COVID 19 TIPS TO STAY SAFE

Stay home. Avoid contact with others as much as possible.

It is recommended you use a face mask when out in public and around the sick.

Social Distancing. Keep 6 feet between you and others.

Clean your hands thoroughly for at least 20 seconds with soap and water.

Cough or sneeze into your elbow or cover your nose and mouth with a tissue.

For up to date information visit:
Virginia Department of Health: www.vadph.virginia.gov
Centers for Disease Control & Prevention: www.cdc.gov

DMV Update

DMV customer service centers and DMV Connect services are open across the state for both walk-ins and appointments.
If you currently have a valid driver's license or ID, you may continue to renew it online.
If you are in need of an original issue license or ID upon release, you may go to your local DMV or go to http://www.dmvNOW.com and follow the instructions on how to schedule an appointment.
You will want to gather the documentation needed; Original Birth Certificate, Original Social Security Card, Inmate Information Form and proof of residency. You may use a US Post Office change of address form or a letter mailed to yourself as your secondary proof of residency. A full list of options can be found on the DMV website.

To schedule an appointment go to: http://www.dmvNOW.com
Virginia DMV Contact Information: Phone: 804-497-7100
Website: http://www.dmv.virginia.gov

Resource Information

Virginia 211
Resources at your finger tips! Call 211 to find resources in your area. Information on how to access food, clothing, housing, child care, employment and many other resources provided.
Call 211 or visit www.211virginia.org

Mental Health Services
The Mental Health staff at your institution are available to provide information about accessing mental health resources in your area after release. They can also connect you with the District Mental Health Clinician (DMHC) who works with your Probation and Parole District office. While you are on supervision, the DMHC will continue to be available to provide support and education, as well as help connect you with mental health services in the community.

Assurance Wireless
Free Lifeline Cell Service
Enrollment in this government benefit program is available to individuals who qualify based on federal or state-specific eligibility criteria. You may qualify for Assurance Wireless if you participate in any of the following government programs: Food Stamps/SNAP, Supplemental Security Income (SSI), Veterans Pension benefit or Survivors Pension, Medicaid, Federal Public Housing Assistance or Section 8. Apply online at www.assurancewireless.com

Contact the Clerk of Courts Office to address court costs and fines at:
https://www.vacourts.gov/courts/scv/home.html
Resources Continued...

### Substance Use Disorder Resources

**Narcotics Anonymous Meetings**
- **ONLINE**
  - [https://www.12step-online.com/meetings/online-na-meetings](https://www.12step-online.com/meetings/online-na-meetings)
- **ONLINE and PHONE**
  - [https://virtual-na.org](https://virtual-na.org)
  - [www.nabyphone.com](http://www.nabyphone.com)

**Alcoholics Anonymous Meetings**
- **ONLINE**
  - [https://www.12step-online.com/meetings/online-aa-meetings](https://www.12step-online.com/meetings/online-aa-meetings)
  - [https://aa.org.au/meetings/online-aa-meetings](https://aa.org.au/meetings/online-aa-meetings)
- **PHONE**
  - [http://aaphonemeetings.org](http://aaphonemeetings.org)

### Mental Health Resources

**The National Alliance for Mental Illness (NAMI) COVID-19 Resources:**

**Taking Care of Your Behavioral Health:**

**Peer Support:**
- **Mental Health America of Virginia (MHAV)**
  - Warm Line: 866-400-MHAV (6428)
  - Available 7 days a week,
    - Monday - Friday 9 am - 9 pm
    - Saturday- Sunday 5 pm - 9 pm

If things feel overwhelming please call
**National Suicide Prevention Lifeline**
- 1-800-273-8255 or Text “HELLO” to 741741
- 1-800-273-TALK

### Public Benefits

**You may apply for most benefits electronically by calling 1-855-635-4370 or visiting:**
[www.commonhelp.virginia.gov](http://www.commonhelp.virginia.gov)

**IDENTIFICATION - Inmate Facesheets are being accepted in lieu of a state-issued identification card.**

**Medicaid - health insurance for low income/no income; types of services covered include**
- doctor visits
- hospital and emergency care
- mental health and substance abuse services,
- and prescriptions.

If you have already been approved for Medicaid, but still need your aid category switched from incarcerated to community, please contact the Cover Virginia Incarcerated Unit (CVIU) either by phone or email
- (833) 818-8752 / CVIU.eligibility@coverva.org

**Supplemental Nutritional Assistance Program (SNAP) - can be used like cash to buy eligible food items; returning citizens are eligible for expedited services and may be able to obtain benefits in as little as seven days.**

Starting July 1st, 2020 individuals with a history of drug-related felonies can apply for Food Stamps (SNAP) if they are otherwise eligible.

**Temporary Assistance for Needy Families (TANF) - provides eligible families with a monthly cash payment to meet their basic needs.**

**Retirement/Disability/Medicare Benefits - All are federal benefits programs. Please visit www.ssa.gov onlineservices to apply online.**

For more information visit us at:
- [https://vadoc.virginia.gov](https://vadoc.virginia.gov)
Guide to Finding Local Resources

Step 1: Go to the Virginia Department of Corrections Website  https://vadoc.virginia.gov

Step 2: Select "Facilities and Offices" Located on the top left of your computer screen

Step 3: Select the "Region" of your Home Location (East, Central, or West)

Step 4: Scroll down to select the "Probation and Parole Office" of your home location

Step 5: Select "Resource Directory"
get connected

GET ANSWERS

In Virginia, you can now dial 2-1-1 to connect to health and human services, including:

- Alzheimer’s assistance
- Child care referral centers
- Child development
- Consumer counseling
- Crisis intervention
- Disability services
- Domestic violence programs
- Education
- Energy assistance
- English as a second language classes
- Family counseling
- Financial assistance
- HIV/AIDS programs
- Home health care
- Homeless services
- Legal assistance
- Maternal and child health care
- Mentorship opportunities
- Parenting programs
- Senior services
- Substance abuse
- Suicide prevention
- Transportation
- Volunteer opportunities

2-1-1 VIRGINIA SERVICE PROVIDERS

- Council of Community Services (Roanoke)
- Family Resource & Referral (Staunton)
- The Planning Council (Norfolk)
- United Way of Central Virginia (Lynchburg)
- United Way of Greater Richmond & Petersburg (Richmond)

2-1-1 VIRGINIA STATEWIDE PARTNERS

- Celebrating Special Children, Inc.
- Northern Virginia Regional Commission
- SeniorNavigator
- Virginia Alliance of Information & Referral Systems
- Virginia Board for People with Disabilities
- Virginia Child Care Resource & Referral Network
- Virginia Commission on Youth
- Virginia Council on Social Welfare
- Virginia Cooperative Extension
- Virginia Department for the Aging
- Virginia Department of Health
- Virginia Department of Mental Health, Mental Retardation and Substance Abuse Services
- Virginia Department of Social Services
- Virginia Statewide Information & Referral

FOR MORE INFORMATION CALL 2-1-1 TODAY.
OR WRITE TO:
2-1-1 COORDINATOR
COUNCIL OF COMMUNITY SERVICES
P.O. BOX 598 ROANOKE, VA 24004
WEB: WWW.211VIRGINIA.ORG

Dialing 2-1-1 helps me find ANSWERS

2-1-1 VIRGINIA SERVICE PROVIDERS

2-1-1 VIRGINIA STATEWIDE PARTNERS

FREE & CONFIDENTIAL INFORMATION AND REFERRALS

Virginia Dept. of Social Services
www.dss.virginia.gov
WHAT IS 2-1-1?

Who do you call when someone you love is a victim of domestic violence? When you or someone you know can’t find affordable health care? When you need child care? When a friend needs a support group for a drug addiction? When someone you know needs assistance with rent or a utility bill?

WHEN YOU NEED ANSWERS

2-1-1 is an easy to remember phone number connecting people with free information on available community services. When you dial 2-1-1, a trained professional will listen to your situation and suggest sources of help using one of the largest databases of health and human services in Virginia. Nonprofit organizations and federal, state and local government agencies are included in the database and you can access services in your community and statewide.

DIAL 2-1-1 FOR COMMUNITY SERVICES

Whether you need help or want to provide help, 2-1-1 is the fast, free and confidential way to locate hundreds of services in your community. When you dial 2-1-1, you will be connected to a trained professional, who can provide referrals for health and human services, including:

- **Basic human needs**: food banks, shelters, rent or utility assistance
- **Physical and mental health resources**: Medicaid, Medicare, pre-natal care, children’s health insurance programs, crisis intervention, support groups, counseling, alcohol and drug rehabilitation
- **Work initiatives**: educational and vocational training programs, English as a second language classes, job training, General Educational Development (GED) preparation, financial and transportation assistance
- **Support for seniors and those with medical, respite care, home health care, transportation and recreation disabilities**: Area Agencies on Aging, independent living centers, adult day care, meals at home, respite care, home health care, transportation and recreation
- **Support for children, youth and families**: After-school programs, tutoring, mentorship programs, family resource centers, protective services, counseling, early childhood learning programs, child care referral centers, and recreation
- **Volunteering in your community**: Volunteer centers, mentorship opportunities, locations to donate food, clothing, furniture, computers and other items

2-1-1 VIRGINIA DISASTER RECOVERY

During times of disaster 2-1-1 VIRGINIA will provide an additional channel of communication for citizens of the Commonwealth. Working with local and state emergency management and disaster response officials, 2-1-1 VIRGINIA will provide:

- Accurate and up-to-date information on community and regional response
- Volunteer and donation coordination
- Crisis intervention and human services coordination
- Access to disaster support services during the entire recovery process

"When you dial 2-1-1, I’m here to help. As a trained call specialist, I provide information and referrals to people just like you, who don’t know where to turn for help."
SNAP EMPLOYMENT & TRAINING (SNAP E&T)

What is SNAP Employment & Training (SNAP E&T)

SNAP E&T is a voluntary employment and training assistance program designed to assist non-exempt SNAP participants with gaining skills, training, work experience, reducing barriers and finding work that leads to self-sufficiency. All eligible participants must be engaged in work related activities for 20 hours or more per week to continue receiving services.

Who is Exempt and Eligible?

You are considered exempt if you are:

- Under 18 or over 60
- Caring for someone who is under 6 or incapacitated
- Pregnant
- Physically or mentally unable to work
- Currently enrolled at least part-time in school (college/university)
- Receiving Virginia unemployment benefits
- Enrolled in the VIEW Program/Receiving TANF

Exempt SNAP recipients may also volunteer

SNAP E&T Services

- Vocational Training
- Job Search Assistance
- Work Experience
- Educational Assistance (GED, Certificate Programs, Digital Literacy)
- Resume and Mock Interviewing
- Supportive Services such as transportation, work uniforms and tools
- Referrals to community partners
- And More!

Participating Localities

Albemarle, Alexandria, Arlington, Bedford, Botetourt, Bristol, Brunswick, Charlottesville, Chesapeake, Chesterfield-Colonial Heights, Danville, Fairfax, Frederick, Grayson, Hampton, Henry, King and Queen, Manassas, Martinsville, Montgomery, Newport News, Norfolk, Norton, Petersburg, Pittsylvania, Portsmouth, Prince George, Prince William, Richmond City, Roanoke City, Roanoke County, Rockbridge, Shenandoah Valley, Smyth, Stafford, Surry, Tazewell, Virginia Beach, Winchester and Wise,

NEXT STEPS

No additional application is needed! If you are a SNAP recipient interested in Employment and Training services, please contact your SNAP caseworker and let them know that you want to enroll in SNAP E&T. From there, a dedicated SNAP E&T worker will make contact for additional assessment, screening and enrollment into the program.
Temporary Assistance for Needy Families (TANF)

TANF provides temporary financial assistance to eligible families with children. To be eligible, a family must be financially needy and must meet certain other requirements. An eligible child must be under age 18, or if 18, expected to graduate from high school before age 19; going to school regularly if he is between the ages of 5 and 18; living with a parent or other relative; and a citizen of the U.S. or an eligible immigrant.

An applicant must cooperate in naming the parents of all eligible children and must help establish paternity for each child.

The amount of the TANF benefit is based on the size of the family. A family may still be eligible to receive TANF while receiving money from other sources.

TANF debit cards may not be used to buy lottery tickets, alcoholic beverages, tobacco products, or sexually explicit materials. In addition, TANF debit cards may not be used in ABC stores, tattoo or body-piercing businesses, businesses that provide adult-oriented entertainment, or places where gaming is conducted.

If you receive TANF, you may be required to participate in the Virginia Initiative for Employment not Welfare (VIEW) program. Families in the VIEW program may earn income and receive a TANF check. However, the total income cannot be more than the federal poverty level for the family size.

A family with someone in VIEW may receive TANF for no longer than 24 months followed by a period of 24 months ineligibility. A family may receive TANF no more than a total of 60 months in a lifetime.

Additional information regarding the TANF program, application, forms and manual is available at www.dss.virginia.gov.

Medical Assistance Programs—Medicaid, FAMIS Plus, and FAMIS (Family Access to Medical Insurance Security Plan)

Medicaid and the Family Access to Medical Insurance Security Plan (FAMIS) are Medical Assistance programs that make direct payments to health care service providers for eligible individuals and families who are unable to pay for needed medical services. Medicaid for children is called FAMIS Plus.

To be eligible for Medicaid, you must have income and resources (assets) within specified limits and must be in one of the groups covered by Medicaid. Medicaid covered groups include children under age 19 years, pregnant women, parents with dependent children under age 18 years living in the home, adults age 65 years and older, blind individuals, and individuals who are disabled according to the standards adopted by the Social Security Administration. Plan First is a limited-coverage group that covers family planning services and is available to those who do not meet other full-coverage Medical Assistance groups.

FAMIS, and its program for pregnant women, FAMIS MOMS, covers uninsured children under age 19 years and pregnant women with income that is too high for FAMIS Plus/Medicaid but is under the income limit for FAMIS/FAMIS MOMS.

Medicaid/FAMIS Plus and FAMIS have different income limits and nonfinancial requirements. When someone applies for Medical Assistance, the eligibility worker will determine if the person is eligible for a program. Medicaid and FAMIS pay for a variety of medical services, including prescription drugs, doctor visits, nursing facility care and hospital care.

Information about Medicaid/FAMIS Plus is available online from the Virginia Department of Social Services at www.dss.virginia.gov and from Cover Virginia at www.coverva.org.

SNAP benefits are issued electronically to eligible households. You will get a card that is similar to a credit or debit card to use at the authorized retailers to buy food. You must select a Personal Identification Number (PIN) and use that PIN when you swipe the card at the store. SNAP benefits will be added to your account each month you are approved for benefits.

Additional information about SNAP benefits is available at www.dss.virginia.gov.

Energy Assistance Program (EAP) - EAP consists of three components: Fuel Assistance, Crisis Assistance, and Cooling Assistance.

Fuel Assistance assists low-income, eligible households by supplementing home energy costs. Applications are accepted the second Tuesday in October through the second Friday in November. Crisis Assistance assists low-income households with energy related emergencies. Applications are accepted November 1st through March 15th. Cooling Assistance assists households in acquiring or repairing cooling equipment and/or payment of electric bills to operate cooling equipment. Applications are accepted June 15th through August 15th.

Additional information about the EAP is available at www.dss.virginia.gov.

Supplemental Nutrition Assistance Program (SNAP)—formerly the Food Stamp Program

SNAP benefits will help you buy nutritious food for your household. You may also buy seeds or plants to grow your own food.

You may not use SNAP benefits to:
- Buy alcoholic beverages, tobacco, soap, paper products, or other nonfood items;
- Buy hot food ready to be eaten on the store premises.

SNAP benefits are issued electronically to eligible households. You will get a card that is similar to a credit or debit card to use at the authorized retailers to buy food. You must select a Personal Identification Number (PIN) and use that PIN when you swipe the card at the store. SNAP benefits will be added to your account each month you are approved for benefits.

Additional information about SNAP benefits is available at www.dss.virginia.gov.

Benefit Programs
General Information
This pamphlet contains information about some of the benefits offered through the VDSS, along with information about your rights and responsibilities. This pamphlet addresses the Temporary Assistance for Needy Families (TANF) Program, Supplemental Nutrition Assistance Program (SNAP), Medical Assistance Programs and Energy Assistance Program.

How to Apply for Assistance
• Complete an application
  – Apply online for benefits at https://commonhelp.virginia.gov/access/
  – Apply for SNAP, TANF and Medical Assistance over the phone by calling 855-635-4370;
  – Apply for Medical Assistance only over the phone by calling 855-242-8282;
  – Get an application during office hours at your local department of social services (LDSS);
  – Ask the LDSS to mail an application to you; or
  – Print a copy of the application off the internet at http://www.dss.virginia.gov under each program under Assistance or at www.coverva.org for Medical Assistance.
• File the application
  – Leave the printed application at the LDSS; or
  – Mail or fax the application to your LDSS.
• Depending on the type of assistance you are requesting, you may need to be interviewed.

Time Standards
Action must generally be taken on applications
• within 10 work days for Medical Assistance for a pregnant woman;
• within 45 days of application for Medical Assistance (may take up to 90 days if a disability determination is needed);
• within 30 days of application for TANF;
• within 30 days of application for SNAP benefits (7 days if you qualify for emergency service);
• as soon as possible but no later than the last day designated for processing for Fuel Assistance;
• within three working days of all information being received for Crisis Assistance;
• by the close of the application period for Cooling Assistance.

General Eligibility Requirements
• To be eligible for most programs, you must:
  – Live in Virginia;
  – Be a U.S. citizen or meet certain requirements if you are an immigrant;
  – Apply at the agency that serves the city or county where you live;
• Certain specific requirements of each program for which you are applying;
• Apply for other benefits that you may be entitled to receive, such as Social Security, Worker’s or Unemployment Compensation.
• Before we can determine if you are eligible, some of the information you give must be verified. See the VERIFICATION section of this pamphlet for more information
• Depending on the program, eligibility and the amount of benefits may be based on:
  – Your income;
  – The number of people in the family;
  – Resources; and
  – Certain household expenses.
• As soon as a decision about your application is made, we will send you a written notice. This notice will tell you if you are eligible and the amount of benefits you will receive.

Confidentiality
Information you provide is confidential. We will only give information to someone directly connected with administering or enforcing provisions of the programs for which you applied, other federal assistance programs, or programs that assist low income individuals. Information may also be disclosed to:
• Law enforcement officials who are investigating program violations or, in some instances, law enforcement officials who are investigating persons fleeing prosecution or punishment for a felony.
• The Child Support Enforcement Program to help locate absent parents.
• Persons connected with verifying status of immigrants.
• Agencies that provide employment-related services for TANF recipients or to local school divisions for school age children who get TANF benefits.

Verification
Each program has its own verification requirements. You must provide any information requested to establish your eligibility. Your worker will tell you what you need to provide and the deadline to provide it. Please ask for assistance if you need help. Examples of items the agency may need to verify and some suggested ways you may verify the items include:

Identity, Residence
• Driver’s license, alien registration card, voter registration card, work or school ID, library card, and birth certificates;
• Social Security Numbers for everyone for whom you are requesting assistance.

Expenses
• Lease or mortgage agreement, rent receipts;
• Most recent utility and phone bills;
• Bills for the care of children, or elderly or disabled adults;
• Bills for medical expenses;
• Child support paid by a member of the household.

Resources
• Most recent statements for bank accounts such as checking and savings accounts;
• Proof of stocks and bonds;
• Information about burial trusts, burial arrangements, and burial plots;
• Registration or title for all motor vehicles;
• Medical insurance policies or medical cards;
• Life insurance policies that may be cashed.

Income
• Pay stubs for this month and last month for everyone working;
• Records of tips, bonuses, or commissions;
• Divorce decrees or support orders;
• Award letters or notices.

Confidentiality
• Law enforcement officials who are investigating program violations;
• Law enforcement officials who are investigating persons fleeing prosecution or punishment for a felony;
• The Child Support Enforcement Program to help locate absent parents;
• Persons connected with verifying status of immigrants;
• Agencies that provide employment-related services for TANF recipients or to local school divisions for school age children who get TANF benefits.

Rights and Responsibilities
• You must give correct information.
• You must cooperate.
• You must report changes that occur in your situation. Your worker will explain which changes need to be reported.
• You may appeal decisions or actions if you are dissatisfied.
• You may review your case record during the agency’s business hours.
• You may review program regulations and manuals during the agency’s normal business hours. Manuals are also available online at www.dss.virginia.gov.

Authorized Representative
If you would like someone else to act on your behalf, you may select a trusted friend, relative or neighbor to be your representative. The representative may:
• Apply for benefits for you.
• Receive your notices and correspondence.
• Use benefits on your behalf.

You may name a representative on the application form. If you want to name an authorized representative at any time after you have submitted your application, write a note for that person to take to the local social services department. In the note:
• List the name, address and phone number of the person you are naming;
• List the duties you want that person to perform;
• Sign and date the note.

Nondiscrimination
DSS will provide benefits and services without regard to race, color, national origin, disability, sex, age, political beliefs, religion, sexual orientation, marital or family status. If you believe you have been discriminated against, you may file a written complaint with state or federal agencies.

If you have a disability or if you have difficulty with English, you may get extra help to make sure you get the assistance or services you need.
HAVING TROUBLE MAKING YOUR CHILD SUPPORT PAYMENTS?

WE CAN HELP.

The Virginia Division of Child Support recognizes that re-entry is a difficult time with many unique challenges. We have a program that can assist you during re-entry into your community! The Family Engagement Services program will connect you with a specialized case manager dedicated to working with you to help overcome barriers to making your child support payments.

Family Engagement Services can help you:

- Develop an individualized case plan to address barriers.
- Connect you to community resources that provide employment assistance, education, housing, transportation and job skills training.
- Assist you with a review of your child support order (if eligible).
- Find out how to get your driver’s license reinstated.
- Sign you up for a program that rewards you for making your child support payment by giving you reductions on existing TANF debt (if applicable in your case).
- Assist with obtaining a $5,000 bond to increase employability through the Virginia Bonding Program.

HOW DO YOU FIND OUT MORE ABOUT FAMILY ENGAGEMENT SERVICES?

Call our customer service center at 1-800-468-8894 and ask to speak to your child support case manager about Family Engagement Services and how to sign up for the My Child Support Portal so you can access your child support case information from any computer, smartphone or tablet!

CONTACT US FOR MORE INFO:

Customer Service Center
(Monday – Friday, 7 a.m. – 6 p.m.)
1-800-468-8894
www.dss.virginia.gov
MyChildSupport Portal
https://mychildsupport.dss.virginia.gov

Follow us on:

Facebook
Twitter
Instagram
YouTube
LinkedIn

supportVAkids.com
Frequently Asked Questions

How can I get health coverage?
You can apply for Medicaid at any time at https://www.commonhelp.virginia.gov. Medicaid covers a variety of services, including testing and treatment for COVID-19.

I am sick but cannot afford my co-pay to see the doctor. What should I do?
All Medicaid and FAMIS co-pays are eliminated. You do not need to pay anything to see a doctor.

I am worried my prescriptions will run out. How can I prepare?
Medicaid is allowing members to fill a 90-day supply of many routine prescriptions. Check with your pharmacist or doctor.

Check out our FAQs for answers to more of your questions.
https://coverva.org/materials/FAQ_English_8_17_PM.pdf

Stay Connected!
Sign up for regular updates and information about your health coverage and COVID-19

Text COVID19 to 268-782
to keep up with the latest Medicaid news on COVID-19*

Follow us on social media
CoverVA
@VaMedicaidDir
@CoverVA

Have other questions about how Medicaid is improving access to care in response to COVID-19? Contact DMAS here:
https://www.dmas.virginia.gov/contactforms/#/general


For more information about COVID 19, visit the Virginia Department of Health website at www.vdh.virginia.gov
COVID-19: Return to Normal Enrollment

Virginia Medicaid will soon return to our normal enrollment processes. We’re working with community partners, advocates and members to make sure eligible Virginians keep getting high quality health care coverage.

Read about emergency policies related to members at: COVID-19 Medicaid Information Eligibility, Enrollment, and Appeals.

We need your help to meet this goal. Members can make updates:

- Online at commonhelp.virginia.gov, or
- By calling Cover Virginia at 1-855-242-8282,
- By calling their local Department of Social Services.

If you do not qualify for full benefits through Medicaid or FAMIS, or you cannot afford Marketplace coverage, please know that people who are uninsured can get health care services at Virginia's Free and Charitable Health Clinics and Virginia's Community Health Centers.

Frequently Asked Questions (FAQ)

What is the federal public health emergency and how does it affect Medicaid members?
The federal government declared a public health emergency when the COVID-19 pandemic began. Since then, state agencies have continued health care coverage for all medical assistance programs, even for people who are no longer eligible.

When will normal Medicaid processes begin again?
States will have 12 months to make sure Medicaid members are still eligible for coverage. We do not yet know when this process will start. We will not cancel or reduce coverage for our members without asking them for updated information.

What if members lose their coverage?
We want all eligible Virginians to get and stay covered. If a member no longer qualifies for health coverage from Virginia Medicaid, they will get:

- Notice of when the Medicaid coverage will end,
- Information on how to file an appeal if the member thinks our decision was incorrect, and
- A referral to the Federal Marketplace and information about buying other health care coverage.

What can members do now?
Members can:

- Update their contact information by calling Cover Virginia at 1-855-242-8282 or online commonhelp.virginia.gov.
- We must have current contact information on file, such as a mailing address and phone number(s), so members receive important notices and so we can reach out if we need more information.
- Watch for and respond quickly to notices about their coverage.
- Sign up for email and text updates, follow us on social media and visit us at coverva.org & facebook.com/coverva/
What are the other health care coverage choices?

Virginians who do not qualify for Virginia Medicaid can buy health insurance through Enroll Virginia. Enroll Virginia has offices in communities across the state to helping Virginians get high quality, affordable health coverage. You can sign up for insurance on the Federal Marketplace on HealthCare.gov:

- Within 60 days after losing health coverage or
- Anytime during the annual open enrollment period from November 1 through December 15

Virginians who do not qualify for health coverage from Medicaid may be able to get financial help to lower the cost of private health insurance through HealthCare.gov. The amount of financial help is based on the cost of insurance where the applicants live, how many people are in their household, and their estimated yearly income.

Learn more at enrolva.org or 888-392-5132:

- Get help from trained assisters, called navigators, to sign up for health coverage online or in person.
- Compare plans and cost with an easy, anonymous online tool
- Find out how much financial help you may qualify to receive
- Get enrolled!

How can I get more information?
Virginia Medicaid will keep members up to date through coverva.org, commonhelp.virginia.gov, emails, text messages and social media.

Where can I send questions or share my views?
Members can reach us at covervirginia@dmas.virginia.gov.
We will also give our partners policy and operational information through our Bi-Monthly Stakeholder Meeting, at dmas.virginia.gov/covid-19-response/ and through our Partner Points newsletter.

COVID-19 Resources
This fact sheet outlines our policies to streamline application processing and maintain coverage for our members during the COVID-19 pandemic. [PDF] COVID-19 Medicaid Information Eligibility, Enrollment, and Appeals (Updated 06/29/2021)

Community Partner Information and Updates
- Virginia Department of Health
- Virginia Poverty Law Center has response resources for housing and immigration
- VCU Partnership for People with Disabilities short video explaining COVID-19 to people with intellectual disabilities
- COVID-19 Federal Public Health Emergency website -
- Federal Public Health Emergencies
- COVID Flexibilities Update –
- COVID-19 Emergency Waiver Guidance -
Temporary Assistance for Needy Families (TANF) 2022 Fact Sheet

TANF program provides cash assistance and employment and training services to low-income families with dependent children.

Eligibility Rules/Requirements

Temporary Assistance for Needy Families

To be eligible, a family must be financially needy and meet certain other requirements.

- An eligible child must be under age 18, or if 18 is in school;
- going to school regularly if between the ages of 5 and 18;
- living with a parent or other relative;
- a resident of Virginia; and
- a U.S. citizen or eligible immigrant.

A parent or caretaker must:

- provide a social security number (SSN);
- provide proof of citizenship or alien status;
- cooperate in helping establish paternity for each child; and
- provide verification that all children have received required immunizations.

The amount of the TANF benefit is based on the size of the family. A family may still be eligible to receive TANF while receiving money from other sources.

Virginia Initiative for Education and Work (VIEW)

Assisted by a case manager, participants are placed in employment and training activities to move towards earning a living wage: job readiness, job search, employment (subsidized and unsubsidized), community work experience, job skills training, and vocational education. Supportive services are provided to participants to assist in the successful completion of the program including child care, transportation, medical/dental, program and/or work related expenses, and emergency intervention.

VIEW participants may also be eligible for transitional services for up to 12-months after the end of cash benefits. VIEW transitional services are child care, medical/dental services, work-related expenses, emergency intervention services, and transportation.

Other TANF Programs

The Diversionary Assistance Program provides a one-time emergency payment in emergency situations.

Emergency Assistance (EA)

Emergency Assistance (EA) may be provided for eligible families who are facing eviction or have experienced a natural disaster or a fire.
What is the Energy Assistance Program?
The Energy Assistance Program consists of three components:

**Fuel Assistance**: This component helps eligible households with the costs of heating their homes.

**Crisis Assistance**: This component helps households in heating emergency situations with primary heat security deposits, utility heating bills, repair/replacement of heating equipment, or primary heating fuel.

**Cooling Assistance**: This component helps with cooling equipment repairs or purchases and with payment of the electric bill to operate cooling equipment.

Who is eligible for the Energy Assistance Program?
In order to be eligible for any of the components, certain citizenship criteria must be met and a household’s income must be less than the maximum allowed for the number of people in the home.

Other requirements are as follows:

**Fuel Assistance**: You must be responsible for paying the heating bill.

**Crisis Assistance**: You must have a heating emergency.

**Cooling Assistance**: You must have or be in need of cooling equipment and there must be an elderly person, a person living with a disability, or a child under 6 living in the home.

When is Energy Assistance Available?
Applications are accepted online (at [https://commonhelp.virginia.gov/access/](https://commonhelp.virginia.gov/access/)), by calling the Enterprise Customer Service Center at (855) 635 – 4370, and at the local department of social services as follows:

**Fuel Assistance**: the second Tuesday in October through the second Friday in November.

**Crisis Assistance**: November 1 through March 15 for equipment related assistance and security deposits. First workday in January through March 15 for purchase of primary home heating fuel and payment of primary heat utility bills.

**Cooling Assistance**: June 15 through August 15.

**ALL BENEFITS ARE BASED ON AVAILABILITY OF FUNDS.**

How long will it take to process my application?

**Fuel Assistance**: as soon as possible but no later than late December.

**Crisis Assistance**: as soon as all requested information is provided.

**Cooling Assistance**: as soon as all requested information is provided.

What if I’m dissatisfied?
You may request an agency conference to discuss any action with which you disagree. You may also request an administrative hearing by the State Department of Social Services when funds are available and your application is denied, or you are refused the right to apply during the application period, or your application is not acted on or is closed prior to benefit determination. A hearing must be requested within 30 days of the negative action.

The hearing request may be submitted to the local agency or to:

- Hearing and Legal Services Manager
- Appeals and Fair Hearings Unit
- Virginia Department of Social Services
- 801 East Main Street,
- Richmond, VA 23219-3301

If you suspect Fraud or Abuse of any kind, report it to your Local Department of Social Services or call 1-800-552-3431.
The Child Care Subsidy Program (CCSP) was created to increase the availability, affordability, and quality of child care services by providing families with financial resources. The Virginia Department of Education (VDOE) is the legal agency for CCSP and through an MOU, the Virginia Department of Social Services (VDSS) administers the CCSP through the local departments of social services.

**HISTORY**

The Child Care and Development Fund (CCDF) – a block grant created for state governments to provide support in paying for child care – was first authorized in 1990, with the last amendment occurring in 2014.

**FUNDING**

In FY 2021, the VDOE received a total of $1.2 billion in CCDF monies, which helps fund the CCSP and improve the quality of child care services. This includes the annual CCDF allocation of $178 M, $203.6 M from the Coronavirus Response and Relief Supplemental Appropriations Act (CRRSA), and $807 M from the American Rescue Plan Act (ARPA).

**RECENT UPDATES**

- Financial eligibility temporarily increased to 85% of the State Median Income for families with a child who is five years of age or younger, until 05/31/2022.
- Job search is considered an approved activity until 05/31/2022.
- Family copayments are covered by the Commonwealth until 05/31/2022.
Obtaining a Virginia Driver’s License or Identification (ID) Card

Required Documents

One proof of identity
One proof of legal presence
Two proofs of Virginia residency
  • Two from the primary list, or
  • One from the primary list and one from the secondary list
One proof of your social security number, if you’ve been issued one
Current driver’s license if you are applying to exchange one issued by another U.S. state, territory or jurisdiction for a Virginia driver’s license
Proof of name change if your name appears differently on your proof documents

Proof of Social Security Number
1. Social Security card ( Individual Taxpayer Identification Numbers not accepted)
2. U.S. Internal Revenue Service tax reporting W-2 form
3. Payroll check stub issued by employer that shows full Social Security number

Primary Proof of Virginia Residency
1. Deed, mortgage, monthly mortgage statement or residential rental/lease agreement
2. U.S. Postal Service change of address confirmation form or postmarked U.S. mail with forwarding address label
3. Utility bill, not more than two months old, issued to the applicant (cell phone bills are not accepted)

Secondary Proof of Virginia Residency
1. Postmarked mail displaying the applicant’s name and current address
2. Official document or correspondence from a federal, state, or local government agency displaying the applicant’s name and current address (DMV–issued documents without postmarked envelopes are not accepted)
3. Billing statement or other official document from a recognizable business displaying the applicant’s name and current address

U. S. citizens

Proof of Identification and Legal Presence
1. Official birth document issued by a U.S. state, jurisdiction or territory (birth documents issued by a hospital; notifications of birth registration; and Puerto Rico birth certificates issued before July 1, 2010 are not accepted)
2. Valid, unexpired U.S. passport or U.S. passport card (temporary passports are not accepted)
3. U.S. Certificate of Citizenship or Certificate of Naturalization

Proof of Identification and Legal Presence
1. Unexpired foreign passport with an unexpired or expired U.S. visa and unexpired I-94 or entry stamp
2. Unexpired Employment Authorization Document (I-766) AND USCIS form I-797 displaying applicant’s name (depending on the nature and purpose of the form, the I-797 may not be accepted)
3. Unexpired Permanent Resident Card

Temporary documents and photocopies will not be accepted. All documents must be originals. All documents will be subject to verification with the issuing entity, which may delay the issuance of your credential. If you have official documentation, not listed below, that you believe meets DMV requirements, please present it to your local DMV office for review.

This list of acceptable documents may change without prior notice.

Note: You may redact (blackout/whiteout) your sensitive financial information.
Your Name

Make sure your name appears the same on all proof documents. If your middle name is not displayed, or only your middle initial appears on some of your documents, they may still be accepted. Nicknames will not be accepted. If your name appears differently on your proof documents, you will be asked to present additional documentation to connect the names such as a marriage certificate filed with a government agency or court, divorce decree or court order. Note: Marriage licenses, civil union documents, and marriage certificates signed only by the wedding officiant (for example, a member of the clergy) will NOT be accepted.

Proof of Identity

Documents submitted as proof of identity must show your full legal name and date of birth.

- Official birth document issued by a U.S. state, jurisdiction or territory (birth documents issued by a hospital and notifications of birth registration and Puerto Rico birth certificates issued before July 1, 2010 are not accepted)
- Valid, unexpired U.S. passport or U.S. passport card (temporary passports are not accepted)
- Unexpired foreign passport with ONE of the following:
  - Unexpired U.S. visa and unexpired or expired I-94 or entry stamp
  - Unexpired I-551 stamp on a foreign passport, an unexpired or expired U.S. immigration visa, or an I-94
- Consular Report of Birth Abroad (FS-240)
- Certificate of Birth Abroad (FS-545)
- Certification of Report of Birth of a U.S. Citizen (DS-1350)
- U.S. Certificate of Naturalization (Form N-550 or Form N-570)
- U.S. Certificate of Citizenship (Form N-560 or Form N-561)
- Valid, unexpired permanent resident card (Form I-551)
- REAL ID compliant driver’s license or ID card

Proof of Legal Presence Documents

All first time applicants must present proof of legal presence. Applicants whose Virginia credential has expired or been suspended, revoked or canceled will need to provide proof of legal presence prior to obtaining a new license or ID card. Documents presented as proof of legal presence must show your full legal name and date of birth. If the name on your legal presence document does not match the name you expect to use on your driver’s license or ID card, you will need to present evidence of your legal name change.

Note: Marriage licenses, civil union documents, and marriage certificates signed only by the wedding officiant (for example, a member of the clergy) will NOT be accepted.

All documents will be subject to verification with the issuing entity, which may delay the issuance of your credential.

Applicants presenting official documentation issued by a federal court or federal agency showing an authorized stay in the United States may be eligible for a driver’s license or Identification card upon verification.

- Official birth document issued by a U.S. state, jurisdiction or territory (birth documents issued by a hospital and notifications of birth registration and Puerto Rico birth certificates issued before July 1, 2010 are not accepted)
- Virginia Certificate of Foreign Birth (Documents displaying the statement “Not evidence of U.S. citizenship” are not accepted)
- Valid, unexpired U.S. passport or U.S. passport card (temporary passports are not accepted)
- U.S. Certificate of Naturalization (Form N-550 or Form N-570)
- U.S. Certificate of Citizenship (Form N-560 or Form N-561)
- Unexpired foreign passport with ONE of the following:
  - Unexpired U.S. visa and unexpired I-94 or entry stamp. F1/F2 applicants must present an I-20; J1/J2 applicants must present a DS-2019
  - Unexpired I-94W
  - Unexpired U.S. immigrant visa with temporary I-551 notation presented within one year of entry
  - Unexpired I-551 stamp
- Unexpired passport from Canada or Micronesia with an unexpired I-94 or entry stamp (temporary passports are not accepted)
- USCIS Form I-797 displaying the applicant’s name (Depending on the purpose and nature of the form, the I-797 may not be accepted. The I-797 for an I-765 application is not accepted.)
- Unexpired Permanent Resident card
- Unexpired temporary I-551 stamp on an I-94, with photograph of the bearer
- Consular Report of Birth Abroad (FS-240)
- Certification of Report of Birth of a U.S. Citizen (DS-1350)
- Certificate of Birth Abroad (FS-545)
- Canal Zone Government Certificate of Live Birth (Panama Canal Zone) issued between February 26, 1904 and October 1, 1979 when presented with proof of holder’s parent(s)’ U.S. citizenship at the time of the birth
- U.S. Citizen Identification card (I-179, I-197)
- Unexpired Re-entry Permit (I-327)
- Unexpired Refugee Travel Document (I-571)
- Form I-94 Record of Arrival and Departure stamped Refugee
- Official letter from the U.S. Citizenship and Immigration Services (USCIS) or U.S. Immigration and Customs Enforcement (ICE) indicating one of the following:
  - the applicant’s application for adjustment of status to lawful permanent resident has been reopened and restored to a pending status
• the applicant’s application for temporary protected status has been received and a duplicate notice cannot be issued
• the applicant has been granted deferred action (during period of deferred action)
• Asylees may present documentation from the United States Citizenship and Immigration Service or U.S. Immigration Court such as a Form I-94 stamped Asylee indicating that asylum has been granted.
• Applicants for asylum may present an application for asylum along with documentation from the United States Citizenship and Immigration Service or U.S. Immigration Court indicating receipt of the application.

Proof of Virginia Residency

You must present at least one document from the primary list of residency documents. The second proof of residency may come from either the primary list or the secondary list. Original documents must show your name and the address of your current Virginia residence as it appears on the application. Documents printed from an online account may be accepted. You must give a street address. A post office box or business address is not accepted.

However, if you do not want your address of residence to appear on your driver’s license or ID card, you may request that an alternate mailing address be displayed. This address must also be in Virginia and must be an address where you currently receive mail delivered by the U.S. Postal Service. If you change your residence or alternate mailing address to one outside Virginia, your driver’s license or ID card will be canceled. Exceptions may be made for some individuals such as active duty military personnel and Virginia residents employed outside the U.S. (see publication DMV 143 Re-Establishing your Virginia Residency)

Applicants under age 19 can have a parent or legal guardian certify their Virginia residency. The parent or legal guardian must appear in person with the applicant and show proof of identification and two proofs of Virginia residency from the residency list.

Primary Proof of Virginia Residency Documents

• Deed, mortgage, monthly mortgage statement or residential rental/lease agreement
• U.S. Postal Service change of address confirmation form or postmarked U.S. mail with forwarding address label
• Virginia voter registration card mailed to you by your local registrar
• Virginia driver’s license, commercial driver’s license, learner’s permit, or DMV-issued ID card displaying the applicant’s current Virginia address (unexpired or expired for no more than one year)
• Canceled check not more than two months old displaying the applicant’s name and address (voided checks are not accepted)
• Certified copy of school records/transcript or official report card issued within the last year by a school accredited by a U.S. state, jurisdiction or territory
• Virginia Department of Education Certificate of Enrollment form
• Utility bill, not more than two months old, issued to applicant. Examples include gas, electric, sewer, water, cable or phone bill. (cellular phone bills are not accepted)
• Monthly bank or credit card statement not more than two months old
• Payroll check stub issued by an employer within the last two months
• U.S. Internal Revenue Service tax reporting W-2 form or 1099 form not more than 18 months old
• Receipt for personal property taxes or real estate taxes paid within the last year to the Commonwealth of Virginia or a Virginia locality
• Annual social security statement for the current or preceding calendar year
• Current homeowners insurance policy or bill
• Current automobile or life insurance bill (cards or policies are not accepted)
• Medical or dental bill issued within the last two months
• Virginia Offender Information Form
• Approved Homeless Shelter Agreement

Active duty military member assigned to a unit based in Virginia may present one of the following:

• Letter from commanding officer on official letterhead, with an original signature, stating that the applicant resides onboard a ship docked in Virginia or in a barracks located in Virginia
• Orders from the U.S. military assigning the applicant to a military unit with a Virginia address
• Leave and Earnings Statement (LES) displaying Virginia as applicant’s home of record

Secondary Proof of Virginia Residency Documents

• Postmarked mail displaying the applicant’s name and current address
• Official correspondence from a federal, state, or local government agency displaying the applicant’s name and current address (DMV issued documents without postmarked envelopes are not accepted)
• Billing statement or other official document from a recognizable business or government agency displaying the applicant’s name and current address

Proof of Social Security Number

Virginia law requires DMV to collect your social security number (SSN); however, your SSN will not be displayed on your Virginia credential. DMV will assign a customer number which will display on your credential.

The proof of SSN document you submit must display your name, and all nine digits of your SSN. You will not be required to present a proof document if you know your SSN and DMV is able to electronically verify it.
• Social security card (individual Taxpayer Identification Numbers are not accepted)
• W-2 form
• Payroll check stub issued by employer
• SSA-1099 form
• Non-SSA-1099 form

Proof of Name Change

If the name listed on your proof of identity document does not match the name you want to appear on your driver’s license or ID card you will need to present document(s) that connect the name on the identity document to your current full legal name. If you currently hold a valid Virginia driver’s license or ID card, you must present it along with one of the documents listed below for proof of your name change. If you cannot present your Virginia issued credential, you must present one proof of identity from the primary document list in addition to one of the documents listed below as proof of name change.

• Marriage certificate filed with a government agency or court. Note: Marriage licenses, civil union documents, and marriage certificates signed only by the wedding officiant (for example, a member of the clergy) will NOT be accepted.
• Divorce decree if the decree states the change from married name to maiden name
• Court order granting the name change

Issuance

All documents will be subject to verification with the issuing entity, which may delay the issuance of your credential. Applicants presenting official documentation issued by a federal court or federal agency showing an authorized stay in the United States may be eligible for a driver’s license or ID card upon verification.

You may hold either a driver’s license or an ID card, but not both.

Applicants that have successfully completed the driver’s license or ID card process will be issued either a temporary driving permit (valid for 30 days) or an ID card receipt. You will receive your new driver’s license or ID card in the mail within 7-10 days. Therefore, your address on file with DMV must be your current mailing address. The U.S. Postal Service will not forward your credential.

In accordance with REAL ID regulations (6 CFR § 37.11), the following are eligible to apply for a REAL ID compliant driver’s license or ID card:

• Citizens of the United States
• Legal Permanent Residents of the United States
• Conditional Resident Aliens of the United States
• Holders of a valid, unexpired nonimmigrant visa status
• Individuals with a pending or approved application for asylum in the United States
• Refugees
• Individuals with a pending or approved application for temporary protected status in the United States
• Individuals with approved deferred action status
• Individuals with a pending application for adjustment of status to legal permanent resident status or conditional resident status

All first time licenses issued to individuals under age 18 will be sent to the Juvenile and Domestic Relations Court in your locality. The court will then notify you when and where to report for your licensing ceremony. A parent or guardian must attend the ceremony with you if you are under age 18 on the date of the ceremony. After completion of the ceremony, the court will distribute the license to you.

Veteran Indicator

If you are a veteran, you may be eligible to add a veteran indicator to your Virginia driver’s license, commercial driver’s license, learner’s permit or identification card. This indicator can serve as proof of veteran status to receive discounts from retailers and restaurants. For information on which retailers and restaurants offer discounts for veterans, or for more information about veteran services available in Virginia, visit the Virginia Department of Veterans Services (DVS) website at www.dvs.viginia.gov.

To be eligible for the veteran indicator, you must have served in the U.S. Armed Forces and received an honorable or general discharge; hold an unexpired Virginia driver’s license, commercial driver’s license, learner’s permit or DMV-issued ID card or be applying for one; and present DMV with a copy of a document (or combination of documents) that indicate branch of service, discharge date, and discharge status.

Acceptable documents to prove veteran status include:
• DD-214
• DD 256
• WD AGO
• NGB 22
• Military Retiree Card (DD-2)

For full eligibility requirements, visit www.dmvNOW.com/military.
Health Care

Each VA Medical Center has a dedicated Health Care Re-Entry Specialist. They are there to assist the JIV Veterans with healthcare and VA services for those that are eligible.

Jim Zahringer, LESW
Central Virginia Healthcare
Healthcare for Reentry Veterans
James.zahringerva@gov

Leslie Hindle, LCSW
Salem VA Medical Center
1970 Roanoke Boulevard
Salem, Virginia 24153
(540) 982-2463 ext 2879
Leslie.hindle@va.gov

Demetrius Granger, LCSW
Hampton VA Medical Center
100 Emancipation Drive
Hampton, Virginia 23667
(757) 722-9961
Demetrius.granger@va.gov
The VA has a program, “Compensated Work Therapy”, designed to assist VA eligible Veterans to acquire gainful employment. Contact your local VA for more information on eligibility.

Career Works (formerly the “Virginia Employment Commission”) has dedicated Veteran Employment Specialists to assist with job searches and employment tools. Contact your local Career Works for more information.

The Virginia Department of Veteran Services is a state agency with the goal of assisting Veterans and their families. DVS has Justice Involved Veterans Specialists at each office. Contact your local office to see what assistance may be provided.

Focused Outreach Richmond is a partner with the VADOC. They provide many services at 400 Commerce Road, Richmond, VA. Some of the services are peer support, housing assistance and assistance with employment. Their telephone number is (804) 419-4184.

The Gilbert Foundation is a nonprofit group that assists veterans with skills training required for many jobs. Contact them directly at their website: www.TheGilbertFoundationInc.org

For Virginia Veterans of all eras, National Guard and Reservists, and Families of any discharge status, Virginia Veterans and Family Services (VVFS) is a non-crisis service. Hours are 8 am - 4:30 pm on Monday-Friday. If you or your family members need local resources and veteran peer support, please contact 1-877-285-1299.

Services included:

- In person (and by phone) individual and family care coordination and peer support services
- Assistance navigating VA and community behavioral health services
- Connection to employment and benefits services
- Couples and family assistance
- And So MUCH MORE.

For additional DVS program information, visit https://www.dvs.virginia.gov/
THE VIRGINIA DEPARTMENT OF VETERANS SERVICES (VDVS)
is organized into seven service delivery sections: benefits; veteran and family support; veterans education; transition and employment; care centers; veterans cemeteries; and the Virginia War Memorial.

BENEFITS SERVICES
The VDVS Benefits Services division advocates for Virginia veterans and connects them to benefits and services they have earned. Information on current federal, state and local veterans' programs, entitlements and referral services is available in Virginia through a network of 34 benefit service offices. All services are provided free of charge.

VIRGINIA VETERAN AND FAMILY SUPPORT (VVFS)
The Virginia Veteran and Family Support program monitors and coordinates behavioral health, rehabilitative, and supportive services through an integrated, and responsive system of care. VVFS provides peer and family support and care coordination services to Virginia veterans, members of the Virginia National Guard and Armed Forces Reserves (not in federal service), and their families with a special emphasis on those affected by stress related conditions or traumatic brain injuries resulting from military service.

VETERANS EDUCATION, TRANSITION, AND EMPLOYMENT
VDVS's Veterans Education, Transition, and Employment programs ensure that every veteran or eligible person has a full and fair opportunity to reach his or her fullest potential through access to the G.I. Bill approved post-secondary educational, training/licensure/certification, entrepreneurial institutions, V3 certified employers, and Virginia Colleges and Universities.

Programs include:

G.I. Bill Programs - State Approving Agency
The State Approving Agency certifies that post secondary programs of instruction meet federal G.I. Bill requirements, enabling veterans and eligible family members to pursue educational and training opportunities. Currently, more than 1,000 Virginia institutions with various programs are approved for G.I. Bill use.

Virginia Values Veterans (V3) Program - The V3 Program educates and trains employers throughout the Commonwealth on the Value of Virginia's Veterans, and helps employers connect with these personnell assets to maximize the productivity of their workforce. Over 1,000 Virginia companies are part of the V3 Program; collectively, these companies have hired over 55,000 veterans!

Virginia Transition Assistance Program (VTAP)
Recognizing that transition from military service is not complete on the date of your discharge, the Virginia Transition Assistance Program (VTAP) assists transitioning veterans connect with employment, education, entrepreneurial, and supportive services, and helps educate participating veterans and veteran service providers on available resources and opportunities.

Military Medics and Corpsmen (MMAC) Program
MMAC serves as a pathway to employment for recently discharged veterans and transitioning service members. It’s an opportunity to apply hard-earned and at times battle-tested patient care skills under physician supervision while obtaining civilian medical credentials for Army Medics, Navy Corpsmen, Air Force Medical Technicians and Coast Guard Health Services Technicians.

Virginia Military Survivors and Dependents Education Program (VMSDEP) provides education benefits at Virginia's public colleges and universities to certain spouses and children of military service members killed, missing in action, taken prisoner, or who became at least 90 percent disabled as a result of military service in an armed conflict.

CARE CENTERS
VDVS Veterans Care Centers provide affordable, long-term nursing, memory care and short term rehabilitation for Virginia’s veterans. Conveniently located in two locations, Richmond (Sitter & Barfoot Veterans Care Center) and Roanoke (Virginia Veterans Care Center), each first-class facility is designed to enhance quality of life with a clean, caring and dignified setting appropriate for those men and women who have served our country with honor.

CEMETORIES
Virginia's three veterans cemeteries provide a final resting place for veterans and eligible dependents—a place of honor, dignity, respect, and remembrance. These cemeteries include the Albert G. Horton, Jr. Memorial Veterans Cemetery in Suffolk, the Virginia Veterans Cemetery in Amelia, and the Southwest Virginia Veterans Cemetery in Dublin.

THE VIRGINIA WAR MEMORIAL
The Virginia War Memorial is the Commonwealth of Virginia’s monument to honor the memory of Virginia’s men and women who demonstrated a willingness to serve and fight to defend our way of life from World War II to the present. It is heralded by many as the preeminent state memorial in the United States. The Virginia War Memorial honors our fallen heroes by passing their extraordinary stories of sacrifice forward to future generations through many outreach and on-site educational programs.
**VVFS VETERAN JUSTICE SPECIALIST (VJS) HIGHLIGHT**

The VVFS Veteran Justice Specialist (VJS) provides direct services to justice-involved veterans and service members interfacing with court diversion/veteran docket programs, during incarceration and upon re-entry to the community. The VJS identifies needs, develops a coordinated services plan, and connects the veteran/service member to community resources. The VJS also attends veteran resource fairs and other community events for justice-involved veterans.

For additional information on Veteran Justice Specialists, please contact the VVFS Criminal Justice Director at (804) 225-4734.

Visit our website, www.dvs.virginia.gov or call us at 1-877-285-1299

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Virginia Veteran and Family Support is operated by the Virginia Department of Veterans Services

To learn more about how we may be able to serve you, download the DVS app from Google Play or iTunes by searching for “Virginia Veterans”

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Visit our website, www.dvs.virginia.gov or call us at 1-877-285-1299

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**Revised 1/2018**
VVFS JUSTICE INVOLVED SERVICES (JIS)

The Department of Veterans Services’ (DVS) Virginia Veteran and Family Support (VVFS) Justice Involved Services (JIS) provides resource connections, care coordination, and support to Virginia Veterans and service members involved in the criminal justice system.

WHO WE SERVE

VVFS Justice Involved Services (JIS) serves veterans of any era and members of all branches of the Armed Services, National Guard and Reserves not in federal service who are Virginia residents. The VVFS JIS offers assistance to those veterans and service members involved with:

- Veteran and/or problem solving treatment dockets
- Local jails and state prisons
- Probation and/or parole supervision

CONFIDENTIAL SERVICES OFFERED

- Pre-release Comprehensive Needs Assessments
- Care Coordination Services for Behavioral Health, Rehabilitative and Supportive Services
- Direct Linkage to Treatment Services for Post Traumatic Stress and Traumatic Brain Injury
- Direct Linkage to VA Benefits and Healthcare, Employment, and Education Services
- Peer Support Services
- Homeless and Housing Services
- Outreach and Education Services

If you know a justice-involved veteran in need of services, please send an email or submit a VVFS Veteran Justice Client Service Request form to the VVFS Justice mailbox at justice.vvfs@dvs.virginia.gov or contact (804) 225-4734.

North Region:
Counts and Cities Served: Alexandria, Arlington, Clarke, Culpeper, Fairfax (City and County), Falls Church, Fauquier, Frederick, Loudoun, Louisa, Madison, Manassas, Manassas Park, Page, Prince William, Rappahannock, Shenandoah, Stafford, Warren and Winchester.

East Region:
Counts and Cities Served: Accomack, Charles City, Chesapeake, Emporia, Essex, Franklin, Gloucester, Greensville, Hampton, Isle of Wight, James City, King and Queen, King William, Lancaster, Mathews, Middlesex, New Kent, Newport News, Norfolk, Northampton, Northumberland, Poquoson, Richmond County, Southampton, Suffolk, Surry, Sussex, Virginia Beach, Westmoreland, Williamsburg and York.

Central Region:

West Region:
### You're Headed Home!

Are you worried about returning to drug use? If so, Medication-Assisted Treatment may be right for you!

<table>
<thead>
<tr>
<th>What is Medication-Assisted Treatment?</th>
<th>Medication-Assisted Treatment, or MAT, is a safe tool to help you stop using opioids like prescription pain medication and heroin. It is the use of medication and behavioral treatment to help you achieve recovery.</th>
</tr>
</thead>
</table>
| Are there different types of MAT?     | There are three types of MAT  
- Suboxone and Methadone help ease opioid and heroin withdrawal symptoms and stop cravings.  
- Vivitrol helps block cravings and prevent relapse after you are clean. |
| How do I decide what type of MAT might be right for me? | A healthcare provider can help you make that decision. Each medication has advantages and disadvantages. |
| Where do I go to get MAT?             | First, contact your District Probation and Parole Officer who can help you access MAT or other resources. Due to the COVID-19 pandemic, some services are being offered through telemedicine. |
| What is Telemedicine?                 | Telemedicine is the delivery of clinical services, like doctor consultations or mental health evaluations, through digital services such as phone apps, websites, or phone calls. |
| I'm not interested in MAT, but still want help. What other options are there? | Your Probation Officer can provide you with other resources. In addition, virtual recovery tools are listed at:  
https://samhsa.gov/sites/default/files/virtual-recovery-resources.pdf  
https://www.drugabuse.gov/related-topics/covid-19-resources |
| VADOC Recovery Support Navigators can offer additional help and resources: | VADOC Recovery Support Navigators  
Curtis Sizemore (Western Region) 276-781-3633  
Jackie Bruce (Central Region) 804-240-1483  
Penny Witcher (Eastern Region) 757-320-7286 |
Addiction and Recovery Treatment Services (ARTS): Medicaid’s Substance Use Disorder Treatment Benefit

Substance use can affect lives differently and it is known that many people who experience issues with substance use benefit from treatment.

Several new treatment approaches are covered by your Medicaid benefit and we are here to help you understand the available options.

Treatment options range from outpatient to inpatient services to include Medication Assisted Treatment (MAT) for prescription drugs or other opioids.

You can talk with your primary care doctor about treatment options for substance or alcohol use. Your doctor and/or health care team will work with you to find the best program for you. Or you can:

- Contact the ARTS Care Coordinator at your Managed Care Organization (see contact info on the back of this sheet).
- Visit the DMAS ARTS Google Map at [www.dmas.virginia.gov/#/arts](http://www.dmas.virginia.gov/#/arts) for treatment options in your local area.

For Medicaid members who are enrolled in the Commonwealth Coordinated Care Plus (CCC Plus) Program, you can also speak with your CCC Plus Care Coordinator who will help manage your overall care. Your Care Coordinator will work with your ARTS Care Coordinator to ensure that all of your medical providers and services are considered in your overall health care plan.
What is an ARTS Care Coordinator?
ARTS Care Coordinators help Medicaid members navigate addiction and recovery treatment options and other supports. The Virginia Department of Medical Assistance Services (DMAS) partners with Managed Care Organizations (MCOs) and Magellan of Virginia to provide care coordination services to support you.

What is a CCC Plus Care Coordinator?
A CCC Plus Care Coordinator is a person who works at your CCC Plus MCO and who is available to personally help you with your total health care needs in mind. This care coordinator serves as your main point of contact to answer your questions about your health care and help you find providers, specialists, community resources, social service assistance and much more. Using a team approach, your CCC Plus Care Coordinator will partner with your ARTS Care Coordinator as well as others for any needed medical and behavioral health services or long term services and supports.

ARTS and CCC Plus Care Coordinators by MCO:

<table>
<thead>
<tr>
<th>MCO</th>
<th>ARTS Care Coordinator</th>
<th>CCC Plus Care Coordinator</th>
</tr>
</thead>
</table>
| Aetna Better Health & Aetna Better Health of Virginia | Steve Ratliff, LPC  
Phone: 540-488-4725  
Fax 860-900-1229  
Ratliffs@aetna.com  
Harry Keener, PhD, LPC, LMFT, LSATP  
Phone: 804-350-0816 | 1-855-652-8249  
Press 1 for Care Coordinators |
| Anthem HealthKeepers Plus                | Phone: 1-855-323-4687  
Option 2, then option 4 (Medallion 4 and CCC+) | 1-855-323-4687  
Press 4  
TTY: 711 |
| Magellan Complete Care of Virginia      | Name: Amy Stephan, LCSW (CCC+)  
Phone: (757) 439-4459  
Email: AStephan@magellanhealth.com  
Name: Greta McCray, RN (M4)  
Phone: (757) 709-9508  
Email: GMcCray@magellanhealth.com  
BH Director: Priscilla Smith, RN, MBA, CPHQ  
Phone: (804) 762-6214  
Email: Smithp@magellanhealth.com | 1-800-424-4524  
Press Option 3, then 4 for Substance Use assistance |
| Optima Family Care                      | Phone: 1-888-946-1168 | 1-866-546-7924  
757-552-8398 |
| United Healthcare Community Plan        | 1-800-548-6549  
Ext. 66789, 67604, or 67605 | 1-866-622-7982 |
| Virginia Premier                        | Phone: 1-855-214-3822  
Option 2 for ARTS Care Coordinator | 1-877-719-7358 |
| Magellan of Virginia (Fee-for-service members) | Shahla Nikpour  
804-823-5029  
SNikpour@magellanhealth.com | n/a |
Recovery Residence: A Housing Option

Do you struggle with substance abuse disorders alone or in combination with a mental illness? One place you may want to apply to live is in a recovery residence. Please read further for more details on recovery residences.

What is a recovery residence?
A recovery residence is a housing facility that provides alcohol-free and illicit-drug-free housing to individuals with substance abuse disorders and individuals with co-occurring mental illnesses and substance abuse disorders that does not include clinical treatment services.

What does this mean for me in Virginia?
In Virginia there are two types of recovery residences. Each type operates a bit differently. The two types are Oxford House and Virginia Association of Recovery Residences (VARR for short).

How an Oxford House operates:
- Democratic and self-governed (each house is independent of another house in relation to rules, etc.)
- Gender-specific homes
- No time limit on residency
- No resident staff manage the individual houses
- Staff Outreach Workers provide Technical Assistance for a Region

How a VARR House operates:
- Each house operates differently depending on its Level
  - Level Two Houses are monitored and:
    - Offer involvement in self-help services and peer-run groups
    - Have at least one resident staff
  - Level Three Houses are supervised and:
    - Offer in-house service hours and life skills development
    - Have a facility manager and certified staff or case managers
  - Level Four Houses are service providers and:
    - Offer in-house clinical services and programming
    - Have credentialed staff

Where are the closest recovery residences to me?

Who do I contact if I want to apply to live in a recovery residence?
If choosing an Oxford House, contact the individual house directly to begin the application/intake process. Visit their website at https://www.vaoxfordhouse.org/ for vacancy and housing information.

To access a VARR House, contact VARR directly at: 804-593-1360. If currently on VADOC Probation or Parole, indicate this information to ensure available resources are allocated. Additional VARR information can be found at: https://varronline.org/.
The Community Residential Programs (CRP) are available to all eligible Inmates, Probationers, and Parolees. If you are already in the community and your current residence is not conducive to your success while on Probation/Parole supervision, ask your Probation Officer about the Community Residential Program.

What are community residential programs?
Any group home, halfway house, or other physically unrestricting facility used for the housing, treatment, or care of adult Probationers/Parolees. The goal of the Community Residential Program is to provide a seamless transition to the community or while in the community, regardless if the elements of a stable home and family support are not readily available.

What is the benefit of the community residential programs?
Participants receive supervised housing for up to 90 days, with a possible extension of stay up to six months. CRPs provide life skills, financial assistance, assistance with transportation, employment coaching, referrals for educational assistance, medical assistance, basic counseling, substance abuse education, job placement, discharge planning, group/individual counseling, medical health, mental health services, and offer random urinalysis testing.

Eligibility:
Inmates being released without a viable home plan, Probationers/Parolees who are already in the community and do not have a pattern of violence and are mentally and physically able to meet all the facilities criteria, can be admitted to the program.

How can I get into the community residential program?
Ask your Counselor or Probation Officer about availability. All Referrals for the Community Residential Programs bed utilization must come from a DOC Employee (Counselor, Probation/Parole Officer, or Community Reentry Specialist). Placement can be made to any Community Residential Program regardless of the jurisdiction, crime, and availability in the Central, Eastern, and Western regions.

The Virginia Department of Corrections has a partnership with 13 Community Residential Program (CRP) Vendors, spanning 17 houses throughout the state. There are 265 beds throughout the state that will accommodate men or women—including those with a history of violent crimes or sex offenses.
FREQUENTLY ASKED QUESTIONS

Does the bond cover Part-time employment?
The bond covers full and part-time employment as well as employment with temporary agencies.

When should a workforce development professional or employer request a bond?
A bond should be requested after a job offer has been made and a start date has been given.

When are bonds effective?
Bonds are effective on the first day of employment.

How long are bonds valid?
Bonds are valid for six months or until employment is terminated, whichever is first.

Who can request a bond?
A workforce development professional or the employer can request a bond.

Can the bond cover individuals who are self-employed?
No. Bonds are issued to workers that have federal taxes automatically withheld from their paycheck.

Does bond cover job injuries or poor workmanship?
No. Bonds cover any type of stealing: theft, forgery, larceny and embezzlement.

HOW TO GET STARTED

When the job seeker is ready to begin their job search, the Program Eligibility Letter should be requested. The job seeker should visit the nearest Virginia Career Works Center, Virginia Employment Commission, Department of Social Services, Department of Ageing and Rehabilitative Services, assigned Probation Office or any other public service agency. The purpose of the Program Eligibility Letter is to explain the Virginia Bonding Program to the employer and to identify the job seeker as being eligible to participate in the program. The letter also directs the employer to use the provided contact information if a bond is “desired or required” for employment. It can take up to one week for the job seeker to receive a Program Eligibility Letter after the submitted request has been received.

For More Information, Contact:

Kia Parson
Virginia Bonding Program Coordinator
Virginia Department of Corrections
6900 Atmore Drive
Richmond, VA 23225

virginia.bondingprogram@vadoc.virginia.gov
(804) 887-8262
www.vadoc.virginia.gov
updated on 12/12/19
In 1966, the U.S. Department of Labor (USDOL) created the Federal Bonding Program (FBBP) as an employer job-hire incentive that guaranteed the job honesty of at-risk job seekers. Federal Fidelity Bond insurance is issued free-of-charge to employers and enables the delivery of bonding services as a unique job placement tool to assist persons with prior criminal convictions. The bonds are issued in increments of $5,000 to employers at no cost for six months against employee dishonesty or theft for the selected employee. This bond is immediately available with no paperwork.

http://www.bonds4jobs.com/

Why is it needed in Virginia?

Each year, in the state of Virginia, approximately 13,000 people are released from the prison system. One major challenge that they face is reentry into the current labor market. Employers view these job seekers as being “at-risk” and potentially untrustworthy workers. As a result, these job seekers are routinely denied employment.

http://www.bonds4jobs.com/

Seize Your Moment
Win/Win Situation for the employer and job seeker

Who is Eligible?

Any job seeker, of legal working age in Virginia, who has a prior conviction - felony, misdemeanor, federal, state, or juvenile. This also includes those convicted who did not serve any time.

How successful is the program?

According to the USDOL experiment, there were over 42,000 job placements made for at-risk job seekers who were automatically bondable. Approximately 460 proved to be dishonest workers. Bonding services as a job placement tool can be considered to have a 99% success rate.

http://www.bonds4jobs.com/

The Federal Bonding Program is sponsored by the U.S. Department of Labor and administered by the Virginia Department of Corrections

How are bonds issued?

Upon making an offer of employment, an employer can contact the Virginia Bonding Coordinator or a local workforce development professional to request a bond. The employer can also have the job seeker contact a workforce development professional to assist with obtaining the bond.
The Work Opportunity Tax Credit (WOTC) is a Federal tax credit available to employers who hire individuals from eligible target groups with significant barriers to employment. Each year, employers claim over $1 billion in tax credits under the WOTC program. The success and growth of this income tax credit for business is beneficial for all who participate, while increasing America’s economic growth and productivity.

- WOTC reduces an employer’s cost of doing business, requires little paperwork, and applying for WOTC is simple.
- WOTC can reduce an employer’s federal income tax liability by as much as $9,600 per employee hired.
- There is no limit on the number of individuals an employer can hire to qualify to claim the tax credit.
- Certain tax-exempt organizations can take advantage of WOTC by hiring eligible veterans and receiving a credit against the employer’s share of Social Security taxes.

WHO IS ELIGIBLE?

- Veterans
- TANF Recipients
- SNAP (food stamp) Recipients
- Designated Community Residents
- Vocational Rehabilitation Referral
- Ex-Felons
- Supplemental Security Income Recipients
- Summer Youth Employees

HOW MUCH IS THE TAX CREDIT

Employers can earn a tax credit of between $1,200 and $9,600 per employee, depending on the target group of the new employee and the number of hours worked in the first year. Employees must work at least 120 hours in the first year of employment to receive the tax credit. Visit http://www.doleta.gov/wotc for the maximum tax credit for each WOTC target group.

HOW TO APPLY

To apply for WOTC, employers should follow these steps:

1. Complete IRS Form 8850 by the day the job offer is made.

2. Complete ETA Form 9061, or complete ETA Form 9062 if the employee has been conditionally certified as belonging to a WOTC target group by a State Workforce Agency, Vocational Rehabilitation agency, or another participating agency.

3. Submit the completed and signed IRS and ETA forms to your State Workforce Agency. Forms must be submitted within 28 calendar days of the employee’s start date.

4. Wait for a final determination from your State Workforce Agency. The determination will indicate whether the employee is certified as meeting the eligibility for one of the WOTC target groups.

5. After the target group employee is certified by the State Workforce Agency, file for the tax credit with the Internal Revenue Service.

INFORMATION AND RESOURCES

Visit the WOTC web-site, http://www.doleta.gov/wotc, for more information on eligibility requirements, how to apply for the tax credit, and WOTC contacts in your state.

Visit the IRS web-site, http://www.irs.gov, for more information on how to claim the tax credit.
Governor Northam updated the restoration of rights eligibility criteria to include individuals who are on probation/parole supervision. Individuals are now eligible to have their civil rights restored after being released from incarceration, even if they are still on community supervision.

About the process:

- Individuals who would like to have their civil rights restored are encouraged to contact the Secretary of the Commonwealth (SOC) through the website: restore.virginia.gov

- In addition, the SOC works with the Department of Corrections to proactively identify individuals each month who are being released from incarceration and who may meet the Governor’s standards for restoration (this means many individuals will get their rights restored without requesting it)

- All individuals, including those who request restoration of their rights and individuals who are identified as potentially eligible by the office, will be thoroughly reviewed by the SOC, including checking their record with Virginia State Police, Department of Corrections, and other state agencies to ensure the individual meets the Governor’s standards for restoration of rights.

Frequently Asked Questions:

How do I know if my rights have been restored? How do I request to get my rights restored?
- Visit this website: Restore.virginia.gov

What if someone doesn’t have access to the internet?
- Constituents can also call the office at 804-692-0104 or use the attached contact form.

What rights are included in civil rights?
- Right to vote, right to serve on a jury, right to run for office and right to become a Notary of Public.

If you have any questions, please don’t hesitate to reach out to the Restoration of Rights office:

rormail@governor.virginia.gov    804-692-0104
Preparation

The key to a successful interview is preparation. You must prepare in many ways. Here are some things you will need to do:

- Know what questions the interviewer might ask.
- Be able to answer the questions without hesitation. (Ask someone to practice with you before the interview.)
- Have a clear and thorough understanding of the job’s duties and responsibilities. Get a good night’s sleep before the interview.
- Bring money for gas, tolls, and public transportation. Go alone.
- Plan to arrive 15 minutes before the interview begins. Shower, shave, brush your teeth, and use deodorant.
- Wear clean and pressed clothes that are appropriate for the interview. (Be sure the clothes smell fresh, not like cigarette smoke. No flashy colors, loud fashions, no long, brightly colored fingernails, or flashy jewelry.)
- Avoid too much aftershave or perfume – many people are allergic to them. Be polite to the secretary or receptionist (he or she may be asked for an opinion of you later!)
- Above all, have a positive attitude.
What should you wear?

Wearing the right thing to an interview is extremely important. Of course your clothes should be clean and pressed. What exactly to wear depends on the job for which you are applying. The goal is to look the part.

Neat, clean work clothes would be good for assembly, production or warehouse jobs. Wear business clothes for sales and office positions. Wear a professional looking suit if you are applying for a professional or managerial position.

Here are some important things TO DO during the interview:

- Let your confidence show. If you think about things you do well, this will help. Be polite and calm.
- Greet your interviewer by name (“Mr. Smith” or “Ms. Jones”) if you know it and can pronounce it correctly.
- Wait for the interviewer to offer to shake hands. Then offer a gentle but firm handshake that says, “I’m glad to be here.”
- Wait until the interviewer offers you a chair before you sit down. Quietly follow the employer’s lead during the interview.
- Let the interviewer do most of the talking. Answer the questions and avoid going on and on.
- Be willing to start at the bottom. When you show your good work skills and personal qualities after the company hires you, you will move up.
- Be ready for surprise questions and think before you answer. If the interviewer says, “Tell me about yourself” stick to things about you that are related to the job.
- Describe your education, work background, and special abilities. The interviewer probably does not want to hear about your family. Talk about what you can and want to do.
- Use good posture and eye contact. Look alert and interested.
- Smile when you enter the room, during the interview and when you leave. Thank the interviewer for his or her time.

Here are some important “DON’TS” for the interview:

- Don’t act nervous by fidgeting in your chair or playing with your jewelry or things on the table.
- Don’t leave your cell phone turned on; it’s better to leave it at home. Don’t act bored.
- Don’t talk about your needs or problems. Don’t smoke, chew gum or wear sunglasses.
- Don’t talk about money, vacation or benefits. The interviewer should bring those up first.
- Don’t criticize previous bosses. That means you would criticize a future boss. Don’t make excuses for things that did not work out for you in the past.
- Don’t say, “I’ll do anything if you’ll just give me a chance.” The interviewer wants to hire you to do a specific job. Talk about your ability to do that job.
Frank N. Stein

ADDRESS 1 • ADDRESS 2 • PHONE NUMBER
email@yahoo.com

SUMMARY OF QUALIFICATIONS

- Dependable employee with more than 8 years experience in carpentry & construction.
- Knowledgeable & skilled in work activities involving practical, real-world problems & solutions.
- Respects workplace policies & rules; careful to follow directions, including strict safety guidelines.
- Creative problem solver with emphasis on saving time & cutting costs without sacrificing quality.
- Accepts supervision well; adept at quickly learning and applying new technical/mechanical skills.
- Capable of working independently and as a team member to meet operational goals and deadlines.

WORK EXPERIENCE

(The following jobs were performed for the Commonwealth of Virginia)

Custodial Maintenance Worker
- Responsible for keeping buildings clean by using a variety of professional-grade cleaning agents/solvents
- Prepared cleaning solutions according to specifications by mixing water, detergents and/or chemicals
- Cleaned building floors by sweeping, mopping, scrubbing and/or vacuuming
- Dusted furniture & walls, and cleaned windows & glass partitions using soapy water or other cleaners
- Gathered and emptied trash at regular intervals
- Operated side-to-side buffers and burnishers to strip, seal, and polish floors

Building Maintenance Worker
- Responsible for maintaining sanitation, health and safety standards throughout the state facility; utilized a number of trades including mechanical, electrical, plumbing & general carpentry
- Utilized troubleshooting & problem solving skills to work through an array of mechanical, plumbing & electrical problems; performed emergency repairs
- Repaired and/or replaced all mechanical, electrical & plumbing components throughout the facilities
- Conducted routine inspections & performed preventative maintenance as needed
- Diagnosed malfunctioning systems & components, located the cause of the breakdown & corrected the problem
- Operated scissor-lifts, diagnostic equipment, and an assortment of hand & power tools for electrical, plumbing, HVAC, and carpentry work

Landscape Maintenance Worker
- Maintained grounds using an assortment of hand & power tools including mowers, weed-eaters, & gas-powered leaf blowers
- Mowed, trimmed & edged around flowerbeds, walkways, and walls
- Laid mulch, planted flowers, watered plants, and weeded flowerbeds when necessary
- Performed seasonal work such as snow removal using snow shovels, and spread snow-melting materials
- Removed trash & rubbish from the grounds, and properly disposed of the debris

Barber
- Cut and trimmed hair following customer’s specifications
- Used clippers, combs & other barbering instruments to effect layer cuts, fades, one level cuts & to taper hair
- Kept equipment and other instruments clean and sanitized
- Cleaned workstations and swept floors

EDUCATION & TRAINING

- General Equivalency Diploma (GED) - Virginia Department of Education (Richmond, VA - 2008)
- Computer training & experience includes word processing, spreadsheets, and graphics software programs

CERTIFICATIONS

- OSHA 10-Hour Construction Safety Certification (2013)
- ServSafe Food Protection Manager Certification (Active: 2016 - 2021)
- Custodial Maintenance Certification (2012)
- U.S. Forestry Service Fire Fighter Certification (2001)
- WorkKeys Career Readiness Certification (Silver Award - 2015)