



Loudoun County, Virginia

www.loudoun.gov

NEWS RELEASE

Office of the County Administrator, Public Affairs and Communications
1 Harrison Street SE, P.O. Box 7000, Leesburg, VA 20177-7000
703-777-0113 • Fax 703-771-5841

For Immediate Release
December 2, 2019

Media Contact: Glen Barbour, Public Affairs and Communications Officer
703-771-5086, Glen.Barbour@loudoun.gov

Loudoun County Launches Information and Referral Program for Health and Human Services

Loudoun County is launching a communitywide Information and Referral (I&R) program for health and human services information and resources. The I&R program is a call-based service that connects individuals to health and human services information and resources within Loudoun County. The phone line, 703-777-0420, will be staffed Monday through Friday, 8:30 a.m. to 5:00 p.m.

I&R staff work with callers to understand their needs and then provide linkages to county and community programs to meet those needs.

“Our goal with the I&R program is to more quickly and effectively get Loudoun County residents connected to the critical services they need, exactly when they need it,” said Department of Family Services Director Glenda Blake.

I&R can connect residents to a myriad of county and community services and resources, such as:

- Child Care Assistance
- Employment Services
- Food Resources
- Health and Dental Care
- Housing and Homeless Services
- Legal Services
- Mental Health, Substance Abuse and Developmental Services
- Older Adult Services
- Public Benefits
- Utility Assistance

“Individuals who are uncertain of how to access the information or services that they desire are encouraged to contact Information and Referral at 703-777-0420,” said Department of Family Services Assistant Director Yolanda Stevens.

The development of the county’s I&R program followed a series of “community conversations” between September 2018 and February 2019 through which the county gathered input to inform the new program. The conversations offered an opportunity to share ideas about ways to increase collaboration between the county’s human services departments and community partners and to provide input about the county’s new I&R Program. Since that time, I&R specialists have been working with community organizations to gather service and program information, such as eligibility criteria, hours of operation, staff contacts, etc.

Anyone looking for health and human services-related information and resources within Loudoun County is encouraged to call I&R at 703-777-0420. Additional information about county services and programs can be found online at loudoun.gov/humanservices.

###