



CITY OF VIRGINIA BEACH  
**Human  
Services**

# PROGRAM RESOURCE GUIDE 2026

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**For general inquiries, please call us at (757) 385-3200 or visit us online at [hs.virginiabeach.gov](http://hs.virginiabeach.gov)**

**To report suspected fraud, waste, or abuse by a provider, register a complaint, or submit a Department of Human Services FOIA request, please call our Continuous Quality Improvement Division at (757) 385-0642.**

# Behavioral Health & Developmental Services

## Behavioral Health

### **Adult Correctional Services**

(757) 385-2131

Behavioral Health (BH) Adult Correctional Services (ACS) provides services to adults in the Virginia Beach Correctional Center who have a mental illness, substance use or co-occurring disorder. Services include behavioral health screening, care coordination, psychosocial education, relapse prevention, re-entry planning, peer support and referrals to community-based resources. Services also include restoration to competency and care coordination for individuals adjudicated as not guilty by reason of insanity (NGRI).

### **Adult Outpatient Services**

(757) 385-0511

Adult Outpatient Services (AOS) is the initial point of entry into Adult Behavioral Health treatment and recovery services. Clinicians in AOS provide same day access to a behavioral health assessment for Virginia Beach residents age 18 and over with substance use, mental illness and co-occurring disorders. Upon completion of this assessment, treatment recommendations and referrals are made to ongoing services.

Additional services offered in AOS include trauma-informed individual, family, and group therapy, psychiatric evaluations, medication management, nursing, psychosocial education, and peer support.

### **Assertive Community Treatment**

(757) 385-0911

Assertive Community Treatment (ACT) is an evidence-based, recovery-oriented service delivery model that provides comprehensive, locally based treatment to people with the most serious and persistent mental illnesses. The program is targeted to provide intensive wrap-around services to individuals who have not been responsive to traditional outpatient treatment and who continue to struggle with acute psychiatric symptoms, elevated risk factors, repeated hospitalization, homelessness, and incarceration.

Multiple services are provided to meet the complex treatment, rehabilitation, and support needs of ACT consumers. To meet these complex needs, ACT services are delivered by a group of transdisciplinary mental health staff who work as a team including a psychiatrist or psychiatric nurse prescriber, nurses, clinicians, peers, and substance abuse and vocational specialists. Intensive services are available 24/7 to enrolled individuals in a manner that is not possible in a traditional outpatient setting. Individuals with the most intensive needs can receive services as often as two to three times per day.

**Beach House**

(757) 385-6930

The Beach House Psychosocial Rehabilitation (PSR) Program is based on the concept that recovery is possible for individuals who have serious and persistent mental illness and co-occurring disorders. Beach House provides structured, recovery-based programming that creates rehabilitation opportunities for individuals living with mental illness to acquire and strengthen independent living skills, increase community integration, promote overall wellness, enhance socialization, and develop pre-vocational skills.

The services are provided in a safe, supportive, and ethical environment where individuals with mental health and substance use conditions receive person-centered, quality care, grounded in PSR principles. The opportunities for skill acquisition and recovery allow individuals to remain in, or return to, naturally occurring community settings.

**Case Management Services**

(757) 385-4249

Case Management is a recovery-oriented service delivery model that provides services to individuals with serious mental illness, substance use disorders and co-occurring disorders. The program is designed to improve the quality of lives by identifying resources and services that help individuals to achieve their goals in a climate of autonomy, empowerment, and respect.

Case management activities include assessment, service planning, service coordination, monitoring, outreach, supportive counseling, skills training, hospital discharge planning and advocacy. Case management assists individuals with accessing medical, psychiatric, social, educational, vocational, and other supports that are necessary in order to meet basic needs, maintain a healthy quality of life, and to enhance community integration.

**Crisis Management Unit**

(757) 385-8245

Crisis Management Unit (CMU) provides state and local hospital discharge planning and peer support to the residents of Virginia Beach. The staff at CMU offers structured and individualized services geared toward reducing psychiatric hospitalization, enhancing recovery efforts, and helping individuals to safely and effectively integrate in community settings.

**Emergency Services**

(757) 385-0888

Emergency Services provides rapid telephone and in-person crisis assessment, intervention, and consultation 24 hours per day, seven days a week. Services include screening for psychiatric hospitalization and crisis stabilization. The Crisis Intervention Team (CIT) is a community partnership that provides specialized crisis management training for officers and allows individuals with mental illnesses to be redirected from the Judicial System to the Health Care System.

A Mobile Co-Responder Team (MCRT) is in place that involves an Emergency Services Clinician riding with a CIT officer to co-respond to individuals in the community who are experiencing a behavioral

health crisis. MCRT also has support from EMS to provide periodic on-site medical screening for individuals needing hospitalization. The goal is to expedite crisis response and provide the right intervention at the right time.

### **Intensive Outpatient Program**

(757) 385-6956

Intensive Outpatient Services (IOP) is a highly structured clinical program designed to provide a combination of interventions that are time-limited and integrate evidence-based practices to support individuals with a substance use disorder and co-occurring disorders. Intervention consists of therapy, skill restoration, health literacy, etc. Services are provided by an interdisciplinary team. This program may serve as a transition program, such as a step-down option from Monitored Withdrawal Services, SA Residential Programs, Partial Hospitalization Programs (PHP), inpatient hospitalization, or residential crisis stabilization services. This program may also serve as a step up from Office Based Addiction Treatment (OBAT) services, outpatient, or Opioid Treatment Program (OTP) services. Treatment focuses on symptom and functional impairment improvement, crisis, and safety planning, promoting stability and developmentally appropriate living in the community, recovery/relapse prevention and reducing the need for a more acute level of care.

### **Jail & Re-Entry Coordination Services**

(757) 385-2082

A partnership between the Behavioral Health Division and the Virginia Beach Sheriff's Office (VBSO) to enhance behavioral health services for individuals in the jail and after release. Services include mobile crisis intervention, screening, assessment, individualized re-entry planning, care coordination, peer support services, assistance with entitlements, and more.

Behavioral Health staff work closely with deputies, jail medical provider, probation, and pretrial officers in order to coordinate care and develop individualized re-entry plans. The overall program goals are to divert individuals from incarceration, reduce recidivism, enhance safety, improve behavioral health symptoms and promote fluid provision of services.

### **Mobile Crisis Response**

988 or (757) 656-7755

Adult Mobile Crisis Response (MCR) provides a rapid response, assessment, and early intervention to residents and visitors in the City of Virginia Beach, City of Norfolk, and the Eastern Shore of Virginia when they experience a behavioral health crisis. The services will assist individuals experiencing a crisis or escalating emotional/behavioral symptoms which have impacted their ability to function in their family, living situation, community, school, or work environment.

MCR clinicians will meet individuals in an environment where they are comfortable to facilitate relief and resolution of the crisis, through an array of services offering prevention of acute exacerbation of symptoms, treatment, linkage, referrals, and community collaboration. MCR services are dispatched by the Regional Crisis Call Center by calling 988.



**Office of Consumer and Family Affairs**

(757) 385-0800

The Office of Consumer and Family Affairs (OCFA) provides education classes, consultation, resource linkage and advocacy for individuals and families affected by mental illness, substance use and co-occurring disorders. OCFA staff manage the BH information warm line, (757) 385-0978 Monday – Friday 8:30 am – 5 pm. Staff also assist with the coordination of the Virginia Beach Community Trust for individuals with mental illness.

**Opioid Treatment and Recovery Services**

Treatment Phone: (757) 264-2314

Warmline: (757) 402-6190

Coordination of treatment for individuals experiencing an opioid use disorder, including Medication Assisted Treatment (MAT), is available to eligible Virginia Beach residents. The service is intended to support opioid replacement treatment and to break down barriers to successful treatment.

The Warmline is managed by individuals who are in recovery to provide additional support and engagement for individuals with opioid and stimulant use disorders. Peer recovery support services are also available to support individuals in or seeking recovery.

**Peer Drop-In Center**

(757) 385-6956

The Peer Drop-In Center promotes substance use recovery supports in a communal space for the residents of Virginia Beach who are in recovery from substance use addiction. This is accomplished through interactions with Peer Recovery Specialists who are individuals with life experiences in recovery. The program provides both support services and fun sober social supports in an environment that is safe from temptation to use substances, delivered in a respectful and non-judgmental manner, and is based in the tenants of Peer Recovery principals.

**Permanent Supportive Housing**

(757) 385-4024

The Permanent Supportive Housing (PSH) program provides affordable supportive housing opportunities for adults with serious mental illness. The goal is to promote wellness, prevent and end homelessness, avoid hospital admissions, facilitate discharges from institutional facilities and promote community integration by offering financial subsidies and supportive services to stabilize independent housing options.

**Project Link**

(757) 385-0810

Project LINK is designed to coordinate and enhance existing services to help meet the extensive needs of pregnant and parenting women and their children whose lives have been affected by substance use.

Project LINK provides intensive case management, home visitation and support services to women and their families. Services include coordination of substance use prevention activities, mental

health and substance use treatment, family planning, prenatal care, well-baby care, general health care, developmental screening, assessment and intervention and family services. Individuals are assisted with accessing the needed medical, psychiatric, social, educational, vocational, and other supports to help them meet basic needs, maintain quality of life, and enhance community integration.

### **Projects for Assistance in Transition from Homelessness**

(757) 385-0672

Projects for Assistance in Transition from Homelessness (PATH) provides services to individuals with serious mental illness, including those with co-occurring substance use disorders who are experiencing chronic homelessness or are at imminent risk of becoming homeless.

### **Restore – Office-Based Addiction Treatment**

(757) 385-5588

Restore is an Office-Based Addiction Treatment (OBAT) service that provides medications for addiction treatment (MAT) along with individual and group counseling, education, care coordination, and recovery supports.

### **Specialized Substance Use Outpatient Treatment**

(757) 385-6956

Specialized therapy modalities focus on providing evidence-based treatment to individuals with substance use disorders. This program provides individual, group and family therapy services up to 9 hours per week. Individual therapy is offered to those who are stepping down from a hospital and need more than a once per week session. Clinicians provide individual sessions 2 – 3 times per week for these step downs.

### **Supportive Residential Services**

(757) 385-4024

Supportive Residential Services (SRS) provides a continuum of supportive and supervised housing options for individuals who have behavioral health disorders. The housing options are designed with the highest quality, in safe and affordable arrangements with the goal of enhancing independent living skills. The residential services are built on the principle of providing individuals opportunities to live in the least restrictive environment in communities of their choice while promoting health and wellness.

### **Wellness & Prevention Services**

(757) 385-0803

Wellness and Prevention Services offers programs targeted to youth, adults, families, and schools to promote healthy lifestyles with a focus on awareness, mental health wellness, and preventing or reducing substance use. Diverse evidence-based training, community engagement activities and educational resources are utilized to increase community awareness and implement prevention strategies throughout the community.

## **Child and Youth Behavioral Health**

(757) 385-0850

### **Case Management**

Child and Youth (CYBH) Case Management services assist individuals ages 5 – 21, who are still enrolled in a secondary educational setting, in gaining access to needed behavioral health, medical, educational, and other needed services. Case Management includes assessing for individual and family needs, planning services, and linking individuals to community supports to promote goals as developed with the child and family.

Case Management assists the individual and family to locate, develop or obtain services, resources and public benefits. The case manager assures the coordination of services and service planning with other providers and human service agencies and systems, such as the public-school system, court services, local providers, and other local health and human services departments.

### **Intensive Care Coordination**

Intensive Care Coordination provides the coordination of comprehensive community resources and services to children and adolescents who are at risk of entering or who are currently placed in a residential facility or another out of home placement. The High-Fidelity Wraparound (HFW) model of service accomplishes this goal by building on the collective action of a team to mobilize resources and talents from a variety of sources to support families in their communities. In the wraparound process, a team of people are brought together around all the components of a family's life incorporating their history, culture, relationships, and other relevant information to address their challenges and formulate possible solutions to assist families in working toward self-efficacy.

### **Outpatient**

CYBH Outpatient Clinic provides licensed therapists and a board-certified psychiatrist to assist with mental health and substance use problems for children, adolescents, and their families. Each individual's needs are assessed at intake and an individualized treatment plan is created with the individual and their caretakers. Outpatient treatment may include individual, family, or group therapy; multi-family therapy (several families attend together); individualized substance abuse services; and psychiatric evaluation and medication management.

Therapists also provide case management functions when needed, such as making referrals to other programs, corresponding with other service providers and family members, and consulting with a multi-disciplinary clinical team at case staffing. The outpatient professionals have extensive training in the field of trauma focused care and utilize progressive treatment modalities including Eye Movement Desensitization and Reprocessing (EMDR) and Trauma-Focused Cognitive Behavioral Therapy (TF-CBT).

### **Parent Child Interaction Therapy**

Parent Child Interaction Therapy (PCIT) is an evidence-based treatment for young children (ages 2-7) who are experiencing emotional and behavioral problems. PCIT places an emphasis on improving the quality of the parent-child relationship and changing parent-child interaction patterns. PCIT is

conducted during “coaching” sessions where the therapist provides in the moment coaching on specific skills to help the caregiver learn to manage the child’s behavioral needs. The program works with the entire family to ensure that treatment goals are met and maintained over time.

PCIT is done across two treatment phases. The first phase of treatment focuses on establishing warmth in the caregiver’s relationship with the child. The second phase of treatment equips the caregiver to manage the child’s behaviors while remaining confident, calm and consistent in the approach to discipline. Sessions are weekly and end when the family has mastered both phases of treatment.

### **Rapid Response Program**

The school-based Rapid Response Program provides free screening and assessment for elementary-aged youth identified by the school system as having a possible behavioral health need. Parental consent for the assessment is obtained by the school. Clinicians are deployed to the elementary school to conduct the assessment. Input is gathered from school personnel and the family. The results of the assessment are shared with the family along with any recommended community-based services. Consultation and recommendations for the school environment are also provided. Referral and linkage to the services the family agrees to are facilitated with follow up to ensure services were able to be accessed.

## **Developmental Services**

### **Case Management**

(757) 385-0600

Developmental Services (DS) case management serves individuals with a primary diagnosis of an Intellectual Disability diagnosed prior to the the age of 18 or a Developmental Disability prior to the age of 22, and their families, to link them with needed services and resources to assist with community living and the development of the individual’s maximum potential. A team approach is used to ensure effective service delivery to ensure the individual has the support they need to live as independently as possible. Case management activities include, but are not limited to, assessment, benefits coordination, service planning, service coordination, monitoring, and advocacy on the individual’s behalf.

### **Community Employment Options**

(757) 385-0625

Community Employment Options (CEO) is a CARF-accredited provider of various vocational supports for Virginia Beach residents with intellectual, developmental, and behavioral health disabilities. Services are available to adults, as well as transition-aged youth. CEO services enhance individual’s community integration through placement in competitive, integrated employment that increases their earning power, supports self-growth, and promotes pride in their achievements. CEO also provides benefits analysis services that help individuals make informed employment decisions based on the effect income has on their Social Security benefits.

### **Group Home Services**

(757) 385-0550

Group Home services are designed to provide individuals with a primary diagnosis of a developmental disability with a safe residential environment that allows for personal safety and security while fostering independence. Each participant has their own bedroom with a locking door for privacy which is furnished and decorated by the resident. A person-centered planning method is utilized to determine each participant's strengths, needs, and preferences to identify the least restrictive support methods in areas such as personal safety, health care, behavioral, medical, and personal care. Supports also assist in building domestic skills, communication/social skills and increasing community integration.

This service also includes coordination of income, health care benefits, medical and dental services. This service is provided under the Community Living Waiver (CL) through the Centers for Medicare and Medicaid Services (CMS) and all sites are licensed through the Department of Behavioral Health and Developmental Services (DBHDS).

### **Intermediate Care Facilities**

(757) 385-0691

Intermediate Care Facilities (ICFs) serve individuals 21 and older who have a diagnosis of intellectual disability, physical impairment and chronic health issues. ICFs provide around-the-clock care as well as leisure and community activities. A team of professionals, along with the individual and the authorized representative or legal guardian develop a program designed to assist individuals in participating in active treatment that will grow their independence and quality of life.

### **Part C / Early Intervention Infant Program**

(757) 385-4400

The Early Intervention/Infant Program serves children from birth to age three who have developmental delays, atypical behavior and/or a disabling condition that are likely to result in a delay. Children referred receive eligibility determination at no charge. Eligible children receive but are not limited to, assessment, service coordination speech, physical and/or occupational therapy and educational services. The program also offers limited center-based classes that focus on boosting development, beginning to make classroom-style instruction familiar, promoting socialization and empowering caregivers with various support tools and techniques. These are offered on a first come first serve bases.

### **SkillQuest**

(757) 385-4040

Skillquest is a day support program for adults aged 21 years and older with a primary diagnosis of an intellectual disability. The program specializes in supporting individuals with multiple disabilities that require more complex care. Supports offered include, but are not limited to, developing skills in areas such as socialization, communication and independent living. This service is provided under the Community Living Waiver (CL), Family and Individual Supports Waiver (FIS), or for residents of Intermediate Care Facilities through the Centers for Medicare and Medicaid Services (CMS), and all sites are licensed through the Department of Behavioral Health and Developmental Services.

**Supported Residential Services**

(757) 385-0550

Individuals with a primary diagnosis of a developmental disability living in their own home, with a housemate, or a family member receive support, assistance, and instruction on how to be safe and successful contributing members of their community. Whether it is grocery shopping, managing money, or home safety, SRS teaches the skills necessary to achieve a better quality of life. Supports are tailored to the needs of the participant and can include In-Home, Independent Living, and Supported Living services.

These programs are funded by the Family and Individual Support (FIS), Community Living (CL) or Building Independence (BI) waivers through the Centers for Medicare and Medicaid Services (CMS) and licensed through the Department of Behavioral Health and Developmental Services (DBHDS). There is also a self-pay program that provides basic health and safety support to participants based on a sliding-scale fee.

## Behavioral Health Services Locations

### Main Location: Pembroke 6



297 Independence Blvd. Virginia Beach, VA 23462

#### First Floor Services

- Behavioral Health Adult Outpatient Services
- Behavioral Health Medication Management
- Behavioral Health Crisis Services
- Peer Support
- Case Management
- Behavioral Health Same Day Access

#### Second Floor Services

- Behavioral Health Project LINK
- Developmental Services Administration
- Developmental Services Case Management

#### Third Floor Services

- Behavioral Health Administration
- Behavioral Health Child and Youth

#### Fourth Floor Services

- Developmental Services Community Employment Options
- Developmental Services Supportive Living: Group Homes
- Developmental Services Supportive Living: Supported Residential
- Developmental Services Part C/ Early intervention Infant Program

#### Fifth Floor Services

- Behavioral Health Outpatient Therapy
- Behavioral Health Supportive Residential Services
- Behavioral Health Opioid Services

## Behavioral Health Locations

### Beach House



3143 Magic Hollow Blvd, Virginia Beach, VA 23452

- Beach House, First Floor
- Psycho-Social Rehabilitation Day Program

### CIT Assessment Center



Virginia Beach Psychiatric Center 1100 First Colonial Road  
Virginia Beach, VA 23454



### **Housing Resource Center (HRC)**



104 N. Witchduck Road Virginia Beach, VA 23462

- Projects for Assistance in Transition from Homelessness (PATH)
- Behavioral Health Case Management

### **Magic Hollow I**



3143 Magic Hollow Blvd. Virginia Beach, VA 23452

- Adult Outpatient Services, Suite 200
- Case Management

## **Virginia Beach Correctional Center**



2501 James Madison Blvd., Virginia Beach VA 23456

- Jail & Re-entry Services Coordination Program
- Adult Correctional Services – Jail Education Program

## **Pathways Center at Birdneck Circle**



409 Birdneck Circle Virginia Beach, VA 23451

- Substance Use Disorder (SUD) Services:
  - Intensive Outpatient Services
  - Specialized SUD Outpatient Therapy
  - Peer Drop-In Center

## Witchduck Annex



258 Witchduck Road Virginia Beach, VA 23462

- Assertive Community Treatment Emergency Services
- Behavioral Health Wellness & Prevention Services
- Office of Consumer & Family Affairs Crisis Management Unit

## Residential Sites

**Beach Park East**



**Beach Park West**



## Developmental Services Locations

### Day Support

#### SkillQuest



400 Investors Place Virginia Beach, VA 23452

- ID Waiver Day Program

### Residential Sites

#### Bayside





**Colby Way**



**Gladiola**



## Gresham



## Intermediate Care Facilities

### Indian River Road



**Kentucky Avenue**



**West Neck**





## **BHDS Commonly Used Acronyms**

ACS	Adult Correctional Services
ACT	Assertive Community Treatment
AOS	Adult Outpatient Services
BHDS	Behavioral Health and Developmental Services
CYBH	Child and Youth Behavioral Health
CEO	Community Employment Options
DBHDS	Department of Behavioral Health and Developmental Services
ICF	Intermediate Care Facility
IOP	Intensive Outpatient Program
MCR	Mobile Crisis Response
OFCA	Office of Consumer and Family Affairs
PATH	Projects of Assistance in Transition from Homelessness
PCIT	Parent Child Interaction Therapy
PSH	Permanent Supportive Housing
OBAT	Restore (Office Based Addiction Treatment)
SDA	Same Day Access
SRS	Supportive Residential Services

## Community Justice Division

### **Community Corrections & Pretrial**

(757) 385-4689

Community Corrections Probation (CCPT) provides an alternative sentencing option for the court. Individuals are court-ordered into Community Corrections Probation as a condition of a deferred finding or suspended sentence. These individuals undergo a research-based, validated risk needs assessment and are referred to services appropriate to address the identified risks and needs. To be eligible for Community Corrections Probation, the individual must be 18 years old or considered an adult at the time of conviction of a misdemeanor or a felony that is not a felony act of violence as defined in §19.2-297.1 for which the court may impose a jail sentence of 12 months or less. (In accordance with Virginia Code §19.2-303.3)

Pretrial services aid the courts in the initial processing of defendants, reducing jail overcrowding and upholding public safety. Pretrial Investigators prepare an Investigation report for the bail determination hearing that provides background information, including social, family, employment, and criminal history information and the completion of a validated risk assessment tool. The tool identifies the defendant's risk to the community and the risk of the defendant failing to appear for court hearings.

Based on the Investigation, recommendations are provided to the court regarding conditions and services that could mitigate the identified risks. Defendants can be placed on Pretrial supervision as part of their bail by a magistrate or Judge in the General District, Juvenile and Domestic Relations, and Circuit Court to monitor any conditions set to mitigate risk. To be eligible for Pretrial services, the individual must be 18 years older, or the case has been transferred for trial as an adult, held in custody pending trial or hearing, and charged with a criminal offense that meets criteria established under Virginia Code §19.2-152.2.

### **Juvenile Detention Center**

(757) 385-1220 or (757) 385-1212

The mission of the Virginia Beach Juvenile Detention Center (VBJDC) is to provide safe, secure and supportive custody of juveniles and young adults court ordered into care. The VBJDC provides temporary and long-term residential custody of young people that have criminal charges that require a restricted environment for their own protection or the protection of the public.

While residing at the VBJDC, programs are provided on site to assist residents throughout their stay. The center provides therapeutic services for juveniles and young adults on a pre-dispositioned and post-dispositioned basis.

## Community Justice Locations

### Virginia Beach Courthouse



2425 Nimmo Parkway Bldg 10, Virginia Beach, VA 23456

- Community Corrections Pre-Trial
- Adult Correctional Services

### Juvenile Detention Center



2533 George Mason Dr. Virginia Beach, VA 23456

### **Community Justice Commonly Used Acronyms**

CCJB	Community Criminal Justice Board
CCP	Community Corrections and Pretrial
VBJDC	Virginia Beach Juvenile Detention Center

# Social Services Division

## **Adult & Aging**

(757) 385-3550

### **Adult Foster Care**

Designed for individuals who require supportive services to live in the community based upon their needs ranging from geriatric, mental health, and intellectual disability. This program works in conjunction with our Mental Health Division and Supportive Residential Services to provide community placement to individuals with severe mental illness. The homes are certified by the City of Virginia Beach, following Department of Aging and Rehabilitative Services (DARS) State Policy Guidelines.

### **Adult Protective Services**

Establishes and strengthens appropriate family and social support systems to protect adults at risk of abuse, neglect, or exploitation and to prevent the occurrence of abuse, neglect, and exploitation. Staff investigate allegations and provide on-going services to those who need and accept services.

### **Community Resource & Training**

Community Resource & Training (CRTT) staff members provide onboarding and training to new staff members, facilitate divisional training along with community engagement and outreach. Additionally, some staff in this program provide support to protective services as well as coverage for all programs within the division.

### **Companion Services**

Services may be provided to adults who need assistance in their home due to physical or mental limitations. Income eligible recipients may receive light housekeeping, meal preparation, laundry, and errands at no cost to them. Services are provided by a licensed agency under a contractual agreement with the Virginia Department of Social Services.

### **Guardianship**

The staff review required initial and annual reports for persons who have been appointed a guardian as well as reporting requirements of contracted agencies. The reports are reviewed for accuracy and possible abuse, neglect, or exploitation. Staff correspond with the Clerk of Courts in various jurisdictions to report Guardians who may be out of compliance.

### **Intake**

Within Intake Services, staff receive and respond to calls regarding all programs within the Adult and Aging Division. Staff provide information and referral, assess calls for crisis intervention

referring to the appropriate departments as warranted. After Hour calls are referred to the State Hotline for coverage and in conjunction with the local on-call worker.

### **Long-term Services & Support**

Long-term Services & Support (LTSS) works in partnership with Virginia Beach Health Department to screen individuals and assess functional criteria to determine the need for Medicaid funded community-based services and facility placement. The programs include Nursing Homes, Personal Care, Sentara Program of All-Inclusive Care for the Elderly (PACE) and Consumer Directed Care and Assisted Living Placement.

## **Benefits Programs**

(757) 385-3741 or (757) 385-3425

### **Energy Assistance**

Assists low-income households offset expenses associated with cooling and/or heating their homes. The Fuel Assistance Program helps eligible households offset heating fuel costs. To be eligible, applicants must be responsible for paying the heating bill. The program begins the second Tuesday in October and ends the second Friday in November. The Fuel Assistance helps with home heating costs; but can be used for connection fees, installation charges and furnace re-starts.

### **General Relief**

A local program designed to provide maintenance or emergency assistance. There are two components of this program. The first is cash assistance to individuals who care for an unrelated child that is under 18-years-old or not yet 19-years-old and is expected to graduate prior to turning 19-years-old. The child must be living in Virginia Beach with an unrelated adult, financially needy and is in school. The second component of General Relief is cremation or burial assistance. This component is for residents of Virginia Beach who have passed away that need this financial service. The deceased individual would have had no insurance/resources and no responsible relatives.

### **Medical Assistance Programs**

Covers different groups of people and each program has different eligibility requirements. One covered group may cover children and families of children under 19 years of age and pregnant women. Another group could include the aged, blind, and disabled. When a person applies for Medical Assistance, the person is screened for all possible programs based on his age, income, resources, and other information, which includes disability status. If a person is determined to be ineligible for Medical Assistance, they are referred to the Federal Marketplace.

**Supplemental Nutrition Assistance Program**

The Supplemental Nutrition Assistance Program (SNAP) is a program to reduce hunger and increase food security. SNAP provides supplemental assistance to eligible individuals and families needing help in buying nutritious food. To be eligible, a person or family must meet standard requirements such as income, resource, citizenship or be an eligible alien. A SNAP account is established for eligible households and benefits are deposited into an account monthly. An EBT (electronic benefit) card is issued, and it is used to purchase eligible food items. The amount of SNAP benefits is based on the household size, income, and shelter deductions. Individuals can apply in person, over the phone 1-855-242-8282 by mail or online at [commonhelp.virginia.gov](http://commonhelp.virginia.gov).

**Temporary Assistance for Needy Families**

Temporary Assistance for Needy Families (TANF) provides temporary financial assistance to eligible families with children. To be eligible, a family must be financially needy and must meet certain requirements. An eligible child must be under 18, or if 18, expected to graduate from high school before age 19; going to school regularly if he is between the ages of 5 and 18; living with a parent, or other relative; and a U.S. citizen or eligible alien. The amount of the TANF benefit is based on the size of the family and money received from other sources. More detailed information about eligibility requirements can be found on line at [commonhelp.virginia.gov](http://commonhelp.virginia.gov).

**Water Assistance Program**

A local program that helps individuals pay water bills and plumbing bills. The program assists customers with minor plumbing repairs, preventing water disconnection, and/or in re-connecting water service.

The individual must be a Virginia Beach resident, meet the Housing and Urban Development (HUD) Section 8 income guidelines, be a customer of Virginia Beach Public Utilities and meet the resource limit.

**Child Welfare****Adoptions**

(757) 385-3539

Permanency is achieved under this goal when the adoption of the child by a relative or non-relative has been finalized. Adoption is a planful process that provides the same legal and social status for a child afforded to children born to the parent(s). The Adoption and Safe Families Act of 1997 requires that agencies petition for termination of parental rights (TPR) of a child if the child has been in care of the agency for 15 of the last 22 months and there has been no progress towards reunification with the removal parent.

**Baby & Me**

(757) 385-3284

A 10-week parenting program designed to enhance bonding and baby play for children under 3-years- old. The program is open ended, and parents can join anywhere in the 10-week cycle. Parents are taught the importance of interaction with their baby. They learn fun songs to enhance bonding and are introduced to books that are engaging and fun for little ones.

Each week a special safety session is taught to increase knowledge of ways to prevent abuse and/or neglect. Topics include: Safe Sleep, safety around water, nutrition, developmental milestones and many more.

**Child Protective Services Intake**

(757) 385-3400

The Virginia Beach Department of Human Services (VBDHS) maintains a Child Protective Services (CPS) Hotline in accordance with the Code of Virginia § 63.2-1503 B and C mandate that local departments of social services maintain the capability to receive reports and complaints alleging abuse or neglect 24/7. The Virginia Administrative Code (VAC) provides that a person may make a report or complaint by telephoning the toll-free Child Abuse and Neglect Hotline of the Virginia Department of Social Services (VDSS) or by contacting our office during normal business hours at (757) 385.3311.

The statewide toll-free CPS Hotline (1-800-552-7096) is available 24/7. After receiving a complaint or report of child abuse or neglect, the CPS State Hotline worker will refer the complaint or report to our office immediately or no later than the next working day.

**Circle of Parents**

(757) 385-3284

An open-ended support group for parents that is designed to prevent child abuse and neglect and strengthen families. Circle of Parents groups are parent-led with the support of trained group facilitators.

**Darkness to Light**

(757) 385-3284

Darkness to Light's® Stewards of Children is a sexual abuse prevention program that educates adults to prevent, recognize and react responsibly to child sexual abuse. The program is 3 hours in length and offered throughout the year at the agency and can be requested by community partners to be offered in the community.

**Family Time**

(757) 385-3290

The agency's term for time that biological families spend with their children who are in foster care. This time is either supervised by agency staff or unsupervised in the community,



depending on the parent's level of progress on the issues which brought the children into foster care. On average, family time is one time per week, with more time given for newborns and younger children. Foster parents are encouraged to meet birth families to promote trusting, supportive relationships, which often leads to lifelong supports for birth families.

### **Family Support Services / Prevention Services**

(757) 385-3281

The goal of prevention services is to strengthen families by ensuring the safety, permanency, and well-being of their children. Prevention can be seen on a continuum with services that help all children thrive at one end and services that help children heal from the long-term impact of trauma on the other end. On the other end of the continuum, this includes preventing additional harm from maltreatment or removal. Foster care diversion is a component of prevention that diverts children at risk of out-of-home care (primarily, though not exclusively, as a result of abuse or neglect) from entering the foster care system.

### **Fathers In Training**

(757) 385-3711

Fathers in Training (FIT) provides a supportive environment for men to gain an increased understanding of the issues and challenges pertaining to manhood, relationships and parenting. The program provides the tools necessary for participants to negotiate these challenges and improve their effectiveness as men and fathers. The goal is to develop productive relationships with their partners, family development and overall well-being of children.

An alumni group for fathers who have completed the FIT program and wish to continue or expand their involvement in the community will also be made available. FIT recognizes that challenges will come and go throughout life and will offer a monthly support element to embrace and discuss these instances.

### **Foster Care**

(757) 385-3248

Federal law mandates and appropriates funding for the provision of services to enhance the safety, permanency, and well-being of children in foster care (Social Security Act, Title IV-E). Federal regulation defines foster care as 24-hour substitute care for all children placed away from their parents or guardians and for whom the State agency has placement and care responsibility (45 CFR 1355.20). State law defines foster care services as the provision of a full range of casework, treatment, and community services, including but not limited to independent living services, for a planned period of time to children, and their families, who are abused or neglected as defined in § 63.2-100 or in need of services as defined in § 16.1-228 (§ 63.2-905).

Children and their families receive foster care services in three separate and distinct situations. The children may have been identified as needing services to prevent or eliminate the need for

foster care placements; or have been placed through an agreement between the LDSS or the public agency designated by the Community Policy and Management Team (CPMT) and the parents or legal guardians who retain custody. The final reason a child may receive foster care services is if they have been committed or entrusted to a LDSS or licensed child placing agency by the court (§ 63.2-905).

### **Fostering Futures**

(757) 385-3248

The Virginia Beach Department of Human Services (VBDHS) Fostering Futures program works in conjunction with our Independent Living (IL) Program and Connect with a Wish. While Fostering Futures (FF) is an opportunity for youth 18-21, FF youth also participate in the agency's IL workshops and activities. The difference is that FF youth receive a monthly stipend if they chose to live independently, or they can remain in an IL apartment living situation through one of the local programs in the area and have their placement paid for.

In order to be in the program, a participant must meet at least 1 out of the 4 requirements which include: completing secondary education or in a GED program, be enrolled in college or vocational program, be attending classes to promote employment to remove barriers to employment, working at least 80 hours per month or they can be exempt from the 4 requirements if they have a documented health reason. Fostering Futures allows young adults to choose their own living arrangements, which still having the assistance and support of the agency.

### **Independent Living**

(757) 385-3286

The Virginia Beach Department of Human Services (VBDHS) Independent Living Program works with youth 14-21 years of age. Our program provides workshops and opportunities for growth through learning and experience. Our youth are exposed to community-based activities and speakers who give them a broader sense of what they can expect as young adults.

### **Lena Home & Lena Start**

(757) 385-3284

A 10-week evidence-based program that increases communication in children ages 0-3 years of age and adults through LENA lessons and technology. LENA Start is taught in a group setting while LENA Home is a home-based delivery system.

### **Kinship Navigator**

(757) 385-3636

A program designed to provide information, resources, and support for kinship caregivers. Kinship care is the full-time care, nurturing and protection of children by relatives, members of their tribes or clans, godparents, stepparents, or any adult who has a kinship bond with a child.

The purpose for starting the Kinship Navigator Program is to bring awareness to and further expand support to families providing kinship care and/or neighborhood systems that are directly involved in the family to strengthen the family's capacity to function effectively.

### **New Generation Pride**

(757) 385-3529

The Virginia Beach Department of Human Services (VBDHS) Child Welfare Practice Model is based on New Generation Pride, and it provides the outline for all our foster parent training. It allows foster parents and agency staff to commit to the same mission and vision. The foundations are strength-based language, culturally responsive best practices and a trauma informed approach that teaches staff and foster parents to be trauma informed professionals and caregivers who work together to achieve safety, permanency, and wellbeing for children.

## **Children Services Act**

### **Family Assessment Planning Teams & Community Management Team**

(757) 385-3258

The Children Services Act (CSA) is a law enacted in 1993 that establishes a single state pool of funds to support services for eligible youth and their families. State funds, combined with local community funds, are managed by local interagency team called the Community Policy and Management Team (CPMT) who plan and oversee services to youth. CPMT creates a collaborative system of services and funding using the systems of a model that is child-centered, family driven, and community-based.

Representatives of the CPMT are appointed by the City Council and include individuals from Social Services, Behavioral Health Services, Juvenile Court Services, Public Schools, Health Department, public and private agencies, and a parent representative.

### **Open Table**

(757) 385-3341

A model group that comes together to assist in the achievement of goals of an individual or family. The Open Table offers support, information, and guidance for a period of no less than one year. The goal of the Open Table is to build community connections and to help individuals achieve the goals they have set for themselves or their families.

## **Employment Services**

### **Child Care**

(757) 385-3351

Provides child-centered, family-focused services to support the family's goal of economic self-sufficiency and child development. This program offers guidance to parents in early childhood

education while parents/caretakers are participating in approved activities of work, school and/or training.

### **Community Workforce Development & Training**

(757) 385-3594

Identifying individuals' employment needs, assisting them in overcoming challenges and enhancing job skills and knowledge through education and training. Community Workforce Development & Training (CWDT) aims to strengthen community partnerships by providing services and resources to assist residents in achieving their highest level of self-sufficiency. Services provided include Job Readiness Workshops and Employment Advancement Services to assist clients in their skills enhancement and development of job campaign tools.

Career development is offered and provides a comprehensive service resulting in connections to local employers through job leads and hiring events. Community partnerships include the Adult Learning Center that offer basic education testing; the Re-Entry Council which advocates for and assists returning residents with education and employment and the Virginia Career Works One Stop Center that offers job seeker and business services because of the Workforce Innovation and Opportunity Act (WIOA).

### **Domestic Violence**

(757) 385-3586

This service is available to clients that have been identified as victims or survivors of domestic violence by a Virginia Beach Department of Human Services (VBDHS) Family Service Specialist, Resource Specialist or Case Manager. Clients may be referred for general or specialized domestic violence education, risk assessment, safety planning, supportive counseling services or other advocacy services. Case consultations with a clinician are also available for clients and VBDHS staff.

### **Employment Services**

(757) 385-3594 or (757) 385-3594

The Employment Services Unit (ESU) provides employment, education, training and support services to individuals that are homeless or at risk of becoming homeless. The services offered include Employment Advancement Sessions, Workforce Advancement Workshops, Career Development, Job and Career Fairs, Resume Writing, Mock Interviews and Employment Application Assistance. Additional support services are offered, they include Emergency Food Assistance, Child Care Services, Education and Training Opportunities, Federal Bonding Assistance and Domestic Violence Counseling Services.

### **Food Assistance Program**

(757) 385-3238

VBDHS works in partnership with churches and synagogues in the community to assist

households that are in immediate need of food. Individuals who are residents of Virginia Beach, have an open, pending or denied Supplemental Nutrition Assistance Program (SNAP) case or who are experiencing a crisis or other emergency are eligible to be screened for this food assistance program.

### **Learnfare Program**

(757) 385-3592

Aims to ensure that all children of TANF recipients are enrolled and attending school on a regular basis. Virginia Beach Department of Human Services and the Virginia Beach Public School System work together to determine how to address the issues of truancy and non-enrollment of the children.

### **Supplemental Nutrition Assistance Program Employment & Training**

**(757) 385-3238**

The Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T) is a voluntary program that serves SNAP participants who would like employment and training services to help them become self-supporting. Volunteers must be able to participate in a component for a minimum of 20 hours per week. Components include individual job search, job search training, employment, education and/or work experience. The priority population for this program are Able-Bodied Adults Without Dependents (ABAWDS) and returning residents who are seeking employment and training. All SNAP participants are encouraged to volunteer.

### **Virginia Initiative for Education and Work**

(757) 385-3494 or (757) 385-3351

The Virginia Initiative for Education and Work (VIEW) offers employment and education and training opportunities to recipients of TANF. The program participants are assigned to Family Services Specialist (FSS) who conduct strength-based comprehensive assessments. The information gathered by the FSS during assessments is used to evaluate participants' work competencies and barriers to employment, with the goal of assisting participants in obtaining and maintaining employment and moving towards earning a living wage.

## **Housing Resource Center**

### **Benefits Program**

(757) 385-2838

Located onsite at the HRC to assist individuals that are homeless, at risk of homelessness as well as others who want to apply for eligibility programs. The services offered include Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Energy Assistance, Medical Assistance, General Relief, and the Water Assistance Program.

**Child Welfare**

(757) 385-3281

Assists families that are homeless or at risk of becoming homeless in mobilizing resources to maximize communication, shared planning, and collaboration among the several community and/or neighborhood systems that are directly involved with the family. These services strengthen the family's capacity to function effectively ensuring child safety and well-being.

**Integrated Services Team**

(757) 385-0503

The Integrated Services Team (IST) uses an integrated approach to services and casework for individuals and families who are homeless or at-risk of homelessness. IST employs skilled Resource Specialists who ensure the delivery of services are solution-focused, trauma-informed and comprehensive.. IST provides assessment, planning, and supports to assist individuals with obtaining the highest levels of self-sufficiency.

This holistic approach is successfully achieved through an array of coordinated services with other Human Services programs that are located on site at the Housing Resource Center, such as Behavioral Health, Child Welfare, Financial Assistance and Employment Services. Services are also coordinated with the Department of Housing and Neighborhood Preservation (DHNP) for individuals and families to be assessed for temporary shelter, permanent housing and medical services. IST also partners with community agencies while working with individuals and families.

**Additional Contact Information**

Human Services @ HRC (757) 385-2539 or (757) 385-0953

Regional Housing Crisis Hotline (757) 227-5932

Health Clinic (757) 385-2437

## Social Services Locations

### Main Location



3432 Virginia Beach Boulevard Virginia Beach, VA 23452 Administration

- Adult & Aging
- Child Welfare
- Employment Service
- Benefits Programs
- CSA Programs

### Housing Resource Center



104 N. Witchduck Road, Suite 1C & 1F Virginia Beach, VA 23462

- Behavioral Health
- Child Welfare
- Employment Services
- Benefits Programs
- Integrated Services Team

## Witchduck Annex



256 Witchduck Road, Virginia Beach, VA 23462

- Adult & Aging Program



## **DSS Commonly Used Acronyms**

A&A	Adult and Aging
ABAWDS	Able Bodied Adults without Dependents
APS	Adult Protective Services
BHDS	Behavioral Health and Developmental Services
CPMT	Community Policy Management Team
CPS	Child Protective Services
CSA	Child Services Act
DHS	Department of Human Services
E&T	Employment and Training
ESU	Employment Services Unit
FAPT	Family Assessment Planning Team
HRC	Housing Resource Center
IST	Integrated Services Team
LTSS	Long Term Services and Supports
SNAP	Supplemental Nutrition Assistance Program
TANF	Temporary Aid for Needy Families
VBDHS	Virginia Department of Human Services

## Continuous Quality Improvement Division

### **Administration**

**(757) 385-0642**

**Fax: (757) 473-2104**

The Administrative Support unit of the CQI Division provides a variety of administrative, clerical and technical work in support of management and programs, to improve the efficiency, effectiveness and productivity of department functions.

### **Behavioral Health and Developmental Services Team**

**(757) 385-0642**

**Fax: (757) 473-2104**

The BHDS Team is comprised of 9 full-time and 1 part-time staff that ensure all services of BHDS maintain compliance with applicable laws, regulations, requirements, and expectations. Examples include Medicaid, Human Rights, Licensing, CARF, HIPAA, and internal policies. We accomplish this via collaboration on new and ongoing initiatives, consultations with staff members at all levels, review of special circumstances, and, when needed, the investigation process. Although not direct service providers, we recognize and respect that individuals participating in BHDS programs are potentially impacted by the guidance and decisions we set forth. The BHDS Team is comprised of different work groups including Human Rights, Chart Reviews, Compliance with non-clinical requirements, and special projects.

### **Freedom of Information Act**

**(757) 385-0642**

**Fax: (757) 473-2104**

Since 1967, the federal Freedom of Information Act (FOIA) has provided the public with the right to request access to records from any federal agency. It is often described as the law that keeps “citizens in the know” about their government. Federal agencies are required to disclose any information requested under the FOIA, unless it falls under one of nine exemptions that protect interests such as personal privacy, national security, and law enforcement. Most of the records held by the Virginia Beach Department of Human Services (DHS) fall under the exemption for personal privacy. To better manage the significant volume of requests and to carefully review the personal privacy in place for these records, a DHS FOIA team was created to process them. The DHS FOIA team is a unit of the Continuous Quality Improvement (CQI) Division. DHS uses GovQA to manage, track and report FOIA requests. For questions or concerns, please contact the Department's Freedom of Information Office under the Continuous Quality Improvement Office by phone at 757-385-0642; by email at [DHSFOIA@VBGov.com](mailto:DHSFOIA@VBGov.com); or by writing to FOIA Office; Continuous Quality Improvement Office, 256 N. Witchduck Rd., Suite 2F, Virginia Beach, VA 23462.

### **Human Services Solutions Information Technology Team**

**(757) 385-4357**

The Human Services Solutions Information Technology (HS IT) Team is comprised of 14 staff that specialize in Business Relationship Management; project management; business analysis; solutions design, IT operational support; data analysis, data and analytics reporting, and service desk support. The HHS Solutions Team directly manages a large portfolio of services specifically for DHS and provides coordination with other IT services owners and suppliers to ensure all of DHS' technology needs are met. In addition to partnerships with City IT, HHS Solutions participates in regional and statewide IT and Data governance.

### **Personnel**

**(757) 385-3343**

**Fax: (757) 385-3466**

The Personnel division is comprised of 18 staff who work with the Human Resources Information Systems, Records Management, and Volunteer Services teams. The Personnel team supports the department's compliance with City policies and procedures and state and federal regulations as well as collects and analyzes HR data. The DHS/Personnel team partners with the City's Human Resources Department in the recruitment, retention, and development of the department's workforce.

### **Social Services Team**

**(757) 385-0642**

**Fax: (757) 473-2104**

The Social Services Team in CQI is comprised of 12 members that support the Social Services division. Providing weekly and monthly data analysis to remain compliant with federal and state regulations. To ensure all reporting and program requirements are met timely, the team manages various site visits and audits providing findings to the leadership team. Team members work closely with Social Services staff, tracking issues, and making recommendations for improvement. The Paris Team works to ensure all SNAP, TANF, Medicaid and Child Care benefits are monitored for duplication by reviewing the interstate and Veteran reports and taking appropriate action. The Fraud team researches all fraud referrals and complaints, proceeds with investigations, working with the Commonwealth Attorney for intentional program violations and participating in disqualification hearings. The Family Services Specialists provide state PIMR (Performance Indicator Monthly Reports), Safe Measures (Child Welfare reports) to leadership with comparisons to other level III agencies and state mandated guidelines. Maintaining a good working rapport with the state by participating in the Child and family Services Review Committee (CFSR), also known as the Child Welfare Advisory Committee, and the Financial Services committee for both Child Welfare and Financial Assistance Divisions.

**Additional Services**

Human Services..... (757) 385-3608  
Behavioral Health & Developmental Services..... (757) 385-0602  
Social Services ..... (757) 385-3476  
Business Administration..... (757) 385-3204  
Bank On..... (757) 385 3551  
Volunteer Program ..... (757) 385-3538

**Virginia Department of Behavioral Health and Developmental Services  
Office of Licensing – Central Office**

(804) 786-1747

[www.dbhds.virginia.gov/quality-management/Office-of-Licensing](http://www.dbhds.virginia.gov/quality-management/Office-of-Licensing)

**Virginia Department of Behavioral Health and Developmental Services  
Office of Human Rights**

Human Rights Advocate – Region V (757) 253-7061

[www.dbhds.virginia.gov/quality-management/human-rights](http://www.dbhds.virginia.gov/quality-management/human-rights)

**Virginia Department of Social Services**

Eastern Regional Office 420 N. Center Drive  
Shenandoah Building #11 Suite 100  
Norfolk VA 23502

(757) 618-8878

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

**Websites:**

Human Services Freedom of Information Act:

<https://hs.virginiabeach.gov/about/human-services-foia-office>

## **CQI Service Locations:**

### **Main Building**



3432 Virginia Beach Blvd, Virginia Beach VA 23452

- DHS Personnel

### **Witchduck Annex**



256 N. Witchduck Road, Suite 2F Virginia Beach, VA

- Continuous Quality Improvement (CQI) Office



**Virginia Beach Department of Human Services**  
**(757) 385-3200**  
**[hs.virginiabeach.gov](http://hs.virginiabeach.gov)**