

RESOURCE GUIDE for



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INTRODUCTION

This resource guide, developed by New Kent Social Services, 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, churches, professional societies, private groups and voluntary programs. Agencies are often located in New Kent County while many others are located within the regional area. Of course, many other resources also exist in the community and region. Regardless of an agency's location, most services and resources are available to New Kent County residents.

The Resource Guide was first published May 1, 2012 and was updated periodically and as needed. Due to the extensive number of changes, the Resource Guide was republished January 3, 2018. Again, changes have been made as new information became available. The Guide contains the names, addresses, telephone numbers and websites of organizations that offer a variety of services and information. The table of contents will help refine your search and is hyperlinked to that particular resource list. Known websites are active links to that particular source and are current as of publication. Every effort was made to include accurate information. Because this type of information is subject to change, we encourage you to update telephone numbers and addresses periodically.

New Kent County and the New Kent 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 New Kent County or the New Kent 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 be needed to discover the most helpful resources.
- Understand the first contact may 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, assets (such as bank accounts), residence and/or type of disability. 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 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 adult with disabilities. Some day centers maintain a nurse on-site. 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 centers provide respite care, enabling caregivers to work or to have a break from their caregiving responsibilities.

Area Adult Day Centers are listed on the next few pages. For additional information and referrals, contact:

AGENCY NAME	ADDRESS	PHONE NUMBER
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 Adult Day Health Services Association www.vadhsa.org		
Virginia Department for Aging and Rehabilitative Services (DARS) www.dars.virginia.gov	8004 Franklin Farms Road 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

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

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 Center of Virginia	5601 Hull Street Road Richmond, VA 23224	804-232-5030 Fax: 804-232-9211	YES
Alternative Adult Care	7193 Brooking Way Mechanicsville, VA 23111	804-427-6966	YES
Beth Sholom Adult Day Care Center www.bslcc.org	1600 John Rolfe Parkway Richmond, VA 23238	804-750-2183	YES
Caring Hands Adult Day Care, LLC	12114 Bermuda Crossroads Lane Chester, VA 23831	804-796-2272	_____
Central Adult Day Health Care Service	1500 Semmes Avenue Richmond, VA 23224	804-230-9042	YES
Circle Center Adult Day Services	4900 West Marshall Street Richmond, VA 23230	804-355-5717 Fax: 804-358-3866	YES
Gloucester Adult Day Care www.bayaging.org	7066 Hayes Shopping Center Hayes, VA 23072-3329	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 Corr Village www.lucycorr.org	6800 Lucy Corr Boulevard P.O. Box 170 Chesterfield, VA 23832	804-706-5657 or 804-748-1511 Fax: 804-796-6285	NO
Respite Care www.williamsburgumc.org	500 Jamestown Road Williamsburg, VA 23185	757-229-1771	_____

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AREA ADULT DAY CARE CENTERS—Continued

AGENCY NAME	ADDRESS	PHONE NUMBER	MEDICAID
InnovAge Virginia PACE (formerly Riverside PACE) www.MyInnovAge.com	1300 MacTavish Avenue Richmond, VA 23230	804-977-5900 Fax: 804-977-5938	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>			
Seniors 1st Choice Adult Day Care Center	3601 Dill Road Richmond, VA 23223	804-551-4648 Fax: 804-482-2842	YES
South Richmond Adult Day Care Center	1500 Hull Street Road Richmond, VA 23224	804-231-9306 Fax: 804-231-5177 Emergency #: 804-233-7679	YES
Viable Adult Day Care Center	4501 Williamsburg Road, Suite P Richmond, VA 23231	804-222-3355 Fax: 804-222-3917	YES
VCUHS Adult Day Services Program	607 N. 10 th Street P.O. Box 980013 Richmond, VA 23298	804-828-8027 804-828-5605	

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ADDITIONAL PROGRAMS

FRIENDSHIP CAFÉS —

Senior Connections, The Capital Area Agency on Aging, opened a Friendship Café in New Kent in December, 2015. The **New Kent Friendship Café** is located at New Generation of Gods Children in Faith Church, 6160 Pocahontas Trail, Providence Forge, VA. The Café is open from 9:30 a.m. to 1:00 p.m. on Tuesday and Thursday.

Senior Connections, The Capital Area Agency on Aging, also 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 on either Café, 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 older adult population and those serving older adults.

AGENCY	WEBSITE
Adaptive Home Environments Quinton, VA 23141; 804-339-2242	www.adaptivehomeenvironments.com
Administration for Community Living	www.acl.gov
Age in Action Newsletter; Virginia Center on Aging at VCU	www.sahp.vcu.edu/vcoa/newsletter/index.html
AARP	www.aarp.org/states/va.html/
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-now.org
National Institute on Aging	www.nia.nih.gov
National Center on Elder Abuse	https://ncea.acl.gov
OASIS Senior Advisors	www.WestRichmond.OasisSeniorAdvisors.com 804-836-3046
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
Virginia Center for the Aging at Virginia Commonwealth University	www.vcu.edu/vcoa
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.dars.virginia.gov
The Office for Aging Services of the Division for Community Living	https://vda.virginia.gov

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ALZHEIMER'S DISEASE AND DEMENTIA RESOURCES

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

ALZHEIMER'S ASSOCIATION

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

Alzheimer's Association	4600 Cox Road, Ste. 130 Glen Allen, VA 23060	804-967-2580 24 hour helpline: 1-800-272-3900
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The Alzheimer's Association, a leader in Alzheimer's research and support, provides reliable information and care consultation and support services for families.

ALZHEIMER'S DISEASE EDUCATION AND REFERRAL (ADEAR) CENTER

<http://www.nia.nih.gov/alzheimers/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

<https://www.caregiver.org/children-aging-parents> or 1-800-227-7294

An online support group for adults caring for their parents and other relatives. Also provides a list of in-person support groups in different states.

FAMILY CAREGIVER ALLIANCE—NATIONAL CENTER ON CAREGIVING

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

Family Care Navigator: Helps family caregivers locate public, nonprofit, and private programs and services nearest their loved one—living at home or in a residential facility. Resources include government health and disability programs, legal resources, disease-specific organizations and more.

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

<http://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 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 whom 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 ALFs 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 website <https://www.seniorlivinghelp.org/assisted-living/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](#), click on the Auxiliary grant link or go to Social Services in this guide.

CHESTERFIELD COUNTY

AGENCY NAME	ADDRESS	PHONE NUMBER
Assisted Living of Chesterfield www.elmcroft.com	1000 Twin Ridge Lane Richmond, VA 23235	804-327-1990
Assisted Living at Lucy Corr Village www.lucycorr.org	6800 Lucy Corr Court Chesterfield, VA 23832	804-748-1511
Ginter Hall South www.ginterhall.com	11300 Mall Court Drive Richmond, VA 23235	804-794-7770
Morningside of Bellgrade www.fivestarseniorliving.com	2800 Polo Parkway Midlothian, VA 23113	804-379-2800
Sunrise at Bon Air www.sunriseseniorliving.com	2105 Cranbeck Road Richmond, VA 23235	804-560-7707
The Crossings at Ironbridge www.thecrossingstationbridge.com	6701 Iron Bridge Parkway Chester, VA 23831	804-748-7000

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ASSISTED LIVING FACILITIES—Continued

HENRICO COUNTY

AGENCY NAME	ADDRESS	PHONE NUMBER
Beth Sholom Gardens https://bslcc.org	2001 Lauderdale Drive Richmond, VA 23233	804-754-2183
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	804-737-7670
Covenant Columns Manor (AG)	510 Park Avenue Richmond, VA 23223	804-222-7755
DPC Assisted Living (AG)	7205 Woodside Street Henrico, VA 23231	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.mahova.com	500 Masonic Lane Richmond, VA 23223	804-222-1694
Rita's Heavenly Assisted Living (AG)	119 South Ivy Avenue Highland Springs, VA 23075	804-737-5916
Rita's Heavenly Assisted Living #2 (AG)	700 West Washington Street Highland Springs, VA 23075	804-737-0688
The Guardian Light	2101 Mountain Run Drive Glen Allen, VA 23060	804-261-5824

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AG means Auxiliary Grant. The facility accepts payment under the Auxiliary Grant through the Department of Social Services.*

ASSISTED LIVING FACILITIES—Continued

HANOVER COUNTY

AGENCY NAME	ADDRESS	PHONE NUMBER
Covenant Woods www.covenantwoods.com	7090 Covenant Woods Drive Mechanicsville, VA 23111	804-559-8000
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	804-746-7370
Tapp Family Home www.tappfamilyhome.com	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
<i>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.</i>		
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 www.brookdale.com</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	757-209-2428
Morningside of Williamsburg	440 McLaws Circle Williamsburg, VA 23185	757-656-4533
Spring Arbor of Williamsburg www.springarborliving.com	935 Capital Landing Road Williamsburg, VA 23185	757-565-3583
St. Charles Lwanga House (AG)	2204 Jolly Pond Road Williamsburg, VA 23188	757-564-7371
St. Charles Lwanga House G (AG)	2208 Jolly Pond Road Williamsburg, VA 23188	757-256-6937
WindsorMeade of Williamsburg www.williamsburglanding.org	3900 Windsor Hall Drive Williamsburg, VA 23188	757-941-3600
Woodhaven at Williamsburg Landing www.williamsburglanding.org	5500 Williamsburg Landing Williamsburg, VA 23185	757-253-0303

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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 House (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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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.

Bereaved Parents of the USA <i>Loss of a Child, grandchild, or sibling</i>	www.bereavedparentsusa.org Mechanicsville Chapter Outreach Contact/Chapter Leader 804-843-4883
Bon Secours Bereavement Services <i>Includes a Men's Bereavement Group, Spouses' Bereavement Group, Siblings' Group and 20 Somethings Web-Based Group.</i>	www.bonsecours.com Bon Secours Bereavement Center 7229 Forest Avenue, Suite 108 Richmond, VA 23226 804-433-4710 Email: HospiceBereavement@bshsi.org
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>	http://www.comfortzonecamp.org 6606 W. Broad Street, Suite 401 Richmond, VA 23230 Toll-free: 1-866-488-5679 FAX: 804-377-3430
Full Circle <i>A comprehensive grief resource center for children, adults, and their families; provides comprehensive professional grief support.</i>	www.fullcirclegc.org 10611 Patterson Avenue, Suite 201 Richmond, VA 23238 804-912-2947
Hospice House and Support Care of Williamsburg <i>Bereavement Social and Walking Group</i>	4445 Powhatan Parkway Williamsburg, VA 23188 757-253-1220
Support Groups within Virginia <i>Find detailed professional listings for Therapy Groups and Support Groups in the United States and Canada.</i>	https://www.psychologytoday.com/us/groups/virginia

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FUNERAL ARRANGEMENTS—

Numerous funeral homes meet the needs of New Kent 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.

SERVICES FOR PEOPLE WITH BRAIN INJURY 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.

Community Rehabilitation Case Management Services (CRCMS) Program provides case management / service coordination for individuals with central nervous system and other severe functional disabilities (including brain injury). Rehabilitation Specialists assist in identifying individual 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://www.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/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 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 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*

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.*

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>

CHILDREN: INFORMATION AND RESOURCES

Adoption and Foster Care <i>Website provides information on licensed Child Placing Agencies (CPA), Family Engagement, Foster Care, Promoting Safe and Stable Families (PSSF) and Services for Older Youth.</i> <i>You may also call New Kent Social Services at 804-966-1853.</i>	Virginia Department of Social Services www.dss.virginia.gov
Autism Speaks <i>Website provides information on family services, advocacy, events, tool kits, Autism Apps and state specific information.</i>	www.autismspeaks.org
Center for Family & Child Services Child & Family Connection Program <i>Provides a variety of resources, services, and training to help families and caregivers raise confident, competent, and happy children.</i>	757-229-7940 Fax: 757-229-8081
Centers for Disease Control (CDC) <i>Provides information on Autism Spectrum Disorder and child development milestones as well as diseases</i>	www.cdc.gov 1-800-CDC-INFO
Children's Services Act (CSA) <i>CSA is a state-mandated program created to assist at-risk children and their families. The office strives to provide services that are child-centered, family focused, and community based. Children must meet certain criteria and must be referred to the program by a participating local child serving agency such as Social Services, Court services, Public Schools or Community Services Board.</i>	New Kent Office of Children's Services 7911 Courthouse Way, Suite 100 P.O. Box 193 New Kent, VA 23124 Phone: 804-966-8694 Fax: 804-966-5094
Child Care <i>Website provides information on child care guidance for parents, child day care and Children's Residential facilities (CRF).</i>	Virginia Department of Social Services www.dss.virginia.gov
Child Care Aware of Virginia <i>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.</i>	http://vachildcareaware.org 804-285-0846 800-481-1913
Child Savers www.childsavers.org <i>Guidance Clinic, Child Development Services, Trauma Response</i>	200 North 22 nd Street Richmond, VA 23223 804-644-9590
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

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CHILDREN: INFORMATION AND RESOURCES—Continued

Children’s Mental Health Resource Center <i>Offered by Virginia Commonwealth University Department of Psychiatry.</i> <i>See www.mentalhealth4kids.org for additional information and resources</i>	1506 Willow Lawn Drive, Suite 207 Richmond, VA 23230 804-447-2124
Code RVA—Regional High School info@coderva.org <i>Prepares students for college & careers in computer science through personalized, integrated, and applied learning</i>	804-968-1820 2601 Durham Street Richmond, VA 23220
Commonwealth Autism Service (CAS) <i>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.</i>	http://www.autismva.org 804-355-0300 Toll free: 1-800-649-8481 4108 E. Parham Road Richmond, VA 23228
The Dominion School for Autism <i>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.</i> 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) <i>First Call Program is available to new and expectant parents.</i>	http://dsagr.com/home/new_parents
Early, Periodic, Screening, Diagnosis and Treatment (EPSDT Program) <i>A comprehensive and preventive child health program for individuals under the age of 21. Must be Medicaid eligible.</i>	Virginia Department of Medical Assistance Services (DMAS) www.dmas.virginia.gov 804-786-6134
Faison School for Autism <i>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.</i>	https://thefaisonschool.org 1701 Byrd Avenue Richmond, VA 23230 804-612-1947 Fax: 804-612-1956

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CHILDREN: INFORMATION AND RESOURCES—Continued

Healthy Families @ Thrive Virginia

Thrive Virginia's (formerly Quin Rivers) 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.

www.thriveva.org

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
804-727-8970
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 TumbleBooks;*
- *book club for emergent readers; Paws to R.E.A.D®. Program (Reading Education Assistance Dogs®)*

www.heritagepubliclibrary.org

804-966-2480
7791 Invicta Lane
New Kent, VA 23124

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

Mothers of Preschoolers (MoPS)

Ages 0-5; building community and encouraging moms along their motherhood journey by providing practical and insightful wisdom through speakers on a wide variety of topics.

www.newkentcc.com/mops

New Kent Christian Center
9660 Tunstall Road
New Kent, VA 23124
804-557-3323

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CHILDREN: INFORMATION AND RESOURCES—Continued

New Kent County Public Schools	http://newkentschools.org/
<i>School Board—</i>	804-966-9650
<i>New Kent High School—</i>	804-966-9671
<i>New Kent Middle School—</i>	804-966-9655
<i>George W. Watkins Elementary School—</i>	804-966-9660
<i>New Kent Elementary School—</i>	804-966-9663
<i>Schools Transportation—</i>	804-966-9670
New Kent County Health Department <i>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</i>	7911 Courthouse Way New Kent, VA 23124 804-966-9640
Parent-Child Development Center <i>Programs: Head Start, Early Head Start, All Stars, Smart Start, Growing Together; empowers families to improve the quality of their lives through educational and self-help programs, family-support services, and advocacy activities in partnership with the community.</i>	http://pcdcva.org 702 Main Street West Point, VA 23181 804-843-2289 FAX: 804-843-2308
Parents & Children Coping Together	804-559-6833 7286 Ewell Circle Mechanicsville, VA 23111
Stop Child Abuse Now (SCAN) of Greater Richmond	www.grscan.com 804-257-7726 103 E. Grace Street Richmond, VA 23219
Voices for Virginia’s Children <i>Early Care and Education, Family Economic Success, Foster Care and Adoption</i>	http://vakids.org 804-649-0184 701 East Franklin Street, Suite 807 Richmond, VA 23219 info@vakids.org

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CHURCHES in NEW KENT COUNTY

There are many churches serving New Kent County representing most denominations.

CHURCH NAME	ADDRESS	PHONE
Angel View Baptist Church	6911 Angel View Lane Lanexa, VA 23089	804-843-2570
Church of Jesus Christ of Latter Day Saints	11301 Pocahontas Trail Providence Forge, VA 23140	757-810-9533
Corinth Baptist Church <i>Rev. Dr. Ben Caldwell; Pastor</i>	11650 New Kent Hwy P.O. Box 126 New Kent, VA 23124	804-966-5635
Ebenezer Baptist Church	14410 Rockahock Road P.O. Box 253 Lanexa, VA 23089	804-966-2345
Emmaus Baptist Church	6700 Emmaus Church Road P.O. Box 533 Quinton, VA 23141	804-966-5238
The Fellowship Church	8463 Rumleys Lane Providence Forge, VA 23140	804-966-9713
Good Hope Church	5400 Good Hope Church Road Lanexa, VA 23089	757-634-9809
Hopewell Baptist Church	5061 Hopewell Road New Kent, VA 23124	804-932-4906
Jehovah's Witness Providence Forge Congregation	5501 Mountcastle Road Providence Forge, VA 23140	804-966-9813
Journey Christian Fellowship	2587 New Kent Highway P.O. Box 768 Quinton, VA 23141	804-932-8300
Kentwood Heights Baptist Church <i>Rev. Dave Smith; Pastor</i>	2607 New Kent Highway P.O. Box 8 Quinton, VA 23141	804 932-5370
King of Glory Lutheran Church <i>Rev. Larry McReynolds; Pastor</i>	9120 Pocahontas Trail P.O. Box 37 Providence Forge, VA 23140	804-966-5525
Lebanon Baptist Church <i>Rev. William Goodwin; Pastor</i>	5300 Hopewell Road New Kent, VA 23124	804-932-3094

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CHURCHES in NEW KENT COUNTY—Continued

CHURCH NAME	ADDRESS	PHONE NUMBER
Liberty Baptist Church	15810 Liberty Church Road Lanexa, VA 23089	804-966-2659
Mt. Calvary Baptist Church <i>Rev. Raymond Otey, Sr.; Pastor</i>	5200 Mountcastle Road Providence Forge, VA 23140	804-966-5314
Mt. Nebo Baptist Church <i>Rev. Norman Crowder; Pastor</i>	5800 Mt. Nebo Road P.O. Box 99 Barhamsville, VA 23011	757-566-2229
Mt. Olive Baptist Church	5501 Holly Fork Road P.O. Box 177 Barhamsville, VA 23011	757-566-0134
Mt. Pleasant Baptist Church <i>Rev. Joseph Seay; Pastor</i>	4200 Mt. Pleasant Road P.O. Box 32 Providence Forge, VA 23140	804-966-8687
New Covenant Community Church <i>Rev. Milton Hathaway; Pastor</i>	P.O. Box 779 Quinton, VA 23141	804 932-5383
New Elam Baptist Church <i>Rev. Kelvin Paige; Pastor</i>	8101 Cumberland Road New Kent, VA 23124	804-966-5613
New Generation of God's Children in Faith Church <i>Rev. John A. Smith; Pastor</i>	6160 Pocahontas Trail P.O. Box 430 Providence Forge, VA 23140	804-966-8268
New Hope Community Church <i>Rev. Neil Lieder; Pastor</i>	6475 Parrish Road Providence Forge, VA 23140 www.newhopefamily.us	804-840-7937
New Jersualem Baptist Church <i>Rev. Kelvin L. Paige; Pastor</i>	New Kent Highway New Kent, VA 23124	804-402-2284
New Kent Christian Center	9660 Tunstall Road New Kent, VA 23124	804-557-3323
New Life Baptist Church	8420 George W. Watkins Road Quinton, VA 23141	804-932-9603

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CHURCHES in NEW KENT COUNTY —Continued

CHURCH NAME	ADDRESS	PHONE
Pamunkey United Methodist Church	15700 Pamunkey Church Road Lanexa, VA 23089	
Providence Forge Presbyterian Church	9310 Townsend Road Providence Forge, VA 23140	804-966-2079
Providence United Methodist Church <i>Rev. Bill John; Pastor</i>	4001 New Kent Hwy Quinton, VA 23141	804-932-4973
Rising Mount Zion Baptist Church <i>Rev. Rudolph Sykes, Jr.; Pastor</i>	8500 New Kent Hwy New Kent, VA 23124	804-932-3394
St. Elizabeth Ann Seton Church <i>Fr. Russell Smith; Priest</i>	2631 Pocahontas Trail Quinton, VA 23141	804-932-4125
St. Luke Baptist Church <i>Rev. Joseph Garrett; Pastor</i>	7901 Plum Point Road West Point, VA 23181	804-843-4266
St. Peter's Parish Church	8400 St. Peters Lane New Kent, VA 23124	804-932-4846
Second Elam Baptist Church <i>Rev. Russell Crawley; Pastor</i>	15601 Cooks Mill Road Lanexa, VA 23089	804-966-7011
Second Liberty Baptist Church <i>Rev. Sean T. Young; Pastor</i>	8140 George W. Watkins Road Quinton, VA 23141	804-932-4245
Tabernacle United Methodist Church	20051 Tabernacle Road Barhamsville, VA 23011	757-566-0659
The Fellowship Church	8463 Rumleys Lane Providence Forge, VA 23140	804-966-8268
Tsena Commocko Baptist Church	2401 Tsena Road Providence Forge, VA 23140	804-966-4205
Union Baptist Church <i>Rev. Rodney Christian; Pastor</i>	8468 South Quaker Road Quinton, VA 23141	804-932-3317
Word of Faith Christian Center	Quinton Community Center 3041 New Kent Highway Quinton, VA 23141	

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CONSUMER DIRECTED FACILITATORS FOR PERSONAL CARE

CONSUMER-DIRECTED PERSONAL ASSISTANCE SERVICES (CD) helps individuals with their daily needs, such as dressing, bathing, eating, and assistance with self-administration of medication. Services may also be used to support individuals with their activities of daily living (ADLs) at work and other places in their communities. These services are available in the CCC Plus (Commonwealth Coordinated Care), HIV/AIDS, and Developmental Disabilities (DD) Waivers. As of July 1, 2017, the EDCD Waiver and Tech Waiver are known as the CCC Plus Waiver.

CD services in the CCC Plus Waiver are different from agency-directed services in the CCC Plus Waiver. Services provided through personal care agencies are agency-directed services. The agency employs the people (usually called “staff”, or “certified nurses’ aides”, or “home health aides”) who work with the individual in agency-directed services. The individual chooses the agency; the agency assigns staff members to the individual. In CD services, the CD personal assistant and respite provider work for the CD employer.

Listed below are some of the Consumer Directed Facilitators serving New Kent. Please know that while none of the Consumer Directed Facilitators reside in or have an office in New Kent, they do serve New Kent residents. **This list is subject to change.** For additional facilitators, please access:

<https://www.viriniamedicaid.dmas.virginia.gov/wps/portal/SearchForProviders>. (Under Provider Type, choose Case Management—Waiver and Service Facilitation.)

AGENCY NAME	ADDRESS	PHONE NUMBER
Access Child and Family Care	Williamsburg, VA 23185	757-273-7488 Fax: 757-273-1133
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 Fax: 703-468-4958
Heavenly Helpers In-Home Services	9291 Laurel Grove Road Mechanicsville, VA 23116	804-569-2736 Fax: 804-569-2737
Home Staffing Solutions, LLC	P.O. Box 245 Gloucester Point, VA 23062	757-706-4584 Fax: 855-208-5055
<i>Accepts: Aetna, Optima, Anthem and Fee for Service (Medicaid)</i>		
Pathway Counseling Services (also provides agency-directed services)		804-472-7020 Fax: 877-655-9886
Standing in the Gap, LLC		804-502-8650 Fax: 804-652-1696

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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.
New Kent/Charles City 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 23229 804-786-4000 https://www.dcjs.virginia.gov	Provides grant funding, training, technical assistance, and written resources to programs and individuals serving crime victims. In addition, staff monitors legislation, conducts studies and provides direct services to crime victims through the Crime Victim Assistance INFO-LINE and through victim assistance emergency response.
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) 801 E. Main Street Richmond, VA 23219 www.dss.virginia.gov	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 programs.
Virginia Family Violence and Sexual Assault 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 1111 East Broad Street, Suite B036 Richmond, VA 23219 804-786-6984 http://vscc.virginia.gov	The purpose of the Commission is to study, report, and make recommendations on all areas of public safety and protection. 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, domestic violence and sexual assault. 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 domestic violence and/or sexual assault, we strongly urge you to devise a safety plan for a time of extreme emergency. The following will be a great start for obtaining help and vital information:

BRIDGES OF CHANGE DOMESTIC VIOLENCE SHELTER Crisis Line: 804-335-4019
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OTHER SHELTERS:

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

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For additional assistance, please contact:

Project Hope at Thrive Virginia

HOTLINE: 1-877-966-4357

804-966-8720

www.thriveva.org

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

FOOD PANTRIES AND FOOD SOURCES

Note: many pantries are now drive-through due to COVID-19 restrictions and safety.

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 a message	Open Saturdays from 3-4 pm; by appointment only
Good Neighbor Center of West Point <i>Serves 5 miles into New Kent, West Point, King William and King & Queen Counties</i>	207 West Euclid Blvd. West Point, VA 23181	804-843-4339	Mon 10 am to 2 pm Wed 12 pm to 2 pm
Kentwood Heights Baptist Church <i>No qualification or fee; prepackages non-perishables 1 x week; serves New Kent and surrounding counties</i>	2607 New Kent Highway Quinton, VA 23141	804-932-5370	Mon-Wed 10am to 12pm
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 Saturdays: 10am-11:30am
<ul style="list-style-type: none"> For the most up-to-date information, please access the New Hope Pantry on Facebook; or, call 804-932-3967. 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. 			
New Kent Senior Citizen Food Pantry	4375 Olivet Church Road Providence Forge, VA 23140	804-337-1031	Please call to see if open
Pappy's Pantry	Mobile Services	804-387-4226 804-241-6950	By appointment; no fee; offers non-perishables & toiletries
Proclaiming Grace Outreach (PGO) www.pgova.org	Tabernacle Methodist Church 20051 Tabernacle Road Barhamsville, VA 23011	757-741-5070	Serves all of New Kent Co. & upper James City Co; no fee; 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 and Thurs; 10 am to 12 pm; no fee;
West Point Mobile Food Pantry	West Point Christian Church 290 Euclid Blvd. West Point, VA 23181		Open to New Kent residents; every 3rd Thursday; 10:15 am to 11:15 am

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HOME HEALTH CARE

HOME HEALTH CARE is the service that permits individuals to receive both long-term and short-term skilled medical or 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 agencies serve New Kent County even though the office is located outside of the 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 203 Williamsburg, VA 23185	757-565-5400	YES
Brookside Home Health	460 McLaws Circle, Ste 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 agencies serve New Kent County even though the office is located outside of the 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 About Personal Care	5833 Richmond-Tapp Hwy; Ste 102A; Aylett, VA 23009	804-512-0802 FAX: 804-723-0990	YES
AmeriCarePlus	6689 Fox Centre Pkwy Gloucester Courthouse, VA 23061	804-694-8138 FAX: 804-694-8170	YES
At Home Care Staffing	5700 Old Richmond Ave; Ste D Richmond, VA 23226	804-358-0631 FAX: 804-497-2112	Please call
Bayada Nurses	263 McLaws Circle; Ste 103 Williamsburg, VA 23185	757-229-0019	NO
Comfort Keepers	205 Bulifants Blvd.; Ste. B Williamsburg, VA 23188	757-229-2777	NO
Covenant Home Care	9562 Kings Charter Drive; Ste 202 Ashland, VA 23005	804-569-6104	Please call
Hand N' Heart LLC	461 McLaws Circle, Suite A Williamsburg, VA 23185	757-565-0216 FAX: 757-565-1760	YES

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	ACCEPTS MEDICAID
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 Ste. 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; Williamsburg, VA 23188	757-808-5450 FAX: 757-808-5451	YES

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

SKILLED AND PERSONAL CARE PROVIDERS

These agencies provide both skilled care and personal care

AGENCY NAME	ADDRESS	PHONE NUMBER	ACCEPTS MEDICAID
Accredited Home HealthCare Corp. <i>Provides care for both adults and children.</i>	4602 West Grove Ct, Ste. B Virginia Beach, VA 23455	757-201-3502 FAX: 757-671-3345	YES
Affordable Care	1509 Cutshaw Place Richmond, VA 23226	804-477-7912	YES
Care Advantage	7239 Mechanicsville Trnpke Mechanicsville, VA 23111	804-788-0805 FAX: 804-730-1789	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
Hope In Home Care <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>	4512 John Tyler Highway Williamsburg, VA 23185	757-220-1500 Fax: 757-345-2734	YES
Seniors First Choice www.SeniorsFirstChoice.org	8005 Creighton Parkway, Suite A Mechanicsville, VA 23111	804-789-1569 FAX: 804-789-1572	YES

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HOSPICE PROVIDERS

*These agencies serve New Kent County even though the office is located outside of the County.
For additional hospice providers search <http://www.caring.com/local/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: 804-612-3713	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	804-788-0805	Call to confirm
Comfort Keepers	205 Bulifants Blvd.; Ste B Williamsburg, VA 23188	757-229-2777	NO
Hospice of Virginia	2235 Staples Mill Road; Suite 100 Richmond, VA 23230	804-281-0451	YES
James River Hospice	9100 Arboretum Parkway Suite 290 N. Chesterfield, VA 23236	804-272-3300	Please call
Legacy Hospice	11848 Rock Landing Drive Ste. 202 Newport News, VA 23606	757-240-5775	Please call
New Century Hospice	808 Moorefield Park Dr. Suite 113 Richmond, VA 23236	804-353-2702	YES
Odyssey Hospice	8000 Franklin Farms Drive Richmond, VA 23229	804-290-4300	YES
Riverside Walter Reed Hospice	7358 Main Street Gloucester, VA 23061	804-693-1111	YES

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- Medicare pays for hospice; however, Medicare is based on age and/or disability

HOSPITALS AND MEDICAL CARE

IF YOU HAVE AN EMERGENCY, PLEASE DIAL 911.

A hospital is a health care institution providing patient treatment with specialized medical and nursing staff and medical equipment. Hospitals provide for emergency services, inpatient care, and often, longer-term patient stays. Hospitals usually are distinguished from other types of medical facilities by their ability to admit and care for inpatients while other medical settings are often described as clinics.

AGENCY NAME	ADDRESS	PHONE NUMBER
Cumberland Hospital for Children and Adolescents <i>Serves children and adolescents with chronic brain disease, brain injury, neurological impairment and other medical conditions; treatment center for complex needs</i>	9407 Cumberland Road New Kent, VA 23124	800-368-3472
Hunter Holmes McGuire VA Medical Center	1201 Broad Rock Boulevard Richmond, VA 23249	804-675-5000 Fax: 804-675-5581
Memorial Regional Medical Center—MRMC Bon Secours	8260 Atlee Road Mechanicsville, VA 23116	804-764-6000
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
VCU Health Emergency Center	2495 Pocahontas Trail Quinton, VA 23141	
VCU Medical Center	1250 E. Marshall Street Richmond, VA 23298	804-828-9000

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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 New Kent 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 <http://www.cvhsinc.org/locations/ccrhs>
- **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
Virginia Veterans Crisis Line	SUICIDE PREVENTION HOTLINE	1-800-273-8255

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.

Continued—

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 Peninsula & Greater Williamsburg (serves New Kent County) www.HabitatPGW.org		757-596-5553 ext. 5 for questions; Williamsburg
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 providing weatherization improvements to qualified New Kent County residents..</i>		
Housing Opportunities Made Equal (HOME)	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>		
Housing Partnerships, Inc.	P.O. Box 441 Williamsburg, VA 23187	757-221-0225 Fax: 757-221-0444
<i>Please call to confirm the services provided by Housing Partnerships and the service area</i>		

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HOUSING AND HOME REPAIR PROGRAMS — Continued

AGENCY NAME	ADDRESS	PHONE NUMBER
Housing and Urban Development (HUD) https://www.hud.gov/topics/home_improvements	600 E. Broad Street Richmond, VA 23219	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 (PGO)	P.O. Box 121 20051 Tabernacle Road Barhamsville, VA 23011	757-741-5070
<i>Serves all of New Kent County and also serves upper James City County. PGO also makes home repairs and builds handicap ramps on a case by case basis. PGO also operates a food pantry (see Food Sources list) and The Thrift Spot located at Highway 30 and Stage Road. The Thrift Spot offers inexpensive clothing, some furniture and is open Saturday from 8am to 4pm.</i>		
Thrive Virginia (formerly Quin Rivers) Homeless Intervention Program (HIP)	10718 Ballantraye Dr.; Ste. 402 Fredericksburg, VA 22407	540-479-4363
SouthEast Rural Community Assistance Project, Inc. (SERCAP) http://sercap.org	347 Campbell Avenue, SW Roanoke, VA 24016	540-345-1184 Fax: 540-342-2932 Toll free: 1-866-928-3731
<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>		
Virginia Division for the Aging www.vda.virginia.gov	1600 Forest Avenue, Suite 102 Richmond, VA 23229	804-662-9333 1-800-552-3402

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HOMELESS SERVICE AGENCIES

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.

Housing (Homeless) Crisis Line phone number: 804-972-0813 from Monday to Friday, 8am to 6pm. (if someone is within 3 days of losing their housing)

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

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 services and some provide general information regarding your legal rights. None of these should be considered as a substitute for personal legal counsel. Thank you to the Chesterfield Council on Aging for providing additional resource information.

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.cvlas.org	101 West Broad Street, # 101 P.O. Box 12206 Richmond, VA 23220	800-868-1012
Commonwealth Mediation Groups, Inc. www.cmg-foundation.org	9100 Arboretum Parkway; Ste 190 Richmond, VA 23236	804-254-2664
Equal Employment Opportunity Commission www.eeoc.gov	400 N. 8th Street, Suite 350 Richmond, VA 23219	804-771-2200 800-669-4000 TTY 800-669-6820
Legal Information Network for Cancer (LINC) www.cancerlinc.org	P. O. Box 73281 1459 Johnston Willis Drive Richmond, VA 23235	804-272-5462, ext. 4 877-644-5462
National Association for the Advancement of Colored People (NAACP) www.virginianaacp.org	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 TDD 775-0502
Virginia Office for Protection and Advocacy disAbility Law Center of Virginia www.dlcva.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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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.

AGENCY NAME	ADDRESS	PHONE NUMBER	MEDICAID
All Med Express	9820 Midlothian Tnpg. Richmond, VA 23235	804-864-0011	YES
American Orthotic & Prosthetic Center	2000 Bremon Road #205 Richmond, VA 23230	804-353-9077 Fax: 804-353-9159	YES
American Orthotic & Prosthetic Center	2206 Executive Drive; Ste C Hampton, VA 23666	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
Global Medical	2810 E. Parham Road Richmond, VA 23228	_____	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 St., 4 th Floor Glen Allen, VA 23060	New Customers: 866-938-3906 Customer Service: 800-565-5644	YES
LinCare	7845 Richmond Road Toano, VA 23168	757-566-9624	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 23606	757-599-9080 800-322-4679 Fax: 757-599-3855	YES
Roberts Home Medical, Inc. Richmond Area Office	340 South Hill Carter Pkwy Ste. M Ashland, VA 23005	804-798-4600 800-752-7317	YES
Virginia Home Elevator, Stairlift and Ramp	_____	804-564-6364	_____
Virginia Home Medical	11842 Canon Blvd. Newport News, VA 23606	757-873-1700 Fax: 757-873-0460	YES
West Home Medical	2277 Dabney Road Richmond, VA 23230	804-353-7703	_____

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MEDICAL SUPPLY COMPANIES— EQUIPMENT RESOURCES, ADAPTIVE CLOTHING, AND SUPPORTS

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

COMPANY AND WEBSITE	ADDRESS	PHONE NUMBER
Ableware Independent Living from Maddak www.maddak.com	SP Ableware-Maddak 661 Route 23 South Wayne, NJ 07470 Email: custservices@maddak.com	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 Email: richmond@free-foundation.org
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.hlaagreaterrichmond.com	
<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.LSSproducts.com	145 River Rock Drive Buffalo, NY 14207	1-800-468-4789
<i>Catalog of products for the visually impaired and hard of hearing.</i>		
Richmond Ramps	www.RichmondRamps.com	804-977-1784
<i>Sells and rents wheelchair ramps to businesses and homeowners; also provides ramps under Medicaid waivers; based in New Kent County</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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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 New Kent Department of Social Services 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 19-64 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.

Ways 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 New Kent Department of Social Services (Mailing may take longer than other methods of applying).

FAMIS (Family Access to Medical Insurance Security) and FAMIS MOMS

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 complete health care including dental coverage for women when they are expecting a baby.

For information call 1-855-242-8282, (TDD) 1-888-221-1590 or visit www.famis.org. Individuals may also contact New Kent Social Services at 804-966-1853.

You can learn more about Virginia Medicaid, FAMIS and Plan First 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 Unit	9403 Pocahontas Trail Providence Forge, VA 23140	804-727-8970 Fax: 804-966-5694
Cypress Enterprises	101-A Roxbury Industrial Center Charles City, VA 23030	804-966-5753 Fax: 804-966-5581

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 and 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 counties with developmental disabilities. Children with developmental delay up to age 3 years is provided Early Intervention services at the Woodman Road and East Center office locations. Developmental Disabilities Case Management services is provided at the Woodman Road, Providence Forge, East Center, and at Cypress Enterprises office locations. Employment and Day Services is provided at Hermitage and at Cypress Enterprises Office locations.

Contact Numbers:

- Referral Number for Early Intervention Services (birth to 3): 804-727-8372
- Intake Number for Case Management supports for Individuals with Developmental Disabilities: 804-727-8546
- Employment and Day Services for individuals with Developmental Disabilities: 804-727-8820

Services available:

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

MENTAL HEALTH AND COUNSELING SERVICES—Continued

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—Virginia www.vaalanon.org		
Beacon Counseling and Consulting	372 McLaws Circle #2 Williamsburg, VA	757-564-3100
Capps Christian Counseling Dr. Joseph Capps	drjcapps@cappschristiancounseling.com New Kent, VA	804-932-3464
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 <i>Offered by Children's Hospital of Richmond at Virginia Commonwealth University; a program of the Virginia Treatment Center for Children</i>	1308 Sherwood Avenue Richmond, VA 23230	Information: 804-828-9897 Appointments: 1-804-828-2467
Co-Dependents Anonymous— <i>Please see website for locations and times</i>	http://coda.org	
Crisis One Community Crisis Services		24 hr. referral line: 804-980-5373
Dominion Behavioral Health	2305 N. Parham Road, Suite 3 Richmond, VA 23229	804-270-1124
EMS of Virginia http://emsofvirginia.com <i>Provides many different services for adults aged 18 and up, struggling with mental health issues.</i>	EMS of Virginia Administrative Office 707 N. Courthouse Road North Chesterfield, VA 23236	804-332-5696

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

MENTAL HEALTH AND COUNSELING SERVICES—Continued

AGENCY NAME	ADDRESS	PHONE NUMBER
John Randolph Medical Center www.johnrandolphmedicalcenter.com	411 West Randolph Road Hopewell, VA 23860	804-541-1600
Journey House Foundation www.journeyhouserecovery.org <i>A holistic, peer recovery program teaching individuals to live a recovery lifestyle and achieve a thriving life.</i>	6401 Horsepen Road Richmond, VA 23226	804-956-4986
Key Independent Development Services <i>Provides Mental Health Skills Building Services; MUST have Medicaid.</i>	3212 Skipwith Rd. Ste. 110 Henrico, VA 23294	804-303-8162 FAX: 804-447-1591
Mental Health Associates of Virginia	2008 Bremono Rd. Ste. 101 Richmond, VA 23226	804-257-5591 CRISIS HELPLINE— 1-800-273-8255
NAMI —National Alliance on Mental Illness Central Virginia www.namcentralvirginia.org	P.O. Box 18086 Richmond, VA 23226 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 <i>Offers a variety of community based services</i>	3105 W. Marshall Street; Clay Building; Ste. 103 Richmond, VA 23230	804-447-8419 FAX: 804-447-8424
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; Ste. A Williamsburg, VA 23185	757-220-2669
Riverside Behavioral Health www.riversideonline.com	120 Kings Way Ste. 2800 Williamsburg, VA 23185	757-345-3020
St. Clare & Partners Day Treatment Center https://stclareandpartnersdaytreatmentcentre.com <i>Providing specialized therapy, skill building and psychosocial day support to adults with a mental diagnosis, and/or a coexisting disorder, such as substance abuse.</i>	17465 Eltham Road Lanexa, VA 23089	804-843-9000 FAX: 804-843-9200

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MENTAL HEALTH AND COUNSELING SERVICES—Continued

AGENCY NAME	ADDRESS	PHONE NUMBER
Start Your Recovery <i>Offers people a single source of relatable, reliable information at any stage of their recovery journey.</i>	https://startyourrecovery.org	
The FIX Ministry www.TheFixRVA.com <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>	4465 Mt. Olive Cohoke Road King William, VA 23086	804-801-9644
The Healing Place A CARITAS Program <i>At The Healing Place, CARITAS provides long-term peer-driven residential recovery program; includes workforce development, a transitional sober living community, and an active alumni association</i>		Program Director: 804-230-1217
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 23219	804-786-3921

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NEW KENT COUNTY CONTACTS

Most New Kent County contacts can be accessed through www.co.new-kent.va.us

Administration/Attorney—
804-966-9683

Airport (Quinton, VA) —
804-932-3984

Animal Control—
804-966-9500

**Building Development/Building
Code/Inspection/Permit Center—**
804-966-9680

Commissioner of Revenue—
804-966-9610

Community Development—
804-966-9690

Courts System—
Circuit Court
804-966-9520

General District Court
804-966-9530

Traffic Ticket – Recording
804-966-9534

Juvenile & Domestic Relations
804-966-9620

Court Services/Intake Officer
804-966-9622

Commonwealth's Attorney
804-966-5548

Victim/Witness Assistance
804-966-9604

Economic Development & Tourism—
804-966-9631

Financial Services—
804-966-9605

General Services—
804-966-8514—

Human Resources—
804-966-8512

Fire-Rescue Non-Emergency—
804-966-9618

Fire Station #1 – Providence Forge, VA
804-966-5322

Fire Station #2 – Quinton, VA
804-932-3866

Fire Station #3 – Eltham, VA
804-843-2012

Fire Station #4 – Lanexa, VA
804-966-8774

Health Services--New Kent Health Department
804-966-9640

**Charles City & New Kent Mental Health &
Substance Abuse Services—**
Providence Forge, VA
804-727-8970

Heritage Public Library—
804-966-2780

Information Technology—
804-966-9684

Parks & Recreation—
804-966-8502

Public Utilities—
Technical questions & problems
804-966-9678

Billing & Applications
804-966-9676

After Hours Emergencies – Water/Sewer
804-966-9500

Real Estate, Personal Property, Dog Tags—
Assessment—
804-966-9610

Payments and Collections
804-966-9615

Refuse—
Comments & Questions
804-966-8502
Site 612 – Airport Rd., Quinton
804-932-8745
Site 618 – Olivet Church Rd., New Kent
804-966-2686
Site 634 – Polishtown Rd., Barhamsville
804-843-3496
Site 647 – Old Telegraph Rd., Lanexa
804-966-5203

Refuse—
After Hours Emergency
804-966-9500

Schools—
School Board
804-966-9650
New Kent High School
804-966-9671

New Kent Middle School
804-966-9655

*George W. Watkins Elementary
School*
804-966-9660
New Kent Elementary School
804-966-9663

Schools Transportation
804-966-9670

Sheriff's Department—
EMERGENCY—911

Non-Emergency/Magistrates—
804-966-9500

Animal Protection/Control—
804-966-9500

Human Services—
Social Services
804-966-1853

Children's Services Act (CSA)
804-966-8694

Treasurer's Office—
804-966-9615

**Virginia Cooperative Extension
Services—**
804-966-9645

Visitors & Commerce Center—
804-966-8787

Voter Registration—
804-966-9699

EMERGENCY— 911

NON-PROFIT AGENCIES

AGENCY NAME	ADDRESS	PHONE NUMBER
American Red Cross of Capital Virginia www.redcross.org	2825 Emerywood Parkway Richmond, VA 23294	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 Rd. 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 P.O. Box 24026 Richmond, VA 23224	Phone: 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>		
Homeward—Home www.homewardva.org	9211 Forest Hill Ave. Ste.200 Richmond, VA 23224	804-343-2045 804-972-0813 crisis line
<i>Planning and coordination for homeless services in the greater Richmond region.</i>		
Jewish Family Services	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

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NON-PROFIT AGENCIES—Continued

AGENCY NAME	ADDRESS	PHONE NUMBER
Old House Clothes	See Old House Clothes on Facebook	Contact at: Dougie@journeyfellowship.org Shannon@journeyfellowship.org
<i>Provides lightly worn children's clothing size 5-14 boys and girls; limited clothing for adults; all free of charge</i>		
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>		
Proclaiming Grace Outreach (PGO) www.pgova.org	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>		
Poison Control		1-800-222-1222
Thrive Virginia—(formerly Quin Rivers) Community Action Agency www.thriveva.org	7911 Courthouse Way, Suite 300 New Kent, VA 23124	804-966-8720
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>		
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 23294	800-932-4653
Stop Child Abuse Now (SCAN) of Greater Richmond	103 E. Grace Street Richmond, VA 23219	804-257-7226
Riverside Center for Excellence in Aging and Lifelong Health www.riversideonline.com/cealh/	3901 Treyburn Drive, Ste. 100 Williamsburg, VA 23185	757-220-4751
United Way of Greater Williamsburg and the Virginia Peninsula—Serves New Kent	113 Palace Lane, Suite F Williamsburg, VA 23185	757-229-2222

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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>

For a statewide listing published by the Office of Licensure & Certification, please contact New Kent Social Services at 804-966-1853. Some of the area nursing facilities include:

CITY	FACILITY	PHONE NUMBER
Hanover/Mechanicsville	Ashland Nursing & Rehabilitation Center	804-798-3291
	Autumn Care	804-730-0009
	Covenant Woods	804-569-8003
	Hanover Healthcare 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 Sholom Home of Virginia	804-750-2183
	Laurels of University Park	804-747-9200
	ManorCare Health Services--Imperial	804-262-7364
	Sitter-Barfoot Veterans Care Center	804-371-8000
	Westport Health Care Center	804-288-3152
Saluda	Riverside Convalescent Center	804-758-2363
West Point	Three Rivers Health and Rehab 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
	WindsorMeade of Williamsburg	757-941-3600

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SERVICE AND CIVIC ORGANIZATIONS SERVING NEW KENT

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 New Kent County.

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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

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.

Civil Air Patrol; (US Air Force Auxiliary) Meets at New Kent County Airport every Tuesday from 7 pm to 9 pm.

4-H Clubs: Contact New Kent Extension Office at 804-966-9645

Haven of Hope LaSertoma

Knights of Columbus Council #14034 Meetings take place at 7:00 PM in the Social Hall at St. Elizabeth Ann Seton Catholic Church, 2631 Pocahontas Trail, Quinton, VA 23141; 804-932-4125; meets on the 1st and 3rd Thursdays of the month.

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; 8201 Old Roxbury Road, Quinton, VA 23141

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

New Kent Chamber of Commerce; 7324 Vineyards Parkway, New Kent, VA 23124; New Kent Visitors and Commerce Center. 804-966-8581. Meets at various locations.

SERVICE AND CIVIC ORGANIZATIONS SERVING NEW KENT—Continued

New Kent Christmas Mother; managed by the two local LaSertoma clubs. For assistance contact P.O. Box 25, New Kent, VA 23124 or call 804-966-9209.

New Kent Democratic Party; www.vademocrats.org/golocal/new-kent

New Kent Historical Society; Headquarters and Museum at the Old Jail at New Kent County Courthouse, P. O. Box 24, New Kent, VA 23124, www.newkenthistoricalsoc.com

New Kent Humane Society; P.O. Box 104, Providence Forge, VA 23140; 804 966-7105 Dedicated to helping homeless animals.

New Kent Junior Woman's Club; Meets on the 2nd Monday at 7 pm at Wallace Manor in Providence Forge; P. O. Box 83, Providence Forge, VA 23140, Facebook page:
<https://www.facebook.com/pages/New-Kent-Junior-Womans-Club/111508288864056?fref=ts>

New Kent Lions Club; Meets 1st and 3rd Thursdays at 7:00 pm at the Providence Forge Presbyterian Church on Boulevard in Providence Forge, P. O. Box 1, Providence Forge, VA 23140.

New Kent in Motion (A Running, Walking & Cycling Club); www.triduo.com/nkim

New Kent County NAACP 804-966-5806

New Kent Red Cross: New Kent is covered by the Greater Richmond Chapter, P. O. Box 655, Richmond, VA 23205 804-780-2250

New Kent Republican Committee; P.O. Box 831, Quinton, VA 23141

New Kent Rotary; www.newkent.net/rotary.html

New Kent Woman's Club; P.O. Box 88, Providence Forge, VA 23141

Providence Forge Ruritan; meets the 4th Thursday at 7:00 pm at the Providence Forge Community Center.

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

SOCIAL SERVICES

AGENCY NAME	ADDRESS	PHONE NUMBER
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
Charles City County Department of Social Services	10600 Courthouse Road P.O. Box 98 Charles City, VA 23030	804-652-1708 Fax: 804-829-2430
Central Regional Office Department of Social Services	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: 1-800-464-9950
<i>Effective 7-1-13, Adult Services and Adult Protective Services moved from the Virginia Department of Social Services to the Virginia Department for Aging and Rehabilitative Service (DARS).</i>		
Virginia Department of Social Services Home Office www.dss.virginia.gov	801 E. Main Street Richmond, VA 23219	804-726-7000

NEW KENT SOCIAL SERVICES

New Kent 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. Staff is dedicated to providing advocacy and quality services to individuals and families to help them achieve self-sufficiency; to preserve and restore families; and, to protect the well-being of children and aged and adults with disabilities. 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 at 804-966-1853. Office hours are Monday – Friday from 8:00 a.m. to 4:30 p.m.

NEW KENT 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.

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>.

EMERGENCY SERVICES PROGRAM

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

Serving clients with emergency needs is very important part of our job at the New Kent Department of Social Services (NKDSS). It is not unusual for individuals and families to be in a position where they need emergency assistance. 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. A social services 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).

If found eligible, applicants/individuals may be required to attend a two-session money management course and/or make repayment.

Emergency services that can be provided by NKDSS 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

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, 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.

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.

MEDICAL ASSISTANCE PROGRAMS (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 New Kent Department of Social Services 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 19-64 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.

Ways 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 New Kent Department of Social Services (Mailing may take longer than other methods of applying).

LONG TERM SERVICES AND SUPPORTS (LTSS)

Long-Term Care is medical treatment and services directed by a licensed practitioner of the healing arts toward maintenance, improvement, or protection of health or lessening of illness, disability or pain that have been received, or are expected to be received, for longer than 30 consecutive days.

Long-Term Services and Supports are medical and/or personal care and supportive services needed by individuals who have lost some capacity to perform activities of daily living, such as bathing, dressing, eating, transfers, and toileting, and/or activities that are essential to daily living, such as light housekeeping and preparing meals.

Long-term services and supports can be received in the home or community, a medical facility, or a nursing facility. Long-term services and supports are provided to individuals who have been screened and meet the criteria *and* are eligible for Medicaid.

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

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.

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.

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 or call 804-966-1853.

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 and homemaker services)
- 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 funding, 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.

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

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 administers 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.

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)

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

This list also includes companies that supply products to enhance mobility.

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>		
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.</i>		
Medicaid Transportation— LogisticCare		1-866-386-8331
<i>Commonwealth Coordinated Care (CCC) Plus: Each health plan has a phone number for transportation services. Please contact your CCC Plus health care provider for provider for more information.</i>		
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. This includes wheelchair accessible vehicles, handicap home customizations, industrial mobility products, stair lifts, and disability driving 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>		

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

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, veterans education, care centers, veterans 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 veterans 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 8am to 4:30 pm

VIRGINIA VETERAN 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 New Kent 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*

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.

*Requests 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***

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VETERANS AND FAMILY SERVICES —Continued

**SOLDIER AND FAMILY READINESS PROGRAM
NATIONAL GUARD FAMILY ASSISTANCE
24 HOUR EMERGENCY HOTLINE: 1-800-542-4028**

Richmond Office:
1-540-292-2636 (yes, this number is correct)

Dedicated to providing assistance to any and all service members, their families, Veterans, and civilian employees during times of need or when experiencing a crisis or emergency..

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). VFW Post 8356 is located at 1658 VFW Road, West Point, VA. The central objective of the Veterans in Need program is to help secure assistance resources for 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.

NEW KENT VETS AND PATRIOTS

Email: allambiase@hotmail.com

TASK FORCE H.E.A.L. (Hope, Education, Affirmation and the decision to Live)

Email: drcapps@cappschristiancounseling.com
New Kent, VA

A program of Capps Christian Counseling serving military, veterans and first responders; for more information, please contact Dr. Joseph Capps.

OFFICE OF THE ATTORNEY GENERAL OF VIRGINIA

Veterans Assistance and Resources
Military & Veteran Legal Resource Guide
www.oag.virginia.gov (look under Programs and Initiatives)

202 North 9th Street
Richmond, VA 23219
804-786-2071

A Military & Veteran Legal Resource Guide is available on this website. The Guide summarizes many of the legal rights and protections that are available to Virginia's veterans, military service members and their families.

OPEN DOOR RESOURCE CENTER, INC.
www.odrcinc.org

4009 Fitzhugh Avenue, Suite 203
Richmond, VA 23230
804-658-2784

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.

HABITAT FOR HUMANITY
Peninsula & Greater Williamsburg (serves New Kent County)

804-557-3990 for questions
www.HabitatPGW.org

USO/Richmond International Airport USO Center
<https://hrcv.uso.org/richmond-international-airport>

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. **Hours of Operation:** 7 days a week; 365 days a year; open 8:00 am – 9:00 pm*

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VETERANS AND FAMILY SERVICES—Continued

HUNTER HOLMES McGUIRE VA MEDICAL CENTER

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

*Hunter Holmes McGuire 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 question 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

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.

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 affect your existing VA healthcare, or any other VA benefit. Eligibility requirements are provided on the website listed above. Click on "For Veterans".

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.

MILITARY ONESOURCE

www.militaryonesource.mil

Part of the U.S. Dept. of Defense's network of support

1-800-342-9647 (24/7, 365 days a year)

A 24/7 connection to information, answers and support; provides assistance for tax services, spousal employment help, webinars and online training, relocation and deployment tools, and much more. Serves active-duty service members, National Guard and reserves, recently separated service members, military families and survivors

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 its veterans in the United States

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VETERANS AND ALCOHOL ABUSE

<https://alcoholrehabhelp.org/resources/veterans/>

Alcohol Rehab Help is an informational web guide created for people struggling with alcohol use disorders (AUD) and co-occurring mental health disorders. Veterans who have served in active duty, especially those in the combat zone, have a long history of alcohol abuse.

VETERANS DENTAL HEALTH

<https://www.newmouth.com/oral-health/effects/military/>

New Mouth is a website created to keep the public, including veterans, educated about current dental practices and oral health basics. NewMouth reports, “Veterans are more likely to develop general health conditions, certain cancers, and mental illnesses than non-veterans.”

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WEBSITES

AGENCY NAME	WEB ADDRESS
2-1-1 VIRGINIA	www.211virginia.org
<i>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, 7 days a week.</i>	
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
New Kent County	www.co.new-kent.va.us
New Kent Social Services	www.co.new-kent.va.us
Peninsula Aging & Disability Resource Network	www.padrn.org
Ready Virginia	www.ReadyVirginia.gov
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 Easy Access	www.easyaccess.virginia.gov
Virginia Employment Commission	www.vec.virginia.gov
Virginia Health Information	www.vhi.org
Virginia Navigator	https://virginiannavigator.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 New Kent 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 New Kent County or New Kent Social Services and are not endorsements for a particular agency or resource.

<p>If any information needs to be added, corrected, or deleted, please contact New Kent Social Services at 804-966-1853.</p>
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