

Portsmouth Department of Behavioral Healthcare Services



1811 King Street
Portsmouth, VA 23703
(757) 393-8618

PORTSMOUTH DEPARTMENT OF BEHAVIORAL
HEALTHCARE SERVICES

Vision Statement

To enhance the quality of life by promoting
wellness and positive outcomes.

Mission Statement

To promote wellness, positive outcomes, and
self-determination through the delivery of
integrated, comprehensive, person-centered services
and supports that enhance quality of life.



Portsmouth Department of Behavioral Healthcare Services

This fact sheet lists the core services/programs provided by the Portsmouth Department of Behavioral Healthcare Services (PDBHS). Most of these services are licensed through the Department of Behavioral Health and Developmental Services and are CARF accredited. All of our services are integrated to address co-occurring Mental Health, Substance Use disorder treatment and treatment for individuals with developmental disabilities.

Same Day Access

1811 King Street, 1st floor
Portsmouth, Virginia 23704
(757) 393-5357

Central Intake Services provides access into the Portsmouth Behavioral Healthcare Services system of care thru the Same Day Access process. Ensures a comprehensive assessment of clients' needs, collects essential demographic and financial data, and triages the individual into the behavioral health system. Also provides referrals when appropriate to various community resources, may also provide brief counseling, and consultation as needed.

Prevention and Family Services

1811 King Street, 2nd floor
Portsmouth, Virginia 23704
(757) 393-8618 and (757) 393-5323

Prevention and Family Services provides a wide array of services to include restoration services, case management and diversion services. Services are client-centered and family focused. These services also provide Portsmouth citizens with an improved quality of life through education, prevention, and early intervention services that prevent the onset of substance use and mental illness. Services are provided in schools and the community to assist families and youth. We provide children's services, case management, mobile crisis and brief therapy.

HIV/AIDS Outreach
1811 King Street, 1st floor
Portsmouth, Virginia 23704
(757) 393-5323

HIV/AIDS Outreach Services provides education, testing, counseling, referrals, and support for citizens with HIV/AIDS.

Substance Use Outpatient Treatment Services (Methadone Clinic)
1811 King Street, 2nd floor
Portsmouth, Virginia 23704
(757) 393-8616

Substance Use Outpatient Treatment (Methadone Clinic) provides opioid replacement services such as methadone maintenance and detoxification. Services are provided to individuals with a primary opioid substance use disorder and may be experiencing a co-occurring mental health disorder. The program is Nationally Certified through CARF (Commission on Accreditation of Rehabilitation Facilities).

Substance Use Outpatient Treatment Services (Co-Occurring Services)
1811 King Street, 2nd floor
Portsmouth, Virginia 23704
(757) 393-8896

Substance Use Outpatient Treatment (Co-Occurring Services) provides co-occurring treatment for children, adolescents, and adults with combined substance use and mental health issues/disorders. Services may include individual, family, or group counseling services.

Substance Use Women's Services (Women's Center)

1811 King Street
Portsmouth, Virginia 23704
(757) 391-3212

Substance Use Women's Services (Women's Center) provides women focused treatment, while educating, increasing their knowledge of health issues, providing an opportunity for employability, as well as, assisting with family relationships parenting, and community involvement. The Women's Center staff help promote self-esteem and self-worth in all women, as well as, provide women intensive services. Women can receive individual, family, and group counseling and referral services.

Substance Use Residential Treatment Services (Women's Transitional Recovery Houses)

Portsmouth, Virginia 23704
(757) 393-8896

Substance Use Residential Treatment Services (Women's Transitional Recovery Houses) provides women with a short term transition housing opportunity while receiving recovery oriented treatments services. Individuals may receive individual, family, and group services counseling services, as well as, medication management. Promoting stabilization, recovery empowerment and wellness. The transitional houses were named to reflect the phases of individual's growth and participation in the program (Reflection and Empowerment Houses). The primary goals of the houses are to assist individuals work through their addictive disorders, assist with co-occurring, mental health disorders, and trauma issues.

Peer Support Services

1811 King Street
Portsmouth, VA 23704
(757) 381-5263 or (757) 381-5289

Certified Peer Support Specialists are greeters at Central Intake, monitor the Warmline, respond to Maryview Medical Center to assist with patient that have experienced an overdose and respond to mental health and substance use consumers in crisis.

Developmental Disorders Services

1320 Court Street, Suite 103

Portsmouth, Virginia 23704

(757) 393-8321 – Monday – Friday 8am – 5pm

Developmental Disorders Services provide case management services to the intellectually disabled. Their goals are to maximize full integration of the individual served into community life in the least restrictive environment. Also to improve the quality of life with linkage to available local, state, and federal resources.

Support Coordinators advocate for the provision of services in an individual's natural home and community environs to promote healthy engagement and integration. Support coordination / Case management services are provided based on individual and/or family needs and include at a minimum monthly contact which include face-to-face, telephone, etc.

The Supportive, Habilitation & Occupational Program (SHOP)

1320 Court Street, Suite 103

Portsmouth, Virginia 23704

(757) 393-8321 – Monday – Friday 8am – 5pm

The Supportive, Habilitation & Occupational Program (SHOP) offers Day Support Services to individuals with a primary developmental disability and a co-occurring mental health or substance use disorder. Services may also include supported employment as well as vocational services.

The SHOP serves individuals with Level 4 and below support needs as determined by the SIS (Support Intensity Scale) assessment. Services are available for individuals for whom services are assured by staff who have completed DMAS testing and competency requirements for DD Waivers and can meet the needs of the individual.

Applicants must be a resident of Portsmouth, but some exceptions may be made for residents of other cities if an applicant who is receiving Medicaid Waiver services chooses the SHOP for Group Day services. Individuals' attendance time is from 8:00 AM to 3:00 PM Monday through Friday. The SHOP is closed on state and federal holidays.

Opportunity House
505 Jamestown Avenue
Portsmouth, Virginia 23704
(757) 393-8927

Opportunity House provides psychosocial day services for the chronically mentally ill and individuals with co-occurring mental health, substance use and/or development related disorders. The focus of the program is to provide empowerment and recovery services through a person-centered approach. This may include interpersonal skill development, community integration, independent living skills training such as meal preparation, vocational supports, housing and/or employment.

Mental Health Skill Building
1811 King Street, 1st floor
Portsmouth, Virginia 23704
(757) 393-8991

Mental Health Skill Building Services provides training and support to enable individuals with serious mental illness achieve and maintain stability in the community. The goals are to assist individuals with activities that will increase independence and assist with the health and wellbeing of the person. Activities may include assistance with daily living, use of community resources, medication management, and nutrition.

Medication Management Psychiatric Services (Adults and Children)
1811 King Street, 2nd floor
Portsmouth, Virginia 23704
(757) 393-8223

Psychiatric Services provides medication management services to individuals receiving services from PDBHS. Services are provided by psychiatric nursing and psychiatrist. Services are provided by assessment, medication evaluation, and ongoing medication management. Services are provided to adults, adolescents, and children. Primary screening and referrals to (Primary Care Provider) PCP as needed.

Shelter Plus Care Program

505 Jamestown Avenue
Portsmouth, Virginia 23704
(757) 393-8927

Shelter Plus Care is a federal Housing and Urban Development Grant that provides permanent supportive housing to individuals who are experiencing chronic homelessness in the City of Portsmouth. The focus of the program is for individuals with both a mental health, substance use, or co-occurring disorders and receiving MH/SUD services. Individuals with HIV/AIDS are not excluded from participating in the program.

Case Management (Substance Use and Mental Health)

1811 King Street, 1st floor
Portsmouth, Virginia 23704
(757) 393-8991

Case Management Services provides coordination services to assist individuals with serious mental illness accessing needed medical, psychiatric, social, educational, vocational, and other supports essential to meeting basic needs. These goals are addressed through linkages to services and supports, monitoring the quality of services, and addressing gaps in service needs. Primary screening and referrals to PCP are completed, as needed.

PACT

(Program of Assertive Community Treatment)

1811 King Street
Portsmouth, Virginia 23704
(757) 393-5357

PACT (Program of Assertive Community Treatment) Services provides comprehensive community based treatment services to persons with serious mental illness. Most of these services are provide in the community, in homes where the individual resides. These services may include daily drop in medication management services as well as case management. The team utilizes a multi-disciplinary approach so that all of the client's needs are managed within the team.

Emergency Services

1811 King Street, 1st floor
Portsmouth, Virginia 23704
(757) 393-8991 – (757) 393-8990 (Hotline)

Emergency Services provides 24 hours a day, 7 days a week Emergency and Crisis intervention services to individuals in the City of Portsmouth who are experiencing a mental health or substance use disorder crisis. Services provided can include telephone counseling, face-to-face assessment and crisis counseling, and assessments to screen for psychiatric hospital admission and/or crisis stabilization services.

Safe Haven

Crisis Stabilization Program

1811 King Street
Portsmouth, Virginia 23704
(757) 391-3167

Safe Haven is a crisis intervention team assessment center located within Bon Secours Maryview Medical Center. This program provides individual a neutral environment for them to receive support while they may be experiencing a psychiatric crisis. This program has peer support services and a center for resources. Criteria for this program is any individual whose psychiatric crisis may jeopardize their current community living situation or place them at risk of psychiatric hospitalization.

Jail Related Programs

1811 King Street, 1st floor
Portsmouth, Virginia 23704
(757) 393-8618

Portsmouth currently has three programs that are designed to help reduce recidivism: Jail Diversion Services, Community Oriented Re-Entry (CORE) Program, and Forensic Discharge Planner (FDP) Program. The Jail Diversion Services program provides case management services through a Criminal Justice/Mental Health Grant for Portsmouth residents with a serious mental illness and/or substance use disorder while incarcerated. Services are provided to individuals who are 18 years of age or older, charged with a non-violent misdemeanor or felony, and who are in need of MH or SUD treatment.

The CORE program is a grant funded program designed to provide case management, groups and assessments in the Hampton Roads Regional Jail to individuals who are experiencing a psychiatric crisis or diagnosed with a mental health, substance use, or co-occurring disorder.

The FDP Program is grant funded to provide case management services to recently discharged inmates. The FDP program is designed to help reduce recidivism by linking individuals to the services that provide the biggest barriers for reentry success such as housing, food, medication, and clothing.

Restoration Services

1811 King Street, 1st floor
Portsmouth, Virginia 23704
(757) 393-5323

Restoration Services provides education, training, and intensive case management services related to the criminal justice process with the goals of restoring Juveniles and Adults to competency to strand trail. These individuals are referred to PDBHS by the Portsmouth Court systems.

Administrative Services

Central Medical Records

1811 King Street
Portsmouth, Virginia 23704
(757) 391-3288

Maintenance and secure storage of consumer records, processing release of information requests, ensuring confidentiality of consumer records and quality assurance/records audits.

PDBHS Administrative Services

1811 King Street, 2nd floor
Portsmouth, Virginia 23704
(757) 393-8618

Consumer Account Services

1811 King Street
Portsmouth, Virginia 23704
(757) 393-5404

Assist Portsmouth citizens in accessing DBHS program funding based on a federal poverty guideline sliding fee scale. Verifies consumer health insurance and eligibility for services access, and reconciles consumers financial accounts.

For additional information regarding service provisions, please contact the specific programs listed.

MEB/CAL

3/17

2/19

3/21