

# **ATTENTION**

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DUE TO THE **COVID-19** PANDEMIC, THE FLOYD COUNTY DEPARTMENT OF SOCIAL SERVICES WILL BE **CLOSED** TO THE PUBLIC UNTIL FURTHER NOTICE. HOWEVER, PLEASE REST ASSURED WE ARE ACTIVELY WORKING BEHIND THE SCENES TO ENSURE THE CONTINUITY OF SERVICES. WHILE WE ARE CURRENTLY STAGGERING WORK SCHEDULES AND HAVE IMPLEMENTED TELEWORK POLICIES, WE WILL CONTINUE TO BE AVAILABLE DURING NORMAL BUSINESS HOURS THROUGH OTHER MEANS OF COMMUNICATION. THIS INCLUDES PHONE, E-MAIL, INTERNET AND TEXT. DURING THIS TIME, PLEASE FOLLOW THESE GUIDELINES:

- **IF YOU HAVE AN EMERGENCY SITUATION, PLEASE CALL 911!**
- IF YOU NEED TO CONTACT YOUR WORKER, PLEASE CALL **540-745-9316** DURING NORMAL BUSINESS HOURS, WHICH CONTINUE TO BE 8:00 AM – 4:30 PM MONDAY THROUGH FRIDAY. IF YOUR CALL GOES TO VOICEMAIL, PLEASE LEAVE A DETAILED MESSAGE AND SOMEONE WILL CALL YOU BACK AS SOON AS POSSIBLE.
- PLEASE USE OUR DROP-BOX LOCATED AT THE FRONT ENTRANCE OF OUR OFFICE TO SUBMIT ANY COMPLETED PAPERWORK. THIS BOX WILL BE EMPTIED ON A ROUTINE BASIS DURING NORMAL BUSINESS HOURS AND THE INFORMATION FORWARDED ACCORDINGLY.
- IF YOU NEED TO SUBMIT AN APPLICATION FOR BENEFITS, PLEASE TAKE ONE FROM THE BLUE PLASTIC TOTE LOCATED AT THE FRONT ENTRANCE OF OUR OFFICE. WE WILL KEEP THIS TOTE AVAILABLE AND STOCKED DURING NORMAL BUSINESS HOURS. AFTER YOU HAVE COMPLETED YOUR APPLICATION, PLEASE PLACE IT IN OUR OUTSIDE DROP-BOX.
- IF YOU NEED TO MAKE A CHILD PROTECTIVE SERVICES (CPS) REPORT OF SUSPECTED CHILD ABUSE/NEGLECT, PLEASE CALL **540-745-9316** DURING NORMAL BUSINESS HOURS. FOR REPORTS BEING MADE AFTER NORMAL BUSINESS HOURS, PLEASE CALL THE TWENTY-FOUR HOUR CPS STATE HOTLINE AT **800-552-7096**.
- IF YOU NEED TO MAKE AN ADULT PROTECTIVE SERVICES (APS) REPORT OF SUSPECTED ADULT ABUSE/NEGLECT, PLEASE CALL **540-745-9316** DURING NORMAL BUSINESS HOURS. FOR MAKING REPORTS OUTSIDE OF NORMAL BUSINESS HOURS, PLEASE CALL THE TWENTY-FOUR HOUR APS STATE HOTLINE AT **888-832-3858**.
- IF YOU NEED TO APPLY FOR SNAP BENEFITS, PLEASE CALL **855-635-4370** OR ACCESS THE VDSS ONLINE SYSTEM AT: **[WWW.COMMONHELP.VIRGINIA.GOV](http://WWW.COMMONHELP.VIRGINIA.GOV)**.
- IF YOU NEED TO APPLY FOR MEDICAID BENEFITS, PLEASE CALL **855-242-8282** OR ACCESS THE VDSS ONLINE SYSTEM AT: **[WWW.COMMONHELP.VIRGINIA.GOV](http://WWW.COMMONHELP.VIRGINIA.GOV)**.
- FOR ANY QUESTIONS ABOUT APPLYING, RECEIVING OR CHANGING BENEFITS, PLEASE ACCESS THE VDSS ONLINE SYSTEM AT: **[WWW.COMMONHELP.VIRGINIA.GOV](http://WWW.COMMONHELP.VIRGINIA.GOV)** OR CONTACT YOUR WORKER VIA PHONE, E-MAIL OR TEXT, IF POSSIBLE.
- IF YOU ARE NEEDING ASSISTANCE THROUGH THE AGENCY'S TROLINGER PROGRAM, PLEASE CALL **540-745-9316** DURING NORMAL BUSINESS HOURS. IF YOUR CALL GOES TO VOICEMAIL, PLEASE LEAVE A DETAILED MESSAGE AND SOMEONE WILL CALL YOU BACK AS SOON AS POSSIBLE.
- FOR INFORMATION ON THE AVAILABILITY OF OTHER LOCAL SERVICES, PLEASE CALL 211.

**WE APPRECIATE YOUR PATIENCE AND UNDERSTANDING DURING THESE CHALLENGING TIMES AS WE WORK TO PROTECT THE PUBLIC AND OUR EMPLOYEES.**