

## Central Intake, One Door

Age Requirements

No Age Requirement

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

Serves people who are experiencing homelessness or who are at risk of homelessness.

Family

Yes

Intake Contact Email

homeless@roanokeva.gov

Intake Process

Call, email or walk-in for information. Central Intake is the entry point to homeless and homeless prevention services for individuals and families who are already homeless or at risk of homelessness. Each client is screened for homeless prevention/diversion, rapid re-housing services and financial assistance programs.

Intake Contact Telephone

(540) 853-1163

Provider Refer

Yes

Report Problems

Call the Agency

Residency Requirements

Serves people located in the counties of Alleghany, Botetourt, Craig, Roanoke and the cities of Covington, Roanoke and Salem.

Self Refer

Yes

Roanoke City Division of Human Services

<https://www.roanokeva.gov/292/HumanSocial-Services>

<https://www.roanokeva.gov/357/Central-Intake---One-Door>

Main

(540) 853-1163

339 Salem Avenue Southwest  
24013-3611 VA  
United States

Monday: 8:00 am-5:00 pm

Tuesday: 8:00 am-5:00 pm

Wednesday: 8:00 am-5:00 pm

Thursday: 8:00 am-5:00 pm

Friday: 8:00 am-5:00 pm

Saturday: Closed

Sunday: Closed

Additional Availability Comments

Monday-Friday 8 am until 5 pm

Fee Structure

No Fee

Languages Spoken

English

Central Intake-One Door, a part of the Community Housing Resource Center and the city of Roanoke Division of Human Services, is the entry point to homeless and homeless prevention services for families and individuals who are homeless or at-risk of homelessness. Central Intake-One Door is the access point for homeless and homeless prevention services and is located in an office that helps clients with the following additional services:

- Street Outreach including basic household items, bus token, referrals, medication assistance, security deposits and intake and assessment.
- Homeless Prevention including rent and utility assistance and security and utility deposits.
- Rapid Rehousing including case management, credit repair and housing search assistance.

Service Area(s)

Alleghany County

,

Botetourt County

,

Covington City

,

Craig County

,

Roanoke City

,

Roanoke County

,

Salem City

Email

[homeless@roanokeva.gov](mailto:homeless@roanokeva.gov)