



CHESTERFIELD - COLONIAL HEIGHTS
DEPARTMENT OF SOCIAL SERVICES
Coronavirus Alert



OFFICE AVAILABILITY

The Department of Social Services will remain in operation, with staff present in the office and working remotely. Office hours are M-F 8:30 a.m. - 5:00 p.m. Offices will be inaccessible to the public except by appointment and to issue emergency EBT replacement cards. Appointments can be scheduled by calling your case worker directly, calling the main agency number at 804-748-1100 or email questions to local041@chesterfield.gov

DISPONIBILIDAD DE OFICINA

El Departamento de Servicios Sociales seguirá en operación con personal presente en la oficina y personal trabajando remotamente. Las horas de oficina son Lunes-Viernes 8:30am-5:00pm. Las oficinas serán inaccesibles para al público, a excepción de si se cuenta con cita y para la emisión urgente de reemplazos de tarjetas EBT. Las citas pueden agendarse llamado a su trabajador(a) asignado a su caso, o bien, al número general de la agencia 804-748-1100, o mandar preguntas por email a local041@chesterfield.gov

WE CONTINUE TO SERVICE OUR COMMUNITY

***CONTINUAMOS SIRVIENDO A NUESTRA
COMUNIDAD***



MARCH 19, 2020



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DEPARTMENT OF SOCIAL SERVICES



Contact Information

<p>APPLYING FOR BENEFITS (SNAP, TANF, MEDICAID)</p>	<ul style="list-style-type: none"> • CALL: Enterprise Call Center 1-855-635-4370 • ONLINE: www.commonhelp.virginia.gov • Benefit program interviews will be conducted over the phone
<p>APPLYING FOR MEDICAID ONLY</p>	<ul style="list-style-type: none"> • CALL: CoverVA 1-855-242-8282 • ONLINE: www.commonhelp.virginia.gov • General information about Medicaid program can be found at www.coverva.org
<p>REPLACEMENT EBT CARD</p>	<ul style="list-style-type: none"> • CALL: 1-866-281-2448 • DSS can provide emergency replacement cards in the office as needed
<p>ADULT & CHILD PROTECTIVE SERVICES (APS & CPS)</p>	<ul style="list-style-type: none"> • APS and CPS Welfare programs will continue to provide mandated services • Hotlines will continue to operate under normal procedures • To report the abuse or neglect of a child, the disabled, or the elderly, CALL: <ul style="list-style-type: none"> - CPS (24 hour, toll-free) 1-800-552-7096 - APS (24 hour, toll-free) 1-888-832-3858 - Dept. of Social Services 1-804-748-1100 (M-F 8:30 - 5:00)
<p>EMPLOYMENT SERVICES</p>	<ul style="list-style-type: none"> • CALL: 804-768-7334 • EMAIL: employmentcenter@chesterfield.gov
<p>LONG TERM CARE & ASSISTED LIVING FACILITIES</p>	<ul style="list-style-type: none"> • Screenings will be conducted over the phone • To request a screening with Adult Services CALL: 1-804-748-1100; option 5
<p>DOCUMENT MANAGEMENT</p>	<ul style="list-style-type: none"> • Required verifications, initial paper applications, pending renewals or SNAP Interim Reports, and all other documents can be: <ul style="list-style-type: none"> - EMAIL: dssdocs@chesterfield.gov - M-F 8:30-5:00: Yellow drop box inside the building - After hours: Metal drop box in front of building • All submitted documents require your case number