

# **Program of Assertive Community Treatment (PACT)**

Age Requirements

18 and over

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

Serves adults diagnosed with Severe Mental Illness.

Family

No

Intake Process

Call for information.

Intake Contact Telephone

(757) 756-5600

Provider Refer

Yes

Qualifications

Qualification Type

Licensure

Qualification Entity

Virginia Department of Behavioral Health and Developmental Services (DBHDS)

Qualification Number

241

Report Problems

Call the Agency

Residency Requirements

Serves residents of Norfolk City.

Self Refer

Yes

Norfolk Community Services Board

<https://www.norfolk.gov/996/Norfolk-Community-Services-Board>

Main

(757) 756-5600

Phone Emergency

(757) 664-7690

7447 Central Business Park Drive

23513 VA

United States

Monday: 8:00 am-5:00 pm

Tuesday: 8:00 am-5:00 pm

Wednesday: 8:00 am-5:00 pm

Thursday: 8:00 am-5:00 pm

Friday: 8:00 am-5:00 pm

Saturday: Closed

Sunday: Closed

Additional Availability Comments

Call center hours are Monday through Friday. Emergency services are available 24 hours per day, every day. Office hours are Monday, Tuesday, Wednesday and Friday from 8:30 am through 4:00 pm.

Fee Structure

Sliding Scale Fee

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Call for Information

Payment Method(s)

Private Pay

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Private Insurance

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Medicaid

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Medicare

Languages Spoken

English

The Norfolk Community Services Board's Program of Assertive Community Treatment, known as PACT, is the program indicated for adults with severe and persistent mental illnesses. Symptoms and impairments of these illnesses produce distress and major functional disability in adult role functioning. Clients are not excluded from PACT services because of the severity of illness, disruption in the

community or in the hospital, or failure to participate in or respond to traditional mental health services. The three primary components of the PACT Program are treatment, rehabilitation, and support services.

Specific services provided under the PACT umbrella are as follows:

- Symptom and need assessments, with staged interventions;
- Psychopharmacological treatment, medication administration, monitoring;
- Nursing;
- Case Management;
- Skills training in activities of daily living, social skills, and interpersonal relationships;
- Substance abuse treatment for individuals with co-occurring disorders;
- Individual and group supportive counseling;
- Work-related services to help find and maintain employment;
- Support for resuming education;
- Peer counseling and recovery training;
- Collaboration with families, providers and other involved parties;
- Direct support and advocacy to help individuals access community resources;
- Mobile crisis assessment and intervention;
- Collaboration with Emergency Services and hospitals.

Service Area(s)

Norfolk City