



## Case Management Services

Case Management services are designed to assist in meeting the daily needs of the developmentally disabled, seriously mentally ill and severely chemically dependent consumers. These services are the cornerstone of Colonial Behavioral Health's mission to enhance the lives of persons affected by these disorders. All eligible CBH consumers may access Case Management services.

Case management provides ongoing assessment of an individual's needs and preferences, linkages to services and supports designed to address these needs, monitoring to ensure needs are being met appropriately, advocacy on behalf of the individual, and ongoing support and assistance to ensure the best possible outcome.

Individuals receive treatment in the least restrictive environment. Case Management services seek to assist, improve and empower individuals through supportive therapies, symptom management, education and crisis interventions.

Wellness, Support & Recovery Services



**Colonial**  
Behavioral Health

## Mission & Vision Statement

### Our Mission

To facilitate recovery and resiliency of individuals and families affected by mental illness, developmental disabilities, and substance use disorders.

### Our Vision

Continuing to serve as a vital partner in a community system of care that promotes the highest possible quality of life.



## Case Management Services

**Williamsburg Office**  
1657 Merrimac Trail  
Williamsburg, VA 23185  
**Phone:** 757-220-3200  
**Fax:** 757-229-7173

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**York-Poquoson Office**  
3804 George Washington  
Memorial Hwy.  
Yorktown, VA 23692

**Phone:** 757-898-7926  
**Fax:** 757-898-4505

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**24/7 Crisis Services**  
757-378-5555

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**[www.ColonialBehavioralHealth.org](http://www.ColonialBehavioralHealth.org)**

Serving James City County, City of Poquoson,  
City of Williamsburg and York County



# Case Management Services



## Services

Case Management services are licensed by the Virginia Department of Behavioral Health and Developmental Services. Consumers and their family can actively participate in service planning and care.

Services are designed to support individuals in multiple aspects of daily living. This is accomplished through:

- Clinical assessments
- Monitoring and support
- Person Centered Service planning
- Community linkages and referrals
- Advocacy
- Outreach services
- Opportunities for increased community involvement
- Education and symptom management

*"I like my Case Manager as she is always available to help when I need it"*

~ **Consumer**, from the Consumer Satisfaction survey

## Direct Access Service Lines

- **24/7 Crisis Services**  
Phone: 757-378-5555
- **TTY: 711**

*"I recommend this program to anybody because it is great for my son and me. Makes everything easy and very helpful with all the staff."*

~ **Family Member**, from the Consumer Satisfaction survey

## Fees

Services are provided on a fee for service basis. Most insurance plans and HMOs are accepted. Persons without insurance coverage are charged according to ability to pay, based on income and dependents. No one will be denied services because they are unable to pay.

## Community Partners

Colonial Behavioral Health provides networked services that offer comprehensive resources through the following collaborative partnerships:

- The ARC of Greater Williamsburg
- Department of Social Services
- Eastern State Hospital
- Lackey Clinic
- Local Assisted Living Facilities
- Olde Towne Medical & Dental Center
- Peninsula Mental Health Association
- Private Psychiatric Hospitals
- Social Security Administration
- Williamsburg Area Alliance for the Mentally Ill (NAMI-WA)

*"CBH helps me when I need it. They have helped me for a long time and I do a lot more things on my own now because they helped me learn."*

~ **Consumer**, from the Consumer Satisfaction Survey