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New River Community Action works with our community's most vulnerable residents including the homeless, ex-offenders, the disabled, and struggling young families. NRCA offers a variety of programs to improve the lives of low-income people. Some services address basic needs such as food, shelter, and utilities. Comprehensive early childhood programs promote school readiness, healthy families, and effective parenting. We serve about 12,000 local residents each year.

The resources listed below can be found online at: <http://newrivercommunityaction.org/> or by calling your locality number below between 9:00-11:00am and 1:00-3:30pm (Mon-Fri). Additional information on some programs can be found in the next section.

Floyd County Emergency Assistance (540) 745-2102  
Giles County Emergency Assistance (540) 921-2146  
Montgomery County Emergency Assistance (540) 382-6186  
Pulaski County Emergency Assistance (540) 980-5525  
Radford City Emergency Assistance (540) 267-3205  
NRCA Administration Offices 8:30am-5:00pm (540) 633-5133

Virginia Information and Referral  
2-1-1 Virginia  
CHIP  
Counseling/Mental Health  
Crisis/Emergency  
Day Care  
Disability Services  
Educational Services  
Employment Services  
Faith Based Organizations/Churches  
Food/ Clothing  
Foster Care/ Adoption  
Head Start  
Health Care Services  
Housing/Shelter  
Legal Services  
Substance Abuse Services  
Social Services  
Transportation

# New River Community Action Services

## CHILDREN'S PROGRAMS

### HEAD START

HEAD START is dedicated to providing eligible pre-school children with the tools necessary for creating and maintaining a sound learning foundation in the classroom and at home. Services promote education, parent involvement, social services, preventative health, and nutrition services.

**NRCA's Head Start prepares children for lifelong success through school readiness by partnering with families to support goals in the home and school environment.**

Head Start is a federally-funded preschool program which offers comprehensive developmental services to children 3-5 years of age. Children with special needs comprise at least ten percent of the enrollment. The primary components of Head Start are education, social services, preventative health and nutrition. The program focuses on the entire family, and includes parent involvement as a fundamental part of Head Start.

In addition to the educational opportunities for children, Head Start provides many individualized educational skill and involvement opportunities for parents, included among the many avenues are literacy classes, parenting classes, educational and employment training opportunities within and outside Head Start, and parent meetings. Also, parents may serve as representatives on Policy Council, which is the governing body of the Head Start Program.

### FLOYD COUNTY SCHOOL CHILDREN'S WEEKEND FOOD BACKPACK PROGRAM

Supported by the annual *Empty Bowls* fundraiser and donations, the program provides food to children for the weekend.

Volunteers purchase healthy food items that are easy to prepare but are filling. Child-friendly, healthy food items -a fruit cup, applesauce, raisins, macaroni and cheese, breakfast bars, fruit drink, and oatmeal – are included. The goal is to provide two days' worth of food. Food is discreetly distributed to children at school on Fridays.

The program is called the Backpack Program because initially food was placed in backpacks. Now it is placed in Ziploc bags and placed discreetly in the children's own backpacks.

Children in Head Start through high school are eligible for the program.

### CHILDREN'S HEALTH IMPROVEMENT PARTNERSHIP

(CHIP) of New River Valley is a home visiting program providing case management, health supervision, parent education, and referral services to families with young children with low incomes in the New River Valley. CHIP builds on family strengths, promotes family empowerment, and supports families as they move towards self-sufficiency.

CHIP provides services through a home visiting model using a case management approach. Services are provided by a CHIP team of a public health nurse and outreach worker who work in partnership with the family and service providers to help each family reach full potential.

### ***Essential Program Components***

- **Medical Home:** CHIP is committed to the philosophy that the promotion of wellness and the improvement of health for children begin with a medical home that provides accessible, continuous, comprehensive, family centered, coordinated, and compassionate health care to infants and children. CHIP sites work with families and communities to ensure that each child (0-6) and their older siblings are able to access and use a medical home.
- **Health Supervision:** CHIP provides coordinated health supervision that promotes wellness, prevents illness and injury, and enhances normal growth and development. These CHIP services complement the efforts of the medical home.
- **Family Support:** CHIP is committed to addressing the complex social needs through partnering with families and other community programs. CHIP family support services build on the strengths of caregivers to provide for the total well-being of their children.
- **Parenting Education:** CHIP helps parents know what to expect developmentally as their infants grow into toddlers, and preschoolers. CHIP supports parents in their roles as their child's first and best teacher knowing that during the early years, they learn through play. Focusing on parent-child interaction and child development, CHIP helps families maximize brain development so that each child can begin school ready to learn and succeed.

### ***Eligibility – To be enrolled in CHIP, a family***

- Has one or more children between birth and six years old, or is expecting a baby
- Has an income level at or below 200% of the federal poverty level
- Lives in a locality with a CHIP program

**Family Self-Sufficiency:** Multiple life challenges can create barriers to health and wellness for families. CHIP staff work with the family to reduce these stressors through referrals and critical problem solving:

- Basic needs: food, clothing, housing
- Financial Literacy/Budgeting
- Employment/Education
- Preschool enrollment/Child care
- Enrollments in social service benefits (TANF, SNAP, WIC, VIEW)
- Legal issues

#### **Giles County**

211 Main Street  
Narrows, VA  
Phone 540-726-2252  
Fax 540-726-2254

#### **Montgomery & Radford**

114 A. North Franklin Street  
Christiansburg, VA  
Phone 540-394-3255  
Fax 540-394-3256

#### **Pulaski County**

412 N. Jefferson Ave  
Pulaski, VA 24301  
Phone 540-994-9200  
Fax 540-994-9334

#### **Floyd County**

120 Epperly Mill Road, SW  
Floyd, VA 24091  
Phone 540-745-2211  
Fax 540-745-2106





# ADULT PROGRAMS

## HOMELESS PREVENTION PROGRAM

The Homeless and Housing Programs Prevention Services provides time-limited financial assistance to eligible people in the New River Valley who are in imminent danger of becoming homeless as funding is available. Homeless Prevention Services provides rental assistance, rental deposits, and utility assistance as well as providing a housing counseling component to facilitate the goal of long-term financial independence for the program participants. To be eligible for the program, applicants in permanent housing must be in danger of losing their housing. Applicants in temporary housing or without housing must require a security deposit(s) and rental assistance to secure permanent housing. The applicant must be within the program's maximum income limits of less than 30% AMI and have exhausted their resources and all other sources of assistance.

A Housing Counselor, together with the client, develops short-term goals that will be monitored during the assistance and revised as necessary. There is an emphasis on housing counseling, financial management, and budgeting skills. The Housing Counselor advocates for clients and helps them access additional support services as needed.

## TO OUR HOUSE WINTER OVERNIGHT SHELTER FOR HOMELESS MEN

**The mission of To Our House is providing thermal shelter and compassionate care to homeless men in the New River Valley, and to make available any resources that could help the men reintegrate into society.**

1. Guests arrive at the Intake Center at the New River Community Action offices in Christiansburg at 5:30 p.m. *(110 Roanoke Street)*.
2. Following sign-in and distribution of house rules, guests are transported to the host site for the evening.
3. A hot evening meal is provided with time for fellowship.
4. Guests enjoy breakfast in the morning and transportation back to the Intake Center. A bag lunch is provided for the day.

110 Roanoke Street  
Christiansburg, VA 24073  
(540) 382-6186 (weekdays)  
(540) 320-1273 (weekends & after hours)  
toourhousenrv@gmail.com  
www.ToOurHouse.org

## **SWIFTSTART**



**New River Community Action's SwiftStart program helps working parents in the New River Valley secure higher-wage jobs by providing skill development and acquire affordable, quality childcare.**

Designed with a "whole family" approach, SwiftStart offers education and job training services to parents, helping them pursue or advance in middle-to high-skilled, full-time employment while assisting with quality education and care for their children.

*SwiftStart* will help pay for quality child care over the short term while parents earn credentials through various training programs that can help them land a good job – the type of job that will make it easier for them to pay for childcare.

The U.S. Department of Labor grant for SwiftStart will offer:

- Career pathway development in three distinct middle- and high-skilled fields: healthcare, advanced manufacturing, and information technology
- Career coaching
- In-demand credentials that can be obtained in 2 to 18 months
- Quality childcare while attending training/classes
- Job placement assistance
- Ongoing support from career mentors and other participants.

**To be eligible for *SwiftStart* parents must meet the following criteria:**

- age 17 or older with a high school diploma or GED;
- eligible to work in the U.S.;
- a custodial parent, legal guardian, or foster parent of at least one dependent that is 13 or younger (dependents with a disability or developmental delay may exceed 13 years of age);
- demonstrate aptitude and ability for a career in one of the targeted career tracks.

The project is a partnership between many organizations including New River, Community Action, TAP, the Western Virginia Workforce Development Board, the New River/Mount Rogers Workforce Investment Board, Virginia Tech, area education and training providers, and leading employers.

**The program is currently seeking participants throughout the New River Valley, as well as business partners to provide employment opportunities.**

For more information, call a SwiftStart Career Mentor at 540-633-5133 Ext 453 or email [cfisher@nrcaa.org](mailto:cfisher@nrcaa.org)

## **VOLUNTEER INCOME TAX ASSISTANCE (VITA)**

**VITA** provides free income tax assistance to lower-income people filing forms 1040, 1040EZ or 1040A. Assistance is provided from February through April of each year. Participants should bring all the necessary tax documents with them.

Visit <http://newrivercommunityaction.org/income-tax-assistance/> or call 540-382-6187 to learn more about free tax preparation during tax season.



110 Roanoke Street  
 Christiansburg, VA 24073  
 Phone: 540-382-9382  
 Outside NRV call: 540-342-9344  
<http://vacares.org/>

- We strive to provide our participants with a complete program that assists them with all of their reentry needs. Our program offers support and educational opportunities.
- If you are interested in our services, we are interested in participants.
- Our Case Mangers, many are ex-offenders themselves, are dedicated to and will put as much effort into your reentry as you do.

The mission of Virginia CARES (Virginia Community Action Re-Entry System) is to assist newly released ex-offenders and their families in making a successful transition from prison to their community. It is a charitable mission to help with **emergency needs first** and to then assist with the client becoming self-sufficient by obtaining employment. The social services Virginia CARES provides are food, clothing, transportation, and shelter, guidance for job interviews and leads, and referrals to other agencies that would further benefit the client's stability in the community.

VA CARES holds ex-offender monthly groups, and training across the New River Valley. Other assistance include transportation, identification document costs, housing, GED and education, and food assistance. Providing vouchers for public transportation, paying for identification costs, providing housing referrals, GED class expenses, books and financial assistance for college classes and food, and support are ways to solve the immediate needs of our clients.

### Emergency Assistance Program

New River Community Action (NRCA) Emergency Assistance Program (EAP) offers a variety of temporary assistance for residents or transients who are 200% poverty income or below who are experiencing financial crises. Some examples of crises that low-income people frequently face are: high utility bills, decrease in income, disabilities and chronic health issues, significant amount of medical debt, housing costs greater than 50 percent of income, or homelessness. NRCA EAP provides assistance with food, rent, mortgage, utility, heating fuel, medical, and gasoline to get to doctor or employment.

Designed to provide temporary rental assistance, utilities, food, household products, etc. for individuals and families residing in New River Valley and transients who are experiencing a financial crisis who meet the guidelines.

*To receive Emergency Assistance, applicants for services must be experiencing a crisis beyond their control. Assistance is provided on a first come first serve basis after documentation has been received.*

#### Floyd County

120 Epperly Mill  
 Road, SW  
 Floyd, VA 24091  
 (540) 745-2102

#### Giles County

1410-B Wenonah  
 Avenue  
 Pearisburg, VA  
 24134  
 (540) 921-2146

#### Montgomery County

110 Roanoke Street  
 Christiansburg, VA  
 24073  
 (540) 382-6186

#### Pulaski County

412 North  
 Jefferson Ave  
 Pulaski, VA  
 24301  
 (540) 980-5525

#### Radford City

928 West Main St.  
 Radford, VA 24141  
 (540) 267-3205

# New River Health District

## Women, Infants, and Children (WIC) Program

WIC is a special supplemental nutrition program for Women, Infants and Children. The goal of the program is to improve the health of pregnant, postpartum, and breastfeeding women, infants, and children (under 5 years) through better nutrition and access to health care. The program provides screening and referrals to other health, welfare, and social service agencies, nutrition education, breastfeeding promotion and support, as well as supplemental nutritious foods. To be eligible for the WIC Program, applicants must meet categorical, residential, income and nutrition risk requirements.

## The Farmacy Garden



**WHAT:** A community garden to learn how to grow food and take home fresh produce.

**WHERE:** The Farmacy Garden is located next to the Community Health Center in Christiansburg, VA.

**WHEN:** The Farmacy Garden is open every week from May-October during these hours: Mon, Tues, Thurs, & Fri: 9am-12pm

**HOW:** Show up at the garden during designated hours. Contact coordinator for more info: 540-745-2663

## Maternity Care

Pregnant women are provided medical examinations; education regarding healthy lifestyle behaviors including nutrition, breastfeeding, exercise, and safety; and referrals to other agencies. Home visiting services, BabyCare, and Resource Mothers are offered to high-risk pregnant women.

## Baby Care

Registered Nurses, trained in maternal and child health, identify needs, provide clinical services, and coordinate support resources for pregnant women and their children up to age 2.

## Well Child Care

Infants and children are provided periodic comprehensive medical examinations, immunizations to prevent childhood infectious diseases, developmental screenings, lead screening, parental education regarding nutrition, safety, and health, and referrals to other agencies. BabyCare and Resource Mothers enrollment are offered to high-risk infants and children

## Care Connection for Children

Special medical support services for income-eligible children who have conditions that require long-term medical and special health care. Examples of long-term medical conditions are congenital heart disease, hemophilia, and diabetes.

## Communicable Disease Prevention and Control

Services include screening, diagnosis, treatment, and follow-up of all persons exposed to: tuberculosis (TB), sexually transmitted infections (STIs), HIV/AIDS, foodborne illnesses, etc. Information is given regarding preventing disease, recognizing symptoms, and obtaining treatment.

## Resource Mothers

Teenagers who are pregnant or parenting their first newborn are eligible to receive adult mentoring services from women who have raised children of their own. Mentors reinforce basic health education related to pregnancy and parenting such as nutrition, infant growth and development, coping skills, and the importance of receiving health care services for themselves and for their infants. Resource Mothers help young parents keep medical appointments, develop plans for the baby's care, stay in school or continue working, delay repeat pregnancies until adulthood, and solve the myriad of day-to-day problems involved in being a new parent.

## Family Planning & Birth Control

Clinicians and registered nurses provide comprehensive family planning/reproductive health information and services to help clients plan pregnancies under optimal health conditions. Services include physical examinations, pap smears, STI screenings, birth control, etc.

## Health Education

Health education and prevention programs are of key importance in reducing the medical burden of chronic disease and injury in American society. New River Health District staff offer community initiatives on a variety of health topics such as nutrition, physical activity, management of chronic disease, breast cancer screening, and modifying health-risk behaviors, etc.

## Immunizations for Children and Adults

New River Health District offers all childhood vaccines (diphtheria, tetanus, pertussis, polio, measles, mumps, rubella, chickenpox, HPV, haemophilus influenzae B (HIB), and hepatitis B) and adult vaccines such as tetanus, diphtheria, hepatitis B, influenza, meningococcal, and pneumonia. Some school-based clinics are available throughout the district.

## New River Health District Locations

Floyd County Health Department  
123 Parkview Road NE  
Floyd, VA 24091  
(540) 745-2142

Giles County Health Department  
1 Taylor Avenue Suite 4  
Pearisburg, VA 24134  
(540) 235-3135

Pulaski County Health Department  
170 Fourth Street NW  
Pulaski, VA 24301  
(540) 440-2188

Montgomery County Health Department  
210 South Pepper Street - Suite A  
Christiansburg, VA 24073  
(540) 585-3300

Radford City Health Department  
220 East Main Street  
Radford, VA 24141  
(540) 267-8255



**Visit us online at:**

[www.vdh.virginia.gov/new-river/](http://www.vdh.virginia.gov/new-river/)

facebook.com/NewRiverHealthDistrict

@4YourHealthNRHD



# New River Valley Community Services



<b>Montgomery Center</b> 700 University City Boulevard Blacksburg, VA 24060 (540) 961-8300	<b>Radford Center</b> 401 West Main St. Radford, VA 24141 (540) 838-8000	<b>Pulaski Center</b> 327 N. Washington Avenue Pulaski, VA 24301 (540) 994-5028
<b>Giles Clinic</b> 705 Wenonah Avenue Pearisburg, VA 24134 (540) 921-1028		<b>Floyd Clinic</b> 260 Webbs Mill Road Floyd, VA 24091 (540) 322-1835

New River Valley Community Services provides community-based behavioral health services which promote independence and improved quality of life for our citizens.

**For emergencies, call Access Services at 540-961-8400**





## SERVICES for ADULTS: MENTAL HEALTH

Program	Description
<b>Outpatient Services</b>	Outpatient Services may include individual, family, and group therapy. Services may be tailored to meet the particular needs of each individual, which may include: attachment issues, substance abuse, and/or trauma. Psychological testing can also be made available, depending on the individual's needs.
<b>Crisis</b>	Crisis services are provided to adults who are in a mental health crisis. Services are designed to help stabilize mood and behavior in order to prevent hospitalization or any other life disruption. Teams provide initial screenings, assessments, intakes, and short-term case management and mental health skill-building services for individuals new to Adult & Family Services. Psychiatric evaluation and medication services are provided in conjunction with the NRVCS psychiatric team. Also provides intensive crisis intervention and crisis stabilization for individuals served by other AFS teams who are experiencing psychiatric and/or behavioral problems that jeopardize their living situations.
<b>Mental Health Case Management</b>	Case managers work with individuals with serious mental illness to help manage the variety of services available to meet their needs and work toward independent, better-quality lives. This service can also provide care coordination as a step-down service to individuals who have completed clinical treatment and still need assistance in accessing psychiatric services.
<b>Mental Health Skill Building</b>	The is a home-based service that is designed to provide increased individual skills to enable high risk individuals with serious mental illnesses and functional limitations to increase their ability to maintain living in their community as independently as possible.
<b>New Horizons Crisis Stabilization</b>	New Horizons is a crisis stabilization unit (CSU) that provides short-term residential and day treatment Crisis Stabilization (for up to 15 days) and day treatment Crisis Intervention (up to 30 days) to adults with a serious mental illness or co-occurring disorders who are at risk for hospitalization due to psychiatric crisis. This includes individuals under Temporary Detention Orders (TDOs) and/or commitment orders.
<b>PACT (Program for Assertive Community Treatment)</b>	This is a multidisciplinary service team that provides services to individuals who, because of their serious mental illness, are either unable or unwilling to participate in services in a traditional office setting. Services are primarily in the individual's home and can include up to daily medication assistance services when needed.
<b>Psychiatric Services</b>	NRVCS's psychiatric services team conducts psychiatric assessments and evaluates referred individuals for medication to stabilize them within the community.
<b>Psycho-social Rehabilitation (Recovery Center)</b>	Focuses on teaching individuals with serious mental illnesses the life skills needed to maximize independence, build and maintain social support networks and participate in paid or volunteer employment as desired. An agency operated mini-business which provides competitive wage jobs for participants, called GMB.
<b>Psycho-social Rehabilitation (ECHO)</b>	A team approach to providing individual supports to individuals with serious mental illness, sometimes with a dual diagnosis (MH/ID-DD). This program provides psycho-social rehabilitation in small groups allowing for individualized education and support. There is also a focus on finding employment or volunteer opportunities to meet the needs and abilities of individuals in the program.



## SERVICES for ADULTS: SUBSTANCE ABUSE

Program	Description
<b>Intensive Outpatient Services</b>	NRVCS's Intensive Outpatient Services (commonly known as "Stepping Stones") is a group-oriented treatment model provided to individuals who do not require the intensive level of care of inpatient, residential, or day treatment services, but do require more intensive services than outpatient services. The program is offered at three different levels, depending on the individual's level of need.
<b>New Life Recovery Center</b>	Located in Fairlawn, New Life is a residential treatment facility for adults living with substance use disorders. A 30-day program, New Life has ten beds and serves males and females 18 years of age or older with a primary diagnosis of alcohol and/or drug dependence. Residents may also have co-occurring mental health disorders.
<b>Drug Court</b>	Designed as an alternative to incarceration for non-violent offenders with substance abuse-related charges, participants enter this program on a voluntary basis and receive substance abuse treatment while being subjected to intensive judicial supervision and frequent drug screenings. Participants must also complete community service, pay a portion of the program's cost, and either be employed or pursuing educational goals before they graduate.
<b>FLASH (Families Learning And Staying Healthy)</b>	FLASH is a support group for families of persons with substance use disorders. Family members must attend FLASH meetings in order to visit their loved one at New Life during the designated weekly visitation hours. The group, which is free and confidential, is also open to anyone in the community. FLASH meets Monday evenings at the NRVCS Montgomery Center from 6:00 - 7:30 p.m.
<b>Bridge Program</b>	Bridge is a jail diversion program that provides treatment for individuals who are involved in the criminal justice system and have mental health disorders or co-occurring mental health and substance use disorder. The program offers two groups that address these issues: Seeking Safety is an evidence-based practice that was specifically developed for individuals with a trauma history – and who may have post-traumatic stress disorder -- as well as substance use disorders; and Beyond the Bars is a group designed to teach coping skills for mental health problems and substance use disorders, and to address criminal conduct. Participants are challenged to engage in more prosocial behaviors.
<b>Jail Services</b>	Provides assessment, referral for psychiatric services (including medication evaluation and management), psychiatric services, case management, group treatment, and crisis services to incarcerated individuals with mental health disorders.
<b>Medication-Assisted Therapy (MAT)</b>	MAT is the use of medications, in combination with counseling and behavioral therapies, to provide a research-based approach to the treatment of substance use disorders that has proven to be most successful. Suboxone/subutex is being used at NRVCS in conjunction with participation in group and/or individual counseling.
<b>Additional Groups</b>	Additional, less intensive, SA (substance abuse) outpatient groups are also offered at NRVCS. They include: Continuing Care - 4 hours per week Conscious Choices - 2 hours per week Relapse Prevention - 2 hours per week Action (MET 3) - 2 hours per week Early Decisions (MET 1,2) - 1.5 hours per week Women's Circle - 2 hours per week





## SERVICES for ADULTS: DEVELOPMENTAL SERVICES

Program	Description
<b>Community Living Day Support</b>	This service includes individualized training, support and supervision promoting peer interactions, opportunities for independent living and social skill development, and community participation for individuals with primary Intellectual Disability (ID) diagnosis. The CABLE group is a sub-group of day support that provides members of the group with community focused activities which puts emphasis on life skills needed to promote independence.
<b>Community Living Residential</b>	These services provide individualized residential support services to individuals who are living with one or more other individuals and who need continuous supports available 24 hours per day. These are provided in a large or small group homes. Sponsored residential (host home) are residential supports for individuals who prefer living in a family setting. It allows one or two individuals per home to receive individualized residential supports.
<b>Fairview Home</b>	Fairview Home serves adults of at least 18 years of age who meet with criteria for Assisted Living on the Virginia Uniform Assessment Instrument (UAI) and are eligible for the Department of Social Services (DSS) Auxiliary Grant. The Virginia UAI is typically completed by the case manager, DSS or other social worker. Residents must be ambulatory and have a current diagnosis or history of mental illness, intellectual disability, and/or substance abuse disorder in remission. We do not have accommodations for residents with serious cognitive impairments.
<b>Intellectual Disabilities Case Management</b>	This team supports individuals with intellectual disabilities that either currently receive or are on the waiting list for ID Waiver services to access and maintain resources needed in the community. Services include referral/accessing/and monitoring resources for all facets of life; family support and education, discharge planning and community networking and education. This team can also coordinate screenings for ID Waiver criteria.
<b>REACH (Regional Education Assessment Crisis Services Habilitation)</b>	REACH utilizes a team approach to provide: clinical assessment; crisis prevention, stabilization and intervention planning and education; community- and home-based crisis intervention and stabilization available to both adults and children; facility-based therapeutic emergency and limited planned stays available for individuals 18 and over. The goal of REACH is to stabilize current or emerging crisis events, strengthen the individuals' support systems with intervention and training to increase capacity to support individuals served and promote person centered positive outcomes. REACH serves adults and children with an intellectual or developmental disability and a co-occurring behavioral health need or challenging behavior that is affecting their quality of life.

# OTHER NRVCS SERVICES

## Same Day Access

### Please call 961-8400 to initiate services

Same Day Access (SDA) allows a person in need of services (who is not currently a client of NRVCS) the ability to call or walk in for an initial assessment – often on the same day. SDA eliminates the need for that individual to be placed on a waiting list, thereby connecting them with services in a more timely manner.

“Our goal with Same Day Access is to provide same-day appointments for individuals so we can get them into services when they are motivated and willing to actively engage in treatment,” explains Erin Brosius, Outpatient Services Lead for NRVCS. “Plus, we want to be sure that they are being placed in the most appropriate level of care for their particular situation.”

Same Day Access is currently offered at three of NRVCS’ community clinics. The schedule is as follows:

Location	Monday	Tuesday	Wednesday	Thursday	Friday
Montgomery	8:30 – 3:00	No SDA	No SDA	8:30 – 3:00	No SDA
Pulaski	No SDA	8:30 – 3:00	No SDA	No SDA	No SDA
Radford	8:30 – 3:00	No SDA	8:30 – 3:00	8:30 – 3:00	No SDA

## Special Deliveries

**Special Deliveries** is a weekly case management program based on a home visitation model of service for prenatal women and families with young children. We specifically work with women and families who have needs regarding substance use disorders, mental illness, and parenting.

### Who do we serve?

We serve mothers and their young children (birth to age 5) living in the New River Valley. Children must be younger than age 3 at the time of referral.

During visits, case managers share age-appropriate fetal and/or child development information with parents, address parent concerns, and engage the family in activities that provide meaningful child interaction. Staff also provide services and referrals specific to issues with parenting, mental illness, or substance use disorders.

### Special Deliveries provides:

- Case management services to women and families with substance abuse, mental health, and parenting issues who are pregnant and/or have small children.
- Case management services to at-risk children for behavioral and emotional problems. Services at some local high schools to accommodate needs of teen parents.
- Parents As Teachers curriculum (information on fetal development, child development and parenting)
- Monthly “Mommy and Me” support groups in both Pulaski and Montgomery counties
- “Baby Bucks” program to earn “bucks” toward purchase of baby items
- Linking to individual and group counseling services, as well as psychiatric services (as needed)
- Assistance with getting to appointments and locating available community resources

# Virginia Veteran and Family Support

**Veteran and Family Support (VVFS)** (formerly the *Virginia Wounded Warrior Program*), monitors and coordinates behavioral health, rehabilitative, and supportive services through an integrated and responsive system of care.

VVFS proudly serves Virginia veterans of any era, members of the Armed Forces, National Guard and Reserves not in active federal service, and their families.

VVFS provides peer and family support and comprehensive care coordination services including:

- Direct linkages to medical and behavioral healthcare, veterans benefits, housing, employment, and other public and private assistance programs;
- Peer and family support groups, resilience-focused training, and workshops for couples and families; and
- Specialized outreach and assistance to vulnerable veterans, including at risk or homeless veterans and veterans involved in the criminal justice system.

*VWWP was officially rebranded to Virginia Veteran and Family Support on October 1, 2015. Our program's new brand is wellness focused and incorporates the family unit. The new brand avoids references to wounds, illness, or injuries in order to help ensure that those we seek to serve are more comfortable in seeking and accepting assistance.*



## Mental Health Services: Children & Adolescents

### OUTPATIENT SERVICES

- Individual, family and group therapy
- Psychological testing and written reports
- Crisis debriefing (following tragedies or catastrophic events)
- Mental health consultation for local Head Start programs
- Family Assessment and Planning Team (FAPT) representation
- Case management services

Outpatient Services are offered at NRVCS facilities in each of the five jurisdictions served by the agency, as well as area Head Start classrooms, and the New River Valley Detention Center in Christiansburg.

Parents/grandparents, guardians, or another relative may initiate contact with NRVCS, as may a representative of a local school, court, or Juvenile Probation. The referring professional or family member may call NRVCS' Access Services line (540-961-8400, 24 hours a day/7 days a week) to do a brief phone screening and set up an appointment with a clinician.

Outpatient services are funded by Medicaid, FAMIS, the local Family and Assessment Planning Teams, self-payment, and private insurances.

## CRISIS INTERVENTION

Crisis Intervention services are provided to children and adolescents who are in a mental health or emotional crisis. Services are provided to help stabilize mood and behavior in order to prevent hospitalization or any other disruption in the child's environment. The child must meet specific criteria to receive services and a parent or guardian willing to participate in treatment is necessary in most cases.

Crisis services staff provide crisis intervention and services for a 2- to 4-week period of time, during which the child and his/her family are referred to appropriate community resources to help deal with underlying issues and stressors. Children referred to crisis services must first be staffed with a supervisor and deemed appropriate for Crisis Intervention.

## IN-HOME SERVICES

In-Home Services are appropriate for children with mental illness and/or co-occurring substance abuse issues that are at risk of being removed from his or her home.

In-Home Services are required to be provided in the home and a parent or guardian must be willing to participate. In-Home Services are considered to be an intensive service, requiring a minimum of 3 hours per week, and consist of individual and family therapy. Prior to a referral for In-Home Services, the child must have tried other less restrictive interventions that were not successful.

## CASE MANAGEMENT

Case Management assists children (ages birth to 21, and sometimes beyond) and their families in finding medical, psychiatric, social, educational, and other services which are needed for the child to thrive in the community. This includes facilitation of the referral process, providing transportation to appointments, and assistance serving as a liaison with school staff, physicians, and other agencies.

- Case management is provided to children with serious emotional disturbances by helping families access outpatient, intensive in-home treatment, and ongoing psychiatric and mediation services. Case management services for children with serious emotional disturbance are funded by Medicaid and FAMIS. Families can also pay for services using a sliding scale fee. The local Family Assessment and Planning Team (FAPT) may sometimes assist families in paying for services.
- Case managers also assist children with intellectual and/or developmental disabilities (ID/DD) gain access to the ID/DD Waiver, which can provide personal assistance, respite, assistive technology and other services. Case managers also work with a child's Individual Educational Plan (IEP) team in the schools.



## FAMIS

FAMIS is Virginia's health insurance program for children. It makes health care affordable for children of eligible families. FAMIS covers all the medical care growing children need to avoid getting sick, plus the medical care that will help them if they do get sick or get hurt. This program also includes coverage for mental health services.

There are no enrollment costs or monthly premiums for FAMIS. For some services, the family will have to pay a co-payment. Most co-payments are just \$2.00 or \$5.00. Some services, like regular check-ups, are free. Visit [http://www.coverva.org/programs\\_famis.cfm](http://www.coverva.org/programs_famis.cfm) to learn more.



# Recovery has a new home.

The **401 Peer Center** is a structured peer-to-peer program designed to assist individuals in achieving optimal personal recovery from their challenges with mental health and/or substance use disorders.

Located next door to the NRVCS Radford Center, the facility provides resources and opportunities for learning and personal growth, including computer skills, peer engagement, recovery education and a variety of social and recreational opportunities.

Expectations of the program are designed to ensure the safety of, and respect for, all individuals who utilize the facility. While participants are responsible for their own behaviors and actions, staff are available during program hours to assist (as needed) to maintain the facility and ensure that it is being utilized for the intended purpose.

**Our current hours of operation are Tuesdays - Fridays from 2 - 8 p.m. and Saturdays from 11 a.m. - 5 p.m.**

For more information, contact Program Supervisor Chris Alderman at: 540.315.0592 / [calderman@nrvcs.org](mailto:calderman@nrvcs.org).

**401 W. Main Street | Radford, VA 24141 | Phone: 540.443.2663 | Facebook: @401PeerCenter**

# Active Parenting 4<sup>th</sup> Edition (AP4)

Parenting classes for parents of children ages 5-12

Active Parenting 4<sup>th</sup> Edition (AP4) is an evidence-based program. The 2-hour program meets once a week for six weeks for parents with children ages 5-12.

AP4 helps families increase their communication skills, prevent problem behaviors, and improve relationships with their children. Parents learn non-violent discipline techniques, plus effective communication and encouragement skills to help build a solid foundation for the upcoming teen years. AP4 is a combination of video and discussion-based lessons on common parenting challenges and solutions. AP4 also incorporates information about how Adverse Childhood Experiences (ACEs), referred to as trauma, affect brain development and behaviors – which can often have lifelong impact.

In addition, AP4 includes interactive youth-based sessions for children ages 5-12. These lessons complement the content of the parent sessions. Youth sessions involve discussion, scenarios, as well as active learning for participating youth.

Free dinner is provided for participating families each week. Child care is offered for families with youth under the age of 5 and over 12. Parents have an opportunity to receive incentives for their participation throughout the program.

**For more information or to enroll, contact Program Director Leslie Beasley at 540-250-1814 or [lbeasley@nrvc.org](mailto:lbeasley@nrvc.org).**







205 West Main Street, Office 4  
Christiansburg, VA 24073  
540.381.831  
info@nrvcare.org

## Parenting Young Children

Parenting Young Children utilizes the Systematic Training for Effective Parenting (STEP) curriculum for parents/caregivers of children ages birth through six years old. An eight-week course, STEP teaches:

- parents/caregivers about different parenting strategies and which will be most effective in influencing our children in a positive direction
- how to discipline with both firmness and kindness
- how to communicate effectively with children (and others)
- how to gain cooperation from our children
- ways to build our children's and our own self-esteem through the process of encouragement
- much more!

NRV CARES provides on-site childcare, dinner for the family, and class materials free of charge!

Programs consist of 8 weekly sessions that start around 6:00 pm with optional free dinner at 5:30 pm. Must attend 7 of the 8 sessions to complete the program.

Registration is required.

Please call Keli Lichty, Education Program Director, at (540) 381-8310.

### Upcoming Program Start Dates (as of 11/1/2018):

- November 27<sup>th</sup> at Fairlawn Presbyterian Church in Fairlawn
- November 29<sup>th</sup> in Giles (location to be determined)
- February 12<sup>th</sup> at Luther Memorial Church in Blacksburg
- February 21<sup>st</sup> at Critzer Elementary in Pulaski
- April 15<sup>th</sup> at New River Community Action in Floyd
- April 16<sup>th</sup> at Fairlawn Presbyterian Church in Fairlawn

**Classes meet every Tuesday for 8 weeks**

# Mount Rogers Community Services Board

Mount Rogers Community Services Board is dedicated to improving the quality of life for people with mental, physical and substance use intervention needs and committed to respecting people's right to live in their home communities by promoting hope for the future and providing services and supports that promote self-determination, empowerment, recovery, resilience, health, and the highest possible level of consumer participation in all aspects of community life including work, school, family and other meaningful relationships.

Mount Rogers Community Services Board provides a wide array of community services for individuals with mental health, intellectual and developmental disabilities, and substance use disorders. All services include the use of person-centered planning and embrace concepts of self-determination, empowerment, and recovery as core principles in supporting individuals to achieve their highest possible level of participation in work, relationships, and all aspects of community life.

Mount Rogers Community Services Board participates in a statewide initiative sponsored by the Department of Behavioral Health and Developmental Services and the Partnership for People with Disabilities in "Becoming a Person-Centered Organization". This initiative is a two-year program that provides monthly training to staff, from all tiers of the agency, in order to become more person centered in day-to-day practices and supports individuals receiving services to have lives of their own choosing as a part of their community. Although learning is ongoing, we find that utilizing person-centered practices helps facilitate those we support to develop and maintain better relationships, enjoy their work, look forward to participation in community activities, experience fewer crises, and regularly express joy and happiness with their lives.

Completing this two-year program recognizes Mount Rogers Community Services Board as a Center of Excellence in providing services that are truly person-centered.



Main office:  
770 West Ridge Road, Wytheville, VA 24382  
Phone: 276-223-3200  
<http://www.mtrogerscsb.com>



# Mount Rogers Community Services Board

The mission of Community Counseling Services is to provide up-to-date and progressive mental health and substance abuse services to citizens in our catchment area. These services are provided to increase the quality of life for individuals, families, and communities through treatment, education, and advocacy.



## **COMMUNITY COUNSELING CENTERS**

Office hours are weekdays 8:30 a.m.-5:00 p.m. with evening hours available upon request. Anyone may make a referral for services by calling the center in your area.

Each referral is individually assessed for appropriate services. Once this is completed, the individual will then be given an appointment for orientation to complete various forms and a financial agreement. The individual will then be given an appointment with his or her service provider. All Third Party Insurance, Medicaid, and Medicare are accepted. Fees are based on a sliding scale dependent upon household income and the number of people that are supported by the income.

The counseling centers provide a team approach with the following service provided:

- Assessment and individual treatment planning.
- Individual, group, family, and couples counseling to address mental health or substance abuse.
- Case consultation, liaison, and coordination with other Mt. Rogers CSB programs or community agencies.
- Psychiatric & Nursing consultation and medication assessments.
- Crisis Intervention and stabilization.
- Mental illness/substance abuse education and community awareness.
- Adult mental health case management

## **RAPID ACCESS SERVICE**

**Walk-in counseling and case management** services are offered from 8:30am-10:30am Monday through Friday. You can also make appointments by phone.

**Wythe Counseling Center**  
770 West Ridge Road, Suite 220  
Wytheville, VA 24382  
(276) 223-3202

**Fernwood Counseling Center**  
6999 Carrollton Pike, Suite 1  
Galax, VA 24333  
(276) 238-9700

**Smyth Counseling Center**  
416 East Main Street\*  
Marion, VA 24354  
(276)783-8185

\* Building temporarily closed for construction. During construction, services will be available at 1590 N Main Street.

# Community Health Center

Of the New River Valley

**Medical – Dental – Behavioral Health**

The Community Health Center of the New River Valley's Mission is to provide affordable and high quality medical, dental, behavioral and preventive health services to people of all ages and circumstances, regardless of ability to pay and with or without insurance.

We envision a region of healthy and productive people, made possible through accessible and high quality health care services for all.

If you currently have a medical home, we encourage you to see your doctor regularly, but if you are seeking a medical care provider or are having trouble finding a doctor who will work with your coverage, we might be a good choice for you. We offer competent, committed care with a goal of providing an affordable, long-term medical home to people of all ages.

## **Radford/Pulaski Center:**

5826 Ruebush Road

Dublin, VA 24084

**Phone:** (540) 585-1310

### ***Hours of Operation:***

*Monday - Friday:*

*8:30 am to 5:00 pm*

## **Giles Center:**

219 South Buchanan Street

Pearisburg, VA 24134

**Phone:** (540) 921-3502

### ***Hours of Operation:***

*Monday - Friday: 8:00 am to 5:00 pm*

## **Montgomery Center:**

215 Roanoke Street

Christiansburg, VA 24073

**Phone:** (540) 381-0820

### ***Hours of Operation:***

*Monday, Tuesday, Wednesday, & Friday: 8:00 am to 5:00 pm*

*Thursday: 8:00 am to 7:00 pm*



Visit us online at [www.chcnrv.org/](http://www.chcnrv.org/)

# Community Health Center Services

## MEDICAL CARE

The Community Health Center of the New River Valley has a dedicated team of medical providers who offer patients of all ages comprehensive primary and preventative health care services, including:

- Routine Health Exams
- Sick Visits
- Vaccines (Flu, Tdap, Pneumonia, etc.)
- Joint Injections
- Sports and Work Physicals
- Health Education (Weight Management, Diabetes, Nutrition, etc.)
- Access to Prescription Medications

## THE SECULAR SOCIETY WOMEN'S HEALTH PROGRAM

The Secular Society Women's Health Program at the Community Health Center of the New River Valley encompasses all aspects of women's health. With a team of dedicated medical professionals, we are able to provide women of all ages with preventative and acute medical services in the form of exams, screenings, and testing. Our knowledgeable women's health educator provides women with access to counseling and education on multiple issues. We provide the following services:

- Family Planning
- Contraceptive Devices
- Cervical Cancer Screenings
- Treatment of STI's
- Complete Women's Exams and Tests

## DENTAL SERVICES

The Community Health Center is pleased to offer a wide array of dental services. Dental services are available to patients of all ages, regardless of their insurance status.

Our dental services include oral examinations, cleanings, extractions, x-rays, fillings, crowns, bridges, partials and dentures. We are a full-service dental clinic.

Dental fees vary for individuals at or below 200% of the Federal Poverty Guidelines and depend on which type of procedure or service is being rendered.

# BEHAVIORAL HEALTH CARE

## Behavioral Health Consultation

- Behavioral health consultation can provide you with assistance if you have stress, worry or emotional concerns about physical conditions or other life problems that are interfering with your daily life and health.
- Behavioral health consultation can help you reduce symptoms associated with many different long-term medical conditions including: headaches, sleep problems, high blood pressure, asthma, diabetes, obesity, long-term pain, and irritable bowel syndrome.
- Most behavioral health consultations sessions take no longer than 30 minutes.

## Traditional Counseling

Traditional counseling consists of 50-minute sessions for those who would like to be seen on a weekly, bi-weekly or monthly basis to focus on more extensive behavioral health needs including (but not limited to):

- Depression
- Anxiety
- Abuse
- Trauma

## Medication Management

- Medication management consists of your physician or our nurse practitioner, who focuses on behavioral health needs, prescribing and monitoring your behavioral health medication.
- The physician and/or nurse practitioner work with the Behavioral Health Consultant, Social Worker, or Counselor to monitor how you are doing on your medications, and how your symptoms are changing. They work as a team to provide holistic care.
- These services are available at both the Montgomery and Giles locations. If you are interested in learning more about our Behavioral Health Care services, please contact the Integrated Treatment Care Coordinator at 540-381-0820.

# HEALTH INSURANCE MARKETPLACE

The Community Health Center has Certified Application Counselors (CAC's) at each location (Pearisburg and Christiansburg) to help guide users through the online Federal Health Insurance Marketplace. CAC's are certified by the Center for Medicaid and Medicare Services and are available to assist you in obtaining timely information about the online Federal Health Insurance Marketplace and find insurance options that best suit your needs. This service is free of charge!

To schedule a free consultation with a CAC, please call to make an appointment. Montgomery Center: (540) 381-0820; Giles Center: (540) 921-3502.



## **Your Health is Important to Us!**

**At Tri-Area Community Health, we provide personalized, affordable, quality primary care no matter your employment or economic status. We are always here for you in times of need and are happy to call you family. Our healthcare professionals are a part of our patients' lives, sometimes for a lifetime.**

### **Services and Programs Include:**

Medical Care  
Pharmacy  
Behavioral Health  
Medication Assistance  
Case Management  
Student Health  
ACA Enrollment  
Health Education

#### **Ferrum**

40 Wiley Drive  
Ferrum, VA 24088  
(540) 365-4469

Monday 8:30 AM – 6:30 PM  
Tuesday 9:00 AM – 5:00 PM  
Wed. & Thursday 8:30 AM – 5:00 PM  
Friday 8:30 AM – 4:30 PM

#### **Laurel Fork**

14558 Danville Pike  
Laurel Fork, VA 24352  
(276) 398-2292

Monday 7:45 AM – 6:30 PM  
Tuesday 9:00 AM – 5:00 PM  
Wed. & Thursday 7:45 AM – 5:00 PM  
Friday 7:45 AM – 4:30 PM  
Saturday 8:00 AM – 12:00 PM

#### **Floyd**

140 Christiansburg Pike  
Floyd, VA 24091  
(540) 745-9290

Monday 8:30 AM – 6:30 PM  
Tuesday 9:00 AM – 5:00 PM  
Wed. & Thursday 8:30 AM – 5:00 PM  
Friday 8:30 AM – 4:30 PM



<http://triareahealth.org/>



**Free Clinic of Pulaski County, Inc**  
*Providing Healthcare to the Uninsured*

The Free Clinic of Pulaski County has been providing quality primary medical care for uninsured adults in Pulaski County since 1982.

The Free Clinic provides primary medical care to residents of Pulaski County who do not receive health insurance benefits in the workplace and are not otherwise serviced by Medicare, Medicaid, or private insurance and cannot otherwise afford access to health care services on their own.

### **How can I become a patient at the clinic?**

Please call the office at (540) 980-0922 and ask for an appointment for screening to become a patient of the clinic. Screening is available on Tuesdays, from 1:00 until 2:45pm. If you meet the clinic's eligibility standards **and have brought the necessary documentation**, you may be able to have an appointment with a doctor or nurse practitioner within 48 hours. If there is no appointment available at that time, you will be scheduled for the soonest available appointment time.

### **What information do I need to bring for the screening process?**

In order to make sure you meet all of the eligibility requirements we ask that you bring the following or be prepared to fill out the following:

- **Identification:** your driver's license or picture ID card
- **Proof of residency** in Pulaski County – a utility bill, government document, or any piece of mail with your name on it
- **Copy of your latest tax returns**, including W2's for each adult member of your household. If you do not have a copy of your tax returns, or did not pay taxes last year, you will complete a 4506-T form (the clinic will provide this form). The form allows the clinic to request a copy of your tax return or to get proof that you did not file.
- **Proof of Current Income:** Your and your spouse's or significant other's (if you share a household) most current pay stubs for the past 30 days.
- A letter of employment from the office of your employer if you are newly employed.
- If you are self-employed we ask that you bring your most current record book receipts stating hourly rates and hours worked per week to equal to one month's work.
- Please bring any **documentation of government benefits** you or anyone in your household receives (food stamps, social security, unemployment, or disability benefits)
- A copy of your current award letter or court order for child support or alimony
- letter of support from the person that is providing you with support. The clinic can provide you with more direction on this letter at the screening process.

### **Is the free clinic actually free?**

The services we provide are free. We do ask for a \$2.00 donation each time you see the doctor. Additionally, we ask for a \$2.00 administration fee for any medication or prescriptions you pick up from the Free Clinic of Pulaski County, Inc.'s Medication Assistance Program.

### **What are the specific services the clinic will provide?**

We are able to provide a wide variety of services, including primary medical care, referrals to specialists for additional treatment, lab work and diagnostics (these are limited), and diabetes management education. We also have a medication assistance program for patients who are eligible. This means we are able to supply some of the medical supplies and medications. We also ask that any patients who participate in the Medication Assistance Program adhere to the \$2.00 donation for each prescription pick up.



# Brock Hughes Free Clinic

## **Brock Hughes Mission**

**The mission of Brock Hughes Medical Center is to provide low-cost, compassionate, and high-quality medical, pharmaceutical, and preventive health care services to the underserved of Wythe and Bland Counties.**

**Brock Hughes was formed by nurses from Wythe County Community Hospital to meet the healthcare needs of uninsured, low-income residents of Wythe and Bland Counties.**

**The clinic was named in honor of the late Dr. C. Brock Hughes who was a long-time pediatrician and a much-admired member of the medical community in Wythe County. Originally under the umbrella of HOPE, Helping Overcome Poverty's Existence, Inc., Brock Hughes Free Clinic became its own independent, tax exempt, 501(c)(3) entity in 2004 to focus solely on the healthcare needs of its target population.**

**Brock Hughes Free Clinic provides quality primary care, ancillary healthcare services, mental health services, prescription medications, health education, and diabetic and nutrition counseling. In addition, referral arrangements are made with Wythe County Community Hospital, Counts Drug and multiple specialty providers enabling the patients to receive radiology services, laboratory testing, and other specialty medical services that would otherwise be unavailable to them.**

**450 West Monroe Street  
Wytheville, VA 24382  
(276) 223-0558**

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

**Clinic Hours  
Monday - Friday - 8:30AM – 5PM  
Closed for Lunch 1PM-2PM  
Saturday & Sunday - Closed**



**Brock Hughes Medical Center**

# Free Clinic of the Twin Counties

**“Committed Professionals Building a Roadway to Hope, Healing, And Renewal  
Called to Serve Low-Income Uninsured Residents of Carroll, Grayson and Galax”**

Our experienced and dedicated staff and volunteers welcome you to a place where people truly care about you and your health. Doctors and other board-certified healthcare providers are there to serve your needs.

## Our Goals

To have a freestanding, financially viable, community supported clinic staffed by employees and volunteers to provide health, dental, and pharmacy services to indigent patients.

## Mission Statement

To improve healthcare access for low-income, uninsured residents of Carroll, Grayson, or City of Galax demonstrating the value of community collaboration in an accountable healthcare project that utilizes the charitable gifts of a network of voluntary providers.

## Hours and Location

**Tuesday, Wednesday, and Thursday  
9:30am to 4:30pm**

**Closed from 12:00pm to 1:00pm for lunch**

**140 Larkspur Lane Suite C  
Galax, VA 24333**

**276-236-0421**

**<http://galaxfreeclinic.org/>**



**Free Clinic  
of the Twin Counties**



# Other Medical Care Resources:

## Carilion Charity Care Program

- Go to <https://www.carilionclinic.org/billing/financial-assistance> to access general information and forms. The following description is from that page:

“We provide financial assistance to eligible patients who receive emergency or other medically necessary care from us in any of our hospital facilities and or from our providers. Financial assistance is only available for eligible services billed by Carilion Clinic. This page has links to resources related to financial assistance.”

“Financial assistance may include discounted or free care.”

“Generally, you will be eligible for some form of assistance if your family income is at or below 400 percent of Federal Poverty Guidelines (FPG). We also consider your liquid assets (for example, cash) and real estate when considering your eligibility.”

- If you have no internet access, call the billing office (866-720-3742) for an application
- **To find a Carilion provider who is taking new patients:**
  - Call Carilion Direct at 800-422-8482 (available M-F 8:00 am to 5:00pm)
  - You will be instructed to get set up as a new patient under a primary care provider in your area who can see you and refer you to a specialist if needed. You **must** start with getting a primary provider who will coordinate your care.
- See a provider **employed by Carilion** if you are approved for financial assistance.
  - The site above has an icon entitled, “**Financial Assistance: Carilion Employed Providers PDF.**” Clicking on the link will download a PDF list that is updated quarterly. These providers **are** covered by the patient assistance program. If your application for assistance is accepted, you **can** see one of these providers for discounted or free care.
  - There are providers who give care in Carilion’s facilities but are **not** included in Carilion’s Financial Assistance Policy. A list of these non-participating providers is available at the site listed above by clicking on the icon entitled, “**Financial Assistance: External Providers (Non-participating providers) PDF.**” If you see one of these providers, even at a Carilion-operated clinic, **you** will be fully responsible for the cost of your care.

# **Medication Assisted Treatment (MAT) Providers\***

## **Carilion New River Medical Center**

Dr. Kimberly Simcox & Dr. Julianna Snow  
2900 Lamb Circle  
Christiansburg VA 24073  
540-731-4578

## **New River Valley Community Services**

Dr. Circe Cooke, MD  
700 University City Blvd  
Blacksburg, VA 24060  
(540) 961-8300

## **New River/Galax Comprehensive Treatment Center**

140 Larkspur Lane, Suite D  
Galax, VA 24333  
844-637-9510

## **Pulaski Medical**

1006 E. Main Street  
Pulaski, VA 24301  
540-980-1125

## **Quality Medical Care**

Dr. Moses Quinones  
2955 Market St. Suite B4  
Christiansburg, VA 24073  
(540) 392-6555

## **Dr. Stella Bassey**

80 College St Suite R  
Christiansburg, VA 24073  
(540) 382-1024

## **TASL (Treating Addiction Saves Lives) Clinic**

2609 Sheffield Dr, # 100  
Blacksburg, VA 24060  
540-443-0114

\* Provide treatment for opioid dependence using methadone and buprenorphine (aka Suboxone®, Subutex®, Belbuca®) to prevent withdrawal, reduce cravings, and foster long-term recovery

# Treatment Resources for Hepatitis C

- **Community Health Center of the New River Valley will accept new patients who are uninsured and have tested positive for hepatitis C. They take patients from both inside and outside of the New River Valley and offer compassionate, competent primary care and specialty referral. See page 20 for locations or call the main office at (540) 381-0820. Locations in Christiansburg, Dublin, and Pearisburg.**
  
- **Other clinics that accept uninsured patients and take patients who need treatment for hepatitis C include:**
  - **Tri-Areas Community Health Center (locations in Ferrum - call 540-365-4469, Laurel Park - call 276-398-2292, and Floyd - call 540-745-9290)**
  - **Free Clinic of Pulaski, Inc. (located in Pulaski - call 540-980-0922)**
  - **Brock Hughes Free Clinic (located in Wytheville - call 276-223-0558)**
  - **Free Clinic of the Twin Cities (located in Galax - call 276-236-0421).**
  
- **Carilion Charity Care**
  - **Go to <https://www.carilionclinic.org/billing/financial-assistance> to access general information and forms. If you have no internet access, call the billing office (866-720-3742) for an application.**
  - **To find a Carilion provider who treats hepatitis C and is taking new patients:**
    - **Call Carilion Direct at 800-422-8482 (available M-F 8:00 am to 5:00pm)**
    - **You will be instructed to get set up as a new patient under a primary care provider in your area who can refer you to a specialist. You must start with getting a primary provider who will coordinate your care.**

## Food Pantries – New River Valley

<b>The Giving Tree Food Pantry</b> 3385 North Franklin Street, Christiansburg, VA Fridays from 6:00—7:00 pm <a href="http://www.thegivingtreefoodpantry.org">www.thegivingtreefoodpantry.org</a>	<b>Blacksburg Baptist Church</b> 550 North Main St, Blacksburg, VA 24060 / (540) 552-3869 8:30 - 10:00 am breakfast on Saturday
<b>Interfaith Food Pantry</b> 706 Harding Ave, Blacksburg, VA 24073 / (540) 951-8134 Monday 4:00-6:00 pm, Tuesday-Friday 10:00 am-12:00 pm	<b>New River Community Action Floyd Food Bank</b> 323 Floyd Hwy S, Floyd, VA 24091 / (540) 745-2102
<b>New River Community Action Giles Food Bank</b> 1410 Wenonah Avenue, Pearisburg, VA 24134 (540) 921-2146	<b>New River Community Action Montgomery Emergency Assistance and Food Bank</b> <b>110 Roanoke Street, Christiansburg, VA 24073</b> (540) 381-1561
<b>New River Community Action Radford Food Bank</b> 928 West Main St, Radford, VA 24141 540.267.3205	<b>Our Savior Lutheran</b> 1845 Cambria Street, Christiansburg, VA 24073 From September to June, 1st & 3rd Wednesdays at 6 PM
<b>Plenty!</b> 192 Elephant Curve Rd. Floyd, VA 24091 / (540) 745-3898 Mon 1:00-4:00pm, Tues 10:00am-1:00pm, Thurs 4:00-6:30pm	<b>Pulaski Daily Bread</b> 408 N Jefferson St, Pulaski, VA, 24301/ (540) 980-2132 Meals served Mon - Fri 11 AM - 12:30 PM
<b>Radford/Fairlawn Daily Bread</b> 501 E Main Street, Radford, VA 24141/ (540) 639-0290 Meals served 11 am - 12:15 pm, Monday - Friday	<b>Salvation Army Church</b> 1125 Roanoke Street, Christiansburg, VA Soup Kitchen Mon & Fri 12 PM - 1:15 PM (540) 394-3233
<b>Unity Christian Church</b> 400 Tyler Street, Radford, VA 24141 Dinner served from 4:00-6:00 pm on Saturdays	

## Food Pantries – Wythe County

<b>Agape Food Pantry</b> 1355 West Spring Street Wytheville, VA 24382 (276) 228-6889	<b>Feeding America Mobile Food Pantry</b> Church Of Jesus Christ of Latter Day Saints 1136 Fort Chiswell Rd Max Meadows, VA 24360	<b>Fort Chiswell Church of God Food Pantry</b> 123 Mockingbird Lane Max Meadows, VA 24360 (276) 637-6445
<b>Millennium World Outreach Food Pantry</b> 305 Cassell Road Wytheville, VA 24382 (276) 228-5764	<b>Our Daily Bread Food Pantry – Austinville Pentecostal Holiness Church</b> 1730 Austinville Road Max Meadows, VA 24360 (276) 699-6466	<b>St. Paul Pentecostal Holiness Church – Morsels of Mercy Food Pantry</b> 796 Ivanhoe Rd Max Meadows, VA 24360 (276) 637-6507
<b>Stoney Fork Community Church - Food Pantry</b> 470 Guillions Fork Road, Wytheville, VA 24382 (276) 637-6805		



## **Virginia Western and Wytheville Community Colleges**

Both Virginia Western Community College (540-857-7221) and Wytheville Community College (1-800-468-1195 or 276-223-4830) have dental hygiene clinics. Families may contact these colleges for basic dental cleaning, sealant, and fluoride services.

## **Community Health Center of the NRV**

The CHCNRV opened January 2014 in the former Free Clinic building at 215 Roanoke Street in Christiansburg. They have one full-time and one part-time dentist and the wait times to see one of these professionals has been greatly reduced. To make this oral health care more affordable for you the clinic uses a sliding fee scale based on family income. Visit them online at [www.chcrv.org](http://www.chcrv.org) or call 540-381-0820 for more information.

## **Mission of Mercy (MOM) Clinics**

The Virginia Dental Association (VDA) offers a Mission of Mercy (MOM) program, operating mobile dental clinics across the state. Please visit [www.vdaf.org](http://www.vdaf.org) for dates and locations of upcoming clinics and contact information for each.

## **Hospital Eligibility Assistance Services (EAS)**

If your doctor ordered you to have all teeth removed or if you have serious medical conditions or disabilities that will require you to be under anesthesia or monitored in a hospital setting during the dental procedure, have your doctor refer you directly to Carilion Roanoke Memorial Hospital. They can provide the dental services in their operating room. The hospital will charge for this service, but you can call the hospital's Eligibility Assistance Services at 540-224-5200 or 1-800-928-2860 to speak with a Patient Ambassador about financial assistance.

## **Dental Aid Day (DAD) Clinics**

Financially qualified adults may be eligible to receive free dental care through our DAD Clinics program. Visit [www.nrvsmiles.org/free](http://www.nrvsmiles.org/free) for more information.

## **Remote Area Medical (RAM) Clinics**

Provides free dental, vision, and medical care to isolated, impoverished, or underserved communities. These clinics are held at fairgrounds, schools, and arenas, turning them into mobile medical centers. Several clinics are scheduled in Virginia, including Wise, Smyth County, and Grundy. Please visit [www.ramusa.org](http://www.ramusa.org) for more information.



# Southwest Virginia Legal Aid Society

Seeking 1Justice for All Virginians Since 1972

## About Us

Southwest Virginia Legal Aid Society (SVLAS) is a private, non-profit law firm. We provide free civil legal services to low-income families in 17 counties and four small cities in southwestern Virginia.

For more than four decades, SVLAS and its predecessor programs have helped families across our region who face serious legal problems and have nowhere else to turn. Their concerns involve basic needs. Safety. Health. Shelter. Food. Education. Employment.

Approximately 20% of Americans are eligible for free civil legal aid, and by age 60 nearly four times that number - four in five people - will experience some kind of economic hardship. Relying on a government program that provides assistance for those in need. Living at least a year in poverty or close to it.

Those at highest risk include our most vulnerable populations - domestic violence victims and their children, seniors, the disabled, and veterans.

Civil legal aid programs nationwide provide direct legal representation, advice and counseling, community education and self-help and technology tools that can help low-income and middle-class families understand their legal options.

All of these resources can both improve outcomes in the justice system and help problems get resolved without going to court. When litigation is unavoidable, they can help cases move through the courts more effectively and more efficiently - which saves time and money for all.

## How We Can Help

### **Our attorneys and paralegals can:**

- talk with you in person or over the telephone;
- help you negotiate with a landlord, employer, creditor, or agency worker; or
- represent you in court or at administrative hearings.

### **We do not charge for our services but you must:**

- be income-eligible (most families below 200% poverty level are eligible); AND
- live in Bland, Buchanan, Carroll, Dickenson, Floyd, Giles, Grayson, Lee, Montgomery, Pulaski, Russell, Scott, Smyth, Tazewell, Washington, Wise, or Wythe Counties OR
- live in the cities of Bristol, Galax, Norton or Radford.

Most families living below 200% of poverty level are eligible. Your bills, debts, and any savings are also considered. If you are not sure if you are eligible, please apply.

Call 1-888-201-2772 or visit [www.swvlegalaid.org/](http://www.swvlegalaid.org/) to apply for help or for more information.

# Department of Social Services

Department of Social Services offers several income-based services such as SNAP, heating and cooling assistance, Medicaid, child care subsidies, and Child Protective Services.

## New River Valley Locations

### **Floyd County Social Services**

120 West Oxford Street, A-2  
Floyd, Virginia 24091  
(540) 745-9316

### **Giles County Social Services**

211 Main Street, Suite 109  
Narrows, VA 24124  
(540) 726-8315

### **Montgomery County Social Services**

210 S. Pepper St., Ste. B  
Christiansburg, VA 24073  
(540) 382-6990

### **Pulaski County Department of Social Services**

53 Commerce St.  
Pulaski, VA 24301  
(540) 980-7995

### **Radford Welfare & Social Services**

928 West Main Street  
Radford, VA 24141  
540-731-3663

## Mount Rogers Locations

### **Bland County Department of Social Services**

612 Main Street  
Bland, VA 24315  
(276) 688-4111

### **Bristol City Department of Social Services**

621 Washington Street  
Bristol, VA 24201  
(276) 645-7450

### **Carroll County Department of Social Services**

605-8 Pine St.,  
Hillsville, VA 24343  
(276) 730-3130

### **Galax City Department of Social Services**

105 E. Center Street  
Galax, VA 24333  
(276) 236-8111

### **Grayson County Department of Social Services**

129 Davis Street  
Independence, VA 24348  
(276) 773-2452

### **Smyth County Department of Social Services**

121 Bagley Circle, Suite 200,  
Marion, VA 24354  
(276) 783-8148

### **Washington County Department of Social Services**

15068 Lee Highway, Suite 100,  
Bristol, VA 24202  
(276) 645-5000

### **Wythe County Department of Social Services**

290 S. Sixth Street, Suite 200,  
Wytheville, VA 24382  
(276) 228-5493

# TRANSPORTATION OPTIONS



*Service Location:*  
Blacksburg and  
Christiansburg

*General Fare:* \$0.50

*Monthly Pass:* \$8.00

*Routes and Schedules located at:* <https://ridebt.org/index.php/routes-schedules>

*Go Anywhere:* The Go Anywhere route will pick you up and take you anywhere within the Town of Christiansburg. Reservations are required and can be made by calling **540-443-7111** (open 7AM to 12PM Monday-Friday)

*The Explorer:* Covers many residential areas and businesses in Christiansburg and the area near NRV Mall. Allows riders to request deviations from two general loops. Deviation requests can be made by calling **540-443-7111** (between 7AM and 12PM) OR **540-443-1500** (between 12PM and 5PM).

*Two Town Trolley:* Provides an hourly connection between Blacksburg and the district surrounding the NRV mall in Christiansburg. The route Monday-Friday includes a stop at LewisGale Hospital Montgomery. This allows patrons to access both the hospital and doctors' appointments located on the surrounding campus. (Full schedule found at <http://ridebt.org>)



## **Pulaski Area Transit**

**540-980-5040**

### *Fares:*

- \$0.75 for Town Trips
- \$2.00 for Pulaski County/Dublin/Fairlawn Trips
- \$20.00 for a Monthly Bus Pass with Unlimited +Trips during the calendar month purchased
- Children 3 & Under – Ride Free (Must provide own car seat)

### *Hours of Operation:*

Monday-Friday from 7:00AM-5:00PM and Saturday 9:00AM-3:00PM

## **Med-Ride**

- Transports individuals residing in the NRV to medical appointments
- Operates on a sliding scale (takes income and expenses into consideration)
- Minimum fee of \$5.00 per trip
- Call **888-633-7433** to schedule a trip or find out more

## **LogistiCare**

- Transportation to medical and some dental appointments for Virginia Medicaid and Plan First recipients
- Must contact at least 24 hours in advance
- To request a reservation call **866-386-8331**, download the app, or visit [logisticare.com](http://logisticare.com)



~ For individual, personalized help scheduling public transportation rides for any purpose, including out-of-town trips, call Mobility Specialist Chris Blankenship at: 540-994-2632 ~



*General Fare:* \$1.00, free for Seniors (adults 65+), Persons with Disabilities, Medicare Card Holders and Children 12 & Under who are accompanied by an adult

*Routes and Schedules:* Found at [www.radfordtransit.com/routes-times/](http://www.radfordtransit.com/routes-times/)

*Medical Transportation:* A Community Transit vehicle will meet you at the Hub, located on East Main St. across from the Radford University campus, and transport you to the emergency room entrance of Carilion New River Valley Medical Center.

- Must make reservation 24-hours in advance
- Pre-Schedule by calling Radford Transit. Lines are open Monday-Friday from 8:30AM-5:00PM at 540-831-5911
- Return trips may also be scheduled. Call 540-831-5911 by 5:00PM to let Radford Transit know you are finished with your appointment. Community Transit will pick you up from the Carilion New River Valley Medical Center and transport you back to the Hub.



The Smart Way begins service at Campbell Court, with stops at the Hotel Roanoke, the Roanoke Regional Airport, two park and ride lots along Interstate 81 at exits 140 and 118A, the Christiansburg K-mart (at the shelter going to Tech and across the street from the shelter going to Roanoke), the Virginia Tech Corporate Research Center, Main Street in downtown Blacksburg, and the Squires Student Center on the Campus of Virginia Tech.

Fare is \$4.00 each way

540-982-6622



Public Transportation Services

Basic Fare: \$1.75

Discount Fare: \$0.85 – For Medicare card holders, persons age 65+ and/or individuals with disabilities (must have proper discount fare eligibility identification (Valley Metro Photo ID))

List of Routes available at <http://valleymetro.com/schedule>

For questions call: 540-982-2222



The Star Line provides free, convenient transportation to retail businesses, schools, libraries, restaurants, and lodging along Jefferson Street between Downtown Roanoke and Carillion Roanoke Memorial Hospital.

The Star Line Trolley service operates from 7:00 A.M. to 7 P.M. Monday through Friday with service every 15 minutes. During the period from 10:00 A.M. to 2:00 P.M. service will be every 10 minutes.

# Mountain Lynx Transit



All fares \$0.50 each way

Maps of loops available at [www.district-three.org](http://www.district-three.org)

**Town of Abingdon:** Mountain Lynx Transit is available for any rider requesting transportation within the town limits. Service is provided Monday through Friday, 8:00AM – 5:00PM. The loop bus operates hourly along a flexible-fixed route, and you may board the bus anywhere along the route. Drivers may deviate a few blocks off the general route of travel for a drop-off/pick-up. To request this, call **276-676-0700** during the hours of 8:00AM-4:00PM to schedule a trip.

**Carroll County:** Customers are picked up at or near their homes in the county. The bus then proceeds to a designated commercial center where customers are taken to a destination of their choice. In-town customers are welcome to board any county route while it is in town but must pay a separate \$0.50 fare for each boarding. To make a reservation call **276-236-3055 OR 866-238-4293** by 4:00PM on the last business day before the trip.

**City of Galax:** Mountain Lynx Transit is available for any rider requesting transportation within the town limits. A flexible driving loop service is provided hourly Monday-Friday from 8:00AM-4:00PM and Saturday from 10:00AM-4:00PM. You may request a stop be made if you live on the outer areas of the loops and within the city limits. Call **276-236-3055 OR 866-238-4293** during the hours of 8:00AM-4:00PM Monday-Friday to schedule a trip.

**Grayson County:** Customers are picked up at or near their homes in the county. The bus then proceeds to a designated commercial center where customers are taken to a destination of their choice. In-town customers are welcome to board any county route while it is in town but must pay a separate \$0.50 fare for each boarding. To make a reservation call **276-236-3055 OR 866-238-4293** by 4:00PM on the last business day before the trip.

**Town of Marion:** Mountain Lynx Transit is available for any rider requesting transportation within the town limits. A flexible driving loop service is provided hourly Monday-Friday from 8:00AM-6:00PM and Saturday from 10:00AM-4:00PM. You may request a stop be made if you live on the outer areas of the loops and within the city limits. Call **276-782-9300** during the hours of 8:00AM-4:00PM Monday-Friday to schedule a trip.

**Smyth County:** Customers are picked up at or near their homes in the county. The bus then proceeds to a designated commercial center where customers are taken to a destination of their choice. In-town customers are welcome to board any county route while it is in town but must pay a separate \$0.50 fare for each boarding. To make a reservation call **276-782-9300** by 4:00PM on the last business day before the trip.

**Town of Wytheville:** Mountain Lynx Transit is available for any rider requesting transportation within the town limits. A flexible driving loop service is provided hourly Monday-Friday from 7:00AM-5:00PM and a Summer Saturday loop from 8:00AM-2:00PM. You may request a stop be made if you live on the outer areas of the loops and within the city limits. Call **276-228-7433** during the hours of 8:00AM-4:00PM Monday-Friday to schedule a trip.

**Washington County:** Customers are picked up at or near their homes in the county. The bus then proceeds to a designated commercial center where customers are taken to a destination of their choice. In-town customers are welcome to board any county route while it is in town but must pay a separate \$0.50 fare for each boarding. To make a reservation call **276-676-0700** by 4:00PM on the last business day before the trip.

**Bland County:** Customers are picked up at or near their homes in the county. The bus then proceeds to a designated commercial center where customers are taken to a destination of their choice. In-town customers are welcome to board any county route while it is in town but must pay a separate \$0.50 fare for each boarding. To make a reservation call **276-228-7433** by 4:00PM on the last business day before the trip.

**Wythe County:** Customers are picked up at or near their homes in the county. The bus then proceeds to a designated commercial center where customers are taken to a destination of their choice. In-town customers are welcome to board any county route while it is in town but must pay a separate \$0.50 fare for each boarding. To make a reservation call **276-228-7433** by 4:00PM on the last business day before the trip.

# Community Housing Options

**Women's Resource Center**  
*of the New River Valley*

Located in Radford, VA

Emergency Shelter: **540-639-1123**

**Transitional Housing:** Families who leave the emergency shelter and desire a supportive living environment have the option of applying for transitional housing apartments before stepping out on their own. The transitional program, Cornerstone, includes seven apartments arranged in a community setting. At Cornerstone, staff members work with residents to identify barriers, set goals and take steps to achieve their aspirations. Counseling, support groups, community resource assistance, legal advocacy and transportation also are offered to residents.

**Counseling Services:** (540-639-9592) Counselors at the Women's Resource Center are trained to address the needs and concerns of survivors of sexual assault, domestic violence, and stalking. Counseling is available whether the violence occurred recently or in the past. Sessions include:

- Crisis intervention
- Safety planning and support
- Educational components of the dynamics and effects of sexual assault and domestic violence
- Sorting out feelings such as confusion, helplessness, fear and guilt
- A safe place to tell the story and be listened to without judgment or blame



**540-345-0400**

Our program offers safety from immediate danger and helps adults and children of Intimate Partner and Family Violence cope with the emotional, physical, and financial issues of leaving an abuser. Survivors who seek shelter at the Turning Point find a safe and home-like environment, complete with wholesome meals. Working with a case manager, survivors will learn about legal options and how to stay safe. Through counseling, survivors learn about the cycle of domestic violence and how it affects them and their children. Parenting classes are available on-site, to help gain coping skills and learn resources available for children, including our Children's Service Coordinator.



**540-382-6188**

**History:** Since 1989, NRFS has provided emergency housing and support to local families who find themselves in a housing crisis. With multiple home sites, we increase accessibility to safe and private housing, creating a secure and nurturing environment for children.

**Community:** We partner with the local community, including volunteers, local government and churches, to remove the stigma of homelessness and ultimately end long-term family homelessness in our community.

**Family:** Our approach is one of respect, compassion, and a focus on family to serve both our clients and the community as a whole. In addition to keeping the entire family together, we connect families to local support programs, empowering them to achieve confidence and self-sufficiency.

# Family Resource Center, Inc.



800-613-6145

The Family Resource Inc., founded in 1983 is a non-profit organization providing shelter, education, and support services to adults and children who have experienced or been impacted by or exposed to domestic or sexual violence, abuse or neglect. FRC is an established organization with programs that are comprehensive and multi-dimensional, targeting individuals, families and the community. FRC programs include emergency shelter, Individual Supportive Counseling and Advocacy Program, 24-hour Crisis Hot-line, Community Education & Awareness Program, and Volunteer Program.

Service area includes the counties of Bland, Carroll, Grayson, Smyth, Wythe, and the city of Galax.



540-343-7227

Located in Roanoke, VA

Each night, the Rescue Mission provides a safe haven to families and individuals in crisis. Once stabilized through the help of our intensive case management services, many transition to independent housing within 45 days. Others are welcomed into our Residential Recovery Program or Tabitha Job Skills Program. Rescue Mission services first tend to the most basic needs: food for the hungry and shelter for the homeless. Then we tackle the root causes of homelessness. If you or someone you know is in immediate need of food and shelter, the Roanoke Rescue Mission serves three meals a day 365 days a year. Clothing is provided as needed through our free voucher program. Hot showers, laundry, and personal hygiene items are available to all guests. Every evening, spiritual guidance and prayer is offered during our ecumenical chapel services, hosted by our chaplain and led nightly by churches from many different denominations. Guests also have access to a free legal clinic, as well as medical, vision, dental, and behavioral health care through our G. Wayne Fralin Free Clinic for the Homeless. And thanks to volunteer hairdressers in our Angels with Scissors program, guests may receive a free haircut in order to look their best to apply for jobs and housing.



*West Piedmont Re-Entry Journey (WPRJ)*

276-638-8311 (Martinsville)

540-483-5142 (Rocky Mount)

We assist individuals returning from incarceration and their families in making a successful transition back to the community. We help with:

- Immediate critical needs such as housing, clothing and food
- Referrals to our community partners (support groups, substance abuse and mental health needs)
- Life skills, healthy family dynamics and conflict resolution counseling
- Personal finance education and support
- Transportation assistance, and
- Restoration of rights

STEP offers these services in Franklin, Patrick and Henry counties, as well as the City of Martinsville.





**Homeless Prevention Program:** Provides time-limited financial assistance to eligible people in the New River Valley who are in imminent danger of becoming homeless.

**Provides:** rental assistance, rental deposits, utility assistance and housing counseling

**Eligibility:** Applicants in permanent housing must be in danger of losing their housing. Applicants in temporary housing or without housing must require a security deposit and rental assistance to secure permanent housing. The applicant must be within the Homeless and Housing Programs maximum income limits of less than 30% AMI and have exhausted their resources and all other sources of assistance.

- Floyd: 540-745-2102
- Giles: 540-921-2146
- Montgomery: 540-382-6186
- Pulaski: 540-980-5525
- Radford: 540-267-3205



276-620-6714

**Mission:** Seeking to restore individuals through supporting those in need of shelter, food and clothing. We strive to empower individuals.

**\*\*Accepts Children**

**Location:**

165 South 7<sup>th</sup> Street  
Wytheville, VA 24382

540-344-8060

Located in Roanoke

**Homeless Shelter and Housing Programs:** ARCH provides the initial stabilization needed for clients to exit the cycle of homelessness. We provide therapeutic case management and referrals to additional appropriate resources in the community. We utilize a low barrier, housing first model of shelter to ensure that homelessness is rare, brief and non-recurring.

- **Heroes Refuge:** This 15-bed shelter dedicated to homeless veterans is located in the Trust House facility. ARCH contracts with the Salem Veterans Affairs Medical Center for these beds, which serves veterans in 26 counties in southwestern Virginia.
- **Safe Refuge:** This 12-bed shelter dedicated to homeless individuals and families is also located in the Trust House facility. ARCH receives referrals from City of Roanoke's Homeless Assistance Team and Blue Ridge Behavioral Healthcare for these beds.
- **New Beginnings:** This housing stability program provides the supportive services that are set in place for clients once they enter into housing to ensure that they remain housed. This includes therapeutic case management provided in the clients' homes and additional supportive services.
- **Heroes Haven:** This permanent supportive housing program is designated to chronically homeless veterans and is in scattered sites throughout the community. This program provides housing subsidies while surrounding clients with the supportive services of New Beginnings.

#### **Substance Abuse Treatment Programs:**

**Bethany Hall:** This residential substance abuse treatment program provides a second chance for women, pregnant/postpartum women, and child welfare involved women in recovery from drugs and alcohol. We offer a holistic approach to recovery while providing a supportive and healing treatment environment. In operation for the last 45 years, this program is pivotal in the success of women's recovery as well as the health of their unborn babies. Bethany Hall is licensed by the Department of Behavioral Health and Developmental Services.

**Stepping Stones:** This peer support recovery housing program is located in scattered sites in the community. Housing is sub-leased for clients to live as roommates after transitioning to promote support and accountability needed to live successfully in the community. A step-down treatment program that surrounds clients with the supportive services of New Beginnings.



# Winter Overnight Shelter

for single, homeless men and women in the NRV

Open November 3, 2018—March 29, 2019.

To Our House (TOH) is a growing group of interested citizens, faith communities, and social and human service professionals who have joined to provide temporary winter shelter for single, homeless men and women in the New River Valley.

## HOW TO OUR HOUSE WORKS

1. During winter operation months, guests arrive at the Intake Center at the New River Community Action offices at 110 Roanoke Street, Christiansburg (across from Hardee's) between 5:00 – 5:30 p.m.
2. Following sign-in and distribution of house rules, guests are transported to a warm location for the night.
3. A hot evening meal is provided with time for fellowship.
4. Guests enjoy breakfast in the morning and transportation back to the Intake Center. A bag lunch is provided for the day.



*Building community sustainability and independence*

HOPE provides a wide-range of programs to individuals and families in the counties of Wythe, Bland, Carroll, Grayson and Smyth and the city of Galax. To find out more about the programs below, call, stop in, or visit [www.wythehope.org](http://www.wythehope.org).

**Crisis** - Intake hours are Monday, Tuesday, Wednesday and Thursday from 9:00 a.m. to 12:00 noon and 1:00 p.m. to 4:00 p.m. Friday from 9:00 a.m. to 12:00 noon.

If you are in need of **emergency assistance** with homelessness, eviction notices or utility disconnects, contact the Housing Solutions Coordinator at (276) 228-6280, Ext. 253 or email [intake@wythehope.org](mailto:intake@wythehope.org).

### **Virginia Homeless Solutions Program (VHSP)**

► State and federally funded program to assist households experiencing homelessness to obtain and maintain housing stability.

### **Hillcrest Apartments**

► Income-restricted affordable apartment rental housing.

### **Community Food Kitchen**

► Provides free, well-balanced meals to the homeless and anyone in need in Wytheville and surrounding areas. Served Monday and Thursday 11:30 am-1:00 pm at Wytheville Baptist Church.

Phone: (276) 228-6280 | Toll Free: (877) 818-8680 | 680 W Main St., Wytheville, VA



## ~Other Helpful Resources~



**Who can I call if I am being physically or sexually abused?**

**Women's Resource Center**  
*of the New River Valley*



Office: 540.639.9592

Hotline: 540.639.1123 (Available 24/7)

Toll Free: 1.800.788.1123

Or call the Virginia Family Violence & Sexual Assault Hotline at:  
1-800-838-8238



**What do I do if I need help and don't know what resources to contact?**

**Call 2-1-1 Virginia**

Available 24/7 to provide community referrals: dial 211 from any phone

**Call New River Community Action**

Call during business hours for referrals and services (540) 633-5133

**Call New River Valley Community Services**

Available for support 24/7 at (540) 961-8400



**What do I do if I need transportation for a medical appointment but don't have Medicaid or Plan First?**

**Call Med-Ride at 1-888-633-7433**

Provides non-emergency transportation to health-service appointments in the New River Valley for those without transportation who cannot afford public transportation. Sliding scale takes into consideration both income and expenses. Minimum fee of \$5.00 per trip. Eligibility is determined by a telephone assessment interview.