



QUICK GUIDE to Community Resources

September 2014

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



www.councilofcommunityservices.org



**2-1-1 VIRGINIA
PO Box 598
Roanoke, Virginia 24004
Dial 2-1-1 or 800-230-6977
www.211virginia.org**

AIDS/HIV/STD

Carilion Infectious Disease Care	(540)981-7715
Drop-In Center-Testing and Resources	(540)982-2437
Planned Parenthood	(540)563-3457
Roanoke City Health Department	(540)283-5050
Roanoke County/Salem Health Department	(540)387-5530
Roanoke County/Vinton Health Department	(540)857-7800

AFTER SCHOOL/MENTORING

Baptist Friendship House	(540)343-5437
Big Brothers Big Sisters	(540)345-9604
Boy Scouts	(540)265-0656
Boys and Girls Club-9th Street	(540)985-8600
Boys and Girls Club-9th Street NW	(540)309-9067
Boys and Girls Club-James Madison Middle	(540)853-2351
Boys and Girls Club-Woodrow Wilson Middle	(540)853-2358
Boys and Girls Club-Garden City Elementary	(540)853-2971
Boys and Girls Club-Bonsack Elementary	(540)977-5870
Family Service-Teen Outreach Program	(540)563-5316
Girl Scouts	(540)777-5100
Goodwill-GoodGuides	(540)581-0620
Jefferson Center	(540)343-2624
Project Discovery	(540)389-9900
Straight Street	(540)342-4971
West End Center for Youth	(540)342-0902
YMCA Magic Place	(540)342-2332

CHILD CARE/PRESCHOOL

Child Care Aware	(866)543-7852
Get Well Center-Sick Child Care	(540)342-4716
Head Start	(540)283-4865
Roanoke City Preschool Program	(540)853-2957
Roanoke County Preschool Program	(540)562-3900

TRANSPORTATION

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
Valley Metro	(540)982-2222

UTILITY ASSISTANCE

Commonwealth Catholic Charities	(540)278-1633
Helping Hands Fund	(540)853-1163
Presbyterian Community Center-NE & SE	(540)982-2911
Roanoke Area Ministries (RAM House) NW & SW	(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

VETERANS

AMVETS	(540)597-1703
Disabled American Veterans	(540)206-2575
Paralyzed Veterans of America	(800)424-8200
Roanoke Vet Center	(540)342-9726
TAP-Employment	(540)283-4908
US Department of Veterans Affairs	(800)827-1000
Veterans Affairs Medical Center	(540)982-2463

WIC – WOMEN, INFANTS & CHILDREN

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

Turning Point Domestic Violence Shelter (540)343-5335
 After Hours (540)345-0400

SOCIAL SECURITY

Social Security Administration (800)772-1213

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)343-3007
 Carilion CONNECT (540)981-8181
 24-Hour (800)284-8898
 Health Matters (540)776-1946
 Methadone Clinic (540)366-5248
 Mount Regis Center (540)389-4761
 24-Hour (877)217-3447
 RESPOND-Lewis-Gale-24-Hour (540)776-1100

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, East Main St. (540)986-1319
 Goodwill-Salem, West Main St. (540)375-4890
 Goodwill-Vinton (540)857-0280
 Rescue Mission of Roanoke (540)343-7227
 Samaritan Inn (540)343-1447
 Salvation Army (540)563-5585

CHILD SUPPORT

Division of Child Support Enforcement (800)468-8894

COUNSELING

Bethany Hall Recovery Home for Women (540)343-4261
 Blue Ridge Behavioral Healthcare (540)343-3007
 Carilion CONNECT-24-Hour (540)981-8181
 Commonwealth Catholic Charities (540)278-1653
 Family Service of Roanoke Valley (540)563-5316
 Health Matters (540)776-1946
 Mental Health America of Roanoke Valley (540)344-0931
 New Horizons Healthcare (540)283-2556
 RESPOND-Lewis-Gale Clinic-24-Hour (540)776-1100

CREDIT COUNSELING

ClearPoint Credit Counseling (877)877-1995
 Money Management International (866)490-9439

CRISIS/HOTLINES

Adult Protective Services-24-Hour (888)832-3858
 Blue Ridge Behavioral Healthcare
 Crisis Intervention (540)343-3007
 Emergency (540)981-9351
 Child Protective Services-24-Hour (800)552-7096
 Domestic Violence Hotline-24-Hour (800)799-7233
 Domestic Violence Services-TAP (540)283-4813
 After Hours Emergencies (540)580-0775
 Poison Control-24-Hour (800)222-1222
 Sexual Assault Response & Awareness-SARA (540)345-7273
 24-Hour (540)981-9352
 Suicide Hotline-24-Hour (English) (800)273-8255
 24-Hour (Spanish) (800)784-2432

DENTAL

Bradley Free Clinic (540)344-5156

Carilion Clinic-Children	(540)985-8000
CHIP-Children	(540)857-6993
Dental Hygiene Clinic-VWCC	(540)857-7221
Project Access-Acute Pain Only	(540)344-0086
Rescue Mission-Homeless	(540)343-7227

DISABILITIES

American Cancer Society	(800)227-2345
Blue Ridge Autism Center	(540)366-7399
Blue Ridge Independent Living Center	(540)342-1231
Brain Injury Services of SW VA	(540)344-1200
Deaf & Hard of Hearing Services TTY	(540)920-0031 (540)342-0031
Foundation for Rehab Equipment	(540)777-4929
VA Dept. for the Blind & Vision Impaired	(540)561-7475
VA Dept. for Aging & Rehab Services	(804)662-7010

EMPLOYMENT/CAREER SERVICES

Center for Employment Training-TAP	(540)767-6220
Goodwill Industries	(540)581-0620
Roanoke Workforce Center	(540)204-9660
Virginia Cares-Ex-Offender	(540)342-9344
VA Dept for Aging & Rehab-Disabled, Elderly	(540)204-9725

FAMILY PLANNING/PREGNANCY SERVICES

Carilion Adolescent and Student Health	(540)985-9075
Commonwealth Catholic Charities 24-Hour	(540)342-0411 (800)296-2367
Crisis Intervention-Blue Ridge Women's Center 24-Hour	(540)362-4357 (800)712-4357
Planned Parenthood	(540)563-3457
Roanoke City Health Department	(540)283-5050
Roanoke County/Salem Health Department	(540)387-5530
Roanoke County/Vinton Health Department	(540)857-7800

PARENTING

Children's Trust	(540)344-3579
CHIP	(540)857-6993
Family Service of Roanoke Valley	(540)563-5316
For Kids Sake-Conflict Resolution Center	(540)342-2063
Prevention Council	(540)772-4341
Straight Street-Teen Parenting	(540)206-4030

POLICE (NON-EMERGENCY)

Roanoke City Police Department	(540)853-2211
Roanoke City Sheriffs Office	(540)853-2941
Roanoke County Police Department	(540)562-3265
Roanoke Valley Crime Line	(540)344-8500
Salem Police Department	(540)375-3078
Virginia State Police	(540)375-9500

RECREATION

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

SENIOR CITIZENS

AARP	(888)687-2277
LOA Area Agency on Aging	(540)345-0451

SHELTER

Family Promise	(540)444-7374
Red Shield Lodge-Men	(540)853-1163
Rescue Mission of Roanoke	(540)343-7227
Roanoke Area Ministries (RAM House) Day Shelter	(540)343-3753
Samaritan Inn-Men	(540)343-1447
Still Standing-Women's Day Shelter	(540)339-9574
TRUST House	(540)344-8060

Family Service of Roanoke Valley-Guardianship (540)563-5316
 Legal Aid (540)344-2080
 LOA Area Agency on Aging-Seniors (540)345-0451
 Virginia Lawyer Referral Service (800)552-7977

MEDICAID/MEDICARE/FAMIS

Blue Ridge Independent Living-Disabled (540)342-1231
 LOA Agency on Aging-Seniors (540)345-0451
 Roanoke City Social Services (540)853-2591
 Roanoke County Social Services (540)387-6087
 Social Security Administration (800)772-1213
 Virginia Premier Health Plan (540)344-8838

MEDICATION ASSISTANCE

Bradley Free Clinic (540)344-5156
 DownHome Pharmacy (540)966-4858
 Helping Hands Fund (540)853-1163
 New Horizons Healthcare (540)362-0360
 Partnership for Prescription Assistance (888)477-2669
 Presbyterian Community Center-NE & SE (540)982-2911
 Project Access (540)904-5644
 Roanoke Area Ministries (RAM House)
 NW & SW (540)981-1732

MILITARY MEMBERS AND FAMILY

American Red Cross (540)985-3535
 After Hours (877)272-7337
 Operation First Response (888)289-0280
 Virginia Military Family Support Center (540)400-8301

OFFENDERS/EX-OFFENDERS

Probation & Parole District 15 (540)387-5257
 Virginia Cares (540)342-9344

Roanoke Medical Center for Women (540)981-1246

FOOD PANTRY/CLOTHING CLOSET/BABY ITEMS

Baptist Community Center-SE-Food (540)342-8452
 Baptist Friendship House-SW-
 Food, Clothing, Baby (540)343-5437
 Belmont Baptist Church-SE-Food (540)343-5539
 Blue Ridge Women’s Ctr-Maternity, Baby Items (540)362-4357
 Bonsack Baptist Church-Food (540)977-5701
 Greene Memorial United Methodist-Baby Items (540)344-6225
 Light of Salvation-Food, Clothing, Haircuts (540)793-9018
 Manna Ministries-Vinton-Food, Clothing (540)589-1375
 Mt. Zion AME-NW-Food (540)342-4954
 Presbyterian Community Center-NE & SE-Food (540)982-2911
 Rescue Mission-Clothing (540)343-7227
 Saint Francis-RAM House-NW & SW-
 Food, Clothing (540)342-7561
 Salem Church of God-Food (540)387-2068
 Samaritan Inn-Men’s Clothing (540)343-1447
 Rosalind Hills Baptist Church-SW-Food (540)344-7888

FOOD – SOUP KITCHENS

Roanoke Area Ministries (RAM House) (540)343-3753

FREE CLINIC/HEALTH CENTER

Bradley Free Clinic (540)344-5156
 New Horizons (540)362-0360
 Project Access (540)344-4200
 Rescue Mission-Homeless (540)777-7671

GED INSTRUCTION/LITERACY

Blue Ridge Literacy (540)265-9339
 GED Helpline (877)376-9433
 Literacy Volunteers of Roanoke Valley (540)265-9339

Roanoke City Public Schools	(540)853-2151
Roanoke County Public Schools	(540)562-3422
Salem City Public Schools	(540)562-3422
TAP-GED Preparation	(540)767-6223

GOVERNMENT

Roanoke City	(540)853-2000
Roanoke County	(540)777-2006
Salem	(540)375-3000
Vinton	(540)983-0605

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

HOUSING

Roanoke Redevelopment & Housing Authority	(540)983-9281
Virginia Housing Search	(877)428-8844

HOUSING – FINANCIAL AID

Central Intake-Community Housing Resource Center	(540)853-1163
HUD-Foreclosure Prevention Counseling After Hours	(800)842-2610 (888)995-4673
Presbyterian Community Center-NE & SE	(540)982-2911
Roanoke Area Ministries (RAM House) NW & SW	(540)981-1732
Saint John’s Episcopal Church	(540)343-9341
Salvation Army	(540)343-5335

HOUSING – REHAB/REPAIR

Rebuilding Together	(540)400-0959
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Southeast Rural Community Assistance-Plumbing	(540)345-1184
TAP-Emergency, Weatherization, Plumbing	(540)283-4800

HOUSING – TRANSITIONAL

Red Shield Lodge-Men	(540)853-1163
TRUST House	(540)344-8060

IMMIGRATION/REFUGEES

Commonwealth Catholic Charities	(540)342-7561
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INFORMATION/DIRECTORY ASSISTANCE

Cell Phone Customer Service	611
Directory Assistance	411
Emergency Assistance	911
Free Directory Assistance	(800)373-3411
Miss Utility-Call Before You Dig	811
VDOT Traffic Information	511
Virginia Relay-Hearing Impaired	711

LABOR/INDUSTRY

Equal Employment Opportunity Commission	(800)669-4000
Labor & Industry	(866)487-2365
Labor Wage & Hour Division	(540)857-2331
Virginia Workers Compensation Commission	(540)776-2700

LANDLORD/TENANT

Legal Aid	(540)344-2080
Roanoke Fair Housing Board-Discrimination	(540)853-5681
US Dept. of Justice-Housing Discrimination	(800)669-9777
Virginia Fair Housing Office-Landlord/Tenant	(888)551-3247

LEGAL ADVICE/REPRESENTATION

AMVETS-Benefits for Veterans	(540)597-1703
Blue Ridge Independent Living Center-Disabled	(540)342-1231