

Assessment and Referral Services: 1-866-307-0370 or 434-315-0370: Crossroads uses a centralized intake process which provides individuals with appointments for a face to face initial evaluation by a Mental Health Therapist or refers the individual to another community service appropriate to meet their needs. VICAP (Virginia Independent Clinical Assessment Program) appointments also can be scheduled through this assessment and referral phone number. VICAP's are assessments completed by a therapist to determine if a child meets the criteria for Medicaid funded Intensive In Home, Therapeutic Day Treatment or Mental Health Support Services. The VICAP assessment includes a face to face interview with the child and parent/guardian at which time the therapist makes recommendations for treatment for the child/adolescent.

Outpatient Services: Includes evaluation/assessment services as the first step in which a therapist performs a face to face evaluation/assessment with the individual and completes a written, professional evaluation which includes diagnoses, recommendations for treatment and access to an appropriate level of services. Following the completion of an initial evaluation by a therapist, individuals may participate in counseling services which could include individual, family, couple or group counseling/psychotherapy with a therapist and/or supportive counseling through case management services. Some examples of the mental health groups are treatment/counseling related to Anger Management, PTSD, Women's Issues, Seeking Safety, Social Skills and communication/self-esteem/behavior management for children, and support groups for seriously mentally ill adults. Outpatient services treatment planning occurs in collaboration with the individual in order to create and implement a plan to improve and/or enhance the individual's functioning. Family participation is encouraged if approved by the individual receiving services.

Case Management Services: Mental health case management assists individual children, adults and their families with accessing needed medical, psychiatric, social, educational, vocational and other supports essential to meeting basic needs. Services are provided to individuals with mental illness, substance use disorders and/or co-occurring disorders. Case managers work closely with individuals in the community to assist with community stabilization and mental health recovery. Hospital liaison services are provided by a case manager who assists individuals in state psychiatric facilities to transition to community living. Case management is provided to individuals found Not Guilty by Reason of Insanity (NGRI) at state psychiatric facilities. Services include development and monitoring of conditional release plans with the individual, hospital and the courts. Case management also provides competency restoration services in the community and/or in the jails.

Psychiatric/medication Management/Nursing Services: Provides psychiatric evaluations and medication management for individuals in need of psychotropic medications. Nursing services are available for injections, phlebotomy and education and to assist individuals in accessing indigent medication programs. Nurses are available to provide health screenings and wellness education on healthy life styles for individuals and families.

Mental Health Support Services: Provides support to individuals with significant psychiatric functional limitations to achieve and maintain community stability and independence and prevent psychiatric hospitalizations. Mental Health Support Services has grown since its beginning at Crossroads in 1996 and currently serves approximately 75 individuals and employs nine staff (community support specialists). Services include assisting clients in the areas of medication compliance and training, money management, nutrition, coping skills, anger management, and personal hygiene skills.

Piedmont Regional Juvenile Detention Center Program: Crossroads provides a therapist and a case manager located in the detention center to facilitate individual and group counseling, coordination and linking with families, probation officers and other community resources. The case manager assists with discharge planning back into the community. The goal of the services is to reduce recidivism and to aid individuals in a productive return to the community.