



What We Can Do for You!

The Council of Community Services was established in 1960 to ensure that health and human services would be provided in an efficient and effective manner.

Child Care Programs

USDA Child & Adult Care Food Program

Reimburses regulated Home Day Care Providers for the food they serve the children in their care.

Child Care Link

Offers parents child care referrals and consultation services that assist in finding, selecting and maintaining quality child care.

Health and Wellness Program

Drop-In Center

Provides information about HIV and other STDs through a telephone info line, e-mail, website, newsletters, resource directory, pamphlets, lectures, and community forums.

HIV Resource and Training Center

Coordinates medical services for HIV+ clients through local service providers and conducts education and training services for medical professionals throughout Southwest Virginia.



Our History

The Council of Community Services was established in 1960 as a result of the efforts of over 70 community organizations who saw a need for comprehensive planning in the Roanoke Valley.

The Council of Community Services was established to promote the welfare of the Roanoke Valley community through the provision of a forum for the expression and the study of community needs; the survey and evaluation of resources available; the improvement of existing resources; and the establishment of new resources.

Our Mission

“The Council of Community Services provides all people access to human services information, and uses its resources to assist organizations and decision makers in planning for and meeting emerging human needs to improve the quality of life in the community.”

Tear off and Keep for Quick Reference.

For Further Information

Council of Community Services
502 Campbell Avenue SW
Roanoke, VA 24016
P.O. Box 598
Roanoke, VA 24004

Phone: 540.985.0131
Toll Free: 800.354.3388
Fax: 540.982.2935

Information & Referral: CALL 2-1-1
Web: www.councilofcommunityservices.org
Email: info@councilofcommunityservices.org

Drop-In Center
369 West Church Avenue, SW
Roanoke, VA 24016
Information Line: 540.982.2437

Botetourt Resource Center
33 Bedford Street
Buchanan, VA 24066
540.254.1468



COUNCIL of COMMUNITY SERVICES



Information & Planning Programs

Planning and Consultation provides information to funders, government and human service agencies to plan for new or expanded programs addressing community human service needs.

The Homeless Management Information System [HMIS] tracks and collects data on homelessness and service interventions in the Roanoke region. Data is used to improve coordination of shelter and supportive services as well as document service gaps.

2-1-1 VIRGINIA SW Region - A program that provides callers with referrals to and information about human services for everyday needs and in times of crisis. 2-1-1 can offer access to food banks, clothing, shelter, financial assistance, Medicaid, Medicare, crisis intervention services, financial assistance, job training, transportation, Meals on Wheels, respite care, home health, mentoring, tutoring, protective services, volunteer opportunities and donations, etc.

2-1-1 also helps strengthen communities with its ability to assist in planning for human service delivery at the local, regional and state level, and provides information to assist decision-makers in allocating financial and other resources to respond to state and local human service priorities.

The Botetourt Resource Center provides information, referral and advocacy services to Botetourt County.

Health & Wellness Programs

The Drop-In Center provides a safe and confidential environment for individuals to obtain information and resources about HIV/AIDS, STDs and other health and social issues. The center offers both conventional and rapid Oral HIV Screenings and prevention counseling services. A full resource center containing books, periodicals, informational brochures and videos is offered to the community as a “lending library.”

The Center also offers informational/educational workshops and seminars on topics such as: workforce development; cultural competency; domestic violence awareness; substance use/abuse; sexual abuse/assault awareness; self-esteem; communication skills; and healthy relationships. The Center is also home to several community-based support groups and community building projects.

The HIV Resource and Training Center works with government agencies, professional associations, and academic and community healthcare providers. Its mission is to expand quality care for persons with HIV/AIDS and to focus on care and prevention through education, research and service. The Resource Center offers multidisciplinary educational programs, expanding clinical programs and consultations on HIV/AIDS-related issues.

Southwest Piedmont HIV Care Consortium provides an integrated, comprehensive response to the HIV epidemic in Southwest Virginia through a coalition of public and private agencies. Website: www.ccs-sphcc.org.

Volunteer Programs

Volunteer Roanoke Valley (VRV) serves as a link between individuals and groups in the community who would like to volunteer and agencies that are looking for volunteers. VRV helps to connect potential volunteers with appropriate, meaningful opportunities. VRV also provides training on volunteer management for agencies utilizing the services of volunteers. In addition, VRV maintains a local volunteer opportunity directory and a website of local volunteer opportunities (www.volunteerroanoke.org).

The Retired and Senior Volunteer Program (RSVP) connects individuals age 55 and older with volunteer opportunities in the community. RSVP strives to use the life experience and talents of senior volunteers to meet community needs. The program provides volunteer benefits like additional

insurance, limited mileage reimbursement/mileage tax records, and recognition.

Children & Families Programs

Child Care Link, the region’s child care resource & referral, meets a need that no one else does; providing the bridge between parents, child care providers, community leaders, and policy makers. By offering a unique blend of services and planning expertise, child care resource and referral programs help families and communities ensure that their children arrive at kindergarten ready to succeed.

The Child & Adult Care Food Program (CACFP) is funded by the U.S. Department of Agriculture. The purpose of the CACFP is to improve the nutritional quality of meals served to children in child care homes. As greater numbers of young children are in child care, this program becomes more important in helping to assure that infants, toddlers, and young children get meals that are nutritious.

Nonprofit Support Program

The Nonprofit Resource Center of Western Virginia (NRC) is a one-stop resource for board members, staff and volunteers of nonprofit agencies who are searching for ways to strengthen and grow their organizations.

The purpose of the NRC:

To provide education, training and technical assistance in Western Virginia that will enable the nonprofit sector to enhance performance, accountability, results, fiscal management and governance.

To foster collaboration and share expertise around common needs and issues while supporting individual agencies’ missions and goals.

To serve as a clearing house of information and resources that assist nonprofit organizations.

Information & Referral Programs

2-1-1 VIRGINIA

Offers free information on services, including health and human services, elder programs and much more.

Volunteer Roanoke Valley

Local Volunteer Center that assists individuals who want to volunteer and volunteer managers.

Retired & Senior Volunteer Program

Connects individuals 55 and older with volunteer opportunities.

Botetourt Resource Center

Provides information and referral services to rural Botetourt County.

Nonprofit Resource Center

Provides education, training & technical assistance in Western Virginia to aid the nonprofit sector.

Planning & Consultation

Provides information to funders, government and human service agencies to plan for new or expanded programs addressing community human service needs. Family Violence Coordinating Council Homeless Management Information System Roanoke Regional Housing Network Senior Citizen Coordinating Council

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