



DEPARTMENT OF HUMAN SERVICES

DESCRIPTION OF SERVICES

AND

PRIMARY CONTACTS

Central Administration
3432 Virginia Beach Boulevard
Virginia Beach, Virginia 23452
757-437-3608

OUR MISSIONS:

The mission of the **Department of Human Services** is to provide Virginia Beach citizens the opportunity to achieve the highest level of self-sufficiency, safety, and quality of life possible, through an array of coordinated services delivered in a climate of dignity, respect and accountability.

The **Adult & Family Services Division** aids citizens in meeting their fundamental needs during times of temporary economic and social crisis, to protect our children and vulnerable adults from abuse and neglect, to administer a range of services to help maintain families in the least restrictive and intrusive manner possible, and to assist in preparing citizens to find and retain employment.

The **Developmental Services Division** plans, develops, and implements services for Virginia Beach residents with mental retardation and their families through the provision of consumer centered services designed to provide opportunities to individuals who have mental retardation to become self-directing and contributing members of our community; support families living with family member with mental retardation; provide early intervention when developmental delays are identified in young children; and, promote the value of persons with mental retardation living and working in the community.

The **Financial Assistance Division** administers many different financial assistance programs, most of which are financed by the federal and state government. The programs are targeted for families and individuals with incomes at or below the poverty level. Programs include: temporary, emergency or general assistance to needy families or indigents; grants for the disabled; food stamps; and Medicaid or refugee re-settlement.

The **Juvenile Detention Center** provides temporary and safe custody of juveniles that have criminal charges and require a restricted environment for their own protection or the protection of the public.

The **Mental Health Substance Abuse Division** promotes recovery for Virginia Beach Citizens and their families, with or at risk of, mental health, substance use or co-occurring disorders, through an array of coordinated services offering prevention, treatment and community collaboration delivered in a climate of dignity and respect.

The **Pendleton Child Service Center** provides services to families whose children, ages 5 through 12, are experiencing behavior problems at home, school or within the community. Available services include family counseling, school consultation, a day treatment program, and a 24/7 residential program. In addition, Pendleton offers a wide range of group services for parents and children, including parenting skills training and social skills and anger management for children.

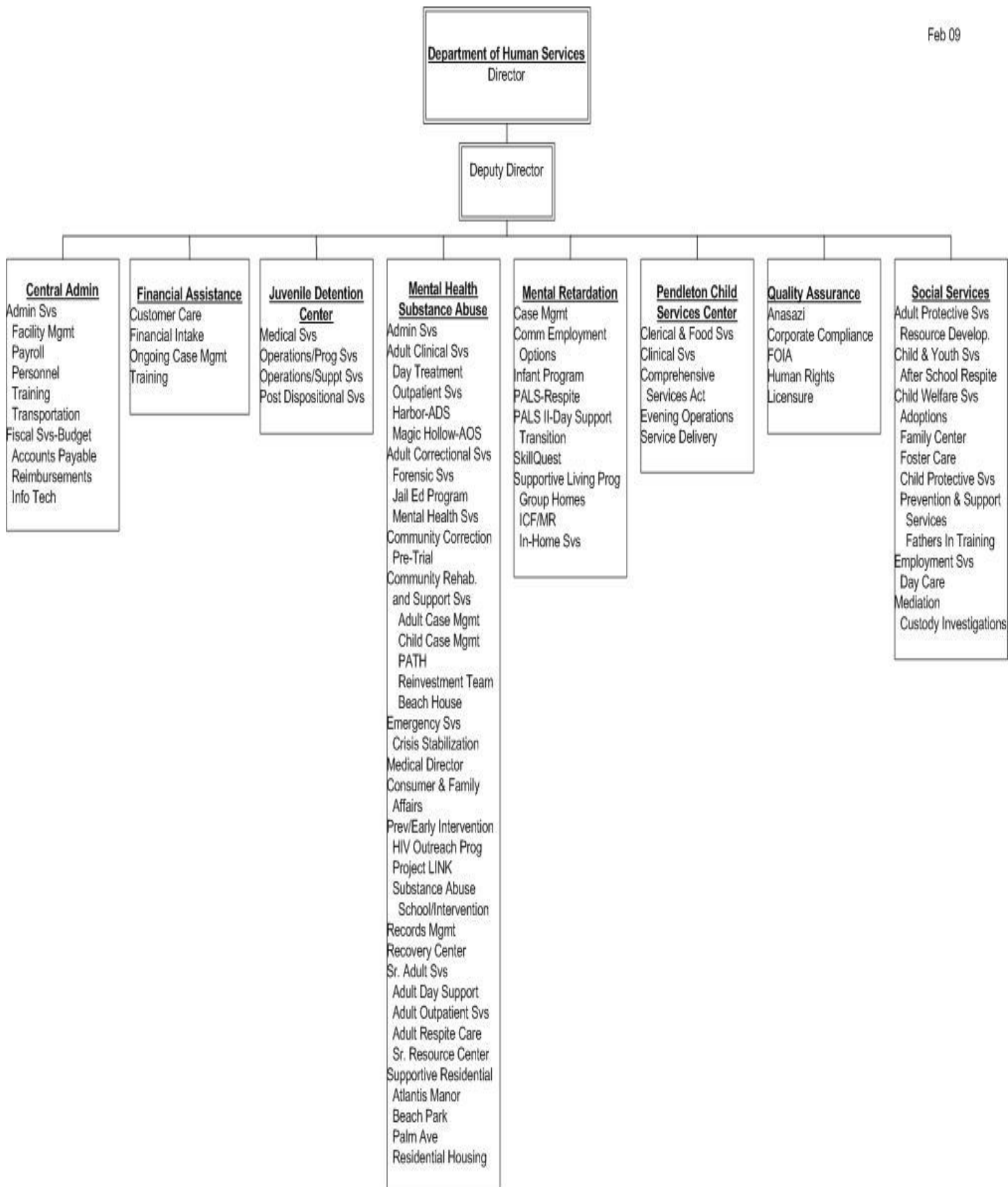


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Created: December 2007

Administration, Central Office **437-3608**
Robert Morin, Director **437-3613**
Kathleen Drumwright, Deputy Director **437-3262**
437-3466 fax

Human Services Building

- **Central Administration** - Provides oversight for all Human Services divisions.
Contact: Chris Bolin, 437-3608

Pembroke Six Building

- **Quality Assurance** - Ensures DHS complies with a variety of external and internal requirements and to promote excellence in serving residents of Virginia Beach.
Contact: Dee Keenan, 385-0638

Administrative Services Division **437-3204**
Randy Thompson, Division Director **437-3466 fax**

Human Services Building

- **Information Technology** - Provides support, security and training for the Anasazi system, Harmony system and 12 major State computer systems.
Contact: Randy Thompson, 437-3204

Pembroke Three Building

- **Administrative Services/Facilities Management** - Provides oversight for city-owned and leased property including group homes, intermediate care facilities, residential facilities, day support and all other leased space. Responsibilities include lease negotiations and coordination of renovation activities including maintenance requests with City Building Maintenance or respective landlords.
Contact: Nancy Ries, 385-0075
- **Fiscal Services** - Provides financial management including budgeting, monitoring fee collection, accounts payable, expenditure control, contract management audit and internal control, and compliance with state and federal agencies.
Contact: Helen Wen, 385-0688

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- **Personnel/Payroll** - This unit coordinates all department personnel actions with appropriate Human Resources representative, ensuring compliance with established policies and procedures. This includes ensuring that all position postings in WAVE are consistent and accurate and to monitor the hiring process for efficiency and compliance. The Unit maintains training and licensure documentation and background check processing and the issuance of city ID badges. The payroll function for 1,075 full time and part time employees is also handled by this unit, including tracking all employees on FMLA and V-Time.
Contact: Marie Ja Kob, 385-0082

- **Reimbursement** - This unit manages the agency's fee collection and reimbursements. It consists of the billing and collection component as well as the client pre-registration and Intake component. The 14 FTE's perform credentialing, billing, collection, intake functions, and collect \$20 million a year in fee revenue from Medicaid, Insurances, and clients.
Contact: Margaret Bailey, 385-0687

- **Transportation** - Transports clients to and from 15 programs operated by MHSA, DS and AFS Divisions. The Unit also transports 15-20 severely emotionally disturbed children to a therapeutic after-school program, and adult MHSA clients to residential treatment facilities outside the Tidewater area. Total fleet includes 27 vehicles that travel in excess of 550,000 miles per year.
Contact: Joanna McAnulty, 385-0645

Adult & Family Services Division (Social Services)
Cheryl Williams, Division Director

437-3202
437-3313
437-3466 fax

Human Services Building

- **Adoptions** - Provide services which include locating birth parents for adults and finding adoptive homes for available children. Before a parent's rights are legally ended, every reasonable effort is made to reunite the family. When a child cannot be returned to their birth parents, a new permanent family is located.
Contact: Karen Rountree, 437-3539

- **Adult Protective Services** - APS receives and investigates reports of abuse, neglect, self-neglect or exploitation for adults ages 18 years and older who are incapacitated and for adults age 60 and older. Services are offered to resolve risk to the individual both in the community and in long term care facilities.
Contact: Wendy Swallow, 437-3428

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- **Adult Resources** - We help stabilize families financially by offering services like homeless prevention, utility assistance, food assistance referrals, the annual Holiday Project and limited prescription assistance. A family's eligibility is determined based on funding availability, income and other factors.
Contact: Linda Johnson-Clark, 437-3232
- **Child Day Care** - Offer day care assistance to citizens who meet eligibility requirements. Participants in the Virginia Initiative for Employment not Welfare (VIEW) program are eligible for a 100 percent day care subsidy when they are involved in program activities or are employed. When available, the state of Virginia provides day care subsidies for low-income citizens.
Contact: Nancy Hinch, 437-3240
- **Child Protective Services** - Unit responsible for the investigation of complaints of suspected child abuse or neglect to determine whether the reports meet the legal definition of same and to determine the need for protective services and to make arrangements for the provision of those services.
Contact: Jenny DeArmond, 437-3371
- **Employment Services** - Provides supportive services and employment, education and training opportunities to recipients of TANF. Also supports the family goals of economic self-sufficiency and child development.
Contact: Nancy Hinch, 437-3240
- **Family Assessment and Planning Team (FAPT)** - meets once a week to assess the strengths and needs of at-risk youths and families who are referred to the team. The team identifies and determines the combination of services required to meet the child's unique needs. Some of the recommended services include: psychological assessments, therapy, medical treatment, intensive in-home treatment, and therapeutic and residential care. Once FAPT recommends a service, a management team reviews the case for monetary funding. These funds can only be used for placement in an approved or licensed facility.
Contact: Terry Griffin, 385-4538
- **Family Mediation** - Parties can be referred to mediation by the court or may request mediation services on their own without a court referral.
Contact: Karen Asaro, 437-3551
- **Fathers in Training** - Provides special services to fathers as they play a pivotal role in the emotional, physical and financial health of their family. We strengthen the bond between fathers, children and family by providing fathers with the tools

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to achieve their goals of becoming more effective parents. FIT promotes a positive identity for men as fathers by offering a supportive environment in which they can increase their parenting knowledge, skills and abilities. FIT encourages self-sufficiency through employment, education and counseling.

Contact: Brenda Cannon, 437-3335

- **Foster Care Services** - Provides a substitute family life experience to children who, for a period of time, cannot be with their own families. The court places the child in the custody of Social Services. There are two types of foster care used in Va. Beach: Residential and Therapeutic Foster Care.

Contact: Linda Brooks, 437-3290

- ❖ **Residential Foster Care** - Residential placement occurs when a foster child is placed in a licensed publicly- or privately-owned facility, rather than a private family home. There, 24-hour care is provided to children separated from their families. Group homes and psychiatric hospitals service as residential facilities for children.

Contact: Jennifer Bond, 437-3248

- ❖ **Therapeutic Foster Care** - Provides specialized attention to troubled children and teens in foster care. It is a joint effort by the Adult and Family Services and Mental Health Substance Abuse Divisions. These children receive community support while living in a therapeutic family setting. TAFY providers receive intensive training, compensation, 24-hour support services and monthly respite.

Contact: Linda Brooks; 437-3290

- **Resource Development** - Homeless Prevention Services are offered to individuals and families to prevent eviction or foreclosure and financial assistance may be provided based upon funding availability, income and other factors. Financial assistance may also be provided to prevent utility disconnection for families with children, aged, or disabled adults. Volunteer Services opportunities are available for individuals interested in volunteering. Criminal history and background check are required.

Contact: Linda Johnson-Clark, 437-3232

- **VIEW (Virginia Initiative for Employment not Welfare)** - Provides job readiness, job search and job development/placement services. The goal is employment, and eligibility is based upon the existence of a documented barrier to employment such as being a long term recipient of assistance, educational deficits, substance abuse, and a poor work history.

Contact: Nancy Hinch, 437-3240

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Description of Services and Primary Contacts

Pembroke Three Building

- **Child and Youth Treatment Services** – A community based program whose mission is to enhance the lives of children, adolescents and their families. Child and Youth Services offers an array of services designed to assist children and adolescents who are experiencing emotional difficulties and/or behavioral problems.

Contact: William Butler, 385-0842

- ❖ **Case Management** - Provides a support network for consumers and provides interventions within the youth's social network. Case managers assist in service planning and coordination, supportive counseling and advocacy on the consumer's behalf.
- ❖ **Day Treatment** - Provided to children 6 to 21, referred by the Virginia Beach Public Schools. The program operates during all regular and summer school days. The day treatment program serves seriously emotionally disturbed (SED) children and adolescents. In addition, the program aims to increase the social, educational, and psychological development of SED youth by providing intervention in the child's school setting as well as in their community. At the most basic level, the goal of Day Treatment is to prevent breakup of the family and to serve the child at the most normal level, which is in the school and at home.
- ❖ **Intensive Outpatient Program (IOP)** - This serves adolescents with co-occurring mental health and/or substance abuse problems. Parents and their adolescent attend this intensive program which meets weekly for 16 weeks. Random urine drug screens are done several times on each adolescent to ensure compliance. IOP uses the Seven Challenges curriculum, an evidence-based treatment model for substance-abusing adolescents.
- ❖ **Substance Abuse Day Treatment** – this program is for adolescents with more serious problems than those served in the IOP. It operates 4 days per week, up to 6 hours per day for each adolescent, depending on the client's needs. This program also uses the Seven Challenges evidence-based curriculum. It operates as the Juvenile Detention Center Aftercare Program.
- ❖ **Multi-Systemic Therapy (MST)** - MST is a goal oriented, intensive home-based treatment modality, designed to prevent youth placement out of the

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family. These services are offered exclusively to youth referred by the Juvenile Court Services Unit. MST is an evidence-based program, and the Department of Human Services has had a valid license with MST, Inc. of South Carolina since 2001.

- ❖ **Outpatient Services** - Licensed therapists are available to help with mental health and substance abuse problems for children, adolescents and their families. Clients can be referred to our staff child and adolescent psychiatrists for psychiatric evaluation and medication. The Outpatient Program also operates the TAFY program, in cooperation with Social Services. TAFY is a therapeutic foster care program.

- ❖ **Therapeutic After-School Respite Program** - this service is available to Child and Youth consumers only and is designated to provide therapeutic after school care to children and adolescents with a serious emotional disturbance. The program also provides recreational activities and practice and enhances their socialization skills with others.

Developmental Services (DS) Division
Jay Lazier, Division Director

385-0602
385-0601
473-5235 fax

Family Support Center

- **Play and Leisure Skills (PALS I)** - Provides after-school care and supervision to children and adolescents Monday through Friday.
Contact: Sharon Lavier, 385-4240

- **PALS II (Transition Services)** - A short-term opportunity for recent special education graduates to explore a variety of community service options before funding is available for an employment or day support service.
Contact: Sharon Lavier, 385-4240

- **Respite Reimbursement Subsidy** - Partial reimbursement to help defray the cost of respite care for family members age 9 and older, living at home. Orientation for enrollment is held monthly.
Contact: Sharon Lavier, 385-4240

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Infant Program

Serves children from birth to age three who have developmental delays. Children referred for services receive an interdisciplinary assessment to determine eligibility. Services available to eligible children and families include; but not limited to, service coordination, speech, physical, and/or occupational therapy and educational services. The program also offers parent support groups, center based classes and community based group activities for children.

Contact: Jennifer McElwee, 385-4425

Pembroke Six Building

- **Case Management Services** - Links consumers/families to services and resources, and offers assessment, service planning, supportive counseling and resource development. Socialization and other interest groups offered.
Contact: Judy Nozzarella, 385-0595

- **Community Employment Options** - Provides individualized assessment, job development, on the job training and follow-up support to adults with intellectual and co-existing disabilities. Group employment is also offered at several off-site settings.
Contact: Carmen Mendez, 385-0627

- **Group Homes** - Offers assistance and competency building in 24 hour supervised homes to adults with intellectual disabilities based upon their individual preferences and needs in areas such as personal safety, health care, personal care, domestic skills, communication/social skills and community living skills. Nursing services are offered as needed. Opportunities for participation in preferred recreational and social community activities also provided.
Contact: Tom Laidlaw, 385-0548

- **Intermediate Care Facilities (ICF-DS)** - A residential service for adults with mental retardation, physical disabilities and chronic medical conditions that require specialized nutrition and physical, occupational and/or speech therapy, as well as daily nursing assessments and intervention. Persons served receive assistance with all aspects of daily living.
Contact: Tom Laidlaw, 385-0548

- **Internship Program** - Offer internship opportunities that will help meet graduate or undergraduate academic requirements. Internships are also available to person seeking licensure from a board of the Virginia Department of Health Professionals. Through the supervised internship program, we strive to ensure

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that future professionals will enter the human services field with a sense of responsibility, dedication and commitment; ready to make a positive difference in the lives of the people who utilize our services. The hard work and energy that we put into making your internship experience successful will pay off in dedicated professionals who may, one day, wish to return to our department as employees.

Contact: Carmen Mendez, 385-0627

- **Supported Living Program** - Offers assistance and competency building based upon individual preferences and needs to adults with intellectual disabilities living on their own. Services include opportunities to develop community and domestic living skills, coordination of affordable housing options and community health care services. After hours standby coverage is available to address emergency client needs.

Contact: Tom Laidlaw, 385-0548

SkillQuest

Adult Day Support - Provides training and support services to adults, many with multi-handicapping conditions in the areas of communication, socialization, academics, independent living, gross and fine motor development, behavior management, leisure skills, and community exploration. Work experiences are also provided at several off-site locations.

Contact: Colleen Zalewski, 385-4054

Financial Assistance (FAD) Division
Earl Ford, Division Director

437-3202
437-3310
437-3466 fax

Human Services Building

- **Food Stamps** - This program is available to individuals meeting financial and other criteria. Determination of income and liquid resources in addition to allowable deductions for shelter, medical expenses, child support, etc. are considered in identifying the amount of food stamps available to individuals and families.
- **Medicaid/Family Access to Medical Insurance Security (FAMIS)** - Medicaid is an entitlement program financed by state and federal funds, and administered by the Department of Medical Assistance Services (DMAS). Eligibility for Medicaid is determined by local departments of social services. FAMIS provides health insurance to low-income children under the age of 19 who are not eligible for

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Medicaid and whose gross family income is less than or equal to 200% of the federal poverty level.

- **TANF (Temporary Assistance to Needy Families)** - Provides temporary financial assistance to eligible families and children under the age of 18. Grant amount is based upon family size. Federal policy limits families to sixty months of TANF eligibility unless they are Virginia Initiative for Employment not Welfare (VIEW) program who is limited to 24 months followed by a period of ineligibility for 24 months.

Juvenile Detention Center
Pete Withers, Superintendent

385-1220
385-1222
430-9773 fax

Municipal Center

This is a facility that houses up to 90 youth ages 10-17 that are charged with misdemeanor or felony offenses. The Center serves both male and female youth who are awaiting hearings in the courts as well as those who may be sentenced to detention. Most of the youth reside in Virginia Beach. The following services are provided on site:

- **Education Program** - A formal education program is provided for all youth placed in the center by the Virginia Beach City School District. Teachers instruct on all core classes and special education classes and also teach life skills, vocational skills and GED preparation.

Contact: Lee Brumfield, 263-1211

- **Medical** - Family Nurse Practitioner and LPN on staff. Each resident receives a medical and mental health screening during the admission process and a physical exam within 5 days of admission. The Detention Center will attend to all immediate medical needs. Other medical needs will be the responsibility of the guardian.

Contact: Cheryl Segal, 385-1220

- **Post Disposition** - This is a dispositional alternative for juvenile offenders who meet the program criteria and who may benefit from short-term confinement and treatment while in a controlled setting. This is a co-ed 15 bed program serving court-ordered youth sentenced for a maximum of 180 days.

Contact: Melinda Jarvis, 385-1221

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Description of Services and Primary Contacts

Mental Health Substance Abuse (MHSA) Division
Alexis Zoss, Division Director

38-0505
385-0504
473-2102 fax

302 22nd Street

Projects for Assistance in Transition from Homelessness (PATH) - Provides outreach to homeless people in Virginia Beach with mental illness and co-occurring substance abuse disorders. Program engages this population with needed services.
Contact: Cheryl Molinet, 437-7131

Lynnhaven Center

- **Adult Day Treatment** – is a community based, intensive daily program for adults serving individuals with substance dependence, acute psychiatric symptoms and those with co-occurring disorders. As clients progress through treatment, they may step down attendance from daily to several times per week, as appropriate.
Contact: Jack Mallery, 385-4780
- **The Harbour** – Program provides adult residents eighteen years or older with integrated psychosocial support services to individuals with serious mental illnesses, substance abuse problems, and co-occurring disorders. It provides a variety of groups that focus on assisting the consumer in developing skills and providing support. Treatment consists of participation in structured psycho-educational (Life Skills) groups about mental illness and substance abuse and ways to prevent relapses, general health, medication monitoring, daily community meetings, crafts and referrals to both departmental and community treatment resources, such as case management, day treatment, outpatient services, and housing as indicated. Participation can be up to five days a week based upon the consumer's individual needs. Family members of consumers are provided with support and assistance as needed.
Contact: Jack Mallery, 385-4785

Magic Hollow I

- **Adult Outpatient Services** - Treatment Services provided for adults with serious mental illness and co-occurring disorders including psychiatric evaluations, medication management, individual and group therapy.
Contact: Brenda Mallery, 385-4271

DEPARTMENT OF HUMAN SERVICES

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- **Beach House** - Provides psychosocial rehabilitation in a clubhouse community. A work ordered day is offered six days a week and includes employment opportunities, education and socialization.

Contact: Amy Darden, 385-6940

- **Case Management Services** - Assists children, adults and their families with access to medical, psychiatric, social, educational, vocational, financial, and other support services. Provides discharge planning to individuals in local and state facilities.

Contact: Pam Hudson, 385-8319

Magic Hollow II

- **Senior Adult Services** - Treatment services provided to adults over the age of 60. Services include individual and group therapy, medication management, case management, education and support groups. The Day Support Program encourages socialization and independent living skills.

Contact: Kathy O'Connor, 385-4202

- ❖ **Respite Care** - provides a temporary break from caregiving responsibilities allowing the family caregiver time to regroup, renew, recharge and restore balance in life and reduce stress. The in-home adult sitter provides supervision and socialization to individuals who live with their primary caregiver and who are not safe to be left alone due to frailty, illness or dementia. The respite receiver must reside with a caregiver and be 60 years of age or older; if 18-60 years old, must have a dementia diagnosis.

Contact: Nancy Allan, 385-4135

- **Supportive Residential Services** - Provides safe, affordable housing and support services for individuals receiving services through the MHSA Division.

Contact: Nathan Woodard, 385-4291

Municipal Center

- **Adult Correctional Services** (Bldg 29) - Curriculum-based mental health and substance abuse education, relapse prevention, re-entry planning and referrals to community resources including jail diversion, forensic services, competency restoration, advocacy, discharge planning, and referrals for inmates with serious mental illness.

Contact: Sylvia Campbell, 385-2141

DEPARTMENT OF HUMAN SERVICES

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- **Community Corrections and Pretrial Services** (Bldg 10B) - Supervision is provided for adult pretrial defendants and probationers. The program coordinates referrals and service delivery for those who need treatment services. Investigations are conducted regarding defendants appearing at arraignment court.

Contact: Sharon Jones, 385-2133

Pembroke Three Building

- **Emergency Services** - Immediate telephone and in-person crisis assessment, intervention and consultation available 24/7. Provides pre-screening for psychiatric hospitalization and crisis stabilization.

Contact: Jim Cornish, 385-0888

- **Intake Services-Pre-Registration** - Appointments are arranged to access services provided by MHSA Division.

Contact: Jim Cornish, 385-0888

- **Office of Consumer and Family Affairs** - provides services that support recovery and individual development for families, friends and persons receiving services that are affected by mental illness, substance use disorders, intellectual disabilities and co-occurring disorders. Education, advocacy and resource linkage among other services are provided on an individual, group or community basis.

Contact: LeAnne Brant, 385-0800

- ❖ **Friends and Family Education** - a series of six classes that provide education about substance use disorders, education about how substance use affects family members, and provides community resource information. The goal of this series is to help individuals who have a loved one affected by a substance use disorder take the focus off the behaviors associated with the disorder and put the focus on responses to those behaviors. These efforts can lead to a more dignified, emotionally healthy and productive life.

- ❖ **Mutual Education Support and Advocacy** - a series of classes designed to provide education on mental illness and reduce the stress parents, siblings, spouses, other relatives and friends experience as they support their loved one who has a mental disorder. The informal and interactive learning environment fosters an alliance of support and advocacy among workshop members. The classes include lectures, group discussions, and exercises.

- **Prevention Services** - This program includes substance abuse education and information, mental health promotion, parenting education and school based programs, HIV/Aids education and pre/post test counseling, and case management services to pregnant and parenting women affected by substance

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abuse. Prevention targets case management for children birth through 7 at risk of severe emotional disturbance due to parental substance abuse, mental illness, or mental retardation.

Contact: Pat Barner, 385-0816

- ❖ **Choices** is a research-based after-school 10-session instructional program designed to serve students who consistently demonstrate inappropriate behaviors, excluding truancy, that interfere with learning. The Choices curriculum provides students with information and activities to develop skills necessary to make appropriate choices and understand the impact of antisocial behavior on their lives and the lives of their families and communities.

Contact: Pat Barner, 385-0816

- ❖ **Families and Schools Together (FAST)** is a collaborative prevention program offered at various elementary schools. The program uses the Universal FAST curriculum and is designed to help children succeed in school and in life by strengthening important relationships in their lives. The program focuses on activities that strengthen family ties and build communication bonds with the family unit.

Contact: Sabrina Pugh, 385-0827

- ❖ **HIV Outreach and Education** provide communities in Virginia Beach case management services, HIV testing; educational seminars, pre and post test HIV counseling.

Contact: Jo Chambers, 385-0811

- ❖ **Navigators** is a school based violence prevention program offered at various elementary schools. The program utilizes *Second Step: A Violence Prevention Curriculum*, a universal prevention program that proactively teaches critical social and emotional skills to children. The program focuses on reducing aggressive and disruptive behavior while promoting social-emotional competence

Contact: Pam Hiner, 385-0818

- ❖ **Project LINK** is a community-based interagency program designed to coordinate and enhance existing services to meet the multiple needs of at-risk pregnant and parenting women whose lives have been affected by substance abuse. Project LINK provides counseling and referral services, assistance with transportation and child care needs, supportive services, case management, workshops, parenting groups and linkages to community resources.

Contact: Cleriece Whitehill, 385-0810

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- **Families Together** - provides assistance to children, age birth to 7 years, who are affected by parental substance abuse, intellectual disabilities or mental health concerns. The children will be assessed to determine needed developmental, medical, psychiatric, social, educational and other support services. This program helps identify problems that children may have and provide the family with case management assistance in developing a plan for services: referrals, follow-ups, and evaluations.

- ❖ **Substance Abuse Intervention Program (S.A.I.P.)** service is an alternative to expulsion for middle and high school students who are determined to be under the influence of or in possession of alcohol or other drugs, paraphernalia, or look-alikes. S.A.I.P. is a ten-day, thirty-hour program with an emphasis on drug and alcohol education and responsible thinking skills. During participation in S.A.I.P., students are expected to complete class work that is forwarded to them from their home school. Each student has a 30 and 90-day school follow-up during their one-year probation. Parents are required to attend a parent education sessions conducted by Department staff.
Contact: Dennis Southers, 385-0819

- ❖ **Volunteer / Student Intern Program** recruits youth and adult volunteers to use their skills, abilities, and expertise to accomplish the Division's goals related to quality customer service. Staff is committed to providing learning experiences for students / interns of local colleges and universities supporting the development of human services professionals.
Contact: Clover Watson (385-0823)

- ❖ **Youth Opportunities Team.** The Prevention Unit participates as a member of the Youth Opportunities Team. The team is representative of all city agencies that serve youth, including schools and courts. A major goal of the Youth Opportunities Team is to create and expand opportunities that will positively impact the lives of children and youth, striving to ensure that services are available and accessible to all youth.
Contact: Pat Barner, 385-0816

Pembroke Six Building

- **Adult Outpatient Services** - Treatment services provided for adults 18-60 including psychiatric evaluations, medication management, individual and group therapy.
Contact: Richard Hollingsworth, 385-0524

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Recovery Center

Facility operates 24 hours, seven days a week providing crisis stabilization for individuals with co-occurring disorders experiencing psychiatric crisis, medical and non-medical withdrawal from alcohol and other drugs, and serves as a link to continuing treatment and services.

Contact: Tony Foy, 385-6950

Pendleton Child Services Center
Susan Dye, Administrator

385-4537
385-2130
385-4533 fax

Municipal Center

- **Comprehensive Services Act (CSA)** - Interagency planning for at-risk youth and their families.
Contact: Terry Griffin, 385-2119
- **Outpatient and Residential Services** - 24/7 residential treatment for children age 5-12 whose behaviors can no longer be effectively managed in the home, school or community environment. Weekly individual, group and family counseling are important components to this program. Parents are required to attend a weekly parent support group and scheduled activities.
Contact: Susan Wilson, 385-2104
- **Parental Capacity Evaluations** - provides the Social Services Division and the Juvenile Court with parental capacity evaluations on identified clients.
Contact: Kathy Baker, 385-2121
- **Parenting Skills Training** - This is a six week program helps parents implement positive parenting techniques. This program is open to all Virginia Beach and Chesapeake residents.
Contact: Kathy Baker, 385-2121
- **Pendleton Academy** - Provides a state licensed school experience to those in residential treatment. Staff works closely with school representatives to assist the child in his or her continuing success.
Contact: Matthew Donovan, 385-4537
- **Supervised Visitation Center** - provides supervised visitation by a clinician to clients of Social Services in the evenings and on the weekends.
Contact: Kathy Baker, 385-2121

FACILITY LOCATIONS

NAME	ADDRESS	PHONE	FAX
Central Administration			
Accounts Payable	3432 Virginia Beach Blvd, Suite 349 Virginia Beach, VA 23452	437-3200	306-5801
Administration Community Services Board (CSB)	3432 Virginia Beach Blvd, Suite 342 Virginia Beach, VA 23452	437-3608	437-3466
Billings/Reimbursements	289 Independence Blvd Pembroke 3, Suite 312 Virginia Beach, VA 23462	385-0689	493-5456
Information Technology Anasazi	297 Independence Blvd Pembroke 6, Suite 212 Virginia Beach, VA 23462	385-0632	473-2104
Payroll/Personnel/Training	289 Independence Blvd Pembroke 3, Suite 312 Virginia Beach, VA 23462	385-0082	493-5456
Transportation	289 Independence Blvd Pembroke 3, Suite 144 Virginia Beach, VA 23462	385-0645	473-2105
Quality Assurance	297 Independence Blvd Pembroke 6, Suite 212 Virginia Beach, VA 23462	385-0638	473-2104
Developmental Services Division (Also CSB)			
Administration	297 Independence Blvd Pembroke 6, Suite 218 Virginia Beach, VA 23462	385-0600	473-5235
Case Management	297 Independence Blvd Pembroke 6, Suite 218 Virginia Beach, VA 23462	385-0600	473-5235
Community Employment Options	297 Independence Blvd Pembroke 6, Suite 407 Virginia Beach, VA 23462	385-0625	473-5235
Family Support Center (PALS Center)	416A Investors Place Virginia Beach, VA 23452	385-4223 385-4225	473-5213
Group Homes (24 hr Residential Waiver)			
	4405 Chelsea Street Virginia Beach, VA 23455	473-0945 497-2157	473-5658
	1128 Gladiola Crescent Virginia Beach, VA 23453	468-6141 368-1789	368-2955
	3705 Gresham Court Virginia Beach, VA 23452	431-3032	431-3032

NAME	ADDRESS	PHONE	FAX
Group Homes (continued)	1604 Grey Friars Chase Virginia Beach, VA 23456	416-3454 471-5802	416-3455
	705 Reasor Drive Virginia Beach, VA 23464	420-1217	420-1643
	1117 Valley Stream Court Virginia Beach, VA 23456	474-8648 467-2220	474-8648
Infant Program	2307 Millwood Rd Virginia Beach, VA 23454	385-4400	496-6825
Intermediate Care Facilities (ICF/DS)			
	6316 Colby Way Virginia Beach, VA 23464	366-4521	366-4529
	145 South Kentucky Ave Virginia Beach, VA 23452	306-5923	306-5921
	149 South Kentucky Ave Virginia Beach, VA 23452	306-5924	306-5921
West Neck Village (aka: BizNet)	2752/2756 West Neck Road Virginia Beach, VA 23456	430-5750	430-7438
SkillQuest	400 Investors Place Virginia Beach, VA 23452	385-4040	497-4203
Supportive Living Program	297 Independence Blvd Pembroke 6, Suite 415 Virginia Beach, VA 23462	385-0550	557-0416
Financial Assistance Division			
	3432 Virginia Beach Blvd, Suite 348 Virginia Beach, VA 23452	437-3200	437-3311
Juvenile Detention Center			
	Municipal Center, Building 27 2533 George Mason Drive Virginia Beach, VA 23456	385-1220	430-9773
Mental Health Substance Abuse (Also CSB)			
Administration	297 Independence Blvd Pembroke 6, Suite 302 Virginia Beach, VA 23462	385-0505	473-2102
Adult Correctional Services	Municipal Center, Bldg 29 Virginia Beach, VA 23456	385-2131	427-2580
Adult Outpatient Services	297 Independence Blvd Pembroke 6, Suite 126 Virginia Beach, VA 23462	385-0511	473-5161 497-6201
Case Management	289 Independence Blvd Pembroke 3, Suite 201 Virginia Beach, VA 23462	385-0851	518-9713

NAME	ADDRESS	PHONE	FAX
Community Corrections/Pretrial	Municipal Center, Bldg 10B 21425 Nimmo Parkway, Suite C107 Virginia Beach, VA 23456	385-4689	385-1033
Emergency Services	289 Independence Blvd Pembroke 3, Suite 138 Virginia Beach, VA 23462	385-0888	671-8536
Lynnhaven Center Day Treatment	1045 Lynnhaven Parkway Virginia Beach, VA 23452	385-4780	468-5926
Lynnhaven Center Harbour, The	1045 Lynnhaven Parkway Virginia Beach, VA23452	385-4010	468-2807
Magic Hollow I Adult Outpatient Services	3143 Magic Hollow Blvd, Suite 200 Virginia Beach, VA23453	385-4269	368-3438
Magic Hollow I Beach House	3143 Magic Hollow Blvd, Suite 100 Virginia Beach, VA 23453	385-6930	368-3439
Magic Hollow I Case Management	3143 Magic Hollow Blvd, Suite 200 Virginia Beach, VA 23453	385-4297	468-2012
Magic Hollow I Chart Room	3143 Magic Hollow Blvd, Suite 200 Virginia Beach, VA 23453	385-4982	368-5568
Magic Hollow I Front Office	3143 Magic Hollow Blvd, Suite 200 Virginia Beach, VA 23453	385-8222	368-6796
Magic Hollow II Senior Adult Services	3160 Magic Hollow Blvd Virginia Beach, VA 23453	385-4022	468-2365
Magic Hollow II Supportive Residential Services	3160 Magic Hollow Blvd Virginia Beach, VA 23453	385-4024	468-2458
Office of Consumer & Family Affairs	289 Independence Blvd Pembroke 3, Suite 120 Virginia Beach, VA 23462	385-0800	490-0289
PATH (Homeless Outreach)	302 22 nd Street Virginia Beach, VA 23451	437-7131	437-7105
Prevention Services	289 Independence Blvd Pembroke 3, Suite 109 Virginia Beach, VA 23462	385-0803	490-0289
Recovery Center	409 Birdneck circle Virginia Beach, VA 23451	385-6950	437-4710
Supportive Residential Services	*Mailing address: 3160 Magic Hollow Blvd. VB, VA 23453		
*Atlantic Manor	745 Lawrence Dr. Apt 202 Virginia Beach, VA 23462	473-5230 473-5083	473-5239
*Beach Park	866 Old Virginia Beach Rd Virginia Beach, VA 23451	437-4960 437-4969	437-4968
*Palm Avenue	100 A South Palm Ave Virginia Beach, 23452	431-4611	431-4610

NAME	ADDRESS	PHONE	FAX
Pendleton Child Service Center			
	Municipal Center, Bldg 23 2473 N Landing Road Virginia Beach, VA 23456	385-4537	385-4533
Social Services			
Administration	3432 Virginia Beach Blvd, Suite 346 Virginia Beach, VA 23452	437-3200	437-3466
Child & Youth Services	289 Independence blvd Pembroke 3, Suite 245 Virginia Beach, VA 23462	385-0850	518-9713

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Modified: February 20, 2008 – clb

Modified: June 12, 2009 – clb