



Virginia Department of Corrections

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## REENTRY RESOURCE PACKET



## Reentry Checklist

### Documents

Birth Certificate	<input type="checkbox"/> Yes   <input type="checkbox"/> No
Social Security Card	<input type="checkbox"/> Yes   <input type="checkbox"/> No
DMV ID/Drivers License	<input type="checkbox"/> Yes   <input type="checkbox"/> No
DMV Compliance Summary	<input type="checkbox"/> Yes   <input type="checkbox"/> No
Veterans DD214	<input type="checkbox"/> Yes   <input type="checkbox"/> No

### Employment

Bonding Program Eligibility Letter	<input type="checkbox"/> Yes   <input type="checkbox"/> No
Work Opportunity Tax Credit Info Sheet	<input type="checkbox"/> Yes   <input type="checkbox"/> No
Resume	<input type="checkbox"/> Yes   <input type="checkbox"/> No
Local Workforce/VEC Registration	<input type="checkbox"/> Yes   <input type="checkbox"/> No Appointment Date/Location: _____
Job Interviews	<input type="checkbox"/> Yes   <input type="checkbox"/> No Interview Date/Business _____ Interview Date/Business _____

### Services

Medicaid Application	<input type="checkbox"/> Yes   <input type="checkbox"/> No	
Social Services/ SNAP	<input type="checkbox"/> Yes   <input type="checkbox"/> No	Scheduled Appointment Date: _____
Mental Health Services	<input type="checkbox"/> Yes   <input type="checkbox"/> No	Scheduled Appointment Date: _____
SUD Services	<input type="checkbox"/> Yes   <input type="checkbox"/> No	Scheduled Appointment Date: _____
Narcan	<input type="checkbox"/> Yes   <input type="checkbox"/> No	

#### Veterans

Apply for Benefits	<input type="checkbox"/> Yes   <input type="checkbox"/> No	Scheduled Appointment Date: _____
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*National Suicide and Crisis Lifeline Call 988 (Emergency Hotline)*

### Tasks

<b>Check in with your Probation/Parole Officer</b>	<input type="checkbox"/> Yes   <input type="checkbox"/> No	Scheduled Appointment Date: _____
Child Support Enforcement	<input type="checkbox"/> Yes   <input type="checkbox"/> No	Scheduled Appointment Date: _____
Check on Free or Reduced Cell Phone Service	<input type="checkbox"/> Yes   <input type="checkbox"/> No	
Check on Discounted Internet Services	<input type="checkbox"/> Yes   <input type="checkbox"/> No	
Check your Restoration of Rights	<input type="checkbox"/> Yes   <input type="checkbox"/> No	



Scan this QR Code for a direct link to additional VADOC Reentry Resources.

# You're Going Home!

## What you need to know.



## 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](http://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](http://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>

#### ONLINE and PHONE

<https://virtual-na.org>

### Alcoholics Anonymous Meetings

#### ONLINE

<https://www.12step-online.com/meetings/online-aa-meetings>

#### ONLINE

<https://aa.org.au/meetings/online-aa-meetings>

#### PHONE

<http://aaphonemeetings.org>

## Mental Health Resources

### The National Alliance for Mental Illness

(NAMI): <https://www.nami.org>

### Taking Care of Your Behavioral Health:

<https://www.samhsa.gov>

### 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](mailto:CVIU.eligibility@coverva.org)

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

Starting July 1<sup>st</sup>, 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 <https://www.ssa.gov/ssi> to apply online.

For more information visit us at:  
<https://vadoc.virginia.gov>





# Do You Need Help Getting Your Identification Documents?

- Birth Certificate
- State ID
- Social Security Card
- Driver's License



VA Employment Commission



VA Department of Social Services



Office of Vital Records



VA Department of Motor Vehicles

If you have experienced any of the following, your local DARS office can help!

- Mental Health Issues
- Substance Abuse
- Physical Disability
- Learning Disability
- Medical Diagnosis
- Deaf & Hard of Hearing



Department for Aging & Rehabilitative Services



## Join a Re-entry Council Near you!

Find your Local Re-entry Council:



**Scan Me!**

Additional Resources:



Re-entry Resource Packet



Find Your Local Facilities & Offices

Statewide Resources:

- [211virginia.org](http://211virginia.org)
- Dial 211 or 1-800-230-6977
- Text connects to 247211

## Pathway to Benefits

**Welcome Back to Society!**

This brochure is designed to give all citizens like yourself a clear overview of the benefits available to you as you reintegrate into society.



Probation and Parole  
Districts Resource Directory  
& Programs

## Veteran's Services



Department of  
Veterans Services

Virginia Department of Veterans Services  
(VDVS) Provides Service in Several Delivery  
Sections:

- **Benefits Services** – (804) 786-0595
- **Virginia Veterans and Family Support** – 804-371-4675
- **Care Centers** – 540-982-2860
- **Virginia War Memorial** – 804-786-2060

Programs:

- **State Approving Agency** – 804-371-2683
- **Virginia Values Veterans (V3)** – 804-371-2683
- **Virginia Transition Assistance Program (VTAP)** – 804-786-8060
- **Military Medics & Corpsmen (MMAC)** – 804-482-8528
- **VDVS Headquarters** – 804-786-0286
- **Contact a Veteran Justice Specialist (VJS)** – 804-225-4734

## Housing & Healthcare

### Do You Need Housing?

(\*Housing provided for those with Substance Use Disorders or Co-occurring Disorders)

- **Oxford House** - VAoxfordhouse.org
- **VARR** - VARRonline.org - 804-593-1360

### How Can I Get Health Coverage?

- [www.marketplace.virginia.gov](http://www.marketplace.virginia.gov)
- [Enrollva.org](http://Enrollva.org) - 888-392-5132
- Call: 1-833-5CALLVA



DBHDS Recovery  
Residences



CoverVA Virginia  
Medicaid

## Addiction and Recovery Treatment Services (ARTS)

- **SAMHSA** - [Samhsa.gov/sites/default/files/virtual-recovery-resources.pdf](http://Samhsa.gov/sites/default/files/virtual-recovery-resources.pdf)
- **NIDA** – [Drugabuse.gov/related-topics/covid-19-resources](http://Drugabuse.gov/related-topics/covid-19-resources)
- **Narcotics Anonymous** – [12step-online.com/meetings/online-na-meetings](http://12step-online.com/meetings/online-na-meetings)



Virtual Narcotics  
Anonymous



Opioid Treatment  
& Recovery

## Are you Struggling with Mental Health?



SAMHSA Mental Health  
Services

Is mental health an issue for you or someone close to you?

Dial 988 for the 988Suicide and Crisis Lifeline or visit [988lifeline.org](http://988lifeline.org) - 24/7 support, prevention and crisis resources for people in distress or their loved ones.

**National Suicide Prevention Lifeline:**  
1-800-273-8255 or Text "HELLO" to 741741 if you are in suicidal crisis or concerned about someone who might be.



# 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"


# WHERE CAN I GET NALOXONE?

 **Comprehensive Harm Reduction Sites** – these sites provide naloxone, and also many other services, including sterile syringes, peer support, wound care, and access to services. Learn more about harm reduction and find a site near you at <https://bit.ly/3wUwh51>




 **Local Health Department** – your local health department may provide access to naloxone. They also offer services like testing for HIV, hepatitis, and sexually transmitted infections. Find your nearest health department by visiting this webpage: <https://bit.ly/456b7xt>




 **Community Services Boards** – these sites provide services to people in the community with mental health or substance use disorders. Some community services boards also provide access to naloxone for community members. Learn more and find a site near you at <https://bit.ly/44Z00GF>




 **Local pharmacies** – naloxone is available at many local pharmacies and can be billed to your insurance, including to Medicaid to help reduce this cost. Speak with the pharmacist to learn how you can use your insurance to cover some, or all, of the cost of naloxone. Naloxone is also available over-the-counter and is usually around \$45.00 for two 4mg doses.


## ¿DÓNDE PUEDO CONSEGUIR NALOXONA?

 **Comprehensive Harm Reduction Sites (Centros Integrales de Reducción de Daños):** estos centros proporcionan naloxona y muchos otros servicios, como jeringuillas estériles, apoyo entre compañeros, cuidado de heridas y acceso a servicios. Obtenga más información sobre la reducción de daños y encuentre un centro cercano en <https://bit.ly/3wUwh51>




 **Departamento de salud correspondiente:** su departamento de salud puede proporcionarle acceso a la naloxona. También ofrecen otros servicios como pruebas de VIH (virus de la inmunodeficiencia humana), de hepatitis y de infecciones de transmisión sexual. Encuentre su departamento de salud más cercano visitando esta página web: <https://bit.ly/456b7xt>



 **Community Services Boards (Juntas de Servicios Comunitarios):** estos centros prestan servicios a personas de la comunidad con problemas por trastornos de salud mental o por consumo de sustancias. Algunas de estas juntas también proporcionan acceso a la naloxona. Obtenga más información y encuentre un centro cercano en <https://bit.ly/44Z00GF>



 **Farmacias locales:** la naloxona está disponible en muchas farmacias locales y puede ser facturada a su seguro médico, incluyendo Medicaid, reduciendo el precio. Hable con su farmacéutico para saber cómo su seguro puede cubrir una parte o la totalidad del costo de la naloxona. Además, la naloxona se puede comprar sin receta médica y cuesta alrededor de \$45.00 por dos dosis de 4 mg.

## Opioid Overdose and Naloxone Education— Patient Handout

### What are opioids?

Opioids are a class of drugs including heroin, synthetic, and prescription pain medications including:

- Hydrocodone
- Oxycodone
- Fentanyl
- Codeine
- Methadone
- Buprenorphine

### What is an opioid overdose?

Opioids can cause a person's **breathing to slow down or stop**— this is considered an overdose.

### Who is at risk of an overdose?

Persons:

- Leaving emergency care for overdoses
- Lost tolerance – due to detox, incarceration, abstinence based treatment
- Enrolled in treatment programs
- In active substance use

### What is naloxone?

Naloxone temporarily **blocks the effects** of opioids, and can reverse overdose.

- Naloxone only works if **opioids** are in the body, it has no effect on alcohol or other drugs. It can take **1-5 minutes** to start working and may require more than one dose.
- Effects can last **30-90 minutes**, this varies per person;

Naloxone may cause an opioid dependent person to go into **withdrawal** (e.g. nausea, vomiting, agitation, muscle aches). These symptoms will go away as the naloxone wears off.

### What does an overdose look like?

- A person is **unresponsive** (they won't wake up even if you yell or shake them)
- Give the person a sternal rub—rake your knuckles up and down on the front of the rib cage in the middle of their chest.
- Slow or **no breathing**
- Lips and/or fingernails turn blue, pale, or gray

## What to do in case of an overdose?

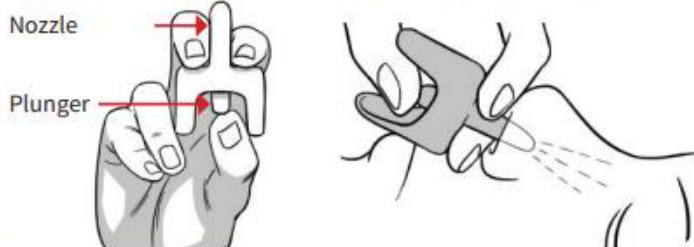
1. **Check for Responsiveness.**
2. **Call 911** Follow dispatcher instructions.
3. **Give 2 Rescue Breaths.** for a few quick breaths if the person is not breathing.
4. **Give naloxone** See reverse for instructions. If no reaction after 3 minutes, give second dose.
5. **Give rescue breaths or CPR** (if you know how or are instructed to by 911) until the person responds. **Rescue breathing:** Tilt head back. Pinch nose. Give 1 breath every 5 seconds, repeat.
6. **After care** Stay with the person as long as you can or until help arrives. Make sure the person **doesn't take more opioids**. If you must leave the person, place them on their side in recovery position.

**If you don't have naloxone; call for help and give rescue breaths.**

## Administering Naloxone:

### Nasal spray

This nasal spray needs no assembly and can be sprayed up one nostril by pushing the plunger.



### Injectable naloxone

*This requires assembly. Follow the instructions below.*

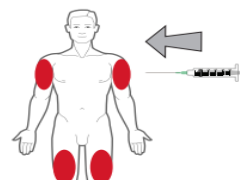
- 1** Remove cap from naloxone vial and uncover the needle.



- 2** Insert needle through rubber plug with vial upside down. Pull back on plunger and take up 1 ml.



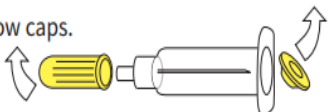
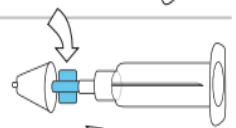
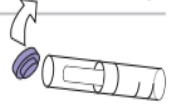
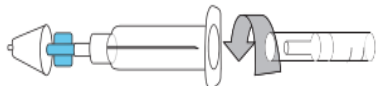

- 3** Inject 1 ml of naloxone into an upper arm or thigh muscle.



- 4** If no reaction in 3 minutes, give second dose.

## Nasal spray with assembly

This requires assembly. Follow the instructions below.

- 1** Take off yellow caps. 
- 2** Screw on white cone. 
- 3** Take purple cap off capsule of naloxone. 
- 4** Gently screw capsule of naloxone into barrel of syringe. 
- 5** Insert white cone into nostril; give a short, strong push on end of capsule to spray naloxone into nose: **ONE HALF OF THE CAPSULE INTO EACH NOSTRIL.** 

Push to spray.
- 6** If no reaction in 3 minutes, give second dose.

### “Good Samaritan Law”

Allows a person to assert an affirmative defense in court against certain charges, including possession (not distribution) of drugs or paraphernalia, intoxication and unlawful purchase, possession or consumption of alcohol.

**You can still be charged and arrested with these crimes**, but if you seek medical attention for the person overdosing and (a) remain at the scene or with the person until law enforcement arrives and (b) identify yourself to the responding law-enforcement officer you can assert an affirmative (a stronger) defense in court.

### Reduce Risk

**Changes in tolerance** (how much your body can handle) use less after periods of abstinence

**Mixing other drugs** such as alcohol, benzos or cocaine—with opioids can increase risk of overdose

**Taking opioids alone** increases the chance that if something happens, you will not get help.

For more information on Opioid Overdose Prevention information, please visit:

<http://www.dbhds.virginia.gov/behavioral-health/substance-abuse-services/revive>

or

<https://harmreduction.org/issues/overdose-prevention/>

For information on treatment options in Virginia, please visit:

<http://www.dbhds.virginia.gov/developmental-services/substance-abuse-services>

**REVIVE!**  
OPIOID OVERDOSE AND NALOXONE EDUCATION FOR VIRGINIA



# Get Connected. Get Answers.



2·1·1

Virginia

## NEED HELP?

When you **contact 211**, you will be connected to a trained professional who can provide free referrals to health and human services including:

- Food
- Clothing
- Emergency shelter
- Housing
- Utility assistance
- Legal assistance
- Physical and mental health resources
- Employment services
- Support for children, youth, and families
- Volunteering in your community, and more!

## WAYS TO CONNECT



**DIAL 211**  
or 1-800-230-6977



**TEXT**  
CONNECT TO  
247211

message and data rates may apply.



**SEARCH ONLINE**  
211VIRGINIA.ORG



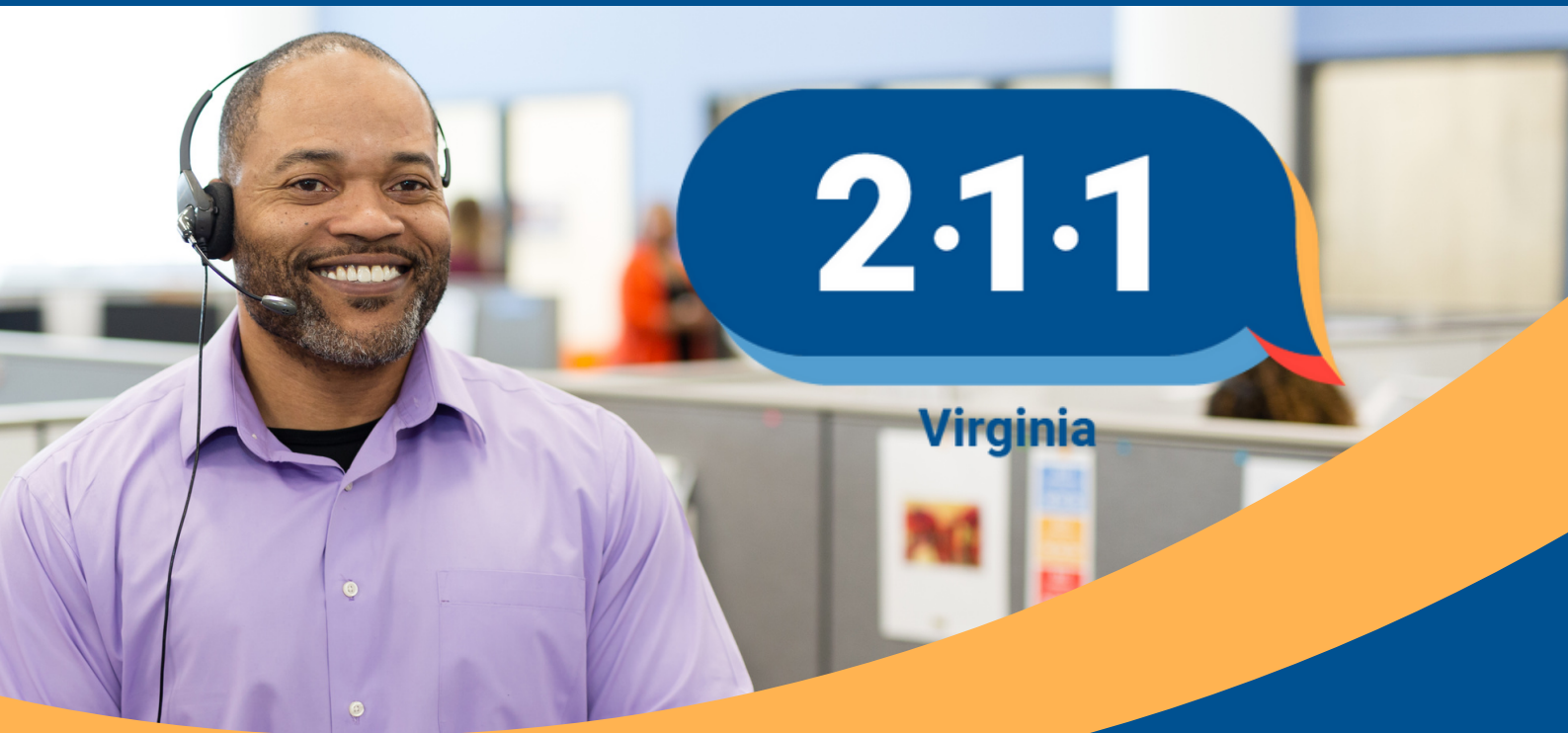
**LIVE CHAT**  
211VIRGINIA.ORG



**MAIL**  
PO Box 598, Roanoke, VA 24404



# Contáctese. Reciba Respuestas.



2-1-1

Virginia

## ¿NECESITA AYUDA?

Cuando usted marca **211 Virginia**, se conectará con un profesional entrenado, quien le proporcionará una referencia gratuita para servicios humanos o de salud, incluyendo:

- Comida
- Ropa
- Albergue de Emergencia
- Vivienda
- Asistencia de utilidades
- Ayuda Legal
- Recursos para la salud física y mental
- Servicios de empleo
- Apoyo para niños, jóvenes y familias
- Voluntariado en su comunidad, y más!

## CONTÁCTESE



**MARQUE 211**  
o 1-800-230-6977



**MANDE O "CONÉCTESE"**  
COMO MENSAJE DE  
TEXTO A 247211

Se pueden aplicar tarifas por mensajes y datos.



**BUSQUE EN LINEA**  
211VIRGINIA.ORG



**CHARLA EN VIVO**  
211VIRGINIA.ORG



**CORREO**  
PO Box 598, Roanoke, VA 24404

# SNAP EMPLOYMENT & TRAINING (SNAP E&T)



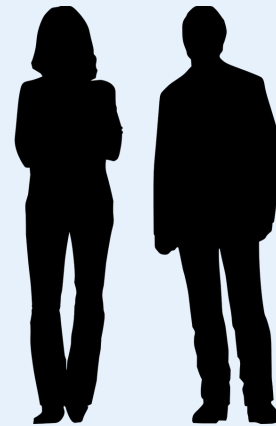
## What is SNAP Employment & Training (SNAP E&T)

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](http://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](http://www.dss.virginia.gov) and from Cover Virginia at [www.coverva.org](http://www.coverva.org).

For more information about FAMIS, please contact the local department of social services or call 1-855-242-8282. Information about FAMIS is also available online at [www.coverva.org](http://www.coverva.org).

### 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](http://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 1<sup>st</sup> through March 15<sup>th</sup>. Cooling Assistance assists households in acquiring or repairing cooling equipment and/or payment of electric bills to operate cooling equipment. Applications are accepted June 15<sup>th</sup> through August 15<sup>th</sup>.

Additional information about the EAP is available at [www.dss.virginia.gov](http://www.dss.virginia.gov).



VIRGINIA DEPARTMENT OF  
SOCIAL SERVICES

## 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](http://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;
  - Meet 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.

**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](http://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.



VIRGINIA DEPARTMENT OF  
SOCIAL SERVICES

**DCSE** Division of Child  
Support Enforcement

# 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.



## 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!

## Follow us on:



## 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.

## CONTACT US FOR MORE INFO:

Customer Service Center  
(Monday – Friday, 7a.m. – 6 p.m.)  
1-800-468-8894

[www.dss.virginia.gov](http://www.dss.virginia.gov)

MyChildSupport Portal

<https://mychildsupport.dss.virginia.gov>

supportVAkids.com

## Virginia Department of Social Services – Division of Benefit Programs

### 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.

# COMMONWEALTH OF VIRGINIA DEPARTMENT OF SOCIAL SERVICES

## ENERGY ASSISTANCE PROGRAM FACT SHEET

### 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/>), 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.**





# VIRGINIA CHILD CARE SUBSIDY PROGRAM

## OUR MISSION

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).

**2500+**

Child Care Subsidy  
Providers (Jan. 2022)

**15000+**

Families Authorized  
for CCSP (Dec. 2021)

**29000+**

Children Authorized  
for CCSP (Dec. 2021)

## HOW TO APPLY

Families can apply for the CCSP in two ways:

1. Through [CommonHelp](#); or
2. By submitting an application directly to their local department of social services.

## ELIGIBILITY

1. Be a Virginia resident who is either
  - Actively employed;
  - Participating in an education or training program;
  - Receiving child protective services;
  - Participating in Virginia Initiative for Education and Work (VIEW); or
  - Participating in Supplemental Nutrition Assistance Program Employment and Training (SNAPET);
2. Have children who are under 13 years of age or special-needs children under 18 years of age;
3. Provide documentation of child's United States citizenship or legal residence
4. Provide documentation of child's; immunization requirements as outlined by the Virginia Department of Health; and
5. Provide documentation of household income that does not exceed the limits of the locality in which you reside.

## 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

## Most commonly used 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

## Non-U.S. citizens

### 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

Document(s) 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
- Unexpired Employment Authorization Document (EAD-Form I-766)
- 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 Employment Authorization Document (EAD Form I-766) (not acceptable for REAL ID)
- 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 the 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)
- Cancelled 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.virginia.gov](http://www.dvs.virginia.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](http://www.dmvNOW.com/military).



## Health Care

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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

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Central Virginia Healthcare  
Healthcare for Reentry Veterans  
James.zahringerva@gov

## Leslie Hindle, LCSW

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

## Demetrius Granger, LCSW

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Hampton VA Medical Center  
100 Emancipation Drive  
Hampton, Virginia 23667  
(757) 722-9961  
Demetrius.granger@va.gov



# Justice Involved Returning Citizens

VA Medical Centers  
and additional  
resources



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](http://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/>

## CONTACT US

### BENEFITS SERVICES

To find your local DVS Benefits Services office, visit  
[www.dvs.virginia.gov/benefits](http://www.dvs.virginia.gov/benefits)

### VIRGINIA VETERAN AND FAMILY SUPPORT (VVFS)

(804) 371-4675, (877) 285-1299 (toll free)

### VETERANS EDUCATION, TRANSITION, AND EMPLOYMENT (VETE)

#### G.I. Bill Programs - State Approving Agency

(804) 225-2298

#### Virginia Values Veterans (V3) Program

(804) 371-2683

#### Virginia Transition Assistance Program (VTAP)

(804) 786-8060

#### Military Medics and Corpsmen Program (MMAC)

(804) 482-8528

#### Virginia Military Survivors & Dependents Education Program (VMSDEP)

(804) 225-2083

### CARE CENTERS

#### Virginia Veterans Care Center

4550 Shenandoah Avenue, Roanoke, VA 24017

(540) 982-2860, (800) 220-8387 (toll free)

#### Sitter & Barfoot Veterans Care Center

1601 Broad Rock Boulevard, Richmond, VA 23224

(804) 371-8000

### CEMETERIES

#### Albert G. Horton, Jr. Memorial Veterans Cemetery

5310 Milners Road, Suffolk, VA 23434; (757) 255-7217

#### Southwest Virginia Veterans Cemetery

5550 Bagging Plant Road, Dublin, VA 24084; (540) 674-6893

#### Virginia Veterans Cemetery

10300 Pridesville Road, Amelia, VA 23002; (804) 561-1475

### VIRGINIA WAR MEMORIAL

621 S. Belvidere Street, Richmond, VA 23220; (804) 786-2060

### VIRGINIA DEPARTMENT OF VETERANS SERVICES HEADQUARTERS

(804) 786-0286

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



Visit our website,  
[www.dvs.virginia.gov](http://www.dvs.virginia.gov)

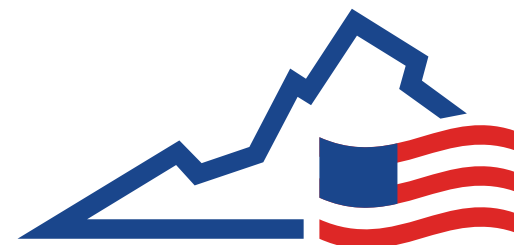
Crisis Hotline  
**1-800-273-TALK**  
(8255)



Follow us on **flickr** GAMMA

*Photo courtesy of the U.S. Department of Defense*

*Revised 01/2020*



Virginia Department of Veterans Services





## 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 personnel 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.

### CEMETERIES

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.

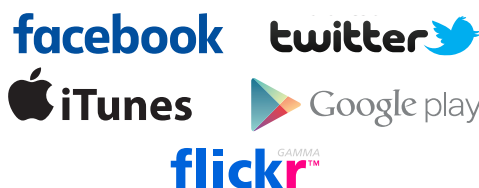
**For additional information on Veteran Justice Specialists, please contact the VVFS Criminal Justice Director at (804) 225-4734.**

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

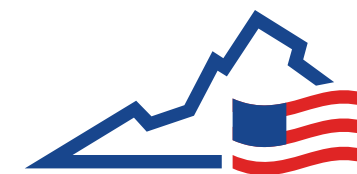
To learn more about how we may be able to serve you, download the DVS app from Google Play or iTunes by searching for “Virginia Veterans”



Visit our website, [www.dvs.virginia.gov](http://www.dvs.virginia.gov)  
or call us at 1-877-285-1299



*Revised 1/2018*



Virginia Department of Veterans Services  
**Virginia Veteran and Family Support  
Justice Involved Services**



## 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

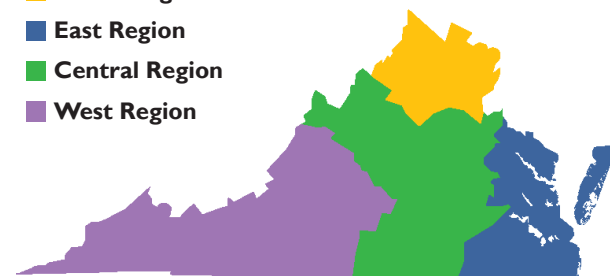
## CONFIDENTIAL SERVICES OFFERED

- **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](mailto:justice.vvfs@dvs.virginia.gov) or contact **(804) 225-4734**.



- North Region
- East Region
- Central Region
- West Region



### North Region:

Counties 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:

Counties 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:

Counties and Cities Served: Albemarle, Amelia, Augusta, Brunswick, Buckingham, Caroline, Charlotte, Charlottesville, Chesterfield, Colonial Heights, Cumberland, Dinwiddie, Fluvanna, Fredericksburg, Goochland, Greene, Halifax, Hanover, Harrisonburg, Henrico, Highland, Hopewell, King George, Louisa, Lunenburg, Mecklenburg, Nelson, Nottoway, Orange, Petersburg, Powhatan, Prince Edward, Prince George, Richmond City, Rockingham, Spotsylvania, Staunton and Waynesboro.

### West Region:

Counties and Cities Served: Alleghany, Amherst, Appomattox, Bath, Bedford, Bland, Botetourt, Bristol, Buchanan, Buena Vista, Campbell, Carroll, Covington, Craig, Danville, Dickenson, Floyd, Franklin, Galax, Giles County, Grayson, Henry, Lee, Lexington, Lynchburg, Martinsville, Montgomery, Norton, Patrick, Pittsylvania, Pulaski, Radford, Roanoke (City and County), Rockbridge, Russell, Salem, Scott, Smyth, Tazewell, Washington, Wise and Wythe.





## To improve the health and well-being of Virginians through access to high quality health care coverage.

Most Virginians are eligible for low-cost or no-cost health coverage from Virginia Medicaid. There are programs for children, pregnant women and adults, including those with disabilities.

### Virginia Medicaid covers:

- ✓ Doctor, hospital, and emergency services, including primary and specialty care
- ✓ Prescription drugs
- ✓ Laboratory and x-ray services
- ✓ Maternity and newborn care
- ✓ Long term care and support services
- ✓ Home health services
- ✓ Behavioral health services including addiction and recovery treatment services (ARTS)
- ✓ Rehabilitative services including physical, occupational, and speech therapies
- ✓ Family planning services
- ✓ Medical equipment and supplies
- ✓ Preventive and wellness services, including annual wellness exams, immunizations, smoking cessation and nutritional counseling
- ✓ Managed care organization case management/care coordination services
- ✓ Transportation to Medicaid-covered services when no alternatives are available
- ✓ Dental Care
- ✓ And more!

**For more information or to apply:  
Call Cover Virginia at 1-855-242-8282**

interpreters are available



# You're Headed Home!

Are you worried about returning to drug use?

If so, Medication-Assisted Treatment may be right for you!

<b>What is Medication-Assisted Treatment?</b>	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.
<b>Are there different types of MAT?</b>	<p>There are three types of MAT</p> <ul style="list-style-type: none"><li>• Suboxone and Methadone help ease opioid and heroin withdrawal symptoms and stop cravings.</li><li>• Vivitrol helps block cravings and prevent relapse after you are clean.</li></ul>
<b>How do I decide what type of MAT might be right for me?</b>	A healthcare provider can help you make that decision. Each medication has advantages and disadvantages.
<b>Where do I go to get MAT?</b>	First, contact your District Probation and Parole Officer who can help you access MAT or other resources.
<b>What is Telemedicine?</b>	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.
<b>I'm not interested in MAT, but still want help. What other options are there?</b>	<p>Your Probation Officer can provide you with other resources.</p> <p>In addition, virtual recovery tools are listed at: <a href="https://samhsa.gov/sites/default/files/virtual-recovery-resources.pdf">https://samhsa.gov/sites/default/files/virtual-recovery-resources.pdf</a> <a href="https://www.drugabuse.gov">https://www.drugabuse.gov</a></p>

# Addiction and Recovery Treatment Services (ARTS):

## Medicaid's Substance Use Disorder Treatment Benefit

Last Updated March 13, 2024

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 <https://www.dmas.virginia.gov/for-providers/addiction-and-recovery-treatment-services/information-and-provider-map/> 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.



- ✓ Inpatient Detox
- ✓ Residential Treatment
- ✓ Partial Hospitalization
- ✓ Intensive Outpatient Programs
- ✓ Opioid Treatment Programs
- ✓ Office-Based Addiction Treatment
- ✓ Case Management
- ✓ Peer Recovery Supports

## 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) to provide care coordination services to support you.

MCO	ARTS Care Coordinator	CCC Plus Care Coordinator
<b>Aetna Better Health of Virginia</b>	Steve Ratliff, LPC Phone: 540-488-4725 Fax 860-900-1229 <a href="mailto:RatliffS@aetna.com">RatliffS@aetna.com</a>	1-800-279-1878 (transferred to Members Services where they can be connected to Care Coordinators)
<b>Anthem HealthKeepers Plus</b>	Rochelle Bland, LPC, CSAC Phone: 804-219-6013 <a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>	(800) 901-0020 TTY: 711
<b>Molina Healthcare</b>	Theo Appiah-Acheampong, LCSW, CCTP Dir, Healthcare Services (804) 217-4843 <a href="mailto:Theodora.Appiah-Acheampong@molinahealthcare.com">Theodora.Appiah-Acheampong@molinahealthcare.com</a>  Greta McCray, RN (CCC+) (757) 709-9508 <a href="mailto:Greta.McCray@molinahealthcare.com">Greta.McCray@molinahealthcare.com</a>  Lisa Owsley, M.Ed., LPC (Medallion 4) (276) 639-8358 <a href="mailto:Lisa.Owsley@molinahealthcare.com">Lisa.Owsley@molinahealthcare.com</a>	1-800-424-4524 Press Option 3, then 4 for Substance Use assistance
<b>Sentara Community Plan</b>	Phone: (800) 881-2166	(800) 881-2166
<b>United Healthcare Community Plan</b>	1-844-752-9434	1-844-752-9434

## Active Medicaid and Reentering the Community

**What do you do if you have active incarcerated Medicaid after your release?**

- Call the **Cover Virginia Incarcerated Unit (CVIU) Call Center**  
**1-833-818-8752 Monday-Friday 8:00 am – 5:00 pm**
- You will need to provide the following information to access your case:
  - ✓ Your First and Last Name
  - ✓ Your Social Security Number
  - ✓ Your Date of Birth

(If you have your Medicaid Member Identification number, share this information with the agent.)

- The agent will expedite your request to have your coverage redetermined for community Medicaid. This process can take up to 2 business days.
- Your Notice of Action and your Medicaid card, if approved, will be mailed to the address you provide. If you were enrolled in Medicaid coverage prior to your incarceration, you may begin using your existing Medicaid card. Let the agent know if you need a replacement card.

## No Medicaid and Reentering the Community






**What do you if you do not have incarcerated coverage and you need to apply for Medicaid?**

- Call the **Cover Virginia Call Center**  
**1-855-242-8282 Monday-Friday 8:00 am-7:00 pm, and**  
**Saturday 9:00 am-12:00 pm**



# Health plan comparison chart

Read the **added benefits** that each health plan offers. For questions, call us toll free at **1-800-643-2273** (TTY: 1-800-817-6608).

<div><div>Aetna Better Health® of Virginia</div><div>1-800-279-1878   TTY: 711</div><div>AetnaBetterHealth.com/Virginia</div></div>	<div><div>Anthem® HealthKeepers Plus <small>Offered by HealthKeepers, Inc.</small></div><div>1-800-901-0020   TTY: 711</div><div>anthem.com/vamedicaid</div></div>	<div><div>1-800-424-4518   TTY: 711</div><div>MolinaHealthcare.com</div></div>	<div><div>1-800-881-2166   TTY: 711</div><div>Northern VA Kaiser Permanente members: 1-855-249-5025</div><div>SentaraHealthPlans.com/members/medicaid</div></div>	<div><div>1-844-752-9434   TTY: 711</div><div>uhccp.com/virginia</div></div>
<div><b>Adult vision and hearing</b><ul style="list-style-type: none"><li>1 eye exam, \$250 for glasses or contacts per year</li><li>1 hearing exam, \$1,500 for hearing aids, 60 batteries per year</li></ul><b>Healthy moms and kids</b><ul style="list-style-type: none"><li>300 free diapers, virtual baby showers, portable cribs, \$25 monthly for mom and baby</li><li>Free swim lessons</li><li>Mobile app with 24/7 lactation and doula support</li><li>\$20 monthly for menstrual products</li><li>Free yearly sports physicals</li></ul><b>Phone and online tools</b><ul style="list-style-type: none"><li>Free smartphone, unlimited minutes, texts, data, 10 GB hotspot</li></ul><b>Wellness programs</b><ul style="list-style-type: none"><li>MyActiveHealth management</li><li>12-week personalized weight management program</li><li>Wellness rewards</li></ul><b>Other benefits</b><ul style="list-style-type: none"><li>30 free round-trip rides per year</li><li>14 meals after hospital stay</li><li>GED certificate incentive</li><li>Therapeutic shoes or inserts</li><li>Windows, door alarms, Smart Alert app for Alzheimer's</li><li>Free mattress, bedding, \$150-\$400 per year for carpet cleaning for asthma</li></ul></div>	<div><b>Adult vision and hearing</b><ul style="list-style-type: none"><li>1 eye exam, up to \$150 for glasses or contacts per year</li><li>Adult hearing exam, \$1,000 for hearing aids, 60 batteries per year</li></ul><b>Healthy moms and kids</b><ul style="list-style-type: none"><li>3 Baby Essential items (diapers, highchair, car seat, and more)</li><li>Boys &amp; Girls Club membership</li><li>\$35 Barnes &amp; Noble card for books</li></ul><b>Phone and online tools</b><ul style="list-style-type: none"><li>Free Safelink phone benefit</li><li>Free Chromebook for high school seniors with 3.5 GPA</li></ul><b>Wellness programs</b><ul style="list-style-type: none"><li>\$120 for Weight Watchers (WW)®</li><li>Up to \$50 healthy rewards</li><li>24/7 physician video visits</li><li>1 pair insoles, 3 pairs of socks for those with diabetic neuropathy</li></ul><b>Other benefits</b><ul style="list-style-type: none"><li>12 rides per household per year to grocery store/food bank</li><li>14 meals after hospital stay</li><li>\$120 in GED testing vouchers</li><li>\$25 gift card for good grades</li><li>\$1000+ in coupon savings</li><li>\$20 gift card for doing health screener</li><li>2 items from assistive devices and wheelchair accessories catalog</li><li>2 items Asthma/COPD Catalog</li></ul></div>	<div><b>Adult vision</b><ul style="list-style-type: none"><li>1 eye exam every other year, up to \$100 for glasses or contacts per year</li></ul><b>Healthy moms and kids</b><ul style="list-style-type: none"><li>Pregnancy supplies and mobile tools</li><li>Baby showers quarterly per region</li><li>Bicycle helmets for children</li><li>Free yearly sports physicals</li></ul><b>Phone and online tools</b><ul style="list-style-type: none"><li>Free smartphone with 350 minutes, unlimited texts, 4.5 GB data monthly</li></ul><b>Wellness programs</b><ul style="list-style-type: none"><li>Up to \$50 healthy rewards gift cards each year after health care activity</li></ul><b>Other benefits</b><ul style="list-style-type: none"><li>3 meals per day, up to 5 days delivered to home for member and 1 family member after hospital stay</li><li>Online directory of community services and organizations</li><li>SaveAround retail coupon book with over \$2500 in savings.</li><li>MyMolina mobile app access</li><li>Backpack with supplies for foster children leaving foster care or adults with frequent or avoidable emergency room visits</li></ul></div>	<div><b>Adult vision</b><ul style="list-style-type: none"><li>1 eye exam, \$100 for frames per year</li></ul><b>Healthy moms and kids</b><ul style="list-style-type: none"><li>Maternal health programs and baby showers with up to \$75 raffle gift</li><li>400 free diapers (restrictions apply)</li><li>Grocery card for pregnant moms (restrictions apply)</li><li>Free yearly sports physicals</li></ul><b>Phone and online tools</b><ul style="list-style-type: none"><li>Free smartphone with 350 minutes, unlimited texts, 4.5 GB data monthly</li><li>Free unlimited wireless, texts, minutes and hotspot (1 per household)</li></ul><b>Wellness programs</b><ul style="list-style-type: none"><li>Up to \$50 wellness rewards</li><li>Weight management</li><li>Financial wellness program</li><li>Pedometer</li></ul><b>Other benefits</b><ul style="list-style-type: none"><li>24 free round-trip rides per year to grocery stores and more</li><li>Up to 56 meals delivered to home after hospital stay</li><li>Up to \$275 for GED prep, test</li><li>Up to \$75 for college application help (restrictions apply)</li><li>Free mattress cover, pillowcase for those with asthma</li><li>Memory alarms, devices for dementia/memory loss</li></ul></div>	<div><b>Adult vision</b><ul style="list-style-type: none"><li>1 eye exam per year, glasses 2 years</li></ul><b>Healthy moms and kids</b><ul style="list-style-type: none"><li>Up to \$100 Healthy First Steps maternity program rewards</li><li>Meals sent home after delivery</li><li>Period underwear, those ages 11-49 who qualify</li><li>Up to \$100 vaccine incentives at Footlocker® up to age 18</li><li>Boys &amp; Girls Club membership</li><li>Free yearly sports physicals, ages 5-18</li></ul><b>Phone and online tools</b><ul style="list-style-type: none"><li>Free smartphone with unlimited minutes, texts, 10 GB hotspot monthly</li><li>Self Care® app for stress, anxiety, depression support</li></ul><b>Wellness programs</b><ul style="list-style-type: none"><li>Free gym membership to 300+ gyms and local YMCAs</li><li>14,000 free virtual fitness choices</li><li>13 Weight Watchers (WW)® vouchers</li><li>Up to \$50 healthy rewards</li></ul><b>Other benefits</b><ul style="list-style-type: none"><li>12 free round-trip rides to places of worship, grocery, DMV, DSS, library</li><li>14 meals delivered to home after hospital stay</li><li>GED certificate assistance</li><li>Housing application assistance</li><li>Mattress cover for those with asthma</li></ul></div>



# 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?

Recovery residences are listed on the Department of Behavioral Health and Developmental Services (DBHDS) Office of Recovery Service's website (<https://dbhds.virginia.gov/office-of-recovery-services/recovery-residences/>).

## 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/>.

## **COMMUNITY RESIDENTIAL PROGRAM (CRP):**

### **ANOTHER ALTERNATE HOUSING OPTION**

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.



# Virginia Workforce Connection

Job Seeker User Guide: Your Gateway To Employment And Labor Market Information In Virginia

## What is the Virginia Workforce Connection?



The Virginia Workforce Connection (VaWC) is a product of the Virginia Workforce Network (VWN), a partner of the Virginia Employment Commission (VEC). VEC staff assist employers by screening and referring applicants to job openings, providing critical labor market information for business and economic planning, and coordinating statewide Employer Advisory Committee activities.

VEC staff assist job seekers and employers by providing general job seeking guidance, including how to utilize the VaWC website and referring job seekers to jobs posted on the VaWC.

As a job seeker on the Virginia Workforce Connection, you have the ability to create a user account, search hundreds of job postings in Virginia, build or upload your resume and cover letter for employers and staff to view, search for training and educational opportunities, and take workforce development skills assessments.

## How to Create Your User Account



Navigate to <https://www.vawc.virginia.gov/>

- Click **Sign In**

If you are already registered, go to **Option 1- Already Registered** and enter your username and password

If you are not registered, go to **Option 3- Create User Account** and click **Individual**

- Read the Equal Opportunity and Non-Discrimination Notice and click **I Agree**
- Read the Privacy Agreement and click **I Agree**
- Under Individual Registration Type, click **Comprehensive Registration**
- Enter your Login Information, click I am not a robot and click **Next**
- Enter your Name and click **Next**
- Enter your Residential and Mailing Address and click **Next**
- Enter your Phone Numbers and click **Next**
- Select a Preferred Notification Method, select Site Access, and click **Next**
- Enter your Citizenship and Disability information and click **Next**
- Enter your Education information and click **Next**
- Enter your Employment Information and Farmworker information and click **Next**
- Enter your Desired Job Title and Job Occupation and click **Next**
- Enter your Ethnic Origin and Language and click **Next**
- Enter your Military Service Information and click **Next**
- Enter your Public Assistance Information and click **Finish**

## How to Search for Jobs

- Once you have created your account and are logged in, click on **Menu** in the top left corner of the screen
- Under Services for Individuals, click **Job Seeker Services** and click **Find Job Openings**
- Toward the bottom left-hand corner, click **Advanced**
- You may enter any search criteria and click **Search**

## Suggested Search Criteria: a Basic Job Search

- Under Area Selection, click **Multiple Areas**
- Select Virginia and click **Set State**
- Under Area Type, select Zip
- Under Zip, type your zip code, and select your desired Radius (suggestion: select a radius of 25 miles) and click **Set Area(s)**
- Under Find jobs that include this keyword, type a keyword that is related to your desired occupation. For example, if you are searching for a job as a barista, you can type *Barista*.
- Select Jobs containing one or more of these words
- Select Job Title, Job Description, Occupation Title, and Occupation Description and click **Search**
- Suggestion: If too many jobs appear under the suggested search criteria stated above, you may go back and enter more filter criteria and click **Search** to generate a smaller list of jobs

## How to Upload Your Resume

- Click on **Menu** in the top left corner of the screen
- Under Services for Individuals, click **Job Seeker Services** and click **Resume Builder**
- Under Create new Resume click **+**
- Create your Resume Name: create a resume name that captures your desired job titles. You may have up to 10 resumes in the system.
- Select resume Availability: **Allow employers to view my resume online or hide my resume from employers**
- Select Resume Creation Method
  - Comprehensive:** Follow the prompts to build a unique resume
  - Upload:** Attach an existing Word or .PDF resume
  - Duplicate:** Build your resume from a previously entered resume
- Click **Save**
- If you selected **Comprehensive**, follow the prompts to create your resume and click **Save**

## How to Upload Your Cover Letter

- Click on **Menu** in the top left corner of the screen
- Under Services for Individuals, click **Job Seeker Services** and click **Letter Builder**
- Click **Create New Letter**
- Follow the prompts and click **Save**





## 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.*



## The Virginia Bonding Program

*Paving The Way For  
Employment*



For More Information, Contact:

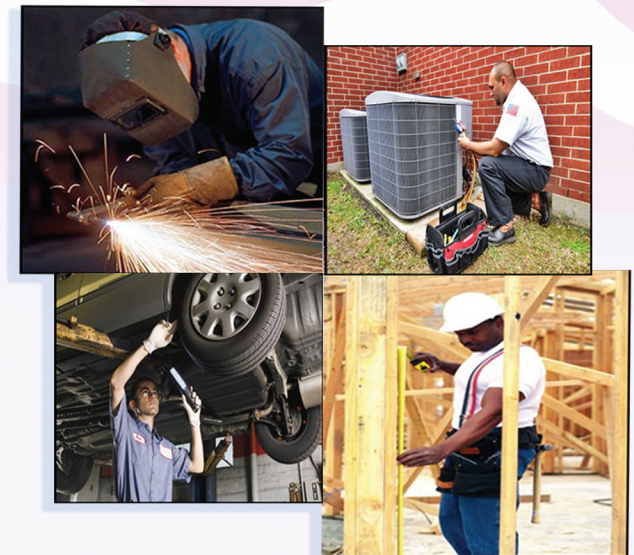
Kia Parson  
Virginia Bonding Program Coordinator  
Virginia Department of Corrections  
6900 Atmore Drive  
Richmond, VA 23225

[virginia.bondingprogram@vadoc.virginia.gov](mailto:virginia.bondingprogram@vadoc.virginia.gov)

(804) 887-8262

[www.vadoc.virginia.gov](http://www.vadoc.virginia.gov)

updated on 12/12/19





## FEDERAL FIDELITY BONDING PROGRAM

*In 1966, the U.S. Department of Labor (USDOL) created the Federal Bonding Program (FBP) 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?***

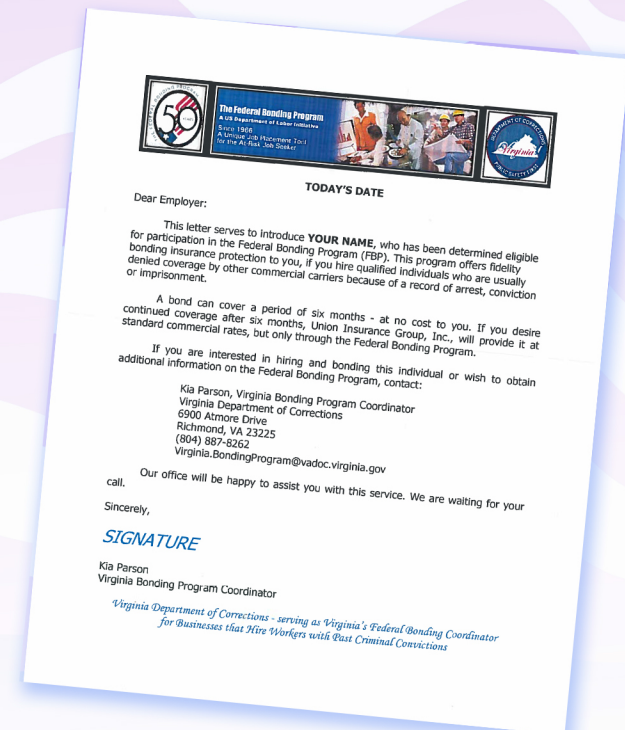
*According to the USDOL experiment, there were over 42,000 job placements made for at-risk job seekers who were automatically bondable. Approximately 460 proved to be dishonest workers. Bonding services as a job placement tool can be considered to have a 99% success rate.*

<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.*



For More Information, Contact:



# HELP PUT AMERICA TO WORK

## AND EARN FEDERAL INCOME TAX CREDITS FOR HIRING NEW EMPLOYEES

### WHAT IS THE WORK OPPORTUNITY TAX CREDIT?

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**

Visit <http://www.doleta.gov/business/incentives/opptax/eligible.cfm> for more target group eligibility information.



## 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.





VIRGINIA DEPARTMENT FOR AGING  
AND REHABILITATIVE SERVICES

## Our Mission

To improve the employment, quality of life, security, and independence of older Virginians, Virginians with disabilities, and their families.

### Division of Rehabilitative Services

DRS offers vocational rehabilitation to assist people with disabilities to prepare for, secure, retain or regain employment. Eligibility for services is based on:



- having a physical, mental or emotional disability;
- this disability keeps the person from working;
- the person lives, works or attends school in Virginia; and
- DRS certifies that there is a good chance that these services will result in employment.

### Vocational Rehabilitation

Counselors may provide or assist with:

- Physical and mental restoration
- Vocational evaluation/career exploration
- Vocational/job training
- Job placement assistance
- Situational assessment
- Job development/job coaching



### Assistive Technology

AT uses devices, services or accommodations may help consumers live and work independently. Services and supports are also available to businesses to improve workplace accessibility. DARS can help identify potential resources for obtaining equipment through the Virginia Assistive Technology System, the Assistive Technology Loan Fund Authority and Centers for Independent Living.



### Wilson Workforce and Rehabilitation Center

**WWRC** provides comprehensive vocational rehabilitation services to people with disabilities to enhance their independence and employability.

Its on-campus staff provide vocational rehabilitation counseling, evaluation and education. Its career and technical education programs are workforce driven so students gain in-demand skills and credentials as well as life skills.



### Community Partners

DARS works with many organizations to assist individuals with disabilities in achieving their goals of employment and/or independence.

- Brain Injury Services
- Centers for Independent Living
- Employment Service Organizations
- Virginia Assistive Technology System
- Assistive Technology Loan Fund Authority
- Virginia Career Works
- Ticket to Work/Employment Networks
- High schools and higher education







VIRGINIA DEPARTMENT FOR AGING  
AND REHABILITATIVE SERVICES

**T**oday, businesses recognize people with disabilities as a **workforce that works**. The Division of Rehabilitative Services provides employers the tools and resources they need to successfully employ and support people with disabilities in the workplace.

At little or no cost, businesses can benefit from the following DRS services:

### **Staffing and Recruitment**

DRS' dedicated employment counselors can find qualified job applicants who meet your specific job requirements.

### **Workplace Accommodations**

Consult with businesses to modify job descriptions, identify reasonable accommodations or improve workplace accessibility for prospective or existing employees with disabilities.

### **Job Retention/Return to Work Services**

In cases of disability due to illness or non-occupational injury, DRS can help reduce turnover and training costs by providing solutions that keep valuable skills and expertise in your workplace.



### **Disability Awareness Training**

Create a positive work environment within your organization. Request for staff to learn about disability etiquette, "people first" language and adopt best practices for hiring, accommodating and communicating with workers and customers with disabilities.

### **Access to Resources**

DRS connects businesses with community resources and networks that support diversity and workforce needs.

### **Financial Incentives and Training Programs**

Hiring and/or accommodating persons with disabilities can provide you with tax and reimbursement benefits.

### **Unpaid Work Experience Program**

- The Unpaid Work Experience is a no-cost, opportunity to identify future employees.
- DRS consults with the employer to set up specific job tasks for our candidate to perform.
- DRS assists the candidate with transportation costs.
- DRS provides accident coverage for qualifying candidate if injured during the internship.

### **On-The-Job Training Reimbursement Program**

- Employers get a chance to assess the abilities and work habits of an employee at half the cost.
- DRS will set up a contract for you to hire our candidate and will reimburse you for up to 50 percent of the trainee's wages paid during the training period.
- The trainee's wage is equal to minimum wage or the entry level wage the employer pays for that position, whichever is greater.
- OJT can also be combined with the Work Opportunity Tax Credit.
- DRS finds carefully screened trainees to match the demands of your workplace.
- DRS follows up regularly on trainee's progress.

### **Work Opportunity Tax Credit**

- A tax credit is available to employers who hire persons with disabilities.
- The tax credit amounts to 25 percent of qualified first-year wages for those working 120 to 400 hours or 40 percent for 400 hours or more worked.
- See the Virginia Employment Commission website for more information.

### **Supported Employment Training Program**

- DRS contracts with vendors to provide job services that help employees become acclimated to their job and increase job performance.
- Contracted services may include situational assessments, job coaching, job retention, social skills training, job placement and long-term follow along.

For more information about DARS, visit [www.vdars.org](http://www.vdars.org)  
8004 Franklin Farms Dr., Henrico, VA 23229  
800-552-5019 | Videophone 804-325-1316

Connect with us





## OFFICE OF THE SECRETARY OF THE COMMONWEALTH RESTORATION OF RIGHTS FORM

To have your rights restored or to check your restoration status visit us at <http://Restore.Virginia.gov>, call us at **804-692-0104**, or simply complete and return this form via mail to:

Secretary of the Commonwealth  
Restoration of Rights Division  
P.O. Box 2454  
Richmond, Virginia 23218

FULL LEGAL NAME		FULL NAME WHEN CONVICTED	
SOCIAL SECURITY NUMBER	DATE OF BIRTH	GENDER: <input type="checkbox"/> Male <input type="checkbox"/> Female	
STREET ADDRESS	CITY	STATE	ZIPCODE
PHONE NUMBER		EMAIL ADDRESS	
IN WHICH COURT WERE YOU CONVICTED? (CHECK ALL THAT APPLY) <input type="checkbox"/> Virginia Circuit Court <input type="checkbox"/> Out of State Circuit Court <input type="checkbox"/> Military Court <input type="checkbox"/> Federal Court (district, if known) _____	ARE YOU A U.S. CITIZEN? <input type="checkbox"/> Yes <input type="checkbox"/> Non-Citizen (Non-citizens are still eligible to have their right to be a notary public restored.)	HAVE YOU EVER BEEN CONVICTED OF A VIOLENT CRIME? <input type="checkbox"/> Yes <input type="checkbox"/> No IF YES, PLEASE LIST THE CRIME AND DATE OF CONVICTION	
HAVE YOU COMPLETED SERVING ALL TERMS OF INCARCERATION?	ARE YOU CURRENTLY ON PROBATION, PAROLE OR OTHER STATE SUPERVISION?	IF YES, WHEN IS YOUR EXPECTED END DATE?	
<input type="checkbox"/> I have paid all fines, fees and restitution <input type="checkbox"/> I am currently paying my fines, fees and restitution (receipt or payment plan from court attached)			

### THE CIVIL RIGHTS RESTORED THROUGH THIS PROCESS INCLUDE:



**VOTE**



**BECOME A  
NOTARY PUBLIC**



**SERVE ON  
A JURY**



**RUN FOR  
PUBLIC OFFICE**

Please note that the restoration of rights does not restore the right to possess a firearm. You must petition the appropriate circuit court pursuant to Virginia Code § 18.2-308.2. This is not a pardon nor does it expunge a criminal conviction.

OFFICE OF THE SECRETARY OF THE COMMONWEALTH  
RESTORATION OF RIGHTS DIVISION

Save up to \$30 a month on  
your internet service bill

The **Affordable Connectivity Program (ACP)** is a new federal program that helps low income families afford the cost of having internet service at home.

#### ACP Participants Receive:

- Up to a \$30/month discount on your internet service
- Up to a \$75/month discount if your household is on qualifying Tribal lands
- A one-time discount of up to \$100 for a laptop, tablet, or desktop computer (with a co-payment of more than \$10 but less than \$50)

#### Who Qualifies?

There are four ways your household can qualify for the Affordable Connectivity Program (ACP):

- Based on your household income
- If you or your child or dependent participate in certain government assistance programs such as SNAP, Medicaid, WIC, or other programs
- If you or your child or dependent already receives a Lifeline benefit
- You may also qualify for the ACP through a participating internet provider's existing low-income program.

**If you or someone in your household participates in one of these programs you are automatically eligible for ACP:**

- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit
- Free and Reduced-Price School Lunch Program or School Breakfast Program, including at U.S. Department of Agriculture (USDA) Community Eligibility Provision schools
- Received a Federal Pell Grant in the current award year

**Enroll Today**

[www.affordableconnectivity.gov](https://www.affordableconnectivity.gov)

# The Job Interview Playbook

## 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 the 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 sleep before the interview.
- Bring money for gas, tolls, and public transportation. Go alone.
- Arrive fifteen (15) minutes before the interview. Shower, shave, brush your teeth, and use deodorant.
- Wear clean and pressed clothes that are appropriate for the interview.
- Avoid too much aftershave or perfume – many people have allergies
- Be polite to the secretary/receptionist.
- Above all else have a **POSITIVE** attitude.

## What to DO in an Interview

- Show your confidence
- Be polite and calm
- Greet the interviewer by name
- Wait for the interviewer to offer to shake hands
- Wait until the interviewer offers you a chair before you sit
- Let the interviewer do most of the talking
- Answer questions and avoid excessive talking
- Be willing to start at the bottom
- Be ready for surprise questions and think before you answer
- When asked to tell about yourself stick with things that are job related
- Describe your education, work background, and special abilities
- 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/her time

## What NOT to DO in an Interview

- Do not act nervous by fidgeting with in your chair or playing with your jewelry or things on the table
- Do not leave your cell phone turned on
- Do not act bored
- Do not talk about your needs/problems
- Do not smoke, chew gum, or wear sunglasses
- Do not talk about money, vacation, or benefits. Let the interviewer bring up these topics
- Do not criticize previous bosses
- Do not make excuses for things that did not work out in your past
- Do not say "I'll do anything if you will just give me a chance". The interviewer wants to hire to you to do a specific job. Talk about your ability to do that job.



**Tackle your job search as if it is your job!**



# Frank N. Stein

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

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## **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.

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## **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

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## **EDUCATION & TRAINING**

General Equivalency Diploma (GED) - *Virginia Department of Education (Richmond, VA - 2008)*  
Computer training & experience includes word processing, spreadsheets, and graphics software programs  
Personal Protective Equipment (PPE) Training (2008) and Blood-Borne Pathogen Training (2013)

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## **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)