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ATTENTION

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SHENANDOAH VALLEY SOCIAL SERVICES
OFFICE DOORS CLOSED
TO THE PUBLIC
EFFECTIVE APRIL 13, 2020

Please use the following methods to apply for benefits

commonhelp.virginia.gov	Common Help	apply for benefits electronically online AND report changes	TANF, SNAP, Medicaid, Energy and Child Care
1-855-635-4370	Enterprise Customer Service	apply for benefits over the phone	TANF, SNAP, Medicaid
1-855-242-8282	Cover Virginia	apply over the phone AND report changes	Medicaid

Please contact our agency or your worker by phone, email or FAX to report changes, ask questions, submit verifications or request a paper application

Please include your worker's name and your case number when sending information.

Verona Office 540-245-5800; FAX 540-245-5804

Waynesboro Office 540-942-6646; FAX 540-942-6569

Walk-in EBT (SNAP Card) issuance 12:00 noon to 1:00 p.m. on:

Monday - Wednesday – Friday

Please ring doorbell at offices for EBT issuance or emergency assistance.

Make a report of abuse, neglect and/or exploitation:

Child Protective Services: 540-245-5800 x6 (Monday through Friday 8 am-5pm) and/or 1-800-552-7096 (after 5pm on weekdays and on weekends)

Adult Protective Services: 540-942-6648 (Monday through Friday 8 am-5pm) and/or 1-888-832-3858 (after 5pm on weekdays and on weekends)