

Transportation - Specialized

Carilion Transportation Services	(540) 345-7628
LOA - Agency on Aging	(540) 345-0451
LogistiCare, Inc (Medicaid, Medallion)	(866) 386-8331
RADAR	(540) 343-1721
United Ambulance Services	(540) 981-0400

Unemployment

Virginia Employment Commission	(540) 561-6632
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Veterans

AMVETS	(540) 857-2071
Health Care for Homeless Veterans	(540) 982-2463
Paralyzed Veterans of America	(540) 857-2342
US Department of Veterans Affairs	(800) 827-1000
Veterans Affairs Medical Center	(540) 982-2463
Veterans Outreach Center	(540) 342-9726
Virginia Department of Veterans Affairs	(540) 857-7101

Vital Statistics

Birth, death, marriage, divorce certificates—Contact your local Health Dept.

Volunteer Services

Volunteer Roanoke Valley - CCS	(540) 985-0131
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WIC - (Women, Infant & Children)

Roanoke City Health Department	(540) 857-7600
Roanoke County/Salem Health Department	(540) 387-5530
Roanoke County/Vinton Health Department	(540) 857-7800

Workers Compensation

Virginia Workers Compensation Commission	(540) 776-2700
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QUICK GUIDE to Community Resources

October 2008

Roanoke County
City of Roanoke
City of Salem

2-1-1 VIRGINIA would like to thank Anthem blue Cross/
Blue Shield for underwriting the cost of this publication.



Anthem Blue Cross and Blue Shield is the trade name of Anthem Health Plans of Virginia, Inc. ®An independent licensee of the Blue Cross and Blue Shield Association.



**COUNCIL of
COMMUNITY
SERVICES**

Gateway to information and planning.

www.councilofcommunityservices.org



2-1-1 VIRGINIA-Southwest Region
PO Box 598
Roanoke, Virginia 24004
Call 2-1-1 • www.211virginia.org

AIDS/HIV/STDs

American Red Cross	(540) 985-3535
Carilion Infectious Disease Outpatient Clinic	(540) 981-7715
HIV/AIDS - Blue Ridge AIDS Support Services	(540) 344-6705
HIV/STD Resources-Drop-In Center	(540) 982-2437
Planned Parenthood of the Blue Ridge	(540) 562-2370
Roanoke City Health Department	(540) 857-7600
Roanoke County/Salem Health Department	(540) 387-5530
Roanoke County/Vinton Health Department	(540) 857-7800

Adult Abuse & Neglect

Roanoke City Social Services	(540) 853-2245
Roanoke County/Salem Social Services	(540) 387-6040
Virginia Adult Protective Services Hotline	(888) 832-3858

Babysitting Training

American Red Cross	(540) 985-3535
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Birth Certificates - See “Vital Statistics”

Budget/Credit Counseling

American Credit Counselors	(800) 646-0042
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Child Abuse & Neglect

Children’s Advocacy Center	(540) 344-3579
Roanoke City Social Services	(540) 853-2245
Roanoke County/Salem Social Services	(540) 387-6040
Virginia Child Abuse & Neglect Hotline	(800) 552-7096

Child Care

Child Care Link	(540) 985-0131
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Child Support

Division of Child Support Enforcement	(800) 447-1899
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Clinic, Free

Bradley Free Clinic of Roanoke Valley, Inc.	(540) 344-5156
New Horizons (formerly Kuumba)	(540) 362-0360
Project Access	(540) 344-4200

Clothing

Grace Family Church	(540) 206-5871
Rescue Mission	(540) 343-7227
St. Mark’s Lutheran Church	(540) 344-9051
Salvation Army	(540) 343-5335

Social Security

US Social Security Administration	(540) 857-2190
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Social Services

Roanoke City Social Services	(540) 853-2591
Roanoke County/Salem Social Services	(540) 387-6087

Substance Abuse

Addictions and Counseling Therapy Sessions	(540) 989-8939
Alcoholics Anonymous	(540) 343-6857
Appalachian Teen Challenge	(540) 265-3977
Avenues to Recovery	(540) 344-9161
Bethany Hall Recovery Home for Women	(540) 343-4261
Blue Ridge Behavioral Healthcare	(540) 343-3007
Carilion CONNECT	(540) 981-8181
Mount Regis Center	(540) 389-4761
Narcotics Anonymous	(800) 777-1515
Respond—Lewis Gale Medical Center	(540) 776-1100
Roanoke Treatment Center	(540) 366-5248

Suicide

Blue Ridge Behavioral Healthcare Crisis Services	(540) 981-9351
Carilion CONNECT	(540) 981-8181
Respond -Lewis Gale	(540) 776-1100
Roanoke Adolescent Health Partnership	(540) 857-7284

TANF

Roanoke City Social Services	(540) 853-2591
Roanoke County Social Services	(540) 387-6087

Telephone Reassurance Lines

Are You OK? (LOA Area Agency on Aging)	(540) 345-0451
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Thrift Shops

Goodwill Industries	(540) 581-0620
Habitat for Humanity	(540) 767-2267
Rescue Mission	(540) 777-7677
Salvation Army Thrift Store - 9th & Jamison	(540) 345-7141
Salvation Army Thrift Store - Williamson Rd.	(540) 563-5585
Thrift Shop - Trinity Lutheran Church	(540) 366-9481

Transportation

Ride Solutions	(540) 342-9393
Smart Way Commuter Bus	(540) 982-6622
Valley Metro	(540) 982-2222

Physician Referrals

Carilion Health Information (540) 981-7641
Lewis-Gale Med-Line Physician Referrals (877) 242-2362

Poison Control

Blue Ridge Poison Center (800) 222-1222

Pregnancy Services - See "Family Planning"

Rape/Sexual Assault

Carilion Forensic Nurse Examiner Program (540) 985-8465
SARA (Sexual Assault Response Awareness) - Hotline (540) 981-9352

Reading Services - Vision Impaired

Voice of the Blue Ridge-Radio Reading Service (540) 985-8900

Recreation

Roanoke City Parks and Recreation (540) 853-2236
Roanoke County Parks, Recreation & Tourism (540) 387-6078
Salem City Parks and Recreation (540) 375-3057

Rental Assistance - See "Financial Aid - Housing"

STD, Sexually Transmitted Disease-See " AIDS/HIV/STDs"

School - Public

Roanoke City Public Schools (540) 853-2381
Roanoke County Public Schools (540) 562-3700
Salem City Public Schools (540) 389-0130

Senior Citizens

AARP (800) 424-3410
LOA Area Agency on Aging (540) 345-0451

Shelter - Emergency

Armed Forces Emergency Services (AFES) (540) 985-3560
RAM House - Day Shelter (540) 343-3753
Red Shield Lodge -Salvation Army (540) 342-7398
Rescue Mission of Roanoke, Inc. (540) 343-7227
Roanoke Valley Interfaith Hospitality Network (540) 343-9982
Samaritan Inn - Day Shelter (540) 343-1447
TRUST House (540) 344-8060
Turning Point Domestic Violence Shelter (540) 345-0400

Consumer Complaints

Better Business Bureau (800) 533-5501
EEOC (800) 669-4000
Housing Discrimination (800) 669-9777
Labor & Industry (540) 562-3580
Office of Consumer Affairs (800) 552-9963
State Corporation Commission (800) 552-7945

Counseling

Abundant Life Family Counseling (540) 344-4600
Blue Ridge Behavioral Healthcare (540) 343-3007
Carilion CONNECT (540) 981-8181
Comprehensive Counseling Services (540) 343-0004
Family Service of Roanoke Valley (540) 563-5316
New Beginnings (540) 562-5068
Pastoral Counseling Center of Roanoke Valley (540) 343-5455
Mental Health Association-Roanoke Valley (540) 344-0931
Respond - Lewis-Gale Medical Center (540) 776-1100
Veterans Outreach Center (540) 342-9726

Dental

Bradley Free Clinic of Roanoke Valley, Inc. (540) 344-5156
Dental Hygiene Clinic - Va. Western Comm. College (540) 857-7221
Donated Dental Care (804) 264-9010
Project Access Dental (540) 344-0086
Roanoke City Health Dept-*Children Only* (540) 857-7600
Roanoke Co./Salem Health Dept-*Children Only* (540) 387-5530

Disabilities

American Lung Association (800) 586-4872
Blue Ridge Autism Center (540) 777-1218
Blue Ridge Independent Living Center (540) 342-1231
Brain Injury Services of SW Virginia (540) 344-1200
Deaf & Hard of Hearing Services - VDDHH (540) 342-0031
Easter Seals of VA (540) 777-7325
Foundation for Rehabilitation Equipment & Endowment (540) 777-4929
Goodwill Industries of the Valleys (540) 581-0620
National Multiple Sclerosis Society (800) 344-4867
Deaf & Hard of Hearing Services Center (540) 342-0031
Virginia Department for the Blind & Vision Impaired (540) 857-7122
Virginia Department of Rehabilitative Services (540) 776-2715

Disaster Services

American Red Cross (540) 985-3535
Armed Forces Emergency Services (Red Cross) (540) 985-3560
FEMA Helpline (800) 525-0321

Domestic Violence

Family Service of Roanoke Valley	(540) 563-5316
National Domestic Violence Hotline	(800) 799-7233
Turning Point-Salvation Army	(540) 345-0400
Women's Resource Center-TAP	(540) 580-0775

Employment & Career Services

Center for Employment & Training	(540) 767-6220
Goodwill Industries	(540) 986-1224
Job Services—Virginia Employment Commission	(800) 828-1120
Project Success-TAP	(540) 767-6223
Roanoke Workforce Center-LOA Area Agency on Aging	(540) 561-6689
Roanoke Workforce Center-Western VA Workforce Dev Brd	(540) 561-6632
This Valley Works-TAP	(540) 767-6221

Energy Assistance (Fuel, Heating & Cooling Assistance)

Helping Hands Fund - Trinity Lutheran Church	(540) 366-2490
Presbyterian Community Center	(540) 982-2911
Roanoke Area Ministries	(540) 981-1732
Roanoke City Social Services	(540) 853-2591
Roanoke County/Salem Social Services	(540) 387-6087
Saint Johns Episcopal Church	(540) 343-9341
Salvation Army	(540) 343-5335

ESL (English As A Second Language)

Literacy Volunteers of America	(540) 265-9339
Refugee & Immigration Services	(540) 342-7561
Roanoke City Public Schools	(540) 853-2151
Roanoke County Public Schools	(540) 562-3700
Salem City Public Schools	(540) 389-0130
TAP-Total Action Against Poverty	(540) 767-6223

FAMIS (Family Access to Medical Insurance Security Plan)

CHIP	(540) 857-6993
Roanoke City Social Services	(540) 853-2591
Roanoke County/Salem Social Services	(540) 387-6087

Family Planning

Carilion Obstetric Education	(540) 985-8037
Crisis Pregnancy Center of the Roanoke Valley, Inc.	(800) 834-6800
Planned Parenthood of the Blue Ridge, Inc.	(540) 562-2370
Pregnancy Counseling-Comm. Catholic Charities	(540) 344-5107
Roanoke City Health Department	(540) 857-7600
Roanoke County/Salem Health Department	(540) 387-5530
Roanoke County/Vinton Health Department	(540) 857-7800
Roanoke Medical Center for Women	(540) 981-1246

Meal Sites

Red Shield Lodge - Salvation Army	(540) 342-7398
Rescue Mission	(540) 343-7227
Roanoke Area Ministries	(540) 343-3753
Soup Kitchen (Mt. Zion Church)	(540) 342-4954

Meals on Wheels

LOA Area Agency on Aging	(540) 345-0451
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Medicaid

Roanoke City Social Services	(540) 853-2591
Roanoke County/Salem Social Services	(540) 387-6087

Medicare

US Social Security Administration	(540) 857-2190
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Medication Payment Assistance

Presbyterian Community Center	(540) 982-2911
Roanoke Area Ministries	(540) 981-1732
Salvation Army	(540) 343-5335

Mental Health - See "Counseling - Mental Health"

Military Members/Family - Emergency Contacts

American Red Cross	(540) 985-3535
Armed Forces Emergency Services (AFES)	(540) 985-3560

Offenders/Ex-Offenders

Day Reporting Center	(540) 857-6017
Probation & Parole District #15	(540) 857-7180
Virginia CARES, Inc.	(540) 342-9344

Parenting

Children's Advocacy Center	(540) 344-3579
Conflict Resolution Center, Inc.	(540) 342-2063
Family Service of the Roanoke Valley	(540) 563-5316
Parent Resource Center—Roanoke City	(540) 562-3700
Parent Resource Center-Salem	(540) 389-0130
Planned Parenthood of Blue Ridge	(540) 562-2370

Immigration & Refugees

Citizenship & Immigration Services (800)-375-5283
Refugee & Immigration Services (540) 342-7561

Immunizations

Roanoke City Health Department (540) 857-7600
Roanoke County/Salem Health Department (540) 387-5530
Roanoke County/Vinton Health Department (540) 857-7800

Information & Referral

2-1-1 VIRGINIA -CCS 2-1-1

Insurance Assistance

Bureau of Insurance (800) 552-7945
Senior Health Insurance Counseling-LOA (540) 345-0451

Labor & Industry

VA Department of Labor & Industry - Richmond (804) 786-2377
VA Department of Labor & Industry - Roanoke (540) 562-3580

Landlord/Tenant

Virginia Office of Consumer Affairs (800) 552-9963
Conflict Resolution Center (540) 342-2063

Legal Advice/Representation

American Civil Liberties Union (ACLU) (804) 644-8022
Blue Ridge Legal Services (540) 344-2080
Tele-Court (Pre-recorded legal information) (877) 801-2303
Virginia Lawyer Referral Service (800) 552-7977

Libraries

Roanoke City Public Law Library (540) 853-2268
Roanoke City Public Library (540) 853-2473
Roanoke County Public Library (540) 772-7507
Salem City Public Library (540) 375-3089

Literacy

Literacy Volunteers of Roanoke Valley (540) 265-9339

Local Government Information

City of Salem (540) 375-3000
Roanoke City (540) 853-2333
Roanoke County (540) 772-2006
Town of Vinton (540) 983-0607

Financial Aid—Housing

Blue Ridge Housing Development Corporation (540) 777-2777
City of Roanoke Mortgage Assist.(Home Ownership) (540) 853-1686
Helping Hands Fund - Trinity Lutheran Church (540) 366-2490
Presbyterian Community Center (540) 982-2911
Roanoke Area Ministries (540) 981-1732
Saint Johns Episcopal Church (540) 343-9341
Salvation Army (540) 343-5335
Share Homeless Intervention -TAP (540) 345-6781

Financial Aid—Medical/Dental

Helping Hands Fund - Trinity Lutheran Church (540) 366-2490
Presbyterian Community Center (540) 982-2911
Roanoke Area Ministries (540) 981-1732
Salvation Army (540) 343-5335

Financial Aid-Other

Helping Hands Fund - Trinity Lutheran Church (540) 366-2490
Presbyterian Community Center (540) 982-2911
Roanoke Area Ministries (540) 981-1732
Saint Johns Episcopal Church (540) 343-9341
Salvation Army (540) 343-5335

Financial Aid-Utility/Fuel - See “Energy Assistance”

Food Pantry/Emergency

Baptist Community Center (540) 342-8452
Baptist Friendship House (540) 343-5437
Cornerstone Church (540) 362-2187
Saint Marks Lutheran Church (540) 344-9051
Presbyterian Community Center (540) 982-2911
Saint Francis House (540) 345-9090
Salvation Army (540) 343-5335

Food Stamps

Roanoke City Social Services (540) 853-2591
Roanoke City Social Services Pre-Recorded Food Stamp Hotline (540) 853-6854
USDA Food Stamp Information Line (800) 221-5689
Roanoke County/Salem Social Services (540) 387-6087

Furniture/Household Items

Grace Family Church (540) 206-5871
Habitat Store (540) 767-2267
Salvation Army (540) 343-5335

GED Instruction

Roanoke City Public Schools (540) 853-2151
Roanoke County Public Schools (540) 562-3700
Salem City Public Schools (540) 389-0130
TAP Literacy Programs (540) 767-6223

Head Start

Head Start—TAP (540) 345-6781

Health Care

Bradley Free Clinic (540) 344-5156
CHIP (540) 857-6993
Carilion Health Information (540) 981-7641
New Horizons (formerly Kuumba) (540) 362-0360
Lewis-Gale Med-Line Physician Referral (888) 633-9944
Planned Parenthood of the Blue Ridge (540) 562-2370
Project Access (540) 344-4200
Roanoke City Health Department (540) 857-7600
Roanoke County/Salem Health Department (540) 387-5530
Roanoke County/Vinton Health Department (540) 857-7800

Health Departments

Roanoke City Health Department (540) 857-7600
Roanoke County/Salem Health Department (540) 387-5530
Roanoke County/Vinton Health Department (540) 857-7800

Holiday Assistance

Salvation Army (540) 343-5335
Santa Calling (540) 857-5035
Toys for Tots (540) 343-5335

Hospice

Avante at Roanoke Health Care Center (540) 345-8139
Carilion Hospices Services of Roanoke (540) 224-4753
Gentle Shepherd Hospice (540) 989-6265
Good Samaritan Hospice (540) 776-0198

Hospitals

Carilion Roanoke Community Hospital (540) 985-8000
Carilion Roanoke Memorial Hospital (540) 981-7000
Lewis-Gale Medical Center (540) 776-4000
Veterans Affairs Medical Center (540) 982-2463

Hotlines

Blue Ridge Poison Center (800) 222-1222
CDC National STD/AIDS Hotline (800) 232-4636
FEMA Helpline (800) 525-0321
National Domestic Violence Hotline (800) 799-7233
National Hispanic Resource Hotline (800) 473-3003
National Youth Crisis Hotline (800) 448-4663
US Housing Discrimination Hotline (800) 669-9777
Virginia Child Abuse & Neglect Hotline (800) 552-7096

Housing

Blue Ridge Housing Development Corporation (540) 777-2777
Habitat for Humanity in the Roanoke Valley, Inc. (540) 344-0747
Roanoke Redevelopment & Housing Authority (540) 983-9281

Housing—Disabled

Shelter Plus Care (540) 858-1721
Blue Ridge Independent Living Center (540) 342-1231

Housing—Rehabilitation/Repair

Emergency Home Repair/ Weatherization - TAP (540) 345-6781
Roanoke Redevelopment & Housing Authority (540) 983-9281
Senior Home/Personal Safety—LOA (540) 345-0451
Southeastern Rural Community Assist Project (Water) (540) 345-1184

Housing—Subsidized

Blue Ridge Housing Development Corporation (540) 777-2777
Roanoke City Redevelopment & Housing Authority (540) 983-9281

Housing—Transitional

Red Shield Lodge (540) 342-7398
Rescue Mission of Roanoke, Inc. (540) 343-7227
Transitional Living Center—TAP (540) 345-7537
TRUST House (540) 344-8060
YWCA of Roanoke Valley (540) 345-9922

