

RESOURCE GUIDE FOR Charles City DSS

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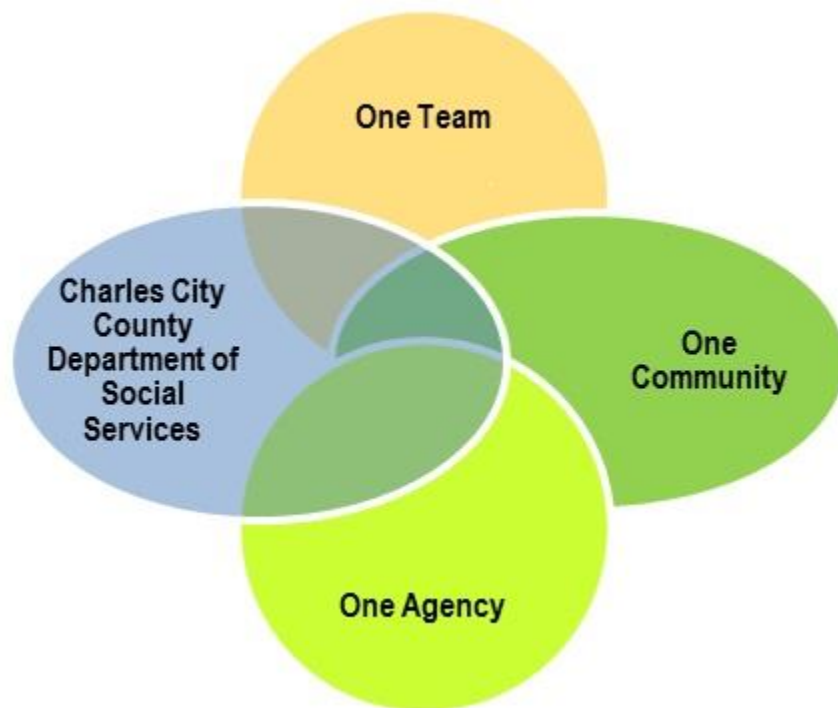


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INTRODUCTION

Charles City Social Services is a County agency that is State supervised and locally administered. The purpose of the agency is to promote self-reliance and protection for citizens through community-based services. The agency provides a variety of benefit and service programs. These program areas include assistance to eligible individuals and families for medical care, food, cash assistance, child and adult abuse/neglect, and out of home placement. For additional information contact the agency directly. Office hours are Monday – Friday from 8:00 a.m. to 4:30 p.m.

This Resource Guide is a directory to expand awareness and knowledge and ensure that consumers and their families gain full access to health and human services. It is designed to offer a broad list and overview of services available from various profit and non-profit agencies. These agencies are often located in Charles City County while others are located within the regional area. Regardless of the agencies' location, services and resources are available to Charles City County residents.

The Charles City County Department of Social Services does not discriminate on the basis of race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, or sexual orientation. We are committed to providing an inclusive and welcoming environment for our staff, clients, volunteers and vendors.

Although many resources are available throughout the County, those included in this resource guide are intended to be lead resources and serve as a point of reference. The contents of this guide do not necessarily represent the policy of the Charles City Department of Social Services and are not endorsements for a particular agency or resource.

WHAT TO KNOW FIRST

When making a call to any organization listed in this resource guide, please consider the following:

- Be as prepared as possible in order to get started in the right direction.
- Be patient, as numerous calls may need to be made to discover the most helpful resources.
- Understand the first contact will provide an overview of the most basic knowledge and information pertaining to an organization or service. The first contact may make a referral to other organizations better designed to meet personal and specific needs for information, resources, services and benefits.

Individuals should be able to describe personal circumstances or the situation to ensure organizations understand what services are needed. Organizations are better able to assist or make appropriate referrals when given enough information.

Remember some services may have specific requirements, such as age, income, and assets (such as bank accounts), type of disability, etc. Individuals should be prepared to provide information about their situation and also be prepared to ask questions about the services.

Some organizations may require identification, such as a photo identification, Social Security card, or a birth certificate. Non-US citizens may need to bring a Green Card.

ADULT DAY CARE CENTERS AND SERVICES

An adult day care center, also commonly known as adult day services, is a non-residential facility providing activities for [elderly](#) and/or [handicapped](#) individuals. Most centers operate 10 – 12 hours per day and provide meals, social/recreational outings, and general supervision. Adult daycare centers operate under a social model and/or a health care model.

Adult day care centers may focus on providing care only for persons with Alzheimer's and related dementias or their services may be available for any disabled adult. Some daycare centers maintain a nurse on-site. Occasionally, there will be a small room devoted to clients to have vital signs checked, etc. by a medical assistant/nurse when needed. They may also provide transportation and personal care as well as counseling for caretakers.

Participation in adult day care often prevents re-hospitalizations and may delay admission to residential long term care. For participants who would otherwise stay at home alone, the social stimulation and recreational activities may improve or maintain physical and cognitive function. For caregivers, adult day care centers provide respite care, enabling caregivers to work or to have a break from their caregiving responsibilities.

For additional information and referrals, contact:

AGENCY NAME	ADDRESS	PHONE NUMBER
Virginia Adult Day Health Services Association www.vadhsa.org	_____	_____
Senior Connections The Capital Area Agency on Aging www.seniorconnections-va.org	24 East Cary Street Richmond, VA 23219	804-343-3000 1-800-989-2286 Fax: 804-649-2258
Virginia Department for Aging and Rehabilitative Services (DARS) www.dars.virginia.gov	8004 Franklin Farms Drive Henrico, VA 23229	804-662-7000 Toll free TTY: 1-800-464-9950
The Office for Aging Services of the Division for Community Living (formerly the Virginia Division for the Aging) www.vda.virginia.gov	1610 Forest Avenue, Suite 100 Henrico, VA 23229	804-662-9333 Toll free: 1-800-552-3402 Fax: 804-662-9354

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AREA ADULT DAY CARE CENTERS

AGENCY NAME	ADDRESS	PHONE NUMBER	MEDICAID
Adult Day Break Center www.bayaging.org	5873 Fiddler's Green Road P O Box 2254 Gloucester, VA 23061	804-695-9008	YES
Adult Day Care of Virginia	5601 Hull Street Richmond, VA 23224	804-232-5030	YES
Alternative Adult Care	7193 Brooking Way Mechanicsville, VA 23111	804-427-6966	YES
Beechwell Adult Day Program, LLC	3900 Deep Rock Road Richmond, VA 23233	804-217-8196	YES
Beth Sholom Adult Day Care Center www.bslcc.org	1600 John Rolfe Parkway Richmond, VA 23238	804-750-2183	YES
Blessings For You Adult Day Center	2231 East Parham Road Henrico, VA 23227	804-726-6225	YES
Caring Hands Adult Day Care, LLC	12114 Bermuda Crossroads Lane Chester, VA 23831	804-796-2272	-----
Central Adult Day Care	6201 Midlothian Turnpike Richmond, VA 23225	804-230-9042	YES
Circle Center Adult Day Services	4900 W. Marshall Street Richmond, VA 23230	804-355-5717	YES
Gloucester Adult Day Care www.bayaging.org	7066 Hayes Shopping Center Hayes, VA 23072	804-695-9008	_____
Hanover Adult Center, Inc. www.hanoveradultcenter.com	7231 Stonewall Parkway Mechanicsville, VA 23111	804-746-0743 FAX: 804-559-1139	YES
Health Care Center At Lucy Coor Village	6800 Lucy Coor Blvd Chesterfield, VA 23832	804-706-5657 or 804-748-1511	NO

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AREA ADULT DAY CARE CENTERS

InnovAge Virginia PACE (formerly Riverside PACE) www.MyInnovAge.com	1300 MacTavish Avenue Richmond, VA 23230	804-977-5900	YES
<i>PACE (Program of All-Inclusive Care for the Elderly) is a program that assists people who wish to live out in the community, as an alternative to a nursing home. Provides nearly all medical care and social support.</i>			
Respite Care www.williamsburgumc.org	500 Jamestown Road Williamsburg, VA 23185	757-229-1771	-----
Seniors 1st Choice ADC	3601 Dill Road Richmond, VA 23222	804-551-4648	YES
Sound Mind Senior Adult Day Care	1700 Blair Street Richmond, VA 23220	804-922-7203	YES
South Richmond Adult Day Care Center	1500 Hull Street Richmond, VA 23224	804-231-9306	YES
VCU Health System Adult Day Services	607 N 10 th Street Richmond, VA 23298	804-828-8027 804-828-5605	
Viable Adult Day Care Center	4501 Williamsburg road, Suite P Richmond, VA 23231	804-222-3355 FAX: 804-222-3917	YES
Williamsburg Landing Adult Day Center	5000 Woodhaven Drive Williamsburg, VA 23185	757-565-6544	YES

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ADDITIONAL PROGRAMS

FRIENDSHIP CAFÉS —

Senior Connections, The Capital Area Agency on Aging, operates the Friendship Café at the Ruthville Gymnasium Complex located at 13100 The Glebe Lane, Charles City, VA. The Cafés are neighborhood gathering places for seniors and provide a hot mid-day meal, good friends, and many activities to keep seniors connected to the community. For additional information, please call 804-343-3000 or visit the website at www.seniorconnections-va.org.

AGING

There are many agencies devoted solely to concerns and issues of the aging population. Concerns range from health and well-being to the prevention of abuse and neglect. The websites listed below provide research, information, and resources for the senior population.

AGENCY	WEBSITE
Adaptive Home Environments Quinton, VA 23141; 804-339-2242	www.adaptivehomeenvironments.com
Administration on Aging	www.acl.gov
Age in Action Newsletter; Virginia Center on Aging at VCU	www.voca.chp.vuc.edu/publications--media/age-in-action-quarterly-publication
AARP	www.aarp.org/virginia
Riverside Center for Excellence in Aging and Lifelong Health (located in Williamsburg)	www.riversideonline.com/cealh/
Elder Justice Coalition	www.elderjusticecoalition.com
National Adult Protective Services Association (NAPSA)	www.napsa-ntw.org
National Institute on Aging	www.nia.nih.gov
National Center on Elder Abuse	www.ncea.acl.gov
OASIS Senior Advisors	www.WestRichmond.OasisSeniorAdvisors.com 804-836-3046
Peninsula Aging and Disability Resource Network	www.padrn.org
Senior Advocate	www.senioradvocateonline.com
Senior Connections— The Capital Area Agency on Aging	www.seniorconnections-va.org .
Senior Navigator	www.seniornavigator.org
U.S. Government— Caregiver Information & Resources	www.usa.gov/disability-caregiver
Virginia Center for the Aging at Virginia Commonwealth University	www.voca.chp.vcu.edu
Virginia Coalition for the Prevention of Elder Abuse (VCPEA)	www.vcpea.org
Virginia Easy Access	www.easyaccess.virginia.gov
Virginia Department for Aging and Rehabilitative Services (DARS)	www.vadars.org
The Office of Aging Services of the Division for Community Living	www.vda.virginia.gov

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ALZHEIMER'S DISEASE AND DEMENTIA RESOURCES

Alzheimer's Association

www.alz.org or 1-800-272-3900;

www.alz.org/grva or 804-967-2580 - 24 hour helpline: 1-800-272-3900, for the Greater Richmond location
4600 Cox Road, Suite 130, Glen Allen, VA 23060

The Alzheimer's Association, the world leader in Alzheimer's research and support, provides reliable information and care consultation; support services for families, and funding for dementia research. New toolkits on: Alzheimer's disease for caregivers: Early, Middle, Late Stage, and Young On-set.

Alzheimer's disease education and Referral (ADEAR) Center

<http://www.nia.nih.gov/health/about-adear-center>

A service of the National Institute on Aging, the ADEAR Center offers information and publications for families, caregivers, and professionals on diagnosis, treatment, patient care, caregiver needs, education and training. The website offers free online publications in English and Spanish.

CAREFINDER

www.alz.org/carefinder/index.asp

The Alzheimer's Association CareFinder is an online tool to help those affected by Alzheimer's disease find good care in their community. The website has sections on Planning Ahead, Care Options, Coordinating Care, and Support and Resources.

Children of Aging Parents

www.caregiver.org/children-aging-parents or 1-800-227-7294

This nonprofit organization provides information, referrals, publications and conferences for adult children caring for their older parents, including those caring for parents with Alzheimer's disease and other dementias.

Family Caregiver Alliance – National Center on Caregiving

www.caregiver.org or 1-800-445-8106

The Family Caregiver Alliance is a nonprofit organization that offers support services and information for people caring for adults with Alzheimer's disease, stroke, traumatic brain injuries, and other cognitive disorders.

National Council of Certified Dementia Practitioners

www.nccdp.org

This organization offers certification for professionals working with clients with dementia and has a wealth of other information.

This Caring Home

<https://www.thiscaringhome.org>

This website has a virtual home that provides information on safety products available and helps caregivers learn new strategies that enhance the safety and well-being of their loved ones. The award-winning website is a project of Weill Cornell Medical College and includes a Home safety Section that allows caregivers to explore research-based solutions to home safety and daily care issues by a simple mouse click over a room.

Virginia Family Caregiver Solution Center

www.VirginiaFamilyCaregiver.org

The Virginia Family Caregiver Solution Center is passionately devoted to providing respite resources for caregivers across the lifespan — parents of children with disabilities and adults with disabilities, as well as for caregivers of older adults. You will find both services in your community, as well as educational information — to help you stay emotionally and physically healthy.

ASSISTED LIVING FACILITIES

Assisted living is an eldercare alternative on the continuum of care for people, normally seniors, for who Independent Living is no longer appropriate but who do not need the 24-hour medical care provided by a nursing facility. Assisted living is a philosophy of care and services promoting independence and dignity.

A searchable database of licensed ALF's can be found at:

<http://www.dss.virginia.gov/facility/search/alf.cgi>

Other resources for finding appropriate senior living and care facilities are:

Caring.com <https://www.caring.com/senior-living/assisted-living/virginia>

OASIS Senior Advisors www.WestRichmond.OasisSeniorAdvisors.com

Senior Living Help <https://www.seniorlivinghelp.org/assisted-loving/Virginia>

Listed below are some of the Assisted Living Facilities in the surrounding areas. For a complete list, please use the website provided above. Facilities that accept the Auxiliary Grant (AG) have the AG notation. For more information on Auxiliary Grants, go to Benefit Programs: Basic Information in this guide.

CHESTERFIELD COUNTY

AGENCY NAME	ADDRESS	PHONE NUMBER
Assisted Living at Lucy Corr Village	6800 Lucy Corr Court Chesterfield, VA 23832	804-748-1511
Assisted Living of Chesterfield	100 Twin Ridge Lane Richmond, VA 23235	804-327-1990
Ginter Hall South	11300 Mall Court Drive Richmond, VA 23235	804-794-7770
Morningside of Bellgrade	2800 Polo Parkway Midlothian, VA 23113	804-379-2800
Sunrise at Bon Air	2105 Cranbeck Road Richmond, VA 23235	804-560-7707
The Crossings at Ironbridge	6701 Iron Bridge Parkway Chester, VA 23831	804-748-7000

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ASSISTED LIVING FACILITIES - continued

RICHMOND CITY

AGENCY NAME	ADDRESS	PHONE NUMBER
Another Level Quality Care (AG)	5612 Moncure Avenue Richmond, VA 23231	804-222-6866
Brookdale Imperial Plaza	1717 Bellevue Avenue Richmond, VA 23227	804-262-6537
Brook Haven Rest Home (AG)	610 Fourqurean Lane Richmond, VA 23222	804-329-6347
Chamberlayne Assisted Living Facility (AG)	3206 Chamberlayne Avenue Richmond, VA 23227	804-355-7593
Coles Retirement Home (AG)	800 North Boulevard Richmond, VA 23220	804-355-2741
Hermitage Methodist Home	1600 Westwood Avenue Richmond, VA 23227	804-355-5721
Madison Home (AG)	3212 Chamberlayne Avenue Richmond, VA 23227	804-358-9300
Restoration Assisted Living #1 (AG)	3825 Austin Avenue Richmond, VA 23223	804-228-0010
Veterans Outreach (AG)	3009 Chamberlayne Avenue Richmond, VA 23227	804-329-3712
Winthrop Manor Assisted Living (AG) www.winthropmanor.com	2100 Idlewood Avenue Richmond, VA 23220	804-278-8982

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ASSISTED LIVING FACILITIES - continued

HENRICO COUNTY

AGENCY NAME	ADDRESS	PHONE NUMBER
Beth Sholom Gardens https://bslec.org	2001 Lauderdale Drive Richmond, VA 23233	804-754-0900
Chestnut Grove www.chestnutgroveliving.com	9010 Woodman Road Richmond, VA 23228	804-262-7333
Clara's East Assisted Living Facility (AG)	800 West Nine Mile Road Highland Springs, VA 23075	804-690-9527
Covenant Columns Manor (AG)	510 Park Avenue Richmond, VA 23223	804-222-7755
DPC Assisted Living (AG)	7205 Woodside Street Henrico, VA 23223	804-543-0462 FAX: 804-222-5557
Good Neighbor Village, Inc. www.goodneighborvillage.org	8825 Buffin Road Richmond, VA 23231	804-795-9813
Home to Heart, LLC (AG)	2009 Hobson Lane Richmond, VA 23223	804-447-1257
Love Unlimited, Inc. (AG)	708 West Washington Street Highland Springs, VA 23075	804-914-6116
Masonic Home of Virginia www.manova.org	500 Masonic Lane Richmond, VA 23223	804-222-1694
Rita's Heavenly Assisted Living (AG)	119 South Ivy Avenue Highland Springs, VA 23075	804-737-4268
Rita's Heavenly Assisted Living #2 (AG)	700 West Washington Street Highland Springs, VA 23075	804-737-4268
The Guardian Light – Glen Allen (AG)	2101 Mountain Run Drive Glen Allen, VA 23060	804-261-5824

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ASSISTED LIVING FACILITIES - continued

HANOVER COUNTY

AGENCY NAME	ADDRESS	PHONE NUMBER
Covenant Woods www.covenantwoods.com	7090 Covenant Woods Drive Mechanicsville, VA 23111	804-569-8000
Hanover Manor Assisted Living www.seniorassistedlivingrichmondva.com	809 Thompson Street Ashland, VA 23005	804-368-0110
Heritage Green Assisted Living www.heritagegreenhanover.com	7080 Brooks Farm Road Mechanicsville, VA 23111	804-723-6538
Tapp Family Home	8106 Rural Point Road Mechanicsville, VA 23116	804-690-0570
The Harmony Collection at Hanover https://www.harmonyseniorservices.com/senior-living/va/mechanicsville/meadowbridge-rd/	8227 Meadowbridge Road Mechanicsville, VA 23116	540-904-4909
The Haven Assisted Living at Cold Harbor	6367 Cold Harbor Road Mechanicsville, VA 23116	804-779-4847
Note: The Haven Assisted Living operates numerous assisted living facilities in the Mechanicsville area. You may locate others by calling the corporate office at 804-779-4847.		
YAMA Services, LLC	10046 Rinker Drive Mechanicsville, VA 23116	804-789-1158

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WEST POINT/SALUDA/GLOUCESTER

AGENCY NAME	ADDRESS	PHONE NUMBER
Assisted Living at Sanders www.riversideonline.com/sanders	7385 Walker Avenue Gloucester, VA 23061	804-693-2000
Cary Avenue Adult Home (AG)	7336 Cary Avenue Gloucester, VA 23061	804-693-7035
Commonwealth Senior Living - Gloucester House www.commonwealthsl.com	7657 Meredith Drive Gloucester, VA 23061	804-693-3116

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ASSISTED LIVING FACILITIES - continued

WILLIAMSBURG/JAMES CITY COUNTY

AGENCY NAME	ADDRESS	PHONE NUMBER
Assisted Living at Patriot's	6200 Patriots Colony Drive Williamsburg, VA 23188	757-220-9000
Brookdale Chambrel at Williamsburg www.brookdale.com <i>includes independent living</i>	3800 Treyburn Drive Williamsburg, VA 23185	757-220-1839
Colonial Manor (AG) www.colonialmanorwilliamsburg.com	8679 Pocahontas Trail Williamsburg, VA 23185	757-476-6721
Dominion Village of Williamsburg	4132 Longhill Road Williamsburg, VA 23188	757-258-3444
Edgeworth Park at New Town	5501 Discovery Park Boulevard Williamsburg, VA 23188	757-345-5005
Greenfield Senior Living www.greenfieldseniorliving.com	251 Patriot Lane Williamsburg, VA 23185	757-220-4014
Morningside of Williamsburg	440 McLaws Circle Williamsburg, VA 23185	757-221-0018
Spring Arbor of Williamsburg www.springarborliving.com	935 Capital Landing Road Williamsburg, VA 23185	757-656-4533 1-800-385-2527
St. Charles Lwanga House (AG)	2204 Jolly Pond Road Williamsburg, VA 23188	757-384-1428
St. Charles Lwanga House G (AG)	2208 Jolly Pond Road Williamsburg, VA 23188	757-345-2388
Windsor Meade of Williamsburg	3900 Windsor Hall Drive Williamsburg, VA 23188	757-941-3600
Woodhaven at Williamsburg landing	5500 Williamsburg Landing Williamsburg, VA 23185	757-253-0303

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BEREAVEMENT RESOURCES

Grief is a multifaceted response to loss, particularly to the loss of someone or something that has [died](#), to which a [bond](#) or [affection](#) was formed. Although conventionally focused on the emotional response to loss, it also has physical, cognitive, behavioral, social, spiritual, and philosophical dimensions. While the terms are often used interchangeably, bereavement refers to the state of loss, and grief is the reaction to loss.

The following resources, by themselves or in addition to your own sources, are offered as support during a difficult time.

<p>Bereaved Parents of the USA <i>Loss of a Child, Grandchild, or Sibling</i></p>	<p>www.bereavedparentsusa.org Mechanicsville Chapter Outreach Contact/Chapter Leader 804-843-4883</p>
<p>Bon Secours Bereavement Services <i>Includes a Men's Bereavement Group, Spouses' Bereavement Group, Siblings' Group and 20 Somethings Web-Based Group.</i></p>	<p>www.bonsecours.com Bon Secours Bereavement Center 7229 Forest Avenue, Suite 108 Richmond, VA 23226 804-433-4710 HospiceBereavement@bshsi.org</p>
<p>Comfort Zone Camp <i>The nation's largest bereavement camp. Comfort Zone Camps are offered free of charge to children ages 7-17 who have experienced the death of parent, sibling or primary caregiver.</i></p>	<p>http://www.comfortzonecamp.org 6606 W. Broad Street, Suite 401 Richmond, VA 23230 Toll Free: 1-866-488-5679</p>
<p>Full Circle <i>A comprehensive grief resource center for children, adults, and their families; provides comprehensive professional grief support.</i></p>	<p>www.fullcirclegc.org 10611 Patterson Avenue, Suite 201 Richmond, VA 23238 804-912-2947</p>
<p>Hospice House and Support Care of Williamsburg <i>Bereavement Social and Walking Group</i></p>	<p>4445 Powhatan Parkway Williamsburg, VA 23188 757-253-1220</p>
<p>Support Groups within Virginia <i>Find detailed professional listings for Therapy Groups and Support Groups in the United States and Canada.</i></p>	<p>https://www.psychologytoday.com/us/groups/virginia</p>

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FUNERAL ARRANGEMENTS –

Numerous funeral homes meet the needs of Charles City residents and their families. The Cremation Society of Virginia will also provide assistance. The Richmond location is located at 1927 Westmoreland St., Richmond VA 23230; Phone: 804-355-3360

BRAIN INJURY SERVICES FOR PEOPLE IN VIRGINIA

The information below is provided by the Department for Aging and Rehabilitative Services (DARS)

STATE ADMINISTERED SERVICES

The following services and programs are administered directly by the Department for Aging and Rehabilitative Services (DARS):

The **Brain Injury Services Coordination Unit (BISCU)** is located at the **Department for Aging and Rehabilitative Services (DARS)**, Virginia's designated "lead state agency" for planning and monitoring services that enhance the quality of life and vocational goals of persons with acquired brain injury. BISC Unit manages about \$6 million in programs and services, primarily through federal/state grants, and state-funded contracts with organizations across the Commonwealth. BISC Unit provides information and consultation about acquired brain injury to DARS staff and external customers. BISCU staffs the Commonwealth Neurotrauma Initiative Trust Fund and the statewide Virginia Brain Injury Council.

- **Brain Injury Direct Services (BIDS) Fund** provides short-term specialized services, assistive technology, and equipment/goods that people with brain injury may need to live more independently and move forward in their recovery. Funds are limited and can be used only if no other funding source is available ("fund of last resort"); it is recommended that you contact DARS prior to applying for funding. BIDS Fund does not pay for inpatient medical rehabilitation or any type of residential services. Individuals must be one year post-injury and meet disability and financial criteria.
- **Commonwealth Neurotrauma Initiative CNI Trust Fund**, established legislatively in 1997 for the purpose of "improving the treatment and care of Virginians with traumatic spinal cord or brain injuries", disburses funding to Virginia-based organizations, institutions, and researchers through a competitive grant process administered by DARS. The Advisory Board awards grant funds of \$5,000 to \$150,000 per year for up to three years in alternating cycles for either research or community based services grants.
- **Federal Traumatic Brain Injury (TBI) Implementation Partnership Act** funding was awarded to DARS for a four-year grant project entitled, "**Facilitating Access to Care and Enhancing Services**" for the period 2014-18. The primary goals of the grant focus on Information and Referral, Professional Training, Screening, and Resource Facilitation, all designed to expand and strengthen the state's infrastructure. Three DARS subcontractors assist in carrying out grant activities: the primary contractor is the Brain Injury Association of Virginia (BIAV). In addition, James Madison University completed a Year 1 study on the access of Virginians with brain injury to neurobehavioral services; University of Virginia will implement a brain injury screening program at eight community sites during Years 2-4. The DARS Federal grant does not provide direct services to consumers; it is a systems change grant.

Centers for Independent Living (CILs) provide services statewide that promote the independence, productivity, and leadership of people with disabilities. CILs are operated by people with disabilities who assist others to take charge of their own lives. CILs work with individuals and communities to remove barriers to independence. Services include information/referral, peer counseling, independent living skills training, and individual and systems advocacy. There are 16 CILs and four satellite CILs located throughout Virginia.

SERVICES FOR PEOPLE WITH BRAIN INJURY IN VIRGINIA – continued

Community Rehabilitation Care Management Services (CRCMS) Program provides case management and service coordination for individuals with central nervous system and other severe functional disabilities (including brain injury). Rehabilitation Specialists assist in identifying individual’s needs and identify resources to increase independent living and community integration.

Personal Assistance Services for People with Brain Injury (PAS/BI) provides personal assistance to people with significant functional limitations due to a physical disability caused by a brain injury and who are ineligible for attendant services through other sources. The consumer and a consumer-designated representative manage all aspects of employing a personal assistant. Services may include assistance getting in/out of bed, dressing, bathing, meal preparation, and housework. Priority is given to individuals at risk of institutional placement.

Vocational Rehabilitation (VR) Program is the federal/state funded program within **the Department for Aging and Rehabilitative Services (DARS)** that offers employment-related assistance to persons with disabilities, including people with brain injuries. Individuals who meet disability and financial eligibility criteria work with a Vocational Rehabilitation Counselor to jointly develop an **Individualized Plan for Employment (IPE)** that identifies an employment goal, as well as services or training to achieve that goal. Services include evaluation of skills and abilities; help determining an employment goal; counseling and guidance; vocational training; and job seeking/job placement services. Contact DARS at 800-552-5019, TTY 800-464-9950, or on line <http://vadars.org>.

Wilson Workforce and Rehabilitation Center (WWRC) is a state-funded rehabilitation facility operated by the **Department for Aging and Rehabilitative Services (DARS)** that offers an array of residential and outpatient services ranging from a comprehensive rehabilitation therapy program to vocational training to short-term assessment. Eligible individuals with acquired brain injury may receive supplemental specialized services such as neuropsychological assessment and therapy/counseling; cognitive rehabilitation services; independent living/community re-entry skills; and physical, occupational, and speech/language therapies. <https://www.wwrc.net>

STATE CONTRACTED PROGRAMS/SERVICES

The following organizations receive Commonwealth of Virginia state general funds to provide programs and/or services through contracts managed by the Department for Aging and Rehabilitative Services:

Brain Injury Association of Virginia (BIAV) provides statewide information and support to people with brain injury, family members, and professionals, BIAV services include a toll-free help-line, an information clearinghouse and resource library, referrals to brain injury-specific and general community resources, a statewide network of support groups, systems advocacy, educational events, and an adult camp for survivors. BIAV also has Regional Resource Coordinators in four areas of the state who provide information/referral, education, public awareness and resource development locally. Contact Brain Injury Association of Virginia, 1506 Willow Lawn Drive, Suite 212, Richmond, VA 23230, by phone 804-355-5748, Toll-free Help Line 800-444-6443, e-mail info@biav.net , or on-line <http://www.biav.net> .

Brain Injury Services, Inc. (BIS INC) provides information and referral, case management, supported living, and volunteer placement for people with brain injuries in **Northern Virginia**; case management is also available in the **Fredericksburg** area. In addition, BIS INC operates two clubhouses: ADAPT Clubhouse in the **Fairfax** and Westwood Clubhouse in **Fredericksburg**. Clubhouse members are actively involved in the daily operation of the clubhouse through a “work-ordered day” which leads to improved work skills and behaviors that support the

SERVICES FOR PEOPLE WITH BRAIN INJURY IN VIRGINIA – continued

community and vocational re-entry. *Contact Brain Injury Services, Inc., 8136 Old Keene Mill Road, Suite B102, Springfield, VA 22152, by phone 703-451-8881 or on-line <http://www.braininjurysvcs.org>.*

Brain Injury Services of Southwest Virginia (BISSWVA) provides information and referral, case management, Community Support Services (life skills training), and volunteer placement for individuals with brain injury residing in the LENOWISCO, Cumberland Plateau, Mount Rogers, New River Valley, and Roanoke Valley-Alleghany areas of the state. Contact Brain Injury Services of Southwest Virginia 3904 Franklin Road, Suite B, Roanoke, VA 24014-3039, by phone 866-720-1008 or on-line <http://www.bisswva.org>.

Community Brain Injury Services operates two clubhouses, The Mill House in **Richmond** and Denbigh House in **Newport News**. Clubhouse members are actively involved in daily operations of the clubhouse through a “work-ordered day” which leads to improved work skills and behaviors that support community and vocational re-entry. CBIS also offers Employee Development Services (EDS) which provides a structured and in-depth assessment of an individual’s work-related skills and abilities. Community Brain Injury Services also provides information and referral, limited case management through the clubhouse, and volunteer placement for members of the The Mill House and Denbigh House. Supported Employment (job development and placement services) is also offered at The Mill House. CBIS also employs a full-time case manager who provides long-term case management to individuals residing in the Greater Richmond metropolitan area. Contact Community Brain Injury Services, 7812 Shrader Road, Richmond, VA 23294, by phone 804-261-7050, or on-line at <http://www.communitybraininjury.org>.

Crossroads to Brain Injury Recovery (CBIR) provides information and referral, case management, Community Support Services (life skills training), and volunteer placement for individuals with brain injury in the Greater Shenandoah Valley to include the counties of **Rockbridge, Augusta, Bath, Highland, and Rockingham**; and the cities of **Harrisonburg, Lexington, Buena Vista, Waynesboro, and Staunton**. Crossroads’ main office is located in Harrisonburg on the James Madison University Campus in Blue Ridge Hall. The organization also has a satellite office at Woodrow Wilson Rehabilitation Center in Fishersville. *Contact Crossroads to Brain Injury Recovery, Blue Ridge Hall MSC 9020, Harrisonburg, VA 22807, by phone 540-568-8923, or on-line at <http://www.c2bir.org>.*

Eggleston Services, Inc. operates Beacon House, a clubhouse program for people with brain injury in the **South Hampton Roads** area. Members are actively involved in the daily operation of the clubhouse through a “work-ordered day” which leads to improved work skills and behaviors that support community and vocational re-entry. *Contact Eggleston, 1161 Ingleside Road, Norfolk, VA 23502-5608, by phone 757-858-8011, e-mail on-line infor@egglestonservices.org* **Virginia Supportive Housing (VSH)** provides case management services to resident of two community homes for people with brain injury in the Richmond metropolitan area: Independence House, which houses six individuals, is located in the Fulton Hill community, and Bliley Manor, which houses eight individuals, is located in the Southside of Richmond. Limited follow-up case management is available to individuals who have moved on to more independent residential setting.

No Limits Eastern Shore (NLES) operates No Limits, a day program for people with brain injury on the **Eastern Shore**. Day programs provide individuals with brain injury the opportunity to participate in structured activities in a supportive environment. Activities may include vocational tasks, community outings, computer training, and social/recreational activities. *Contact No Limits Eastern Shore, 149 Market Street, Onancock, Virginia 23417, by phone 757-789-3990, or on-line at www.nolimitseasternshore.com.*

SERVICES FOR PEOPLE WITH BRAIN INJURY IN VIRGINIA – continued

The Bridge Line (formerly Virginia Neurocare Foundation) administers High Street Clubhouse in **Charlottesville**. Clubhouse members are actively involved in the daily operation of the clubhouse through a “work-ordered day” which leads to improved work skills and behaviors that support community and vocational re-entry. *Contact The Bridge Line, P.O. Box 7292 Charlottesville, VA 22906 by phone 434-989-1274, or online at <http://thebridgeline.org/>.*

Virginia Supportive Housing (VSH) provides case management services to residents of two community homes for people with brain injury in the **Richmond** metropolitan area: Independence House, which houses six individuals, is located in the Fulton Hill community, and Bliley Manor, which houses eight individuals, is located in the Southside of Richmond. Limited follow-up case management is available to individuals who have moved on to more independent residential settings.

For more information through DARS:

Voice: 804-662-7000

Fax: 804-662-9532

Toll Free Number: 800-552-5019

Toll Free TTY: 800-464-9950

<http://www.vadars.org/cbs/biscis.htm>

CHARLES CITY COUNTY CONTACTS

Most Charles City County contacts can be accessed through www.co.charles-city.va.us

Administration

804-652-4701

Animal Control

829-9265

Building Development/Building Code/Inspection/Permit Center

652-4727

Commissioner of Revenue

652-2161

Community Development

652-4707

County Registrar

652-4606

Courts System*Circuit Court*

652-2105

General District Court

652-2188

Commonwealth's Attorney

652-2178

Magistrate

652-2188

Financial Services

652-4720

Emergency 911**Fire-Rescue Non-Emergency**

652-4510

*Fire Station #1 –
7100 Adkins Road
804-829-9228*

*Fire Station #2 –
106 Roxbury Industrial Cir.
804-966-7300*

*Fire Station #3 –
14330 Wilcox Neck Road
804-829-9268*

Health Department

804-829-2490

Health Services

*Charles City Regional Health
Services*

804-829-6600

History Center**804-652-1516****Human Resources**

652-4725

Heritage Public Library – Charles City

652-2450

Information Technology

652-4748

Charles City & New Kent Mental Health & Substance Abuse Services

*Providence Forge, VA
966-5959*

Parks & Recreation

652-1601

Post Offices

Charles City
804-829-2432

Providence Forge
804-966-2389

Ruthville
804-829-5222

Public Works

652-4730

Real Estate, Personal Property, Dog Tags

*Assessment
652-4738*

Schools*School Board*

652-4612

Charles City High School

652-1800

Charles City Middle School

652-2805

Charles City Elementary School

652-3800

Senior Café

804-829-6041

Sheriff's Department*Emergency*

911

Non-Emergency

804-829-9265

Social Services

804-652-1708

State Police*Non-Emergency*

1-800-552-9965

Game & Inland Fisheries

804-829-6580

Probation Officer (Juvenile)

804-966-9622

Probation Officer (Adult)

804-652-2491 or

1-757-253-4860

Treasurer's Office

652-4738

VDOT

804-829-2442

800-367-7623

Voter Registration

804-652-4606

CHILDREN: INFORMATION AND RESOURCES

Adoption and Foster Care

Website provides information on licensed Child Placing Agencies (CPA), Family Engagement, Foster Care, Promoting Safe and Stable Families (PSSF) and Services for Older Youth.

You may also call New Kent Social Services at 804-966-1853.

Virginia Department of Social Services

www.dss.virginia.gov

Autism Speaks

Website provides information on family services, advocacy, events, tool kits, Autism Apps and state specific information.

www.autismspeaks.org

Charles City County Public Schools

804-652-4612

Charles City Health Department

Services include: WIC (Women's, Infants and Children Program), Family Health Services, and Family Planning and Sexual Health.

Family Health Services includes: vaccines (shots) for people of all ages to prevent illness and physicals for eligible children entering county schools

7501 Adkins Road
Charles City, VA 23030
804-829-2490

Center for Family & Child Services

Child & Family Connection Program

Provides information on Autism Spectrum Disorder and child development milestones as well as diseases

757-229-7940

FAX: 757-229-8081

Centers for Disease Control (CDC)

Provides information on Autism Spectrum Disorder and child development milestones as well as diseases

www.cdc.gov

1-800-CDC-INFO

Commonwealth Autism Service (CAS)

CAS provides the following services: Transdisciplinary Autism Assessment Clinic, Autism Assessment Team Training, Partnerships for Capacity Development, Competent Learned model, The Learning Institute, Public Safety Training Initiative, Autism Action Groups, and Coordination with Government.

<http://www.autismva.org>

804-355-0300

Toll free: 1-800-649-8481

2201 W. Broad Street, Suite 107
Richmond, VA 23220

Child Care

Website provides information on child care guidance for parents, child day care and Children's Residential facilities (CRF).

Virginia Department of Social Services

www.dss.virginia.gov

Child Care Aware of Virginia

A community-based network of early care and education specialists whose purpose is to deliver services to families, child care professionals and communities to increase the accessibility, availability, and quality of child care in Virginia.

<http://vachildcareaware.org>

804-285-0846

800-481-1913

This list is for informational purposes and is not an endorsement of a particular agency or individual.

CHILDREN: INFORMATION AND RESOURCES - continued

Child Savers

200 North 22nd Street

Formerly Memorial Child Guidance Clinic
Guidance Clinic, Child Development Services, Trauma Response

Richmond, VA 23223
804-644-9590
www.childsavers.org

Child Support

Virginia Department of Social Services
www.dss.virginia.gov
Child Support Call Center: 1-800-468-8894 toll-free
Monday—Friday 7am to 6pm

Children’s Mental Health Resource Center

Offered by Virginia Commonwealth University Department of Psychiatry.
See www.mentalhealth4kids.org for additional information and resources

1506 Willow Lawn Drive, Suite 207
Richmond, VA 23230
804-447-2124

The Dominion School for Autism

DSFA strives to provide student education in a cost effective manner, while making it possible for children with autism to reach their fullest educational and social potential.
<http://www.dominionschool.org>

<http://www.dominionschool.org>
804-355-1011
Main Campus (Ages 6-21)
Christ United Methodist Church
6818 W. Grace Street
Richmond, VA 23226

Walnut Grove Program (Ages 2-6)
Walnut Grove Children’s Learning Center
7046 Cold harbor Road
Mechanicsville, VA 23111

Down Syndrome Association of Greater Richmond (DSAGR) First Call Program is available to new and expectant parents.

http://dsagr.com/home/new_parents

Early, Periodic, Screening, Diagnosis and Treatment (EPSDT Program)

A comprehensive and preventive child health program for individuals under the age of 21. Must be Medicaid eligible.

Virginia Department of Medical Assistance Services (DMAS)
www.dmas.virginia.gov
804-786-6134

Faison School for Autism

Uses a unique three-pronged approach of evidence-based treatment, research and community education to give each student the tools needed to improve their life’s journey.

<https://thefaisonschool.org>
1701 Byrd Avenue
Richmond, VA 23230
804-612-1947
Fax: 804-612-1956

This list is for informational purposes and is not an endorsement of a particular agency or individual.

CHILDREN: INFORMATION AND RESOURCES - continued

Healthy Families @ Thrive Virginia

www.thriveva.org

Thrive Virginia' fully accredited Charles City/New Kent Healthy Families Program provides intensive home visiting services to families, both pre- and post-natal, using the National Healthy Families model.

Services include family assessment, education and information on infant and child growth and development, home visiting, health services, family support, and referrals to community resources.

**804-966-8720
7911 Courthouse Way
New Kent, VA 23124**

Henrico Area Mental Health and Developmental Services
Early Intervention services for children at developmental risk from birth to age 3.

Charles City/New Kent Unit
804-966-5959
9403 Pocahontas Trail
Providence Forge, VA 23140

Heritage Public Library

Free resources for children include:

- *tutoring online or in-person for grades 3-12;*
- *online animated e-books for kids from Tumble Books;*
- *book club for emergent readers; Paws to R.E.A.D® Program (Reading Education Assistance Dogs®)*

www.heritagepubliclibrary.org

804-652-2450
10790 Courthouse Road
Charles City, VA 23030

Infant and Toddler Connection of Virginia

Provides early intervention supports and services to infants and toddlers from birth through age two who are not developing as expected or who have a medical condition that can delay normal development.

www.infantva.org

1-800-234-1448

Jordan's Quest, Inc.

A for profit corporation dedicated to educating parents of children age 0-18 years. Helping parents understand the different stages of childhood and teaching preventive techniques that promote positive responses from children.

www.jordansquest.com

804-393-0110
P.O. Box 2043
Mechanicsville, VA 23116

Matthew's Haven

Provides basic necessities such as gently used children's clothing, baby equipment including cribs mattresses, strollers, swings; other supplies including diapers, formula and baby food. Assistance can be provided to the families for energy and food costs.

www.matthewshaven.org

8400 St. Peter's Lane
New Kent, VA 23124
804-932-4846 ext. 3

Moms Support Group

A+ MOMS; A community support group dedicated to Moms of children with special needs. Meets on Mondays in Quinton.

For more information call:
804-932-3885

This list is for informational purposes and is not an endorsement of a particular agency or individual.

CHURCHES in CHARLES CITY COUNTY

There are many churches serving Charles City County representing most denominations.

CHURCH NAME	ADDRESS	PASTOR	PHONE
Bethany Presbyterian Church	8101 Adkins Road Charles City, VA 23030		
Cedar Grove Baptist Church	5500 Adkins Road Charles City, VA 23140	Rev. F. Wayne Henley	804-966-5227
Charles Cty Community Church	104-E Roxbury Industrial Center Charles City, VA 23030	Rev. Dr. Charlotte Mc-Swine Harris	804-966-7844
Elam Baptist Church	13060 The Glebe Lane Ruthville, VA 23147	Rev. Helen Washington-Randall	804-829-5230
First Simple Church	16401 Chickahominy Bluff Rd. Williamsburg, VA 23185	Rev Sam Frye	804-829-2002
Gilfield Baptist Church	6640 Church Lane Charles City, VA 23030	Rev. Michael Jones	804-829-5152
Glendale Community Church	8151 Warriner Road Richmond, VA 23231		804-795-2618
Jerusalem Baptist Church	14321 Sandy Point Road Charles City, VA 23030	Rev. Brian Nickalson	804-829-5540
Liberty Baptist Church	9100 Liberty Church Road Charles City, VA 23030	Rev. James Johnson, Jr.	804-829-6001
Little Elam Baptist Church	8840 Church Lane Charles City, VA 23030	Rev. Danny Patterson	804-829-2053
Memorial Unithed Methodist Church	11000 Courthouse Road Charles City, VA 23030		804-829-6411
Mt. Pleasant Baptist Church	19300 The Glebe Lane Charles City, VA 23030	Rev. Earl Kirby	804829-5015
Mt. Zion Baptist Church	11600 Willcox Neck Road Charles City, VA 23030	Rev. George Magazine	804-829-5034

This list is for informational purposes and is not an endorsement of a particular agency or individual

CHURCHES in CHARLES CITY COUNTY

There are many churches serving Charles City County representing most denominations.

New Vine Baptist Church	5100 John Tyler Memorial Hwy. Charles City, VA 23030	Interim	804-829-2151
Parrish Hill Baptist Church	12401 John Tyler Memorial Hwy. Charles City, VA 23030	Rev. Danny Tucker	804-829-2714
Peace Hill Christian Fellowship	18101 The Glebe Lane Charles City, VA 23030		757-903-9058
Samaria Baptist Church	8130 Lott Cary Road Providence Forge, VA 23140	Rev. Jay Hurley	804-829-2280
St. John Baptist Church	8131 Roxbury Road Charles City, VA 23030	Rev. Ellsworth Tait	804-829-9196
Union Baptist Church	5801 Old Union Road Charles City, VA 23030	Rev. Ronnie Fleming	804-829-2926
Westover Episcopal Church	6401 John Tyler Memorial Hwy. Charles City, VA 23030	Rev April Greenwood	804-829-2488

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CONSUMER DIRECTED FACILITATORS FOR PERSONAL CARE

CONSUMER-DIRECTED PERSONAL ASSISTANCE SERVICES (CD) help individuals with their daily needs, such as dressing, bathing, eating, and assistance with self-administration of medication. They may also be used to support individuals with their activities of daily living (ADLs) at work and other places in their communities.

Listed below are some of the Consumer Directed Facilitators serving Charles City. For additional facilitators, please access:

AGENCY NAME	ADDRESS	PHONE NUMBER
Access Child and Family Care	1769 Jamestown Road, Suite 1B Williamsburg, VA 23185-2324	757-897-1833
AGAP Consumer Directed Services	8090 Mechanicsville Turnpike, Ste. F Mechanicsville VA. 23111	804-723-1374 FAX: 804-591-0384
At Home Your Way/Moms In Motion	www.AtHomeYourWay.com Email: info@athomeyourway.com	1-844-828-5591
Blake Educations Center & Home Health Agency	5709 S. Laburnum Ave Richmond, VA 23231	804-545-1974 Fax: 1-888-314-9510
Blessed Hands in Heart	8153 Staples Mill Road Henrico, VA	804-358-0009 Fax: 804-358-0055
Commonwealth Catholic Charities	1601 Rolling Hills Drive Richmond, VA 23229	804-285-5900
Gwendolyn Taylor		757-585-1916 Fax: 804-591-0384
Ernestine Hall	7215 Foxal Road Mechanicsville, VA	804-221-0013
Home Staffing Solutions, LLC	P O Box 245 Gloucester Point, VA 23062	757-706-4584
Pathway Counseling Services (also provides agency-directed services)		804-472-7020 FAX: 877-655-9886

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DOMESTIC VIOLENCE RESOURCES

AGENCY	COMMENTS
Project Hope at Thrive Virginia HOTLINE: 1-877-966-4357 804-966-8720 www.thriveva.org	Works to eliminate domestic and sexual violence in homes and communities; provides crisis intervention, court advocacy, hospital accompaniment, supportive counseling, safety enhancement, and children's counseling.
Charles City/New Kent Victim Witness/Assistance Program 804-966-9604	If you are a victim of a crime, including domestic violence and sexual assault, the Victim Witness Program is available to help. Virginia law gives victims and witnesses certain rights and this program can help you understand your rights and know where to go for assistance.
Department of Criminal Justice Services DCJS Victims Services Section 1100 Bank Street Richmond, VA 23219 804-786-4000 https://www.dcjs.virginia.gov	The Victims Services Section develops, coordinates and funds victim/witness programs, sexual assault crisis centers, rural domestic violence and child victimization programs, and programs that combat violence against women (V-STOP). The section offers many services, training, and resources to victim service providers, law enforcement officials, prosecutors and other local government officials.
National Domestic Violence HOTLINE: 1-800-799-7233 1-800-787-3224 (TTY) www.ndvh.org	Crisis intervention, information and referral to Domestic Violence programs for victims, concerned friends, family and the public. Bilingual staff and a language line are available to non-English speaking callers. Includes a database of more than 4,000 shelters/service providers.
Virginia Department of Social Services (VDSS) Office of Family Violence 801 E. Main Street Richmond, VA 23219 804-726-7502	VDSS is the state agency charged with coordination of Domestic Violence programs. Activities include: allocation of funding to support domestic violence programs, monitoring and evaluating domestic violence programs, and technical assistance to community-based domestic violence programs.
Virginia Family Violence and Sexual Assault Hotline HOTLINE: 1-800-838-8238 (Voice and TTY)	Provides support, referrals, information and advocacy for individuals experiencing family violence, their family members and friends and professionals who work with them. The HOTLINE is accessible 24 hours a day.
Virginia Sexual and Domestic Violence Action Alliance 1118 W. Main Street Richmond, VA 23220 804-377-0335 www.vsdvalliance.org	The Action Alliance is a non-profit agency dedicated to raising awareness about sexual and domestic violence, increasing public access to resources and services, offering opportunities for professional development, and initiating legislative and policy change that will bring Virginia closer to its vision: a world free from sexual and domestic violence.
Virginia State Crime Commission Family Violence Project 1111 East Broad St, STE B036 Richmond, VA 23219 804-786-6984 http://vscc.virginia.gov	Contact for information related to Virginia's current legislative or policy initiatives.

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DOMESTIC VIOLENCE SHELTERS

A women's shelter (often alternatively called a woman's refuge or other, similar names) is a place of temporary refuge and support for women escaping [violent](#) or abusive situations, such as [rape](#) and [domestic violence](#). The managers of many of these locations have often expanded their efforts to deal with related issues such as housing [victimized children](#), both male and female, fleeing abuse as well as providing [legal aid](#) for domestic violence victims, among many other services.

Having the ability to leave a situation of violence is valuable for those who are under attack. Such situations frequently involve an imbalance of power that limits the victim's financial options. The most dangerous time for a domestic violence sufferer is on the point of exit. A person in a domestic violence situation should create an exit safety plan, to leave the situation in a safe manner

If you need help or someone you know is experiencing or in some way involved in domestic violence please recognize that there are measures to take in order to prevent further harm. If you are a victim of violence we strongly urge you to devise a safety plan for a time of extreme emergency, and the following list of Domestic Shelters will be a great start for obtaining help and vital information.

Bridges of Change Domestic Violence Shelter		Crisis Line: 804-335-4019
Chesterfield/Henrico/Richmond	Safe Harbor	804-287-7871
Gloucester/King William	Served by Avalon	Please call 757-258-5022
James City County/Williamsburg	Avalon	757-258-5051
Richmond County	Haven Shelter and Services	800-224-2836
New Kent	Bridges of Change	E-Mail: BridgesofChangeDV@gmail.com

This list is for informational purposes and is not an endorsement of a particular agency or individual.

For additional shelter resources, please visit <http://www.divorcesource.com/shelters/virginia.shtml>

For additional assistance, please contact:

Protect Hope at Thrive Virginia

HOTLINE: 1-877-966-4357

804-966-8720

www.thriveva.org

FOOD PANTRIES AND FOOD SOURCES

Special thanks to Jim Crouse of Tabernacle United Methodist for supplying the original list.

ORGANIZATION	LOCATION/ADDRESS	PHONE	HOURS
From the Heart Ministries <i>Serves up to 25 families per week in the Quinton area</i>		804-932-3885 If no answer leave message	Open on Saturdays from 3:00 to 4:00 pm; By Appointment Only
Meals on Wheels www.mowdelivers.com	1415 Rhoadmiller St. Richmond, VA 23220	804-673-5035 FAX: 804-673-5045	Please call for information on eligibility and financial assistance
<i>Meals on Wheels can also be coordinated through Senior Connections by calling 804-343-3000.</i>			
New Hope Pantry www.newhopefamily.us	6475 Parrish Road Providence Forge, VA 23140	804-932-3967	Serves New Kent & Charles City— Open Tuesdays: 4pm-5:30pm Open Saturdays: 10am-11:30am
<ul style="list-style-type: none"> • <i>Open to all individuals; there is a shared maintenance fee of \$5.00 per visit to cover operating costs; New Hope Church provides the food at no charge.</i> • <i>For the most up to date information, please access the New Hope Pantry on Facebook; or call 804-932-3967.</i> 			
New Kent Senior Citizen Food Pantry <i>This program is also known as the "Brown Bag" program.</i>	4375 Olivet Church Road Providence Forge, VA 23140	804-932-4905 804-337-1031	Open Tues, Fri and Sunday 9:30am -11:00am;
Proclaiming Grace Outreach Tabernacle Methodist Church	20051 Tabernacle Road Barhamsville, VA 23011	757-741-5070	Serves upper James City Co. & lower New Kent Co.; 1 st & 3 rd Friday; 4 pm to 6 pm
Providence United Methodist Church	4001 New Kent Highway Quinton, VA 23141	804-932-4973	Mon—Fri; 10am to noon; will open other hours if an emergency; please call
St. John Baptist Church	8131 Roxbury Road Charles City, VA 23030		1 st Thursday (need voucher, can get from any Charles City church the Sunday before 1 st Thursday)
Westover Episcopal Church Meals on Wheels	6401 John Tyler Memorial Hwy. Charles City, VA 23030	804-829-2488	Mon—Fri, 9:00 AM
Varina Episcopal Church	Varina Food Pantry 2385 Mill Road Richmond, VA 23231	804-795-5340	1 st & 3 rd Monday; 5-6 PM (Serves 23231 zip code only – need ID)

This list is for informational purposes and is not an endorsement of a particular agency or individual

HOME HEALTH CARE

HOME HEALTH CARE is the service that permits individuals to receive both long-term and short-term skilled medical and personal care in the comfort and privacy of their own home.

SKILLED MEDICAL CARE is prescribed by the physician(s) and is the in-home extension of medical care provided in the hospital or other care facility. Skilled medical care is provided by fully trained and licensed medical professionals. Skilled medical care includes but is not limited to:

- Cardiac Care
- Diabetic Care
- Catheter Care
- Lab Testing
- Intravenous Management
- Anodyne (Pain) Therapy
- Medical Social Services
- Orthopedic Care
- Wound Care
- Patient Education
- Mobile X-Ray
- Telehealth Monitoring
- Physical, Occupational and Speech Therapy

PERSONAL CARE SERVICES are life-style support services that do not require specific medical therapies or treatments. Bathing, cooking, transportation, grocery shopping, pet care and light housekeeping, are some examples of Personal Care services. Personal care services include but are not limited to:

- Meal Preparation
- Grocery Shopping
- Medication Reminders
- Companionship
- Light Housekeeping
- One-on-one Care for People Who are Hospitalized
- Assistance with Bathing and Dressing
- Transportation to Medical Appointments
- Assistance with Ambulation and Exercise
- Pet Care
- Laundry
- Respite for Family Caregivers

HOSPICE is a special concept of care designed to provide comfort and support to patients and their families when a life-limiting illness no longer responds to cure-oriented treatments.

- Hospice care is provided by a team-oriented group of specially trained professionals, volunteers and family members.
- Hospice care neither prolongs life nor hastens death. Hospice staff and volunteers offer a specialized knowledge of medical care, including pain management.
- The goal of hospice care is to improve the quality of a patient's last days by offering comfort and dignity.
- Hospice addresses all symptoms of a disease, with a special emphasis on controlling a patient's pain and discomfort.
- Hospice deals with the emotional, social and spiritual impact of the disease on the patient and the patient's family and friends.
- Hospice offers a variety of bereavement and counseling services to families before and after a patient's death.

SKILLED CARE PROVIDERS

These companies serve Charles City and New Kent County

AGENCY NAME	ADDRESS	PHONE NUMBER	ACCEPTS MEDICAID
At Home Care – Richmond	2922 W. Marshall Street Richmond, VA 23230	804-360-3400 FAX: 804-359-3036	Please call
At Home Care – Williamsburg	366 McLaws Circle, Suite 2 Williamsburg, VA 23185	757-220-2112 FAX: 757-220-2745	YES
Bayada Nurses	428 McLaws Circle; Suite 2031 Williamsburg, VA 23185	757-565-5400	YES
Brookside Home Health	460 McLaws Circle, Suite 250 Williamsburg, VA 23185	757-253-2536	YES
Southeastern Home Health Care, Inc.	7502 Lee Davis Road Mechanicsville, VA 23111	804-769-1380 FAX: 804-769-1377	YES

PERSONAL CARE PROVIDERS

These companies serve Charles City & New Kent County

AGENCY NAME	ADDRESS	PHONE NUMBER	ACCEPTS MEDICAID
Agape Home Care	350 McLaws Circle Suite 2 Williamsburg, VA 23185	757-229-6115 FAX: 757-229-6185	YES
All Nurses Care, Inc.	7293 Hanover Green Drive Suite 202E Mechanicsville, VA 23111	804-559-0322 FAX: 804-559-0344	YES
AmeriCarePlus	6689 Fox Centre Pkwy Gloucester Courthouse, VA 23061	804-694-8138	YES
At Home Care Staffing	5700 Old Richmopnd Ave, Suite D Richmond, VA 23226	804-358-0631 FAX: 804-497-2112	YES
Bayada Nurses	263 McLaws Circle; Suite 103 Williamsburg, VA 23185	757-229-0019	NO
Comfort Keepers	205 Bulifants Blvd.; Suite B Williamsburg, VA 23188	757-29-2777	NO
Covenant Home Care	9562 Kings Charter Drive, Suite 202 Ashland, VA 23005	804-569-6104	Please Call

This list is for informational purposes and is not an endorsement of a particular agency or individual.

PERSONAL CARE PROVIDERS - continued

AGENCY NAME	ADDRESS	PHONE NUMBER	ACCEPT MEDICAID
Hand N 'Heart, LLC	471 McLaws Circle, Suite A Williamsburg, VA 23185	757-565-0216 FAX: 757-565-1760	YES
Home Care Assistance	4808 Courthouse St. Suite 103 Williamsburg, VA 23188	757-220-3151	NO
James River Home Health www.JamesRiverHH.com	9100 Arboretum Parkway Suite 290 N. Chesterfield, VA 23236	804-272-3300 FAX: 804-272-3305	YES
Senior Helpers	9165 Atlee Road Mechanicsville, VA 23116	804-277-2780	NO
Synergy HomeCare of Central Virginia	11159 Air Park Road, Suite 4 Ashland, VA 23005	804-299-3479 FAX: 804-299-4016	NO
Victoria Lending Hand & Home Care	7507 Richmond Road Willaismbrug, VA 23188	757-808-5450 FAX: 757-808-5451	YES

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SKILLED AND PERSONAL CARE PROVIDERS

These companies serve Charles City County and provide both skilled care and personal care.

AGENCY NAME	ADDRESS	PHONE NUMBER	ACCEPTS MEDICAID
Accredited Home HealthCare Corp.	4602 West Grove Ct, Suite B Virginia Beach, VA 23455	757-201-3502 FAX: 757-671-3345	YES
<i>Provides care for both adults and children.</i>			
Affordable Care	1509 Cutshaw Place Richmond, VA 23226	804-477-7912	YES
Bilem Health Services/Dignity Home Care LLC	625 Piney Forest Road Suite 402B Danville, VA 24540	434-835-2964	YES
Care Advantage	7239 Mechanicsville Turnpike Mechanicsville, VA 23111	804-730-1746	YES
Commonwealth Home Health Services, LLC	9562 Kings Charter Drive Ashland, VA 23005	804-299-3292 FAX: 804-368-0382	YES
Companion Extraordinaire	5111 Lakeside Avenue Henrico, VA 23228	804-752-2205 FAX: 804-752-3403	YES

This list is for informational purposes and is not an endorsement of a particular agency or individual.

SKILLED AND PERSONAL CARE PROVIDERS - continued

Helping Hands Facilitators	938 S Church St Unit D Smithfield, VA 23430	757-279-0987	YES
Hope In Home Care	4512 John Tyler Highway Williamsburg, VA 23185	757-220-1500 Fax: 757-345-2734	YES
<i>Hope In-Home Care also provides psychiatric and pediatric services; Hope in Home Care services are also available through the Richmond Office by calling 804-396-2991 and the Gloucester Office at 804-824-9232.</i>			
Personal Touch	733 Thimble Shoals Blvd. Newport News, VA 23606	757-564-6455	YES
Professional Health Care Resources	1650 Willow Lawn Drive Suite 301 Richmond, VA 23230	804-288-8686	YES
Right At Home	208 N. 4 th Avenue Hopewell, VA 23960	804-415-7415 FAX: 804-415-7366	NO
Seniors First Choice	8005 Creighton Parkway, Suite A Mechanicsville, VA 23111	804-789-1669 FAX: 804-789-1572	YES
Sentara Home Care Services and Hospice	1100 Professional Drive Williamsburg, VA 23185	757-736-0700	YES
Southeastern Home Health Care, Inc.	7502 Lee Davis Road Mechanicsville, VA 23111	804-769-1380 Fax: 804-769-1377	YES

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HOSPICE PROVIDERS

These companies serve Charles City County; for additional hospice providers search

<http://www.caring.com/lcoal/hospices>

AGENCY NAME	ADDRESS	PHONE NUMBER	ACCEPTS MEDICAID
Asercare Hospice-- Richmond	8001 Franklin Farms Drive Richmond, VA 23229	804-282-4364	YES
At Home Care Hospice Richmond Office	2922 W Marshall Street Richmond, VA 23230	804-358-3480 FAX: 757-634-0159	YES
At Home Care Hospice Williamsburg Office	291 McLaws Circle, Suite 1 Williamsburg, VA 23185	757-634-0109 FAX: 757-634-0159	YES
Bon Secours Hospice	8580 Magellan Parkway Richmond, VA 23227	804-627-5360	YES
Care Advantage	7239 Mechanicsville Tnpke Mechanicsville, VA 23111	804-730-1746	Call to confirm
Comfort Keepers	205 Bulifants Blvd., Suite B Williamsburg, VA 23188	804-966-1997	NO
Crater Community Hospice	840 W. Roslyn Road Colonial Heights, VA	804-526-4300	YES
Hospice & Family Care	1405 Johnston Willis Dr. Richmond, VA	804-330-2300	YES
Hospice of Central Virginia	2235 Staples Mill Rd, Suite 100 Richmond, VA 23226	804-281-0451	YES
Hospice Community Care	10128 W. Broad Street Glen Allen, VA 23060	800-290-0951	YES
James River Hospice	9100 Arboretum Parkway, Suite 290 N. Chesterfield, VA 23236	804-272-3300	YES
New Century Hospice	808 Moorefield Park Drive, Suite 113 Richmond, VA 23236	804-353-2702	YES

Odyssey Hospice	8000 Franklin Farms Drive Richmond, VA 23229	804-290-4300	YES
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HOSPICE PROVIDERS - continued

These companies serve Charles City County; for additional hospice providers search <http://www.caring.com/lcoal/hospices>

Riverside Walter Reed Hospice	7358 Main Street Gloucester, VA 23061	804-693-1111	YES
Sentara Home Care Services and Hospice	1100 Professional Drive Williamsburg, VA 23185	757-736-0700	YES
Southern Care Petersburg	3321 S. Crater Road #B Petersburg, VA	804-732-5220	YES

This list is for informational purposes and is not an endorsement of a particular agency or individual.

**HOME HEALTH CARE
MEDICAL SUPPLY COMPANIES**

These companies provide a wide variety of medical equipment including, but not limited to: respiratory equipment, oxygen supplies, sleep apnea machines, lift chairs, hospital beds, walkers and wheelchairs. They also provide skilled nursing for respiratory care, monitoring and patient education. For additional providers, see the yellow pages in the phone book or search the Internet.

AGENCY NAME	ADDRESS	PHONE NUMBER	MEDICAID
All-Med Express	7145 Staples Mill Road Richmond, VA 23228	804-261-1107	YES
American Orthotic & Prosthetic Center	2000 Bremono Road #205 Richmond, VA 23230	804-353-9077 Fax: 804-353-9159	YES
American Orthotic & Prosthetic Center	2206 Executive Drive; Suite C Hampton, VA	757-827-6989 FAX: 757-548-5657	YES
Apria Healthcare	2808 E. Parham Road Richmond, VA 23228	804-553-4964	YES
Capital Medical Supply	2233 Tomlynn Street Richmond, VA 23230	804-353-0707	YES
Health First Home Medical	8143 Staples Mill Road Richmond, VA 23228	804-266-2002 800-247-7636 Fax: 804-266-1025	YES
Home Care Delivered	11013 West Broad Street Glen Allen, VA 23060	800-565-5644 FAX: 888-565-4411	YES
LinCare	2801 Ackley Avenue Richmond, VA 23228	804-355-2323	YES
Medical Home Outfitters	1117 Old Colony Lane Williamsburg, VA 23185	757-220-9502	YES
Roberts Home Medical, Inc. Newport News Office	700 Thimble Shoals Blvd. #105 Newport News, VA 23605	757-599-9080 800-322-4679 Fax: 757-599-3855	YES
Roberts Home Medical, Inc. Richmond Area Office	340 South Hill Carter Pkwy Ashland, VA 23005	804-798-4600 800-752-7317	YES

Virginia Home Medical	11842 Canon Blvd. Newport News, VA 23606	757-873-1700 Fax: 757-873-0460	YES
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ADAPTIVE CLOTHING, EQUIPMENT RESOURCES, AND SUPPORTS

Thank you to Denise Scruggs from the Beard Center on Aging at Lynchburg College for this information.

COMPANY AND WEBSITE	ADDRESS	PHONE NUMBER
Maddak – SP Ableware www.maddak.com	6 Industrial Road Pequannock, NJ 07440	973-628-7600 1-800-443-4926
<i>Maddak is a leading manufacturer of home healthcare products for seniors, people with disabilities and people recovering from injuries and illnesses. Marketed under the Ableware® brand name, their products are designed to make daily living activities easier.</i>		
The Alzheimer’s Store www.alzstore.com	3197 Trout Place Road Cumming, GA 30041	678-947-4001 1-800-752-3238
<i>Offers a wide range of Alzheimer’s therapy products to help individuals live in a safer home with a secure sense of mind.</i>		
Buck and Buck www.buckandbuck.com	3111 27 th Avenue South Seattle, WA 98144	1-800-458-0600
<i>Offers a wide variety of adaptive clothing and footwear to help restore self-dressing independence or make assisted dressing much easier.</i>		
Foundation for Rehabilitation Equipment and Endowment www.free-foundation.org	Richmond Chapter 6301 Midlothian turnpike Richmond, VA 23225	804-920-9828
Harris Communication www.harriscomm.com	15155 Technology Drive Eden Prairie, MN 55344	1-800-825-6758
<i>Offers a variety of products for the hearing impaired and individuals needing speech assistance.</i>		
Hearing Loss Association of America (HLAA) Greater Richmond Chapter	http://www.hlagreaterrichmond.com	804-539-1217
<i>Provides assistance and resources for people with hearing loss and their families; other Virginia chapters can be located through the main website at www.hearingloss.org</i>		
Learning, Sight and Sound www.lssgroup.com	145 River Rock Drive Buffalo, NY 14207	1-800-468-4789 TTY: 866-317-8533
<i>Catalog of products for the visually impaired and hard of hearing.</i>		
Silvert’s Adaptive Clothing and Footwear www.silverts.com	3280 Steeles Ave. West Suite 18 Concord, Ontario, Canada L4K 2Y2	905-738-4545 1-800-387-7088
<i>Offers a wide variety of adaptive clothing and footwear to help restore self-dressing independence or make assisted dressing much easier.</i>		

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HOSPITALS AND MEDICAL CARE

IF YOU HAVE AN EMERGENCY, PLEASE DIAL 911

A hospital is a [health care](#) institution providing [patient](#) treatment by specialized staff and equipment. Hospitals often, but not always, provide for [inpatient care](#) or longer-term patient stays. Hospitals usually are distinguished from other types of medical facilities by their ability to admit and care for inpatients whilst the others often are

AGENCY NAME	ADDRESS	PHONE NUMBER
Children’s Hospital of Richmond at VCU	1308 Sherwood Avenue Richmond, VA 23220	804-828-2467
Chippenham Hospital	7101 Jahnke Road Richmond, VA 23225	804-483-0000
Cumberland Hospital for Children and Adolescents	9407 Cumberland Road New Kent, VA 23124	800-368-3472
<i>Serves children and adolescents with chronic brain disease, brain injury, neurological impairment and other medical conditions; treatment center for complex needs</i>		
Henrico Doctors’ Hospital	1602 Skipwith Road Richmond, VA 23229	804-289-4500
Hunter Holmes McGuire VA Medical Center	1201 Broad Rock Boulevard Richmond, VA 23249	804-675-5000 Fax: 804-675-5581
John Randolph Medical Center	411 W. Randolph Road Hopewell, VA 23860	804-541-1600
Johnston-Willis Hospital	1401 Johnston Willis Drive Richmond, VA 23235	804-483-5000
Medical College of Virginia Hospital	1200 E. Broad Street Richmond, VA 23298	804-828-0234
Memorial Regional Medical Center—Bon Secours	8260 Atlee Road Mechanicsville, VA 23116	804-764-6000
Parham Doctors’ Hospital	7700 E. Parham Road Richmond, VA 23294	804-747-5600
Retreat Doctors’ Hospital	2621 Grove Avenue Richmond, VA 23220	804-254-5100

described as clinics.

HOSPITALS AND MEDICAL CARE

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Richmond Community Hospital Bon Secours	1500 N 28 th Street Richmond, VA 23223	804-225-1700
Riverside Doctors Hospital Williamsburg	1500 Commonwealth Avenue Williamsburg, VA 23185	757-585-2200
Sentara Williamsburg Medical Center	100 Sentara Circle Williamsburg, VA 23188	757-984-6000
Southside Regional Medical Center	200 Medical Park Blvd. Petersburg, VA 23805	804-765-5000
St. Francis Hospital Bon Secours	13710 St. Francis Blvd. Midlothian, VA 23114	804-594-7300
St. Mary's Hospital Bon Secours	5801 Bremo Road Richmond, VA 23226	804-285-2011
VCU Medical Center www.vcuhealth.org	1250 East Marshall Street Richmond, VA 23298	804-828-9000

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**HOSPITALS/MEDICAL CARE
NON EMERGENCY/URGENT CARE FACILITIES**

AGENCY NAME	ADDRESS	PHONE NUMBER
BetterMed Urgent Care 8:00 am – 8:00 pm daily	5215 W. Broad Street Richmond, VA 23230	804-554-5688
Med Express Urgent Care 8:00 am – 8:00 pm daily	4903 Nine Mile Road Richmond, VA 23223	804-222-3549
Med Express Urgent Care 8:00 am – 8:00 pm daily	11603 Midlothian turnpike Midlothian, VA 23113	804-378-3739
Patient First – Colonial Heights 8:00 am – 10:00 pm daily	12101 S Chalkley Road Chester, VA 23831	804-796-3636
Patient First – Colonial Heights 8:00 am – 10:00 pm daily	1260 Temple Avenue Colonial Heights, VA 23834	804-518-2597
Patient First – Midlothian 8:00 am – 10:00 pm daily	8110 Midlothian Turnpike Richmond, VA 23235	804-320-8160
Patient First – Mechanicsville 8:00 am – 10:00 pm daily	7238 Mechanicsville Turnpike Mechanicsville, VA 23111	804-559-9900
Velocity Urgent Care 8:00 am – 8:00 pm daily	4374 New Town Avenue #100 Williamsburg, VA 23188	757-772-6124

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NON-EMERGENCY CARE

Non-emergency health care is available through local doctor's offices, visiting physicians and medical centers.

- **Charles City Regional Health Services (CCRHS)** serves Charles City County residents and offers a sliding fee scale as a way for low income individuals to afford health care services. The sliding fee is based upon family size and income. **Charles City Regional Health Services** is located at 9950 Courthouse Road, Charles City, VA 23030. For more information about CCRHS, please call 804-829-6600 or go to www.cvhsinc.org/ccrhs.html
- **Visiting Physicians Association (VPA):**
 - Richmond Office: 804-687-4793 or 855-803-9352
 - Williamsburg Office: 757-941-5600 or 866-586-6302

HOTLINE NUMBERS

These numbers are available 24 hours a day, 7 days a week:

Adult Protective Services	HOTLINE	Toll free: 1-888-832-3858
Child Protective Services	HOTLINE	Toll free: 1-800-552-7096 Virginia: 1-804-786-8536
Project Hope at Thrive Virginia	HOTLINE	1-877-966-4357
Family Violence & Sexual Assault	HOTLINE	Toll free: 1-800-838-8238
Henrico Mental Health Charles City/New Kent residents	CRISIS HOTLINE	Emergency number: 804-727-8484 TDD: 804-727-8484
Henrico Mental Health Henrico residents	CRISIS HOTLINE	Emergency number: 804-727-8484 TDD: 804-727-8484
Homeless Crisis Line	CRISIS HOTLINE	804-972-0813
Greater Richmond Regional Resources	HOTLINE	804-972-0813
Virginia Veterans Crisis Line	SUICIDE PREVENTION HOTLINE	1-800-273-/8255

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ADULT PROTECTIVE SERVICES (APS)

Any person, including financial institutions, may report suspected abuse, neglect or exploitation to Adult Protective Services. If you or someone you know is being mistreated, contact your local department of social services and ask for an APS worker, or call the 24-hour, toll-free hotline number provided above.

CHILD PROTECTIVE SERVICES (CPS)

Anyone can report suspected child abuse or neglect to Child Protective services. If you or someone you know is being mistreated, contact your local department of social services and ask for a CPS worker, or call the 24-hour, toll-free hotline number provided above.

For APS and CPS, callers will be asked to provide as much information as possible about the child, the alleged abuser and the incident. You are not required to give your name when you make the report, but if you do identify yourself, the local department of social services will be able to contact you for further information if needed and will be able to inform you of actions that were taken.

PERSONS IN CRISIS

HENRICO MENTAL HEALTH

IN AN EMERGENCY— Charles City/New Kent residents call: 804-727-8484
 Henrico residents also call: 804-727-8484
 TDD: 804-727-8496

Crisis number after 4:30 pm: 804-727-8484

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 risk of suicide, risk of danger to others, and emergencies related to alcohol or drug abuse or addiction.

When appropriate, services are provided to individuals who have suffered recent trauma, those who are experiencing overt psychotic symptomatology and victims of physical and sexual abuse. All these individuals experience a high degree of acute psychological stress, limited personal resources to deal with the stress and may well be dangerous to self or to others. They are generally considered to be in crisis and may suffer serious psychological and/or physical harm. These individuals require prompt, professional intervention.

Types of situations requiring immediate intervention include:

- Acute suicidal situations
- Violent behavior
- Significant depression or anxiety
- Alcohol or drug-related emergencies
- Acute mental illness
- Acute child and adolescent problems
-

Outpatient Emergency Services:

- Telephone Counseling
- Face-to-face Crisis Therapy for individuals, couples, and families
- Psychiatric Evaluations
- Chemotherapy
- Pre-screening for hospitalization (voluntary and involuntary)
-

When someone requires intensive treatment, the Agency provides inpatient services through relationships with local private hospitals or state hospitals. Information about and referral to other community services are also provided when appropriate.

HOUSING AND HOME REPAIR PROGRAMS

ACCESSIBILITY

Under the Americans with Disabilities Act, every apartment community newly constructed in the last ten years must have physically accessible units and landlords must allow reasonable accommodations to be made. Sometimes simple modifications to the home where the individual currently lives may make it possible for him/her to remain at home. If you need more information about accessibility, call the Statewide Information and Referral System at 1-800-230-6977.

AFFORDABILITY

Finding an affordable place to live is important to everyone; however, individuals on fixed incomes often have difficulty finding such places. For more information on housing assistance programs, call Housing Opportunities Made Equal (HOME) at 1-804-354-0641 or the Virginia Housing Development Authority (VHDA) at 1-804-782-1986.

For additional information on housing accessibility, affordability or home modifications contact:

AGENCY NAME	ADDRESS	PHONE NUMBER
The ADA Information Center for the Mid-Atlantic Region www.adainfo.org	451 Hungerford Drive; Suite 607 Rockville, Maryland 20850	1-800-949-4232 1-301-217-0124
Centers for Independent Living Contact the Statewide Information & Referral System OR visit www.vadrs.org		1-800-230-6977
Habitat for Humanity www.richmondhabitat.org	2281 Dabney Rd. Suite A Richmond, VA 23230	804-232-7001
<i>Habitat for Humanity Repair Corps program —Richmond Metropolitan Habitat for Humanity and The Home Depot Foundation launched a new program to repair the homes of US military veterans and their families. For information, please call 804-232-7001.</i>		
Project: HOMES (formerly Elder Homes) www.projecthomes.org	88 Carnation Street Richmond, VA 23225	804-233-2827 Fax: 804-230-0778
<i>Project: HOMES improves the lives and living conditions of low income seniors, disabled residents and qualified homeowners in Central Virginia by making critical home repairs and improvements. Core Services include: weatherization, rehabilitation, revitalization and conservation.</i>		
Housing Opportunities Made Equal (HOME) https://homesofva.org	626 East Broad Street, Suite 400 Richmond, VA 23219	804-354-0641
<i>HOME is a private non-profit fair housing organization, which provides free information, assistance and comprehensive housing counseling services.</i>		

This list is for informational purposes and is not an endorsement of a particular agency or individual.

HOUSING AND HOME REPAIR PROGRAMS - continued

Housing Partnerships, Inc. https://www.housingpartnerships.org	115 Palace lane Williamsburg, VA 23185	757-221-0225 Fax: 757-221-0444
<i>Note: HPI is a locally funded non-profit agency that provides vital housing repair services to very low income individuals and families who are unable to help themselves due to sickness, disability or lack of financial resources.</i>		
Housing and Urban Development (HUD) http://www.hud.gov/local/rich/index.html	600 E. Broad Street Richmond, VA 23219-4920	804-771-2100 800-842-2610
National Accessible Apartment Clearinghouse (NAAC)	201 N. Union Street; Ste. 200 Alexandria, VA 22314	1-800-421-1221
Proclaiming Grace Outreach at Tabernacle United Methodist Church** www.proclaiminggraceoutreach.com	20051 Tabernacle Road Barhamsville, VA 23011	757-741-5070
Thrive Virginia Homeless Intervention Program (HIP) www.thrive.org	10718 Ballantraye Dr.; Ste. 402 Fredericksburg, VA 22407	540 -479-4363
SouthEast Rural Community Assistance Project, Inc. (SERCAP) www.southeactrcap.org/virginia	347 Campbell Avenue, SW Roanoke, VA 24016	540-345-1184
<i>SERCAP has funds available for grant and loan programs for low to moderate income individuals and families to assist them with their water and wastewater needs.</i>		
United States Department of Agriculture (USDA)	Rural Development 1606 Santa Rosa Rd; Ste. 239 Richmond, VA 23229	804-287-1550
<i>Makes direct loans when borrowers cannot finance elsewhere.</i>		
Virginia Housing Development Authority (VHDA)	601 S. Belvidere Street Richmond, VA 23220	804-782-1986 1-877-843-2123
<i>Provides first-time homebuyers with low-cost home mortgage loans.</i>		
Office for Aging Services Division for Community Living www.vda.virginia.gov	1610 Forest Avenue, Suite 100 Henrico, VA 23229	804-862-9333 1-800-552-3402

This list is for informational purposes and is not an endorsement of a particular agency or individual.

****Proclaiming Grace Outreach** primarily serves the lower end of New Kent County from Cooks Mill Road to Eltham and to the edge of Providence Forge. They operate a food pantry (see Food Sources list) and a Thrift Store called Thrift Spot, which is located at Highway 30 and Stage Road. Thrift Spot offers inexpensive clothing (shirts for \$.50), some furniture and is open Saturday from 8am to 4pm. Proclaiming Grace also makes home repairs and builds handicap ramps on a case by case basis.

HOMELESS SERVICE AGENICES

This is a partial list of agencies working on solutions to homelessness in the greater Richmond area and providing services to the homeless population. There may be other agencies in your area that provide similar services. **Homeward** is the planning and coordinating organization for homeless services in the greater Richmond region. The organization's mission is to prevent and end homelessness in the Richmond region. For additional agencies and information, please go to www.homewardva.org.

CARITAS

Population served: men, women, children, families, Veterans, large families with adolescent children, male-head-of-household families, two-parent families, people experiencing mental illness, people with addictions, people with disabilities, survivors of domestic abuse or violence, people re-entering the community after incarceration.

Services: short-term shelter, assessment and referral, case management, furniture bank, substance abuse counseling, financial literacy, parenting education, food, laundry, shower, banking services, employment readiness.

Phone numbers: 804-358-0964 (shelter); 804-343-5008 (Furniture Bank)

Furniture Bank: 1125 E. Commerce Road, Richmond, VA 23224

COMMONWEALTH CATHOLIC CHARITIES—Point of Entry

Population served: men, women, children, youth, families, Veterans, people experiencing mental illness, people with disabilities, survivors of domestic abuse or violence, people re-entering the community after incarceration

Services: Assessment and referral, Short-term shelter, Case management, financial assistance, financial literacy and education, Food

Phone number: 804-648-4177

FREEDOM HOUSE

Population served: men, women, people experiencing mental illness, people in recovery

Services: short-term shelter, long-term shelter, case management, assessment & referral, food

Phone number: 804-233-4064

HOMEAGAIN

Population served: men, women, children, youth, families, Veterans, people experiencing mental illness, people in recovery, people with disabilities, survivors of domestic abuse or violence, people re-entering the community after incarceration

Services: short-term shelter, long-term shelter, case management, recovery program, intensive services, financial literacy and education, assessment and referral, food

Phone number: 804-358-7747 Ext. 104

Housing Crisis Line: 804-972-0813

This list is for informational purposes and is not an endorsement of a particular agency or individual.

HOMELESS SERVICE AGENICES - continued

OAR

Population served: people re-entering the community after incarceration

Services: case management, clothing, job search assistance, assistance in obtaining ID documents, substance abuse counseling, GED classes, HIV awareness and testing, work boots, work tools, transportation assistance, job retention incentives, Workforce one Stop services onsite, budgeting

Phone number: 804-643-2746

RICHMOND FRIENDS OF THE HOMELESS

Population served: men, women, children, youth, families, Veterans, people experiencing mental illness, people in recovery, people with disabilities, survivors of domestic abuse or violence, people re-entering the community after incarceration

Services: Food, clothing, personal hygiene items, blankets, etc.

Phone number: 804-608-0971

VIRGINIA SUPPORTIVE HOUSING

Population: men, women, and families

Services: permanent supportive housing (permanent rental housing with support services), housing location assistance, financial literacy, credit and debt management counseling, foreclosure/mortgage default counseling and homebuyer education

Phone number: 804-525-1951 (intake); Other contact: 804-788-6825

This list is for informational purposes and is not an endorsement of a particular agency or individual.

LEGAL SERVICES

These programs provide a wide variety of legal services. Some provide legal service and some provide general information regarding your legal rights. None of these should be considered as a substitute for personal legal counsel.

AGENCY	ADDRESS	PHONE NUMBER
AARP www.aarp.org		888-687-2277
American Civil Liberties Union of Virginia www.acluva.org	701 E. Franklin Street, Suite 1412 Richmond, VA 23219	804-644-8022
Central Virginia Legal Aid Society www.cvias.org	101 West Broad Street, #101 Richmond, VA 23220	800-868-1012
Commonwealth Mediation Groups, Inc. www.cmg-foundation.org	9100 Arboretum Parkway, Suite 190 Richmond, VA 23219	804-254-2664
Equal Employment Opportunity Commission www.eeoc.gov	400 N. 8 th Street, Suite 350 Richmond, VA 23219	804-771-2200 800-669-4000 TTY 800-669-6820
Legal Information Network for Cancer (LINC) www.cancerline.org	1459 Johnston Willis Drive Richmond, VA 23235	804-272-5462, Ext 4 877-644-5462
National Association for the Advancement of Colored People (NAACP)	P O Box 27212 Richmond, VA 23261	804-321-5678
Statewide Senior Legal Helpline		844-802-5910
Virginia Academy of Elder Law Attorneys www.VAELA.org		
Virginia Lawyer Referral Service www.vlrs.net	707 East Main Street, Suite 1500 Richmond, VA 23219	804-775-0808 800-552-7977
Virginia Office of Protection and Advocacy disability Law Center of Virginia www.dlcv.org	1910 Byrd Avenue, Suite 5 Richmond, VA 23230	804-225-2042 800-552-3962 TTY/TDD 225-2042
Virginia Poverty Law Center www.vplc.org	700 East main Street, Suite 1410 Richmond, VA 23219	804-782-9430

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MEDICARE, MEDICAID AND FAMIS

MEDICARE

Health coverage for certain services is offered to individuals who exceed a certain age, as well as individuals of any age who are disabled and meet other eligibility requirements.

Part A is hospital insurance, which helps to pay hospital bills and some follow-up care.

Part B is medical insurance, which helps to pay doctors' bills and other services.

Call 1-800-MEDICARE (633-4227) or (TTY/TDD) 1-877-486-2048 for assistance or visit www.medicare.gov

You may also contact the Social Security office at 1-800-772-1213 for information about disability determinations. People who are deaf or hard of hearing may call the toll free TTY# at 1-800-325-0778 or visit www.ssa.gov.

MEDICAID

Medicaid provides comprehensive medical insurance and Medicare premium assistance for the aged, blind, or individuals with disabilities, or families with children who meet specific criteria. The Charles City Department of Social Services (804-966-1853) can determine if someone qualifies. Information is also available through The Statewide Information and Referral System at 1-800-230-6977 or visit <http://dmasva.dmas.virginia.gov>

VIRGINIA'S NEW HEALTH CARE COVERAGE FOR ADULTS (MEDICAID EXPANSION)

Beginning January 1, 2019, more adults in Virginia will have access to quality, low-cost and no-cost health insurance. Virginians aged 1-64 can submit an application to get the health care they need so they do not have to worry about getting sick or having an accident. The new coverage includes hospital stays, doctor visits, preventive care, prescription drugs and much more.

Way to Apply for Medical Assistance:

- Call the Cover Virginia Call Center at 1-855-242-8282 (TDD: 1-888-221-1590) to apply on the phone Mon-Fri 8:00 am to 7:00 pm and Sat: 9:00 am to 12:00 pm
- Complete an online application at Common Help: www.commonhelp.virginia.gov
- Complete an online application at The Health Insurance Marketplace: www.healthcare.gov
- Call the Virginia Department of Social Services Enterprise Call Center at 1-855-635-4370 (if you also want to apply for other benefits)
- Mail or drop off a paper application to Charles City Department of Social Services (mailing may take longer than other methods of applying)

FAMIS (Family Access to Medical Insurance Security)

FAMIS is Virginia's program that helps working families provide health insurance to their children. FAMIS covers all the medical care growing children need to avoid getting sick, plus medical care when they do get sick or hurt. FAMIS MOMS and Medicaid for pregnant women provide completes health care including dental coverage for women when they are expecting a baby.

For information call 1-866-873-2647, (TDD) 1-888-221-1590 or visit www.famis.org. Individuals may also contact Charles City Social Services at 804-652-1708. You can learn more about Virginia's Medicaid, FAMIS and Pan First programs by visiting www.coverva.gov

MENTAL HEALTH AND COUNSELING SERVICES

*Please also see the **Persons in Crisis** under the **HOTLINE** numbers list.*

AGENCY NAME	ADDRESS	PHONE NUMBER
Henrico Area Mental Health & Developmental Services—Main Office	10299 Woodman Road Glen Allen, VA 23060	804-727-8500 Fax: 804-727-8580
Henrico Area Mental Health & Developmental Services—East Center Office	3908 Nine Mile Road (eff. 6-24-19) Henrico, VA 23223	804-727-8100 Fax: 804-236-9148
Henrico Mental Health & Developmental Services—Charles City/ New Kent	9403 Pocahontas Trail Providence Forge, VA 23140	804-966-5959 Fax: 804-966-5694
Cypress Enterprises	101-A Roxbury Industrial Center Charles City, VA 23030	804-966-5753 Fax: 804-966-5581

Henrico Area Mental Health & Developmental Services serves children and adults who live in Charles City, New Kent or Henrico Counties.

Charles City/New Kent Mental Health and Substance Abuse Services—

Providence Forge Office Hours of Operation:

Monday, Wednesday and Friday – 8:30 am to 5:00 pm

Tuesday and Thursday – 8:30 am to 8:30 pm

*Closed daily from 12:00 pm – 1:00 pm for lunch

CRISIS NUMBER AFTER 4:30 PM: (804) 727-8484

Services available:

- Individual, couples and family therapy
- Substance abuse groups
- Anger management group
- Psychiatrist for medication management for adults (Children are seen by the psychiatrist in the East Center on Laburnum Avenue)
- Case management for individuals with a long term mental illness
- Mental health support services for individuals with a long term mental illness
- Prescreening for psychiatric hospitalization between hours of 8:30 am – 4:30 pm.

Developmental Services —

Developmental Services provide supports to children and adults who live in Charles City, Henrico and New Kent with intellectual disabilities and children with developmental delay up to age 3 years. Case Management and Early Intervention Services are provided at the Providence Forge and the East Center Offices. Case Management and Employment and Day Services are provided at the Cypress Enterprises Office.

Intake Number for Case Management for Individuals with Intellectual Disability: 804-727-8515

Referral Number for Early Intervention Services (birth to 3): 804-727-8372

Services available:

- Case Management/ Service Coordination for individuals with intellectual disability
- Employment and day services for individuals with intellectual disability
- Early intervention services for children at developmental risk from birth to age 3

MENTAL HEALTH AND COUNSELING SERVICES

There are numerous counseling services available in the Richmond and Williamsburg area. Mental Health services include, but are not limited to, treatment and counseling for a wide range of mental health issues such as grief, drug and alcohol addiction and prevention, senior services, marriage and family counseling, mental illness, depression and anxiety.

A primary care physician (PCP) or other doctor can also make a recommendation for mental health services based upon an individual's needs. Services are available through these providers and related organizations as well as many others:

AGENCY NAME	ADDRESS	PHONE NUMBER
Alcoholics Anonymous (AA) www.aarichmond.org		Hotline: 804-355-1212
Al-Anon www.va-al-anon.org	CJW/Johnston Willis Campus Richmond, VA	804-330-2000
Beacon Counseling and Consulting	372 McLaws Circle #2 Williamsburg, VA	757-564-3100
Central Virginia Health Services Charles City Regional Health Services	9950 Courthouse Road Charles City, VA 23030	804-829-9601
Children's Mental Health Resource Center www.chrichmond.org/children's-mental-health-resource-center.htm	1308 Sherwood Avenue Richmond, VA 23230	Information: 804-828-9897
<i>Offered by Children's Hospital of Richmond at Virginia Commonwealth University; a program of the Virginia Treatment Center for Children</i>		
Co-Dependents Anonymous <i>Please see website for locations and times</i>	http://coda.org	
Crisis One Community Crisis Stabilization		24 hr. referral line: 804-980-5373
Dominion Behavioral Health	2305 N. Parham Road, Ste 3 Richmond, VA 23229	804-270-1124
EMS of Virginia http://emsofvirginia.com	EMS of Virginia Administrative Office 707 N. Courthouse Road North Chesterfield, VA 23236	804-332-5696
Journey House Foundation www.journeyhouserecovery.org	6401 Horsepen Road Richmond, VA 23226	804-956-4986
<i>A holistic, peer recovery program teaching individuals to live a recovery lifestyle and achieve a thriving life.</i>		
John Randolph Medical Center www.johnrandolphmed.com	411 West Randolph Road Hopewell, VA 23860	804-541-1600

This list is for informational purposes and is not an endorsement of a particular agency or individual

MENTAL HEALTH AND COUNSELING SERVICES - continued

Key Independent Development Services	3212 Skipwith Road, Suite 110 Henrico, VA 23294	804-303-8162 FAX: 804-447-1591
<i>Provides Mental Health Skills Building Services; MUST have Medicaid</i>		
Mental Health Association of Virginia	2008 Bremono Road, Suite 101 Richmond, VA 23226	804-257-5591 CRISIS HOTLINE: 1-800-273-8255
NAMI – National Alliance on Mental Illness Central Virginia www.namicalcentralvirginia.org	1904 Byrd Avenue, Suite 207 Richmond, VA 23230	804-285-1749
Narcotics Anonymous (NA) www.na.org	CJW/Johnston Willis Campus Richmond, VA	804-330-2000
New Directions Community Outreach Services	3105 W. Marshall Street: Clay Building, Suite 103 Richmond, VA 23230	804-447-8419 FAX: 804-447-8424
<i>Offers a variety of community based services</i>		
Richmond Behavioral Health Authority	107 South Fifth Street Richmond, VA 23219	804-819-4000 CRISIS HOTLINE: 804-819-4100
Richmond Road Counseling Center	1001 Richmond Road #2w Williamsburg, VA	757-220-2669
Riverside Behavioral Health www.riversideonline.com	120 Kings Way Ste. 2800 Williamsburg, VA	757-345-3020
Start Your Recovery	https://startyourrecovery.org	
<i>Offers people a single source of relatable, reliable information at any stage of their recovery journey</i>		
The FIX Ministry www.TheFixRVA.com	4465 Mr. Olive Cohoke Road King William, VA 23086	804-801-9644
<i>A non-profit providing comprehensive assistance to people from all walks of life who have serious life controlling issues, such as drugs or alcohol</i>		
The Pavilion at Williamsburg Place www.pavilionwp.com	5483 Mooretown Road Williamsburg, VA 23188	757-565-0106
Tucker Pavilion at Chippenham Hospital	7101 Jahnke Road Richmond, VA 23225	804-483-0050
Virginia Department of Behavioral Health & Developmental Services www.dbhds.virginia.gov	1220 Bank Street Richmond, VA	804-786-3921

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NON-PROFIT ORGANIZATIONS

AGENCY NAME	ADDRESS	PHONE NUMBER
Alzheimer's Association	4600 Cox Road, Ste. 130 Glen Allen, VA 23060	804-967-2575 24 hour helpline: 1-800-272-3900
American Red Cross	420 E. Cary Street Richmond, VA	804-780-2250
Charles City Regional Health Services (CCRHS) www.cvhsinc.org/ccrhs.html	9950 Courthouse Road Charles City, VA 23030	804-829-6600
Chickahominy Medical Reserve Corps		www.vamrc.org 804-501-4532
<i>Sustains community-based volunteer organizations providing education to the public on health and safety; and, supports the Chickahominy Health District in emergency preparedness, mitigation and response.</i>		
Cornerstone Support Services www.cornerstonesupportservices.com	3610 B N. Courthouse Road Providence Forge, VA 23140	804-932-3333
<i>Provider of support services for adults with developmental disabilities; residential support, transportation services, thrift stores and community engagement</i>		
Dream Catchers www.Dreamcatchers.org	10120 Fire Tower Road Toano, VA 23168	757-566-1775
<i>Offers equine-assisted activities and therapies for children and adults with special needs</i>		
F.R.E.E. Foundation for Rehabilitation Equipment & Endowment http://www.free-foundation.org/richmond	6301 Midlothian turnpike Richmond, VA 23225	804-920-9828 FAX: 804-767-4417
<i>The F.R.E.E. Foundation is a volunteer led non-profit that provides mobility rehabilitation equipment to help people regain their mobility and independence</i>		
Katie Soles www.Katiessoles.com	P.O. Box 34852 Chesterfield, VA 23234	Katies.soles@gmail.com

offers new and slightly used shoes to individuals in need *services in the greater Richmond region.*

Homeward - Home www.homewardva.org	9211 Forest Hill Ave., Suite 200 Richmond, VA 23224	804-343-2045 804-972-0813 – Crisis Line
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Planning and coordination for homeless services in the greater Richmond region.

NON-PROFIT ORGANIZATIONS - continued

Human Kind	908 N. Thompson Street Richmond, VA 23230	804-461-3585 804-303-8523 Email: ssnider@humankind.org
Jewish Family Services Legal Aid	6718 Patterson Avenue Richmond, VA 23226	804-282-5402 Fax: 804-285-0006
Matthew's Haven	8400 St. Peter's Lane New Kent, VA 23124	804-932-4846 ext. 3
<i>Matthew's Haven is an interim relief assistance program that provides basic necessities to all families with children who need help temporarily or on a consistent basis until the families are able to be self-supporting for their children.</i>		
Meals on Wheels	1415 Rhoadmiller Street Richmond, VA 23220	804-673-5035 Fax: 804-673-5045
National MS Society Central Virginia Chapter www.MSVirginia.org	4200 Innslake Drive, Suite 301 Glen Allen, VA 23060	804-353-5008
Patient Advocate Foundation http://patientadvocate.org	421 Butler Farm Road Hampton, VA 23666	1-800-532-5274 FAX: 757-873-8999
<i>Provides professional case management services to individuals with chronic, life threatening and debilitating illnesses; mediation assuring access to care, maintenance of employment and preservation of financial stability</i>		
Poison Control		1-800-222-1222
Proclaiming Grace Outreach (PGO) www.pgova.com	20051 Tabernacle Road Barhamsville, VA 23011	757-741-5070
<i>Provides a holistic approach to the needs of the community by providing food, inexpensive clothing, furniture, household items and other services</i>		
Thrive Virginia Community Action Agency www.thriveva.org	7911 Courthouse Way, Suite 300 New Kent, VA 23134	804-966-8720
<i>Provides assistance with rent and mortgage assistance, domestic violence and sexual assault intervention and prevention, home visiting services to new families, youth development, financial, and small business services.</i>		
Healthy Families Program <i>Healthy Families provides intensive home visiting services to families, both pre- and post-natal, using the National Healthy Families model. Services include family assessment, education and information on infant and child growth and development, home visiting, health services, family support and referrals to community resources.</i>		
Project Hope: HOTLINE: 1-877-966-4357 <i>Works to eliminate domestic and sexual violence in homes and communities; provides crisis intervention, court advocacy, Hospital accompaniment, supportive counseling, safety enhancement, and children's counseling.</i>		

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NON-PROFIT ORGANIZATIONS - continued

Salvation Army— Central Virginia Area Command	2 West Grace Street Richmond, VA 23241	804-225-7470
Senior Connections Capital Area Agency on Aging	24 East Cary Street Richmond, VA 23219	804-343-3000 Fax: 804-649-2258
Special Olympics of Virginia	3212 Skipwith Road Ste. 100 Richmond, VA 23228	800-632-4653
Stop Child Abuse Now (SCAN) of Greater Richmond	103 E. Grace Street Richmond, VA	804-257-7226
Riverside Center for Excellence in Aging and Lifelong Health (located in Williamsburg) www.riversideonline.com/cealh/	3901 Treyburn Drive, Ste. 100 Williamsburg, VA 23185	757-220-4751
United Way Community Resource Center <i>Serves the 23089, 23011, and 23089 zip codes with direct services and referrals.</i>	113 Palace Lane, Suite F Williamsburg, VA 23185	757-229-2222
Virginia Department for the Aging	1610 Forest Avenue, Suite 100 Richmond, VA 23229	804-662-9333 Fax: 804-662-9354
Adopt-A-Cause adoptacause@outlook.com		804-528-2255

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NURSING HOMES

State and federal regulatory programs guard the health, safety and welfare of the public by establishing and enforcing standards to assure quality health care. The Office of Licensure and Certification (OLC) of the Virginia Department of Health (VDH) administers the state licensing programs for nursing facilities, hospitals, home care organizations and hospice programs.

Nursing facilities are state licensed and federally certified by the OLC/VDH. The majority of Virginia's nursing facilities accept Medicare and Medicaid reimbursement. A nursing facility's inspection reports are available at the facility or by contacting OLC/VDH.

Information regarding Virginia's nursing facilities can be found on the web at:

www.VDH.Virginia.gov/OLC

Or on the federal Nursing Home Compare site at:

<http://www.medicare.gov/nursinghomecompare/search.html>

Some of the area nursing facilities include:

CITY	FACILITY	PHONE NUMBER
Hanover/Mechanicsville	Ashland Convalescent Center	804-798-3291
	Autumn Care	804-730-0009
	Covenant Woods	804-569-8003
	Hanover Health Care & Rehabilitation Center	804-559-5030
Henrico	Henrico Health Care & Rehabilitation Center	804-737-0172
Hopewell	Riverview on the Appomattox	804-541-1445
Gloucester	Walter Reed Convalescent & Rehab Center	804-693-6503
Richmond	Beth Shalom Home of Virginia	804-750-2183
	Envoy of Westover Hills	804-231-0231
	Laurels of University Park	804-747-9200
	ManorCare Health Services--Imperial	804-262-7364
Westport Health Care Center	Westport Health Care Center	804-287-8600
	Riverside Convalescent Center	804-758-2363
Saluda	Riverside Convalescent Center	804-758-2363
West Point	Riverside Convalescent Center	804-843-4323
Williamsburg	Consulate Health Care	757-229-9991
	Convalescent Center at Patriot's Colony	757-220-9000
	Envoy of Williamsburg	757-229-4121
	Woodhaven Hall at Williamsburg Landing	757-253-8801
	Windsor Meade of Williamsburg	757-941-3600

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SERVICE AND CIVIC ORGANIZATIONS SERVING CHARLES CITY

Civic organizations are made up of individuals who join together to provide a service or services to their community. Members are all dedicated to the same goal and sponsor events for the community. These organizations have different talents and support different interests but they all strive to improve the quality of life in Charles City County.

This list is for informational purposes and is not an endorsement of a particular agency or individual. Information was included as known. Website addresses are current as of publication.

Blue Knights of Virginia Chapter VIII; P O Box 231, New Kent, VA 23124

(Blue Knights is a non-profit fraternal organization consisting of active and retired law enforcement men and women who enjoy riding motorcycles.)

Bottom of the Bridge La Sertoma; P.O. Box 212, Quinton, VA 23141; www.lasertomava.org

Charles City Democratic Party; www.vademocrats.org/golocal/charles-city

Charles City History Center; 10600 Courthouse Road, Charles City, VA 23030

Charles City Ruritan Club; Memorial United Methodist Church, 11000 Courthouse Road, Charles City, VA 23030

Chickahominy Area Triad (CAT); Triad is a partnership consisting of the local sheriff and/or police chief, seniors, and senior service providers in a community who agree to work together to reduce criminal victimization of the elderly. All community members are invited to participate in the Chickahominy Area TRIAD chapter which meets on the 3rd Wednesday of every month at 2:00 pm at the New Kent Sheriff's Office or in Charles City County. Please call 804-966-9500 for more information and the location.

Shore to Shore La Sertoma; P.O. Box 25, New Kent, VA 23124; www.lasertomava.org

Mann Page Masonic Lodge No. 157; P.O. Box 144, Providence Forge, VA 23140; 804-966-1266

Martha Dandridge Woman's Club; club house is located at 3120 New Kent Highway, New Kent, VA 23124

Nellie Custis Junior Woman's Club

NK4AR - New Kent for Amateur Radio; www.nk4ar.net

SOCIAL SERVICES

AGENCY NAME	ADDRESS	PHONE NUMBER
Charles City County Department of Social Services www.co.charles-city.va.us	10900 Courthouse Road P O Box 98 Charles City, VA 23030	804-652-1708 FAX: 804-829-2430
New Kent Social Services www.co.new-kent.va.us	7911 Courthouse Way, Suite 100 P O Box 229 New Kent, VA 23124	804-966-1853 FAX: 804-966-9170
Central Regional Office Department of Social Service	1604 Santa Rosa Road, Suite 130 Richmond, VA 23229	804-662-9743 FAX: 804-662-7023
Virginia Department for Aging and Rehabilitative Services (DARS) www.dars.virginia.gov		804-662-7000 Toll free TTY: 800-464-9950
Virginia Department of Social Services Home Office www.dss.virginia.gov	804 E Main Street Richmond, VA 23219	804-726-7000

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CHARLES CITY SOCIAL SERVICES PROGRAMS

BENEFIT PROGRAMS: BASIC INFORMATION

Benefit Programs are designed to help people overcome poverty and to shape strong futures for themselves and their families. Numerous programs provide financial assistance to those in need who meet the eligibility criteria. For more information visit www.dss.virginia.gov

AUXILIARY GRANTS

An Auxiliary Grant is an income supplement for individuals who receive Supplemental Security Income (SSI) and certain other aged, blind, or disabled individuals who reside in a licensed [assisted living facility \(ALF\)](#) or an approved adult foster care (AFC) home.

An AG payment is issued to an individual monthly, to be used with a designated amount of their monthly income to pay an ALF or AFC a maximum monthly rate. This rate is determined by the Virginia General Assembly and is adjusted periodically.

The AG Program is 80 percent state funded and 20 percent locally funded and is administered by the Virginia Department of Social Services. It is only for individuals who reside in an ALF licensed by the Virginia Department of Social Services' Division of Licensing Programs or in an AFC home approved by their local department of social services. Not all ALFs accept AG payments.

CHILD CARE ASSISTANCE

The Child Care Subsidy Program provides financial assistance to eligible families to help pay for the cost of child care so they can work or attend education or training programs. The Child Care Subsidy Program services are child-centered and family-focused and support the broader objective of strengthening families' goals of economic self-sufficiency and quality early childhood programs for their children. Participating families may select any legally operating child day care facility eligible to participate in the program.

A list of child care facilities can be obtained from the Virginia Department of Social services website at www.dss.virginia.gov. Go to Children and then Child Care Facilities.

Information is also available from the Virginia Child Care Resource and Referral network at <http://vachildcare.org>.

ENERGY ASSISTANCE

The Energy Assistance Program is made up of the three components:

- **Fuel Assistance** component helps eligible households with the costs of heating their homes.
- **Crisis Assistance** component helps households in heating emergency situations with primary heat security deposits, utility heating bills, and repair/replacement of heating equipment, primary heating fuel or emergency shelter.
- **Cooling Assistance** component helps with cooling equipment purchases or repairs and also with the electric bill.

CHARLES CITY SOCIAL SERVICES - BENEFIT PROGRAMS: BASIC INFORMATION - continued

In order to be eligible for any of the components a household's income must be less than the maximum allowed for the number of people in the home. Other requirements are as follows:

- **Fuel Assistance** You must be responsible for paying the heating bill.
- **Crisis Assistance** You must have a heating emergency.
- **Cooling Assistance** You must have or be in need of cooling equipment and there must be an elderly person, disabled person or a child under 6 living in the home.

Applications are accepted at the local department of social services as follows:

- **Fuel Assistance** the second Tuesday in October through the second Friday in November.
- **Crisis Assistance** November 1 through March 15 for equipment related assistance, security deposits, and emergency shelter. First workday in January through March 15 assistance is available for primary heating fuel and payments for primary heating utility bills.
- **Cooling Assistance** June 15 through August 15.

All Energy Assistance benefits are based on availability of funds.

SNAP (Supplemental Nutritional Assistance Program)

SNAP (formerly Food Stamps) can be used like cash to buy eligible food items from authorized retailers. Authorized retailers will display either the [Quest logo](#) or a picture of a [Virginia Electronic Benefits Transfer \(EBT\) card](#).

A SNAP account is established for eligible households and automatic deposits are made into the account each month. To access the account, they will also receive an [EBT Card](#), which will debit the account each time eligible food items are purchased. A confidential Personal Identification Number (PIN) is required to use the card.

Items that can be purchased with SNAP include:

- Food or food products meant to be eaten by people
- Vegetable seeds and food producing plants, roots, and trees for family consumption
- Baby formula, diabetic, and diet foods
- Edible items used in preparing or preserving food such as spices and herbs, pectin, and shortening
- Water and ice labeled for human consumption
- Snack foods
- Meals delivered to elderly or disabled SNAP recipients if the organization providing the meal is authorized to accept EBT cards

Items that cannot be purchased with benefits include:

- Prepared hot foods in grocery stores
- Any prepared food (hot or cold) sold and meant to be eaten at the store
- Alcoholic beverages and tobacco
- Cleaning products, paper products, toiletries, and cooking utensils
- Pet foods
- Items for food preservation such as canning jars and lids, freezer containers, or food wrapping paper
- Medicines, vitamins or minerals
- Items for gardening such as fertilizer and peat moss

CHARLES CITY SOCIAL SERVICES - BENEFIT PROGRAMS: BASIC INFORMATION - continued

Retailers will not give cash change on an EBT purchase. The EBT card will not allow a person to receive cash from an Automated Teller Machine (ATM).

Food purchased with SNAP benefits is exempt from the state sales tax. However, sales tax is charged on the value of manufacturer's coupons that might be used in the transaction, and the sales tax must be paid in cash.

Example: An EBT cardholder's groceries add up to \$27.50. She has manufacturer's coupons which total \$3.50, to reduce her grocery bill to \$24.00. \$24.00 is deducted from her EBT account, and she will owe Virginia's food sales tax on the value of the coupons (2.5% food sales tax times \$3.50 equals 8.75 cents, rounded to 9 cents). When items that were purchased with SNAP benefits are returned to the store, the merchant credits the money back to the EBT account. Cash is not given back.

At the checkout counter, tell the cashier beforehand that you will pay with your EBT Card. Depending on the store, you may need to separate the items.

STEPS TO APPLY

1. Complete screening for potential eligibility
2. Complete an online application or submit a written Application for Benefits to your local department of social services. Local offices also have copies of the written application, which you can ask to be mailed to you. The completed application can be mailed or e-mailed back to them if you so choose.

Proof of identity (such as driver's license or picture I.D) and citizenship are required. You must also declare your gross income. An interview is also required. If you apply at your local department of social services, the interview may take place at a later date.

Applications for Temporary Assistance for Needy Families (TANF) or General Relief are considered an application for SNAP, unless you request otherwise.

If all members have applied for or get Supplemental Security Income (SSI), you may also apply for SNAP at the local Social Security office.

TANF (Temporary Assistance to Needy Families)

The TANF program provides eligible families with a monthly cash payment to meet their basic needs. For a child to be eligible he/she must be:

- Under age 18, or if 18, will graduate from high school before age 19
- Going to school regularly if he/she is between the ages of five and 18
- Living with a parent or other relative
- A U.S. citizen or an eligible immigrant

The *Code of Virginia*, §63.2-600 et al, requires that the TANF program be administered in accordance with federal and state statutes and regulations and policies established by the State Board of Social Services.

CHARLES CITY SOCIAL SERVICES - BENEFIT PROGRAMS: BASIC INFORMATION - continued

Virginia's TANF program emphasizes personal responsibility. Participants may be provided with services such as job skills training, work experience, job readiness training, child care assistance, transportation and other work related expenses.

A child will not be eligible if born to or adopted by a TANF recipient more than 10 months after an applicant begins to receive TANF payments. The Division of Child Support Enforcement will send all support collected for this child directly to the family. This support will not count as income in the TANF program.

MEDICAL ASSISTANCE PROGRAMS (MEDICAID)

There are several Medical Assistance Programs offered in Virginia. Each program covers different groups of people and each program has different eligibility requirements. When you apply for Medical Assistance, you are screened for all possible programs based on your age, income, financial resources, and other information. To be eligible for a Medical Assistance Program, you must meet the financial and non-financial eligibility conditions for that program.

- Children Under Age 19
- Parents & Caretakers of Dependent Children
- Pregnant Women
- Supplemental Security Income (SSI) Recipients
- Adults Aged 65 or Older, Blind or Disabled (not receiving SSI)
- You can learn more about Virginia's Medicaid, FAMIS and Plan First programs by visiting www.coverva.gov.

LONG TERM CARE (LTC)

The term "institutionalized" is used by Medicaid to refer to a person who is receiving long-term care in a medical or nursing facility or who has been screened and approved to receive Medicaid-covered Long-term Care (LTC) services in the person's home or community setting. Special Medicaid eligibility rules, including a higher income limit, apply to institutionalized individuals.

A person meets the definition of an institutionalized person for the purposes of Medicaid eligibility when the person has received 30 consecutive days of care in a medical institution (such as a nursing facility), or Medicaid Community-Based Care (CBC) waiver services; or a combination of the two.

The definition of institutionalization is also met when an individual has a signed hospice election that has been in effect for 30 consecutive days.

A person's Medicaid eligibility can be determined using the eligibility rules that apply to institutionalized individuals when the person is already in a medical facility at the time of the Medicaid application, or the individual has been screened and approved to receive LTC services and it is anticipated that he is likely to receive the services for 30 or more consecutive days.

CHARLES CITY SOCIAL SERVICES - EMERGENCY SERVICES PROGRAM*

Serving clients with emergency needs is very important part of our job at the Charles City Department of Social Services (CCDSS). It is not unusual for individuals and families to be in a position where they need emergency assistance. Hopefully, emergency services will assist with stabilizing families/individuals so they can continue on their path to self-sufficiency.

Emergency Services will be offered by, but not limited to, all service workers, to include Employment Services, Adult Services, Child and Family Services and Foster Care. The worker will be responsible for completing the Service Application and/or assessment regarding the appropriateness of Emergency Services and coordinating funds or services with other community resources, if applicable. Appropriate agency paperwork will be completed. The worker will follow-up with vendors, such as power companies, pharmacies, landlords, etc. to ensure the need is met. Workers may deny Emergency Services based on the assessment outcome. Emergency Services funds may be received only once during the local fiscal year period, July 1 through June 30.

If applicable, individuals will be referred to other appropriate community resources.

Individual income sustainability has no bearing on this population served since this program is a one-time only payment from the beginning of the local fiscal year to the end of that same local fiscal year (July 1 through June 30).

Emergency services that can be provided by CCDSS include:

- Medicine or medical care
- Utilities
- Food
- Shelter (temporary, possibly a short-term hotel/motel)
- Transportation or vouchers
- Infant needs, i.e. diapers, formula
- Unusual emergencies that do not meet one of the areas above, as determined by the social worker
- Gift Cards or Goodwill Vouchers, if available

*Emergency Services is a non-mandated "Local-Only" funds limited program.

CHARLES CITY SOCIAL SERVICES - SERVICES PROGRAMS: BASIC INFORMATION

Services Programs within the local department of social services are designed to promote and support the development of healthy families and protects Virginia's children and adults from abuse and neglect. Services programs are dedicated to helping adults, children, seniors and families to find the help, support and resources they need. For more information visit: www.dss.virginia.gov.

ADULT SERVICES

The Adult Services Program assists elderly individuals or other adults who have an impairment and need services or support to enhance self-sufficiency and improve their quality of life. Services offered may include:

- Home-based services (companion, chore & homemaker services)
- Adult foster care
- Adult day care
- Case management
- Nutrition
- Assessments for adults entering or residing in assisted living facilities
- Screenings for adults entering nursing facilities or who need Medicaid-funded home and community-based waivers
-

These services are provided by local departments of social services and are designed to help adults remain as independent as possible, preferably in their own home. The goal is to strengthen appropriate family and social supports and reduce the need for institutional placement.

An application for services is available at the local department of social services. It can be completed by the person seeking services or by someone acting on that person's behalf. The applicant's eligibility for services will be determined based on need, the availability of the services and any financial eligibility requirements that apply.

ADULT PROTECTIVE SERVICES (APS)

To report suspected adult abuse, neglect or exploitation, call your local department of social services or the Virginia Department of Social Services' 24-hour, toll-free Adult Protective Services hotline at: (888) 832-3858.

APS 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 social 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 in order to protect the adult. Services may also be arranged for individuals in emergency situations who lack the capacity to consent to services.

CHARLES CITY SOCIAL SERVICES - SERVICES PROGRAMS: BASIC INFORMATION - continued

CHILD PROTECTIVE SERVICES (CPS)—CHILD ABUSE AND NEGLECT HOTLINE**Hotline Numbers**

- In Virginia: (800) 552-7096
- Out-of-state: (804) 786-8536
- Hearing-impaired: (800) 828-1120

The Virginia Department of Social Services operates a statewide CPS Hotline 24/7 to support local departments of social services by receiving reports of child abuse and neglect and referring them to the appropriate local department of social services. The CPS Hotline is staffed by trained social workers.

Anyone can report suspected child abuse or neglect to a local department of social services or to the CPS Hotline. Callers will be asked to provide as much information as possible about the child, the alleged abuser and the incident. You are not required to give your name when you make the report, but if you do identify yourself, the local department of social services will be able to contact you for further information, if needed, and will be able to inform you of actions that were taken.

Each report is evaluated by the local department of social services to determine if the report information meets the legal definition of child abuse or neglect and whether CPS has the authority and responsibility to conduct a family assessment or an investigation to determine the child's immediate safety needs, and to determine if the family needs services.

CPS Hotline staff may provide general information and educational materials about child abuse or neglect to callers from the general public, child care providers, school educators and medical professionals on recognizing and reporting suspected child abuse or neglect.

CPS Hotline staff is also trained to provide crisis counseling and intervention if needed, and can provide information and referral assistance to callers to locate prevention and/or treatment programs in their area.

Criteria for Child Abuse

- Alleged victim is under the age of 18 at the time of the report
- Alleged abuser is in a caretaking role
- Alleged abuse or neglect meets the definition of abuse or neglect as defined by the CPS laws, regulations and policy
- The Virginia Department of Social Services [local agency](#) has jurisdiction to respond to the report

CHARLES CITY SOCIAL SERVICES - SERVICES PROGRAMS: BASIC INFORMATION - continued

CPS Goals

The goal of CPS is to identify, assess and provide services to children and families in an effort to protect children, preserve families, whenever possible, and prevent further maltreatment. CPS is non-punitive in its approach and is directed toward enabling families to provide adequate care for their children.

[Local departments](#) of social services are responsible for receiving reports of abuse and neglect; screening information to determine the validity of the CPS reports; and providing services that enhance child safety and prevent further abuse and neglect to families and children.

CPS also develops statewide public awareness and education programs and administrates state and federal grants to prevent abuse and neglect.

FAMILY ENGAGEMENT

Family engagement is one of the cornerstones of the Virginia [Children's Services System Transformation](#), transforming Virginia's child welfare system. No longer are Virginia's social services agencies the sole decision makers for Virginia's children and families. Family engagement requires a shift from the belief that agencies alone know what is best for children and families to one that allows the family to fully participate in the decision-making process.

FOSTER CARE

Ideally, at-risk children should remain with their actual families whenever possible. Although foster care services offered by the Commonwealth of Virginia make every effort to keep them together, it isn't always possible. Once it is determined that a child must leave the family unit and go into foster care, a host of other services becomes available to them, which are designed to promote child safety and well-being within a nurturing, family environment.

Placement Services

This involves placing a child with a foster family, group home, [residential children's facility](#) or an independent living arrangement.

Teaching Independent Living Skills

Services are designed to help foster kids ages 14-21 to develop the skills necessary to transition from foster care to self-sufficiency. Personal development skills such as self-esteem, communication skills, decision-making, conflict resolution and anger management are emphasized.

CHARLES CITY SOCIAL SERVICES - SERVICES PROGRAMS: BASIC INFORMATION - continued

Physical or Mental Health Treatment

This service often includes help with:

- Substance abuse
- Depression
- Socialization
- ADHD
- Nutritional deficiency
- Pregnancy
- Physical disabilities

Mentoring

- Providing good role models for parents
- Role modeling such as Big Brother/Big Sister programs
- Tutoring

Opportunity for a Permanent Living Situation

This involves fostering relationships between children and relatives or previous caregivers. For older youth leaving care this might include helping find an apartment or a roommate.

TITLE IV-E

This is a federal program designed to provide funding to states to ensure proper care for eligible children in foster care and to provide ongoing assistance to eligible children with special needs receiving adoption subsidies. The program is authorized under Title IV-E of the Social Security Act and it is funded by federal and state/local matching funds. Administration is handled by state and local public child welfare agencies.

Title IV-E is not a grant. It is a program under which the Commonwealth of Virginia is entitled to reimbursement for certain foster care and adoption expenses. Although there is no cap on reimbursement, it is limited to three areas and the funding formula is different for each:

1. Maintenance (e.g. room, board and transportation to visit parents and siblings)
2. Administration (e.g. eligibility determination and case management activities)
3. Training (e.g. training for child welfare staff and foster and adoptive parents)

CHARLES CITY SOCIAL SERVICES - SERVICES PROGRAMS: BASIC INFORMATION - continued

ADOPTION

Virginia's Adoption Program works to promote adoptions by increasing adoption awareness, by developing policies and procedures for adoption, and by improving the service systems that support adoption.

VDSS is committed to achieving adoption for all children in foster care. The vast majority of these children are older and/or members of minority races. They may also have siblings with whom they need to be placed or have physical, mental and emotional disabilities.

VDSS supports several [adoption initiatives](#) and issues that include recruiting prospective families, partnering with the media to feature waiting children, and offering financial assistance and other services that provide stability for adoptive families.

Objectives:

- ❖ Reducing the length of time children remain in the foster care system. The average length of time Caucasian children remain in the foster care system is 2.6 years. The average length of time African-American children remain in the foster care system is 3.2 years.
- ❖ Over the last few years, VDSS has been successful in decreasing the length of time children remain in the foster care. Policies have been implemented that preclude agencies from delaying or denying placement of children based solely on race, culture or national origin, bringing Virginia closer to the national standard of a 32 percent adoption rate within 24 months of entering foster care.
- ❖ Providing services to stabilize adoptive families.

TRANSPORTATION

AGENCY NAME	ADDRESS	PHONE NUMBER
Bay Transit www.baytransit.org	7911 Courthouse Way New Kent, VA 23124	804-966-8743 1-877-869-6046
<i>Curb-to-Curb service for all residents. To schedule, call Monday-Friday 6am to 6pm. Call as far in advance as possible; preferably 24-48 hours. Please have the following ready when you call: name and phone number, location for pickup, destination, and appointment time.</i>		
Ride Connection www.seniorconnections-va.org	1300 Semmes Avenue Richmond, VA 23224	804-672-4495
Transportation can be provided for up to 2 Round trips per calendar month for medical and dental appointments & pharmacy visits. If funding and availability allow, we may be able to take you to other destinations as well.		
Cornerstone Support Services http://cornerstonesupportservices.com	8921 Pocahontas Trail Providence Forge, VA 23140	804-932-3333 FAX: 804-557-3941
<i>Cornerstone is a Medicaid transportation provider and provides transportation services to people in need of Non-Emergency medical transportation. For more information on Cornerstone Support Services transportation call 804-932-3333. To schedule a trip, call LogistiCare at 866-386-8331.</i>		
Medicaid Transportation— LogisticCare		1-866-386-8331
Richmond, VA Mobility Supercenter www.mobilitysupercenter.com	7450 Midlothian Turnpike North Chesterfield, VA 23225	1-866-202-8607
<i>Source of mobility products for home, auto and lifestyle; includes an inventory of handicapped vehicles and equipment.</i>		
Richmond Ramps www.RichmondRamps.com		804-977-1784
<i>Sells and rents wheelchair ramps to businesses and homeowners; will also provide ramps under Medicaid waivers; based in New Kent County</i>		

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VETERANS AND FAMILY SERVICES

**VA Veterans Crisis Line 1-800-273-8255 (Press 1)
IF YOU HAVE A MEDICAL EMERGENCY, DIAL 911**

VIRGINIA DEPARTMENT OF VETERANS SERVICES

www.dvs.virginia.gov

Office of the Commissioner
James Monroe Building
101 North 14th Street, 17th Floor
Richmond, VA 23219
804-786-0286
FAX: 804-786-0302

The Virginia Department of Veterans Services (DVS) connects Virginia's veterans and their families to federal and state benefits, support, quality care, and recognition they have earned. DVS is organized into six service delivery sections – benefits, veteran's education, care centers, veteran's cemeteries, the Virginia War memorial, and the Virginia Veteran and Family Support Program.

The Virginia Department of Veterans Services (VDVS) operates 29 benefit offices that assist military veterans and their families in filing claims for federal veteran's benefits; two long-term care facilities offering in-patient skilled nursing care, Alzheimer's memory care and short-term rehabilitative care for veterans; and three cemeteries that provide an honored final resting place for veterans and their families. VDVS provides veterans and family members with direct linkages to services including behavioral healthcare, housing, employment, education and other programs.

To find your nearest Virginia Department of Veterans Service Benefits office, please visit the following link <http://www.dvs.virginia.gov/benefits> for contact options.

VIRGINIA DEPARTMENT OF VETERANS SERVICES

Williamsburg Office

203 Ironbound Road; Dillard Complex
P O Box 8795
Williamsburg, VA 23187
757-221-1734
Open Mon-Fri 8 am to 4:30 pm

VIRGINIA BETERAN AND FAMILY SUPPORT (VVFS)

www.dvs.virginia.gov

Virginia Department of Veterans Services
James Monroe Building
101 North 14th Street, 17th Floor
Richmond, VA 23219
1-877-285-1299

The East Region of VVFS serves Charles City County veterans and their family members with access to behavioral health, rehabilitative, and supportive services. VVFS places special emphasis on assisting service members, veterans, and families on their road to recovery from the effects of stress-related injuries (such as combat stress, post-traumatic stress or military sexual trauma) or traumatic brain injuries. This includes:

- Veterans of any era who are Virginia residents
- Members of the Virginia National Guard not in active federal service
- Virginia residents in the Armed Forces Reserves not in active federal service
- Family members of veterans and members of Guard and Reserve not in active federal service

VETERANS AND FAMILY SERVICES - continued

Referral and connection services are coordinated with Community Services Boards, brain injury service providers, VA medical facilities and other public and private agencies. Additionally, VVFS provides direct support via personalized care coordination, peer to peer mentoring, caregiver skill building and support groups.

Request for urgent mental health services should be directed to local emergency services at the Community Services Boards or by calling #911 or **the suicide prevention hotline 1-800-273-8255**.

SOLDIER AND FAMILY READINESS PROGRAM NATIONAL GUARD FAMILY ASSISTANCE 24 Hour emergency hotline: 1-800-542-4028	Richmond Office: 1-540-292-2636
<i>Dedicated to providing assistance to any and all service members and their families during times of need regardless of department status or branch affiliation.</i>	
OFFICE OF THE ATTORNEY GENERAL OF VIRGINIA Military & Veteran Legal Resource Guild www.ag.virginia.gov	202 North 9 th Street Richmond, VA 23219 804-786-2071
<i>A Military & Veteran Legal Resource Guild is available on this website. The Guide summarizes many of the legal rights and protections that are available to Virginia veterans, military service members and their families.</i>	
OPEN DOOR RESOURCE CENTER, INC. www.odrcinc.org	4009 Fitzhugh Avenue, Suite 203 Richmond, VA 23230 804-658-2784
<i>Open Door Resource Center, Inc. is a non-profit 501 (c)(3) organization committed to serving those who have served our country in the armed forces, those currently serving, and their families.</i>	
HABITAT FOR HUMANITY Peninsula & Greater Williamsburg www.HabitatPGW.org	804-557-3990 for questions
TASK FORCE H.E.A.L. (Hope, Education, Affirmation and the decision to Live)	Email: drcapps@cappschristiancounseling.com
<i>A program of Capps Christian Counseling serving military, veterans and first responders; for more information, please contact Dr. Joseph Capps.</i>	
USO Richmond International Airport USO Center https://jrcv/uso.org/richmond-international-airport Hours of Operation: 7 days a week, 365 days a year; open 8:00 am – 9:00 PM	1 Richard E. Byrd Terminal Drive; Box 92 Richmond, VA 23150 804-236-7234

This center supports all active duty, disabled Veterans, Reservists, National Guard, retirees and their families traveling through the airport.

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VETERANS AND FAMILY SERVICES - continued

VIRGINIA WAR MEMORIAL

www.vawarmemorial.org

621 S. Belvidere Street
Richmond, VA 23220
804-786-2060

The Virginia War Memorial in Richmond serves an integral role in supporting the mission of the Virginia Department of Veterans Services. The Memorial honors our fallen heroes by passing their extraordinary stories of sacrifice forward to future generations through many outreach and on-site educational programs. With regular patriotic events, educational seminars for students and teachers, historical museum exhibits, research library, first-person historical documentary videos, customized tours for schools and other groups, the Virginia War memorial is heralded by many as the preeminent state memorial to honor veterans in the United States.

Richmond VA Medical Center

1201 Broad Rock Boulevard
Richmond, VA 23249
804-675-5000
FAX: 804-675-5581

*Richmond VA Medical Center offers a variety of health services to meet the needs of our nation's Veterans. **IF YOU HAVE A MEDICAL EMERGENCY, DIAL 911.***

Telephone Care

Please contact the telephone care line if you need medical advice, have a questions about your medication, or need to schedule a non-urgent appointment. Your location determines which number to use.

- *Within Richmond metro area: 804-675-5000*
- *Outside of the Richmond calling area: Toll-free 1-800-784-8381*

SITTER-BARFOOT VETERANS CARE CENTER

1601 Broad Rock Boulevard
Richmond, VA 23224
Admissions: 804-371-8000

Names for two Metal of Honor recipients – Colonel Van Barfoot and Colonel Carl Sitter – this care center provides the gold standard in quality care for Virginia's veterans.

The Sitter & Barfoot Veterans Care Center (SBVCC) is located on the campus of the McGuire VA medical Center in Richmond, Virginia and is operated by the Virginia Department of Veterans Services. This single-level facility features 200 single-occupancy rooms in four nursing units: two 60-bed skilled nursing care units, one 40-bed skilled nursing care unit and one 40-bed secure dementia unit with enclosed courtyards.

SBVCC accepts payment from private insurers, Medicare and Medicaid. Most veterans also qualify for the VA per diem facility credit.

Admission Criteria:

- *Honorable discharge from the U.S. Armed Forces*
- *Virginia residency at the time of admission*
- *Meets medical requirement for nursing home care*

THE VA CHOICE PROGRAM<https://www.va.gov/opa/choiceact>

If you are already enrolled in VA health care, the Choice Program allows you to receive health care within your community. Using this program does NOT impact your existing VA healthcare, or any other VA benefit. Eligibility requirements are provided on the website above. Click on "For Veterans".

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VETERANS IN NEED

Contact:

Jim Goebel at 804-413-3463 or

pastorjim@fbcwestpoint.org

Ken Gilman at 757-508-1298 or

kengilman@cox.net

Veterans in Need is a program operated locally by Post 8356 of the Veterans of Foreign Wars (VFW). The VFW is an organization of U.S. war veterans with National Headquarters in Kansas City, Missouri. VFW Post 8356 is located at 1658 VFW Road, West Point, VA. The Veterans of Foreign Wars was established on September 29, 1899, in Columbus, Ohio. Its membership consists of veterans who, as members of the U.S. Army, W.S. Navy, U.S. Marines, U.S. Coast Guard and U.S. Air Force served in wars, campaigns, and expeditions on foreign soil or in hostile waters. The central objective of the Veterans in Need program is to help secure assistance resources or any veteran. This program includes the general area surrounding the Town of West Point including New Kent, King William and King and queen Counties. Services are provided by volunteer members of the VFW at no cost to the veteran.

VETERANS NAVIGATOR – A Service of Virginia Navigator www.veteransnavigator.org

A non-profit organization that provides free information about health, aging, disability and post-military resources available to Virginians. The information focuses on issues such as health, financial concerns, legal questions, health facilities, housing options, transportation, exercise programs, advocacy and more.

WEBSITES

AGENCY NAME	WEB ADDRESS
2-1-1 VA 2-1-1 Virginia is a free service that can help you find additional local resources. 2-1-1 is available 24 hours a day	www.211virginia.org
Alzheimer's Association	www.alz.org/grva
Centers for Medicare and Medicaid Services	www.cms.hhs.gov
Department of Medical Assistance Services (DMAS)	www.dmas.virginia.gov
Disability Services Agencies (service of DARS)	www.vadsa.org
Medicare	www.medicare.gov
National Center on Elder Abuse	www.ncea.acl.gov
Charles City County	www.co.charles-city.va.us
Charles City Social Services	www.co.charles-city.va.us
Peninsula Aging & Disability Resource Network	www.padrn.org
Senior Advocate	www.senioradvocateonline.com
Senior Navigator	www.seniornavigator.org
Social Security Administration	www.ssa.gov
Virginia Department for Aging and Rehabilitative Services (DARS)	www.dars.virginia.gov
Virginia Department of Social Services	www.dss.virginia.gov
Virginia Department of Veterans Services	www.dvs.virginia.gov

Virginia Easy Access	www.easyaccess.virginia.gov
Virginia Employment Commission	www.vec.virginia.gov
Virginia Health Information	www.vhi.org

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2-1-1 VIRGINIA

*2-1-1 Virginia is a free service that can help you find additional local resources that you may need.
Available 24 hours a day, seven days a week.*

2-1-1 is an easy to remember phone number connecting people with free information on available community services. When you dial 2-1-1, a trained professional will listen to your situation and suggest sources of help using one of the largest databases of health and human services in Virginia. Nonprofit organizations and federal, state and local government agencies are included in the database and you can access services in your community and statewide.

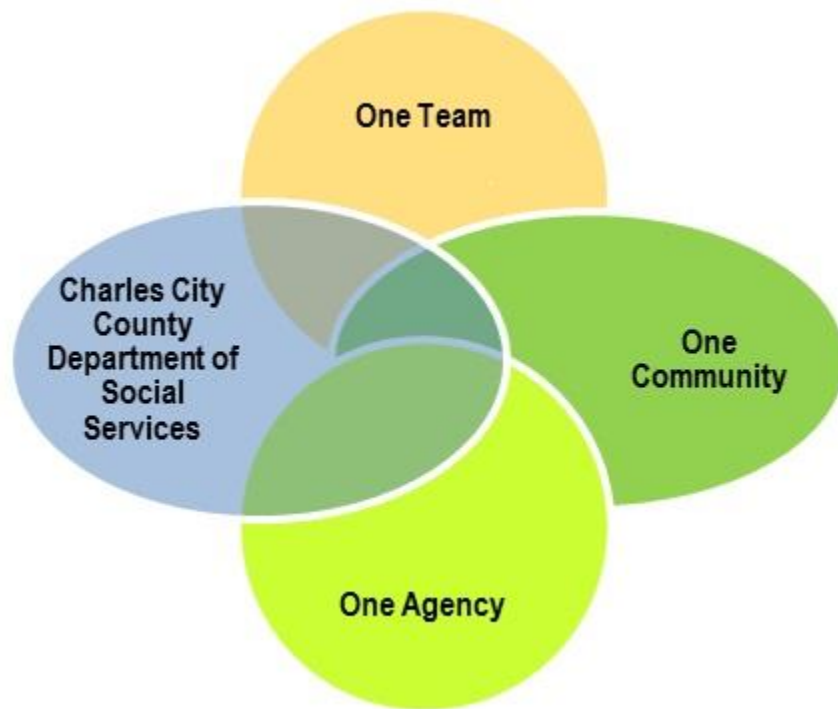
2-1-1- VIRGINIA provides information and referral for:

- Basic human needs:
Food banks, shelters, rent or utility assistance
- Physical and mental health resources:
Medicaid, Medicare, pre-natal care, children's health insurance programs, crisis intervention, support groups, counseling, alcohol and drug rehabilitation
- Work initiatives:
Job training, English as a second language classes, GED preparation, financial and transportation assistance
- Support for seniors and those with disabilities:
Adult day care, meals at home, respite care, home healthcare
- Support for children, youth and families:
After-school programs, tutoring, mentorship programs, counseling, child care centers
- Volunteering in your community:
Mentorship opportunities, locations to donate food, clothing, furniture, computers or other items
- Disaster support services:
Up-to-date information on community and regional response, volunteer and donation coordination, crisis intervention and human service coordination

How to Reach 2-1-1 VIRGINIA

Dial: 211

Visit: <http://www.211virginia.org>



The Charles City Department of Social Services does not discriminate on the basis of race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, or sexual orientation. We are committed to providing an inclusive and welcoming environment for our staff, clients, volunteers and vendors.

Although many organizational resources are available throughout the County, those included in this resource guide are intended to be lead resources and serve as a point of reference. The contents of this

guide do not necessarily represent the policy of the Charles City Department of Social Services and are not endorsements for a particular agency or resource.

If any information needs to be added, corrected, or deleted, please contact Tailah Smith-Dorsey at 804-652-1708 or by email at tailah.smith-dorsey@dss.virginia.gov