

Community Resource Agencies & Other Assistance Programs

The following is a list of charities and agencies that may be able to assist renters and property owners in residential repairs, restoration of utilities, emergency housing and medical care. **Revised August 2020.**

www.211.org

Online referrals for a broad range of services including emergency fuel assistance, legal advice, counseling, disaster services, housing resources and financial assistance for housing, emergency shelter, services for veterans and senior citizens. Go to website and enter zip code or city for resource list. Call 800-230-6977 for Roanoke.

Blue Ridge Independent Living Center (BRILC)

1502-B Williamson Rd., NE, Roanoke, VA 24012-5100, 540-342-1231, 1-866-244-0740, www.brilc.org. Housing assistance to disabled individuals who are homeless. Employment services and home modification program for qualifying low income and disabled persons. Bill Duncan – 342-1231

Bradley Free Clinic

For residents of Roanoke Valley and surrounding areas with an income of below \$38,280/year for a single person. 2 people, \$51,720, 3 people \$65,160. The mission of BFC is to provide free, compassionate and comprehensive health care services for the underserved by partnering with high quality professional volunteers. Medical, dental, behavioral health, pharmaceutical services and more are available to low-income, uninsured, and underinsured residents of the Roanoke Valley and surrounding areas. Please visit bradleyfreeclinic.com or call 540-344-5156 to register.

Commonwealth Catholic Charities

Housing and financial counseling hotline. Call 804-285-5986 between 9:00 a.m. and 2:00 p.m. and leave a message. No voice mails received after 2:00 p.m. Works on first come first serve basis until funds are depleted. May be able to help with water, electric or gas bills, provide mortgage assistance etc. For general questions and referrals on other matters such as adoptions and foster care call 342-0411.

Community Housing Resource Center

502 Campbell Ave., SW, Roanoke. Call 540-266-7551 and press 1 for assistance and leave a message. www.councilofcommunityservices.org. Works with several agencies to prevent homelessness by providing housing and financial assistance to individuals and families. Assistance is only provided to renters and the homeless. Must provide an unlawful detainer. No mortgage assistance is available.

Cooling Assistance Program (Roanoke City Social Services)

Offered by Roanoke City Social Services Department, 1510 Williamson Rd., 3rd Floor (Civic Mall). The program will begin on June 15th and run through August 17, 2020. Maximum benefit amount for cooling in 2020 is \$300. Clients must keep resubmitting bills until maximum benefit is reached. Funds may be used for electric bill, purchasing a window unit, security deposits, repairs or replacements. Social Services does provide a vendor. Security deposits are once per lifetime per fuel source, up to \$200. Applications taken at the office from 8:00 a.m. to 5:00 p.m. Can also apply online, by FAX or by phone anytime. Call 855-635-4370 or 853-2591. Fax 853-1141, or visit website at www.commonhelp.va.gov

Crisis Fuel Assistance (Roanoke City Social Services)

Available from November 1, 2020 to March 15, 2021. Helps with heating repairs, replacement a security deposits. May be able to help if a utility is about to be terminated. Current and only vendor is Country Breeze. Security deposits are once per lifetime per fuel source to a maximum of \$200. Apply over the phone at 1-855-635-4370 or call 540-853-2591 (to request that application be mailed). Located at the Civic Mall, 1510 Williamson Rd. Office Hours - 8:00 - 5:00, FAX 853-1141, www.commonhelp.va.gov

Crisis aka Primary Fuel (Roanoke City Social Services)

Available from first working business day in January – March 15, 2021. Helps with low oil and cut-off notices. Cut-off has to be within 15 days. Have to use the same source of heat if approved for fuel – for example, cannot help with an electric bill if the primary heat source is gas. Apply over the phone at 1-855-635-4370 or call 540-853-2591 (to request that application be mailed). Located at the Civic Mall, 1510 Williamson Rd. Office Hours - 8:00 - 5:00, FAX 853-1141, www.commonhelp.va.gov

Fuel Assistance Program (Roanoke City Social Services)

Applications take from the second Tuesday in October to the second Friday of November. Payments not placed into accounts until late December to early January. Assistance based upon income, number of family members and fuel

source. Clients do not have to keep re-submitting bills. (A block of money goes to Roanoke Gas and AEP for this purpose). Call: 853-2591. Air conditioners may also be available.

Helping Hands

A volunteer-run service that may provide assistance for rent, utilities or a security deposit. It requires that the applicant already be working with another charity. To be considered for assistance contact Roanoke Intake Center at 339 Salem Ave. or call 853-1163 and someone will contact you. May also provide \$30 Kroger card for food and/or \$10 card for gas. Must apply for this benefit by calling 366-2490. Affiliated with Trinity Lutheran Church.

Homeless Assistance Team (HAT Team) & Central Intake

Central Intake - Open 8 a.m. - 5 p. m. M-F. Call 853-1163.

HAT Team open M-F 8 a.m. - 12 noon. Call 853-1715.

Administered by Human Services Department. 339 Salem Ave., SW. E-mail homeless@roanokeva.gov.

Works with various agencies to find housing for the homeless. May be able to help with utility bills. Also works with various churches.

Keystone Community Center (formerly Baptist Community Center) 101 17th St., SE, 342-8452, Pat Carter, Director, m spatatbcc@gmail.com. Refers SE Roanoke families to Rebuilding Together for assistance with repair of windows, doors, roofs, gutters, alleviating wiring problems, etc. Also offers emergency food bags for counseling agencies who have clients in need of food. Agency must call 382-8452 to make an appointment with client and counselor. Does not provide financial assistance.

Lead Safe Roanoke

A HUD-funded grant program designed to reduce lead poisoning in children age 5 and under by stabilizing lead-based paint hazards found in rental and single-family homes built in City of Roanoke prior to 1978. Home improvements to reduce lead-based paint hazards may include items such as new windows and paint. Healthy Homes issues such as fire/safety, mold/moisture, falling/tripping, and electrical hazards may also be addressed. Applicants must have at least one child age 5 or under living in the home or visiting on a regular basis to qualify. For more information or to apply, please visit www.roanokeva.gov/leadsafe, email LSRinfo@roanokeva.gov, or call (540) 853-5682.

Legal Aid Society of Roanoke Valley

132 Campbell Ave., Suite 200, 540-344-2088, 344-2089, 344-2087, FAX 342-3064, lasrv.org. Provides legal services for persons who cannot afford private attorneys. Must meet income qualifications.

Local Office on Aging (LOA) – formerly League of Older Americans

For people over the age of 60 maintains a list subsidized senior housing and will provide a case manager if needed. Provides transportation for senior citizens and manages the “Meals on Wheels” program for seniors 60 and older. For people of any age administers the “Dollar Energy Program” which assists applicants who have received a shut-off notice from Appalachian Electric Power (AEP). Does not assist with gas or water bills. Call 345-0451 for more information or check website at www.loaa.org

New Horizons Healthcare

Not-for-profit community based family health care. Affordable, comprehensive health care for all, including the uninsured and underserved. Includes pediatrics, family medicine, on-site pharmacy with medication assistance program, behavioral health services, dental and a sliding fee discount program for those who are eligible, based on income. Phone 540-362-0360.

Presbyterian Community Center

Only serves NE, SE, eastern Roanoke County and Vinton. Provides emergency financial aid to people behind in their rent or utilities. Also has a food pantry. Gives out food on Tuesdays and Thursdays. Due to Coronavirus working by appointment only. Located at 1228 Jamison (at 13th St.). Call 982-2911 ext. 106 for further information. For financial aid, leave a message at ext. 102. Must have copy of lease, proof of income, photo ID, Social Security Card, and any cutoff or termination notice(s). Can also help with non-narcotic prescription medication.

REACH

Revitalizes abandoned homes as a way to transform neighborhoods in SE Roanoke. Brings in young people and adults from all over the U.S. who volunteer to repair the homes alongside local volunteers and volunteer supervisors. Call Brad Stephens at 540-384-0223 for more information or send e-mail to brad@reachinroanokeva.org.

Real Estate Tax Abatement Program

Enter this URL into your browser for up to date information on City of Roanoke tax abatement programs.
<http://www.roanokeva.gov/458/Tax-Relief-Incentive-Programs>

Red Cross

Will assist in helping applicants find housing for emergency events such as fire or flooding. Call 540-985-3535. To request free smoke detectors call 540-987-6355. Office is located at 352 Church Ave., SW, Roanoke, VA 24016. For information on the Roanoke Area Ministries (RAM) House day shelter call 343-3753.

Renovation Alliance

Provides free, critical home repair and modification services to low income homeowners. Does roof repairs and replacements, window and door replacements, handicap accessible ramps and showers, porch repairs, plumbing repairs, heating system repairs, and general home repairs. To be eligible applicant must own and occupy the house, have lived in the house for more than 2 years, have an annual household income at or below 80% Area Median Income, and demonstrate the need for home repair services. Priority is given to homeowners over the age of 60, veterans and/or surviving spouses, those living with a disability, and families with small children. Call 540-400-0959 to request an application or go to their website at www.renovateall.org/apply.

Rescue Mission

Provides emergency shelter and meals for those who would be homeless otherwise. *Not a day shelter*. Residents must be out by 9:00 a.m. and can return at 1:30 or 4:00 depending upon their situation.

Women and children's center (or single father) - 777-7661

Men's shelter and referrals for housing – 777-7690

Roanoke Area Ministries (RAM House) – Can help with a portion of electricity, gas, water bill, mortgages and rent. To process application will need any utility, eviction or deposit notices, photo ID for all members of household, Social Security cards, proof of income and car insurance, and a copy of your lease. It usually takes 3-5 business days to process an application assuming all paperwork is in order. 824 Campbell Ave., SW, Roanoke, VA 24016. Call the Financial Aid department at 981-1732 to apply. Open from 9:00 – 3:00 p.m. Monday through Thursday to provide and receive applications only. Closed on Friday. For general questions call 981-1732.

Salvation Army

Will help with utility bills for Roanoke Gas or AEP only if funds are available. Does not assist in renovations. Call for an appointment anytime between 9 a.m. and 4 p.m., Closed for lunch 12 noon – 1 p.m. Monday through Thursday, Open Friday from 9 a.m. - 11:30 a.m. You will need to provide any termination notice(s), lease, current bill(s), proof of income for 30 days, picture I.D. and Social Services food stamp letter (if receiving food stamps). The Salvation Army also gives referrals to other services and to local food pantries. Call Deana Garrett with the Family Services Department at 343-5335. Located at 724 Dale Ave., SE, Roanoke.

SERCAP

Improves the quality of life for low-income individuals by promoting affordable water and wastewater facilities, community development, environmental health and economic self sufficiency. 347 Campbell Ave., SW, Roanoke, VA, 24016, Phone: 540-345-1184 or e-mail info@sercap.org

St. Francis Food Pantry

836 Campbell Ave., SW, Open 9:00 a.m. – 12:00 noon M-F. The pantry is closed the first Tuesday of every month and major holidays. Closed Friday before Easter. Must be a resident of Virginia to receive food. Can only give food once every 30 days (for USDA food). Occasionally has donated food available. For information call 540-268-0098.

St. John's Episcopal Church

Emergency Outreach Office. Can assist with electricity, water, gas and rent only. Clients must be referred by RAM or Central intake, and should be able to present an eviction or termination notice and a photo ID. St. John's is unable to help with heating oil, telephones, deposits or transportation needs. Assistance is only available once during a 12 month period. Cannot assist with deposits of any type. Call 343-9341, ext. 4023 to hear this information (It is not possible to leave a message at this number). Located at 1 Mountain Ave., SW, off of Jefferson St.

St. John Lutheran Church

Does not provide direct assistance. Screens applicants and provides assistance through Roanoke Area Ministries (RAM House). Call 774-0712 or 981-1732 for assistance. Emergency non-perishable food pantry temporarily closed due to Covid 19. Apply for food first at RAM House – 981-1732. For additional information on church activities call 774-0712.

TAP (Total Action for Progress)

Located at 302 2nd Street SW. Roanoke. 540-777-HOPE (4673) - Works from public and private grants to provide various types of assistance to owner-occupants and tenants. Some specific programs are:

Emergency Home Repair – repairs provided for low income, disabled or elderly persons - 540-283-4899

Housing Counseling – Assists homeowners in danger of foreclosure and first time home buyers – 540-283-4917

Indoor Plumbing Rehabilitation – renovations or installations to homes that lack proper indoor plumbing. This is a zero-interest loan-based program. Monthly payment forgiven as long as homeowner lives in home for 10 years.

Weatherization – a program designed to reduce the cost of heating and cooling in homes – 540-283-4899

For a complete list of all programs provided by TAP call the main number above.

TRUE (Temporary Relief for Unexpected Emergencies) – St. John's Episcopal Church

Provides up to \$75 assistance for electricity, water, gas or rent only. No assistance for other utilities. Applicants may call 343-9341, ext. 4023 to hear the outreach message. Due to Covid 19 TRUE now only accepting referrals.

Applicants must go to Central Intake or RAM first with documentation of cutoff, eviction notice, etc. A volunteer will call the client the next week. Located at 1 Mountain Ave., SW, Roanoke. Assistance only given one time per year. First come first serve basis. Serves Roanoke City & County, Salem and Vinton.