



# QUICK GUIDE to Community Resources

July 2013

Roanoke County  
City of Roanoke  
City of Salem



[www.councilofcommunityservices.org](http://www.councilofcommunityservices.org)



2-1-1 VIRGINIA Southwest Region  
PO Box 598  
Roanoke, Virginia 24004  
Dial 2-1-1 or 800-230-6977  
[www.211virginia.org](http://www.211virginia.org)

**AIDS/HIV/STD**

Blue Ridge AIDS Support Services	(540)344-3007
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–19th 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-reg required)	(540)342-4716
Head Start	(540)283-4865
Roanoke City Preschool Program	(540)853-2957
Roanoke County Preschool Program	(540)562-3900

Rescue Mission of Roanoke	(540)343-7227
Samaritan Inn	(540)343-1447
Salvation Army	(540)563-5585

**TRANSPORTATION**

LOA Area Agency on Aging– Senior	(540)345-0451
LogistiCare– Medicaid	(866)386-8331
RADAR	(540)343-1721
Smart Way Commuter Bus	(540)982-0305
Valley Metro	(540)982-2222

**UTILITY ASSISTANCE**

Commonwealth Catholic Charities	(540)278-1633
Helping Hands Fund	(540)853-1163
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

**VETERANS**

AMVETS	(540)597-1704
Disabled American Veterans	(540)206-2575
Paralyzed Veterans of America	(800)424-8400
TAP-Employment	(540)283-4908
US Department of Veterans Affairs	(800)827-1000
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

**SHELTER**

Family Promise	(540)444-7374
RAM House– Day Shelter	(540)343-3753
Red Shield Lodge-Men	(540)342-7398
Rescue Mission of Roanoke	(540)343-7227
Samaritan Inn– Men	(540)343-1447
Still Standing-Women’s Day Shelter	(540)339-9574
Trust House	(540)344-8060
Turning Point Domestic Violence Shelter	(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
Health Matters	(540)776-1946
Methadone Clinic	(877)637-6237
Mount Regis Center	(800)477-3447
Respond-Lewis-Gale	(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

**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	(540)981-8181
Commonwealth Catholic Charities	(800)974-4494
Emotional Health Stabilization-EHS	(540)793-4678
Family Service of Roanoke Valley	(540)563-5316
Health Matters	(540)776-1946
Lutheran Family Services of Virginia	(540)774-7100
Mental Health America of Roanoke Valley	(540)344-0931
New Horizons Health Care	(540)283-2556
Respond-Lewis-Gale Clinic	(540)776-1100

**CREDIT COUNSELING**

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

**CRISIS/HOTLINES**

Adult Protective Services	(888)832-3858
Blue Ridge Behavioral Crisis Intervention	(540)343-3007
After Hours Crisis Intervention	(540)981-9351
Child Abuse and Neglect Hotline	(800)244-5373
Child Protective Services	(800)552-7096
Domestic Violence Hotline	(800)838-8238
Domestic Violence Services– TAP	(540)345-6781
Poison Control	(800)222-1222
Sexual Assault Response & Awareness– SARA	(540)345-7273
Emergency	(540)981-9352
Suicide Hotline	(800)784-2433

**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 (540)774-2716  
 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 (540)342-0031  
 Foundation for Rehab Equipment– FREE (540)777-4929  
 VA Dept. for the Blind & Vision Impaired (540)561-7475  
 VA Dept. for Aging and Rehab Services (540)204-9725

**EMPLOYMENT & CAREER SERVICES**

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

**FAMILY PLANNING/PREGNANCY SERVICES**

Carilion Adolescent and Student Health (540)985-9075  
 Commonwealth Catholic Charities (540)342-0411  
 Crisis Intervention– Blue Ridge Women’s Center (540)362-4357  
 After Hours (800)395-4357  
 Planned Parenthood (540)563-3457  
 Roanoke City Health Department (540)283-5050  
 Roanoke County/Salem Health Department (540)387-5530

**OFFENDERS/EX-OFFENDERS**

Juvenile Probation & Parole District 23 (540)387-6123  
 Probation & Parole District 15 (540)387-5257  
 Virginia Cares (540)342-9344

**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)853-2212  
 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 and Recreation (540)853-2236  
 Roanoke County Parks Recreation & Tourism (540)387-6078  
 Salem City Parks and Recreation (540)375-3057

**SENIOR CITIZENS**

AARP (866)542-8164  
 LOA Area Agency on Aging (540)345-0451

**LEGAL ADVICE/REPRESENTATION**

AMVETS– Benefits for Veterans (540)597-1704  
 Blue Ridge Independent Living Center– Disabled (540)342-1231  
 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 (800)772-1213  
 Virginia Premier (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)283-2556  
 Partnership for Prescription Assistance (888)477-2669  
 Presbyterian Community Center– NE, SE (540)982-2911  
 Project Access (540)904-5644  
 Roanoke Area Ministries– NW, SW (540)981-1753

**MILITARY MEMBERS AND FAMILY**

American Red Cross (540)985-3560  
 Operation First Response (888)289-0280  
 Virginia Military Family Support Center (540)400-8301

Roanoke County/Vinton Health Department (540)857-7800  
 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)400-6571  
 Manna Ministries– Vinton-Food, Clothing (540)589-1375  
 Mt. Zion AME– NW-Food (540)342-4954  
 New Life Christian Ministries– NW-Food (540)563-4989  
 Presbyterian Community Center– Food (540)982-2911  
 Rescue Mission-Clothing (540)777-7677  
 Saint Francis-RAM House-Food, Clothing (540)342-7561  
 Saint Mark’s Lutheran Church-Food, Clothing (540)344-9051  
 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**

RAM House (540)343-3753

**FREE CLINIC/HEALTH CENTER**

Bradley Free Clinic (540)344-5156  
 New Horizons (540)283-2556  
 Project Access (540)344-4200  
 Rescue Mission-Homeless (540)777-7671  
 Roanoke Adolescent Health Partnership (540)985-9075

**GED INSTRUCTION/LITERACY**

Blue Ridge Literacy	(540)265-9339
GED Helpline	(800)237-0178
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)389-0130
TAP– GED Preparation	(540)767-6223

**GOVERNMENT**

Roanoke City	(540)853-2000
Roanoke County	(540)772-2006
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	(800)569-4287
Presbyterian Community Center– SE, NE	(540)982-2911
Roanoke Area Ministries– SW, NW	(540)981-1732
Saint John’s Episcopal Church	(540)343-9341
Salvation Army	(540)343-5335

**HOUSING – REHAB/REPAIR**

Rebuilding Together	(540)400-0959
Southeast Rural Community Assistance– Plumbing	(540)345-1184
TAP– Emergency, Weatherization, Plumbing	(540)345-6781

**HOUSING – TRANSITIONAL**

Red Shield Lodge–Men	(540)342-7398
TAP– Transitional Living Center	(540)345-6781
Trust House	(540)344-8060

**IMMIGRATION AND REFUGEES**

Citizenship & Immigration Services	(800)375-5283
Commonwealth Catholic Charities	(540)342-7561

**INFORMATION/DIRECTORY ASSISTANCE**

Cell Phone Company	611
Directory Assistance	411
Emergency	911
Free Directory Assistance	(800)373-3411
Miss Utility	811
VDOT Traffic	511
Virginia Relay–Hearing Impaired	711

**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**

Legal Aid	(540)344-2080
Roanoke Fair Housing Board	(540)853-5647
US Dept. of Justice–Housing Discrimination	(800)669-9777
Virginia Office of Consumer Affairs	(800)552-9963