

2-1-1 Virginia is a free service that can help you find the local resources you need. We're here for you 24 hours a day, seven days a week.

<https://211virginia.org>

For additional resources please check out our other Resource Guides Volumes:

<b>Volume A</b>	<i>Clothes Closets Employment Training &amp; Assistance Food Pantries Nutrition Services Shelters Day Services Housing Services</i>
<b>Volume B</b>	<i>Medical/Dental Mental Health Support Substance Abuse Gender/Sexuality Support</i>
<b>Volume D</b>	<i>Differently Abled Immigration Senior Services Military/Veterans</i>
<b>Volume E</b>	<i>Courts Jail Ministry Re-entry Legal Resources</i>

## Norfolk Community Partner Resource Guide

### Volume C:

HOUSEHOLD ASSISTANCE  
GOVERNMENT RESOURCES  
ID SERVICES  
INFORMATION & REFERRAL  
TRANSPORTATION



Prepared by:

**Norfolk Re-Entry Council, FBCI Committee  
Norfolk Emergency Preparedness & Response Office**

**June 2019 Edition**



*The Norfolk Re-Entry Council focuses on the key barriers to successful offender re-entry, including: Employment and Education, Housing, Financial Obligations and Resources, Social Reintegration, and Physical and Mental Health/Substance Abuse.*

*The Faith-Based & Community Initiatives Committee (FBCI) focuses on strengthening partnerships with faith-based organizations and collaborates on initiatives that will enhance our community. The goal is to utilize the unique network of organizations in the Norfolk community to address the needs of returning citizens.*

## EMERGENCY CONTACTS

<b>Police/Fire/Rescue</b>	<b>911</b>
<b>American Red Cross</b>	<b>804-780-2250</b>
<b>Child Protective Services</b>	<b>757-664-6022</b>
<b>Child Help national Child Abuse Hotline</b>	<b>800-422-4453</b>
<b>LGBTQ Partner Abuse and Sexual Assault Hotline</b>	<b>800-838-8238</b>
<b>National Domestic Abuse Hotline</b>	<b>800-799-7233</b>
<b>Norfolk Community Services Board</b>	<b>757-664-7690</b>
<b>Poison Control Center</b>	<b>800-222-1222</b>
<b>Suicide Prevention Lifeline</b>	<b>800-273-8255</b>
<b>Virginia Family Violence/Sexual Assault Hotline</b>	<b>800-838-8238</b>
<b>YWCA Women’s Crisis Hotline</b>	<b>757-251-0144</b>

## Information and Referral (Cont.)

<b>Eviction Legal Helpline</b> <i>Provides phone-based services for tenants facing eviction or lease termination. Does not provide legal representation in court or in negotiating with landlords</i>	1-833-NoEvict <a href="http://www.evictionhelpline.org">www.evictionhelpline.org</a>
<b>Newfound Family Virginia</b> <i>Proved educational, advocacy, and support-services to families caring for children unable to live with their birth parents</i>	888-236-7837 <a href="mailto:info@newfoundva.org">info@newfoundva.org</a> <a href="http://www.newfoundva.org">www.newfoundva.org</a>
<b>National Human Trafficking Resource Center</b> <i>24-hr service provides human trafficking victims and survivors with access to critical support and services to get help and stay safe, and to equip the anti-trafficking community with the tools to effectively combat all forms of human trafficking</i>	888-373-7888 Text: 233733 Live chat also available
<b>Virginia Navigator</b> <i>Search for local services, helpful tips, and answers</i>	<a href="http://www.virginianavigator.org">www.virginianavigator.org</a>

## Transportation

<b>Hampton Roads Transit (HRT)</b> <i>Providing public transit service to Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, and Virginia Beach via bus, light rail, ferry paratransit, and carpool options (not all options provided in all cities)</i>	757-222-6100 757-222-6000 Espanol 757-222-6087 Paratransit 509 E 18th St Norfolk, VA 23504
<b>McKinney-Vento Transportation Act</b> <i>Transporting homeless children to school</i>	757-892-3320 800 E. City Hall Ave Norfolk, VA 23510

## Government/School Resources (Cont.)

<ul style="list-style-type: none"> <li><b>Residential Rental Inspection Program</b> Assures safe, sanitary, and decent living conditions for rental housing occupants within the designated inspection districts (Denby Park, Olde Huntersville, Pleasant Avenue Corridor)</li> </ul>	<p>810 Union St Norfolk, VA 23510 www.norfolk.gov</p>
<ul style="list-style-type: none"> <li><b>TAG-OUT Program( Neighborhood Quality Bureau)</b> Graffiti abatement</li> </ul>	757-664-6500
<b>Norfolk Public Schools</b> Information about the school district and school board	<p>757-670-3945 800 E City Hall Norfolk, VA 23510 tellus@npsk12.com</p>

## ID Services

<b>Ghent Area Ministry</b> ID services	<p>757-622-0438 1301 Colonial Ave Ste 2 Norfolk, VA 23517</p>
<b>Norfolk Department Human Services</b> (Homeless Action and Response Team) ID services	<p>757-664-6000 740 Monticello Ave Norfolk, VA 23510</p>
<b>Salvation Army Emergency Men's Shelter</b> Assistance with obtaining ID's, Birth certificates	<p>757-622-3471 203 w 19t St Norfolk, VA 23517</p>
<b>Virginia Department of Health Divisions of Vital Records</b> Birth and Death certificates; marriage requirements; applications for vital record; foreign adoption; still birth	<p>804-662-6200 2001 Maywill St Richmond, VA 23230 www.vdh.virginia.gov</p>

## Information and Referral

<b>211 Virginia</b> 24-hr free service to help find local resources including child care; energy assistance; food assistance; health coverage; financial assistance	<p>211 www.211virginia.org</p>
<b>Kids Priority One</b> Connecting children and families with resources	<p>757-244-5373 1900 Llewellyn Ave Norfolk, VA 23517 www.kidspriorityone.org Info@kidspriorityone.org</p>

## Animal Welfare

<b>Animal Resources of Tidewater</b> Adoptions; spaying; medical assistance; legislative policy; pitbull awareness	<p>757-456-1354 www.artanimals.org</p>
<b>Norfolk Animal Care and Adoption Center</b> Open admission shelter for adoptions and safe haven for local animals in need	<p>757-441-5505 5585 Sabre Rd Norfolk, VA 23502 www.norfolk.gov/nacc/</p>
<b>Norfolk Society for the Prevention of Cruelty to Animals</b> No-kill adoption center; affordable public veterinary clinic	<p>757-622-3319 916 Ballentine Blvd Norfolk, VA 23504</p>

## Communications

<b>Assurance Wireless</b> Free wireless phone service to individuals who meet eligible requirements	<p>1-888-321-5880 www.assurancewireless.com</p>
<b>Safelink Wireless</b> Free wireless phone service to individuals who meet eligible requirements	<p>800-723-3546 www.safelinkwireless.com</p>

## Domestic Assistance

<b>Cleaning for a Reason</b> Provides free housecleaning services to women undergoing cancer treatment	<p>877-337-3348 2540 King Arthur Blvd Ste 230 Lewisville, TX 75056 www.cleaningforareason.org</p>
<b>Habitat for Humanity</b> Home improvement and renovation information. Application for housing assistance	<p>757-640-0590 900 Tidewater Dr Norfolk, VA 23504 www.shrhabitat.org</p>
<b>Renovate Norfolk</b> Assists income-eligible homeowners with interior and exterior residential rehab and repair	757-823-4361

## Financial Assistance

<b>Bank on Norfolk</b> A partnership of participating banks, credit unions, and community organizations across Hampton Roads designed to help you take control of your finances	<p>757-664-4721 www.norfolk.gov</p>
<b>Catholic Charities of Eastern VA</b> Financial assistance; budget counseling; counseling on reverse mortgages; financial education classes; homebuyer counseling; mortgage default counseling. All services by appointment ONLY	<p>757-456-2366 5361- A Virginia Beach Blvd Virginia Beach, VA 23462 www.cceva.org</p>

## Financial Assistance (Cont.)

<b>Consumer Financial Protection Bureau</b> <i>U.S. government agency that makes sure banks, lenders, and other financial companies treat you fairly</i>	855-411-2372 1700 G St N.W. Washington, DC 20552 <i>slivingstonehoyte@afsc.com</i>
<b>Dominion Energy</b> <i>Dominion Energy's energy assistance program for anyone facing financial hardship from unemployment or family crisis. Includes bill pay assistance and free weatherization and energy-saving upgrades</i>	1-866-366-4357 <i>www.dominionenergy.com</i>
<b>Garden of Hope</b> <i>Financial Education Empowerment Training (FEET)</i>	757-390-4328 1317 E Brambleton Ave Norfolk, VA 23504
<b>Ghent Area Ministry</b> <i>Utility assistance</i>	757-622-0438 1301 Colonial Ave Ste 200 Norfolk, VA 23517
<b>Norfolk Department of Human Services</b> <i>Public assistance with utility assistance. Must meet requirements. Call for details; other benefits available; TANF benefits must meet requirements</i>	855-635-4370 757-664-6000 201 E Little Creek Rd Norfolk, VA 23505 <i>www.commonhelp.virginia.gov</i>
<b>Salvation Army</b> <i>Assistance with rent, utilities, food, supplements, and more</i>	757-543-8100 5525 Raby Rd Norfolk, VA 23502
<b>St. Mary's Catholic Church</b> <i>Financial assistance for residents of 23504 and 23510</i>	757-622-4487 232 Chapel St Norfolk, VA 23504
<b>Stop, Inc.</b> <ul style="list-style-type: none"> <li>Housing counseling for individuals experiencing hardship in maintaining or obtaining permanent housing.</li> <li>Provides weatherization services to qualified low income residents, including reducing air leakage, wrapping water heaters, and insulating and venting attics</li> <li>Volunteer Income Taxes Assistance Initiative (VITA) assist low-income working families with free filing of their income tax returns to insure they received their earned income tax credit</li> </ul>	757-858-1360 757-858-1371 (VITA) 5700 Thurston Ave Ste 101 Virginia Beach, VA 23454
<b>The Union Mission Ministries</b> <i>ID Services</i>	757-627-8686 5100 East Virginia Beach Blvd Norfolk, VA 23504

## Financial Assistance (Cont.)

<b>The Up Center</b> <i>Financial counseling; housing counseling</i>	757-622-7017 222 W. 19th St Norfolk, VA 23517
<b>VDOT Toll Relief</b> <i>Portsmouth and Norfolk residents who use the Downtown or Midtown tunnels and make 30,000 or less per year are eligible for toll relief</i>	855-530-5506 1701 Church St Norfolk, VA 23504

## Government/School Resources

<b>City of Norfolk</b> <ul style="list-style-type: none"> <li><b>City Council Members</b> A list of all current city council members, click on their names for personal/professional background and contact information</li> <li><b>City Departments</b> A list of all current city departments, click on the department for service and contact info</li> <li><b>City Hall/ Offices</b> A list of all government offices in City Hall, click on the bolded office names for additional service and contact information</li> <li><b>Derelict Structures</b> Provides a means for civic leagues to submit information on properties they would like the department to add to the list of possible derelict structures</li> <li><b>Norfolk Cares Center</b> Single point of contact for visitors, residents, and businesses to request a city service, report a concern, seek information about Norfolk, or follow up on previous request. Available Monday-Friday from 7Am-6Pm</li> <li><b>Norfolk Fire Rescue</b> Free smoke alarms, call to schedule installation</li> <li><b>Norfolk Police Department</b> WE are ONE, NPD and YOU is a unique broadcast partnership with the Willis Broadcasting Group. Every 1st and 3rd Thursday officers take live phone calls from listeners on WGPL-1350 AM</li> <li><b>Rent Ready Norfolk</b> Provides resources to assist landlord, property owners and renters with property management and tenancy</li> </ul>	810 Union St Norfolk, VA 23510  757-664-6510 <i>Healthyneighborhoods@norfolk.gov</i>  757-664-6600 <i>www.norfolk.gov</i>  911 Non emergency 757-441-5610 3661 E Virginia Beach Blvd Norfolk, VA 23502  757-664-7368 401 Monticello Ave First Floor Norfolk, VA 23510
--	---