

# WHERE TO TURN

A GUIDE TO SELF-SUFFICIENCY

June 2009

**UNITED WAY-THOMAS JEFFERSON AREA  
INFORMATION AND REFERRAL CENTER  
(434) 972-1703**

**SE HABLA ESPAÑOL**



**United Way  
Thomas Jefferson Area**



# **Where To Turn**

United Way's **Where to Turn** resource guide is for:

- people who are currently seeking employment
- people who need to find employment in the future
- individuals who are having trouble meeting their own needs.

Whether you have been laid off, are going to work for the first time, no longer receive government assistance or are facing any financial crisis, **Where To Turn** is for you. To assist you through any time of crisis, this directory includes resources to help you meet your basic needs.

**If you have questions about  
area services, please contact the  
United Way Information & Referral Center  
at (434) 972-1703.**

**Se habla español**

Produced with support from:

**ALBEMARLE COUNTY DEPARTMENT OF SOCIAL SERVICES  
(434) 972-4010**

**CHARLOTTESVILLE DEPARTMENT OF SOCIAL SERVICES  
(434) 970-3400**

United Way-Thomas Jefferson Area  
806 East High Street  
Charlottesville, VA 22902  
(434) 972-1701  
[www.UnitedWayTJA.org](http://www.UnitedWayTJA.org)

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## **ALCOHOL AND DRUG ABUSE**

If the stress from your situation has led you or someone in your family to alcohol or drug abuse, contact:

### **Alateen | 972-7011**

*Answering service: An anonymous twelve-step mutual support group for teen children of alcohol and/or drug abusers.*

### **Alcoholics Anonymous | 293-6565**

*Answering service: Provides information about meeting dates, times and places for alcoholics.*

### **Charlottesville Al-Anon Family Group | 972-7011**

*Answering service: An anonymous twelve-step mutual support group for families of alcoholics and drug abusers.*

### **James River Alcohol Safety Program | 977-3553**

*Administers programs to reduce the incidence of accidents, injuries and fatalities resulting from driving under the influence of alcohol or other drugs. Conducts driver improvement classes and habitual offender services to appropriate clients.*

### **Mohr Center | 979-8871**

*Short-term emergency shelter for adults who otherwise would be arrested for public drunkenness. Referral program through Region 10 includes a two-week residential program for men with daily participation in 12 step programs with AA and NA or a three month transitional program that focuses on sobriety, employment and permanent housing.*

### **Narcotics Anonymous | 979-8298**

*Twelve-step self-help group for recovery from drug abuse.*

### **Project LINK | 970-1498**

*Works to reduce the effects of substance abuse in the lives of women and their children.*

### **Region Ten Community Services Board | 972-1800**

*Offers self-help programs, intensive substance abuse outpatient program and community outreach program. Charges vary with income, and can be reduced or waived for very low income persons.*

## **CLOTHING**

If you need affordable or free clothing, contact one of the following agencies:

### **Central Virginia Baptist Association | 589-6080**

815 Bolling Avenue, Charlottesville

*Used clothing center with clothes for all ages. Low cost or free clothing with a voucher from a social service agency or church. The center is open Tuesday - Saturday 9am-12noon.*

### **Church of the Brethren | 973-3639**

1225 East Rio Road, Charlottesville

*Provides free used clothing to the residents of Albemarle and Charlottesville. Limited to 6 visits per year. Open on Wednesdays from 6:30-7:30 p.m.*

**Green Olive Tree Thrift Store | 823-4523**

5784 Three Notch'd Road, Crozet

*Offers used clothing and small household items in good condition at very low prices.*

**Pregnancy Center of Central Virginia | 979-4516 and 220-3777**

320 West Main Street, Charlottesville and 1420 Greenbrier Place, Charlottesville

*Maintains a small closet of maternity and baby clothes as well as other baby items for women in need.*

**Salvation Army Thrift Stores | 979-5230**

604 Cherry Avenue, Charlottesville and 29 North at Airport Road

*Provides used clothing and household goods and furnishings at minimal or no cost to those with a demonstrated need. Fee waived with a referral from the Salvation Army Emergency Services Program.*

**Schoolhouse Thrift Shop | 973-2271**

1147 East Rio Road, Charlottesville

*Non-profit store selling used clothing, children's equipment and toys.*

## **DEPENDENT CARE RESOURCES**

### **Child Care Resources**

The following agencies can assist you in finding child care. You may also contact your local Department of Social Services for assistance to pay for child care.

**United Way Child Care Scholarship Program | 972-1715**

806 East High Street, Charlottesville

*The United Way Child Care Scholarship Program is available for working families in the Thomas Jefferson Planning District who meet income guidelines.*

**Children, Youth & Family Services**

**Child Care Resource & Referral | 296-4118**

116 West Jefferson Street, Charlottesville

*Provides child care information through a database of home child care providers and child care centers. Helps parents identify their child care needs and find an appropriate provider. .*

**Care for the Elderly & Disabled**

If you are responsible for an elderly or disabled adult who needs home day care while you work, there are resources to help.

**JABA Information & Assistance | 817-5260**

674 Hillsdale Drive, Suite 9, Charlottesville

*Call for a listing of adult day care centers, supervised adult day care or recreational activities for seniors. Provides information and access to a broad array of community and home based services such as health, housing, home support, legal issues, volunteer opportunities and transportation to seniors, their families and caregivers.*

## **EDUCATION**

### **GED, Literacy & Basic Education**

Call for times and locations.

Albemarle County	296-5888
Charlottesville/Albemarle Technical Education Center (CATEC)	973-4461
City of Charlottesville	245-2817
Fluvanna County	589-8208
Greene County	985-5239
Louisa County	(540) 894-4679
Nelson County	263-8317

### **Literacy & Tutoring**

#### **Literacy Volunteers of America (LVA)**

*Offers free, individualized tutoring to adults who want to improve basic reading and writing skills.*

Albemarle/Charlottesville	977-3838
Fluvanna/Louisa County	(540) 967-1051
Nelson County	263-6347

### **Post Secondary Education**

#### **National College of Business & Technology | 295-0136**

1819 Emmet Street North, Charlottesville

*Provides training and education for entry level positions and professional growth in the areas of Business Management, Accounting, Computer Systems Management, Medical Billing and Coding, Medical Transcription, Office Administration and Professional Secretarial Science (Executive, Medical, and Legal). Diploma programs and Associate of Science Degrees are available.*

#### **Piedmont Virginia Community College | 977-3900**

501 College Drive, Charlottesville

*As part of the Virginia Community College System, Piedmont Virginia Community College serves the City of Charlottesville and the counties of Albemarle, Buckingham, Fluvanna, Greene, Louisa and Nelson. The college provides the first two years of baccalaureate study, and works with the region's employers to develop programs that lead to careers in health care, information technology and other high-demand fields. Programs and services in developmental education, general education, community service, and lifelong learning support college transfer and workforce development and prepare students for success.*

#### **University of Virginia | 982-3200**

1001 Emmet Street, Charlottesville

*The University of Virginia is a selective public university that sustains the ideal of developing well-prepared leaders through education. UVA offers forty-eight bachelor's degrees in forty-six fields, and numerous master's, professional and doctorate degrees.*

### **Early Childhood Education**

#### **MACAA Head Start | 295-3171**

1025 Park Street, Charlottesville

*Offers a preschool program with transportation and nutritious meals provided. Medical and dental care are available to the children enrolled in the program. Assistance with shelter, utilities and other basic needs is available to families. Workshops and meetings are held to promote parent involvement in their child's education. Call for information about the Head Start nearest to you.*

**Bright Stars | 972-4010**

1600 South 5th Street Extended, Suite A, Charlottesville  
*Preschool program to help targeted 4 year olds grow intellectually, socially and emotionally, preparing them for entry into kindergarten. Operates at Agnor Hurt, Cale, Greer, Scottsville and Stone Robinson Elementary Schools. Serves Albemarle County residents.*

**Four-Year-Old Preschool Program | 245-2797**

Charlottesville City Schools, 416 13th St. NW, Charlottesville  
*The Four-Year-Old Preschool Program provides learning experiences for at-risk children before they begin kindergarten. Serves City of Charlottesville residents.*

**Parent Education**

Local Virginia Cooperative Extension offices provide educational information on parenting:

**VCE Charlottesville/Albemarle County | 872-4550**

Albemarle County Office Building 5th Street Extended, Charlottesville

**VCE Fluvanna County | 591-1950**

Route 1001, New County Office Building, Palmyra

**VCE Greene County | 985-5236**

10013 Spotswood Trail, Stanardsville

**VCE Louisa County | (540) 967-3422**

1 Woolfolk Avenue, Louisa

**VCE Nelson County | 263-4035**

8445 Thomas Nelson Highway

**Children, Youth and Family Services, Inc | 296-4118**

116 West Jefferson Street, Charlottesville

*Promotes healthy growth of children and the positive development of family relationships through services for residents. Offers counseling, support groups and parenting classes.*

**Charlottesville Fathering Initiative | 296-4118 EXT 253**

*Offers free, informal discussions for fathers on a variety of topics. Discussions are led by a spokesman from the Fathering Initiative and help fathers develop better relationships with their families. Men of all ages and family stages are invited.*

**Piedmont Regional Education Program (PREP) | 975-9400**

225 Lambs Lane, Charlottesville

*Serves parents of children with special education needs in public schools. Offers free trainings and workshops to parents and educators, promotes family-school relationships, has a lending library, and is an information resource for individuals with disabilities.*



## **EMPLOYMENT**

### **Finding A Job**

If you are starting to work for the first time, have not worked for an extended period, or have been laid off, it is important to develop a plan to find employment.

Steps to find a job include:

1. Talk with your family members, friends or neighbors who can support you in finding work.
2. Learn about the available community resources.
  - A. Register at the Virginia Employment Commission (see page 7).
  - B. Contact your local Social Services Department (see page 10).
  - C. Call the Information & Referral Center if you have questions.

Create a resume and work history (including volunteer jobs) to bring to appointments.

Make transportation arrangements.

Make day care arrangements if you have children.

Gather clothing for interviews or work.

Sit down with family members to develop a plan for completing household tasks, day care, transportation arrangements for the children and setting aside family time each day.

### **Where Can I Get Financial Help?**

When you're unemployed, savings deplete quickly. However, there are places you can contact for help until you are financially stable. You may be entitled to government benefits such as Food Stamps, Temporary Assistance to Needy Families (TANF), Medicaid (medical assistance) and other social programs. If you have been receiving public assistance and have just started working, you might be eligible for transitional Medicaid, child care assistance and employment-related transportation costs. Contact your local Department of Social Services (see page 10) for assistance.

### **How Do I Deal With the Stress?**

Finding a job or returning to work is the first priority for you, but until this occurs there are steps you can take to combat anxiety and depression:

1. Take on one thing at a time.
2. Discuss your problems with someone you trust or with a professional counselor.
3. Take time to relax. Whatever you like to do, now is the time to do it.
4. Work off frustration and tension through exercise or accomplishing tasks that give you a sense of well-being.

### **What About My Family?**

Telling family members that you are out of a job can be difficult. When you do tell them, keep in mind that this situation may be hard on them. But if you have a positive attitude, you and your family can work through these feelings and support each other.

Steps to discussing your situation with your family include:

1. Talk about your situation until everyone has had a chance to express their feelings, whether positive or negative.
2. Plan your next step together. Working as a family team will not only help everyone feel better, it will also help you find a job more quickly.
3. Children are usually very aware of tension in the family. Regardless of their ages, include them on your family team. Explain your unemployment situation to them and your plans to deal with it. You'll help them to understand why holidays and birthdays may have to be a bit different this year. You also may discover a real bonus in their support and helpfulness. (See page 8 for a list of family counseling services.)

### **Employment Resources**

Register for unemployment compensation with the Virginia Employment Commission as soon as you are laid off. The days you wait before registering will not be paid later.

#### **Virginia Employment Commission | 984-7630**

2211 Hydraulic Rd, Charlottesville

*A public state employment agency that provides listings for local job opportunities and registers those who are seeking employment. Provides partial income replacement for a limited period of time for eligible individuals who become unemployed. Offers job matching services for applicants and employers with job openings.*

### **Job Listings in Local and State Government**

Employment opportunities may be available in local county or city governments. Call these offices to see what jobs are available:

#### **Albemarle County Dept. of Human Resources | 296-5827**

401 McIntire Road, Charlottesville | [www.albemarle.org](http://www.albemarle.org)

#### **Charlottesville Dept. of Human Resources | 970-3490**

605 East Main Street, City Hall, Charlottesville | [www.charlottesville.org](http://www.charlottesville.org)

#### **University of Virginia Dept. of Human Resources | 924-4598; 924-4400**

914 Emmet Street, Charlottesville | [www.hrs.virginia.edu](http://www.hrs.virginia.edu)

*Apply for a job by submitting a Commonwealth of Virginia application for employment either in person or by mail. Current UVA job openings can be researched on the Dial-a-Job line or on the internet.*

### **Job Boards**

Visit your local Department of Social Services for current employment opportunities listed on their Job Boards. The City of Charlottesville and Albemarle County have computers available to perform Internet job searches and to compile resumes and cover letters. Also, check out the Web Sites of Interest on page 21.

## **Job Training, Counseling & Placement**

Employment training opportunities may be available locally. Call these groups to find out:

### **Albemarle Career Center | 972-4010**

1600 5th Street Extended, Suite A, Charlottesville

*Provides the general public with career resources and services including GED instruction, education, job search resources and career counseling.*

### **FOCUS Women's Resource Center | 293-2222**

953 2<sup>nd</sup> Street, Charlottesville

*Programs for women that include career change, job search, education counseling and professional development training, as well as a job bank/listing.*

### **Monticello Area Community Action Agency (MACAA) | 295-3171**

1025 Park Street, Charlottesville

*Fosters independence through employment by providing employment skills in a caring, client-centered environment.*

### **Piedmont Works, Charlottesville | 977-2662**

*Open to all job seekers. Computers connected to the Internet are available for resumes, cover letters and job searches. Fax, phones and copiers are also available. Offers free career counseling and seminars designed to help job seekers take advantage available resources.*

<b>Piedmont Works, Louisa</b>	(540) 967-5201
<b>One Stop Career Center</b>	984-7630
<b>Dislocated Workers Program</b>	977-4453
<b>Louisa Teamworks</b>	(540) 967-5201
<b>Piedmont Works Adult Program</b>	977-2662
<b>Senior Community Service Employment Program</b>	977-2662

### **Piedmont Virginia Community College | 961-5354**

Center for Training and Workforce Development

*The Piedmont Virginia Community College Center for Training and Workforce Development provides services to area businesses, industry and government. It offers customized training at PVCC or on location and ongoing courses and seminars in response to area workforce needs.*

### **WorkSource Enterprises | 972-1730**

1311 Carlton Avenue, Charlottesville

*Provides job training and employment to persons with vocational, physical, mental, and developmental disabilities. The organization operates an assembly/packaging operation, janitorial services, day support services and BreadWorks Bakery. Also offers adult basic education classes, instruction in independent living skills and job placement services.*

### **Virginia Dept. of Rehabilitative Services | 296-5621**

2211 Hydraulic Rd, Charlottesville

*Helps persons with disabilities find and keep jobs and/or reach a higher level of independence in their daily living. For every person served, an individualized program is designed to meet his/her needs.*

## FAMILY COUNSELING

Family relationships can become strained in times of crisis. Qualified counseling is available at the offices listed below. Most of the agencies offer low-cost counseling.

<b>American Red Cross (Military Families &amp; Disaster)</b>	979-7143
<b>Center for Clinical Psychology Services</b>	924-7034
<b>Charlottesville Pregnancy Center</b>	979-8888
<b>Children, Youth and Family Services, Inc. (CYFS)</b>	296-4118
<b>Commonwealth Catholic Charities</b>	(800) 974-4494
<b>Family Preservation Services</b>	293-4262
<b>FOCUS Women's Resource Center</b>	293-2222
<b>Institute for Family Centered Services</b>	(804) 290-0297
<b>JABA Care Management Program</b>	(540) 832-0684
<b>Jefferson Area CHIP</b>	972-6292
<b>Mental Health (MHA) Information &amp; Referral</b>	977-4673
<b>On Our Own/Drop In Center</b>	979-2440
<b>Planned Parenthood of the Blue Ridge</b>	296-1000
<b>Project Link</b>	972-1829
<b>Region Ten Community Services Board (RTCBSB)</b>	972-1800
<b>Runaway Emergency Services Program of CYFS</b>	972-7233
<b>University of Virginia Family Stress Clinics</b>	924-5348
<b>University of Virginia Pediatric Psychology</b>	924-5411
<b>University of Virginia Psychiatric Services</b>	924-7034
<b>The Women's Initiative</b>	872-0047

Also see Parent Education services (on page 4).

## FINANCES

If you are in a financial crisis, don't wait until your payments are due or overdue to take action. If you anticipate going into debt, seek assistance immediately.

### **Banks and Creditors**

Banks and creditors to which you owe money should be notified immediately of your situation. Many companies will work with you by adjusting payments until you get back on your feet. Notifying them is the first step in obtaining their cooperation.

### **Emergency Financial Assistance**

**CARES** (Coalition Assisting Residents in Emergency Situations) | 295-3171

1025 Park Street, Charlottesville

*Serves as a clearinghouse for Albemarle and Charlottesville residents requiring limited emergency financial assistance with utilities, rent or mortgage, financial counseling, and referrals to other agencies.*

## **Utilities**

If you fall behind in utility bills, taking the time to discuss your situation with these companies may mean that a payment plan can be worked out for you. Help with heat-related utilities may be available during the winter months through special government and other funding sources.

**CARES | 295-3171**

**Dominion Virginia Power | (800) 667-3000**

**Charlottesville Gas Assistance Program | 970-3222**

**Charlottesville Gas Division | 970-3800**

**Jefferson Area Board for Aging CoolAid Program | 817-5222**

**Sprint/Link-up Carolina**—Offers reduced telephone rates for Medicaid recipients.

A social worker must complete an application for the client.

## **Credit Counseling and Money Management**

The following agency can assist you in contacting creditors, negotiating a payment plan or resolving any other difficulties you may have with creditors:

**Clearpoint Financial Solutions | 977-9596**

300 Preston Avenue, Suite 200

*Offers free presentations on budgeting, wise use of credit, identity theft and many other financial topics. Also, you can learn how to obtain and understand your credit report.*

**Piedmont Housing Alliance | 817-2436**

111 Monticello Ave Suite 104, Charlottesville

*Piedmont Housing Alliance (PHA) Financial Literacy Education and Outreach Program-provides instructor led modules that covers money management and budgeting, how to read a credit report and understanding credit scores, credit repair, tips on avoiding predatory loans, identity theft and a guide to homeownership. For more information and class schedules, contact [info@piedmonthousing.org](mailto:info@piedmonthousing.org) or call 434-817-2436.*

*PHA's Steppingstone is a unique transitional housing program which provides apartments at market rents to families with enough income to qualify for a mortgage but who have other barriers such as too many debts or other credit problems. Twenty five percent (25%) of monthly rent is set aside to be used for down payment and closing costs. Participants meet monthly on a one-on-one basis with a housing counselor.*

**Virginia Cooperative Extension (VCE)** -- Your local extension agency can provide you with financial mentoring to help you stretch your dollars. Trained volunteers help families trying to make ends meet, and also have free publications available on “*Getting Out of Debt*” and “*How To Make Your Money Go Further.*”

**VCE Charlottesville/Albemarle County | 872-4580**

460 Stagecoach Road, Charlottesville

**VCE Fluvanna County | 591-1950**

132 Main Street, Palmyra

**VCE Greene County | 985-5236**  
10013 Spotswood Trail, Stanardsville

**VCE Louisa County | (540) 967-3422**  
1 Woolfolk Avenue, Louisa

**VCE Nelson County | 263-4035**  
8445 Thomas Nelson Highway, Lovingston

### **Public Assistance/Social Services**

To supplement family income, contact your local Department of Social Services for Food Stamps, medical insurance and public assistance. Call for an appointment first.

**Albemarle County | 972-4010**  
1600 5th Street Extended, Charlottesville

**City of Charlottesville | 970-3400**  
120 7th Street NE, City Hall Annex, Charlottesville

**Fluvanna County | 842-8221**  
8880 B James Madison Highway, Fork Union

**Greene County | 985-5246**  
10009 Spotswood Trail, Stanardsville

**Louisa County | (540) 967-1320**  
103 McDonald Street, Louisa

**Nelson County | 263-8334**  
8445 Thomas Nelson Highway, Lovingston

### **Helpful Hints When Seeking Assistance**

When you go to an agency for assistance, you can help them help you by bringing all of the information you have relating to your situation. Be prepared to:

- Explain how you got into your situation/what caused it.
- Explain what steps you have taken to improve your situation.
- Explain what money of yours will be contributed to the need.

### **You should bring:**

- All documents verifying your situation (such as disconnection and eviction notices)
- A list of your monthly expenses, pay stubs or other income verification
- Picture identification

**For Social Services benefits, be prepared to provide:**

- Pay stubs or other income verification
- Utility bills
- Copy of lease/rental agreement
- Birth certificate/verification
- Positive identification, i.e. Social Security card

**Creating a Simple Budget**

1. Calculate your net income (amount of your check after taxes and other deductions).
2. Determine your expenses. What are your fixed costs, i.e. rent, utilities, insurance, etc?
3. Subtract your expenses from your net income?
4. Set up a budget. A simple budget form is included below.

**BUDGET**

**Income \$** \_\_\_\_\_

Expense	Week	Month	Year
Rent or mortgage			
Utilities			
Food and Groceries			
Childcare			
Transportation			
Automobile Payment(s)			
Gas			
Household Items			
Household Maintenance and Repair			
Telephone			
Garbage			
Clothing			
Personal Care			
Laundry/Dry Clean			
Insurance- Auto			
Insurance- Home			
Insurance- Medical			
Medical			
Education			
Entertainment			
Credit			
Alcohol and Tobacco			
Miscellaneous			
<b>TOTAL</b>			

For your convenience, make additional copies before completing.

## FOOD RESOURCES

### **Community Meals On Wheels | 293-4364**

2270 Ivy Road, Charlottesville

*Provides hot, nutritious meals to homebound Charlottesville and Albemarle residents who are unable to cook their own meals and who have no one to help them. Meals are delivered by volunteers every Monday through Friday, including all holidays that fall on weekdays. Serves some areas of Albemarle County. Charges vary with income, reduced/waived for those eligible.*

### **Emergency Food Bank (EFB) | 979-9180**

103 West Jefferson Street, Charlottesville

*Food orders may be placed only by phone 9am-12noon Monday—Friday. Food is picked up 1:30pm-3:30pm Monday-Friday. EFB provides a three day supply of food to persons in need once a month, on a self-referral basis. Thereafter, by agency referral only.*

### **Food Stamps Program**

*Provides assistance with food needs for individuals and families. A swipe card is used in the grocery store to purchase food items. Eligibility is determined on the basis of a household's size, income and resources. Households with little or no income and resources are eligible for expedited Food Stamps (7 days to process). For more information, contact your local Department of Social Services (see page 10).*

### **Salvation Army Public Meals Program | 295-4058**

207 Ridge Street, Charlottesville

*Breakfast and dinner are open to general public on weekdays and all three meals on weekends. Breakfast begins at 6:45am daily; lunch is served from 12noon-1pm and dinner begins at 6pm for residents, and 6:30 to general public.*

### **Soup Kitchens**

Daily meals are available for anyone hungry from 12noon-1pm at the following locations :

<i>Monday</i>	<i>First United Methodist Church @ 101 E Jefferson St</i>
<i>Tuesday</i>	<i>Christ Episcopal Church @ 103 W Jefferson St</i>
<i>Wednesday</i>	<i>First Presbyterian @ 500 Park St</i>
<i>Thursday</i>	<i>Holy Comforter @ 208 E Jefferson St</i>
<i>Friday</i>	<i>First Baptist Church @ 735 Park St. at 1:00</i>
<i>Saturday &amp; Sunday</i>	<i>Salvation Army @ 207 Ridge St</i>

## GENERAL INFORMATION

### **Obtaining A Birth Certificate**

To obtain an original or copy of your birth certificate, pick up an application at your local Health Department (see page 14), contact the Virginia Office of Vital Records at (804) 662-6200 or write to: Virginia Office of Vital Records, PO Box 1000, Richmond, Virginia 23218.

There is a \$12 fee for each birth certificate copy requested.



## **Obtaining Picture Identification**

To obtain a picture ID, visit your local Department of Motor Vehicles. There is a \$10 fee and you will need to provide:

- Two proofs of ID (birth certificate, union card, passport, life or health insurance card, previous work ID, etc.)
- One proof of legal presence (Social Security card)
- One proof of residence (utility bill or other official piece of mail with your name and address on it)

You can find a list of acceptable documents on the DMV website:  
[www.dmv.state.va.us/webdoc/citizen/drivers/id\\_links.asp](http://www.dmv.state.va.us/webdoc/citizen/drivers/id_links.asp)

## **Obtaining a Replacement Social Security Card | 295-1144**

1470 Pantops Mountain Place, Charlottesville

Bring proof of ID (school ID, marriage or divorce certificate, passport, clinic or doctor record, church record, health or life insurance card). Two proofs of ID are required.

## **HEALTH CARE**

In times of crisis, it is important to maintain your health. Getting sick now may make your situation even more difficult. If you need free or low-cost health care, refer to the agencies listed in this section.

### **Charlottesville Free Clinic | 296-5525**

1138 Rose Hill Drive, Suite 200, Charlottesville

*The Charlottesville Free Clinic is a volunteer community health support system that provides non-emergency medical care, a pharmacy for patients and limited dental and psychiatric services.*

### **Community Children's Dental Center | 293-9300**

259 Hydraulic Ridge Rd Suite 101, Charlottesville

*The Community Children's Dental Center serves children and youth to age 19 living in Albemarle, Charlottesville, Fluvanna, Greene, Louisa and Nelson, who are income eligible and enrolled in the state's child health insurance programs, FAMIS or FAMIS Plus.*

### **Every Woman's Life Health Passport | 243-6415**

1400 West Main Street, Garden Level, Charlottesville

*Offers three important health exams: Pap test, breast exam and mammogram for women ages 40 to 64. Emphasis on women 50 to 64. Program provides transportation if necessary.*

### **Jefferson Area CHIP | 964-4700**

1469 Greenbrier Place, 22901 Charlottesville

*Team approach using a nurse and home visitor to meet both the health and social needs of families. Case management, counseling, and treatment are utilized for optimal health. Families are linked with services and encouraged to be self-sufficient.*

**Martha Jefferson Hospital | 982-7009**

459 Locust Avenue, Charlottesville

*Community medical institute operating 24 hours a day and offering a full range of inpatient, outpatient, diagnostic, maternity, and emergency medical services.*

**Planned Parenthood of the Blue Ridge | 296-1000**

2964 Hydraulic Road, Charlottesville

*Provides reproductive health, education and information services which includes gynecology exams, sexually transmitted disease testing, pregnancy testing and contraceptives, and more.*

**Pregnancy Centers of Central Virginia | 979-4516**

320 West Main Street, Charlottesville

*Provides free pregnancy tests, counseling and practical support to women in crisis pregnancies. Also provided is a 24 hour Helpline. All services are free and confidential.*

**Public Health Departments**

Administration of public health service programs for Planning District 10. Services cover maternity care, well child care, WIC Program, family planning, environmental health, dental health and community health.

Charlottesville/Albemarle Health Dept. | 972-6219

Fluvanna Health Dept. | 591-1960

Greene Health Dept. | 985-2262

Louisa Health Dept. | (540) 967-3703

Nelson Health Dept. | 263-8315

**Teen Health Center | 982-0090**

1400 University Avenue

*Serves young men and women under age 20 for routine health care services. Includes sports physicals, check-ups, immunizations, family planning, pregnancy testing and prenatal care, sexually transmitted disease evaluation and treatment, and treatment for minor illness.*

**University of Virginia Medical Center | 924-3627; (800) 251-3627**

1215 Lee Street, Charlottesville

*UVA Health System is a network of primary and specialty services dedicated to improving the health of Virginians through excellence in clinical care, education, research and public service.*

**Health Insurance/Medical Assistance****Medicaid**

*Call your local Dept. of Social Services (see p. 10) to determine eligibility for Medicaid. Medicaid pays for health and medical care such as doctor and hospital bills, prescription medicines and nursing home care. Applicants must be in one of the following categories: age 65 or older, disabled, blind, child in foster care, families with children (numerous categories) and pregnant women.*

**United Way RxRelief Program | 972-1701**

806 East High Street, Charlottesville

*RxRelief helps uninsured persons apply for free prescription medications. Requires income documentation, prescription and doctor's signature. If eligible, medications take several weeks to arrive.*

## **Physician Referral**

Martha Jefferson Hospital Physician Referral Services | 982-7009; (888) 652-6663  
University of Virginia Medical Center Physician Information | 924-DOCS (3627)

## **HOUSING**

### **Temporary Shelters**

Depending on your circumstances, you may be able to stay in a temporary shelter for two weeks or longer. The shelters provide help in developing a plan to stabilize your situation. This process may include assistance with securing employment, locating permanent housing and resolving other issues that contributed to your homelessness.

#### **MACAA Hope House | 295-3171**

1025 Park Street, Charlottesville

*An intensive program that provides developmental activities and temporary housing for homeless families. Prior to securing permanent housing, residents participate in job training, budget and home management workshops and other activities designed to enhance their self-sufficiency.*

#### **On Our Own—Drop In Center | 979-2440**

123 4th Street NW, Charlottesville

*The Center offers a variety of services to individuals who have experienced significant problems in their lives due to mental illness and who acknowledge this. Offers limited housing in a group setting.*

#### **PACEM | 465-1392**

208 E. Jefferson St., Charlottesville

*People and Congregations Engaged in Ministry assists men, women, and children in need of a place to sleep. Intake site is located at Holy Comforter Church from 5:00 – 6:00 p.m.*

#### **Salvation Army Emergency Shelter 295-4058**

207 Ridge Street, Charlottesville

*Provides crisis intervention through emergency shelter and meals, clothing, educational and life skills programs, transportation, furniture, direct financial assistance, worship services, child care, and youth programs. Also operates the Center of Hope transitional housing program.*

#### **Shelter for Help in Emergency (SHE) | 293-8509**

*SHE provides a safe shelter for abused women and their children and other support services that include court advocacy, court accompaniment, legal information, counseling, children's services, support groups and referrals.*

### **Housing Services**

#### **Albemarle County Office of Housing | 296-5839**

1600 5th Street Extended, Charlottesville

*Administers the Housing Choice Voucher and Moderate Rehabilitation Programs (applicant names are placed on a waiting list according to established policies). Eligibility is based on the family's income and household composition. Offers housing counseling including information and referral, pre-purchase assistance for first-time home buyers, basic budgeting and financial management, landlord/tenant assistance, a Family Self-Sufficiency Program, and the HomeBuyers Club.*

**CARES | 295-3171**

1025 Park Street, Charlottesville

*Provides assessments and referrals for emergency rent and mortgage assistance. See "Financial Assistance."*

**Charlottesville Redevelopment & Housing Authority (CRHA) | 970-3253**

500 South First Street, Charlottesville

*CRHA serves low income residents of Charlottesville by providing affordable housing for low income families including seniors and disabled individuals. The CRHA manages 376 units of public housing at 11 sites in Charlottesville and administers 345 "Section 8" rental units through leased contracts with private owners. CRHA operates a Family Self-Sufficiency Program, a Downpayment and Closing Costs Assistance Program, and the Housing Opportunities Partnership Program. It also refers families to the First Time Homebuyers Club as they complete family self-sufficiency classes.*

**Fluvanna County Housing Foundation | 589-4820**

Carysbrook Complex, Route 15, Fork Union

*Provides resources and assistance for the development of affordable housing, water and waste systems and other community development programs for low to moderate income citizens of Fluvanna County.*

**Louisa County Housing Foundation | (540) 967-3483**

1 Woolfolk Avenue, Louisa

*Provides housing assistance in the form of housing rehabilitation/repair services to those who qualify as low income. Administers the Section 8 Housing Program in Louisa County.*

**Monticello Area Community Action Agency (MACAA) | 295-3171**

1025 Park Street, Charlottesville

*MACAA helps low-income persons achieve self-sufficiency through emergency assistance, and housing and community development services in Albemarle, Charlottesville, Fluvanna, Louisa and Nelson.*

**Nelson County Community Development Foundation | 263-8074**

8445 Thomas Nelson Highway, Lovingston

*Provides housing for low to moderate income families and rehabilitation of homes for income eligible families. Also provides emergency home repair for the elderly and the disabled.*

**Piedmont Housing Alliance | 817-2436**

111 Monticello Ave Suite 104, Charlottesville

*Steppingstone is a unique transitional housing program which provides apartments at market rents to families with enough income to qualify for a mortgage but who have other barriers such as too many debts or other credit problems. Twenty five percent (25%) of monthly rent is set aside to be used for down payment and closing costs. Participants meet monthly on a one-on-one basis with a housing counselor.*

**Salvation Army Homeless Intervention Program | 295-4058**

207 Ridge Street, Charlottesville

*Works to prevent displacement of households who could potentially become homeless, to assist homeless persons in securing permanent housing, and to ensure that the persons who receive assistance become self-sufficient. Offers loans and grants for temporary rental, mortgage and security deposit assistance.*

## **Home Ownership**

### **Albemarle Housing Improvement Program (AHIP) | 817-2447**

2127 Berkmar Drive, Charlottesville

*AHIP is a private, not-for-profit Community Development Corporation which assists low-income families acquire and/or maintain a home.*

### **Albemarle Office of Housing Home Buyers Club | 296-5839**

1600 5th Street Extended, Charlottesville

*Home Buyers Club helps prepare Albemarle County residents for home purchase and offers a support program for people in need of credit counseling, savings and budgeting. The Albemarle Office of Housing also offers a Home Buyer's Club for Hispanics.*

### **Community Energy Conservation Program, Inc. | 293-3777**

1819 Broadway Street, Charlottesville

*Provides free weatherization and heating system repair of houses and mobile homes for those who qualify whether homeowners or renters.*

### **Greater Charlottesville Habitat for Humanity | 293-9066**

501 Grove Avenue, Charlottesville

*Non-profit organization dedicated to providing sustainable, affordable homes for families in need. Partners Habitat families with families in need to develop a financially stable home mortgage before completion of new home.*

### **Piedmont Housing Alliance | 817-2436**

111 Monticello Ave Suite 104, Charlottesville

*Provides in-depth information and assistance to first-time home buyers.*

## **LEGAL SERVICES**

Legal aid may be available at a reduced rate for people who cannot afford it. If you are in need of legal advice or representation, contact:

### **Legal Aid Justice Center | 977-0553      Hours: 8:30 am to 5:00 pm Mon-Fri**

1000 Preston Avenue, Suite A, Charlottesville

*The Legal Aid Justice Center offers free legal services to low-income families throughout Central Virginia and to at-risk children, low-wage immigrant workers, institutionalized persons, and other vulnerable populations statewide. Through legal representation in civil actions, community education, and statewide advocacy, Legal Aid works to alleviate our client's immediate problems while addressing the systemic issues that keep people in poverty.*

*The Charlottesville office provides intake, advice, referrals and representation when needed on consumer, housing employment, public benefits, elder law, education, juvenile justice, mental health law and issues affecting immigrants, including wage claims and immigration status. Se habla español.*

### **Central Virginia Legal Aid | 296-8851**

1000 Preston Avenue, Suite B, Charlottesville

*Point-of-entry for clients eligible for free legal services. Provides intake advice and/or referrals in cases dealing with tenant rights, education, public benefits, unemployment insurance, consumer protection and debtors' rights. Also provides extended representation in domestic and bankruptcy cases. Paralegal Services are available on Tuesdays from 9am-10:30am, and 1:00pm-2:30pm. For domestic cases—domestic violence (women only), custody (only when no domestic violence), and child support. Does not do fault-based divorces, but can do no-fault divorces if an attorney is available. Income must not exceed 125% of poverty guidelines.*

**University of Virginia Women’s Center Free Legal Clinic | 982-2251**

The Corner Building @ 14th & University Avenue, Charlottesville  
*Free legal clinic, counseling and educational workshops. Free legal clinic held on the last Thursday of the month (September-May); for appointments, call 8:30am-5pm Monday-Friday. Local volunteer lawyers field all types of questions and cover a variety of cases. Provides a monthly session to meet one-on-one with an attorney and legal counseling on any topic.*

**Virginia Lawyer Referral | (800) 552-7977**

707 East Main Street, Suite 1500, Richmond  
*Provides up to a 30 minute consultation for \$35.*

**Virginia Tele-Court | (877) 801-2303**

*Virginia residents can call and obtain information regarding more than 40 court-related topics that range from landlord/tenant cases to traffic violations. Developed by the Virginia court system with the assistance of the Young Lawyers Conference of the Virginia State Bar. [www.courts.state.va.us](http://www.courts.state.va.us)*

**RECREATION**

There are many recreational activities in the area. Many are free or low cost.

**Albemarle Charlottesville Boys & Girls Club | 977-2001**

1000 Cherry Avenue, Charlottesville

**Boys Scouts of America—Stonewall Jackson Council | (540) 943-6675**

Monticello Scout Shop, 2116 Berkmar Drive, Charlottesville | 978-3822

**Girls Scouts of Virginia Skyline Council Inc. | 296-5156**

380 Greenbrier Square, Charlottesville

**Departments of Parks & Recreation**

For information about recreation areas, recreational facilities, recreation/leisure instruction and recreational activities for area residents, contact:

**Albemarle Parks & Recreation | 296-5844**

401 McIntire Road, Charlottesville

**Charlottesville Parks & Recreation | 970-3215**

120 7th Street NE, Charlottesville

**Fluvanna Parks & Recreation | 842-3150**

5725 James Madison Highway, Fork Union

**Greene Parks & Recreation | 985-5226**

40 Celt Road, Stanardsville

**Louisa Parks & Recreation | (540) 967-4420**

1 Woolfolk Avenue, Louisa

**Nelson Parks & Recreation | 263-7130**

8445 Thomas Nelson Highway, Lovingston

## TRANSPORTATION

**Commuter Information** | (888) 974-5500

**Charlottesville Transit Service (CTS)** | 296-7433

*Public bus transit system to the Charlottesville/Albemarle community offering standard and regular routes with fixed time schedules.*

**Greene County Transit** | 985-5205

*Public transportation for Greene County residents.*

**JAUNT Inc.** | 1-800-365-2868 or 296-6174

*Provides transportation to area citizens, serving both the general public and human service agency clients, and provides transportation to citizens with disabilities.*

**MACAA Wheels To Work Program** | 295-3171

*Maintains small fund to help with auto repairs.*

**RideShare** | 295-6165

*A free car and vanpool matching service. Operates the Guaranteed Ride Home Program.*

**University Transit Service (UTS)** | 924-7711

*Operates a bus service in and around the Grounds of the University of Virginia.*

**Virginia Dept. of Rehabilitative Services** | 296-5621

*Helps persons with disabilities find and keep jobs and/or reach a higher level of independence in their daily living. For every person served, an individualized program is designed to meet his/her needs. Disabled persons may be eligible to receive free or low-cost transportation to and from work, medical appointments and other places.*

## VOLUNTEER OPPORTUNITIES

There are various types of volunteer opportunities in the area. If you are interested in volunteering, contact the following volunteer programs:

**BeAVolunteer.info** | [www.BeAVolunteer.info](http://www.BeAVolunteer.info)

*This United Way database includes more than 300 volunteer opportunities posted by over 120 non-profit agencies and schools in Charlottesville and the surrounding areas. Find volunteer opportunities for youth, adults, seniors, groups and families.*

**United Way-Thomas Jefferson Area Volunteer Center** | 972-1705

*Promotes volunteering by individuals, groups and corporations. Serves as a resource on volunteering for non-profit agencies, and provides training opportunities for both volunteers and paid staff of non-profit agencies. Maintains a clearinghouse of volunteer opportunities for youth, adults, families, seniors and groups. Does not offer placement services.*

**Jefferson Area Board for Aging RSVP Volunteer Program** | 817-5229

*Provides a variety of volunteer opportunities for retired persons 55 and over to participate more fully in the life of their community through volunteer service. Persons over 55 are matched by RSVP with volunteer activities to suit their interests.*

## **LOVE, INC | 977-7777**

*Non-profit clearing house for local church volunteers who offer services to the disadvantaged including budget planning, respite care, home maintenance, transportation, paralegal/medical services, shopping, tutoring, mentoring, temporary child care, emotional and spiritual support, friendship and visitation with the elderly and disabled.*

## **When You Don't Know Where to Turn**

All of the services you are seeking may not be included in this directory. There are many community resources to help you. If you need assistance, **call the United Way Information and Referral Center at (434) 972-1703** or email [ir@unitedwaytja.org](mailto:ir@unitedwaytja.org). An I&R specialist will be glad to assist you in finding the resources you need.

The Information & Referral Center provides citizens with quick, comprehensive, and confidential information and referrals to health and human service resources. I&R utilizes a current database of human service resources for Charlottesville and the surrounding region and publishes directories to area services.

*Se habla español*

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## **Web Sites of Interest**

**Free Internet access can be found at:**

The Jefferson Madison Regional Library, Central Branch, 201 East Market Street  
Albemarle Department of Social Services Career Center, 1600 5th Street Extended  
Charlottesville Department of Social Services, City Hall Annex, 120 7th Street NE  
Piedmont Works Career Center, 2211 Hydraulic Rd, 1<sup>st</sup> floor Box 9



United Way-Thomas Jefferson Area	<a href="http://UnitedWayTJA.org">UnitedWayTJA.org</a>
Blue Ridge Apartment Council	<a href="http://brac.com">brac.com</a>
Commonwealth of Virginia	<a href="http://state.va.us">state.va.us</a>
Daily Progress On-Line	<a href="http://dailyprogress.com">dailyprogress.com</a>
Division of Child Support Enforcement	<a href="http://dss.virginia.gov/family/dsce.html">dss.virginia.gov/family/dsce.html</a>
FAMIS	<a href="http://famis.org">famis.org</a>
FastWEB	<a href="http://fastweb.com">fastweb.com</a>
Federal Financial Aid Form	<a href="http://fafsa.ed.gov">fafsa.ed.gov</a>
HUD: Virginia Home Page	<a href="http://hud.gov/local/ric">hud.gov/local/ric</a>
Greater Charlottesville Habitat for Humanity	<a href="http://avenue.org/habitat">avenue.org/habitat</a>
Human Resources - Albemarle County	<a href="http://albemarle.org/humanres/hrjobs/vacancy.htm">albemarle.org/humanres/hrjobs/vacancy.htm</a>
Human Resources - City of Charlottesville	<a href="http://charlottesville.org/gov">charlottesville.org/gov</a>
Human Resources - University of Virginia	<a href="http://hrs.virginia.edu">hrs.virginia.edu</a>
Monticello Avenue	<a href="http://Avenue.org">Avenue.org</a>
Peterson's College Quest	<a href="http://petersons.com">petersons.com</a>
Piedmont Virginia Community College	<a href="http://pvcc.cc.va.us">pvcc.cc.va.us</a>
SeniorNavigator.Com	<a href="http://SeniorNavigator.com">SeniorNavigator.com</a>
State of Virginia Literacy & Learning Disabilities	<a href="http://Nifl.gov/NSDirectory/virginia.htm">Nifl.gov/NSDirectory/virginia.htm</a>
Statewide Information & Referral System	<a href="http://www.211.virginia.org">www.211.virginia.org</a>
University of Virginia	<a href="http://virginia.edu">virginia.edu</a>
Virginia Court System	<a href="http://courts.state.va.us">courts.state.va.us</a>
Virginia Employment Commission	<a href="http://vec.state.va.us">vec.state.va.us</a>
Virginia Housing Development Authority	<a href="http://vhda.com">vhda.com</a>
Virginia School Web Site	<a href="http://pen.k12.va.us">pen.k12.va.us</a>





**Information & Referral Center  
United Way-Thomas Jefferson Area**

**(434) 972-1703**

**ir@unitedwaytja.org  
www.UnitedWayTJA.org**

**806 East High Street  
Charlottesville, VA 22902  
Fax: (434) 972-1719**



**United Way  
Thomas Jefferson Area**