



News Release

Contact: Arnold Hendrix
Public Information Officer
O - 434-857-3331 M- 434-835-7102

Friday, March 20, 2020

Social Services limit access to building

The Danville Department of Social Services will limit customer's access to the building effective Monday, March 23, to ensure the wellness of customers and staff amid the new coronavirus crisis.

Here is the notice issued by John Moody, local director of social services:

NOTICE

In consideration of the ongoing issues associated with the COVID-19 pandemic, and to ensure the wellness of our staff and customers, Danville Department of Social Services will limit customer's access into the building, EFFECTIVE MONDAY, MARCH 23, 2020.

We will continue to operate under normal business hours in order to provide services to customers and community partners, as warranted.

Please free to follow up with the information noted below, as needed.

PUBLIC ASSISTANCE (Benefits)

Customers will have the ability to apply online at www.commonhelp.virginia.gov or by telephone at 1-855-635-4370. In addition, an application can be mailed by calling (434) 799-6543.

Replacement SNAP Cards may be obtained by calling 1-866-281-2448.

Pick up for vault cards for expedited applications or reapplications will be scheduled with the Eligibility Worker.



Customers will be called by the eligibility worker for telephone interviews for new or reapplications on the day they apply. Face-to-face interviews will not be held until further notice for protection to the customers and staff.

Adult Services/Adult Protective Services

- If requesting long-term care screenings, please call (434) 799-6540. The information will be gathered telephonically.
- Adult Protective Services complaints, please call (434) 799-6540 or the Virginia State Hotline at 1-888-832-3858.

Child Protective Services

- For Child Protective Services reports/complaints, please call (434) 799-6548 or the Virginia State Hotline at 1-800-552-7096

Preventive Foster Care

- Requests for preventive foster care services may call (434) 799-6540 to self-refer. The initial assessment will be completed telephonically.

VIEW PROGRAM

- Transportation Assistance for VIEW customers will be handled as usual. Issuance will occur on Tuesdays from 8:30 to 11:00; Wednesdays from 1:30-3:30; Thursdays from 8:30-11:00. All individuals that are requesting transportation assistance will be asked the standard screening questions before issuance.

SNAPET

- Customers in need of transportation assistance should call their respective worker at (434) 797-8932 to make an appointment time for issuance.

Child Care:

- All inquiries regarding provision for Child Care should call (434) 797-8932.

Foster Care:

- Family Partnership Meetings will be held telephonically.



City of Danville

City Manager's Office

- Visitation between foster children & biological family will be discussed with family and a visitation plan that ensures the health and safety of customers will be implemented.

General Information:

- Any other questions, please call the general telephone number at (434) 799-6543.
- Information can be faxed at (434) 787-8818, (434) 797-8958, or (434) 799-5442.

###