

# **ATTENTION**

**DUE TO THE COVID-19 PANDEMIC, THE FLOYD COUNTY DEPARTMENT OF SOCIAL SERVICES WILL BE CLOSED TO THE PUBLIC UNTIL FURTHER NOTICE. IN THE INTERIM, PLEASE CONSIDER THE USE OF THE FOLLOWING RESOURCES:**

- **IF YOU NEED TO CONTACT YOUR WORKER, 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. **IF YOU HAVE AN EMERGENCY, PLEASE CALL 911!****
- **PLEASE USE OUR DROP-BOX LOCATED BESIDE OUR FRONT ENTRANCE TO SUBMIT ANY COMPLETED PAPERWORK. THE BOX WILL BE EMPTIED ON A WEEKDAY BASIS AND THE INFORMATION FORWARDED ACCORDINGLY.**
- **IF YOU NEED AN APPLICATION, PLEASE TAKE ONE FROM THE BLUE PLASTIC TOTE. WE WILL KEEP THIS STOCKED AND OUTSIDE OUR BUILDING DURING REGULAR BUSINESS HOURS.**
- **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 ONLINE SYSTEM AT: [WWW.COMMONHELP.VIRGINIA.GOV](http://WWW.COMMONHELP.VIRGINIA.GOV) OR CONTACT YOUR WORKER VIA PHONE OR E-MAIL.**
- **FOR ALL OTHER SERVICE NEEDS, PLEASE CALL 211 WHERE ADDITIONAL INFORMATION MAY BE OBTAINED.**

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