



## SUBMISSION FORM

All submission forms must include the following information. Separate submission forms must be turned in for each eligible program. **Deadline: July 1, 2021.** Please include this submission form with the electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact [Gage Harter](#).

### PROGRAM INFORMATION

County: Loudoun County

Program Title: COVID-19 Spanish Language Communications & Engagement

Program Category: Communications

### CONTACT INFORMATION

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Name: MONICA SPELUS

Title: ASSISTANT COUNTY ADMINISTRATOR

Signature: Monica Spelle

## **LOUDOUN COUNTY: COVID-19 SPANISH LANGUAGE COMMUNICATIONS AND ENGAGEMENT**

Throughout 2020, the Loudoun County Division of Public Affairs and Communications (PAC) led the countywide COVID-19 communications and public engagement response.

A key program in support of this effort focused on increasing outreach and engagement with the Spanish-speaking population within Loudoun County on the topic of coronavirus and COVID-19 prevention and response.

To achieve this goal, the County established the first-in-the-region Spanish-only text messaging service; developed extensive Spanish-language COVID-19 web content; created targeted and culturally specific content to support the county's public information campaigns; and equipped community partners with communications resources needed to expand the county's COVID-19 outreach to target audiences.

These activities resulted in an unprecedented level of engagement with the County's Spanish-speaking population regarding the COVID-19 pandemic.

### **Background**

The COVID-19 pandemic resulted in a critical need for information among all populations, and a particular need for public health information among Spanish speakers in Loudoun County.

With the help of community partners, we identified areas that are home to high concentrations of community members who are Spanish-speaking, recent immigrants, and of lower socioeconomic status. Many of these residents live in crowded housing, work in service industries deemed to be essential, and depend on shared and mass transit to get to work. Often, these residents could not work from home, get groceries delivered, or adequately social distance during the pandemic, so were in greater need of services from the County and its human services providers. In Loudoun County, the percent of Hispanic children (9.5%) living below the federal poverty level is about three times the percent of white children (2.6%) (2019 Loudoun County Health Assessment).

The goal of this program was to increase awareness among Spanish-speaking residents within Loudoun County about:

- COVID-19 and its impact.
- Disease prevention measures.
- The direction of county, state and federal government regarding mitigation efforts, e.g., social distancing.
- How to seek care when necessary.
- How to find and access county information and needed services and resources.
- How to access COVID-19 vaccines as they became available.

The County achieved this goal by first, leveraging community partners, other individuals, and organizations who are deemed credible sources of information within the Spanish-speaking community and second, developing targeted communications campaigns to reach this community.

### **Audiences and Approach**

The target audience for this program was quite specific: residents of Loudoun County who speak Spanish and have limited English proficiency. This program also focused on leveraging community partners to assist the County with engaging the Spanish-speaking community and disseminating linguistically appropriate information.

The approach was two-pronged: 1) Learning from community partners to develop effective and appropriate messaging and communications tools; 2) Develop and effectively disseminate messages in the community, leveraging the relationships with trusted community partners.

### **Community Conversations: Engaging Key Partners**

A key objective of this program was to work through relationships with the County's community partners to conduct outreach to the Spanish-speaking community.

Core to the success of this program was the County's ability to work closely with its community partners. These partners are trusted sources of information for the target population and have greater capacity to reach the target audience in a culturally and linguistically appropriate manner. The County identified the capacity and capabilities of its community partners in order to equip them with the resources they need to communicate with the Spanish-speaking population within Loudoun County on behalf of the County.

PAC enlisted assistance from a staff member in the Department of Family Services (DFS) to augment its community outreach capabilities.

This staff member conducted a series of Community Conversations individually by phone with 32 providers representing 20 organizations. These conversations were initiated on March 28, 2020, and concluded on April 6, 2020.

These key stakeholders included nonprofit organizations and faith-based community members as well as Loudoun County schools and government representatives who are directly connected with the Loudoun County Spanish-speaking population.

All Dulles Area Muslim Society	Loudoun Free Clinic & Representative of the Dreamers Community
Christ the Redeemer Catholic Church	Loudoun Human Services Network
Dulles South Food Pantry	Loudoun Hunger Relief
INMED USA	Loudoun Medical Reserve Corps
Leesburg Community Church	Northern Virginia HealthWorks
Loudoun County Department of Economic Development	Saint Gabriel's Episcopal Church
Loudoun County Health Department	Seven Loaves Food Pantry
Loudoun County Department of Family Services	Stop Child Abuse Now
Loudoun County Public Schools Head Start Program	Terraforma Church
Loudoun County Public Schools	The New Virginia Majority
	The Virginia Cooperative Extension

The Community Conversations enabled the County to identify trends, develop important messages, and work with community influencers to reach the population in need of specific information.

For example, feedback from these partners guided PAC's messaging:

- Keep language simple.
- Focus on health.
- Provide direction, e.g. where to go for health care, help, services, resources.
- Make the message about health.
- Use pictures (some in our community cannot read or write even in Spanish).
- Tell us the "why" – what is the benefit to me/ to my family?
- De-escalate. Don't use scare tactics.
- Be sure to communicate rights and responsibilities.

The partners also recommended particular communications channels that would be especially effective, including Loudoun County Public Schools Parent Liaisons, local churches, DFS workers and their Information & Referral Services line (I&R); and trusted sources from their own community who could explain the "why" of key health and safety messages.

## County Communications Actions

Based on the intelligence gathered through the community conversations, the Public Affairs and Communications office developed a series of public information campaigns, beginning in early April 2020 and continuing through 2021, to increase access to information by the Spanish-speaking population in Loudoun County.

### Spanish Text Service

One of the key findings from our Community Conversations was the importance of text messaging to the Spanish-speaking community.

In April 2020 (just weeks into the pandemic, and just after our Community Conversations concluded), the County launched a Spanish-language text messaging service to provide an additional, easy-to-use way for members of our community who have Spanish as their primary language to receive information.

We reassured residents that this anonymous opt-in service is provided by Loudoun County free of charge, and that we will never request personal information – important messages for residents who may be wary of government communications.

This service was **the first such service in the Northern Virginia region**, and has been very successful in reaching residents with timely, important information regarding the pandemic.

Since its launch, approximately 550 subscribers have clicked more than 10,000 times to link to Spanish-language information on the County's website, delivered through the text messaging service.



## Community Campaigns

The following campaigns were conducted in Spanish as well as English, and leveraged the capabilities of our community partners as they shared content through their own communications channels:

- “Assistance from a Distance”
- K-12 Distance Learning Child Care
- Eviction Prevention Resources
- COVID-19 Prevention
- How to Safely Celebrate Holidays During COVID-19
- COVID-19 Small Business Funding Opportunities
- Limited Rent Assistance Availability
- “Vive Con Quidado”/Live Safely!
- COVID-19 Testing Opportunities
- Self-Scheduling for COVID-19 Vaccine
- COVID-19 Vaccine Safety and Availability

Each of these campaigns featured a personalized email to community partners, which included a “package” of Spanish-language, County-specific information, including social media graphics, social media posts, flyers, and other shareable information.

In crafting these communications, PAC focused on the messaging guidance provided by community partners.

The “Vive Con Quidado” campaign included direct outreach and doorhangers distributed to neighborhoods and businesses in areas with high concentration of Spanish-speaking residents.

*Sample email and shareable materials are attached to this nomination form.*

## Video and Social Media Content

In addition to Spanish-language print and graphic content, Dr. David Goodfriend, director of the Loudoun County Health District, conducted a number of Facebook Live events, hosted by the Loudoun Literacy Council, to provide live updates and key information to Spanish speakers.

- December 21, 2020: <https://www.facebook.com/loudounliteracy/videos/204707087938956>
- October 15, 2020: <https://www.facebook.com/loudounliteracy/videos/1072032393233674>

The County also produced several Spanish-language videos:

- “How Do We Defeat COVID-19?”: <https://youtu.be/kP8X9rmenaw>
- “We Are Here to Help: Domestic Violence During COVID-19”: <https://youtu.be/jSS4Sn0DkM0>

## Spanish Language Resources Webpage

- Public Affairs and Communications compiled content for the Spanish-speaking audience on a single webpage to assist our partners in disseminating information and to enable Spanish-speaking visitors to the website to access resources: [www.loudoun.gov/covidespanol](http://www.loudoun.gov/covidespanol)

## BUDGET

The budget for this program was limited to:

Printing	\$1000.00
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## LOUDOUN COUNTY: COVID-19 SPANISH LANGUAGE COMMUNICATIONS AND ENGAGEMENT

Social media advertising:	\$500.00
Video Voiceover:	\$65.00
Document Translation:	\$2500.00

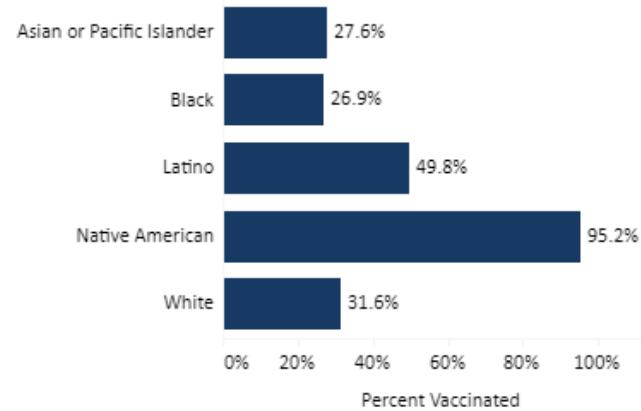
## LESSONS LEARNED/OUTCOMES

This program can serve as a model for other local governments in several key respects:

- It represents an innovative solution to a crisis: Public Affairs and Communications was able to move quickly, implementing new communications channels within weeks. Our team is not a large one for the size of our jurisdiction, and we did not have a dedicated resource for Spanish-language communications. Driven by the community's need for information, we pivoted rapidly, using tools and resources at hand, to provide essential information. By launching the Spanish-language text service, partnering with organizations to increase our reach, and finding low-cost and efficient ways of delivering information, we were able to reach residents who might not have had access to timely information in their own language.
- We learned that local government is an important and trusted partner in public health communication. While the CDC provided useful source material in Spanish, having localized information shared by neighborhood partners provided a level of trust and comfort during a crisis. We know our community well, and can tailor information to their particular needs.
- It illustrates the importance of collaboration with community partners in the successful design and delivery of government communications. By partnering with a wide range of organizations who work closely with our Spanish-speaking population, we were able to develop culturally appropriate and effective methods of communicating essential information.
- A proactive approach to communications, in which we provided community partners an organized and complete "package" of materials and information, enhanced our relationships with these community organizations. Later in the pandemic, as vaccination became a reality, the relationships that we had developed through this proactive approach led to greater collaboration as we worked together to provide vaccine to underserved communities.
- We have heard, anecdotally, from our partners about how much they valued the County's proactive approach to sharing information with them, particularly the graphics and flyers. Many of these partner organizations were stretched to the breaking point as they provided key services during the pandemic, so they had neither time nor resources to produce their own materials. The County provided a key service to these partners during a crisis.
- While COVID disproportionately has affected the Latino population in Loudoun (as throughout the nation), the recent vaccination rate for Loudoun County by race and ethnicity illustrates that our Spanish-language public health messaging has perhaps increased the trust and level of knowledge among the Hispanic community.

## LOUDOUN COUNTY: COVID-19 SPANISH LANGUAGE COMMUNICATIONS AND ENGAGEMENT

### Percent of the Population Vaccinated with At Least One Dose By Race and Ethnicity\*



## LOUDOUN COUNTY: COVID-19 SPANISH LANGUAGE COMMUNICATIONS AND ENGAGEMENT

### COMMUNITY PARTNERS EMAIL:

Dear Community Partners,

I'm contacting you with a brief update on Loudoun County's vaccination efforts and to provide you with a couple of resources. Please feel free to share this information with the people you serve through your communication channels as you deem appropriate. We are particularly interested in reaching our Spanish speaking residents with this information.

#### Vaccination Pre-Registration

Loudoun County's waitlist for people who have pre-registered for a COVID-19 vaccine and who are in Virginia's [Phase 1a and 1b priority groups](#) is nearly caught up. As a result, the wait from the time of pre-registration to vaccination appointment is no longer taking weeks. Anyone in these priority groups who has not yet pre-registered should do so now so that they can be offered a vaccination appointment within the next couple of weeks. Read more in the [County's April 1 news release](#).

People can pre-register for a vaccine in one of two ways:

- **Online:** visit the "Vaccinate Virginia website and submit an online form: [English](#) | [Spanish](#)
- **Phone:** call 1-87-829-4682 (many languages including Spanish)

Attached to this email is a printable flyer that provides instructions on how to pre-register for a vaccine. Please feel free to distribute this information to people in your network.

Please note that the Health Department expects to begin offering vaccination appointments to people who are in Virginia's Phase [1c priority group](#) within the next week or so. This priority group includes workers in the construction, food service, and hair-cutting cutting industries. People in this priority group should pre-register now by following the instructions above. Finally, all Virginia residents will become eligible for COVID-19 vaccine by April 18. [Read the Governor's announcement](#).

#### Video Message from Health Director

Our Health Director, Dr. David Goodfriend, has recorded a video message that encourages vaccination and addresses vaccine hesitancy. Please feel free to share this video on your social media, email, or through other communication channels as you deem appropriate.

- English: <https://youtu.be/2K1TzIOW5f0>
- Spanish: <https://youtu.be/Fm54PWfkKZa>

#### Targeted Outreach

Loudoun County had conducted extensive outreach and collaborated with many of you in our human and community services networks, faith-based organizations, and fraternal and sororal orders to identify and facilitate vaccination events for high-risk residents, particularly those disproportionately impacted populations. Please feel free to contact me if you have questions about these efforts and I will connect you to County staff who can evaluate your community's specific needs.

#### COVID-19 Testing

Loudoun County will continue to offer free COVID-19 testing every Tuesday through the month of April. Information about testing is posted on our website here: [English](#) | [Spanish](#)

Attached to this email is a flyer that promotes testing opportunities should having something printable to distribute is useful to you and your organization.

#### COVID-19 Website

We have much more information and resources that may be useful for you posted on the county's website here: English: [loudoun.gov/coronavirus](http://loudoun.gov/coronavirus) | Spanish: [loudoun.gov/COVIDEspanol](http://loudoun.gov/COVIDEspanol)

#### Thank You!

As always, we appreciate your ongoing partnership in helping us to ensure all of our residents have the information they need regarding the pandemic response.

Please feel free to contact me if you have any questions. Have a great weekend!

# ¡Vive con Cuidado!

Loudoun County  
VIRGINIA

## Stay home as much as possible

You can leave your home to see a doctor, go to work, care for people and animals, exercise at a safe distance from others, and pick up groceries and prescriptions or other essential household items.



## Wash your hands

Wash your hands often with soap and water for 20 seconds.



## How can I get help with food, diapers, medicine, or other things I need?

Call Loudoun County Information and Referral line at **703-777-0420**, Monday –Friday, 8:30 a.m. to 5:00 p.m.



## Watch for symptoms

COVID-19 symptoms include fever, cough, difficulty breathing, and fatigue.

## Keep your distance from others

If you need to go out, keep 2 meters (6 feet) away from others. Because we don't know if someone is sick, keeping space between yourself and others reduces spread.

## Don't infect other people

- Wear a cloth face covering in public when it's difficult to stay six feet apart from others.
- Cover your cough and sneezes.
- Stay home if you're sick.

## Aprende sobre los cuidados

Learn how to keep yourself and our community safe

## Platique sobre los cuidados

Tell others. Share this information with family and friends

## Vive con Cuidado

Follow the guidance provided to keep you, your family and our community safe and healthy.

## What if I'm sick?

- If you're sick or suspect yourself to be sick, it's best to stay in a designated room or area away from others. Check your temperature at least twice a day.
- If you have asthma, diabetes, heart disease, kidney disease, or liver disease, be extra careful: these conditions pose additional risks.
- If you or someone you know has shortness of breath, pressure in your chest, confusion or inability to arouse, or bluish lips or face, call 9-1-1.
- The only way you can be tested for COVID-19 is by doctor's orders.



## Get medical help if you need it

- If you do not have a doctor, contact the INOVA Loudoun Patient Access Center at **855-464-3627**.
- If you do not have insurance, and you need medical care, call
  - HealthWorks: **703-443-2000**
  - SimplicityHealth in Sterling: **571-665-6500**
  - Loudoun Free Clinic: **703-779-5412**
- Find information on how to get insurance at [cubrevirginia.org](http://cubrevirginia.org)
- Call the Health Department with COVID-19 questions at **703-737-8300**.
- Call 9-1-1 for a life-threatening emergency: for example, if you are having difficulty breathing.



## STAY INFORMED

- Text **LCCOVIDESP** to **888777** to receive text alerts from Loudoun County about COVID-19.
- Find important information at [www.loudoun.gov/COVIDespanol](http://www.loudoun.gov/COVIDespanol)

# ¡Vive con Cuidado!

Loudoun County  
VIRGINIA

## Quédese en casa lo más posible

Puede salir de su casa para ver a un médico, ir al trabajo, cuidar de personas y animales, hacer ejercicio a una distancia segura de los demás y recoger alimentos y recetas u otros artículos esenciales para el hogar.



## Lávese las manos

Lávese las manos frecuentemente con agua y jabón durante 20 segundos.



## ¿Cómo puedo obtener ayuda con comida, pañales, medicamentos u otras cosas que necesito?

Llame a la línea de Información y Referencia del Condado de Loudoun al 703-777-0420, lunes-viernes, de 8:30 a.m. a 5:00 p.m.



## Esté atento a los síntomas

Los síntomas de COVID-19 incluyen fiebre, tos, dificultad para respirar y fatiga.



## Mantenga su distancia de los demás

Si necesitas salir, manténgase a 2 metros (6 pies) de los demás. Como no sabemos si alguien está enfermo, mantener distancia entre usted y los demás reduce la propagación.



## No infecte a otras personas

- Use una de tela para cubrir su cara en público cuando sea difícil mantenerse a seis pies de distancia de los demás.
- Cúbrase la boca cuando tosa o estornude.
- Quédese en casa si está enfermo.



## Aprende sobre los cuidados

Aprende a mantenerse a usted mismo y a nuestra comunidad a salvo

## Platique sobre los cuidados

Platíqueselo a los demás. Comparta esta información con la familia y con los amigos

## Vive con Cuidado

Siga la guía proporcionada para mantenerlo a usted, a su familia y a nuestra comunidad seguros y saludables.

## ¿Qué pasa si estoy enfermo?

- Si está enfermo o sospecha que lo está, es mejor que se quede en una habitación o área designada, lejos de los demás. Cheque su temperatura por lo menos dos veces al día.
- Si tiene asma, diabetes, enfermedades cardíacas, renales o hepáticas, tenga mucho cuidado: estas condiciones tienen riesgos adicionales.
- Si usted o alguien que conoce tiene dificultad para respirar, presión en el pecho, confusión o incapacidad para despertarse o sus labios o cara están azulados, llame al 9-1-1.
- La única manera de que le hagan la prueba de COVID-19 es con una orden del médico.



## Obtenga ayuda médica si la necesita

- Si no tiene un médico, contacte al INOVA Loudoun Patient Access Center llamando al **855-464-3627**.
- Si no tiene seguro y necesita atención médica, llame a
  - HealthWorks: **703-443-2000**
  - SimplicityHealth en Sterling: **571-665-6500**
  - Loudoun Free Clinic: **703-779-5412**
- Encuentre información sobre cómo obtener un seguro en **cubrevirginia.org**
- Llame al Departamento de Salud con preguntas sobre COVID-19 al **703-737-8300**.
- Llame al 9-1-1 en caso de una emergencia que pueda ser mortal: por ejemplo, si tiene dificultad para respirar.



## MANTÉNGASE INFORMADO

- Envíe un mensaje de texto **LCCOVIDESP** al **888777** para recibir alertas de texto del Condado de Loudoun sobre COVID-19.
- Encuentre información importante en **loudoun.gov/COVIDespanol**

# Pasos para frenar la PROPAGACIÓN de COVID-19

**COVID-19 es una enfermedad respiratoria que puede propagarse de persona a persona.**

- Los **SÍNTOMAS** incluyen:



**TOS**



**FIEBRE**

(100.4° F/38° C o más)



**DIFICULTAD  
PARA RESPIRAR**

- Los síntomas se han manifestado con intensidad diferente según la persona: desde síntomas leves hasta muy graves y la muerte. Los síntomas pueden aparecer de 2 a 14 días después de la exposición.
- No todos requieren someterse a la prueba de COVID-19.** La mayoría de las personas infectadas padecen una enfermedad leve y pueden recuperarse en casa.
- Los adultos mayores y las personas de cualquier edad con afecciones médicas subyacentes graves pudieran correr un mayor riesgo de sufrir complicaciones más graves a causa de COVID-19. Busque atención médica inmediatamente.

**Se anima a los residentes a acatar estas instrucciones para evitar que la enfermedad se propague a las personas de su hogar y su comunidad.**

**Si usted está enfermo, independientemente de si se ha hecho la prueba de COVID-19 o no:**

- Quédese en casa.** Evite el contacto con otras personas, no comparta artículos personales y utilice un dormitorio y un baño separados, si es posible.
- Vigile su salud.** Llame al 911 si tiene problemas para respirar, dolor o presión en el pecho, confusión o labios o cara azulados.
- Use una mascarilla** (o un pañuelo o bufanda que cubra su nariz y boca) cuando esté cerca de otras personas.
- Cúbrase cada vez que tosa o estornude con un pañuelo** de papel o con la parte interior del codo.
- Lávese las manos** a menudo con jabón y agua tibia durante al menos 20 segundos.
- Limpie y desinfecte** las superficies que toca muy frecuentemente todos los días.
- No salga de casa** hasta que la fiebre haya desaparecido durante 72 horas (sin la ayuda de medicamentos) Y hayan pasado al menos 7 días desde la aparición de los síntomas.
- Informe a sus contactos cercanos.** Comuníquese con todas las personas que hayan estado a menos de 6 pies (2 metros) durante más de unos minutos mientras estuvo enfermo, incluyendo las 48 horas PREVIAS a la aparición de los síntomas. Anímelos a quedarse en casa durante 14 días y proporcioneles la siguiente orientación, especialmente a quienes hayan tenido contacto estrecho con alguien que esté enfermo.

**Si ha tenido contacto cercano con alguien que esté enfermo:**

- Quédese en casa durante 14 días contados desde la última vez que interactuó con la persona enferma.** Evite el contacto con otras personas aunque se sienta bien. No comparta artículos personales y use una habitación y un baño separados, si es posible.
- Si se enferma,** quédese en casa, manténgase a una distancia prudente de los demás e informe a sus contactos cercanos que usted está enfermo. Siga las indicaciones de arriba en "Si usted está enfermo, independientemente de si se ha hecho la prueba de COVID-19 o no".

**Manténgase informado**

- Encuentre toda la información del condado sobre el Coronavirus en Loudoun en [loudoun.gov/coronavirus](http://loudoun.gov/coronavirus).
- Envíe un mensaje de texto a LCCOVID19 al 888777 y recibirá alertas de texto del Condado de Loudoun sobre COVID-19.

**Comuníquese con nosotros**

Envíe un correo electrónico al Departamento de Salud: [health@loudoun.gov](mailto:health@loudoun.gov) o llame a la línea de información al **703-737-8300**.

# ASISTENCIA A DISTANCIA

## Niños, jóvenes y sus familias

### Servicios de protección de la infancia

- Si un niño está en peligro inminente, llame al 9-1-1.
- Para reportar sospechas de abuso o negligencia infantil llame al **703-771-KIDS (5437)**, de lunes a viernes, de 8:30 a.m. a 5:00 p.m.
- Después del horario de oficina o durante el fin de semana, llame a la línea directa del Servicio de Protección Infantil del Estado de Virginia (CPS) al **800-552-7096** o comuníquese con la Oficina del Sheriff al **703-777-0445** y solicite que avisen por buscapersonas al trabajador de guardia del CPS.

### Localizador de guarderías

Si necesita ayuda para encontrar una guardería, visite [vachildcare.com](http://vachildcare.com), llame al **1-866-KIDS-TLC** o envíe un correo electrónico a [KasharaL@va.childcareaware.org](mailto:KasharaL@va.childcareaware.org).

### Escuelas Públicas del Condado de Loudoun

Obtenga la información más reciente para padres y estudiantes, incluyendo recursos de Continuidad en la Educación, en [lcps.org/covid19](http://lcps.org/covid19).

## Adultos mayores

### Servicios de Protección de Adultos

Para reportar sospechas de abuso, negligencia y explotación de un adulto de 60 años o más o de 18 años o más e incapacitado: llame al **703-777-0437** o al **888-832-3858** las 24 horas del día, los 7 días de la semana.

### Agencia de la zona en envejecimiento

Para obtener ayuda de un administrador de casos o un especialista del programa de envejecimiento, por favor, envíe un correo electrónico a [aaasupport@loudoun.gov](mailto:aaasupport@loudoun.gov) o llame al **703-777-0257**.

### Ayuda para satisfacer necesidades

Visite [loudoun.gov/coronavirus](http://loudoun.gov/coronavirus) para obtener información y recursos sobre necesidades básicas, alimentos y asistencia para conseguir vivienda. También puede obtener información sobre servicios públicos locales, tiendas de comestibles con horarios de compra especiales y oportunidades para ayudar a la comunidad.

## Servicios de salud mental, abuso de sustancias y del desarrollo

- Para solicitar una cita con Access, nuestro programa de evaluación, llame al 703-771-5155 de lunes a viernes de 9:00 a.m. a 2:00 p.m.
- El brote de COVID-19 puede resultar estresante y abrumador para algunas personas. Encuentre recursos para hacer frente a la ansiedad y el estrés en [loudoun.gov/coronavirus](http://loudoun.gov/coronavirus).
- Si está pasando por una crisis de salud mental, usted puede comunicarse con servicios de emergencia las 24 horas del día, siete días a la semana, llamando al **703-777-0320**. Para preguntas de información general, envíe un correo electrónico a [asktheMHSADSdirector@loudoun.gov](mailto:asktheMHSADSdirector@loudoun.gov) o llame al **703-771-5155**.

## Violencia doméstica y sexual

La violencia doméstica se nutre del silencio y el miedo. Si usted o alguien que usted conoce está sufriendo una situación de abuso, por favor, llame a la línea directa del Refugio para Mujeres Maltratadas de Loudoun (Loudoun Abused Women's Shelter): **703-777-6552**.

## Autosuficiencia

### Beneficios médicos y financieros (SNAP, Medicaid y más)

- Para solicitar asistencia pública, como Medicaid, SNAP, TANF, LTC o subsidio para el cuidado de niños, visite [commonhelp.virginia.gov](http://commonhelp.virginia.gov) o llame al **1-855-633-4370**.
- Si tiene preguntas sobre su caso de asistencia pública, comuníquese con su trabajador de elegibilidad para asistencia pública.
- Los documentos pueden enviarse por correo electrónico a [publicbenefits@loudoun.gov](mailto:publicbenefits@loudoun.gov).
- Para obtener una tarjeta de EBT de reemplazo, llame al: **866-281-2448** o comuníquese con su trabajador de elegibilidad para asistencia pública a fin de solicitar una tarjeta de reemplazo.

### Servicios de Carrera profesional/empleo

Los servicios se prestan en línea en [loudoun.gov/wrc](http://loudoun.gov/wrc) y por teléfono llamando al **703-777-0150**:

- Herramientas, recursos y asistencia para la búsqueda de empleo, preparación para entrevistas y desarrollo profesional
- Recursos en línea para conseguir empleo y opciones de educación y formación profesional
- Asesoramiento para desarrollar una carrera profesional

Para obtener información sobre Beneficios de seguro de desempleo, visite [vec.virginia.gov](http://vec.virginia.gov) o presente una solicitud en [waworkconnect.com](http://waworkconnect.com) o llame al centro de llamadas para solicitudes al **1-866-832-2363**.

## ! Información y remisiones

Llame el programa de Información y Remisiones del Condado de Loudoun para que le pongan en contacto con un profesional que pueda ayudarle:

- |   |   |
|---|---|
| • Asistencia para el cuidado de niños                       | • Servicios legales   |
| • Servicios de empleo                                       | • Servicios para adultos mayores  |
| • Recursos alimentarios                                     | • Beneficios públicos   |
| • Cuidado de la salud general y odontológica                | • Asistencia con los servicios públicos   |
| • Servicios de vivienda y servicios para personas sin hogar | • Servicios de salud mental y del desarrollo y para la prevención del abuso de sustancias |

Llame al **703-777-0420** para obtener información y remisiones durante el horario de trabajo, de lunes a viernes, de 8:30 a.m. a 5:00 p.m. Se ofrecen servicios de intérprete de idiomas sin costo alguno. Después de horas oficina y fines de semana envíe un correo electrónico a [dfs@loudoun.gov](mailto:dfs@loudoun.gov).

## Recursos relativos a COVID-19

Centros para el Control y Prevención de Enfermedades [cdc.gov/covid19](http://cdc.gov/covid19)  
Organización Mundial de la Salud [who.int/coronavirus](http://who.int/coronavirus)

Condado de Loudoun [loudoun.gov/coronavirus](http://loudoun.gov/coronavirus)

### Manténgase informado:

- Regístrese para recibir actualizaciones por correo electrónico y texto sobre la manera en que Loudoun ha reaccionado frente a la crisis de COVID-19 en [loudoun.gov/coronavirus](http://loudoun.gov/coronavirus)
- Envíe **LCCOVID19** en un mensaje de texto al **888777** para recibir alertas de texto del Condado de Loudoun sobre **COVID-19**
- Siga la Página de Facebook del Gobierno del Condado de Loudoun y [@LoudounCoGov](https://www.twitter.com/LoudounCoGov) en Twitter
- Comuníquese con nosotros: Para preguntas sobre COVID-19, comuníquese con el Departamento de Salud del Condado de Loudoun llamando al **703-737-8300** o escribiendo a [health@loudoun.gov](mailto:health@loudoun.gov).
- Centros para el Control y Prevención de Enfermedades [cdc.gov/covid19](http://cdc.gov/covid19)
- Organización Mundial de la Salud [who.int/coronavirus](http://who.int/coronavirus)