

COVID-19 Crisis Response Program



Northern Virginia
Family Service

Helping those affected by a community crisis meet their basic needs through connection to community resources.

Crisis Information & Referral

The NVFS Crisis Information & Referral program provides connection to community and NVFS resources for individuals and families requesting assistance who need information about community resources available and how to access them in order to meet their basic needs. In one phone call, the individual requesting assistance participates in an initial needs assessment which allows staff to provide them targeted and appropriate referrals to meet their current needs. Individuals who express or are assessed to need additional assistance accessing the community resources are referred to the Crisis Case Management program.

Crisis Case Management

The NVFS Crisis Case Management program provides short term case management for individuals and families who have been affected by the community crisis and are not able to access resources independently due to barriers such as language, literacy, immigration status, limited technology access or competency, low cultural navigation, and/or needs in multiple domains. Services will be provided for up to 90 days.

Services are provided virtually and available in English and Spanish.

What does the COVID-19 Crisis Response Program offer?

Crisis Information & Referral:

- Brief Assessment
- Referral to community resources

Crisis Case Management:

- Needs Assessment & Goal Plan
- Education on community resources
- Support and assistance in connection to community resource

What's the cost and how do I request services?

- The program is free to eligible individuals and families.
- Individuals/Families can call the Intake Line directly and leave a message to receive a call to assess for services
- Service providers can leave a message for more information and to receive the referral form.

Who is eligible?

- Individuals and families affected by the COVID-19 crisis who need additional support in connecting to community resources.
- Individuals and families residing in Arlington County, City of Alexandria, Fairfax County, Loudoun County, and Greater Prince William

Contact: 571-748-2947