

Richmond CoC Homeless Connection Line Resource Manual



Diversion Resource Guide

Table of Contents

<u>Table of Contents</u>	<u>1</u>
<u>How to Add a Resource</u>	<u>3</u>
<u>2-1-1 VIRGINIA</u>	<u>3</u>
<u>Addiction (Substance Abuse)</u>	<u>3</u>
<u>Adult Protective Services</u>	<u>4</u>
<u>Adult Day Services</u>	<u>5</u>
<u>Address Assistance</u>	<u>5</u>
<u>Animals/Pets</u>	<u>6</u>
<u>Automotive Repairs</u>	<u>6</u>
<u>Bus Ticket (One-Way)</u>	<u>6</u>
<u>Cell Phone (Free)</u>	<u>6</u>
<u>Childcare</u>	<u>7</u>
<u>Clothing</u>	<u>7</u>
<u>CommonHelp - Virginia Assistance (EBT/ Food Stamps/ Health Insurance)</u>	<u>8</u>
<u>Community Services</u>	<u>8</u>
<u>Connection Points</u>	<u>10</u>
<u>COVID Positive (Quarantining)</u>	<u>11</u>
<u>Department of Social Services</u>	<u>11</u>
<u>Depression Support Groups:</u>	<u>12</u>
<u>Disability Services</u>	<u>12</u>
<u>Domestic Violence, Sexual Assault, & Human Trafficking</u>	<u>13</u>
<u>Education</u>	<u>14</u>
<u>Employment</u>	<u>14</u>
<u>Evictions</u>	<u>17</u>
<u>Families</u>	<u>18</u>
<u>Food/Meals in Richmond</u>	<u>21</u>
<u>FINANCIAL COUNSELING AND RESOURCES</u>	<u>24</u>
<u>Furnishings</u>	<u>25</u>
<u>Gift Card Program</u>	<u>26</u>
<u>HIV/AIDS</u>	<u>27</u>
<u>Homeless Connection Line/HCL</u>	<u>27</u>
<u>Home Ownership Assistance</u>	<u>27</u>
<u>Housing</u>	<u>27</u>
<u>Housing Plan</u>	<u>29</u>
<u>Identification</u>	<u>30</u>
<u>Inclement Weather Shelter</u>	<u>30</u>
<u>Richmond Cold Weather/Emergency Shelter Location: 1900 Chamberlayne Ave . Richmond, Virginia 23220, starting on Friday December 1, 2023.</u>	<u>30</u>
<u>Dinner, breakfast, and snacks will be provided for all residents sheltered.</u>	<u>30</u>
<u>Social Services Marshall Plaza Building, located at 900 E. Marshall Street, and the Southside Community Service Center, located at 4100 Hull Street, will be open from 11 a.m. to 6 p.m.</u>	<u>30</u>
<u>Income Based Childcare</u>	<u>31</u>
<u>Laundry</u>	<u>31</u>

<u>Legal</u>	<u>31</u>
<u>LGBTQIA+</u>	<u>32</u>
<u>Medical</u>	<u>35</u>
<u>Medical Respite</u>	<u>36</u>
<u>Medically Vulnerable Situations (for NCS)</u>	<u>37</u>
<u>Mental Health Crisis Line Numbers</u>	<u>37</u>
<u>Mental Health Services -</u>	<u>38</u>
<u>Non-Congregate Shelter NCS (1/2021) - By referral only.</u>	<u>38</u>
<u>Outreach Team</u>	<u>38</u>
<u>Parenting</u>	<u>39</u>
<u>Petersburg Area CACH</u>	<u>40</u>
<u>Pregnancy</u>	<u>42</u>
<u>Questions</u>	<u>42</u>
<u>Re-Entry</u>	<u>43</u>
<u>Rental Assistance (Evictions)</u>	<u>43</u>
<u>Rental Deposit Assistance Resource</u>	<u>45</u>
<u>Restoring Homes</u>	<u>45</u>
<u>Resources</u>	<u>45</u>
<u>Seniors</u>	<u>45</u>
<u>Showers</u>	<u>47</u>
<u>Social Security</u>	<u>47</u>
<u>Suicidal Callers</u>	<u>47</u>
<u>Thank You Message</u>	<u>48</u>
<u>Transportation</u>	<u>48</u>
<u>Utilities</u>	<u>49</u>
<u>Unemployment</u>	<u>50</u>
<u>Veterans</u>	<u>51</u>
<u>Safe Haven: 21-bed facility providing transitional housing with comprehensible and integrated health support services to homeless adults with mental health and/or substance-use disorders. It provides 24-hour staff supervision and guidance with the ultimate goal of attaining permanent housing and independent living. For more information about referrals, please contact Angela Michell, Director of Safe Haven, at (804) 231-7137.</u>	<u>51</u>
<u>Vouchers</u>	<u>54</u>
<u>Youth</u>	<u>55</u>
<u>Virginia Locality Homeless Services - Updated on 3/9/2022</u>	<u>57</u>

How to Add a Resource

To add a resource, simply answer the following questions and add to a category:

Company Name:

Best Way to Contact:

Address:

Hours:

Website:

Areas served:

Services Provided:

Date Updated:

2-1-1 VIRGINIA

2-1-1 connects people with free information on available community services. When you dial 2-1-1, a trained professional listens to your situation and suggests sources of help using one of the largest databases of health and human services in Virginia. 2-1-1 VIRGINIA provides access to services in your community and statewide. All referrals are confidential and you can search for these same services at

<https://211virginia.org/>

Addiction (Substance Abuse)

ALIVE RVA Addiction Recovery Support Warm Line

(1-833-473-3782) Areas served: Petersburg, Richmond, Dinwiddle, Hopewell, Prince George, Sussex, Surrey, and out of state areas.

Services Provided: Access to Treatment, Recovery Supports, Housing, Clothes, Food, Medical Care, Suboxone & Methadone Referrals. Treatment options for mental health. Address: 2000 Mecklenburg St, Richmond, VA 23223. *(Updated: 2/26/2025)*

Broad Highway Recovery

Best Way to Contact: 877-487-1599 Richmond, VA 23225 | www.broadhighwayrecovery.com Areas served: Richmond, VA

Services Provided: nationwide addiction intervention services, education, planning, intervention, treatment placement, transport to treatment, and monitoring of the treatment experience. Hours: As needed.

(Updated: 2/26/2025)

FCCR - Radford

Contact: 804-354-1996 Address: 4906 Radford Ave, Richmond, VA 23230.

<https://pinnacle-treatment.com/location/virginia/richmond/fccr-radford/> Areas served: Richmond, VA

Services Provided: Clinical Evaluation, Education about Substance Use Disorders, Individualized Treatment Plans, Patient-Centered Individual Counseling, Group Counseling, Family Counseling, Psychoeducational Programming, 12-Step Integration, Telehealth Intakes available (Suboxone patients only), Tele-Counseling Sessions. Hours: Call 24/7. Date Updated: 2/26/2024

Good Samaritan Ministries

Contact: 804-231-9995 | Address: 2307 Hull Street Richmond, VA 23224. www.gsamministries.com
Mondays-Fridays (anytime before 2 pm).No sex offenders. No psychotropic medications. Requires DMV ID and TB test. A one year, discipleship program (not a 12 step program) Participants may be assisted with employment upon completion of the program. Services: Homeless, Drug Addiction, and Alcoholics. No cost. Walk-Ins are welcome.

The Healing Place— Intakes for Screenings : No walk-ins.

- The Healing Place for Men: (804) 358-0964 , (804) 230-1217 - 700 Dinwiddie Avenue, Richmond, VA 23224
- The Healing Place for Women: (804) 418-3049 ext. 114 - 2220 Stockton Street, Richmond, VA 23224.

Services provided: 9-month-14 month program. Residential recovery program for men and women. No psychotropic medication. No cost or insurance required. Workforce development program. Transitional apartment communities.

McShin Recovery | 2300 Dumbarton Rd. Richmond, VA | Phone: (804) 249-1845 | Email: info@mcshin.org

Recovery Resources

- Open 365 Days / Year
- Same Day Access to Recovery Housing
- Same Day Access to Peer Support Services
- 15,000 sq ft Recovery Community Center
- 16 Recovery Residences with Over 150 Beds
- Women with Children's Recovery Residence

New Life for Youth and Adults - 1-844-231-HOPE (1-844-231-4673 ex. 104) | 2501 Turner Road, Richmond, VA 23225 | 2501 Turner Rd. | Email: info@newlifeforyouth.org

Services provided: 12-18 month residential program in Richmond, Virginia. cost-effective approach to addiction and other life-controlling problems in a Christ-centered environment. **No smoking/psychotropic medications.

Website: <https://www.newlife.center/>

Richmond Behavioral Health Authority (RBHA) - (804) 819-4000 -

Rapid Access (804) 241-9621 (call to complete a phone screening first)

Hours: Monday-Friday, 8AM-2PM - 107 S. 5th Street, Richmond, VA 23219

Services provided: ongoing mental health and substance use treatment services for Medicaid and under-insured Individuals.

Adult Protective Services

To report abuse, neglect, or exploitation of individuals age 60 or older, or physically/mentally incapacitated adults age 18 or older. Toll-free APS hotline at: (888) 832-3858

- Chesterfield - (804) 748-1100 — Monday-Friday— Hours: 8 am- 5 pm
- Hanover - (804) 365-4100—Monday-Friday— Hours: 8: 30 am - 5 pm
- Henrico - (804) 501-7346—Monday-Friday— Hours: 8 am- 4 pm
- Richmond - (804) 646-7405—Monday-Friday— Hours: 8: 30 am- 4: 30 pm (after hours call the toll free APS hotline 1-888-832-3858)

Adult Day Services

Services for single adults 18 or older who are disabled, elderly or homeless for longer term living solutions. Adult services provides assessments and screenings for the Adult Living Facilities, Home Based Care Management, HUD Emergency Solution Grant financial intervention, information and referrals to community partners, transportation services, etc. to aid individuals to function as independently as possible by establishing determination.

- Chesterfield/Colonials Heights - (804) 748-1100 (select option 5) 8:30 am - 4:30 pm
- Hanover - (804) 365-4100
- Henrico - (804) 501-7346
- Richmond - (804) 646-6011 (updated 3/10/22)

Central Adult Services - (804) 230-9042 - 6201 Midlothian Turnpike, Richmond, Virginia 23225

Hours: 7AM-6PM, Saturday 8AM-4PM Email: vricks@centraladultservices.com

Services provided: planned and supervised physical and intellectual stimulating programs filled with recreational and educational activities; Nutritional Support, USDA approved breakfast, lunch and snack meals daily. Door-To-Door Transportation, Accessible door-to-door transportation is available for our clients. <http://www.centraladultservices.com/>

Division of Children, Families and Adults (CFS) Adult Services - (804) 646-8865

Adult Services Long Term Care Screening Referrals - (804) 646-7367

Services Provided: Services provides: Intake and Assessment Services, Screenings for Assisted Living Facilities, Screening for Medicaid Waiver Services, Home-Based Care Management and Monitoring, Information & Referrals to community partners, transportation assistance to medical care and/or new employment, and other activities to aid the adult. (updated 5/6/2024)

Circle Center Adult Day Services - Jay Burkhardt, MSW: 804.355.5717 - jb Burkhardt@circlecentervva.org

Hours: Monday – Friday, 8am – 4pm. Affordable community-based long term care option, helping folks live at home longer, preventing social isolation and inactivity, helping manage health and disability needs, and providing respite and support to families and care partners. Accepts private pay, Medicaid, but serves all, regardless of ability to pay. (updated 3/10/2022)

Greater Unity Adult Services (804) 622-6213 - EMAIL: info@greaterunityadultservices.com

Provide day support, residential services and supported employment services for severe intellectual disabilities. <http://greaterunityadultservices.com/>

South Richmond Adult Daycare Center - 804-231-9306 - 801 Prince Hall Dr, Richmond, VA 23224

Hours: M-F, 7:30AM - 4:30 PM EMAIL: SRADCC1@verizon.net

Services Provided: Therapeutic, varied, and engaging program of activities, nutrition and socialization. Individuals benefit from the structured program that enables them to form friendships while participating in activities that encourage creative expression. <https://www.southrichmondadcc.org/> (updated 5/6/2024)

Address Assistance

The Oregon Hill Baptist Center & Pine Street Baptist Church

allow homeless individuals to use our 400 S. Pine St. address as a MAILING ADDRESS ONLY. Before doing so, THEY MUST come to our Thursday morning (10am) meal and sign up with me. They are asked to show identification and to agree to our guidelines (which I will go over with them at our meeting). Those who do not meet with me before using the address will have their mail RETURNED TO SENDER. Clients are NOT ALLOWED to use our address as a RESIDENTIAL ADDRESS on PHOTO IDS. They must use us as a mailing address and have that address printed on Photo IDs ONLY after meeting with Rev. Jennifer Turner.

Animals/Pets

SPCA - 804-521-1330 - 2519 Hermitage Road, Richmond, VA 23220

HOURS OF OPERATION

Mon. – Fri. 8 a.m. to 6 p.m., Sat. – Sun. Closed

*The hospital is closed and is not staffed at all other hours and on holidays.

Automotive Repairs

Serves Hanover County & Surrounding Areas | 804-277-3205 | Hours: Appointments Only | We currently provide service 1 Saturday per month | Services offered, but not limited to: brake service, oil change, tire rotation, serpentine belt replacement, battery replacement, diagnostic test, light bulb replacement, air filter/cabin filter replacement, and window wiper replacement |

<https://www.mechanicsoffaith.com/>

Bus Ticket (One-Way)

If a client has housing in an area beyond Richmond, VA, we can purchase a one-way bus ticket toward their permanent/long-term housing. To qualify, (1) clients must provide their cell phone number, (2) share the name, address, cell phone number/email address of the temporary housing contact. Once the information is verified with the temporary housing contact, the client will be contacted to set up transportation. This process may take up to one week, depending on the timeliness of responses.

Cell Phone (Free)

<https://www.assurancewireless.com/apply-now>

Government benefit program available to individuals who qualify based on federal or state-specific eligibility criteria. You may qualify for Assurance Wireless if you participate in any of the following government programs: Food Stamps/SNAP, Supplemental Security Income (SSI), Veterans Pension benefit or Survivors Pension, Medicaid, Federal Public Housing Assistance or Section 8

- 4.5GB FREE Data, UNLIMITED FREE texts and 1000 FREE Voice Minutes added automatically each month.
- No Annual Contract
- Voicemail Account, Call Waiting, and Caller
- ID
- 911 Access
- FREE Unlimited Calling to 211
- Calls to Customer Care are FREE
- Low International Rates to over 200 destinations

Childcare

Clothing

The Tabernacle Baptist Church | 1925 Grove Avenue, Richmond, VA 23220 | (804) 355-0134 Thursday from 1:30 PM to 3:00 PM. Bring valid ID, zip code does not matter.

Richmond Friends of the Homeless | 4600 Jaydee Dr., Moseley, VA 23120 | (804)608-0971

Mercy Mall | <https://mercymallva.org/request-appointment/>

- Mercy Mall is a ministry offering free clothing, essential housewares, and baby items to families and individuals overcoming the obstacles to home and life stability. Mercy Mall is by appointment only. To request an appointment, text 804-728-2928.

Church Hill Wellness Center | 2011 Fairmont Ave., Richmond, VA 23223 | 804-780- 0053

- Monday from 1pm to 3pm.
- Does have a separate career closet for interviews and jobs.
- Food bags provided on 2nd and 4th Thursday every month (23223 zip code only)

South Richmond Baptist Center | 700 E. Belt Blvd., Richmond, VA 23224 | (804)232-0174
3rd and 4th Thursdays of the month at 1 PM.

Our Lady of Lourdes | 8200 Woodman Rd., Richmond, VA 23228 | 804-262-7315
Tuesdays from 9:00 am to 10:30am

First Baptist Church | 2709 Monument Avenue, Richmond, VA 23220 | 804 355-8637
Monday and Thursday 11:00am-2:00pm (entrance is the lower level, off Park Ave)

CCHASM: Chesterfield|Women's Career Closet | 12117 Percival Street, Chester, VA 23831| 804-796-2749 | By appt only | Call to make an appointment | For Chesterfield, P'burg, Hopewell, Colonial Hts

residents | Shoppers can visit 4x yearly (seasonly) for work/church/social attire and new/sealed makeup, hygiene products.

Goochland Fellowship and Family Services Thrift Store | 804-556- 6260

10am to 5pm Monday through Friday and on Saturday from 10am to 3pm.

Ashland Christian Emergency Services | 5078 Caroline Street, Ashland VA, 23005 | 804-798- 2784

Monday, Wednesday, and Friday from 8:30am to 11:30am. Only assists Hanover County residents.

Shepherd's Way Relief Center | 400 E. Main Street, Richmond, VA 23219 | 804-212-1164 | Monday,

Tuesday, and Wednesday from 9-10:30 am| Saturday 12-1pm | Sunday 8:30-9:30 am

CommonHelp - Virginia Assistance (EBT/ Food Stamps/ Health Insurance)

ALL BENEFIT PROGRAMS - Apply for help with food, child care, heating and cooling bills, health care and cash assistance. <https://commonhelp.virginia.gov/>

ALL BENEFIT PROGRAMS - 1-855-635-4370

HEALTH CARE ONLY - 1-855-242-8282

Community Services

Community Access & Supportive Services, Inc. | 909 E. Main Street, Suite 200, Richmond, VA 23219 (804) 518-6185 / James Coleman (804) 852-8437

**Will travel to the client if client can't make it to their location (Richmond COC and Petersburg)

Takes all Medicaid Insurance

- Provide bus tickets
- Help repair credit
- Crisis stabilization and substance abuse support (must attend 3 weekly meetings)
- Discounted furniture - (804) 933-4058
- Food pantry and clothing closet (Will make home deliveries of food)
- Job training and resume writing
- Life coach services
- Medical referrals and help applying for Medicaid
- Rental assistance and utilities (help with deposit for apartment)
- Temp to perm housing assistance

Atlantic Outreach Group| 804 -308- 2648 Otis Eddleton|2421 Westwood Avenue Suite A, Richmond VA 23230|<https://www.aog4u.org/>

- Housing and Emergency Shelter
- Nutrition and Education Resources
- Mental Health and Wellness Programs
- Employment Assistance
- Financial Literacy and Counseling
- Continuing Education
- State Benefits

- Substance Abuse
- Transportation
- Scholarships

Virginia Supportive Housing |(804) 788-6825 |(Veterans contact (804) 788-6825 ext 260) to speak with the intake coordinator. |

Services include: outreach, case management, assistance with benefits and employment, transportation, personal financial planning, and housing location. |In addition, VSH may also provide time-limited payments to third parties (e.g., landlords, utility companies, moving companies, and licensed child care providers) if these payments help Veteran families stay in or acquire permanent housing on a sustainable basis.

Coalition of Powhatan Churches | 804-598-4464 | Collaboration of area churches, businesses, & civic organizations | For Powhatan residents

- Powhatan Food Pantry | (804) 372-9526 | 2500 Batterson Road, Powhatan, VA
 - Tues/Thurs//Sat 10am-12pm
- Rent/Mortgage
- Food
- Fuel (Firewood/Electric/Oil)
- Small Home Repairs
- Medical
- Prescription for Success
- Emergency Shelter
- Cars to Work Program
- Dentistry

Goochland/ Powhatan Community Services |804-556-5400 |3058 River Rd W, Goochland, VA 23063

|Provides services for individuals and families who are experiencing:

Behavioral health illnesses

Developmental/ Learning disabilities

Physical disabilities

Services for adults and children are included but not limited to:

- Behavioral Health and Wellness (outpatient)
- Substance/Alcoholism treatment (outpatient)
- Case management
- Crisis intervention
- Monocan Services (for intellectually disabled individuals)
- Parent/ Infant education program
- In home Residential Support
- SSI, Social Security, and Work Incentive programs

Community Street Outreach

Every Saturday Morning 10am- 12pm

Week 1- Northside Library, 2120 Fendall Ave.

Week 2-Parking Lot at 17th and Ambler

Week 3-Broomefield Memorial, 609 Richmond Hwy

Week 4-The Daily Planet, 517 W. Grace St.

Services provided: offering a variety of supplies and services for those currently unhoused.

Hosts: First Baptist and River Road Baptist Churches. (*updated 5/15/2024*)

Connection Points

Light-touch assistance and connection to Access Points

- Chesterfield DSS - 9501 Lucy Corr Circle, Chesterfield, VA 23832 - Phone: 804-748-1100
- Commonwealth Catholic Charities - 1601 Rolling Hills Drive, Richmond, VA 23229 - 804.285.5900
 - 809 Oliver Hill Way, Richmond, VA 23219 - 804.648.4177
- Goochland CARES - (804) 556-6260 - 2999 River Road West, Goochland, VA 23063
- OAR of Richmond, Inc. -3111 W Clay St, Richmond, VA 23230 - (804) 643-2746
 - Hours: Monday - Thursday 8:30AM–3:30PM, Friday 8:30AM–12PM
 - Saturday - Sunday Closed
- Powhatan Free Clinic -3908 Old Buckingham Rd, Powhatan, VA 23139 - Phone: (804) 598-5637
 - Hours: Mondays: 3:00 pm to 8:00 pm; Thursdays: 9:00 am to 4:00 pm
- REAL Life Community Center - 406 E. Main Street, Richmond, VA 23219 | CALL: (804) 322-3311
 - Monday - Thursday 9AM–4PM; Friday 9AM–1PM; Saturday - Sunday Closed
- Virginia Career Works Centers
 - Richmond Center - 4914 Radford Road| Richmond, VA 23230- (804-652-3431)
 - Henrico Center - 121 Cedar Fork Rd| Richmond, VA 23223 - (804) 952-6116
 - Chesterfield Center - 304 Turner Road| Richmond, VA 23225 - (804) 652-3490

COVID Positive (Quarantining)

Anyone in need of COVID isolation for quarantining purposes should contact these two resources:

Daily Planet - (804) 783-2505

***** NOT CURRENTLY AVAILABLE*** Virginia Department of Health** - Emergency Medical Services
(804) 888-9100 or toll free(800) 523-6019

COVID TESTING

RVA “CLIA” LAB| 5412 Glenside Avenue, Richmond, VA Unit F | 804-476-0880| by appointment only | 9 am to 5 pm, Monday through Friday | No cost

Department of Social Services

Referring a Client to DSS *(For clients in Richmond, Henrico, or Chesterfield)*
For Richmond DSS

HCL will send referrals to the entire RDSS Family Preservation Intake Unit, (804) 646-7340. The email list includes:

Sammons, Jewel Y. - DSS Jewel.Sammons@richmondgov.com (supervisor);
Lee, Tiffany - Tiffany.lee@richmondgov.com
Bacon, April - April.Bacon@Richmondgov.com
Brandon, Phillip - Phillip.Brandon@Richmondgov.com
Burkhalter, Margo – Margo.Burkhalter@Richmondgov.com
Gibbs, Cosely, Patricia – Patricia.Gibbs-Cosely@Richmondgov.com
Hamilton, Sheena - Sheena.Hamilton@richmondgov.com
Smith, Uzillus – Uzillus.Smith@Richmondgov.com
Williams, Otissa – Otissa.Williams@Richmondgov.com

All families must include a minor child (this does not include single pregnant females), be identified as:

- literally homeless
- be within the boundaries of Richmond City, with no viable option for placement
- who's last permanent address was in Richmond City and has not been out of the City for more than 30 days
- or is receiving RDSS Benefits, such as TANF, Medicaid, VIEW, Day Care, CPS, Foster Care or Family Preservation Services
- If client is apart of the VIEW program please contact/refer them to their worker which can be found on page 26

Email Family Preservation Referral to RDSS workers above. You can access the referral on HCL OneDrive account. Please let the RDSS workers know which location the family will be going to discuss the referral.

HCL will direct families to RDSS at the Marshall Plaza (MP) location, 900 East Marshall Street or the SouthSide Community Services Center (SCSC) location at 4100 Hull Street Road.

For Henrico DSS

The information to be included in the email is the same, but here is the contact list:
(804) 501-5294

Barbara Bell <bel086@henrico.us>,
Joy McMillian <mcm058@henrico.us>
Paula Hawkes <haw043@henrico.us>,
Riva O'Sullivan <osu@henrico.us>,
Rosa Davis <dav24@henrico.us>,
Amanda Green <gre100@henrico.us>

For Chesterfield DSS

For Family Referral, the information to be included in the email is the same, but here is the contact list:

Andrea Makriyianis, <makriyianisa@chesterfield.gov> (Supervisor)
Brenna White, <WhiteBC@chesterfield.gov>,
Edan Griffin <griffine@chesterfield.gov>,
Elizabeth Spruill <spruille@chesterfield.gov>,
La Ronica Jennings <jenningsl@chesterfield.gov>,
Patty Washington <washingtonpa@chesterfield.gov>

Also, if you do not receive a response within 30 minutes, call 804-748-1400

Update from RDSS- 6/28/2021

The 2020 Session of the General Assembly mandated the Department of Medical Assistance Services (DMAS) to work with the Virginia Department of Social Services (VDSS) to establish a single toll-free telephone number for Virginia social benefits call centers. Effective July 1, 2021, the new toll-free telephone number is 833-5CALLVA (833-522-5582). The new telephone number will help route Virginians to the appropriate call center based on their questions or needs and will include options to reach the DSS Enterprise call center, Cover Virginia call center, and Medicaid Member Hotline. All current call center numbers will continue to be active.

Depression Support Group

First Baptist Church

Services provided: A Depression Support Group

Dates: Second Wednesday of each month Time: 5:00PM- Low-Cost Community Meal, 6:00PM Meeting

Note: Enter through the door under the canopy, off the parking lot.

Disability Services

Richmond Senior and Disability Hotline | 804-646-1082

The ARC of Virginia | 2147 Staples Mill Road, Richmond, VA 23230 | 804-649-8481 x 100

Provide referrals for individuals with mental and physical disabilities; usually need a referral from their Developmental Disability Case Worker/Manager www.thearcofva.org

- Housing Assistance programs (Housing Choice Vouchers, Rental Assistance Program, Flex Funds)
- Early Intervention - for children up to 3 years old with developmental delays/disabilities
- Medicaid Waivers - for children and adults with developmental disabilities and their families who need long-term support systems to live successfully in the community rather than in institutional settings. May offer respite, personal care, assistive technology, employment, residential services, nursing or behavioral supports
- Emergency and Crisis services through REACH (855) 282-1006
The REACH Program serves children and adults with a developmental disability who have significant behavioral and/or mental health issues. Through center and community based support. It provides crisis prevention and intervention services. Referrals and requests for REACH services may be made by individuals, families and other service providers.
- Individual & Family Support Program - helps with short-term resources, respite care, behavior therapy, transportation, home modifications, rental assistance or deposits, temporary assistance with utilities, etc.

Good Neighbor Mental Health & Disability Services

- In-home Counseling (855) 355-7001
- Psychiatry & Therapy (804) 520-4600
- Residential Program (804) 520-8005
- Day Support (804) 221 9725
- Community Engagement & Coaching

Resources For Independent Living - 804-353-6503 - 4009 Fitzhugh Ave., Suite 100 Richmond, VA 23230

Services Provided: Serves persons with disabilities in the counties of: Charles City, Dinwiddie, Chesterfield, Goochland, Hanover, Henrico, New Kent, Powhatan, Prince George and the cities of Colonial Heights, Hopewell, Richmond and Petersburg (804-862-9338).

Services Provided: Case Management, Personal Assistant Registry, Support Groups, Job Training & Placement, Health & Wellness Programs, Financial Literacy Programs, Technical Assistance, Travel Training/Assistance Referrals, Access to Sign Language Interpreter, Housing Assistance, Community Education/Training to local schools & businesses, Services to Youth in the schools and the community, Complementary ADA Assessments, Summer Youth Program, Transition Services (moving from institution to living in the community)

Virginia Brain Injury Association | 1506 Willow Lawn Dr, Suite 212, Richmond, VA 23220 | 804-355-5748
Free Helpline (800) 444-6443

- Provide information about resources
- Help access services such as physicians, attorneys, and funding
- Support groups

Domestic Violence, Sexual Assault, & Human Trafficking

St. Mary's Hospital - 5801 Bremon Road Richmond, VA 23226 - Meet with a forensic nurse to be evaluated 24/7.

The Greater Richmond Regional Hotline (NOW Empower Net 8/7/23) (YWCA, Hanover Safe Place, Safe Harbor, Project Hope (**NOW Thrive Virginia 8/7/23**), The James House, and Goochland Cares) - (804) 612-6126 24-Hour Hotline (DV, Intimate partner violence, and human trafficking).

Shelter may be provided, short-term, a few nights to get out and onto somewhere safe. Case management and counseling offered mostly, and typically requires intake with case management to access services.

Human and Sex Trafficking Victims - (804) 612-6126, via Safe Harbor
Has a Trafficking shelter and a Trafficking transitional housing program.

Project EMPOWER of VCU Health System *Only provides services to VCU Health patients*****
(804) 628-4603

FREE services: crisis intervention, community based referrals and resources, liaison to law enforcement, safety planning, legal advice, and ongoing counseling/ case management

Stalking Awareness Resource | www.StalkingAwareness.org

Virginia Sexual & Domestic Violence Action Alliance- (800) 838-8238 - 24-Hour Hotline

Madelyn House (Amelia County) | 888-819-2926 - 24-Hour Hotline

Education

McKinney-Vento Homeless Education Assistance Act as amended by the Every Student Succeeds Act of 2015, ensures that children and youth experiencing homelessness have full and equal access to an appropriate public education and experience.

[Project HOPE Virginia Website](#)

[McKinney Vento Liaison Finder](#)

[McKinney Vento Resource List](#)

- **Charles City Public Schools McKinney Vento | Joy Johns; School Social Worker/ McKinney-Vento Liaison/ Foster Care Liaison | jjohns@ccps.net | (804) 829-9256**
- **Tiger/Panther Pack Program** - The backpack program aims to provide healthy meals for our students at CCPS who are identified to participate in the program. This is a free program for families in need that helps to supply your child with a backpack filled with food for the weekend. With the support of several local agencies, we are happy to provide this program as a way to supplement your family's grocery supply. Bags are packed on Wednesday and distributed to students on Friday. This program is confidential, and students will not be identified as participants. Each backpack has an identifying number, and the pick-up and drop off process of the backpacks is private.
- **Chesterfield County Public Schools- McKinney Vento| Yasmin Acevedo | McKinney-Vento Support Specialist | Email: yasmin_acevedo@ccpsnet.net | 804-639-8713 EXT: 2608|**
 - [Chesterfield McKinney Vento Website](#)
- **Henrico County Public Schools-McKinney Vento | Lisa Ann Abernathey | lahernathey@henrico.k12.va.us | 804-652-3682 | 804-652-3685 (fax) | mvteam@henrico.k12.va.us**
 - [Henrico County Public Schools McKinney Vento Website](#)
 - [McKinney Vento Screening Form](#)
 - [McKinney Vento Screening Form \(Spanish\)](#)
- **Richmond City Public Schools-McKinney Vento| Center for Families in Transition (C-FIT) | 119 West Leigh Street | 3rd Floor, Suite 310 | Richmond, Virginia 23220 | (804) 780-6288 | cfit@rvaschools.net**
- **Center for Families in Transition (C-FIT) - is here to support our students and families in transition including:**
 - Students experiencing housing instability and homelessness.
 - Students experiencing foster care.
 - Students living with kinship caregivers/ non-guardian family members and unaccompanied youth.

If you are experiencing housing instability and have a student in RPS, or are a student in RPS, complete the online McKinney-Vento Screening Form and an RPS staff will contact you to determine eligibility, and connect you to helpful resources:

[McKinney Vento Screening Form](#)

If your student is already eligible for McKinney-Vento protections, update your address using this form:

[Contact Change Form](#)

To make an appointment in our office, please contact us at (804) 780-6288 or cfit@rvaschools.net for scheduling.

Employment

Capital Region Workforce Development Board (CRWDB) (updated January 2024)
121 Cedar Fork Road, Suite B, Henrico, Virginia 23223 | www.vcwcapital.com

Mission:

The CRWDB oversees delivery of workforce services for job seekers and employers in the City of Richmond and Counties of Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent and Powhatan. Services can be accessed through one of three workforce centers conveniently located in eastern Henrico, northern Chesterfield and the near west end of Richmond, or online through <https://vcwcapital.com>. Job seekers can receive a variety of services such as job search and resume assistance, workshops on topics like interviewing tips and computer skills, personalized career counseling, possible paid internships and career training as well supportive services. In addition to the federal funds, it directly manages, the CRWDB is also responsible for convening a network of other publicly funded partners who provide similar and complementary employment and training services to afford customers better ease of access. Such partners include the new Virginia Department of Workforce Development and Advancement, regional adult education providers, the Virginia Department for Aging and Rehabilitative Services, career and technical education providers, Departments of Social Services and more. The CRWDB also coordinates the region's Business Solutions Team which facilitates the recruitment and training needs of employers.

Chesterfield Center

304 Turner Road North Chesterfield, VA 23225
Phone: (804) 652-3490
TTY: 711 VA Relay
Hours: Monday – Thursday: 8:30am – 4:00pm
Friday: 8:30am – 2:00pm

Henrico Center

121 Cedar Fork Road
Richmond, VA 23223
Phone: (804) 952-6116
TTY: 711 VA Relay
Hours: Monday – Thursday: 8:30am – 4:00pm
Friday: 8:30am – 2:00pm

Richmond West Center

4914 Radford Ave
Richmond, VA 23230
Phone: (804) 652-3240
TTY: 711 VA Relay
Hours: Monday – Thursday: 8:30am – 4:00pm
Friday: 8:30am – 2:00pm

CARITAS (updated January 2024) | The CARITAS Center, 2220 Stockton Street, Richmond, Virginia 23224 | www.caritasva.org | 804-887-1577

The CARITAS Works Workforce Development Program's mission is to provide intensive and innovative career preparation and job placement services to individuals with major barriers to employment, empowering them to overcome their circumstances and forge pathways to lasting success. The CARITAS Works Workforce Development Program consists of these three components that ultimately guide participants to attain sustainable economic security and become productive, independent, joyful, and service-driven members of their community:

1. Works – a six-week, 160+ hours, job-readiness, and skills development program. The program encompasses: character building, career development and life skills classes, including 24 hrs. of computer classes.
2. Job Club – access to the computer lab, employment resources, and personal assistance with job applications and resources to support employment opportunities. Temporary employment with a small stipend through CARITAS is available while an active member of Works Job Club.
3. AfterWorks – two years of job placement support and follow-up: access to the computer lab, a career development specialist, job resources, and classes to support graduate's current employment, and opportunities to help them develop their careers.

Community College Workforce Alliance (CCWA) and Network2Work (N2W) (updated January 2024)
 Located on the campuses of Reynolds and Brightpoint Community Colleges | www.ccwatraining.org
 | 804-523-2292 | Email: careercoach@ccwa.vccs.edu (Training classes are also available at off-site locations) www.network2WorkRVA.com or www.N2Work.org | 804-523-5345 | email: network2work@ccwa.vccs.edu

FastForward is a short-term workforce credential training program offered through CCWA designed to train Virginians for top, in-demand jobs across the Commonwealth. Most FastForward training programs can be completed in six or 12 weeks and are designed to allow students the opportunity to pursue industry training and credentials while raising a family and/or working.

CCWA's FastForward training classes feature entry-level certifications in health care, customer service, warehousing/logistics, manufacturing, information technology, and trades (HVAC, plumbing, electrical and heavy equipment). Tuition is free or low cost for domiciled Virginia residents and applicants who qualify for income-based grants. Additional resources may be available for TANF-eligible parents of dependent children. Coaching services and job seeker assistance are available for CCWA students and Network2Work participants.

Network2Work (N2W) connects job seekers with training resources, community service providers, and employers through a technology-based job search platform. N2W participants can gain the skills required for employment and access supportive resources in the community to help secure employment in living wage jobs posted by employers in the Network2Work platform. CCWA is an enrollment hub for the Network2Work platform in the RVA region.

HumanKind (updated February 2024) | 908 N. Thompson Street Richmond, Virginia 23230 |
<https://www.humankind.org/economic-resource-center/financial-opportunity-center-richmond> | 804-461-3585

Mission:

To strengthen individuals, families and communities through care, counseling and education. Since 1903, HumanKind's mission has been consistent, providing guidance and assistance to those striving to live better and healthier lives while staying resilient and building momentum, awareness, and success in this approach. Today, building on more than 100 years of faithful service, HumanKind is the catalyst for community action, addressing the complex challenges faced by thousands of children, individuals and families in our region and across the state of Virginia. With community belief that well-being starts with a solid foundation for everyone. HumanKind takes a unique wrap-around approach allowing their most vulnerable neighbors to achieve stability and strengthen their capacity to thrive in our communities. Their economic opportunity programs help individuals and families develop plans for achieving financial success.

Ways To Work program: Helps working individuals and families access affordable transportation, improve credit, and advance within the workplace. Ways to Work provides fair interest car loans to purchase reliable transportation, as well as financial knowledge, employment services, credit education, and other support. <https://www.humankind.org/economic-resource-center/ways-to-work/>

Career Coaching: HumanKind provides Career Navigators to assist with career planning goals, developing professional cover letters and resumes, preparing individuals to be successful in an interview, and growing within their careers. www.humankind.org/career-coaching

Financial Opportunity Center: This center provides one-on-one coaching with a long-range focus on achieving big picture goals. The staff specializes in helping participants create a personal plan to achieve financial, education, and career goals. The Financial Opportunity Center focuses on helping participants build assets, access community resources, increase knowledge, grow their career, and break free of poverty. www.humankind.org/economic-opportunity/financial-opportunity-center-richmond

Community Resource Navigators- MORE- More Options and Resources for Everyone sponsored by the City of Richmond remotely serves residents, helps clients navigate critical financial issues, and makes referrals to other social services and necessary resources. Services provided include comprehensive and up-to-date Federal, State and City based government and non-profit resources, safety net resources, and financial prioritization guidance. <https://www.rva.gov/Navigators>

JobsRVA Inc (updated January 2023) | PO Box 28029, Henrico, Virginia 23228 | www.JobsRVA.com; email: Jobsrvainfo@gmail.com

Mission:

Serving the Metro Richmond area since 2016 with the mission to alleviate poverty through engaging and supporting organizations and churches hosting relational job readiness training utilizing the Jobs for Life (JFL) Curriculum. This program uses a relationship-based approach to help individuals create pathways to meaningful work. Individuals enrolled in the program are paired with a team of mentors, volunteers, and business leaders to help them discover who they are, what gifts and interests they possess, and what roadblocks they may face in achieving their goals. This “soft skills” training helps participants to gain, maintain and thrive in employment and in their respective communities.

JobsRVA partners with local organizations and churches to help make hosting this training possible by assisting to establish the job training locations, equip and train volunteers with the tools they need to succeed and to help each location get established and ready to offer the classes to the community. It takes the full cooperation of community organizations and churches to successfully develop the classes, and graduate individuals ready to work. Strong collaborative partnerships positively impact the whole community. They work closely with the business community to identify professionals willing to volunteer as guest speakers or participate in mock interviews and employer panels.

Programs:

- Jobs for Life - job readiness training to adults aged 18 and up
- Powered for Life - life skills training for young adults aged 14-18 years old
- Various Trainings - Volunteer training to equip individuals to serve in urban/rural communities which include mentor and instructor trainings.
- Employer connections - Linking employers to successful JfL graduates for interviews and possible employment.

Currently the JobsRVA partnership network of job training locations is serving residents in the City of Richmond, Henrico, Chesterfield, and Goochland counties with more locations being launched yearly.

Local Initiatives Support Corporation (LISC) Virginia: Richmond, VA (updated January 2024) | infovirginia@lisc.org

Mission:

With residents and partners, LISC Virginia forges resilient and inclusive communities of opportunity across America – great places to live, work, visit, do business and raise families.

For more than 30 years, LISC Virginia's work with community organizations to revitalize under-served Richmond-area neighborhoods has led to physical improvements, safer streets, increased property values and highly engaged residents. We support community development organizations with grants, loans and expertise to help them construct businesses, community centers and affordable homes in low- and moderate-income neighborhoods.

Our Financial Opportunity Center (FOC) Network focuses on improving the financial lives of individuals and families who have limited wealth, income and employment opportunities. FOC sites offer career and financial coaching programs to families living on a low- to moderate-income so they can build effective money habits and focus on the financial bottom line to reach their goals. FOCs provide employment and career counseling, one-on-one financial coaching and education and low-cost financial products that help build credit, savings, and assets. They also connect clients with income support such as food stamps, utilities assistance and affordable health insurance.

Nexus Impact Services, Inc. (dba CAW Impact Services, Inc.) (updated January 2024) | 14500 Broughton Rd., Midlothian, Virginia 23113 | www.cawimpactservices.com

Mission:

At Nexus Impact Services, our mission is to serve as a central connection point in workforce planning; merging, cutting-edge technology with deep industry expertise to deliver AI-powered solutions and insights that empower a diverse landscape of businesses, teams, and individuals to navigate the complexities of the modern workforce.

Vision:

It is our vision to lead the transformation of workforce planning by bridging the gap between technology and practical workforce strategies. Our goal is to create a dynamic and responsive environment where AI enhances every aspect of workforce planning, fostering growth and success for organizations in an ever-evolving job market. Looking ahead, we are dedicated to continuously advancing our AI capabilities, staying ahead of industry trends, and preparing our clients for the future of work with innovative, sustainable, and forward-thinking solutions.

REAL Life RVA (updated January 2024) | 1111 N 25th Street, Richmond, P.O. Box 27372, Richmond, Virginia 23261 | info@reallifeprogram.org | <https://reallifeprogram.org/service/employment> | 804-406-4111 | Facebook: REAL LIFE Community Center

Mission:

Founded in 2016 by Dr. Sarah Scarbrough as a response to the growing number of challenges faced by men and women exiting incarceration in Richmond, Virginia. As Program Director in the Richmond City Justice Center (RCJC), or the City Jail, from 2013 to 2017, Dr. Scarbrough and her staff continued to receive multiple calls each week relating to the obstacles faced by returning citizens who were a part of The REAL (Recovery from Everyday Addictive Lifestyles) Program, the nationally and internally recognized behavior modification program, when they were incarcerated. Thus, the mission of REAL Life RVA is to assist individuals who have been impacted by incarceration, homelessness, or who are battling addiction to overcome barriers and obstacles faced within the community that hinder their prosperity and their ability to have a thriving future.

Their vision is to walk alongside their clients to see them grow into a prosperous and thriving life, while highlighting the barriers associated with those exiting incarceration and overcoming addiction, to reduce the negative stigmas and stereotypes. It serves individuals who have been impacted by incarceration, homelessness, or substance use disorder by giving them an opportunity to overcome their personal and community barriers that hinder their pathway to a thriving life.

5 areas of Service Delivery:

- REAL LIFE Community Center - Providing a catalyst to overcome adversities, sustaining sobriety, and provides a pathway to a thriving future.
- Motherhood Program - Building relationships with expectant and recent moms that have been impacted by incarceration, homelessness, or substance use disorder. This relationship allows delivery of services and programs that help moms overcome their unique personal and community barriers that hinder the pathway to a thriving life.
- Recovery Transitional Housing - Supporting Lifers that need a structured residential environment for recovery during their transition from incarceration, addiction, or homelessness to independent living and a Thriving Life. REAL LIFE currently has 120 beds.
- Quick Start to Employment - Assisting Lifers in obtaining and keeping employment, providing a pathway to financial independence for the participant and their family, thus restoring personal dignity while serving others.
- Jail Programming - Providing tools to those incarcerated to prepare them for release and build their level of resilience.

ReWork Richmond (updated January 2024) | 2123 Fairmount Avenue, Richmond, Virginia 23223 | www.reworkrichmond.org | 804-447-9026

Mission:

ReWork's mission is to empower underemployed adults living in Richmond's East End to obtain the skills and necessary support to qualify for and ultimately gain thriving, living wage careers. ReWork is committed to partnering with every ReWork participant until they are employed in the right family sustaining job and committed to broad collaboration, maximizing use of existing services and avoiding duplication.

ReWork Richmond is a public/private non-profit partnership founded by St. Peter's Episcopal Church, St. Stephen's Episcopal Church, the City of Richmond's Office of Community Wealth Building, and Challenge Discovery Projects.

Their unique comprehensive guidance approach surrounds each participant with a broad menu of personal support and employment access services tailored to meeting individual goals. Their support team carefully assesses each participant's skills and interests to develop with them an achievable job placement strategy, which can include further education, that ultimately leads to the right living wage career.

ReWork's established network of educational institutions, community service providers and administrative agencies link participants with local organizations best qualified to help them overcome systemic hurdles. To become a part of ReWork Richmond, participants must have demonstrated a desire for family sustaining employment through their persistent actions and be recommended by one of ReWork's community partners, organizations who have strong relationships with families in the East End community.

Progress is measured through robust metrics captured quarterly which track financial supports, network growth and utilization, and where each participant falls on the City's Crisis to Thriving continuum in the areas of employment, education, housing, transportation, and childcare.

RVA Works (updated January 2023) | www.opentrellis.org | 804-335-7198

Mission:

RVA Works is a public charity providing pathways for people to become business owners, particularly those facing social and economic barriers to entrepreneurship. RVA Works provides an accelerator program, a credit building & loan readiness program, a series of community events for peer support, and an online workspace (opentrellis.org) for business growth.

- Online Accelerator - Core skill development in business planning, lean canvas, design thinking, marketing,
- Sales, compliance, human resources, and small business finance. Founders develop a business model and launch new sales.
- 1 Million Cups Richmond - A weekly virtual, collaborative community of entrepreneurs supporting one another. Entrepreneur-speakers cover their business model and a challenge they're facing. Participants provide feedback and introductions that assist the speaker in advancing their business. Free and open to the public.
- Credit Building - Partnering with Capital One and Credit Build Nation, participants receive one-on-one credit counselling and application assistance for savings and cash secured card products. Business founders build credit and prepare for future small business loans.
- Open Trellis - The new online workspace for business owners provides tools for the business owner to assess their status, work with a mentor, and focus activities on reaching their next milestone.
- Main Street Mastermind – A pro bono advisory board of peer business owners who have completed the accelerator program.

RVA Works helps new business owners, or those improving a small business, particularly overcoming economic and social barriers. We are the place that small businesses go to grow.

Their national partners are The Ewing Marion Kauffman Foundation, Techstars, Federal Reserve Bank, Socap Global, Capital One, United Way and the University of Richmond.

RVA Works has been the subject of multiple peer-reviewed academic studies to better understand the superior efficacy of this programming that assists people leverage knowledge, social and financial capital for developing generational wealth.

- 95% are women- or minority owned businesses, and over 60% are from lower income households
105 founders have graduated, significantly enhanced entrepreneurial mindset, including ability to identify opportunities, innovate and their ability to solve problems; and
- 38% - Our accelerator alumni report an average increase of 38% in annual income, after completion of the program and the launch of their business.

Subscribe to the email list at Opentrellis.org. Attend one of our free startup community events, which are listed at www.meetup.com/opentrellis

Sacred Heart Center (updated January 2024) | 1400 Perry Street, Richmond, Virginia 23224 | 804-230-4399

Mission:

The SHC connects Latino families with tools to thrive and flourish. SHC's work manifests through a continuum of educational opportunities for adults, innovative programs for youth and children and strategic partnerships to meet community needs.

Vision:

SHC envisions a Richmond community that actively embraces each other in their shared humanity.

Programs:

- Adult Education: GED, ESL, Spanish literacy education, Citizenship, Conversational Spanish, Latino Leadership Institute.

- Youth Programs: school readiness, school enrichment, college and career bound, educational and social support for recently arrived youth, bilingual art program, folkloric dance program, bilingual summer camp, parenting classes in Spanish.
- Community Initiatives: our Family Support Program provides case management and supports in health, workforce development and financial literacy; collaborations with other service providers to provide health and human services at our community center; Immigration Legal Services Program.

Sacred Heart Center serves as a hub for a variety of activities serving the Latino Community.

Strategies To Elevate People (STEP) (updated February 2024) | 436 Calhoun Street, Richmond, Virginia 23230 | <https://www.steprichmond.org/programs>

Mission:

Grounded in the perfect Word of God and guided by the Holy Spirit, Strategies to Elevate People, Richmond STEP fosters relationships among Richmond neighbors to minister to our mutual need for purpose, opportunity, and fellowship through programs that sow hope, support educational achievement, and prepare individuals for employment.

Jobs for Life – a “soft skills” training program helping participants to gain, maintain, and thrive in employment. Jobs for Life brings together mentors, pastors, and business leaders to help students discover who they are.

The READ Center (updated January 2024) | 5211 W. Broad Street, Suite 201; Richmond, Virginia 23230 | www.readcenter.org | 804-288-9930

Mission:

The READ Center is a community-based nonprofit organization providing classroom instruction and one-to-one tutoring for adults who want to improve their reading, writing, basic math, and digital literacy. Classes meet at various locations throughout the Richmond area and online.

READ meets students where they are and helps them attain their literacy and life goals. When individuals learn how to read, write, do basic math, and use computers, they have the power to lift themselves out of poverty, lower health care costs, find and keep sustainable employment, and ultimately change their lives. Without literacy, there cannot be equity.

To register for READ classes and tutoring, call The READ Center office at 804-288-9930. After students register, they come to the READ office to be assessed, attend an orientation, and then are assigned to a class or 1:1 tutor. READ Center educational services are free to students.

The Success Foundation (TSF) of VA (updated January 2024) | www.successva.org | 804-512-0576

Mission:

The Success Foundation is a 501(c)3 organization whose mission is to bring the power of a team to help the young adults who have aged out of Foster Care pursue their goal to live independently and earn a living wage by the time they transition out of the Independent Living program.

Using the power of an experienced team, TSF starts by having individual meetings with the young adults, along with their case worker/coach, to learn about their backgrounds, their goals, dreams, creating a bond that will help us move forward. We talk about prior job and educational experience, discuss career aspirations, and ask the young adults to complete various assessments. The results allow TSF to highlight individual gifts and skills, often opening their eyes to possibilities they never imagined.

Once TSF has a good understanding of the young adult's aptitude and interests, TSF prepares, along with the young adults Case Worker/Coach, 90-day goals for each young adult and assists the YA (Young Adult) with meeting those goals. TSF and CW/Coach later determine attainable follow-up 90-day goals for the young adult to meet.

TSF's goal is for the young adults we mentor to earn a sustainable living wage, so that they can live independently when they transition out of the Independent Living (IL) program at age 21. This often involves further targeted education: soft skills training, an update and polishing of the young adult's resume; connecting the young adults to RVA employers when possible; and offering financial education so that the young adults are ready to manage a budget and achieve a high credit score.

TSF currently partners with Fostering Acadia, the largest single-site Independent Living (IL) agency in VA, by mentoring their young adults (ages 18-21) who have come through the foster care system. TSF also partners with Commonwealth Catholic Charities, one of the oldest refugee resettlement agencies in VA. TSF tracks the following metrics quarterly for each young adult we mentor: education, employment/career path, financial education, communication skills development and access to reliable transportation. If interested in serving as a mentor to a young adult who has come through foster care, or as an unaccompanied refugee, and now participates in an Independent Living (IL) program, please contact Gary Powers, Executive Director; (M) 804-512-0576; garyspowers@gmail.com

United Way of Greater Richmond and Petersburg (updated March 2023) | 7814 Carousel Lane, #400, Richmond, Virginia 23294 | 804-771-5820

Mission:

As one of the region's largest funding organizations, United Way of Greater Richmond & Petersburg (UWGRP) is a leader in providing critical information to community leaders and organizations. They have a dedicated research team that studies local data to identify problems in our communities, research solutions and works with partner organizations to develop solutions that move the needle.

The Workforce Partnership Team (WPT) brings together workforce professionals and those providing wrap-around services from across the Greater Richmond region. The goals of the team include streamlining services by building a network with strong referral mechanisms, sharing curriculum and best practices, and providing professional development opportunities for team members. By setting these goals the team aims to strengthen the workforce system by equipping workforce professionals..

Goodwill of Central and Coastal Virginia | 804-745-6300 | <https://goodwillvirginia.org/get-job-ready/vocational-services>

Goodwill of Central and Coastal Virginia has been providing job seeker services and job skills training programs for individuals with challenges to work for over 90 years.

Goodwill offers comprehensive community employment and training opportunities for individuals with disabilities. Our vocational services offer a pathway for individuals to build and strengthen their work skills, obtain and retain employment while increasing their level of independence through supportive and integrated work environments.

Goodwill's vocational services provide the support and training individuals need to be successful in the workplace.

Programs

- **Ind. Supported Employment** - Individual Supported Employment provides support services to ensure success in integrated community employment settings.
- **Group Supported Employment** - Group Supported Employment provides integrated employment along with ongoing supervision to ensure success in the workplace.
- **AbilityOne** - The AbilityOne program provides employment opportunities to individuals with disabilities through government contracts.

Senior Employment Services (through SPAN) | 804-343-3000 | Can help with home delivered meals, transportation, care coordination and very lite housekeeping and all employment services for ages 55+.

Dept of Aging and Rehabilitative Services (DARS) | 8004 Franklin Farms Drive; Henrico, VA 23229-5019 | 804-662-7000 | [DARS Website](#)

Programs

- **The Consumer Vocational Rehabilitation (VR) program** - helps people with disabilities get ready for, find, and keep a job. It helps to increase their ability to live independently in their communities. The Consumer VR program works with individuals with every type of disability. VR services include but are not limited to, vocational counseling, training, and job placement.
- **Pre-employment Transition Services (Pre-ETS) and Vocational Rehabilitation (VR) transition services** - The Division of Rehabilitative Services (DRS) works together with students, youth, families, schools and community agencies and organizations to provide services that promote successful transitions from school to work and adult life. DRS offers two sets of services to help students with disabilities move from school to post-school life: pre-employment transition services (Pre-ETS) and vocational rehabilitation (VR) transition services.
- **Pathways** - connects Virginians with disabilities to meaningful careers and job training programs in high-demand, high-growth industries—all while helping Virginia businesses meet their workforce needs, for today and tomorrow. The program amplifies DARS' traditional vocational rehabilitation (VR) services by offering an added layer of supports designed to help individuals find not just a job, but a pathway to a great career with opportunities to earn more and be promoted into new positions.

Job Opportunities for Disabled Veterans - www.disABLEDperson.com

Virginia Employment Commission | <http://www.vec.virginia.gov/> 3719 Saunders Ave, RVA 23227 | Call Center - 866-832-2363 | 8:00am to 4:30pm, Monday - Friday (closed Saturday, Sunday, & state holidays)

Temp Agencies

ABM Janitorial 6010 North Crestwood Avenue Richmond, VA 23230 (804)662-5794 Website: www.abm.com	Accountemps 1051 E Cary Street Suite 607 (804)783-1901 Open until 6pm Website: www.accountemps.com	Adecco Staffing 7231 Forest Ave, #101 Richmond, VA (804)288-4497 Website: www.adeccousa.com Fax: 804-205-3831
Advantastaff/Pre-Con 13751 Jefferson Davis Hwy Chester, VA 23831 (804)414-1560 Website: www.advantastaff.com	Aerotek 2235 Staples Mill Road #410 Richmond, VA (804)205-3820 Website: www.thingamajob.com	All Team Staffing 3900 Monument Ave, Suite B Richmond, VA 23230 (804)343-0274 Website: www.allteamstaffing.com

American Staffing 1208 West Marshall Street Richmond, VA (804)342-1805	Atlantic Personnel 8351 Brook Road Richmond, VA 23227 (804)264-2646	Advanced Temporaries, Inc. 2000 Hull St Richmond, VA 23224 (804)233-7328 Open until 6pm
Adams & Garth Staffing and Executive Search Temp Agency 7130 Glen Forest dr #110 (804)282-5627	Premier Staffing, Inc. 5707 Lakeside Ave #4 Henrico, VA 23228 (804)262-9990	Effex Management Solutions 2925 Williamsburg Road Richmond, VA 23231 (804)222-2934 *Must apply in person*
Exclusive Staffing 411 East Franklin Street Richmond, VA (804)644-1808 Website: www.exclusivestaffing.com	GCA Services Group 4625 West Broad Street Richmond, VA 23230 (804)340-3444 Website: www.gcaservices.com	Pegasus Cleaning 2025 E. Main Street, #18 Richmond, VA 23223 (804)643-1248 Website: www.pegasuscleaning.com
Labor Finders 1901 Chamberlayne Avenue Richmond, VA 23222 (804)254-8367 Website: www.laborfinders.com	Spherion 3957 Westerre Pkwy, Suite 150 Richmond, VA 23233 (804)935-9675 Website: www.spherion.com	Caliper 4907 Fitzhugh Ave Richmond, VA 23230 (804)762-9989 Website: www.caliper.net
Randstad 8030 W. Broad Street #C Richmond, VA 23294 (804)266-5106 Fax: 804-266-5350 AND 4420 s. Laburnum Ave. Richmond, VA 23231 (804)226-4231 AND 3333 S. Crater Road, Suite 4-A Petersburg, VA 23805 (804)732-0297 Fax: 804-732-0494 Website: www.us.randstad.com	Labor Ready 4501-A W. Broad Street Richmond, VA 23230 (804)353-2882 Fax: 804-353-3151 AND 8531 Midlothian Turnpike Richmond, VA 23235 (804)323-4186 Fax: 804-320-1592	Staffmark Staffing 7301 Forest Avenue, Suite#110 Richmond, VA 23226 (804)285-8686 Fax: 804-285-9848 Website: www.staffmark.com AND 10800 Midlothian Tpke Suite 151 Richmond, Va 23235 (804)379-9159 Fax: 804-379-0866 Website: www.staffmark.com
Divine Staffing 8109 Staples Mill Road Richmond, VA 23228 (804)515-8777 Fax: 804-515-7387 Website: www.divinestaffinginc.com Email: info@divinestaffinginc.com	Express Employment Personnel 827 E. Parham Road #1 Richmond, VA 23228 (804)261-4170 Fax: 804-261-3750 Website: www.expresspros.com Email: jobs.nrichmondva@expresspros.com	Manpower-Far West 4319 Cox Road Glen Allen, VA (804)747-5266 Website: www.manpowergroup.com AND 7101 Forest Hill Ave, Suite L (804)320-7404
Solid Select Staffing & Health Care Services 4901 Fitzhugh Ave, Suite 202 Richmond, VA 23230 (804)359-2150 Fax: 804-359-2327 Email: sheats@solidselecthealth.com	Staff Zone 128 West Broad Street Richmond, VA 23220 (804)644-9663 Website: www.thestaffzone.com	Penguin Staffing (Hospitality) 4613 W. Broad Street Richmond, VA 23230 (804)673-1083 Fax: 804-673-1084 Website: www.penguinstaff.com Email: richmond@penguinstaff.com

The Lee Group 7341 Whitepine Road Chesterfield, VA 23237 (804)562-3061 Fax: 804-562-3124 Website: www.theleegroup.com	Office Team Employment Agency 1051 E Cary St Suite 607 (804)783-8810 Open until 6pm	The Richmond Group/Management Recruiters-Richmond/People Solutions 6802 Paragon Pl #430 Richmond, VA 23230 (804)285-2071 Open until 5pm
Medicus Staffing 6800 Paragon Pl #115 (804)282-1159 Open Until 5pm Website: www.medicustaff.com	Allied & Associates 2405 E Franklin St (804)977-0450 Open until 5pm	Appleone 4461 Cox Road, Suite 102 Glen Allen, VA 23060 (804)762-9393 Website: www.appleone.com
BEX Logistics 3609 E. Belt Blvd Richmond, VA 23234 CDL Drivers Open until 5pm	Nurse Advantage (Care Adv) 10041 Midlothian Turnpike Richmond, VA (804)323-6161 Open until 5pm Website: www.careadvantageinc.com	Partnership Staffing Inc. 2211 Dickens Road #300 (804)254-0277 Open until 5pm
SHS Personnel 109 Berrington Ct. (804)359-2900 Open until 5pm	Strategic Staffing Solutions 1111 E. Main Street, #2010 Richmond, VA (804)747-8887 Open until 5pm Website: www.strategicstaff.com	Tech Head 111 N 17 th Street (804)782-6971, Press 2 Apply Online Only
Abacus Staffing 3114 West Marshall Street Richmond, VA 23230 (804)353-7271 Website: www.abacuscorporation.com	Select Staffing 3228 West Cary Street #A Richmond, VA (804)358-1901 Website: www.selectstaffing.com	

Evictions

Eviction Defense Center | Simple, usable information and tools to help you fight eviction in Virginia
<https://www.evictiondefensecenter.org/> (updated 2/26/2025)

Eviction Prevention and Homeless Services - City of Richmond:

<https://www.rva.gov/housing-and-community-development/eviction-prevention-and-homeless-services>

Eviction Helpline | (833) 663-8428 - For tenants facing eviction or lease termination

Services provided: Information about legal eviction process in Virginia, a personal consultation with a lawyer about the eviction, referrals to local legal resources. Caller may be asked to email copies or photos of eviction notice or other documents by fax (833) 744-8315, email at noevict@hotmail.com with subject line "notice" or "document", or text at (804) 916-9794. (updated 5/15/2024)

Eviction Diversion Program - Richmond City

Richmond's Eviction Diversion Program is now administered and run by Southside Community Development & Housing Corp., which assists Richmond residents to achieve housing stability and prevent unnecessary evictions by providing financial assistance to pay past due rent to their landlord. This program is only available to residents who rent in the City of Richmond, and landlords who own rental properties in the City of Richmond. This program requires the landlord's participation. The Eviction Diversion Program is a resource that provides help to bring a tenant's outstanding rent to a zero balance within three months or less.

To see if you're eligible and apply for the program please click the link below.

www.scdhc.com/eviction-diversion-program (updated 2/26/2025)

Legal Aid Justice Center | 626 E. Broad Street, Ste. (804) 643-1086 (updated 2/26/2025)

Families

Commonwealth Catholic Charities | 1601 Rolling Hills Drive, Richmond VA
23229|804-285-5900|<https://www.cccofva.org/baby-clothes-closet>

McKinney-Vento Education Program, Homeless Liaisons:

Hanover: Laura Matthews (804) 365-4616

Henrico: Lisa Ann Abernathy (804) 652-3282

Charles City: Stephanie Leek (804) 829-9249

Chesterfield: Lisa Simes (804) 639-8713

Goochland County: Sarah Franklin-Murray (804) 556-5622

New Kent: Pam Brooks (804) 966-8518

Powhatan: Katie Wojcicki (804) 598-5700 ext. 114

Richmond: Erika Schmale (804) 780-6288

Housing Opportunities Made Equal (HOME) | 804-354-0641 ext. 135

- For current Section 8 voucher holders to move to neighborhoods with better opportunities

- Will provide housing counselors to prepare families and individuals for the transition
- Make sure leases are fair and all documentation is ready
- Foreclosure intervention not evictions
- Do not provide homeless services

He, She, Ze, and We (HSZW) - Meets at Side by Side - Facilitator: Shannon McKay - 2311 Westwood Avenue Richmond, Virginia 23230 - Website: <http://heshezewe.org> - Email: admin@heshezewe.org
Hours of Operation: Email for details of location and times of meetings.

Services Provided: HSZW offers weekly support meetings for parents, caregivers and adult family members of transgender and gender-diverse individuals of ALL ages. Before attending your first meeting, please contact. Activities include support meetings for families, peer counseling via phone and small group settings, family playgroups, education, events and resources.

Side by Side - 2311 Westwood Ave., Richmond, VA 23230 - Phone: 804-644-4800

Youth Support Line: 888-644-4390 - Email: info@sidebysideva.org

Website: <http://www.sidebysideva.org> Also see <https://www.facebook.com/sidebysideva/>

Instagram: <http://instagram.com/sidebysidevirginia>

Hours of Operation: Monday-Thursday, 9:00AM-9:00PM

Services Provided: Support group for Trans-identified youth or those questioning their gender identity, ages 14 – 20, offered Thursdays nights at 6:30-8:30. Side by Side also offers weekly curriculum based support groups for LGBTQ youth. For ages 14 – 20, groups are on Tuesday nights 6:30-8:30 and for ages 11 – 14 on Wednesday nights 6:00-7:30. LGBTQ youth of color group on Monday nights 6:30-8:30. Housing and other types of emergency assistance are also available, including some transition-related items, please see website for details. Information and referrals provided for youth and families. Training for school personnel, human service providers, and other youth workers on how to best address needs of LGBTQ youth.

*Please note: all support groups are meeting virtually during the COVID-19 pandemic.

Family Lifeline |2325 West Broad Street, Richmond, VA 23220 |804-282-4255—804-249-5414

Nolef Turns | 2317 Westwood Ave Suite 209 | 804-918-6470 | Programs: Back to Work, Pre-release services before you are released while you are incarcerated, Re-entry services, post conviction services, after-care, and family support | Visit their website for details: <https://www.nolefturns.org/home/>

Let's Go Services |6608 White Oak Court, Sandston, VA 23150 |804-366-0670 | www.letsgoservices.org
Provide free, donation-based, transportation for veterans, seniors, persons with disabilities in Greater Richmond area, and families in need.

- HCL staff must call before referring client for this service
- Rides are provided during the hours of 6:00 am to 6:00 pm, usually by appointment
- Assisted transportation is escorting our beloved guests to where they need to go inside of their destination, such as the doctor's reception area.
- Service area includes Richmond, Henrico, Midlothian, Mechanicsville, Chesterfield, and New Kent

East District Family Resource Center |Brandi Daniels| 804-644- 4496 |2405 Jefferson Avenue, Richmond, VA 23223

FCCR - Radford - 804-354-1996 - 4906 Radford Ave, Richmond, VA 23230

<https://pinnacle-treatment.com/location/virginia/richmond/fccr-radford/>

/Southlake - 804-419-0492 - 905 Southlake Blvd, Suite C, Richmond, VA 23236

<https://pinnacle-treatment.com/location/virginia/richmond/fccr-southlake/>

Services provided: Clinical Evaluation, Education Classes on Substance Use Disorders, Individualized Treatment Plans, Individual Counseling, Family Counseling, Group Counseling, Psychiatric Services, 12-Step (AA, NA, etc) integrated into the program.

Circle Center Adult Day Services - Jay Burkhardt, MSW: 804.355.5717 - jburkhardt@circlecenterva.org

Hours: Monday – Friday, 8am – 4pm. Affordable community-based long term care option, helping folks live at home longer, preventing social isolation and inactivity, helping manage health and disability needs, and providing respite and support to families and care partners.

The ARC of Virginia | 2147 Staples Mill Road, Richmond, VA 23230 | 804-649-8481 x 100

Provide referrals for individuals with mental and physical disabilities; usually need a referral from their Developmental Disability Case Worker/Manager www.arcofva.org

- Housing Assistance programs (Housing Choice Vouchers, Rental Assistance Program, Flex Funds)
- Early Intervention - for children up to 3 years old with developmental delays/disabilities
- Medicaid Waivers - for children and adults with developmental disabilities and their families who need long-term support systems to live successfully in the community rather than in institutional settings. May offer respite, personal care, assistive technology, employment, residential services, nursing or behavioral supports
- Emergency and Crisis services through REACH (855) 282-1006
The REACH Program serves children and adults with a developmental disability who have significant behavioral and/or mental health issues. Through center and community based support. It provides crisis prevention and intervention services. Referrals and requests for REACH services may be made by individuals, families and other service providers.
- Individual & Family Support Program - helps with short-term resources, respite care, behavior therapy, transportation, home modifications, rental assistance or deposits, temporary assistance with utilities, etc.

Virginia Career Works/Resource WorkForce Centers

All centers are open Monday through Thursday from 8:30 to 4pm

Friday from 8:30 until 2pm

All centers provide career training, resume and interview workshops, use of laptops, phones, fax and printers.

Guests are required to wear masks while visiting the resource center

304 Turner Road| North Chesterfield, VA 2322|Phone: (804) 652-3490

121 Cedar Fork Road Richmond, VA 23223|Phone: (804-952-6116)

4914 Radford Road| Richmond 23230|Phone: (804-652-3431)

Thrive Virginia (covers New Kent, Charles City, Hanover)

Contact information: 804-966-8720
Application Process: Call 804-966-8720
Website: <https://thriveva.org>

Food/Meals in Richmond

Bag Lunches

Monday: 2nd Presbyterian (5 North 5th Street)

Tuesday: St. Peter's Catholic Church (800 E Grace St)

Wednesday: 3rd Street Bethel AME (614 N 3rd St)

Wednesday: Hot dinner to go: St. Peter's Catholic Church from 4:30 to 6pm (800 E Grace St)

Thursday: St. Paul's Episcopal and Oregon Hill Baptist Center (inside of Pine St. BapPst) 400 Pine St. at 10 am

Friday: Centenary United Methodist Church - 411 E. Grace St

SUNDAY: 1st Baptist Church 2079 Monument Ave (entrance on the lower level off Park Ave) Hot meal at 5pm after Fellowship.

Fellowship at Welcome Center: Tuesday and Wednesday 11am till 2pm| Coffee and snacks, charge phones, relax

Katt's Angelz with LaTasha Kenney

Services provided: Text (804) 651-5762 to get food.

Hours Available: Text anytime.

Location	Lunch	Breakfast/Dinner
Greater Mount Moriah 913 N 1 st St 804-644-9208	Mon-Fri 12:00-12:30PM	
Trinity Baptist Church 2811 Fendall Ave 804-321-2427 (Sept-June only)	Mon & Wed 11:30AM-12:30PM	
2 nd Presbyterian Church 5 N Fifth St 804-649-9148	Monday 10:30AM-12:30PM	
St. Peter's Catholic Church 800 E Grace St 804-643-4315	Tuesday 11:45AM-12:30PM	Wednesday 5:00PM-6:00PM

Location	Lunch	Breakfast/Dinner
Help Somebody 1717 E Franklin – 1.5 mi 804-306-0163		Wednesday 9:00-11:00AM
3 rd Street Bethel, AME 614 N Third St – 1 mi 804-643-8157	Wednesday 11:30AM-1:00PM	
Help Somebody 1801 E Broad St – 1.5 mi 804-306-0163		Wednesday 4:00-6:00PM
Pine Street Baptist Church 400 S. Pine St – 0.6 mi 804-648-1353		Thursday 10:00AM-10:30AM
St. Paul's Episcopal Church 815 E Grace St – 0.8 mi 804-643-3589	Thursday 10:30AM-12:30PM	
First Baptist Church 2709 Monument Ave – 1.5 mi 804-355-8637	Monday/Thursday 11-2	Thursday 6:00-7:00PM
Centenary United Methodist 411 E Grace St – 0.5 mi 648-8319	Friday 10:30AM-12:30PM	
Sixth Mount Zion Baptist 14 W Duval St – 0.7 mi 804-648-7511	Friday 11:00AM-1:00PM	
Grace and Holy Trinity 8 N Laurel St – 0.3 mi 804-359-5628 x13 (closed in Aug)	Friday Noon till 1 pm	
2 nd Baptist Church 1400 Idlewood Ave – 1 mi 804-353-7682	Saturday 10:30AM-12:00PM	
Resurrection Lutheran Church 2500 Seminary Ave – 1.5 mi 804-321-7291 (closed in Aug)	3 rd Saturday of the month 11:00AM-1:00PM	
St. Mark's Episcopal Church 520 N. Blvd. 804-358-4771		2nd and 4th Saturdays 9-10:30

Location	Lunch	Breakfast/Dinner
STAVE Ministries (breakfast) Food Not Bombs (dinner)		
Daily Planet Break Bread www.dailyplanetva.org		
Shepherd's Way Relief Center 400 E. Main Street 804-212-1164	Saturday, 3PM	Monday, Tuesday and Wednesday, 9AM
Place of Miracles 8820 Metro Court North Chesterfield, VA 23237		Wednesday, Thursday, Friday, 4:30 - 6:30 Groceries, Friday, 4:30-6:30

Waymaker's Foundation - 7106 Hull Street Road, N. Chesterfield, VA 23235 - No appointment required.
Text only: 804-920-0059. intake@waymakers-foundation.org Hours: Mondays and Thursdays 1-3:30pm, Wednesdays 9-10:30am and 1-3:30pm, Fridays (pregnant, disabled, and elderly) 9:30-11:30am, First Saturdays 9:30-11:30am.

Hunger Hotline 804-521-2500; www.feedmore.org/find-food/help-for-today/

Services Provided: gathers information about the client's situation and connects clients with closest food pantries so that clients can get food right away.

Hours Available: Monday-Friday from 8 am. to 4 p.m.

First Baptist - 2079 Monument Ave (entrance on lower level Park Ave side) Mondays/Thursdays from 11am - 2pm

Goodwill Baptist Church | 8701 Hungary Spring Road, Henrico, VA 23219 | 804-672-9294
Food Pantry on 3rd Saturday of the month, 9:00-10:00 am - must bring photo I.D.

CCHASM: Chesterfield Food Pantry | 11202 Richmond Street, Chester, VA 23831 | 804-796- 2749
Call Monday through Thursday from 8:30am to 1:30 pm to make an appointment | Must be approved first
Food is distributed at local churches. ** All participants must call once a month to make a reservation for food pick up. ** For Residents of Chesterfield, Hopewell, Colonial Hts, Petersburg.

A Place of Miracles 8820 Metro Court

North Chesterfield, VA 23237

- Free Hot meals every Wednesday, Thursday, and Friday 4:30 to 6:30
- Free Groceries (you pick your own!) every Friday. 4:30-6:30
- Live in a motel but have no transportation? One of the teams will bring you groceries on Fridays!
Text: 804-293-0201 motel name, your name and room number. We serve motels off Rt. 1 corridor.
(updated Apr 2025)

First Baptist Church of South Richmond | 1507 Decatur St, Richmond, VA 23224 | 804-233-7679
1st and 3rd Saturday 10:00 am- till noon. Please bring ID and Link to Feed card from Feedmore if possible.
No zip code restrictions

Our Lady of Lourdes | 8200 Woodman Rd., Richmond, VA 23228 | 804-262-7315
By appointment: Mondays and Thursdays| from Noon until 1 pm.

Southside Richmond Baptist Church | 700 E. Belt Blvd., Richmond, VA 23224 | 804-232-0174
Emergency food distribution 3rd & 4th Thursday of the month at 1 p.m.

- Once a month per household

St. Mark's Episcopal Church | 520 North Blvd, Richmond, VA 23220 | 804-358-4771
Food Pantry on 2nd & 4th Saturday of the month, 9:00-10:30 a.m.

- Hot meal and bag of food
- No I.D. needed

Feedmore (TeFAP) Emergency Food Assistance Program |1415 Rhoadmiller Street 23220/(804) 521-2500
8 am- 4 pm (Monday-Friday)

#HashtagLunchBagRichmond

- Monroe Park-every 3 Saturday of the month /9 am-12 pm
- Provides lunches/clothing, etc

Moments of Hope Outreach, Inc.| 804-913-9118| 13400 Hanover Courthouse Road, Hanover, VA 23069
For Hanover residents

Services provided: hotel assistance (typically during colder months), On-site nurse health screenings, Donated bikes & bike repair, Can give out some tent and sleeping bags, Help desk to assist with applying for health insurance, employment, & social services

- Food Pantry - (804) 913-9151, available Mon/Thurs/Sat 9am-12pm and Tues/Wed 7pm-9pm
- Breakfast 2nd & 4th Saturday of the month 9am-10 am at St. Paul's Episcopal Church on 8050 St. Paul's Church Road, Hanover, VA 23069
- Lunch every Saturday 1:30pm at 5300 Chamberlayne Road, Hanover - across the parking lot from Food Lion in the Brook Hill Azalea Parking Center

FINANCIAL COUNSELING AND RESOURCES

Circles of Ashland (covers Hanover County)

Contact Information: 804-496-1212 info@circlesashland.org

Application Process: Contact info: info@circlesashland.org or 804-496-1212.

Website: <https://www.circlesashland.org>

Commonwealth Catholic Charities (covers all jurisdictions)

Contact Information: 804-285-5986

Application Process: Call CCC at 804 285 5986 regarding their housing and financial counseling services. You will complete an intake process. Messages are returned within 72 hours.

Website: <https://www.cccofva.org>

HandUP Community Resource Center (covers all jurisdictions)

Contact Information: 804-269-4073

Application Process: Call 804-269-4073 or email info@handupresource.com

Website: www.handupresource.com/

Housing Opportunities Made Equal of Virginia (covers all jurisdictions)

Contact Information: 804-354-0641 Help@Homeofva.org

Application Process: Visit the website Homeofva.org, or call the general telephone number at 804-354-0641, or email Help@Homeofva.org Messages are returned within 2 business days.

Website: <https://homeofva.org>

Southside Community Development & Housing Corporation (SCDHC) (covers Chesterfield, Henrico, Richmond City)

Contact Information: 804-231-4449

Application Process: Contact by phone: 804-231-4449 ext. 216; By email: nmojica@scdhc.com; or by registering for a Virtual Orientation workshop at: www.scdhc.com Messages are returned within 2 business days.

Website: <https://www.scdhc.com>

Thrive Virginia (covers New Kent, Charles City, Hanover)

Contact information: 804-966-8720

Application Process: Call 804-966-8720

Website: <https://thriveva.org>

Furnishings

Celebration Church and Outreach Center | 5503 Midlothian Turnpike, Richmond, VA 23224 | 3804-675-4101 | Furniture Vouchers, self referral | Mondays and Thursdays 9-5

Habitat for Humanity ReStore

ReStore Shop

1901 Roane St (Northside) and 1201 Mall Dr (Chesterfield) | They sell new and gently used furniture, appliances, home accessories, building materials and more to the public at a fraction of the retail price.

CARITAS Furniture Bank | Referral by agency required

American Red Cross, Accent, Atlantic Outreach Group, Behavioral health and Wellness Center, CARITAS, Center for Workforce Innovation, Chesterfield Mental Health, Chesterfield-Colonial Heights DSS, CIS-C, CIS-R, Commonwealth Catholic Charities, Daily Planet, Dominion Day Services, Dress For Success, Family and Adolescent Services, Family Guidance of VA, Gateway Homes, Goochland Free Clinic, Henrico DSS, Key Independent, La Solucion, M.I.N.K.S, National Counseling Group, NDU Time, OAR, Partnership for Success, Project Hope & Quinn Rivers, RBHA, Richmond DSS, SAARA, St Joseph's Villa, Senior Connections, Serve RVA, Supportive Intervention, TAG Services, The Center for Child and Family, The H.O.P.E Program, The Healing Place, The Village Children and Family Services, Touching All Generations, VA Supportive Housing, VCU, YES Kids Count, Youth Excel and Advancement, YWCA

Interpreter Language Line

The Homeless Connection Line uses Language Line Solutions for assistance with non-English speaking callers.

- Diversion specialists first dial 9 to connect with the service. at the prompt. Follow the instructions given to access the language needed.
-
- Then press the HCL eight digit PIN number, 9-4-0-0-0-1-2-6 You will need to have the number of the caller ready to give the interpreter.
- You will be asked if you want the interpreter to dial the number for you. This is the preferred way, as the interpreter will be able to begin the conversation on your behalf.
- Remember to speak to the caller as if you are not using an interpreter, so the conversation is as it would be for anyone.
- Continue with the call as usual, noting any communication barriers in the notes in HMIS.

- Our office phones do not allow us to make conference calls. You will have to write down the client's phone number, try to find out what language they speak, call the Interpreter Line and have the interpreter call the client for you to have a conference call.
 1. Call Language Line Solutions, 1-888-808-9008
 2. Enter in the 8-digit pin: **94000126** at the prompt, then clearly state the name of the language you need (for example: Spanish)
 3. You'll be asked if you need us to dial the third-party number for you. Say yes to be connected to our agent who will dial the number for you. Say no and you'll go straight to a professional interpreter.

Using TTY for Clients with a Hearing Impairment

(Updated 5/18/2020)

Who uses the Virginia Relay Service Program? A person who is deaf, hard of hearing, Deafblind or speech-disabled.

How does the Relay Service work? The caller types their conversation using a TTY (text telephone) or computer keyboard. The message is relayed by a Communication Assistant (CA), who reads it aloud verbatim to the hearing person. The CA then relays the hearing person's exact spoken words by typing them back to the TTY user. Each call is handled in strict confidence.

How do I place a call? Anyone can make a Virginia Relay call, including standard phone (voice) users. Just follow these simple steps:

1. Dial 7-1-1 to reach Virginia Relay
2. An operator will answer the call and ask for the phone number to connect with the client.

Gift Card Program

If a client has a friend/relative/associate that will allow them to stay for AT LEAST three (3) weeks as temporary housing, we will gift a \$50 grocery/gas card to the temporary housing contact as a small token of appreciation. To qualify, clients must have an active HMIS account. To request this resource, clients must share ALL of the following details with an HCL representative. Once the information is verified with the temporary housing contact, the gift card will be sent. This process may take up to one month, depending on the timeliness of responses.

HIV/AIDS

Commonwealth Catholic Charities| Erin Cave|804-545-6299

Safe Haven: 21-bed facility providing transitional housing with comprehensible and integrated health support services to homeless adults with mental health and/or substance-use disorders. It provides 24-hour staff supervision and guidance with the ultimate goal of attaining permanent housing and independent living. For more information about referrals, please contact Angela Michell, Director of Safe Haven, at (804) 231-7137.

Homeless Connection Line/HCL

804-972-0813

Monday-Friday 8am-9pm, Saturday-Sunday 1-9pm

Home Ownership Assistance

Housing Resource Line | 804-422-5061 | Monday-Friday 8:30am-4:30pm | The Housing Resource Line (HRL) is a centralized access point to help connect residents to programs and services that will help address their housing needs. When you call the Housing Resource Line, you will complete a brief intake process guided by one of our HRL specialists, and the information that you provide will help determine which housing services you are eligible for and meet your needs. The HRL will not provide direct resources or services to callers. The purpose is to point callers in the right direction so that they can gain access to resources and services. | HRL assists with Financial Assistance, Financial Education, Homebuyer Education, Emergency Assistance, Foreclosure Prevention, Legal Support, Locating Rental Options, Rehabs & Repairs, and Ramps | <https://pharva.com/housing-hotline/>

Maggie Walker Community Land Trust | Email info@mwclt.org
<https://maggiewalkerclt.org/homebuyers/do-i-qualify/>

Richmond Habitat for Humanity | 804-232-7001
<https://www.richmondhabitat.org/homeownership/>

Housing

Housing Resource Line | 804-422-5061 | Monday-Wednesday, 8:30am-4:30pm, leave a message after hours | The Housing Resource Line (HRL) is a centralized access point to help connect residents to programs and services that will help address their housing needs. When you call the Housing Resource Line, you will complete a brief intake process guided by one of our HRL specialists, and the information that you provide will help determine which housing services you are eligible for and meet your needs. The HRL will not provide direct resources or services to callers. The purpose is to point callers in the right direction so that they can gain access to resources and services. | HRL assists with Financial Assistance, Financial Education, Homebuyer Rehabs & Repairs, and Ramps | <https://pharva.com/housing-hotline/> updated 5/15/2024

Affordable Housing: www.affordablehousing.com (formerly GoSection8.com)

Virginia Housing Search: <https://www.virginiahousingsearch.com/index.html>

This is a free resource to help you find a home that fits your needs and budget. Property providers can list apartments or homes for rent any time, which means that our list is always current.

HUD Housing Resources | <https://resources.hud.gov/>

VHDA | <http://www.socialserve.com/tenant/VA/index.html?ch=VA>

Richmond Redevelopment and Housing Authority RRHA | <https://www.rrha.com/> Monday-Friday 8:30AM - 5PM - Phone: (804) 780-4200 - 901 Chamberlayne Parkway, Richmond Virginia 23220

Housing Opportunities Made Equal (HOME) | 804-354-0641 ext. 135

- For current Section 8 voucher holders to move to neighborhoods with better opportunities
- Will provide housing counselors to prepare families and individuals for the transition
- Make sure leases are fair and all documentation is ready
- Foreclosure intervention not evictions
- Do not provide homeless services

Rooms for Rent

- 1. www.spareroom.com/roommates
 - 2. www.roomies.com
 - 3. www.citru.com/rooms-for-rent/richmond-va
 - 4. www.roomster.com/rooms-for-rent/virginia/richmond
 - 5. [www.https://hotpads.com/richmond-va/rooms-for-rent](https://hotpads.com/richmond-va/rooms-for-rent)
 - 6. Facebook, RVA Room Rental Group www.facebook.com/groups/391512071582356/
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Identification

Church Hill Wellness Center | 2011 Fairmount Ave., Richmond, VA 23223 |804-780- 0053 |Covers costs of obtaining a copy to birth certificates and/ or DMV ID. |Transportation to DMV is also provided once or twice a month depending on the availability of a driver.

Social Security Card Info

- Online: You may be able to request a replacement card online at <https://www.ssa.gov/ssnumber/>
- Phone: Social Security is unable to process replacement Social Security card requests by phone at this time. Call 866-679-6684 and request that they mail you an SSN printout instead of a replacement Social Security card.
- Other official documents that display SSN:
 - Certified copies of medical records
 - Recent pay stub
 - W-2s
 - SSA-1099 (Social Security Benefit Statement)
 - Other tax documents showing full name and entire SSN
 - VA Employment Commission (Visit local VEC during walk-in hours, wait time 30+ mins)
 - DSS SNAP Benefit Letter

Tenelle Walker | (804) 646-7285 | 900 E Marshall Street 23219

- **Must send an email first from the HCL** to (Tenelle Walker) @ Tenelle.walker@richmondgov.com to receive services: Include in the email (Name, DOB,Contact Number)
- Only single adults in Richmond

Inclement Weather Shelter

Richmond Cold Weather/Emergency Shelter Location: 1900 Chamberlayne Ave , Richmond, Virginia 23220, starting on Friday December 1, 2025.

Hours of operation: 5:30 p.m. to 8:00 a.m., when the temperature is 40 degrees or below.
Shelter is closed during the day and will operate on a walkup-first come first served basis.

Dinner, breakfast, and snacks will be provided for all residents sheltered.

Social Services Marshall Plaza Building, located at 900 E. Marshall Street, and the Southside Community Service Center, located at 4100 Hull Street, will be open from 11 a.m. to 6 p.m.

The city also reminds residents that Richmond Public Libraries are open Monday through Saturday from 10 a.m. to 5 p.m. as another option for cooling down.

Here is a list of library branches in Richmond:

- Main Library: 101 E. Franklin Street
- Belmont: 3100 Ellwood Avenue
- Broad Rock: 4820 Old Warwick Road
- East End: 1200 N. 25th Street

- Ginter Park: 1200 Westbrook Avenue
- Hull Street: 1400 Hull Street
- North Avenue: 2901 North Avenue
- West End: 5420 Patterson Avenue
- Westover Hills: 1408 Westover Hills Boulevard

For more information regarding cooling assistance services, contact the Department of Social Services Fuel Assistance Office at (804) 646-7046. Elderly residents with cooling-related issues should call Adult Services at (804) 646-7367. In the event of a heat-related emergency, call 911.(Updated 07/11/2023)

Income Based Childcare

Fulton Montessori School <https://www.fultonmontessori.com/> | 1637 Williamsburg Road Education wing (rear of building through parking lot, Richmond, VA 23231 | 804-222-8935

Friends Association for Children <https://friendsrva.org/> | 1004 St John St, Richmond, VA 23220 | 804-644-2357

Robert L Taylor Center <https://friendsrva.org/> | 929 N 26th St, Richmond, VA 23223 | 804-565-5880

Laundry

First Baptist Church - 2079 Monument Avenue, Richmond, VA 23220 - 804 355-8637

Drop off on Monday, Thursday, or Saturday from 11 am - 2 pm.

Pick up on Thursday of the same week if dropped off on Monday. Pick up on Thursday of the following week, if dropped off Thursday or Saturday.

- 2 loads per client
 - Call ahead to verify offering services for the day.
-

Legal

Basic information about the eviction process and laws in Virginia can be found on www.reduceevictions.org and go to the tab for Resources for Tenants.

BaryLaw - Bary W. Hausrath, P.C. - Phone: 804-482-1649

Hours of Operation: Monday-Friday, 9:00AM-5:00PM, by appointment only

Website: <https://www.baryl原因.com/>

Services Provided: Legal services, including some services for youth

Central Virginia Legal Aid Society | 101 W. Broad St., Ste. 101, Richmond, VA 23220 | 804-648-1012/804-200-6046 (this number goes right to intake)

- Does not assist individuals who are undocumented

Eviction Helpline | (833) 663-8428 - For tenants facing eviction or lease termination

They provide:

- Information about legal eviction process in Virginia
- A personal consultation with a lawyer about the eviction
- Referrals to local legal resources
- Caller may be asked to email copies or photos of eviction notice or other documents by fax (833) 744-8315, email at noevict@hotmail.com with subject line "notice" or "document", or text at (804)

Housing Opportunities Made Equal (HOME) | 626 E. Broad St., Ste. 400, Richmond, VA 23219 | 804-354-6041

Legal Aid Justice Center | 123 W. Broad Street, Ste. (804) 643-1086

LGBTQIA+

Equality Virginia - 530 East Main Street, Suite 600 Richmond, Virginia 23219 - Phone: 804-643-4816

Website: <http://www.equalityvirginia.org> Email: info@equality.org

Hours of Operation: Monday-Friday, 9:00AM–5:00PM

Services Provided: Information and referrals to community resources; additional resources available on website. Community education and outreach including the annual Virginia Transgender Information and Empowerment Summit (TIES).

Health Brigade (formerly the Fan Free Clinic) - 1010 North Thompson Street, Richmond, VA 23230

Transgender Health Services, Contact: Chelsea Schwalm

Phone: 804-358-6343, Ext. 143 - Website: <http://www.healthbrigade.org/>

Hours of Operation: Monday-Thursday 9AM-5PM and Friday 9AM-12PM

*Patients must complete a financial screening first.

Services Provided: Primary care; hormone therapy; counseling; support services; psychosocial assessments; STD screening; mental health referrals; letters for surgery & for updating legal name and gender markers.

He, She, Ze, and We (HSZW) - Meets at Side by Side - Facilitator: Shannon McKay - 2311 Westwood

Avenue Richmond, Virginia 23230 - Website: <http://heshezewe.org> - Email: admin@heshezewe.org

Hours of Operation: Email for details of location and times of meetings.

Services Provided: HSZW offers weekly support meetings for parents, caregivers and adult family members of transgender and gender-diverse individuals of ALL ages. Before attending your first meeting, please contact. Activities include support meetings for families, peer counseling via phone and small group settings, family playgroups, education, events and resources.

The James House - 6610 Commons Drive, Suite C, Prince George, Virginia 23875 - Phone: 804-458-2704

Hotline: 804-458-2840 - Website: www.thejameshouse.org Email: helpline@thejameshouse.org

Hours of Operation: Monday – Thursday 9:00 AM – 4:30 PM Friday by appointment only.
Services Provided: Education, support, and advocacy for all people impacted by interpersonal violence.
Most services provided remotely via Zoom and telephone, due to COVID-19. Services available in Spanish.

James River Transgender Society (JRTS) Meets at Diversity Richmond, 1407 Sherwood Avenue
Richmond, Virginia 23220 - Phone: 804-543-7403 - Website: <http://www.jrts.org/>
Hours of Operation: The 1st Friday of each month from 7:00 PM – 9:00 PM
Services Provided: Support and social group for transgender persons

Launchpad Counseling - Mark Loewen - 2008 Libbie Avenue, Suite 101 Richmond, VA 23226
Phone: 804-665-4681 - Website: <http://www.launchpadcounseling.com>
Hours of Operation: Monday-Friday 10AM-6PM
Services Provided: LGBTQ affirming counseling for youth and adults, play and expressive therapies for children and teens. Spanish language service available. Provides referral letters for hormone therapy and/or surgery.

Montante Plastic Surgery and Aesthetics - 5706 Grove Avenue, Richmond, VA 23229
Phone: 804-325-4795 - Website: <https://montanteaesthetics.com/> Email: info@montanteaesthetics.com
Hours of Operation: Monday, Thursday, Friday 9AM-5PM, Tuesday, Wednesday 11AM-7PM
Services Provided: Chest surgery for FTM persons, breast augmentation for MTF persons, facial feminization, aesthetic and reconstructive surgery of the face, breast, and body, non-surgical aesthetic treatments. Services available to adults and youth. Most insurances accepted, including Medicaid and Medicare. Sliding scale fee available.

Nationz Foundation - 4794 Finlay Street, Suite 1, Richmond, VA 23231 - Phone: 804-716-7597
Text Line: 804-999-1440 - Email: nationzfoundation@nationzfoundationrva.org
Website: <http://www.nationzfoundationrva.org>
Hours of Operation: Monday – Friday 10:00 AM – 6:00 PM, by appointment only.
TGurls Rock support group – Call for next meeting time
T.E.A.M. support group – Call for next meeting time,
Food Pantry – 1st and 3rd Friday of each month
Services Provided: Health promotion and outreach in lesbian, gay, bisexual, transgender, and queer communities of Richmond including HIV prevention education, cancer awareness, HIV testing, food pantry, support and social groups for MTF and FTM trans persons, and other support services, mobile testing unit.

Peter's Place RVA - Phone: 804-539-2507 - Email: petersplacerva@gmail.com
Website: <https://www.facebook.com/pages/category/Local-Service/Peters-Place-RVA-105010671306903/>
Hours of Operation: Monday-Friday, 9:00AM-5:00PM
Services Provided: Compassionate and accessible housing, resources, and trauma-informed care to LGBTQIA+ individuals seeking individualized recovery support. Spanish language services available.

Pride Inside - 3026-A West Cary Street, Richmond, VA 23221
Sarah Charbonneau, LCSW - Email: sarah@sarahscharbonneaulcsw.com
Lisa Griffin, PhD - Phone: 704-458-0433 - Email: Lisa@drlisagriffin.com Website: www.drlisagriffin.com
Ari Laoch, LPC, CRC, CBIST - Email: arilaoch@gmail.com
Hours of Operation: Monday-Friday, by appointment only

Services Provided: Education, individual psychotherapy and counseling. Provides resources and referral letters to assist with gender transition. Limited sliding scale fee available at Pride Inside. Member of WPATH.

Pride Place at VHBG - 8716 West Broad St., Henrico, VA 23294 - <https://vhbg.org/pride-place-at-vhbg/>

Karen Swansey - 804-270-6566 x1300 - Email: kswansey@vhbg.org

Services Provided: Temporary housing for LGBTQ+ young adults, ages 18-25, facing homelessness or housing instability.

Richmond Transformers - Meets at Health Brigade* - 1010 North Thompson Street, Richmond, VA 23230

Phone: 804-358-6343 OR 804-864-8012 - Email: Ted.Heck@vdh.virginia.gov

Website: <https://www.facebook.com/groups/transformersva>

Hours of Operation: Meets 2nd Tuesday of each month, 7:00–9:00 PM

Services Provided: Peer-led support and social group for transmasculine people (assigned female at birth who no longer identify in that way). Accepts walk-ins.

*Due to COVID-19, all meetings are conducted via Zoom until further notice. Call or email for details on how to participate.

Serenity, Inc. - 114 North Union Street, Petersburg, Virginia 23803 - Phone: 804-861-9977

Email: serenity9977@yahoo.com Website: <http://www.serenity-crater.org/>

Hours of Operation: Monday-Thursday, 9:00AM-4:00PM, Friday 9:00AM-2:00PM, please schedule an appointment, if possible.

Services Provided: Serenity provides services to people living with HIV/AIDS and those at risk for HIV infection. A variety of support and educational services are available to transgender community members, as well as referrals to other types of service providers. Walk-ins welcome, and all services are free.

Side by Side - 2311 Westwood Ave., Richmond, VA 23230 - Phone: 804-644-4800

Youth Support Line: 888-644-4390 - Email: info@sidebysideva.org

Website: <http://www.sidebysideva.org> Also see <https://www.facebook.com/sidebysideva/>

Instagram: <http://instagram.com/sidebysidevirginia>

Hours of Operation: Monday-Thursday, 9:00AM-9:00PM

Services Provided: Support group for Trans-identified youth or those questioning their gender identity, ages 14 – 20, offered Thursdays nights at 6:30-8:30. Side by Side also offers weekly curriculum based support groups for LGBTQ youth. For ages 14 – 20, groups are on Tuesday nights 6:30-8:30 and for ages 11 – 14 on Wednesday nights 6:00-7:30. LGBTQ youth of color group on Monday nights 6:30-8:30. Housing and other types of emergency assistance are also available, including some transition-related items, please see website for details. Information and referrals provided for youth and families. Training for school personnel, human service providers, and other youth workers on how to best address needs of LGBTQ youth.

*Please note: all support groups are meeting virtually during the COVID-19 pandemic.

Virginia Anti-Violence Project - Phone: 804-925-9242 - LGBTQ Helpline Line: 1-866-356-6998

Email: info@virginiaavp.org Website: www.virginiaavp.org

Hours of Operation: Hours vary, except for LGBTQ Helpline, available every day 24 hours/day.

Services Provided: Advocacy and support services for LGBTQ-identified survivors of violence, including individual and group support, individual and systems advocacy, and accompaniment; relationship skills classes centered in queer/transgender identity experiences; training for professionals to deepen capacity in serving survivors of violence with diverse LGBTQ identities. Spanish language services available.

Virginia League For Planned Parenthood - 201 N. Hamilton Street, Richmond, VA 23221
Phone: 804-482-6154 Email: transgenderhealth@vlpp.org Website: <http://www.vlpp.org>
Hours of Operation: Monday-Wednesday 9AM-7PM, Thursday-Friday 9AM-5PM, Saturday 9AM-4PM
Sunday 10AM-6PM By appointment only. Hours vary from week to week, please call.
Services Provided: Primary care services, hormone therapy, OB/GYN services. Many services are available to youth; for hormones, must be age 17 or above. Services available in Spanish. Medicaid and most insurance accepted. Medicaid and most insurance accepted. For ages 16 and older, PrEP and PEP services, STI Testing available

Trans Lifeline: 877-565-8860, <https://www.translifeline.org/>

Trevor Project: 866-488-7386, <https://www.thetrevorproject.org/>

Equality Virginia, Virginia Sexual & Domestic Violence Action Alliance: 866-356-6998,
<https://www.equalityvirginia.org/>

Medical

Ann Furniss – Licensed Acupuncturist, R.N. 4807 Hermitage Road, Suite 204, Richmond, VA 23227
Phone: 804-938-5668 - Website: www.qinurse.com
Hours of Operation: Monday, Tuesday, Wednesday 8AM-6PM; by appointment only.
Services Provided: Acupuncture.

Crossover Ministry - 108 Cowardin Avenue Richmond, Virginia 23224 - Phone: 804-655-2794
Email: info@crossoverministry.org Website: <https://www.crossoverministry.org/>
Hours of Operation: Monday-Thursday 8:30AM-5PM, Friday 8:30AM-3:30PM, 1st Friday-close at 12:30 PM.
Services Provided: Primary care; dental care; individual psychotherapy and counseling; HIV care services; vision care. Services available in Spanish.

Free Foundation | 804-920-9820 | F.R.E.E. collects, sanitizes, repairs and gifts donated mobility equipment to uninsured and underinsured adults in Virginia. When F.R.E.E. gifts equipment, falls and medical costs drop by over 80%.

VCU Medical Center | 1250 East Marshall Street, Richmond, VA 23298 | 804-828-9000

HealthVisionsMD, Inc. - Cynthia Bettinger - 1230 Alverser Drive, Suite 100 Midlothian, VA 23113
Phone: 804-893-7800 - Email: contact@healthvisionsmd.com Website: <https://healthvisionsmd.com/>
Hours of Operation: Monday-Friday, 8:30AM-5PM, Saturday 9AM-1PM
Services Provided: Primary care, OB/GYN services, laser hair removal, laboratory and X-ray services. Medicaid, Medicare, and most insurances accepted; call for more information.

Health Brigade (formerly the Fan Free Clinic) - 1010 North Thompson Street, Richmond, VA 23230
Phone: 804-358-6343, Ext. 143 - Website: <http://www.healthbrigade.org/>
Hours of Operation: Monday-Thursday 9AM-5PM and Friday 9AM-12PM

*Patients must complete a financial screening first.

Services Provided: Primary care; hormone therapy; counseling; support services; psychosocial assessments; STD screening; mental health referrals; letters for surgery & for updating legal name and gender markers.

Montante Plastic Surgery and Aesthetics - 5706 Grove Avenue, Richmond, VA 23229
Phone: 804-325-4795 - Website: <https://montanteaesthetics.com/> Email: info@montanteaesthetics.com
Hours of Operation: Monday, Thursday, Friday 9AM-5PM, Tuesday, Wednesday 11AM-7PM
Services Provided: Chest surgery for FTM persons, breast augmentation for MTF persons, facial feminization, aesthetic and reconstructive surgery of the face, breast, and body, non-surgical aesthetic treatments. Services available to adults and youth. Most insurances accepted, including Medicaid and Medicare. Sliding scale fee available.

Primary Health Group Chippenham - 500 Hioaks Rd, Suite B, Richmond, VA 23225
Phone: 804-560-0490 - Website: www.phg-chippenham.com
Hours of Operation: Monday, Wednesday, Thursday 8AM-6PM, Tuesday & Friday: 8AM-5PM
Services Provided: Primary care services.

Richmond Center for the Healing Arts (formerly Innovative Medicine) Jamie McLaughlin, D.O.M., L.A.C. - 1807 Huguenot Road, Midlothian, VA 23113 - Phone: 804-389-0267
Email: docjamiemac@msn.com Website: <https://www.drjamiemclaughlin.com/>
Hours of Operation: Monday-Friday 8AM-6PM, walk-ins accepted Tuesday, Thursdays. Saturday & Sunday by appointment only.
Services Provided: Acupuncture, plant-based medicine, herbals, Asian bodywork, massage, nutrition consultation.

Virginia League For Planned Parenthood - 201 N. Hamilton Street, Richmond, VA 23221
Phone: 804-482-6154 Email: transgenderhealth@vlpp.org Website: <http://www.vlpp.org>
Hours of Operation: Monday-Wednesday 9AM-7PM, Thursday-Friday 9AM-5PM, Saturday 9AM-4PM Sunday 10AM-6PM By appointment only. Hours vary from week to week, please call.
Services Provided: Primary care services, OB/GYN services. Many services are available to youth. Services available in Spanish. Medicaid and most insurance accepted. Medicaid and most insurance accepted. For ages 16 and older, PrEP and PEP services, STI Testing available.

Free Foundation | 804-920-9820 | F.R.E.E. collects, sanitizes, repairs and gifts donated mobility equipment to uninsured and underinsured adults in Virginia. When F.R.E.E. gifts equipment, falls and medical costs drop by over 80%.

Medical Respite

The Daily Planet offers Medical Respite. Medical Respite is located at 180 Belt Boulevard, Richmond, VA 23224

For Appointments, please call: (804) 292-3011 or 804-292-3030

Medical Respite in a 20-bed facility designed to provide convalescent care upon hospital discharge for adults who do not have appropriate living arrangements to support recuperation. It provides 24-hour staff supervision with the ultimate goal of establishing a medical home and attaining stable housing.

- The discharging facility can refer the patient to the Medical Respite facility. This process generally takes 24 hours. For more information about the Medical Respite, call Andre Young, RN, at 804.292.3030, extension 318.
- Primary care services are provided and clients are encouraged to accept DPHS as their medical home if there is not one already established. Health education is provided as well as three healthy meals and snacks each day.
- Who We Serve
 - Languages Spoken English , Spanish
 - Service Area(s) Chesterfield County , Henrico County , Richmond City
 - Cost & Payment Methods
 - Payment Method(s) Private Pay
 - Fee Structure Sliding Scale Fee (*updated 2/26/25*)

Mental Health Crisis Line Numbers

RBHA RAPID ACCESS: to connect to services (not provided on Mondays) please call:804-241-9621

- Richmond Behavioral Health Authority (RBHA) Crisis Line: 804-819-4100
- Charles City Mental Health Crisis Line: 877-264-8484
- Chesterfield County Mental Health Crisis Line: 804-748-6356
- Colonial Heights Mental Health Crisis Line: 804-862-8000
- Dinwiddie District 19 CSB Crisis Line: 804-862-8000
- Goochland County Mental Health Crisis Line: 804-556-3716
- Hanover County Mental Health Crisis Line: 804-365-4200
- Henrico County Mental Health Crisis Line: 804-727-8484
- Hopewell Mental Health Crisis Line: 804-862-8000
- King and Queen Mental Health Crisis Line: 1-800-542-2673
- King William Mental Health Crisis Line: 1-800-542-2673
- New Kent Mental Health Crisis Line: 877-264-8484
- Petersburg Mental Health Crisis Line: 804-862-8000
- Powhatan Mental Health Crisis Line: 804-598-2697
- **District 19**also serves counties of Surry, Sussex, Emporia, Greenville, Waverley at 804-862-8000

Suicide Lifeline | 800-273-8255

Alcohol and Drug HelpLine | 800-923-4357

Military Helpline |888-457-4838

YouthLine | 877-968-8491

Senior Loneliness Line |800-282-7035

Virginia Warm Line | 1866-400-6428 | Mon-Fri 9am-9pm, Sat-Sun 5am-9am

Mental Health Services

Health Brigade Mental Health & Wellness - Ari Laoch, LPC, CRC, CBIST - 1010 North Thompson Street, Richmond, VA 23230 - Phone: 804-358-6343

Website: <http://www.healthbrigade.org/> Email: alaoch@healthbrigade.org

Hours of Operation: Monday – Friday, by appointment only

Services Provided: Psychological evaluation, psychotherapy and counseling, psychoeducation, trauma recovery, substance counseling. Services at Health Brigade are free for those who meet income/insurance limitations. At Pride Inside, no insurance is accepted, but sliding scale fees are available.

Leaders for Life | 530 E. Main Street, Richmond, VA 23219 | 804-477-6137 | info@lflmhss.com

*Must have a mental health diagnosis and receive Medicaid (for billing services).

Services for **Adults** include Mental Health Skill Building, Counseling, Outpatient Therapy. Counselors can assist with housing search, housing lists, advocate with landlords and/or housing authorities, connect clients with financial resources, food banks, apply for benefits (food stamps, SSI, disability, etc.). Clothing closet - in collaboration with Shepherd's Way, Tuesdays 10AM-2PM. Intensive In-Home Services for **Children** experiencing mental health & behavior issues- Focus on behavior management, communication skills, and positive coping skills.

Richmond Behavioral Health Authority (RBHA) -(804) 819-4000 - provides ongoing mental health and substance use treatment services for Medicaid and under-insured Individuals.

- Rapid Access 804-241-9621 - Hours: Monday - Friday, 8 am - 2 pm - 107 S. 5th Street, Richmond, VA 23219 - information about services, call here to complete a phone screening first.

Outreach Team

Reaching an Outreach Worker:

Are you concerned about someone sleeping outdoors? Outreach and support services are available for people living on the streets and in other public places. The form below can be used to notify outreach of individuals for the following localities: Town of Ashland, Counties of Chesterfield, Charles City, Goochland, Hanover, Henrico, New Kent, Powhatan, and City of Richmond.

DO NOT GIVE THE FOLLOWING LINK TO CLIENTS or COMMUNITY MEMBERS! Please complete this form while speaking with the client/community member.

Outreach Form: <https://tinyurl.com/HCLOutreach>

Oxford Houses

You can find a list of Oxford Houses here and search for vacancies by location:

<https://www.vaoxfordhouse.org/>

Vacancy listing: <https://www.oxfordvacancies.com/>

VARR recovery residences in VA are listed here:

<https://dbhds.virginia.gov/wp-content/uploads/2025/03/VARR-State-List-March-25.xlsx>

(Downloadable Excel Spreadsheet)

More info:

<https://dbhds.virginia.gov/office-of-recovery-services/recovery-residences/>

<https://varronline.org/>

Parenting

Virginia Family Network - Crisis Line: 988

<https://namivirginia.org/wp-content/uploads/sites/70/2023/08/VFN-YMV-Flyer-2023-1.png>

Program Interest Form: <https://namivirginia.org/support-and-education/program-interest-form/>

Car seats: Virginia Department of Health | 1-800-732-8333

Church of the Epiphany | 8000 Hermitage Road | 804-266-2503 | Every 3rd Saturday from 10-2 | Diaper sizes newborn to five and baby wipes

Family Lifeline | 2325 West Broad Street, Richmond, VA 23220 | 804-259- 5414

Urban Baby Beginnings | (833)782-2229 ext. 801 | <https://urbanbabybeginnings.org/>

Commonwealth Catholic Charities | 1601 Rolling Hills Drive, Richmond VA 23229 | 804-285-5900 | <https://www.cccofva.org/baby-clothes-closet>

McKinney-Vento Education Program, Homeless Liaisons:

Hanover: Laura Matthews (804) 365-4616

Henrico: Lisa Ann Abernathy 804-652-3282 804-652-3685 (Fax)

Charles City: Stephanie Leek (804) 829-9249

Chesterfield: Lisa Simes (804) 639-8713

Goochland County: Sarah Franklin-Murray (804) 556-5622

New Kent: Pam Brooks (804) 966-8518

Powhatan: Katie Wojcicki (804) 598-5700 ext. 114

Richmond: Erika Schmale (804)780-6288

Petersburg Area CACH

ACCESS POINTS

Flagler Housing & Homeless Services

Housing services

(804) 722-1181 ext.101

Commonwealth Catholic Charities of Virginia

Housing services, Street Outreach

(804) 285-5900

(9/26/24 - Links to CCC in Richmond who will locate caseworkers where the caller says they live)

District 19 Community Services Board

Mental Health Support

(804) 862-8002

The Improvement Association

Homeless prevention/intervention

(434) 634-2490

James House

Domestic/Intimate Partner violence support

(804) 458-2840

Push Faith House

Emergency shelter

(757) 758-4778

Serenity

HIV/AIDS services

(804) 861-9977

Supportive Services for Veteran Families

Homelessness prevention for Veterans

(877) 424-3838

COMMUNITY RESOURCES

Capital Area Partnership Uplifting People (CAPUP), Tri-Cities

Rental & utility assistance, food pantry

(804) 722-9750

Chesterfield Colonial Heights Alliance for Social Ministry (CCHASM)

Financial assistance, food pantry

(804) 796-2749

Crisis Assistance Response Emergency Shelter (CARES)

Women & children's shelter, clothes closet, food pantry, shelter

432 Pecan St. Petersburg, VA 23803

(804) 861-0865

Colonial Heights Food Pantry

(804) 520-7117

520 Southpark Blvd, Colonial Heights, VA 23834
Family Lifeline
Children & family services, senior services
(804) 282-4255

The Hope Center
Food pantry, utility assistance
(804) 722-0321

Salvation Army
Food pantry, utility assistance
(804) 732-8449
1228 S. West St., Petersburg, VA 23803

CRISIS NUMBERS

Adult Protective Services

District 19 - Mental Health Crisis
(804) 862-8000

Drug and Alcohol Helpline
(888) 633-3239

National Suicide and Crisis Lifeline
Dial 988

Pregnancy Counseling Hotline
(804) 615-7007 | (888) 493-0092

VA Child and Adult Protective Services
(888) 832-3858

VA Family Violence & Sexual Assault Hotline
(800) 838-8238

VA Resource Line
Dial 211

Veterans Crisis Line
(800) 273-8255, Press 1

MCKINNEY VENTO

Colonial Heights Public Schools | (804)524-3445

Petersburg Public Schools | 804-862-7044

SOCIAL SERVICES

Chesterfield/Colonial Heights
9501 Lucy Corr Circle,
Chesterfield, VA 23832

(804) 748-1100

Dinwiddie
14010 Boydton Plank Road,
Dinwiddie, VA 23841
(804) 469-4524

Greensville/Emporia
1100 Greensville County Circle,
Emporia, VA 23847
(434) 634-6576

Hopewell
316 E. Cawson Street,
Hopewell, VA 23860
(804) 541-2330

Petersburg
3811 Corporate Road,
Petersburg, VA 23805
(804) 861-4720

Prince George
6450 Administration Drive, Building 12,
Prince George, VA 23875
(804) 733-2650

Surry
45 School Street,
Surry, VA 23883
(757) 294-5240

Sussex
20103 Princeton Road,
Stony Creek, VA 23882
(434) 246-1083

**Additional List of Petersburg Area Resources - [Link HERE](#)

Pregnancy

Richmond Reproductive Freedom Project | <https://www.rrfp.net/funding> ****CURRENTLY Out OF FUNDING****

Call us toll-free: 1 (888) 847-1593
Spanish Language Accessible Funding: 1 (888) 847-1593 ext. 105
Inmate Rights Funding: 1 (888) 847-1593 ext. 106

Richmond Doula Project | <https://doulaprojectrva.org/client-interest-form>

Questions

Questions regarding Homeward's programs or procedures, call our administrative lines at (804) 343-2045; or email us at info@homewardva.org

Re-Entry

Opportunity. Alliance. Re-Entry. (OAR) | 3111 W. Clay Street, Richmond, VA 23230 | 804-643-2746

Boaz & Ruth | 3030 Meadowbridge Rd., Richmond, VA 23222 | 804-329-4900

Advances a mission of rebuilding lives and communities through relationships, training, transitional jobs, and economic revitalization.

- Work readiness - resume writing, mock interviews, help apply for jobs
- Clothing & furniture Thrift Store
- Affordable Housing - for formerly incarcerated or low-income individuals (50% below poverty)
- No referral needed; will take walk-ins
- No zip code restrictions

Real Life Community Center | 406 E. Main Street, Richmond, VA 23261 | 804-322-3311

Services for formerly incarcerated and/or history of substance abuse. info@reallifeprogram.org

- Case management
- Classes & group meetings
- Computer lab
- Clothing closet
- Budgeting
- Parenting
- Job readiness & resume writing

Adult Alternative Program - 4929 Chamberlayne Ave 23227 - (804) 218-1740 Men & Women

- To train, equip and employ citizens transitioning from status as prisoners' half-way housing
- Rehab facilities to mainstream society
- Prepare for job readiness
- Training, and Education
- Accepts individuals with Probation & Parole

Successful Second Chance (United Way Greater Richmond) |

- Call 211 for assistance, Housing, Employment, Healthcare, and Food

Nolef Turns | 2317 Westwood Ave Suite 209 | 804-918-6470 | Programs: Back to Work, Pre-release services before you are released while you are incarcerated, Re-entry services, post conviction services, after-care, and family support | Visit their website for details: <https://www.nolefturns.org/home/>

Rental Assistance (Evictions)

Faith Landmarks Ministries: 804-262-7104 (\$50, must qualify, financial documentation required)

First Presbyterian Church: 804-358-2383 (Press Option 2 - For Assistance)

HumanKind - Processed by CAPUP - 804-788-0050 (must have children)

Mechanicsville Churches Emergency Functions: 804-357-4093 Serves: 23111, 23116
Go online to submit a request: <https://www.4mcef.com/>)

Powhatan Community Action Agency: 804-598-5630 (Serves: 23139, Must meet income requirements.)

Richmond City DSS, Family Preservation: 804-646-0180

The Salvation Army - EFSP funds - 804-225-7470 - (Intake is Mondays ONLY at 8:30 am)

Society of St. Vincent DePaul: 804-527-1037

WHEAT: 1-877-559-4328

Help1RVA - Resource & Assistance Database
<https://help1rva.org/>

Rental Deposit Assistance Resource

If a client has ALREADY BEEN APPROVED for a rental (room or apartment for lease), the client is eligible for up to \$1,500 in deposit assistance (if the amount is higher, it will require special approval). To qualify, the client must (1) be experiencing homelessness, (2) complete an intake or update, (3) provide their contact information (including a cell phone number or email address), (4) provide their rental deposit details and property manager's cell phone number and email address. Once the information is verified, the deposit will be sent to the property manager. This process may take up to one month, depending on the timeliness of responses.

Restoring Homes

Project Homes | 88 Carnation Street, Richmond, Virginia 23225 | 804-233-2827 | M-Thu 7am-5pm, F 9AM-2PM

Rebuilding Together | (804) 447-3841

Richmond Habitat for Humanity <https://www.richmondhabitat.org/critical-home-repairs/>
804-232-7001

Virginia Department of Housing & Community Development (DHCD) | (804) 371-7000

Virginia Housing Development Authority (VHDA) | (804) 782-1986

Resources

Help1RVA | <https://help1rva.org/> | Short term assistance to find help with housing, food, employment, child care or other needs? Click "Get Help" and a navigator will contact you within 48 hours.

Seniors

Richmond Senior and Disability Hotline | 804-646-1082

Senior Loneliness Line |800-282-7035

Adult Protective Services

To report abuse, neglect, or exploitation of individuals age 60 or older, or physically/mentally incapacitated adults age 18 or older.

Chesterfield - (804) 748-1100

Hanover - (804) 365-4100

Henrico - (804) 501-7346

Richmond - (804) 646-7405

Senior Connections |804-343-3000 |24 E. Cary Street, Richmond, VA 23219 |For those over 60

- Only help with utility bill, no rental assistance
- Can provide affordable housing list for people over 60
- Employment Services

Let's Go Services |6608 White Oak Court, Sandston, VA 23150 |804-366-0670 | www.letsgoservices.org

Services provided: free, donation-based, transportation for veterans, seniors, persons with disabilities in Greater Richmond area, and families in need.

Book your trip: <https://www.letsgoservices.org/contact-us>

- HCL staff must call before referring client for this service
- Rides are provided during the hours of 6:00 am to 6:00 pm, usually by appointment

Hollybrook Apartments - (804) 553-3283 - located on the south side of the Villa campus at the intersection of Brook Road and Villa Park Drive.

Services provided: HUD Section 8 apartment community exclusively designed for adults with physical disabilities and seniors age 62 and up.

Senior income-based properties (may have waitlist, apply if open):

55+

Chesterfield Square: (804) 320-6795. Waitlist 1 year+

Highland Park Senior Apartments 62+: (804) 303-6229. Waitlist 6 mos-1 year

Dominion Place: (62+ and/or living with disabilities) - (W Grace St, 23220) – (804) 355-9114.

Renaissance: (62+ and/or living with disabilities) - (804) 320-8898. Waitlist 6 mos-1 year.

Charnwood Forest: (Crutchfield St, 23225) – (804) 232-3130.

Hollybrook Apartments: (Brook Rd, 23227) - (804) 553-3283. Waitlist 2 years

Monarch Woods: (804) 320-4301. Waitlist 2-3 years .

Rockwood Village: (804) 745-0911. Waitlist 3 years

Saint Cosma & Damianos: (62+ or disabled physically) - (804) 330-4962. Waitlist 6 mos-1 year.

Washington Plaza (Senior Community 55+) - Richmond, VA 23219, (804) 728-2122

Shelters (Front Desk/After Hours Line Only)

HomeAgain

Espigh Family Shelter - Front desk (804) 782-9778

Men's Shelter - Front desk (804) 788-0881

Salvation Army

Men & Family Shelter - Front desk (804) 225-7470

Housing Families First


Front desk (804) 236-5800 x110

Showers

Saint Paul's Baptist Church (South Campus) (updated 3.27.25)

Program Launch:

 Date: April 2, 2025

 Time: 10:00 AM – 1:00 PM

 Location: The Saint Paul's Baptist Church (South Campus), 700 East Belt Blvd., Richmond, VA 23224

"Dignity on the Go" is open to anyone in need and aims to provide attendees with to-go bags containing clothes, food, and hygiene items.

St Peter's Catholic Church - 800 W. Grace St.- (804) 643-4315

Hours: Tuesdays 1-3| call for an appointment . Showers begin after lunch is completed at 1pm.

First Baptist Church - 2079 Monument Avenue, Richmond, VA 23220 - 804 355-8637

Hours: Food Pantry, Mondays & Thursdays, 11AM-2PM. (visit during Pantry Hours to make a shower appointment). Showers, Monday-Thursday, 11A-2:00 PM and Saturdays 11-2 (beginning on April 9, 2022)

Laundry: drop off on Monday, pick up on Thursday, one bag, limited service (ask when there)

****Welcome Center**** drop by hours Tuesday and Wednesday from 11 till 2 for snacks, coffee, charge phones and relax.(4/5/2022)

TravelCenters of America-Richmond - 10134 Lewistown Road, Ashland, VA 23005 - (804) 798-6021 - TA Richmond provides 10 standard showers and 1 handicap showers in Ashland, VA

Social Security

1-800-772-1213 (TTY 1-800-325-0778) between 8:00 am – 7:00 pm., Monday through Friday.

- **Online:** You may be able to request a replacement card online at <https://www.ssa.gov/ssnumber/>.
 - **Phone:** Social Security is unable to process replacement Social Security card requests by phone at this time. Call [866-679-6684](tel:866-679-6684) and request that they mail you an SSN printout instead of a replacement Social Security card.
 - **Other official documents that display SSN:** Certified copies of medical records, Recent pay stub, W-2s, SSA-1099 (Social Security Benefit Statement), Other tax documents showing full name and entire SSN, VA Employment Commission (Visit local VEC during walk-in hours, wait time 30+ mins), DSS SNAP Benefit Letter
-

Suicidal Callers

Caller is Suicidal/Homicidal:

If you determine that a client is either suicidal/homicidal and has a plan, please do the following:

1. Obtain the client's address, phone number and emergency contact information.
2. Let the client know that you must call RBHA and/or 911.
3. If the client would like to stay on the line with you while you call, or if you feel like this is the safest option, call using a different phone since the office phones do not have a conference call feature. You may have to use a cell phone, google voice, or another if another coworker is present, they can also assist by calling RBHA or 9-1-1.

988 Suicide & Crisis Lifeline - Call 988

Updated 3/14/2024

Suicide Hotline | 1-800-273-8255

Crisis Text MHA | 471-741

Virginia Warm Line | 1866-400-6428 | Mon-Fri 9am-9pm Sat-Sun 5am-9am

Mental Health Crisis Line Numbers

Richmond Behavioral Health Authority (RBHA) Crisis Line: 804-819-4100

Charles City Mental Health Crisis Line: 877-264-8484

Chesterfield County Mental Health Crisis Line: 804-748-6356

Colonial Heights Mental Health Crisis Line: 804-862-8000

Dinwiddie District 19 CSB Crisis Line: 804-862-8000

Goochland County Mental Health Crisis Line: 804-556-3716

Hanover County Mental Health Crisis Line: 804-365-4200

Henrico County Mental Health Crisis Line: 804-727-8484

Hopewell Mental Health Crisis Line: 804-862-8000

King and Queen Mental Health Crisis Line: 1-800-542-2673

King William Mental Health Crisis Line: 1-800-542-2673

New Kent Mental Health Crisis Line: 877-264-8484

Petersburg Mental Health Crisis Line: 804-862-8000

Powhatan Mental Health Crisis Line: 804-598-2697

****District 19**** also serves counties of Surry, Sussex, Emporia, Greenville, Waverley at 804-862-8000

Thank You Message

No Voicemail

Hello. This is the Homeless Crisis Line returning your call, we couldn't leave a voice message. If you still need to get in touch with us please call us back at this number at your convenience. Thank you and we look forward to hearing from you.

Email Message

Thank you for emailing the Homeless Crisis Line. We are open Monday-Friday 8am-9pm and Saturday-Sunday 1pm-9pm. If you need to speak with a Specialist, please give us a call during our normal business hours at 804-972-0813. Our team of Diversion Specialists may be on a phone call and will respond as soon as they can. Due to our call volumes, you may need to leave a voicemail so that we can return your call in the order that your voicemail was received.

Transportation

GRTC CARE | 804-782-2273 | Transportation help for people with disabilities

Human Kind Ways to Work Program - (804) 461-3585 - info@humankind.org - (434) 384-3131

Services provided: offers fair-interest vehicle loans for individuals with poor or no credit, based on the character of the applicant and the affordability of the payment. loan assistance, program participants receive additional supportive services including financial literacy training, life skills, and credit education.

Application intake form: <https://www.humankind.org/ways-to-work-intake/>

Community Staff Community Transportation - (804) 535-4013 - partnered with the City of Richmond and the Virginia Transit Association to provide free rides to work for eligible individuals. Eligible individuals include those who receive or are eligible for benefits under the Temporary Assistance for Needy Families (TANF) program. Non-eligible riders will still be able to utilize our services for a low cost! For more details: <https://www.communitystaffing.work/transportation> (updated 5/6/2024)

Enrollment form:

https://docs.google.com/forms/d/e/1FAIpQLSfaDBh5FUUfwq-6WFXiEcP1JVu08WVblp_03Jq8e9if71xZSA/viewform

Free Ride Eligibility Form:

<https://na4.documents.adobe.com/public/esignWidget?wid=CBFCIBAA3AAABLblqZhDACli3EQOkF0jel69YtcoAAUhHxQx2DquHegVnHh8dGOGF1dO-zQ5-QkNqArKGd-8%2A>

Let's Go Services | 6608 White Oak Court, Sandston, VA 23150 | 804-366-0670 | www.letsgoservices.org

Provide free, donation-based, transportation for veterans, seniors, persons with disabilities in the Greater Richmond area, and families in need.

- HCL staff must call before referring client for this service
- Rides are provided during the hours of 6:00 am to 6:00 pm, usually by appointment
- Assisted transportation is escorting our beloved guests to where they need to go inside of their destination, such as the doctor's reception area.
- Service area includes Richmond, Henrico, Midlothian, Mechanicsville, Chesterfield, and New Kent

(804) 592-8237 Help with transportation to and from medical appointments for Medicaid or Medicare recipients

Utilities

ACES | P.O. Box 114 507B Caroline Street, Ashland, Virginia 23005 | 804-798-2784 | For those in Central Hanover County: 23005, 23059, 23069. Mon/Wed 8:30 - 11:30 am, 3rd Saturday 9:30 - 11:30 am (updated 9/13/2024)

Bon Air Baptist Church | 804-272-1475 | 2531 Buford Road, Richmond, VA 23235 |

Voicemail intake on 1st and 3rd Monday of each month, | For residents of Chesterfield & Richmond (updated 9/13/2024)

Broad Rock Baptist Church Benevolence Hotline|804-276-0788|5106 Walmsley Boulevard, Richmond, VA 23224| For residents in the 23224 zip code only

CAPup |Dora Hall |804-788-0050 x. 119 |1021 Oliver Hill Way, Richmond, VA 23219| Energy Share for City of Richmond: Mondays and Tuesdays 9AM-11AM| Metro Care for City of Richmond (Water) Mondays-Wednesdays 9AM-11AM.

CCHASM: Chesterfield | 11202 Richmond Street, Chester, VA 23831| 804-796- 2749
Monday through Thursday from 8:30am to 1:30 pm.

Churchill Christian Wellness Center | Reverend Ford | 804-780-0053 | Any utilities for for Zip Code 23223 only (Richmond or Henrico) | Monday through Friday

East District Family Resource Center |Brandi Daniels| 804-644- 4496 |2405 Jefferson Avenue, Richmond, VA 23223

FISH | 804-257-7730 | Helps with zip codes 23222, 23223, 23231, 23150, and 23075

Henrico County DSS, Emergency Assistance | 804-501- 4099 | Cooling assistance is available for those over 60, under 5, or disabled from June 15-August 15

Mechanicsville Churches Emergency Functions | PO Box 604, Mechanicsville, VA 23111 | 804-357-4093. (zip codes 23211, 23216)

Powhatan Community Action Agency |804-598-5630| 3908 Old Buckingham Road, Powhatan, VA 23139|
For Powhatan residents

Salvation Army |Lorraine Edwards | 804-225-7470 |2 W. Grace Street, Richmond, VA 23220 | Mondays at 8:30 AM | Metro-Care and Energy Share for City of Richmond Only

Senior Connections |804-343-3000 |24 E. Cary Street, Richmond, VA 23219 |For those over 60

- Only help with utility bill, no rental assistance
- Can provide affordable housing list for people over 60

WHEAT |PO Box 171, Beaverdam, VA 23015|1-877-559-4328 |For those in Western Hanover County

Unemployment

In order to file for Unemployment Insurance (UI) you must have been separated from your employer or have had your hours reduced.

You should not attempt to file a Virginia claim if:

- Your last employer was a federal civilian employer in a state other than Virginia (you must file your claim against the state in which you last worked). **The only exception is if you worked as a federal civilian overseas.**
- Your employment within the last 18 months was performed in **a state or states** other than Virginia

Website: <https://web.getgov2go.com/signin>

You will need the following information to file your claim:

- Your Social Security Number
- The accurate employer names, addresses, telephone numbers and dates of employment within the last 18 months.
- The name and local number of your local union hall, if you obtain work through a union.
- Your Alien Registration Number if you are not a US citizen.
- If you have any Non-Virginia employers you must have an accurate mailing address, phone number, and dates of employment for them.
- You will be asked to select a method of payment: VA Debit Card or Direct Deposit. If you select Direct Deposit, you will need to have your Routing Number (First 9 digits located at the bottom of your checks) and your Account Number (5-17 digits, its exact location and number of digits varies from bank to bank).

If you do not have this information available, please gather it before you begin to file your claim. This site is available seven days a week. The filing process takes approximately 45 minutes to complete. Please allow enough time to complete this process.

By Phone...

- To file a new claim by telephone, call toll free, Monday - Friday between 8:15am and 4:30pm and between 9am and 1pm on Saturday (closed state holidays) 1-866-832-2363
- To file a weekly claim by telephone, call toll free 1-800-897-5630

Veterans

Safe Haven: 21-bed facility providing transitional housing with comprehensible and integrated health support services to homeless adults with mental health and/or substance-use disorders. It provides 24-hour staff supervision and guidance with the ultimate goal of attaining permanent housing and independent living. For more information about referrals, please contact Angela Michell, Director of Safe Haven, at (804) 231-7137.

How to refer a Veteran

- **Veteran should be referred to a Veteran Access Point**
 - VA Medical Center for a VetLink intake with the Healthcare for Homeless Veterans (HCHV) team during walk in hours (M,T, Th, F 9am-1pm and W 9am-12pm) If unable to physically go to the VA, the VA can conduct a phone intake. 804-675-5000 ext. 2041.
 - Veteran Service Center for a VetLink intake and immediate access to services during business hours (M-F 9-3:30). Southside Plaza 439 E. Belt Blvd Richmond, VA 23224. Opening tentatively Aug 1st 2021.
 - Focused Outreach Richmond for a VetLink intake during business hours (10am-3pm). 400 Commerce Road Richmond, VA 23224
- Veterans who contact that HCL line will be brought to VetLink weekly meetings by Sharon Murphy to identify Veteran status and program eligibility for SSVF, GPD, and the VA. The Veteran will be assigned a navigator.
- Veterans who are located during outreach should be referred to Kelly Tumlin via email. She can check Veteran status, SSVF, GPD and VA eligibility. The Veteran will be assigned a navigator. ktumlin@handupresource.com

Veteran Service Center



- Tentative Opening August 1st 2021
- Hours 8:30am – 3:30pm Monday -Friday
- Access point for Veteran homeless services/ Complete VetLink Intake and GPD referral
- Men/Women Homeless Veterans
- Hot Breakfast and Lunch Daily (Times TBD)
- Showers by appointment (Scheduled every 30 minutes)
- Laundry by appointment
- Mail Services
- Access to phones with Messaging
- Access to computers for employment or housing search
- A safe place for Veterans during the day
- VetLink agencies will have a space to meet with Veterans.
- Transportation (VA appointments, to and from ES/GPD to VSC.
*Must be notified at least 24 hours in advance)

VET LINK SERVICE CENTER | 439 EAST BELT BOULEVARD, RVA | 804-593-2515

Hours: Monday-Friday from 8:30 to 3:00 | An access point for VETLINK, walk-ins are welcome

Services Provided: Breakfast daily from 8:30 to 9:30, Lunch daily from Noon to 1:00

Laundry and showers daily, by appointment only | Mail, computer access, small lockers, access to phones| a safe place to come and relax and rest

Transportation is available by appointment only

Homeless Veteran Care | 804-675-5000 ext. 12041 |

We help Veterans who are homeless or at risk of becoming homeless due to financial hardship, unemployment, addiction, depression, or transition from jail. Contact a VA Richmond homeless services care coordinator to get help with:

Immediate food and shelter, including both transitional and permanent housing, Job training, life skills development, and education, Support with justice system, navigation and community re-entry from jail, Financial support to prevent homelessness, Treatment for addiction and depression, Health and dental care

804-675-5000 ext. 12041

(Updated: Feb 2025)

DLW Veterans Outreach & Training Center | 2702 Chamberlayne Ave., Richmond, VA 23222
| 804-228-8077

Liberation Veteran Services | 1201 Hull Street, Richmond, VA 23224 | 804-233-4064

Services Provided: Service single male veterans, 30-day transitional housing program, Assistance with job search, On-site mental health services, Connect with substance abuse programs, Assist with getting income entitled to them (pension, SSI/SSDI, VA disability, etc.). Must be referred by VA Hospital, Healthcare for Homeless Vets Unit.

Open Door Resource Center - Linwood Alford, CEO/Director- 4009 Fitzhugh Ave, Suite 203, Richmond, VA 23230 | 804-658-2784

Services Provided: Assist veterans in getting their pension or income they are entitled to, Help vets get and understand their DD-214, Collaborate with Liberation Veteran Services, CCC, and Vet Hospital, Will assist veterans who were dishonorably discharged in accessing other services & entitlements, Can help change the "dishonorable" to "honorable" depending on the cause of dishonorable actions

Richmond Habitat for Humanity | 804-232-7001

<https://www.richmondhabitat.org/habitat-for-heroes/>

Virginia Supportive Housing (804) 788-6825/Veterans contact (804) 788-6825 ext 260 to speak with the intake coordinator. Services include: outreach, case management, assistance with benefits and employment, transportation, personal financial planning, and housing location

Focused Outreach | 400 Commerce Road | (804) 419-4184

VAMC | 1201 Broad Rock Blvd | (804) 675-5000

JVSG (Jobs for Veterans State Grant Program/Reaching out to Veterans in need)

Virginia Employment Commission | 203 E. Cary Street, Richmond Va 23219 (804) 652-3280 Services

Provided: Registration Benefits, Job Referrals

- SBE Categories
- Transition Assistance
- Intensive Services
- Employment Services
- Career Guidance
- Education and Training Information
- Online Job Workshops
- Service by appointment or walk-in | www.vec.virginia.gov

Veterans Crisis Line | 1-800-273-8255 | Hours 8:00 am - 4:30 pm Monday-Friday. | If you and your family need assistance to local resources and veterans peer support, please contact 1-877-285-1299

Military Helpline | 888-457-4838

Vouchers

Public Information Session on Emergency Housing Vouchers

<https://drive.google.com/file/d/1QOmsqpffqCFOe4-4MjaRmwBzZnpOj-VC/view>

Rent relief resources which might be helpful for callers inquiring about vouchers who are not yet experiencing homelessness:



RICHMOND REGIONAL EVICTION PREVENTION AND RENT RELIEF RESOURCES

VIRGINIA STATE RENT RELIEF

Va resident needing help with housing costs because of COVID-19 related financial circumstances?

<https://www.dhcd.virginia.gov/rmrp>

CHESTERFIELD COUNTY RESIDENTS

Chesterfield County renter needing help with housing costs because of COVID-19 related financial circumstances? Call **804-644-2401**

<http://actsrva.org/chesterfield-cera-application>



RICHMOND CITY EVICTION PREVENTION AND DIVERSION

Richmond's voluntary Eviction Diversion Program (EDP) helps tenants achieve housing stability and avoid unnecessary evictions by assisting to pay past due rent to the landlord. Call **1-833-663-8428**, press 4, and leave a message OR <https://www.rvaevictions.org/>

NEED HELP NAVIGATING LEGAL OR FINANCIAL RESOURCES?

For help navigating legal and financial resources, amongst other housing resources, contact the **Housing Resource Line**. Call **804-422-5061** OR fill out an online intake form to receive a call <https://pharva.com/housing-hotline-form/>



CURRENTLY OR WITHIN 3 DAYS OF HOMELESSNESS?

If you are currently experiencing homelessness or within 3 days of losing indoor accommodations, contact the **Homeless Connection Line**. Call **804-972-0813**.



HAVE ANOTHER QUESTION OR NEED ANOTHER RESOURCE?

Call Virginia 2-1-1 or visit homewardva.org/get-help



Youth

Youth Housing via the Virginia Home for Boys and Girls

Referral Form:

https://apricot.socialsolutions.com/auth/autologin/org_id/109395/hash/b27f195d7a36a93765c3779c33e98e5348f04a83

For more details: <https://vhbg.org/housing-services/>

Youth Shelter Services - AGES 18-25 (GRANT FUNDED) - VHBG operates a shelter for young people experiencing homelessness which is comprised of two living environments. Pride Place is an affinity home specifically and only for LGBTQIA2S+ young adults. The second home is for any young adults experiencing homelessness. All participants are single adults. This is a temporary shelter and the primary focus while residing here is to secure permanent and stable housing. While participants do not pay rent or utilities, they are responsible for their own food, transportation, medical and personal items. To make a referral or for more information please contact Karen Swansey-Brewer at kswansey@vhbg.org or 804-270-6566 ext 1300 or, fill out the VHBG Outreach Form.

Virginia Career Works - Youth Career Advantage Program

Open Monday through Thursday from 8:30am to 4pm. Friday from 8:30am until 2pm.

Services: career training, resume and interview workshops, use of computers, phones, fax and printers.

www.vcwcapiatal.com

Office Locations:

304 Turner Road| North Chesterfield, VA 2322|Phone: (804) 652-3490

121 Cedar Fork Road Richmond, VA 23223|Phone: (804) 952-6116

4914 Radford Road| Richmond 23230|Phone: (804) 652-3431

Youth Hub: Commonwealth Catholic Charities |(804) 648-4177 | 809 Oliver Hill Way

Services provided: For ages 18-24, watch TV, get lunch, phone charging station.

Hours: Monday-Wednesday, 11:30am-4:30pm (updated 5/15/2024)

Fostering Acadia (updated as of January 2024) | 3920 West Broad Street, Suite 103, Richmond, Virginia 23228 | www.fosteringacadia.org | [Contact Fostering Acadia Webpage](#)

Mission:

Fostering Acadia (a licensed child-placing agency) is an independent living arrangement created to provide individuals, communities, and localities quality services focused on connecting youth to supportive and transitional living services. Their mission is to empower youth with lasting relationships within the community and to facilitate an opportunity to set and achieve personal goals through collaborative services planning. Fostering Acadia provides various services addressing specific life domains through individualized treatment. Fostering Acadia focuses on equipping youth with the skills necessary to continue the life-long process towards increased self-sufficiency.

Programs:

- **IL FOR A DAY** - Choosing an independent living arrangement can be overwhelming. Fostering Acadia offers pre-placement visits where youth can tour an apartment, meet other youth in the program, engage in community activities and even complete a mock grocery shopping experience. Come visit us and experience for yourself what Fostering Acadia is all about.
- **Permanency Project** - One of the most important indicators of a young person's success is the influence of a caring, trusted adult. Fostering Acadia connects volunteers in the community with interested youth so that even after they transition out of FA, they have a strong support system in place.
- **Parent & Child Program** - Being a teenage parent is hard, but Fostering Acadia helps youth through the difficult moments while also celebrating the milestones. Our staff provide young parents with the resources and support they need for both them and their child to succeed.
- **Car Incentive Program** - Reliable transportation can be a frustrating barrier to achieving goals. When youth save \$1,000 of their own money, Fostering Acadia will put \$3,000 toward the purchase of a personal vehicle that they can count on. We also assist in obtaining a driver's license for those who do not have one.

- **Scholarship & Housing Subsidy Program** - For youth aging out of foster care, finding affordable housing can feel impossible. Fostering Acadia has created a scholarship and subsidized housing program for foster youth between 21-23 years of age so they can transition into stable housing beyond their time here.
- **Military Leadership** - The armed services offer amazing opportunities with structure and housing for youth aging out of foster care or our program. Fostering Acadia created a military leadership program in collaboration with S3E Fitness to strategically prepare youth with a personalized training regimen. This program is geared for youth interested in joining the military or strengthening their leadership skills.
- **Entrepreneur Leadership** - Pursuing a dream of starting a business can feel like an uphill battle. We encourage youths' entrepreneurial spirit by partnering with them to develop a business plan, apply for a business license, and participate in entrepreneurial competitions.
- **Youth Savings Program** - Opening and funding a savings account is an essential part of a solid transition plan. Each month, Fostering Acadia contributes to a youth's savings account in addition to encouraging them to save their own money when possible. This account grows throughout their entire placement with Fostering Acadia and is fully available to them when they discharge.
- **Educational Center** - High school completion and secondary education provide important opportunities for long term success. Our Educational Center is staffed with a full time Educational Services Coordinator to support youth with an individualized strategy to accomplish their educational goals. We also collaborate with Great Expectations and Penn Foster.
- **Employment Support** - Finding and maintaining a job is a cornerstone of living independently. Fostering Acadia equips youth with individualized training, a job readiness certification course, and access to transportation. We support youth in applying, interviewing, and maintaining employment during their time here and beyond.
- **Employer Partnership** - It can be difficult to get your foot in the door at many places of employment. Our community partners offer networking opportunities for youth in our program where they can develop professional skills and receive ongoing feedback and support as they work towards stable employment.
- **Youth Volunteer Program** - A great way to build confidence and experience is to give back to the community. Fostering Acadia promotes volunteer opportunities that allow youth to get experience in a field of interest, build their resume, meet people in the community and make a difference.

Fostering Hope RVA (updated January 2024) c/o The MERAKI Gallery | 1508 E. Parham Road, Henrico Virginia 23228 | 804-439-5791 | Email: fosteringhoperva@gmail.com, Website: www.fosteringhoperva.org

Mission:

Our mission is to raise awareness and assist youth ages 16-24 that are facing aging out and/or have aged out of the foster care system by aligning resources and opportunities that assist in the transition into healthy and productive adulthood.

Services:

Life Skill Camps, Mentor Services, Career Development, Housing Resources (Secure the Bag Program)

Virginia Home for Boys and Girls (updated January 2024) | 8716 W. Broad Street, Henrico, VA 23294 | info@vhbg.org | 804-270-6566

Mission:

Since 1846, Virginia Home for Boys' and Girls' mission is to help children from across Virginia with emotional and behavioral health concerns by facilitating the healing process using a teaching-family

approach. The trauma-informed care youth receive in VHBG's transitional living program, independent living apartments, specialized K-12 school, and therapeutic resource center restores hope to them and their families who then find the courage to thrive.

VHBG provides:

- **Group Homes:** VHBG's Group Homes are licensed by the Department of Social Services and aims to create the most natural environment for youth ages 11-17 that still provides them with the supports they need to overcome past trauma, build relationships, and work on transitioning to a more permanent environment.
- **Specialized Education:** VHBG's John G. Wood (JGW) K-12 private day school is licensed by DOE and is just the right size to teach students with emotional and behavioral challenges that impact their academic success. Small student-teacher ratios accommodate individual learning styles with a goal to transition students back to their public school as soon as possible. JGW includes Career and Technical Education classes and Extended School Year services during the summer.
- **Independent Living Arrangement (ILA):** VHBG's Independent Living Arrangement (ILA) is licensed by the Department of Social Services and for young people ages 17-21 who remain in the Virginia Foster Care system. ILA is an apartment program based on the campus of VHBG and close by to educational and vocational opportunities.
- **VHBG Housing Services:** VHBG also provides Housing services to young people 18-24 who would otherwise be homeless. Unlike VHBG's ILA program, these young people are not (or no longer) affiliated with the Department of Social Services. These young people are facing homelessness due to a variety of challenges and need temporary or longer-term housing. VHBG has an affinity house for young adults who identify as LGBTQ+ on our campus called Pride Place at VHBG.
- **Therapeutic Resources:** VHBG's Therapeutic Resource Center provides counseling, free training, placement consultation, and psychoeducation services to individual youth, families, public agencies, and groups.

For young adults who've been in Foster care as a teen:

"If you are between the ages of 18-21 and previously a teen in foster care, you may be eligible for financial support through the Consolidated Appropriations Act, 2021. Visit FosterMyFuture.com (or scan the QR code below) to learn more about the program or text **FosterMyFuture** to **(833) 467-0549** or to be contacted by a Virginia Department of Social Services staff member with more information."

Youth Quest (Foster care) | 804-612-3344

Referral must be from a social worker, a case manager from local community service board (CSB), or a probation officer from the Department of Juvenile Justice (DJJ).

Job Corps (ages 16-24) - 804-683-6064 - 300 East Main St. suite 2, Richmond, VA 23219

Email: gilles.mark@jobcorps.org - Website: <https://www.jobcorps.gov/>

Interest form: <https://www.jobcorps.gov/recruiting/enrollment-interest>

Services provided: free residential education and job training program for young adults, ages 16-24.

Side by Side - 2311 Westwood Ave., Richmond, VA 23230 - Phone: 804-644-4800

Youth Support Line: 888-644-4390 - Email: info@sidebysideva.org

Website: <http://www.sidebysideva.org> Also see <https://www.facebook.com/sidebysideva/>

Instagram: <http://instagram.com/sidebysidevirginia>

Hours of Operation: Monday-Thursday, 9:00AM-9:00PM

Services Provided: Housing and other types of emergency assistance, some transition-related items, information and referrals for youth and families, training for school personnel, human service providers, and other youth workers. Support group for Trans-identified youth or those questioning their gender identity, ages 14 – 20, meets Thursdays nights at 6:30-8:30. Support group for LGBTQ youth for ages 14 – 20 meets Tuesday nights 6:30-8:30PM, and for ages 11 – 14 on Wednesdays 6:00-7:30 PM. Support group for LGBTQ youth of color group on Mondays 6:30-8:30PM. Housing advocate services are available to LGBTQ+ youth between the ages of 18-25 who are experiencing housing instability or homelessness. The housing advocate works with youth to develop goals and a plan of care that the youth and the advocate can work toward together. The advocate ensures that the young person has what they need to meet their goals and their needs by connecting them with community resources and teaching independent living skills such as resume building, job interview prep, how to fill out a rental application, and more. The housing program also has funding for financial needs on a case-by-case basis, such as rent, security deposit, short-term emergency hotel stays, and more. Youth can access these resources by calling/texting (804) 304-5847 or emailing nathan.ramos@sidebysideva.org.

YouthLine

Best Way to Contact: 877-968-8491 - Text: Teen2Teen to 839863 - Email:

Teen2Teen@linesforlife.org

Services Provided: free, confidential teen-to-teen crisis and help line.

Hours Available: 4-10pm PST (adults are available by phone at all other times!)

Virginia Locality Homeless Services - Updated on 4/10/2024

Virginia Community	Crisis Assistance Contact	Localities (City/County)
Greater Richmond CoC	Homeless Connection Line 804-972-0813	Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent, Powhatan, and the City of Richmond
Southeastern Virginia Homeless Coalition	Regional Housing Crisis Hotline 757-587-4202 or 1-866-750-4431	City of Chesapeake, City of Franklin, Isle of Wight, City of Norfolk, Southampton, and the City of Suffolk
Roanoke City & County/Salem CoC	City of Roanoke Central Intake 540-853-1163	Alleghany, Botetourt, City of Covington, Craig, Roanoke (City and County), and the City of Salem
Virginia Beach CoC	Regional Housing Crisis Hotline 757-227-5932	City of Virginia Beach

Charlottesville CoC	Community Resource Line 434-207-2328	Albemarle, City of Charlottesville, Fluvanna, Greene, Louisa, and Nelson
Greater Virginia Peninsula Homelessness Coalition	Regional Housing Crisis Hotline 757-587-4202 or 1-866-750-4431	City of Hampton, James City County, City of Newport News, City of Poquoson, City of Williamsburg, Yorktown
Portsmouth CoC	Regional Housing Crisis Hotline 757-966-2107 or 1-866-750-4431	City of Portsmouth
Central Virginia CoC	Coordinated Homeless Intake and Access 434-427-2442	Amherst, Appomattox, Bedford (City and County), Campbell, and City of Lynchburg
Fredericksburg/Spotsylvania, Stafford Counties CoC	Homelessness Helpline 540-358-5801	Caroline, City of Fredericksburg, King George, Spotsylvania, and Stafford
Harrisonburg/ Winchester CoC	Mercy House 540-2713/14/20243/14/2024-1701	City of Harrisonburg, City of Winchester, Rockingham, Clarke, Frederick, Page, Shenandoah, and Warren
Arlington County CoC	Centralized Access Center 703-228-1300	Arlington
Fairfax County CoC	Coordinated Services Planning 703-222-0880	Fairfax (City and County), City of Falls Church
Loudoun County CoC	Loudoun County Department of Family Services 703-777-0420 After 5pm and weekends 571-258-3033	Loudoun

Alexandria CoC	Homeless Services Assessment Center 703-746-5700 Text: 703-346-5599	City of Alexandria
Prince William County CoC	Coordinated Entry System 703-792-3366	City of Manassas, City of Manassas Park, and Prince William
Planning District 1 (Lenowisco)	Family Crisis Support Services 800-572-2278	Lee, Scott, Wise, Norton
Planning District 2 (Cumberland Plateau)	People Inc. 833-429-7754	Buchanan, Dickenson, Russell, Tazewell, Washington, City of Bristol
Planning District 3 (HOPE Inter-Agency Council on Homelessness)	Open Door Community 276-200-1665	Bland, Carroll, Grayson, Smyth, Wythe, City of Galax
Planning District 4 (Housing Partnership for the New River Valley)	Causeway Community Action 540-639-3159	Giles, Floyd, Montgomery (including Blacksburg and Christiansburg), Pulaski, City of Radford
Planning District 9 (Foothills Housing Network)	Rappahannock-Rapidan Regional Commission 540-724-6630	Culpeper, Fauquier, Madison, Orange, Rappahannock
Planning District 10 (Valley Homeless Connection)	Valley Community Services Board 540-213-7347	Augusta, Highland, Bath, Rockbridge, City of Staunton, Waynesboro, Lexington, Buena Vista
Planning District 12 (West Piedmont Better Housing Coalition)	Danville Redevelopment and Housing Authority 434-792-5544	City of Danville, Franklin, Henry, City of Martinsville, Patrick, Pittsylvania
Planning District 13 (Southside)	Tri-County Community Action Agency 434-696-1117	Brunswick, Charlotte, Halifax, Mecklenburg
Planning District 14 (Heartland)	STEPS, Inc. 1-855-955-5501	Amelia, Buckingham, Cumberland, Lunenburg, Nottoway, Prince Edward
Planning Districts 17/18 (Northern Neck/Middle Peninsula Housing Coalition)	Bay Aging 800-493-0238	Essex, Gloucester, King and Queen, King William, Lancaster, Mathews, Middlesex, Northumberland, Richmond, Westmoreland
Planning District 19 (Crater Area Coalition on Homelessness)	St. Joseph's Villa 804-722-1181	City of Colonial Heights, Dinwiddie, City of Emporia, Greenville, City of Hopewell, City of Petersburg, Prince George, Surry, Sussex
Planning District 22 (Community Partners of the Eastern Shore)	Accomack- Northampton Planning District Commission 757-787-2936	Accomack, Northampton