

TRANSPORTATION

Delivery Boyz	(540)580-5101
LOA Area Agency on Aging – Senior	(540)345-0451
LogistiCare – Medicaid	(866)386-8331
RADAR	(540)343-1721
Smart Way Commuter Bus	(540)982-6622
United Ambulance Services	(540)981-0400
Valley Metro	(540)982-2222

VETERANS

AMVETS	(540)857-2071
Disabled American Veterans	(540)206-2575
Paralyzed Veterans of America	(800)424-8200
US Department of Veterans Affairs	(800)827-1000
VA Department of Veterans Affairs	(540)597-1730
Veterans Affairs Medical Center	(540)982-2463
Veterans Outreach Center	(540)342-9726

WIC – WOMEN, INFANT & CHILDREN

Roanoke City Health Department	(540)283-5050
Roanoke County/Salem Health Department	(540)387-5530
Roanoke County/Vinton Health Department	(540)857-7800



QUICK GUIDE to Community Resources

January 2010

**Roanoke County
City of Roanoke
City of Salem**



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

Blue Ridge AIDS Support Services	(540)344-6705
Carilion Infectious Disease Care	(540)981-7715
Drop-In Center – Testing and Resources	(540)982-2437
New Horizons Health Care	(540)362-0360
Planned Parenthood	(540)562-2370
Roanoke City Health Department	(540)283-5050
Roanoke County/Salem Health Department	(540)387-5530
Roanoke County/Vinton Health Department	(540)857-7800

CHILD CARE/PRESCHOOL

Child Care Link	(540)985-0131
Head Start	(540)345-6781
Roanoke City Preschool Program	(540)537-7638
Salem City Preschool Program	(540)389-0130

CHILD SUPPORT

Division of Child Support Enforcement	(800)4471899
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CLOTHING

Grace Family Church	(540)857-9750
Saint Mark’s Lutheran Church	(540)344-9051
Samaritan Inn	(540)343-1447
Trinity Lutheran Church	(540)366-9481
Rescue Mission	(540)777-7677
Women in Business Clothes Closet – YWCA	(540)345-9922

CONSUMER COMPLAINTS

Better Business Bureau	(540)342-3455
Housing Discrimination	(540)853-5647
Long-Term Care Ombudsman	(800)552-3402
Office of Consumer Affairs	(800)552-9963

SENIOR CITIZENS

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

SHELTER – EMERGENCY

RAM House – Day Shelter	(540)343-3753
Red Shield Lodge – Salvation Army	(540)342-7398
Rescue Mission of Roanoke	(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

SOCIAL SECURITY

Social Security Administration	(866)701-8179
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SOCIAL SERVICES

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

SUBSTANCE ABUSE

Avenues to Recovery	(540)344-3400
Blue Ridge Behavioral Healthcare	(540)266-9200
Mount Regis Center	(800)477-3447
Providence House Vision of Faith Ministries	(540)563-4244
Respond – Lewis-Gale	(540)776-1100
Roanoke Treatment Center	(540)366-5248

THRIFT SHOPS

Goodwill – Cave Spring	(540)774-1000
Goodwill – Hollins	(540)366-4765
Goodwill – Melrose	(540)342-1003
Goodwill – Orange	(540)342-7950
Goodwill – Salem	(540)986-1319
Rescue Mission of Roanoke	(540)777-7677
Trinity Lutheran Church	(540)366-9481

MILITARY MEMBERS & FAMILY

American Red Cross	(540)985-3535
Armed Forces Emergency Services – AFES	(877)272-7337
Operation First Response	(888)289-0280

OFFENDERS/EX-OFFENDERS

Probation & Parole District #15	(540)387-5257
Virginia Cares	(540)345-6781

PARENTING

Children’s Advocacy Center	(540)344-3579
CHIP	(540)857-6993
Family Services of Roanoke Valley	(540)563-5316
Fathers at Work – TAP	(540)345-6781
For Kids Sake – Conflict Resolution Center	(540)342-2063
Parent Resource Center – Roanoke City Public School	(540)777-2904
Parent Resource Center – Roanoke County Public School	(540)562-3900

POLICE (NON-EMERGENCY)

City of Roanoke	(540)853-2212
City of Salem	(540)375-3010
Roanoke County	(540)562-3265

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

SCHOOLS – PUBLIC

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

COUNSELING

Bethany Hall Recovery Home for Women	(540)343-4261
Blue Ridge Behavioral Health Care Crisis Intervention	(540)345-9841 (540)343-3007
Carilion Connect	(540)981-8181
Commonwealth Catholic Charities	(540)278-1653
Comprehensive Counseling Services	(540)343-0004
Emotional Health Stabilization – EHS	(540)793-4678
Family Preservation Services	(540)344-7048
Family Services of Roanoke Valley	(540)563-5316
Mental Health America of Roanoke Valley	(540)344-0931
New Horizons Health Care	(540)362-0360
Respond – Lewis-Gale Clinic	(540)776-1100
Roanoke League of Therapists	(540)343-3577

CREDIT COUNSELING

American Credit Counselors	(540)563-0076
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CRISIS/HOTLINES

Adult Protective Services	(888)832-3858
Blue Ridge Behavioral Healthcare Crisis Intervention After Hours Crisis Intervention	(540)343-3007 (540)981-9351
Child Abuse and Neglect Hotline	(800)244-5373
Child Protective Services	(800)552-7096
Domestic Violence Hotline	(800)838-8238
Poison Control	(800)222-1222
Sexual Assault Response & Awareness – SARA	(540)981-9352
Suicide Hotline	(800)273-8255

DENTAL

Bradley Free Clinic	(540)344-5156
Dental Hygiene Clinic – VA Western Comm. College	(540)343-7227
Donated Dental Services – Seniors and Disabled	(804)264-9010
Project Access Dental	(540)344-0086
Rescue Mission	(540)343-7227
Roanoke City Health Department – Children	(540)283-5050

DIRECTORY ASSISTANCE

Free Directory Assistance	(800)373-3411
Free Directory Assistance	(800)400-4411
VDOT Traffic	511
Telephone Carrier	611
Relay – Hearing Impaired	711
Utilities	811

DISABILITIES

American Cancer Society	(540)774-2716
Blue Ridge Autism Center	(540)777-1218
Blue Ridge Independent Living Center	(540)342-1231
Brain Injury Services of SW VA	(540)344-1200
Deaf & Hard of Hearing Services	(540)342-0031
Foundation for Rehab Equipment – FREE	(540)777-4929
Goodwill Industries of the Valley	(540)581-0620
VA Dept. for the Blind & Vision Impaired	(540)857-7122
VA Dept. of Rehabilitative Services	(540)776-2715

DISASTER SERVICES

American Red Cross	(540)985-3508
Armed Forces Emergency Services (Red Cross)	(540)985-3560
FEMA Helpline	(800)621-3362

DOMESTIC VIOLENCE

Family Services of Roanoke Valley	(540)563-5316
Domestic Violence Hotline	(800)838-8238
Turning Point – Salvation Army	(540)985-0609
Women’s Resource Center – TAP	(540)580-0775

LABOR & INDUSTRY

Equal Employment Opportunity Commission	(800)669-4000
Labor and Industry	(540)562-3580
Labor Wage & Hour Division	(540)857-2331
Virginia Workers Compensation Commission	(540)776-2700

LANDLORD/TENANT

Housing Discrimination – US Dept. of Justice	(888)551-3247
VA Office of Consumer Affairs	(800)552-9963

LEGAL ADVICE/REPRESENTATION

AMVETS – Benefits for Veterans	(540)857-2071
Blue Ridge Legal Services	(540)344-2080
Legal Assistance – LOA, Seniors	(540)345-0451
Personal Affairs – Family Services	(540)563-5316
Virginia Lawyer Referral Service	(800)552-7977
VOPA – Blue Ridge Independent Living Center Disabled	(540)342-1231

LIBRARIES

Roanoke City Public Libraries	(540)853-2475
Roanoke County Public Libraries	(540)772-7507
Roanoke Law Library	(540)853-2268

MEDICAID/FAMIS

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

MEDICATION ASSISTANCE

Bradley Free Clinic	(540)344-5156
Helping Hand Fund	(540)366-2490
New Horizons Healthcare	(540)362-0360
Partnership for Prescription Assistance	(888)477-2669
Presbyterian Community Center – NE, SE	(540)982-2911
Roanoke Area Ministries – NW, SW	(540)981-1753

HOUSING – DISABLED

Blue Ridge Independent Living Center (540)342-1231

HOUSING – FINANCIAL AID

Community Housing Resource Center (540)266-7551
Foreclosure Prevention – Hope Now (888)995-4673
Foreclosure Prevention – HUD (800)569-4287
Helping Hands Fund (540)366-2490
Homeless Intervention – TAP (540)345-6781
Presbyterian Community Center – SE, NE (540)982-2911
Roanoke Area Ministries – SW, NW (540)981-1732
Roanoke Mortgage Assistance (540)853-5647
St. John’s Episcopal Church (540)343-9341

HOUSING – REHABILITATION/REPAIR

Plumbing/Rehabilitation/Weatherization – TAP (540)345-6781
Senior Home & Personal Safety – LOA (540)345-0451

HOUSING – TRANSITIONAL

Red Shield Lodge (540)342-7398
Rescue Mission (540)343-7227
Transitional Living Center – TAP (540)345-7537
Trust House (540)344-8060
YWCA (540)345-9922

IMMIGRATION AND REFUGEES

Citizenship & Immigration Services (800)375-5283
Literacy Volunteers of America (540)265-9339
Refugee & Immigration Services (540)342-7561
TAP – Total Action Against Poverty (540)767-6223

EMPLOYMENT & CAREER SERVICES

Center for Employment Training – TAP (540)767-6220
Goodwill Industries (540)581-0620
LOA Area Agency on Aging – Seniors (540)345-0451
Project Success – TAP (540)767-6223
Roanoke Workforce Center (540)561-6632
This Valley Works – TAP (540)767-6221
Virginia Employment Commission (540)561-7525

ENERGY ASSISTANCE—FUEL, HEATING & COOLING

Helping Hands Fund (540)366-2490
Presbyterian Community Center – SE, NE (540)982-2911
Roanoke Area Ministries – SW, NW (540)981-1732
St. John’s Episcopal Church (540)343-9341
Salvation Army (540)343-5335
Roanoke City Social Services (540)853-2591
Roanoke County Social Services (540)387-6087

FAMILY PLANNING/PREGNANCY SERVICES

Crisis Intervention – Blue Ridge Women’s Center (540)362-3007
Planned Parenthood (540)562-2370
Pregnancy Counseling – Commonwealth Catholic Charities (540)342-0411
Roanoke City Health Department (540)283-5050
Roanoke County/Salem Health Department (540)387-5530
Roanoke County/Vinton Health Department (540)857-7800
Roanoke Medical Center for Women (540)981-1246

FOOD PANTRY/EMERGENCY

Baptist Community Center – SE	(540)342-8452
Baptist Friendship House – SW	(540)343-5437
Belmont Baptist Church – SE	(540)343-5539
Bonsack Baptist Church	(540)977-5701
Hollins Road Baptist Church – NE	(540)362-9569
Manna Ministries – Vinton	(540)342-3968
Melrose Baptist Church	(540)366-6613
Mt. Zion AME Church – NW	(540)529-3189
New Life Temple Pentecostal Holiness Church – NW	(540)563-5861
Oakland Baptist Church – NW	(540)366-5861
Pilgrim Baptist Church – NW	(540)342-5058
Presbyterian Community Center – SE	(540)982-2911
Rosalind Hills Baptist Church – SW	(540)344-7888
Salem Church of God	(540)387-2068
Samaritan Inn – SW	(540)343-1447
St. Francis House – SW	(540)345-9090
St. Mark’s Lutheran Church – SW	(540)344-9051

FOOD – MEAL SITES

Red Shield Lodge	(540)342-7398
RAM House	(540)343-3753

FURNITURE/HOUSEHOLD ITEMS

Grace Family Church	(540)857-9750
Habitat Store	(540)767-2267

GED INSTRUCTION/LITERACY

GED Helpline	(800)237-0178
Literacy Program – TAP	(540)767-6223
Literacy Volunteers of Roanoke Valley	(540)265-9339
Roanoke City Public Schools	(540)853-2151
Roanoke County Public Schools	(540)562-5970
Salem City Public Schools	(540)389-0130

GOVERNMENT

Roanoke City	(540)853-2000
Roanoke County	(540)772-2006
Salem	(540)375-3000
Vinton	(540)983-0605

HEALTHCARE

Carilion Direct	(540)266-6000
Medline Physician Referral – Lewis-Gale	(540)776-4863
Planned Parenthood	(540)562-2370
Roanoke City Health Department	(540)283-5050
Roanoke County/Salem Health Department	(540)387-5530
Roanoke County/Vinton Health Department	(540)857-7800

HEALTHCARE – FREE CLINIC/HEALTH CENTER

Bradley Free Clinic	(540)344-5156
New Horizons	(540)362-0360
Project Access	(540)344-4200
Rescue Mission	(540)777-7671
Roanoke Adolescent Health Partnership	(540)857-7284

HOSPITALS

Carilion Clinic	(540)981-7900
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

HOUSING

Habitat for Humanity	(540)344-0747
Blue Ridge Housing Development Corporation	(540)777-2777
Roanoke Redevelopment & Housing Authority	(540)983-9281
Housing Resources – VA Housing Development Auth.	(877)428-8844