

First Response Community Connection Resource Guide 2019

The Charlottesville-Albemarle Prevention Coalition, now known as the Charlottesville Albemarle Coalition for Healthy Youth (C.A.C.H.Y), developed and printed this document to help local agencies support people in our community who need quick direct access to community services. The purpose of this guide is not to list all the resources in our community, but to list the primary critical agencies to help get people connected to community services. This Resource Guide corresponds with the information listed on the Resource Card.



To receive more copies of the Resource Guide and/or Resource Card call or visit our website:
<http://www.youchooseville.com/>



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C.A.C.H.Y VISION, MISSION and FOCUS:

Empowering our community's young people to achieve their full potential and healthy, successful lives. Our mission is to educate, support, and advocate for the health and well-being of all young people. We are a collaborative group of community members and agencies who care for and about young people. We focus in the areas of substance safety, mental health wellness, positive youth development and healthy relationships and self-care.

First Response Community Connection Card

Crisis / Mental Health Helplines (24 Hours)

Emergency (police, rescue, fire)	911
Region Ten Emergency Services	(434) 972-1800
Madison House Help-Line	(434) 295-8255
Runaway Emergency Services Program	(434) 972-SAFE
Suicide Hotline	1-800-784-2433/1-800-273-8255
Poison Control Center	1-800-222-1222
Sexual Assault Resource Agency (SARA)	(434) 977-7273
Shelter for Help in Emergency (SHE)	(434) 293-8509
(Collect Calls Accepted)	
Alzheimer's Safe Return	1-800-272-3900
Social Services Albemarle	(434) 972-4010
Charlottesville	(434) 970-3400

Counseling / Parenting / Mental Health

Ready Kids	(434) 296-4118
Region Ten Community Services Board	(434) 972-1800
On Our Own (mental health peer support)	(434) 979-2440
National Alliance on Mental Illness	(434) 260-8127

Substance Abuse Services

Al-Anon	1-(800) 344-2666	(434) 972-7011
Alateen	1-(800) 344-2666	(434) 972-7011
Alcoholics Anonymous		(434) 293-6565
Narcotics Anonymous		1-800-777-1515
Mohr Center		(434) 979-8871

Law Enforcement

Albemarle Police	(434) 296-5807
Charlottesville Police	(434) 970-3282
UVA Police	(434) 924-7166
Anonymous Tips	
Crime Stoppers	(434) 977-4000
Drug Information	(434) 970-3376

Housing / Shelter

Community Attention	(434) 970-3343
AHIP Emergency Home Repair	(434) 817-2447
Salvation Army	(434) 295-4058
PACEM (winter homeless shelter)	(434) 973-1234x113
The HAVEN	(434) 973-1234

Health

Free Clinic	(434) 296-5525
Health Department	(434) 972-6200
Planned Parenthood	(434) 296-1000
Pregnancy Center of Central Virginia	(434) 979-8888
24/7 hotline	(434) 220-3777
Text	(434) 218-2013
Teen & Young Adult Health Center	(434) 982-0090

Legal Services

Juvenile Court Services Unit	(434) 979-7191
Legal Aid Justice Center & Just Children	(434) 977-0553
Magistrate's Office	(434) 977-0220
Victim/Witness Assistance Program	
Albemarle	(434) 296-5807
Charlottesville	(434) 970-3176

Information & Referral

Albemarle County Information Line	(434) 296-5822
Charlottesville City Information Line	(434) 970-3333
Jefferson Area Board for Aging (JABA)	(434) 817-5222
Monticello Area Community Action Agency	(434) 295-3171
United Way – Information & Referral	(434) 972-1701
Partner for Mental Health America	(434) 977-4673
Side-by-Side (LGBTQ youth support)	888-644-4390
Help Happens Here	(434) 227-0641
2-1-1 Virginia for Community Resources	211

Provided by the Thomas Jefferson Area
Crisis Intervention Team (CIT) - Updated June 2019

CRISIS/MENTAL HEALTH HELPLINES (24-hour)

Region Ten Emergency Services

500 Old Lynchburg Road

Charlottesville, VA 22903

Phone: (434) 972-1800 / (866) 694-1605

Hours: 24-hour/7 day

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services: Crisis services are available for any individual experiencing a mental health crisis, regardless of age, ability, diagnosis or any other factors. Services include counseling and phone consultations with or about people in crisis, as well as admission screenings for Region Ten's crisis stabilization center, psychiatric hospitalizations or short term crisis intervention.

<http://regionten.org/service/emergency-services/>

Madison House HELP Line

170 Rugby Road, Charlottesville, VA, 22903

Phone: (434) 295-8255 (helpline) / (434) 977-7051 (office)

Hours: 24-hour/7 day except during summer recess

Office hours are 9am-5pm M-F

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services: Provides empathetic, nondirective listening and referrals to anyone who calls. Volunteers provide callers with confidential crisis referral. Serves both UVA students and area residents but hours are limited during summer and holidays.

<http://www.madisonhouse.org/helpline/>

Runaway Emergency Services Program (ReadyKids)

1000 E. High Street

Charlottesville, VA 22902

Phone: (434) 972-SAFE (hotline) / 434-296-4118 (office)

Hours: 24-hour/7 day

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services: Provides short-term shelter and prevention counseling to adolescents and their families in times of crisis. A youth may be a runaway, have been pushed out of the home, or be at risk for running away or homelessness. Services provided include a 24-hour hotline/crisis intervention, counseling for adolescents and their families and time-limited shelter placement and time-limited shelter to youth in approved host homes in the community. All RESP staff are credentialed and trained in managing family conflict and working toward crisis resolution.

www.readykidscville.org

Virginia Suicide Crisis & Prevention Hotline *

Phone: 1-800-784-2433 / 1-800-273-8255

TTY (for hearing-impaired): 1-800-799-4TTY

Hours: 24-hour/7 day

Description of Services: Our goal is to help you reduce stress and feel empowered to make healthy decisions. You will be asked questions regarding your safety, feelings, social

*Resources in Spanish readily available

situation, and if you have any thoughts of suicide. If a counselor feels you are in danger they will speak with you about emergency services, and/or gather contact information to ensure your safety. The counselor will work with you to create a safety plan if necessary. This phone number also gives you the option to connect to the Veteran Crisis Line.

www.suicidepreventionlifeline.org

Blue Ridge Poison Center *

1222 Jefferson Park Ave. 4th Floor

Charlottesville, VA 22903

Phone: 1-800-222-1222

Hours: 24-hour/7 day

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services: The BRPC is staffed by nurses and doctors specially trained to handle all sorts of poisonings: from medicines, plants, household products, industrial chemicals, snake bites, carbon monoxide, and more. Our experts are available by phone for immediate, confidential, and free treatment advice. We also answer questions about the safe use of prescription and over-the-counter medicines.

<https://med.virginia.edu/brpc/>

Sexual Assault Resource Agency (SARA)

335 Greenbrier Drive, Suite 102

Charlottesville, VA 22901

Phone: (434) 977-7273 (hotline) / (434) 295-7273 (office)

Hours: 24-hour/7 day (hotline) / 9-5 M-F (office)

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services:

Offers 24-hour hotline for survivors of sexual assault, their families and friends. The hotline is staffed by trained volunteers who provide crisis intervention, support, and information and referral services. In addition, SARA offers walk-ins and serves survivors of sexual assault and their families through advocacy, therapy, and counseling.

<http://saracville.org/>

Shelter for Help in Emergency (SHE) *

1415 Sagem Pl, Unit 1

Charlottesville, VA 22901

Phone: (434) 293-8509 (hotline) / (434) 963-4676 (office)

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services:

Provides a confidential, 24-hour hotline for victims of domestic violence for support and information.

<https://www.shelterforhelpinemergency.org/>

Alzheimer's Association Safe Return

355 Rio Road W, Suite 102

Charlottesville, VA 22901

Phone: 1-800-272-3900 (hotline) / (434) 973-6122 (office)

Hours: 24-hour/7 day (hotline) / 9-5 M-F (office)

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services:

Assists in the safe return of individuals with Alzheimer's disease or related dementia who wander and become lost.

<http://www.alz.org/cwva/>

SOCIAL SERVICE AGENCIES

Albemarle Dept. of Social Services

1600 5th Street Ext., Suite A

Charlottesville, VA 22902

Phone: (434) 972-4010

Hours: 8am-5pm M-F

Service Area: Albemarle County

<http://www.albemarle.org/department.asp?department=dss>

Charlottesville Department of Social Services

120 7th Street NE, Second Floor of City Hall Annex

Charlottesville, VA 22902

Phone: (434) 970-3400 (offers operator-assisted option for hearing-impaired individuals)

Hours: 8am-5pm M-F except for city-observed holidays; 24-hour emergency coverage for Child Protective Services, Adult Protective Services & Foster Care

Service Area: Charlottesville

<http://www.charlottesville.org/index.aspx?page=36>

<http://www.dss.virginia.gov/>

Description of Services: Join with the community in providing social services that meet essential needs, promote self-sufficiency, and enhance the quality of life for all residents. Provide assistance to residents in accordance with State and Federal Programs including Temporary Assistance to Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Medicaid, Energy Assistance, foster care, long-term care, companion services, Adult Services and Child Protective Services, benefits, family services, child care assistance, and more.

CPS Emergency Phone: 1-800-552-7096

Description of Services: The goal of Child Protective Services is to identify, assess, and provide services to children and families in an effort to protect children, preserve families whenever possible, and prevent further maltreatment. CPS is non-punitive in its approach and is directed towards enabling families to provide adequate care for their children.

APS Emergency Phone: 1-888-832-3858

Description of Services: Adult Protective Services investigates reports of abuse, neglect, and exploitation of adults 60 years of age or older and incapacitated adults age 18 or older. If protective services are needed and accepted by the individual, local APS social workers may arrange for a wide variety of health, housing, social and legal services to stop the mistreatment or prevent further mistreatment. Services offered may include home-based care, transportation, adult day services, adult foster care, nutrition services and legal intervention in order to protect the adult. Services may also be

arranged for individuals in emergency situations that lack the capacity to consent.

(Serve both Albemarle and Charlottesville DSS)

COUNSELING/MENTAL HEALTH

Ready Kids *

1000 E. High Street

Charlottesville, VA 22902

Phone: (434) 296-4118 / (434) 972-SAFE (teen counseling)

Hours: 9am-6pm Monday-Thursday and 9am-1pm Friday

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services: Promotes healthy development of children through a continuum of prevention services for Central Virginia residents. Serves children and youth and their families, particularly those at-risk, with services that support and strengthen families. Also offers a teen counseling program in addition to trauma counseling.

<http://www.readykidscville.org/>

Region Ten Community Services Board

500 Old Lynchburg Road

Charlottesville, VA 22903

Phone: (434) 972-1800

Hours: 24-hour/7 day

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services: Offers individual and family therapy, parenting groups, groups for anger management, Intervention/Drug Education groups, the Youth Intensive Outpatient Programs, and many other valuable resources. Intake appointments for adults are from 8:30am to 3pm M-F at the Peterson Building located at 800 Preston Avenue. For children, intake appointments take place on Monday, Tuesday, and Friday from 9am-12pm at the Child and Family Clinic at 500 Old Lynchburg Road.

<http://regionten.org/>

On Our Own

123 4th St. NW

Charlottesville, VA 22903

Phone: (434) 979-2440

Hours: 10am-5pm Monday and Tuesday, 12pm-5pm & 6pm-7pm Wednesday, and 11am-5pm Thursday-Saturday

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services: The purpose of On Our Own of Charlottesville is to provide mutual support, self-help, advocacy, education, information and referral services to individuals who have experienced significant problems in their lives due to mental health challenges and substance use disorders, and who acknowledge this; and to advocate for positive changes within the traditional mental health system.

<http://www.onourownville.org/>

National Alliance on Mental Illness Blue Ridge Charlottesville (NAMI)

Region Ten Offices
500 Old Lynchburg Rd.
Charlottesville, VA 22903

Phone: (434) 260-8127

Service Area: Charlottesville, Albemarle, Fluvanna, Greene, Louisa, Madison and Nelson

Description of Services: Our mission is to promote recovery and improve the quality of life of Virginians with serious mental illness through support, education, and advocacy. We envision a future where all people affected by mental illness get the hope, help, and support that they need. NAMI Blue Ridge Charlottesville offers programs that extend support, resources, advocacy, education and community services to families in the Charlottesville Blue Ridge area.

<http://www.namiblueridgecharlottesville.org/>

<https://www.facebook.com/NAMIBlueridgecharlottesville/>

SUBSTANCE ABUSE SERVICES

Al-Anon

Phone: 1-800-344-2666 / (434) 972-7011

Hours: 24-hour/7 day

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services: The Al-Anon Family Groups are a fellowship of relatives and friends of alcoholics who share their experience, strength, and hope in order to solve their common problems.

www.vaalanon.org

Alateen

Phone: 1-800-344-2666 / (434) 972-7011

Hours: 24-hour/7 day

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services: Alateen is part of Al-Anon Family Groups and is for younger family members and friends aged 13 to 18.

<https://al-anon.org/newcomers/teen-corner-alateen/>

Jefferson District Intergroup (AA)

Jefferson District Intergroup Office
1807 Emmet Street N, Suite 3A
Charlottesville VA 22901

Phone: (434) 293-6565

Service Area: Albemarle, Charlottesville, Nelson, Fluvanna, Orange, Louisa, Buckingham, and Greene

Description of Services:

Support group of men and women who have the desire to stop drinking. Primary purpose is to stay sober and help other alcoholics achieve sobriety.

<https://jeffersonfob.wordpress.com/>

The Piedmont Area of Narcotics Anonymous

Phone: 1-800-777-1515 (state-wide hotline)

Hours: 24-hour/7 day

Service Area: Albemarle, Charlottesville, Orange, Fluvanna, Greene

Description of Services: Narcotics Anonymous is a non-profit fellowship of men and women for whom drugs had become a major problem. We are recovering addicts who meet regularly to help each other stay clean. This program is one of complete abstinence from all drugs. Our fellowship is concerned with the disease of addiction and recovery from that disease; the drug (or drugs) of choice is unimportant.

<http://piedmontvana.org/>

Mohr Center

1014 E. Market St.
Charlottesville, VA 22902

Phone: (434) 979-8871

Service Area: Charlottesville, Albemarle, Fluvanna, Nelson, Greene, Louisa, as well as anyone in the state of VA that is referred by another CSB

Description of Services: We are a 10-bed, 3.5 ASAM (American Society of Addiction Medicine) level high-intensity residential treatment program for individuals recovering from addiction. The goals of the program are to teach residents how to live free of mood-altering chemicals, enhance emotional, physical, and financial well-being, and help residents find and maintain employment. We accept Medicaid, but do not accept private insurance.

<http://regionten.org/location/the-mohr-center/>

LAW ENFORCEMENT

Albemarle Police

1600 5th Street, Suite D
Charlottesville, VA 22902

Phone: (434) 296-5807

Hours: 24-hour/7 day

Service Area: Albemarle County

Description of Services: Protects and promotes community safety, ensures the safe and orderly movement of traffic, and seeks solutions to any problem that creates fear or threatens the quality of life in the county.

<http://www.albemarle.org/department.asp?department=police>

Charlottesville Police

606 East Market Street
Charlottesville, VA 22902

Phone: (434) 970-3280

Hours: 24-hour/7 day

Service Area: Charlottesville

Description of Services: Charlottesville Police Officers protect the people and property of Charlottesville by regularly patrolling assigned areas within the city in police vehicles, on bicycles, and on foot. Officers respond to calls-for-service made by citizens, initiate investigations into criminal and traffic offenses, enforce local and state laws, uphold the U.S. Constitution, and regularly testify in courts of law.

<http://www.charlottesville.org/departments-and-services/departments-h-z/police-department>

UVA Police

2304 Ivy Rd
Charlottesville, VA 22903

Phone: (434) 924-7166

Hours: 24-hour/7 day

Description of Services: University Police has primary responsibility for developing and deploying services, programs, and strategies for maintaining a reasonably safe campus. Specifically, University Police is responsible for crime prevention, law enforcement, emergency response, and for various other community services.

<https://uvapolice.virginia.edu>

Crime Stoppers

Phone: (434) 977-4000

Email: crimestoppers@albemarle.org

Hours: 24-hour/7 day

Service Area: Albemarle, Charlottesville

Description of Services: Crime Stoppers assists local police agencies in solving crimes. This agency pays cash rewards to citizens for information that leads to the arrest of wanted people or people that commit crimes in the area. Callers may remain anonymous.

<http://www.albemarle.org/department.asp?department=police&relpage=2721>

DRUG INFORMATION

Jefferson Area Drug Enforcement Task Force (JADE)

Phone: (434) 970-3376

Hours: 24-hour/7 day

Service Area: Albemarle, Charlottesville, Amherst, Appomattox

Description of Services: You can leave a phone message on the JADE hotline with any information in reference to any type of criminal drug activity. All calls are strictly confidential and the caller does not have to give his/her name or any other personal information.

HOUSING / SHELTER

Community Attention

414 4th St. N.E.
Charlottesville, VA 22902

Phone: (434) 970-3343

Hours: 24-hour/7 day

Service Area: Albemarle, Charlottesville, Greene, Fluvanna, Louisa, Madison, Nelson

Description of Services: The overall mission of Community Attention is to provide residential and community-based services which advocate for the needs of youth and their families, assist the local community in promoting the healthy development of young people and their families and preventing juvenile delinquency and family disintegration.. Our programs serve young people referred by the education, juvenile justice and/or child welfare systems of care. Includes the Community Attention Foster Families program.

<http://www.charlottesville.org/departments-and-services/departments-h-z/human-services/community-attention>

AHIP Emergency Home Repair

2127 Berkmar Drive
Charlottesville, VA 22901

Phone: 434-817-2447

Hours: 8am-4pm M-F

Service Area: Charlottesville, Albemarle

Description of Services: Provides limited assistance to families and individuals facing minor but severe housing problems, depending on funding availability. Ownership of the unit is not mandatory but household income must be at or below 80 percent of the area median. Available to households in Charlottesville and Albemarle. Households are prioritized according to level of urgency and other factors. Please have the following information available when you call: Street address, income/employment information for all adults in household, list of repairs needed.

<https://ahipva.org>

Salvation Army Shelter

207 Ridge Street
Charlottesville, VA 22902

Phone: (434) 295-4058

Hours: 8:30am-5 pm M-F (operator is available after hours)

Service Area: Albemarle, Charlottesville, Greene, Fluvanna, Louisa, Nelson

Description of Services: Offers crisis intervention through rendering emergency shelter and meals, clothing, educational and life skills programs, direct financial assistance, worship services, childcare, and youth programs.

<http://virginiasalvationarmy.org/charlottesvilleva/home/contact-us/>

PACEM

Phone: (434) 973-1234

Hours: 24-hour/7 day, November-Mid March

Service Area: Albemarle, Charlottesville

Description of Services: Each night during winter we provide a warm, welcoming, and safe shelter for some of the most vulnerable members of our community. We also provide meals and companionship. We assist many of our guests in moving forward into permanent housing through intensive case management.

<https://pacemshelter.org/contact-us/>

The HAVEN

112 West Main Street
Charlottesville, VA 22901

Phone: (434) 973-1234

Hours: 7:30am-12pm & 1pm-5pm, 7 days a week

Service Area: Albemarle, Charlottesville, Nelson, Greene, Louisa, Fluvanna

Description of Services: The Haven is a low-barrier day-shelter and housing resource center open every day.

<http://www.thehaven.org>

HEALTH

Free Clinic *

1138 Rose Hill Drive, Suite 200
Charlottesville, VA 22903

Phone: (434) 296-5525

Hours: 8:30am-1pm & 2pm-8:30pm Monday, Tuesday, and Thursday, 8:30am-1pm & 2pm-4:30 pm Wednesday, and 8:30 am-1pm Friday; call for appointment.

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services: Provides quality health care to people without medical insurance who do not qualify for free health care elsewhere in the community. Provides non-emergency medical care, a pharmacy for our patients and limited dental and psychiatric services.

<http://www.cvillefreeclinic.org/>

Health Department *

(Thomas Jefferson Health District)

1138 Rose Hill Drive
Charlottesville, VA 22903

Phone: (434) 972-6269 / (434) 972-6200 (admin)

Hours: 8am-4:30pm M-F

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services: Offers residents of Thomas Jefferson Health district public health services including TB testing, family planning, immunizations, WIC nutrition and sexual health. Health care services are available on an ability to pay basis and target low-income and indigent residents of the community.

<http://www.vdh.virginia.gov/thomas-jefferson/>

Planned Parenthood *

2964 Hydraulic Road
Charlottesville, VA 22901

Phone: (434) 296-1000

Hours: 10am-6pm Wednesday, 8am-4pm Thursday, 8am-1pm Friday, and 9am-1pm Saturday

Service Area: Charlottesville and surrounding counties

Description of Services: Provides annual reproductive health examinations, breast exams, pregnancy testing, pap smears, male and female STI testing, birth control, emergency contraception, and abortion services.

www.ppsat.org

Thrive Women's Healthcare

320 W. Main Street
Charlottesville, VA 22903

Phone: (434) 979-8888 / (434) 220-3777 (24/7 hotline)

Text: (434) 218-2013

Hours: 10am-5pm Monday, Wednesday & Thursday and 10am-7pm Tuesday

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services: Provides free pregnancy tests as well as options and information, no-cost ultrasounds if

medical criteria are met, as well as free STD/STI testing and treatment.

<https://thrivecentralva.org/>

UVA Teen & Young Adult Health Center

1204 W. Main Street
Charlottesville, VA 22903

Phone: 434-982-0090

Hours: 8:30am-5:30pm M-F

Service Area: Entire state of Virginia

Description of Services: Serves young men and women under age 27 for routine health care services. Includes sports physicals, transgender care, check-ups, immunizations, eating disorders, family planning, pregnancy testing, and sexually transmitted disease evaluation and care for minor illnesses.

<https://childrens.uvahealth.com/services/teen-health>

LEGAL SERVICES

Juvenile Court Services Unit

401 East High Street
Charlottesville, VA 22902

Phone: (434) 979-7191

Hours: 8am-5pm M-F

Service Area: Albemarle, Charlottesville, Fluvanna, Goochland, Madison, Greene, Culpeper, Orange, Louisa

Description of Services: Juvenile Court Services is a unit within the county Superior Court system that has jurisdiction over minors who have been charged with an offense, who have committed status offenses or traffic violations, or who have been neglected or physically and/or sexually abused.

<http://www.djj.virginia.gov/pages/community/csu16.htm>

Legal Aid Justice Center/Just Children *

1000 Preston Avenue, Suite A
Charlottesville, VA 22903

Phone: (434) 977-0553

Hours: 8:30am-5pm M-F

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services: The LAJC provides free legal services on non-criminal matters to income-eligible persons. Just Children provides free legal representation to low-income children who have unmet needs in the education, foster care, and juvenile justice systems.

<https://www.justice4all.org/>

Magistrate's Office of Charlottesville

1610 Avon St. Ext.
Charlottesville, VA 22902

Phone: (434) 977-0220

Hours: 24-hour/7 day

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Culpeper, Orange, Madison, and Goochland

Description of Services:

Provides independent, unbiased view of complaints brought to the office by police officers, sheriffs, deputies, and citizens. Magistrates are specially trained to issue warrants and Emergency Protective Orders for family abuse or stalking,

*Resources in Spanish readily available

subpoenas, summonses, and set bail.
<http://www.charlottesville.org/Index.aspx?page=560>

Victim /Witness Assistance Program

Albemarle County:

Albemarle County Police Department
County Office Building
1600 5th Street Ext., Suite D
Charlottesville, VA
Phone: (434) 296-5807
Service Area: Albemarle

Charlottesville:

Commonwealth Attorney's Office
Room 331
City Hall
605 E. Main Street
Charlottesville, VA 22902
Phone: (434) 970-3176
Service Area: Charlottesville

Description of Services: Provides crisis intervention and court accompaniment and referrals throughout the prosecution process for victims of crime. This program offers updates on the status of the pending criminal case, explains the prosecution procedure, and addresses safety concerns of the victim by working with the employer or school to advocate for the victim. This program also assists with victim compensation.

<http://www.albemarle.org/department.asp?department=police&relpage=3779>

<http://www.charlottesville.org/departments-and-services/departments-a-g/commonwealth-s-attorney-s-office/victim-witness-assistance-program>

INFORMATION AND REFERRAL

Albemarle County Information Line

401 McIntire Road
Charlottesville, VA 22902
Phone: (434) 296-5822
Hours: 8am-5pm M-F
Service Area: Albemarle County
Description of Services: Provides information about all county government services, programs, staff, and departments.
<https://www.albemarle.org/>

Charlottesville City Information Line

606 East Market Street
Charlottesville, VA 22902
Phone: (434) 970-3333
Hours: 8am-5pm M-F
Service Area: Charlottesville
Description of Services: Offers information about all city government services, programs, staff, & departments
<http://www.charlottesville.org/home>

Jefferson Area Board for Aging (JABA)

674 Hillside Drive Suite 9

*Resources in Spanish readily available

Charlottesville, VA 22901

Phone: (434) 817-5222

Hours: 8am-5pm M-F

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services: Offers information and access to a broad array of community and home based services such as home-delivered meals, crime prevention, health, housing, home support, legal issues, volunteer opportunities, and transportation to seniors, their families and caregivers.

<http://www.jabacares.org/>

Monticello Area Community Action Agency

(MACAA) *

1025 Park Street,
Charlottesville, VA 22901

Phone: (434) 295-3171

Hours: 9am-5pm M-F

Service Area: Albemarle, Charlottesville, Fluvanna, Louisa, Nelson

Description of Services: Enable individuals to master sustainable pathways out of poverty that empower low-income persons with the skills necessary to achieve permanent self-sufficiency. Programs include: Head Start (preschool program), Project Discovery (pre-college program), Hope House (transitional housing program) and Family Economic Security (financial education and asset building program).

<http://www.macaa.org/>

United Way - Thomas Jefferson Area *

Information & Referral

806 East High Street
Charlottesville, VA 22902

Phone: 434-972-1701

Hours: 8:30am-5pm M-F

Service Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services: Grants citizens quick, comprehensive and confidential information and referral to health and human service resources. Maintains a current database of human service resources for the regional area served. Directories are available upon request and on their website.

www.unitedwaytja.org/

Creciendo Juntos (CJ)

Email: coordinator@cj-network.org

Service Area: Charlottesville and surrounding counties

Description of Services: "Creciendo juntos" means growing together" and began in 2005 as a community effort to support Latino families living in Charlottesville and Albemarle. We are a leading Latino advocate and provide year-round workshops, forums, and resources for Latinos and Latino-serving organizations.

<http://www.cj-network.org/>

Partner For Mental Health (Formerly MHA)

911 East Jefferson Street
Charlottesville, VA 22902

Phone: (434) 977-4673

Email: info@partnerformentalhealth.org

Hours: 9am-4:30pm M-F

Services Area: Albemarle, Charlottesville, Fluvanna, Greene, Louisa, Nelson

Description of Services: Partner For Mental Health provides connections, education, and advocacy for individuals, family members, clinicians, and other stakeholders to provide mental health and support recovery.

<http://partnerformentalhealth.org/>

Side By Side (Formerly ROSMY)

1204 West Main Street

Charlottesville, VA 22903

Email: info@sidebysideva.org

Hotline: 888-644-4390/ 804-644-4800 (Richmond office)

Description of Services: Ensures Virginia's lesbian, gay, bisexual, transgender and questioning youth an equal opportunity for success through access to support, education and advocacy. Provides support services for LGBTQ youth ages 11-20. Our local support group meets weekly.

<http://www.sidebysideva.org/>

2-1-1 Virginia (Get Connected, Get Answers)

Phone: 2-1-1

Hours: 24-hour/7 day

Service Area: Statewide

Description of Service: Free, confidential information & referral (I&R) line for health and human services in Virginia. 2-1-1 VIRGINIA Specialists assess the caller's need and offer referrals 24/7 to physical and mental health resources in their area that may assist including work initiatives, resources for seniors, and support for individuals with disabilities. During disaster events, 2-1-1 is the central point of contact for response & recovery resources.

<http://www.211virginia.org>

Help Happens Here

Phone: (434) 227-0641 (information and referral) /

(434) 972-1800 (behavioral health emergencies)

Hours: 9:00am-4:00pm M-F

Description of Services: A public awareness and stigma reduction campaign. The campaign spreads the word that anyone can be affected by mental health and substance abuse disorders. The most common reasons people do not access needed behavioral health services are cost barriers and not knowing where to go for help. The referral line directs callers to appropriate mental health and substance use disorder resources.

<https://helphappenshere.org>