

Family Services

Age Requirements

No Age Requirement

Available 24/7

No

Documents Required

Proof of income

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Proof of address

Intake Process

Most services require an appointment, please call ahead.

Provider Refer

No

Report Problems

Call the Agency

Self Refer

Yes

Roanoke City Health Department

<https://www.vdh.virginia.gov/roanoke/>

<https://www.vdh.virginia.gov/roanoke/family-services/>

Main

(540) 857-5050

1502 Williamson Road Northeast

2nd Floor

24012 VA

United States

Monday: 8:00 am-4:30 pm

Tuesday: 8:00 am-4:30 pm

Wednesday: 8:00 am-4:30 pm

Thursday: 8:00 am-4:30 pm

Friday: 8:00 am-4:30 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Languages Spoken

English

The Roanoke City Health Department offers Family Services to help improve the health and well-being of families and their children. One service is BabyCare which can improve pregnancy and birth outcomes by providing home visits from registered nurses to high-risk pregnant women and infants up to 24 months of age. The program provides free intensive case management, coordination of care, Pack N' Plays, and education about prenatal care, birthing, infant care, parenting, and community resources. Free child safety seats and booster seats are also available.

Another service is Lead Case Management which seeks to prevent and treat elevated lead levels in children aged 6 years old and under. A team of a Public Health Nurse and an Environmental Health Specialist can provide case management and a home assessment to identify and control the source of lead in the child's environment, whether it be chipping paint, lead water pipes, contaminated soil, or another source, and assist the family in lowering the lead levels.

A third service is the Safe Sleep Program which provides education to parents and caregivers on how to create a safe sleep space for a baby. Upon completion of the class, free portable cribs are provided for each eligible child. Morning and evening classes are available.

Please visit the [website](#) for more information.

Service Area(s)

Roanoke City