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# Homeless Services

Information about housing assistance, shelters and homeless services, cooling centers and winter shelter, and what to do if you are concerned about an unsheltered individual.

Page updated on September 17, 2025 at 1:03 PM

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## Homeless Services Assessment Center (HSAC)

As part of the City of Alexandria Continuum of Care response to homelessness, HSAC allows for the efficient and effective connection of persons to services through a comprehensive assessment. Additionally, all persons will be assessed for diversion services, creating an opportunity to address the housing crisis with targeted assistance while averting unnecessary entry into the shelter system.

If you are experiencing a housing crisis, call 703.746.5700 or walk in to meet with a member of the HSAC staff.

**Del Pepper Community Resource Center**  
4850 Mark Center Drive, Alexandria, VA 22311  
Hours of Operation: Monday through Friday 8 a.m. – 5

- [Shelters & Resources](#)
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## HOMELESS SERVICES

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## SHARE

### p.m. (Except holidays)

After hours, families and individuals experiencing a housing crisis and needing emergency overnight stay should contact the Alexandria Community Shelter or Carpenter's Shelter.

The Office of Community Services (OCS) provides rental assistance to eligible, low-income persons facing a housing crisis. The goal is to help stabilize the household to prevent evictions and homelessness. To be screened for OCS services, please contact the Department of Community and Human Services Customer Call Center by either calling 703.746.5700, texting 703.346.5599, or coming in-person at 4850 Mark Center Dr. For further information, please visit the [Eviction Prevention Resources </economic-support/covid-19-eviction-prevention-programs-and-resources>](#).

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## Federal Executive Order 14252

Federal Executive Order 14252, "Making The District of Columbia Safe and Beautiful"

The City of Alexandria has not seen an increase in unhoused individuals resulting from the Federal actions in DC. We actively coordinate with our community service partners, including meal programs across the city, to be aware of any increases in demand. We also coordinate with the Metropolitan Washington Council of Governments to closely monitor developments. The City's priority remains delivering assistance to those in need and ensuring they are connected to appropriate resources.

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## Understanding Homelessness

*A video developed by The Partnership to Prevent and End Homelessness, the Department of Community and Human Services, Carpenter's Shelter, and community members*

Homelessness is a deeply complex issue affecting individuals and families from all walks of life. In the

City of Alexandria, personal stories reveal the intricate challenges that have led to people experiencing homelessness, with many facing circumstances that are out of their control. This video is shared with the community to reduce stigma and to encourage residents to learn more and get involved in helping others on their path to permanent housing, because everyone deserves a safe place to call home.

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## PATH Homeless Assistance Program

Projects for Assistance in Transition from Homelessness, known as PATH, is a federal, state and local partnership that provides outreach and assistance to adults with serious mental illness who are experiencing homelessness or who are at risk of becoming homeless. PATH services include community-based outreach and access to mental health, substance abuse, case management and other supportive services.

Also see the Homeless Services Assessment Center <https://dchs/economicsupport/default.aspx/id=49636#homelesservicesassessmentcenterhsac> for more information.

For more information, call the PATH Coordinator at 703.746.5973 or the Director of the Office of Community Services 703.746.5862.

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## Warming and Cooling Centers

During the winter, warming centers are offered at libraries and recreation centers to provide relief from the cold for community members who may not have access to a warm shelter during

the day. For warming center locations and hours, visit [alexandriava.gov/122602](https://alexandriava.gov/122602) [dchs/economicsupport/default.aspx?id=122602](https://dchs/economicsupport/default.aspx?id=122602).

During excessive heat days in the summer, libraries and recreation centers serve as cooling centers [/homeless-services/seasonal-and-emergency-warming-and-cooling-options](https://alexandriava.gov/homeless-services/seasonal-and-emergency-warming-and-cooling-options) and may offer extended hours.

## David's Place Day Shelter

David's Place <https://carpentersshelter.org/davids-place/>, operated by Carpenter's Shelter, is located at 930 North Henry Street.

Program hours are 7-9 a.m. Services include:

- Laundry and showers
- Last load at 8:30 a.m.

Individuals seeking emergency shelter are encouraged to go to 4850 Mark Center Drive to complete the screening on a walk-in basis. Phone screening appointments are also available as needed by contacting the call center at 703.746.5700. Once screened, individuals will be added to the wait list and referred once a bed is available at Alexandria Community Shelter or Carpenter's Shelter.

## More About Homeless Services

The City takes a "continuum of care" approach to homelessness designed to promote community wide commitment to the goal of ending homelessness. The Office of Community Services and their partners—which range from other City programs and services to national and local nonprofits like [Catholic Charities](https://www.cdda.net/) <https://www.cdda.net/>, [Carpenter's Shelter](https://carpentersshelter.org/) <https://carpentersshelter.org/>, [Community Lodgings](https://www.communitylodgings.org/) <https://www.communitylodgings.org/> and [ALIVE!](https://www.alive-inc.org/) <https://www.alive-inc.org/>--coordinate together to provide a wide range of services,

minimize the trauma associated with homelessness and dislocation, and optimize self-sufficiency among individuals and families experiencing homelessness.

Helping residents experiencing homelessness is complex and challenging. As many different people you encounter who are homeless, there are that many different stories. The causes of homelessness include the national housing crisis and lack of low-income housing, unemployment, decreasing opportunities for work and the erosion of safety net programs. Often people experience the loss of a job or have a health crisis that leaves them choosing between paying the rent or paying for an expensive prescription or medical care. The COVID-19 pandemic has amplified the national housing crisis, putting many at risk of eviction, foreclosure and homelessness.

Transitioning residents out of homelessness can be a slow process, which sometimes takes years. According to [EndHomelessness.org](https://endhomelessness.org/homelessness-in-america/who-experiences-homelessness/chronically-homeless/) <<https://endhomelessness.org/homelessness-in-america/who-experiences-homelessness/chronically-homeless/>>, people experiencing chronic homelessness (those who have experienced homelessness for at least a year) typically have complex and long-term conditions, such as mental health issues, substance use disorders, physical disabilities or other conditions. Once someone becomes homeless, it is difficult for them to get back into housing and they can face long or repeated episodes of homelessness.

DCHS proactively and regularly reaches out and engages residents experiencing homelessness year around, offering the effective and essential safety net services designed to improve their lives and transition them out of homelessness. DCHS values individual personal choice and self-determination and does not force services on anyone, but staff work hard to ensure everyone is aware of the supportive services with the City and their right to access them and transition out of homelessness.

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## What You Can Do if You Encounter Someone Experiencing Homelessness

If you see someone who looks in need of housing supports, there are a couple of options.

- If you have engaged the individual in conversation and learn that they are in need of supportive services, let them know they can call 703.746.5700 or text 703.346.5599 or walk-in for services at 4850 Mark Center Drive during business hours. Staff will support them by identifying the next steps in assisting them with their current situation. Once screened, individuals will be added to the waitlist and referred once a bed is available at Alexandria Community Shelter or Carpenter's Shelter. During the winter months, let them know about the City's Winter Shelter Program [run by Carpenter's Shelter \(703.548.7500\)](/dchs/economicsupport/default.aspx/id=49636), which is open daily from November 1 through April 15. You can also share with them the Alexandria Community Resources Card: English [/sites/default/files/2025-09/alexandria\\_wallet\\_resource\\_card.pdf](/sites/default/files/2025-09/alexandria_wallet_resource_card.pdf) | Spanish [/sites/default/files/2025-07/alexandria\\_wallet\\_resource\\_card\\_spa\\_0.pdf](/sites/default/files/2025-07/alexandria_wallet_resource_card_spa_0.pdf).
- If you aren't comfortable engaging in conversation, contact Alex 311 </alex311> to report your observations; please refrain from taking photos of residents experiencing homelessness out of respect for their privacy. Your report will be sent to DCHS staff, who will go out and speak to the person within 24-48 business hours and offer available support and resources. DCHS values individual personal choice and does not force services on anyone, but staff work hard to ensure everyone is aware of the supportive services with the City and their right to access them and transition out of homelessness.
- For more immediate welfare checks, call the police non-emergency line at 703.746.4444.

Learn about more ways you can help or raise awareness about homelessness from resources shared during the [National Youth Homelessness Awareness Month](#) and [2020 National Hunger and Homelessness Awareness Week](#) </dchs/economicsupport/default.aspx/id=118684>.

## Shelters & Resources

## SHELTERS

### ALEXANDRIA COMMUNITY SHELTER

2355-B Mill Road, Alexandria, VA 22314 - 703.746.3660

The Alexandria Community Shelter is a City-owned; 64-bed emergency shelter operated by Carpenter's Shelter. Shelter is provided for men, women and families.

### CARPENTER'S SHELTER

930 North Henry Street

Carpenter's Shelter <<https://carpentersshelter.org/>> is a 60-bed facility that supports those experiencing homelessness in achieving sustainable independence by providing shelter, guidance, education and advocacy.

## EVICTIION STORAGE

The Eviction Storage program provides furniture storage and emergency shelter referrals for eligible low-income households facing immediate eviction. Call 703.746.5700 for more information.

## RESOURCES

- Partnership to Prevent and End Homelessness </homeless-services/the-partnership-to-prevent-end-homelessness>
- Eviction Prevention Task Force </economic-support/eviction-prevention-resources>
- Alexandria Community Resources Card: English </sites/default/files/2025-09/alexandria\_wallet\_resource\_card.pdf>| Spanish </sites/default/files/2025-07/alexandria\_wallet\_resource\_card\_spa\_0.pdf>
- Resources for Veterans </veterans#housing>
- Veterans First Division of Friendship Place <<https://friendshipplace.org/programs-outreach/veterans-first/>>: Screening phone number is 202.658.9599 and you **must** leave a voicemail with your name and number to be called back or email [vfscreen@friendshipplace.org](mailto:vfscreen@friendshipplace.org).

## Winter Shelter

**PLEASE BE ADVISED THAT THE SHELTER HAS CLOSED FOR THE 2024-2025 WINTER SEASON.**

*Any households in need of shelter services can contact the Call Center at 703.746.5700 or walk-in to 4850 Mark Center Dr. 5th floor, during business hours, to be screened for services.*

**2355-A MILL RD. (LEFT SIDE OF THE FRONT ENTRANCE, NEXT TO THE FENCE)**

The City of Alexandria Winter Shelter, also called Hypothermia Shelter, ensures that individuals and families experiencing homelessness have a warm, clean and safe environment to retreat from the elements of weather at night. The Winter Shelter, operated by Carpenter's Shelter, is open nightly from 7 p.m. - 7 a.m. regardless of weather from Friday, November 1 through Tuesday, April 15. The Winter Shelter provides supportive services and resources necessary to assist residents in obtaining stable housing.

This location serves families and single individuals experiencing homelessness. **To reach the Winter Shelter, call 571.652.9984.**

- Hours are 7 p.m.-7 a.m. daily
- Winter Shelter will not be providing transportation to the shelter.
- In cases of inclement weather conditions, families and single individuals may be able to access the Winter Shelter before 7 p.m. Contact shelter for more information.

### TRANSPORTATION

*No shuttle service will be provided this year. For anyone in need of transportation, the bus routes to the shelter are listed below.*

#### ***Bus/Train Routes to Winter Shelter***

**From Carpenter's Shelter:**



- DASH Bus 30
- Depart from MONTGOMERY ST and N PATRICK ST
- Board DASH Bus 30 towards BRADDOCK RD METRO STATION - BAY D
- Arrive at BRADDOCK RD STA and BUS BAY D

#### From Braddock Road Metrorail Station:

- DASH Bus 32
- Departs from Eisenhower Ave. and Swamp Fox Rd.  
<<https://gis.wmata.com/mbsi/default.htm#regid=4000495andinpage=undefined>>
- DASH Bus 32 towards KING ST METRO - BAY G
- Arrive at Mill Rd. and Jamieson Ave.  
<<https://gis.wmata.com/mbsi/default.htm#regid=13351andinpage=undefined>>

#### Yellow Line Metrorail Train

- Braddock Road Metrorail Station <<https://www.wmata.com/rider-guide/stations/braddock-road.cfm>>
- Board Yellow Line towards Huntington
- Arrive at Eisenhower Avenue Metrorail Station  
<<https://www.wmata.com/rider-guide/stations/eisenhower-ave.cfm>>

#### From City Hall:

- DASH Bus 30
- Walk 0.1 miles to N. Fairfax St. and King St.
- Departs from N. Fairfax St. and King St.
- Board DASH Bus 30 towards Landmark Transit Center
- Arrive at King Street-Old Town Metrorail Station / Bus Bay B

#### From 4850 Mark Center Drive

- Walk to Mark Center Station
- Take DASH Bus 35 Pentagon Metro Via Beauregard St
- Ride to Pentagon Transit Center / Bus Bay U7
- Walk to Pentagon Enter at Metrobus Island, S. Rotary Rd. (South)

- Wait for Metrorail Yellow Line Towards Huntington
- Ride to Eisenhower Avenue Metrorail Station
- Walk to 2355 Mill Rd.

#### Contact Us

Alex311 </alex311> | 703.746.4311

#### Follow Us

#### Visitor Information

VisitAlexandriaVA.com

<<https://www.visitalexandriava.com/>>

Alexandria City Hall  
301 King Street  
Alexandria, VA 22314

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