

FEES FOR SERVICES

As per the Code of Virginia, Statute 37.1-197.(7) Crossroads has established a schedule of fees for services. Individual fees are determined by an individual's ability to pay, which means you pay at a rate you can afford according to your income and number of dependents in your family. An economic assessment is done for each person who receives services. No one is refused services because of an inability to pay. To maximize revenue, Crossroads' staff will seek sources of revenue to pay for the services delivered. This includes insurance, Medicaid, Medicaid Health Maintenance Organizations (HMO's), Medicare, and other third party payers.

For further information call:

Administrative Services Division (434) 392-7049 or 392-7208
 Post Office Drawer 248 1st Floor FAX (434) 392-4013
 60 Bush River Drive (Personnel, Transportation, Quality Assurance,
 Farmville, VA 23901-0248 Non Profit Corporations, Records)
 2nd Floor FAX (434) 392-9221
 (Reimbursement, Fiscal, Executive Director)

Emergency/Crisis Services (24 hrs, 365 days) **1-800-548-1688**
 (all clinics during business hours & Farmville location for after hours)

Referral/Intake Services **1-866-307-0370**

Amelia Clinic (804) 561-5057 or 561-6136
 Post Office Box 293 FAX (804) 561-2294
 9101 Washington Street
 Amelia, VA 23002-0293

Charlotte Clinic (434) 542-5187
 Post Office Box 340 FAX (434) 542-5879
 410 Thomas Jefferson Highway
 Charlotte Court House, VA 23923-0340

Farmville Clinic/Clinic Director/Mentoring (434) 392-3187, 392-3180
 Post Office Drawer 248 392-6455, 392-1467
 214 Bush River Drive FAX (434) 392-5789
 Farmville, VA 23901-0248

Prevention Services (434) 392-9461, 392-3938
 Post Office Drawer 248 FAX (434) 392-8839
 708 N. Main Street
 Farmville, VA 23901-0248

Lunenburg Clinic (434) 696-3747, 696-1623
 Post Office Box 40 FAX (434) 696-1753
 11387 Courthouse Road
 Lunenburg, VA 23952

Piedmont House (434) 767-2234
 4975 East Colonial Trail Highway FAX (434) 767-2289
 Burkeville, VA 23922

Town House (434) 392-8307, 392-9950
 714 East 2nd Street FAX (434) 392-8999
 Farmville, VA 23901

Day Support (MR Services) (434) 315-0089
Long Term Care Services (434) 315-0089
Hospital Liason (434) 315-0159
Residential Services (434) 392-5920
 Post Office Drawer 248 FAX (434) 315-0072
 216 Bush River Drive
 Farmville, VA 23901-0248

Case Management (MR Services) (434) 392-4234
 Post Office Drawer 248 (434) 392-7682
 25748 East Prince Edward Highway FAX (434) 392-1065
 Farmville, VA 23901-0248 1-800-570-0049

Alternative Day Support (434) 392-7681
 50 Lucas Drive FAX (434) 391-1270
 Post Office Drawer 248
 Farmville, VA 23901-0248

Charter Oak (434) 542-5607
 Post Office Box 158 FAX (434) 542-5488
 395 Thomas Jefferson Highway
 Charlotte Court House, VA 23923-0158

KREST (434) 676-2808
 Post Office Box 477 FAX (434) 676-1767
 111 West 7th Avenue
 Kenbridge, VA 23944-0477

Southside Enterprises (434) 392-7425
 Post Office Box 501 FAX (434) 392-5641
 24 Lucas Drive
 Farmville, VA 23901-0501

Supported Employment/Commercial Heavy Cleaning (434) 392-1403, 392-6014
 Post Office Drawer 248 FAX (434) 392-6028
 25750 East Prince Edward Highway
 Farmville, VA 23901-0248

Cullen House (434) 542-4471
 361 Wards Fork Mill Road FAX (434) 542-4471
 Cullen, VA 23934

Cumberland House (434) 392-7497
 707 N. Spillman Road FAX (434) 392-7497
 Farmville, VA 23901

Grove House (434) 392-6237
 51 Lucas Drive FAX (434) 392-6381
 Farmville, VA 23901

Victoria House (434) 392-6241
 67 Lucas Drive FAX (434) 392-6437
 Farmville, VA 23901

Woodland House (804) 561-2493
 22840 Patrick Henry Highway FAX (804) 561-6704
 Post Office Box 70
 Jetersville, VA 23083-0070

Evergreen Manor (HOUSE A) (434) 392-2217
 420 Doswell Street FAX (434) 392-2217
 Farmville, VA 23901

Evergreen Manor (HOUSE B) (434) 392-5572
 422 Doswell Street FAX (434) 392-5572
 Farmville, VA 23901

Timberlake Village I OFFICE (434) 392-5920
 412-416 Cedar Avenue
 Farmville, VA 23901

Timberlake Village II OFFICE (434) 392-5920
 426-430 Doswell Street
 Farmville, VA 23901

Virginia Relay Center **TDD#: 800-828-1120**
 (person with a TDD can call this number and have them call a non-TDD number and be a "go between".)
VOICE#: 800-828-1140
 (person without a TDD can call this number and get them to be a "go-between" when calling someone with a TDD.)



MENTAL HEALTH

MENTAL RETARDATION

SUBSTANCE ABUSE

CROSSROADS COMMUNITY SERVICES

**Providing MH/MR/SA
 Services since 1973:
 Amelia, Buckingham, Charlotte,
 Cumberland, Lunenburg, Nottoway
 and Prince Edward Counties
www.crossroadscsb.org**

ABOUT CROSSROADS SERVICES BOARD

Crossroads Community Services Board was organized in 1973 as a cooperative venture among the counties of Amelia, Buckingham, Charlotte, Cumberland, Lunenburg, Nottoway, and Prince Edward. The Services Board, the governing body over the agency's programs, consists of representatives appointed by the Board of Supervisors in each of the counties and includes elected officials, consumers, family and community members.

The focus of the Crossroads Community Services Board is to prevent and treat the occurrence of mental illness, mental retardation, substance use and co-occurring disorders and to enhance the functioning of individuals and families who experience these conditions. Services are primarily offered to residents of the seven counties of Amelia, Buckingham, Charlotte, Cumberland, Lunenburg, Nottoway, and Prince Edward.

The major efforts of Crossroads are directed toward the transformation into a true community based system of care. The individual participates in a service system based on principles of recovery. All programs and services use the recovery model in which peer supports and participation are essential elements.

All services, either directly or contractually operated, are under the direction of the Crossroads Community Services Board. This Board is one of 40 local agencies throughout the Commonwealth which have been established in accordance with the Code of Virginia to oversee public community based mental health, mental retardation and substance abuse services.

Funding which supports the service delivery system comes from a variety of sources: state, local and federal governments, and fees for service (over 75% of revenue). Contributions to the agency, which is organized as a public non-profit organization, are tax deductible and represent special revenue which directly benefits consumers.

In accordance with Federal and State mandates, no person will be excluded from, participation in, denied the benefits of, or be otherwise subjected to discrimination in the Board's programs on the grounds of race, color, national origin, age, gender, or disability.

Check out the agency's website for a look at the agency:
www.crossroadscsb.org

ADMINISTRATIVE SERVICES

Administration staff provide management services in these areas of Board operations: Fiscal including Payroll and Fringe Benefit Management, Reimbursement, Accounting and Contract Management, Personnel, Management Information Systems including Data Entry and Performance Contract Management, Quality Assurance, Planning, Human Rights and Community Relations and Board of Director functions.

CROSSROADS PROGRAMS AND CONSUMER SERVICES

Emergency / Crisis Intervention Services: provides crisis services 24 hours a day, 365 days a year for all persons who experience acute emotional crisis related to mental illness, substance use, or co-occurring disorders. Includes prescreening for public or private psychiatric hospital admission and evaluation for admission to a chemical addictions detoxification or treatment center.

Crisis Stabilization: Provides services in the community to stabilize clients in acute psychiatric crisis which may jeopardize their current community living situation. The goal is to avert hospitalization; provide the individual with safety and security; stabilize the psychiatric crisis and mobilize the resources of the individual's support systems and community resources.

Outpatient Services: Provides counseling services to children and adults who experience emotional difficulties or mental illness, substance use or co-occurring disorders or who are at risk of developing mental illness, substance use or co-occurring disorders. Services include evaluation, diagnosis, individual, family, couple, or group counseling, and psychotherapy.

Mentor/In Home Services: Provides positive role models for children/adolescents who are at risk of developing or have a serious mental illness, serious emotional disturbance, substance use or co-occurring disorders. Services enhance their social functioning and fosters a solid foundation upon which the individuals can build better lives for themselves.

Piedmont Regional Juvenile Detention Center Program: Provides a therapist and case manager for the detention center. Program links with community resources and families in an attempt to reduce recidivism and to aid in a productive return to the community setting.

Assessment/Referral Services: Provides initial evaluation by a Mental Health Professional with assessment and access to appropriate level of services.

Psychiatric/Medication Management/Nursing Services: Provides psychiatric evaluations, consultations and medication management for consumers in need of psychotropic medications. Nursing services are available for injections, phlebotomy, consumer education and to assist consumers in accessing indigent and sample medication programs. Wellness Centers are available to provide health screenings and education on healthy life styles for consumers and families.

Case Management Services: Provides accessing, linking, locating and coordinating services for consumers with available community resource systems. Staff closely monitor consumers to assist with community stabilization and functioning.

Town House and Piedmont House: Psychosocial rehabilitation day programs for individuals who experience the effects of mental illness, substance use or co-occurring disorders with an emphasis on the development of the skills and abilities to function as independently as possible and reintegrate into the community.

Prevention/Education Services: Provides numerous services to at-risk youth and families including community education, consultation, training sessions and targeted prevention programs. Healthy Families program provides services to infants and their families.

Substance Abuse Services: Provides services to chemically dependent youth, women, and other adults who experience problems due to substance use and/or co-occurring disorders. These services include individual, family and/or group therapy in once a week or more intensive formats. Referrals to contractual detoxification, inpatient, and residential primary care facilities may be available.

Case Management (MR Services): Community linkages for services for children and adults with mental retardation and developmental delays.

Supported Residential Services: Provides supports to individuals with serious mental illness, mental retardation, substance use and/or co-occurring disorders who demonstrate a clinical need in functional impairments in major life activities due to mental, behavioral or emotional illness. Staff provide training in or reinforcement of functional skills related to safety, activities of daily living, community resources, medication management and monitoring of health and physical wellness.

Respite Services: Short term residential services provided to give relief to primary caregivers or to allow time for stabilization/adjustment of living situation.

Charter Oak/KREST/Southside Enterprises: Day support, vocational training and placement in work activity, sheltered employment, or work crews.

Alternative Day Support: This service provides activities of daily living and vocational training, with an increased emphasis on utilizing the skills obtained in community settings.

OBRA Services: This program provides specialized and generic training that is directed towards individuals to function with as much self determination and independence as possible.

Supported Employment: This program provides persons with barriers to employment, pre-employment skills training, job development, sheltered employment, and community placement with job training and follow-along employment services.

Timberlake Village Apartments: 30 apartments which serve as residential placement for independent living. Eligible residents can receive training to improve independent living skills.

Woodland House: An eleven bed group home for individuals with mental retardation.

Evergreen Manor: Evergreen Manor consists of two, six-bed group homes designed to serve the needs of individuals with mental retardation and other co-existing disabilities.

Victoria House, Cumberland House, Cullen House, Grove House, Maryland House and Rice House: Group homes or residences for adults with mental retardation, mental illness, or co-occurring disorders.