

## Case Management, Substance Abuse

Age Requirements

No Age Requirement

Available 24/7

No

Documents Required

Call for details

Family

No

Intake Process

Telephone referral, walk-ins accepted

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>

Phone Emergency

(757) 664-7690

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

Substance Abuse Case Management is designed to assist individuals and their family members in accessing services that are responsive to the person's individual needs. Case Managers will: identify and reach out to potential individuals receiving services; assess needs and plan services; link the individual to services and supports; assist the person directly in locating, developing, or obtaining needed services and resources; coordinate services with other providers; enhance community integration; make collateral contacts; monitor service delivery; and advocate for people in response to their changing needs. Services include:

- Comprehensive assessment of case management needs;

- Development of, in conjunction with the individual, an Individual Service Plan (ISP);
- Individualized education including life skills related to independent living;
- Linkage to the Department of Rehabilitative Services (DRS) for employment counseling and job placement;
- Use of community resources, especially recovery support group;
- Referrals for food;
- Transportation services to support the plan of care;
- Monitoring of abstinence through drug screening;
- Linkage to mental health benefits;
- Assistance with applying for benefits;
- Monitoring quality of service delivery and client satisfaction;
- Advocacy.

Four tailored services fall under the Substance Abuse Case Management Program umbrella:

- Detoxification Services;
- Residential Services;
- Supportive Housing Services;
- Women's Services.

Service Area(s)

Norfolk City