

BREAK *the* SILENCE

Franklin County
Family Resource Center
Community Resource
Directory
2024



Family Resource Center



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 6-43 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

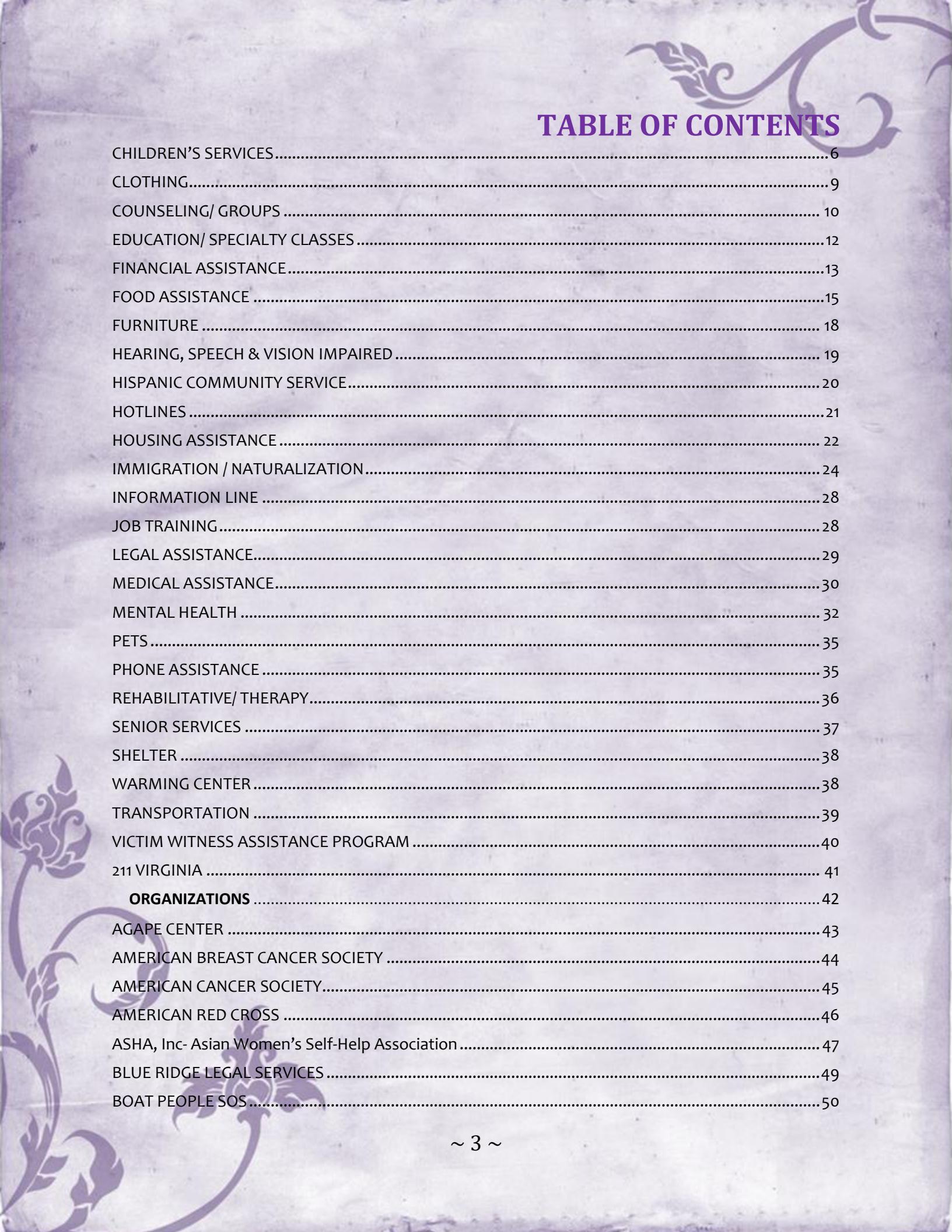


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Name: **Intercept Youth Services, Inc.**
Contact: Jennifer Sherman
Phone: 1-540-344-7700
Fax: 1-540-344-7701
Web: www.interceptyouth.com

Name: STEP, INC.
Program: **Early Head Start/Head Start**
Contact: Shirley Wells (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: shirley.wells@stepincva.com
Web: www.stepincva.com



CHILDREN'S SERVICES

Name: S.T.E.P.
Program: **LIFES ACADEMY**
Contact: Darnell Moore
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: darnell.moore@stepincva.com
Web: www.stepincva.com

Name: STEP INC.
Program: **Project Discovery**
Contact: Darnell Moore
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: darnell.moore@stepincva.com
Web: www.stepincva.com



CHILDREN'S SERVICES

Name: Southern Virginia Child Advocacy Center
Programs: Court Appointed Special Advocates (CASA)
Child Abuse Review Team (CART)
Darkness to Light-Sexual Abuse Prevention/Education Program
Forensic Interviews
Clinical Services
Family Advocacy
Medical Forensics
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@sourthenvacac.org
Web: www.southernvacac.org



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: **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: **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

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



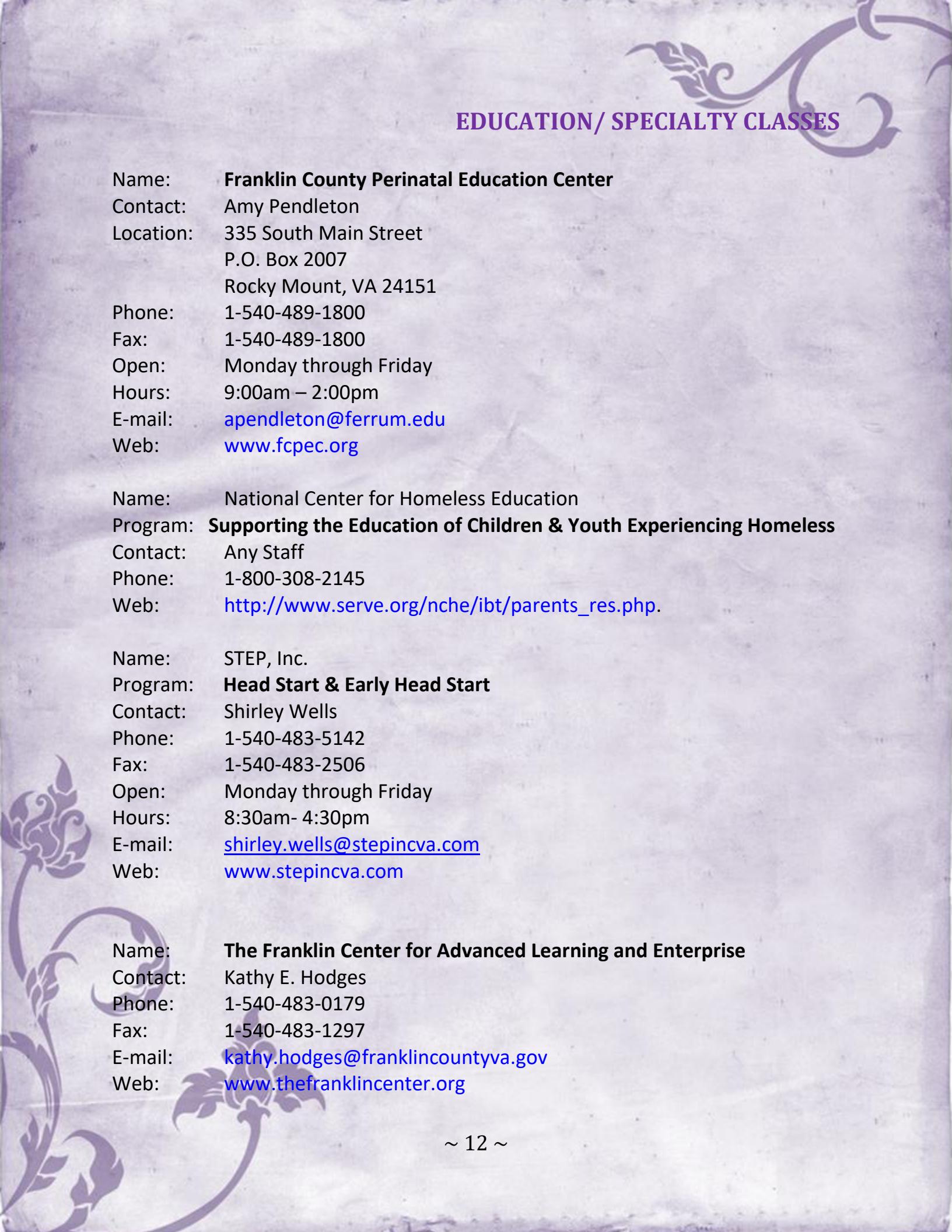
COUNSELING / GROUPS

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.fcfamilyresourcecenter.com

Name: Franklin County Family Resource Center
Group: **Stress and Anger Management Class for Adult Victims & Survivors of Domestic Violence**
Contact: Any Staff
Phone: 1-540-483-5088
Held: Thursday (free of charge – registration required)
Hours: 6pm – 7pm
Web: www.fcfamilyresourcenter.com

Name: Franklin County Family Resource Center
Group: **Support Group for Adult Victims & Survivors of Domestic Violence**
Contact: Any Staff
Phone: 1-540-483-5088
Held: Monday
Hours: 6pm – 7pm
Web: www.fcfamilyresourcecenter.com

Name: **The Counseling Center**
Location: 150 Linden Avenue, Lynchburg, VA 24503
Phone: 1-434-384-3131
1-800-881-0087
Web: www.phfs.org



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
Web: http://www.serve.org/nche/ibt/parents_res.php.

Name: STEP, Inc.
Program: **Head Start & Early Head Start**
Contact: Shirley Wells
Phone: 1-540-483-5142
Fax: 1-540-483-2506
Open: Monday through Friday
Hours: 8:30am- 4:30pm
E-mail: shirley.wells@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



FINANCIAL ASSISTANCE

Name: **Agape Center**
Contact: Any Staff
Phone: 1-540-296-0609
Hours: Tuesday and Thursday 10:00am-4:00pm
Saturday 9:00am – 12:30pm

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/>

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

Name: **Helping Hands of Franklin County**
Phone: 1-540-483-2387
Phone: 1-540-483-9828
Open: Tuesday and Thursdays
Hours: Call for an appointment
E-mail: helpinghandsfc@stepincva.com
Web: <http://helpinghandsfc.com/>



FINANCIAL ASSISTANCE

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 by referral
Info: Must be in need



Name: **Agape Center**
Contact: Any Staff
Phone: 1-540-296-0609
Hours: Tuesday and Thursday 10:00am-4:00pm
Saturday 9:00am – 12:30pm

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

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



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: 10:00m – 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 by referral
Info: Must be in need



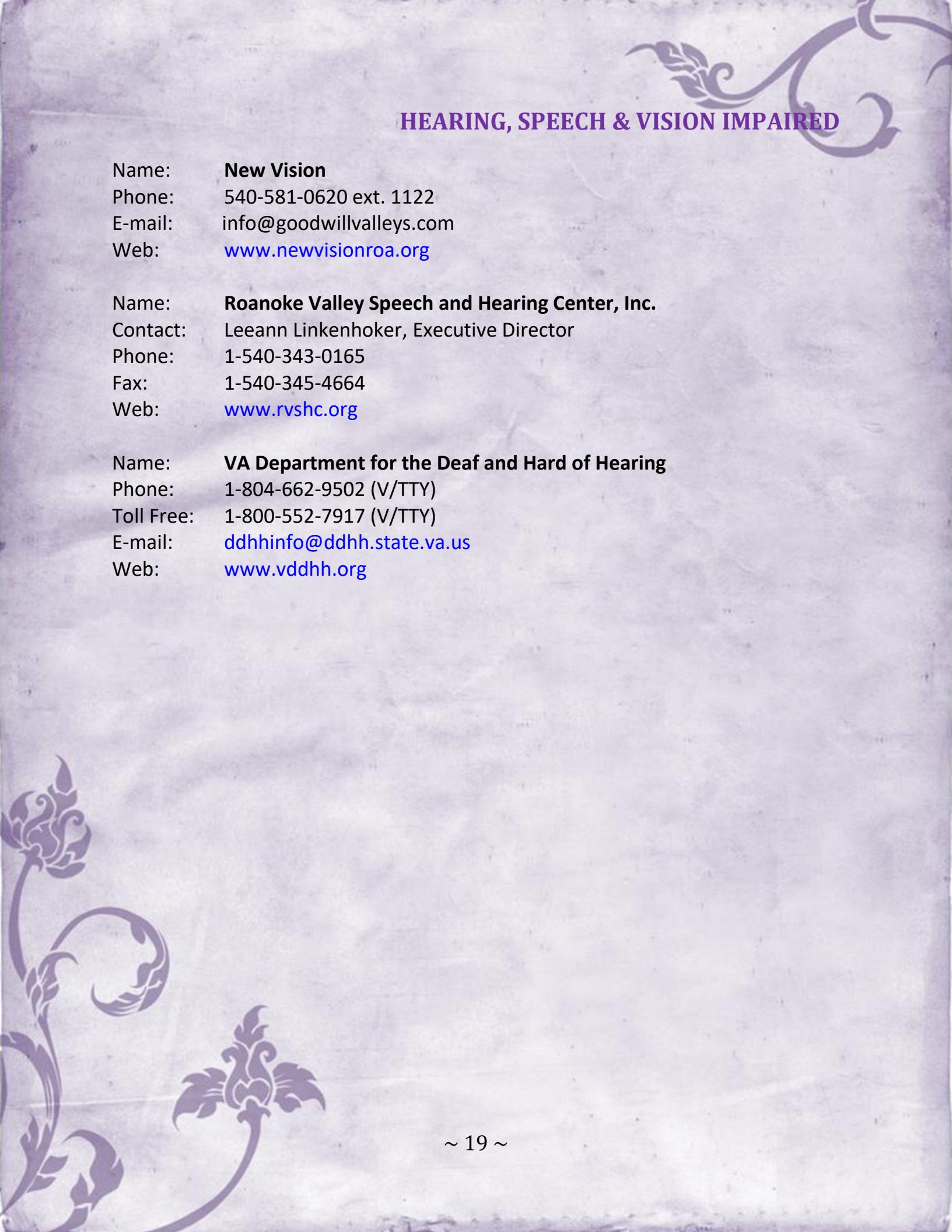
Name: **Stepping Stones Mission of Franklin County**
Program: Soup Kitchen
Contact: Joanne Patterson, Director
Location: 1105 North Main Street
Rocky Mount, VA 24151
Phone: 1-540-482-0775
Open: Monday through Sunday
Hours: 11:30am – 1:00pm
E-mail: info@steppingstonemission.org
Web: www.steppingstonemission.org

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



Name: **Agape Center**
Contact: Any Staff
Phone: 1-540-296-0609
Hours: Tuesday and Thursday 10:00am-4:00pm
Saturday 9:00am – 12:30pm

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

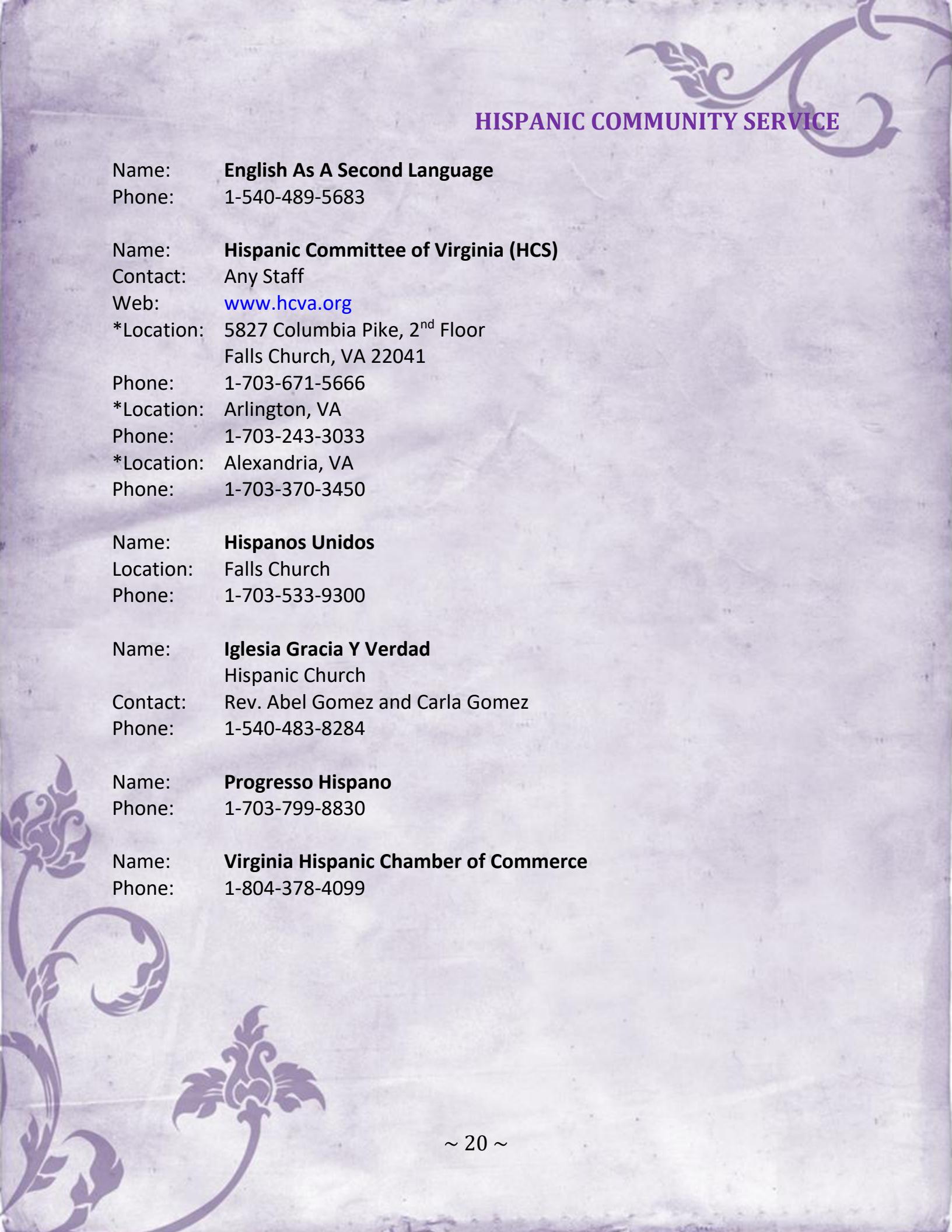


HEARING, SPEECH & VISION IMPAIRED

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: Leeann Linkenhoker, Executive 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



HISPANIC COMMUNITY SERVICE

Name: **English As A Second Language**
Phone: 1-540-489-5683

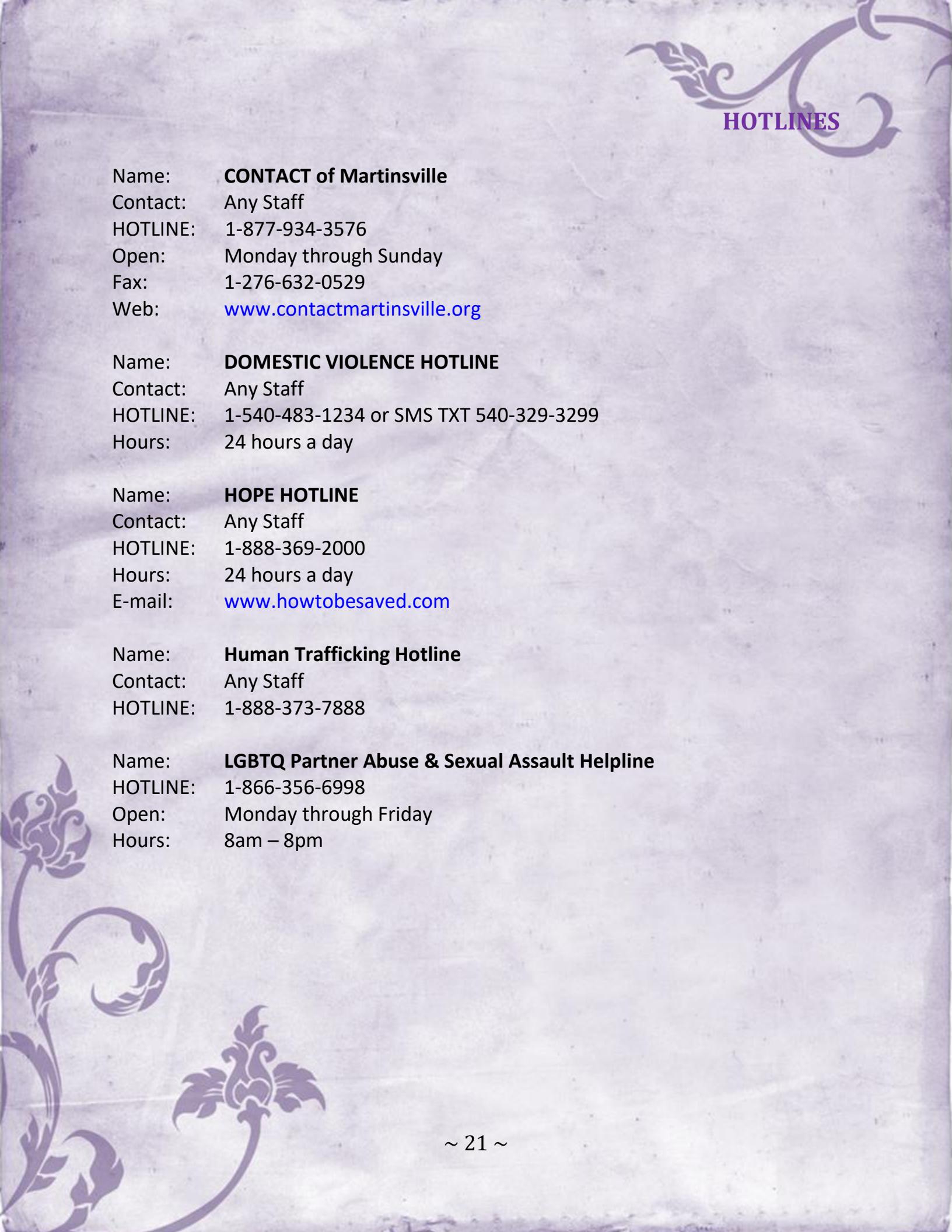
Name: **Hispanic Committee of Virginia (HCS)**
Contact: Any Staff
Web: www.hcva.org
*Location: 5827 Columbia Pike, 2nd Floor
Falls Church, VA 22041
Phone: 1-703-671-5666
*Location: Arlington, VA
Phone: 1-703-243-3033
*Location: Alexandria, VA
Phone: 1-703-370-3450

Name: **Hispanos Unidos**
Location: Falls Church
Phone: 1-703-533-9300

Name: **Iglesia Gracia Y Verdad**
Hispanic Church
Contact: Rev. Abel Gomez and Carla Gomez
Phone: 1-540-483-8284

Name: **Progresso Hispano**
Phone: 1-703-799-8830

Name: **Virginia Hispanic Chamber of Commerce**
Phone: 1-804-378-4099



HOTLINES

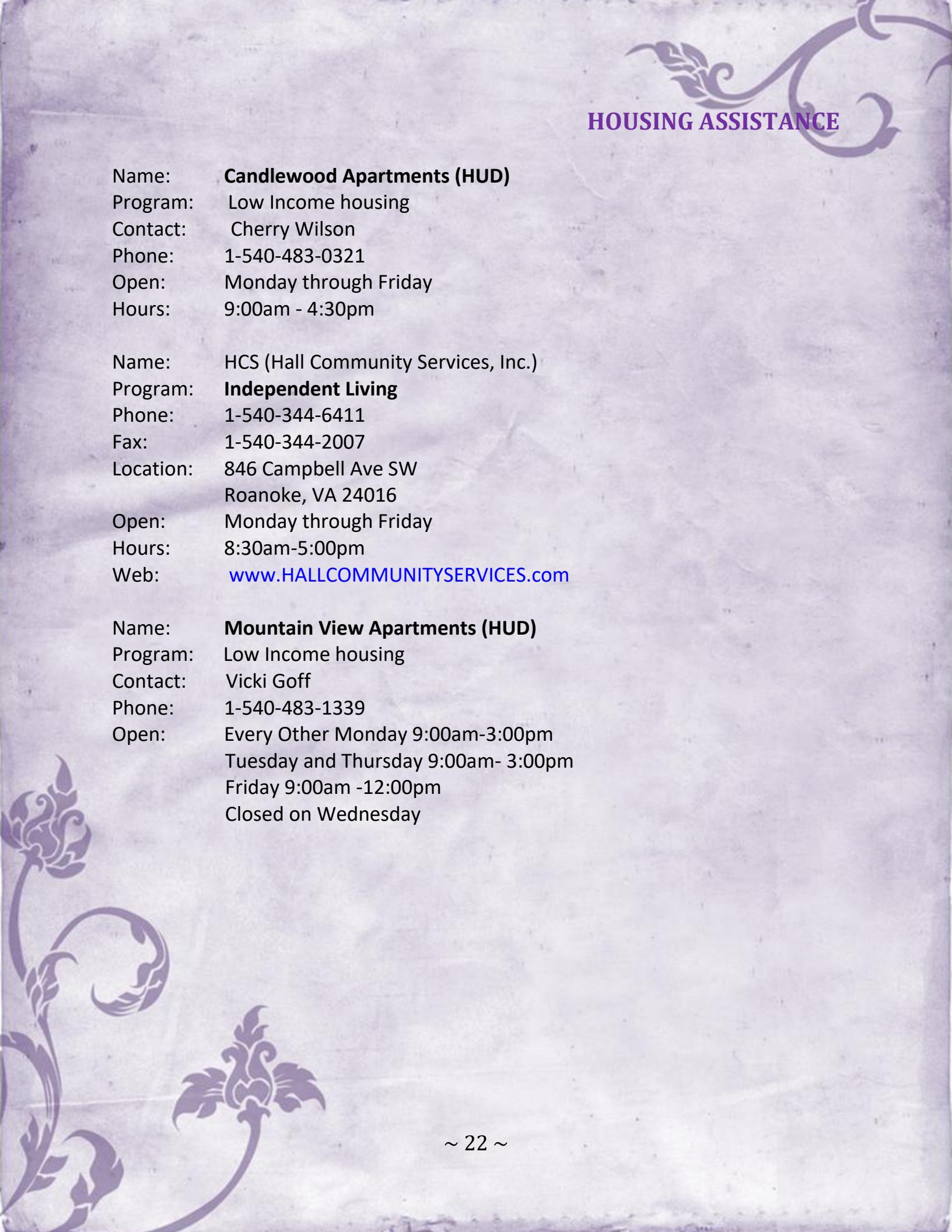
Name: **CONTACT of Martinsville**
Contact: Any Staff
HOTLINE: 1-877-934-3576
Open: Monday through Sunday
Fax: 1-276-632-0529
Web: www.contactmartinsville.org

Name: **DOMESTIC VIOLENCE HOTLINE**
Contact: Any Staff
HOTLINE: 1-540-483-1234 or SMS TXT 540-329-3299
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

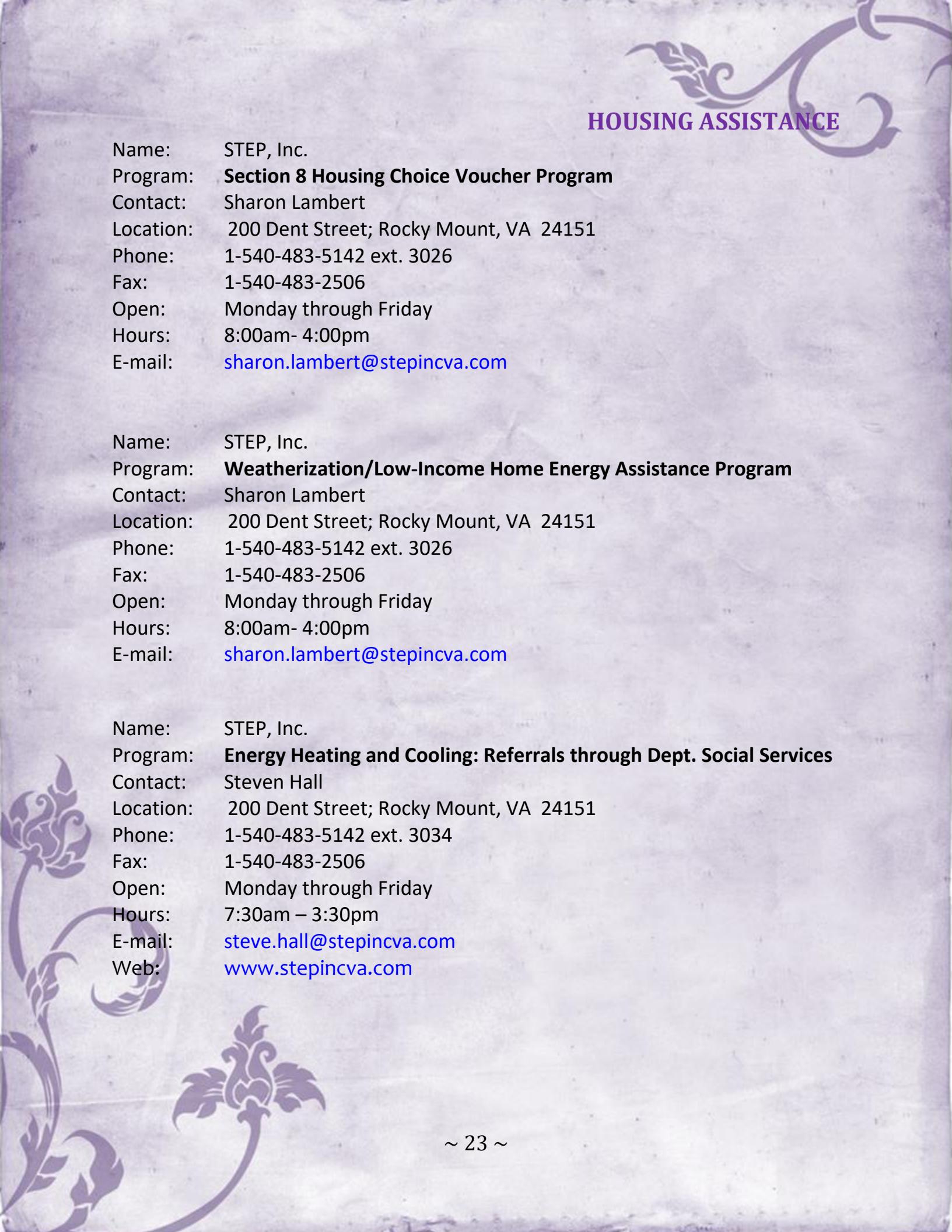


HOUSING ASSISTANCE

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

Name: **Mountain View Apartments (HUD)**
Program: Low Income housing
Contact: Vicki Goff
Phone: 1-540-483-1339
Open: Every Other Monday 9:00am-3:00pm
Tuesday and Thursday 9:00am- 3:00pm
Friday 9:00am -12:00pm
Closed on Wednesday

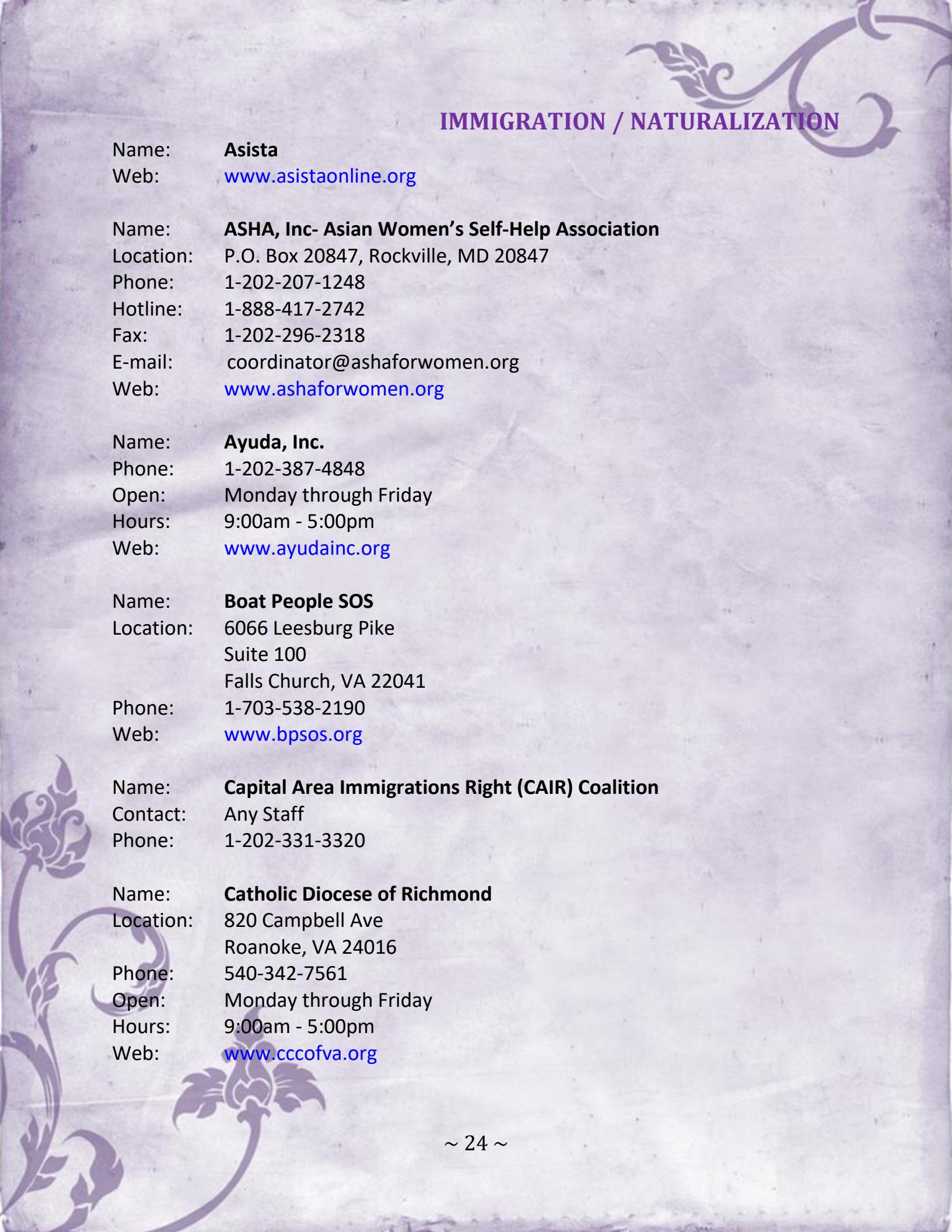


HOUSING ASSISTANCE

Name: STEP, Inc.
Program: **Section 8 Housing Choice Voucher Program**
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

Name: STEP, Inc.
Program: **Weatherization/Low-Income Home Energy Assistance Program**
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

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



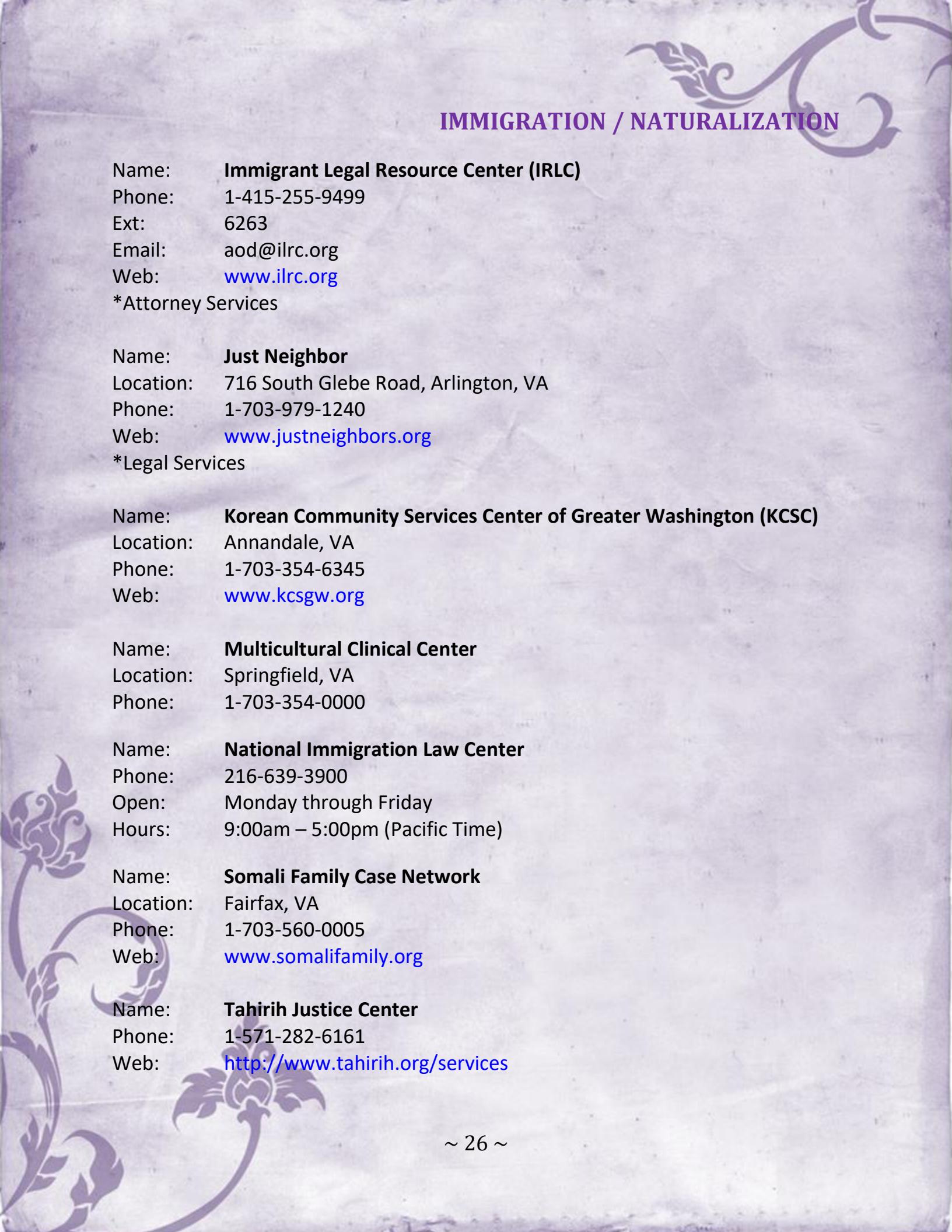
IMMIGRATION / NATURALIZATION

Name: **Center for Multicultural Affairs**
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

Name: **ECDC Center for African Refugees & Immigrants**
Location: Arlington, VA
Phone: 1-703-685-0510
Fax: 1-703-685-0529
E-mail: info@ecdcus.org

Name: **Ethiopian Community Development Council, Inc**
Location: Arlington, VA
Phone: 1-703-685-0510
Web: <http://www.ecdcinternational.org>

Name: **ICE Detention & Removal Operation**
Program: Contact Immigration to Locate the Detainee
Location: 2675 Prosperity Avenue, Fairfax, VA 22031
Phone: 1-703-285-6200



IMMIGRATION / NATURALIZATION

Name: **Immigrant Legal Resource Center (IRLC)**

Phone: 1-415-255-9499

Ext: 6263

Email: aod@ilrc.org

Web: www.ilrc.org

*Attorney Services

Name: **Just Neighbor**

Location: 716 South Glebe Road, Arlington, VA

Phone: 1-703-979-1240

Web: www.justneighbors.org

*Legal Services

Name: **Korean Community Services Center of Greater Washington (KCSC)**

Location: Annandale, VA

Phone: 1-703-354-6345

Web: www.kcsgw.org

Name: **Multicultural Clinical Center**

Location: Springfield, VA

Phone: 1-703-354-0000

Name: **National Immigration Law Center**

Phone: 216-639-3900

Open: Monday through Friday

Hours: 9:00am – 5:00pm (Pacific Time)

Name: **Somali Family Case Network**

Location: Fairfax, VA

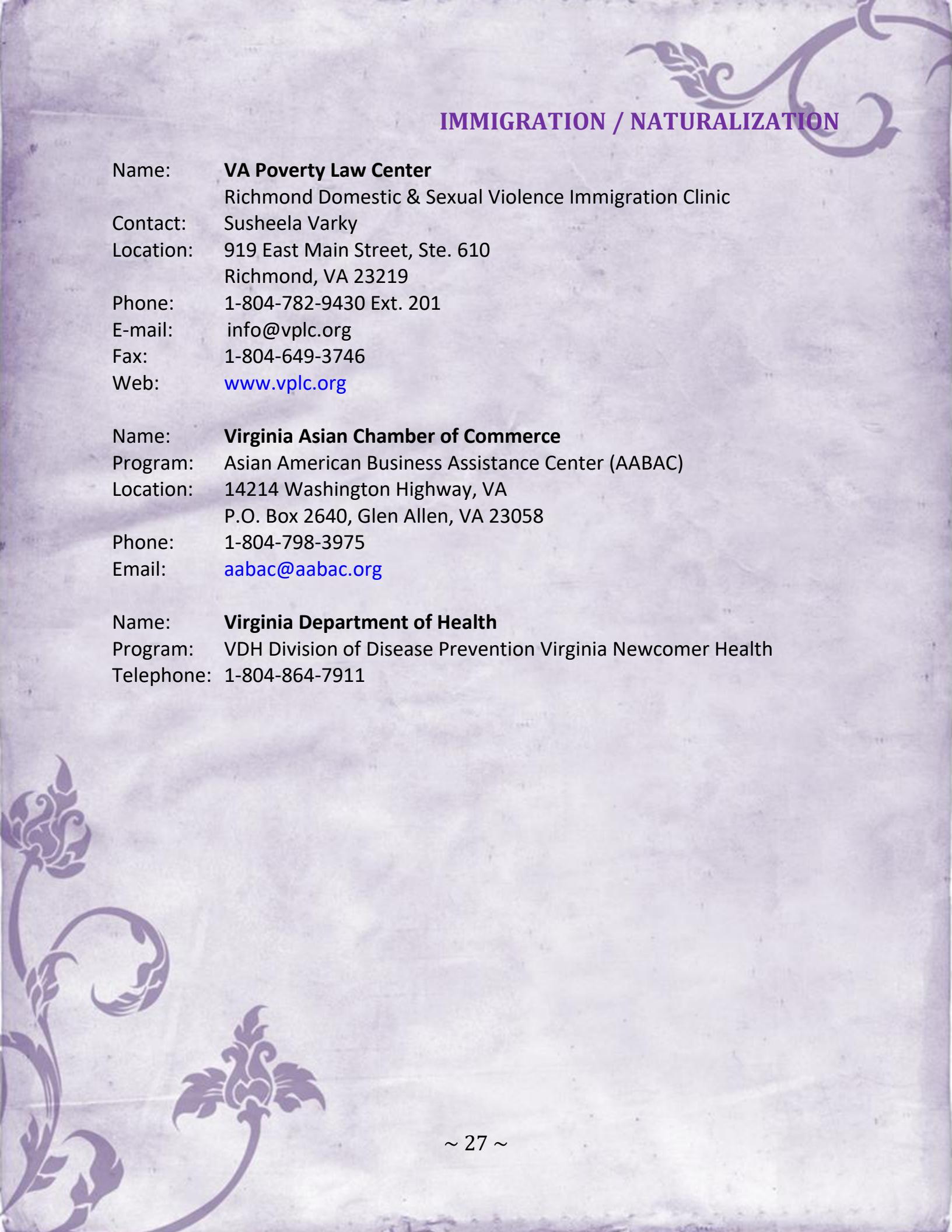
Phone: 1-703-560-0005

Web: www.somalifamily.org

Name: **Tahirih Justice Center**

Phone: 1-571-282-6161

Web: <http://www.tahirih.org/services>

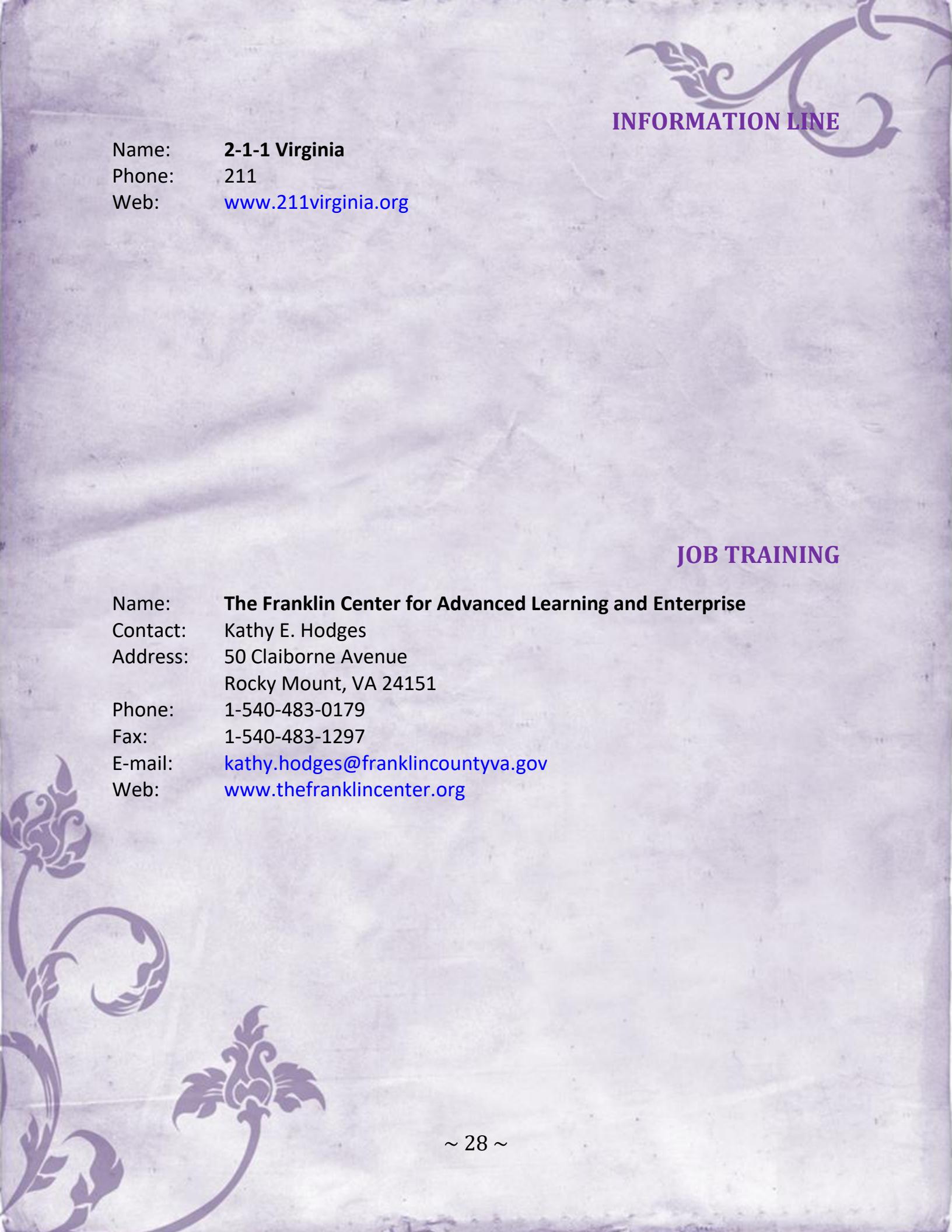


IMMIGRATION / NATURALIZATION

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. 201
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



INFORMATION LINE

Name: **2-1-1 Virginia**
Phone: 211
Web: www.211virginia.org

JOB TRAINING

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



LEGAL ASSISTANCE

Name: **Blue Ridge Legal Services**
Contact: Madison Wade
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**
Victims of Sexual Assault
Contact: Colleen Marea Quinn, Esq
Location: 1802 Bayberry Court #103
Richmond, VA 23226
Contact: Any Staff
Phone: 1-804-285-6253
Fax: 1-804-545-9400
Email: Quinn@lockequinn.com
Web: www.lockequinn.com

Name: **American Breast Cancer Society (Mammogram Assistance)**
Phone: 1-877-539-2543 Patient Resource Center: 1-804-527-3792
Web: 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: Mae Maus
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- 4:30pm Case Manager in Franklin Center on Wednesdays
Web: 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

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



MEDICAL ASSISTANCE

Name: **Franklin Co. Dept. of Social Services**
Program: Medicaid
Phone: 1-540-483-5142
Open: Monday through Friday
Hours: 8:30am – 5:00pm
Web: www.dss.state.va.us

Name: **TEAM NURSE**
Location: 265 Franklin Street
Rocky Mount, VA 24151
Phone: 1-540-483-3555
Open: Monday through Friday
Web: www.teamnurse.com

Name: **Providers who accept Medicaid**
Contact: Virginia Dept. Of Medical Assistance
Phone: 1-804-786-6145
Info: Or visit the website to do a search of available providers
Web: www.dmas.virginia.gov

Name: **Tri-Area Community Health - Ferrum**
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: www.triareahealth.org



Name: **Comfort Zone Camp, Inc. (Bereavement Camp)**
Contact: Sherry Mullins, Registrar
Phone: 1-804-377-3430
Fax: 1-804-377-3433
Web: www.comfortzonecamp.org

Name: **Disability Rights & Resource Center**
Contact: Carol Tuning
Phone: 1-540-482-0752
Toll Free: 1-866-244-0740
E-mail: ctuning@drrcva.org

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@interceptyouth.com
Web: www.interceptyouth.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

Name: **Phoenix, LLC**
Contact: Any Staff
Location: 235 Claiborne Ave
Suite 200
Rocky Mount, VA 24151
Phone: 1-540-238-2080
Fax: 1-540-238-2081
Open: Monday through Friday
Hours: 8:30am- 5:00pm
Email: info@phoenixllc.org

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: Evan Boone, Director
Location: Main Office:
1120 Bypass Road; Vinton, VA 24179
Rocky Mount Office:
1746 South Main Street; Rocky Mount, VA 24151
Phone: 1-540-484-7041
Fax: 1-540-484-7042
Web: www.supportsystemsincva.com

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

Name: **SafeLink Wireless**
Phone: 1-800-977-3768
Web: www.safelinkwireless.com (can apply on-line)



REHABILITATIVE/ THERAPY

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: **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

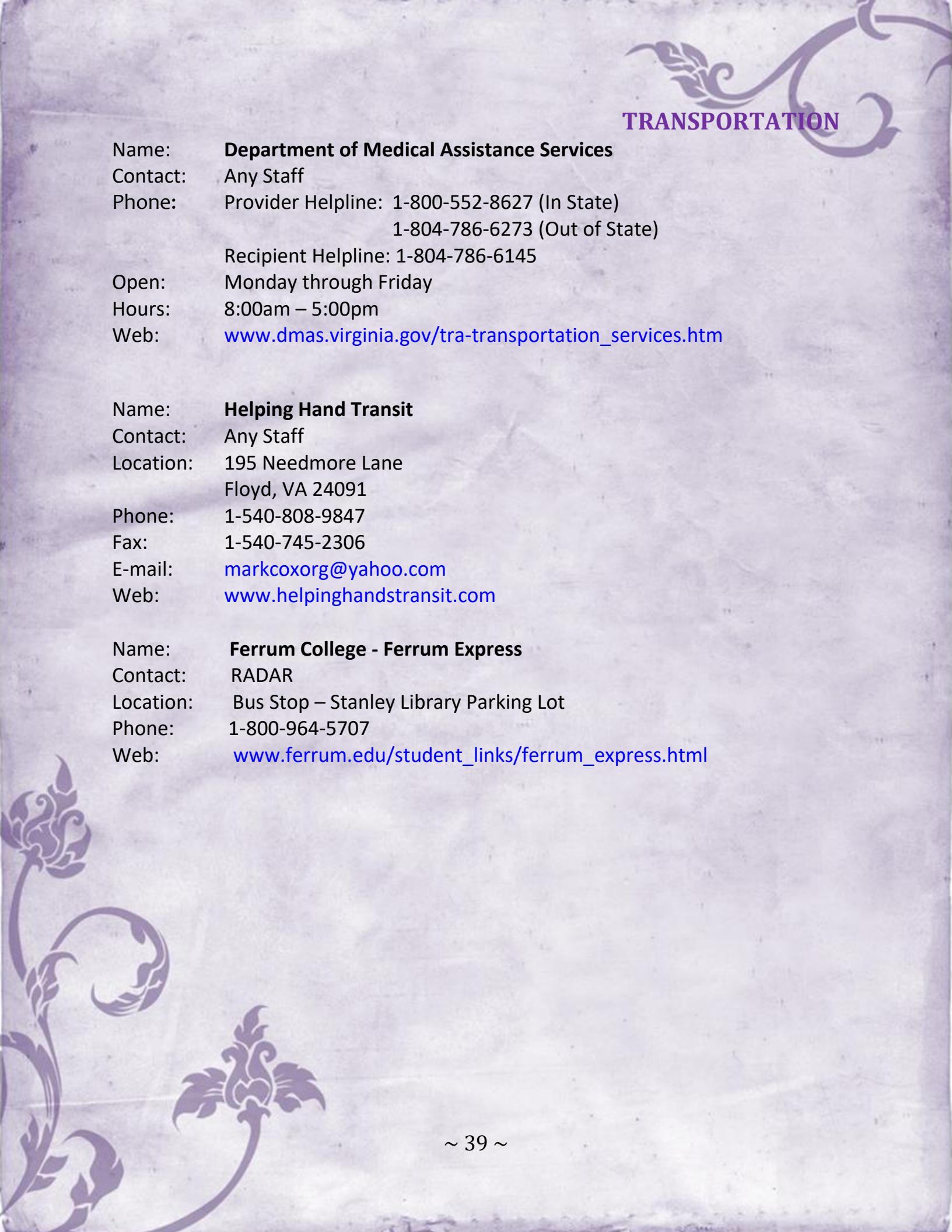
Name: Virginia's Resource for Health & Aging
Program: **Senior Navigator**
Contact: Any Staff
Phone: 1-804-827-1280
Toll-Free: 1-866-393-0957
Web: www.SeniorNavigator.org



Name: **Franklin County Family Resource Center**
Program: **Domestic Violence Emergency Shelter**
Contact: Any Staff
Phone: 1-540-483-1234
Hours: 24/7
Web: www.fcfamilyresourcecenter.com

WARMING CENTER

Name: **Warming Shelter of Franklin County**
Program: Provides a safe warm place to stay over night
E-mail: fcwarmingshelter@gmail.com
Hours: SEASONAL
Web: <https://fcvawarmingshelter.com>

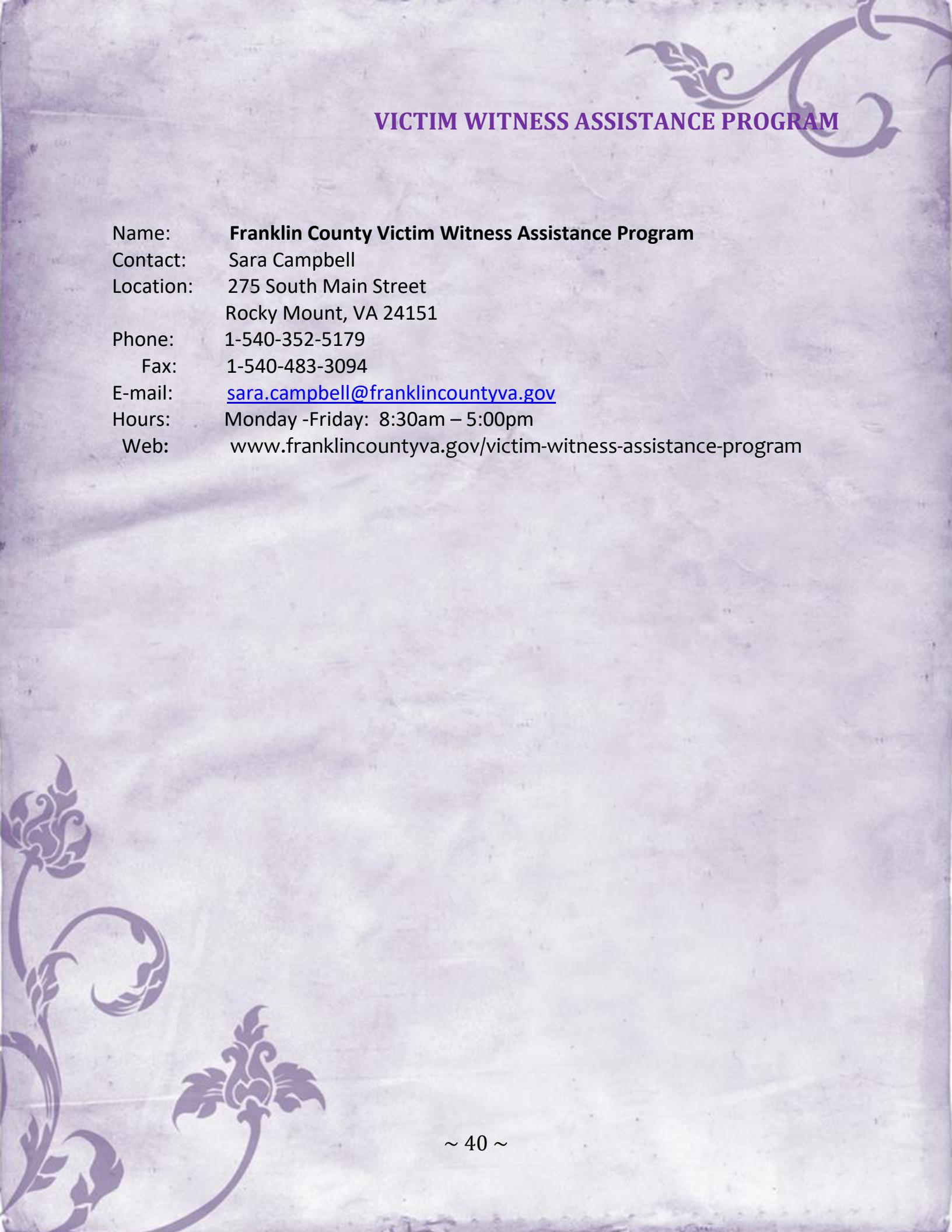


TRANSPORTATION

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

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
Web: 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



VICTIM WITNESS ASSISTANCE PROGRAM

Name: **Franklin County Victim Witness Assistance Program**
Contact: Sara Campbell
Location: 275 South Main Street
Rocky Mount, VA 24151
Phone: 1-540-352-5179
Fax: 1-540-483-3094
E-mail: sara.campbell@franklincountyva.gov
Hours: Monday -Friday: 8:30am – 5:00pm
Web: 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

ORGANIZATIONS





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: 1159 Promised Land Road
Moneta, Virginia 24121

Phone: 1-540-296-0609

Hours: Tuesday and Thursday: 10:00AM-4:00PM
Saturday: 9:00AM-12:30PM

(Open on the first and third Saturday of each month only)

Web: www.agapecentersml.org



AMERICAN BREAST CANCER SOCIETY

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)



AMERICAN RED CROSS

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

AYUDA, INC.

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

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: Madison Wade

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: Mae Maus

Location: 3904 Franklin Road
Suite B
Roanoke, VA 24014

Phone: 1-540-344-1200 or toll free 1-866-720-1008

E-Mail: maem@bisswva.org

Fax: 1-540-344-9755

Open: Monday through Friday

Hours: 8:30am- 4:30pm Case Manager in Franklin Center on Wednesdays

Web: www.bisswva.org



CANDLEWOOD APARTMENTS

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 IMMIGRATION RIGHTS (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

CARILION HOSPICE SERVICES OF FRANKLIN COUNTY

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



CENTER FOR MULTICULTURAL AFFAIRS

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:

- ❖ 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



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)

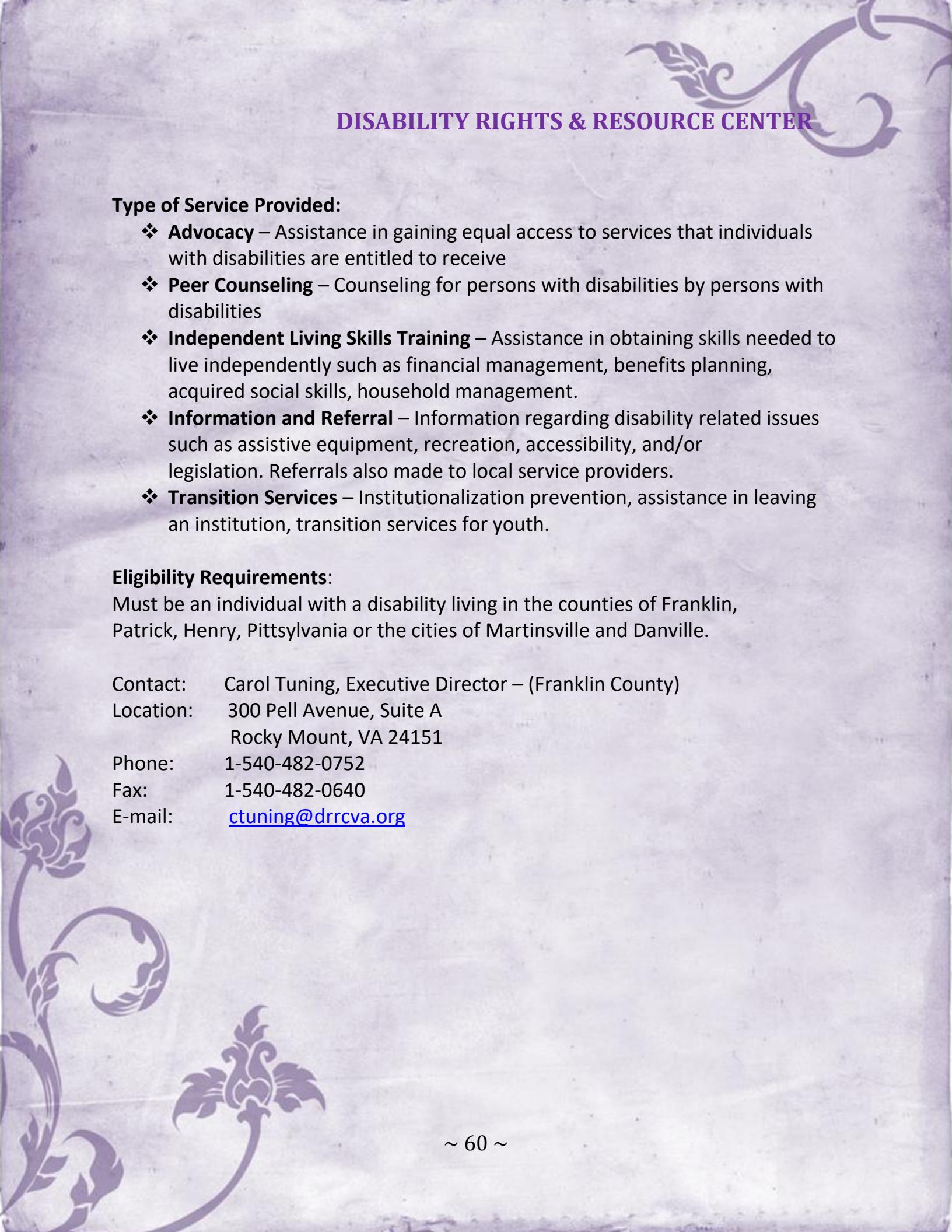
1-804-786-6273 (Out of State)

Recipient Helpline: 1-804-786-6145

Open: Monday through Friday

Hours: 8:00am – 5:00pm

Web: www.dmas.virginia.gov/tra-transportation_services.htm



DISABILITY RIGHTS & RESOURCE CENTER

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: Carol Tuning, 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: ctuning@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

ETHIOPIAN COMMUNITY DEVELOPMENT COUNCIL, INC

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:

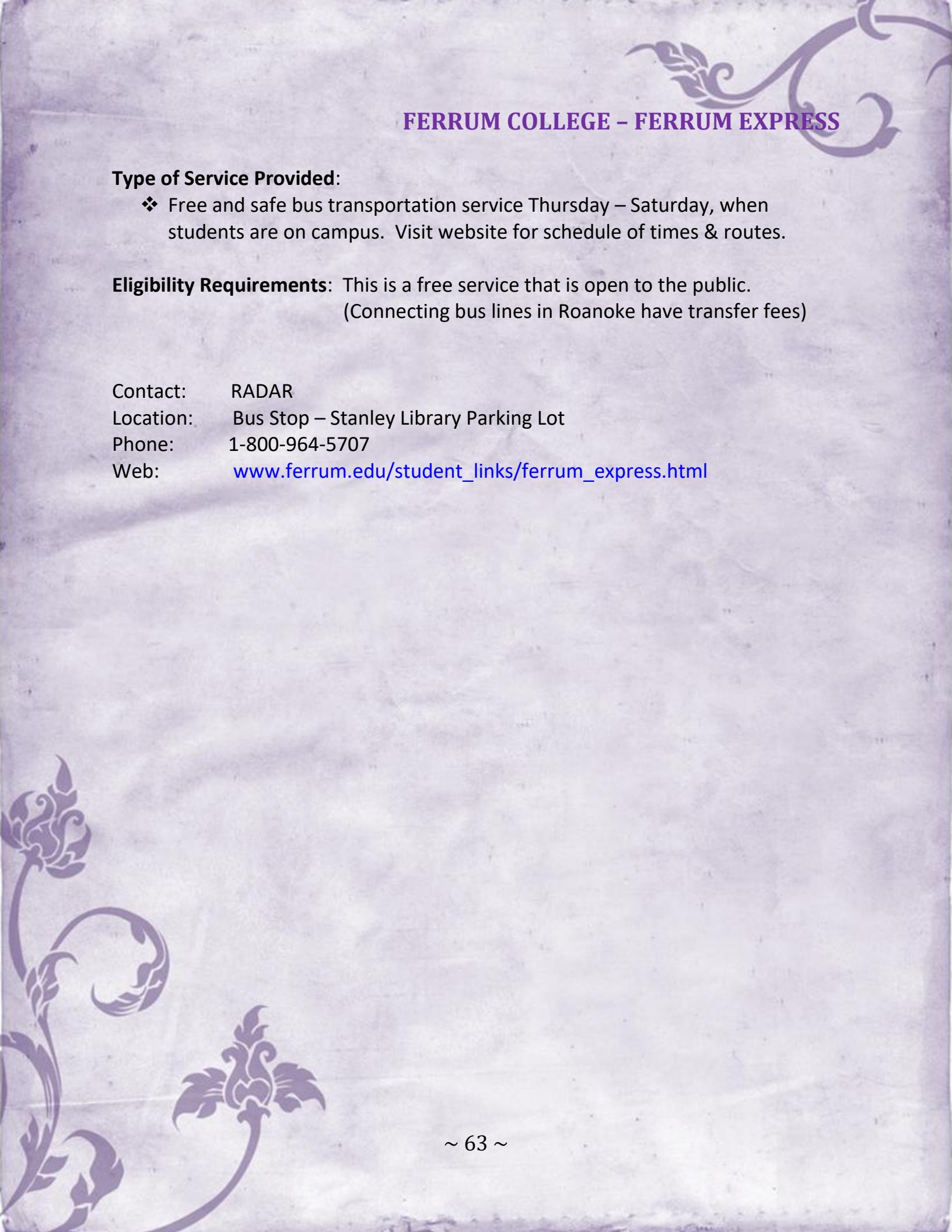
Serves newcomers and refugees from many parts of the world

Location: Arlington, VA

Contact: Any Staff

Phone: 1-703-685-0510

Web: <http://www.ecdcinternational.org>



FERRUM COLLEGE - FERRUM EXPRESS

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

FRANKLIN COUNTY DEPARTMENT OF AGING

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: Marcia Cramblitt

Location: Essig. Recreation Center
295 technology Drive
Rocky Mount, VA 24151

Phone: 1-540-483-9238

E-mail: marica.cramblitt@franklincountyva.gov

Web: www.franklincountyva.gov/aging-serv

FRANKLIN COUNTY DEPT. OF SOCIAL SERVICES

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

FRANKLIN COUNTY FAMILY RESOURCE CENTER

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

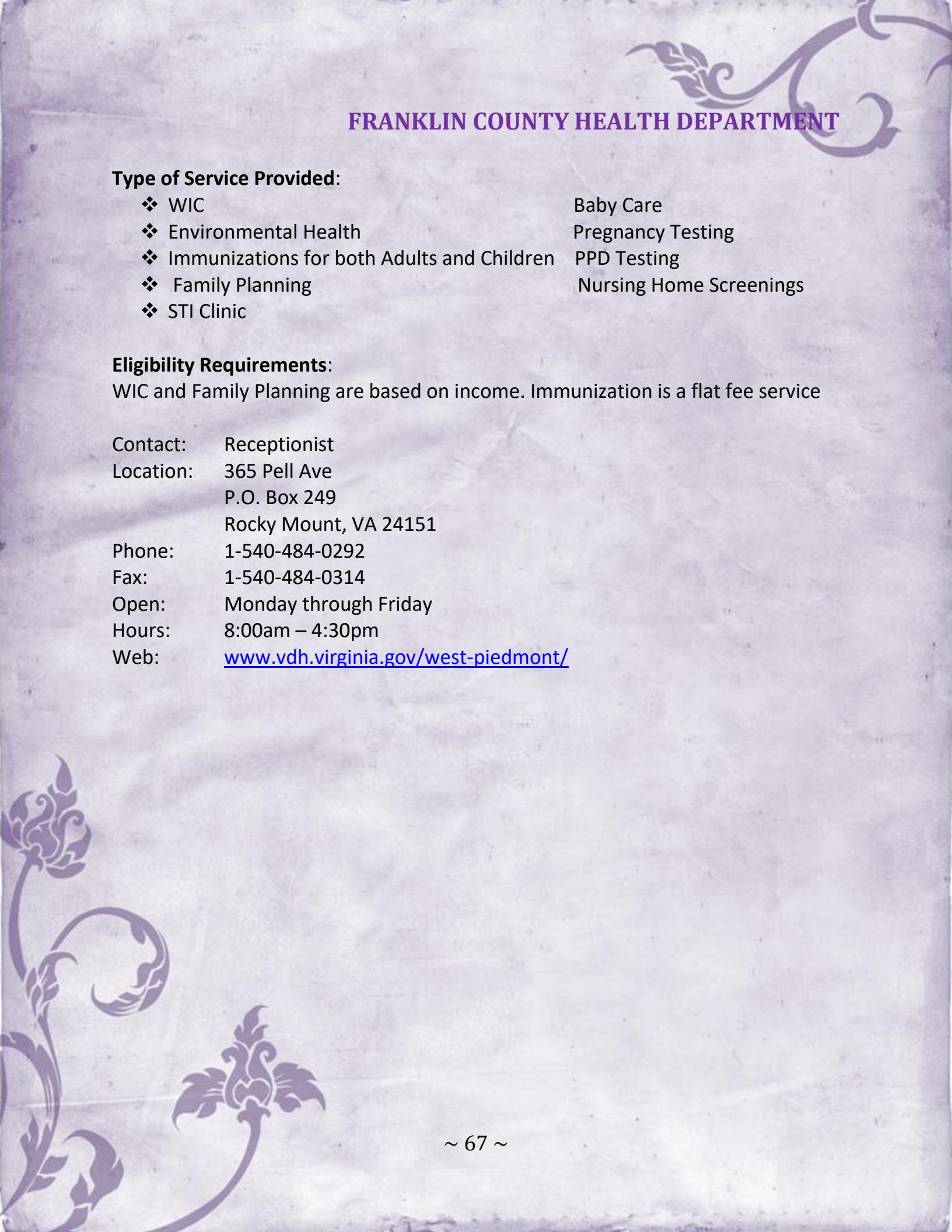
Hours: 8am – Midnight for DV Case Manager

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



FRANKLIN COUNTY HEALTH DEPARTMENT

Type of Service Provided:

❖ WIC	Baby Care
❖ Environmental Health	Pregnancy Testing
❖ Immunizations for both Adults and Children	PPD Testing
❖ Family Planning	Nursing Home Screenings
❖ STI Clinic	

Eligibility Requirements:

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

Contact: Receptionist

Location: 365 Pell Ave
P.O. Box 249
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/



FRANKLIN COUNTY HUMANE SOCIETY

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: 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 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: Annette Plympton

Location: 275 South Main Street
Rocky Mount, VA 24151

Phone: 1-540-352-5179

Fax: 1-540-483-3094

E-mail: annette.plympton@franklincountyva.gov

Hours: Monday -Friday: 8:30am – 5:00pm

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: Ellen Holland

Phone: 1-540-489-7500

Fax: 1-540-489-7502

Email: www.ellen@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)



HCS (HALL COMMUNITY SERVICES, INC.)

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 via phone: 9:00am-12:00pm

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

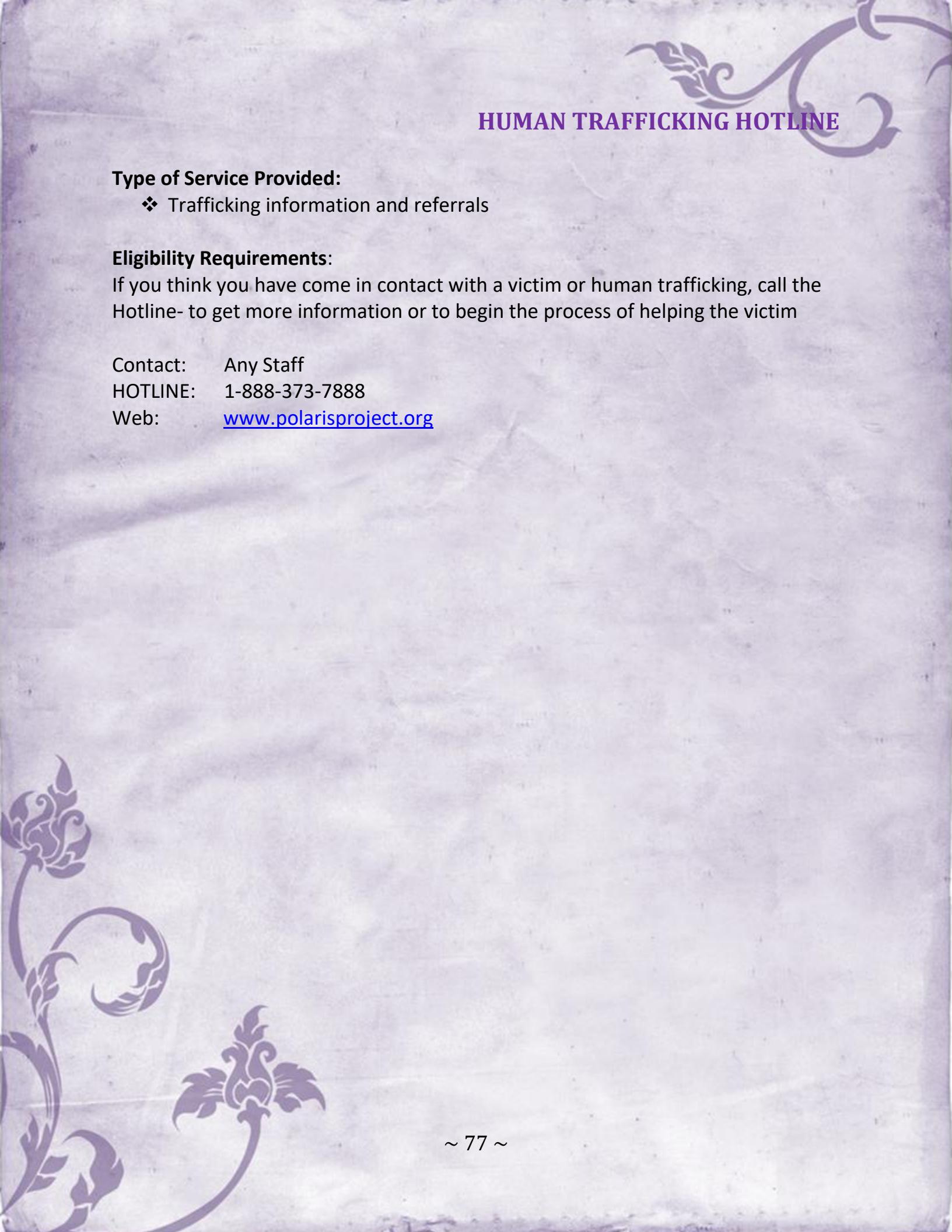
Type of Service Provided:

- ❖ 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



HUMAN TRAFFICKING HOTLINE

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

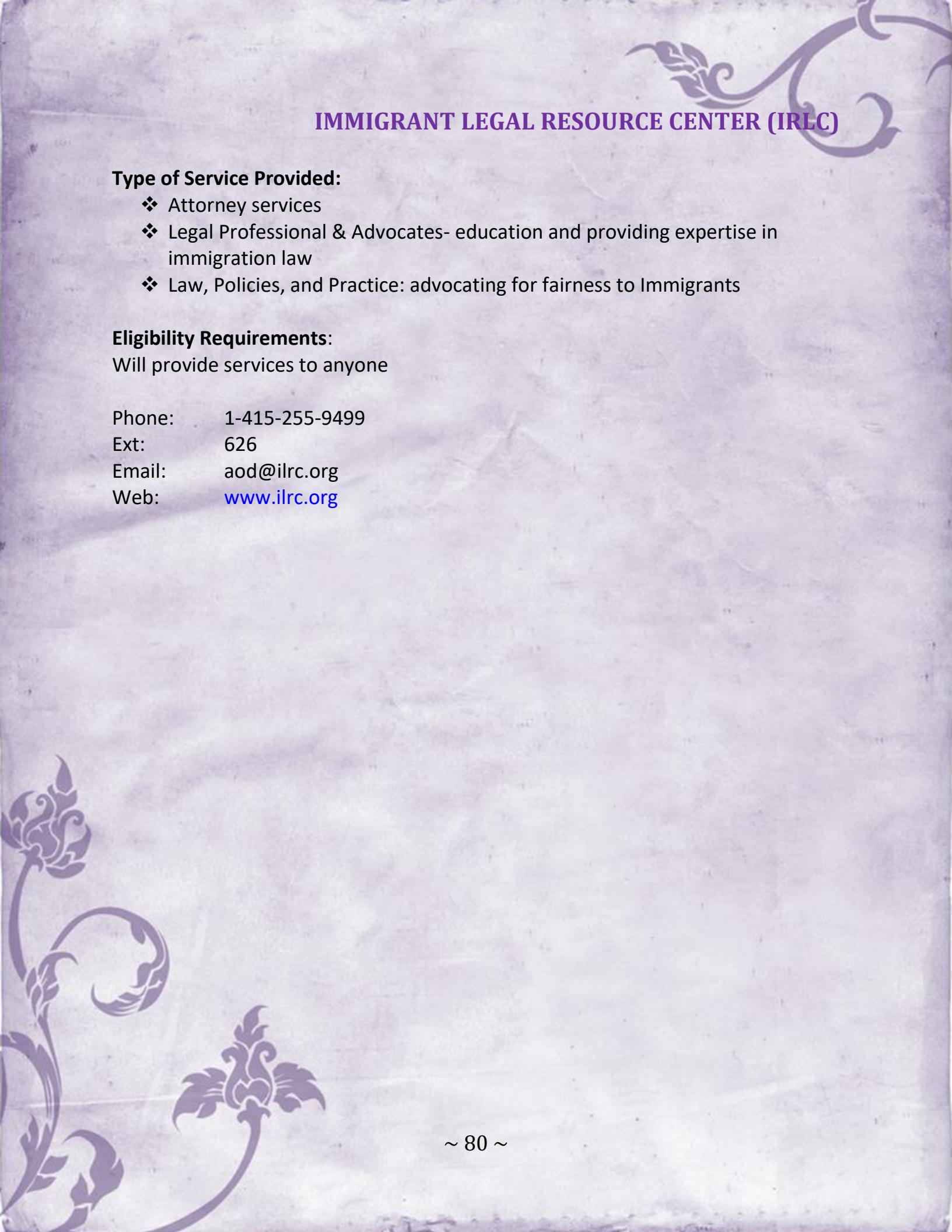
Type of Service Provided:

- ❖ Hispanic Church

Eligibility Requirements: None

Contact: Rev. Abel Gomez and Carla Gomez

Phone: 1-540-483-8284



IMMIGRANT LEGAL RESOURCE CENTER (IRLC)

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

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

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



MOUNTAIN VIEW APARTMENTS

Type of Service Provided:

- ❖ Subsidized Housing

Eligibility Requirements:

As required by the landlord

Contact: Vicky Goff

Phone: 1-540-483-1339

Open: Every Other Monday 9:00am-3:00pm

Tuesday and Thursday 9:00am- 3:00pm

Friday 9:00am -12:00pm

Closed on Wednesday



MULTICULTURAL CLINICAL CENTER

Type of Service Provided:

- ❖ Cross-cultural mental health and substance abuse services for the diverse ethic 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



NATIONAL CENTER FOR HOMELESS EDUCATION

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



NATIONAL IMMIGRATION LAW CENTER

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
 Suite 200
 Rocky Mount, VA 24151
Phone: 1-540-238-2080
Fax: 1-540-238-2081
Open: Monday through Friday
Hours: 8:30am- 5:00pm
Email: info@phoenixllc.org



PIEDMONT COMMUNITY SERVICES

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

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: Leeann Linkenhoker, 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)



SALVATION ARMY OF FRANKLIN COUNTY

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



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:

- ❖ 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

Info: By referral only and 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: 1105 North Main Street
Rocky Mount, VA 24151

Phone: 1-540-483-9018

Open: Monday through Sunday

Hours: 11:30am – 1:00pm

E-mail: info@steppingstonemission.org

Web: www.steppingstonemission.org



Head Start/Early Head Start

Type of Service Provided:

- ❖ Head Start
- ❖ Early Head Start

Eligibility Requirements:

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

Contact: Shirley Wells

Location: 200 Dent Street; Rocky Mount, VA 24151

Phone: [1-540-488-7029](tel:1-540-488-7029)

Fax: 1-540-483-0640

Open: Monday through Friday

Hours: 8:30am-4:30pm

E-mail: shirley.wells@stepincva.com

Web: www.stepincva.com

Youth Services

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: Darnell Moore
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: darnell.moore@stepincva.com
Web: www.stepincva.com

Youth Services

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: Darnell Moore

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: darnell.moore@stepinva.com

Web: www.stepinva.com

Housing and Weatherization Services

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

Housing and Weatherization Services

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 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

Weatherization Contact Information for Franklin:

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

Senior Services

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

VITA Tax Preparation

Type of Service Provided:

- ❖ Volunteer Income Tax Assistance (VITA)
- ❖ Financial Education (FE)
- ❖ Individual Development Accounts (IDA)

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.

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:

- ❖ 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: Evan Boone, Director
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



TRI-AREA COMMUNITY HEALTH -FERRUM

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:

- ❖ 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. 204

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

VIRGINIA DEPT. OF REHABILITATIVE SERVICES

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 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



VIRGINIA'S RESOURCE FOR HEALTH & AGING

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



WOMEN'S INJURY LAW CENTER

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: 1802 Bayberry Court #103
Richmond, VA 23226

Contact: Any Staff

Phone: 1-804-285-6253

Fax: 1-804-545-9400

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

*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

*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

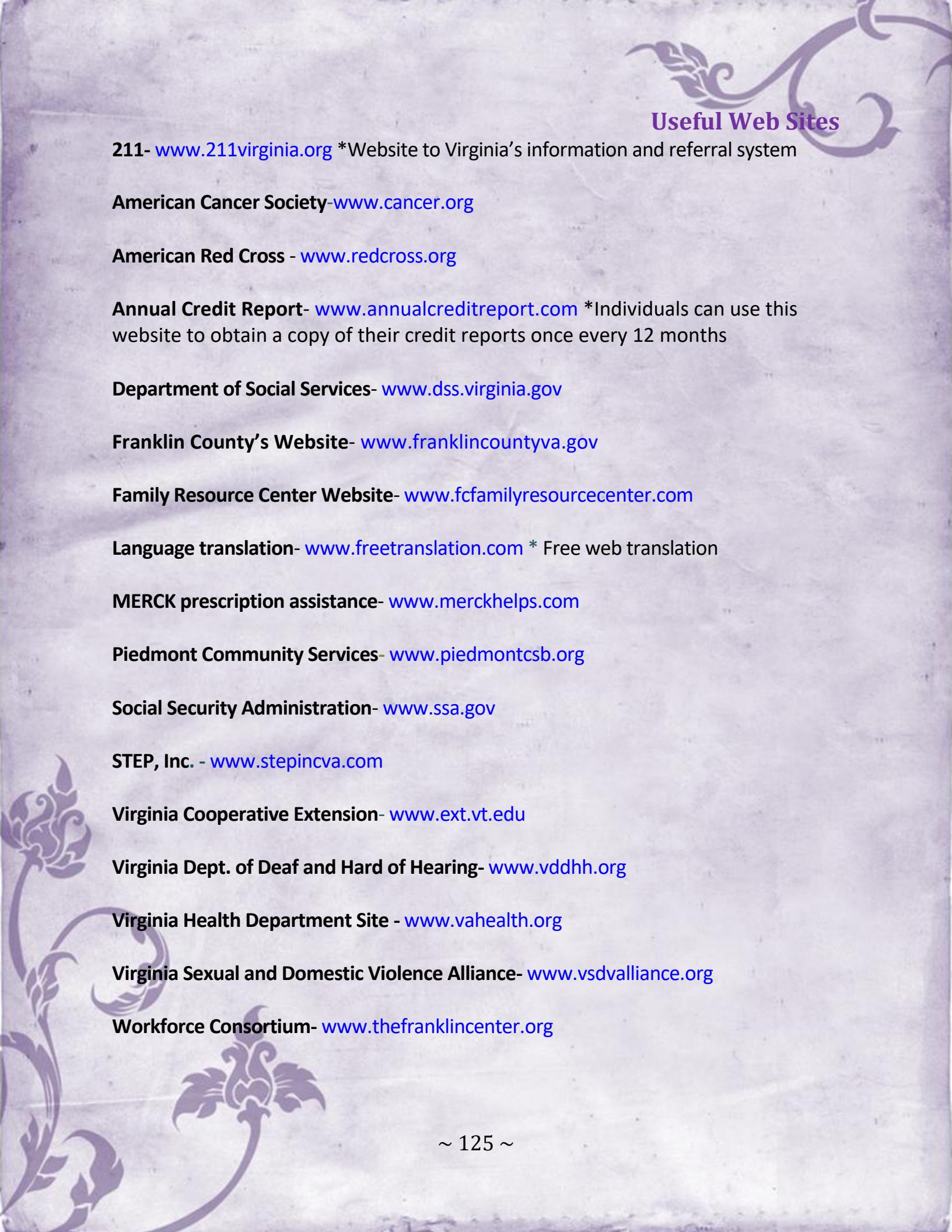
Contact: Any Staff
Location: 2001 Maywill Street, Richmond, VA 23230
Mailing: P.O. Box 1000, Richmond, VA 23218-1000
Phone: 1-804-662-6200
Open: Monday through Friday
Hours: 8:00am – 4:45pm
Web: www.vdh.virginia.gov/vital-records/

*Eligibility Requirements: Vital records are available to immediate family members only with a valid ID. Fee: \$12.00 per copy

VA Department of Motor Vehicles

Contact: Any Staff
Location: 305 Tanyard Road, Rocky Mount, VA 24151
Phone: 1-804-497-7100
Open: Monday through Friday
Hours: 8:00am – 5:00pm
Web: www.dmv.virginia.gov/records/vital

*Eligibility Requirements: You may request a certificate for yourself or next of kin/immediate family, which includes mother, father, current spouse, child, brother or sister, and other under certain circumstances, with a valid ID. Fee: \$14.00 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.ncdsv.org for more resources.

HOTLINES, COALITIONS AND PROGRAMS

American Overseas DV Crisis Center	866-USWOMEN (international toll-free) crisis@866uswomen.org Chat live with advocates, 9:00 am – 4:00 pm PT (M-F)
DoD Safe Helpline	877-995-5247 – https://www.safehelpline.org/
GLBT National Help Center and Hotline	7-888-843-4564 – http://www.glnh.org/index2.html
Local Programs (shelters and rape crisis centers)	http://www.womenslaw.org/gethelp_type.php?type_name=State and Local Programs
National Center for Victims of Crime	http://www.ncvc.org/ncvc/Main.aspx – 1-800-FYI-CALL and TTY 1-800-211-7996 8:30 am-8:30 pm ET (M-F) gethelp@ncvc.org
National Domestic Violence Hotline	800-799-SAFE and 800/787-3224 (TTY) – www.ndvh.org
National Human Trafficking Hotline	1-888-3737-88 – http://www.polarisproject.org/what-we-do/national-human-trafficking-hotline
National Teen Dating Abuse Helpline	http://loveisrespect.org/ – 866/331-9474 and 866/331-8453 (TTY)
National Sexual Assault Hotline	www.rainn.org – 800/656-HOPE
State & Territorial DV Coalitions	http://www.nnedv.org/resources/coalitions.html
State & Territorial SV Coalitions	http://www.nsvrc.org/organizations/state-and-territory-coalitions
Shelter Tours	http://www.safehorizon.org/index/get-help-8/dealing-with-domestic-violence-35/tour-a-domestic-violence-shelter-3.html http://www.safeplace.org/page.aspx?pid=382

DOMESTIC VIOLENCE

Asian & Pacific Islander Institute on Domestic Violence	http://www.apiahf.org/apidvinststitute/default.htm – 415/954-9988 x 315
Battered Women's Justice Project	http://www.bwjp.org/menu.htm – 800/903-0111 x 1
Dating Violence Resource Center	http://www.ncvc.org/ncvc/main.aspx?dbID=DB_DatingViolenceResourceCenter101
FaithTrust Institute	www.faithtrustinstitute.org/ – 877/860-2255
Futures Without Violence	www.futureswithoutviolence.org – 415/678-5500 and 800-595-4889 (TTY)
Institute on Domestic Violence in the African American Community	http://www.dvinstitute.org/ – 877/NIDVAC (643-8222)
National Center on Domestic and Sexual Violence	www.ncdsv.org – 512/407-9020
Nat'l Coalition Against DV	www.ncadv.org – 303/839-1852
Nat'l Health Resource Cntr on DV	http://www.futureswithoutviolence.org/section/our_work/health
Nat' Latino Alliance for the Elimination of DV / Alianza	http://www.dvalianza.org/ – 800/342-9908 and 646/672-1404
Nat' Network to End DV	www.nnedv.org – 202/543-5566
Nat'l Resource Center on DV	www.nrcdv.org – 800/537-2238
Sacred Circle – Nat'l Resource Cntr to End Violence Against Native Women	http://www.sacred-circle.com/ 877-RED-ROAD (733-7623)
Stalking Resource Center	www.ncvc.org/src/
Women's Law Initiative – Safety Planning	http://www.womenslaw.org/safety.htm



SEXUAL ASSAULT

Center for Sex Offender Mngmnt	www.csom.org – 301/589-9383
Darkness to Light (child sexual abuse)	http://www.darkness2light.org/default.asp
Just Detention (Stop Prisoner Rape)	http://www.justdetention.org/ – 213/384-1400
Men Can Stop Rape	www.mencanstoprape.org/ – 202/265-6530
Nat'l Alliance to End Sex Violence	http://www.naesv.org/
National Center on Domestic and Sexual Violence	www.ncdsv.org – 512/407-9020
National SV Resource Center	www.nsvrc.org – 877/739-3895
President's DNA Initiative	http://www.dna.gov/
Project GHB	www.projectghb.org/
Rape Abuse & Incest National Network (RAINN)	www.rainn.org – 800/656-4673 x 3
<i>Rape and Sexual Assault: Reporting to Police and Medical Attention, 1992-2000</i>	www.ojp.usdoj.gov/bjs/abstract/rsarp00.htm
SANE/SART	www.sane-sart.com/
<i>Sex Offenses and Offenders: An Analysis of Data on Rape and Sexual Assault, 1997</i>	www.vaw.umn.edu/documents/sexoff/sexoff.html
<i>Sexual Violence Prevention: Building Leadership and Commitment to Underserved Communities</i> (aired 4/3/03)	http://www.phppo.cdc.gov/PHTN/svprev/

LAW ENFORCEMENT

Bureau of Alcohol, Tobacco, Firearms & Explosives, DOJ	www.atf.gov/
Danger Assessment – Dr. Jacquelyn C. Campbell	http://www.dangerassessment.org/WebApplication1/
FBI	www.fbi.gov/ – 202/324-3000
Federal Law Enforcement Training Center	www.fletc.gov/ – 800/74FLET
Internat'l Assn of Chiefs of Police <i>Law Enforcement Officers Killed & Assaulted, FBI</i>	www.theiacp.org/ – 800/THE IACP http://www.fbi.gov/ucr/ucr.htm#leoka
National Association of Domestic and Child Abuse Investigators	http://www.nadcai.org/
National Center for Rural Law Enforcement	www.ncrle.net/ – 501/570-8000
National Center for Women & Policing	http://www.womenandpolicing.org/
National Center on Protection Orders and Full Faith and Credit	http://www.fullfaithandcredit.org/ – 800/903-0111 ext. 2
National Law Enforcement Leadership Initiative	http://www.theiacp.org/research/VAWLawEnforceInit.html
National Sheriffs' Association <i>Law Enforcement: Interpretation and Translation Services</i>	www.sheriffs.org/ – 800/ 424-7827 http://www.co.summit.oh.us/sheriff/LEP.pdf
Sex Assault Training & Invest – Sgt. Joanne Archambault, retired	http://www.mysati.com/
Wynn Consult – Lt. Mark Wynn, ret.	http://www.markwynn.com/



LEGAL	
ABA Commission on DV	www.abanet.org/domviol/home.html
AEquitas – The Prosecutors' Resource on VAW	http://www.acquitiasresource.org/ 202/558-0040
Ayuda (immigration issues)	http://www.ayudainc.org/ – 202/387-2870
Center for Family Violence and the Courts, NCSC	http://www.ncsconline.org/famviol/index.html
Legal Momentum	www.legalmomentum.org/ – 212/925-6635
Legal Resource Center on VAW	http://www.lrcvaw.org/ – 301/270-1550 800-556-4053 survivor hotline
National Center for the Prosecution of Violence Against Women	http://www.ndaa-apri.org/apri/programs/vawa/vaw_home.html 703/549-9222
National Clearinghouse for the Defense of Battered Women	http://www.ncdbw.org/ – 215/351-0010 or 800/903-0111 x.3
National District Attorneys Assn	http://www.ndaa.org/index.html – 703/549-9222
National Council of Juvenile & Family Court Judges	www.ncjfcj.org/ – 775/784-6012
National Crime Victim Law Institute	http://www.lclark.edu/org/ncvli/
Women's Law Initiative (state DV laws)	www.womenslaw.org
MILITARY	
Defense Task Force on Domestic Violence Reports, 2001-2003	http://www.ncdsv.org/ncd_militaryresponse.html
<i>DOD FY 09 Report on Sexual Assault in the Military</i>	http://www.sapr.mil/index.php/annual-reports
DOD Sexual Assault Prevention and Response Office	http://www.sapr.mil/
Military Advocacy Resource Network, BWJP	http://www.bwjp.org/military.aspx
Military HOMEFRONT	http://www.militaryhomefront.dod.mil/ http://www.ncdsv.org/images/GAO_DODandCGAcadtoAddressSexHarassNeedMoreOvertight_1-08.pdf
<i>Military Personnel: The DOD and Coast Guard Academies Have Taken Steps to Address Incidents of Sexual Harassment and Assault..., 1/2008</i>	http://www.gao.gov/new.items/d06540.pdf
<i>Military Personnel: Progress Made in Implementing Recommendations to Reduce DV... 5/2006</i>	http://www.ncdsv.org/ncd_militaryresponse.html – 512/407-9020
National Center on Domestic and Sexual Violence	http://www.dtic.mil/dtfsams/reports.html
<i>Report of the Defense Task Force on Sexual Assault in the Military Services, 12/2009</i>	http://www.ncdsv.org/ncd_military_statresearch.html (scroll down) http://www.dod.gov/news/May2004/d20040513SATFReport.pdf
DOD Spouse Abuse Data	http://www.ncdsv.org/ncd_military_statresearch.html (scroll down) http://www.dod.gov/news/May2004/d20040513SATFReport.pdf
<i>Task Force Report on the Care of Victims of Sexual Assault, 4/2004</i>	www.womenslaw.org/military.htm
GOVERNMENT	
Bureau of Justice Statistics, DOJ	www.ojp.usdoj.gov/bjs/pubalp2.htm
Div. of Violence Prevention, Centers for Disease Control and Prevention	http://www.cdc.gov/ViolencePrevention/ – 770/488-4362
FV Prevention & Services, Adm. for Children & Families, HHS	http://www.acf.hhs.gov/programs/fysb/content/programs/fv.htm



Nat'l CJ Reference Service, DOJ Office for Victims of Crime, DOJ Office on Violence Against Women	www.ncjrs.org/ – 800/851-3420 www.ojp.usdoj.gov/ovc/ http://www.ovw.usdoj.gov/ – 202/307-6026
MISCELLANEOUS	
A Call to Men	www.acalltomen.org
American Medical Association	www.ama-assn.org/ama/pub/category/3242.html
CAVNET	www.cavnet2.org
<i>Compendium of Research on Violence Against Women 1993-Present</i>	http://www.ojp.usdoj.gov/nij/pubs-sum/vaw-compendium.htm
Corp Alliance to End PV	http://www.caepv.org/
Domestic Abuse Intervention Programs	http://www.theduluthmodel.org/ – “home of the Duluth Model”
Domestic Violence and Mental Health Policy Initiative	http://www.hektoen.org/programs_dvhpi.html
Domestic Violence and Sexual Assault Data Resource Center	http://www.jrsa.org/dysa-drc/index.html
<i>DV Counts: A 24-Hour Census of DV Shelters and Services</i>	http://nnedv.org/resources/census.html
EMERGE	http://www.emereddv.com/ – 617/547-9879 http://www.evawintl.org/
End Violence Against Women Intnl <i>Extent, Nature, & Consequences of Intimate Partner Violence: Findings from the Nat'l VAW Survey, 7/2000</i>	www.ncjrs.org/pdffiles1/nij/181867.pdf
Family Justice Center Alliance <i>Homicide Trends in the U.S.</i>	http://www.familyjusticecenter.com/ www.ojp.usdoj.gov/bjs/homicide/intimates.htm
Jewish Women International	http://www.jwi.org/
Men Stopping Violence	http://www.menstoppingviolence.org/ – 404/270-9894
MensWork: Eliminating VAW, Inc. Minnesota Center Against Violence & Abuse (resources)	www.mensworkinc.com www.mincava.umn.edu/
MVP Strategies – Jackson Katz	http://www.jacksonkatz.com/
National Center on Domestic Violence, Trauma & Mental Health	http://www.nationalcenterdvtraumamh.org/home.php – 312/726-7020, ext. 11
Nat'l Intimate Partner and Sexual Violence Survey (NISVS), CDC	http://www.ncdsv.org/ncd_linksstatistics.html#NISVS
National Organization for Men Against Sexism (NOMAS)	http://www.nomas.org/
Prevention Connection <i>Uniform Crime Reports, FBI</i>	http://www.preventconnect.org/19.0.html http://www.fbi.gov/ucr/ucr.htm
VAWnet: The National Online Resource Center on VAW	http://wwwVAWnet.org – 800/537-2238
VAW Online Resources (VAWOR)	www.vaw.umn.edu/
Vera Institute of Justice	http://www.vera.org/
Witness Justice	http://www.witnessjustice.org/
Workplaces Respond to Domestic Violence: A National Resource Cntr	http://www.workplacesrespond.org/

Compiled and distributed by:



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

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**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

