



Programs and Services Referral Reference



Population Served	NRCA Program	Services offered	Maximum income guidelines	Eligibility	How to access?	Additional Notes
<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• Eviction/late rent financial assistance• Screening for Homeless and Housing Programs.	200% federal poverty income guidelines based on number in household (Example: \$50,200 for a family of four)	Residing in New River Valley or transients who meet the guidelines. Must have exhausted all other resources. Client must go to Dept. of Social Services first. Income based.	Contact the local NRCA office for hours of operation and to be assessed for services: <ul style="list-style-type: none">• Floyd 745-2102• Giles 921-2146• Montgomery 382-6186• Radford 267-3205• Pulaski 980-5525	<ul style="list-style-type: none">• Assistance is limited for fixed amount and may not cover full amount.• Must provide proof of income and documentation of crisis (paystub or disability, Social Security # for all family members, copy of bill/ disconnect/ eviction notice) "Doubled up" does not qualify as homeless.
<i>Homeless</i> 	Rapid Re-Housing	- 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 other agency, lacks a fixed regular nighttime residence		
<i>in imminent danger of becoming homeless</i>	Homeless Prevention	Crisis resolution and focus on eliminating the risk of becoming homeless. - financial assistance with rent - housing counseling	Meets 30% area median income or below (Example: \$25,100 for a family of four)	Within 14 days of homelessness		Enrollment process is not immediate due to evaluation of waiting list. The waiting list is prioritized, based on most need.
<i>Mortgage Default Prevention</i>	Housing Counseling	-Resolving or Preventing Mortgage Delinquency or Foreclosure -Counseling includes reviewing loan documents and correspondences, setting up a spending plan, and contacting the client's mortgage company to determine options for the homeowner. If client transitions to a rental property and leaves their home, staff provide housing search assistance and support.	No income limit	No requirements.		NRCA Housing Counselors provide guidance to families in improving their housing situation and meeting the responsibilities of tenancy and homeownership.
<i>Renters and resident landlords</i>	Renter Education	- workshops - protected fair housing and how to file a complaint	No income limitations	Everyone is welcome		Different dates, times, and locations provided for convenience.
<i>Men & women without shelter</i> 	To Our House	To Our House provides winter shelter for homeless men & women in the New River Valley and connects them with resources that may lead to employment, housing, and personal economic sustainability.	No income limit	Single men and women without shelter during the winter months of November through March	(540) 382-6186 (540) 320-1273 (weekends & after hours)	Those interested in participating should arrive at 110 Roanoke St., Christiansburg by 5:30 PM. Partners with local churches.
<i>General Public</i> 	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. Can arrange direct deposit.	Family income less than \$54,000 (adjusted gross income)	Income based.	540-382-6187	NO COST! Client receives FULL refund.

Services are provided for NEW RIVER VALLEY: Floyd, Giles, Montgomery, Pulaski Counties and Radford City

Income verification required for most programs. No charge for services.

New River Community Action Programs and Services – Referral Reference

Population	Program	Services offered	Maximum income guidelines	Eligibility	How to access?	Additional Notes
Parents in the New River Valley seeking employment or higher-wage employment	SWIFTStart 	<ul style="list-style-type: none"> • Career path training in the following fields: healthcare, information technology, and advanced manufacturing • Career coaching with customized mentorship • Quality childcare while attending orientation and classes • Job placement assistance • Help to identify childcare options that are affordable & flexible. • Financial assistance may include work apparel, computer, study materials, and classes. 	No income guidelines	<ul style="list-style-type: none"> – Age 17 or older with a high school diploma or GED – Eligible to work in the USA – Custodial parent, legal guardian, or foster parent of a dependent age 13 or under or with a disability or developmental delay over age 13 	Call a SwiftStart Career Mentor at 540-633-5133 Ext 453 Monday through Friday, 8:30 a.m.–5:00 p.m.	No direct cost but some training programs and childcare costs may not be entirely covered. The program will work with partners to reduce or eliminate financial obligation so all can afford their desired training program.
Prenatal women and families with children birth to age 6	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 based on number in household (Example: \$50,200 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.</p> <p>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).</p> <p>Not a substance abuse/ mental health provider but we can connect families to those resources.</p> <p>Transports only if no other means available.</p> <p>CHIP works best for families ready to work towards goals.</p>
Preschool Children ages 3 to 4 and their families	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 	<p>100% federal poverty guidelines (\$25,100 for family/4)</p> <p>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>	<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 Narrows 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.</p> <p>Program tries to follow local school calendars as possible</p> <p>Transportation is offered in some localities only.</p>
Ex-Offenders	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 <ul style="list-style-type: none"> • Bus passes • Identification or vital record costs <ul style="list-style-type: none"> • 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 Virginia.</p> <p>Even if not released within last year, refer for housing or employment referrals and client may come to job readiness groups.</p>	<p>Call the VA CARES office 540-382-9382 Office hours are Monday – Friday 8 AM – 4 PM</p>	The Program cannot pay fines or court costs, reinstatement, or treatment fees