



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. Therapy and psychiatry services are available for children age 6 and older.

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).