



# ASSISTANCE FROM A DISTANCE

## How to Access DFS Services Remotely During the COVID-19 Pandemic



### Children, Youth and Families



**CHILD PROTECTIVE SERVICE HOTLINE:**  
**703-324-7400**

We all need help taking care of our children. If you're concerned about a child's well-being—or want to report or discuss a possible abuse or neglect situation—or want advice, counseling, resources or help, please call.



**PARENTING TIPS, VIDEOS AND PODCASTS**

While schools are closed and the kids are at home learn tips from our parenting experts:

[www.fairfaxcounty.gov/familyservices/children-youth/parenting-education-programs](http://www.fairfaxcounty.gov/familyservices/children-youth/parenting-education-programs)



### Older Adults



**ADULT PROTECTIVE SERVICES HOTLINE:**

**703-324-7450**

To report Abuse, Exploitation, or Neglect of an adult who is 60 years or older or is 18 years and older and incapacitated. Reports can be filed for people who live alone or with relatives or who are residents in nursing homes, assisted living facilities, hospitals, or group homes.



**AGING, DISABILITY AND CAREGIVER RESOURCES LINE:**

**703-324-7948**

Find county services, wellness programs, community engagement opportunities and volunteer opportunities at

[www.fairfaxcounty.gov/OlderAdults](http://www.fairfaxcounty.gov/OlderAdults) or call and talk to a social services specialist, Monday through Friday, 8 a.m. to 4:30 p.m.



**MEALS ON WHEELS:**

**703-222-0880**

Fairfax County's Meals on Wheels program is now operating on a once-a-week basis and is delivering flash frozen meals to clients.

- Meals on Wheels is accepting new clients who are aged 60 and over. Call the county's Coordinated Services Program at 703-222-0880 for more eligibility information and to apply to the program.



### People with Disabilities



**SERVICES AND RESOURCES FOR PEOPLE WITH DISABILITIES: 703-324-5421**

Find information on services, legal rights, assisted technology, transportation and more at [www.fairfaxcounty.gov/familyservices/disabilities](http://www.fairfaxcounty.gov/familyservices/disabilities) or call and talk to a disability specialist.



### Domestic and Sexual Violence Services



**DOMESTIC AND SEXUAL VIOLENCE SERVICES HOTLINE: 703-360-7273**

Domestic violence feeds off of silence and fear. If you or someone you know is experiencing abuse, please call our hotline for resources and information about domestic or sexual violence. Our Hotline Advocates are able to help. Through our language line services, we can access over 140 languages.



### Self-Sufficiency

**MEDICAL AND FINANCIAL BENEFITS (SNAP, MEDICAID AND MORE):**  
[www.fairfaxcounty.gov/familyservices/financial-and-medical/apply](http://www.fairfaxcounty.gov/familyservices/financial-and-medical/apply)

#### WAYS TO TURN IN YOUR DOCUMENTS:

by Email: [DFSMyCase@FairfaxCounty.gov](mailto:DFSMyCase@FairfaxCounty.gov)

by Fax: 703-653-6679

by Mail: 12011 Government Center Parkway  
Suite 232  
Fairfax, VA 22035

#### OTHER WAYS TO RECEIVE HELP

Send a message to [DFSMyCase@FairfaxCounty.gov](mailto:DFSMyCase@FairfaxCounty.gov)  
To get an EBT replacement card, call: 866-281-2448  
Call: 703-324-7500

#### CAREER/EMPLOYMENT SERVICES:

Alexandria: 703-704-6286, [DFSVCWAlexandria@fairfaxcounty.gov](mailto:DFSVCWAlexandria@fairfaxcounty.gov)  
Annandale: 703-533-5400, [DFSVCWAnnandale@fairfaxcounty.gov](mailto:DFSVCWAnnandale@fairfaxcounty.gov)  
Reston: 703-787-4974, [DFSVCWReston@fairfaxcounty.gov](mailto:DFSVCWReston@fairfaxcounty.gov)  
Fairfax: 703-324-7280, [DFSVCJ@fairfaxcounty.gov](mailto:DFSVCJ@fairfaxcounty.gov)

- All Virginia Career Works-Fairfax Centers and the VIEW Job Center are closed until further notices. Services will continue to be offered through web-based and telephonic options, to include the following:
- Tools, resources, and assistance for job search, interview preparation, and career advancement
- Access to a bank of online employment resources and education and training options
- Workforce information and local labor market information
- Career Coaching
- Live job seeker webinar

