

DIRECTORY OF COMMUNITY SERVICES:
SERVICES FOR PEOPLE NEEDING ASSISTANCE



SUMMER 2008

Easy Reference Guide to Services

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About The Family Resource Center

The Family Resource Center was organized in 1983 by representatives from local human service agencies, local businesses, and concerned community citizens on a one-time grant from the Episcopal Church to develop and implement services for victims of domestic violence. In 1989 The Family Resource Center in conjunction with the Board of Supervisors developed the Franklin County Department of Family Resources to provide more extensive services for victims of domestic violence, making The Family Resource Center one of two domestic violence programs in the state to operate under the auspices of a local government. Today FRC provides shelter and services to both victims of domestic violence and of homelessness.

The Family Resource Centers Mission Statement: To promote safe and healthy living environments for families in crisis who are victims of Domestic Violence and/or Homelessness.

Our Philosophy: To provide shelter and services to victims of domestic violence in our community. By providing services to these victims, it is our intention to reduce the incidents of domestic violence in our county. It is also our philosophy, to promote community awareness and support for victims who enter the system. The Franklin County Family Resource Center strives to enhance victims' self esteem, self-worth, and enhance empowerment to break free from the violence. The Franklin County Family Resource Center Staff will aim to work in partnership, utilizing other community resources to best handle each victim's unique situation.

The Family Resource Center Staff



Name: Cynthia Treadway
Position: Director
Years of Service: 10
E-mail: cindytreadway@franklincountyva.org
Phone: (540) 483-5088 ext. 2405 or
(540) 352-5734 direct line



Name: Angie Phillips
Position: Administrative Assistant I
Years of Service: 8
E-mail: angelaphillips@franklincountyva.org
Office: (540) 483-5088 ext. 2406



Name: Katrina L. Hancock
Position: Case Manager
Years of Service: 12
E-mail: katrinahancock@franklincountyva.org
Office: (540) 483-5088 ext. 2407



Name: Sandra Craig-Trotter
Position: Case Manager
Years of Service: 3
E-mail: sandracraig-trotter@franklincountyva.org
Office: (540) 483-5088 ext. 2408



Name: Bianca Hariston
Position: Night Shelter Manager/Crisis Intake Worker
Years of Service: 10 mos.
E-mail: biancahariston@franklincountyva.org
Office: (540)483-5088 ext. 2409

2-1-1 Virginia



Type of Service Provided: Has a huge database of community resources for Virginia residents.

Phone: 2-1-1

Web: www.211virginia.org

Open: Monday through Sunday

Hours: 24 hours a day

Agape Center



Type of Service Provided: Financial, Food, Furniture and Mentoring. On going services and resources provided.

Contact: Any Staff

Phone: 1-276-296-0609

Eligibility Requirements: Must have legitimate need.

American Breast Cancer Society



Type of Service Provided: Mammogram Assistance

Contact: Jo

Phone: 1-877-539-2543

Web: www.cancer.org

Patient Resource Center: 1-804-527-3792

Eligibility Requirements: Must call and speak with a representative and fill out an application. Doctor must also fill out a referral sign it and fax it back to the program. Your application will be reviewed and if found eligible, they send you a grant for the mammogram.

**American Cancer Society – Franklin County,
Martinsville/Patrick County Unit**



Types of Services Provided: Look Good Feel Better Program for Women Facing Cancer (\$200 worth free make up, wigs) Reach to Recovery – For Women with Breast Cancer (wigs, prosthesis) Medpay -Prescription Help, Gas Cards to treatments.

Contact: NCIC

Phone: 1-866-638-8944

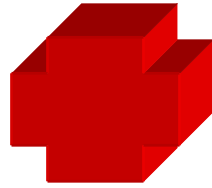
E-mail: robin.minter@cancer.org

Open: Monday through Friday

Hours: 9am – 5:30pm

Eligibility Requirements: For all services needed by any cancer patient.

American Red Cross



Types of Services Provided: Emergency Financial Assistance

Contact: Any Staff

Phone: 540-985-3560

Web: www.redcrossroanokevalley.com

Open: Monday through Friday

Hours: 8am – 5pm

Eligibility Requirements: For victims of natural disasters, fire or a military family.

ASISTA



Type of Service Provided: Immigration Services

Web: www.asistaonline.org

Eligibility Requirement: Provides services to Immigrant Women with Domestic Violence Issues.

Ayuda, Inc.

Type of Service Provided: Immigrant Services

Contact: Any Staff

Phone: 1-202-387-4848

Web: www.ayudainc.org

Open: Monday through Friday

Hours: 9am – 5pm

Eligibility Requirements: For immigration services there is an initial fee of \$20. Fees for Domestic Violence Services are on a sliding scale depending on the person's income, Fees can be waived in certain circumstances.

Blue Ridge Legal Services



Type of Service Provided: Attorneys for Civil Matters

Contact: Receptionist

Phone: 540-344-2080

Fax: 540-344-8085

Open: Monday through Friday

Hours: 9:00am – 5:00pm

Eligibility Requirements: The services are based on total household income and the number of people living in the household. They take applications for services Monday – Friday between the hours 9:00am – 12:00pm. The application takes about 10 minutes, if found eligible they will schedule you an appointment.

Camp Tree House – Carilion Hospice Service



Type of Service Provided: Camp for children who have lost a loved one.

Contact: Carilion Hospice Service

Phone: 540-224-4753

Web:

<http://www2.carilion.com/homecare/html/treehouse.html>

When: Camp takes place in April of each year and they have a one day camp that takes place in the Fall called Camp Tree House West.

Fee: There is a fee, call for pricing.

Eligibility Requirements: This camp is for children ages 6-17 years of age who have had a loved one die.

Candlewood Apartments



Type of Service Provided: Subsidized Housing

Contact: Penny

Phone: 540-483-0321

Open: Monday through Friday

Hours: 9am – 4:30pm

Eligibility Requirements: As required by Landlord.

CAPS of the Blue Ridge (W.A.T.C.H.)



Type of Service Provided: Parent education classes.

Contact: Sandra Bullock

Phone: 540-484-5566

E-mail: capsscac@embarqmail.com

Open: Monday through Friday

Hours: 8:30am – 5pm

Eligibility Requirements: Have been referred by the courts or walk in. *This service is for parents in conflicted relationships with custody, visitation or child support issues.*

Carilion Hospice Services of Franklin County



Type of Service Provided: Help for terminally ill people

Contact Person: Kim Gilkerson, Site Leader

Phone: 540-489-6503

Fax: 540-489-6540

Web: www2.carilion.com/homecare/html/hospice.html

Open: Monday through Friday

Hours: 8am – 4:30pm

Eligibility Requirements: Life expectancy of 6 months or less if disease takes its normal course. Doctor determined and meet Medicare, Medicaid Criteria for admission per disease process.

Care is provided in the home of patients or family members or private care facilities, and the hospice team of nurses, a social worker, Chaplain, and CNA provide support, guidance and teaching to the caregiver.

Service Provided for: Anyone who meets eligibility criteria.

Carilion Internal Medicine Westlake



Type of Service Provided: Accepts Medicaid

Phone: 540-721-2689

Open: Monday through Friday

Hours: 8:30am – 5pm (Office closed from 12pm – 1pm)

Clinic for: Men, Women and Children

Carilion Medical Associates



Accepts Medicaid

Type of Service Provided: General Medical Care

Phone: 540-484-4800

Open: Monday through Friday

Hours: 8am – 4:45pm (office closed from 12:30pm – 1:30pm for lunch)

Provides Service for: Men, Women, Children

Carilion OB/GYN Associates



Accepts Medicaid

Type of Service Provided: Obstetrics and Gynecological Care

Phone: 540-484-4836

Open: Monday through Friday

Hours: 8am – 5pm

Provides Service for: Women

Carilion Surgical Care



Accepts Medicaid

Type of Service Provided: Surgical Care

Dr. Mike O. Jawhar

Phone: 540-489-4541

Open: Monday through Friday (Doctor is out on Wednesday's)

Hours: 8:30am – 4:30pm

Catholic Diocese of Richmond



Type of Service Provided: Immigrant and Refugee Assistance

Contact: Any Staff Member

Phone: 540-342-7561

Open: Monday through Friday

Hours: 9am – 5pm

Eligibility Requirements: Services are provided to immigrants and refugees.

Children's Clinic



Accepts Medicaid

Type of Service Provided: Health Care for Children

Phone: 540-483-2849

Open: Monday through Friday

Hours: 9am – 12pm 1pm -5pm

Clinic for: Newborns, Children and Adolescents

Church of God



Type of Service Provided: Help with Food

Contact: Bertha Kay or Frances

Phone: 540-365-0753

Open: Can call anytime

Eligibility Requirements: Must call

CONTACT of Martinsville



Type of Service Provided: 24 hour crisis helpline (listening and referral when needed)

Contact: Libby Durham

Phone: 276-638-8980

Fax: 276-632-6133

E-mail: contactmhc@earthlink.net

Eligibility Requirements: NONE

Department of Medical Assistance Services



**Type of Service Provided:
Transportation to Doctor Appointments**

Contact: Any Staff

Phone: 888-338-4579

Open: Monday through Friday

Hours: 8am – 5pm

**Eligibility Requirements: Have to be on Medicaid or
Virginia Premier**

Department of Rehabilitative Services



Type of Service Provided: Employment for Disabled Individuals

Contact: Any Staff

Phone: 800-552-5019

Web: www.vadrs.com

Open: Monday through Friday

Hours: 8:30am – 5pm

Eligibility Requirements: Disabled individuals only

DPI Teleconnect LLC



Type of Service Provided: Alternative Phone Service

Contact: Any Staff

Phone: 1-877 JOIN dPi

Open: Monday through Friday

Hours: 8:00am - 4:00pm CST

Eligibility Requirements: Anyone 18 years of age or older

Dr. Barrett and Quioco MD



Accepts Medicaid, VA Premier and Medallion by referral

Type of Service Provided: General Surgeons

Contact: Receptionist

Phone: 540-483-9017

Open: Monday through Friday

Hours: 8:30am – 5:00pm

Dr. Mark Hanabury MD



Accepts Medicaid with a referral from PCP

Type of Service Provided: Ear, Nose and Throat Specialist

Contact: Receptionist

Phone: 540-483-1113

Open: Monday through Friday

Hours: 8:00am – 5:00pm

Every Woman's Life Program
West Piedmont Health Department



Type of Service Provided: Mammogram and Pap Test

Phone: 1-540-484-0292

Web: www.vdh.virginia.gov/LHD/westpied/index.htm

Open: Monday through Friday

Hours: 8:15am – 5:00pm

Eligibility Requirements: Screening for breast and cervical cancer for women who are uninsured or in low income bracket.

Call for more information.

Eye Care and Surgery



Accepts regular Medicaid and Medicare

**Accepts Medallion and VA Premier with a referral from
PCP**

VA Premier- exam only

Type of Service Provided: Eye Care

Phone: 540-721-4433

Open: Monday through Friday

Hours: 8:00am – 5:00pm

Family Care Center



Type of Service Provided: Food

Contact: Joyce White

Phone: 540-483-0726

Eligibility Requirements: Income Requirements

Family Services



Type of Service Provided: Counseling

Phone: 540-483-4223

Open: Monday, Wednesday, Thursday

Hours: Monday & Wednesday 1:00pm – 5:00pm (intake hours) Thursday 11:00am – 4:00pm

Fees: Accepts Medicaid and has a sliding scale fee based on income.

Also offers an array of groups, call for more information

Franklin County Adult Education Center



Type of Service Provided: Adult Education

Contact: Any Staff

Phone: 540-483-0179

Web: www.frco.k12.va.us/schools/adult_ed

Open: Monday through Friday

Hours: Mon – Thurs. 8:30am – 8:30pm

Friday: 8:30am – 12:00pm

Eligibility Requirements: Must be over 18 years of age

Franklin County Department of Aging



Type of Service Provided: Transportation, Congregate Meals, Socialization, Health Promotion, and other programs available to assist senior citizens.

Contact: Rose Boyd

Phone: 540-483-9238

Fax: 540-489-6264

E-mail: roseboyd@franklincountyva.org

Eligibility Requirements: Must be 60 years of age or older

Franklin County Department of Health



Type of Service Provided: WIC, Dental, Environmental Health, Immunizations for Adults and Children, Family Planning, STD Clinic.

Contact: Theresa Messer

Phone: 540-484-0292

Fax: 540-484-0314

Web: www.vdh.virginia.gov

Open: Monday through Friday

Hours: 8:15am – 5:00pm

Eligibility Requirements: WIC, Dental, and Family Planning are based on Income. Immunization is a flat fee service.

Franklin County Department of Social Services



Type of Services Provided: Auxiliary grants, Child care, Disaster assistance, Energy assistance (fuel, crisis, cooling, weatherization), Food stamps, General relief, Medical assistance (Medicaid or FAMIS), Temporary Assistance for Needy Families (TANF), Caregivers grants.

Contact: Receptionist

Phone: 540-483-9247

Web: www.dss.state.va.us

Open: Monday through Friday

Hours: 8:30am – 5:00pm

Eligibility Requirements: For residents of Franklin County. Based on income and other eligibility guidelines. Contact the office for more information.

Franklin County Family Resource Center



Type of Service Provided: 30 Day Emergency Shelter for Women and Children who are victims of Domestic Violence and or Homelessness. Women Support Groups, Stress and Anger Management Classes, Parenting Classes *You must register for the Stress and Anger Management Classes and the Parenting Classes. Contact Katrina to register for Stress and Anger Mgmt. @ 483-5088 ext. 2407 and Donna Ferguson for Parenting Classes @ 483-7220 ext.228

Contact: Any Staff Person

Phone: 540-483-5088

Domestic Violence Hotline: 540-483-1234

Fax: 540-483-1368

Web: www.franklincountyva.org/shelter

Office Hours: Monday through Friday 7:30am – 12:00am

On Call: 24 hours a day Monday through Sunday

Eligibility: The shelter is for women (18 or older) and their children, who are victims of domestic violence or homelessness, or at risk of abuse. This includes: physical, emotional, verbal, sexual, and psychological abuse. All clients must agree in writing to abide by the Policies and Procedures of the shelter. For more information please contact staff.

Franklin County Perinatal Education Center



Type of Service Provided: Prenatal Care, Pregnancy, Childbirth, Breastfeeding, Infant Care, Child Seat Safety, Reproductive Health, and Hygiene.

Contact: Amy Pendleton

Phone: 540-489-1800

Fax: 540-489-1800

Web: www.fcpec.org

Open: Monday through Friday

Hours: 9:00am – 2:00pm

Eligibility Requirements: Services are for Women, teens, and families.

Franklin County Prescription Drug Discount Card



Type of Service Provided: Prescription Discount Card that offers an average savings of 20% off the retail price of commonly prescribed drugs.

Where to pick one up at:

- Boones Mill Town Offices
- Free Clinic of Franklin County
- Rocky Mount Town Offices
- The Extension Offices
- The Franklin County Department of Social Services
- The Franklin County Family Resource Center
- The Franklin County Health Department
- The Franklin County Library
- The Westlake Sheriff's Office
- Public Safety
- Westlake Library

Eligibility Requirements: This card will be available to all county residents, regardless of age, income, or existing health coverage.

Participating Pharmacies: CVS, Rocky Mount Family Pharmacy, Kroger Pharmacy, Wal-Mart Pharmacy, Ferrum Community Pharmacy, The Medicine Shoppe, Moneta Family Pharmacy Inc. As well as several pharmacies outside of Franklin County in: Roanoke, Martinsville, Collinsville, Stanleytown, Bassett and Vinton.

Free Clinic of Franklin County



Type of Service Provided: Medical Care and Medication Assistance, PT Education Programs

Contact: Karon Jones E.D.

Phone: 540-489-7500

Fax: 540-489-7502

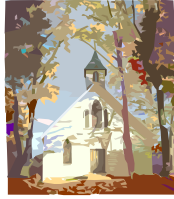
E-mail: fcclinic@embarqmail.com

**Open: Monday, Tuesday, Wednesday (registration day)
Thursdays and by appointment on other days.**

**Hours: Monday: 8:30am – 4:00pm, Tuesday and Thursday:
8:30am – 3:00pm, Wednesday: 8:30am – 3:00pm**

Eligibility Requirements: Must be a Franklin County resident, uninsured, Income to 175% FPGL.

Gogginsville United Methodist Church



Type of Service Provided: Food

Contact: Brad Dulaney

Phone: 540-483-3626

Eligibility Requirements: Is determined on an individual basis.

Goodwill Industries



Type of Service Provided: A Wide Variety of Discounted Clothing and Furniture

Phone: 540-483-9217

Open: Monday through Sunday

Hours: Mon-Sat: 8:00am – 9:00pm, Sun: 12:00pm – 8:00pm

Heavenly Manna



Type of Service Provided: Food Bank

Contact: Joyce Sigmon

Phone: 540-483-0454

Open: Monday

Hours: 10:00am – 5:00pm

Eligibility Requirements: Income based

Helping Hands of Franklin County



Type of Service Provided: Emergency Financial Assistance and Budget Counseling

Contact: Samuel H. Campbell

Phone: 540-483-2387 (call for an appointment)

Fax: 540-483-9828

E-mail: helpinghandsfc@stepinc.com

Web: www.helpinghandsfc.org

Eligibility Requirements: Must reside in Franklin County, will assist once in a 12 month period

Henry Fork Community Center



Type of Service Provided: Clothing Closet

Contact: Susan Putnam

Phone: 540-483-2819

Open: Some Monday's and Saturday's (varies)

Hours: 8:00am – 1:00pm

Eligibility Requirements: none

Legal Aid Society of the Roanoke Valley



Type of Service Provided: Legal Assistance

Contact: Any Staff

Phone: 540-344-2088

Web: www.valegalaid.org

Open: Monday through Friday

Hours: 8:30am – 5:00pm

Eligibility Requirements: Residents of the Roanoke Valley, income eligibility guidelines set by the society.

Lions Club



Type of Service Provided: Eye care assistance

Contact is by Voting District:

Rocky Mount and Snow Creek Contact:

Raymond Williams: 540-483-1596

Smith Mountain Lake, Gills Creek, and Union Hall Contact:

Bill Eisaman: 540-721—4079

Ferrum (Blue Ridge District) Contact: Inez Cook: 540-365-6067

Boones Mill Contact: Vernon Roach: 540-334-5217

Eligibility Requirements: Based on income, uses Free Clinic guidelines, there is a \$100.00 cap per client.

MERK Patient Assistance Program



Type of Service Provided: Patient Assistance Program

Phone: 800-727-5400

Web: www.merkhelps.com

Eligibility Requirements: Must live in the U.S. and have a prescription for a MERK medicine from a licensed Doctor. Do not have insurance or other coverage for your prescription medicine, you have exhausted all other insurance options for coverage and cannot afford to pay for your medication. Plus you must complete an application and meet income eligibility guidelines. *You can use the above web site to print the required application.*

Mountain View Apartments



Type of Service Provided: Subsidized Housing

Contact: Rebecca

Phone: 540-483-1339

Open: Monday through Friday

Hours: 9:00am – 2:00pm

Eligibility Requirements: As required by landlord

National Immigration Law Center



Type of Service Provided: Immigrant Services

Contact: Any Staff

Phone: 213-639-3900

Web: www.nilc.org

Open: Monday through Friday

Hours: 9:00am – 5:00pm (Pacific Time)

Eligibility Requirements: Low income immigrants

Partnership for Prescription Assistance



Type of Service Provided: Free and discounted medication from pharmaceutical companies.

Phone: 1- 888-477-2669 - To Apply

Contact: Nicole Pugar

Phone: 804-648-6299

E-mail: Nicole@alliancegrouppltd.com

Web: www.pparxva.org

Eligibility Requirements: Low income, uninsured, and a US citizen. You can apply by calling the toll free number listed or by going to their web site.

Piedmont Community Services



Type of Service Provided: Infant Parent Program, Healthy Families Program, Mental Health, Substance Abuse, Mental Retardation Counseling, Case Management, In-home services, Substance Abuse Counseling, Mental Health Support Services, Crisis 24 hours, Psychiatric and Nursing Services.

Phone: 540-483-0582

Fax: 540-483-0583

Web: www.piedmontcsb.org

Eligibility Requirements: Eligibility is determined by criteria for each program.

RAM House



Type of Service Provided: Emergency Financial Assistance

Contact: Any Staff

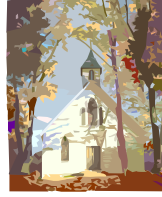
Phone: 540-345-8850

Open: Monday through Friday

Hours: 8:00am – 4:00pm

Eligibility Requirements: Must live in Northwest or Southwest Roanoke or have a referral from their local social service agency.

Red Valley United Methodist Church



Type of Service Provided: Clothing and Food

Food Contact: Bev Flowers

Phone: 540-483-3626

Open: 2nd and 4th Tuesday night of each month.

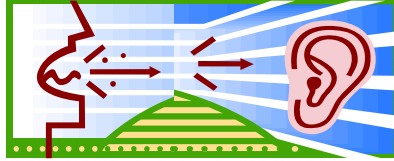
Eligibility Requirements: Call for more information on eligibility guidelines.

Clothing:

Open: Saturdays

Hours: 9:00am – 1:00pm

Roanoke Valley Speech and Hearing Center, Inc.



Accepts Medicaid, VA Premier, Medicare, Aetna, Anthem, United Health Care

Types of Service Provided: Speech and hearing evaluation, speech therapy, hearing aids.

Contact: J. Andree` Brooks

Phone: 1-540-343-0165

Fax: 1-540-345-4664

Web: www.rvshc.org

Eligibility Requirements: Sliding scale for financial assistance, services for adults and children with communication disorders.

Most Private insurance would be filed on behalf of the patient. Patients are responsible for any charges not paid by their insurance. Individuals should contact us and their insurance carrier prior to receiving services.

Rocky Mount Family Eye Care Center



Accepts Medicaid

Type of Service Provided: Optometrist

Contact: Receptionist

Open: Monday through Friday

**Hours of Operation: Monday, Tuesday, & Thursday: 9:00am-5:00pm
Wednesday: 8:00am – 7:00pm Friday: 8:00am – 5:00pm**

Salvation Army



Type of Service Provided: Emergency Financial Assistance

Contact: Any Staff

Phone: 540-483-1775 *Must leave a detailed message and a call back number on answering machine*

Eligibility Requirements: Franklin County Residents

Saxon, Angle and Associates PC



Accepts Medicaid

Type of Service Provided: Optometrist

Contact: Receptionist

Phone: 540-483-0284

Open: Monday through Saturday

**Hours: Mon, Tues, Wed, Fri: 8:30am – 5:30 pm, Thursday: 8:30am
-8:00pm, Saturday: 8:30am – 1:30pm**

Share Host Food Program



Type of Service Provided: Economically priced food packages

Location #1: Red Valley United Methodist Church

Contact: Selena Slate

Phone: 540-721-4882

Location #2: Vision of Hope

Contact: Fannie Botts

Phone: 540-493-1515

Contact: Rose Page

Phone: 540-482-0107

Eligibility Requirements: Must do two hours of community service and pay a set fee of \$17.00 and choose between two food packages. (packages vary)

Accepts: Food Stamps, Debit Cards, Cash or Checks

Small Smiles Dental Clinic



Accepts Medicaid

Type of Service Provided: Dental care of toddlers and children

Contact: Receptionist

Phone: 540-365-5437

For hours and days of operation please call

St. James Community Center



Type of Service Provided: Clothing Closet

Phone: 540-365-0760

Open: Wednesdays

Hours: 11:00am – 2:00pm

St. Johns



Type of Service Provided: Emergency Financial Assistance for individuals who have cut off notices on electric bills or have eviction notices.

Contact: Sarah

Phone: 540-343-9341

Open: Tuesday Morning only

Hours: 9:00am until funds run out. (Lines start forming at 7:00am)

Eligibility Requirements: Must be in need

Support to Eliminate Poverty, Inc.



Types of Services Provided: Volunteer Income Tax Assistance, Home Ownership Program, Virginia Community Action Re-entry System, Project Discovery, Individual Development Accounts (IDA),

Contact: Joni Tables

Phone: 540-483-5142

Fax: 540-483-2506

E-mail: jtables@stepinc.com

Web: www.stepinc.com

Eligibility Requirements:

Volunteer Income Tax Assistance: Must have income of \$39,000 or less, Must only use forms 1040, 1040A, or 1040EZ

Home Ownership Program: No Eligibility Criteria –Contact STEP for more information

Virginia Community Action Re-Entry System (VA Cares): Have to have been incarcerated in the state of Virginia.

Project Discovery: Income guidelines, First generation college preparation.

Individual Development Account (IDA): Must have a child 18 years of age or younger residing in the home, meet income guidelines, must not have assets in excess of \$10,000 and must have earned income.

Support to Eliminate Poverty, Inc. Continued



Type of Service Provided: Homeless Intervention Program (HIP), and Senior Meals.

Contact: Joni Tables

Phone: 540-483-5142

Fax: 540-483-2506

E-mail: jtables@stepinc.com

Web: www.stepinc.com

Eligibility Requirements:

Homeless Intervention Program (HIP): Must meet income requirements, must have demonstrated previous self-sufficiency, and must be able to document a crisis beyond their control. *Mortgage and Rental Cost apply*

Senior Meals: Must be referred from the Southern Area Agency on Aging

Support to Eliminate Poverty, Inc. Continued



Type of Service Provided: Indoor Plumbing and Rehabilitation Services, Weatherization/Low-Income Home Energy Assistance Program, Emergency Heating and Cooling

Contact: Barry Dudley

Phone: 540-483-5142

Fax: 540-483-2506

E-mail: bdudley@stepinc.com

Web: www.stepinc.com

Open: Monday through Friday

Hours: 9:00am – 4:30pm

Eligibility Requirements:

Indoor Plumbing & Rehabilitation Services: Income based, provide homeowner with plumbing facilities for a structurally sound house, if house is unsound a new house is built

Weatherization/Low-Income Home Energy Assistance Program: Low-income eligible (combined family income), no charge if income eligible and own the home, if they rent landlord must contribute unless income eligible as well.

Emergency Heating and Cooling: Referral through Department of Social Services, Department of Social Services must approve.

Support to Eliminate Poverty, Inc. Continued



Type of Service Provided: Section 8 Housing Choice Voucher Program, PATH/TBRA (Tenant Based Rental Assistance), Southwest Rural Community Assistance Project

Contact: Barry Dudley

Phone: 540-483-5142

Fax: 540-483-2506

E-mail: bdudley@stepinc.com

Web: www.stepinc.com

Open: Monday through Friday

Hours: 9:00am – 4:30pm

Eligibility Requirements:

Section 8 Housing Choice Voucher Program: Income based on head of household.

PATH/TBRA (Tenant Based Rental Assistance): Referrals through Piedmont Community Services, for single individuals who have been homeless 3 times within a year

Southwest Rural Community Assistance Project: Low-income eligible homeowners

Support to Eliminate Poverty, Inc. Continued



Type of Service Provided: Head Start

Contact: Traci Dalton

Phone: 540-483-5142

Fax: 540-483-2506

E-mail: tdalton@stepinc.com

Web: www.stepinc.com

Eligibility Requirements: Age eligible: 3-5 year olds, Income eligible according to federal poverty guidelines

Support to Eliminate Poverty, Inc. Continued



Type of Service Provided: LIFES Academy (Lessons in fundamental and essential skills)

Contact: Cheryl Cobbs

Phone: 540-483-5142

Fax: 540-483-2506

E-mail: ccobbs@stepinc.com

Web: www.stepinc.com

Eligibility Requirements: Special education children as deemed by their individual education plan (IEP)

The Franklin Center for Advanced Learning and Enterprise



**Type of Service Provided: Workforce Training, Education,
Economic Development, and Employment Services.**

Contact: Kathy E. Hodges

Phone: 540-483-0179

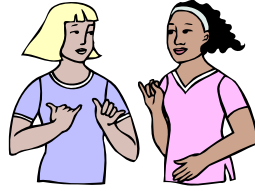
Fax: 540-483-1297

E-mail: kathyhodges@franklincountyva.org

Web: www.thefrankincenter.org

**Eligibility Criteria: All citizens and businesses are eligible.
Scholarship assistance may vary based on income and household
size. Must be 18 years of age or older. Some youth can be served if
they qualify for Goodwill programs.**

Virginia Department for the Deaf and Hard of Hearing



Type of Service Provided: Communication, outreach and technological services to individuals and their families who are Deaf and Hard of Hearing.

Phone: 804-662-9502 (V/TTY)

Phone: 800-552-7917 (V/TTY)

E-mail: ddhinfo@ddhh.state.va.us

Web: www.vddhh.org

Eligibility Requirements: Please contact VDDHH for more information

Virginia Family Violence and Sexual Assault Hotline



Type of Service Provided: Support, information and referrals

Phone: 800-838-8238

Open: Monday through Sunday

Hours: 24 hours a day

Vistar Eye Center



Accepts Medicaid

Type of Service Provided: Eye Care

Phone: 866-615-5454 or 540-855-5100

Web: www.vistareye.com

Open: Monday through Friday

Hours: 8:00am – 5:00pm

Voice of the Blue Ridge



Type of Service Provided: Dial in News service, lending library, assistive technology center, reading radio, audio description, and large print calendars.

Contact: Any Staff

Phone: 800-985-8900 or 540-985-8992

Fax: 540 985-8992

Web: www.vobr.org

Eligibility Requirements: for people who cannot read newspapers or magazines because of physical impairments such as partial vision loss, blindness or stroke.

How to Obtain



Social Security Card

Social Security Administration

Phone: 1-800-772-1213

Web: www.socialsecurity.gov/online

Contact: Any staff

Open: Monday through Friday

Hours: 9am – 4pm

Eligibility Requirements: US Citizens

Virginia Birth Certificate

Virginia Department of Health

Phone: 804-662-6200

Web: www.vdh.state.va.us

Contact: Any Staff

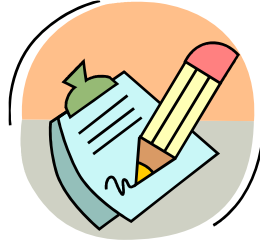
Open: Monday through Friday

Hours: 8:00am – 4:45pm

Eligibility Requirements: Vital records are available to immediate family members only with a valid ID.

Fee: \$12.00 per copy

How To Obtain



Legal Picture ID

VA Department of Motor Vehicles

Phone: 866-368-5463

Phone: 800-435-5137

Contact: Customer Service Dept.

Open: Monday through Saturday

Hours: Mon-Fri 9:00am – 5:00pm Sat – 8:00am – 12:00pm

Eligibility Requirements: Individuals who are residents of Virginia, has no age restrictions and is available for an adult or child who does not hold a learner's permit or driver's license.

Drivers License

Virginia Department of Motor Vehicles

Phone: 566-368-5463 or 800-435-5137

Web: www.dmv.state.va.us

Contact: Customer Service Rep.

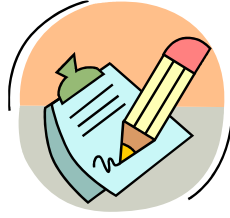
Open: Monday through Saturday

Hours: Mon-Fri 9:00am – 5:00pm Sat – 8:00am – 12:00pm

Eligibility Requirements: Must be 16 yrs. 3mths or older, have two proofs of identity, one proof of legal presence, one proof of VA residency, pass examination and vision test. *individuals 19 years of age and younger must have successfully completed a state approved driver's education program.

Fees: Vary

How To Obtain



Immunization Records

Children's Clinic

Phone: 540-483-2849

Contact: Any Staff

Open: Monday – Friday

Hours: 9:00am – 12:00pm 1:00pm – 4:00pm

Who: Parents/Guardians whose child is a patient or received immunizations there.

Immunization Records

Carilion Medical Associates

Phone: 540-484-4800

Open: Monday – Friday

Hours: 8:00am – 12:30pm – 1:30pm – 4:45pm

Individuals must sign a record of release and fax it to the medical records department.

Immunization Records

Franklin County Health Department

Phone: 540-484-0292

Web: www.vdh.state.va.us

Contact: Any Staff

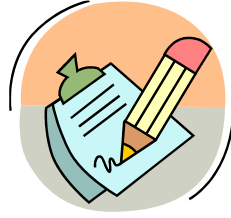
Open: Monday – Friday

Hours: 8:15am – 5:00pm

Who: Persons seeking records for themselves or their children

Fee: \$.50 per copy

How To Obtain



Disability

Social Security Administration

Phone: 800-772-1213

Web: www.socialsecurity.gov

Contact: Any Staff

Open: 7 days a week

Hours: 24 Hours a day

Eligibility Requirements: As determined by the Social Security Administration

Useful Web Sites



www.freetranslation.com – multiple language translation- Free web trans.

www.vahealth.org – Virginia Health Department site

www.vsdvalliance.org – Virginia Sexual and Domestic Violence Alliance

www.franklincountyva.org/shelter -- Family Resource Center website

www.ssa.gov - Social Security Administration

www.dss.virginia.gov - Department of Social Services

www.redcross.org – American Red Cross

www.stepinc.com – STEP, Inc.

www.piedmontcsb.org – Piedmont Community Services

www.vddhh.org – Virginia Dept. of Deaf and Hard of Hearing

www.merckhelps.com – MERCK prescription assistance

www.cancer.org – American Cancer Society

www.franklincountyworks.org – Workforce Consortium

www.ext.vt.edu – Virginia Cooperative Extension

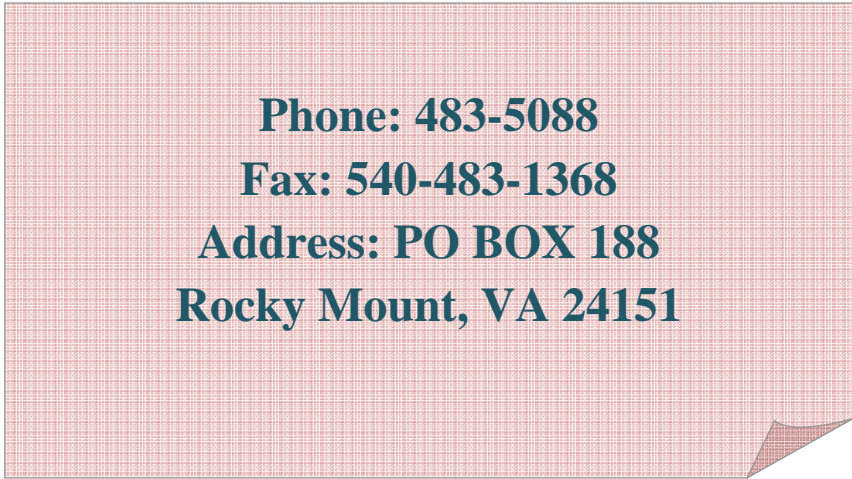
www.franklincountyva.org – Franklin County Web Site

www.annualcreditreport.com – individuals can use this website to obtain a copy of their credit reports once every 12 months

www.211virginia.org – Website to Virginia’s information and referral system.

This Directory was issued by The Franklin County Family Resource Center In hopes that all Franklin County agencies would have access to valuable information to better serve and refer the Citizens of Franklin County in need of assistance.

To request a copy please contact our office at:



**Phone: 483-5088
Fax: 540-483-1368
Address: PO BOX 188
Rocky Mount, VA 24151**

The Family Resource Center would like to thank all of the agencies listed in this book for taking the time to provide us with all of the very valuable information listed within.

THANK YOU