

Hotline number for "pop-up" testing locations: 804-205-3501

Need a vaccine? Find one here: <https://www.vaccines.gov>

VDH pre-registration system for the Covid-19 vaccine: go to vaccinate.virginia.gov or call (877) 829-4682 from 8am to 8pm, 7 days a week. *If you already pre-registered through your local health district, your information has been carried over to the new system and you do not need to register again.*

For updates regarding vaccination clinics, vaccination phases, and testing sites in the **Chesterfield Health District**, go to www.vdh.virginia.gov/chesterfield or call 804-318-8207.

The **Chesterfield County Public Library** is also involved with the roll out of the vaccination portal messaging. Staff at the libraries and at their call center can help people get on the waiting list for the Chesterfield Health District. Just call 804-751-CCPL.

Chesterfield County's Mobile Integrated Healthcare Unit, offered by the Department of Fire and EMS, is travelling to eligible, homebound residents to administer vaccines. If you or a loved one are homebound and unable to travel to receive a vaccine, email bedboundvax@chesterfield.gov or call 804-387-0366. For more information, watch this [embedded video](#).

- [Overview of Unemployment Insurance Extensions \(1/2021\)](#)
- [Central VA Legal Aide Video on Eviction Protections](#)
- **Richmond City & Henrico County Coronavirus Hotline**
 - (804) 205-3501 Call with public health questions, 7 days per week, 8:00am - 8:00pm
- **City of Richmond Office of Aging & Rehabilitative Services**
 - Hotline for seniors & individuals with disabilities: (804) 646-1082 | 8:30am - 5:00pm Mon. - Fri.
- **Senior Connections** (Area Agency on Aging) | (804) 343-3000
 - Office closed, but answering phones to give info and referrals; still delivering food to seniors
- **DARS**
 - Closed to General Public as of 03/19
 - Will provide limited services via phone: (804) 588-3333 - (Richmond)
- **Daily Planet**
 - Decrease face-to-face visits, offering limited services via TeleVisit
 - To login, must access patient portal via 'Healow' - [Daily Planet TeleVisit Link](#)
 - https://mycw32.eclinicalweb.com/portal3444/jsp/100mp/login_otp.jsp
 - If there is an adjustment to previously made appt. you will be called
- **Health Brigade**
 - **Closed to medical patients**, but still ordering & distributing meds at Health Brigade *by appointment only*. To schedule meds pick-up, call (804) 716-5811
 - Not accepting new patients currently
 - All mental health therapy sessions for current patients will be held by phone. No groups. Questions, call (804) 358-6343 ext. 116
 - Trans Health Services operating remotely for medical & mental health. Current clients only.
 - Health Outreach services **canceled until further notice**:
 - STI/HIV testing; call (804) 205-3501 if experiencing STI symptoms
 - Comprehensive Harm Reduction/Needle Exchange
 - Beginning new patients on PrEP
 - Transgender Health Care Intakes

- Ryan White Part B Intakes
- **Homeless Crisis Line | (804) 972-0813 |**
 - Accessible as normal for now
- **CCC**
 - Remains open; encouraging clients to access services by phone for ongoing case management needs
 - Not accepting any donations
 - Current Program Updates (changing): [CCC Programs](#)
 - <https://www.cccofva.org/>
- **211 Virginia**
 - Free service to find local resources, via phone, email, website “chat” as usual, no in-person
 - Call 2-1-1, search the website, or send a chat (link for chat at the top of the webpage)
 - <https://www.211virginia.org/consumer/index.php>
- **DSS**
 - Offices are CLOSED
 - To apply for any benefit programs (other than Medicaid), call 1-855-635-4370 or go to the CommonHelp website <https://commonhelp.virginia.gov/> to apply online.
- **REAL Life**
 - To schedule an intake or inquire about services, call **804-322-3311** - leave a message if someone doesn't answer and you will be called back right away.
 - Appointments with Pathway Navigators for current Lifers via cell or video messenger
 - Classes, 12-Step, and Recovery meetings now accessible online via video - must join Facebook Group: [REAL Life FB](#)
 - <https://www.facebook.com/REALLIFECommunityCenter/>
- **Probation**
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- **Food Access**
 - Richmond Public Schools Student Meal Distribution Sites: [RPS Meal Sites](#)
 - <https://www.rvaschools.net/Page/7351>
 - Feedmore Hunger Hotline | (804) 521-2500 <https://feedmore.org/how-we-help/hunger-hotline/>
 - Tabernacle Baptist Church Food Pantry
 - Open on 2nd Saturday each month, 8a-11a
 - Welborne Community Food Pantry
 - Pre-bagged, drive-up pick up only. Monday's 5p-6:30p and Thursday's 10a-11:30a
 - Serving Zip Codes: 23229, 23238, 23226, 23228, 23294, 23233
- **Filing unemployment**
 - Call volume in our contact centers is exceedingly high. You may experience difficulty getting through and wait times will be exceptionally long. If you are filing an initial claim for unemployment insurance benefits, please do so online at **www.vec.virginia.gov/unemployed**
 - Weekly continued claims can also be filed online or by using the automated phone system at: **1-800-897-5630** or through the Customer Contact Center by calling **1-866-832-2363** Monday through Friday 8:30am – 4:30pm.
 - If you are a worker who has been totally or partially separated from your job due to Coronavirus, please note that no claim for unemployment insurance may be filed or processed until an actual lay off from employment has occurred, or until there has been an actual reduction in hours. When filing your claim for unemployment benefits, please be sure to check the reason for separation as Lack of Work/Lay off. If you will be filing because of a reduction in hours, you will not receive benefits unless your gross earnings are less than your weekly benefit amount. Currently the maximum weekly benefit amount in Virginia is \$378.

- Beginning with claims effective March 15, 2020, Governor Northam has directed that the one week waiting period and the requirement to conduct a weekly job search both be suspended for those receiving unemployment insurance benefits.
- **Crisis Lines**
 - 24-7 Greater Richmond Regional Domestic Violence Hotline | (804) 612-6126
 - National Suicide Prevention Lifeline | 1-800-273-8255
 - Trevor Project Lifeline (LGBTQ+) | 1-866-488-7386
 - RBHA Crisis | (804) 819-4100
- **Medicaid**
 - Offering - [Medicaid Telemedicine](#)
 - <https://www.medicaid.gov/medicaid/benefits/telemedicine/index.html>
 - **To apply for Medicaid:**
 1. Call the Cover Virginia Call Center at **1-855-242-8282** (TDD: 1-888-221-1590) to apply on the phone Mon - Fri: 8:00 am to 7:00 pm and Sat: 9:00 am to 12:00 pm
 2. Apply online at www.commonhelp.virginia.gov
 3. Complete an online application at the Health Insurance Marketplace: www.healthcare.gov
 4. Mail or drop off a [\[PDF\] paper application](#) (English) - [\[PDF\] paper application](#) (Spanish) to your local Department of Social Services (Mailing may take longer than other methods of applying). *Find your nearest local Department of Social Services by visiting www.dss.virginia.gov/localagency*
 5. Call the Virginia Department of Social Services Enterprise Call Center at 1-855-635-4370 (If you also want to apply for other benefits)
 - Try to have the following information ready when you apply:**
 - Full legal name, Date of Birth, Social Security Number, Citizenship or Immigration Status for you and anyone in your household who is applying for health care coverage. Note: You may be asked to verify your Citizenship or Immigration Status after you submit your application. We have included a list of acceptable [\[PDF\] verification documents](#) and an [\[PDF\] eligible immigration status list](#).
 - Most recent federal tax filing information (if available)
 - Job & income info for members of your household for the month prior or the current month
 - Having recent pay stubs or W-2s to reference may be helpful
 - Medicaid has “retroactive coverage.” This means that Medicaid will actually cover health care costs incurred up to 90 days prior to the date of the Medicaid application. So if someone is sick and needs medical attention but is reluctant to seek care due to the cost, they can get care and then apply for Medicaid after they feel better (up to 90 days after). If they are eligible, Medicaid will pay for that care.
 - The income limits for Medicaid Expansion coverage are:
 - 138% FPL = \$1,469 gross income per month for 1 person
 - 138% FPL = \$3,014 gross income per month for a family of 4
- **VCU Financial Assistance**
 - No in-person appointments or assistance
 - Call: (804) 828-0966 - Monday through Friday, 9a-4p for all assistance
- **CARITAS**
 - Suspending all Furniture Bank
 - Postponing Program Groups

- “Family Education Program” offered via Zoom
- **CARITAS 24/7 Specialty Shelter**
 - Suspending all new intakes
- **Healing Place**
 - Suspending all new intakes
- **Applying for an Assurance Wireless Phone**
 - <https://www.assurancewireless.com/>
- **RBHA**
 - Closed to the public 3/24 and 3/25
 - Please call 804-819-4000 before coming to the facility
 - **Rapid Access Rapid Access** is the process to start mental health and/or substance use disorder treatment services at the RBHA. Rapid Access will continue to operate **Monday-Friday 8:00am-2:00pm** throughout COVID-19 and building closures.

Please call **(804) 241-9621** to start the Rapid Access assessment process and get more information.

- **Program: AKF Coronavirus Emergency Fund**
 - Area of Service: National
 - Change Date: 4/9/2020
 - Changes: New: Program provides emergency financial assistance to recent kidney transplant or dialysis patients impacted by COVID-19.
 - Link to Program: [AKF Coronavirus Emergency Fund](#)
- **Program: PAN Foundation - COVID-19 Treatment and Prevention Fund**
 - Area of Service: National
 - Change Date: 4/9/2020
 - Changes: New: Financial assistance for individuals who have been diagnosed with or directed to self-quarantine due to the COVID-19 virus.
 - Link to Program: [PAN Foundation - COVID-19 Treatment and Prevention Fund](#)
- **Program: Restaurant Employee Relief Fund**
 - Area of Service: National
 - Change Date: 4/10/2020
 - Changes: New: Program provides financial assistance to restaurant and foodservice employees who have been impacted by COVID-19.
 - Link to Program: [Restaurant Employee Relief Fund](#)
- **Program: Salvation Army Nationwide Response to COVID-19 Health Crisis**
 - Area of Service: National
 - Change Date: 4/11/2020
 - Changes: New: National assistance program delivering food, providing shelter and assistance with living expenses to people in need due to the COVID-19 health crisis.
 - Link to Program: [Salvation Army Nationwide Response to COVID-19 Health Crisis](#)

