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.
- IF YOU NEED TO APPLY FOR MEDICAID BENEFITS, PLEASE CALL 855-242-8282 OR ACCESS THE VDSS ONLINE SYSTEM AT: WWW.COMMONHELP.VIRGINIA.GOV.
- FOR ANY QUESTIONS ABOUT APPLYING, RECEIVING OR CHANGING BENEFITS, PLEASE ACCESS THE ONLINE SYSTEM AT: 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.