ASSISTANCE FROM A DISTANCE

Children, Youth and Families

Child Protective Services
- If a child is in immediate danger, call 9-1-1.
- To report suspected child abuse / neglect, call 703-771-KIDS (5437), Monday through Friday, 8:30 a.m. to 5:00 p.m.
- After hours or on the weekend, call the Virginia State Child Protective Services (CPS) Hotline at 800-552-7096 or contact the Sheriff’s Office at 703-777-0445 and ask to have the on-call CPS worker paged.

Child Care Locator
For help finding childcare, visit vachildcare.com, call 1-866-KIDS-TLC, or email KasharaLe@va.childcareaware.org.

Loudoun County Public Schools
Get the latest information for parents and students, including Continuity of Education resources and food distribution sites, at lcps.org/covid19.

Older Adults

Adult Protective Services
To report suspected abuse, neglect, and exploitation of an adult who is 60 years or older or 18 or older and incapacitated: call 703-777-0437 or 888-832-3858 24 hours a day, 7 days a week

Area Agency on Aging
To receive assistance from a case manager or an aging program specialist, please email aaasupport@loudoun.gov or call 703-777-0257.

Needs Assistance
Visit loudoun.gov/coronavirus for information and resources about basic needs, food, and housing assistance. Also get information on local utilities, grocery stores with dedicated shopping hours, and opportunities to help the community.

Mental Health, Substance Abuse and Developmental Services

- To make an appointment with Access, our assessment program, call 703-771-5155 Monday—Friday from 9:00 a.m. – 2:00 p.m.
- The outbreak of COVID-19 may be stressful and overwhelming for some. Find resources for coping with anxiety and stress at loudoun.gov/coronavirus.
- If you are experiencing a behavioral health crisis, Emergency Services are available 24 hours daily, seven days per week at 703-777-0320. For general information questions, email asktheMHSADSdirector@loudoun.gov or call 703-771-5155.

Domestic and Sexual Violence

Domestic violence feeds off silence and fear. If you or someone you know is experiencing abuse, please call the Loudoun Abused Women’s Shelter hotline: 703-777-6552.

Self-Sufficiency

Medical and Financial Benefits (SNAP, Medicaid, and More)
- To apply for public assistance, such as Medicaid, SNAP, TANF, LTC, or Childcare Subsidy, visit commonhelp.virginia.gov or call 1-855-635-4370.
- For questions about your public assistance case, contact your Public Assistance Eligibility Worker.
- Documents can be emailed to publicbenefits@loudoun.gov.
- To get an EBT replacement card, call: 866-281-2448 or contact your public assistance eligibility worker to request a replacement.

Career/Employment Services
Services are online at loudoun.gov/wrc and by phone at 703-777-0150:
- Tools, resources, and assistance for job search, interview preparation, and career advancement
- Online employment resources and education and training options
- Career coaching
To get information about Unemployment Insurance benefits, visit vec.virginia.gov or apply at vaworkconnect.com or the application call center at 1-866-832-2363.

Information and Referral

Call the Loudoun County Information and Referral (I&R) program to get connected to a professional who can help you with:
- Child Care Assistance
- Food Resources
- Housing and Homeless Services
- Older Adult Services
- Mental Health, Substance Abuse and Developmental Services
- Employment Services
- Health and Dental Care
- Legal Services
- Public Benefits
- Utility Assistance
Call 703-777-0420 during regular business hours, Monday through Friday, 8:30 a.m. to 5:00 p.m. Language interpretation services are available at no cost. After hours and on the weekend: email dfse@loudoun.gov.

COVID-19 Resources

See Loudoun County information at loudoun.gov/coronavirus
- Stay Informed:
  - Sign up for email and text updates about Loudoun’s response to COVID-19 at loudoun.gov/coronavirus
  - Text LCCOVID19 to 888777 to receive text alerts from Loudoun County about COVID-19
  - Follow the Loudoun County Government Facebook Page and @LoudounCoGovt on Twitter
- Contact Us: For questions about COVID-19, contact the Loudoun County Health Department at 703-737-8300 or health@loudoun.gov.
- Centers for Disease Control and Prevention cdc.gov/covid19
- World Health Organization who.int/coronavirus

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