

How to Use This Guide

In order to achieve a vision of a safer Ward 1, it's important to invest in our communities, support our most vulnerable neighbors, and engage those involved in community violence in an environment of prevention rather than just punishment. There are many agencies and organizations all over the Ward and District doing important work, but below is a selection of essential services that seek to address the causes of neighborhood violence and assist those in need of help. This guide is by no means comprehensive, but we believe it's a start in understanding the many ways we can create a safe and welcoming community. I welcome your input on other resources you or others would find helpful.

Getting to know your neighbors and speaking with them regularly is also an important step. In non-emergency circumstances, it can often be safer for everyone involved for disputes to be resolved within a community.

If you're not sure who to call or want additional help navigating city services, you can always contact my office and let us know how we can address your needs.

 Councilmember Brianne K. Nadeau Main Office: **202-724-8181**

Emergency Services and Hotlines

★ = DC Government

♣ = Third Party or Nonprofit

★ [Emergency Mental Health Services](#)

202-673-9300 | Every Day 9:00 AM - 1:00 AM

Mobile crisis services teams respond to adults throughout the District who are experiencing a psychiatric crisis whether in the homes or on the street and who are unable or unwilling to travel to receive mental health services. Clinicians are available to provide counseling support after traumatic events whether personal or community wide.

★ [Shelter Hotline](#)

202-399-7093 | 24/7

Throughout the year, the Shelter hotline can be called to assist people experiencing homelessness. It is particularly important to call during hypothermia alerts (when the temperature or Wind Chill is 32 degrees or below) or when temperatures are above 95 degrees – both times when DC is obligated by law to make shelter available.

Conflict Prevention & Mediation

♣ [Community Mediation](#)

240-766-5311 | communitymediationdc.org | M-F 9:00 AM - 8:00 PM

Community Mediation DC is a volunteer organization that facilitates spaces where participants can listen to each other and be heard, build relationships, and develop solutions to their own conflict. They seek to prevent violence and reduce the need for court intervention. Mediators are professionally trained volunteers who reflect the diversity of our community.

★ [Youth Outreach](#)

202-698-2250 | M-F 8:30 AM – 5:30 PM

Since 1950, DPR's Roving Leaders have built relationships of trust by interacting one-on-one with targeted teens and youth, and together developing a plan of action to prevent, neutralize, and control hostile behavior. The staff has helped many youth through the most challenging and critical times of their lives by utilizing the district's recreation and leisure resources as the intervening vehicles for redirecting antisocial and aggressive behaviors. Contact Roving Leaders to if you would like to highlight anyone you think they should engage with.

♣ [Youth Violence Prevention](#)

202-518-6737 | wearecsc.org/contact | M-F 9:00 AM – 5:00 PM

Collaborative Solutions for Communities (CSC) is based in Columbia Heights and provides a range of services for youth and families. Their Youth Violence Prevention Program reduces violence and violent crime by directly engaging high-risk youth (ages 14-24) and their families in a community-based, multi-disciplinary approach.

Resources for Victims

♣ [DC Victim Support](#)

844-443-5732 | dcvictim.org | 24/7

Call Victim Support or use their online chat to access confidential support and referrals for victims of any and all crimes in the district.

♣ [DC Rape Crisis Center](#)

800-656-4673 | dcrcc.org | 24/7

The aftermath of a sexual assault can be confusing and overwhelming, causing one to experience anxiety or further crisis. The DC Rape Crisis Center believes that you know better than anyone what you need and how you wish to be supported. There is no right or wrong way to feel after being assaulted. Call their hotline or visit their website to find more ways to find support.

★ [Child Abuse or Neglect](#)

202-671-7233 | cfsa.dc.gov | 24/7

This hotline is the gateway to protection and help for child victims and those at risk up to age 18 in the District of Columbia. Visit CFSA's website to learn the warning signs of child abuse and neglect or get helpful tips on responding when a child victim confides in you.

Neighborhood Services

★ [Repairs and Maintenance](#)

311 or text DC311 (32311) | 311.dc.gov | 24/7

The District's 311 portal can be used for a variety of commonly requested services related to community safety, like streetlight repair.

★ [Vacant Property](#)

202-442-4332 | M-F 9:00 AM – 5:30 PM

If a building in your neighborhood is vacant or needs to be boarded up, reach out to the Department of Consumer and Regulatory Affairs. You can also alert MPD of the property if you feel it poses a threat to safety.