



Area 3 Western Virginia – Quick Reference Guide

Cities of Covington, Roanoke and Salem.
Counties of Alleghany, Botetourt, Craig, Franklin and Roanoke.



This listing is grouped by category and does not list all the services provided by an agency.
Some services have eligibility requirements and some are contingent upon funding availability.

Access this Quick Reference Guide & the statewide Employment Resource Guide at:

<http://vwn.vccs.edu/>

Click on: Jobs/Career Assistance

For other services/information not listed Call 211 or go to the website: www.211virginia.org

EMPLOYMENT

Career Counseling & Employment Resources

Virginia Workforce Centers	Roanoke	540-561-7525
	Rocky Mount	540-483-0179
	Covington	540-962-1151

Career Education & Training

Goodwill Industries		540-674-1721
TAP - Center for Employment Training		540-767-6220
Virginia Western Comm. Coll.	Roanoke	540-857-8922
Higher Education Center	Roanoke	540-767-6161
Jackson River Technical Center	Covington	540-862-1308
Dabney Lancaster Comm. Coll.	Clifton Forge	877-733-7522
Ferrum College	Rocky Mount	800-868-9797
Job Corps (ages 16 – 24)		804-340-5540

Adult Education & Literacy/Tutoring

Alleghany County		540-863-1800
Botetourt County		540-473-8216
Covington City		540-965-1400
Craig County		540-864-5185
Franklin County		540-483-0179
Roanoke City		540-853-2151
Roanoke County		540-562-3900
Salem City		540-389-0130
Literacy Volunteers	Roanoke Valley	540-265-9339
Adult Education	Roanoke	540-562-3422
TAP/This Valley Works	Roanoke	540-767-6223
	Covington	540-962-6328

Workforce Support Services

Dept. of Rehabilitative Svs.	Franklin County	540-632-7161
	All Other Areas	540-776-2715
Dept. for the Blind & Vision Impaired		540-857-7122
Dept. for the Deaf and Hard Of Hearing		800-552-7917
Deaf & Hard of Hearing Outreach Specialist		540-342-0031
Community Work Incentive Coordinator (SS)		540-342-1231
Blue Ridge Independent Living Ctr.	Roanoke	540-342-1231
	Low Moor	540-862-0252
Disability Program Navigator		540-831-4136
Ex-Offenders Services:		
TAP/This Valley Works	Roanoke	540-767-6223
	Covington	540-962-6328
FREE Rehab. Equip. Recycling	Roanoke	540-777-4929
Job Accommodation Network		800-526-7234
Refugee/Immigration Services		540-342-7561
Sign Language Interpreters		800-552-7917
Telamon - Farmworkers Services		804-355-4676
VA Relay - Communication Deaf/Hard of Hearing	Call 711	
Virginia Assistive Technology System (VATS)		800-435-8490
Woodrow Wilson Rehabilitation Center		540-332-7000

Senior Employment Services

AARP		540-483-9697
Goodwill – Senior Employ. Program		540-674-1721

Youth Employment Services

Goodwill – Youth Services		540-674-1721
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TAP This Valley Works/YouthBuild		540-767-6029
TAP This Valley Works/Project Recovery		540-767-6030
TAP/Alternative Education	Allegheny	540-345-6781
STEP/Project Success		540-767-6223

Unemployment Assistance and Benefits

Va. Employment Commission	Covington	540-962-0983
	Roanoke	540-561-7525
VEC Customer Contact Center		866-832-2363

Veterans Employment and Benefit Services

Veterans Representative	Roanoke	540-561-7525
Dept. of Veteran's Affairs	Roanoke	800-827-1000
Claims Examinations	Roanoke	540-857-7101
VA Medical Center	Salem	888-982-2463
VA Dept. of Veteran Services	Richmond	804-786-2261
American Legion	Richmond	804-353-6606
Disabled American Veterans	Statewide	540-206-2575
Veterans of Foreign Wars	Statewide	800-888-3521
Virginia Department of Veterans Services		540-857-7104
Veterans Affairs Medical Center		540-982-2463
Virginia Veterans Care Center		540-982-2860
Veterans Outreach Center		540-342-9726
AMVETS		540-857-2071
Virginia Wounded Warrior Program		877-832-6997
US Department of Veterans Affairs		800-827-1000
Virginia Veteran Honorary HS Diploma		804-225-2924

EMERGENCY / MENTAL HEALTH SERVICES

Adult Protective Services	888-832-3858
(Elderly or Adults with a Disability)	

Crisis/Help Hotlines

Crisis Line Virginia	540-489-5490
Women's Resource Center	540-580-0775
Lewis-Gale Center/Respond Crisis Hotline	540-776-1100
Virginia Missing Children's Clearinghouse	800-822-4453
Nat'l Suicide Prevention Lifeline (Vets press '1')	800-273-8255

Domestic Violence

Franklin County Family Resource Center	540-483-5088
Family Service of Roanoke Valley	540-563-5316
Virginia Domestic Violence Hotline	800-838-8538
Women's Resource Center	540-345-6781
Safeshome Systems, Inc.	540-965-3237
Turning Point	540-345-0400
Dept. of Social Services	(See Social Services)

Mental Health Services

Community Services Boards:		
	Alleghany Highlands	540-863-1609
	Blue Ridge Behavioral Health	540-343-3007
	Piedmont Community Services	Franklin 540-483-0582
	Family Service of Roanoke Valley	540-563-5316

Substance Abuse/Prevention

See Community Services Boards above	
Al-anon Family Group	888-425-2666

Alcoholics Anonymous Regional Office 540-343-6857
 Horizons Psychosocial Rehab Program 540-483-7818
 Family Service of Roanoke Valley 540-563-5316
 Narcotics Anonymous 540-777-8213
 Roanoke Treatment Center 540-366-5248
 Southern Virginia Mental Health Institute 434-799-6220
 National Center for Substance Abuse 800 662-4357

Salvation Army Covington 540-962-6206
 Roanoke 540-343-5335
 Franklin County 540-483-1775
 Trinity Lutheran Church Thrift Shop 540-366-9481
 Women in Business Clothes Closet 540-345-9922

HEALTH / MEDICAL / PRESCRIPTION ASSISTANCE

Free Clinic Alleghany Highlands 540-862-6673
 Bradley 540-344-5156
 Franklin County 540-489-7500
 DownHome Pharmacy 540-966-4858
 New Horizons Health Care (Kuumba) 540-362-0360
 Project Access of the Roanoke Valley 540-344-4200
 Rescue Mission Health Care Center 540-777-7671
 Roanoke Area Ministries 540-981-1732
 Salvation Army Roanoke 540-343-5335
 Health Departments Call 211

Medical Insurance/FAMIS/Medicaid

FAMIS Information 866-873-2647
 Medicaid Recipient Helpline 804-786-6145
 Dept. of Social Services (See Social Services)

HOUSING / SHELTER RESOURCES

Rental Referrals/ Subsidized Housing
 Franklin County Rural Development 540-483-5341
 Redev. & Housing Authority Roanoke 540-983-9281
 Covington 540-965-6300
 Blue Ridge 540-777-2777
 STEP, Inc. 540-483-5142

Shelters Emergency/Transitional Call 211

LIBRARIES

Call for local libraries and about Computer Access

Salem 540-375-3089
 Botetourt 540-977-3433
 Covington 540-962-3321
 Clifton Forge 540-863-2519
 Roanoke City 540-853-2475
 Franklin County 540-483-3098
 Roanoke County 540-772-7507
 New Castle/Craig 540-864-8978

SOCIAL SERVICES / SOCIAL SECURITY

**Temporary Assistance for Needy Families (TANF)/
 Virginia's Initiative for Employment not Welfare (VIEW)/
 Food Stamps Employment & Training Program (FSET)**

Craig 540-864-5117
 Franklin 540-483-9247
 Botetourt 540-473-8210
 Roanoke City 540-853-2591
 Roanoke County 540-387-6087
 Alleghany-Covington 540-965-1780

Social Security 800-772-1213
 Roanoke 540/857-2190

TRANSPORTATION

Botetourt Senior Citizen Van Transportation 540-366-0700
 Franklin County Dept. of Aging Services 540-483-9238
 Botetourt Resource Center 540-254-1468
 Logisti-Care (Medicaid) 866-386-8331
 Ride Solutions 540-342-9393
 Valley Metro 540-982-2222
 RADAR Roanoke City and County 540-343-1721
 Mountain Express- Allegheny Highlands 800-964-5707

CHILDREN

Child & Day Care
 Child Care Link 540-985-0131

Child Protective Services 800-552-7096

Child Support Enforcement 800-468-8894

FINANCIAL SERVICES / LEGAL ASSISTANCE

Budget & Credit Counseling
 American Credit Counselors 800-646-0042
 Virginia Cooperative Extension Roanoke 540-772-7524
 Alleghany 540-862-0369
 Botetourt 540-473-8260
 Franklin 540-483-5161
 Craig 540-864-5812

Temporary Financial Assistance
 Helping Hands Franklin County 540-483-2387
 Presbyterian Community Center 540-982-2911
 Saint John's Episcopal Church 540-343-9341
 Salvation Army Covington 540-962-6206
 Roanoke 540-343-5335
 Lake Christian Ministries 540-297-3214
 Roanoke Area Ministries 540-981-1732
 Helping Hands Fund 540-366-2490
 STEP, Inc. 540-483-5142
 TAP 540-345-6781
 Dept. of Social Services (See Social Services)

Legal Services
 Legal Aid Society Roanoke Valley 540-344-2088
 Blue Ridge Legal Services 800-237-0141
 Virginia Poverty Law Center 804-782-9430
 Virginia Lawyer Referral 800-552-7977

FOOD / FUEL / CLOTHING RESOURCES

Food Banks
 Samaritan Inn 540-343-1447
 Botetourt Resource Center 540-254-1468
 Salem Ministers Food Pantry 540-389-6938
 Salvation Army Covington 540-962-6206
 Roanoke 540-343-5335
 Franklin County 540-483-1775
 Southwestern VA Second Harvest Food Bank 540-342-3011
 Local Community Groups Call 211

Fuel Assistance & Utility Budget Plans
 Weatherization & Low-income Home Energy Assistance Program (LiHEAP) through STEP, Inc. 540-483-5142
 TAP Weatherization Prog. Roanoke (ext.4358) 540-345-6781
 Dept. of Social Services – Fuel Assistance (See Social Services)

Clothing
 Blue Ridge Women's Center 540-362-4357
 Grace Family Church 540-206-5871
 Lake Christian Ministries 540-297-3214
 Rescue Mission of Roanoke 540-343-7227
 Saint Mark's Lutheran Church 540-344-9051