



# Access to Services

## Greater Williamsburg Child Assessment Center (GWCAC)

When faced with life challenges, help is just a phone call away!

### **SAME DAY ACCESS**

## **Access to Child & Adolescent Services**

If you are a resident of James City County, City of Poquoson, City of Williamsburg, or York County you may be eligible to enroll in mental health services with Colonial Behavioral Health. We are available for walk-in assessments **Monday through Friday from 8:30 am to 2 pm at our Capitol Landing Office (921 Capitol Landing Road).**

It is first-come, first-served, and when you and your child arrive you will meet with the first available clinician. Our ability to meet with you and complete the assessment on the same day is dependent on your arrival time and our availability. If, after the assessment is complete, you are eligible for services that include outpatient therapy, case management, or psychiatry, you will be scheduled for a follow-up appointment with that program.

Our licensed or license-eligible clinicians will assess your child to determine his/her/their needs. This meeting usually involves gathering treatment and family history, and identifying target areas for treatment and support needs. Once complete, we will make suggestions and recommendations for treatment such as outpatient counseling, case management, and other support services.

If you represent a school and would like to submit a referral form, visit the [Access to Services](#) page on our website.

Please bring the following documents with you when you come in for an assessment:

- Photo ID
- Proof of residency
- Insurance cards and co-payments, if applicable
- Guardianship, hospital discharge, custody or probation paperwork, if applicable
- Picture of pill bottle label for any prescribed medication

## CENTRAL ACCESS

To speak with someone in the Central Access Department before visiting, please call the appropriate Central Access office based on the locality in which you live:

### Capitol Landing Office

**757-253-4047**

Youth ages three  
to 18 years

### York-Poquoson Office

**757-898-7926**

Adults ages 18 and  
older residing in the  
City of Poquoson or  
Lower York County

### Williamsburg Office

**757-220-3200**

Adults ages 18 and older  
residing in James City  
County, City of Williamsburg  
or Upper York County

## ACCESS TO DD/ID SERVICES

For all DD/ID service needs please  
call 757-220-3200.

You will be contacted in writing by our DD  
Case Management Coordinator regarding DD  
services and required eligibility documentation,  
so please be prepared to provide contact  
information when you call.



## FEES FOR SERVICES

### Determining Eligibility for Reduced Fees



The fee for an assessment is \$150 without insurance. If you have insurance coverage, you may be responsible for a copayment, depending on your plan. If you do not have insurance and are seeking reduced fees for services, please bring the following documents to your assessment:

- Proof of residency (ex. utility bill, driver's license, or photo ID with address, etc.)
- One month's paystubs or the previous year's W-2

For assistance with Medicaid eligibility and to apply for coverage, visit [commonhelp.virginia.gov](https://www.commonhelp.virginia.gov).