

## Administrative Office

Age Requirements

No Age Requirement

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

Resident of City of Roanoke

Family

Yes

Intake Contact

Jane Conlin

Intake Contact Email

humanservices@roanokeva.gov

Intake Process

Call the office for information or to schedule an appointment. Visit the website and

CommonHelp

Intake Contact Telephone

(540) 853-2591

Provider Refer

Yes

Report Problems

Call the Agency

Residency Requirements

Serves residents of the City of Roanoke.

Self Refer

Yes

Roanoke City Department of Social Services

<https://www.roanokeva.gov/372/Social-Services>

<https://www.roanokeva.gov/292/HumanSocial-Services>

<https://www.facebook.com/RoanokeHumanSocialServices>

Main

(540) 853-2591

1510 Williamson Road NE 3rd Floor  
24012 VA  
United States

Monday: 8:30 am-4:00 pm

Tuesday: 8:30 am-4:00 pm

Wednesday: 8:30 am-4:00 pm

Thursday: 8:30 am-4:00 pm

Friday: 8:30 am-4:00 pm

Saturday: Closed

Sunday: Closed

#### Additional Availability Comments

Applications for Crisis Intake Services are taken Monday through Thursday, 8:30 AM - 2:00 PM. Intake may be closed earlier due to the volume of applicants. Applicants must apply in person (no telephone interviews) and will be seen on a first-come, first-serve basis.

#### Fee Structure

No Fee

#### Languages Spoken

English

The Administrative Office of Roanoke City Department of Social Services provides information about benefit programs and services that promote self-reliance and protection through the provision of community-based services and help families meet basic needs.

Some programs available are adult services, adult protective services, child care assistance, child protective services, daycare provider information, energy assistance program, food stamps, foster care services, general relief, auxiliary grants, state and local hospitalization, Cardinal Care Medicaid eligibility, Cardinal Care Medicaid long term care, TANF, VIEW, and vehicle donation program.

CommonHelp is the Commonwealth of Virginia's fast and easy way to apply online

for many Virginia social services assistance programs. Through a single online site, you can find out what assistance you might be eligible for and submit one application saving you time and effort. [Visit CommonHelp](#)

Service Area(s)

Roanoke City

Email

[socialservices@roanokeva.gov](mailto:socialservices@roanokeva.gov)