: 200 Dent Street; Rocky Mount, VA 24151
Phone: 1-540-483-5142 ext. 3035
Fax: 1-540-483-2506
Open: Monday through Friday
Hours: 8:00am- 4:00pm (must call first – seen by appointment only)
E-mail: brenda.manning@stepincva.com
Web: www.stepincva.com
Type of Service Provided:
❖ Mental Health Skill-Building
❖ Outpatient Counseling
❖ Payee Services
❖ Outpatient Crisis Stabilization

Eligibility Requirements:
Mental Health Skill-Building: 1. The individual MUST be diagnosed with an Axis 1 diagnosis. The diagnosis must result in severe and recurrent disability, produce functional limitations of ADL’s, require individualized training in order to maintain or achieve independent living in the community. 2. The individual MUST have a history of one or the following: inpatient psychiatric hospitalizations, residential crisis stabilization, ICT, PACT or TDO. 3. Individual MUST have had a prescription for anti-psychotic, mood stabilizing, or anti-depressant medications within the past 12 months prior to assessment. 4. The Individual MUST require individualized training in acquiring basic living skills. (must meet all requirements)

Crisis Stabilization: (must meet one of the following) 1. The individual is experiencing marked reduction in psychiatric, adaptive, or behavioral functioning. 2. The individual is experiencing extreme increase in emotional distress. 3. The individual needs continuous intervention to maintain stability. 4. The individual is causing harm to self or others. (must be at risk of at least one of the following) 1. Psychiatric hospitalization, Emergency ICF/HD placement. 2. Disruption of community status (living arrangement, day placement, or school) 3. Causing harm to self or others.

Medicaid Funded

Contact: Victor Rivera
Phone: 1-540-484-7041
Fax: 1-540-484-7042
Location: Main Office:
1120 Bypass Road; Vinton, VA 24179
Rocky Mount Office:
1746 South Main Street
Rocky Mount, VA 24151
Type of Service Provided:
❖ Protect immigrant women and girls seeking justice in the United States from gender-based violence

Eligibility Requirements:
Call for more information

Call for an appointment
Location: Washington D.C.
Contact: Any Staff
Phone: 1-571-282-6161
Web: http://www.tahirih.org/services
Type of Service Provided:
❖ A licensed and bonded Personal Home Health Care and Supplemental Staffing Agency Improving the Quality of Life for the Patient and Caregiver wherever the need arises.

Eligibility Requirements:
Call for more information

Contact: Any Staff
Address: 265 Franklin Street
         Rocky Mount, VA 24151
Phone: 1-540-483-3555
Fax: 1-540-483-3556
Web: www.teamnurse.com
Type of Service Provided:
❖ Workforce Training
❖ Education
❖ Economic Development
❖ Employment Services
❖ Business Support

Eligibility Requirements:
All citizens and businesses are eligible. Scholarship assistance may vary based on income and household size. Must be 18 years of age or older. Some youth can be served if they qualify for ResCare programs

Contact: Kathy E. Hodges
Address: 50 Claiborne Avenue
Rocky Mount, VA 24151
Phone: 1-540-483-0179
Fax: 1-540-483-1297
Open: Monday – Thursday 8:30am-8:30pm  Friday 8:30am-5:00pm
E-mail: kathy.hodges@franklincountyva.gov
Web: www.thefranklincenter.org
Type of Service Provided:
❖ Medical Provider, Pharmacy, Behavioral Health

Eligibility Requirements:
Has a sliding scale based on household size and income. Has medication assistance program for medication where no insurance is available or for people who have no means to pay for it.

Contact: Martha Puckett
Phone: 1-540-365-4469
Fax: 1-540-365-4272
Open: Monday, Wednesday & Thursday 8:00am – 5:00pm
      Tuesday 9:00am – 5:00pm
      Friday 8:00am – 4:30pm
E-mail: mpuckett@triarea.org
Web: Triareahealth.com
Type of Service Provided:
❖ Assist with financial emergencies related to rent, housing deposit, utilities, food, automobiles gas and medications

Eligibility Requirements:
All applicants are screened by telephone and all applicant information is kept confidential

Threat of eviction - must have notice
Threat of loss of essential utility - must have cut-off notice

Contact: Any Staff
Phone: 1-540-366-2490
Open: Sunday through Saturday
Hours: 24 hours
Info: Leave a detailed message
Type of Service Provided:
❖ A non-profit organization serving the Roanoke Valley with a mission to provide transitional and emergency shelter to individuals, families, and unaccompanied minors, with an emphasis on case management, intervention and referrals

Eligibility Requirements:
Call for more information

Contact: Any Staff
Phone: 1-540-344-4691
ext. 103 Front Desk
ext. 104 Ally Moore, E.D.
Type of Service Provided:
❖ A domestic violence shelter for female victims and their children

Eligibility Requirements:
Call for more information

Contact:  Any Staff
Phone:  1-540-345-0400
Type of Service Provided:
❖ Equine Assisted Psychotherapy- mental health therapy for individuals, groups, and families
❖ Equine Assisted Learning- educational learning and development that focuses on teaching life skills and character development
❖ Equine Interactive Learning- building and development aimed at organizations focusing on building a stronger successful team
❖ Therapeutic Riding Lessons

Eligibility Requirements:
Call for more information

Location: P.O. Box 157
Boones Mill, VA 24065
Phone: 1-540-334-2171
Fax: 1-540-334-2173
Email: info@UnbridledChange.org
Web: www.UnbridledChange.org
Type of Service Provided:
❖ Free clinics to low-income, undocumented immigrants who are victims of domestic or sexual violence
❖ Clients must go to Richmond for services

Eligibility Requirements:
Must complete an intake and send it to Susheela for pre-screening

Must bring a translator if victim cannot speak English

Program: Richmond Domestic & Sexual Violence Immigration Clinic
Contact: Susheela Varky
Location: 919 East Franklin Street, Ste. 610
Richmond, VA 23219
Phone: 1-804-782-9430 Ext. 33
E-mail: info@vplc.org
Fax: 1-804-649-0974
Web: www.vplc.org
VIRGINIA ASIAN CHAMBER OF COMMERCE

Type of Service Provided:
❖ Technical assistance and support service to Asian newcomers (refugees and immigrants) in the areas of education and training
❖ English as a second language
❖ Relocation
❖ Immigrant entrepreneurship development
❖ Multilingual community
❖ Health Resources
❖ Business information and referrals
❖ Cross-cultural counseling

Eligibility Requirements:
Call for information

Program: Asian American Business Assistance Center (AABAC)
Contact: Any Staff
Location: 14214 Washington Highway, VA
P.O. Box 2640, Glen Allen, VA 23058
Phone: 1-804-798-3975
Email: aabac@aabac.org

*Offices are in Richmond, Chesterfield, Henrico, Hanover, Charlottesville, Virginia Beach, and Front Royal
VIRGINIA DEPARTMENT OF HEALTH

Type of Service Provided:
❖ Identify and eliminate health related barriers to the successful resettlement of VA refugee population while protecting the health of the U.S. population
❖ Coordinates and facilitates initial health assessments for all newly arriving immigrants with a refugee or asylum status, which includes the identification of those with tuberculosis (TB)

Eligibility Requirements:
Call for more information

Program: VDH Division of Disease Prevention Virginia Newcomer Health
Contact: Any Staff
Telephone: 1-804-864-7911
Web: vdn.state.va.us
Type of Service Provided:
❖ Rehabilitation services

Eligibility Requirements:
Must have a disability which interferes with ability to undertake employment

Goal of the agency is to return persons with disabilities to work

Contact: Bonnie Pendleton
Lotion: 233 W Commonwealth Blvd
Martinsville, VA 24112
Phone: 1-276-634-3633
Fax: 1-276-632-3689
Open: Monday through Friday
Hours: 8:30am- 4:30pm
Web: www.vadrs.org
VIRGINIA DEPARTMENT OF THE DEAF AND HARD OF HEARING

Type of Service Provided:
❖ Communication
❖ Outreach
❖ Technological services to individuals and their families who are Deaf and Hard of Hearing.

Eligibility Requirements:
Please contact VDDHH for more information

Phone: 1-804-662-9502 (V/TTY)
Toll Free: 1-800-552-7917 (V/TTY)
E-mail: ddhhinfo@ddhh.state.va.us
Web: www.vddhh.org
VIRGINIA DOMESTIC VIOLENCE AND SEXUAL ASSAULT HOTLINE

Type of Service Provided:
❖ Support, information and referrals

HOTLINE: 1-800-838-8238
Open: Monday through Sunday
Hours: 24 hours a day
VIRGINIA HISPANIC CHAMBER OF COMMERCE

Type of Service Provided:
❖ A legal aid clinic that is hosted twice a month by the VAHCC that provides services in Spanish to the community
❖ Immigration issues and immigration right issues
❖ Tax issues/assistance
❖ Worker’s compensation claims and issues
❖ Payroll issues (not being paid at all, being paid with non-valid checks, etc.)
❖ Loan Program
❖ Employment: has created a bilingual job placement database in English/Spanish (both to the job placement organization and to the job seeker)
❖ Information and referral services
❖ Education (Free seminars in English/Spanish on business, immigration, etc.)

Eligibility Requirements:
Call for more information

Phone: 1-804-378-4099
Type of Service Provided:
❖ Support and guidance to Virginia’s seniors and caregivers

Eligibility Requirements:
Call for more information

Program: Senior Navigator
Contact: Any Staff
Phone: 1-804-525-7728
Toll-Free: 1-866-393-0957
Web: www.SeniorNavigator.org
Type of Service Provided:
   ❖ Civil remedies for victims of sexual assault

Eligibility Requirements:
Call for an appointment

*Free Consultations

Contact: Colleen Marea Quinn, Esq
Location: 4928 West Broad Street
          Richmond, VA 23230
Contact: Any Staff
Phone: 1-804-285-6253
Phone: 1-866-966-6579
Email: quinn@lockequinn.com
Web: www.lockequinn.com
**Disability**
Social Security Administration
Contact: Any Staff
Phone: 1-800-772-1213
Open: 7 days a week
Hours: 24 Hours a day
Web: [www.socialsecurity.gov](http://www.socialsecurity.gov)
*Eligibility Requirements: As determined by the Social Security Administration*

**Drivers License**
Virginia Department of Motor Vehicles
Contact: Customer Service Rep.
Phone: 1-566-368-5463 or 1-800-435-5137
Open: Monday through Saturday
Hours: Mon-Fri 9:00am – 5:00pm Sat – 8:00am – 12:00pm
Web: [www.dmv.state.va.us](http://www.dmv.state.va.us)
*Eligibility Requirements: Must be 16 yrs. 3mths or older, have two proofs of identity, one proof of legal presence, one proof of VA residency, pass examination and vision test. Individuals 19 years of age and younger must have successfully completed a state approved driver’s education program.
Fees: Vary*

**Legal Picture ID**
VA Department of Motor Vehicles
Contact: Customer Service Dept
Phone: 1-866-368-5463 or 1-800-435-5137
Open: Monday through Saturday
Hours: Mon-Fri 9:00am – 5:00pm
Sat – 8:00am – 12:00pm
*Eligibility Requirements: Individuals who are residents of Virginia, has no age restrictions and is available for an adult or child who does not hold a learner’s permit or driver’s license*
Immunization Records
Carilion Medical Associates
Contact: Any Staff
Phone: 1-540-484-4800
Open: Monday through Friday
Hours: 8:00am – 12:30pm – 1:30pm – 4:45pm
*Eligibility Requirements: Individuals must sign a record of release and fax it to the medical records department.

Immunization Records
Children’s Clinic
Contact: Any Staff
Phone: 1-540-483-2849
Open: Monday through Friday
Hours: 9:00am – 12:00pm 1:00pm – 4:00pm
*Eligibility Requirements: Parents/Guardians whose child is a patient or received immunizations there

Immunization Records
Franklin County Health Department
Contact: Any Staff
Phone: 1-540-484-0292
Open: Monday through Friday
Hours: 8:15am – 5:00pm
Web: www.vdh.state.va.us
*Eligibility Requirements: Persons seeking records for themselves or their children
Fee: $.50 per copy

Social Security Card
Social Security Administration
Contact: Any Staff
Phone: 1-800-772-1213
Open: Monday through Friday
Hours: 9:00am- 4:00pm
Web: www.socialsecurity.gov/online
*Eligibility Requirements: US Citizens and must have Photo ID*
Virginia Birth Certificate
VA Department of Vital Records & VA Department Division of Health Statistic
Contact:  Any Staff
Location:  2001 Maywill Street, Richmond, VA 23230
Mailing:  P.O. Box 1000, Richmond, VA 23218-1000
Phone:  1-804-662-6200
Open:  Monday through Friday
Hours:  8:00am – 4:45pm
Web:  www.vdh.state.va.us
*Eligibility Requirements: Vital records are available to immediate family members only with a valid ID. Fee: $12.00 per copy
Useful Web Sites

211- www.211virginia.org *Website to Virginia’s information and referral system

American Cancer Society- www.cancer.org

American Red Cross - www.redcross.org

Annual Credit Report- www.annualcreditreport.com *Individuals can use this website to obtain a copy of their credit reports once every 12 months

Department of Social Services- www.dss.virginia.gov

Franklin County’s Website- www.franklincountyva.gov

Family Resource Center Website- www.fcfamilyresourcecenter.com

Language translation- www.freetranslation.com * Free web translation

MERCK prescription assistance- www.merckhelps.com

Piedmont Community Services- www.piedmontcsb.org

Social Security Administration- www.ssa.gov

STEP, Inc. - www.stepincva.com

Virginia Cooperative Extension- www.ext.vt.edu

Virginia Dept. of Deaf and Hard of Hearing- www.vddhh.org

Virginia Health Department Site - www.vahealth.org

Virginia Sexual and Domestic Violence Alliance- www.vsdvalliance.org

Workforce Consortium- www.thefranklincenter.org
# Domestic Violence and Sexual Assault Resources

Visit [www.nedsd.org](http://www.nedsd.org) for more resources.

## Hotlines, Coalitions and Programs

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<th>Service</th>
<th>Contact Information</th>
<th>Website</th>
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<tr>
<td>American Overseas DV Crisis Center</td>
<td>866-USWOMEN (international toll-free) <a href="mailto:crisis@866uswomen.org">crisis@866uswomen.org</a></td>
<td><a href="http://www.womenslaw.org/gethelp_type.php?type_name=State_and_Local_Programs">http://www.womenslaw.org/gethelp_type.php?type_name=State_and_Local_Programs</a></td>
</tr>
<tr>
<td>GLBT National Help Center and Hotline</td>
<td>7-888-843-4564 – <a href="http://www.glh.org/index2.html">http://www.glh.org/index2.html</a></td>
<td><a href="http://www.glh.org/index2.html">http://www.glh.org/index2.html</a></td>
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<tr>
<td>Local Programs (shelters and rape crisis centers)</td>
<td><a href="http://www.womenslaw.org/gethelp_type.php?type_name=State_and_Local_Programs">http://www.womenslaw.org/gethelp_type.php?type_name=State_and_Local_Programs</a></td>
<td><a href="http://www.ncvc.org/ncvc/Main.aspx">http://www.ncvc.org/ncvc/Main.aspx</a> – 1-800-FY1-CALL and TTY 1-800-211-7996 8:30 am-8:30 pm ET (M-F) <a href="mailto:gethelp@ncvc.org">gethelp@ncvc.org</a></td>
</tr>
<tr>
<td>National Center for Victims of Crime</td>
<td><a href="http://www.ncvc.org/ncvc/Main.aspx">http://www.ncvc.org/ncvc/Main.aspx</a> – 1-800-211-7996 8:30 am-8:30 pm ET (M-F) <a href="mailto:gethelp@ncvc.org">gethelp@ncvc.org</a></td>
<td><a href="http://www.ndvh.org">http://www.ndvh.org</a></td>
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## Domestic Violence

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<tr>
<th>Name</th>
<th>Contact Information</th>
<th>Website</th>
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<tr>
<td>Batterred Women’s Justice Project</td>
<td><a href="http://www.bwjp.org/menu.htm">http://www.bwjp.org/menu.htm</a> – 800/903-0111 x 1</td>
<td><a href="http://www.bwjp.org/menu.htm">http://www.bwjp.org/menu.htm</a> – 800/903-0111 x 1</td>
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<tr>
<td><strong>SEXUAL ASSAULT</strong></td>
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<tr>
<td>Center for Sex Offender Mngmnt</td>
<td><a href="http://www.csom.org">www.csom.org</a> – 301/589-9383</td>
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<tr>
<td>Darkness to Light (child sexual abuse)</td>
<td><a href="http://www.darkness2light.org/default.asp">http://www.darkness2light.org/default.asp</a></td>
<td></td>
</tr>
<tr>
<td>Just Detention (Stop Prisoner Rape)</td>
<td><a href="http://www.justdetention.org/">http://www.justdetention.org/</a> – 213/384-1400</td>
<td></td>
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<tr>
<td>Men Can Stop Rape</td>
<td><a href="http://www.mencanstoprape.org">www.mencanstoprape.org</a> – 202/265-6530</td>
<td></td>
</tr>
<tr>
<td>National Center on Domestic and Sexual Violence</td>
<td><a href="http://www.ncdsv.org">www.ncdsv.org</a> – 512/407-9020</td>
<td></td>
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<tr>
<td>National SV Resource Center</td>
<td><a href="http://www.nsvrc.org">www.nsvrc.org</a> – 877/739-3895</td>
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<tr>
<td>President’s DNA Initiative</td>
<td><a href="http://www.dna.gov/">http://www.dna.gov/</a></td>
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<tr>
<td>Project GHB</td>
<td><a href="http://www.projectghb.org/">www.projectghb.org/</a></td>
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<tr>
<td>Rape Abuse &amp; Incest National Network (RAINN)</td>
<td><a href="http://www.rainn.org">www.rainn.org</a> – 800/656-4673 x 3</td>
<td></td>
</tr>
<tr>
<td>Rape and Sexual Assault: Reporting to Police and Medical Attention, 1992-2000</td>
<td><a href="http://www.ojp.usdoj.gov/bjs/abstract/rsarp00.htm">www.ojp.usdoj.gov/bjs/abstract/rsarp00.htm</a></td>
<td></td>
</tr>
<tr>
<td>Sex Offenses and Offenders: An Analysis of Data on Rape and Sexual Assault, 1997</td>
<td><a href="http://www.vaw.umn.edu/documents/sexoff/sexoff.html">www.vaw.umn.edu/documents/sexoff/sexoff.html</a></td>
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<td>Danger Assessment – Dr. Jacquelyn C. Campbell</td>
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<td>Law Enforcement Officers Killed &amp; Assaulted, FBI</td>
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<td>National Law Enforcement Leadership Initiative</td>
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<td>Law Enforcement: Interpretation and Translation Services</td>
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<td>LEGAL</td>
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<tr>
<td>ABA Commission on DV</td>
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<td>AEquitas – The Prosecutors’ Resource on VAW</td>
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<tr>
<td>202/558-0040</td>
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<tr>
<td>Ayuda (immigration issues)</td>
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<tr>
<td>Legal Momentum</td>
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<tr>
<td>Legal Resource Center on VAW</td>
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<tr>
<td>703/549-9222</td>
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<tr>
<td>National Council of Juvenile &amp; Family Court Judges</td>
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<tr>
<td>National Crime Victim Law Institute</td>
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<tr>
<td>Women’s Law Initiative (state DV laws)</td>
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<td>MILITARY</td>
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<tr>
<td>DOD Sexual Assault Prevention and Response Office</td>
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<tr>
<td>Military Advocacy Resource Network, BWJP</td>
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<td>Military HOMEFRONT</td>
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<tr>
<td>Military Personnel: The DOD and Coast Guard Academies Have Take Steps to Address Incidents of Sexual Harassment and Assault..., 1/2008</td>
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<tr>
<td>National Center on Domestic and Sexual Violence</td>
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<tr>
<td>DOD Spouse Abuse Data</td>
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<tr>
<td>Women’s Law Initiative – Military</td>
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<tr>
<td>GOVERNMENT</td>
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<tr>
<td>Bureau of Justice Statistics, DOJ</td>
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<tr>
<td>Div. of Violence Prevention, Centers for Disease Control and Prevention</td>
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<tr>
<td>FV Prevention &amp; Services, Adm. for Children &amp; Families, HHS</td>
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<th><strong>MISCELLANEOUS</strong></th>
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<td><strong>A Call to Men</strong></td>
<td><a href="http://www.acalltomen.org">www.acalltomen.org</a></td>
</tr>
<tr>
<td><strong>American Medical Association</strong></td>
<td><a href="http://www.ama-assn.org/ama/pub/category/3242.html">www.ama-assn.org/ama/pub/category/3242.html</a></td>
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<tr>
<td><strong>CAVNET</strong></td>
<td><a href="http://www.cavnet2.org">www.cavnet2.org</a></td>
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<tr>
<td><strong>Corp Alliance to End PV</strong></td>
<td><a href="http://www.caepv.org/">http://www.caepv.org/</a></td>
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<tr>
<td><strong>Domestic Violence and Mental Health Policy Initiative</strong></td>
<td><a href="http://www.hektoen.org/programs_dvmhpi.html">http://www.hektoen.org/programs_dvmhpi.html</a></td>
</tr>
<tr>
<td><strong>Domestic Violence and Sexual Assault Data Resource Center</strong></td>
<td><a href="http://www.jrsa.org/dvsadrc/index.html">http://www.jrsa.org/dvsadrc/index.html</a></td>
</tr>
<tr>
<td><strong>DV Counts: A 24-Hour Census of DV Shelters and Services</strong></td>
<td><a href="http://mnedv.org/resources/census.html">http://mnedv.org/resources/census.html</a></td>
</tr>
<tr>
<td><strong>Family Justice Center Alliance</strong></td>
<td><a href="http://www.familyjusticecenter.com/">http://www.familyjusticecenter.com/</a></td>
</tr>
<tr>
<td><strong>Homicide Trends in the U.S.</strong></td>
<td><a href="http://www.ojp.usdoj.gov/bjs/homicide/intimates.htm">http://www.ojp.usdoj.gov/bjs/homicide/intimates.htm</a></td>
</tr>
<tr>
<td><strong>MensWork: Eliminating VAW, Inc.</strong></td>
<td><a href="http://www.mensworkinc.com">www.mensworkinc.com</a></td>
</tr>
<tr>
<td><strong>Minnesota Center Against Violence &amp; Abuse (resources)</strong></td>
<td><a href="http://www.mincava.umn.edu/">www.mincava.umn.edu/</a></td>
</tr>
<tr>
<td><strong>National Center on Domestic Violence, Trauma &amp; Mental Health</strong></td>
<td><a href="http://www.nationalcenterdvtraumarnh.org/home.php">http://www.nationalcenterdvtraumarnh.org/home.php</a> – 312/726-7020, ext. 11</td>
</tr>
<tr>
<td><strong>Nat’l Intimate Partner and Sexual Violence Survey (NISVS), CDC</strong></td>
<td><a href="http://www.ncdsv.org/ncd_linksstatistics.html#NISVS">http://www.ncdsv.org/ncd_linksstatistics.html#NISVS</a></td>
</tr>
<tr>
<td><strong>Prevention Connection</strong></td>
<td><a href="http://www.preventconnect.org/19.0.html">http://www.preventconnect.org/19.0.html</a></td>
</tr>
<tr>
<td><strong>Uniform Crime Reports, FBI</strong></td>
<td><a href="http://www.fbi.gov/ucr/ucr.htm">http://www.fbi.gov/ucr/ucr.htm</a></td>
</tr>
<tr>
<td><strong>VAWnet: The National Online Resource Center on VAW</strong></td>
<td><a href="http://www.VAWnet.org">http://www.VAWnet.org</a> – 800/537-2238</td>
</tr>
<tr>
<td><strong>VAW Online Resources (VAWOR)</strong></td>
<td><a href="http://www.vaw.umn.edu/">www.vaw.umn.edu/</a></td>
</tr>
<tr>
<td><strong>Vera Institute of Justice</strong></td>
<td><a href="http://www.vera.org/">http://www.vera.org/</a></td>
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Compiled and distributed by:

NATIONAL CENTER
on Domestic and Sexual Violence
training • consulting • advocacy

4612 Shool Creek Blvd. • Austin, Texas 78756
tel: 512.407.9020 • fax: 512.407.9020 • www.ndsv.org
This Directory was created by
The Franklin County Family Resource Center
In hopes that all Franklin County agencies would have
access to valuable information to better serve and refer the
Citizens of Franklin County in need of assistance.

The Family Resource Center would like to thank all of the
agencies listed in this book for taking the time to provide us
with all of the very valuable information listed within.

THANK YOU

*Please feel free to print copies of this Directory for your place of
business and/or personal use*