

# RESOURCE GUIDE

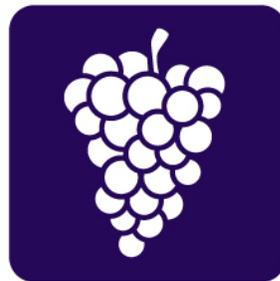
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# New Kent

C O U N T Y



V I R G I N I A

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## INTRODUCTION

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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. 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.

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. These agencies are often located in New Kent County while others are located within the regional area. Regardless of the agencies' location, most services and resources are available to New Kent County residents.

The directory contains the names, addresses, telephone numbers and websites or organizations that offer a variety of services and information. The table of contents will help you define your search and is hyperlinked to that particular resource list. Known websites are active links to that particular source.

Every effort has been made to include accurate information. Because this type of information is subject to change, we encourage you to update telephone numbers and addresses periodically.



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 the New Kent Department of Social Services or New Kent County and are not endorsements for a particular agency or resource.***

## WHAT TO KNOW FIRST

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

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

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

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

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

## ADULT DAY CARE CENTERS AND SERVICES

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

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

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

For additional information and referrals, contact:

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Bay Aging Middle Peninsula Area only</b> <a href="http://www.bayaging.org">www.bayaging.org</a>		<b>1-800-693-6109</b>
<b>Senior Connections The Capital Area Agency on Aging</b> <a href="http://www.seniorconnections-va.org">www.seniorconnections-va.org</a>	24 East Cary Street Richmond, VA 23219	804-343-3000 1-800-989-2286 Fax: 804-649-2258
<b>Virginia Adult Day Health Services Association</b> <a href="http://www.vadsa.org">www.vadsa.org</a>		804-828-8027 @ VCU Medical Center
<b>Virginia Department for Aging and Rehabilitative Services (DARS)</b> <a href="http://www.dars.virginia.gov">www.dars.virginia.gov</a>		804-552-5019 Toll free TTY: 1-800-464-9950
<b>Virginia Division for the Aging (of the Department for Aging and Rehabilitative Services)</b> <a href="http://www.vda.virginia.gov">www.vda.virginia.gov</a>	1610 Forest avenue, Suite 100 Henrico, VA 23229	804-662-9333 Toll free: 1-800-552-3402 Fax: 804-662-9354

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## AREA ADULT DAY CARE CENTERS

AGENCY NAME	ADDRESS	PHONE NUMBER	MEDICAID
<b>A Grace Place Adult Care Center</b>	8030 Staples Mill Road Richmond, VA 23228	804-261-0205	YES
<b>Adult Day Break Center</b>	5873 Fiddler's Green Road P.O. Box 2254 Gloucester, VA 23061	804-695-9008	YES
<b>Adult Day Center of Central Virginia</b>	5601 Hull Street Road Richmond, VA 23224	804-232-5030 Fax: 804-232-9211	YES
<b>Alternative Adult Care</b>	7193 Brooking Way Mechanicsville, VA 23111	804-427-6968	YES
<b>Beth Sholom Adult Day Care Center</b>	1600 John Rolfe Parkway Richmond, VA 23238	804-421-5455	YES
<b>Caring Hands Adult Day Care, LLC</b> <a href="http://www.caringhandsadc.com">www.caringhandsadc.com</a>	12114 Bermuda Crossroads Lane Chester, VA 23831	804-796-2273	—————
<b>Central Adult Day Health Care Service</b>	1500 Semmes Avenue Richmond, VA 23224	804-230-9042	YES
<b>Circle Center Adult Day Services</b>	4900 West Marshall Street Richmond, VA 23230	804-355-5717 Fax: 804-358-3866	YES
<b>Gloucester Adult Day Care</b> <a href="http://www.bayaging.org">www.bayaging.org</a>	7066 Hayes Shopping Center Hayes, VA 23072-3329	804-695-9008	—————
<b>Hanover Adult Center, Inc.</b>	7231 Stonewall Parkway Mechanicsville, VA 23111	804-746-0743 Fax: 804-559-1139	YES
<b>Health Care Center at Lucy Corr Village</b>	6800 Lucy Corr Boulevard P.O. Box 170 Chesterfield, VA 23832	804-706-5657 Alt #: 804-748-1511 Fax: 804-796-6285	NO
<b>Respite Care</b> <a href="http://www.williamsburgumc.org">www.williamsburgumc.org</a>	—————	757-229-1771	—————

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## AREA ADULT DAY CARE CENTERS

AGENCY NAME	ADDRESS	PHONE NUMBER	MEDICAID
<b>Riverside PACE</b>	1300 MacTavish Avenue Richmond, VA 23230	804-977-5900 Fax: 804977-5938	YES
<b>Seniors 1<sup>st</sup> Choice Adult Day Care Center</b>	3601 Dill Road Richmond, VA 23223	804-551-4648 Fax: 804-482-2842	YES
<b>South Richmond Adult Day Care Center</b>	1500 Hull Street Road Richmond, VA 23224	804-231-9306 Fax: 804-231-5177 Emergency #: 804-233-7679	YES
<b>Viable Adult Day Care Center</b>	4501 Williamsburg Road, Suite P Richmond, VA 23231	804-222-3355 Fax: 804-222-3917	YES
<b>VCUHS Adult Day Services Program</b>	607 N. 10 <sup>th</sup> Street P.O. Box 980013 Richmond, VA 23298	804-828-8027 804-828-5605	_____

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## ADDITIONAL PROGRAMS

### FRIENDSHIP CAFÉS —

Senior Connections will open a Friendship Café in New Kent with a grand opening on December 8, 2015. The New Kent Friendship Café is located at New Generation of Gods Children in Faith Church, 6160 Pocahontas Trail, Providence Forge. The Café is open from 9:30 a.m. to 1:00 p.m. on Tuesday and Thursday. Ms. Vera Burrell is the Café Manager.

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](http://www.seniorconnections-va.org).

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## AGING

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

AGENCY	WEBSITE
<b>Adaptive Home Environments</b> Quinton, VA 23141 804-339-2242	<a href="http://www.adaptivehomeenvironments.com">www.adaptivehomeenvironments.com</a>
<b>Administration on Aging</b>	<a href="http://www.aoa.gov">www.aoa.gov</a>
<b>Age in Action Newsletter</b>	<a href="http://www.sahp.vcu.edu/vcoa/newsletter/index.html">www.sahp.vcu.edu/vcoa/newsletter/index.html</a>
<b>AARP</b>	<a href="http://www.aarp.org/states/va.html/">www.aarp.org/states/va.html/</a>
<b>Riverside Center for Excellence in Aging and Lifelong Health (located in Williamsburg)</b>	<a href="http://www.riversideonline.com/cealh/">www.riversideonline.com/cealh/</a>
<b>Elder Justice Coalition</b>	<a href="http://www.elderjusticecoalition.com">www.elderjusticecoalition.com</a>
<b>National Adult Protective Services Association (NAPSA)</b>	<a href="http://www.apsnetwork.org">www.apsnetwork.org</a>
<b>National Institute on Aging</b>	<a href="http://www.nia.nih.gov">www.nia.nih.gov</a>
<b>National Center on Elder Abuse</b>	<a href="http://www.ncea.aoa.gov">www.ncea.aoa.gov</a>
<b>OASIS Senior Advisors</b> 804-836-3046	<a href="http://www.WestRichmond.OasisSeniorAdvisors.com">www.WestRichmond.OasisSeniorAdvisors.com</a>
<b>Peninsula Aging and Disability Resource Network</b>	<a href="http://www.padrn.org">www.padrn.org</a>
<b>Senior Advocate</b>	<a href="http://www.senioradvocateonline.com">www.senioradvocateonline.com</a>
<b>Senior Connections— The Capital Area Agency on Aging</b>	<a href="http://www.seniorconnections-va.org">www.seniorconnections-va.org</a> .
<b>Senior Navigator</b>	<a href="http://www.seniornavigator.org">www.seniornavigator.org</a>
<b>U.S. Government— Caregiver Information &amp; Resources</b>	<a href="http://www.usa.gov/Citizen/Topics/Health/caregivers.shmtl">www.usa.gov/Citizen/Topics/Health/caregivers.shmtl</a>
<b>Virginia Center for the Aging at Virginia Commonwealth University</b>	<a href="http://www.vcu.edu/vcoa">www.vcu.edu/vcoa</a>
<b>Virginia Coalition for the Prevention of Elder Abuse (VCPEA)</b>	<a href="http://www.vcpea.org">www.vcpea.org</a>
<b>Virginia Easy Access</b>	<a href="http://www.easyaccess.virginia.gov">www.easyaccess.virginia.gov</a>
<b>Virginia Department for Aging and Rehabilitative Services (DARS)</b>	<a href="http://www.dars.virginia.gov">www.dars.virginia.gov</a>
<b>Virginia Division for the Aging</b>	<a href="http://www.vda.virginia.gov">www.vda.virginia.gov</a>

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## ALZHEIMER'S DISEASE AND DEMENTIA RESOURCES

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

### **Alzheimer's Association**

[www.alz.org](http://www.alz.org) or 1-800-272-3900;

[www.alz.org/grva](http://www.alz.org/grva) or 804-967-2580 for the Greater Richmond location

The Alzheimer's Association, the world leader in Alzheimer's research and support, provides reliable information and care consultation; support services for families, and funding for dementia research. New toolkits on:

Alzheimer's disease for caregivers: Early, Middle, Late Stage, and Young On-set.

### **Alzheimer's Disease education and Referral (ADEAR) Center**

<http://www.nia.nih.gov/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](http://www.alz.org/carefinder/index.asp)

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

### **Children of Aging Parents**

[www.caps4caregivers.org](http://www.caps4caregivers.org) or 1-800-227-7294

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

### **Family Caregiver Alliance**

[www.caregiver.org](http://www.caregiver.org) or 1-800-445-8106

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

### **National Council of Certified Dementia Practitioners**

[www.nccdp.org](http://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](http://www.VirginiaFamilyCaregiver.org)

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

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## ASSISTED LIVING FACILITIES

**Assisted living facilities (ALFs)** are licensed by the Virginia Department of Social Services (VDSS), Division of Licensing Programs, to provide maintenance or care to four or more adults. ALF placement is appropriate when an adult is assessed to need assistance with activities of daily living (ADLs), instrumental activities of daily living (IADLs), administration of medication and/or supervision due to behavioral problems, but does not require the level of care provided in a nursing facility.

Assisted living as it exists today emerged in the 1990s as 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 home. Assisted living is a philosophy of care and services promoting independence and dignity. A searchable data base of licensed ALFs can be found at: <http://www.dss.virginia.gov/facility/search/alf.cgi>

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

### NEW KENT COUNTY

AGENCY NAME	ADDRESS	PHONE NUMBER
Young @ Heart, LLC	9700 Old Church Road New Kent, VA 23124	804-385-0642

### CHESTERFIELD COUNTY

AGENCY NAME	ADDRESS	PHONE NUMBER
Assisted Living at Lucy Corr Village	6800 Lucy Corr Court Chesterfield, VA 23832	804-748-1511
Elmcroft of Chesterfield	100 Twin Ridge Lane Richmond, VA 23235	804-327-1990
Ginter Hall South	11300 Mall Court Drive Richmond, VA 23235	804-794-7770
Morningside of Bellgrade	2800 Polo Parkway Midlothian, VA 23113	804-379-2800
Sunrise at Bon Air	2105 Cranbeck Road Richmond, VA 23235	804-560-7707
The Crossings at Ironbridge	6701 Iron Bridge Parkway Chester, VA 23831	804-774-7762

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## ASSISTED LIVING FACILITIES

### RICHMOND CITY

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Beaufont Towers</b>	7015 Carnation Street Richmond, VA 23225	804-320-1412
<b>Brook Haven Rest Home (AG)</b>	610 Fourquarean Lane Richmond, VA 23222	804-329-6347
<b>Brookdale Imperial Plaza</b>	1717 Bellevue Avenue Richmond, VA 23227	804-262-6537
<b>Chamberlayne Assisted Living Facility (AG)</b>	3206 Chamberlayne Avenue Richmond, VA 23227	804-355-7593
<b>Hermitage Methodist Home</b>	1600 Westwood Avenue Richmond, VA 23227	804-355-5721
<b>Irene's Assisted Living (AG)</b>	425 N. 32nd Street Richmond, VA 23223	804-222-9328
<b>Jones and Jones I—Kenmore Forest (AG)</b>	7804 Forest Hill Avenue Richmond, VA 23225	804-272-1814
<b>Jones and Jones II (AG)</b>	7806 Forest Hill Avenue Richmond, VA 23225	804-560-1500
<b>Madison House (AG)</b>	3212 Chamberlayne Avenue Richmond, VA 23227	804-358-9300
<b>Restoration Adult Home (AG)</b>	3825 Austin Avenue Richmond, VA 23223	804-228-0010
<b>Winthrop Manor Assisted Living (AG)</b> <a href="http://www.winthropmanor.com">www.winthropmanor.com</a>	2100 Idlewood Avenue Richmond, VA 23220	804-278-8982

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## ASSISTED LIVING FACILITIES

### HENRICO COUNTY

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Beth Sholom Gardens</b>	2001 Lauderdale Drive Richmond, VA 23233	804-754-0900
<b>Chestnut Grove</b> <a href="http://www.chestnutgroveliving.com">www.chestnutgroveliving.com</a>	9010 Woodman Road Richmond, VA 23228	804-444-0637
<b>Clara's East Assisted Living Facility</b>	800 West Nine Mile Road Highland Springs, VA 23075	804-737-7670
<b>Covenant Columns Manor (AG)</b>	510 Park Avenue Richmond, VA 23223	804-222-7755
<b>Good Neighbor Village, Inc</b>	8825 Buffin Road Richmond, VA 23231	804-795-9813
<b>Home to Heart, LLC (AG)</b>	2009 Hobson Lane Richmond, VA 23223	804-447-1257
<b>Love Unlimited, Inc. (AG)</b>	708 West Washington Street Highland Springs, VA 23075	804-914-6116
<b>Masonic Home of Virginia</b>	500 Masonic Lane Richmond, VA 23223	804-222-1694
<b>Rita's Heavenly Assisted Living (AG)</b>	119 South Ivy Avenue Highland Springs, VA 23075	804-737-5916
<b>Rita's Heavenly Assisted Living #2 (AG)</b>	700 West Washington Street Highland Springs, VA 23075	804-737-4268
<b>The Guardian Light</b>	2101 Mountain Run Drive Glen Allen, VA 23060	804-261-5824

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## ASSISTED LIVING FACILITIES

### HANOVER COUNTY

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Brices Villa (AG)</b>	8146 Elm Drive Mechanicsville, VA 23111	804-730-7328
<b>Covenant Woods</b>	7090 Covenant Woods Drive Mechanicsville, VA 23111	804-559-8000
<b>Hanover Manor</b>	809 Thompson Street Ashland, VA 23005	804-368-0110
<b>Heritage Green Assisted Living</b>	7080 Brooks Farm Road Mechanicsville, VA 23111	804-746-7370
<b>Tapp Family Home</b>	8106 Rural Point Road Mechanicsville, VA 23116	804-730-1380
<b>The Crossings at Hanover</b> <a href="http://www.TheCrossingsAtHanover.com">www.TheCrossingsAtHanover.com</a>	8227 Meadowbridge Road Mechanicsville, VA 23116	804-212-2110
<b>The Haven Assisted Living at Cold Harbor</b>	6367 Cold Harbor Road Mechanicsville, VA 23116	804-779-4847

Note: The Haven Assisted Living operates numerous assisted living facilities in the Mechanicsville area. You may locate others by calling the corporate office at 804-779-4847.

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### WEST POINT/SALUDA/GLOUCESTER

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Assisted Living at Sanders</b>	7385 Walker Avenue Gloucester, VA 23061	804-693-2000
<b>Cary Avenue Adult Home (AG)</b>	7336 Cary Avenue Gloucester, VA 23061	804-693-7035
<b>Gloucester House</b>	7657 Meredith Drive Gloucester, VA 23061	804-693-3116

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## ASSISTED LIVING FACILITIES

### WILLIAMSBURG/JAMES CITY COUNTY

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Assisted Living at Patriot's</b>	6200 Patriots Colony Drive Williamsburg, VA 23188	757-220-9000
<b>Brookdale Chambrel at Williamsburg</b> <i>Includes Independent Living</i>	3800 Treyburn Drive Williamsburg, VA 23185	757-220-1839
<b>Colonial Manor (AG)</b>	8679 Pocahontas Trail Williamsburg, VA 23185	757-476-6721
<b>Dominion Village of Williamsburg</b>	4132 Longhill Road Williamsburg, VA 23188	757-258-3444
<b>Greenfield Senior Living</b>	251 Patriot Lane Williamsburg, VA 23185	855-694-7586
<b>Morningside of Williamsburg</b>	440 McLaws Circle Williamsburg, VA 23185	757-221-0018
<b>Spring Arbor of Williamsburg</b>	935 Capital Landing Road Williamsburg, VA 23185	757-565-3583
<b>St. Charles Lwanga House (AG)</b>	2204 Jolly Pond Road Williamsburg, VA 23188	757-564-7371
<b>St. Charles Lwanga House G (AG)</b>	2208 Jolly Pond Road Williamsburg, VA 23188	757-256-6937
<b>WindsorMeade of Williamsburg</b>	3900 Windsor Hall Drive Williamsburg, VA 23188	757-941-3600
<b>Woodhaven at Williamsburg landing</b>	5700 Williamsburg Landing Williamsburg, VA 23185	757-253-0303

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## BENEFIT PROGRAMS: BASIC INFORMATION

*Benefit Programs are designed to help people overcome poverty and to shape strong futures for themselves and their families. Numerous programs provide financial assistance to those in need who meet the eligibility criteria. For more information visit [www.dss.virginia.gov](http://www.dss.virginia.gov) or call 804-966-1853.*

### AUXILIARY GRANTS

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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

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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](http://www.dss.virginia.gov). Go to Children and then Child Care Facilities.

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

### ENERGY ASSISTANCE

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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.**

### **SNAP (Supplemental Nutritional Assistance Program)**

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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)**

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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.

## **MEDICAL ASSISTANCE PROGRAMS (MEDICAID)**

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

- Children Under Age 19
- Parents & Caretakers of Dependent Children
- Pregnant Women
- Supplemental Security Income (SSI) Recipients
- Adults Aged 65 or Older, Blind or Disabled (not receiving SSI)

You can learn more about Virginia's Medicaid, FAMIS and Plan First programs by visiting [www.coverva.gov](http://www.coverva.gov).

## **LONG TERM CARE (LTC)**

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

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

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

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

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## BEREAVEMENT RESOURCES

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*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.*

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### **Richmond's Bereavement Resource Manual**

*From the home page, look under Grief Resources*

<http://fullcircle.org>

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### **Full Circle**

*A comprehensive grief resource center for children, adults, and their families; provides comprehensive professional grief support.*

[www.fullcirclegc.org](http://www.fullcirclegc.org)

10611 Patterson Avenue, Suite 201  
Richmond, VA 23238  
804-912-2947

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### **Comfort Zone Camp**

*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.*

<http://www.comfortzonecamp.org>

7201 Glen Forest Avenue, Suite 301  
Richmond, VA 23226  
804-377-3430

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### **Hospice House and Support Care of Williamsburg**

*Bereavement Social and Walking Group*

4445 Powhatan Parkway  
Williamsburg, VA 23188

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### **Support Groups within Virginia**

*Find detailed professional listings for Therapy Groups and Support Groups in the United States and Canada.*

<http://groups/psychologytoday.com>

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### **Bereaved Parents of the USA**

*Loss of a Child*

[www.bereavedparentsusa.org](http://www.bereavedparentsusa.org)

Mechanicsville Chapter  
Outreach Contact/Chapter Leader  
804-843-4883

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### **Bon Secours Bereavement Services**

*Includes a Men's Bereavement Group, Spouses' Bereavement Group, Siblings' Group and 20 Somethings Web-Based Group.*

[www.bonsecours.com](http://www.bonsecours.com)

Bon Secours Bereavement Center  
7229 Forest Avenue, Suite 108  
Richmond, VA 23226  
804-433-4710  
Fax: 804-433-4711  
Email: [HospiceBereavement@bshsi.org](mailto:HospiceBereavement@bshsi.org)

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

### **FUNERAL ARRANGEMENTS—**

There are several funeral homes that 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 2323; Phone: 804-355-3360.

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## SERVICES FOR PEOPLE WITH BRAIN INJURY IN VIRGINIA

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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. BISCU Unit manages about \$6 million in programs and services, primarily through federal/state grants, and state-funded contracts with organizations across the Commonwealth. BISCU 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.

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**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. <http://www.wwrc.net/menuroot/VR-brain-injury-services.htm>.

## 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](mailto: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>.*

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**Eggleston Services, Inc.** operates Beacon House, a clubhouse program for people with brain injury in the **South Hampton Roads** area. 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 Beacon House, 3808C Virginia Beach Boulevard, VA 23452, by phone 757/631-0222, e-mail on-line [www.egglestonservices.org](http://www.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](http://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, 953 2<sup>nd</sup> St. SE, Suite 410 Charlottesville, VA 22902 by phone 434/220-4596, or online at [www.thebridgeline.org](http://www.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>

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## CHILDREN: INFORMATION AND RESOURCES

### **Adoption and Foster Care**

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

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

Virginia Department of Social Services

[www.dss.virginia.gov](http://www.dss.virginia.gov)

### **Autism Speaks**

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

[www.autismspeaks.org](http://www.autismspeaks.org)

### **Centers for Disease Control (CDC)**

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

[www.cdc.gov](http://www.cdc.gov)

1-800-CDC-INFO

### **Children's Services Act (CSA)**

*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.*

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

### **Commonwealth Autism Service (CAS)**

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

<http://www.autismva.org>

804-355-0300

Toll free: 1-800-649-8481

2201 W. Broad Street, Suite 107

Richmond, VA 23220

### **Child Care**

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

Virginia Department of Social Services

[www.dss.virginia.gov](http://www.dss.virginia.gov)

### **Child Savers**

*Formerly Memorial Child Guidance Clinic*

*Guidance Clinic, Child Development Services, Trauma Response*

200 North 22<sup>nd</sup> Street

Richmond, VA 23223

804-644-9590

[www.childsavers.org](http://www.childsavers.org)

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## CHILDREN: INFORMATION AND RESOURCES

<b>Child Support</b>	Virginia Department of Social Services <a href="http://www.dss.virginia.gov">www.dss.virginia.gov</a> Child Support Call Center: 1-800-468-8894 toll-free Monday—Friday 7am to 6pm
<b>Children’s Mental Health Resource Center</b> <i>Offered by Virginia Commonwealth University Department of Psychiatry.</i> <i>See <a href="http://www.mentalhealth4kids.org">www.mentalhealth4kids.org</a> for additional information and resources</i>	1506 Willow Lawn Drive, Suite 207 Richmond, VA 23230 804-447-2124
<b>The Dominion School for Autism</b> <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>	<a href="http://www.dominionschool.org">http://www.dominionschool.org</a> 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
<b>Down Syndrome Association of Greater Richmond (DSAGR)</b> <i>First Call Program is available to new and expectant parents.</i>	<a href="http://dsagr.com/home/new_parents">http://dsagr.com/home/new_parents</a>
<b>Early, Periodic, Screening, Diagnosis and Treatment (EPSDT Program)</b> <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) <a href="http://www.dmas.virginia.gov">www.dmas.virginia.gov</a> 804-786-6134
<b>Faison School for Autism</b> <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>	<a href="https://thefaisonschool.org">https://thefaisonschool.org</a> 1701 Byrd Avenue Richmond, VA 23230 804-612-1947 Fax: 804-612-1956
<b>Healthy Families @ Quin Rivers</b> <i>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.</i>  <i>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>	<a href="http://www.quinrivers.com">www.quinrivers.com</a> 804-966-8729 7911 Courthouse Way New Kent, VA 23124

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

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## CHILDREN: INFORMATION AND RESOURCES

<p><b>Henrico Area Mental Health and Developmental Services</b>  <i>Early Intervention services for children at developmental risk from birth to age 3.</i></p>	<p>Charles City/New Kent Unit              804-727-8970              9403 Pocahontas Trail              Providence Forge, VA 23140</p>
<p><b>Heritage Public Library</b>  <i>Free resources for children include:</i></p> <ul style="list-style-type: none"> <li>• <i>tutoring online or in-person for grades 3-12;</i></li> <li>• <i>online animated e-books for kids from TumbleBooks;</i></li> <li>• <i>book club for emergent readers; Paws to R.E.A.D®. Program (Reading Education Assistance Dogs®)</i></li> </ul>	<p><a href="http://www.heritagepubliclibrary.org">www.heritagepubliclibrary.org</a>              804-966-2480              6215 Chesapeake Circle              Providence Forge, VA 23140</p>
<p><b>Infant &amp; Toddler Connection of Virginia</b>  <i>Provides supports and services for babies and their families so that families can help their child learn during everyday activities and routines.</i></p>	<p><a href="http://www.infantva.org">www.infantva.org</a>              1-800-234-1448              TTY/TDD: 1-804-771-5877</p>
<p><b>Matthew's Haven</b>  <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></p>	<p><a href="http://www.matthewshaven.org">www.matthewshaven.org</a>              8400 St. Peter's Lane              New Kent, VA 23124              804-932-4846 ext. 3</p>
<p><b>Moms Support Group</b>  <i>A+ MOMS; A community support group dedicated to Moms of children with special needs. Meets on Mondays in Quinton</i></p>	<p>For more information call: 804-932-3885</p>
<p><b>New Kent County Public Schools</b></p>	
<p><i>School Board—</i></p>	<p>804-966-9650</p>
<p><i>New Kent High School—</i></p>	<p>804-966-9671</p>
<p><i>New Kent Middle School—</i></p>	<p>804-966-9655</p>
<p><i>George W. Watkins Elementary School—</i></p>	<p>804-966-9660</p>
<p><i>New Kent Elementary School—</i></p>	<p>804-966-9663</p>
<p><i>Schools Transportation—</i></p>	<p>804-966-9670</p>
<p><b>New Kent Health Department</b>  <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></p>	<p>7911 Courthouse Way              New Kent, VA 23124              804-966-9640</p>

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

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## CHILDREN: INFORMATION AND RESOURCES

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<b>Parent-Child Development Center</b> <i>Programs: Head Start, All Stars, Smart Start, Growing Together</i>	<a href="http://pcdcva.org">http://pcdcva.org</a> 702 Main Street West Point, VA 23181 804-843-2289 FAX: 804-843-2308
<b>Parents &amp; Children Coping Together</b>	804-559-6833 7286 Ewell Circle Mechanicsville, VA 23111
<b>Stop Child Abuse Now (SCAN) of Greater Richmond</b>	<a href="http://www.grscan.com">www.grscan.com</a> 804-257-7726 103 E. Grace Street Richmond, VA 23219
<b>Virginia Child Care Resource and Referral Network</b>	<a href="http://vachildcare.org">http://vachildcare.org</a>
<b>Voices for Virginia's Children</b> <i>Early Care and Education, Family Economic Success, Foster Care and Adoption</i>	<a href="http://vakids.org">http://vakids.org</a> 804-649-0184 701 East Franklin Street, Suite 807 Richmond, VA 23219 info@vakids.org

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

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## CHURCHES in NEW KENT COUNTY

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

CHURCH NAME	ADDRESS	PASTOR	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	James Huber	804-746-6034
Corinth Baptist Church	11650 New Kent Hwy PO Box 126 New Kent, VA 23124	Rev. Dr. Ben Caldwell	804-966-5635
Ebenezer Baptist Church	14410 Rockahock Road PO Box 253 Lanexa, VA 23089		804-966-2345
Emmaus Baptist Church	6700 Emmaus Church Rd PO Box 533 Providence Forge, VA 23141	Rev. Vallerie King	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	Pastor Bob Lane	804-932-4906
Jehovah's Witness Providence Forge Congregation	Rt 60 and South Garden Road Providence Forge, VA 23140		804-966-9813
Journey Christain Fellowship	2587 New Kent Highway P.O. Box 768 Quinton, VA 23141		804-932-8300
Kentwood Heights Baptist Church	2607 New Kent Highway PO Box 8 Quinton, VA 23141	Rev. Dave Smith	804 932-5370
King of Glory Lutheran Church	P.O. Box 37 9120 Pocahontas Trail Providence Forge, VA 23140	Rev. Larry McReynolds	804-966-5525
Lebanon Baptist Church	5300 Hopewell Road New Kent, VA 23124	Rev. William Goodwin	804-932-3094

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

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## CHURCHES in NEW KENT COUNTY

CHURCH NAME	ADDRESS	PASTOR	PHONE
Liberty Baptist Church	15810 Liberty Church Road Lanexa, VA 23089	Rev. Mark Hollingsworth	804-966-2659
The Master's House	meetings at New Kent High School	Pastor Jim Langlois	
Mt. Calvary Baptist Church	5200 Mountcastle Road Providence Forge, VA 23140	Rev. Raymond Otey	804-966-5314
Mt. Nebo Baptist Church	5800 Mt. Nebo Road PO Box 99 Barhamsville, VA 23011	Rev. Norman Crowder	757-566-2229
Mt. Olive Baptist Church	5501 Holly Fork Road PO Box 177 Barhamsville, VA 23011	_____	757-566-0134
Mt. Pleasant Baptist Church	4200 Mt. Pleasant Road PO Box 32 Providence Forge, VA 23140	Rev. Joseph Seay	804-966-8687
New Covenant Community Church	PO Box 779 Quinton, VA 23141	Rev. Milton Hathaway	804 932-5383
New Elam Baptist Church	8101 Cumberland Road New Kent, VA 23124	Rev. Kelvin Paige	804-966-5613
New Generation of God's Children in Faith Church	6160 Pocahontas Trail PO Box 430 Providence Forge, VA 23140	Rev. John A. Smith	804-966-8268
New Hope Community Church	_____	Rev. Neil Lieder	804-840-7937
New Jersusalem Baptist Church	11089 New Kent Highway, New Kent, VA 23124 (Meets at Parks & Rec Building)	Rev. Kelvin L. Paige	8044-402-2284
New Kent Christian Center	9660 Tunstall Road New Kent, VA 23124	Rev. Nick Lapcevic	804-557-3323
New Life Baptist Church	8420 George W. Watkins Road Quinton, VA 23141	_____	804-932-9603

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

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## CHURCHES in NEW KENT COUNTY

CHURCH NAME	ADDRESS	PASTOR	PHONE
Pamunkey United Methodist Church	15700 Pamunkey Church Road Lanexa, VA 23089		
Providence United Methodist Church	4001 New Kent Hwy Quinton, VA 23141	Rev. Bill John	804-932-4973
Rising Mount Zion Baptist Church	8500 New Kent Hwy New Kent, VA 23124	Rev. Rudolph Sykes, Jr.	804-932-3394
St. Elizabeth Ann Seton Church	2631 Pocahontas Trail Quinton, VA 23141	Rev. J. Scott Duarte	804-932-4125
St. Luke Baptist Church	7901 Plum Point Road West Point, VA 23181	Rev. Joseph Garrett	804-843-4266
St. Peter's Parish Church	8400 St. Peters Lane New Kent, VA 23124	The Very Rev. S. Paul Rowles	804-932-4846
Second Elam Baptist Church	15601 Cooks Mill Road Lanexa, VA 23089	Rev. Russell Crawley	804-966-7011
Second Liberty Baptist Church	8140 George W. Watkins Road Quinton, VA 23141	Rev. Sean T. Young	804-932-4245
Tabernacle United Methodist Church	20051 Tabernacle Road Barhamsville, VA 23011	Rev. Larry Brayton	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	Rev. Ed Preston	804-966-4205
Union Baptist Church	8468 South Quaker Road Quinton, VA 23141	Rev. Rodney Christian	804-932-3317
Word of Faith Christian Center	Quinton Community Center 3041 New Kent Highway Quinton, VA 23141	Henry Fenner	

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

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## CONSUMER DIRECTED FACILITATORS FOR PERSONAL CARE

**CONSUMER-DIRECTED PERSONAL ASSISTANCE SERVICES (CD)** help individuals with their daily needs, such as dressing, bathing, eating, and assistance with self-administration of medication. They may also be used to support individuals with their activities of daily living (ADLs) at work and other places in their communities. This service is available in the HIV/AIDS, EDCD, ID/MR, and IFDDS Waivers.

CD services in the EDCD Waiver are different from agency-directed services in the EDCD 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 in the surrounding area. For additional facilitators, please access: <https://www.virginiamedicaid.dmas.virginia.gov/wps/portal/SearchForProviders>. (Under Provider Type, choose Case Management—Waiver and Service Facilitation.)

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Absolute Best Care of Virginia, LLC</b>	6010 W. Broad Street; Suite 205 Richmond, VA 23230	804-421-8888
<b>Access Family Care</b> Serves individuals age 18 and older		757-273-7488 FAX: 757-273-1133
<b>Access Pediatric Care</b> Serves children age under age 18		757-273-7488 FAX: 757-273-1133
<b>Denise Demery Consumer Directed Services</b>	1723 Hungary Road Richmond, VA 23228	804-564-2304
<b>Ernestine Hall</b>	7215 Foxal Road Mechanicsville, VA 23116	804-221-0013
<b>Robin Highsmith</b>	1933 Brilland Court Glen Allen, VA 23060	804-201-3613
<b>Home Care Alternatives Consumer Directed Facilitators</b>	12388 Warwick Blvd.; Suite 301-D Newport News, VA 23606	757-328-4700
<b>Hope In-Home Care</b>	109 Commons Park Circle, Suite H Manquin, VA 23106	804-769-7600 FAX: 804-769-3230
<b>Kanawha Medical Supply Inc</b>	7009 Forest Hill Avenue Richmond, VA 23225	804-330-5937
<b>Kathie R. LaVigne, RN Care Choice Alternatives</b>	4608 Stockholm Drive Sandston, VA 23150	804-339-2274 FAX: 804-328-1077

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

Continued—

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**CONSUMER DIRECTED FACILITATORS FOR PERSONAL CARE**

<b>AGENCY NAME</b>	<b>ADDRESS</b>	<b>PHONE NUMBER</b>
<b>Kingdom Caregivers LLC</b>	3601 Dill Road Henrico, VA 23223	804-321-6761
<b>Latisha Lee</b>	_____	757-753-1935 FAX: 757-888-0154
<b>Stephanie Ross-Estes Caring Hands Home Care</b>	4613 W. Hundred Road Chester, VA 23831	804-305-3034
<b>Tammy Rowe</b>	4625 Millers Lane Henrico, VA 23231	804-382-2456
<b>Serenity C &amp; C, Inc. Central Virginia</b>	_____	804-681-0256
<b>Gwendolyn Taylor</b>	6371 Kristy Star Lane Mechanicsville, VA 23111	804-723-1374
<b>Universal Solutions Provider Group (USPG)</b>	9962 Brook Road #157 Glen Allen, VA 23059	804-723-6355 FAX: 866-280-7013
<b>Yancey's Facilitation Grace Yancey, RN, CSA</b>	5019 Hickory Road Petersburg, VA 23803	804-892-7929 FAX: 804-524-0298

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

## COURT-ORDERED HOME EVALUATION PRIVATE PROVIDERS

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Sometimes in situations of domestic violence, child custody and/or visitation, a Judge will order a home evaluation or home study. Evaluations can include, but are not limited to: determining the best interest of the child; determining if the home and family environment can adequately meet the child's basic needs; and, assessing a parent's capacity to properly and effectively raise the child.

The individuals listed below are qualified to complete court-ordered evaluations:

NAME	PHONE NUMBER(S)	EMAIL	COMMENTS
Tracy Evans	757-725-4079	<a href="mailto:stacy35@verizon.net">stacy35@verizon.net</a>	
Stephanie Gallas	H: 757-229-7081 C: 757-719-2742	<a href="mailto:spgallas@cox.net">spgallas@cox.net</a>	
Steve Gallas	H: 757-229-7081 C: 757-719-2862	<a href="mailto:sgallas2@cox.net">sgallas2@cox.net</a>	
Diane Gilbert	757-564-0977	<a href="mailto:peacefulpathways@cox.net">peacefulpathways@cox.net</a>	Ms. Gilbert owns Peaceful Pathways, LLC and teaches co-parenting classes for \$50.00
Pat Holloway	757-788-0663	<a href="mailto:harrisngor@aol.com">harrisngor@aol.com</a>	
Iris Street	H: 757-229-0646 C: 757-903-6215		Home phone is primary phone number

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### ADDITIONAL RESOURCES

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#### Healthy Families Program through Quin Rivers

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.

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## DOMESTIC VIOLENCE RESOURCES

AGENCY	COMMENTS
<b>Virginia Family Violence and Sexual Assault Hotline</b>  <b>1-800-838-8238 (Voice and TTY)</b>	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.
<b>Project Hope at Quin Rivers, Inc</b> <b>HOTLINE: 1-877-966-4357</b> <b>804-966-8720</b> <a href="http://www.quinrivers.com">www.quinrivers.com</a>	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.
<b>National Domestic Violence Hotline</b> <b>1-800-799-7233</b> <b>1-800-787-3224 (TTY)</b> <a href="http://www.ndvh.org">www.ndvh.org</a>	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.
<b>Virginia Department of Social Services (VDSS)</b> <b>Office of Family Violence</b> <b>804-726-7502</b>	VDSS is the state agency charged with coordination of Domestic Violence programs. Activities include: allocation of funding to support domestic violence programs, monitoring and evaluating domestic violence programs, and technical assistance to community-based domestic violence programs.
<b>Virginia Sexual and Domestic Violence Action Alliance</b> <b>500 Monument Avenue, Ste A</b> <b>Richmond, VA 23230</b> <b>804-377-0335</b> <a href="http://www.vsdvalliance.org">www.vsdvalliance.org</a>	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.
<b>State Crime Commission</b> <b>Family Violence Project</b> <b>910 Capitol Street, Suite 910</b> <b>General Assembly Building</b> <b>Richmond, VA 23219</b> <b>804-225-4534</b>	Contact for information related to Virginia's current legislative or policy initiatives.
<b>Department of Criminal Justice Services</b> <b>DCJS Victims Services Section</b> <b>805 E. Broad Street</b> <b>Richmond, VA 23219</b> <b>804-786-4000</b>	The Victims Services Section develops, coordinates and funds victim/witness programs, sexual assault crisis centers, rural domestic violence and child victimization programs, and programs that combat violence against women (V-STOP). The section offers many services, training, and resources to victim service providers, law enforcement officials, prosecutors and other local government officials.

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## DOMESTIC VIOLENCE SHELTERS

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

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

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

Chesterfield/Henrico/Richmond	Safe Harbor	804-287-7871
Gloucester/King William	The Laurel Shelter	888-289-2102
James City County/Williamsburg	Avalon	757-258-5051
Richmond County	Haven Shelter and Services	800-224-2836

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

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

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## EMERGENCY SERVICES PROGRAM

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*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. Hopefully, emergency services will assist with stabilizing families/individuals so they can continue on their path to self-sufficiency.

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

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

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**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 budgeting class and/or make repayment.**

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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

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## FOOD PANTRIES AND FOOD SOURCES

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

ORGANIZATION	LOCATION/ADDRESS	PHONE	HOURS
<b>From the Heart Ministries</b> <i>Serves up to 25 families per week in the Quinton area</i>		804-932-3885	Open on Saturdays from 3:00 to 4:00 pm; By Appointment Only
<b>Good Neighbor Center of West Point</b> <i>Serves West Point &amp; 5 miles into New Kent, King William and King &amp; 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
<b>Liberty Baptist Church</b>	15810 Liberty Church Road Lanexa, VA 23089	804-966-2659	Every other Wed. (call to confirm the Wed); 12 to 2pm
<b>Meals on Wheels</b> <a href="http://www.mowdelivers.com">www.mowdelivers.com</a>	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>			
<b>New Hope Pantry</b>	6475 Parrish Road Providence Forge, VA 23140	804-840-7937	Serves New Kent & Charles City— 1 <sup>st</sup> & 3 <sup>rd</sup> Tuesday for NK 2 <sup>nd</sup> & 4 <sup>th</sup> Tuesday for CC If a 5th Tuesday: open to both Counties Open 4 to 5:30pm
<ul style="list-style-type: none"> <li>• <i>Open to individuals legally disabled or age 55 and over; must provide proof of age or disability; there is a shared maintenance fee of \$5.00 per visit to cover operating costs; New Hope Church provides the food at no charge.</i></li> <li>• <i>If not 55 and over or disabled, can get food on an emergency basis and is limited to 6 times per year.</i></li> </ul>			
<b>New Kent Senior Citizen Food Pantry</b> <i>This program is also known as the "Brown Bag" program.</i>	4375 Olivet Church Road Providence Forge, VA 23140	804-337-1031	Open Tues and Fri 9:30am -11:00am;  (no longer open Sunday)
<b>Proclaiming Grace Outreach Tabernacle Methodist Church</b>	20051 Tabernacle Road Barhamsville, VA 23011	757-566-0659	Serves upper James City Co. & lower New Kent Co.; 1 <sup>st</sup> & 3 <sup>rd</sup> Friday; 4 pm to 6 pm;
<b>Providence United Methodist</b>	4001 New Kent Highway Quinton, VA 23141	804-932-4973	Mon—Fri; 9am to 1pm; will open other hours if an emergency; please call
<b>West Point Mobile Food Pantry</b> <i>Operated by FeedMore &amp; United Way of Greater Williamsburg</i>	West Point Armory 2406 King William Avenue West Point, VA 23181		Every 3 <sup>rd</sup> Thursday; 11am to 12pm; open to New Kent residents with proof of residency

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

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## HOME HEALTH CARE

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**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 companies serve New Kent County*

AGENCY NAME	ADDRESS	PHONE NUMBER	ACCEPTS MEDICAID
<b>Bayada Nurses</b>	428 McLaws Circle; Ste 203 Williamsburg, VA 23185	757-565-5400	YES
<b>Brookside Home Health</b>	4160 McLaws Circle, Ste 250 Williamsburg, VA 23185	757-253-2536	YES
<b>Southeastern Home Health Care, Inc.</b>	7502 Lee Davis Road Mechanicsville, VA 23111	804-769-1380 Fax: 804-769-1377	YES

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## PERSONAL CARE PROVIDERS

*These companies serve New Kent County*

AGENCY NAME	ADDRESS	PHONE NUMBER	ACCEPTS MEDICAID
<b>Agape Home Care</b>	350 McLaws Circle Suite 2 Williamsburg, VA 23185	757-229-6115 FAX: 757-229-6185	YES
<b>All About Personal Care</b>	5833 Richmond-Tapp Hwy; Ste 102A; P.O. Box 599 Aylett, VA 23009	804-512-0802 FAX: 804-723-0990	YES
<b>All Nurses Care, Inc.</b>	8032 Mechanicsville Turnpike Mechanicsville, VA 23111	804-559-0322 FAX: 804-559-0344	YES
<b>AmeriCarePlus</b>	18 New Street, Ste 101 Saluda, VA 23149	804-843-4433 FAX: 804-758-2217	YES
<b>A Tender Heart</b>		804-396-9536 FAX: 877-733-6269	YES
<b>Bayada Nurses</b>	263 McLaws Circle; Ste 103 Williamsburg, VA 23185	757-229-0019	NO
<b>Comfort Keepers</b>	205 Bulifants Blvd.; Ste. B Williamsburg, VA 23188	804-966-1997	NO
<b>Hand N' Heart LLC</b>	161-A John Jefferson Ste 110 Williamsburg, VA 23185	757-565-0216 FAX: 757-565-1760	YES
<b>Hope In-Home Care</b>	109 Commons Park Circle, Ste H Manquin, VA 23106	804-769-7600 FAX: 804-769-3230	YES
<b>Kanawha Personal Care</b>	7009 Forest Hill Avenue Richmond, VA 23225	804-272-4657	YES

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## SKILLED AND PERSONAL CARE PROVIDERS

*These companies serve New Kent County and provide both skilled care and personal care.*

AGENCY NAME	ADDRESS	PHONE NUMBER	ACCEPTS MEDICAID
<b>Accredited Home HealthCare Corp.</b> <i>Provides care for both adults and children.</i>	4602 West Grove Crt, Ste. B Virginia Beach, VA 23455	757-201-3502 FAX: 757-671-3345	YES
<b>Affordable Care</b>	1509 Cutshaw Place Richmond, VA 23226	804-477-7912	YES
<b>Care Advantage</b>	7239 Mechanicsville Trnpke Mechanicsville, VA 23111	804-730-1746	YES
<b>Companion Adult Care</b>	9300 Gilden Field Court Henrico, VA 23294	804-273-0579	YES
<b>Companion Extraordinaire</b>	5311 Lakeside Avenue Henrico, VA 23228	804-752-2205 FAX: 804-752-3403	YES
<b>Hope In Home Care</b> <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
<b>Professional Health Care Resources</b>	1650 Willow Lawn Drive Suite 301 Richmond, VA 23230	804-288-8686	YES
<b>Right At Home</b>	208 N. 4 <sup>th</sup> Avenue Hopewell, VA 23960	804-415-7415 FAX: 804-415-7366	NO
<b>Seniors First Choice</b>	7286 Hanover Green Drive Mechanicsville, VA 23111	804-789-1569 FAX: 804-789-1572	YES

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## HOSPICE PROVIDERS

*These companies serve New Kent County; for additional hospice providers search  
<http://www.caring.com/local/hospices>*

AGENCY NAME	ADDRESS	PHONE NUMBER	ACCEPTS MEDICAID
<b>Affordable Care</b>	1509 Cutshaw Place Richmond, VA 23226	804-477-7912	YES
<b>Asercare Hospice-- Richmond</b>	8001 Franklin Farms Drive Richmond, VA 23229	804-282-4364	YES
<b>At Home Care Hospice</b>	291 McLaws Circle, Ste 1 Williamsburg, VA 23185	757-634-0109 FAX: 757-634-0159	YES
<b>Bon Secours Hospice</b>	8580 Magellan Parkway Richmond, VA 23227	804-627-5360	YES
<b>Care Advantage</b>	7239 Mechanicsville Tnpke Mechanicsville, VA 23111	804-730-1746	Call to confirm
<b>Comfort Keepers</b>	205 Bulifants Blvd.; Ste B Williamsburg, VA 23188	804-966-1997	NO
<b>Companion Adult Care</b>	9300 Gilden Field Court Henrico, VA 23294	804-273-0579	YES
<b>Hospice of Central Virginia</b>	1700 Bayberry Court; Ste 300 Richmond, VA 23226	804-281-0451	YES
<b>Hospice Community Care</b>	10128 W. Broad Street Glen Allen, VA 23060	800-409-9094	YES
<b>New Century Hospice</b>	808 Moorefield Park Dr. Ste 113 Richmond, VA 23236	804-353-2702	YES
<b>Odyssey Hospice</b>	8000 Franklin Farms Drive Richmond, VA 23229	804-290-4300	YES
<b>Riverside Walter Reed Hospice</b>	7358 Main Street Gloucester, VA 23061	804-693-1111	YES

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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. For additional providers, see the yellow pages in the phone book or search the Internet.

AGENCY NAME	ADDRESS	PHONE NUMBER	MEDICAID
<b>All Med Express</b>	7121 Staples Mill Road Richmond, VA 23228	804-261-0011	YES
<b>American Orthotic &amp; Prosthetic Center</b>	2281 Dabney Road Richmond, VA	804-353-9077 Fax: 804-353-9159	YES
<b>American Orthotic &amp; Prosthetic Center</b>	2206 Executive Drive; Ste C Hampton, VA	757-827-6989 FAX: 757-548-5657	YES
<b>Apria Healthcare</b>	2808 E. Parham Road Richmond, VA 23228	804-553-4964	YES
<b>Capital Medical Supply</b>	2233 Tomlynn Street Richmond, VA 23230	804-353-0707	YES
<b>Global Medical</b>	2600 E. Parham Road Richmond, VA 23228	_____	YES
<b>Health First</b>	8143 Staples Mill Road Richmond, VA 23228	804-266-2002 800-247-7636 Fax: 804-266-1025	YES
<b>Home Care Delivered</b>	11013 West Broad St., 4 <sup>th</sup> Floor Glen Allen, VA 23060	800-565-6167 x.6613 FAX: 888-565-4411	YES
<b>LinCare</b>	4912 W. Marshall Street Richmond, VA 23230	804-358-2008	YES
<b>Medical Home Outfitters</b>	Williamsburg, VA	757-220-9502	YES
<b>Roberts Home Medical, Inc. Newport News Office</b>	700 Thimble Shoals Blvd. #105 Newport News, VA 23605	757-599-9080 800-322-4679 Fax: 757-599-3855	YES
<b>Roberts Home Medical, Inc. Richmond Area Office</b>	340 South Hill Carter Pkwy Ashland, VA 23005	804-798-4600 800-752-7317	YES
<b>Virginia Home Elevator, Stairlift and Ramp</b>	_____	804-564-6364	_____
<b>Virginia Home Medical</b>	11842 Canon Blvd. Newport News, VA 23606	757-873-1700 Fax: 757-873-0460	YES
<b>West Home Medical</b>	2277 Dabney Road Richmond, VA 23230	804-353-7703	_____

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

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## ADAPTIVE CLOTHING, EQUIPMENT RESOURCES, AND SUPPORTS

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

COMPANY AND WEBSITE	ADDRESS	PHONE NUMBER
<b>Ableware Independent Living from Maddak</b> <a href="http://www.maddak.com">www.maddak.com</a>	6 Industrial Road Pequannock, NJ 07440	973-628-7600 1-800-443-4926
<i>Maddak is a leading manufacturer of home healthcare products for seniors, people with disabilities and people recovering from injuries and illnesses. Marketed under the Ableware® brand name, their products are designed to make daily living activities easier.</i>		
<b>The Alzheimer's Store</b> <a href="http://www.alzstore.com">www.alzstore.com</a>	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>		
<b>Buck and Buck</b> <a href="http://www.buckandbuck.com">www.buckandbuck.com</a>	3111 27 <sup>th</sup> 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>		
<b>Foundation for Rehabilitation Equipment &amp; Endowment</b> <a href="http://www.free-foundation.org">www.free-foundation.org</a>	Richmond Chapter 6301 Midlothian Turnpike Richmond, VA 23225	804-920-9828 Email: richmond@free-foundation.org
<b>Harris Communication</b> <a href="http://www.harriscomm.com">www.harriscomm.com</a>	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>		
<b>Hearing Loss Association of America (HLAA)</b> <b>Greater Richmond Chapter</b>	<a href="http://www.hlagreaterrichmond.com">http://www.hlagreaterrichmond.com</a>	
<i>Provides assistance and resources for people with hearing loss and their families; other Virginia chapters can be located through the main website at <a href="http://www.hearingloss.org">www.hearingloss.org</a></i>		
<b>Learning, Sight and Sound</b> <a href="http://www.LSSproducts.com">www.LSSproducts.com</a>	145 River Rock Drive Buffalo, NY 14207	1-800-468-4789
<i>Catalog of products for the visually impaired and hard of hearing.</i>		
<b>Silvert's Adaptive Clothing and Footwear</b> <a href="http://www.silverts.com">www.silverts.com</a>	3280 Steeles Ave. West Suite 18 Concord, Ontario, Canada L4K 2Y2	905-738-4545 1-800-387-7088
<i>Offers a wide variety of adaptive clothing and footwear to help restore self-dressing independence or make assisted dressing much easier.</i>		

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## HOSPITALS AND MEDICAL CARE

**IF YOU HAVE AN EMERGENCY, PLEASE DIAL 911.**

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

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Cumberland Hospital for Children and Adolescents</b>	9407 Cumberland Road New Kent, VA 23124	800-368-3472
<i>Serves children and adolescents with chronic brain disease, brain injury, neurological impairment and other medical conditions; treatment center for complex needs</i>		
<b>Hunter Holmes McGuire VA Medical Center</b>	1201 Broad Rock Boulevard Richmond, VA 23249	804-675-5000 Fax: 804-675-5581
<b>Memorial Regional Medical Center—Bon Secours</b>	8260 Atlee Road Mechanicsville, VA 23116	804-764-6000
<b>Riverside Doctors Hospital—Williamsburg</b>	1500 Commonwealth Avenue Williamsburg, VA 23185	757-585-2200
<b>Sentara Williamsburg Medical Center</b>	100 Sentara Circle Williamsburg, VA 23188	757-984-6000
<b>VCU Medical Center</b> <a href="http://www.vcuhealth.org">www.vcuhealth.org</a>	1250 East Marshall Street Richmond, VA 23298	804-828-9000
<i>This list is for informational purposes and is not an endorsement of a particular agency or individual.</i>		

### 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 [www.cvhsinc.org/ccrhs.html](http://www.cvhsinc.org/ccrhs.html)
- **Visiting Physicians Association (VPA):**
  - Richmond Office: 804-687-4793 or 855-803-9352
  - Williamsburg Office: 757-941-5600 or 866-586-6302

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## HOTLINE NUMBERS

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

<b>Adult Protective Services</b>	<b>HOTLINE</b>	Toll free: 1-888-832-3858
<b>Child Protective Services</b>	<b>HOTLINE</b>	Toll free: 1-800-552-7096 Virginia: 1-804-786-8536
<b>Project Hope at Quin Rivers, Inc</b>	<b>HOTLINE</b>	1-877-966-4357
<b>Family Violence &amp; Sexual Assault</b>	<b>HOTLINE</b>	Toll free: 1-800-838-8238
<b>Henrico Mental Health Charles City/New Kent residents</b>	<b>CRISIS HOTLINE</b>	Emergency number: 804-727-8484 TDD: 804-727-8484
<b>Henrico Mental Health Henrico residents</b>	<b>CRISIS HOTLINE</b>	Emergency number: 804-727-8484 TDD: 804-727-8484

### **ADULT PROTECTIVE SERVICES (APS)**

Any person, including financial institutions, may report suspected abuse, neglect of 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—*

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## PERSONS IN CRISIS

### HENRICO MENTAL HEALTH

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**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.

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## 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
<b>The ADA Information Center for the Mid-Atlantic Region</b> <a href="http://www.adainfo.org">www.adainfo.org</a>	451 Hungerford Drive; Suite 607 Rockville, Maryland 20850	1-800-949-4232 1-301-217-0124
<b>Centers for Independent Living</b> <b>Contact the Statewide Information &amp; Referral System OR visit</b> <a href="http://www.vadrs.org">www.vadrs.org</a>	_____	1-800-230-6977
<b>College of Design,</b> <b>North Carolina State University</b> <a href="http://www.design.ncsu.edu/cud/">www.design.ncsu.edu/cud/</a>	Campus Box 7701, Pullen Road Raleigh, North Carolina 27695	_____
<b>Habitat for Humanity</b> <a href="http://www.richmondhabitat.org">www.richmondhabitat.org</a>	2281 Dabney Rd. Ste. A Richmond, VA 23230	804-232-7001
<i>Habitat for Humanity Repair Corps program —Richmond Metropolitan Habitat for Humanity and The Home Depot Foundation launched a new program to repair the homes of US military veterans and their families. For information, please call 804-232-7001.</i>		
<b>Project: HOMES (formerly Elder Homes)</b> <a href="http://www.projecthomes.org">www.projecthomes.org</a>	88 Carnation Street Richmond, VA 23225	804-233-2827 Fax: 804-230-0778
<i>Project: HOMES improves the lives and living conditions of low income seniors, disabled residents and qualified homeowners in Central Virginia by making critical home repairs and improvements. Core Services include: weatherization, rehabilitation, revitalization and conservation.</i>		
<b>Housing Opportunities Made Equal (HOME)</b>	2201 West Broad Street Richmond, VA 23220	804-354-0641
<i>HOME is a private non-profit fair housing organization, which provides free information, assistance and comprehensive housing counseling services.</i>		

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AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Housing Partnerships, Inc.</b>	P.O. Box 441 Williamsburg, VA 23187	757-221-0225 Fax: 757-221-0444
<i>Note: HPI is a locally funded non-profit agency that provides vital housing repair services to very low income individuals and families who are unable to help themselves due to sickness, disability or lack of financial resources.</i>		
<b>Housing and Urban Development (HUD)</b> <a href="http://www.hud.gov/local/rich/index.html">http://www.hud.gov/local/rich/index.html</a>	600 E. Broad Street Richmond, VA 23219	804-771-2100 800-842-2610
<b>National Accessible Apartment Clearinghouse (NAAC)</b>	201 N. Union Street; Ste. 200 Alexandria, VA 22314	1-800-421-1221
<b>Proclaiming Grace Outreach at Tabernacle United Methodist Church**</b> Larry Brayton, Pastor	P.O. Box 121 20051 Tabernacle Road Barhamsville, VA 23011	757-566-0659 Fax: 757-566-0159
<b>Quin Rivers, Inc. Homeless Intervention Program (HIP)</b>	10718 Ballantraye Dr.; Ste. 402 Fredericksburg, VA 22407	540 -479-4363
<b>SouthEast Rural Community Assistance Project, Inc. (SERCAP)</b> <a href="http://sercap.org">http://sercap.org</a>	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>		
<b>United States Department of Agriculture (USDA)</b>	Rural Development 1606 Santa Rosa Rd; Ste. 239 Richmond, VA 23229	804-287-1550
<i>Makes direct loans when borrowers cannot finance elsewhere.</i>		
<b>Virginia Housing Development Authority (VHDA)</b>	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>		
<b>Virginia Division for the Aging</b> <a href="http://www.vda.virginia.gov">www.vda.virginia.gov</a>	1600 Forest Avenue, Suite 102 Richmond, VA 23229	804-662-9333 1-800-552-3402

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

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

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## HOMELESS SERVICE AGENICES

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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](http://www.homewardva.org).

### CARITAS

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

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

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

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

### COMMONWEALTH CATHOLIC CHARITIES—Point of Entry

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

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

**Phone number:** 804-648-4177

### FREEDOM HOUSE

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

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

**Phone number:** 804-233-4064

### HOMEAGAIN

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

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

**Phone number:** 804-358-7747 Ext. 104

**Other contact info:** JaJuan Kelly, Volunteer Coordinator

*Continued—*

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## HOMELESS SERVICE AGENICES

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### **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:** 804-275-5866

### **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.*

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## 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 the additional information.*

Agency	Address	Phone number
<b>AARP</b> <a href="http://www.aarp.org">www.aarp.org</a>		888-687-2277
<b>American Civil Liberties Union of Virginia</b> <a href="http://www.acluva.org">www.acluva.org</a>	701 E. Franklin Street, Suite 1412, Richmond, VA 23219	804-644-8022
<b>Central Virginia Legal Aid Society</b> <a href="http://www.cvlas.org">www.cvlas.org</a>	101 West Broad Street, # 101 P.O. Box 12206 Richmond, VA 23220	800-868-1012
<b>Commonwealth Mediation Groups, Inc.</b> <a href="http://www.cmgfoundation.org">www.cmgfoundation.org</a>	9100 Arboretum Parkway Suite 190 Richmond, VA 23236	804-254-2664
<b>Equal Employment Opportunity Commission</b> <a href="http://www.eeoc.gov">www.eeoc.gov</a>	400 N. 8th Street, Suite 350 Richmond, VA 23219	804-771-2200 800-669-4000 TTY 800-669-6820
<b>Legal Information Network for Cancer (LINC)</b> <a href="http://www.cancer.linc.org">www.cancer.linc.org</a>	P. O. Box 73281 1459 Johnston Willis Drive Richmond, VA 23235	804-272-5462, ext. 4 877-644-5462
<b>National Association for the Advancement of Colored People (NAACP)</b> <a href="http://www.virginianaacp.org">www.virginianaacp.org</a>	P. O. Box 27212 Richmond, VA 23261	804-321-5678
<b>Virginia Lawyer Referral Service</b> <a href="http://www.vlrs.net">www.vlrs.net</a>	707 East Main Street, Suite 1500 Richmond VA 23219	804-775-0808 800-552-7977 TDD 775-0502
<b>Virginia Office for Protection and Advocacy disAbility Law Center of Virginia</b> <a href="http://www.dlcv.org">www.dlcv.org</a>	1910 Byrd Avenue, Suite 5 Richmond, VA 23230	804-225-2042 800-552-3962 TTY/TDD 225-2042
<b>Virginia Poverty Law Center</b> <a href="http://www.vplc.org">www.vplc.org</a>	700 East Main Street, Suite 1410 Richmond, VA 23219	804-782-9430

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

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## MEDICARE, MEDICAID and FAMIS

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### 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](http://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](http://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 (804-966-1853) can determine if someone qualifies. Information is also available through The Statewide Information and Referral System at 1-800-230-6977 or visit <http://dmasva.dmas.virginia.gov>

### 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](http://www.famis.org). Individuals may also contact New Kent Social Services at 804-966-1853.

You can learn more about Virginia's Medicaid, FAMIS and Plan First programs by visiting [www.coverva.gov](http://www.coverva.gov)

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## MENTAL HEALTH AND COUNSELING SERVICES

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

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Henrico Area Mental Health &amp; Developmental Services—Main Office</b>	10299 Woodman Road Glen Allen, VA 23060	804-727-8500 Fax: 804-727-8580
<b>Henrico Area Mental Health &amp; Developmental Services—East Center Office</b>	4825 S. Laburnum Ave Henrico, VA 23231	804-222-2607 Fax: 804-236-91148
<b>Henrico Mental Health &amp; Developmental Services—Charles City/ New Kent Unit</b>	9403 Pocahontas Trail Providence Forge, VA 23140	804-727-8970 Fax: 804-966-5694
<b>Cypress Enterprises</b>	101-A Roxbury Industrial Center Charles City, VA 23030	804-966-5753 Fax: 804-966-5581

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

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

Providence Forge Office Hours of Operation:  
 Monday, Wednesday and Friday – 8:30 am to 5:00 pm  
 Tuesday and Thursday – 8:30 am to 8:30 pm  
 \*Closed daily from 12:00 pm – 1:00 pm for lunch

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

### **Services available:**

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

### **Developmental Services —**

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

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

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

### **Services available:**

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

## MENTAL HEALTH AND COUNSELING SERVICES

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

A primary care physician (PCP) or other doctor can also make a recommendation for mental health services based upon an individual's needs.

Services are available through these providers and related organizations as well as many others:

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Alcoholics Anonymous (AA)</b> <a href="http://www.aarichmond.org">www.aarichmond.org</a>		Hotline: 804-355-1212
<b>Al-Anon</b> <a href="http://www.va-al-anon.org">www.va-al-anon.org</a>	CJW/Johnston Willis Campus Richmond, VA	804-330-2000
<b>Beacon Counseling and Consulting</b>	372 McLaws Circle #2 Williamsburg, VA	757-564-3100
<b>Bon Secours Health System Bereavement Counseling</b>	8580 Magellan Pwkwy, Bldg. IV Richmond, VA 23227	804-627-5360
<b>Capps Christian Counseling Dr. Joseph Capps</b>	<a href="mailto:drjcapps@cappschristiancounseling.com">drjcapps@cappschristiancounseling.com</a> <a href="http://cappschristiancounseling.com">http://cappschristiancounseling.com</a> <a href="http://facebook.com/cappschristiancounseling">http://facebook.com/cappschristiancounseling</a>	804-932-3464
<b>Celebrate Recovery at New Kent Christian Center</b>	9660 Tunstall Road New Kent, VA 23124	804-994-7544
<b>Children's Mental Health Resource Center</b> <a href="http://www.mentalhealth4kids.org">www.mentalhealth4kids.org</a> <i>Offered by Virginia Commonwealth University Department of Psychiatry</i>	1506 Willow Lawn Drive, Suite 207 Richmond, VA 23230	804-447-2124
<b>Crisis One Community Crisis Stabilization</b>		24 hr referral line: 804-980-5373
<b>Dominion Behavioral Health</b>	2305 N. Parham Road, Ste 3 Richmond, VA 23229	804-270-1124
<b>Eastern Virginia Adult Care</b>	2894 George Washington Memorial Highway Hayes, VA 23072	804-993-7110 FAX: 804-993-7112

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

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## MENTAL HEALTH AND COUNSELING SERVICES

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>John Randolph Medical Center</b> <a href="http://www.johnrandolphmed.com">www.johnrandolphmed.com</a>	411 West Randolph Road P.O. Box 971 Hopewell, VA 23860	804-541-1600
<b>Key Independent Development Services</b>	3122 West Marshall Street, Ste. 4 Richmond, VA 23230	804-303-8162 FAX: 804-447-1591
<i>Provides Mental Health Skills Building Services; MUST have Medicaid.</i>		
<b>Mental Health Association of Virginia</b>	530 E. Main Street, Ste. 707 Richmond, VA 23219	804-225-5591
<b>NAMI —National Alliance on Mental Health</b> <a href="http://www.namivirginia.org">www.namivirginia.org</a>	P.O. Box 8260 Richmond, VA 23226-0260	804-285-8264 Helpline: <a href="mailto:info@namivirginia.org">info@namivirginia.org</a>
<b>Narcotics Anonymous (NA)</b> <a href="http://www.na.org">www.na.org</a>	CJW/Johnston Willis Campus Richmond, VA	804-330-2000
<b>Parents &amp; Children Coping Together (PACCT)</b>	7286 Ewell Circle Mechanicsville, VA 23111	804-559-6833 1-800-477-0946
<b>Richmond Behavioral Health Authority</b>	703 E. Grace Street Richmond, VA 23219	804-780-4432
<b>Richmond Road Counseling Center</b>	1001 Richmond Road #2w Williamsburg, VA	757-220-2669
<b>Riverside Behavioral Health</b> <a href="http://www.riversideonline.com">www.riversideonline.com</a>	120 Kings Way Ste. 2800 Williamsburg, VA	757-345-3020
<b>The Pavilion at Williamsburg Place</b> <a href="http://www.pavilionwp.com">www.pavilionwp.com</a>	5483 Mooretown Road Williamsburg, VA 23188	757-941-6400
<b>Tucker Pavilion at Chippenham Hospital</b>	Chippenham Parkway at Jahnke Road	804-323-8846
<b>Virginia Department of Behavioral Health &amp; Developmental Services</b> <a href="http://www.dbhds.virginia.gov">www.dbhds.virginia.gov</a>	1220 Bank Street Richmond, VA 23219	804-786-3921

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

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## NEW KENT COUNTY CONTACTS

Most New Kent County contacts can be accessed through [www.co.new-kent.va.us](http://www.co.new-kent.va.us)

**Administration/Attorney—**  
966-9683

**Airport (Quinton, VA) —**  
932-3984

**Animal Control—**  
804-966-9500

**Building Development/Building  
Code/Inspection/Permit Center—**  
805-966-9680

**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*  
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

**EMERGENCY  
911**

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

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

*Fire Station #2 – Quinton, VA*  
9804-32-3866

*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  
804-966-5959

**Heritage Public Library—**  
804-966-2480

**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*  
804-966-8514  
*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*  
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—*  
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

## NURSING HOMES

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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](http://www.VDH.Virginia.gov/OLC)

Or on the federal Nursing Home Compare site at:

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

Some of the area nursing facilities include:

CITY	FACILITY	PHONE NUMBER
Hanover/Mechanicsville	Ashland Convalescent Center	804-798-3291
	Autumn Care	804-730-0009
	Covenant Woods	804-569-8003
	Hanover Health Care & Rehabilitation Center	804-559-5030
Henrico	Henrico Health Care & Rehabilitation Center	804-737-0172
Hopewell	Riverview on the Appomattox	804-541-1445
Gloucester	Walter Reed Convalescent & Rehab Center	804-693-6503
Richmond	Beth 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	804-287-8600
Saluda	Riverside Convalescent Center	804-758-2363
West Point	Riverside Convalescent Center	804-843-4323
Williamsburg	Consulate Health Care	757-229-9991
	Convalescent Center at Patriot's Colony	757-220-9000
	Envoy of Williamsburg	757-229-4121
	Woodhaven Hall at Williamsburg Landing	757-253-8801
	WindsorMeade of Williamsburg	757-941-3600

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

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## PROFIT AND NON-PROFIT ORGANIZATIONS

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Alzheimer's Association</b>	4600 Cox Road, Ste. 130 Glen Allen, VA 23060	804-967-2575 24 hour helpline: 1-800-272-3900
<b>American Red Cross</b>	420 E. Cary Street Richmond, VA	804-780-2250
<b>Bay Transit</b>	7911 Courthouse Way New Kent, VA 23124	804-966-7650 Toll free: 1-877-869-6046
<b>Charles City Health Department</b>	7501 Adkins Rd Charles City, VA 23030	804-829-2490
<b>Charles City Regional Health Services (CCRHS)</b> <a href="http://www.cvhsinc.org/ccrhs.html">www.cvhsinc.org/ccrhs.html</a>	9950 Courthouse Road Charles City, VA 23030	804-829-6600
<b>disAbility Law Center of Virginia (formerly VOPA)</b> <a href="http://www.dLCV.org">www.dLCV.org</a>	1910 Byrd Avenue, Suite 5 Richmond, VA 23230	800-552-3962 Fax: 804-662-7431
<i>A private, federally funded non-profit organization advocating for the rights of individuals with disabilities.</i>		
<b>Homeward</b> <a href="http://www.homewardva.org">www.homewardva.org</a>	1125 Commerce Rd Richmond, VA 23224	804-343-2045
<i>Planning and coordination for homeless services in the greater Richmond region.</i>		
<b>Jewish Family Services</b>	6718 Patterson Avenue Richmond, VA 23226	804-282-5402 Fax: 804-285-0006
<b>Matthew's Haven</b>	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>		
<b>Meals on Wheels</b>	1415 Rhoadmiller Street Richmond, VA 23220	804-673-5035 Fax: 804-673-5045

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

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## PROFIT AND NON-PROFIT ORGANIZATIONS

AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Mobility Center of Virginia</b> <a href="http://www.mobilitysupercenter.com/">http://www.mobilitysupercenter.com/</a>	7450 Midlothian Turnpike Richmond, VA	1-800-231-7774
<b>National MS Society Central Virginia Chapter</b> <a href="http://www.MSVirginia.org">www.MSVirginia.org</a>	4200 Innslake Drive, Suite 301 Glen Allen, VA 23060	804-353-5008
<b>Old House Clothes</b>	See Old House Clothes on Facebook	Contact at: <a href="mailto:Dougie@journeyfellowship.org">Dougie@journeyfellowship.org</a> <a href="mailto:Shannon@journeyfellowship.org">Shannon@journeyfellowship.org</a>
<i>Provides lightly worn children's clothing size 5-14 boys and girls; limited clothing for adults; all free of charge</i>		
<b>Poison Control</b>		1-800-222-1222
<b>Quin Rivers</b>	7911 Courthouse Way, Suite 300 New Kent, VA 23124	804-966-8720
<i>Provides assistance with rent and mortgage assistance, domestic violence and sexual assault intervention and prevention, home visiting services to new families, youth development, financial, and small business services.</i>		
<b>Salvation Army— Central Virginia Area Command</b>	2 West Grace Street P.O. Box 12400 Richmond, VA 23241	804-225-7470
<b>Senior Connections Capital Area Agency on Aging</b>	24 East Cary Street Richmond, VA 23219	804-343-3000 Fax: 804-649-2258
<b>Special Olympics of Virginia</b>	3212 Skipwith Road Ste. 100 Richmond, VA 23228	804-346-5544
<b>Stop Child Abuse Now (SCAN) of Greater Richmond</b>	103 E. Grace Street Richmond, VA	804-257-7226
<b>Riverside Center for Excellence in Aging and Lifelong Health (located in Williamsburg)</b> <a href="http://www.riversideonline.com/cealh/">www.riversideonline.com/cealh/</a>	3901 Treyburn Drive, Ste. 100 Williamsburg, VA 23185	757-220-4751
<b>United Way Community Resource Center</b>	312 Waller Mill Road Williamsburg, VA 23185	757-229-2222
<i>Serves the 23089, 23011, and 23089 zip codes with direct services and referrals.</i>		
<b>Virginia Department for the Aging</b>	1610 Forest Avenue, Suite 100 Richmond, VA 23229	804-662-9333 Fax: 804-662-9354

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

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## SERVICE AND CIVIC ORGANIZATIONS SERVING NEW KENT

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*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.*

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

### **Blue Knights of Virginia Chapter VIII**

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

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

**Bottom of the Bridge La Sertoma**; P.O. Box 212, Quinton, VA 23141; [www.lasertomava.org](http://www.lasertomava.org)

**Shore to Shore La Sertoma**; P.O. Box 25, New Kent, VA 23124; [www.lasertomava.org](http://www.lasertomava.org)

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

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

### **Nellie Custis Junior Woman's Club**

**NK4AR - New Kent for Amateur Radio**; [www.nk4ar.net](http://www.nk4ar.net)

**New Kent Chamber of Commerce**; 7324 Vineyards Parkway, New Kent, VA 23124; (804) 966-8581; [www.newkentchamber.org](http://www.newkentchamber.org)

### **New Kent Civic League**

**New Kent Democratic Party**; [www.vademocrats.org/golocal/new-kent](http://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](http://www.newkenthistoricalsoc.com)

### **New Kent Junior Woman's Club**

### **New Kent Lions Club**

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

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## SERVICE AND CIVIC ORGANIZATIONS SERVING NEW KENT

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**New Kent County NAACP**

**New Kent Republican Committee;** [www.meetup.com/New-Kent-Republican-Party/](http://www.meetup.com/New-Kent-Republican-Party/)

**New Kent Rotary;** [www.newkent.net/rotary.html](http://www.newkent.net/rotary.html)

**Providence Forge Ruritans;** [www.chesapeakeuritans.org](http://www.chesapeakeuritans.org)

**New Kent Tea Party**

**New Kent Woman's Club**

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## 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](http://www.dss.virginia.gov) or call 804-966-1853.

### ADULT SERVICES

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

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

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

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

### ADULT PROTECTIVE SERVICES (APS)

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***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**

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### **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

*Continued on next page—*

## **CPS Goals**

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

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

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

## **FAMILY ENGAGEMENT**

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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**

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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.

*Continued—*

## **Physical or Mental Health Treatment**

This service often includes help with:

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

## **Mentoring**

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

## **Opportunity for a Permanent Living Situation**

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

## **TITLE IV-E**

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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)

*Continued—*

## ADOPTION

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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

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AGENCY NAME	ADDRESS	PHONE NUMBER
<b>Bay Transit</b> <a href="http://www.bayaging.org/bay_transit.htm">http://www.bayaging.org/bay_transit.htm</a>	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>		
<b>Cornerstone Support Services</b>	8921 Pocahontas Trail Providence Forge, VA 23140	804-932-3333 FAX: 804-557-3941
<i>Cornerstone is a Medicaid transportation provider and provides transportation services to people in need of Non-Emergency medical transportation. For more information on Cornerstone Support Services transportation call 804-932-3333. To schedule a trip, call LogistiCare at 866-386-8331.</i>		
<b>Medicaid Transportation— LogisticCare</b>	<hr/>	1-866-386-8331
<b>Mobility Center of Virginia</b> <a href="http://www.mobilityva.com">www.mobilityva.com</a>	7450 Midlothian Turnpike North Chesterfield, VA 23225	1-800-231-7774 804-231-0177
<i>Source of mobility products for home, auto and lifestyle; includes an inventory of handicapped vehicles and equipment.</i>		

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## VETERANS AND FAMILY SERVICES

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

### **VIRGINIA DEPARTMENT OF VETERANS SERVICES**

[www.dvs.virginia.gov](http://www.dvs.virginia.gov)

Office of the Commissioner  
900 E. Main Street, 6th Floor, West Wing  
804-786-0286  
Fax: 804-786-0302  
Richmond, VA 23219

*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 Wounded Warrior Program. Three citizen boards work closely with the agency to support the effective delivery of services to Virginia's veterans – the Board of Veterans Services, the Joint Leadership Council of Veterans Service Organizations, and the Veterans Services Foundation.*

*Virginia Department of Veterans Service has 26 Benefit Offices located throughout the Commonwealth of Virginia. Benefits Offices are staffed with Veteran Service Representatives who assist veterans, their dependents, and survivors in the application and prosecution of claims for the federal and state benefits and entitlements earned through service and sacrifice to the Commonwealth and nation.*

*Services include, but are not limited to the processing of compensation and pension claim applications; appeals of unfavorable D VA decisions; claims for survivors' death benefits; applications for aid and attendance and housebound benefits; certification of claims documents; and request for military service records. Veteran Service Representatives are accredited to assist veterans by the DVA and other nationally chartered Veterans Service Organizations, including The American Legion, American Red Cross, American Ex-Prisoners of War, Fleet Reserve Association, Blinded Veterans Association, Marine Corps League, and the Veterans of Foreign Wars.*

*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 VETERAN AND FAMILY SUPPORT**

(Formerly Virginia Wounded Warrior Program)

[www.dvs.virginia.gov](http://www.dvs.virginia.gov)

Virginia Department of Veterans Services  
900 East Main Street, 6th Floor, West Wing  
Richmond, Virginia 23219

*Effective October 1, 2015, the Virginia Wounded Warrior Program (VWWP) transitioned to Virginia Veteran and Family Support. Program services stayed the same.*

*The Virginia Wounded Warrior Program (VWWP) was established in 2008 by the Virginia General Assembly to ensure that services to military service members, veterans and their families are readily available in all areas of the Commonwealth. It is operated by the Virginia Department of Veterans Services (DVS) in cooperation with the Virginia Department of Behavioral Health and Developmental Services, the Virginia Department for Aging and Rehabilitative Services and numerous community partners including the U.S. Department of Veterans Affairs.*

*The program provides a statewide delivery and response system for behavioral health, rehabilitative, and support services for military members, veterans and their families and addresses a wide array of health and wellness issues. VWWP proudly serves Virginia veterans of any era, members of the Armed Forces, National Guard and Reserves not in active federal service and their families. Veterans do not have to be wounded to be eligible for care-coordination services.*

*VWWP services are available statewide and are organized in five geographic regions. To reach your regional office for further information or assistance, please call the toll free number 1-877-285-1299 or the central office 804-371-4675.*

*Continued—*

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## VETERANS AND FAMILY SERVICES

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### **VIRGINIA WAR MEMORIAL** [www.vawarmemorial.org](http://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, and near virtual reality film, Into Battle, the Virginia War Memorial is heralded by many as the preeminent state memorial to honor its veterans in the United States.*

### **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

*Named for two Medal of Honor recipients—Colonel Van Barfoot and Colonel Carl Sitter—this care center provides the gold standard in quality care for Virginia's veterans.*

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

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

#### **Admission Criteria:**

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

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## VETERANS AND FAMILY SERVICES

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**HABITAT FOR HUMANITY**  
[www.richmondhabitat.org](http://www.richmondhabitat.org)

2281 Dabney Rd. Ste. A  
Richmond, VA 23230  
804-232-7001

*Habitat for Humanity Repair Corps program —Richmond Metropolitan Habitat for Humanity and The Home Depot Foundation launched a new program to repair the homes of US military veterans and their families. For information, please call 804-232-7001.*

**USO**  
**Richmond International Airport USO Center**  
<http://usohrcv.com/centers/richmond-airport/>

1 Richard E. Byrd Terminal Drive  
Box 92  
Richmond, VA 23250  
804-236-7234  
FAX: 804-236-7235

*This USO of Hampton Roads and Central Virginia Center, one of our newest additions, was opened in July 2010. This center supports all active duty, disabled Veterans, Reservists, National Guard, retirees and their families traveling through the airport.*

**Hours of Operation:**

Sunday – Saturday: 8:00 am – 9:00 pm

(Please contact us if you have a large group coming outside of business hours)

**Quin Rivers, Inc. —**  
**Supportive Services for Veteran Families (SSVF)**

804-966-8720

*“The Supportive Services for Veteran Families program at Quin Rivers is committed to serving very low-income Veteran families in the Fredericksburg area as well as the counties of King & Queen and King William who are literally homeless or imminently at risk of homelessness. Our objective is to assist each eligible Veteran family to access and maintain housing, as well as needed services and supports that will assist them to stabilize in their communities.”*

**Open Door Resource center, Inc.**  
[www.odrcinc.org](http://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 service, and their families.*

**WeAreVirginiaVeterans.org**  
[www.WeAreVirginiaVeterans.org](http://www.WeAreVirginiaVeterans.org)

*“WeAreVirginiaVeterans.org operates as “Online Employment Awareness Program” (OEAP). This program/website is now dedicated to provide vets as well as the general population with online-employment information. One of the most prevalent issues vets face is employment. That is why WeAreVirginiaVeterans.org has initiated the “Online Employment Awareness Program” (OEAP) program. We hope to teach vets and the general population, how they can use internet to make a steady income.”*

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## VIRGINIA DEPARTMENT OF SOCIAL SERVICES

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AGENCY NAME	ADDRESS	PHONE NUMBER
<b>New Kent Social Services</b> <a href="http://www.co.new-kent.va.us">www.co.new-kent.va.us</a>	7911 Courthouse Way, Suite 100 P.O. Box 229 New Kent, VA 23124	804-966-1853 Fax: 804-966-9170
<b>Central Regional Office            Department of Social Services</b>	1604 Santa Rosa Road Suite 130 Richmond, VA 23229	804-662-9743 Fax: 804-662-7023
<b>Charles City County            Department of Social Services</b>	10600 Courthouse Road P.O. Box 98 Charles City, VA 23030	804-652-1708 Fax: 804-829-2430
<b>Virginia Department for Aging and            Rehabilitative Services (DARS)*</b> <a href="http://www.dars.virginia.gov">www.dars.virginia.gov</a>	<hr/>	804-552-5019 Toll free TTY: 1-800-464-9950
<b>Virginia Department of Social Services            Home Office</b> <a href="http://www.dss.virginia.gov">www.dss.virginia.gov</a>	801 E. Main Street Richmond, VA 23219	<hr/>

❖ *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 Services.*

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## WEBSITES

AGENCY NAME	WEB ADDRESS
<b>2-1-1 VIRGINIA</b>	<a href="http://www.211virginia.org">www.211virginia.org</a>
<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>	
<b>Alzheimer's Association</b>	<a href="http://www.alz.org/grva">www.alz.org/grva</a>
<b>Centers for Medicare and Medicaid Services</b>	<a href="http://www.cms.hhs.gov">www.cms.hhs.gov</a>
<b>Department of Medical Assistance Services (DMAS)</b>	<a href="http://www.dmas.virginia.gov">www.dmas.virginia.gov</a>
<b>Medicare</b>	<a href="http://www.medicare.gov">www.medicare.gov</a>
<b>National Center on Elder Abuse</b>	<a href="http://www.ncea.aoa.gov">www.ncea.aoa.gov</a>
<b>New Kent County</b>	<a href="http://www.co.new-kent.va.us">www.co.new-kent.va.us</a>
<b>New Kent Social Services</b>	<a href="http://www.co.new-kent.va.us">www.co.new-kent.va.us</a>
<b>Peninsula Aging &amp; Disability Resource Network</b>	<a href="http://www.padrn.org">www.padrn.org</a>
<b>Ready Virginia</b>	<a href="http://www.ReadyVirginia.gov">www.ReadyVirginia.gov</a>
<b>Senior Advocate</b>	<a href="http://www.senioradvocateonline.com">www.senioradvocateonline.com</a>
<b>Senior Navigator</b>	<a href="http://www.seniornavigator.org">www.seniornavigator.org</a>
<b>Social Security Administration</b>	<a href="http://www.ssa.gov">www.ssa.gov</a>
<b>Virginia Department for Aging and Rehabilitative Services (DARS)</b>	<a href="http://www.dars.virginia.gov">www.dars.virginia.gov</a>
<b>Virginia Department of Social Services</b>	<a href="http://www.dss.virginia.gov">www.dss.virginia.gov</a>
<b>Virginia Easy Access</b>	<a href="http://www.easyaccess.virginia.gov">www.easyaccess.virginia.gov</a>
<b>Virginia Employment Commission</b>	<a href="http://www.vec.virginia.gov">www.vec.virginia.gov</a>
<b>Virginia Health Information</b>	<a href="http://www.vhi.org">www.vhi.org</a>

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

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## 2-1-1 VIRGINIA

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*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:

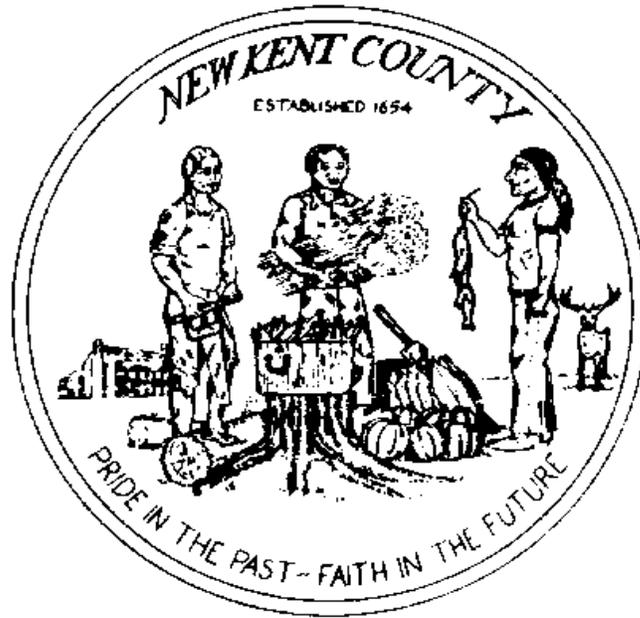
- Basic human needs:  
*Food banks, shelters, rent or utility assistance*
- Physical and mental health resources  
*Medicaid, Medicare, pre-natal care, children's health insurance programs, crisis intervention, support groups, counseling, alcohol and drug rehabilitation*
- Work initiatives:  
*Job training, 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>

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*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 Department of Social Services or New Kent County and are not endorsements for a particular agency or resource.*

If any information needs to be added, corrected, or deleted, please contact Nancy Goodman at 804-966-1853 ext. 5123 or by email at [nancy.goodman@dss.virginia.gov](mailto:nancy.goodman@dss.virginia.gov)