



## Virginia—State Resource Guide

### State Behavioral Health Agency

For more information about admission, care, treatment, release, and patient follow-up in public or private mental health and substance abuse treatment facilities, contact your State agency:

Department of Behavioral Health and Developmental Services

1220 Bank Street  
Richmond, VA 23219  
Phone: 804-786-3921  
Toll-free: 800-451-5544  
TDD: 804-371-8977  
Fax: 804-371-6638

Internet: <http://www.dbhds.virginia.gov>

### State Protection and Advocacy Agency

Each State has a protection and advocacy agency that receives funding from the Federal Substance Abuse and Mental Health Services Administration (SAMHSA). Agencies are mandated to protect and advocate for the rights of people with mental illnesses and to investigate reports of abuse and neglect in facilities that care for or treat individuals with mental illnesses. These facilities, which may be public or private, include hospitals, nursing homes, community facilities, board and care homes, homeless shelters, jails, and prisons. Agencies provide advocacy services or conduct investigations to address issues that arise during transportation or admission to such facilities, during residency in them, or within 90 days after discharge from them. Contact:

Virginia Office for Protection & Advocacy

1910 Byrd Avenue, Suite 5  
Richmond, VA 23230  
Phone: 804-225-2042 (TDD)  
Toll-free: 800-552-3962 (Statewide)

Fax: 804-662-7057

E-mail: [general.vopa@vopa.virginia.gov](mailto:general.vopa@vopa.virginia.gov)

Internet: <http://www.vopa.state.va.us>

### Centers for Medicare and Medicaid Services (CMS)

The Centers for Medicare and Medicaid Services, which are part of the U.S. Department of Health and Human Services, investigate some complaints about treatment facilities that receive Medicare and Medicaid funding. For further information at the national level, contact:

Centers for Medicare and Medicaid Services

7500 Security Boulevard  
Baltimore, MD 21244-1850  
Phone: 410-786-3000  
Toll-free: 877-267-2323  
TDD: 866-226-1819  
E-mail: [question@cms.gov](mailto:question@cms.gov)  
Internet: <http://www.CMS.gov>

You may also share your concerns with staff at the Centers for Medicare and Medicaid Services office in your area, which is Region 3. The regional office address and telephone number are:

Philadelphia Regional Office  
Centers for Medicare and Medicaid Services  
Public Ledger Building  
150 South Independence Mall West, Suite 216  
Philadelphia, PA 19106  
Phone: 215-861-4140

Internet:

<http://www.cms.gov/RegionalOffices/Downloads/PhiladelphiaRegionalOffice.pdf>

## Advocacy Organizations

Local chapters of Mental Health America (formerly the National Mental Health Association) have information about community services and engage in national and State level advocacy. For more information about the association, write or call:

Mental Health America of Virginia  
3212 Cutshaw Avenue, Suite 315  
Richmond, VA 23230  
Phone: 804-225-5591  
Fax: 804-225-5593  
Internet: <http://www.mhav.org>

The National Alliance on Mental Illness maintains a helpline for information on mental illnesses and referrals to local groups. The local self-help groups have support and advocacy components and offer education and information about community services for families and individuals. For information about the Alliance's affiliates and activities in your State, contact:

NAMI Virginia  
P.O. Box 8260  
Richmond, VA 23226-0260  
Phone: 804-285-8264  
Toll-free: 888-486-VAMI (8264)  
Fax: 804-285-8464  
E-mail: [namiva@comcast.net](mailto:namiva@comcast.net)  
Internet: <http://www.namivirginia.org>

Statewide consumer organizations are run by and for consumers of mental health services and promote consumer empowerment. These organizations provide information about mental health and other support services at the State level and are active in addressing and advocating for mental health system issues. For information about consumer activities in your area, contact:

Office of Human Rights  
Department of Behavioral Health and Developmental Services  
P.O. Box 1797  
1220 Bank Street  
Richmond, VA 23219-1797  
Phone: 804-786-9048

Fax: 804-371-0092

Internet: <http://www.dbhds.virginia.gov/OHR-Complaints.htm>

Virginia Organization of Consumers Asserting Leadership  
1904 Byrd Avenue, Suite 111  
Richmond, VA 23230  
Phone: 804-343-1777  
Toll-free: 877-862-5638  
E-mail: [network@vocalvirginia.org](mailto:network@vocalvirginia.org)  
Internet: <http://www.vocalsupportcenter.org>

The National Mental Health Consumers' Self-Help Clearinghouse, funded partly by SAMHSA, promotes and helps to develop consumer-run self-help groups across the country. Technical assistance and materials are available on such topics as organizing groups, fundraising, leadership development, incorporating, public relations, advocacy, and networking. For more information, contact:

The National Mental Health Consumers' Self-Help Clearinghouse  
1211 Chestnut Street, Suite 1207  
Philadelphia, PA 19107  
Phone: 215-751-1810  
Toll-free: 800-553-4KEY (539)  
Fax: 215-636-6312  
E-mail: [info@mhsselfhelp.org](mailto:info@mhsselfhelp.org)  
Internet: <http://www.mhsselfhelp.org>

The National Empowerment Center is a Technical Assistance Center run by mental health consumers/survivors. The Center's mission is to carry a message of recovery, empowerment, hope and healing to people who have been diagnosed with mental illness. The Center provides information and referrals to consumer/survivor resources nationwide and offers technical assistance to individuals and groups involved in consumer empowerment activities. The Center distributes recovery-related publications and sponsors education and training activities. For information on consumer/survivor activities in your area, contact:

The National Empowerment Center  
599 Canal Street  
Lawrence, MA 01840  
Phone: 978-685-1494  
Toll-free: 800-769-3728

Fax: 978-681-6426

Internet: <http://www.power2u.org>

### **Other Sources of Information**

There are many sources of information that you can tap. Your area mental health authority, which is generally a part of the local government, may be useful. Other branches of your city or county government also may be able to help. For example, the education office might have information about help for children, and the agency for the aging might know about services for senior citizens. In addition, your family physician or area hospital may be able to make referrals. For legal advice, contact your local bar association or go to <http://www.findlegalhelp.org>. Also, your local library and telephone yellow pages may have resource lists for sources of help in your community.

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