

RBS

COMMUNITY RESOURCE BINDER

Central Virginia

HELP • CONNECTION • SUPPORT

Reflective Behavioral Services

Client and Staff Resource Center

Chesterfield • Colonial Heights • Richmond • Henrico • Petersburg • Hopewell • Prince George •
Dinwiddie

Updated October 2026

START HERE: I NEED HELP WITH...

Use this page to quickly find the right section. If you are unsure where to start, call 211 Virginia by dialing 2-1-1 or use 211virginia.org for current local referrals.

Need	Go To
I am in crisis or feel unsafe	1 - Crisis & Immediate Support
I need food or basic necessities	2 - Food & Basic Needs
I need somewhere to stay	3 - Housing & Homelessness
I need mental health or substance-use support	4 - Behavioral Health & Recovery
I need a job, benefits, or financial help	5 - Employment, Benefits & Financial Stability
I need legal help or safety resources	6 - Legal & Safety
I need transportation	7 - Transportation & Access
I need a local government/community contact	8 - Locality Contacts
I need medical, dental, or medication help	9 - Healthcare, Dental & Medication
I need childcare or parenting support	10 - Childcare & Family Support
I need clothes or household items	11 - Clothing & Household Essentials
I need GED, adult education, or training	12 - Education & Adult Learning
I am a veteran or military family member	13 - Veterans & Military Families
I am returning from incarceration / justice-involved	14 - Reentry & Fair-Chance Resources
I need an ID, birth certificate, or Social Security card	15 - Replacing Important

Need

Go To

Documents

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- 02 Food & Basic Needs
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- 16 Resource Request & Referral Follow-Up Forms**

Binder maintenance note: Programs, eligibility rules, hours, and phone numbers can change. Verify time-sensitive referrals before providing them to a client. 211 Virginia is a useful current-referral backup.

REFLECTIVE BEHAVIORAL SERVICES

CRISIS & IMMEDIATE SUPPORT

Keep this sheet at the front of the binder.

RESOURCE	WHAT IT CAN HELP WITH	CONTACT / ACCESS
911	Immediate danger, medical emergency, fire, or crime in progress.	Call 911
988 Suicide & Crisis Lifeline	24/7 crisis support for suicidal thoughts, emotional distress, or mental health/substance-use crisis.	Call or text 988
Chesterfield Mental Health Crisis	24/7 psychiatric crisis assistance for people in Chesterfield County.	804-748-6356
EmpowerNet Hotline	24/7 support for domestic or sexual violence; can connect to crisis intervention, shelter, counseling and case management.	804-612-6126
Homeless Connection Line	Regional access point for people experiencing homelessness or within about 3 days of losing housing.	804-972-0813
211 Virginia	Free, confidential statewide navigation for housing, food, health care and other community resources.	Dial 211 • Text CONNECT to 247211 • 211Virginia.org

Safety note

If there is immediate danger or a life-threatening emergency, call 911. Resource availability, hours and eligibility can change; call before traveling.

CLIENT COPY • Please verify hours, eligibility and availability before traveling.

REFLECTIVE BEHAVIORAL SERVICES

FOOD & BASIC NEEDS

Food pantries, SNAP and basic-needs navigation.

RESOURCE	WHAT IT CAN HELP WITH	CONTACT / ACCESS
Feed More Agency Locator	Search nearby Central Virginia food pantries by ZIP/address, day open and language.	feedmore.org/agency-locator
Chesterfield Food Bank Outreach Center	Food distributions and community outreach in Chesterfield and surrounding areas.	804-414-8885
Virginia CommonHelp	Apply for SNAP, TANF, child care, energy assistance and other eligible benefit programs.	commonhelp.virginia.gov • 855-635-4370
211 Virginia	Find current food pantries, meal programs, clothing and other basic-needs resources by locality.	Dial 211 • Text CONNECT to 247211
Richmond Social Services	Benefits and social-service support for City of Richmond residents.	804-646-7212
Henrico Social Services	Benefits and social-service support for Henrico residents.	804-501-4001

Tip

Food pantry schedules change frequently. Use Feed More or 211 to confirm current hours and eligibility before visiting.

CLIENT COPY • Please verify hours, eligibility and availability before traveling.

REFLECTIVE BEHAVIORAL SERVICES

HOUSING & HOMELESSNESS

Housing instability, shelter access and eviction-related referrals.

RESOURCE	WHAT IT CAN HELP WITH	CONTACT / ACCESS
Homeless Connection Line	Primary regional access point for shelter and homeless services; serves Richmond region.	804-972-0813
Housing Resource Line	Centralized navigation to housing programs and services in the Richmond region.	804-422-5061
Chesterfield Housing Assistance	Housing information for Chesterfield and Colonial Heights residents who are homeless, at risk, or need income-based housing.	chesterfield.gov/HousingAssistance
Richmond Office of Homeless Services	Resource navigation, outreach and stabilization support.	804-646-3111 • 1900 Chamberlayne Ave, Richmond
Central Virginia Legal Aid Society	Free civil legal help for eligible low-income residents, including many housing matters.	Richmond 804-648-1012 • Petersburg 804-862-1100
211 Virginia	Locate shelters, rent/utility programs and locality-specific housing resources.	Dial 211 • 211Virginia.org

Important

Shelter beds and financial assistance are not guaranteed. Call the Homeless Connection Line or 211 for the most current options.

CLIENT COPY • Please verify hours, eligibility and availability before traveling.

REFLECTIVE BEHAVIORAL SERVICES

MENTAL HEALTH & SUBSTANCE USE

Public access points, crisis support and recovery resources.

RESOURCE	WHAT IT CAN HELP WITH	CONTACT / ACCESS
Chesterfield Access Services	Initial point of contact for mental health and substance-use services; information, referral and linkage.	804-768-7318
Chesterfield Crisis Intervention	24/7 psychiatric crisis support.	804-748-6356
Henrico Area Mental Health & Developmental Services	Public mental health/substance-use access for Henrico residents; Same Day Access available.	804-727-8515 • Main 804-727-8500
988 Suicide & Crisis Lifeline	24/7 mental health and substance-use crisis support.	Call or text 988
211 Virginia	Locate treatment, peer recovery, detox, MAT and other behavioral-health resources statewide.	Dial 211 • Text CONNECT to 247211
Chesterfield Adult Substance Use Services	Outpatient counseling, case management, peer support and connections to MAT; free Narcan information available.	Start through Access Services: 804-768-7318

For treatment referrals

Insurance networks and program availability change. Clients should confirm coverage and intake requirements directly with the provider.

CLIENT COPY • Please verify hours, eligibility and availability before traveling.

REFLECTIVE BEHAVIORAL SERVICES

EMPLOYMENT, BENEFITS & FINANCIAL STABILITY

Job search, training, public benefits and utility support.

RESOURCE	WHAT IT CAN HELP WITH	CONTACT / ACCESS
First Choice Community Employment Center	Career assessment, resume and interview help, job search support and referrals for Chesterfield/Colonial Heights adults.	Chesterfield Social Services • 804-748-1198
Virginia Works / Virginia Career Works	Workforce centers, career navigation, training and job-seeker services.	viriniacareerworks.com • Main 804-486-2500
Virginia Employment Commission	Unemployment insurance assistance.	866-832-2363
Virginia CommonHelp	Apply for SNAP, TANF, child care, energy assistance and health coverage.	commonhelp.virginia.gov • 855-635-4370
211 Virginia	Find utility assistance, financial counseling and local employment resources.	Dial 211 • 211Virginia.org
Central Virginia Legal Aid Society	Eligible clients may receive free civil legal help involving public benefits, consumer issues and other matters.	Richmond 804-648-1012 • Petersburg 804-862-1100

Utility assistance

Funding can open and close quickly. Use CommonHelp and 211 for current programs rather than relying on an old printed list.

CLIENT COPY • Please verify hours, eligibility and availability before traveling.

REFLECTIVE BEHAVIORAL SERVICES

LEGAL & SAFETY RESOURCES

Civil legal aid, domestic/sexual violence and rights-related support.

RESOURCE	WHAT IT CAN HELP WITH	CONTACT / ACCESS
Central Virginia Legal Aid Society - Richmond	Free civil legal assistance for eligible clients in Richmond, Chesterfield, Henrico and nearby localities.	804-648-1012 • 800-868-1012
Central Virginia Legal Aid Society - Petersburg	Serves Petersburg, Hopewell, Colonial Heights, Dinwiddie, Prince George and nearby localities.	804-862-1100 • 800-868-1012
EmpowerNet Hotline	24/7 domestic and sexual violence crisis support and connection to shelter, counseling and case management.	804-612-6126
National Domestic Violence Hotline	24/7 domestic violence support.	800-799-7233
211 Virginia	Locate local advocacy, legal, victim-services and emergency resources.	Dial 211 • Text CONNECT to 247211
Emergency	Immediate danger or crime in progress.	Call 911

Legal note

This sheet provides referral information, not legal advice. Eligibility and case acceptance are determined by each organization.

CLIENT COPY • Please verify hours, eligibility and availability before traveling.

REFLECTIVE BEHAVIORAL SERVICES

TRANSPORTATION & ACCESS

Transportation options for appointments, employment and community access.

RESOURCE	WHAT IT CAN HELP WITH	CONTACT / ACCESS
GRTC	Fixed-route public transportation in the Richmond region.	ridegrtc.com
GRTC CARE / CARE Plus	ADA origin-to-destination paratransit for eligible riders; coverage includes portions of Richmond, Henrico and Chesterfield.	Reservations/info 804-782-2273
GRTC CARE Eligibility	Help with ADA paratransit eligibility and ID cards.	804-358-3871 ext. 434
Chesterfield Mobility Services	Coordinates transportation options for older adults, people with disabilities and low-income residents without personal vehicles.	chesterfield.gov • search “Mobility Services”
211 Virginia	Find locality-specific transportation, medical ride and mobility resources.	Dial 211 • 211Virginia.org
Medicaid transportation	Eligible Medicaid members may have non-emergency medical transportation through their health plan.	Call the member-services number on the Medicaid insurance card

Before scheduling

Confirm service area, eligibility, reservation lead time and any fare before relying on a transportation option.

CLIENT COPY • Please verify hours, eligibility and availability before traveling.

REFLECTIVE BEHAVIORAL SERVICES

QUICK LOCALITY CONTACTS

Starting points when a client needs help close to home.

RESOURCE	WHAT IT CAN HELP WITH	CONTACT / ACCESS
Chesterfield / Colonial Heights	Social Services emergency/basic needs; mental health and substance-use access.	DSS 804-748-1198 • MH/SUD Access 804-768-7318
City of Richmond	Social Services; homeless/housing resource navigation.	DSS 804-646-7212 • Homeless Services 804-646-3111
Henrico County	Social Services; public mental health services.	DSS 804-501-4001 • Mental Health 804-727-8500
Petersburg / Hopewell / Prince George / Dinwiddie	Use 211 for current locality-specific food, housing, benefits and transportation referrals; CVLAS Petersburg covers civil legal aid across this area.	211 • CVLAS Petersburg 804-862-1100
Hopewell	City resources include Social Services and food-resource navigation.	hopewellva.gov • search “City Resources”
Statewide	Benefits applications and statewide community-resource navigation.	CommonHelp 855-635-4370 • 211 Virginia

Best practice

For the Tri-Cities and surrounding counties, 211 is the safest first stop for fast-changing programs because it can search by ZIP code and current availability.

CLIENT COPY • Please verify hours, eligibility and availability before traveling.

09 HEALTHCARE, DENTAL & MEDICATION ASSISTANCE

Use this sheet as a starting point. Call or check the organization before travel because eligibility, hours, and availability can change.

Chesterfield Health District - Community Health Worker - Connects residents with health/dental care and other basic-needs resources.

VDH Chesterfield Health District: vdh.virginia.gov/chesterfield/need-help/

Bon Secours Care-A-Van - Manchester - Mobile/community medical care; call to confirm current services and schedule.

804-545-1920

Capital Area Health Network - Vernon J. Harris - Community health center serving the Richmond area.

804-780-0840

Central Virginia Health Services - Petersburg - Community health center serving Petersburg and surrounding communities.

804-733-5591

Central Virginia Health Services - Hopewell-Prince George - Community health center serving Hopewell/Prince George.

804-452-5800

CrossOver Healthcare Ministry - Healthcare services in the Richmond region; eligibility/services vary by site.

804-655-2794

Daily Planet Health Services - Richmond-area health and supportive services.

804-783-2505

211 Virginia - Use for current low-cost medical, dental, prescription, and pharmacy-assistance referrals by ZIP code.

Dial 2-1-1 | 211virginia.org

10 CHILDCARE, PARENTING & FAMILY SUPPORT

Use this sheet as a starting point. Call or check the organization before travel because eligibility, hours, and availability can change.

Child Care VA - Virginia information on licensed child care, early learning options, and family resources.

833-778-0204 | childcare.virginia.gov

Virginia Child Care Subsidy Program - May help eligible families pay a portion of child-care costs. Start through Child Care VA / local social services.

Child Care Aware of Virginia - Helps families locate child-care options and understand quality child care.

Linked through childcare.virginia.gov

211 Virginia - Current parenting classes, diaper programs, family support, respite, and local childcare referrals.

Dial 2-1-1 | 211virginia.org

11 CLOTHING & HOUSEHOLD ESSENTIALS

Use this sheet as a starting point. Call or check the organization before travel because eligibility, hours, and availability can change.

211 Virginia - Best first stop for current clothing closets, hygiene items, furniture, household goods, diapers, and emergency basic-needs programs.

Dial 2-1-1 | 211virginia.org

Local DSS / Community Action Partners - Ask about emergency assistance and referrals for household stabilization; availability varies by locality.

See Locality Contacts section.

Faith and Community Partners - Many local churches and nonprofits offer seasonal clothing, household items, and emergency assistance.

Use 211 Virginia to identify currently operating programs near the client.

12 EDUCATION, GED & ADULT LEARNING

Use this sheet as a starting point. Call or check the organization before travel because eligibility, hours, and availability can change.

Virginia Department of Education - Adult Education - Adult basic/secondary education, English-language acquisition, integrated education/training, family literacy, and adult secondary completion options.

doe.virginia.gov → Adult Education

Adult Secondary Completion Options - Virginia recognizes several adult completion pathways, including adult high school diploma programs and other approved options.

Use VDOE Adult Education directory for the current regional provider.

Virginia Works / Workforce Services - Career exploration, training, job-search and workforce supports.

virginiaworks.gov

211 Virginia - Current local GED classes, literacy tutoring, digital-literacy programs, and training resources.

Dial 2-1-1 | 211virginia.org

13 VETERANS & MILITARY FAMILIES

Use this sheet as a starting point. Call or check the organization before travel because eligibility, hours, and availability can change.

Virginia Department of Veterans Services - Benefits, transition, employment, family support, behavioral health navigation, and other veteran services.

dvs.virginia.gov

Virginia Veteran and Family Support - Support and resource navigation for veterans, service members, and families.

Access through Virginia DVS.

U.S. Department of Veterans Affairs - Federal VA healthcare and benefits information.

va.gov

Veterans Crisis Line - 24/7 confidential crisis support for veterans and those who care about them.

Dial 988, then press 1 | Text 838255

14 REENTRY & JUSTICE-INVOLVED RESOURCES

Use this sheet as a starting point. Call or check the organization before travel because eligibility, hours, and availability can change.

Virginia Department of Corrections - Reentry Resources - Statewide reentry information covering identification documents, housing, benefits, employment, family supports, and reentry councils.

vadoc.virginia.gov → Reentry Resources

Chesterfield Probation & Parole - District 27 - Serves Chesterfield County and Colonial Heights; can connect supervised individuals to local reentry resources.

6910 Courthouse Rd, Chesterfield, VA 23832 | 804-796-4225

Virginia Has Jobs - Fair Chance - Career pathways, fair-chance employers, training, education, apprenticeships, and supportive services for justice-impacted Virginians.

Search: Virginia Has Jobs Fair Chance

211 Virginia - Housing, food, clothing, employment, transportation, and other local reentry supports.

Dial 2-1-1 | 211virginia.org

15 REPLACING IMPORTANT DOCUMENTS

Use this sheet as a starting point. Call or check the organization before travel because eligibility, hours, and availability can change.

STEP 1 - Birth Certificate - For a Virginia birth certificate, start with the Virginia Department of Health Office of Vital Records. If born elsewhere, contact that state/territory.

vdh.virginia.gov/vital-records/

STEP 2 - Social Security Card - Eligible people may request a replacement Social Security card online; requirements vary.

ssa.gov → Replace Social Security Card

STEP 3 - Virginia ID Card - Virginia DMV provides replacement ID cards. A replacement Virginia ID is currently listed at \$10; online eligibility restrictions apply.

dmv.virginia.gov → ID Cards → Replace Your ID Card

New Virginia ID - For a new adult ID, DMV generally requires proof of identity, legal presence, Virginia residency, and Social Security number/verification.

Use DMV interactive document guide before visiting.

Medicaid Card / Coverage Information - For Medicaid plan/card questions, contact the member's health plan or Virginia Medicaid member services as applicable.

Keep plan-specific member-services information with the client's insurance records.

Helpful order when multiple documents are missing: Birth certificate → Social Security card → state ID/driver credential. This sequence is also recommended in VADOC reentry guidance.

16 RESOURCE REQUEST & REFERRAL FOLLOW-UP

Client Name/ID: _____ Date: _____

Staff Member: _____ Program: _____

Resource need(s): ☐ Crisis ☐ Food ☐ Housing ☐ Behavioral Health ☐ Employment/Benefits ☐
Legal/Safety ☐ Transportation ☐ Healthcare ☐ Childcare/Family ☐ Clothing/Household ☐ Education
☐ Veteran ☐ Reentry ☐ Documents ☐ Other: _____

Field

Documentation

**Referral/agency
provided**

**Contact information
given**

**Client action plan / next
step**

Follow-up date

Outcome

☐ Connected ☐ Pending ☐ Unable to connect ☐ Declined ☐ Other:

Barrier(s) identified

**Additional assistance
needed**

Staff Notes:

16 RESOURCE REQUEST & REFERRAL FOLLOW-UP

Client Name/ID: _____ Date: _____

Staff Member: _____ Program: _____

Resource need(s): ☐ Crisis ☐ Food ☐ Housing ☐ Behavioral Health ☐ Employment/Benefits ☐
Legal/Safety ☐ Transportation ☐ Healthcare ☐ Childcare/Family ☐ Clothing/Household ☐ Education
☐ Veteran ☐ Reentry ☐ Documents ☐ Other: _____

Field

Documentation

**Referral/agency
provided**

**Contact information
given**

**Client action plan / next
step**

Follow-up date

Outcome

☐ Connected ☐ Pending ☐ Unable to connect ☐ Declined ☐ Other:

Barrier(s) identified

**Additional assistance
needed**

Staff Notes:

RESOURCE BINDER MAINTENANCE CHECKLIST

- Review the binder at least quarterly and date the review.
- Remove expired flyers and duplicate materials.
- Verify high-use phone numbers, websites, eligibility rules, and service areas.
- Keep 211 Virginia available as a current-referral backup when local program availability changes.
- Replace client take-away copies as needed; keep the master binder complete.
- Document significant referral barriers and bring recurring gaps to clinical/administrative review.

Last reviewed: _____ **Reviewed by:** _____

Next review due: _____ **Updates needed:** _____

REFLECTIVE BEHAVIORAL SERVICES

Community Resource Guide

Central Virginia & Surrounding Localities

**Chesterfield • Colonial Heights • Richmond • Henrico • Petersburg • Hopewell • Prince George •
Dinwiddie**

For client use in the RBS Group Room Resource Center

Verified October 4, 2026

Programs, hours, eligibility, and availability can change. Call or check the listed website before traveling.

Start Here: Immediate & Statewide Help

911 - Emergency Services

Call for immediate danger, life-threatening medical emergencies, fire, or situations requiring immediate law-enforcement response.

Call 911 | Statewide

988 Suicide & Crisis Lifeline

Free, confidential crisis support for people experiencing suicidal thoughts, emotional distress, mental health crisis, or substance-use crisis.

Call or text 988 | 24/7 • Statewide

<https://988lifeline.org>

211 Virginia

Free, confidential connection to local housing, food, health care, utility, transportation, employment, and other community resources.

Dial 211 • Text CONNECT to 247211 | 24/7 • Statewide

<https://211virginia.org>

Virginia Family Violence & Sexual Assault Hotline

Confidential support and connection to local domestic violence and sexual assault services.

Call 1-800-838-8238 • Text 804-793-9999 | 24/7 • Statewide

<https://www.vdh.virginia.gov/domestic-and-sexual-violence-prevention/>

Virginia CommonHelp

Apply for or manage SNAP, TANF, child care assistance, energy assistance, and health coverage.

Benefits assistance: 1-833-522-5582 • Medicaid/FAMIS: 1-855-242-8282 | Statewide

<https://commonhelp.virginia.gov>

Central Virginia Legal Aid Society (CVLAS)

Free civil legal assistance for eligible low-income residents, including housing, public benefits, consumer, family, and related civil matters.

Richmond: 804-648-1012 • Petersburg: 804-862-1100 • Toll-free: 800-868-1012 | Central Virginia

<https://cvlas.org>

Chesterfield County & Colonial Heights

Chesterfield Mental Health Support Services

Mental health, substance use, developmental disability services, intake, referral, and treatment access.

Access Services: 804-768-7318 • Main: 804-748-1227 | Chesterfield County

<https://www.chesterfield.gov/878/Mental-Health-Support-Services>

Chesterfield 24/7 Crisis Intervention

Local behavioral-health crisis response and linkage to crisis stabilization or hospitalization when needed.

804-748-6356 | 24/7 • Chesterfield County

Chesterfield-Colonial Heights Department of Social Services

Emergency needs, benefits, housing information, employment services, food resources, energy assistance, and family supports.

804-748-1100 • Emergency needs/resource team: 804-748-1198 | Chesterfield & Colonial Heights

<https://www.chesterfield.gov/socialservices>

First Choice Community Employment Center

Career assessment, resume help, interview preparation, job search assistance, online applications, job fairs, referrals, and soft-skills support.

Contact through Chesterfield Social Services | Adults 18+ in Chesterfield or Colonial Heights

<https://www.chesterfield.gov/socialservices>

Chesterfield Food Bank Outreach Center

Food distributions and community food assistance.

804-414-8885 • 12211 Iron Bridge Rd, Chester, VA 23831 | Chesterfield area

<https://www.chesterfieldfoodbank.org>

CCHASM - Chesterfield Colonial Heights Alliance for Social Ministry

Emergency food pantry assistance and utility financial assistance for eligible residents in multiple Tri-Cities localities.

Use 211 Virginia or CCHASM for current pantry/referral information | Chesterfield, Colonial Heights, Dinwiddie, Hopewell, Petersburg & Prince George

<https://www.cchasm.org>

City of Richmond

Richmond Behavioral Health Authority (RBHA)

Mental health, substance use, developmental, medical, recovery, and behavioral-health services for Richmond residents.

Main: 804-819-4000 | City of Richmond

<https://www.rbha.org>

RBHA 24/7 Crisis Response

Emergency behavioral-health crisis assessment, information, referral, triage, and mobile response for Richmond residents.

804-819-4100 | 24/7 • City of Richmond

<https://www.rbha.org/services/crisis-response.aspx>

Central VA Resource Navigator

Searchable regional directory for mental health, substance use treatment, recovery, peer support, crisis, housing, and supportive services.

Online directory | Richmond, Henrico, Chesterfield & surrounding region

<https://www.rva.gov/human-services/opioid-response>

Homeward

Regional homelessness system coordination and connections to housing/homelessness resources.

804-343-2045 • 9211 Forest Hill Ave, Suite 110, Richmond, VA 23235 | Greater Richmond

<https://www.homewardva.org>

Central Virginia Legal Aid Society - Richmond Office

Free civil legal assistance for eligible residents.

804-648-1012 • 115 S. 15th St., Suite 400, Richmond, VA 23219 | Richmond and surrounding counties

<https://cvlas.org>

Henrico County

Henrico Area Mental Health & Developmental Services

Mental health, substance use, recovery, developmental, youth/family, employment, and day services.

Access Services: 804-727-8515 • Main: 804-727-8500 | Henrico County

<https://henrico.gov/mhds/>

Henrico 24/7 Emergency Services

Immediate mental health and substance-use crisis intervention, prescreening, and referral.

804-727-8484 | 24/7 • Henrico County

<https://henrico.gov/mhds/persons-in-crisis/>

Henrico Housing Resource Line

Help accessing housing programs and services.

804-422-5061 | Mon-Fri, 8:30 a.m.-4:30 p.m.

<https://henrico.gov/residents/>

Henrico Community Resources

County resource page covering social services, housing, health, food assistance, and behavioral health.

Use county resource directory | Henrico County

<https://henrico.gov/cc/resources/>

Petersburg, Hopewell, Prince George, Dinwiddie & Colonial Heights

District 19 Community Services Board

Mental health, substance use, intellectual/developmental disability, child, adolescent, and adult behavioral-health services.

Main: 804-862-8002 | Colonial Heights, Hopewell, Petersburg, Dinwiddie, Prince George & other D19 localities

<https://d19csb.com>

District 19 24-Hour Crisis Line

Behavioral-health crisis assistance for District 19 localities.

804-862-8000 • 866-365-2130 | 24/7

<https://d19csb.com>

Central Virginia Legal Aid Society - Petersburg Office

Free civil legal assistance for eligible residents, including housing, public benefits, consumer, family, and related matters.

804-862-1100 • 229 N. Sycamore St., Petersburg, VA 23803 | Petersburg, Hopewell, Colonial Heights, Dinwiddie, Prince George & nearby service area

<https://cvlas.org>

211 Virginia - Tri-Cities Resource Connection

Use 211 to locate current food pantries, shelters, rent/utility assistance, transportation, employment, clothing, health care, and other programs by ZIP code.

Dial 211 • Text CONNECT to 247211 | Tri-Cities & statewide

<https://211virginia.org>

Quick Resource Categories

Use this page when a client knows what they need but not which agency to call. Start with the local resource above when appropriate, or use 211 Virginia for the most current ZIP-code-specific options.

Need	Best Starting Points
Food	211 Virginia; local Department of Social Services; Chesterfield Food Bank; CCHASM; SNAP through CommonHelp.
Housing / Homelessness	211 Virginia; local DSS; Homeward/Greater Richmond housing system; Henrico Housing Resource Line; CVLAS for eligible housing-related legal issues.
Utilities	211 Virginia; local DSS; CommonHelp energy assistance; CCHASM in eligible localities.
Mental Health	Local CSB: Chesterfield MHSS, RBHA, Henrico MHDS, or District 19 CSB. For crisis, use local crisis line or 988.
Substance Use / Recovery	Local CSB; Central VA Resource Navigator; 211 Virginia. Chesterfield also offers outpatient substance-use services and Narcan access.
Employment	Chesterfield First Choice Community Employment Center; local DSS/workforce programs; 211 Virginia.
Benefits	Virginia CommonHelp for SNAP, TANF, child care, energy assistance, Medicaid/FAMIS; local DSS for application support.
Legal	Central Virginia Legal Aid Society for eligible civil matters; 211 for other legal/referral resources.
Domestic / Sexual Violence	Virginia Family Violence & Sexual Assault Hotline: 1-800-838-8238; text 804-793-9999. Call 911 for immediate danger.
Transportation	211 Virginia and local DSS/county transportation

resources; ask for options based on ZIP code, disability status, age, and Medicaid eligibility.

Staff Referral Notes

Use this page to document resources discussed with the client. Do not place protected clinical information in a public-facing binder.

Client initials (optional): _____

Date: _____

Resource need: _____

Agency/resource provided: _____

Phone / website given: _____

Follow-up needed: _____

Notes: