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[www.norfolk.gov/humanservices](http://www.norfolk.gov/humanservices)

Norfolk Department of Human Services,  
Prisoner Reentry or Early Prevention  
(757) 664-6000



To update information or have your organization added to the next edition of the  
Resource Guide, please contact Madonna Flores at 757-664-7799 or  
[madonna.flores@norfolk.gov](mailto:madonna.flores@norfolk.gov)



## NORFOLK PARENT GUIDE

*Do you know where to turn  
when your child is in trouble?*

Changes in a child's or teen's emotions and/or engaging in risky behaviors are warning signals that your child needs help. Does your child or teen display any of these behaviors?

- \* Disobeys house rules, talks back
- \* Skips school or is getting behind in school
- \* Seems withdrawn, moody, sad or depressed
- \* Sneaks out or runs away
- \* Hangs out with the wrong crowd
- \* Gets into trouble at school or in the neighborhood
- \* Angry, aggressive or out of control behaviors
- \* Uses drugs or drinks alcohol

### REACH OUT and ask questions

#### CONNECT to community resources

#### LEARN how to help your child SUCCEED

The 2017 Norfolk Parent Guide is brought to you by

Norfolk Re-Entry Council, Juvenile Re-Entry Committee  
Norfolk Prevention Network  
Norfolk Department of Human Services

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## REACH OUT

Reach out to your child's school counselor, coach, pastor or family friend for support. If your child has been through a traumatic event, stress, grief or loss in their life they may be acting out as a cry for help. Start with services in your community to prevent problems from getting bigger. Check with your insurance provider for a list of providers and services near you. Services may range from support groups, to weekly counseling, to intensive in-home counseling to prevent out of home placement. For children with Medicaid, the Virginia Independent Clinical Assessment Program (VICAP) at the Community Services Board (CSB) can assess your child's need for services. Services may be offered by the CSB or a private provider. Call or walk in and ask to schedule an appointment.

## Counseling, Information and Referral

- **Community Services Board #823-1630**—VICAP, assessment, counseling, case management, psychiatric services, anger management, substance abuse, therapeutic day & school programs, intellectual disabilities
- **The Up Center #622-7017**—assessment, counseling, groups
- **Norfolk Family Services Center #664-7790** —Home based family support, parent education, info and referral
- **Catholic Charities #456-2366**—counseling, groups, anger management
- **Seton Youth Programs #498-4357**—24-hour information, referral, emergency shelter
- **211 Virginia Call Center #211**—information and referral
- **Parent Helpline #1-800 Children**—information and referral
- **Kids Priority One #244-5373**—regional database of community resources

## Emergency Behavioral Health Services

If your child is a danger to himself or others, seek emergency care immediately. Contact 911 if you are concerned someone might get hurt. They will connect you to experts to help you through the crisis. Your child may need to be hospitalized for a short period of time. Long-term, out-of-home placement such as group homes, foster care or residential treatment programs are not readily available for children and teens.

- **Norfolk Community Services Board Emergency Services #664-7690**—preadmission screening, crisis counseling
- **Kempsville Center for Behavioral Health #461-4565**—acute residential hospitalization, residential treatment
- **Crisis One #804-980-5373**—mobile mental health crisis services (Medicaid only)
- **Compass #644-6391**—mobile mental health crisis services (Medicaid only)
- **Suicide Hotline #1-800-273-8255**

## Emergency Youth Shelter & Services

If you feel you are at a breaking point, reach out to relatives or family friends for respite. Temporary shelter and a 24-hour hotline are available for children and youth ages 9 -17 at **Seton Youth Shelters, #498-4673**.

## NOTES

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Please contact providers directly as program offerings are subject to change without notice.

All **Did you Know?** facts and statements were derived from the Afterschool Alliance at [www.afterschoolalliance.org](http://www.afterschoolalliance.org)

**The Norfolk Prevention Network** is a collaboration of human services providers developing a comprehensive and city-wide prevention strategy and continuum of evidence based services to strengthen and improve outcomes for Norfolk families. For additional information, contact [Pamela.Wong@norfolk.gov](mailto:Pamela.Wong@norfolk.gov) or 664-7705.

**The Norfolk Juvenile Re-Entry Committee**, a workgroup of the Norfolk Reentry Council, is a collaborative and community effort to prevent juvenile justice involvement by increasing parental involvement, strengthening families and communities, increasing awareness of services, and developing strategies to reduce recidivism. For additional information, contact [Madonna.Flores@norfolk.gov](mailto:Madonna.Flores@norfolk.gov) or **664-7799** or visit [www.norfolk.gov/reentry](http://www.norfolk.gov/reentry).

## NOTES

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

2-1-1 Virginia is a free service that can help you find the local resources you need.  
We're here for you 24 hours a day, seven days a week.

<https://211virginia.org>

## CONNECT

## Juvenile Diversion Programs

If your child might benefit from learning about the consequences of becoming involved with the juvenile justice system, local courts have a variety of diversion programs. Teens are easily influenced by their peers and might be more prone to risky behavior. Try to talk to someone in person rather than by phone.

- **Norfolk Juvenile and Domestic Relations Court Intake Unit #664-7610**—diversion information for at risk youth
- **Street Law**—education about the law for young and first time offenders (petition generated by NJDRC Intake)
- **Truancy Court** – <http://departments.nps.k12.va.us/dsss/truancy-court/>
- **Virginia Rules**—learn about Virginia laws that relate to teens at <http://www.virginiarules.com>
- **Juvenile Firestarter Prevention Program #664-6604**—education and intervention program

### ***Did You Know?***

*Studies have found that students participating in quality after-school programs are less likely to take part in criminal activities and risky behaviors than students not in the programs.*



## Juvenile Criminal Concerns

If your child has injured someone, or destroyed or stolen property they could be charged with a crime. The police or Norfolk Juvenile and Domestic Relations Court will determine if there is probable cause for a charge, or if your child should be detained. Detention is seen as a last resort and is reserved for serious offenses. If your child is truant, contact your school guidance counselor. Try to talk to someone in person rather than by phone.

- **Norfolk Juvenile & Domestic Relations Court: Intake #664-7610, Main #664-7601** —juvenile criminal concerns
- **Gang Awareness Program** - <http://www.oag.state.va.us>
- **Norfolk Police Non Emergency #441-5610**



## CONNECT

### Education, Employment and Training

If your child is struggling with academics or problems at school, they might be a drop-out risk. Learn about opportunities for non-traditional or alternative programs to help your child continue their education. Reach out to your child's school first. If your child is truant, they may be referred to Truancy Court by their home school. If your child is receiving special education services, there are additional resources to help parents better advocate for their child. Some youth will benefit from part-time employment or training, and there are several programs for low income or court involved youth and young adults.

### Education and Support

- **Norfolk Public Schools Bridgescape #852-9021**— flexible education options for high school diploma
- **Norfolk Public Schools Adult & Basic Education & GED #451-4110, ext. 11**—adult basic education and GED classes
- **Norfolk Public Schools Parent Access Center #510--2481**—resources for parents of special education students
- **Community Services Board #823-1630**—educational support/skills training & school based support
- **Horizons Hampton Roads #412-0429**—summer education enrichment for at risk youth through 8th grade
- **Junior Achievement #455-9500**—teaches economic, leadership and business concepts
- **ACCESS College Foundation #962-6113**—guidance, mentoring and financial aid info
- **LIFE Program #628-3950**—education for students incarcerated at Norfolk City Jail

## SUCCEED

### Youth & Young Adult Education & Training Programs

- **Norfolk Public Schools Adult & Basic Education & GED #451-4110, ext. 11**—adult basic education and GED classes
- **Virginia Tidewater Consortium #683-3183**—mentoring, job search, college prep, work experience (ages 17-21)
- **Youth Career Center #233-8686**—job readiness, job search and training
- **Opportunity Inc. #461-7537**—job readiness and job search, education and training
- **Virginia Employment Commission #455-3960**—job search
- **Tidewater Builders Association #420-2434**—building trades academy, job training, placement 18+
- **Urban League #627-0864**—education, employment, health and housing info
- **Goodwill Industries #248-9405**—education, training and job placement services for adults
- **Eggleston Services #858-8011**—supportive services and work opportunities for disabled adults
- **Department for Aging & Rehabilitative Services #451-7101**—employment services for individuals with disabilities

## BELIEVE

### Pregnant & Parenting Teens/Adults

- **The Keim Center/Crisis Pregnancy #499-4444**—crisis pregnancy counseling and support
- **Home Visiting Central Intake #622-9268**—screening for home based parent education and support
- **Infant/Toddler Connection #441-1186**—home based screening, parent education and support
- **Children's Health Investment Program #543-9100**—home based parent education and support
- **Healthy Start/Loving Steps #683-9173**—home based parent education and support
- **Norfolk Health Department/BabyCare #355-5666**—home based parent education and support
- **The UP Center #622-7017**—home based parent education and support
- **Car Seat Program #683-2301**
- **Women, Infants and Children #683-9280**—nutrition and wellness

*Did You Know?*



*Afterschool programs continue to make advances when it comes to providing students with nutritious foods, keeping students physically fit and promoting health. Such programs have great potential to help prevent obesity and instill lifelong healthy habits.*

### Financial Resources

- **Division of Child Support Enforcement #1-800-468-8894**—child support
- **Homeless Hotline #587-4202**—screening, assessment, referrals for homeless individuals and families
- **Food Bank #627-6599**—food for individuals in need
- **STOP, Inc. #858-1360**—housing counseling services
- **Salvation Army #543-8400**—shelter care, feeding programs
- **Union Mission #627-8686**—assistance with basic needs, housing, counseling, disaster services
- **Norfolk Human Services Benefit Programs #664-6000**—public assistance
- **Catholic Charities #484-0703**—financial and housing counseling
- **Bank On #943-9652**—financial literacy/management, debt reduction, savings, classes, coaching

# ADVOCATE

## Recreation & Fitness Programs

Positive activities can help keep your child out of trouble. Norfolk has many social and recreational programs for children and teens. Find out what they enjoy and get them involved. It is important for youth to feel connected to their school and community and be exposed to arts, culture or athletics. Help youth learn valuable life skills.

- **Recreation, Parks & Open Spaces Teen Programs #441-1035**—social, cultural and recreation
- **Ray and Joan KROC Salvation Army Center #543-8100**—recreation, social , educational and cultural programs
- **YMCA #624-9622** —recreation, social, cultural and educational programs for youth
- **Boys & Girls Club #640-8407**—after school programs, health & life skills, character education, cultural programs
- **Girls on the Run #965-9040**—coaching, mentoring and life skills development through school based run-ning clubs
- **Police Athletic League:** - Athletic activities [PD-CrimePrevention@norfolk.gov](mailto:PD-CrimePrevention@norfolk.gov)
- **Norfolk Sheriff Summer Youth Program** - summer camp



*Did You Know?*

*Businesses want to hire problem solvers and team players, and they need employees with technical skills. Students learn by doing in afterschool programs and develop the skills they need for the jobs of tomorrow.*

## Specialty Programs

- **ARC of VA #804-649-8481**—advocacy and support for individuals with intellectual and development disabilities
- **Military Fleet & Family Services Center #1-800-372-5463**—support and services for military families
- **Didlake #1-866-361-4195** connecting people with disabilities to business and their communities
- **Virginia Veteran and Family Support Program #804-786-0286** rehabilitative services, behavioral health and support services

- **STOP , Inc. #858-1360**—employment training, housing counseling services
- **Tidewater Community College—Job Skills Training Program #822-1333** -job skills training and placement for those with barriers to employment
- **Avatar Community Programs Inc. #663-7512** - job readiness and life skills program (ages 16-21)
- **Tidewater Community College Center for Workforce Solutions #822-1234** —a comprehensive resource for businesses and individuals looking to build professional skills fast

## Employment & Job Readiness

- **Youth Career Center #233-8686**—job readiness and job search
- **Opportunity Inc. #461-7537**—job readiness and job search, education and training
- **Youth Earn and Learn #714-1789**—business and workforce development training, employment
- **Avatar Community Programs Inc. #663-7512** - 16-21 years of age, job readiness and Life Skills program
- **Tidewater Community College Center for Workforce Solutions #822-1234** - a comprehensive resource for businesses and individuals looking to build professional skills fast

## Residential Training Programs

Residential training programs are an option for older youth and young adults interested in completing their education and learning a trade.

- **Job Corps #1-800-733-5627**—education and training for older at risk youth, residential program 16+
- **Commonwealth ChalleNge #491-5932**—education & training for at risk youth, residential, military style 16+
- **Youth Challenge #244-1234**—residential, faith-based substance abuse& job training program 18+ citizens and their families

## Offender Specific Programs

Youth and adults with criminal backgrounds face many barriers to employment and would benefit from supportive services in the community.

- **Prisoner Reentry T.E.A.M. #664-7799** —job readiness, job search, counseling, mentoring, support groups for offenders 18+
- **Second Chances #664-4281**—supportive services for offenders returning from jail 18+
- **Norfolk Probation & Parole #683-8417**—pre-trial services and community supervision 18+
- **Face Forward #623-1119 ext. 303**—mentoring & part time employment for court involved youth 16-24
- **Virginia Beach Justice Initiative #656-1015** - victim advocate services, case management to victims of human trafficking/those with criminal charges stemming from trafficking
- **The M.A.N. (Men Alleviating Negativity) Foundation #295-8787** - supportive services for inmates, returning citizens and their families

# LEARN

## Enrichment Programs

- **Teens with a Purpose #747-2679**—social, cultural and arts programs, leadership development, summer camps
- **Life Enrichment Center #623-6001**—spiritual, educational, social and cultural enrichment for at risk youth
- **The Muse Writers Center #818-9880**—creative writing classes and studio
- **Volunteer Hampton Roads #624-2400**—volunteer opportunities for children, youth and families
- **LGBT Center of Hampton Roads #200-9198**—social, cultural and health programs for the LGBT community
- **Virginia Cooperative Extension #683-2816**—health, education, wellness, life skills, 4-H Youth Development
- **Garden of Hope KIP Care #452-3988**—programs for children and youth whose parents are incarcerated
- **Project Heart #337-9892**—self esteem, empowerment coaching; abstinence, anger management, violence prevention
- **Girl Scouts #547-4405**—character and leadership building, social, recreational, cultural, educational
- **Boy Scouts of America & Co-ed Venturing Clubs #497-2688**—social, educational, life skills, camping activities
- **Hurrah Players #627-5437**—musical theatre education and entertainment for children and youth
- **Team Up Mentoring #397-2121 ext. 337**—mentoring for youth
- **Norfolk Public Libraries Youth/Teen Programs #664-7323**—positive youth development programs, social, cultural, college and career readiness, literacy and technology education
- **Tidewater Wood Boat Workshop #353-9418**—wooden boat building workshops
- **She' Matters G.I.R.L.S. Inc.** - self-awareness, leadership and civic engagement info@smgis4me.org
- **BEING You #405-4306**—Mentoring youth (ages 8-17)

## Parent Education, Support & Advocacy

When your child is out of control, take a minute to think about what you need. All parents need support. Having someone to talk with can reduce your stress. You might be doing all the right things, but they may not be working anymore. Learn new ways to deal with our child's behaviors. Take a class, talk with other parents. You are not alone.

- **Parents of Troubled Teens #664-7790**—support and education for parents with troubled teens
- **NAMI #1-800-950-6264**—education, support and advocacy for families with children with mental illness
- **Kin and Kids Consulting #434-5162**—education and support groups for kin caregivers raising children
- **Fatherhood Development #664-6143**—education, support and advocacy for fathers
- **ACT Raising Safe Kids #664-7790**—education and support for parents of children under 10
- **Kinship Association of Virginia #877-823-2237**—education and support for kin caregivers raising children
- **CHKD Parenting Classes & Resources #668-9304**—education and support for parents
- **Tidewater Autism Society #461-4474**—education and advocacy for families affected by autism
- **Bon Secours #886-6511**—education and support for parents
- **Garden of Hope #390-4328**—positive parenting workshops
- **Catholic Charities #456-2366 ext. 1020**—classes for parents and kids 12-16
- **Hampton Roads Parent Education Network**—[www.chkd.org/HRPEN](http://www.chkd.org/HRPEN)
- **Mediation Center of Hampton Roads #624-6666**—mediation, co-parenting classes
- **Virginia Beach Justice Initiative #656-1015** - victim advocate services, information, case management and mentoring to victims of human trafficking/those with criminal charges stemming from trafficking

# ADVOCATE

## Legal/Crime Victim Services

- **YWCA # 226-9922**—support & advocacy for victims of domestic violence & sexual assault
- **Norfolk Juvenile Court Victim Witness Program #664-4822**—services and supports for victims of crime
- **Community Collaboration Center #823-4333**—public safety issues, legal questions, quality of life
- **Legal Aid Society Norfolk #627-5423**—assistance w/ legal matters

## Did You Know?

*Beyond mentoring, innovative afterschool programs are proving the powerful effects that afterschool can have in promoting positive social interaction among students in middle school*



## Health Related Programs

- **Keim Center #499-4444**—crisis pregnancy services, medical consultation
- **Health Department #664-6510**—family planning, pregnancy testing, STD clinic, abstinence education
- **Virginia Paternity Establishment Program #1-866-398-4841**—establishes paternity
- **Loving Steps/Healthy Start #683-9239**—home based education and support for pregnant & parenting teens
- **CHKD Healthy You For Life #668-7035**—weight management program for children and youth
- **Booker T. Washington High School Student Health Center #628-3575**—comprehensive student medical services
- **ACCESS AIDS Care #640-0929**—prevention, testing & outreach, medical case mgt, housing, transportation
- **Bon Secours Care-A-Van #889-CARE**—mobile medical care



*Change will not come if we wait for some other person or some other time. We are the ones we've been waiting for. We are the change that we seek.*

**-Barack Obama**