








<i>Population Served</i>	<i>NRCA Program</i>	<i>Services offered</i>	<i>Maximum income guidelines</i>	<i>Eligibility</i>	<i>How to access?</i>	<i>Additional Notes</i>
<i>In financial crisis</i> 	Emergency Assistance & Food Pantries	Depends on locality, availability of funds/ donations Generally: <ul style="list-style-type: none"> • Food pantries • Utility disconnect financial assistance • In some cases, gas for medical appointments. 	200% federal poverty income guidelines or less based on number in household (Example: \$53,000 for a family of four)	Income based.	Contact the local NRCA office: <ul style="list-style-type: none"> • Floyd 745-2102 • Giles 921-2146 • Montgomery 382-6186 • Radford 320-7460 • Pulaski 980-5525 	<ul style="list-style-type: none"> • Assistance is limited for fixed amount and may not cover full amount of need. • Must provide proof of income and documentation of crisis (paystub or disability, Social Security # for all family members, copy of bill/disconnect notice)
<i>Renters and resident landlords</i>	Renter Education	<ul style="list-style-type: none"> - workshops - protected fair housing and how to file a complaint 	No income limit	Everyone is welcome		Different dates, times, and locations provided for convenience.
<i>Homeless</i> 	Rapid Re-Housing	<ul style="list-style-type: none"> - financial assistance with rent, utilities - assistance accessing permanent housing - access to emergency shelter 	No income limit for a homeless individual/ household	Sleeping in car/park or place not meant for habitation, currently staying in shelter or motels paid by church or agency, etc., lacks a fixed regular nighttime residence		"Doubled up" does not qualify as homeless.
<i>in imminent danger of becoming homeless</i>	Homeless Prevention	Crisis resolution and focus on eliminating the risk of becoming homeless. <ul style="list-style-type: none"> - financial assistance with rent - housing counseling 	Meets 30% area median income or below (Example: \$23,000 for a family of four)	Within 14 days of homelessness	Contact our Housing Crisis Hotline during regular business hours (M-F, 8:30-5) 540-639-3159	Enrollment process is not immediate due to evaluation of waiting list. The waiting list is prioritized, based on most need.
<ul style="list-style-type: none"> ▪ Mortgage Default ▪ Rental Assistance ▪ Post Purchase ▪ Homeless Assistance 	Housing Counseling	<ul style="list-style-type: none"> - Review of loan documents and correspondence, determining options for Foreclosure prevention - Locating and securing affordable housing, fair housing laws, how to be a good renter - Home repair and maintenance programs - Credit repair and improvement - Creating a budget and action plan 	No income limit	No requirements.	<u>Homeless-after hours:</u> Evening, weekends, or holidays, call our 24/7 Homeless Hotline 540-320-7028	NRCA Housing Counselors provide guidance to families in improving their housing situation and meeting the responsibilities of tenancy and homeownership.
<i>Adults without shelter</i> 	To Our House	To Our House provides winter shelter for homeless adults in the New River Valley and connects them with resources that may lead to employment, housing, and personal economic sustainability.	No income limit	Adults without shelter during the winter months of November through March	24/7 Homeless Hotline 540-320-7028	Call for bed availability Partners with local churches.

New River Community Action Programs and Services – Referral Reference

<i>Population</i>	<i>Program</i>	<i>Services offered</i>	<i>Maximum income guidelines</i>	<i>Eligibility</i>	<i>How to access?</i>	<i>Additional Notes</i>
<p><i>Prenatal women and families with children birth to age 6</i></p>  <p>Home Visits</p>	Children's Health Improvement Partnership (CHIP)	<p>Case Management through monthly home visits with nurse and Family Educator providing services based on health or family needs and follow-up services.</p> <ul style="list-style-type: none"> - Health care coordination (<i>medical and dental homes, immunizations, screenings, and referrals</i>) - Developmental screenings & activities - Case management for prenatal and for asthma - Semi-annual dental varnish - Family Strengthening Support Services (<i>including employment, education, and access to housing</i>) - Parent meetings and family events - Parent Education (Parents as Teachers curriculum) 	200% federal poverty income guidelines or less based on number in household (Example: \$53,000 for a family of four)	Income based	<p>Call Outreach Specialist at 540.394-3255 Office hours: 8:30 AM to 4:30 Monday-Friday</p> <p>Visits are accommodating to family schedules. Evening and weekend hours for student or working parents.</p>	<p>This is not the state CHIP insurance but will help families access Medicaid or FAMIS (state CHIP insurance). Not a substance abuse/ mental health provider but we can connect families to those resources. Transports only if no other means available. CHIP works best for families ready to work towards goals.</p>
<p><i>Preschool Children ages 3 to 4 and their families</i></p> 	Head Start	<ul style="list-style-type: none"> • Health, nutritional & dental services • Early childhood education • Access to Family Services: <ul style="list-style-type: none"> - Employment - Transportation - Mental Health - Substance abuse prevention and treatment referral - Child abuse and neglect/Domestic violence services - Adult education/ GED/Job training/English as 2nd language 	100% federal poverty guidelines (\$26,500 for family/4) All families are encouraged to apply as program can accept 10% over-income if high need (<i>homeless, foster care, incarcerated family member, IEP= individual education plan from local school</i>)	<p>Children must be three by September 30 for upcoming school program year.</p> <p>Parents must provide proof of income and child's birth certificate during application process.</p>	<p>Blacksburg 552.0490 Christiansburg 381.7559 Floyd 745.2120 Rich Creek 726.2700 Pearisburg 921.2355 Pulaski 994.5740 Radford 731.4107</p>	<p>Head Start follows evidence-based curriculum and complete child assessments; provides services to the entire family. Program tries to follow local school calendars as possible Transportation is only offered in some localities.</p>
<p><i>CHIP & Head Start Families in Giles and Pulaski</i></p>	Whole Family	Wholistic family intensive coaching and case management that focuses on moving families away from crisis and towards self-sufficiency.	Head Start and CHIP guidelines apply	Families currently enrolled in Head Start or CHIP or willing to enroll child in program	NRCA Staff Referrals to Whole Family Case Manager only	
<p><i>Ex-Offenders</i></p> 	VA CARES	<ul style="list-style-type: none"> • Basic emergency assistance: Food, clothing or clothing vouchers to Thrift Store, hygiene products, utility and rental assistance • Limited transportation (for interviews, medical or probation) • Job readiness skills: mock interviews, Dress for Success, resume writing, access to employers sensitive to backgrounds • Education on specific issues such as child support obligations • Life skills: anger management, substance abuse, etc. • Work Apparel • Identification or vital record costs • Employment placement • Bus passes • GED testing • Peer Support Groups 	No income guidelines	<p>Must have been convicted of criminal offense or released within last year or received probation instead of jail time for a crime conviction in VA. Or if incarcerated and will be released within 6 months. Even if not released within last year, refer for housing or employment referrals and client may attend job readiness groups.</p>	<p>Call the VA CARES office 540-382-9382</p> <p>Office hours are Monday – Friday 8 AM – 4 PM</p>	The Program cannot pay fines or court costs, reinstatement, or treatment fees
<p><i>General Public</i></p> 	Volunteer Income Tax Assistance (VITA)	FREE tax return preparation prepared by IRS CERTIFIED volunteers. Returns can be submitted electronically or by paper – whichever the client prefers. Refunds can be direct deposited into bank accounts.	Family income less than \$57,000 (for previous tax year)	Income based.	540-382-6187	<p>NO COST! Same day or drop off services Various locations for client convenience</p>