

Henrico County Resources for Domestic Violence Information and Assistance

Content on Henrico County government agency websites listed within this document can be translated into the following languages when the website is accessed.

Arabic/العَرَبِيَّة	Chinese/汉语;	French/Français	German/Deutsch
Japanese / 日本語	Korean/한국어	Nepali / नेपाली/खस कुरा	Farsi/Persian / فارسی
Spanish / Español	Tamil / தமிழ்	Telugu / తెలుగు	Russian / русский язык
Vietnamese / tiếng Việt			

The [Deaf Hotline](#) is a 24/7 hotline that is American Sign Language (ASL) accessible for people experiencing abuse. With the Deaf Hotline, you can consult with a culturally adept and trained advocate in ASL. Advocates can assist with safety planning, crisis intervention, emotional support or answering questions.

Adult Protective Services

Adult Protective Services (APS) receives and investigates reports of abuse, neglect, and exploitation of adults 60 years of age or older and incapacitated adults age 18 or older. If protective services are needed and accepted by the individual, local APS workers may arrange for a wide variety of health, housing, social and legal services to stop the mistreatment or prevent further mistreatment. Services offered may include home-based care, transportation, adult day services, adult foster care, nutrition services and legal intervention to protect the adult. Services may also be arranged for individuals in emergency situations who lack the capacity to consent to services. To report suspected adult abuse, neglect, or exploitation, call the Henrico APS hotline Monday to Friday, 8:00am to 4:00pm at 804-501-7346, or the 24-hour, toll-free APS hotline at: 888-832-3858 or [complete an online report](#).

Aging Services

The [Advocate for the Aging's Office](#) strives to fulfill needs of Henrico County's aging population by enhancing social engagement, wellness, and independence. The Advocate for the Aging serves Henrico residents 60 and older, their family members, and caregivers by providing information and referral services, assisting caregivers, communicating current and changing needs of the aging population to Henrico County government agencies, and raising awareness about aging services offered by all county agencies and departments.

Animal Cruelty

The Henrico Animal Protection Police is comprised of trained sworn and civilian staff. For animal cruelty related issues, please call Henrico Police Non-Emergency at (804) 501-5000 and you will be contacted by an Animal Protection Police Officer.

Child Protective Services

The goal of Child Protective Services (CPS) is to identify, assess and provide services to children and families to protect children, preserve families, whenever possible, and prevent further maltreatment. Child Protective Services is non-punitive in its approach and is directed toward enabling families to provide adequate care for their children. If you suspect child abuse or neglect, call the Henrico CPS hotline Monday to Friday, 8:00am to 4:00pm at 804-501-5437, or the 24-hour, toll-free CPS hotline at: 800-552-7096.

Childcare Services

[Childcare services](#) are child-centered, family-focused services that support the family goals of economic self-sufficiency and child development by providing for the supervision, protection and well-being of the child while the parent is participating in an approved activity. The purpose of the Child Care and Development Fund is to increase the availability, affordability, and quality of childcare services.

Employment

The [Henrico County Public Library](#) offers career resources that can help you find a job, like trained staff, public computers, and books on interviews, resumes, and cover letters. If you need in-depth help to get information for your job search, call your local library in advance of your visit.

Healthcare

The [Henrico Health Department](#) offers maternity care and family planning services are designed to help men and women know their options for planning future pregnancies and preventing unplanned pregnancies. A sexually transmitted infections clinic offers testing and treatment of sexually transmitted infections. Additional health services are offered.

804-501-4522 Main Office

804-501-4651 West End Clinic

804-652-3190 East End Clinic

The [Bon Secours Violence Response Team](#) is made up of specially trained forensic nurses and victim services advocates that are available at all Bon Secours Richmond hospitals and freestanding emergency departments. They offer comprehensive care including specialized medical attention, evidence collection, emotional support, advocacy support, hospital accompaniment, follow-up phone calls and referrals for community resources. These specialists provide care to anyone who has experienced sexual abuse, physical abuse, strangulation, domestic violence/intimate partner violence, human trafficking, child abuse and neglect, elder abuse and neglect, or workplace violence. You can get help 24 hours a day, seven days a week by visiting one of Bon Secours' emergency departments (EDs).

Henrico Courts

Protective Orders are legal documents issued by a judge or magistrate to protect the health and safety of a person. The General District Court Clerk's Office prepares petitions for [non-family abuse protective orders](#).

The 14th Court Service Unit located in the Juvenile and Domestic Relations Court prepares petitions for family abuse/domestic violence protective orders.

[Juvenile and Domestic Relations District Courts Informational Pamphlet](#)

The [14th Court Service Unit](#) located in the Juvenile and Domestic Relations Court takes petitions for custody, visitation, support, [domestic violence protective orders](#), services and supervision, and delinquency on a walk-in basis Monday through Thursday from 8 a.m.-2 p.m. and on Friday from 8 a.m. to noon. Call their main number, (804) 501-4693, and ask to speak to an intake officer if there are any questions.

The Clerk's Office provides case-related information and court documents. They also assist judges by preparing, recording, and maintaining court orders, subpoenas, pleadings and managing court dockets and juries.

804-501-4202 Circuit Court Clerk's Office

804-501-4723 General District Court Clerk's office

804-501-4688 Juvenile and Domestic Relations Court Clerk's Office

Financial Services

[Henrico Extension Office – Family and Consumer Sciences](#)

Offers financial management programs on budgeting, improving credit scores, planning for home ownership, reducing debt, and preventing identity theft to help secure a healthy financial future. Contact the Henrico Extension Office at 804-501-5160.

Henrico County Public Utilities

If more time is needed to pay a bill, contact the DPU Customer Service Call Center at 804-501-4275. Hours of operation are 8:00am to 4:30pm Monday through Friday, except for County Holidays. Customers are encouraged to have their most recent bill available when they call and to have determined, based on your budget, what payment arrangements are being made.

The [Department of Social Services](#) provides financial assistance and social services programs that effectively assist individuals and families. They administer benefits under the federal [Temporary Assistance for Needy Families \(TANF\) program](#), which provides temporary cash assistance to families with low incomes who have children and [SNAP](#) which provides food benefits to low-income families. Parents who receive this assistance and can work are required to participate in the [VIEW program](#).

Firearms/Firearm Safety

Federal and State Firearms Law: Domestic Violence Offender Gun Ban

An Important Notice to Persons Convicted of Misdemeanor Crimes of Domestic Violence.

English PDF | Spanish PDF

Henrico County has a [youth gun violence prevention program](#). When kids are faced with conflict (external and internal) they are now more likely to respond by using a gun. The only way to combat this issue is to talk to our children about gun violence and ways in which conflicts can be solved without a weapon. One of the first steps is to bring awareness to the issue by having conversations with our children about how they feel about gun violence and how it may affect them in the community, at school, and on a personal level.

Food Assistance

Programming at [Henrico Community Food Bank](#) consists of a Daily Food Delivery Program. This service is available to any resident of Henrico regardless of income level, age, or immigration status, and operates 5-6 days a week. Each delivery is household-specific, and changes depending on family size, food allergies/dietary restrictions, and religious and ethnic considerations. Families are eligible to receive one delivery per month per household. Contact them at (804) 616-8534 or info@henricocommunityfoodbank.org.

Housing

The Address Confidentiality Program (ACP) is a statewide confidential mail forwarding service available to eligible survivors of domestic violence, stalking, sexual violence, child abduction and/or human trafficking who have recently relocated to a location unknown to their abuser or stalker. For an application, please contact your local domestic or sexual violence program or victim witness assistance program.

Financial assistance with downpayment and closing costs for qualified, first-time, low- and moderate-income homebuyers is available for Henrico residents purchasing a home in Henrico County. Henrico County partners with two agencies to administer this program: [Housing Opportunities Made Equal of Virginia \(HOME Inc.\)](#) (804-354-0641) and [Southside Community Development and Housing Corporation](#) (804-231-4449). The amount of assistance is based on identified need and is structured as a deferred payment (forgivable) loan.

If you are at risk or currently experiencing homelessness, please call the Homeless Connection Line (HCL) 804-972-0813 or visit the [Homeless Connection Line](#). The HCL is a crucial community resource for those currently experiencing homelessness or are losing their current housing within a few days. The HCL offers trained Diversion Specialists who can assist households within 3 days of losing their housing to problem-solve, access community resources, and connect to homeless assistance if needed.

The Housing Resource Line (HRL) is a phone-based, central access point to connect residents to programs and services that may assist with their housing needs. Callers will complete a brief intake process with a HRL specialist to determine their eligibility for various programs and resources. HRL does not provide direct resources but guides residents to resources and services from 8:30 a.m. – 4:30 p.m. Monday – Friday. Verbal translation services are available for non-English Speakers. Call 804-422-5061 or visit or [Housing Resource Line](#).

[Home or Business Security Audit](#)

Learn how to make your home or business more secure. Call 804-501-4838 to request a Crime Prevention Officer or Specialist to conduct a Security Audit onsite survey at your home or business. Please include your request for a Security Audit, your name, address, telephone number, and the best time to reach you. Also include several dates and times you would be available for the onsite survey. Our prevention specialists will then schedule a time for the audit.

Inmate Locator and Notification Services

The [Henrico Inmate Search](#) can be used to lookup Henrico County Jail inmate information.

The [Inmate Locator](#) can search for an inmate's location and release date if they are incarcerated and under the custody of the Virginia Department of Corrections (VADOC).

[Virginia VINE](#) is a free, secure, and confidential way to access custody status and criminal case information. Register for notifications and stay informed.

Magistrate's Office

Magistrates provide an independent, unbiased review of complaints of criminal conduct brought by law enforcement or the public. Magistrate duties include issuing various types of processes such as arrest warrants, summonses, search warrants, emergency protective orders, emergency custody orders, and certain civil warrants. Magistrates also conduct bail hearings in instances in which an individual is arrested to determine under what conditions the arrestee should be released from custody prior to trial. Magistrates provide services on an around-the-clock basis, conducting hearings in person. To reach their office, call 804-501-5285 or arrive in-person at 4313 East Parham Road, Henrico, VA 23228.

Mental Health and Substance Use Services

[Henrico Area Mental Health & Developmental Services \(HAMHDS\)](#) is committed to providing a comprehensive continuum of mental health services. They serve individuals throughout their lifespan who are experiencing a range of symptoms and illnesses. Services fall into three broad categories: Prevention, Treatment, and Recovery.

804-727-8515 Access Services Call Center

804-727-8500 Main Office Phone

Individuals experiencing mental health and substance abuse crisis require immediate help. [The Emergency Services Program](#) provides an effective, rapid response to critical situations 24 hours a day, 7 days a week. Services are directed toward adults and children and adolescents who are experiencing severe, acute symptoms of mental illness or emotional disorder, including those with a risk of suicide, risk of danger to others, and emergencies related to alcohol or drug abuse or addiction. Henrico residents should call 804-727-8484.

[Henrico Area Mental Health & Developmental Services \(HAMHDS\) Outpatient](#) service strives to provide individuals with the treatment services and supports they need to recover from behavioral health issues, including mental health and substance use challenges. Services are based on an intensive and individualized assessment completed at the time of admission. Services are strengths-based, person-centered, and collaborative.

Probation Services/Domestic Violence Intervention Classes

The [Community Corrections Program](#) works in conjunction with other government and community agencies to provide an alternative to incarceration. Referrals are made to local Anger Management Classes and Domestic Violence Intervention Classes. The [Virginia Batterer Intervention Program Certification Board](#) maintains a current list of Certified Batterer Intervention Programs in Virginia.

Protective Orders for Family and Household Members

[Protective Orders in Virginia - A Guide for Victims](#)

A brochure, produced by the Virginia Department of Criminal Justice Services, that provides summary information regarding family abuse and non-family abuse protective orders.

[What You Need to Know About Protective Orders](#)

An information sheet that explains the different types of protective orders and answers frequently asked questions regarding how to prepare for a hearing and what to expect.

The [Hope Card Program](#) has been expanded to all localities in the Commonwealth of Virginia. The Hope Card is a durable, plastic, wallet-sized card that summarizes a protective order's most important details in an easy-to-read format. A Hope Card does NOT replace an existing protective order. Hope Cards are available only to holders of a final civil protective order.

Applications can be downloaded from <https://hopecard.vacourts.gov/>. Applications are also available from the clerks of court and local victim advocates. Completed applications must be turned in to the clerk of the court where the final protective order was issued.

[I-CAN!™Virginia \(Assistance with Protective Orders\)](#)

I-CAN!™ Virginia is a free online program that helps with the preparation of court forms required to file for a protective order. I-CAN!™ Virginia is also available in Spanish.

Victim Services

[Safe Harbor](#) provides the support that survivors of sexual and domestic violence and human trafficking need to overcome their crisis and to transform their lives. They offer a 24-hour helpline (804) 500-2755. Safe Harbor's [counseling](#) staff have specialized training and experience in working with survivors of domestic violence, sexual violence, and human trafficking. Safe Harbor also provides developmentally appropriate therapeutic counseling services to children (age five and up) who have witnessed domestic violence involving a parent or guardian; and teens (age 13 and up) who are the victims of domestic violence, sexual

violence/assault/abuse, dating violence, or human trafficking. To schedule an appointment, please call our counseling referrals line (804) 249-9470 ext. 112. The [Court Advocacy Team](#) provides crisis intervention, safety planning, and helps clients navigate the court system. To access these services, call 804-501-7696. Safe Harbor provides [emergency shelter](#) and transitional housing for survivors of sexual and domestic violence, and human trafficking. To access domestic violence emergency shelter please call the Greater Richmond Regional Hotline 804-500-2755. To access the human trafficking program, please call 833-827-2270. If you are interested in having someone from Safe Harbor, come and speak to your group or staff a table at your community event, please complete a [community outreach request form](#).

The [Commonwealth's Attorney's Office](#) operates a [Victim Witness Assistance Program](#) to help ensure Henrico County victims and witnesses of crime receive fair and compassionate treatment while participating in the criminal justice system, in addition to receiving the rights entitled to them under the Virginia Crime Victims and Witness Rights Act. The Henrico County Victim/Witness Assistance Program can be reached by phone at (804) 501-1680 or by email at VictimWitness@henrico.gov.

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