

Family Services

Help for you, your family,
your neighbors, your community.



Fairfax County Department of
Family Services

VISION

We envision a caring community where all are safe and have dignity, well-being and hope.

MISSION

Promote the well-being of our diverse community by protecting and improving the lives of children, adults and families through advocacy, education and effective supportive services.

VALUES

Opportunity
Safety
Well-Being
Self-Determination
Education

Fairfax County Department of Family Services

12011 Government Center Parkway
Fairfax, VA 22035-1102

Customer Services 703-324-7500
Administrative Offices 703-324-7800
TTY 703-222-9452 Fax 703-222-9487

www.fairfaxcounty.gov/dfs

TTY Information

Throughout this booklet, all county telephone numbers listed include a corresponding “TTY” number. This refers to a “text telephone” that enables people with speech or hearing disabilities to communicate with the Family Services staff via telephone.

Language Services

Language interpretation services (including sign language) are available at no cost to customers. Many Family Services public information materials are available in multiple languages.

For more information about the programs and services of the Fairfax County Department of Family Services, call 703-324-7500; TTY 703-222-9452, or go to www.fairfaxcounty.gov/dfs

Advisory Groups

To find out about participating on Family Services citizen advisory groups, contact the **Office of the Clerk to the Board, 703-324-3151; TTY 703-324-3903** or your Fairfax County district supervisor. More information is available at **www.fairfaxcounty.gov/bacs/**

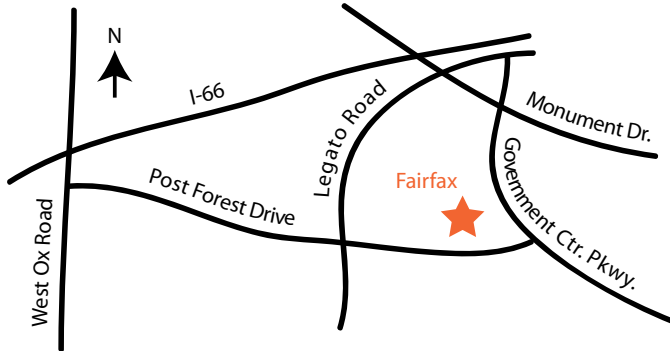


Office Locations

For information on how to reach these locations using public transportation, visit www.fairfaxconnector.com 703-339-7200; TTY 703-339-1608 or www.wmata.com 202-637-7000; TTY 202-638-3780.

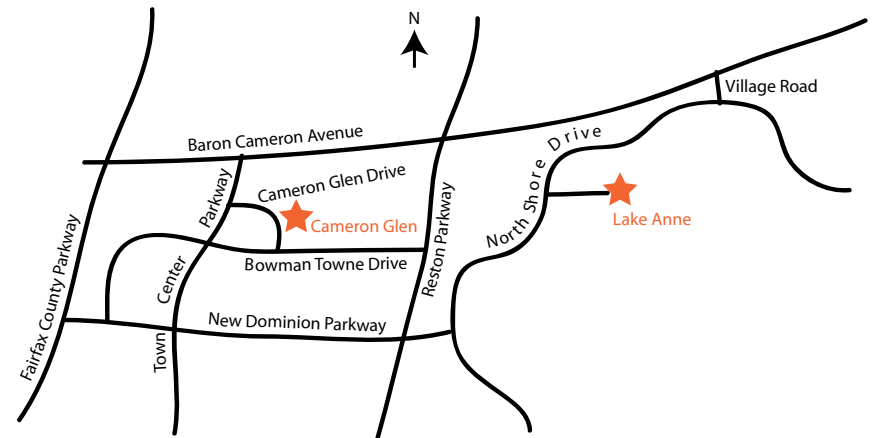
FAIRFAX

The Pennino Building
12011 Government Center Parkway, Fairfax, VA 22035
703-324-7500; TTY 703-222-9452



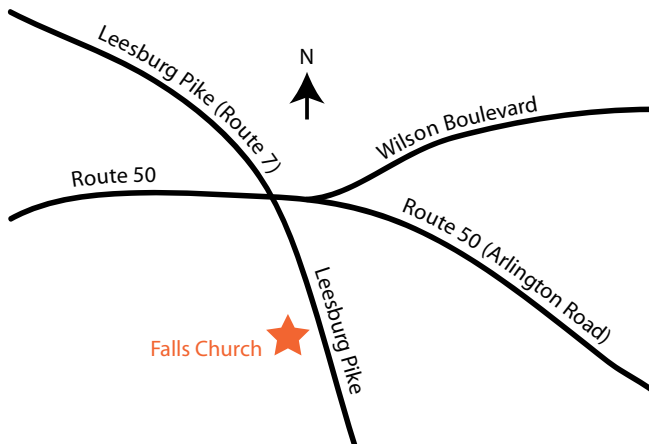
RESTON

Lake Anne Office (*public assistance, employment services*)
11484 Washington Plaza West, Reston, VA 20190
703-787-4900; TTY 703-707-9346
Cameron Glen Office (*other services*)
1850 Cameron Glen Drive, Reston, VA 20190
703-481-4025; TTY 703-742-0350



FALLS CHURCH

6245 Leesburg Pike, Falls Church, VA 22044
703-533-5300; TTY 703-533-5316



RICHMOND HIGHWAY / ALEXANDRIA AREA

South County Government Center
8350 Richmond Highway, Alexandria, VA 22309
703-704-6353; TTY 703-704-6685





Services to Help You, Your Family and Your Community

For Older Adults and People with Disabilities

Information about the following services can be found online at:
www.fairfaxcounty.gov/dfs/olderadultservices/

Aging, Disability and Caregiver Resources Line

703-324-7948 • TTY 703-449-1186

Provides information, education and referrals for older adults, adults with disabilities and caregivers.

Care Management/Social Work/In-Home Care for Older Adults

703-324-7948 • TTY 703-449-1186

Provides care management and social work services to older adults through two programs:

- **Adult Services** - Provides assessment, care plan development and care monitoring.
- **ElderLink** - Works with older adults and their families to assess needs, develop a care plan, and help find, monitor and coordinate appropriate and affordable services.

Adult Protective Services

703-324-7450 • TTY 703-449-1186

Investigates reports of abuse, neglect or exploitation involving older adults (age 60 and up) and incapacitated adults who are 18 or older.

Caregiver Support and Respite

703-324-7948 • TTY 703-449-1186

Provides information, education, training and support to family caregivers of older adults and to older adults caring for a relative's child or for an adult with a disability.

Insurance Counseling

703-324-5851 • TTY 703-449-1186

Virginia Insurance Counseling and Assistance Program (VICAP) provides free confidential insurance counseling to older adults about Medicare, Medicare Part D, health plans, Medigap insurance and long-term care insurance.

Meals on Wheels

703-324-5409 • TTY 703-449-1186

Meals on Wheels and Nutritional Supplement Program provides meals and supplements to older adults who live in Fairfax County and the cities of Falls Church and Fairfax.

Nursing Homes and Assisted Living

703-324-7948 • TTY 703-449-1186

Helps people who need a nursing home or assisted living facility. Also helps residents and families of residents concerned about care in nursing homes or assisted living facilities.

For Children, Youth and Families

Information about the following services can be found online at:
www.fairfaxcounty.gov/dfs/cyf.htm

Foster Care and Adoption Services

703-324-7639 • TTY 703-222-9452

Provides placement services, supervision for children who have been separated from their parents due to abuse or neglect, and adoption counseling. Works with birth families to address problem issues. Recruits foster and adoptive families.

Child Protective Services

703-324-7400 • TTY 703-222-9452

Responds to reports and concerns about abuse and neglect of children. Provides information about child safety and supervision.

Parenting Education and Support

703-324-7720 • TTY 703-222-9452

Provides parenting education and support for families who are at risk for child abuse or neglect due to a history of family violence, social isolation, and lack of skills or resources.

Family Partnership Program

703-324-7680 • TTY 703-222-9452

Brings family members together to meet face to face and decide on a course of action to ensure the safety and well-being of children whose families have come to the attention of a county agency.

Family Preservation Services

703-324-7500 • TTY 703-222-9452

Works with families who are at risk of child abuse, neglect or family dissolution. Helps families attain stability and improve functioning.

Services in the Office for Children

Information about the following services can be found online at:
www.fairfaxcounty.gov/ofc/

Child Care Assistance and Referral

703-449-8484 • TTY 711

Helps families find and pay for child care.

School Age Child Care

703-449-1414 • TTY 711

Offers fun, safe and educational care for 5-12 year-olds before school, after school and during school vacations in most Fairfax County elementary schools.

Community Education and Provider Services

703-324-8100 • TTY 711

Provides technical assistance and home inspections to ensure that family child care homes meet the requirements of the Home Child Care permit. Administers the USDA Food Program.

Head Start

703-324-8290 • TTY 711

Provides quality early childhood education and comprehensive family support services to income-eligible families with children from birth to 5 years old and to expectant parents.

Public Assistance and Employment Services

Information about the following services can be found online at:
www.fairfaxcounty.gov/dfs/benefits.htm

The following services can be reached using these phone numbers:

Fairfax: 703-324-7500; TTY 703-222-9452

Falls Church: 703-533-5300; TTY 703-533-5316

Reston: 703-787-4900; TTY 703-707-9346

South County: 703-704-6353; TTY 703-799-3435

Temporary Assistance for Needy Families (TANF)

Provides temporary cash assistance to needy families with children. Adults receiving TANF in Virginia, who are able to work, must participate in the **Virginia Initiative for Employment not Welfare** (VIEW) program when their youngest child is 12 months of age or older.

Supplemental Nutrition Assistance Program (SNAP)

formerly Food Stamps

Supplements the food budget for low-income individuals and families.

Provides a plastic card they can use to buy food at local grocery stores.

Medical Care (Medicaid, FAMIS, local programs)

Helps pay costs of medical care for low-income people who are elderly, blind or disabled; pregnant women; needy children and their caretakers; and recent refugees.

Heating and Cooling Assistance

703-324-7500 • TTY 703-222-9452

Seasonal program helps low-income families and individuals pay for their heating and cooling bills. Applications for heating assistance are taken from mid-October to mid-December. Cooling assistance dates are from mid-June to mid-August.

Income Tax Assistance

703-533-5471 • TTY 711

Provides free tax assistance to working families and individuals who meet certain income guidelines. Program runs from late January to April 15.

Employment and Training

Fairfax: 703-324-7280; TTY 703-222-9452

Falls Church: 703-533-5400; TTY 703-533-5316

Reston: 703-787-4974; TTY 703-707-9346

South County: 703-704-6286; TTY 703-799-3435

Helps connect job seekers with employment and training opportunities.

Domestic and Sexual Violence Services

Information about the following services can be found online at:
www.fairfaxcounty.gov/ofw/

Domestic & Sexual Violence Hotline

24-Hours 703-360-7273 • TTY 703-435-1235

Offers counseling and support to those in current or past domestic abuse situations.

Anger and Domestic Abuse Prevention and Treatment

703-968-4052 • 24-Hours 703-471-6096 • TTY 703-968-4050

Offers domestic abuse intervention to men and women who have been physically, verbally or emotionally abusive; serves court-referred and voluntary participants.

Artemis House

24-Hours 703-435-4940 • TTY 703-435-1235

Offers a safe, confidential location and supportive counseling to individuals and their children who are fleeing family violence situations.



VOLUNTEER OPPORTUNITIES

Programs Serving Children and Families

Mentoring Opportunities: Adult volunteers provide companionship and guidance to children 5 - 12 who have been, or are at risk of being abused or neglected. Mentors are also needed for older youth in foster care. Call 703-324-7639; TTY 703-222-9452.

Family Resource Centers: Volunteers help families and children in neighborhood centers. Positions include program assistants, tutors, small group facilitators and child care providers. Call 703-324-7871; TTY 703-222-9452.

Foster Parenting: Foster parents provide shelter, support and care for children who have been temporarily removed from their homes due to abuse or neglect. Foster parents receive training, ongoing support, and a monthly stipend to help cover the child's expenses. Call 703-324-7639; TTY 703-222-9452.

Parenting Education: Volunteers facilitate group classes that teach parenting skills to help strengthen and promote healthy family relationships. Call 703-324-7871; TTY 703-222-9452.

Head Start: Volunteers read to young children (age 0 to 5); help teachers with administrative preparations; chaperone field trips; and more. To apply, call 703-324-8290; TTY 711.

Child Care Provider Services: The Office for Children issues permits to Fairfax County residents who want to provide child care in their homes. Volunteers assist with making phone calls, completing surveys, and other administrative tasks. Volunteers may also be asked to staff information tables at community events. To find out more, call 703-324-8100, TTY 711.

Office for Women & Domestic and Sexual Violence Services 703-324-5730 • TTY 703-324-5706

Hotline: Staff a 24-hour crisis hotline, offering support, information and referrals to victims and survivors of domestic and sexual violence.

Administrative Support: Perform light administrative tasks at one of our locations throughout the county.

Support Group Facilitators: Assist trained staff in facilitating support groups for children and adults on topics related to domestic and sexual violence.

Hospital and Court Accompaniment: Provide a supportive presence to those undergoing a sexual assault or domestic violence examination and/or attempting to navigate the court system when filing a petition or returning for testimony.

Programs Serving All Age Groups

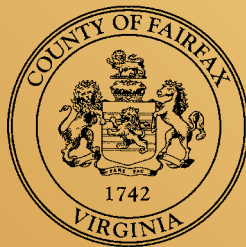
Volunteer Income Tax Assistance: Volunteers help prepare tax returns from January to April, greet customers and coordinate sites. Free training is provided by the IRS. Members of local businesses and nonprofit organizations are encouraged to participate. For more information call 703-533-5471; TTY 711.

Customer Service Representatives: Volunteers help people fill out applications and forms for public assistance such as food stamps (SNAP), Medicaid, and TANF. Provides customers with public assistance program information and other support as needed. For more information, call 703-324-7760; TTY 711.

Programs Serving Adults Age 60 and Older and Adults With Disabilities Age 18 and Older 703-324-5406 • TTY 703-449-1186

Volunteers can choose from a variety of activities, close to home or work, that match their schedules and interests, such as driving people to appointments, delivering meals, helping with grocery shopping, and much more. Call Volunteer Solutions at the number above, or visit their website at:

www.fairfaxcounty.gov/dfs/olderadultservices/volunteer-solutions.htm



Fairfax County is committed to a policy of nondiscrimination in all county programs, services and activities and will provide reasonable accommodations upon request. To request this information in an alternate format, please call 703-324-5870; TTY 703-222-9452.

December 2010