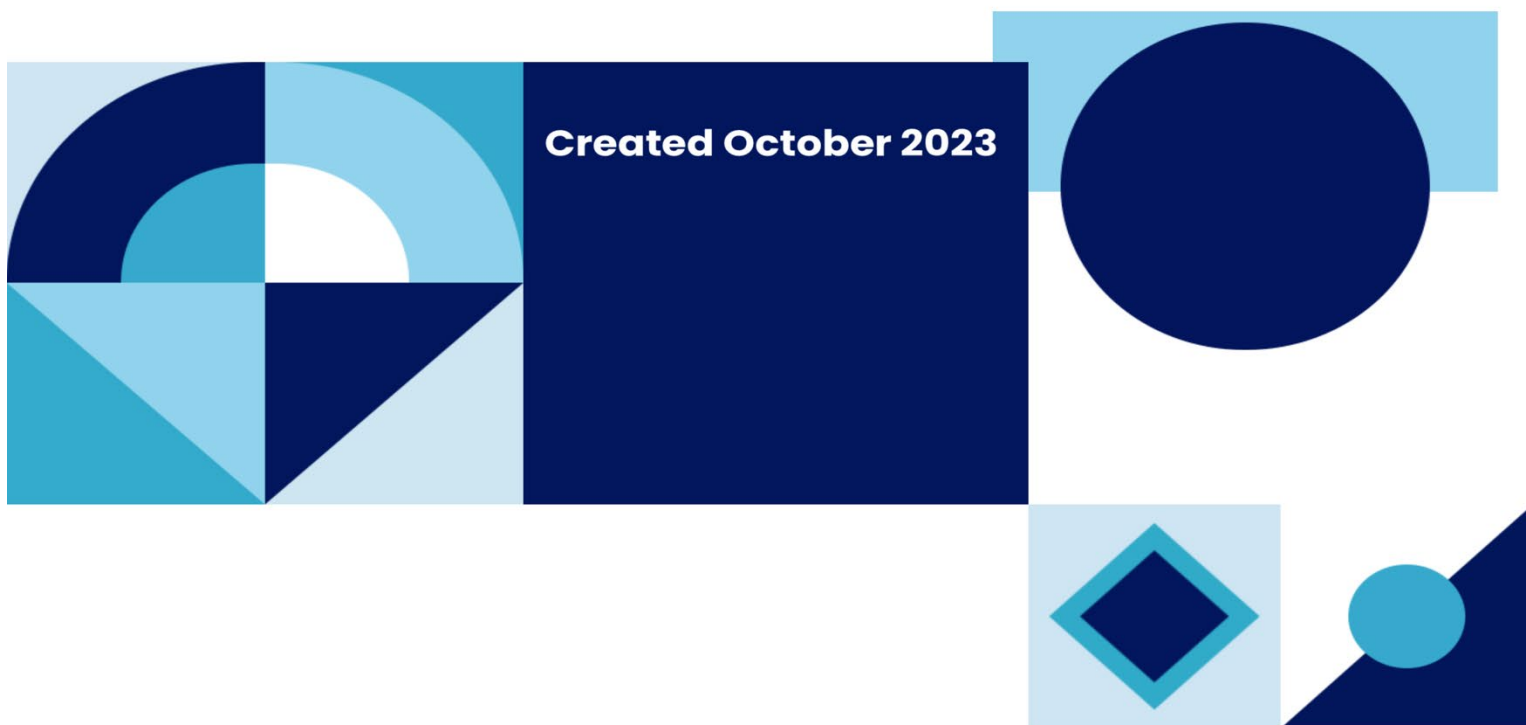


Portsmouth Department Of Social Services Resource Manual



October 20, 2023

PORTSMOUTH DEPARTMENT OF SOCIAL SERVICES



Disclaimer: This manual is not an exhaustive list of community resources and only depicts a snapshot view of available resources on the date that it was created. If you know of or operate a resource you would like to have included in this manual, or you have knowledge of one of the listed resources changing its contact information or hours, please contact the Portsmouth Department of Social Services Intake Unit so that this manual might be revised.

Also, inclusion on this list is not an endorsement from the Portsmouth Department of Social Services or the Commonwealth of Virginia. We take no liability from the use of resources listed in this community resource manual. It is to be used as a local resource guide only.

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

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Abuse

Child Abuse/Neglect

Portsmouth DSS Child Protective Services Unit **1701 High Street, Portsmouth**

***Hotline (Available Mondays-Fridays, 8am to 5pm)** **(757) 393-9500**

***After Hours, Weekend and Holidays** **(800) 552-7096**

Provides ongoing services/monitoring to children and families at risk of abuse/neglect. When appropriate, investigates valid complaints of abuse/neglect. Provides foster care services to children/youth when deemed appropriate. Also operates ongoing in-home services.

Domestic Violence/Sexual Assault/Rape

The Center for Sexual Assault Survivors **718 J Clyde Morris Boulevard, Newport News**

***Crisis Hotline** **(757) 236-5260**

***All Services** **(757) 599-9844**

Provides support, treatment and other services to survivors of sexual assault. Visit Website @ <https://www.visitthecenter.org>

Homeless and Emergency Response (HER) Shelter **Portsmouth**

***Crisis Hotline** **(757) 485-3384**

***General Information** **(757) 485-1073**

Provides emergency shelter, intervention, and counseling to victims of domestic violence and those that are homeless. Visit them at: hershelter.com

Samaritan House **Virginia Beach**

***Crisis Hotline** **(757) 430-2120**

***Office** **(757) 631-0710**

Provides shelter and other services for victims of domestic violence and their children.

The Up Center **Various Locations**

***1805 Airline Boulevard, Portsmouth** **(757) 397-2121**

***222 West 19th Street, Norfolk** **(757) 622-7017**

***109 South Clay Street, Suffolk** **(757) 965-8663**

Provides counseling to victims of domestic violence/sexual abuse. Counseling to batterers is also offered with court referral. Call or visit their website for more information: <https://www.theupcenter.org/>

Virginia Family Violence & Sexual assault Hotline **(800) 838-8238**

***LGBTQ Partner Abuse and Sexual Assault Hotline** **(800) 356-6998**

***Text number for those who cannot call** **(804) 793-9999**

State hotline numbers for those facing domestic violence and/or sexual assault.

YWCA Southampton Roads Sexual Assault Support Services **5212 Colley Avenue, Norfolk**

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***Crisis Hotline** (757) 622-4300

***Office** (757) 623-2115

Offers comprehensive support services for victims of domestic violence/sexual assault. Visit their website at <https://www.ywca-shr.org/> for more information, or call the crisis hotline if in need of assistance.

Senior Citizens

Portsmouth DSS Adult Protective Services Unit 1701 High Street, Portsmouth

***Hotline (Monday-Friday 8am to 5pm)** (757) 405-1800 opt 1

***After-hours, Weekends, Holidays** (888)832-3858

Hotline for elder abuse, neglect and/or exploitation of Portsmouth residents' age 60 years older or incapacitated adults ages 18 and older. The APS unit investigates cases of abuse, neglect and/or exploitation and may offer services in the home when appropriate.

Addiction

Substance Abuse

Alcoholics Anonymous Hampton Roads Area

***Hotline operates 24/7** (757) 490-3980

Meeting times and locations can be found online at their website and through their app. The local chapter's website is as follows: <https://www.tidewaterintergroup.org/contact-us/>

Bon Secours Maryview Behavioral Medicine Center 3636 High St, Portsmouth

***Crisis Councilor Hotline** (757) 398-2400

***Office** (757) 398-2367

Offers inpatient and outpatient programs for the treatment of substance abuse. Clients may be admitted on an emergency basis or by their doctor's referral.

Narcotics Anonymous National

National organization that hosts local meetings much like AA. Meeting places can be found on their website: <https://www.na.org/>

NAMI Virginia Counseling hotline (800) 950-6264

Hotline for those suffering from substance abuse or other mental health problem.

Portsmouth Department of Behavioral Health Services Portsmouth

***Office** (757) 393-8618

***Central Intake** (757) 393-5357

***Emergency Services** (757) 393-8990

Provides emergency services and counseling for individuals experiencing substance abuse disorders.

The Up Center Various Locations

***1805 Airline Boulevard, Portsmouth** (757) 397-2121

***222 West 19th Street, Norfolk** (757) 622-7017

***109 South Clay Street, Suffolk** (757) 965-8663

Offers counseling and support groups for individuals going through substance abuse issues and their families.

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More information can be found at their website: <https://www.theupcenter.org/substance-use/>

Quit Now Virginia Tobacco Quitline **(877) 777-6534**

Resource through the Virginia Department of Health to coach individuals wanting to quit tobacco use through their recover journey.

Veterans Substance Use Disorder **100 Emancipation Drive, Hampton**

***Main Office** **(757) 722-9961**

The VA's Veterans Substance Use Disorder (SUD) Program provides effective, scientifically proven treatments for substance use problems for all eligible veterans, no matter where they come for services. Visit website or call for more information: <https://www.mentalhealth.va.gov/MENTALHEALTH/substance-use/index.asp>

Western Tidewater Community Services Board **Suffolk**

***Addiction hotline** **(757) 925-2484**

They provide services to those in recovery from substance abuse and mental health issues as well as those with intellectual disabilities.

Gambling

Gamblers Anonymous **National**

National organization that holds local meetings much like AA. Meeting places can be found on their website: <https://gamblersanonymous.org/ga/>

Virginia Council on Problem Gambling Helpline **(888) 532-3500**

Confidential hotline for those with gambling problems

Recovery/Transition Houses

Mercy Drops: Men's Transformation Program **Portsmouth**

***Office** **(757) 967-7599**

Faith-based housing program for men aged 18-59 who are struggling with addiction and other life-controlling problems.

Oxford Recovery Houses **Statewide**

***National number** **(800) 689-6411**

Self-run recovery house program. Agency has houses in several local cities including Portsmouth, Norfolk and Hampton. Application and information request form can be found at their website: <https://www.vaoxfordhouse.org/>

P&P Recovery Houses **Virginia Beach**

***Office** **(757) 752-2070**

Recovery house for those with substance abuse issues. Will accept dual mental health and substance abuse diagnosis, but substance abuse must be primary. More information can be found on their website:

<https://pprecovery.org/>

Portsmouth Department of Behavioral Health Services **Portsmouth**

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Women's Only Recovery Houses*(757) 393-5357**

The Portsmouth Department of Behavioral Health Services operates women-only recovery houses for those recovering from addiction. Call or visit their website for more information:

<https://www.portsmouthva.gov/149/Behavioral-Healthcare>

Adoption

Adopt US Kids**National*****Phone****(888) 200-4005**

National service that assists families who want to adopt or foster connect with local adoption and foster service providers. Provides a national photo library of children in the foster system who are available for adoption. Find more information at their website: <https://www.adoptuskids.org/?r=l>

Bethany Christian Services**Virginia Beach*****Office****(757) 499-9367**

Provides services to expectant mothers and individuals who want to adopt infants. Services offered by appointment only. Call above number. More information can be found on their website: <https://bethany.org/>

Catholic Charities of Eastern Virginia**Hampton Roads Region*****Norfolk****(757) 533-5217*****Chesapeake****(757) 484-0703*****Newport News****(757) 875-0060**

Provides assistance with adoption and child planning. See website for further details: <https://cceva.org/>

First Home Care**1634 London Boulevard*****Main Office****(757) 393-7200**

Offers adoption services for prospective parents.

Portsmouth DSS Resource Families and Adoption Unit**1701 High Street, Portsmouth*****General Information****(757) 405-1800**

Provides adoption information and services in regard to Virginia's most vulnerable children needing placement and permanency.

After School Care

Boys and Girls Club of Southeast Virginia**Various Locations*****Main Number****(757) 853-5632****5905 Portsmouth Boulevard, Portsmouth****(757) 967-8361**

Provides diverse activities that meets the interests of youth. Five core program areas of the club are character and leadership; education and career development; the arts; health and life skills; and sports, recreation and fitness. Call or visit their website for more information: <https://www.bgcseva.org/portsmouthclub>

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City of Portsmouth Parks, Recreation and Tourism after School Recreation Program	Various Locations
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*Main Office	(757) 393-8481
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"Our Hours" After School program run by the Department of Parks, Recreation and Tourism for children ages 6 to 17. Closed during COVID-19, regular hours are 3pm-8:30pm Monday-Thursday, 3pm-7pm Friday.

Day Care Centers	Various Locations
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Provides a listing of daycare centers in your area: <https://www.doe.virginia.gov/cc/>

Portsmouth DSS Child Care Unit	1701 High Street, Portsmouth
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*Main Office	(757) 405-1800
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Provides financial assistance to eligible families to help pay the cost of childcare. Application can be filled out online through CommonHelp, or a paper application can be submitted to the Portsmouth Department of Social Services.

YMCA of South Hampton Roads	Various Locations
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*4900 High Street West, Portsmouth	(757) 483-9622
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*1013 Effingham Street, Portsmouth	(757) 399-5511
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The YMCA offers before and after school programs to children 4.5 to 12 throughout South Hampton Roads in connection with various elementary and middle schools. Must provide birth certificate and immunization record. Call or browse their website for more information: <https://www.ymcashr.org/>

Alzheimers

Alzheimer's Association of Southeast Virginia	6350 Center Drive, Suite 102, Norfolk
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*Main Office	(757) 459-2405
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*Helpline	(800) 272-3900
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Provides a variety of services to individuals with Alzheimer's and Dementia and their caregivers. More information can be found at their website: <https://www.alz.org/seva>

Portsmouth Sheriff's Office Project Lifesaver	206 High Street, Portsmouth
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*Main Office	(757) 393-5300
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A rescue and recovery program used to assist law officers and trained professionals in locating missing individuals with Alzheimer's, Autism or other related disabilities. Contact the Portsmouth Sheriff's Office for more information inclusive of cost.

Animals (Pets and Wildlife)

Animal Assistance League	1149 New Mill Drive, Chesapeake
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*Main Office	(757) 548-0045
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Animal shelter in Chesapeake, Virginia. Open Monday through Sunday 12pm-5pm.

Portsmouth Animal Control	711 Crawford Street, Portsmouth
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***Main Office** (757) 393-8430

Portsmouth Humane Society 4022 Seaboard Court, Portsmouth
***Main Office** (757) 397-6004

Portsmouth Humane Society provides shelter, care, and adoption services for the city's homeless animals.

SPCA Norfolk 916 Ballentine Boulevard, Norfolk
***Main Office** (757) 622-3319

Norfolk SPCA treats, rehabilitates and rehouse household companion animals from throughout Hampton roads as well as operating two veterinary clinics open to the public.

Virginia Federation of Humane Societies: Spay Virginia Various Locations
 Offers low cost spay/neuter services. More information can be found at the website: <https://www.vfhs.org/about-spavva-1>

Wildlife Response INC Hampton Roads
***Hotline** (757) 543-7000

Cares for injured and displaced native wildlife while raising awareness to the public. If you find an injured wildlife animal call their hotline.

Asthma and Allergies

American Academy of Allergy, Asthma & Immunology (800) 822-2762

Provides referral services for allergist in Virginia. Visit their website to find a local allergist:
<https://acaai.org/find-an-allergist/>

American Lung Association: Better Breathers Club Various Locations
***12200 Warwick Boulevard, Suite 210, Newport News** (757) 534-5854
***736 N. Battlefield Boulevard, Lifestyles Building, 1st floor** (757) 312-6425

Educates on how to cope with COPD and other chronic lung diseases. Visit their website for locations and times for meetings: <https://www.lung.org/help-support/better-breathers-club>

Food Allergy Research & Education Various Locations
***Main Office** (703) 691-3179

Dedicated to increasing awareness and providing education. More information can be found at their website:
<https://www.foodallergy.org/>

Autism

Autism Society 4605 Pembroke Lake Circle, Unit 202, Virginia Beach
***Main Office** (757) 461-4474

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Provides opportunities and ways to improve life for people with autism. More information is available on their website: <https://chapter.tidewaterasa.org/>

Mea'alofo Autism Society Center	4016 Raintree Road, Suite 200A, Chesapeake
*Main Office	(757) 465-3933

Supports families of persons with autism and increases awareness about the condition. More information can be found on their website: <http://learnwithmasc.org/>

Portsmouth Sheriff's Office Project Lifesaver	206 High Street, Portsmouth
*Main Office	(757) 393-5300

A rescue and recovery program used to assist law officers and trained professionals in locating missing individuals with Alzheimer's, Autism or other related disabilities. Contact the Portsmouth Sheriff's Office for more information inclusive of cost.

VCU Autism Resource Center	1314 West Main Street
*Main Office	(855) 711-6987

Provides information, resources, education and training for those with ASD and their families.

Babies/Baby Care (see also Pregnancy/Prenatal Services, Parenting/Parent Support)

Bon Secours Hampton Roads	3636 High Street
*Main Office	(757) 398-2200

Offers maternity and postpartum support including birthing classes, breastfeeding education, mental health resources, doula-trained nurses and other services.

Catholic Charities of Eastern Virginia	Hampton Roads Region
*Norfolk	(757) 533-5217
*Chesapeake	(757) 484-0703
*Newport News	(757) 875-0060

Offers services to pregnant women, families and adoptive parents. Offers education and classes as well as free diapers and baby supplies when available. Visit their website for more information: <https://cceva.org/services/>

Children's Health Investment Program of South Hampton Roads	1302 Jefferson Street, Chesapeake
*Main Office	(757) 543-9100

The CHIP program is a home visiting program that assist parents in with young children learn skills needed to lay the foundation for the health, academic and workplace success of their children.

Hampton Roads Community Health Center	664 Lincoln Street
*Main Office	(757) 393-6363

Provides primary medical care and may be able to assist with transportation to appointments on Lincoln Street. Visit their website for more information: <https://www.hrhc.org/>

Infant & Toddler Connection	Various Locations
*Portsmouth	(757) 776-3088 3800 Poplar Hill Road, Suite B, Chesapeake
*Virginia Beach	(757) 385-4425 2307 Millwood Road, Virginia Beach

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*Norfolk	(757) 441-1186	5505 Robin Hood, Suite C-1, Norfolk
*Hampton-Newport News	(757) 726-4012	100 Old Hampton Lane, Suite 200, Hampton

Virginia's early intervention system for infants and toddlers (age 0-36 months) with disabilities and their families. Any infant or toddler in Virginia who isn't developing as expected or who has a medical condition that can delay typical development is eligible to receive early intervention supports and services under Part C of the Individuals with Disabilities Education Act (IDEA). More information is available at their website:

<https://www.itcva.online/>

La Leche League of Hampton Roads	Various Locations
*Main Office	(757) 857-8403

Provides breastfeeding, pumping and parenting support in Southeastern Virginia. Groups can be found on the national organizations website: <https://llusa.org/locator/>

Portsmouth Health Department	1701 High Street
*Main Office	(757) 393-8585

Offers breastfeeding support groups, lactation education, child safety seat installation classes and safety seats, pack-n-plays and more.

The Up Center	Various Locations
*1805 Airline Boulevard, Portsmouth	(757) 397-2121
*222 West 19th Street, Norfolk	(757) 622-7017
*109 South Clay Street, Suffolk	(757) 965-8663

Offers family and child counseling services as well as a range of parenting education and support services. Call or visit their website for more information: <https://www.theupcenter.org/>

WIC	1701 High Street
*Main Office	(757) 393-5340

Provides nutrition education, breastfeeding promotion and support, supplemental nutritious foods, and counseling at WIC clinics, screening and referrals to other health, welfare, and social services. Call or visit website for more information: <https://www.vdh.virginia.gov/portsmouth/wic-services/>

Bereavement

Bon Secours Bereavement Center	716 Denbigh Boulevard, Suite B-3, Newport News
*Main Office	(757) 947-3420

Provides bereavement and grief services to Hampton Roads residents. Also provides specialized support to children who are grieving.

Edmarc Hospice for Children	516 London Boulevard
*Main Office	(757) 967-9251

Offers home healthcare, hospice care, patient and family support, bereavement services, and counseling. Visit their website for more information: <https://edmarc.org/>

Grief Share	Various Locations
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National database providing information on the location and meeting times of local bereavement groups. Visit their website to find grief groups near you: <https://www.griefshare.org/>

Jewish Family Services of Hampton Roads **5000 Corporate Woods Drive, #400, Virginia Beach**

***Main Office** **(757) 321-2222**

Provides grief counseling services to individuals of all ages. Visit their website for more information: <https://jfshamptonroads.org/services/counseling-and-support-services/>

Birth Certificates/Vital records

Department of Motor Vehicles

Various Locations

***Main Office** **(804) 497-7100**

Certified copies of Virginia vital records (birth, death, marriage, and divorce) are available for purchase at all full service DMV locations, which include DMV customer service centers and DMV 2 Go mobile offices. You may request a certificate for yourself or next of kin/immediate family, which includes mother, father, current spouse, child, brother, or sister, and others under certain circumstances, with valid ID.

Office of Vital Records

2001 Maywill Street. Suite 101, Richmond

***Main Office** **(804) 662-6200**

Birth certificates and other vital records available. Services can be received via the mail or in person at local DMV or health offices.

Portsmouth Health Department

1701 High Street

***Main Office** **(757) 393-8585**

Birth certificates and other vital records available.

Burial Assistance

Social Security Administration

1-800-772-1213

May offer a one-time payment of \$255 to qualifying spouse or child upon the death of the individual. Call or visit website for more information: <https://www.ssa.gov/>

Cancer

American Cancer Society

Various Location

***Cancer Helpline** **(800) 227-2345**

Offers programs, services, information, education, events and more. Visit their website for more information: <https://www.cancer.org/treatment/support-programs-and-services.html>

American Lung Association

Various Locations

***Helpline** **(800) 586-4872**

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Offers programs, support groups, information and other services to those suffering from various lung conditions including lung cancer. Visit their website for more information: <https://www.lung.org/>

National Cancer Institute
Various Locations
***Helpline**
(800) 422-6237

Offers information and answers any cancer-related questions in English and Spanish. Visit their website for more information: <https://www.cancer.gov/>

Ronald McDonald House
404 Colley Avenue, Norfolk
***Main Office**
(757) 627-5386

Offers housing for children and their parents while child is undergoing medical procedures. Visit their website for more information: <https://rmhcnorfolk.org/>

Car Seats

Portsmouth Health Department
1701 High Street
***Main Office**
(757) 393-8585

The Low income Safety Seat Distribution Program provides free child safety seats to eligible families who cannot afford them. To qualify for a free child safety seat applicants must be receiving Medicaid, SNAP, WIC, or TANF, be in the third trimester of pregnancy or be a parent, legal guardian or foster parent of a child requiring a seat and be available to attend a safety seat installation and usage class. Call for further details.

Cerebral Palsy

Ability Center of Virginia
5825 Arrowhead Drive, Suite 201, Virginia Beach
***Main Office**
(757) 497-7474

Provides programs and services to support the needs of individuals with different abilities throughout Hampton Roads that encourage community inclusion, personal independence, healthy life choices, and social skill development. Visit their website for more details: <http://www.abilitycenterva.org/>

My Cerebral Palsy Child
Online Resource
***Legal Help**
(855) 833-3707

Provides information on cerebral palsy as well as local resources. The legal hotline can be called to discuss potential legal action due to the birth injury your child suffered. Visit their website for more information: <https://www.mycerebralpalsychild.org/>

Children's Health Screenings/Prevention Services

CHIP of South Hampton Roads
1302 Jefferson Street, Chesapeake
***Main office**
(757) 543-1900

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CHIP provides services in Hampton Roads for children through age six and expectant mothers in the focus areas of health improvement, school readiness and self-sufficiency. Families benefit from the guidance of both a Nurse and certified Parent Educator who meet with them at their home. Call or visit their website for more information: <https://www.chipshr.org/>

Hampton Roads Community Health Center **664 Lincoln Street**

***Main Office** **(757) 393-6363**

Provides primary medical care and may be able to assist with transportation to appointments on Lincoln Street. Visit their website for more information: <https://www.hrhc.org/>

Portsmouth Health Department **1701 High Street**

***Main Office** **(757) 393-8585**

Provides immunizations, child health care, school physicals and more. Call or visit website for clinical services schedule: <https://www.vdh.virginia.gov/portsmouth/clinical-services/>

Citizenship

Commonwealth Catholic Charities **740 Thimble Shoals Boulevard, Suite F, Newport News**

***Main Office** **(757) 247-3600**

They prepare applications for citizenship, family petitions, asylum, and provide additional services to immigrants. CCC offers legal assistance to immigrants and refugees living in the Hampton Roads areas. Their staff is accredited by the Department of Justice to practice immigration law, providing the community with a nonprofit alternative to immigration lawyers.

Clothing

Goodwill **3225 High Street**

***Main Office** **(757) 215-1791**

Offers low-cost clothing and household goods. More information can be found at their website: <https://goodwillvirginia.org/>

Mercy Drops Dream Center **504 Mclean St, Portsmouth**

***Office** **(757) 967-7599**

Mercy Drops offers free clothing to those in need by appointment.

Oasis Social Ministries **800 Williamsburg Avenue, Portsmouth**

Hours: By appointment **Contact: (757) 397-6060**

Clothing can be requesting during food pantry hours (currently restricted to Tuesday/Thursday 9-11 due to COVID) or by phone.

Salvation Army Thrift Store **Various Locations**

***Chesapeake Office** **(757) 312-8598**

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

***Virginia Beach Office** (757) 499-0032

Offers clothing at reduced prices. Visit their website for more details: <https://satruck.org/>

Wesley Community Center 1701 Elm Avenue, Portsmouth

***Main Office** (757) 399-0541

Clothing offered to community members during regular hours. Hours are currently Mon-Wed 9am-2pm and Thurs & Sat 9am-12pm. Visit website for up to date hours: <https://wesley-community-servicecenter.business.site/>

Counseling (see also Mental Health)

Credit/Financial Counseling

Catholic Charities of Eastern Virginia Hampton Roads Region

***Norfolk** (757) 533-5217

***Chesapeake** (757) 484-0703

***Newport News** (757) 875-0060

Provides budget and credit counseling, first-time homebuyer counseling, foreclosure prevention services and financial education. See website for further details: <https://cceva.org/>

The Up Center Various Locations

***1805 Airline Boulevard, Portsmouth** (757) 397-2121

***222 West 19th Street, Norfolk** (757) 622-7017

***109 South Clay Street, Suffolk** (757) 965-8663

Serves individuals in the Hampton Roads region for credit counseling and housing support services.

Youth and Family Counseling

The Barry Robinson Center 443 Kempsville Road, Norfolk

***Main Office** (800) 221-1992

Provides residential treatment for youth. Visit their website for more information: <https://www.barryrobinson.org/>

Catholic Charities of Eastern Virginia Hampton Roads Region

***Norfolk** (757) 533-5217

***Chesapeake** (757) 484-0703

***Newport News** (757) 875-0060

Support groups for grandparents raising grandchildren, pregnant women, and new parents. They offer the STRIVE and ASPIRE programs for women with children. See website for further details: <https://cceva.org/>

Portsmouth Department of Behavioral Health Services Portsmouth

***Office** (757) 393-8618

***Central Intake** (757) 393-5357

***Emergency Services** (757) 393-8990

Provides outpatient counseling, home-based services, emergency services and more. See website for more information: <https://www.portsmouthva.gov/149/Behavioral-Healthcare>

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

The Up Center	Various Locations
*1805 Airline Boulevard, Portsmouth	(757) 397-2121
*222 West 19th Street, Norfolk	(757) 622-7017
*109 South Clay Street, Suffolk	(757) 965-8663

Serves individuals in the Hampton Roads region for a variety of family counseling needs. See website for more details: <https://www.theupcenter.org/>

Court Services

Circuit Court	1345 Court Street
*Main Office	(757) 393-8671

Portsmouth Circuit Court rules in civil, criminal and traffic matter according to Virginia's Judicial System.

Division of Child Support Enforcement	7007 Harbour View Boulevard, # 106, Suffolk
*Main Office	(800) 468-8894

Handles matters of child support payment and delinquency. Visit the website for more information:
<https://www.dss.virginia.gov/family/dcseoffices.cgi>

DNA Diagnostic Center	Various Locations
*Main Office	(800) 613-5768

Provides DNA testing services. For locations and more information call or visit their website:
<https://dnacenter.com/>

General District Court	1345 Court Street
*Criminal	(757) 393-8681
*Traffic	(757) 393-8506
*Civil	(757) 393-8624

More information on the Portsmouth General District Court can be found at the Virginia Judicial System website:
<https://www.vacourts.gov/courts/gd/portsmouth/home.html>

Juvenile and Domestic Relations District Court	1345 Court Street
*Main Office	(757) 393-8851

Portsmouth Juvenile and Domestic Relations District Court has jurisdiction over most matters concerning children/families inclusive of allegations of delinquency, child maltreatment, domestic violence and cases of custody, visitation and support. Traffic violations involving juveniles and intake and probation services for juvenile court are also usually heard here.

Legal Aid Society of Eastern Virginia	125 St Paul's Boulevard, Suite 400, Norfolk
*Main Office	(757) 627-5423

Provides free legal services in civil matters to qualifying low-income individuals. Visit their website for more locations and how to apply for services: <https://www.laseva.org/>

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Deaf & Hard of Hearing

American Society for Deaf Children

PO Box 23, Woodbine, MD 21797

***Main Office**

(800) 942-2732

Provides many resources for educating, empowering and supporting families of children who are deaf. Visit website for more information: <https://deafchildren.org/>

Hearing Loss Association of America

6300 Center Drive, Norfolk

Virginia Beach Chapter of the Hearing Loss Association of America which provides online resources and support groups for those with hearing loss. Visit the national website: <https://www.hearingloss.org/>, or the Virginia Beach chapter website for more information: <https://www.hlaavirginiabeach.com/>

Laurent Clerc National Deaf Education Center

800 Florida Avenue, Washington DC, 20002

Provides resources for parents and schools on education for deaf children. Visit their website for more information: <https://clerccenter.gallaudet.edu/>

National Center on Deaf-Blindness

Various Locations

***Virginia Project**

(804) 828-2052

Provides a library of resources as well as connections around the US. Visit the state project website for more information: <https://sites.google.com/vcu.edu/vadeafblindproject>

Signing Savvy

Online Resource

Online sign language dictionary with videos of thousands of signs as well as quiz features for learning ASL. The website can be accessed here: <https://www.signingsavvy.com/>

Virginia Department of Deaf and Hard of Hearing

1602 Rolling Hills Drive, Suite 203, Henrico

***Main Office**

(804) 662-9502

***Toll free**

(800) 552-7917

Provides interpreter services, technology services, support services and more. Contact via voice or text. Or visit the website: <https://www.vddhh.org/>

Virginia Health Department

Various Locations

***Main Office**

(804) 864-8199

Provides information and referrals, education and many other resources. Visit website for more information: <https://www.vdh.virginia.gov/early-hearing-detection-and-intervention/>

Virginia Hearing Aid Loan Bank

853 West Main Street, Suite 104, Charlottesville

***Main Office**

(432) 924-0222

Serves any child under the age of 18 that is a resident of the Commonwealth of Virginia that has been diagnosed with a hearing loss. The purpose of the program is to provide amplification as soon as possible to a child while the family is in the process of obtaining the permanent devices. These are loaner aids that the child can use while getting insurance approval or finding a payment sources. There is no income eligibility. The Virginia Hearing Aid Loaner Bank is housed at UVA. Call or visit website for more information: <https://uvahealth.com/>

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Death Certificates

Department of Motor Vehicles	Various Locations
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*Main Office	(804) 497-7100
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Certified copies of Virginia vital records (birth, death, marriage, and divorce) are available for purchase at all full service DMV locations, which include DMV customer service centers and DMV 2 Go mobile offices. You may request a certificate for yourself or next of kin/immediate family, which includes mother, father, current spouse, child, brother, or sister, and others under certain circumstances, with valid ID.

Office of Vital Records	2001 Maywill Street. Suite 101, Richmond
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*Main Office	(804) 662-6200
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Death certificates and other vital records available. Services can be received via the mail or in person at local DMV or health offices.

Portsmouth Health Department	1701 High Street
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*Main Office	(757) 393-8585
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Death certificates and other vital records available.

Dental Care

Chesapeake Care Clinic	2145 S. Military Highway, Chesapeake
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*Main Office	(757) 545-5700
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Offers dental and medical services to patients without insurance who qualify in the Hampton Roads region. Visit their website for more information: <https://www.chesapeakecare.org/>

Hampton Roads Community Health Center	664 Lincoln Street
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*Main Office	(757) 393-6363
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Provides primary medical care, behavioral health, and dental care services. May be able to assist with transportation to appointments on Lincoln Street. Accepts Medicaid and Medicare and offers sliding fee scale for uninsured patients. Visit their website for more information: <https://www.hrhc.org/>

Healthy Centers Dental Center	664 Lincoln Street
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*Main Office	(757) 393-6363
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Offers examination and x-rays as well as preventative and restorative care. Visit website for more information: <https://www.hrhc.org/dentalcare-155594.html>

ODU Dental Hygiene Care Facility	1090 46th Street, Norfolk
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*Main Office	(757) 683-4308
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Provides low cost dental services in a teaching environment. Clients must be over 5 years of age. Visit website for fee schedule and more information:

<https://www.odu.edu/partnerships/community/programs/health/dental#done1612907281342=&tab96=2>

Spencer Dental	Various Locations
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&4072 Victory Boulevard, Portsmouth	(757) 337-3030
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Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

*5900 E Virginia Beach Boulevard, Norfolk	(757) 978-2170
*2338 E Little Creek Road, Norfolk	(804) 533-7657
*4239 Holland Road, Virginia Beach	(757) 644-3959
*2165 Cunningham Drive, Hampton	(757) 755-8829

Children's dental offices that accept Medicaid. Visit website for more information and other locations:
<https://www.mykoolsmls.com/>

Developmental Disabilities

Ability Center of Virginia	5825 Arrowhead Drive, Suite 201, Virginia Beach
*Main Office	(757) 497-7474

Provides programs and services to support the needs of individuals with different abilities throughout Hampton Roads that encourage community inclusion, personal independence, healthy life choices, and social skill development. Visit their website for more details: <http://www.abilitycenterva.org/>

The ARC of Virginia	2147 Staples Mill Road, Richmond
*Main Office	(804) 649-8481 ext 101

Advocates for the human and civil rights of individuals with mental disabilities. Visit their website for more information and find local chapters: <https://thearc.org/chapter/the-arc-of-virginia/>

Hampton Mental Health Associates	2112 Hartford Road, Hampton
*Main Office	(757) 826-7516

Offers outpatient mental health services to children and adults with a myriad of mental health, developmental and learning disorders. Visit their website for more information: <https://www.hamptonmentalhealth.com/>

Opportunity House	505 Jamestown Avenue
*Main Office	(757) 393-8926

Residential house for those with intellectual and developmental disability, mental health, and substance abuse difficulties. Call for more information.

Portsmouth Department of Behavioral Health Services	Portsmouth
*Office	(757) 393-8618
*Developmental Disability Services	(757) 393-8321
*Central Intake	(757) 393-5357
*Emergency Services	(757) 393-8990

Provides outpatient counseling, home-based services, emergency services and more including the Shelter Plus Care program that provides rental subsidies to individuals who are homeless with a disability. See website for more information: <https://www.portsmouthva.gov/149/Behavioral-Healthcare>

St Mary's Home	6171 Kempsville Circle, Norfolk
*Main Office	(757) 622-2208

Offers intensive, focused services for children up to 2 years of age who are at risk of developmental delay. They also offer other services to older children. Visit their website for more information:
<https://saintmaryshome.org/>

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Diabetes

American Diabetes Association

National Organization

***Main number**

(800) 342-2383

Provides many resources including food and fitness ideas, basic facts, community outreach and more. Visit their website for more information: <https://www.diabetes.org/>

Bon Secours Care-a-Van

4700 George Washington Highway

***Main Office**

(757) 899-5121

Free general medical services for those WITHOUT insurance. Visit their website or call the number for more information on receiving services: <https://www.bonsecours.com/locations/community-services/hamptonroads/care-a-van>

Children with Diabetes

Online

Provides resources and information about diabetes. Visit their website here: <https://childrenwithdiabetes.com/>

Hampton Roads Community Health Center

664 Lincoln Street

***Main Office**

(757) 393-6363

Provides primary medical care and may be able to assist with transportation to appointments on Lincoln Street. Visit their website for more information: <https://www.hrhc.org/>

Senior Services of Southeastern Virginia

2551 Eltham Avenue, Suite Q, Norfolk

***Main Office**

(757) 461-1068

Diabetes Self-Management Classes: Six week workshop that teaches those with diabetes how to manage their condition including how to take medications properly. For more information about this program contact the SSSEV at the following number (757) 963-9209 or visit their website: <https://www.ssseva.org/programs/diabetes-self-management/>

Diapers

Greater Hampton Roads Diaper Bank

Various Location

***Crossroads United Methodist Church**

(757) 287-0305

***Port Norfolk Church Outreach**

(757) 573-1625

The Greater Hampton Roads diaper banks partners with local organizations to provide diapers, both child and adult, to those in need. Visit website for more locations: <http://ghrdiaperbank.org/>, call local partner organizations for diaper availability.

Portsmouth DSS Pantry

1701 High Street

***Main Office**

(757) 405-1800

Adult sized diapers and incontinence pads may be available. Contact Adult Services clerk for availability Monday through Friday 9am to 4pm.

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Disabilities

Access Partnership **1616 Centerville Turnpike, Virginia Beach**

***Main Office** **(757) 502-7400**

Their mission is to connect low-income individuals with needed medical services. When available they may also offer free medical supplies. Visit their website or call the number above for more information:

<http://accesspartnership.org/>

Ability Center of Virginia **5825 Arrowhead Drive, Suite 201, Virginia Beach**

***Main Office** **(757) 497-7474**

Provides programs and services to support the needs of individuals with different abilities throughout Hampton Roads that encourage community inclusion, personal independence, healthy life choices, and social skill development. Visit their website for more details: <http://www.abilitycenterva.org/>

Amputee Coalition **601 Pennsylvania Avenue NW, Suite 420, South Building, Washington DC**

***Main Office** **(888) 267-5669**

Provides resources and answers questions about limb loss. Visit their website for more information:

<https://www.amputee-coalition.org/>

Assistive Technology Loan Fund Authority **1602 Rolling Hills Drive, Suite 107, Richmond**

***Main Office** **(804) 662-9000**

Loans are available from the qualified Virginia residents to purchase a modified van or car, or to make necessary modifications to an existing vehicle. Applications are available on the ATLFA website:

<https://www.atlfa.org/what-we-do/automobile-loans/>

Community Alternatives Inc **410 North Center Drive, Norfolk**

***Main Office** **(757) 468-7000**

Provides services across Virginia and North Carolina including support programs, in-home programs, supportive living programs and more. Call or visit their website for more information: <https://comalt.org/>

Department of the Blind and Visually Impaired **Various Locations**

***6325 N Center Drive, #131, Norfolk** **(757) 466-4162**

Dedicated to providing services and resources in order to empower the blind, visually impaired and deaf-blind. Visit the DBVI website for more information: <https://www.vdbvi.org/>

Eggleston Services **5145 E Virginia Beach Boulevard, Norfolk**

***Main Offices** **(757) 858-8011**

Provides a number services and resources for individuals with developmental disabilities and their family members including summer camp and job opportunities. Referral for employment must come from DARS, DBVI or DBHDS. Visit website or call for more information: <https://www.egglestonservices.org/>

Endeppendence Center, Inc **6300 E Virginia Beach Boulevard, Norfolk**

***Main Office** **(757) 461-8007**

ECl aims to assist people with disabilities in obtaining or maintain their desired level or independence with the use of services, supports, and advocacy. Call or visit their website for more information:

<https://endeppendence.org/>

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

EQUI-Kids Therapeutic Riding Program	2626 Heritage Park Drive, Virginia Beach
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*Main Office	(757) 721-7350
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Offers a therapeutic riding program to benefit disabled children and veterans. Visit website for more information: <https://www.equikids.org/>

Hope House Foundation	801 Boush Street, Suite 302, Norfolk
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*Main Office	(757) 625-6161
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Supports adults with intellectual disabilities by offering personal care and dressing, grocery shopping, meal prep, laundry and more. Call or visit their website for more information: <https://www.hope-house.org/>

Muscular Dystrophy Association	(800) 572-1717
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Provides a specialized staff to help those with neuromuscular diseases to understand, manage and live daily with their disease. Local activities are also available. Visit their website for more information: <https://www.mda.org/>

National Multiple Sclerosis Society	National Organization
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*Main Office	(800) 344-4867
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Provides resources, including support groups, for those with MS. Call or visit website for more information: <https://www.nationalmssociety.org/Chapters/VAR>

Opportunity House	505 Jamestown Avenue
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*Main Office	(757) 393-8926
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Residential house for those with intellectual and developmental disability, mental health, and substance abuse difficulties. Call for more information.

Portsmouth Department of Behavioral Health Services	Portsmouth
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*Office	(757) 393-8618
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*Central Intake	(757) 393-5357
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*Emergency Services	(757) 393-8990
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Operates the Shelter Plus Care Program, that provides rental subsidies and necessary supports to those individuals who are homeless with a disability (mental health, substance abuse and/or AIDS). Call or visit website for more information: <https://www.portsmouthva.gov/149/Behavioral-Healthcare>

Portsmouth Sheriff's Office	4406 W Norfolk Road, Portsmouth
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*Main Office	(757) 686-2565
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Assists in building wheel chair ramps for needy clients. Clients must provide supplies. May also have some equipment to help those with disabilities. Call for details.

Social Security Administration	Various Locations
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*Portsmouth Office	(866) 593-8851
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*Suffolk Office	(866) 835-7769
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*Newport News Office	(866) 331-9169
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*Norfolk Office	(866) 858-6089
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Website contains application for disability, online services and more. Visit website or call your local office for more information: <https://www.ssa.gov/>

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

St Mary's Home	6171 Kempsville Circle, Norfolk
*Main Office	(757) 622-2208

Offers intensive, focused services for children up to 2 years of age who are at risk of developmental delay. They also offer other services to older children. Visit their website for more information:
<https://saintmaryshome.org/>

Tidewater Community College	Various Locations
*Portsmouth Office	(757) 822-2640

Offers services for those with disabilities including placement testing accommodations, assistance with campus mobility, accessible parking, interpreter services, assistive technology and more. Call or visit website for more information: <https://www.tcc.edu/service-support/students-disabilities-accommodation/>

Virginia Department for Aging and Rehabilitative Services	Various Locations
*DARS Portsmouth Office	(757) 686-5004
*South Hampton Roads Office	(757) 451-7101

Offers employment services, community based services, assistive technology and more to clients with disabilities.

Virginia Board for People with Disabilities	1100 Bank Street, #7, Richmond
*Main Office	(804) 786-0016

Provides resources for those with disabilities including publications and social media. Helps with disabilityrelated problems like abuse/neglect and discrimination while assisting with obtaining services and treatment. Call or visit their website for more information: www.vaboard.org

Down Syndrome

Down Syndrome Association of Hampton Roads	1017 Todds Lane, Hampton
*Main Office	(757) 785-8092

Connects individuals with Down Syndrome and their families with services, resources, support groups and local activities. Call or visit their website for more information: <https://www.dsahr.org/>

Dyslexia

Learning Ally	Online Resource
*Main Office	(800) 221-4792

Offers success stories, support groups, empowerment, audiobooks and more. Call or visit website for more information: <https://learningally.org/>

Virginia Branch of the International Dyslexia Association	3126 W Cary Street, #102, Richmond
*Main Office	(866) 893-0583

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Dedicated to education families on dyslexia and the services available to them. Call or visit their website for more information: <http://www.vbida.org/contact.html>

Education

Adult and Alternative Education: Excel Campus **2801 Turnpike Road**

***Main Office** **(757) 393-8822**

Offers GED programs for adults who did not complete high school, as well as a selection of special interest courses. Call or visit website for more information: <http://adulthood.ppsk12.us/>

Head Start **Various Locations**

***Main Office** **(757) 246-9170**

Federally funded early childhood preschool program for children of low-income families. Call for specific site and eligibility criteria. <https://hrcapinc.org/directory/listing/head-start-early-head-start-early-childhooddevelopment-and-preschool/>

Portsmouth Public Schools **Various Locations**

***Main Office** **(757) 393-8751**

Public schools in Portsmouth for K-12. Also offers adult education including GED classes. Call or visit website for more information: <https://pps.k12.va.us/>

STOP Organization **2551 Alameda Avenue, Norfolk**

***Main Office** **(757) 858-1360**

Provides employment training and other services. Call or visit their website for more information: <https://www.stopinc.org/>

Tidewater Community College **Various Locations**

***Portsmouth Office** **(757) 822-2640**

Offers services for those with disabilities including placement testing accommodations, assistance with campus mobility, accessible parking, interpreter services, assistive technology and more. Call or visit website for more information: <https://www.tcc.edu/service-support/students-disabilities-accommodation/>

US Department of Veterans Affairs **Various Locations**

***Main Office** **(800) 698-2411**

Provides resources for veteran education and training.

Virginia Educational Opportunity Center **861 Glenrock Road, Suite 135, Norfolk**

***Main Office** **(757) 683-2312**

Provides free academic, vocational, career and financial aid information to any Hampton Roads resident pursuing post-secondary education. Visit website for more information: <https://vtc.odu.edu/outreach/>

Woodrow Wilson Rehabilitation Center **243 Woodrow Wilson Avenue, Fisherville**

***Main Office** **(540) 332-7000**

Provides vocational training to people with disabilities to enter or remain in the workforce in order to maintain their independence. Operates under the Division of Rehabilitative Services.

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Emergency Care

* * * IN CASE OF MEDICAL OR OTHER LIFE-THREATENING EMERGENCY, CALL 911 * * *

Signs of Heart Attack: chest pain/pressure, shortness of breath, pain in arm/back/shoulder
Signs of Stroke: sagging face, arm drifts downward, slurred speech

Bon Secours of Hampton Roads	Various Locations
3636 High Street, Portsmouth	(757) 398-2200
5818 Harbour View Boulevard, Suffolk	(757) 673-5800
2 Bernadine Drive, Newport News	(757) 886-6000

Provides emergency health care services. Contact for more information.

Children's Hospital of the King's Daughter	601 Children's Lane, Norfolk
*Main Office	(757) 668-7000

Provides emergency health care services to children. Contact for further information.

Chesapeake Regional Medical Center	736 N Battlefield Boulevard, Chesapeake
*Main Office	(757) 312-6200

Provides emergency care services. Call for more information.

Sentara of Hampton Roads	Various Locations
3920 Bridge Road, Suffolk	(757) 983-0040
600 Gresham Drive, Norfolk	(757) 388-3551

Provides emergency health care services. Call for more information.

Employment/Training

AARP Foundation	500 E Plume Street, Unit 501, Norfolk
*Main Office	(757) 625-7001

Operates Senior Community Service Employment Program as well as other employment programs for older adults, age 55 or older.

Community Alternatives Inc	410 North Center Drive, Norfolk
*Main Office	(757) 468-7000

Provides services across Virginia and North Carolina for those with disabilities including vocational and employment services. Call or visit their website for more information: <https://comalt.org/>

Eggleston Services	5145 E Virginia Beach Boulevard, Norfolk
*Main Offices	(757) 858-8011

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Provides a number services and resources for individuals with developmental disabilities and their family members including summer camp and job opportunities. Referral for employment must come from DARS, DBVI or DBHDS. Visit website or call for more information: <https://www.egglestonservices.org/>

Goodwill Vocational Services **Various Locations**

***Main Office** **(757) 248-9405**

Offers comprehensive community employment and training opportunities for individuals with disabilities. Call or visit their website for more information: <https://goodwillvirginia.org/get-job-ready/vocational-services/>

Hampton Roads Workforce Council **999 Waterside Drive, Suite 1314, Norfolk**

***Main Office** **(757) 314-2370**

Offers a myriad of programs for those seeking employment including Career Access Network, Hampton Roads Workforce Foundation, Veterans Services, Next-Gen Pathways, and Virginia Career Works. Call or visit their website for more information: <https://www.theworkforcecouncil.org/>

Hampton Roads Nursing Careers & Training Center **1122 London Boulevard**

***Main Office** **(757) 393-0972**

Provides training in medication management, Nurse Aide, and Personal Care Aide for minimal fees. Call or visit their website for more information: <https://hamptonroadsnursingcareersandtrainingcenter.webs.com/>

Job Corps **5900 E Virginia Beach Boulevard, Suite 610, Norfolk**

***Local Office** **(757) 466-3202**

Free job training to people age 16-24. Free room and board with spending money, a clothing allowance, dental & medical care, and more provided. Job service places available. Call the local office or visit their website for more information: <https://www.jobcorps.gov/>

Portsmouth At Work **200 High Street**

***Main Office** **(757) 393-8832**

Portsmouth @ Work is a talent development initiative that assists unemployed and underemployed Portsmouth residents while building a pipeline of future workers. Call or visit their website for more information: <https://www.portsmouthatwork.com/>

Portsmouth City Employment Opportunities **Various Locations**

***HR Office** **(757) 393-8626**

Employment opportunities for the city government of Portsmouth are posted on the city website: <https://hr.portsmouthva.gov/175/Employment-Opportunities>, if reasonable accommodations are needed contact HR via email (link on website) or call at the number above.

Portsmouth City Public Schools Employment **Various Locations**

***Main Office** **(757) 393-8751**

For those with an interest of working in the public school system, opportunities can be found on their website: https://www.ppsk12.us/about_pps/departments/departments_g-m/human_resources/job_openings

Senior Services of Southeastern Virginia **Various Locations**

Senior Companion Coordinator **(757) 483-2474**

Senior Services of Southeastern Virginia's Senior Companion Program is a volunteer program that provides free one-on-one services to people with special needs and a stipend to the volunteer. Senior companions provide a

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

minimum of 20hrs/wk with assigned clients. Volunteers receive a stipend for this service and must meet eligibility criteria including being above age 55 and income limits. Call or visit website for more information: <https://www.ssseva.org/programs/senior-companion/>

STOP Organization **2551 Alameda Avenue, Norfolk**

***Main Office** **(757) 858-1360**

Provides employment training and other services. Call or visit their website for more information: <https://www.stopinc.org/>

Urban League of Hampton Roads **7300 Newport Avenue, Suite 500, Norfolk**

***Main Office** **(757) 627-0864**

Provides services and programs in education, employment, health and housing. Call or visit website for more information: <https://ulhr.org/programs/employment/>

US Department of Veterans Affairs **Various Locations**

***Main Office** **(800) 698-2411**

Provides resources for veteran employment.

Virginia Department for Aging and Rehabilitative Services **Various Locations**

***DARS Portsmouth Office** **(757) 686-5004**

***South Hampton Roads Office** **(757) 451-7101**

Offers employment services, community based services, assistive technology and more to clients with disabilities.

Virginia Workforce Connection **Online Resource**

State created online resource for resume building and job training. Site also hosts a job database. Visit the website for more information: <https://www.vawc.virginia.gov/vosnet/Default.aspx>

Woodrow Wilson Rehabilitation Center **243 Woodrow Wilson Avenue, Fisherville**

***Main Office** **(540) 332-7000**

Provides vocational training to people with disabilities to enter or remain in the workforce in order to maintain their independence. Operates under the Division of Rehabilitative Services.

English as a Second Language

Hampton Alternative Learning Center **1646 Briarfield Road, Hampton**

***Main Office** **(757) 727-1386**

Offers ESL classes to adults. \$50 book fee. Call to register and take the placement test. Visit website for more information: <https://www.hampton.k12.va.us/departments/adulted/adulted.html>

Newport News Public Schools Adult Education **Various Locations**

***Main Office** **(757) 283-7830**

Offers ESL classes to adult learners. Call for rates. Visit website for more information: <http://sbo.nn.k12.va.us/adult-ed/>

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Portsmouth Public School Adult Education Center**2801 Turnpike Road*****Main Office****(757) 393-8822**

Offers English Language Learners classes to develop oral and written proficiency in the English language.

Epilepsy

Epilepsy Foundation**Charlottesville, Virginia*****Main Office****(434) 924-8669**

Provides referral assistance, information, and more. Call or visit their website for more information:

https://www.epilepsy.com/affiliates?field_affiliate_address_administrative_area=VA&field_affiliate_zips_value=

Ex-Offenders

Hampton Roads Community Action Program: Virginia CARES**2708 Chestnut Avenue, Newport News*****Main Office****(757) 245-2103**

Virginia CARES provides one-on-one counseling with ex-offenders and their families to help ex-offenders transition back into their communities. Also provides referrals for vocational rehabilitation, medical services, emergency food and clothing, and others. Call or visit website for more information: <https://hrcapinc.org/directory/listing/virginia-cares-re-entry-program/>

Portsmouth Re-entry Council**Portsmouth**

Joint effort between the Portsmouth Department of Social Services and the Portsmouth Probation and Parole office with a mission to: To reintegrate returning citizens to the community through sustainable partnerships that provide information, resources, guidance and opportunities. More information can be found at <https://www.portsmouthva.gov/>

Step Up, Inc**5900 E Virginia Boulevard, Suite 102, Norfolk*****Main Office****(757) 588-3151**

STEP-UP, Incorporated takes a holistic approach to re-entry, focusing on Employment, Life Skills, Re-integration with Family, Educational Opportunities, and coordination with outside agencies on behalf of our clients. Call or visit website for more information: <http://stepupincorporated.org/index.html>

Virginia Employment Commission**Online Resource**

Website provides links to services for ex-offenders including restoration of rights, the federal bonding program, and other available assistance. <https://www.vec.virginia.gov/ex-offender-assistance>

Eye Care

American Academy of Ophthalmology**Online Resource****Portsmouth Department of Social Services**

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Administers the EyeCare America program which offers free eye exams to qualify individuals. Visit website for program information: <https://www.aao.org/eyecare-america>

Department of the Blind and Visually Impaired	Various Locations
*6325 N Center Drive, #131, Norfolk	(757) 466-4162

Dedicated to providing services and resources in order to empower the blind, visually impaired and deaf-blind. Visit the DBVI website for more information: <https://www.vdbvi.org/>

Food Pantries

Bethel Worship Center	3697 Pepperwood Court, Portsmouth
Hours: Tuesday and Thursday 5pm-6pm	Contact: (757) 483-9697

Foodbank of Southeastern Virginia and the Eastern Shore	Various Locations
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Online database of local food pantries by zip code. Foodbankonline.org

Gates of Heaven Outreach	3405 County Street, Portsmouth
Hours: By Appointment Only	Contact: (757) 392-4815

Gates of Heaven operates a food pantry by appointment. Point of contact for program is Ms. J. Holt.

Grove Church	5910 West Norfolk Road, Portsmouth
Hours: Thursdays 10am-3pm	Contact: (757) 484-4149

Walk-ins welcome.

Portsmouth Department of Social Services	1701 High Street, Portsmouth
Hours: 12pm-5pm Monday to Friday	Contact: (757) 405-1800

PDSS offers a one day emergency supply of food to Portsmouth residents in need.

Oasis Social Ministries	800 Williamsburg Avenue, Portsmouth
Hours: 9am-11am Tuesday and Thursday (restricted due to COVID, may expand)	Contact: (757) 397-6060

OSM operates a drive-up/walk-up pantry. No pre-registration needed. Bring picture ID, proof that you are Portsmouth resident and verification of income.

Queen Street Baptist Church	413 E Brambleton Ave, Norfolk
Hours: Tuesday 11am-1pm	Contact: (757) 622-4458

Operates a food pantry and a soup kitchen.

Rescue Church	4810 Portsmouth Boulevard, Portsmouth
Hours: Variable	Contact: (757) 487-2633

Limited hours due to COVID, call to verify.

St. Mark Missionary Baptist	2700 Columbus Avenue, Portsmouth
Hours: Friday 10am-12pm	Contact: (757) 399-7182

Call to verify hours as they may change.

Portsmouth Department of Social Services
1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Wesley Community Center**1701 Elm Avenue, Portsmouth****Hours: Tuesday and Saturday @ 10am****Contact: (757) 399-0541**

Call ahead to register.

Food Assistance/Soup Kitchens

Amazon SNAP-Eligible Groceries**Online Resource**

Amazon has partnered with the U.S. government to allow SNAP EBT as a payment method on SNAP eligible items in select states, including VA. SNAP item eligibility is set by the government and follows the same guidelines as purchases made with SNAP EBT cards in stores. Items must be sold and shipped by Amazon.com or Amazon Fresh. Free shipping may be available on certain orders. Visit their website for more information: <https://www.amazon.com/snap-ebt/b?ie=UTF8&node=19097785011>

Basilica of Saint Mary's Soup Kitchen**1000 Holt Street,****Norfolk****Hours: Mon/Wed/Thur/Fri 12:15pm-1:30pm****Contact: (757) 622-4487****First Presbyterian Church****515 Court St, Portsmouth****Hours: Sunday @ ~ 12pm****Contact: (757) 397-3622**

First Presbyterian offers a sandwich lunch for community members after service on Sunday. Sign-up is required so they can make enough food.

Full Cart**Online Resource**

Full Cart is an online food bank operated by the non-profit US Hunger that delivers meals directly to a recipients' door. There may sometimes be a waitlist depending on national need and requests. Applications may be submitted online: <https://fullcart.org/>

Meals on Wheels through Senior Services of Southeastern Virginia**South Hampton Roads****Hours: Meals are delivered****Contact: (757) 461-9481**

SSSEV offers delivered meals to eligible seniors (60+) in South Hampton Roads. Call for eligibility requirements.

Oasis Social Ministries**800 Williamsburg Avenue, Portsmouth****Hours: Monday-Thursday 7am-7:45am, 11:45am-12:45pm Saturday 12-1pm****Contact: (757) 397-6060**

Hours may vary. Call to check.

Queen Street Baptist Church**413 E Brambleton Ave, Norfolk****Hours: Tuesday 11am-1pm****Contact: (757) 622-4458**

Operates a food pantry and a soup kitchen.

Union Mission**5100 E Virginia Beach Blvd,****Norfolk Hours: Daily 6:30am-7am, 11:30am-12:45pm and 5pm-6pm****Contact: (757)****627-8686** Operates daily.

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Zion Baptist Church**528 Green Street, Portsmouth****Hours: Tu/Fri/Sat 7am-8am****Contact: (757) 397-1671**

Service is "Grab & Go".

Foot Care

Chesapeake Care Clinic**2145 South Military Highway, Chesapeake*****Main Office****(757) 545-5700**

Provides podiatry services to eligible low-income individuals. Call or visit their website for more information:
<https://www.chesapeakecare.org/>

Foreclosure Assistance

Commonwealth Catholic Charities**Various Locations*****7813 Halprin Drive, Norfolk****(757) 405-7676*****740 Thimble Shoals Boulevard, Suite F, Newport News****(757) 247-3600**

Offers foreclosure prevention counseling services. Call or visit website for more information:
<https://www.cccofva.org/>

Hampton Redevelopment and Housing Authority**1 S. Armistead Avenue, Hampton*****Main Office****(757) 727-6337**

Offers foreclosure prevention counseling. Call or visit website for more information: <https://hamptonrha.com/>

Hampton Roads Community Action Program**2410 Wickham Avenue, Newport News*****Main Office****(757) 247-0379**

Provides housing counseling services. Call or visit website for more information: <https://hrcapinc.org/>

Making Home Affordable**Federal Gov Resource*****Hotline****(888) 995-4673**

The US Departments of Treasury and Housing and Urban Development operate the Making Home affordable program. Call hotline to speak with an expert about your foreclosure situation or visit website for more information: <https://www.makinghomeaffordable.gov/>

The Up Center**Various Locations*****1805 Airline Boulevard, Portsmouth****(757) 397-2121*****222 West 19th Street, Norfolk****(757) 622-7017*****109 South Clay Street, Suffolk****(757) 965-8663**

Provides housing and foreclosure counseling services. Call or visit website for more information:
<https://www.theupcenter.org/>

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Foster Care/Foster Parenting

The Barry Robinson Center	443 Kempsville Road, Norfolk
*Main Office	(800) 221-1992

Provides foster care and foster parent training. When returning home is not possible for the child they also assist foster family through the adoption process. Call or visit their website for more information:
<https://www.barryrobinson.org/>

First Home Care	1634 London Boulevard
*Main Office	(757) 393-7200

Trains foster parents and offers support services. Also offers adoption services. Call or visit their website for more information: <https://firsthome care.com/>

HumanKind Foster Care	719 High Street
*Main Office	(757) 282-3218

Provides training and support for foster parents and foster youth. Call or visit their website for more information:
<https://www.humankind.org/youth-family-services/foster-care/>

Portsmouth DSS Foster Care Unit	1701 High Street, Portsmouth
*Main Office	(757) 405-1800

Provides foster care services to children/youth when deemed appropriate. Also operates ongoing in-home services.

Tidewater Friends of Foster Care	999 Waterside Drive, Suite 430, Norfolk
*Main Office	(757) 227-4187

TFFC provides free auxiliary services to foster children in the Tidewater region including tutoring, birthday and holiday gifts, and summer camp vouchers. Call or visit website for more information: <https://tidewaterffc.org/>

Furniture

Goodwill	3225 High Street
*Main Office	(757) 215-1791

Offers low-cost household goods. More information can be found at their website: <https://goodwillvirginia.org/>

Faith Recovery Thrift Store	9959 Warwick Boulevard, Newport News
*Main Office	(757) 247-6377

Thrift Store supporting the mission of Faith Recovery (formerly Youth Challenge). Offers a variety of gently used household goods for sale.

Salvation Army Family Store	901 Eden Way N, Chesapeake
*Main Office	(757) 312-8598

Offers low-cost household goods. Call or visit their website for more information: <https://satruck.org/>

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

GED Prep (See Education)

Glasses

Dreams of Hope Foundation

6910 Warwick Boulevard, Newport News

***Main Office**

(757) 806-6339

Provides eye-glasses voucher to eligible applicants. Call or visit website for more information:

<https://www.dreamsofhopefoundation.org/>

New Eyes

National Organization

***Main Office**

(973) 376-4903

Nation-wide non-profit offering free glasses to qualified individuals. Applications can be submitted online at: <https://new-eyes.org/application>.

Grandparents Fostering/Raising Grandchildren

AARP: Grand Facts

Online Resource

Provides resources and information for grandparents parenting their grandchildren. Visit website for more information: <https://www.aarp.org/relationships/friends-family/info-08-2011/grandfamilies-guidesupport.html>

American Association for Marriage and Family Therapy

Online Resource

Provides information for grandparents raising grandchildren:

https://www.aamft.org/Consumer_Updates/grandparents.aspx#:~:text=Generations%20United%3A%20Offers%20a%20variety,guide%20related%20to%20seeking%20services.

Grand Families

Online Resource

Online resource providing information and resources for grandparents and other kin raising children both within the child welfare system and outside of it. Visit their website for more information:

<https://www.grandfamilies.org/>

Guardianship/Conservatorship

Catholic Charities of Eastern Virginia

Hampton Roads Region

***Norfolk**

(757) 533-5217

***Chesapeake**

(757) 484-0703

***Newport News**

(757) 875-0060

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Provides guardianship/conservator services to those deemed incapacitated by the courts. This involves ongoing case management and monitoring of their needs and services. Call or visit their website for more information: <https://cceva.org/>

DARS Office of Aging Services	Various State Locations
*Main Number	(804) 662-9333

This office is in charge of the **public** guardianship program in the state of Virginia.

Portsmouth DSS Adult Services Unit	1701 High Street, Portsmouth
*Main Office	(757) 405-1800

Provides information on guardianships and receives yearly guardianship reports.

Virginia Legal Aid	Online Resource
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Provides information on Virginia laws pertaining to guardianship and conservatorship. <https://www.valegalaid.org/resource/adult-guardianship-and-conservatorship>

Head Start

Head Start	Various Portsmouth Locations
Cavalier Annex @ 404 Viking Street	(757) 392-2538
Cavalier Manor Center @ 1218 Cavalier Boulevard	(757) 673-8484
J.E. Parker Center @ 2430 Turnpike Road	(757) 337-8486
Portsmouth Center @ 3303 Airline Boulevard	(757) 673-0548
JFK Center @ 12 Grand Street	(757) 393-8583

Provides early childhood and pre-school program for low-income families up to age four. More information can be found at the Hampton Roads Community Action Program website:

<https://hrcapinc.org/directory/listing/head-start-early-head-start-early-childhood-development-andpreschool/>

Health Clinics

Bon Secours Care-a-Van	4700 George Washington Highway
*Main Office	(757) 899-5121

Free general medical services for those WITHOUT insurance. Visit their website or call the number for more information on receiving services: <https://www.bonsecours.com/locations/community-services/hamptonroads/care-a-van>

Chesapeake Care Clinic	2145 S. Military Highway, Chesapeake
*Main Office	(757) 545-5700

Offers dental and medical services to patients without insurance who qualify in the Hampton Roads region. Visit their website for more information: <https://www.chesapeakecare.org/>

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Hampton Roads Community Health Center	664 Lincoln Street
*Main Office	(757) 393-6363

Provides primary medical care and may be able to assist with transportation to appointments on Lincoln Street. Visit their website for more information: <https://www.hrhc.org/>

Portsmouth Health Department	1701 High Street
*Main Office	(757) 393-8585

Immunizations and travel vaccines available by appointment. Call or visit website for more information: <https://www.vdh.virginia.gov/portsmouth/clinical-services/>

Health Counseling & Education (see disease specific information for more resources)

Health Wellness and Information Center	601 Court Street
*Main Office	(757) 393-8501

The Health and Wellness Information Center (HWIC) is a place for everyone to find accurate information about their health concerns and get connected to health resources within the community. Consumer health information specialists are available Tuesdays and Thursdays from 2 - 5 pm to assist with any health-related questions. Books and other materials are available during normal library hours.

Portsmouth Department of Behavioral Health Services	1811 King Street
*Office	(757) 393-8618
*Central Intake	(757) 393-5357
*Emergency Services	(757) 393-8990

Provides mental illness prevention services including information, activities, and trainings in conflict management, mediation, and other life skills that prevent the onset of mental disabilities, substance abuse, HIV/AIDS and other sexually transmitted diseases. Call or visit website for more information: <https://www.portsmouthva.gov/149/Behavioral-Healthcare>

Portsmouth Health Department	1701 High Street
*Main Office	(757) 393-8585

The Portsmouth health department provides information on Childhood Lead Poisoning Prevention, Childhood Immunizations, Childhood Obesity Prevention, Maternal and Child Health, and Senior Health Education.

Health Insurance

Cover Virginia	Online Resource
*Main Office	(833) 522-5582

Provides information on how to obtain health insurance through Medicaid, FAMIS and the federal marketplace. Call or visit website for more information: <https://www.coverva.org/en>

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Healthcare.gov	Federal Resource
*Main Number	(800) 318-2596

National hub to apply for health insurance. Usually individuals need to apply during open enrollment, however life circumstances may allow individuals to apply during other times of year. Call or visit website for more information: <https://www.healthcare.gov/>

Virginia Commonhelp	Online Resource
*Medicaid application Number	(855) 242-8282

Apply online for Medicaid health insurance and other benefits at: commonhelp.virginia.gov

HIV/AIDS Services

ACCESS Aids	3309 Granby St, Norfolk
*Main Office	(757) 640-0929

Primary services include HIV medical case management, medication assistance, transportation services, permanent supportive housing and HIV prevention, education and testing. For more information visit their website: <http://lgbtlifecenter.org/>

Hampton Roads Community Health Center	664 Lincoln Street
*Main Office	(757) 393-6363

Provides primary medical care and may be able to assist with transportation to appointments on Lincoln Street. Visit their website for more information: <https://www.hrhc.org/>

Portsmouth Health Department	1701 High Street
*Main Office	(757) 393-8585

HIV testing available. Appointment required.

Urban League of Hampton Roads	7300 Newport Avenue, Suite 500, Norfolk
*Main Office	(757) 627-0864

Clients can access medical providers, receive confidential HIV testing, and be part of support groups. Call or visit website for more information: <https://ulhr.org/programs/health/>

Virginia HIV/AIDS Resource and Consultation Center	721 Fairfax Avenue, Suite 284, Norfolk
*Main Number	(757) 446-6170

Provides resources and consultations on prevention and education. More information can be found on these two websites: <http://www.vharcc.com/>,
https://www.evms.edu/community/community_training/hiv_aids_resource_center/

Home Ownership Assistance & Education

Catholic Charities of Eastern Virginia	Hampton Roads Region
*Norfolk	(757) 533-5217

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

***Chesapeake** (757) 484-0703

***Newport News** (757) 875-0060

Provides budget and credit counseling, first-time homebuyer counseling, foreclosure prevention services and financial education. See website for further details: <https://cceva.org/>

Habitat for Humanity 900 Tidewater Drive, Norfolk

***Main Office** (757) 640-0590

Has a program to house low-income individuals. Application can be found on their website:

<https://www.shrhabitat.org/>

US Department of Housing & Urban Development Federal Resource

***Housing Counselor** (800) 569-4287

Offers many different programs for accessing homeownership for low income families. https://www.hud.gov/topics/buying_a_home

Homeless (see also Shelters, Shower & Laundry)

Housing Crisis Hotline: Portsmouth (757) 966-2107

***Regional** (757) 227-5932

***Statewide** 211

Provides referrals and information on available services for persons/families experiencing homelessness and at risk of homelessness.

Hospice

Bon Secours Palliative Care 3636 High Street

***Main Office** (757) 398-2673

Provides palliative care services in Portsmouth. Call or visit their website for more information:

https://www.bonsecours.com/locations/specialty-locations/hospice-palliative-care/bon-secours-palliativecare-maryview-medical-center?utm_source=loclistings&utm_medium=organic&utm_content=website_link

Edmarc Hospice for Children 516 London Boulevard

***Main Office** (757) 967-9251

Offers home healthcare, hospice care, patient and family support, bereavement services, and counseling. Visit their website for more information: <https://edmarc.org/>

Freda H. Gordon Hospice and Palliative Care 5000 Corporate Woods Drive, Suite 500, Virginia Beach

***Main Office** (757) 321-2242

A non-profit providing hospice and palliative care services in the Hampton Roads area.

Kindred Hospice 5544 Greenwich Road, # 202, Virginia Beach

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

*Main Office	(757) 461-0600
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Providing Hospice care and counseling services. Call or visit website for more information:

<https://www.kindredhospice.com/>

Promedica Hospice	5041 Corporate Woods Drive, Suite 200, Virginia Beach
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*Main Office	(800) 375-2490
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Also known as Heartland Hospice. Call or visit website for more information:

<https://www.promedica-hospice.org/find-an-agency/promedica-hospice-virginia-beach/>

Hospital Care

Bon Secours of Hampton Roads	Various Locations
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3636 High Street, Portsmouth	(757) 398-2200
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5818 Harbour View Boulevard, Suffolk	(757) 673-5800
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2 Bernadine Drive, Newport News	(757) 886-6000
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Provides emergency and other health care services. Contact for more information.

Chesapeake Care Clinic	2145 S. Military Highway, Chesapeake
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*Main Office	(757) 545-5700
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Offers dental and medical services to patients without insurance who qualify in the Hampton Roads region. Visit their website for more information: <https://www.chesapeakecare.org/>

Chesapeake Regional Medical Center	736 N Battlefield Boulevard, Chesapeake
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*Main Office	(757) 312-6200
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Provides emergency care and other health care services. Call for more information.

Children's Hospital of the King's Daughter	601 Children's Lane, Norfolk
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*Main Office	(757) 668-7000
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Provides emergency and other health care services to children. Contact for further information.

CHIP of South Hampton Roads	1302 Jefferson Street, Chesapeake
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*Main office	(757) 543-1900
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CHIP provides services in Hampton Roads for children through age six and expectant mothers in the focus areas of health improvement, school readiness and self-sufficiency. Families benefit from the guidance of both a Nurse and certified Parent Educator who meet with them at their home. Call or visit their website for more information: <https://www.chipshr.org/>

Sentara of Hampton Roads	Various Locations
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3920 Bridge Road, Suffolk	(757) 983-0040
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600 Gresham Drive, Norfolk	(757) 388-3551
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Provides emergency and other health care services. Call for more information.

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Housing (see also Shelter, Foreclosure, Home Ownership)

Effingham Plaza	715 Madison Street
*Main Office	(757) 393-4757

HUD subsidized housing for older adults. Has one or two bedroom apartments.

Endeppence Center	6300 East Virginia Boulevard, Norfolk
*Main Office	(757) 461-8007

Provides resources for those with disabilities seeking housing. Call or visit website for more information:
<https://endeppence.org/services/housing/>

Housing Authorities	Various Locations
*Portsmouth, 3116 South Street	(757) 399-5261
*Chesapeake, 1468 S Military Highway	(757) 523-0401
*Suffolk, 530 E Pinner Street	(757) 539-2100
*Hampton, 1 Franklin Street	(757) 727-6337
*Norfolk, 555 E Main Street	(757) 623-1111
*Newport News, 227 27th Street	(757) 928-2620
*Virginia Beach, 2424 Courthouse Drive, #18A	(757) 385-5750

Dependent upon the city, also offers housing vouchers and affordable housing information to those who are eligible based on their income. Call for further information.

Low Income Housing	Online Resource
Provides a list of low income housing available in your area.	
Visit website for listings: https://www.lowincomehousing.us/VA/portsmouth.html	

Immunization

Hampton Roads Community Health Center	664 Lincoln Street
*Main Office	(757) 393-6363

Provides primary medical care, behavioral health, and dental care services. May be able to assist with transportation to appointments on Lincoln Street. Accepts Medicaid and Medicare and offers sliding fee scale for uninsured patients. Visit their website for more information: <https://www.hrhc.org/>

Portsmouth Health Department	1701 High Street
*Main Office	(757) 393-8585

Immunizations and travel vaccines available by appointment. Call or visit website for more information:
<https://www.vdh.virginia.gov/portsmouth/clinical-services/>

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Insurance (see also Health Insurance)

Jail

Friends of the Portsmouth Juvenile Court	1345 Court Street, Suite 1624
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*Main Office	(757) 397-2799
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Friends of the Portsmouth Juvenile Court offers programs to support families and youth transitioning through the juvenile justice and child welfare systems. Call or visit their website for more information: <https://fopjc.org/>

Hampton Roads Regional Jail	2690 Elmhurst Lane
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*Main Office	(757) 488-7500
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The Hampton Roads Regional Jail opened in March 1998 and has been in continuous operation since that time. The five member jurisdictions choose which inmates are sent to the Regional Jail and to a great extent they are inmates with medical, mental health, or disciplinary problems. More information can be found at their website: <https://hrrj.org/>

Other Local Jails	Various Locations
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Hampton Correctional Facility, 1928 Pembroke Avenue	(757) 488-7500
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Newport News City Jail, 224 26th Street	(757) 926-8535
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Norfolk City Jail, PO Box 2811	(757) 664-4951
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Norfolk Juvenile Detention Center, 1260 Security Lane	(757) 441-5667
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Virginia Beach City Jail, 2501 James Madison Drive	(757) 385-4555
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Western Tidewater regional Jail, 2402 Godwin Street, Suffolk	(757) 539-3119
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Portsmouth City Jail	701 Crawford Street
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*Main Office	(757) 393-8210
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Visitation guidelines can be found online: <https://www.portsmouthva.gov/368/Inmate-Information>

Virginia Cares	2708 Chestnut Avenue, Newport News
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*Main Office	(757) 245-2103
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A re-entry program for ex-offenders and their families. Virginia CARES provides one-on-one counseling with ex-offenders and their families to help ex-offenders transition back into their communities. Call or visit their website for more information: <https://hrcapinc.org/directory/listing/virginia-cares-re-entry-program/>

Kidney

Hampton Roads Community Health Center	664 Lincoln Street
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*Main Office	(757) 393-6363
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Provides primary medical care and may be able to assist with transportation to appointments on Lincoln Street. Visit their website for more information: <https://www.hrhc.org/>

US Department of Veterans Affairs	Various Locations
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*Main Office	(800) 698-2411
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Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Provides resources for qualified Veterans.

Legal Services

Legal Aid Society of Eastern Virginia

125 St Pauls Boulevard, #400, Norfolk

***Main Office**

(757) 827-5078

Provides free legal services on civil matters to qualified Virginia residents. Individuals can apply online or by calling the central intake number above. Visit website for more information: <https://www.laseva.org/>

Leukemia & Lymphoma

Leukemia and Lymphoma Society

Charlotte, NC

***Main Number**

(919) 367-4100

A national non-profit organization providing support and resources for those with blood cancers. The Local chapter's contact information is listed above. For more information call or visit their website at: <https://www.lls.org/nc-va>

LGBTQ Services

Hampton Roads Pride

Norfolk

***Main Office**

(833) 833-4700

Has an online resource list for LGBTQ individuals living in Hampton Roads: <https://hamptonroadspride.org/resources/>

LGBT Life Center

247 W 25th Street, Norfolk

***Main Office**

(757) 640-0929

Provides resources and support to live a healthy, connected LGBT life. Call or visit website for more information: <https://lgbtlifecenter.org/>

Virginia Sexual and Domestic Violence Action Alliance

1118 West Main Street, Richmond

***LGBTQ DV Hotline**

(866) 356-6998

***LGBTQ DV Text line**

(804) 793-9999

The LGBTQ Partner Abuse and Sexual Assault Helpline provides a free and confidential 24/7/365 service for lesbian, gay, bisexual, trans, and queer or questioning callers looking for information or help regarding intimate partner abuse, sexual assault, and stalking for Virginia callers. A web-chat hotline is also available at: <http://www.vadata.org/chat/>

Libraries

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Library and Resource Center for the Blind and Visually Impaired	395 Azalea Avenue, Richmond
*Main Office	(804) 371-3661

Works in affiliation with the library system of Virginia Beach to provide print disabled individuals with access to the 80,000 titles in their collection of recorded cassettes, books in braille, descriptive movies and more. Resource services are also offered to blind and vision impaired students K-12, school divisions and teachers in the Commonwealth. Due to COVID services are currently only being offered through the mail. Call to verify availability before going to their location. Visit their website for more information:
https://www.vdbvi.org/library_resourcecenter.htm

Portsmouth Public Libraries	Various Locations
*Main Branch, 601 Court Street	(757) 393-8501
*Churchland Branch, 4934 High Street	(757) 686-2538
Manor Branch, 1401 Elmhurst Lane	(757) 465-2916
Cradock Branch, 28 Prospect Parkway	(757) 393-8759

Resources and activities available for community members. Call or visit the website for more information:
<https://www.portsmouthpubliclibrary.org/>

Medicaid & Medicare

CommonHelp Virginia	Online Resource
*Medicaid Application number	(855) 242-8282

Online hub to apply for state benefits including Medicaid. Call or visit their website to apply:
<https://commonhelp.virginia.gov/>

Medicare.gov	Online Resource
*Help Line	(800) 633-4277

Medicare can be applied for starting three months before your 65th birthday and ending three months after. Applications can be completed online. Medicare Part A is free, but there is a co-pay for Parts B and D. Call or visit their website for more information about coverage options and enrollment periods:
<https://www.medicare.gov/>

Portsmouth Department of Social Services	1701 High Street, Portsmouth
*Main Office	(757) 405-1800

Paper copies of the Medicaid application can be picked up and submitted at the Portsmouth DSS. Applications may also be mailed or faxed.

Medical Equipment

Access Partnership	1616 Centerville Turnpike, Suite 212, Virginia Beach
*Main Office	(757) 502-7400

Access Partnership is a nonprofit community collaboration focused on improving access to health care for financially disadvantaged adults in Hampton Roads. The Donated Medical Supplies & Equipment program

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

accepts new or gently used items that are in good working condition which are donated to individuals in need of such items. Call or visit their website for more information: <http://accesspartnership.org/>

disAbility Law Center of Virginia **1512 Willow Lawn Drive, Suite 100, Richmond**
***Main Office** **(804) 225-2042**

The Assistive Technology Program assists individuals with disabilities seeking access to assistive technology devices and services, with emphasis on obtaining funding from vocational rehabilitation and special education providers, and Medicaid or Medicare. Assistive technology is any device, adaptive equipment, or service which enables people with disabilities to accomplish a task that would otherwise not be possible. Call or visit their website for more information: <https://www.dlcva.org/>

Foundation for Rehabilitation Equipment and Endowment **5624 Princess Anne Road, Virginia Beach**
***Main Office** **(757) 771-6183**

FREE is a nonprofit that provides mobility rehabilitation equipment to help people regain their mobility and independence. Collects, sanitizes, repairs and gifts donated mobility equipment to uninsured and underinsured adults in Virginia. Call or visit their website for more information: <https://www.free-foundation.org/>

SMILE **101 West Main Street, Suite 7000, Norfolk**
***Main Office** **(757) 333-1219**

Providing assistive and adaptive equipment to children with life-threatening medical conditions. Items such hearing aids, wheelchair lifts, therapeutic tricycles, and much more. Call or visit their website for more information: <https://www.smileasier.org/>

Medication Services

Bon Secours Maryview Foundation Healthcare Center **3636 High Street**
***Office** **(757) 889-5900**

Provides medication, when available, to those without insurance in Portsmouth.

Hampton Roads Community Health Center **664 Lincoln Street**
***Main Office** **(757) 393-6363**

Provides primary medical care and may be able to assist with transportation to appointments on Lincoln Street. May also be able to assist with medications. Call or visit their website for more information: <https://www.hrhc.org/>

Portsmouth Department of Behavioral Health Services **1811 King Street**
***Office** **(757) 393-8618**
***Central Intake** **(757) 393-5357**
***Emergency Services** **(757) 393-8990**

Medication services are available only for clients on a community waiver as part of case management services.

Senior Services of Southeastern Virginia **2551 Eltham Avenue, Suite Q, Norfolk**
***Main Office** **(757) 461-1068**

SSSEV provides various medication services to older adults. **Prescription Drug Assistance:** a free service provided by SSSEV to pair an older adult with a Medicare benefits counselor to assist with prescription drug coverage and access to prescription assistance programs. **Diabetes Self-Management Classes:** Six week workshop that teaches those with diabetes how to manage their condition including how to take medications

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

properly. **Care Transitions:** Provides a coach for individuals who are transitioning from the hospital (current partnership is with three Sentara hospitals), coach provides various supports including how to manage medications. **Senior Companion Program:** Volunteer companions may be able to remind clients about medications, however they cannot distribute medications.

Virginia Medication Assistance Program	Statewide Program
*Medication Eligibility Hotline	(855) 362-0658

The Virginia (VA) Medication Assistance Program (MAP) provides access to life-saving medications for the treatment of HIV and related illnesses for low-income clients through the provision of medications or through assistance with insurance premiums and medication co-payments. Call or visit website for eligibility information and to enroll in the program: <https://www.vdh.virginia.gov/disease-prevention/vamap/>

Mental Health

Outpatient

Catholic Charities of Eastern Virginia	Hampton Roads Region
*Norfolk	(757) 533-5217
*Chesapeake	(757) 484-0703
*Newport News	(757) 875-0060

Provides mental health counseling, family engagement services, and other services to those living in the Hampton Roads region. Call or visit website for further details: <https://cceva.org/>

Kaleidoscope Counseling & Case Management	1712 Airline Boulevard
*Main Office	(757) 535-9153

Provides evidenced based Intensive In-Home counseling to individuals ages 5 up to 21 that are at high risk of being removed from the home, either because they have experienced abuse or neglect or because they are experiencing significant behavioral or emotional stressors. Call or visit their website for more information: <https://www.kscova.com/>

Portsmouth Department of Behavioral Healthcare Services	1811 King Street
*Office	(757) 393-8618
*Central Intake	(757) 393-5357
*Emergency Services/Crisis Hotline	(757) 393-8990

Behavioral health services offers a myriad of programs and services to those with mental health conditions and disabilities including a Same Day Access clinic operated on a sliding fee scale for those without insurance. The same day access clinic is open Mon-Thurs from 8:30 to 2:30 and is available on a walk-in basis.

The Up Center	Various Locations
*1805 Airline Boulevard, Portsmouth	(757) 397-2121
*222 West 19th Street, Norfolk	(757) 622-7017
*109 South Clay Street, Suffolk	(757) 965-8663

Provides outpatient mental health counseling, community based mental health services, a military family clinic supporting post 9/11 Veterans, and substance use counseling. Call or visit their website for more information: <https://www.theupcenter.org/>

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Virginia Beach Psychiatric Center **1100 First Colonial Road, Virginia Beach**

***Main Office** **(757) 496-6000**

Provides day treatment for those with mental health or chemical dependency issues who are stable enough to live at home during treatment. Call or visit website for more information: <https://vbpcweb.com/>

Western Tidewater Community Services Board **Suffolk**

***Emergency Line** **(757) 925-2484**

They provide services to those in recovery from substance abuse and mental health issues as well as Veterans and those with intellectual disabilities. Call or visit website with more information: <https://www.wtcsb.org/>

Inpatient

The Barry Robinson Center **443 Kempsville Road, Norfolk**

***Main Office** **(800) 221-1992**

Provides residential treatment for youth. Call or visit their website for more information: <https://www.barryrobinson.org/>

Eastern State Hospital **4601 Ironbound Road, Williamsburg**

***Main Office** **(757) 253-5161**

Psychiatric hospital for adults. Medical care, psychiatric treatment, supportive services and counseling for mentally ill adults. Treatment services include diagnostic procedures, psychological testing and therapeutic modalities. Provides referrals to patients who are ready to leave the treatment center. Call or visit their website for more information: <https://esh.dbhds.virginia.gov/>

Harbor Point Behavioral Health Center **301 Fort Lane**

***Main Office** **(757) 393-0061**

Residential treatment services for children and adolescents between the ages of 6 - 17 at the time of admission who are experiencing mental health and behavioral health issues. Call or visit their website for more information: <https://harborpointbhc.com/>

Virginia Beach Psychiatric Center **1100 First Colonial Road, Virginia Beach**

***Main Office** **(757) 496-6000**

***Intake** **(757) 496-3500**

Provides acute in-patient treatment for adult patients with emotional disorders and psychiatric illnesses. Referral and assessment center is available 24/7 for no-cost assessments.

Mentoring

Big Brothers/Big Sisters of Hampton Roads **500 East Main Street, Norfolk**

***Main Office** **(757) 392-5115**

Big Brothers Big Sisters makes meaningful, professionally supported matches between adult volunteers ("Bigs") and children ("Littles"), ages 6 through young adulthood. Hampton Roads BB/BG also runs a community-based

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

mentoring for military youth. Call or visit their website for more information on mentoring or signing up to be a mentee: <https://www.bigbrobigsis.com/>

Boys and Girls Club of Southeast Virginia	Various Locations
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*Main Number	(757) 853-5632
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5905 Portsmouth Boulevard, Portsmouth	(757) 967-8361
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Provides diverse activities that meets the interests of youth. Five core program areas of the club are character and leadership; education and career development; the arts; health and life skills; and sports, recreation and fitness. Call or visit their website for more information: <https://www.bgcseva.org/portsmouthclub>

Seton Youth Shelters	Virginia Beach
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*Hotline	(757) 498-4357
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*Office	(757) 925-5795
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Offers mentoring services and shelter to youth 9-17 in crisis. Call or visit their website for more information: <https://setonyouthshelters.org/>

The Up Center	Various Locations
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*1805 Airline Boulevard, Portsmouth	(757) 397-2121
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*222 West 19 th Street, Norfolk	(757) 622-7017
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*109 South Clay Street, Suffolk	(757) 965-8663
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Operates the Team Up Mentoring Program which pairs a youth aged 6-17 with an adult mentor who commits to spend several hours per week with the child for a period of at least one year. Call or visit their website for more information: <https://www.theupcenter.org/>

Military

First Baptist Church	312 Kempsville Road, Norfolk
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*Main Office	(757) 461-3226
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Provides several ministries to military members and their families including Military Wives Fellowship, a Deployment Ministry and Supporting Family Readiness Groups. Call or visit their website for more information: <https://www.firstnorfolk.org/>

Military.com	Online Resource
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Provides information on all military branches as well as benefits offered to military members and veterans. Visit website for more information: <https://www.military.com/>

STOP Organization	5700 Thurston Avenue, Suite 101
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*Main Office	(757) 858-1360
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Provide eligible Veteran families with outreach, case management, and assistance in obtaining VA and other benefits, which may include: - Health care services - Daily living services - Personal financial planning services - Transportation services - Fiduciary and payee services - Legal services - Child care services - Housing counseling services In addition, grantees may also provide time-limited payments to third parties (e.g., landlords, utility companies, moving companies, and licensed child care providers) if these payments help Veterans' families stay in or acquire permanent housing on a sustainable basis. Call or visit their website for more information: <https://www.stopinc.org/>

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

US Department of Veterans Affairs	Various Locations
*Main Office	(800) 698-2411
*Hotline Number	(800) 273-8255

Assists Veterans with accessing benefits. Call or visit website for more information: <https://www.va.gov/>

USO Transition Program	Naval Station Norfolk Building J50 Annex, 3rd floor, Norfolk
*Main Office	(757) 395-4270

The USO Transition Program creates custom transition action plans for transitioning service members and military spouses and connects them to local and national resources level resources that will enable them to pursue the transition vision and goals that they have for themselves. Call or visit their website for more information: <https://www.uso.org/programs/uso-pathfinder-transition-program>

Western Tidewater Community Services Board	7025 Harbour View Boulevard, Suite 119, Suffolk
*Main Office	(757) 966-2805

Provides a program that focuses on empowering transitioning military service members to take an active role in working through anticipated or unexpected barriers, social and economic issues, goals and finding solutions to those barriers that might lead to mental, physical, and social problems as a result of transitioning from the military. Call or visit their website for more information: <https://www.wtcsb.org/>

Multiple Sclerosis

National Multiple Sclerosis Society	National Organization
*Main Office	(800) 344-4867

Provides resources, including support groups, for those with MS. Call or visit website for more information: <https://www.nationalmssociety.org/Chapters/VAR>

Multiple Sclerosis Center of Tidewater	6161 Kempsville Circle, Norfolk
*Main Office	(757) 461-5400

Provides many resources including treatment options, local physicians and treatment, research trials and more. Call or visit their website for more information: <https://www.mscentertidewater.com/>

Muscular Dystrophy

Muscular Dystrophy Association	(800) 572-1717
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Provides a specialized staff to help those with neuromuscular diseases to understand, manage and live daily with their disease. Local activities are also available. Visit their website for more information: <https://www.mda.org/>

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Nutrition (see also food pantries)

Hampton Roads Community Health Center

664 Lincoln Street

***Main Office**

(757) 393-6363

Provides primary medical care including diet and nutrition assistance. May be able to assist with transportation to appointments on Lincoln Street. Visit their website for more information: <https://www.hrhc.org/>

Portsmouth Department of Social Services

1701 High Street, Portsmouth

Hours: 8am-5pm Monday to Friday

Contact: (757) 405-1800

SNAP benefits can be applied for at the PDSS. They also have an active food pantry that offers a one day emergency supply of food to Portsmouth residents in need.

Virginia Cooperative Extension

105 Utah Street, 101 Hutcheson Hall

***Main Office**

(757) 393-5179

Virginia Cooperative Extension's credible experts and educators share university knowledge, information, and tools you can use every day to improve your life. To enable people to improve their lives through an education process that uses scientific knowledge focused on issues and needs. Building on the strength of agriculture, natural resources, family and community heritage, they enable people to shape their futures through research based educational programs. Provides research based information through a system of campus and locally based educators. Various classes are offered online and in-person. Call or visit website for more information:

<https://portsmouth.ext.vt.edu/>

WIC

1701 High Street

***Main Office**

(757) 393-5340

Provides nutrition education, breastfeeding promotion and support, supplemental nutritious foods, and counseling at WIC clinics, screening and referrals to other health, welfare, and social services. Call or visit website for more information: <https://www.vdh.virginia.gov/portsmouth/wic-services/>

Parenting/Parent Support (See also Babies, Baby Care, Pregnancy & Prenatal Services)

Catholic Charities of Eastern Virginia

Hampton Roads Region

***Norfolk**

(757) 533-5217

***Chesapeake**

(757) 484-0703

***Newport News**

(757) 875-0060

Provides assistance with adoption and child planning as well as educational workshops covering parenting, anger management, intervention and more. See website for further details: <https://cceva.org/>

Children's Health Investment Program of South Hampton Roads

1302 Jefferson Street, Chesapeake

***Main Office**

(757) 543-9100

The CHIP program is a home visiting program that assist parents in with young children learn skills needed to lay the foundation for the health, academic and workplace success of their children.

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Hampton Roads Parenting Education Network	Online Resource
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*Main Number	(757) 668-9304
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Children's Hospital of the King's Daughter hosts a database of local parenting classes as well as offering their own listing of parenting classes. Call or visit their website for more information: <https://www.chkd.org/HRPEN/>

Portsmouth Department of Social Services	1701 High Street, Portsmouth
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Hours: 8am-5pm Monday to Friday	Contact: (757) 405-1800
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The PDSS sponsors a fatherhood mentoring program focused on 'helping males become better men and better fathers' by focusing on helping fathers with the legal aspects of child support, personal development, life management, parenting skills, and mental health and employment. Call for more information.

Rapid-Cycle Impact Project/2 Gen	1919 Commerce Drive, Suite 100, Hampton
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*Main Office	(757) 964-9214
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The program offers parenting classes, adult education and workforce training and placement, financial empowerment and more. Call or visit their website for more information: <https://hrcapinc.org/directory/listing/rapid-cycle-impact-project/>

Seton Youth Shelters	Virginia Beach
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*Hotline	(757) 498-4357
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*Office	(757) 925-5795
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Offers a parent education course for parents of teenagers. Visit them at their website for more information: <https://setonyouthshelters.org/>

Tidewater Parents of Multiples	Online Resource
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Contact by email and website only. Offers parents and expectant parents of multiples with support groups and other resources. Visit website or Facebook page for more information: <http://tpomc.org/index.html> , <https://www.facebook.com/tidewaterparentsofmultiples/>

The Up Center	Various Locations
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*1805 Airline Boulevard, Portsmouth	(757) 397-2121
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*222 West 19th Street, Norfolk	(757) 622-7017
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*109 South Clay Street, Suffolk	(757) 965-8663
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Offers a range of parenting education and support services. Call or visit their website for more information: <https://www.theupcenter.org/>

YMCA Parents Time Out	Various Location
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YMCA members get one free three hour child care session per month. The goal of this program is to allow parents a break. The cost is \$10 per session after the free use. Visit website for location and sign-up information: <https://www.ymcashr.org/programs/child-care-camps/parents-time-out>

Parks & Recreation

Portsmouth Department of Parks, Recreation and Tourism	801 Crawford Street
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*Main Office	(757) 393-8481
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The Portsmouth department of parks, recreation and tourism runs a number of programs and recreation centers for individuals of all ages including the Senior Station, Portsmouth Sportsplex, Cavalier Manor and

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

others. Call or visit their website for more information on how to utilize these services:
<https://portsmouthparks.com/>

Pregnancy/Prenatal Services (see also Babies/Baby Care)

Birthright of Norfolk **4101 Granby Street, Suite 201, Norfolk**

***Main Office** **(757) 489-0222**

***Helpline for Birthright International** **1(800) 550-4900**

Provides services and supports for the challenges of unplanned pregnancies including pregnancy testing, medical, housing and counseling referrals as well as maternity and baby items.

Bon Secours Hampton Roads **3636 High Street**

***Main Office** **(757) 398-2200**

Offers maternity and postpartum support including birthing classes, breastfeeding education, mental health resources, doula-trained nurses and other services.

Catholic Charities of Eastern Virginia **Hampton Roads Region**

***Norfolk** **(757) 533-5217**

***Chesapeake** **(757) 484-0703**

***Newport News** **(757) 875-0060**

Offers services to pregnant women, families and adoptive parents. Offers education and classes as well as free diapers and baby supplies when available. Visit their website for more information: <https://cceva.org/services/>

The Keim Centers **4224 Portsmouth Boulevard**

***Main Office** **(757) 260-5561**

Offers pregnancy and abortion consultations. Provides pregnancy testing and ultrasounds. Visit their website for more information: <https://keimcenters.com/portsmouth-va/>

Loving Steps **855 W. Brambleton Avenue, Norfolk**

***Main Office** **(757) 407-0897**

Loving Steps is a program hosted by EVMS with the mission to eliminate significant disparities in perinatal health experienced by African American women and their families. More information can be found at their website: https://www.evms.edu/community/community_health_initiatives/virginia_healthy_start_initiative_loving_steps/

Planned Parenthood **515 Newtown Road, Virginia Beach**

***Main Office** **(757) 499-7526**

Offers family planning services including abortions services, pregnancy testing and other services.

WIC **1701 High Street**

***Main Office** **(757) 393-5340**

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Provides nutrition education, breastfeeding promotion and support, supplemental nutritious foods, and counseling at WIC clinics, screening and referrals to other health, welfare, and social services. Call or visit website for more information: <https://www.vdh.virginia.gov/portsmouth/wic-services/>

Reading (see Libraries and Education)

Representative Payee

Catholic Charities of Eastern Virginia	Hampton Roads Region
*Norfolk	(757) 533-5217
*Chesapeake	(757) 484-0703
*Newport News	(757) 875-0060

Provides representative payee services to those at risk due to inability to manage their financial affairs. See website for further details: <https://cceva.org/>

Social Security Administration	1-800-772-1213
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Answers any questions regarding representative payees. Call or visit website for more information: <https://www.ssa.gov/>

The Up Center	Various Locations
*1805 Airline Boulevard, Portsmouth	(757) 397-2121
*222 West 19th Street, Norfolk	(757) 622-7017
*109 South Clay Street, Suffolk	(757) 965-8663

Can be payee for social security payments. Call or visit their website for additional information: <https://www.theupcenter.org/>

Runaway/Disconnected Youth (see also Shelters, Shower & Laundry)

Hampton Roads Stand up For Kids	Virginia
Beach	
*Hotline	(888) 365-4543
*Main Office	(757) 818-4901

Stand Up for Kids serves homeless youth age 24 and under and their dependents. Their services include a drop-in center, a street outreach program and a high school mentoring initiative. Call or visit their website for more information: <https://www.standupforkids.org/hamptonroads>

Seton Youth Shelters	Virginia Beach
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Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

***Hotline** (757) 498-4357

***Office** (757) 925-

5795 Shelter and Support Services to youth 9-17 in crisis. Visit them at their website for more information:

<https://setonyouthshelters.org/>

The Up Center Various Locations

***1805 Airline Boulevard, Portsmouth** (757) 397-2121

***222 West 19th Street, Norfolk** (757) 622-7017

***109 South Clay Street, Suffolk** (757) 965-8663

Provides in-home youth counseling to those who are at-risk of being removed from their home and those transitioning back home. Call or visit their website for additional information: <https://www.theupcenter.org/>

School Resources (see also Education)

Hampton Roads Community Foundation 101 W Main Street, Suite #4500, Norfolk

***Main Office** (757) 622-7951

Offers a number of scholarships for local students pursuing both undergraduate and graduate degrees. Visit website to learn what scholarships are offered and how to apply: <https://hamptonroadscf.org/>

Federal Student Aid Online Resource

Provides information on how to pay for college including info on scholarships and federal programs. Visit website for more information: <https://studentaid.gov/>

Scholarships.com Online Resource

Provides scholarship directory to the college of your choice and by degree program and other categories. Visit website for more information: <https://www.scholarships.com/>

Senior Citizen Care

AARP Foundation 500 E Plume Street, Unit 501, Norfolk

***Main Office** (757) 625-7001

Operates Senior Community Service Employment Program as well as other employment programs for older adults, age 55 or older.

Beazley Senior Center 268 Owens Street

***Main Office** (757) 399-8156

Beazley Senior Center offers classes in dance, ceramics, Tai Chi, art, etc., and holds regularly scheduled programs such as bingo, woodcarving, movies and exercise, etc. It is a place where seniors can socialize, be active and creative, relax and have fun. Call or visit their website for more information:

<https://beazleyseniorcenter.org/>

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Catholic Charities of Eastern Virginia**Hampton Roads Region*****Norfolk** (757) 533-5217***Chesapeake** (757) 484-0703***Newport News** (757) 875-0060Provides assistance with adoption and child planning. See website for further details: <https://cceva.org/>**CommonHelp****Online Resource**Online hub to apply for state benefits including Medicaid, SNAP and more. <https://commonhelp.virginia.gov/>**InnovAge****Newport News*****Main office** (844) 460-2764Runs the PACE program funded through Medicaid and Medicare. Offers care management and day services to seniors over age 55 who would otherwise be placed in a nursing facility. Call or visit their website for more information: <https://www.innovage.com/locations/virginia>. Information can also be found through the Department of Medical Assistance Services at (804) 225-4222.**Modivcare Transportation****Online Resource**Provides rides for those with Medicaid to and from appointments. Visit website to learn more: <https://www.modivcare.com/> If in a managed care plan call the number on the back of your card before reaching out to Modivcare.**Portsmouth Department of Social Services****1701 High Street*****Main Office** (757) 405-1800

PDSS Intake Unit provides screenings for the Medicaid CCC+ waiver (sometimes called a UAI or LTSS screening) which funds long-term care services for qualified applicants. The screening is free, however the individual MUST qualify and receive Medicaid prior to service being initiated. Applicants should concurrently apply for Medicaid and schedule their screening. Call the intake unit for more information.

Portsmouth Senior Station**3500 Clifford Street*****Main Office** (757) 391-3241Senior center run through the Department of Parks, recreation and Tourism. Call or visit their website for more information: <https://portsmouthparks.com/243/Senior-Station>**Portsmouth Sheriff's Office****206 High Street, Portsmouth*****Main Office** (757) 393-5300Portsmouth Sheriff's office offers a number of programs to help the elderly including the **Project Lifesaver**: A rescue and recovery program used to assist law officers and trained professionals in locating missing individuals with Alzheimer's, Autism or other related disabilities. **Ramp Building**: they will build wheelchair ramps for the elderly and disabled (materials not provided). Contact the Portsmouth Sheriff's Office for more information and other services offered.**Senior Services of Southeastern Virginia****2551 Eltham Avenue, Suite Q, Norfolk*****Main Office** (757) 461-1068Provides many services for older adults. For more information call or visit their website: <https://www.ssseva.org>**Portsmouth Department of Social Services**

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

State Long-term Care Ombudsman Program	(800) 552-3402
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Serves as an advocate for older adults by investigating and helping resolve issues involving family of care, quality of life and residents' rights in Adult Care Facilities, Nursing Facilities and Home Health Services in Longterm care settings.

Social Security Administration	1-800-772-1213
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Answers any questions regarding Social Security. Call or visit website for more information:
<https://www.ssa.gov/>

In-Home Care Services

A Place For Mom	Online Resource
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A website that compares prices of local facilities. Visit website for more information:
<https://www.aplaceformom.com>

Care.com	Online Resources
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Online database of care providers including in-home care providers. Visit website for more information:
<https://www.care.com/home-care-agencies/portsmouth-va>

Public Partnership	National Resource
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*Main Office	(855) 243-8775
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Allows individuals on Medicaid CCC+ waiver to hire friends or family members as their care worker. Call or visit website for more information: <https://www.publicpartnerships.com/>

Residential Assisted Living Facilities

A Place For Mom	Online Resource
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A website that compares prices of local facilities. Visit website for more information:
<https://www.aplaceformom.com>

Bell's Residential Adult Care	1535 Marshall Avenue, Portsmouth
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*Main Office	(757) 398-0605
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Adult care center in Portsmouth. Call for more information.

Care.com	Online Resources
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Online database of care providers including in-home care providers. Visit website for more information:
<https://www.care.com/home-care-agencies/portsmouth-va>

Commonwealth Senior Living	Various Locations
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*Churchland House (Portsmouth)	(757) 483-1780
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*Georgian Manner (Chesapeake)	(757) 436-9618
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Offers independent living, assisted living, and a memory care unit. Call or visit website for more information:
<https://www.commonwealthsl.com/>

Emily Green Shores	500 Westmoreland Avenue
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*Main Office	(757) 399-3442
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Portsmouth Department of Social Services

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Assisted living facility- clients must be ambulatory. Call or visit website for more information:
<https://www.emilygreenhores.com/portsmouth-virginia-assisted-living.php>

Lillian's Loving Care	3736 Turnpike Road
*Main Office	(757) 393-9241

Assisted living facility. Call for more information.

Mayfair House	901 Enterprise Way
*Main Office	(757) 397-3411

Offers assisted living care. Call or visit website for more information: <https://www.mayfairhouseal.com/>

Sexually Transmitted Diseases

Portsmouth Health Department	1701 High Street
*Main Office	(757) 393-8585

HIV and other STI testing available. Appointment required for HIV clinic, walk-ins available for other STI testing.
 Call or visit their website for more information: <https://www.vdh.virginia.gov/portsmouth/>

Shelter

For Kids	Chesapeake and Suffolk
*Hotline	(757) 587-4202
*Office	(757) 622-6400

Emergency shelter for Families with Children. Emergency shelter and case management services available.

Housing Crisis Hotline: Portsmouth	(757) 966-2107
*Regional	(757) 227-5932
*Statewide	211

Provide crisis assistance through referral to local shelters.

Homeless and Emergency Response (HER) Shelter	Portsmouth
*Crisis Hotline	(757) 485-3384
*General Information	(757) 485-1073

Provides emergency shelter, intervention, and counseling to victims of domestic violence and those that are homeless. Visit them at: hershelter.com

Judeo-Christian Outreach Center	104 N Witchduck Rd, Virginia Beach
*Office	(757) 491-2846

Shelter for Single Adults. Must call Regional Housing Crisis Hotline # 757-227-5932, for a referral to their agency.

Mercy Drops: Men's Transformation Program	Portsmouth
*Office	(757) 967-7599

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Faith-based housing program for men aged 18-59 who are struggling with addiction and other life-controlling problems.

Portsmouth Area Resource Coalition	Portsmouth
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*Main Office	(757) 966-2107
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Provides emergency shelter, transitional housing, rapid re-housing and permanent supportive housing with clinical support services for homeless families in Portsmouth. Call or visit website for more information:

www.parcinc.org

Portsmouth Department of Behavioral Healthcare Services	Portsmouth
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*Office	(757) 393-8618
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*Central Intake	(757) 393-5357
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*Emergency Services	(757) 393-8990
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Operates the Shelter Plus Care Program, which that provides rental subsidies and necessary supports to those individuals who are homeless with a disability (mental health, substance abuse and/or AIDS). Call or visit website for more information: <https://www.portsmouthva.gov/149/Behavioral-Healthcare>

Portsmouth Volunteers for the Homeless	800 Williamsburg Ave, Portsmouth
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*Office	(757) 399-0200
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Shelter for single individuals. Must complete intake screening prior to receiving services. Shower and laundry available Mon-Fri.

Salvation Army Men's Shelter	203 W 19th St, Norfolk
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*Office	(757) 622-7275
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Shelter for single Men. Must present Valid ID and arrive before 6pm. Day services available 9-2, including laundry and shower.

Samaritan House	Virginia Beach
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*Crisis Hotline	(757) 430-2120
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*Office	(757) 631-0710
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Provides shelter and other services for victims of domestic violence and their children.

Seton Youth Shelters	Virginia Beach
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*Hotline	(757) 498-4357
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*Office	(757) 925-5795
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Shelter and Support Services to youth 9-17 in crisis. Visit them at their website for more information:

<https://setonyouthshelters.org/>

Union Mission Ministries	Norfolk
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*Office	(757) 627-8686
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Provides emergency shelter to single men (ext. 200), single women (ext. 354) and women with children (ext. 335).

YWCA Southampton Roads Domestic Violence Shelter	Norfolk
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*Crisis Hotline	(757) 622-4300
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*Office	(757) 623-2115
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Portsmouth Department of Social Services

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Offers comprehensive support services for victims of domestic violence/sexual assault. Visit their website at <https://www.ywca-shr.org/> for more information, or call the crisis hotline if in need of assistance.

Shower & Laundry

Four Oaks Day Services **7401 Warwick Blvd, Newport News**

***Office** **(757) 975-5200**

Day services available from 7am-5pm daily including shower and laundry facilities. Other case management services available.

Portsmouth Volunteers for the Homeless **800 Williamsburg Ave, Portsmouth**

***Office** **(757) 399-0200**

Shower and laundry available Mon-Fri. Hours changed during COVID. Call for availability.

Salvation Army Men's Shelter **203 W 19th St, Norfolk**

***Office** **(757) 622-7275**

Day services available 9-2, including laundry and shower.

Social Security

Social Security Administration **1-800-772-1213**

Answers any questions regarding social security and its services. Call or visit website for more information: <https://www.ssa.gov/>

Social Services

Portsmouth Department of Social Services **1701 High Street**

***Main Office** **(757) 405-1800**

Adult Services

***Adult Protective Service Hotline** **(757) 405-1800 opt. 1**

***Virginia State APS Hotline** **(888) 832-3858**

***Supervisor: S. Hunter** **(757) 405-1800 x8165**

The adult services unit operates the following service:

Adult Services are designed to allow the adult to remain in the least restrictive setting and function as independently as possible by strengthening appropriate family and social support systems or by supporting the adult in self-determination. These services are provided to adults age 60+ (or 18+ when incapacitated) and their families when appropriate. Services may include: provision of case management, home-based care,

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transportation, companion services, and others. AS promotes increased public awareness and knowledge of issues, needs and expectations surrounding our elderly consumers.

Adult Protective Services consists of the identification, receipt and investigation of complaints and reports of adult abuse, neglect or exploitation (or risk thereof).

Assisted Living Facility and Long-term Services and Supports Screening are conducted at community member's request. ALF screenings are conducted by Family Service Specialists to determine eligibility for an **Auxiliary Grant** that will pay for ALF placement. LTSS screenings are conducted by a Family Service specialist and a nurse from the Department of Health to determine functional eligibility for **long-term Medicaid** funded in-home care, PACE program placement or nursing home placement (this screening may also be called a UAI, and the funding program may be referred to as a CCC+ waiver).

Guardianships are monitored by the adult service unit to ensure that state guidelines are being followed in the administration of guardianship services.

Benefits Program

Supervisors:	(757) 405-1800
Auxiliary Grants	C. Edwards ext. 8169
Medical Assistance (Medicaid/MA)	A. Bryant ext. 8286
Supplemental Nutrition Assistance Program (SNAP)	A. Bryant ext. 8286
Temporary Assistance for Needy Families (TANF)	P. Moore ext. 8298
Energy Assistance Programs (EAP)	W. Allen ext. 8178

The **Division of Benefit Programs** (DBP) strives to aid Virginia's most vulnerable citizens and help them achieve their highest level of self-sufficiency. Our goal is to promote the well-being of our citizens through the delivery of essential public services and benefits.

An **Auxiliary Grant** is an income supplement for individuals who receive Supplemental Security Income and certain other aged, blind or disabled individuals who reside in a licensed assisted living facility (ALF) or an approved adult foster care home. Eligibly clients must receive a screening which can be conducted by the Adult Services Unit (see above).

The **Energy Assistance** Program consists of three components: Fuel Assistance, which helps eligible households with the cost of heating their homes; Crisis Assistance, which helps households in heating emergency situations with primary heating security deposits, utility heating bills, repair/replacement of heating equipment or primary heating fuel; and Cooling Assistance, which helps with cooling equipment repairs or purchases and with payment of the electric bill to operate cooling equipment. These services are available when funding allows.

There are several **Medical Assistance** programs offered in Virginia. Each program has its own eligibility requirements and covers different groups of people based on factors such as age or income. To receive medical assistance you must meet the financial and non-financial eligibility requirements of the program.

The goal of **SNAP** is to reduce hunger and increase food security. The program permits low-income households to have a more nutritious diet through normal channels of trade by increasing the food purchasing power of

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eligible households. Eligible households receive SNAP benefit electronically onto a plastic Electronic Benefits (EBT) card.

The purpose of **TANF** is to provide temporary assistance to needy families so that children may be cared for in their homes or in the homes of relatives and to encourage independence in parents by promoting job readiness.

Child Services

*CPS Hotline	(757) 393-9500
*Virginia State CPS Hotline	(800) 552-7096
*Supervisors:	(757) 405-1800
Child Services: S. Fabrizio	ext. 8270
In-home Services: N. Stith	ext. 8485
Resource Family and Adoption: J. Elliot	ext. 8153

Child Protective Services is a government mandated unit that provides protection for children who are experiencing, or at risk of physical, sexual or emotional abuse, or emotional or physical neglect. The focus is the safety of the child and support for parents to strengthen families and promote safe nurturing homes for children.

To further this aim the Child Services unit also oversee the following programs: Adoption programs, Therapeutic Foster homes, Resource Family certification and training, as well as In-home and ongoing preventative services.

In-home services are designed to empower families to function independent of the social service system while all members remain safe. This program addresses identified individual and family needs while promoting timely and continued assessment of child safety, risk of maltreatment, and the ability of parents to provide a minimum standard of care while the child remains in the home.

Foster Care provides services to children and families when circumstances require the child to be removed from the home. Foster Care provides a safe and stable environment for children and older youth until the issue that required removal from the home is resolved, another permanent home is found for the child through adoption or a relative obtains legal custody. The foster care program is a state supervised, locally administered program that provides the following services to children and families: foster family home placement, group home or residential treatment placement, independent living home placement, parent training, intensive home-based services, independent living skills training, respite care services, mental health and substance abuse counseling and other services identified in the child's service plan as being needed to achieve the goal of permanency.

The **Resource Families** unit identifies and trains families who are willing and able to act as foster parents to children who enter the custody of the Portsmouth Department of Social Services. Resource families are expected to meet the emotional, mental, educational, and medical needs of children who are placed in their homes. The Resource Families unit is responsible for the initial and ongoing approval of resource parents. In addition the Resource Families Unit coordinates initial placement of all children entering the department's Foster Care Program. *To become a resource parent individuals are required to:* be 21 years of age or older, have sufficient income to meet their needs, be committed to meeting the child's individual needs, be willing to provide a healthy, safe and nurturing home for a child and help in resolving problems and reunifying families. Individuals can be single, married and/or divorced and employed inside or outside the home. Interested individuals are required to complete an application inclusive of criminal background checks and child

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abuse/neglect record check and PRIDE pre-service training, provide personal references and all medical and financial information.

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. Portsmouth DSS is committed to finding permanency for all children that enter foster care.

Food Pantry

Supervisor: S. Hunter

(757) 405-1800 ext. 8165

The food pantry at the Portsmouth Department of Social Services provides a one day emergency supply of food for families and individuals in need once per month. The pantry is open from 12pm-430pm Monday-Friday, excepting city holidays. In emergency situations food may be delivered to those in need.

Services Intake

Supervisor: W. Miles

(757) 405-1800 ext. 8455

The service intake unit is responsible for screening clients who come into the agency and supplying them with information on available resources, both from the Portsmouth Department of Social Services and from other local agencies to address their identified needs.

Tax Relief

Supervisor: W. Allen

(757) 405-1800 ext. 8178

The **Tax Relief Program** is for qualified elderly (65+) and disabled homeowners in Portsmouth. Individuals must meet certain income and asset eligibility criteria in order to have between 10% and 100% of their city property tax bill abated. Homeowners may also be eligible for a 'tax freeze' that freezes the amount of tax owed at the prior year's amount regardless of increases in the assessed home value or tax rate. A new application must be filled out each year. Applications are available from January 1st- April 30th.

Special Needs Services (see Developmental Disabilities)

Stroke (see also Hospitals and Health Clinics)

American Stroke Association

National Resource

***Stroke Warmline**

(888) 478-7653

Provides information and resources for those who have experienced a stroke and their caregivers. Visit their website for more information: <https://www.stroke.org/>

National Aphasia Association

Online Resource

Provides information and support for those suffering from aphasia.

Portsmouth Department of Social Services

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Suicide

*Suicide Crisis Hotline	(800) 273-8255
*Crisis textline	741-741

Hampton Roads Survivors of Suicide	(757) 483-5111
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Helps families and friends of suicide victims cope with the sorrow of their tragedy and the pain of survival. Call or visit their Facebook page for more information on bereavement group meeting times.

Portsmouth Department of Behavioral Health Services	Portsmouth
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*Office	(757) 393-8618
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*Central Intake	(757) 393-5357
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*Emergency Services	(757) 393-8990
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Provides emergency services and counseling for individuals experiencing mental health difficulties. Call or visit their website for more information: <https://www.portsmouthva.gov/149/Behavioral-Healthcare>

Sarah Michelle Peterson Foundation	4500 Colley Avenue, Norfolk
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*Main Office	(571) 330-5337
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Provides suicide prevention educational programs for teens and adults at schools, colleges, churches, work places, community centers, gyms, libraries, and other locations. Programs can be tailored to specific audiences: general, teachers, LGBTQ+, etc. Call their office or visit their website for more information:

<https://sarahmpetersonfoundation.org/>

Taxes

Real Estate Tax Relief Program	1701 High Street
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*Main Office	(757) 405-1800
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The Portsmouth Department of Social Services administers the tax relief program for the City of Portsmouth. The two components of this program are designed to either reduce or freeze the Real Estate Tax liability for qualified elderly and/or disabled homeowners. Call the department or visit the website for more information on who qualifies: <https://www.portsmouthva.gov/405/Senior-Citizens-and-Disabled-Tax-Relief>

Virginia Free File Service	Virtual or local locations
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Prime Plus Norfolk Senior Center	7300 Newport Avenue, Suite 100, Norfolk	(757) 625-5857
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Philippine Cultural Center	4857 Baxter Road, Virginia Beach	(757) 560-1781
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CEB Financial Inc- VITA	533 E Pinner Street, Suffolk	(757) 925-9048
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USW Local 8888	4306 Huntington Avenue, Newport News	(757) 247-5291
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Other locations can be found online through the IRS website by looking for VITA or TEC program locations. These programs are available to those who qualify for the Earned Income Tax Credit or to the elderly who meet certain qualifications. Visit the following Virginia Tax websites for more information on how to file taxes for free and what paperwork you must bring to file: <https://www.tax.virginia.gov/free-file>, <https://www.dss.virginia.gov/community/eitc.cgi>

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Teens

Job Corps **5900 E Virginia Beach Boulevard, Suite 610, Norfolk**

***Local Office** **(757) 466-3202**

Free job training to people age 16-24. Free room and board with spending money, a clothing allowance, dental & medical care, and more provided. Job service places available. Call the local office or visit their website for more information: <https://www.jobcorps.gov/>

LGBT Life Center **247 W 25th Street, Norfolk**

***Main Office** **(757) 640-0929**

Provides resources and support to live a healthy, connected LGBT life. Call or visit website for more information: <https://lgbtlifecenter.org/>

Seton Youth Shelters **Virginia Beach**

***Hotline** **(757) 498-4357**

***Office** **(757) 925-5795**

Offers mentoring services and shelter to youth 9-17 in crisis. Call or visit their website for more information: <https://setonyouthshelters.org/>

Tidewater Youth Service **2401 Airline Boulevard**

***Main Office** **(757) 484-9161**

Offers community based therapeutic services providing assistance to troubled youth and their families during transition to adulthood. Call or visit their website for more information: <https://www.tysfoundation.org/>

Teen Mothers (see also Babies/Baby Care, Pregnancy/Prenatal Services, Parenting/Parent Support)

Birthright of Norfolk **4101 Granby Street, Suite 201, Norfolk**

***Main Office** **(757) 489-0222**

***Helpline for Birthright International** **1(800) 550-4900**

Provides services and supports for the challenges of unplanned pregnancies including pregnancy testing, medical, housing and counseling referrals as well as maternity and baby items.

Catholic Charities of Eastern Virginia **Hampton Roads Region**

***Norfolk** **(757) 533-5217**

***Chesapeake** **(757) 484-0703**

***Newport News** **(757) 875-0060**

Offers services to pregnant women, families and adoptive parents. Offers education and classes as well as free diapers and baby supplies when available. Visit their website for more information: <https://cceva.org/services/>

Children's Health Investment Program of South Hampton Roads **1302 Jefferson Street, Chesapeake**

***Main Office** **(757) 543-9100**

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The CHIP program is a home visiting program that assist parents in with young children learn skills needed to lay the foundation for the health, academic and workplace success of their children.

Portsmouth Health Department	1701 High Street
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*Main Office	(757) 393-8585
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Offers family planning services including access to contraceptives and pregnancy testing. Call or visit website for more information: <https://www.vdh.virginia.gov/portsmouth/clinical-services/>

The Up Center	Various Locations
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*1805 Airline Boulevard, Portsmouth	(757) 397-2121
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*222 West 19th Street, Norfolk	(757) 622-7017
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*109 South Clay Street, Suffolk	(757) 965-8663
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Offers family and child counseling as well as parenting education and support services. Call or visit their website for more information: <https://www.theupcenter.org/>

WIC	1701 High Street
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*Main Office	(757) 393-5340
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Provides nutrition education, breastfeeding promotion and support, supplemental nutritious foods, and counseling at WIC clinics, screening and referrals to other health, welfare, and social services. Call or visit website for more information: <https://www.vdh.virginia.gov/portsmouth/wic-services/>

Tourette's Syndrome

Tourette Association	National Resource
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*Main Office	(888) 486-8738
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Provides information about Tourette's syndrome and how to connect to local support groups. Call or visit their website for more information: <https://tourette.org/resources/local-support/>

Transportation

Hampton Roads Transit	Hampton Roads Area
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*Main Office	(757) 222-6100
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Provides information about para-transit, buses, Tide light rail, ferries and more in Hampton Roads. Call or visit website for more information: <https://gohrt.com/>

I-Ride Senior Services	2551 Eltham Avenue, Suite Q, Norfolk
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*Main Office	(757) 461-9481
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I-Ride Transit is run through Senior Services of Southeastern Virginia and offers fixed routes, medical transportation, and on-demand response transit. Our professional, courteous drivers will be happy to drive you to medical and therapy appointments, local wellness and senior centers, adult day care centers, shopping, and

Portsmouth Department of Social Services

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more for senior citizens. Call or visit their website for more information:
<https://www.ssseva.org/moredetail/iride-transit/>

Modivcare Transportation

Online Resource

Provides rides for those with Medicaid to and from appointments. Visit website to learn more:
<https://www.modivcare.com/> If in a managed care plan call the number on the back of your card before reaching out to Modivcare.

Tuberculosis

Portsmouth Health Department

1701 High Street

***Main Office**

(757) 393-8585

Offers TB risk screening and PPD reading. Call or visit website for clinical services schedule:
<https://www.vdh.virginia.gov/portsmouth/clinical-services/>

Utility Assistance

Catholic Charities of Eastern Virginia

Hampton Roads Region

***Norfolk**

(757) 533-5217

***Chesapeake**

(757) 484-0703

***Newport News**

(757) 875-0060

May provide utility assistance for families facing unforeseen circumstances. Call or visit website for further details: <https://cceva.org/>

Regional Housing Crisis Hotline

(757) 587-4202

May have information on financial assistance programs for rent, utilities and more.

Portsmouth Department of Social Services

1701 High Street

***Main Office**

(757) 405-1800

Offers an energy assistance program to those in need. Income must be below 150% of the federal poverty level. Applications can be completed on <https://commonhelp.virginia.gov/access/> or by visiting the Portsmouth Department of Social Services.

Salvation Army

2306 Airline Boulevard

***Main Office**

(757) 393-2519

Offers financial assistance for families and individuals experiencing financial strain when funding is available. Call or visit website for more information: <https://www.salvationarmyusa.org/usn/>

STOP Organization

2551 Alameda Avenue, Norfolk

***Main Office**

(757) 858-1360

Provides employment training and other services. Call or visit their website for more information:
<https://www.stopinc.org/>

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Wesley Community Center	1701 Elm Avenue, Portsmouth
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*Main Office	(757) 399-0541
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May be able to offer financial assistance towards utility bills when funding is available. Visit website for up to date hours: <https://wesley-community-service-center.business.site/>

Veterans

Department of Veterans Services	620 John Paul Circle Building 3, 7th Floor
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*Main Office	(757) 953-6205
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Assists veterans and their families in obtaining state, federal and local benefits to which they are entitled. Act as informed advocates in the preparation, presentation and prosecution of claims and serves as a clearinghouse providing information and assistance that will enhance the veteran's quality of life. Call or visit website for more information: <https://www.dvs.virginia.gov/>

Hampton Roads Community Action Program	2410 Wickham Avenue, Newport News
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*Main Office	(757) 247-0379
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Provides several housing assistance services to Veterans through the Supportive Services for Veteran's Program. Call or visit website for more information: <https://hrcapinc.org/>

Hampton VA Medical Center	100 Emancipation Drive, Hampton
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*Main Office	(757) 722-9961
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Healthcare and benefits assistance for recently discharged veterans with service in a theater of combat operations. Call or visit website for more information: <https://www.va.gov/hampton-health-care/>

Virginia Employment Commission	4824 George Washington Highway
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*Main Office	(757) 558-4455
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Veterans representatives are available to help with issues related to transitioning from a military career to civilian employment. Comprehensive career services can encompass help job referral, job training, and job placement assistance. Call or visit website for more information: <https://www.vec.virginia.gov/>

Veterans Crisis Hotline	(800) 273-8255 opt. 1
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Crisis Textline	838255
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Wounded Warrior Project	National Resource
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*Resource Center	(888) 997-2586
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Provides a number of support services to Veterans. Call or visit website for more information: <https://www.woundedwarriorproject.org/programs>

Vision Impaired (see also Eye Care)

Department of the Blind and Visually Impaired	Various Locations
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*6325 N Center Drive, #131, Norfolk	(757) 466-4162
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Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Dedicated to providing services and resources in order to empower the blind, visually impaired and deaf-blind. Visit the DBVI website for more information: <https://www.vdbvi.org/>

Library and Resource Center for the Blind and Visually Impaired **395 Azalea Avenue, Richmond**

***Main Office** **(804) 371-3661**

Works in affiliation with the library system of Virginia Beach to provide print disabled individuals with access to the 80,000 titles in their collection of recorded cassettes, books in braille, descriptive movies and more. Resource services are also offered to blind and vision impaired students K-12, school divisions and teachers in the Commonwealth. Due to COVID services are currently only being offered through the mail. Call to verify availability before going to their location. Visit their website for more information: https://www.vdbvi.org/library_resourcecenter.htm

Volunteer Services

Volunteer Hampton Roads **101 W Main Street, Suite 800, Norfolk**

Volunteer Hampton Roads is a resource that connect volunteers with local organizations that need volunteers. Visit their website to find volunteer opportunities: <https://www.volunteerhr.org/>

VolunteerMatch **Online Resource**

Online resource that connects volunteers to organizations in their area. Visit website to find opportunities near you: <https://www.volunteermatch.org/>

Women, Infants & Children (see Babies/Baby Care, Parenting/Parent Support, Pregnancy/Prenatal Services)

Youth Activities

Boys and Girls Club of Southeast Virginia **Various Locations**

***Main Number** **(757) 853-5632**

5905 Portsmouth Boulevard, Portsmouth **(757) 967-8361**

Provides diverse activities that meets the interests of youth. Five core program areas of the club are character and leadership; education and career development; the arts; health and life skills; and sports, recreation and fitness. Call or visit their website for more information: <https://www.bgcseva.org/portsmouthclub>

Boy Scouts of America- Tidewater Council **1032 Heatherwood Drive, Virginia Beach**

***Main Office** **(757) 497-2688**

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Offers unique scouting program designed to meet the needs of youth and their parents, by offering fun and challenging adventures that children and their parents do together. Program offers the youth the opportunity to learn through the experiences of camping, hiking, building projects, and community service. Cub Scouts is for elementary aged youth and Scouts BSA is for middle and high school youth. Call or visit their website for more information on youth opportunities: <https://tidewaterbsa.com/>

City of Portsmouth Parks, Recreation and Tourism

Various Locations

***Main Office**

(757) 393-8481

Provides many programs for youth including the 'our hours' after school program, and athletic programs. Some services closed during COVID-19. Call or visit website for more information: <https://parks.portsmouthva.gov/184/Youth-Athletics-Programs>

Girl Scouts of the Colonial Coast

912 Cedar Road, Chesapeake

***Main Office**

(757) 547-4405

Fun, friendship and new adventures are what Girl Scouts is all about. Girls make new friends, challenge themselves, write their own stories, and take action to change the world for the better. Activities in the Girl Scout Leadership Experience focus on four key areas: Science, technology, engineering, and math (STEM), Outdoors, Life Skills, Entrepreneurship. GSCC also offers yearly camps. Call or visit their website for more information: <https://www.gsccl.org/>

Starbase Victory

Portsmouth Public Schools

***Program POC**

(757) 582-7097

Starbase Victory is a partnership between the Starbase program and the Portsmouth public school system to teach STEM programming to 4-7th grade students. They offer events and summer camps focused on teaching children about STEM fields. Call the program coordinator or visit their website for more information: <https://starbasevictory.org/>

YMCA of South Hampton Roads

Various Locations

***4900 High Street West, Portsmouth**

(757) 483-9622

***1013 Effingham Street, Portsmouth**

(757) 399-5511

The YMCA offers many programs for youth including summer camp, swim lessons and sports. Call or browse their website for more information: <https://www.ymcashr.org/>

ADDENDUM

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951

Other Resource Guides

Bridge2ResourcesVA: <https://bridge2resourcesva.org/>

Resources 757: <https://planningcouncil.myresourcedirectory.com/index.php>

Virginia 211: <https://211virginia.org/consite/index.php>

Resources for Providers

SOARS

National Resource

***Main office**

1(877) 726-4727

SSI/SSDI Outreach, Access, and Recovery (SOAR) is funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) and is a national program designed to increase access to the disability income benefit programs administered by the Social Security Administration (SSA) for eligible adults and children who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a cooccurring substance use disorder. SOAR Works trains providers on a proven method to assist clients in filing their SSI/SSDI applications.

Portsmouth Department of Social Services

1701 High Street, Suite 101, Portsmouth, VA 23704-3103 * (757)405-1800 * Fax: (757) 465-2951