

## Recovery Care Coordination

Age Requirements

No Age Requirement

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

Children, Adolescent, Adult and Geriatric

Family

No

Intake Process

Telephone referrals accepted.

Intake Contact Telephone

(855) 426-5263

Provider Refer

Yes

Qualifications

Qualification Type

Licensure

Qualification Entity

Virginia Department of Behavioral Health and Developmental Services (DBHDS)

Qualification Number

165

Report Problems

Call the Agency

Self Refer

Yes

Highlands Community Services

<http://highlandscsb.org>

Main

(276) 466-4292

Toll-Free

(855) 426-5263

Phone Emergency

(866) 589-0269

1969 Lee Highway

24201 VA

United States

Monday: 8:30 am-5:00 pm

Tuesday: 8:30 am-5:00 pm

Wednesday: 8:30 am-5:00 pm

Thursday: 8:30 am-5:00 pm

Friday: 8:30 am-5:00 pm

Saturday: Closed

Sunday: Closed

Additional Availability Comments

Crisis services are available 24 hours per day, every day.

Fee Structure

Call for Information

Payment Method(s)

Private Pay

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Private Insurance

,

Medicaid

,

Medicare

,

Tricare

Languages Spoken

English

At Highlands Community Services, Adult Recovery Services provide a comprehensive community support system for people in recovery who have a serious mental illness and are unable to function independently in the community. These individuals require guidance, training, and considerable support in preventing hospitalizations, in accessing needed resources, and in maintaining a natural support system through meaningful relationships.

The strengths-based model of case management practiced by Highlands Community Services' adult care coordinators focuses primarily on the strengths, interests, and abilities of the person in recovery, rather than on weaknesses, deficits or pathology. Each individual is viewed as "the director" of the helping process and is regarded positively as a person who can learn, grow, and change. Close, ongoing assistance is assured to each individual, according to his needs and desires in order to choose the roles that he wishes to occupy. Our model has also been described as a "traveling companion model of case management." The focus is on helping people in recovery attain their highest level of independent living and to exercise a voice in making their own choices.

#### Crisis Telephone Contacts:

Monday through Friday from 8:30am-5:00pm: Call (276) 525-1550;

After Hours, Holidays, and Weekends: Call (276) 645-7400 for Central Dispatch – Bristol or (276) 676-6277 for Central Dispatch – Washington County;

Life Threatening Emergency: Call 911.\

#### Service Area(s)

Abingdon City

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Bristol City

,

Washington County