

## Portsmouth Department of Behavioral Healthcare Services



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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.



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.

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**Same Day Access**

1811 King Street, 1<sup>st</sup> 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.

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**Prevention and Family Services**

1811 King Street, 2<sup>nd</sup> 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.

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**HIV/AIDS Outreach**

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

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

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**Substance Use Outpatient Treatment Services  
(Methadone Clinic)**

1811 King Street, 2<sup>nd</sup> 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).

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**Substance Use Outpatient Treatment Services  
(Co-Occurring Services)**

1811 King Street, 2<sup>nd</sup> 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.

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**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.

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**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.

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**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.

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**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.

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**Infant and Toddler Connection of Portsmouth**  
1320 Court Street, Suite 103  
Portsmouth, Virginia 23704  
(757) 393-8321

**The Infant and Toddler Connection Services** provides individuals and their families with connection to services for children who are at risk for developmental delays birth to three years old and their families. Services include developmental assessments, speech, physical and occupational therapies, counseling, parental education, and case management in the natural environment.

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**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.

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

**Opportunity House** provides Psycho Social Day services for the chronically mentally ill and individuals with co-occurring mental health, substance use and may also have development related disorders. The focus of the program is to provide empowerment and recovery services. This may include vocational supports, housing and/or employment.

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**Mental Health Skill Building**  
1811 King Street, 1<sup>st</sup> 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.

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**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.

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**Shelter Plus Care Program**  
505 Jamestown Avenue  
Portsmouth, Virginia 23704  
(757) 393-8927

**Shelter Plus Care** provides an array of temporary and supportive housing to individuals receiving services from the PDBHS. This may also include homeless individuals with a MH/SA/SUD disorder, as well as, HIV/AIDS. **(One year only)**

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**Case Management**  
**(Substance Use and Mental Health)**  
1811 King Street, 1<sup>st</sup> 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 address through linkages to services and supports, monitoring the quality of services and addressing gaps in service needs. Primary screening and referrals to PCP as needed.

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**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.

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**Emergency Services**

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

**Emergency Services** provides 24 hour 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, assessment with screening for psychiatric hospital admission and crisis stabilization services.

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**Safe Haven**

**Crisis Stabilization Program**

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

Provides a safe environment for person who are experiencing psychiatric crisis that may jeopardize their current community living situation or place them at risk of psychiatric hospitalization. Peer support services and resources center.

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**Jail Diversion**

1811 King Street, 1<sup>st</sup> floor  
Portsmouth, Virginia 23704

(757) 393-8618

**Jail Diversion Services** provides case management services through a Criminal Justice/Mental Health Grant for Portsmouth residents with a serious mental illness while incarcerated. Services are provided to individuals who are 18 years of age or older, committed non-violent misdemeanors and who are in need of MH or SUD treatment. Currently we have two additional grants to provide case management, groups and assessments in the Hampton Roads Regional Jail. There is also funds to assist the person after discharge for housing, food, medication and clothing.

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**Restoration Services**

1811 King Street, 1<sup>st</sup> 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.

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**Administrative Services**

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**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.

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**PDBHS Administrative Services**

1811 King Street, 2<sup>nd</sup> 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.

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