

Fairfax County Department of

FAMILY SERVICES

Adult and Aging • Children, Youth and Family • Office for Children • Self-Sufficiency

The Department of Family Services offers a wide range of community programs and services for residents of Fairfax County and the cities of Fairfax and Falls Church. Offices are conveniently located in Fairfax, Falls Church, Reston and the Richmond Highway/Alexandria area.

OUR SERVICES INCLUDE

- Protecting the vulnerable – children, seniors and adults with disabilities.
- Providing affordable, quality child care and resources for early child education.
- Helping seniors and adults with disabilities maintain their independence.
- Helping individuals and families become self-sufficient.
- Supporting and strengthening families.

OUR DIVISIONS

Adult and Aging • 703-324-7500; TTY 703-449-1186

The Adult and Aging Division provides services targeted to senior adults age 60 and over, their family caregivers and adults with disabilities. This includes case management, home-care, senior nutrition programs, adult protective services, volunteer services, senior employment, senior insurance counseling and community education.

Children, Youth and Family • 703-324-7500; TTY 703-222-9452

The Children, Youth and Family Division includes foster care and adoption, child protective services, intensive support services for families and children, and programs to help prevent child abuse and neglect.

Self-Sufficiency • 703-324-7500; TTY 703-222-9452

The Self-Sufficiency Division provides employment and training services and public assistance programs, such as Food Stamps, Medicaid and Temporary Assistance for Needy Families (TANF).

Office for Children • 703-324-8000; 711 Virginia Relay

The Office for Children supports the child care and early education of its citizens by subsidizing child care of low-income families, administering the Head Start program, regulating family child care, administering the School Age Child Care program and offering professional training and education for child-care professionals.

OUR LOCATIONS

Fairfax

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

Falls Church

6245 Leesburg Pike
Falls Church, VA 22044
703-533-5300; TTY 703-433-5316

Reston

1850 Cameron Glen Drive
Reston, VA 20190
703-481-4025; TTY 703-742-0350

Reston (Lake Anne Office Building)

11484 Washington Plaza West
Reston, VA 20190
703-787-4900; TTY 703-707-9346

South County

(Richmond Highway/Alexandria)
8350 Richmond Highway
Alexandria, VA 22309
703-704-6353; TTY 703-799-3435



Fairfax County Department of Family Services
12011 Government Center Parkway
Fairfax, Virginia 22035
703-324-7500; TTY 703-222-9452
www.fairfaxcounty.gov/service/dfs



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.

DEPARTMENT OF FAMILY SERVICES

FREQUENTLY ASKED QUESTIONS

Q: Where can I call for help or advice on parenting or to report my concerns about possible child abuse or neglect?

A: Call the Child Protective Services Hotline at 703-324-7400 (711 Virginia Relay) 24 hours a day, 7 days a week. For a listing of parenting resources and programs visit www.fairfaxcounty.gov/dfs/parentingresources.

Q: At what age can a child be left home alone?

A: The county has developed guidelines that help in deciding when a child can be left unsupervised. Generally speaking, a child 7 years and under should not be left at home unsupervised for any period of time. For complete guidelines, call the Child Protective Services Hotline at 703-324-7400 (711 Virginia Relay) or visit the Department of Family Services Web site at www.fairfaxcounty.gov/dfs/childreneyouth/homealone.htm.

Q: Where can I find after-school care for my children?

A: Parents can call 703-449-1414 (711 Virginia Relay) to enroll their child in Office for Children's School Age Child Care program. In addition to the before- and after-school program, SACC operates summer and holiday programs during school break periods. Information about SACC is also available at www.fairfaxcounty.gov/childcare.

Q: How can I learn more about becoming a foster or adoptive parent?

A: Call the Department of Family Services Foster Care and Adoption Program at 703-324-7639 (TTY 703-222-9452). Or visit the DFS Web site at www.fairfaxcounty.gov/dfs and look for information about foster care and adoption.

Q: How do I apply for public assistance (Food Stamps, Medicaid, Energy Assistance, Temporary Assistance for Needy Families)?

A: You may apply for public assistance by mail, in person or through someone authorized to represent you. DFS office hours for public assistance are 8 a.m. - 4:30 p.m., Monday - Friday. Appointments are not required for applications. For an application, office locations or more information, call 703-324-7500 (TTY 703-222-9452) or visit the DFS Web site at www.fairfaxcounty.gov/dfs/publicassistance/publicas.htm.

Q: Where do I go for help in finding a job?

A: For information on One Stop and SkillSource Centers in the Northern Virginia area, call 703-533-5400 (TTY 703-533-5316) or visit www.myskillsource.org/home/index.asp. For more information and the location of area employment resource centers, visit www.fairfaxcounty.gov/dfs/employmenttraining/etonweb.htm.

Q: Where can I find information about assisted living facilities or nursing homes in the Washington, DC, area?

A: Call the Fairfax Area Agency on Aging at 703-324-5411 (TTY 703-449-1186) and request information about the *Guide to Retirement Living*. Or visit the online version of the guide at www.fairfaxcounty.gov/library/internet/seniors.htm#local. Other helpful information can be found on the Fairfax Area Agency on Aging Web site at www.fairfaxcounty.gov/service/aaa.

Q: Who can I call if I suspect abuse or neglect (including self-neglect) of an elderly person or adult with disabilities?

A: Call Fairfax County's Adult Protective Services at 703-324-7450 (TTY 703-449-1186) if you are concerned about a specific individual. If you would like information about nursing homes or assisted living facilities or have a concern about a particular facility, call the Northern Virginia Long Term Care Ombudsman Program at 703-324-5861 (TTY 703-449-1186). Or visit the program's Web site at www.fairfaxcounty.gov/ltombudsman.

Q: I've been caring for my aging relative, but cannot do it anymore. Who can help me determine what to do next?

A: Call Fairfax County Coordinated Services Planning at 703-222-0880 (TTY 703-449-1186) to request a case management assessment. A trained geriatric care manager will conduct an in-home assessment to determine what services your relative and you, as the caregiver, might need. Fees are on a sliding scale basis.

Q: How can I get help with paying for my prescriptions? What health services are available for low-income seniors without insurance?

A: Call the Virginia Insurance Counseling and Assistance Program intake line at 703-324-5851 (TTY 703-449-1186). A VICAP counselor can provide you with health care options, as well as sources for obtaining free or reduced-cost prescription medications. The VICAP Web site address is www.fairfaxcounty.gov/aaa/VICAP.htm.

Q: What services are available for persons with disabilities?

A: All Fairfax County government programs are available to persons with disabilities. Anyone having difficulty accessing services or programs should contact Disability Services Planning and Development at 703-324-5421 (TTY 703-449-1186) or visit their Web site at www.fairfaxcounty.gov/dsb.

Q: How do I apply for Medicare Part D and/or "extra help" for Medicare Part D?

A: Complete an "Application for Help with Medicare Prescription Drug Plan Costs" (form SSA-1020), by calling the Social Security Administration at 1-800-772-1213 or going online at www.socialsecurity.gov. In addition, residents of Fairfax County and the cities of Fairfax and Falls Church may apply for "extra help" at any of the Department of Family Services offices.