



# RESOURCE GUIDE



## **ABUSE/NEGLECT/EXPLOITATION**

Regarding children or disabled or elderly adults (age 60 or over), call your local department of social services:

Dickenson County DSS.....	276-926-1661
Lee County DSS.....	276-346-1010
Norton City DSS.....	276-679-2701
Russell County DSS.....	276-889-3031
Scott County DSS.....	276-386-3631
Tazewell County DSS.....	276-988-8500
Wise County DSS.....	276-328-8056
Children's Advocacy Center/MEOC (Big Stone Gap).....	1-800-252-6362

### **Virginia:**

Adult Protective Services Hotline.....	1-888-832-3858
Child Protective Services Hotline.....	1-800-552-7096
Virginia CPS from out state.....	1-804-786-8536
Virginia CPS for hearing impaired.....	1-800-828-1120
Family Violence & Sexual Assault Hotline.....	1-800-838-8238

Web-site: [www.hopeforhealing.org](http://www.hopeforhealing.org) ..... Domestic Violence support and advice (Strawberry Plains, TN)

Web-site: [www.ncall.us](http://www.ncall.us) ..... National Clearinghouse for Abuse in Later Life

Web-site: [www.vsdvalliance.org](http://www.vsdvalliance.org) ..... Virginia Sexual and Domestic Violence Action Alliance

## **ADVOCACY**

### **Dickenson County:**

Ministerial Association.....	276-926-6853
SWVA Legal Aid Society .....	276-762-9354 or 1-866-534-5243

### **Lee County:**

Jonesville United Methodist.....	276-346-2062
SWVA Legal Aid Society .....	276-762-9354 or 1-866-534-5243

**Norton City:**

Advocate Center.....276-679-0967  
Court Appointed Special Advocate (CASA).....276-679-2272  
Junction Center for Independent Living.....276-679-5988 (V/T) or 1-800-584-4054  
SWVA Legal Aid Society .....276-762-9354 or 1-866-534-5243

**Russell County:**

SWVA Legal Aid Society .....276-762-9354 or 1-866-534-5243

**Wise County:**

MEOC-Long-Term Care Ombudsman.....276-523-4202 or 1-800-252-6362  
Client Centered Legal Services.....276-395-3926  
Habitat for Humanity.....276-328-6245  
SWVA Legal Aid Society .....276-762-9354 or 1-866-534-5243

**Virginia:**

Disability Rights, Protection, & Advocacy.....1-800-552-3962 (V/T)  
Office for Protection & Advocacy.....804-225-2042 or 1-800-552-3962

**ADDICTION (ALCOHOL & SUBSTANCE)  
TREATMENT/SUPPORT**

**Dickenson County:**

Behavioral Health Services.....276-926-1680  
Clintwood United Methodist (Al-ANON).....276-926-8357

**Kentucky:**

Cumberland River Comprehensive Care (Harlan).....606-573-1624

**Lee County:**

Addiction Education Center.....276-546-5432  
Narcotics Anonymous.....276-546-5275 or 276-546-5432

**Norton City:**

Celebrate Recovery (serves all surrounding counties)..... 276-393-0115  
[www.fowc.us](http://www.fowc.us) or [pastor@fowc.us](mailto:pastor@fowc.us)  
Solutions Counseling LLC.....276-679-0162  
Southwest Virginia ASAP.....276-679-9337

Norton United Methodist .....276-523-8300

**Russell County:**

The Laurels.....276-889-3063 **or** 1-888-403-3869

Lebanon United Methodist (Al-ANON).....276-988-2883 or 9136

**Scott County:**

Project Link.....276-431-4370 **or** 1-888-443-1804

**Tennessee:**

Woodridge (Johnson City).....1-800-346-8899

**Wise County:**

Al-Anon & Serenity.....276-523-4532

Co-Dependents Anonymous.....276-523-4541

HIS Ministries.....276-523-7447

Wise County Behavioral Health Services (Adults).....276-523-8300

Wise County Behavioral Health Services (Children).....276-523-8360

**Virginia:**

Ridgeview (Bristol, VA).....1-800-697-2762

Substance Abuse Information & Referral (Statewide).....1-800-252-6465

Tri-Cities Recovery (Bristol, VA) .....1-276-644-3133

**West Virginia:**

Appalachian Teen Challenge.....1-304-384-9074

[www.teenchallengecares.com](http://www.teenchallengecares.com)

*Also, refer to the Mental Health & Support Groups section.*

**BUDGET & CREDIT COUNSELING**

American Credit Counseling.....1-800-646-0042

**CHILD CARE**

Child Care Connect.....276-386-9881 **or** 1-877-CCC-KIDS

Healthy Families for Southwest Virginia.....276-523-4202

Kids Central, Inc.....276-679-0518

KinCare (Relatives raising non-biological children).....	1-800-252-6362
Lee Child Care.....	276-546-5600

*Contact your local department of social services for information about training and resources for providing quality child care.*

## **CHILD/YOUTH SPECIAL SERVICES**

### **Dickenson County:**

Behavioral Health Services (In-School Counseling).....	276-926-1680
Family Preservation Services, Inc. (multi-county services).....	276-926-4031
Associated Counseling.....	276-596-9360

### **Lee County:**

Autism-Lee County Sheriff’s Office-Project Lifesaver.....	276-346-7777
Head Start.....	276-346-1389

### **Norton City:**

Adoption Services.....	276-679-0967
Commonwealth Catholic Charities.....	276-679-1195 <b>or</b> 276-679-0967
Court Appointed Special Advocate (CASA).....	276-679-2272
Kids Central, Inc. (Head Start).....	276-679-0518 <b>or</b> 1-800-286-8106
Junction Center for Independent Living.....	276-679-5988 <b>or</b> 1-800-584-4054

### **Scott County:**

Head Start.....	276-386-6051
Southwest Virginia Child Development Clinic.....	276-386-3803

### **Wise County:**

Adolescent & Teen Resources.....	276-523-8360
Autistic Child-Wise County Sheriff’s Office Project Lifesaver.....	276-328-3566
Camp Bethel.....	276-328-6876
Developmental Services, Inc.....	276-523-0682 <b>or</b> 276-523-0026
Foster Grandparent Program.....	276-523-4202 <b>or</b> 1-800-252-6362
Healthy Families for Southwest Virginia.....	276-523-4202
Infant & Toddler Program-Connection.....	276-523-8360 <b>or</b> 1-800-453-4332
KinCare.....	276-523-4202 <b>or</b> 1-800-252-6362
Lonesome Pine Office on Youth.....	276-523-5064
Southwest VA Children’s Advocacy Center.....	276-523-4202 <b>or</b> 1-800-252-6362
30 <sup>th</sup> District Juvenile & Domestic Relations Court.....	276-328-4486

Virginia Cooperative Extension.....276-328-6194 **or** 276-328-3699  
 Wise County Behavioral Health.....276-523-8360  
 Wise County Juvenile Court Services Unit.....276-328-2141

**Virginia:**

Child Support Enforcement.....1-800-468-8894  
 Kluge Children’s Rehabilitation Center.....1-804-924-5161  
 Shriner’s Hospital for Children.....1-800-237-5055  
 Virginia Child Abuse Hotline.....1-800-552-7096  
 Virginia Easter Seals.....1-800-365-3699

**CLOTHING/HOUSEHOLD ITEMS**

**Dickenson County:**

Twice as Nice Thrift Store.....276-926-5599

**Norton City:**

Treasure Chest Thrift Store.....276-679-6709

**Scott County:**

DanPaul Closet.....276-386-7143  
 Christian Social Ministries Centers – Midway .....276-452-4943  
 Christian Social Ministries Centers – Duffield .....276-431-2551

**Wise County:**

First Baptist Church (St. Paul).....276-762-9440  
 Goodwill Thrift Store (Big Stone Gap).....276-523-6100  
 Mt. Olive FWB Church Clothes Closet (Wise).....Open Wednesday & Friday 11-3  
 Salvation Army Thrift Store (Big Stone Gap).....276-523-5643  
 Thrifty Treasures (Pound).....276-796-9095

**CRIMINAL JUSTICE SYSTEM**

**Dickenson County:**

Clerk’s Office (General District & J&DR).....276-926-1630  
 Commonwealth Attorney’s Office.....276-926-1678  
 Court Service Unit (Probation & Protective Orders).....276-926-1625  
 Magistrate’s Office.....276-926-1640  
 Sheriff’s Dept.....276-926-1600 or emergency call 911  
 Victim/Witness Assistance Program.....276-926-1678

**Lee County:**

Clerk's Office (General District & J&DR).....	276-346-7735
Commonwealth Attorney's Office.....	276-346-1921
Court Service Unit (Probation & Protective Orders).....	276-346-7723
Magistrate's Office.....	276-346-7744
Sheriff's Dept.....	276-346-7753
Victim/Witness Assistance Program.....	276-346-2689

**Wise County & City of Norton:**

Chief of Police (Norton).....	276-679-1211
Clerk's Office (General District & J&DR).....	276-328-4486
Commonwealth Attorney's Office.....	276-328-9406
Court Service Unit (Probation & Protective Orders).....	276-328-2141
Magistrate's Office.....	276-328-8947
Sheriff's Dept.....	276-328-3756 or emergency call 911
Victim/Witness Assistance Program.....	276-328-4421

**DISABILITY SERVICES**

**Dickenson County:**

Behavioral Health Services (Clubhouse & Victory House).....	276-926-1680
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**Norton City:**

Brain Injury Services of SW Virginia.....	276-679-5001
Junction Center for Independent Living.....	276-679-5988 (V/T) or 1-800-584-4054

**Scott County:**

Junction Center Duffield Office.....	276-431-1195 or 1-888-431-9625
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**Wise County:**

Development Services, Inc.....	276-523-0682 or 276-523-0026
UMWA Health & Retirement Funds.....	276-762-0155 or 1-800-291-1425

**Virginia:**

Disability Rights Protection & Advocacy.....	1-800-552-3962 (V/T)
Disability Services Helpline.....	1-888-568-1000
Virginia Assistive Technology.....	1-800-435-8490
Virginia Office for Protection & Advocacy.....	1-804-225-2042 (V/T) or 1-800-552-3962

Also, refer to the section titled "Hearing"

## DOMESTIC VIOLENCE

### Dickenson County:

Violent Crimes Against Women Advocate.....276-926-4816 **or** 1-800-572-2278  
SWVA Legal Aid Society (Castlewood).....276-762-9354 **or** 1-866-534-5243  
Family Crisis Support Services.....1-800-572-2278 **or** 276-679-7240

### Lee County:

Family Crisis Support Services.....1-800-572-2278  
Sheriff's Office Domestic Violence Program.....276-346-4239  
SWVA Legal Aid Society .....276-762-9354 **or** 1-866-534-5243

### Norton City:

Family Crisis Support Services, Inc. (Hope House).....1-800-572-2278  
SWVA Legal Aid Society .....276-762-9354 **or** 1-866-534-5243

### Russell County:

People Incorporated.....276-889-0178 **or** 276-889-0999  
Sheriff's Office Domestic Violence Program.....276-889-8204  
SWVA Legal Aid Society .....276-762-9354 **or** 1-866-534-5243

### Scott County:

Hope House of Scott County.....276-386-1373 **or** 1-888-250-4325  
SWVA Legal Aid Society.....276-762-9354 **or** 1-866-534-5243

### Wise County:

Hope House.....1-800-572-2278  
Sheriff's Office Domestic Violence Unit.....276-328-3566  
SWVA Legal Aid Society .....276-762-9354 **or** 1-866-534-5243

### Virginia:

Bristol Crisis Center (Serves Washington Co.).....1-888-540-4662  
Family Violence & Sexual Assault Hotline.....1-800-838-8238

## DRUG ADDICTION/TREATMENT-See *Addiction Alcohol/Substance*



## EDUCATION

### Dickenson County:

School Board Office.....276-926-4643

### Lee County:

Regional Adult Education/GED.....276-386-2433 **or** 1-877-RACE 2 GED

School Board Office.....276-346-2107

### Norton City:

Norton City-Adult & Basic Education.....276-679-2330

Regional Adult Education/GED.....276-386-2433 **or** 1-877-RACE 2 GED

School Board Office.....276-679-2330

### Scott County:

Regional Adult Education/GED.....276-386-2433 **or** 1-877-RACE 2 GED

School Board Office.....276-386-6118

### Wise County:

Flatwoods Job Corps.....276-395-3384

Mountain Empire Community College.....276-523-2400

Old Dominion University.....276-523-8294

Regional Adult Education/GED.....276-386-2433 **or** 1-877-RACE 2 GED

School Board Office.....276-328-8017

The University of Virginia's College at Wise.....276-328-0100

Wise Skills Center.....276-328-6612

### Virginia:

Adult Learning Center (Bristol).....1-800-422-3433

## EMERGENCY/DISASTER ASSISTANCE

Federal Emergency Mgmt. Agency.....1-800-462-2029 **or** 1-800-462-7585

Poison Control Center.....1-800-222-1222

Red Cross (Bristol, VA).....276-645-6650

## EMERGENCY FINANCIAL ASSISTANCE

### Norton City:

Advocate Center (referrals).....276-679-0967

**Scott County:**

- Christian Social Ministries Helpline.....276-431-4795
- SHARE Homeless Intervention (RADA).....276-386-6441

**Wise County:**

- Emergency Fuel Fund for the Elderly (MEOC)....276-523-4202 **or** 1-800-252-6362
- Salvation Army.....276-523-5643

**Virginia:**

- Red Cross (Bristol, VA).....276-645-6650

*{Contact your local department of social services for information about area services, Temporary Assistance to Needy Families, Food stamps, Medicaid, General Relief, Fuel or Cooling Assistance, Child Care Assistance, Auxiliary Grants, and State & Local Hospitalization funds.}*

**EMPLOYMENT/TRAINING**

*Also refer to the section on Education.*

**Dickenson County:**

- Virginia Dept. of Rehabilitative Services.....276-762-5561 or 1-800-552-5019

**Lee County:**

- Workforce Center.....276-546-0940
- Virginia Dept. of Rehabilitative Services.....276-762-5561 or 1-800-552-5019

**Norton City:**

- Junction Center.....276-679-5988 (V/T) **or** 1-800-584-4054
- Project Able.....276-679-5988 (V/T) **or** 1-800-584-4054
- Virginia Employment Commission.....276-679-9413
- VEC Veteran’s Representative.....276-679-9415

**Scott County:**

- RADA Employment Services.....276-386-6549
- Virginia Dept. of Rehabilitative Services.....276-762-5561 or 1-800-552-5019

**Wise County:**

- Developmental Services, Inc.....276-523-0682
- Foster Grandparent Program.....276-523-4202 **or** 1-800-252-6362

Older Worker Program (MEOC).....276-523-4202 **or** 1-800-252-6362  
 Wise Skills Center.....276-328-6612  
 Virginia Dept. of Rehabilitative Services.....276-762-5561 or 1-800-552-5019

**Virginia:**

Experience Works (Bristol, VA).....276-466-7766 **or** 540-489-5231  
 Virginia Dept. of Rehabilitative Services.....276-762-5561 or 1-800-552-5019

**EYEGASSES/VISION IMPAIRMENT**

VA Department for the Blind & Visually Impaired.....540-857-7122  
**Or** 1-800-622-2155 (V/T)  
 Bristol, VA.....276-642-7300  
 Lee County Lions Club.....276-346-3554

*Some other local Lion’s Clubs may be able to assist with obtaining eyeglasses.  
 Your Chamber of Commerce has information about how to contact the Lion’s  
 Club in your town.*

**FINANCIAL**

**Dickenson County:**

Dickenson County DSS.....276-926-1661

**Lee County:**

Lee County DSS.....276-346-1010

**Norton City:**

Black Lung Office.....276-679-4590

Norton City DSS.....276-679-2701

Social Security.....276-679-7633 **or** 1-800-772-1213/1-800-325-0778 (TTD)

**Russell County:**

Russell County DSS.....276-889-3031

**Scott County:**

Scott County DSS.....276-386-3631

Rural Areas Development Association, Inc. (RADA).....276-386-6441

**Tazewell County:**

Clinch Valley Community Action.....276-988-5583  
Tazewell County DSS.....276-988-8500

**Wise County:**

Salvation Army.....276-523-5643  
UMWA Health & Retirement Funds.....276-762-0155 **or** 1-800-291-1425  
Wise County DSS.....276-328-8056

**Virginia:**

Child Support Enforcement.....1-800-468-8894  
Veteran’s Affairs.....1-800-827-1000

**FOOD & NUTRITION**

**Dickenson County:**

VA Smart Choices Nutrition Education Program (SCNEP).....276-926-4605

**Lee County:**

New Hope Mission.....276-546-0970  
VA Cooperative Extension- Nutrition Education & Parenting, Resource Mgmt.....  
276-346-1522

**Norton City:**

VA Cooperative Extension.....276-328-6194 **or** 276-328-3699

**Scott County:**

Christian Social Ministries Helpline.....276-431-4795  
APPCAA (formerly RADA).....276-386-6441  
VA Cooperative Extension.....276-452-2772

**Wise County:**

Mountain Empire Older Citizens.....276-523-4202 **or**  
Persons age 60+, Congregate Home-delivered meals.....1-800-252-6362  
VA Cooperative Extension.....276-328-6194 **or** 276-328-3699

**Virginia:**

**SHARE** Virginia.....540-633-2850, ext. 32, 33, 34

## FOODBANKS

### Dickenson County:

Food Bank.....276-926-6853  
Ministerial Association.....276-926-6853

### Lee County:

**JONESVILLE UNITED METHODIST:** 276-346-2062 Provides a food bank and they now do the USDA distribution. TRIAD meets here on 2<sup>nd</sup> Wednesdays.

### Scott County:

**MIDWAY UNITED METHODIST CHURCH:** 423-452-2412

### Wise County:

**APPALACHIA FOOD BANK:** The Appalachia Food Bank can be contacted by mail at PO Box 613, Appalachia, VA 24216.

**BIG STONE GAP FOOD BANK:** For more information on the food bank or how to volunteer, call Trinity United Methodist Church at 276-523-0789.

**CHURCH OF GOD OF PROPHECY, COEBURN:** Donates food to the food bank that is operated by Friendship Baptist Church, but may help those in need in extreme emergencies. Pastor is Samuel Hall, 395-6889.

**FOOD BANK OF WISE COUNTY:** The contact person is Lan Malesky, 276-679-FOOD (3663).

**FRIENDSHIP BAPTIST CHURCH:** An emergency food bank that serves residents of the Coeburn area. No specific hours, but contact the church at 276-395-7170.

**LIGHTHOUSE MINISTRIES:** #276-328-1205.

**ST. PAUL FIRST BAPTIST CHURCH:** Open Tuesdays from 9 to 11 am, 276-762-9440.

**SECOND HARVEST FOOD BANK OF POUND:** Call 276-696-5062. Open the third Wednesday of each month from 9 am to 12:30 pm. Located past NAPA.

**STEVENS CHURCH OF GOD:** In emergencies call 276-328-2344, or Sharon Bowman at 276-328-5726; 4<sup>th</sup> Thursday of month, 6-7pm.

*Your local church may also have an emergency food pantry.*

## **HEALTH CARE/MEDICAL**

### **Buchanan County:**

The Health Wagon.....276-328-8850

### **Dickenson County:**

The Health Wagon.....276-328-8850

Dickenson County Home Health, Inc.....276-926-6600

Home Nursing, Inc.....276-926-4820

### **Lee County:**

Stone Mountain Health Services, Pennington Gap.....276-546-3001

Stone Mountain Health Services, St. Charles Clinic.....276-383-4428

Stone Mountain Health Services, Western Lee Clinic.....276-445-4826

### **Norton City:**

Brain Injury Services of Southwest Virginia.....276-679-5001

Mountain Empire Dialysis Center.....276-679-7805

Southwest Virginia Regional Cancer Center.....276-679-5874

### **Scott County:**

Clinch River Services (Dungannon).....276-467-2201

### **Wise County:**

Stone Mountain Health Services, Appalachia Clinic.....276-565-2760

Stone Mountain Health Services, St. Paul.....276-762-0770

The Health Wagon.....276-328-8850

### **Virginia:**

Crossroads Medical Mission (Bristol, VA) .....276-466-1600

Southwest Virginia Perinatal Council.....276-676-4501

*Also refer to the sections on “Health Departments” & “Hospitals”*

*To learn about **FAMIS** (Family Access to Medical Insurance Security Plan), & Free Children’s Medical Insurance, call 1-866-873-2647 or your local department of social services.*

## HEALTH DEPARTMENTS

Dickenson County Health Department.....	276-926-5541
Lee County Health Department.....	276-346-2011
Russell County Health Department.....	276-889-7626
Scott County Health Department.....	276-386-1312
Wise County/City of Norton Health Department.....	276-328-8000

## HEARING/DEAF RESOURCES

### Norton City:

Reasor/Manning Deaf Resource Center.....	276-679-6103
Junction Center for Independent Living .....	276-679-5988 (V/T) or 1-800-584-4054

### Russell County:

Lebanon Speech & Hearing Center.....	276-889-1389
Regional Deaf Services Program .....	TTY (800)347-4939 and Voice 276-889-3785
Email: <a href="mailto:mbush@cmcsb.com">mbush@cmcsb.com</a> or <a href="mailto:ltaylor@cmcsb.com">ltaylor@cmcsb.com</a>	

### Virginia:

Virginia Dept. for the Deaf & Hard of Hearing.....	1-800-552-7917
VA Dept. of Social Services – hearing impaired-voice.....	1-800-828-1140
TTY-TDD.....	1-800-828-1120
Virginia Relay Center Customer Care.....	1-866-894-4116
Telecommunications Relay Services access emergencies.....	711 or 1-800-828-1140

### Wise County:

Heather G. Stone, Sign Language Interpreter .....	276-393-3568
Lorrie Taylor, Sign Language Interpreter, (email).....	<a href="mailto:ltaylor@cmsb.com">ltaylor@cmsb.com</a>

### Tennessee:

Mtn. Region Speech & Hearing Center (Kingsport).....	423-246-4600
<i>Your local Lion's Club may be able to assist with obtaining a hearing aid. Wise County/Norton Chamber of Commerce (276)679-0961 can tell you how to contact the Lions Club in your town.</i>	

## HOME REPAIRS

### Dickenson County:

St. Joseph's Home Repair.....276-926-4328  
Appalachian Service Project.....423-854-8800

### Lee County:

RADA – Monday thru Wednesday.....276-546-0054

### Russell County:

Rural Development (USDA) Lebanon office.....276-889-4650

### Scott County:

Rural Area Development Association (RADA) main office.....276-386-6441  
Rural Development (USDA) Gate City office.....276-386-3951

### Wise County:

RADA – Junction Center, Norton – Thurs. & Fri.....276-679-5988  
Habitat for Humanity.....276-328-6245

### Tennessee:

Appalachia Service Project (Johnson City).....423-854-8800

## HOSPICE

### Dickenson County:

Total Home Care.....276-926-8095  
Hospice and Palliative Care of Virginia.....276-523-7212 or 1-800-438-9484

### Lee County:

Total Home Care & Hospice (Lee and Wise)..... 276-523-4515  
Hospice and Palliative Care of Virginia.....276-523-7212 or 1-800-438-9484

### Norton City:

Hospice & Palliative Care of Virginia.....276-679-7212 or 1-800-438-9484

### Virginia:

Wellmont Hospice (Abingdon).....276-619-4500

### Wise:

Total Home Care & Hospice (Lee and Wise)..... 276-523-4515



## HOSPITALS

### Dickenson County:

Dickenson County Medical Center.....276-926-0224

### Lee County:

Lee Regional Medical Center.....276-546-1440

Total Home Care & Hospice (Lee and Wise)..... 276-523-4515

### Norton City:

Mountain View Regional Medical Center.....276-679-9100

Mountain View Regional Medical Center Social Worker.....276-679-6403

Norton Community Hospital.....276-679-9600

### Wise County:

Wellmont Lonesome Pine Hospital.....276-523-3111

Wellmont Lonesome Pine Social Worker.....276-523-8652

### Virginia:

UVA Medical Center.....434-924-0211

### Tennessee:

Indian Path Medical Center (Kingsport).....423-857-7000

James H. Quillen VA Medical Center (Johnson City).....423-926-1171

Johnson City Medical Center (Johnson City).....423-926-1111

Wellmont Bristol Regional Medical Center.....423-844-1121

Wellmont Holston Valley (Kingsport).....423-224-4000

## HOUSING/RENTAL ASSISTANCE

### Lee County:

Family Crisis Support Services.....1-800-572-2278

Lee County Redevelopment & Housing.....276-346-3910

RADA on Monday through Wednesday.....276-546-0054

### Norton City:

Family Crisis Support Services.....1-800-572-2278

Junction Center (housing vouchers).....276-679-0020 or 1-800-584-4054

Norton Redevelopment & Housing.....276-679-0020

RADA at Junction Center, Thurs. & Fri.....276-679-5988

**Russell County:**

Rural Development (USDA) Lebanon.....276-889-4650

**Scott County:**

Family Crisis Support Services.....1-800-572-2278

Rural Areas Development Association (RADA) main office.....276-386-6441

Rural Development (USDA) Gate City.....276-386-3951

Scott County Redevelopment & Housing.....276-386-9242

**Wise County:**

Big Stone Gap Redevelopment & Housing.....276-523-0115

Family Crisis Support Services.....1-800-572-2278

Gladeville Housing Authority.....276-328-5286

Habitat for Humanity.....276-328-6039 or 1-800-422-4828

Wise County Redevelopment & Housing.....276-395-6104

Rental Assistance-Wise County.....276-395-6507

*Also see the section on “Shelter”*

**INFORMATION & REFERRAL**

**Dickenson County:**

Family Crisis Support Services.....276-679-7240

Dickenson County DSS.....276-926-1661

**Lee County:**

Family Crisis Support Services.....276-679-7240

Lee County DSS.....276-346-1010

**Norton City:**

Advocate Center.....276-679-0967

Family Crisis Support Services.....276-679-7240

Junction Center for Independent Living.....276-679-5988 or 1-800-584-4054

**Scott County:**

Family Crisis Support Services.....276-679-7240

Scott County DSS.....276-386-3631

**Wise County:**

Family Crisis Support Services.....276-679-7240

Mountain Empire Older Citizens.....276-523-4202 or 1-800-252-6362

Wise County DSS.....276-328-8056

**Virginia:**

Information & Referral Center of SWVA.....1-800-230-6977 or 2-1-1

**JOB TRAINING, COUNSELING, & PLACEMENT**

*Also see the section on “Employment”*

**Lee County:**

Work Force Center.....276-546-0940

**Norton City:**

Virginia Employment Commission-field office.....276-679-9413

**Russell County:**

Southwest VA Workforce Investment Board.....276-883-4034

**Tazewell County:**

Clinch Valley Community Action.....276-988-5583

**Wise County:**

Mountain Empire Older Citizens-Older Worker Program.....276-523-4202

**Or 1-800-252-6362**

**LEGAL**

SWVA Legal Aid Society (Castlewood).....276-762-9354 or 1-866-534-5243

VA Lawyer Referral Service.....1-800-552-7977

**MEDICAID**

Dickenson County DSS.....276-926-1661

Lee County DSS.....276-346-1010

Norton City DSS.....276-679-2701

Russell County DSS.....276-889-3031

Scott County DSS.....276-386-3631

Tazewell County DSS.....276-988-8500

Wise County DSS.....276-328-8056

**MEDICAL CARE-See Health/Medical Care**

## MEDICATION

### Dickenson County:

Cumberland Plateau Health District.....276-926-4421

### Lee County:

LENWISCO.....276-346-2011

### Norton City:

LENOWISCO, Junction Center for Independent Living.....276-679-5988

### Russell County:

Cumberland Plateau Health District.....276-889-7621

### Scott County:

Pharmacy Connect of SWVA: Clinch River Health Services, Dungannon .....  
276-467-2201

LENOWISCO.....276-386-1312

### Wise County:

LENOWISCO.....276-328-1930

MEOC.....276-523-4202 or 1-800-252-6362

### Virginia:

Medicare Part D.....1-800-633-4227 --TTY users call 1-877-486-2048

Social Security Assistance with Medicare Part D.....1-800-772-1213

## Stone Mountain Health Services

### Buchanan County:

Thompson Clinic.....276-597-7087

### Dickenson County:

The Health Wagon.....276-328-8850

Haysi.....276-865-5121

### Lee County:

Ewing.....276-445-4826

St. Charles.....276-383-4428

Stone Mountain Health Services, Pennington Gap.....276-546-3001

Stone Mountain Health Services, St. Charles Clinic.....276-383-4428

Stone Mountain Health Services, Western Lee Clinic.....276-445-4826

**Wise County:**

Stone Mountain Health Services, Appalachia Clinic.....276-565-2760

Stone Mountain Health Services, St. Paul.....276-762-0770

*Some prescription drug companies offer assistance for those who cannot afford their medication. For information on where to locate this assistance, visit these websites: [www.pparx.org](http://www.pparx.org) and [www.needymeds.com](http://www.needymeds.com). You may also contact:*

American Cancer Society (Abingdon office).....276-739-7780

The Partnership for Prescription Assistance.....1-888-477-2669

## **MENTAL HEALTH & SUPPORT SERVICES**

### **Mental Health Outpatient Treatment:**

**Dickenson County:**

Dickenson County Behavioral Health Services.....276-926-1680

Family Preservation Services, Inc. ....276-926-4031

Associated Counseling.....276-596-9360

**Lee County:**

Addiction Education Center.....276-546-5432

Lee County Child & Adolescent Center.....276-546-3591

Lee County Counseling Center.....276-346-3590

Family Preservation Services, Inc. ....276-431-7214

**Norton City:**

Solutions Counseling.....276-679-0162

Behavioral Health Services.....276-679-5751

Family Preservation Services, Inc. ....276-679-1045

**Russell County:**

Cumberland Mountain Community Services.....276-889-3785

Family Preservation Services, Inc. ....276-963-3606

**Scott County:**

Scott County Counseling Center.....276-452-1144

Family Preservation Services .....276-431-7215

**Wise County:**

HIS Ministries.....	276-523-7447
Wise County Behavioral Health, Adults.....	276-523-8300
Wise County Behavioral Health, Children.....	276-523-8360
Family Preservation Services.....	276-328-4419

**Kentucky:**

Kentucky River Services.....	606-436-5761
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**Mental Health Inpatient Treatment:**

**Russell County:**

Clearview (Lebanon).....	276-889-0514 or 276-889-1224
The Laurels (Lebanon).....	276-889-3063 or 1-888-403-3869

**Kentucky:**

Harlan Appalachian Region.....	606-573-8100
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**Tennessee:**

Indian Path Pavilion.....	423-366-1132
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**Virginia:**

Lewis Gale (Roanoke).....	1-800-443-9870
St. Albans (Radford).....	276-572-3120
Southwest Virginia Mental Health Institute (Marion).....	276-783-1200

**Mental Health – Specialized Services for Children and/or Families:**

**Buchanan, Russell & Tazewell County:**

Family Preservation Services, Inc. ....	276-963-3606
Associated Counseling.....	276-596-9360

**Dickenson County:**

Behavioral Health Services.....	276-926-1680
Family Preservation Services, Inc. ....	276-926-4031
Associated Counseling.....	276-596-9360

**Lee & Scott County:**

Family Preservation Services, Inc. ....	276-431-7214
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**Wise County & City of Norton:**

Family Preservation Services, Inc. ....	276-679-1045
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Behavioral Health Services.....276-523-8360

## **MONEY MANAGEMENT**

Virginia Coperative Extension Service.....276-328-6194 **or** 276-328-3699  
**or**.....1-800-992-8305

## **POISON CONTROL CENTER**

Blue Ridge.....1-800-222-1222

## **PRESCRIPTION ASSISTANCE-See Medication**

## **RENT-See Housing**

## **SENIOR CITIZEN SERVICES**

### **Dickenson County:**

Dickenson County DSS.....276-926-1661

### **Lee County:**

Alzheimer's/Dementia-Lee County Sheriff's Office-Project Lifesaver.....  
276-346-7777

Lee County DSS.....276-346-1010

TRIAD – meets 2<sup>nd</sup> Wed. of each month..... 276-346-7777

### **Norton City:**

Norton City DSS.....276-679-2701

Social Security.....276-679-7633 **or** 1-800-772-1213

### **Scott County:**

Scott County DSS.....276-386-3631

### **Tazewell County:**

Appalachian Agency for Senior Citizens.....276-964-4915 **or** 1-800-656-2272

**or**.....276-964-5765 (T/Y)

### **Wise County:**

Adult Day Care (MEOC).....276-523-4202 **or** 1-800-252-6362

Alzheimer's/Dementia-Wise County Sheriff's Office-Project Lifesaver.....  
276-328-3566

Good Morning Wise County (Sheriff's Department).....276-328-3566

Lifeline In-Home Care.....	276-328-9340
Mountain Empire Older Citizens.....	276-523-4202 <b>or</b> 1-800-252-6362
Long-Term Care Ombudsman.....	276-523-4202 <b>or</b> 1-800-252-6362
Oxbow Center.....	276-762-0700
Wise County DSS.....	276-328-8056

**Virginia:**

Medicare Fraud Hotline.....	1-800-447-8477
Medicare/Medicaid Fraud.....	1-800-552-3402
Virginia Center for Elder Rights.....	1-800-552-3402 (V/T)
Web-site: <a href="http://www.ncall.us">www.ncall.us</a> .....	National Clearinghouse for Abuse in Later Life

*To find health and aging services, or to find information for caregivers, visit SeniorNavigator at [www.wisecounty.org](http://www.wisecounty.org) and click on SeniorNavigator. Or visit <http://www.seniornavigator.com>.*

**SEXUAL ASSAULT**

Family Crisis Support Services.....	1-800-572-2278
Bristol Crisis Center (24-hour hotline).....	1-888-540-4662
Virginia Family Violence & Sexual Assault Hotline.....	1-800-838-8238

**SHELTER**-also refer to the section titled “Housing”

**Domestic Violence Shelters:**

Family Crisis Support Services .....	1-800-572-2278
Hope House of Scott County.....	1-888-250-HEAL

**Homeless Shelters:**

**Norton City:**

Family Crisis Support Services, Guest House.....	276-679-7240 <b>or</b> 1-800-572-2278
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**Kentucky:**

Sisters of Charity (Jenkins).....	606-832-4824
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**Tennessee:**

Haven Home (Bristol).....	423-968-7216
Haven of Rest (Bristol).....	423-968-2011
Salvation Army (Kingsport).....	423-246-6671 <b>or</b> 423-246-7921



Hope Haven Mission-Men Only (Kingsport).....	423-246-6012
Haven of Mercy-Men Only (Johnson City).....	423-929-0616
Salvation Army (Johnson City).....	423-926-8901
Salvation Army-Men Only (Johnson City).....	423-926-2405

**Virginia:**

Cross Roads (Wytheville).....	276-228-9270
Women’s & Men’s Lodge.....	276-342-7398
TRUST Shelter (Roanoke).....	276-344-1948
Presbyterian Home & Family Services (Fredericksburg, for handicapped homeless) .....	276-373-1237
Turning Point (Roanoke).....	276-345-0400

**West Virginia:**

Bluefield Union Mission.....	304-325-6361
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**Emergency Housing Assistance:**

**Lee County:**

Community Aid Fund.....	276-546-1080 or 276-546-1504
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**Russell County:**

United Way of Southwest Virginia.....	276-889-8042
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**Scott County:**

SHARE Homeless Intervention, RADA.....	276-386-6441
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**Wise County:**

Salvation Army.....	276-523-5643
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**SOCIAL SERVICES**

Dickenson County DSS.....	276-926-1661
Lee County DSS.....	276-346-1010
Norton City DSS.....	276-679-2701
Russell County DSS.....	276-889-3031
Scott County DSS.....	276-386-3631
Tazewell County DSS.....	276-988-8500
Wise County DSS.....	276-328-8056

**SUBSTANCE ABUSE-See Alcohol/Substance or Mental Health**

## SUPPORT GROUPS/AGENCIES

### Dickenson County:

Family Crisis Support Services (Domestic/Sexual Violence Support Group)  
.....1-800-572-2278 or 276-926-4816

### Lee County:

Hope House, Domestic Violence (Family Crisis Support Services)  
.....1-800-572-2278 or 276-679-7240  
Narcotics Anonymous.....276-546-5432  
Sexual Assault-Family Crisis Support Services.....1-800-572-2278

### Norton City:

Breast Cancer Survivors & Families, Caring Hearts.....276-679-2040  
Celebrate Recovery .....276-393-0115  
Divorce.....276-679-0810  
Family Crisis Support Services (Domestic/Sexual Violence Support Group)  
.....1-800-572-2278 or 276-679-7240  
Grief/Hospice-also see the section on Hospice.....276-679-1987  
Junction Center for Independent Living.....276-679-5988 (V/T) or 1-800-584-4054  
Physical/Sensory Disabilities.....276-679-5989  
St. Mary's Wellness.....276-679-6233  
Stroke.....276-679-8985

### Scott County:

Diabetes.....276-386-1312  
Hope House of Scott County.....1-888-250-4325

### Wise County:

Alcoholics Anonymous  
    Call Wise United Methodist Church.....276-328-6825  
Alzheimer's Support-MEOC.....276-523-4202  
ARC of Lenowisco.....276-523-0692  
Breast Cancer Survivors & Families, Caring Hearts.....276-523-4202  
Caregivers Support.....276-523-4202 or 1-800-252-6362  
Camp Bethel-Pregnancy Counseling.....276-328-6876  
Celebrate Recovery .....276-393-0115  
Diabetes.....276-328-8000

Hope House, Domestic Violence (Family Crisis Support Services)	1-800-572-2278 <b>or</b> 276-679-7240
Grief/Hospice-also see the section on Hospice	276-565-4849
Healthy Families of Southwest VA	276-523-4202
KinCare (relatives raising non-biological children)	276-523-4202
Mountain Laurel Center (Cancer support group)	276-523-4202 <b>or</b> 1-800-252-6362
Parent to Parent	276-523-0682
Parents of Children with behavioral/emotional problems	276-523-4938
Sexual Assault-Family Crisis Support Services	1-800-572-2278
Smoking Cessation	276-523-4938
TRIAD/S.A.L.T	276-328-3566
Women's Issues	276-523-4938

**Kentucky:**

Narcotics Anonymous (Neon)	606-855-4357 <b>or</b> 606-855-4428
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**Tennessee:**

Twelve Step Program-for women (Kingsport)	423-392-5552
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**Virginia:**

AIDS Hotline	1-800-533-4148
Alzheimer's Support	1-800-227-2345
Cancer Information	1-800-422-6237
Virginia Family Violence & Sexual Assault Hotline	1-800-838-8238
Project Link	1-888-443-1804
Bristol Crisis Center (Sexual Assault)	1-888-540-4662

**TRANSPORTATION**

Junction Center for Independent Living	276-679-5988 (V/T) <b>or</b> 1-800-584-4054
LogistiCare (for non-emergency Medicaid approved services)	
Call 48 hours in advance	1-866-386-8331
LogistiCare Management Staff	276-679-4400
Mountain Empire Older Citizens-Public Transportation (all ages)	
	276-523-RIDE (7433) <b>or</b> 1-888-877-6748
VDOT-Residency Office (Wise)	276-328-9331

OTHER IMPORTANT PHONE NUMBERS:

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