

Frequently Asked Questions

What does a "case manager" do?

A case manager is a trained professional who will help you get connected to the services and benefits you need to increase independence in life.

Is the Case Manager my counselor?

A Case Manager does provide some counseling type supports and some are trained counselors. However, your case manager can refer you to an ongoing licensed counselor if need be.

Who is eligible?

Anyone age 18 or older, who has been diagnosed with a serious mental illness, and who has Medicaid is eligible.

CONFIDENTIALITY

Employees of Valley Community Services Board adhere to standards of professional ethics, including confidentiality.

Your records and information will not be shared with anyone outside of VCSB without your written permission. When Federal or State laws provide for disclosure of information without your permission, we will release records and/or information as well as in emergency situations.



VALLEY COMMUNITY SERVICES BOARD

85 Sanger's Lane
Staunton, VA 24401

Main Office: 540 887-3200
Emergency Services:
540 885-0866

www.myvalleycsb.org

Valley Community Services Board does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.

June 2018

Valley Community Services Board

Adult Program



Adult Mental Health
Case Management



Welcome!

Welcome to Valley Community Services Board (VCSB) Adult Mental Health Case Management Services! Our Mission is to assist you in accessing the resources you need to independently live and thrive in the community. We assist people in finding medical resources, psychiatric resources, social supports, educational and job-related resources. Whatever your personal goals are to increase your ability to thrive, we'll be there supporting and helping you along the way.



Adult Mental Health Case Management

Welcome to Valley Community Services Board (VCSB). The mission of Adult Case Management services is to provide support and therapeutic intervention for individuals with significant mental illness. We serve individuals in Waynesboro, Staunton, Augusta and Highland Counties.

What We Do

- Coordinate testing & assessments
- Assist you in finding the supports and resources you need
- Planning your services & supports
- Coordinating services for your treatment plan (ISP- Individual Service Plan)
- Enhancing your ability to integrate into your community
- Making collateral contacts to help carry out your goals
- Serving as your primary mental health care contact
- Facilitate timely service delivery

Who Qualifies?

You must be:

18 years old or older

AND

Diagnosed with a serious mental illness

AND

Are experiencing significant difficulties due to this mental illness

If you answered yes to all three, then you may qualify for Targeted Case Management Services. The cost of services is covered by Medicaid or is on a sliding scale based on your ability to pay.

Contact

For more information, contact Adult Mental Health Case Manager Supervisor at 540-887-3200.