



# Welcome to the Department of Community & Human Services

DCHS envisions a community in which residents enjoy a sense of well-being, safety, and self-sufficiency. The Center for Economic Support brings that vision to life through access to both federal benefits programs and community supports. Below is a brief description of the resources available to residents of the City of Alexandria and the timelines for the application and renewal process.

## Public Benefits

Necessary Information		Program	Supplemental Nutrition Assistance Program (SNAP)	Medicaid	Temporary Assistance for Needy Families (TANF)
<b>Where to Apply</b>  <b>Online</b> commonhelp.virginia.gov <b>In Person</b> 4850 Mark Center Drive 5 <sup>th</sup> Floor – Workforce Development Center Resource Room  <b>By Phone</b> 833.522.5582		<b>Description of Services</b>	<b>SNAP</b> benefits help families buy food by giving them a monthly amount on an EBT card. Families can use this card to buy food at stores and online.	<b>Medicaid</b> is a health insurance program that allows low-income individuals and families to get free or low-cost medical care. This includes doctor visits, medicines, and hospital services.	<b>TANF</b> is temporary financial assistance for families with children.
<b>What You Need</b> <ul style="list-style-type: none"><li>• Identification</li><li>• Proof of residency</li><li>• Income from last 30-60 days</li></ul>		<b>Decision Wait Times</b> While your application is being reviewed, you may be asked to provide more information.	<b>30 to 60 days</b>  Or Seven days if eligible for emergency benefits	<b>45 days</b>  Or Seven days for pregnant/expecting mothers	<b>30 days</b>
<b>Questions?</b>  <b>Call:</b> 703.746.5700 <b>Text:</b> 703.346.5599 <b>Visit Us In Person</b> 4850 Mark Center Drive Alexandria, VA 5 <sup>th</sup> Floor Monday – Friday 8 a.m. – 5 p.m.		<b>Benefit Renewal Timeframes</b> Benefit timeframes may differ based on eligibility requirements.	<b>3, 6, or 12-month renewal timeframe</b>	<b>12-month renewal timeframe</b>	<b>12-month renewal timeframe</b>
		<b>How to Renew Your Benefits</b>	Participants will receive a Renewal Packet to complete and return to the Department of Community & Human Services. Failure to return the completed documents may result in an interruption of benefits.		

Due to eligibility guidelines, some people may not qualify for these services.



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## Community Services

### Necessary Information

#### Where to Apply

##### Online

[commonhelp.virginia.gov](http://commonhelp.virginia.gov)

##### In Person

4850 Mark Center Drive  
5<sup>th</sup> Floor – Workforce Development  
Center Resource Room

##### By Phone

833.522.5582

#### What You Need

- Identification
- Proof of residency
- Income from last 30-60 days

#### Questions?

**Call:** 703.746.5700

**Text:** 703.346.5599

##### Visit Us In Person

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Alexandria, VA  
5<sup>th</sup> Floor  
Monday – Friday  
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Programs	Homeless Services	Rent Relief Program	Emergency Rental Assistance	Emergency Utility Assistance	Emergency Prescription Assistance	Burial Assistance
Description	Homeless Services provides support to residents who are at risk or currently experiencing homelessness.  Screening for emergency shelters and supports to help individuals stay housed in the community.	The Rent Relief Program offers a monthly rent subsidy to individuals 65 years or older, or those with a permanent or total disability.	Emergency Rental Assistance may be available for households unable to pay their rent due to a crisis. The goal is to help residents stay in their homes and avoid homelessness.	Emergency Utility Assistance may be available for households that can't pay their utility bills or have had their utilities turned off.	Emergency Prescription Assistance helps eligible adults with one-time prescription costs of \$50 or more.	Burial Assistance is provided for basic, direct burial or cremation needs for eligible, low-income City of Alexandria residents.
Decision Wait Time	Wait times may vary depending on each person's or family's needs.	It can take up to 7 business days after submitting all necessary documents to receive a decision.				
Length of Time to Receive Service	Households on the shelter waitlist are eligible to receive case management support to help with the housing search. Once in shelter, efforts are focused on quickly finding a permanent home.	Households need to reapply annually every 12 months.	Up to three months of rent assistance within 12 months.	Financial assistance to pay utilities twice within 12 months.	One time only.	N/A

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October 1, 2025