

# 2024 ANNUAL REPORT



Virginia Association Of  
Community Services Boards, Inc.  
— Making a Difference Together —

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# A Message from the VACSB Board Chair

## The Virginia Association of Community Services Boards (VACSB) is pleased to present its 2024 Annual Report.

As we reflect on the past year, there is so much we can be proud of. Virginia's community services boards (CSBs) have been hard at work to expand the system of care for individuals with behavioral health and developmental disability service needs. Funding from the General Assembly to enhance the array of crisis services has resulted in an increase in individuals being served closer to home through mobile crisis interventions, co-response teams and crisis receiving centers. This build-out has resulted in a significant number of diversions from more restrictive settings, and there is no sign that CSBs are slowing down the pace of development of these services.

CSBs have also been heavily engaged in bringing the 3440 new Developmental Disability (DD) Waiver slots online. While the roll-out of these slots will take place over the course of the next two years, individuals in Virginia's communities are relying on their CSBs to connect them to services and supports quickly, which requires significant effort from CSB support coordinators and other staff charged with serving individuals with DD.

While the VACSB is grateful for the actions of the General Assembly in 2024, in the coming year, the association will be looking to the General Assembly to provide additional funding to support hiring support coordinators, to increase rates for substance use disorder services and to fill gaps in funding for both early intervention and prevention services.

The VACSB will also be participating in the process that the Department of Medical Assistance Services has undertaken to redesign core mental health rehabilitation services. Service descriptions and the criteria to access these services have remained largely unchanged for the past several decades. This process will unfold over the next two years, and we are hopeful that the end result will be of great benefit to the individuals that CSBs serve.

Please take some time to explore this report and celebrate the many victories contained within it.

*Patrick Sowers*  
VACSB Board Chair



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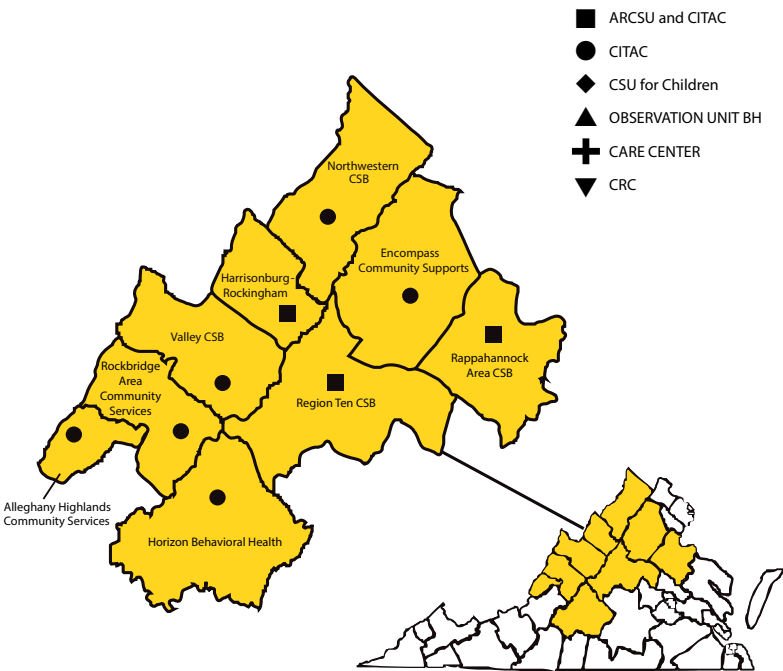
# DBHDS Region 1 | Regional Initiatives

## 2024 Highlights

In FY24, the Region 1 Office continued to work closely with Region 1 CSBs, localities, and community partners, including the Crisis Intervention Teams (CIT), hospital systems, school divisions, juvenile justice, and advocacy groups. Region 1 reinforced its commitment to enhancing the crisis response system by supporting the establishment of six new CSB mobile crisis teams and collaborating with private provider agencies for swift, in-person responses when the Regional Crisis Call Center is activated. Regional programs targeted opportunities for informing the community about how to access crisis services, including mobile crisis units for youth and adults, Regional Education Assessment Crisis Services Habilitation (REACH) services for individuals with developmental disabilities, and Service Members, Veterans, and their Families (SMVF) resources to prevent suicides among service members, veterans, and their families. Region 1 supported 9,235 crisis calls between the 988 Crisis Call Center and the REACH program in FY24.

The Region 1 website, [lockandtalk.org](https://lockandtalk.org), has improved accessibility for both CSB partners and community members interested in suicide prevention resources. During Mental Health Month, the “Let’s TALK” campaign emphasized the importance of discussing mental health and suicide openly. This campaign featured Facebook and Instagram ads, a targeted video public service announcement (PSA), and a decision tree poster to guide individuals in supporting loved ones. The campaign reached 230,125 people on social media and received over 178,000 views on YouTube. Lock and Talk is in the process of translating print materials into 10 different languages to increase regional and state outreach and looks forward to circulating these materials in FY25.

Region 1 has also successfully implemented regional training programs, offering diverse training options to staff across the nine CSBs in the region, including Mobile Crisis Response Training for both private provider and CSB mobile crisis response teams. In FY24, Region 1’s regional training initiative expanded to cover 51 unique topics and trained over 1,700 attendees. Region 1 has curated and selected several new training opportunities to be introduced for FY25.



Utilization Management Programs	Service Unit	Region 1
State Hospital Adult	Individuals	969
	Bed Days	57,933
State Hospital Older Adult	Individuals	165
	Bed Days	12,312
State Hospital Youth	Individuals	140
	Bed Days	3,000
Discharge Assistance Plan (DAP)	Individuals	249

State Hospital Data does not include forensic bed days. State Hospital Data Source: DBHDS Bed Utilization Report FY23. The Utilization Management Programs listed are all regional.

Crisis Programs	Service Unit	Region 1
Crisis Stabilization Units – Adult (CSU)	Individuals	787
	Bed Days	7,070
Child Mobile Crisis	Individuals	422
	Bed Days	1,710
REACH Crisis Therapeutic Home	Individuals	22

NOTE: The CSUs and Child Mobile Crisis programs may be managed by individual CSBs in the region and other CSBs may occasionally utilize the services if practical due to proximity.



# Alleghany Highlands Community Services

*Serving Alleghany County, the City of Covington, and the towns of Clifton Forge and Iron Gate*



Alleghany Highlands Community Services (AHCS) celebrated 40 years of providing comprehensive services to individuals who have mental health disorders, developmental disabilities, or substance use disorders. AHCS operates multiple service sites throughout the Alleghany Highlands with over 160 employees working to support these services. AHCS is proud to have served the community for 40 years and is committed to providing recovery-oriented, person-centered, community-based prevention, treatment, and inclusion services to enhance the quality of life for individuals in the Alleghany Highlands while working in collaboration with local stakeholders.



## Honoring the past and looking forward to the future!

At the 40th Anniversary Gala in October, the Executive Director, Ingrid Barber, recognized many local agency partners that have played an instrumental role in what we do at AHCS. The celebration included recognition of 11 staff members who reached milestones of 15 years or more with the agency. One member of the AHCS team was recognized for 32 years of service, the longest tenured staff member!

She was given the Trailblazer Award in acknowledgement of her commitment and devotion to carrying out the vision and mission of AHCS. We could not make the impact we do without the loyal staff who devote their lives to the task of helping others.

## Success Story

As with many Recovery Court participants, the beginning is all about learning to live a life without the use of substances and Paul had to do just that. After many ups and downs, he decided to dig deep and became living proof that hard work pays off. Paul had gone approximately 5 years without a driver's license and decided to make obtaining one a goal. After studying and taking the test, he reached that goal in just under two months. He has proven he has what it takes to overcome challenges and succeed. With the help of the Recovery Court team, Paul recently painted his bedroom, and for the first time in many years, now has a bed to sleep in each night. Many of us take for granted that we can lay our heads down at night in a safe and comfortable environment; now this will be a reality that Paul gets to enjoy himself. Paul is actively looking for employment and completing applications for local jobs each week. Paul states that his one-year goal is to be employed, graduate from the program, and hopefully start a family while continuing to live a happy, sober life.



Trainings	Number Trained
Mental Health First Aid	11
REVIVE!	56
CIT	0

# Encompass Community Supports

*Serving Culpeper, Fauquier, Madison, Orange, and Rappahannock counties*



## 2024 Highlights

- In FY24 Encompass Community Supports (ECS) opened a new Outpatient Behavioral Health Clinic, expanding the capacity to serve the community.
- ECS hosted a free community event “Stamping Out Suicide” at the campus of Laurel Ridge Community College featuring a Keynote Presentation: Building a Compassionate Community: Using Social Connection to Heal Ourselves and Each Other as well as a variety of breakout sessions. The day concluded with a Stand Up for Mental Health Comedy Show featuring trained comics from our agency support services.
- ECS purchased and renovated a new satellite service location in Madison County expanding local community options for the area.
- ECS hosted the first Family Support Group for families supporting people with Intellectual Disability/ Developmental Disability (ID/DD). The meeting is to provide information on navigating the community support system and funding. Another objective is for families to expand their support system and share resources.
- ECS Staff presented at the International Co-response Conference in Omaha, Nebraska.

- ECS initiated an Overdose Response Team, funded as a 5-county collaboration by the Opioid Abatement Authority, to respond to community overdose events and provide follow-up and support to community members who may need assistance.

## Success Story

At the start of the fiscal year, ECS initiated a new (3) year strategic plan that focuses on seven key areas of growth. Among the areas of growth are to increase access and to increase awareness of the services offered within the community.

As the first action, Rappahannock-Rapidan Community Services was renamed as Encompass Community Supports. The rebranding of the organization is foundational as we move forward within the community to begin the process of educating the community members of the many resources available to them by ECS. Additionally, the new name is much more welcoming and non-stigmatizing for the members of the community that need services.

Trainings	Number Trained
Mental Health First Aid	0
REVIVE!	117
CIT	75



# Harrisonburg-Rockingham Community Services Board

Serving Rockingham County and the City of Harrisonburg



The Care Coordination program at the Harrisonburg-Rockingham Community Services Board (HRCSB) is one year into its existence and has had a tremendous impact on both clients as well as the HRCSB staff. The Care Coordination team has filled a gap in services for clients that have case management needs, but do not fully meet criteria for case management services. In the past, this has led HRCSB service providers, primarily our therapists, to serve as a case manager to their clients, which was challenging for both client and staff due to limited time and resources. So beyond helping clients who previously did not have a dedicated program to meet their needs, numerous staff now have a referral source and a support program to assist their clients in accessing resources in the community. The Care Coordination team is flexible and works to support all programs within the agency whenever and however they can, with the primary focus on providing linkage to resources within the community and assistance in navigating different systems of care. Over this first year in operation the Care Coordination team has helped clients gain access to a wide variety of resources, with the most common areas of need being housing, medical care and income. However, the team has also helped clients meet many unique needs, including one HRCSB client secure the donation of an entire cord of wood to help with heating their home. Overall, the team has received 411 referrals, serving 276 individuals. The team has also worked with new clients coming through Same Day Access to assist them in accessing resources and supports even

before they officially start in a program area. Clients have repeatedly shared with our team how much they have appreciated the extra support and guidance the Care Coordination team provides.

## Success Story

Tony was one of HRCSB’s Permanent Supportive Housing (PSH) program’s first participants placed in an apartment in the community. He has maintained stable housing since 2021, with a move to a more accessible unit thrown into the mix last year. With the program supports, he has been able to maintain stable housing and his mental health recovery through life challenges, including his son’s recent passing. Tony’s case manager and housing specialist visiting frequently has helped maintain his placement. Staff assisted Tony in finding the household items he needed for a new apartment. Initially staff checked in with him every week, which eventually stretched out to monthly as he became more stable. Check-ins with Tony developed the rapport and trust he needed to feel supported. The housing specialist works as a liaison between Tony and his landlord to ensure when issues arise with the unit, they are taken care of promptly. Case management visits occur more frequently to make sure resource needs are being met, for example, taking Tony to the food pantry where he is grateful for healthy foods to maintain his health. Since moving in, Tony has focused more on his health, particularly managing his physical health by cooking for himself, walking on a treadmill that PSH staff procured through a donation, and seeing a regular primary care provider for diabetes management. Prior to housing, Tony had been chronically homeless for 5 years. He is a quiet, friendly neighbor and an incredibly talented guitarist.

Trainings	Number Trained
Mental Health First Aid	131
REVIVE!	662
CIT	48

# Horizon Behavioral Health

*Serving Amherst, Appomattox, Bedford, and Campbell counties and the City of Lynchburg*

This year, Horizon Behavioral Health (HBH) proudly celebrated its 55th anniversary! To commemorate this noteworthy milestone, Horizon extended a community-wide training and reception invitation, as a gesture of appreciation to the numerous collaborative partnerships that have contributed to 55 years of growth. The community echoed appreciation and allied support of Horizon's impact in Central Virginia, sharing, "It's so powerful that Horizon has stayed such a central part of the Central Virginia community and has continued to evolve to address community needs and be authentically supportive."

In partnership with the Lynchburg Police Department, implementation of a new Co-Responder Program is underway, with support from a \$400K grant from the Community Oriented Policing Services Office of the U.S. Department of Justice. Designed to provide effective crisis response, enabling public service providers to offer efficient mental health response and treatment to individuals in crisis, the program will partner one Crisis Intervention Trained Police Officer with a Horizon Crisis Intervention Specialist. The pair will respond to behavioral health calls for service, throughout the City of Lynchburg, that could be linked to mental health issues, substance usage, developmental disabilities, or other related concerns.

In August, Horizon was awarded a five-year \$2.7 million grant from the Substance Abuse and Mental Health Services Administration (SAMHSA), to offer expanded treatment options for substance use disorders (SUD), and/or co-occurring substance use and mental disorders (COD), to benefit adolescents (ages 12-18) and transitional aged youth (ages 16-25) in Central Virginia. The purpose of this program is to enhance and expand comprehensive treatment, early intervention, and recovery support services by involving families and primary caregivers in the treatment plan. The program will utilize the Adolescent Community Reinforcement Approach (A-CRA), an evidence-based behavioral therapy.



## Success Story

*(The stories included in this article use fictitious names to protect client privacy.)*

Horizon is proud to report on impacts achieved through a Health Resources and Services Administration (HRSA) grant, addressing rural health disparities in Central Virginia. Utilizing the Illness Management and Recovery (IMR) evidence-based practice, 119 individuals have been enrolled in the program boasting life-changing impact. Of those, 91% of individuals avoided psychiatric hospitalization and 93% report having increased coping skills. Furthermore, every 3 out of 4 individuals served report adherence to their psychotropic medication schedule and improved social connectedness. Joanne, a client of the program shares, "The IMR program has given me great clarity by breaking topics down step by step. Having a relapse prevention plan written out is something you can always go back to, to help prevent hospitalization, and this is something I will refer to often. With IMR, everyone works as a team and the teamwork that is produced from this program makes you feel like you are not going to drown on the outside on your own and you can breathe like a breath of fresh air."

Xavier shares how the program has also helped him reshape his sense of value and hope, stating "Since I have been with the program it has helped me grow and mature and not give up hope. It gives me strength and makes me feel that I am still somebody and I am loved. I am glad that I have been here, and the program is really working for me. IMR helped me realize that I should not be so hard on myself, not give up so easily and that there is something out there in the world to believe in. It helped me to believe in myself." Of the 15 community partners trained in the IMR evidence-based practice, one shares, "This has been a truly valuable experience. This is truly an example of what a community partnership should look like."

Trainings	Number Trained
Mental Health First Aid	151
REVIVE!	755
CIT	108



# Northwestern Community Services Board

*Serving Clarke, Frederick, Page, Shenandoah, and Warren counties and the City of Winchester*

## Success Story

Once again deciding to take the necessary steps to better his life, Damien Harrelson was approaching an endeavor to try to release himself from the chaos caused by his mental health, medical, legal struggles, and the consequences of incarceration. There had been too many barriers, struggles, and disappointments prior that would cast a dark cloud on his success to overcome. Through the services offered by the Northwestern Community Services Board (NWCSB), and their creation of the Winchester/Frederick County Behavioral Health Docket (WFCBHD), Damien's journey finally progressed to a place of success.

Having struggled his whole life with mental health diagnoses, a genetic learning disability, and legal challenges, what he faced moving forward exacerbated his problems.

As a result, he would indeed spend more time in the WFCBHD program than your average person. However, in the end Damien made it through with a success rate and achievement that would not be rivaled.

Since his graduation from the WFCBHD, Damien has come to realize that "consequences to your actions are real." Moreover, he learned that avoiding your needs and not asking for help can lead to significant mental health and legal challenges, all of which can be avoided with proper support.

In speaking with Damien, he reported that with the support of NWCSB and the WFCBHD, he learned to ask for help and overcome the fear of asking for assistance, instead of looking for the negative attention that often led to his legal charges and demise of his mental health.

Damien reported that with the help and guidance from NWCSB and the WFCBHD, he was assessed on multiple levels, offered several resources, and provided great support. Through the dedicated teamwork provided by the NWCSB and the WFCBHD, Damien was able to overcome the recidivism often experienced with involvement in the legal system and with incarceration, be allowed to join and thrive within an assisted living facility that would continue to provide him with ongoing support and work independently to better his life and manage his mental health. All of which would not have been likely if he had been incarcerated once again and the effect his related mental health issues have on his legal issues had been ignored.



***“Consequences to your actions are real.”***

Trainings	Number Trained
Mental Health First Aid	117
REVIVE!	391
CIT	104

# Rappahannock Area Community Services Board

*Serving Caroline, King George, Spotsylvania, and Stafford counties and the City of Fredericksburg*

- Rappahannock Area Community Services Board (RACSB) provided mental health, developmental disability and substance use disorder services to 19,693 people, despite an unprecedented workforce shortage.
- Expanded the Permanent Supportive Housing (PSH) program, which helps individuals who are homeless or at risk of losing housing due to serious mental illness.
- Partnered with Germanna Community College to launch a Behavioral Health Technician program that combines classroom instruction with paid internships.
- Received grants from Mary Washington Healthcare to expand the school-based mental health services.
- Added SalonTalks to the Barbershop Talk initiative. This effort provides training in behavioral healthcare topics with opioid overdose reversal training to equip barbers and hair stylists with the tools they need to help clients struggling with mental health concerns and/or substance use disorders.
- Celebrated the 25th anniversary of Healthy Families in the Rappahannock Area. RACSB serves as the fiscal agent for this program which offers home visitation and resources for families with young children.
- Served 2,586 infants and toddlers in the early intervention program as the need for these services continues to grow exponentially.
- Grew the peer support specialist team and added several peer-led support groups for the community. One of these groups—Voices, Visions and Unusual Experiences—receives requests from throughout the state as it is one of only two such support groups in Virginia.
- Partnered with Rappahannock Area Health District (RAHD) and Caroline County Public Schools to host train-the-trainer for teen Mental Health First Aid; it's to be implemented for all 10th graders at Caroline High School this academic year.
- Partnered with the Central Rappahannock Regional Library to have Lock and Talk Virginia displays at the branches. This helped to make



lethal means safety devices more accessible to community members.

- Partnered with RAHD and Veteran's Administration to start a local suicide prevention coalition as part of The Community Collaborative for Youth and Families.
- Successfully implemented Second Step – Bullying Prevention curriculum for all students in kindergarten through fifth grade at the three elementary schools in Caroline County.

## Success Stories

There are many challenges when it comes to leaving a state hospital. For individuals with developmental disabilities, those challenges can seem insurmountable. One gentleman was able to overcome these obstacles with help from adult mental health case management and developmental disability support coordination. He had lived in Western State Hospital since 2009 and moved out of the hospital and into a group home on May 24. He's settled in well to his new home, where he enjoys having his own room, shopping for Commanders gear and going to the local driving range. We are so pleased to see this gentleman beginning the next chapter of his life and living his best life in our community.

This is a direct quote from an individual served by our Assertive Community Treatment (ACT) team, which works with adults with severe mental illness, providing hospital-level care right in the community and in clients' homes:

"I was in crisis when I first met the ACT team and now my life is something I am so proud of. I feel I am a true success story—something I feel everyone should aspire to achieve. The ACT team gave me my wings—now I feel ready to fly. I could never thank them enough for all they've done for me. I guess living my life to the fullest will have to suffice. They are truly a gift from above. I'm so blessed to have had the opportunity to work with them. These six years have been the best."

Trainings	Number Trained
Mental Health First Aid	609
REVIVE!	1,713
CIT	96



# Region Ten Community Services Board

*Serving Albemarle, Fluvanna, Greene, Louisa, and Nelson counties and the City of Charlottesville*



*Service dogs Maggie and Olé.*

- Region Ten Community Services Board (RTCSB) received year two of funding from the Opioid Abatement Authority which was used to expand Region Ten's Crisis Intervention Team Assessment Center (CITAC) and expand Community Outreach programming.
- Partnered with local colleges for internship placements and offering tuition discounts for RTCSB staff seeking to continue their education.
- Broke ground on a new counseling center in Louisa tentatively opening the summer of 2025.
- Responded to 18 critical incident requests to provide crisis or behavioral health supports to the local community.
- Partnered with MarieBette Cafe for the second year, to feature mental health pioneers for Black History Month and Pride Month.
- Received approval through Service Dogs of Virginia for a second facility dog to serve RTCSB consumers and staff.
- Offered specialized clinical training to staff, including Child Play Therapy with Paris Goodyear-Brown, Eye Movement Desensitization and Reprocessing (EMDR), and Internal Family Systems (IFS) / Parts training.
- RTCSB hosted three 3 community vaping prevention workshops for local youth. The workshops were held at Charlottesville High School, Knight School, and Western Albemarle High School's tobacco prevention programs which included "Clear the Air" workshops. Funding was provided by the Virginia Foundation for Healthy Youth.
- Project Link hosted a 2-day conference in Charlottesville in which 27 women attended. The focus was on self-care and recovery.

- RTCSB engaged in the Do Your Part campaign to distribute free medication lock boxes (311), cable locks (219), trigger locks (175), and drug deactivation packets (60) to the public to help prevent drug misuse and suicide.
- RTCSB staff trained 160 people in both courses (1 and 2) of the Community Resilience Initiative.
- 266 people were trained in Adverse Childhood Experiences (ACES) by Region Ten Prevention staff.
- 480 students engaged in Student Assistance Program (SAP) supports during the 2023-24 school year.



*Project Link Consumer "CH" with her children in equine therapy.*

## Success Story

Project Link Consumer "CH" came to the program in early 2023. "I had just lost everything that was important to me, including myself. At first I was very angry, skeptical, and had a lot of trust issues. Project Link has helped regain my independence, confidence, grace, and most importantly my children back. In the beginning Project Link felt big and scary. Now, they are part of my family."

Trainings	Number Trained
Mental Health First Aid	838
REVIVE!	195
CIT	62

# Rockbridge Area Community Services

*Serving Bath and Rockbridge counties and the cities of Buena Vista and Lexington*



- In March 2024 Rockbridge Area Community Services (RACS) initiated veteran outreach efforts by hosting a free monthly veteran's breakfast in the community. These events offer local veterans an opportunity to enjoy a delicious meal together, but also promote social and emotional wellness while providing a way to share veteran resources and benefits with local veterans. 20-30 veterans attend each month with guest speakers and presentations on various topics. (see photo, above right)
- RACS was honored to co-host another Sensory-Friendly Concert this year in partnership with the Rockbridge Symphony. The purpose of a sensory friendly performance is to ensure the concert is inviting and accessible for individuals with sensory sensitivities including persons with developmental disabilities and autism spectrum disorders. The attendance at this year's event spoke volumes on the potential impact that music can have on one's life.
- The Magnolia Players were back in action this Christmas bringing us the "Christmas Cookie Countdown" play that was planned and implemented entirely by the day support program participants and staff. It was open to the community and well attended.
- RACS was excited to introduce Rain, as well as Rain's handler, Ellen Wheeler, the Crisis Intervention Team Coordinator to the staff as well as the community. Ellen uses Rain to assist staff and clients during day-to-day work events and during critical responses for mental health assistance for individuals experiencing stress, anxiety or trauma. Having a facility dog helps to create a more positive work environment, as well as helps with the mental well-being of staff and clients. Facility dogs

like Rain complete the same rigorous training program as service dogs, but instead of helping just one individual, facility dogs help groups of people cope! (see photo)

- 6th Annual Prevention Forum – This event continues to gain momentum every year and the speakers are always on point. This year 76 people were in attendance, where the topics ranged from how to talk to children and teenagers about vaping, reducing stigma, a day in the life of a teenager, the impacts of fentanyl, how coalitions work together to effect change, to how our experiences during childhood impact the wiring of our brain.
- The Youth Summit took place at the Virginia Horse Center this year and had 66 high school students and 10 adults in attendance. This event was planned and led by youth coalition members as part of a youth leadership initiative.
- RACS collaborated with trainers from Roanoke County Public Schools, Horizon Behavioral Health, Valley Community Services Board, and Region 10 Community Services Board to train an entire school system in Youth Mental Health First Aid.
- RACS collaborated with several prevention partners to train an entire school system in SafeTALK this past Fall.
- The Live Healthy Rockbridge Kids Coalition relaunched the Veggie Brigade initiative in 5th and 6th grade classrooms this past Spring giving roughly 479 students an opportunity to try a variety of fruits and vegetables and gave out 250 Garden to Grow kits to families in the Rockbridge area.

## Success Stories/Quotes

**RACS Client** - "RACS has made great strides to make my activities fun. Even in the hard conversations, they still strive to understand and make it okay. They are very friendly. I love Intensive Care Coordination (ICC) and I really love Rain."

**RACS Parent** - "RACS has given us so many services that are so helpful. I have really leaned on my family support partner during hard times. Also, the ICC ladies (to include Tori and Parker) have been so helpful though everything that has occurred. Going through a tough time with your kids can be very isolating. You feel like you are fighting a battle that you will never win. However, with RACS, I have always felt like there was someone in the fight with me. We have never felt alone. We appreciate the support that the group has given us. They have attended Special Education Behavior Management (SPED) meetings, Family Assessment and Planning Team (FAPT) meetings and other meetings that can be difficult to navigate as a parent. We are very much appreciative of everything that RACS has done for us."

Trainings	Number Trained
Mental Health First Aid	117
REVIVE!	69
CIT	31



# Valley Community Services Board

*Serving Augusta and Highland counties and the cities of Staunton and Waynesboro*



## Success Story

My name is Karen Pickens. I am 57 and have lived with a sponsored placement family since 2008. When I was 3 years old, my mom passed away and I was separated from my seven siblings. I lost touch with my family for over 40 years. Miraculously, my brother, Jim, found me and reunited me with my brothers and sisters in 2012. In 2015, my two sisters surprised me and came from Florida to celebrate my 50th birthday. They stayed in my home for three days. Since finding my family, four of my siblings have passed away.

Last year my sister invited me to spend Christmas with her and my niece in Sarasota, Florida. My caregiver suggested a nonstop, round-trip airline ticket. Until now, I've never had an interest in flying but I didn't want to miss this exciting opportunity. My caregiver learned about the Air Carrier Access Act which made accommodations so I could travel safely. They gave my caregiver, and my sister gate passes to help me through security, at the gate and at baggage claim. On the airplane, the stewardesses were very nice. They helped me find my seat and stow my luggage. When I felt tired after returning to Virginia, they provided me with a wheelchair escort. I spent four days in Florida.



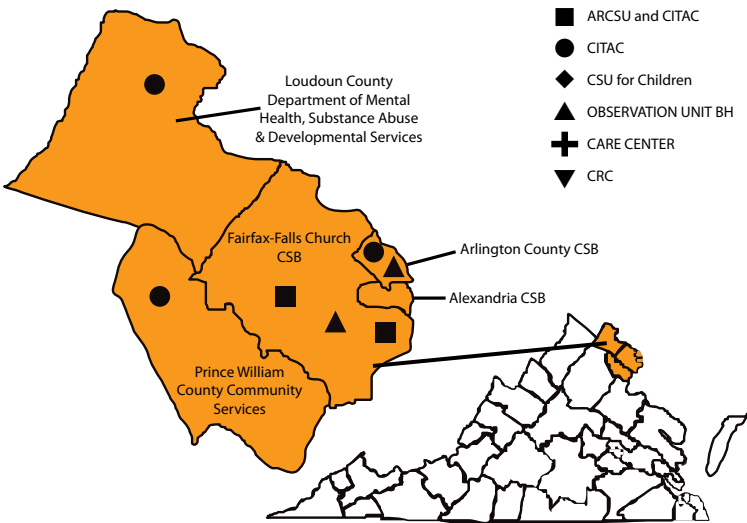
One of my medical challenges is that I have a rare metabolic genetic disorder. My caregiver shipped medical food, medical formulas and instructions for my specialized diet. My sister helped me with my diet and with my daily medications. Some of the fun things I did in Florida were making cookies with my medical food, shopping, and going to the aquarium. While I was with my sister, she sent my caregiver this text message: "We are so grateful for letting Karen come down to visit us. She's amazing! It was a dream come true to really spend quality time with her. As we know, life is never promised, and we want to visit with Karen as much as possible. Karen stated, "I can't wait to go back to Florida. Next time my sister said she would take me to Disney World."

Trainings	Number Trained
Mental Health First Aid	201
REVIVE!	175
CIT (in conjunction with Blue Ridge Crisis Intervention Team)	80

# DBHDS Region 2 | Regional Initiatives

## Crisis Services

At the end of FY24, the region resumed operation of the Chantilly Crisis Stabilization Unit (CSU) through partnership with Connections Health Solutions, providing access to 16 adult beds, averaging just over 13 admissions per week in the first weeks of operation. Region 2 will be continuing to expand the regional crisis services. The Mobile Crisis Responders program transitioned to receiving crisis dispatches through the Regional Crisis Call Center which operates the 988 crisis call line and the National Suicide Prevention Lifeline through HopeLink Behavioral Health. The remaining Region 2 CSBs (Alexandria, Arlington, and Loudoun) worked to implement Marcus Alert plans so that by the start of FY25 all five Region 2 CSBs will be operating Marcus Alert plans and adding a Public Safety Answering Point (PSAP) liaison role to support this endeavor.



## State Hospitals Bed Crisis

In FY24 the state psychiatric hospitals in Virginia continued to experience significant bed shortages and unprecedented demand. Northern Virginia began utilizing the Discharge Assistance Platform to support placement and funding for those coming out of state hospitals. Efforts to expand these services in the community continued through the expansion of group homes by adding two new four-bed homes in Leesburg and Burke. The Regional Office also began work on a Local Inpatient Purchase of Service (LIPOS) platform to help support the administrative process of paying for individual's private hospitalization when a state hospital bed is not available.

## Regional Training

During FY24, the Region 2 Training Team maintained a robust training schedule including training provided by the team and contracted training, offering access to experts and unique content to better serve clients of the CSBs. Through an ongoing relationship with George Mason University's Center for Evidence Based Behavioral Health, Region 2 sponsored multiple training courses, with more scheduled for each quarter in FY25. In partnership with Regional Developmental Disability (DD) Directors, the Training Team hosted the first Regional DD Support Coordination Conference, which was hugely successful. The Training Team and the Regional DD Directors have two more conferences planned for FY25.

Utilization Management Programs	Service Unit	Region 2
State Hospital Adult	Individuals	750
	Bed Days	58,936
State Hospital Older Adult	Individuals	73
	Bed Days	8,002
State Hospital Youth	Individuals	41
	Bed Days	534
Discharge Assistance Plan (DAP)	Individuals	168

State Hospital Data does not include forensic bed days. State Hospital Data Source: DBHDS Bed Utilization Report FY23. The Utilization Management Programs listed are all regional.

Crisis Programs	Service Unit	Region 2
Crisis Stabilization Units – Adult (CSU)	Individuals	22,260
	Bed Days	4,952
Mobile Crisis	Individuals	165
	Service Units	816
REACH Crisis Therapeutic Home	Individuals	56

NOTE: The CSUs and Child Mobile Crisis programs may be managed by individual CSBs in the region and other CSBs may occasionally utilize the services if practical due to proximity.



# Alexandria Community Services Board

*Serving the City of Alexandria*

The **Alexandria Co-Response Program** (ACORP) expanded. ACORP pairs a licensed clinician with a Crisis Intervention Team police officer and together, the team responds to persons experiencing a behavioral health crisis in the community. The program now has three response teams that work to safely resolve situations on-scene thereby decreasing the need for transportation to a hospital or a criminal legal setting.

The **City Opioid Work Group** partnered with restaurants to help prevent opioid-related deaths by offering overdose prevention training and Narcan, a nasal spray that reverses the effects of an overdose. As opioid overdoses continue increasing nationwide, this step will help decrease deaths, reduce the stigma around addiction and mental health, and address the problem head-on in the community. The Alexandria Health Department aims to talk with 100% of restaurants and make Narcan available at 25% of the restaurants in the community.

The **Intellectual and Developmental Disabilities Program** partnered with "Our Stomping Ground," a group that has expanded housing options for people with disabilities throughout northern Virginia, to successfully help three clients move into their own independent low-income housing. While serving clients with mild to severe intellectual disabilities, supporting them in achieving this level of independence is a monumental success!

**Assertive Community Treatment** (ACT), a mobile, community-based service for clients with serious mental health conditions, received state funding to acquire Athelas One, a blood-diagnostic-device for at-home use. This expanded the number of clients who can be treated on Clozaril, the gold standard for schizophrenia. Because Clozaril requires blood checks for proper dosing, this technology improved efficiency by eliminating the trips to a lab, provided a less intrusive and less painful intervention for clients, and helped them achieve greater levels of stability in their housing and their relationships.

**Transitioning Adults Into Living Successfully (TRAILS)**, the First Episode Psychosis Program, coordinated specialty services for 30 teens and young adults who experienced their first psychotic episode. Several graduated from services after reporting increased participation in employment and school, as well as a



decrease in symptoms and hospitalizations. Among current clients, half are pursuing further educational goals and/or working. TRAILS continued to build on the program in collaboration with the Wellness Center, where the TRAILS group meets weekly. The group focuses on independent living skills and increasing socialization.

**The Wellness Center Psychosocial Day Program** for persons living in recovery from severe mental illness focused on activities that were inclusive of both client and staff experiences. Cultural exploration groups, international holiday celebrations, and ongoing discussions among members about their roots and identities were an enriching experience for the Wellness Center community. These ongoing efforts were developed in the hopes that the 91 members find increased connection among their peers both in the center and in the community.

## Success Stories

### Letter of appreciation from a client for the vocational specialist for the ACT for People Living with Severe Mental Illness:

I am trying to let you know about Christina's service. Since day one I met Christina, she has been good to me... She knows her job well and it is always a pleasure to see her and talk to her on Mondays. She makes my day very happy and smooth... I do thank God for having her in my life. I can't say more because she is more than my words. We all need good people in life like Christina.

### Alexandria CSB therapist, Elizabeth San Pedro shared:

I have had the pleasure of working with a young man in the Alexandria Recovery Court Program since January of 2023. Since that time, he has successfully completed residential substance use treatment, graduated from outpatient treatment, obtained a full-time job, and progressed to phase 5 of Recovery Court. He has remained sober from fentanyl for 15+ months and it has been such a joy to watch him rebuild personal relationships and realize his true potential.

Trainings	Number Trained
Mental Health First Aid	164
REVIVE!	506
CIT	24

# Arlington County Community Services Board

*Serving Arlington County*



## Mobile Outreach Support Team (MOST)

MOST is the latest addition to the county's expanding network of care for people experiencing mental health and substance use issues. MOST launched July 31, 2023, and currently operates Monday through Friday, between 1 p.m. and 9 p.m. The goals include increasing access to mental health and substance use treatment and decreasing the role of non-clinical first responders in addressing mental health needs. The program also aims to provide alternatives to incarceration for those engaged in "nuisance crimes/behaviors," and decrease emergency department and psychiatric hospital admissions. The MOST team includes a licensed behavioral health clinician, a certified peer recovery specialist, and an outreach worker.

MOST works in partnership with the Arlington County Police Department, Arlington County Fire Departments, and the Emergency Communications Center, which operates the County's 9-1-1 call center.

MOST distributes harm reduction tools such as Narcan and fentanyl test strips, connects people who are homeless to shelters and other services, and transports people from the scene to providers where they can receive assistance.

MOST has a specially equipped van to provide services in the community. The van is connected to the County's computer-aided dispatch system and an on-board computer allows MOST clinicians to use Department of Human Services (DHS's) electronic health record system. (see photo above, left)

## Employment Access Program

Arlington Developmental Services Department launched the Employment Access program with a grand opening held on December 7, 2023. The Employment Access program is housed with the DHS on its Sequoia campus. As a licensed Group Day program, Employment Access will support individuals in acquir-



ing, retaining, and improving skills of self-help, socialization, community integration, career planning, and peer and other community-based relationships. The goal of this program is to equip individuals with disabilities with the resources and skills to excel in their chosen career paths. The program will serve up to 15 individuals with a primary focus on individuals transitioning from Arlington Public Schools (APS).

## Expanded Crisis Intervention Center

DHS hosted a grand opening and ribbon-cutting ceremony for its newly-expanded Crisis Intervention Center (CIC) on May 22, 2023. The center is open 24 hours a day, seven days a week, to individuals of all ages experiencing a crisis. (see photo above, right)

## Success Story

Working at Jake's Ice Cream, Anna follows the recipe book to make her favorite treat, cake pops. For Anna, having a job means more independence and saving for her own apartment. Jake's helps Anna with skills she needs to live on her own, reading and following recipes, washing dishes, counting money, and social skills. Anna has learned to watch the clock and set alarms/reminders to ensure she gets ready and to work on time. Anna said the most important thing was "practice!" Anna was supported in her application process by her family, her job coach, and the Program for Employment Preparedness (PEP) at Arlington Career Center. We are excited to have Anna in the Employment Access Program!



Trainings	Number Trained
Mental Health First Aid	58
REVIVE!	1,762
CIT	108



# Fairfax-Falls Church Community Services Board

*Serving Fairfax County and the cities of Fairfax and Falls Church*

In FY24, the Fairfax-Falls Church Community Services Board (FFCCSB) provided mental health, substance use and developmental disability services to more than 22,550 individuals in the Fairfax-Falls Church Community. 7,269 residents received FFCCSB emergency services.

## Responding to the Opioid Epidemic

Addressing the opioid epidemic is an immediate need and a longstanding priority in Fairfax County. The FFCCSB along with multiple county stakeholders are partnering through Fairfax County's Opioid and Substance Use Task Force to advance a multi-pronged, collaborative opioid response strategy. Fairfax County's FY23 - FY25 Opioid Response Plan includes approximately 40 programs and activities across six priority areas. In FY24, there was significant focus on planning and launching eight projects funded with opioid settlement dollars.

## Youth and Family Services

FFCCSB Youth and Family Services provides assessment, education, therapy and case management services for children and adolescents ages 3 through 18 who have mental health, substance use and/or co-occurring conditions. In FY24, the Youth Outpatient program inspired 1,586 youth on their treatment journeys. In FY24 Youth Medication-Assisted Treatment (YMAT) services were expanded, adding a second clinic at the Gerry Hyland Government Center in South County. (see photo)

## Diversion First

Fairfax County's Diversion First program provides alternatives to incarceration for people with mental illness, substance use disorders and/or developmental disabilities who come into contact with the criminal justice system for low-level offenses. The county's Co-Responder Program grew to four teams serving the county seven days a week. In FY24, Co-Responder Teams responded to approximately 1,900 calls. A post crisis response team with a clinician and peer recovery specialist was also established. In FY24, 600 callers from the FFCCSB area were transferred from 911 to the 988 Regional Crisis Call Center and received immediate behavioral health assistance over the phone by trained crisis workers. (see graphic)

## Supporting Individuals with Developmental Disabilities

FFCCSB currently has 1,171 individuals on the Priority One Wait List for Medicaid Home and Community-Based Developmental Disability Waivers. In anticipation of upcoming increased state funding for waiver allocations, the FFCCSB conducted community outreach and prepared to respond to increased demand for services for individuals with developmental disabilities.



### Diversion First Impacts by the Numbers

**21%**

decrease in the jail behavioral health population with misdemeanor charges from 2015 to 2023

**53%**

increase in the number of Merrifield Crisis Response Center (MCRC) cases from 2016 to 2023

Over  
**3,800**  
diversions  
from  
potential arrest  
since 2016\*

**84%**

increase in the number of jail inmates referred to CSB jail-based services from 2015 to 2023

**Over 80%**

of individuals transported to the MCRC by law enforcement in 2022 did not have a repeat visit related to criminal justice involvement within the following year

\*as of December, 2023

## Success Story

Mark is a dynamic young adult with a diagnosis of autism spectrum disorder. Mark spent several years of his life residing in various residential treatment settings as he displayed intensive behaviors. He was abruptly discharged from his residential program after assaulting a specialist. Mark's CSB case manager quickly created a support team and set up parental training and crisis planning with the parents. Mark was finally able to return home with his family, just prior to turning 18. He entered college last fall and is successfully living in a dorm on campus. Mark's life changed when he was given the support and resources he needed to thrive.

Trainings	Number Trained
Mental Health First Aid	762
REVIVE!	3,472
CIT	70

# Loudoun County Department of Mental Health, Substance Abuse & Developmental Services

Serving Loudoun County



On July 1, 2024, Loudoun County launched the Co-Responder Program to support individuals experiencing a mental health crisis. This program pairs a law enforcement officer trained in crisis intervention techniques, with a mental health therapist or crisis intervention counselor to respond to emergency service calls. This initiative is a partnership between the Loudoun County Department of Mental Health, Substance Abuse and Developmental Services (LCDMHSADS) and the Loudoun County Sheriff’s Office. The Co-Responder Program serves people of all ages experiencing a behavioral health crisis and requiring public safety assistance by diverting them from the hospital emergency room or the criminal justice system to appropriate care and support. The program is one component of Loudoun County’s behavioral health crisis continuum. This continuum is built around the requirements of the Marcus-David Peters Act and tenets of the Crisis Now model to provide “someone to call, someone to respond, and somewhere to go.” In the program’s first three months, 89% of behavioral health crisis calls were resolved without going to an emergency department and 92% did not result in law enforcement custody.



## Highlights

- Loudoun trained 4,252 individuals in naloxone administration, a 237% increase from the previous year.
- Loudoun processed 3,349 requests for naloxone, a 241% increase from the previous year.
- Loudoun continues to educate the community on opioids and naloxone administration. After reported overdoses at a high school, the staff came together at a moment’s notice to participate in a community event to provide resources and information to students and families who are dealing with the effects of the opioid epidemic daily. The staff were able to assist bilingual families and distribute approximately 100 boxes of Narcan. (see photo)
- Loudoun hosted 10 high school students during the “Job for a Day” event. Students had an opportunity to learn about public behavioral health professions and share their experiences with staff. The students enjoyed the event and most hope to return next year to spend more time with the staff!

Trainings	Number Trained
Mental Health First Aid	153
REVIVE!	4,252
CIT	387

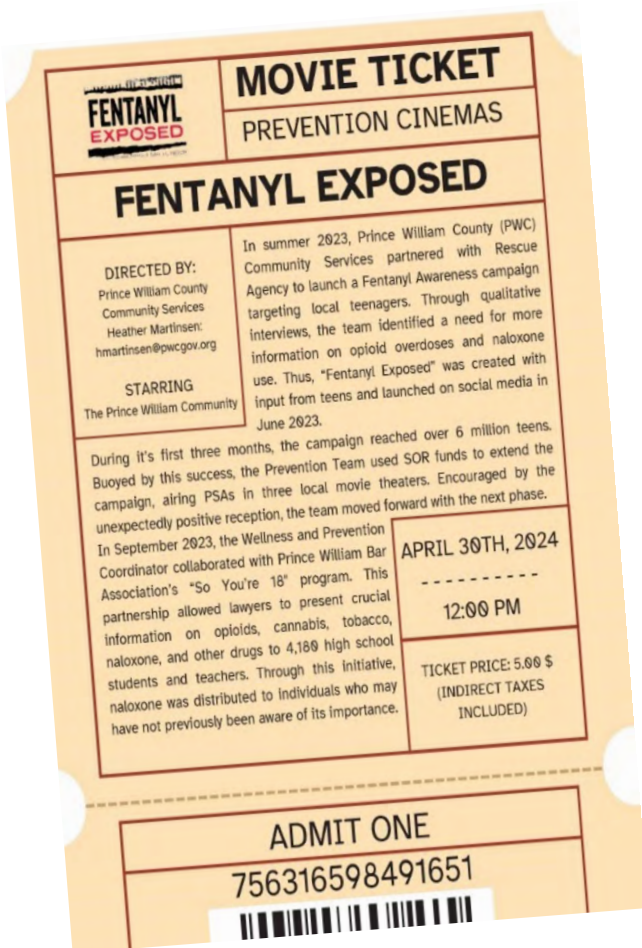


# Prince William County Community Services

Serving Prince William County and the cities of Manassas and Manassas Park



Region 2



## Early Intervention/Infant and Toddler Connection of Greater Prince William

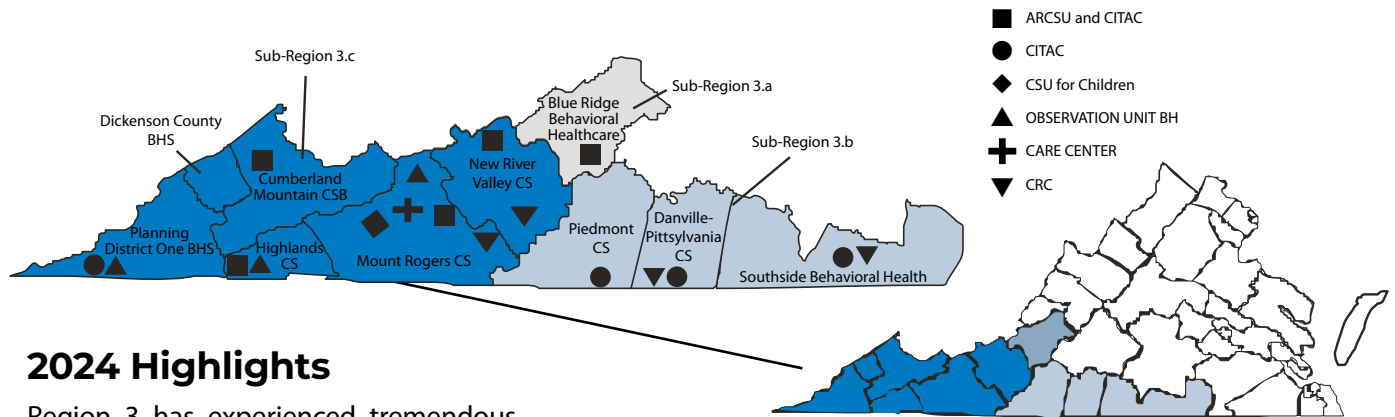
The Early Intervention/Infant and Toddler Connection of Greater Prince William supports families with infants and toddlers facing disabilities or developmental delays. The program provides essential services to help children thrive within their family and community environments, with a dedicated team of specialists offering in-home and community-based support. According to Ginny Heuple, Division Manager, "We are seeing children with more significant needs since the pandemic. One example of this is the children diagnosed with autism spectrum disorder (ASD) and other disorders have increased 52% in the last 4 years." Families, like Destiny's, have witnessed remarkable progress, turning challenges into triumphs and milestones into celebrations.

## Success Story

"Our daughter Destiny enrolled into the Prince William County Community Services (PWCCS) Early Intervention Program shortly after being in the neonatal intensive care unit (NICU) for over 4 months in 2022. Fast forward to now, our micro-preemie daughter is a 2 ½ year old, non-stop talking, eating, friendly and running little girl that has been able to not only meet many of her development milestones but even has surpassed some for her age." - Destiny's Family

Trainings	Number Trained
Mental Health First Aid	118
REVIVE!	1,563
CIT	138

# DBHDS Region 3 | Regional Initiatives



## 2024 Highlights

Region 3 has experienced tremendous growth with its regional programming.

Utilizing Local Inpatient Purchase of Services (LIPOS), Region 3 diverted approximately 80 individuals from state facility admissions for a total of 554 bed days. Ongoing efforts to divert state facility admissions while continuing to provide quality care to indigent individuals have resulted in several new LIPOS agreements with private facilities across the region.

The Region funded and managed over 411 Discharge Assistance Program (DAP) plans for the year. This includes both one-time and ongoing support to individuals discharging from state facilities to ensure ongoing community support and services.

Region 3 Service Members, Veterans, and Families (SMVF) Navigator has collaborated with agencies at the state and federal level to create training events that provide individuals with suicide prevention education, Military Cultural Competency (MCC) education, and resources specifically geared toward the SMVF population. In the last year, training events were provided in Danville, Radford, and Wise, with an additional training event scheduled in Abingdon. The Radford event was in partnership with the Salem Veteran's Administration (VA) Medical Center and provided training to 90 individuals, including specific training on MCC, Lock and Talk lethal means safety, and break out rooms. The breakout rooms included topics on Marcus Alert, Salem VA Medical Center: Women's Clinic, Veteran Gaming and Gambling Addiction, VA Benefits, Military sexual trauma (MST) and Post-traumatic

stress disorder (PTSD) treatment, and the Gerontology Clinic, Salem VA Medical Center. The SMVF Navigator also provided information and access to all Region 3 CSBs in monthly meetings, to ensure that reporting metrics are met.

Region 3 Crisis Receiving Centers (CRCs) continue to expand in all areas.

Utilization Management Programs		Region 3a	Region 3b	Region 3c
State Hospital Adult	Individuals	346	257	724
	Bed Days	14,586	18,391	42,857
State Hospital Older Adult	Individuals	61	44	151
	Bed Days	5,215	4,301	18,936
State Hospital Youth	Individuals	23	18	37
	Bed Days	493	250	468
Discharge Assistance Plan (DAP)	Individuals	166	147	98

State Hospital Data does not include forensic bed days. State Hospital Data Source: DBHDS Bed Utilization Report FY23. The Utilization Management Programs listed are all regional.

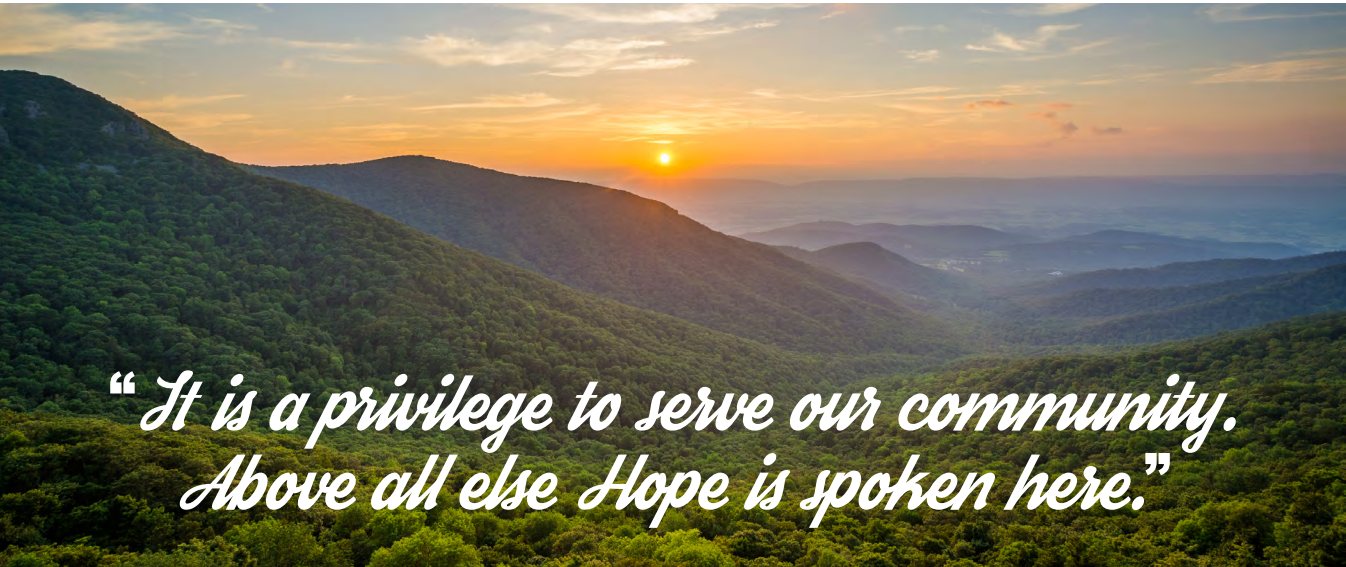
Crisis Programs	Service Unit	Region 3a	Region 3b	Region 3c
CIT Assessment Center	Individuals	208	112	1,023
Crisis Stabilization Units – Adult (CSU)	Individuals	335	n/a	595
	Bed Days	3,213	n/a	4,630
Child CSU	Individuals	n/a	n/a	274
	Bed Days	n/a	n/a	2,058
Child Mobile Crisis	Individuals	n/a	n/a	300
Child Mobile Crisis Service Units	Individuals	n/a	n/a	2,135
Transitional Living	Individuals	n/a	n/a	n/a
REACH Crisis Therapeutic Home	Individuals	n/a	n/a	42

NOTE: The CSUs and Child Mobile Crisis programs may be managed by individual CSBs in the region and other CSBs may occasionally utilize the services if practical due to proximity.



# Blue Ridge Behavioral Healthcare

Serving Botetourt, Craig, and Roanoke counties and the cities of Roanoke and Salem



## Highlights

- The Blue Ridge Behavioral Healthcare (BRBH) Prevention & Wellness team led the Salem Prevention Planning Team by partnering with students at Salem High School to develop and implement a vaping prevention media campaign. The “Don’t be a guinea pig for vaping companies” campaign was shown throughout Salem High School on six monitors in common areas and 100 classroom monitors.
- BRBH’s Project Link program reports a total of 180 babies born drug free since 2015. This year, Project Link completed its fifth year of the Permanent Supportive Housing (PSH) program. The program currently has 27 housing slots. To date, the program has served 44 families and 8 clients have successfully discharged in the last two years.
- Prescription drug Takebacks & Lockbox Distribution: In FY24 a total of 1771.8 lbs. of prescription medications were received at two take back events. 739 Lockboxes, 369 Lockbags, and 6 disposal kits were distributed.
- FY 2024 Marcus Alert Stats:  
1607 in-person calls  
294 phone consultations  
55% diversion rate  
Because of Marcus Alert intervention, a total of 239 Emergency Custody Orders (ECOs) were prevented!

Trainings	Number Trained
Mental Health First Aid	255
REVIVE!	989
CIT	129

## Success Story

BRBH filmed the “Hope Spoken Here” video, allowing the staff to share experiences and to explain how their work aligns with the BRBH purpose statement: “It is a privilege to serve our community. Above all else Hope is spoken here.” We regularly celebrate “Hope Moments,” where heartwarming stories of work with clients and the community are shared.

One such example is a client named “Frank.” This client worked diligently with his support team focused on his goals and positive outcomes. To use his own words, “it is up to you to use them and make the change.” Frank refers to the coping skills and tools provided to him through case management services. While receiving care through BRBH, Frank became the chapter chair at the Oxford House setting where he lives. He got his criminal record expunged which allowed him to become employed at a local high school. He quit smoking cigarettes and is proud to be “smoke-free.” Another outcome of working with BRBH is that he can add the title certified Peer Recovery Specialist to his resume. Frank has learned how to handle adversities positively and gained increased opportunities within the community. Throughout our time working with Frank, his confidence has skyrocketed and it has been a joy watching him grow. The resilience that he shows is inspirational and motivational for other agency clients.

*Throughout our time working with Frank, his confidence has skyrocketed and it has been a joy watching him grow.*

## Region 3

# MENTAL HEALTH AWARENESS MONTH: \$WVA COMMUNITY CONNECTIONS

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1	2	3	4	NEXT LEVEL FITNESS OPEN HOUSE: COME CHECK OUT NLFC'S FACILITY, EQUIPMENT, TRAINERS & SERVICES AND EXPLORE THE CONNECTION BETWEEN GOOD FITNESS AND MENTAL HEALTH!		7
8	MENTAL HEALTH DAY AT TAREWELL FARMER'S MARKET: EXPLORE THE CONNECTION BETWEEN FRESH, HEALTHY FOOD AND GOOD MENTAL HEALTH. FREE RESOURCES AND PRIZES!		11 CONNECTION ROCKS ROCK PAINTING & ICE CREAM SOCIAL TO PROMOTE CREATIVITY & CONNECTION	KAYAK THE CLINCH: FREE KAYAK EXCURSION ON THE CLINCH RIVER!		14
15	JENNY MAE FITNESS OPEN HOUSE: TRY A FREE FITNESS CLASS AND EXPLORE OUR WOMEN'S ONLY FACILITY.		22	FISHING FOR GOOD MENTAL HEALTH: ENJOY THIS FREE STOCKED TROUT FISHING EVENT AS AN OPPORTUNITY TO PROMOTE MENTAL WELLNESS		21
FOOD DEMONSTRATION & NUTRITION TALK: EXPLORE THE CONNECTION BETWEEN NUTRITION AND MENTAL HEALTH! EATING HEALTHY IS EASIER THAN YOU MAY REALIZE. WHAT WE EAT AFFECTS US MENTALLY. JOIN US FOR REAL TALK ON HOW TO MAINTAIN A HEALTHY		23	25	26	*\$WVA CONNECTIONS* MENTAL HEALTH SUMMIT ON JUNE 1 - TELL YOUR MENTAL HEALTH STORY, CONNECT WITH YOUR COMMUNITY THROUGH LOCAL OPPORTUNITIES TO SUPPORT MENTAL WELLNESS, BE TRAUMA-INFORMED TO COUNTER EFFECTS OF AGES & UNHEALTHY LIVING, BECOME A SUICIDE-ALERT HELPER AND QPR GATKEEPPER TRAINING - FEATURED ON WVA	

## Success Story

A woman with dark hair, wearing a dark polo shirt with a name tag and a lanyard, is seated at a table covered with an orange cloth. Behind her is a sign that reads "CUSTOMER SERVICE". To her right is a framed photo of a woman with glasses and a red shirt, labeled "WOW! FACT Associate 'OF THE MONTH'" and "RECORDED 2014". On the table in front of her is a brochure or menu with various food items and prices.

As a part of CMCS's continued efforts to increase community awareness of deadly fentanyl, billboards were sponsored to carry this important message:

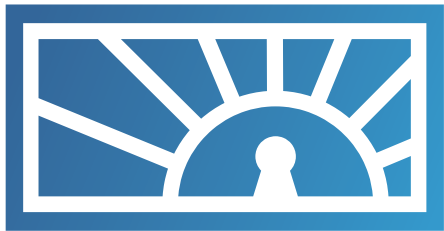


Trainings	Number Trained
Mental Health First Aid	0
REVIVE!	1,444
CIT	6



# Danville-Pittsylvania Community Services

Serving Pittsylvania County and the City of Danville



## DANVILLE-PITTSYLVANIA COMMUNITY SERVICES

### Highlights

- Implemented 24/7 Mobile Crisis Response and 23-Hour Crisis Stabilization Services.
- Staff assisted nineteen residents with opening ABLÉ accounts, allowing them to save money for future needs without fear of losing their Medicaid benefits. A total of \$245,250 was invested in ABLÉ accounts during FY24.
- Expanded Crisis Services to include the purchase and renovation of the new Crisis Center, open 24/7 for community walk-ins and Crisis Intervention Team Assessment Center (CITAC) operations.
- The Treatment Court graduated its first participant.
- Renovations were made at two Intermediate Care Facilities serving residents with Intellectual Disabilities and Developmental Disabilities (ID/DD) - River View Place and Bridge View Place.
- Expanded Permanent Supportive Housing (PSH) by increasing staffing and adding 31 housing slots.
- Breakfast service incorporated in the Psychosocial Rehabilitation program to increase meals served to two per day.
- During the 2024 Resiliency Week, the West Piedmont Trauma and Resiliency Community Network (WPTRCN) hosted its very first conference, Pathways to Resilience: Overcoming Trauma and Adversity.
- The Regional Alliance for Substance Abuse Prevention and Danville - Pittsylvania Community Services (DPCS) hosted the One Pill Can Kill Conference, placing a much-needed focus on the issue of fentanyl.

Trainings	Number Trained
Mental Health First Aid	185
REVIVE!	278
CIT	94

### Success Stories

The opportunity to participate in Treatment Court has helped Brittney stop using drugs. She explains, “I was introduced to counseling and different peer groups. I was able to register for school again and pursue my goal of becoming an entrepreneur. While in school, I continue to work full-time, and I am a full-time parent. I honestly don’t know where I would be if it wasn’t for Treatment Court. I have not only made positive changes for me, but I have made positive changes for my son. Life has its ups and downs but with the right help and support things can change. I’m living my best life, thanks to this program and support system at DPCS.”



PSH provides housing first for individuals who are homeless or at risk for homelessness and have multiple barriers, such as mental illness, co-occurring disorders, and chemical dependency. Services are individualized and promote wellness, prevent and end experiences of homelessness, avoid unnecessary hospital admissions, and facilitate discharges from institutional facilities. In general, individuals may receive intensive case management services including transportation, linkages, and referrals to other services, including primary health care services, job skills training, education services, assistance with obtaining benefits, and housing education.

Steven had a stable place to live, but he fell into hard times; mentally, physically, and financially. He tried to hold onto his housing but ended up on the street. He enrolled in multiple housing programs in the community. When he wasn’t in a housing program he was at a homeless shelter, staying with friends or sleeping on the street. He maintained this cycle for four years before he was referred to the PSH program at DPCS. Steven is now enrolled in Mental Health Case Management and meets with his prescribing physician regularly. He is active in 12-Step Groups and dedicated to his recovery.



# Dickenson County Behavioral Health Services

Serving Dickenson County

## Success Story

My name is Chale Sadae Montgomery. I am 34 years old, and this is my recovery story.

I was born on May 24, 1990, to my parents, who were both in active addiction. My father was an alcoholic, and my mother was addicted to illegal substances. I was kidnapped by a drug dealer at the age of four due to my father owing money. This was traumatizing and has caused me multiple mental health issues, such as Post-traumatic stress disorder (PTSD), anxiety, and depression. Following this incident, I was adopted by my grandparents, and I grew up in a stable, loving, and supportive environment. I gave birth to my daughter at the age of 18. At the time, I was in an emotionally, mentally, verbally, and physically abusive relationship, which led to me leaving my family in Virginia and moving to Florida. Thankfully, I talked my ex-partner into bringing me back home. I was 23 when I was first introduced to opioids. My ex-partner was already using opioids, so I decided to try it. I liked how it made me feel. I had increased energy and the feeling of being accepted and uninhibited. While using opioids, I didn't worry about fitting in or being enough. My opioid addiction continued for 6 years; it was during that time that I met my fiancé and life partner of 17 years. When I found out that I was pregnant, I refrained from using illegal substances. After the birth of my second child, my stepmother was murdered. The loss was devastating, and it negatively impacted my life. I began to "self-medicate" to cope with the loss, and my fiancé and I began to misuse methamphetamines daily. I lost multiple jobs due to my ongoing addiction and became unreliable and untrustworthy. In 2019, my fiancé and I lost custody of both of our daughters due to reported drug use in the home. Dickenson County Department of Social Services removed them when they were 9 and 2 years old and placed them in foster care. I was devastated and decided that I would do everything in my power to regain custody of my daughters and maintain my sobriety. It was at that time that I entered treatment at Dickenson County Behavioral Health Services (DCBHS). I enrolled in parenting classes, case management, individual counseling and peer recovery support for substance use. My fiancé and I were allowed



*“Recovery is a lifestyle and offers so much more than what you lose.”*

to visit our girls once a week for approximately three months. We were eventually allowed to do day visits and finally overnight visits according to our continued clean drug screens and compliance with the treatments received. We received full custody of both girls in 2020. Since that time, I have continued with the services at DCBHS for case management, peer services and individual counseling and I am eternally grateful for the love and support that I have received. I also participate in the MAT (Medication Assisted Treatment) program at SaVIDA Health. I have obtained stable employment and have become a contributing member of society. I have gained my self-worth and value as a person and feel that I can accomplish anything if I set my mind to it. I am blessed to be where I am today with my sobriety and my family. I know firsthand what addiction takes from someone and their families and I try to be an advocate for others who are still fighting the battle today. My goal is to be a beacon of hope to others who feel they are unworthy and incapable of obtaining those things lost while in active addiction. If I can do it, so can you, never give up. Recovery is a lifestyle and offers so much more than what you lose.

Trainings	Number Trained
Mental Health First Aid	12
REVIVE!	231
CIT	0



# Highlands Community Services

Serving Washington County and the City of Bristol

## Project LINK

Project LINK offers coordinated and comprehensive care to pregnant or parenting individuals who are impacted by substance use. Services available at Highlands Community Services (HCS) for Project LINK participants include substance use intensive outpatient services, group services for mothers specifically in which children under the age of 2 are welcome to join, intensive specialized case management services, peer support services, and medication-assisted treatment (MAT) services. HCS also provides assistance for Project LINK families with attaining necessary items such as clothing, cleaning supplies and school supplies through community coordination and grant funding. In the past year, HCS utilized a one-time funding opportunity to provide families with Thanksgiving meals, Christmas meals, Christmas gifts, school supplies and salon days. These additional resources for families reduced stress and allowed parents to increase focus on recovery. The salon days were specifically impactful to families and all who participated had very positive experiences with the local salon partnered with.



*All kids need is a little help, a little hope, and somebody who believes in them.*



## Success Story

Earlier this year, HCS acquired gift certificates from a local hair salon for participants in the Project LINK program. The initiative yielded remarkable outcomes for the consumers, staff, and the salon's stylists. The salon owner generously offered discounts, adding an extra child's haircut with each gift card purchased. This gesture moved many families to tears and profoundly touched the hearts of HCS staff, underscoring the deep impact of the initiative. One participant visited the salon for the first time in over 22 years and received a complimentary cut and color despite the extensive time required to prepare her hair. Another was hesitant to attend due to embarrassment about her hair's condition but ultimately had a transformative experience after encouragement from a friend. These experiences have fostered meaningful community connections, inspiring both the HCS team and those they assist.

Trainings	Number Trained
Mental Health First Aid	118
REVIVE!	75
CIT	77

# Mount Rogers Community Services

*Serving Bland, Carroll, Grayson, Smyth, and Wythe counties and the City of Galax*

Mount Rogers Community Services (MRCS) had the following highlights and innovations in the last year:

- **Mobile Crisis Team** – The MRCS Mobile Crisis Team provides face-to-face, short-term mental health services during a crisis for adults and children. Mobile Crisis meets people where they are, at schools, doctor offices, courts, community settings, and more.
- **Peer Support House** – ‘The Lighthouse’ is a peer-run residential program for people with mental health or co-occurring mental health/substance use needs. The Lighthouse provides stable, secure housing for individuals to assess their needs and have peer support in achieving their goals.
- **Skilled Nursing** – Initiated Skilled Nursing services in residential and group home settings to support individuals with chronic medical needs, allowing them to age in place with the best outcomes and best levels of community engagement.
- **Workforce Development** – Addressed the workforce shortage through grant partnerships and creative solutions such as career development and readiness in high schools and colleges, career pathway documents, employee continuing education assistance, career fairs, and more.
- **Prevention and Wellness** – Added two new Trauma Informed programs – The C3 Recovery and Wellness in Nature programs offer two additional opportunities a week for people to come together to experience healing and wellness in a creative space.
- **Substance Use Integrated Care** – MRCS implemented a comprehensive Office Based Addiction Treatment (OBAT) program that delivers prevention, treatment and aftercare for substance use services. The program has an emphasis on education and counseling to reduce stigma and to encourage harm reduction strategies. This includes in-house integrated primary care for identification and treatment of associated medical/physical ailments. The program is already successfully serving over 100+ individuals.
- **Expanded Residential Services** – Bought an additional four bed group home creating more opportunities for individuals to live in community settings.

- **Certified Community Behavioral Health Clinic (CCBHC)** – Completed the required Community Needs Assessment and met new Substance Abuse and Mental Health Services Administration (SAMHSA) requirements resulting in a continued certification by SAMSHA as a CCBHC.

## Success Story

Heather Dean’s mental health and substance use story started when she was 8 years old. Heather stated, “I had hardship and trauma that was untreated, and by the age of 10, I had my own prescription of Xanax. From age 10 to 34, I remained addicted to drugs.” As Heather got older, she struggled with Anxiety, Post-traumatic stress disorder (PTSD), and Major Depressive Disorder. Heather says, “I was sick and tired of being sick and tired. I spent several stints in local jails and inpatient treatment facilities. I couldn’t cohesively put everything I had learned together.” Then, Heather found MRCS, Wythe/Bland Counseling Center in Wytheville. Recovery didn’t happen immediately, but Heather’s treatment team stuck by her through all of the challenges. She says, “For the first 5 years of my recovery, I was at MRCS several days a week.” Over the years, Heather received counseling, case management, crisis stabilization, eye movement desensitization and reprocessing, and AcuDetox. She also participated in groups, Narcotics Anonymous, and Celebrate Recovery. Today, she has 10 years of sobriety and recovery. Her journey is coming full circle as she returns to MRCS as a Peer Recovery Specialist with the newly launched Mobile Crisis Team. Now, she works to support others with the same people who supported her. Heather stated, “My current boss, Jen, was one of my first case workers at MRCS. She followed my progress, encouraged me to attend a job fair and really fought for me to work in her department.” It’s the realization of a goal Heather set more than a decade ago. She says, “I used to tell my counselor and the receptionists, ‘One day I’ll be working here with you guys.’” Heather says, “It was very emotional for me to come off disability to take this job. I went to my family’s house and cried when I got the call.” Heather isn’t done yet; she’s two semesters away from receiving a bachelor’s degree in Psychology and Health and Human Services. She plans to then pursue a master’s in counseling through MRCS’s tuition assistance program. Working at the same place where she found recovery gives Heather a useful perspective to share with the people she supports as part of the Mobile Crisis Team. Heather is taking every opportunity she can to pour back into a place that has meant so much to her life. She says, “I would not be alive without MRCS.”



Trainings	Number Trained
Mental Health First Aid	223
REVIVE!	869
CIT	31



# New River Valley Community Services

Serving Floyd, Giles, Montgomery, and Pulaski counties and the City of Radford

## Highlights

- Community Transit, New River Valley Community Services' (NRVCS) transportation service, has launched two on-demand transit services to support the New River Valley this past year.
- On February 12, 2024, an on-demand service was launched for individuals in recovery. Once riders qualify for this service, they can book trips by using an app, website, or phone. A total of 576 trips were provided between February and June 2024.
- Community Transit Go was launched on April 8, 2024. This service provides on-demand transportation for elderly residents, or those with disabilities. A total of 539 trips were provided between April and June 2024. Ridership is maxing out current driver availability. We will be able to increase driver hours by three hours in FY25, however there is still a significant unmet need in New River Valley. NRVCS is working to expand this service in the future.
- NRVCS' School-Based Program continues to grow. The partnership with the local school systems began over 20 years ago and continues to strengthen – with more than 70 staff providing a combination of Case Management, Therapeutic Day Treatment, and Outpatient services across 40 schools in the New River Valley. In FY24-25, the NRVCS School-Based Program will be working with New River Community College (NRCC) to provide Outpatient Services on both campuses (Dublin and Christiansburg) to students experiencing mental health symptoms. This initiative is in response to a survey of first-year NRCC students who overwhelmingly identified mental health as the number one need of college-aged students.
- The NRVCS Permanent Supportive Housing (PSH) program added a Peer Recovery Specialist to its team in FY24.
- The NRVCS 23-Hour Crisis Center opened on July 1, 2021, and has provided access to 1,673 individuals since that time. During the first year, 149 individuals received crisis observation, assessment, and stabilization services. The multidisciplinary team of peers, clinicians, nurses, and psychiatric providers have supported an increased number of individuals each successive year.



The number of individuals who accessed care more than tripled in the second year of operation, totaling 513. An increase in the ability to serve continued in year three, partly due to staffing expansion and acceptance of individuals with a higher acuity level. During FY24, a total of 1,011 individuals accessed the center through self-referrals, referrals from family members, employers, diversions from hospital emergency rooms, emergency services, law enforcement, local universities, and referrals from a variety of community providers. NRVCS' is excited to continue to provide therapeutic stabilization services in the New River Valley community.

## Success Story

Shayna spent most of her life struggling to overcome mental health and substance use disorders. "It's really been trying at times," Shayna stated. "There have been days when I wasn't sure how I would make it through." Today, she finds herself looking towards the future with hope and optimism, thanks to the services and support received from NRVCS Assertive Community Treatment (ACT) program. Shayna shares, "this is the happiest I have ever been. When I started with ACT, I wasn't in the best place. I was unorganized and I wasn't taking very good care of myself. They've gotten me through a lot." Shayna became involved with ACT after being released from jail. The program has helped her better manage her mental illness and avoid hospitalizations. She's also finding success in recovery from addiction to opioids and stimulants thanks to the Medication Assisted Treatment (MAT) program. "I've learned a lot about myself," adds Shayna. "Most importantly, I've learned how to love myself." In addition to addressing her behavioral health needs, she is grateful to the ACT staff for helping her learn how to budget and better manage her finances. She has used those new skills to pay off a loan and purchase a washer and dryer. Shayna has taken an active role in her treatment with the development of skills she needs for successful, independent living, and has participated in community events that have helped her reach her goals. NRVCS is proud of her accomplishments. Shayna recently completed Peer Recovery Specialist Training through the NRVCS 401 Peer Center. She will be working on regaining her driver's license and reaching her goal of finding employment. When asked what advice she would give to others who are struggling she stated, "Don't give up, take your life mistakes and turn them into life lessons. . . It gets better. Everyone deserves to find their healed heart."



Trainings	Number Trained
Mental Health First Aid	291
REVIVE!	270
CIT	92

# Piedmont Community Services

*Serving Franklin, Henry, and Patrick counties and the City of Martinsville*



## Highlights

In 2024, Piedmont Community Services (PCS) reinforced its commitment to Diversity, Equity, and Inclusion (DEI) through several strategic initiatives aimed at enhancing both internal and external engagement. Recognizing the importance of cultural competency in service delivery, PCS launched a comprehensive DEI training program for all employees. This training is funded by a grant from the local Harvest Foundation and led by professors from Virginia Tech. Trainings will provide staff the skills to serve a diverse clientele with increased sensitivity and understanding, fostering a more inclusive workplace and enhancing the quality of care provided to clients.

PCS developed a new, modernized website designed to improve accessibility and user experience for clients, community partners, and employees. The website features enhanced accessibility tools and easier navigation to critical services and resources, ensuring that all community members can efficiently access the support they need.

As part of its broader marketing and communication strategy, PCS launched a new marketing partnership with Rudy's Girl Media to raise awareness about the services available to underrepresented populations. These efforts include more focused messaging and expanded marketing techniques through a branding kit with new logos, graphics, and templates for organizational use. Through these initiatives, PCS continues to break down barriers and ensure that mental health and substance use services are accessible and equitable for all.

Trainings	Number Trained
Mental Health First Aid	51
REVIVE!	397
CIT	63

## Success Story

Traci was born and raised in Virginia. Her first experience with substances was at age 11, after experiencing trauma and witnessing her family coping through substance use. "I saw my family using to feel better and thought I should try it. I pretty much used anything to push away the feelings I had. I was in constant turmoil for most of my life." After years of daily use Traci began living in her car, she was not eating or sleeping and was distanced from her family. "I can see now the damage and fear that I created in my family when I would come home while using." On July 4th, 2022, Traci asked her mother to get her into treatment. She received inpatient services through a variety of different locations. "When I came to Piedmont I was scared to death. I told myself I would do intensive outpatient services because I was determined to not use again. I was in a housing program when someone suggested I look into the PCS Recovery Residences. I was looking for safety and a structured environment." Traci credits the other women in the house with providing support. Her roommates worked on their recovery together, and she still maintains those relationships today. Traci was not sure if she was capable of securing employment, but began participating in PCS's occupational training services, Community Recovery Program (CRP). "Joining CRP was the first step of discovering what I was capable of. I was able to make money and feel a sense of pride. I was isolated before, but CRP helped me to be around others and become who I am now." Traci also participates in groups at the Pathways to Recovery Center where she has built relationships with other peers. "I felt accepted with the help of the staff. I didn't have self-esteem at first. They helped me to know that it's ok to struggle at times and accept that I don't have to be perfect. One of the best things to experience now is to see the cheerful look on people's faces when I walk up to them. People here smile when they see me coming into the building; and knowing that they are proud of me is something that is amazing."

Traci's new goal is to complete Peer Recovery Specialist training so she can be a part of showing others that recovery is possible for everyone. "Accomplishing goals for the first time in my life came from working the program, growing each day, and building a relationship with a higher power. I never did anything on my own before, but now I have relationships that can support me as I become independent. I have an apartment, purchased a car, started taking care of my health, and continue to build relationships with my family."



# Planning District One Behavioral Health Services

*Serving Lee, Scott, and Wise counties and the City of Norton*

The Planning District One Behavioral Health Services (PD1BHS) Prevention Team began building a relationship with Flatwoods Job Corp Inc. in FY23 when asked to train Flatwoods staff in Safe-TALK for Suicide Awareness Month. PD1BHS successfully trained 87 staff members on how to recognize the signs of suicide and how to connect a person to help. In February, PD1BHS set up a table at the Flatwoods Health Fair for the second year in a row. PD1BHS provided resources and giveaways to improve mental wellbeing to 72 students. In May of 2024, students were given a mental health presentation for Mental Health Awareness Month and a week later, PD1BHS trained 62 staff members in Youth Mental Health First Aid. PD1BHS continues to nurture this relationship, and plans to implement more training for Flatwoods Job Corp Inc. this coming September.

## Success Stories

Michelle (not her real name) is participating in the local Recovery Court Program. Michelle is a 51-year-old, mother of two, with a grandchild on the way. She is a successful businesswoman who is facing legal charges after experiencing issues with substance use. Aside from this current legal situation she has never been in any serious trouble. She considered herself to be a functional addict; while she experimented off and on for years with substance use, she noticed that prior to acquiring legal charges that addiction started to catch up to her. Michelle has made positive progress and is currently in the 4th phase of the program. She is maintaining her sobriety and working on rebuilding trust in her familial relationships. If she continues to do well in the program, there's little doubt that she will graduate the program free of the legal charges and move forward with a sober life. She will be prepared to take on familial responsibilities and the responsibility of being a new grandmother. Michelle has realized that to be successful she must distance herself from friends in active addiction. She is working on building healthy and sober relationships and has found that engaging in activities with others while sober is a great experience. Michelle has enjoyed



the connectivity that she has experienced and has realized that being engaged in groups are beneficial for her recovery. She is a proactive participant in all the groups and classes. Michelle is a person who cares about other people and animals. She likes to help others and takes pride in being able to give back to her community. Michelle decided that she wanted to do something special for her community service project. She put together comfort bags for area children and donated them to the local police station. This allows the officers to distribute comfort bags to help alleviate children's stress who may otherwise be frightened by police presence in their homes. Michelle stated, "With the program I feel like the structure that is set is what basically helped me to get away from risky people. I've surrounded myself with the people I've met in recovery and that has been a big factor in my recovery. My life has been a lot better due to the program. It helped introduce me to the meetings." If not for the program Michelle stated, "I wouldn't have known that the meetings existed. One of my goals is to hopefully sponsor women, because there's not a lot of women sponsors in our area. Helping other women will help me stay sober. The biggest thing I've learned in recovery to help keep me sober is to give back." For the future Michelle would like to chair her own meetings with the goal to help women. She feels trusted when she is asked to do helpful things in community meetings, and this has been one of the things that she's grateful for in recovery.

Tommy began attending Psychosocial Rehabilitation services at Independence House, almost 5 years ago after experiencing a long-term inpatient psychiatric hospitalization at Southwest Virginia Mental Health Institute in Marion, VA. When Tommy first began attending, he chose to isolate himself during socialization opportunities and did not engage with peers. Tommy now participates in all programming and has not experienced further inpatient psychiatric hospitalizations since beginning Psychosocial Rehabilitation services. Tommy engages in conversations, participates in skill building activities, peer groups and identifies his coping skills which he uses to manage the symptoms of his mental illness. Tommy now attends every day of programming offered and comments to staff that he enjoys attending clubhouse to see his "friends". Tommy continues to develop his social and communication skills and has grown by leaps and bounds from where he started 5 years ago!

Trainings	Number Trained
Mental Health First Aid	112
REVIVE!	12
CIT	52

# Southside Behavioral Health

*Serving Brunswick, Halifax, and Mecklenburg counties*

The Southside Behavioral Health (SBH) Virtual Care services began operations in 2023. This platform offers the option to provide virtual care through SBH's electronic health record (EHR), a Health Insurance Portability and Accountability Act (HIPAA) secure platform that connects all services directly. SBH currently has over 350 individuals who use this service on an intermittent or regular basis to see their therapist. SBH can also send forms across the platform to obtain signatures and provide individuals with therapeutic worksheets and other pertinent information. The platform has allowed SBH to provide services to individuals who are homebound, have issues with transportation and to those who are ill and unable to make it to the office for one or two of their scheduled appointments. The platform has also given SBH's therapists the ability to maximize their time by offering available appointments to individuals in other locations. This allows individuals the ability to receive therapy services sooner without having to wait for appointments where they live. The feedback has been good both from therapists and individuals in the community using the service.

The SBH Crisis Receiving Center (CRC) opened on October 1, 2023. The 23-Hour CRC accepts Emergency Custody Orders (ECOs), and provides all required services for adults admitted to the CRC. The center is located in South Hill, Virginia and is in the same building as the adult outpatient services. This allows services to transition easily and streamlines the clients' care.

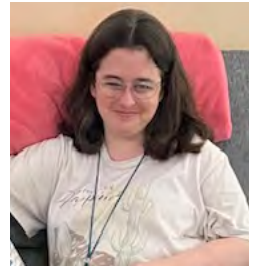
SBH and Southside Wellness Coalition members, Sergeant Jamie King of MCSO and Shelly Clary of the Virginia Poison Control Center hosted, "Hidden in Plain Sight" on April 21st, 2024, at the Bethany Baptist Church in Baskerville County from 3:00 to 5:00 p.m. The strategic partnerships in this event were SBH, Mecklenburg County Sheriff's Office, Southside Wellness Coalition, Trauma Awareness and Resilience Partners, Resilient Pathways, Virginia Poison Control Center, and the Virginia Department of Health. There were 78 people in attendance.

## Success Story: Jaclyn Geise

(update from last year's story)

Jaclyn was born with hydrocephalus and began having seizures at 10 years old. She is on medication and has not had

a seizure in 10 years. Jackie shared, "I have had grand mal seizures and complex partial seizures that affect one side of my body." Jackie stated, "I struggled academically and needed help with organizational skills. Things were hard for me, but I tried." Jackie didn't complete high school, "I just couldn't handle the work, and I had nobody to help me, so I dropped out and got a job." She lived in New York until the age of 13 and then moved to Florida. Her mother passed away in 2000. Her father remarried, but unfortunately passed a few years later. "Losing my mother and father was devastating, I had no one." She lived with her stepmother until 2021, then moved to Virginia to her brother and sister-in-law's land where she lived in a camper. "I was grateful, but the camper was not in good shape." She began attending day support and receiving case management services through SBH in 2021. "The first time my case manager visited she told me, this is not good, you deserve better." The camper served its purpose but was not meant to live in long term. Case Management services referred Jackie to Permanent Supportive Housing (PSH). She now has a one-bedroom apartment and is very grateful, "if I could hug the whole apartment, I would." Jackie shares, "When my brother and sister-in-law brought me here, they dropped me off and never turned back." Jackie struggled, as she was used to having them as her supports and felt a sense of abandonment. She began processing the experience in therapy and has come to terms with the distance and being on her own. She states, "I love being on my own. My brother called me once in the last year and a half, which is okay. I plan to live here for the rest of my life, so you're stuck with me, I'm bragging but I think I'm a pretty good tenant." Since Jackie moved into her apartment, she has faced struggles but continues to learn to live independently. Since being in PSH she has been approved for disability benefits. Jackie has purchased new furniture, learned to budget, shops independently, improved her cleaning abilities, does her laundry, and learned to prepare food. Jackie stated, "I want to continue to learn and grow and would like to keep doing what I'm doing and doing it well." Jackie has a PSH Coordinator that performs apartment inspections, provides support, and assists her in accessing resources in the community. Jackie's case manager assists her in coordination of care, advocates for her needs and assists her in accessing resources. Jackie attends day support services each week and receives outpatient counseling once a month. Jackie says, "if I lost services, I would be a complete mess, I need the services, that's what's keeping me going." She said, "I think I'm doing really well!" Jackie loves her apartment and is grateful for the people that have helped her. She states, "In other words, you're stuck with me!"



Trainings	Number Trained
Mental Health First Aid	65
REVIVE!	422
CIT	192



# DBHDS Region 4 | Regional Initiatives

## 2024 Highlights

Richmond Behavioral Health Authority (RBHA) directly operates the vast majority of regional programs and services on behalf of the catchment areas served by Region 4. During the year, the nine (9) regional programs providing direct service to individuals and families in Central Virginia had a combined impact of:

- 10,624 bed days of care, from reimbursement for hospitalization to directly operated crisis residential.
- 25,695 hours of direct services, from care coordination to mobile crisis response and stabilization.

**Region 4 continued building out a Crisis Hub through partnership with 988/Hopelink, which provided support to:**

- 26,896 Region 4 callers.
- Linked 376 people to supportive Regional Care Navigation for primary concerns of housing and health.
- Responded to 380 transfers from 911.

### Marcus Alert

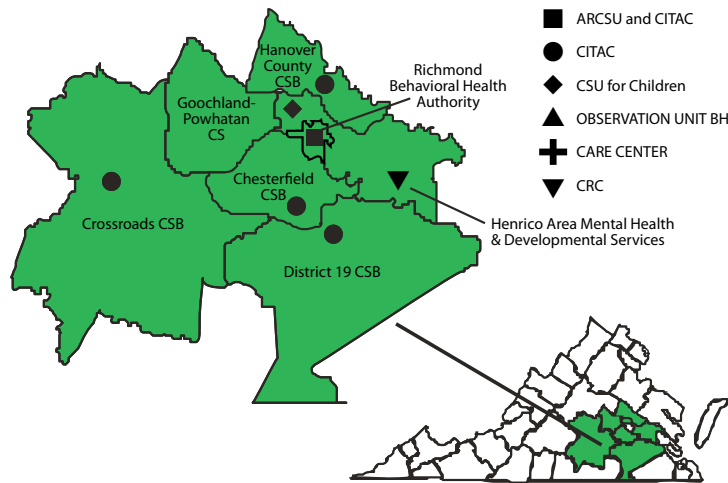
- In FY24, cross-system partners in Richmond and Chesterfield continued operating and monitoring the 911 triage framework and co-response teams. Additionally, after garnering community input over the course of FY24, the locality of Henrico implemented the Marcus Alert plan on July 1st, 2024. The Regional Marcus Alert Coordinator focused FY24 efforts on enhancing Marcus Alert-related coordination, education, and evaluation.

### 988 Communications

- In FY24, the Regional Programs Department worked to increase awareness and understanding of 988 and the broader crisis continuum across the region, with a specific focus on educating internal audiences. Region 4 partnered with Prevention Services representatives to distribute CSB-branded 988 t-shirts to employees of all CSBs across the region. Marketing efforts were also directed toward the development of an informational poster for CSB employees and other partners to use when referring individuals to regional crisis services.

**In FY24, Region 4 continued to provide opportunities for staff training and development through delivery of:**

- 9 Peer Trainings for 213 hours.
- 39 STEP-VA Trainings for 789 attendees.
- 1 Marcus Alert training for 58 attendees.
- 13 training courses for Service Members Veterans and Families.



Utilization Management Programs	Service Unit	Region 4
Local Inpatient Purchase of Service (LIPOS) Adult	Individuals	187
	Bed Days	1,426
LIPOS Youth	Individuals	n/a
	Bed Days	n/a
State Hospital Adult	Individuals	735
	Bed Days	75,297
State Hospital Older Adult	Individuals	98
	Bed Days	12,249
State Hospital Youth	Individuals	58
	Bed Days	1,222
Discharge Assistance Plan (DAP)	Individuals	136

State Hospital Data does not include forensic bed days. State Hospital Data Source: DBHDS Bed Utilization Report FY23. The Utilization Management Programs listed are all regional.

Crisis Programs	Service Unit	Region 4
CIT Assessment Center	Individuals	1,218
Crisis Stabilization Units – Adult (CSU)	Individuals	389
	Bed Days	2,529
Child CSU	Individuals	120
	Bed Days	1,537
Adult Mobile Crisis	Individuals	596
	Service Units	7,951
Child Mobile Crisis	Individuals	613
	Service Units	4,221
REACH Crisis Therapeutic Home	Individuals	51

NOTE: The CSUs and Child Mobile Crisis programs may be managed by individual CSBs in the region and other CSBs may occasionally utilize the services if practical due to proximity.

# Chesterfield Community Services Board

## Serving Chesterfield County

- Chesterfield CSB (CCSB) spent FY24 developing a new electronic health record (EHR). The Netsmart NX system went live July 1, 2024. The system includes enhanced end-user functionality, built-in telehealth, a client portal, lab interface, user-friendly client statements, key performance indicator dashboards and more.
- Prevention services disseminated over 5,000 prescription drug disposal pouches and distributed over 200 locking devices (locking medication bags and gun locks) to the community. Merchant education was provided to 216 tobacco retailers and 104 gambling retailers. 223 Signs of Suicide Lessons were taught to 7th and 10th graders in every Chesterfield middle and high school.
- CCSB won a National Association of Counties (NACo) Award for Mental Health is Ageless (a suicide awareness campaign targeting older adults and their caregivers) and was part of the County's NACo Award for Secondary Traumatic Stress (STS). Many initiatives were implemented last year to address STS such as Resilience Buddies, Wellness Wednesdays and implementing the Trauma Informed Leadership Team.
- Chesterfield Recovery Academy completed its second year of operation. 38 students were served this year with 10 graduating from high school and the remaining students completing their current grade level, with 15 students gaining employment during this year. 200 clinical/recovery groups were held and 1,500 individual clinical sessions. Students achieved 79 months of sobriety while in the program.
- The Permanent Supportive Housing (PSH) Program served 30 individuals with behavioral health needs who would otherwise experience homelessness. This past year, the program had a 3% eviction rate (1 person) despite Virginia having a 23% eviction rate which is twice the national average. 89% of individuals are now linked with a primary care provider.
- Substance Use Services implemented a Peer Recovery Outreach (PRO) team that builds connections and relationships with community stakeholders, connects with individuals in need, links them with treatment and recovery resources, and provides one-to-one peer coaching and mentoring. The team provided 2 weekly peer-run groups in the Jail's Helping Addicts Recover Progressively (HARP) program and helped support 25 individuals with financial assistance to recovery housing, assisted with the Medication Assisted Treatment (MAT) bridge process, provided outreach to hotspot areas, and interacted with over 200 individuals this past year.
- CCSB implemented the Relias Learning Management System which has over 2500 courses specific to behavioral health topics that are now available to staff for training and development.



- Recognized as an "Information Access Champion" by the Virginia Board for People with Disabilities, underscoring the dedication to accessibility, inclusion, collaboration, and continuous process improvements for individuals with disabilities.
- Coordinated to have the dental bus come to the Chesterfield County complex on several days to provide free dental care to 56 individuals with developmental disabilities.
- Through social media posts and other campaigns via videos, billboard, TV and radio ads, CCSB had a reach of over 1 million viewers. The CSB Facebook page had a reach of 96,400.

## Success Story

In collaboration with Chesterfield County Police Department, the Emergency Communication Center, Psychiatric Rehabilitation Services (PRS) Crisis Link, Inc., Richmond Behavioral Health Authority, and CCSB completed the first year of implementation of the Marcus Alert protocols including the development of two Co-Response Teams (CORE). The CORE teams consist of police and behavioral health crisis clinicians responding to behavioral health concern calls in the community. 2,796 calls were answered by the 988-call center and 449 co-response calls were completed. 254 (57%) of co-response calls were able to divert from hospitalization by providing a lower level of care in the community. 16 (.04%) resulted in arrest and 37 (.08%) were juveniles. In-person crisis evaluations increased from 767 in FY23 to 985 in FY24. CORE played a significant role in the mental health and stability of youth, forming bonds and relationships with schools throughout the County. One school provided a "Thank You" breakfast to the police officers and co-response clinicians for the positive collaboration in addressing the needs of children in Chesterfield schools.

Trainings	Number Trained
Mental Health First Aid	89
REVIVE! / Naloxone	2,793
CIT	146

(This reflects the number of boxes of Naloxone distributed to county residents.) This better reflects the outreach across the County.



# Crossroads Community Services Board

Serving Amelia, Buckingham, Charlotte, Cumberland, Lunenburg, Nottoway and Prince Edward counties

Crossroads Community Service Board (CCSB) hosted a week-long Crisis Intervention Teams (CIT) training exercise for local emergency responders in February, successfully training 11 attendees in recognizing and de-escalating mental health crises, as well as referring those individuals to emergency mental health treatment. The training included education on various mental health symptoms, de-escalation techniques, visits to treatment facilities in the area, mental health law, and cultural issues that must be considered. A large part of the training is devoted to scenarios of mental health crisis, in which CIT trainers play various real-life roles in a crisis that must be resolved by officer trainees according to CIT principles. CIT events train a diverse spectrum of responders including local law enforcement, 911 dispatchers, therapists, state police, jail staff, probationers, and ambulance staff.

CIT’s primary goal is diverting individuals in crisis from jail to emergency mental health treatment, but communities derive other benefits as well, including fewer injuries to both officers and those in crisis and improved law enforcement relations with the



communities. CCSB’s CIT program has operated a CIT Assessment Center (CITAC) on the Farmville campus since 2019. The CITAC maintains an off-duty officer 8 hours per day on-site, allowing local officers on patrol to transfer custody of an individual in crisis and under Emergency Custody, and quickly return to patrol duties, helping local law enforcement in maintaining patrol coverage in the community.

## The Crossroads CSB Back-To-School Event was Filled with Families, Fun, and Food



Approximately 200 people attended the event. The children enjoyed the water slide, bouncy house and face painting.



Trainings	Number Trained
Mental Health First Aid	1
REVIVE!	394
CIT	10

# District 19 Community Services Board

*Serving Dinwiddie, Greensville, Prince George, Surry, and Sussex counties and the cities of Colonial Heights, Emporia, Hopewell, and Petersburg*

District 19 Community Services Board (D19CSB) Crisis Intervention Team (CIT) Crisis Assessment Centers (CAC) serve as assessment sites for law enforcement to use as an alternative to incarceration via transfers of Emergency Custody Orders (ECOs), and as service access points for individuals presenting with various crises. The CACs are staffed with Clinical Personnel, Peer Support Specialists, and Law Enforcement Officers to provide immediate crisis intervention for individuals who present with a mental health, substance use, or situational crisis to reduce the number of unnecessary hospitalizations and incarcerations in the community. The South-Central CAC has worked to increase usage of the sites by law enforcement, community stakeholders, hospitals, concerned families, and citizens within the D19CSB catchment area through community outreach and presentations. Telehealth options are also available to access immediate crisis care. Visitors to the site can also access additional services such as peer recovery support, transportation, prescription assistance, and linkage to community providers to meet identified needs. The CACs provided services to 282 individuals.

**D19CSB Same Day Access (SDA) Program** is dedicated to efficiently addressing the needs of the diverse communities. To achieve this, SDA programs across the service area have collaborated to standardize processes and support each other during peak times. We are also enhancing partnerships with community organizations to offer integrated behavioral health care. Additionally, the SDA Program is working closely with Petersburg Public Schools to refine School-Based Case Management Services and with local military-focused organizations, including the Veteran Community Network of Central Virginia, to improve support for Service members, Veterans, and their families (SMVF). The program remains committed to evolving in response to community needs. Assessments are conducted in person and via telehealth. D19CSB provided 1,333 SDA assessments in FY24.

**D19CSB Mental Health Outpatient Program (MHOP)** is available for adults, children, and families experiencing various mental health and behavioral issues. The service is designed to be time-limited, 10-12 sessions, but is based on the assessed treatment needs of the individual. Qualified clinicians utilize a variety of evidence-based, trauma-informed treatment approaches and modalities in providing outpatient treatment including, but not limited to Person-Centered Therapy, Cognitive Behavioral, Motivational Interviewing, and Third Wave therapies. The MHOP team is expanding its understanding of SMVF needs and enhancing consultation and supervision among clinicians through regular meetings. This effort aims to strengthen skills and develop comprehensive assessment and resource lists. The



MHOP programs continue to diligently meet the high community demand. Program participants are referred to community support post-discharge to ensure continuity of care.

## Early Intervention Services

District 19's Infant & Toddler Connection (ITC) is currently serving 164 families. Early Intervention supports and services focus on increasing the child's participation in family and community activities by using evidence-based practices such as coaching to support overall development. In FY24 D19CSB purchased specialized bedding, compression garments (to support sensory development), chewy tubes (to support feeding and sensory concerns), and customized head helmets. Three staff have trained in Mental Health First Aid, one staff member is completing the endorsement of Virginia Infant Mental Health (VAIMH), and plans for two additional staff members to complete this training.

The D19CSB Prevention team observed Recovery Month with an interactive "vendors fair." Consumers had the opportunity to access community-based services including behavioral health support, social services, housing services, employment services, and wellness. The day culminated with games, door prizes, lunch, and music. The Prevention Team partnered with the Student Counseling Department at Virginia State University (VSU) to sponsor the Annual Suicide Prevention Walk. Over 300 community members and VSU students, walked to increase awareness of the prevalence of suicide and to provide community and university resources available to reduce the risk of suicide.

Trainings	Number Trained
Mental Health First Aid	69
REVIVE!	147
CIT	3



# Goochland Powhatan Community Services

*Serving Goochland and Powhatan counties*

In 2024, Goochland-Powhatan Community Services (GPCS) had a 98.8% retention rate. We used 3 strategies that boosted employee and consumer satisfaction to over 90%. Most employees do not have issues with showing up for work, trusting teammates, or finding satisfaction in their work. GPCS surveyed employees, listened to the feedback, and created systems that are win-wins for employees, the community, and the consumers.

**Strategy 1:** Use Data to Build Trust — The employee satisfaction surveys revealed a greater need for interagency communication and the need to recognize the value of employees. Conversations identified the need for additional training, support, workflow management, and supervision to help staff grow. The Executive Director provided articles on leadership, how to plan with vision, and how to avoid toxic cultures. The supervision supports staff, evaluates effectiveness, and assists staff in aligning programs with a greater strategic plan. GPCS managers attended a leadership program on how to better the workplace culture, how to build up managers and staff, and how to be effective in guiding the programs that serve people.

**Strategy 2:** Workplace Culture — The GPCS staff are made to feel safe, and valued and are encouraged to take lunch breaks, vacations or call out when sick. The staff are accountable for work responsibilities and take pride in a job well done. GPCS staff have the creativity and freedom to make the job position better and support colleagues. Staff actively seek the opinions and insights of staff who “work in the trenches” and make the magic happen with consumers. Staff learn from mistakes by making changes when necessary and having open conversations that make all staff more effective.

**Strategy 3:** Improving outcomes through partnerships and simplifying systems — Allow employees to be a part of solving problems, building relationships, and taking credit for the amazing wins has allowed for improved outcomes. GPCS staff simplified systems allowing employees to spend less time on simple tasks and more time to focus on tasks that drive mental health services.

**Outside Partnerships:** Leaders making things happen! - The GPCS Prevention Department consists of 2 staff who have been limited to the number of community events they were able to host in the past. This year GPCS was able to be involved in over 20 community events. GPCS staff partnered with stake-



holders, and created an exponential impact in the community. One event is pictured below. The Rural Substance Awareness and Action Coalition (RSAAC) Secretary had a table at the Active Aging Expo in Goochland. GPCS made connections with stakeholders serving community members 65 and older. This demographic is increasing in the catchment and has unique treatment, prevention, and recovery needs. RSAAC is a larger organization than the GPCS, so by partnering together we are able to support healthy aging.

## Success Story



### GPCS School-Based Program

GPCS partnered with the district schools by providing one clinician in Powhatan and one in Goochland. The first year was a success and the feedback received was “can we get more clinicians?” Both school districts applied for the Department of Behavioral Health and Developmental Services (DBHDS) school-based grant and were awarded the grant. The funds enabled GPCS to expand the school-based program and hire three additional full-time clinicians to be based in the schools. Above are staff providing education and resources to students and parents in the community. GPCS is grateful for the opportunity to continue growing the community partnerships with the schools!

Trainings	Number Trained
Mental Health First Aid	49
REVIVE!	25
CIT	5

# Hanover Community Services Board

Serving Hanover County



During the month of May, students, faculty, and staff at Hanover County middle and high schools came together to recognize that Mental Health Matters. The Behavioral Health Wellness team, school-based CSB clinicians and school counselors collaborated together to engage students in reflective activities and discussions aimed at building skills and language around mental health. Different schools embraced daily themes to promote strategies for managing stress, such as wearing T-shirts that reflect mood-lifting music and providing students with stickers, bookmarks, and resources to start conversations about mental well-being. Students also participated in interactive activities like answering True/False questions about mental health and spinning a wheel to win prizes such as fidget toys and mental health stickers.

The Hanover County Behavioral Health Team has also launched a website and monthly newsletter to support the entire community.



Trainings	Number Trained
Mental Health First Aid	27
REVIVE!	157
CIT	13



# Henrico Area Mental Health and Developmental Services

Serving Charles City, Henrico, and New Kent counties

## Record-breaking National Association of Counties (NACo) Awards

For the nineteenth consecutive year, Henrico County has won the most awards in one year of any county in Virginia! With 52 awards out of 62 entries, it is also the most won by Henrico in the last 25 years.



“Year after year, the outstanding and innovative work of employees of Henrico County and Henrico County Public Schools shines under the spotlight of the NACo Achievement Awards,” County Manager John A. Vithoulkas said. “The 52 awards in 2024 are, quite possibly, the highest total ever. I applaud the employees for their energy, dedication, and creativity and for putting their hearts into doing all they can to make Henrico the best place it can be to live, work, play, and visit.”

Henrico Area Mental Health & Developmental Services (HAMHDS) was recognized with nine awards, nearly a fifth of Henrico’s total, and the most awards for a single general government department this year. Here are a few of the standout projects!

### Substance Use Overdose Response Program

This effort is a joint one developed by the Addiction Task Force Treatment Subcommittee to provide easy access to services. A bracelet with a pro-recovery message, the phone number of a peer, and the link to the bouncebackhc.com website was developed. The bracelet is widely distributed by police, fire, mental health, etc. The phone number is to a peer embedded in the Department of Fire. The peer assists the individual with linking to services and recovery support when the individual reaches out in an effort to reduce overdoses and increase the likelihood of recovery.

### Forensic Discharge Program

HAMHDS has three forensic discharge planners to develop release plans for the seriously mentally ill in Henrico Jails. These providers ensure that the individual is linked to treatment, entitlements, medical care,



housing when available, and other resources needed to ensure success upon release. This program has extremely successful outcomes, as only 3% of those who have participated in it have reoffended.

### Suicide Prevention Series

The HAMHDS team partnered with New Kent County Schools and the Virginia Chapter of the National Alliance for the Mentally Ill (NAMI) to provide suicide prevention training to all New Kent County high school students, teachers, and administrators. Parents were also invited to attend the training. The training was well-received by both students and adults. It linked several youths to care and assisted multiple people with recognizing warning signs in friends and family and learning how to respond.

### List of the nine HAMHDS programs receiving a NACo Award:

- BH Equity Working with the LGBTQIA2S+ Community, HAMHDS
- Comfort Boxes, HAMHDS
- Substance Use Overdose Response Program, HAMHDS
- Strengthening Supervisory Intercultural Competence 2024, HAMHDS
- Forensic Discharge Program, HAMHDS
- Suicide Prevention Series, HAMHDS
- Conflict Resolution Groups for Youth in Juvenile Detention, HAMHDS
- CARE (Child-Adult Relationship Enhancement) Training, HAMHDS
- Mobile Response Team, HAMHDS

Trainings	Number Trained
Mental Health First Aid	174
REVIVE!	456
CIT	81

# Richmond Behavioral Health Authority

## *Serving the City of Richmond*

Richmond Behavioral Health Authority (RBHA) turned the page in FY24 on another year of innovation and service to RBHA clients. This year, RBHA served 13,147 individual clients across all service lines. It was also a year of transition as we bid farewell to our retired CEO, Dr. John Lindstrom, who served RBHA for 26 years (10 years as CEO). We embark on a new chapter together with our new CEO, Cristi Zedd, LCSW. The vision under her leadership is to provide the highest quality of care, strengthen community partnerships, and increase investment in the workforce. RBHA looks to the future with optimism and a renewed appreciation of the staff and those we serve. Together, we are fearless.

### **RBHA Highlights for FY24:**

- Successfully opened the Crisis Receiving Center at the RBHA North Campus.
- Began transition to a new Electronic Health Record (EHR) that will go live in FY25.
- Developmental Services was awarded 32 Waiver Slots, clearing the Priority 1 waitlist by the end of FY24.
- Expanded Therapeutic Day Treatment (TDT) services to serve over 400 students in 24 schools.
- Expanded Region 4 mobile crisis services to 24/7/365 across the lifespan.
- Began a 5-year Pregnant and Parenting Women Substance Abuse and Mental Health Services Administration (SAMHSA) grant to fund serving women and their children at our residential North Campus facility (over 150 families served in FY24).
- Served 998 unique individuals at the Primary Care Clinic. (855 referred to services).
- Transitioned Part C to new state database for Early Intervention – TRAC-IT.
- Achieved 100% compliance on Federal indicators for Part C services with annual Department of Behavioral Health and Developmental Services (DBHDS) Compliance Indicators Measurement and Verification (CIMV).
- Implemented enhanced contingency management system for pregnant and parenting women to meet basic needs of women and their children, and to address barriers to women staying in on-going treatment.
- Prevention engaged in 20 resource/information sharing events throughout the City of Richmond.
- Successfully implemented School-based Mental Health services utilizing 6 clinicians in various schools.
- Renovated the playground of the North Campus Children's Services Center.
- Continued to build capacity with a newly developed play group by partnering with Richmond Public Libraries.
- Reinstated in-person gender-specific outpatient groups with a 30 % increase in attendance.
- Continued Autism Diagnostic Observation Schedule (ADOS) clinic collaboration with Commonwealth Autism and Richmond Public Schools.
- Successfully began using the state Virginia Crisis Connect (VCC) platform for 988 Mobile Crisis Dispatch.
- Fielded 555 referrals to the North Campus Residential Substance Use Disorder (SUD) Treatment program.
- Provided 80 hours of community training to help expand capacity of professionals and family members in Virginia to successfully work with individuals with Intellectual and Developmental Disabilities (I/DD) and psychiatric conditions; this included the training of over 300 First Responders in the region.
- Mobile Crisis Response, Community Stabilization and Residential Services (Crisis Therapeutic Homes and Adult Transition Home) all exceeded RBHA targets for hospital diversion in FY24.

### **Success Story**



Christopher grew up in Richmond and has a 6-year-old daughter. A Percocet addiction brought him to RBHA and he participates in the Office-Based Addiction Treatment (OBAT) clinic. When asked what motivates him on his road to recovery, Christopher says, "Myself, my daughter, my grandparents, wanting to not be dependent on drugs, to be able to function on a daily basis, and have more money in my pocket." He had a good experience with the Richmond Integrated Community Health (RICH) Recovery Clinic and believes the best part is being able to go to the OBAT groups. He enjoys receiving his services in one location. When asked about what his goals are for the future, Christopher says, "Taking classes to be a peer specialist and to work as a peer at RBHA." When asked what he would say to people interested in coming to the RICH Recovery Clinic, Christopher says, "If you want to change, this is the place to be, but you gotta really want to do it."

Trainings	Number Trained
Mental Health First Aid	129
REVIVE!	116
CIT	106



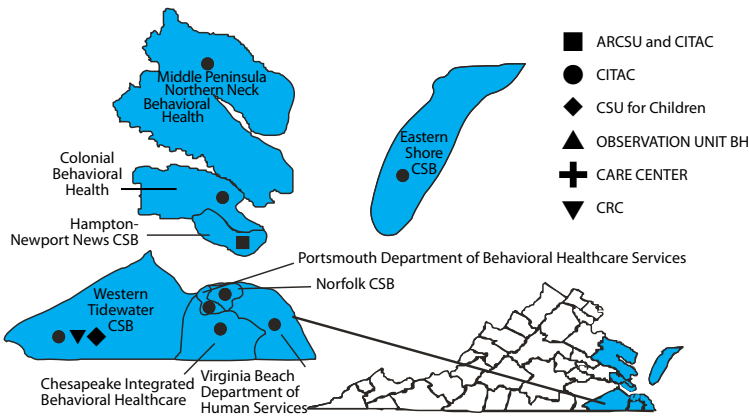
# DBHDS Region 5 | Regional Initiatives

## 2024 Highlights

Region 5’s Mobile Crisis Dispatch and Call Center are managed at Western Tidewater Community Services Board (WTCSB). Region 5 demonstrates a dedication to public safety that is underscored by the acceptance of Region 5 Dispatchers into the Association of Public-Safety Communications Officials (AAPCO). This recognition highlights adherence to the highest standards in emergency communications and dispatch services. It reflects rigorous training programs, advanced technology, and the expertise of staff. Region 5’s goal is to certify all staff in Public Safety Telecommunications and Law Enforcement Communications. There are three Dispatchers accredited as Certified Training Officers (CTO) through AAPCO. This year, the team has managed over 2,300 dispatches, which demonstrates the team’s ability to handle high call volumes with precision and reliability. Region 5’s robust dispatch system ensures prompt and accurate responses, providing critical support to both first responders and the community. Response times average around 44 minutes and 21 seconds. This rapid response is crucial in emergencies, where every second counts. Continuous investment in technology and training are key factors in maintaining, and improving, these exceptional response times.

Region 5 takes pride in collaborating with local government agencies, private sector partners, and community organizations, creating a unified approach to public safety. These partnerships enable Region 5 dispatchers to effectively respond to a wide range of incidents, fostering a safer and more resilient community. In Region 5, there are twenty-two Public Safety Access Points (PSAPs). Of these, thirteen have signed Memorandums of Understanding (MOUs) to transfer calls to 988, with ten receiving additional training on call transfers. WTCSB maintains MOUs with 105 private mental health providers that offer Mobile Crisis Response and Crisis Stabilization. In FY24, Private Mobile Responders addressed 1,133 of the 2,311 dispatches in Region 5. Region 5’s work exemplifies a model of public-private collaboration that addresses immediate safety concerns and also contributes to long-term community well-being. By aligning goals with those of community partners, this ensures that services remain at the forefront of industry standards and continue to meet the evolving needs of the population.

AAPCO certification, impressive dispatch volume, swift response times, and strategic partnerships collectively demonstrate unwavering commitment to excellence in emergency communications and community safety by Region 5, noting, “We are proud to set benchmarks for quality and efficiency in our field.”



Utilization Management Programs	Service Unit	Region 5
Local Inpatient Purchase of Service (LIPOS) Adult	Individuals	n/a
	Bed Days	n/a
LIPOS Youth	Individuals	n/a
	Bed Days	n/a
State Hospital Adult	Individuals	1,226
	Bed Days	107,744
State Hospital Older Adult	Individuals	149
	Bed Days	16,051
State Hospital Youth	Individuals	99
	Bed Days	1,432
Discharge Assistance Plan (DAP)	Individuals	227

State Hospital Data does not include forensic bed days. State Hospital Data Source: DBHDS Bed Utilization Report FY23. The Utilization Management Programs listed are all regional.

Crisis Programs	Service Unit	Region 5
CIT Assessment Center	Individuals	n/a
Crisis Stabilization Units – Adult (CSU)	Individuals	345
	Bed Days	1,961
Child CSU	Individuals	97
	Bed Days	1,364
Child Mobile Crisis	Individuals	655
	Service Units	12,059
REACH Crisis Therapeutic Home	Individuals	45
Tidewater Cove ALF (WT)	Individuals	n/a
Community Crisis Beds (MPNN)	Individuals	45
Transitional Living (VB)	Individuals	20

NOTE: The CSUs and Child Mobile Crisis programs may be managed by individual CSBs in the region and other CSBs may occasionally utilize the services if practical due to proximity.

# Chesapeake Integrated Behavioral Healthcare

*Serving the City of Chesapeake*



## Success Story

Our journey with the Infant and Toddler Connection of Chesapeake Integrated Behavioral Healthcare (CIBH) began in August 2022, when our foster son was diagnosed with Congenital Muscular Torticollis, a condition that negatively affects the range of motion of the neck. As a result, he had significant difficulty rotating his head from side to side, ultimately resulting in the need for physical therapy and a prescribed cranial orthotic helmet to treat his positional plagiocephaly. Prior to meeting the Service Coordinator and Physical Therapist, my husband and I experienced feelings of uncertainty and fear for the future. We lacked an understanding of our foster son's diagnosis and treatment plan. Following the first meeting with the Infant and Toddler Connection team, we felt an immediate sense of relief learning that his condition was treatable at an early age. We were greeted with warmth, kindness, and compassion and felt confident with the team. The Service Coordinator and Physical Therapist provided insight, support, and carryover exercises to facilitate our foster son's success, all in the comfort of our home. We experienced an overlap of services when we welcomed our second foster son, who at the time was 10.5 months old, only 7 months older than our first. Having such a positive experience with the Infant and Toddler Connection, we sought guidance from the Service Coordinator when we began noticing sensory and behavioral needs. She continued to be incredibly supportive and knowledgeable, and with a referral from our pediatrician, scheduled an evaluation for occupational therapy. Consistent with our first experience, we felt heard, supported, and encouraged throughout a very trying time. While receiving physical therapy for Torticollis, our first foster son was also diagnosed with a swallowing delay, causing him to remain on pureed food and formula for a prolonged period. He began receiving



feeding therapy with an Occupational Therapist, and at that time we had never felt such gratitude for the continued love, support, and encouragement from our Service Coordinator and service providers. There were many days in which my husband and I felt overwhelmed and discouraged and without their unwavering compassion the discouragement may have turned to defeat. In addition to physical and occupational therapy, both boys would later receive speech/language therapy for expressive language delays. Once again, we were met with kindness and reassurance that, with treatment and home-carryover, the boys had a high chance of success. I am elated and proud to say that as of August 2024, both of our foster sons have been discharged from all early intervention services as they have met their developmental milestones and are living happy, active, and fulfilling lives. They are both enrolled in a Discovery Preschool class with same-aged peers, enjoy going to baseball games, playing in the backyard, dancing, doing arts and crafts, spending time with family and friends, and reading books. They have both achieved so much at such an early age and we can confidently attribute much of that success to the services received through the Infant and Toddler Connection of CIBH. The skills learned will stay with them throughout their childhood and adult lives and the compassion we were shown as a family has had a profound impact on our hearts. The power of professional early intervention cannot be overstated. Thank you, Infant and Toddler Connection of CIBH!

Trainings	Number Trained
Mental Health First Aid	68
REVIVE!	59
CIT	n/a



# Colonial Behavioral Health

Serving James City and York counties and the cities of Poquoson and Williamsburg

## 2024 Highlights

### Permanent Supportive Housing (PSH)

PSH was established with funding for 25 PSH units and Colonial Behavioral Health (CBH) worked in earnest to launch this new program. The program has been staffed with a new PSH Manager, Housing Case Manager, and Housing Support Specialist. Relationships have been formed with local landlords and referral sources, resulting in the housing of four (4) individuals and several referrals in progress.

### Communications

In an effort to enhance the communication efforts, CBH expanded its social media platform to include Instagram and launched a newly redesigned and mobile responsive website.

### Prevention Services

CBH had the honor of hosting the eighth Annual Shatter the Silence event this year with the theme, Stronger Together – we are stronger when working towards a happy and healthy society. Unfortunately, Tropical Storm Ophelia postponed initial plans, and the event was rescheduled to Nov. 18 at Bruton High School with over 78 youth and their families in attendance. The event consisted of a youth panel, resilience activities, two presentations - Red Flags when Texting by the Michelle Peterson Foundation and Talk Saves Lives by Robert Hammack, CBH-Health Promotion Specialist, and a Networkfest of 14 area prevention, treatment, recovery and support providers.

### Integrated Care

In May, CBH implemented integrated care services at Olde Towne Medical and Dental Center by providing behavioral health consultation, assessment, direct clinical services and linkage to community resources in order to support an individual's recovery and wellness goals.

### Strategic Plan 2024–2029

In June, CBH adopted a five (5) Year Strategic Plan with updated mission and vision statements to help guide service development, enhancements and delivery in the coming years.

Trainings	Number Trained
Mental Health First Aid	60
REVIVE!	n/a
CIT	42



### Crisis and Access Services

FY24 brought forth an unexpected opportunity to implement a major expansion of the crisis services continuum. Governor Youngkin's Right Help Right Now plan included the development of a Crisis Receiving Center and a Crisis Stabilization Unit on the surplus Eastern State Hospital site. CBH began development of a Mobile Crisis Response Team with an implementation date of July 2024. CBH is proud to announce that Patty Harrigan, the new Director of Crisis and Access Services, joined the team in June of this year.



### Success Story

After a lifetime of abuse, People's Place feels like adult therapy school. I didn't get to experience access to a safe place to explore things I enjoy like art, exercise or learning helpful life skills when I was growing up. This place has allowed me to explore painting and I am excited about the creative writing exercise we are going to be doing in the Coping Skills Group. Things I always dreamed of doing but lacked the funds and resources. I've gone from having a social phobia, being an agoraphobe and recluse to being around people...not even knowing I had these diagnoses. Thanks to all the staff at People's Place, therapists, peers, and programs like People's Place. The world isn't as horrifying as I once thought it was. Thank you CBH staff!

# Eastern Shore Community Services Board

Serving Accomack and Northampton counties

## 2024 Highlights

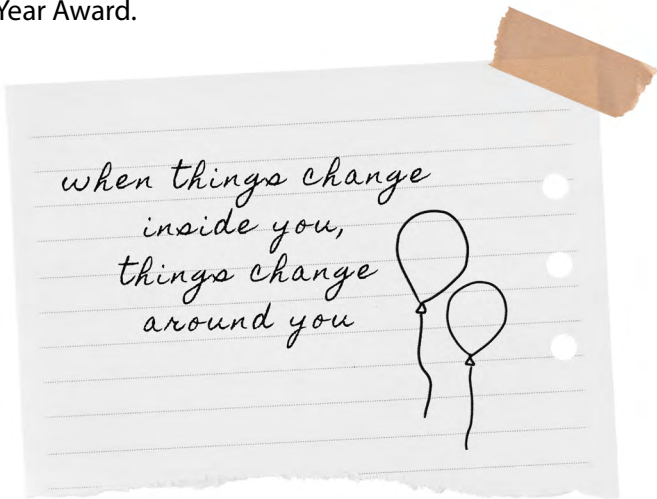
### Harm Reduction Vending Machines



The Eastern Shore Community Services Board (ESCSB) purchased two vending machines to boost community harm reduction efforts. The machines are located at both of ESCSB's outpatient facilities. Available for free during business hours, the machines dispense naloxone, gun locks, drug deactivation kits, fentanyl test strips, cookers, condoms, wound care kits, and other vital supplies. In the first month, over 70 items were dispensed. For more information, please visit [escsb.org/harm-reduction](https://escsb.org/harm-reduction).

### Crisis Intervention Team (CIT) and Emergency Services

ESCSB Emergency Services conducted 467 crisis evaluations, diverting over 65% of individuals from hospitalization. Alongside the 300 law enforcement officers trained in CIT, over 200 citizens have completed Verbal De-escalation training. Our CIT Coordinator, John Konkell, received the VA CIT Coordinator of the Year Award.



Trainings	Number Trained
Mental Health First Aid	111
REVIVE!	260
CIT	300

## Success Stories

### Developmental Services



"I'm living my best life!" Herbert Holden exclaims whenever he sees his Support Coordinator. His daily joy, bright eyes, genuine smile, and easy chuckle says it all.

In 2022, Herbert moved from a Group Home to Sponsored Residential Services. He was frustrated, unhappy with his life, and was facing significant medical challenges, including frequent falls. Since moving in with his sponsor, his life has completely turned around. Herbert has had no more falls, he is at a healthier weight, and most importantly has a love for life.

In the past two years, he's cruised to the Bahamas twice, attended a Washington DC music festival, and enjoyed Busch Gardens and Water Country. His current goal is to lose enough weight to transfer comfortably on a plane to see more of the world.

Between vacations, Herbert enjoys Community Engagement and Group Day Services, going to movies, visiting the zoo, walking dogs at daycare, getting ice cream, and hanging out with his friends. At home, he cares for a special friend named Gia, a fluffy, tan and white ball of energy who loves him unconditionally. Herbert is grateful for the life he has now. He looks forward to each new day.

Herbert truly is living his best life.

### Psychosocial Rehabilitation Services



Known as "Meteorologist Mike" at Clubhouse for his keen interest in tracking the weather, Michael is always ready to lend a helping hand and bring laughter through his playful pranks and jokes.

Michael has been receiving services from ESCSB since 2010 and cherishes the sense of community at Clubhouse, where he engages in activities, socializes with friends, and utilizes the computer facilities. Despite mobility challenges, Michael values the independence and support provided by Clubhouse, allowing him to stay connected and engaged.



# Hampton-Newport News Community Services Board

Serving the cities of Hampton and Newport News

## 2024 Highlights

### Property and Housing

In FY24 homeless and housing services integrated offering a continuum of housing services from street outreach, emergency and interim housing, permanent supportive and independent housing options. This integration led to a one year 43% exit from Projects for Assistance in Transition from Homelessness (PATH) Enrollments into Permanent Supportive Housing (PSH). This was a huge success!

### Crisis Receiving Center

In March, Hampton-Newport News Community Services Board (H-NNCSB) held a Ground-Breaking Ceremony for the new Crisis Receiving Center, the BJ Roberts Behavioral Health Center. The center will offer a comprehensive crisis approach enabling walk-in, first responder drop off or mobile crisis directed access. The center will co-locate with the Crisis Intervention Team Assessment Center (CITAC), an expanded Crisis Stabilization Unit (CSU), 23-Hour services, Emergency Services (ES) & Marcus Alert Crisis personnel. H-NNCSB anticipates ribbon cutting in early 2025.

### Regional Crisis Stabilization Center (RCSC)

- The adult CSU served 342 individuals.
- Substantially reduced barriers to acceptance and admission reducing medical clearance requirements.
- Began utilization of the Advanced Pharmacy Solutions (APS) Passport Machine enabling maintenance of medications onsite.

### Emergency Services (ES)

- H-NNCSB's ES program continues to account for 31% of all prescreening evaluations in Region 5.

### Marcus Alert and the CSB Mobile Crisis Response Team

- Completed the first full year with co-responder coverage /7 days a week.
- 90% of responses led to alternatives other than an emergency custody order (ECO).
- Partnering with Hampton Police, Fire, 911 and Sentara to expand mobile crisis with a CSB clinician & medic for calls not requiring police.
- Provided 988 education and awareness to community partners and coordinated with law enforcement partners, by purchasing 988 decals for marked police vehicles.

### Crisis Intervention Team (CIT) Training

- Trained 60 in Crisis Intervention Team (CIT) Core Elements, trained 20 in Train-the-Trainer, trained 23 in new dispatcher training.

### Jail Diversion

- Served 262 individuals, provided 501 crisis contacts and diverted 53 from correctional care.

### Child and Adolescent Outpatient and Crisis Services / Therapeutic Mentor Services

The Therapeutic Mentor program provided services to an average of 116 clients each month ranging in age from 5 to 17 years. Their ability to function in their families, schools, and communities is significantly impaired and they exhibit behaviors posing a risk of removal from their homes or placement in foster care, psychiatric hospitals, or detention facilities.

### Success Story



Keith is a resident at Transcend. He has faced many barriers that resulted in multiple psychiatric hospitalizations. He struggled with substance misuse and a mental health diagnosis that impaired his ability to process immediate dangers which resulted in him being struck by a car. In addition to his struggles with substance misuse, mental illness, and a very unsteady gait, Keith is also hearing impaired. In January Keith began to decompensate by refusing to walk and engage in his personal hygiene. After following up with his primary care physician he was ordered a temporary wheelchair while H-NNCSB worked diligently with various specialists to engage him in physical therapy exercises. During this time staff held exercise groups that other residents participated in to encourage Keith and keep him motivated. Today Keith is ambulating independently with the use of a walker and continues to engage in services that have prevented rehospitalization and allow Keith to retain his placement within the community and continue progressing towards his goals.

Trainings	Number Trained
Mental Health First Aid	56
REVIVE!	136
CIT	60

# Middle Peninsula-Northern Neck Behavioral Health

*Serving Essex, Gloucester, King & Queen, King William, Lancaster, Mathews, Middlesex, Northumberland, Richmond, and Westmoreland counties*

## Resiliency and Independence in a Clubhouse Community



Marie Presume's journey to American citizenship is a testament to the power of community and positive connections. Marie, a Member Colleague of Charterhouse Clubhouse, a psychosocial rehabilitation program of Middle Peninsula Northern - Neck Behavioral Health (MPNNBH), moved to the United States from Haiti at the age of 12 years old. Since being in America, Marie has dreamed of becoming a citizen. She was anxious to take the exam and lacked natural support to help guide her through the process. As a single mother, Marie greatly prioritizes being able to independently provide and advocate for her daughter's needs. Becoming an American citizen would mean that she would have access to many resources to maintain her independence. Being a part of the Charterhouse Clubhouse community, Marie knew that the support she always lacked could be securely found there. Upon learning of Marie's goal to become a citizen, Charterhouse staff and Member Colleagues quickly assessed how they could best help support her. Leading up to Marie completing the naturalization interview and preparing for "test day" the Charterhouse staff prioritized and made "test day prep" a part of the Clubhouse's Work-Ordered Day. American History and Government games for Member Colleagues to participate in were created in order to help Marie prepare and build confidence for the test. Marie passed her exam on December 7, 2023, and on April 23, 2024, Marie attended her Naturalization Oath of Allegiance ceremony. Still by her side, Charterhouse staff and Member Colleagues traveled to Richmond, Virginia, to witness the ceremony. The day would not have been complete without her daughter, who motivated her to never give up. She was Marie's special guest and accompanied her on one of the biggest days of her life. Charterhouse Clubhouse could not be prouder of Marie as we continue to be a community that says, "Yes to Opportunity, Unity, and Resiliency."

## Meet Adalynn and Danielle

Adalynn's family enrolled in Three Rivers Healthy Families services in September 2020, when she was a month old. They were first time parents and were struggling to meet basic needs. Danielle, her mother, was actively engaged in services and participated in numerous virtual and in-person parent groups, "The self-care group helped me take care of me, and that allowed me to take care of my family." Danielle has been serving on the Healthy Families

Advisory Board for 3 years. "Being asked to serve on the Board really boosted my confidence to do so much more." Danielle is employed full-time, completed an associate's degree, and the family has gained financial independence. Between 15 and 18 months, Adalynn started showing signs of developmental regression and lack of progress with language development. Danielle stated, "Without Healthy Families, I wouldn't have known anything was wrong with Adalynn." A referral for Early Intervention services was made and Adalynn was enrolled where she received early intervention therapies through the age of 3. "Through ongoing support from both Healthy Families and Early Intervention staff, I was able to accept and understand those services and the support for Adalynn." In January 2023, Adalynn completed a developmental evaluation and was diagnosed as being on the autism spectrum. At the time of Adalynn's discharge, the staff at MPNNBH collaborated with other community agencies to refer Adalynn for speech therapy services and assisted her mother with referral for special education services through the local school. Because of Danielle's follow-through with therapy services, special education preschool, and completing activities at home to encourage areas of development, Adalynn is now on-target for age-appropriate milestones. Adalynn turned 4 in September.



## A public expression of support for the MPNNBH Assertive Community Treatment (ACT) Team

The family of an individual receiving MPNNBH ACT services sponsored a Flag for Heroes through the Rotary Club of West Point. The family expressed that they were grateful for the kindness and care given by the ACT Team to their family member. The ACT team is very appreciative of this public



expression of support for the services provided to the community. The picture shown is of the sponsored flag dedicated to the ACT team shown amongst the Flags for Heroes display.

Trainings	Number Trained
Mental Health First Aid	29
REVIVE!	70
CIT	84



# Norfolk Community Services Board

Serving the City of Norfolk

## Prevention Services

The Norfolk Community Services Board (NCSB) Prevention team created several new partnerships over the year to include Norfolk State University, Gear Recovery, Project Office of Research Facilities (ORF) and the Campostella science, technology, engineering, and mathematics (STEM) Academy.

## Crisis Services

NCSB has customized three sports utility vehicles and an Americans with Disabilities Act (ADA) van to include computer docking stations, which offer a secure and dependable solution for mobile computing in the field.

## CSB Highlights

- In collaboration with Hampton Roads Military Installations and the SkillBridge program, NCSB offered nine transitioning service members, veterans, and family members the chance to acquire valuable civilian work experience through specific industry training, apprenticeships, and job placement in fields such as administration, accounting, case management, practice management, and housing and homeless services.
- This year NCSB saw a revitalization of the CSB’s Diversity, Equity and Inclusion (DEI) committee with a renewed focus on action and growing membership.
- NCSB Board of Directors and CSB Leadership held a retreat in January 2024 with consultation from the Global Reach Leadership Institute. The experience allowed the staff and board to unify and develop objectives to facilitate effective planning, collaboration, and goal setting within the organization.

## Success Story Behavioral Health Services

Tempest has made tremendous progress with the NCSB Assertive Community Treatment (ACT) team. She graduated from ACT and now picks up her own medications that she takes independently and without supervision. She attends a weekly women’s group for support and self-care and does volunteer work every Monday and Tuesday. Tempest was released from not guilty by reason of insanity (NGRI) status in May and is scheduled to start working toward her master’s degree with a focus on Mental Health Services.

Trainings	Number Trained
Mental Health First Aid	6
REVIVE!	34
CIT	92

## Success Story Substance Use/Peer Recovery Services



William was born and raised by his grandparents in Norfolk. He dropped out of school at an early age to work and help the family with financial needs, which is when trouble found him. William’s early troubles included involvement with illicit behaviors, including drug use and/or selling drugs. He was eventually incarcerated and spent 20 years in prisons for drug related charges. After many years of active addiction, legal issues, and living a chaotic lifestyle, William enrolled in the Medication Assisted Treatment Program (MAT) with NCSB. Despite his involvement with treatment, William struggled with long term sobriety. Because he “knew too many people around Norfolk to be successful,” William opted to enter a residential treatment program, with the Life Center of Galax, in conjunction with services he was receiving with the MAT program. Since completing residential treatment in 2019 William has been illicit drug free. William was introduced to Narcotics Anonymous (NA) while in residential treatment and came to appreciate the role it played in his sobriety. William has maintained his involvement with NA since leaving treatment and attends meetings regularly. He is living a life of sobriety and has developed a new peer group and support network. He found that the longer he maintained sobriety, the better his life became. His relationships, finances, physical and mental health, and overall lifestyle have all improved. He began working as a Peer Specialist with NCSB, in a position he continues to hold, and has successfully completed, and tapered off the MAT program. William remains an active participant in NA, and sponsors others in the program as they work to forge their own path towards a new lifestyle - one that is comparable to the life that William now fully appreciates. June 7th marked 5 years of sobriety, for William, and he says it has been the best five years of his life.

As funding recipients through the Virginia Opioid Abatement Authority (VOAA), NCSB hosted four community listening sessions and one town hall, attended by 43 individuals, including providers, persons in recovery, family members, faith communities, and general community participants. Peer Recovery Specialists and Prevention Team members conducted REVIVE! Training for 25 participants. Additionally, the lead pharmacist distributed 24 packs of Naloxone with a personal protective equipment carry kit.

# Portsmouth Department of Behavioral Healthcare Services

*Serving the City of Portsmouth*



The City of Portsmouth hosted the "Seize the Summer Program", which allowed high school students to work alongside professionals throughout the city in areas of interest as paid interns. Portsmouth Department of Behavioral Healthcare Services (PDBHS) had the opportunity to work with four of these awesome students. While limited in activities they could perform, they were full of energy and vigor to learn about the mental health system in Virginia. Each stated they could not wait until next summer to return. (Left, pictured left to right: Angel Roberts, Tyana Cherry, Sania Bell, and Christopher Fowlkes Jr.) Pictured above are staff who were involved in making this a great experience for the teen interns.



PDBHS hosted The Department of Behavioral Health and Developmental Services Commissioner Nelson Smith for a tour and discussion on the services provided at PDBHS. Each manager gave a 15-minute presentation on the various programs under their purview. This time was also used to visit the new facility at 2011 Queen Street, which will be used for the child and youth services programs. It was refreshing for many of the staff to have the opportunity to meet Commissioner Smith.

Trainings	Number Trained
Mental Health First Aid	76
REVIVE!	103
CIT	18

## Additional Highlights for FY24:

- Portsmouth Department of Behavioral Healthcare Services received a grant to provide Permanent Supportive Housing (PSH).
- Expanded child and youth services with a dedicated child psychiatrist.
- Purchased a building to house child and youth services.
- As of July 1, 2024, ninety-eight percent of staff are Narcan trained.
- Prevention Services offered one of the largest PDBHS community Mental Health First Aid training courses. 40 Veterans at the Portsmouth Veteran's Hospital attended.
- PDBHS continues to partner with Portsmouth Public Schools providing therapy to students and families.



# Virginia Beach Department of Human Services

Serving the City of Virginia Beach

## Child and Youth Behavioral Health Division Expansion of Parent Child Interaction Therapy (PCIT)

This past year, construction was completed to expand the PCIT program by adding two state-of-the-art observation and play rooms. Below is one example of the families served by this evidence-based program.

### PCIT Success Story



stock photo

As 5 year old Peter began to age, he began to show distressing behavioral concerns. This included yelling and screaming, throwing things, kicking, hitting, and punching himself or others. The family began to research treatment options, but were discouraged by the lack of options available for a child so young. Then they heard about PCIT. Peter’s parents stated, “We were especially interested in PCIT because of the deep level of parent-specific coaching that would allow us to learn how to react and manage his outbursts in a productive and healthy manner. The PCIT team explained the process step-by-step, including milestones, timelines, and tools we’d learn together with our son. The team outlined a realistic picture of what success looked like so that we had clear expectations of how we were to move forward after treatment. We met weekly over the course of a few months and our family committed to the homework. The team discussed ways in which to pivot behaviors using the tools from the program and were always available to answer questions or give helpful tips. Our family genuinely felt cared about.” Since beginning PCIT, Peter’s tantrums have decreased, he significantly reduced aggression and has become successful in the school setting. Peter’s mother stated, “Now that we have completed the PCIT program, we have noticed a significant improvement in Peter’s demeanor and, even when things do not go perfectly, we have the skills and confidence to address it quickly. PCIT gave us the guidance and structure we needed to become better informed parents and meet his needs. We are forever grateful.”

Trainings	Number Trained
Mental Health First Aid	153
REVIVE!	181
CIT	109

## Behavioral Health Division expanded Substance Use Disorder Services and opened Peer Drop in Center at Pathways

This year Pathways Center was renovated to transition the facility from a 16-bed crisis and substance use residential treatment facility into an outpatient program and Drop-in Center for individuals at various stages of recovery from substance use disorder. Pathways reopened May 1, 2024 offering Pathways to Hope–Substance Abuse Intensive Outpatient Program (SAIOP); Pathways to Wellness–Substance use outpatient treatment services; and a Peer Drop-In Center that provides group activities for individuals in recovery from substances. Both outpatient programs offer day and evening programming Monday - Friday and the Drop In Center offers services during the evening Monday–Friday with targeted activities on the weekends.

## City of Virginia Beach joined 4 other South Hampton Roads Cities to Address the Opioid Epidemic

Virginia Beach joined Chesapeake, Norfolk, Portsmouth and Suffolk to pursue and be awarded a Regional Collaborative Grant from the Virginia Opioid Abatement Authority. This project was proposed after the cities sought community input throughout the Summer and Fall of 2023 to determine community needs as it relates to Opioid Abatement. A key theme of these events was the need for greater access to the full continuum of treatments and services for opioid use disorder and substance use disorder. Virginia Beach will serve as the fiscal agent and the southside partnership will contract with Sentara Health to purchase and operate a mobile care vehicle designed to meet the needs of individuals at risk or in recovery from opioid use disorder. The vehicle will be equipped to provide the following services: primary care screenings, same-day access (SDA) to support enrollment into services; treatment for opioid use disorder, including medication-assisted treatment; outpatient services, including counseling and psychiatric care; prevention education and harm reduction resources, including naloxone and fentanyl strips; primary care services to support whole-person health; telehealth capabilities; and peer recovery services. In addition, this vehicle will be present at community events to help with prevention education, harm reduction, and reducing stigma.

# Western Tidewater Community Services Board

*Serving Isle of Wight and Southampton counties and the cities of Franklin and Suffolk*



## Best Practices and Clinical Development Initiatives

Western Tidewater Community Services Board (WTCSB) heavily invested in the development of clinical best practices and leadership training during FY24. Three key development areas were established: clinical best practices, implementation of the Socratic Method of Group Supervision, and Administrative Management Modules. Each area complements the other to create a continuum of training and workforce development that supports staff on several levels.

A Clinical Best Practices workgroup was established that includes different levels of leadership and direct care staff from several different areas of the agency including mental health, substance abuse, prevention, crisis programs, human resources, and administrative staff. This workgroup has developed 3 core initiatives to unify the agency in commitment to best practice implementation. The first initiative was to identify a set of core values that not only recognizes the identity of the agency, but also provide language to describe the purpose, the goal behind the work being done, the foundation for performance as staff, and what the community can expect from the WTCSB when engaging in treatment. These core values are: Foresight, Outreach, Resourcefulness, Wellbeing, Accountability, Result-Driven, and Determination. The next initiative was to conduct an employee survey to gather data regarding the staff's experience working at WTCSB and their understanding of working with different populations. The last initiative is to review policy and procedures to ensure WTCSB adheres to best practices throughout the agency in each program and that best practices are woven within the foundation of the policies and procedures.

The Socratic Method of Group Supervision allows clinicians to approach group supervision in a way that emphasizes learning and growing clinical skills by focusing on specific clinical supervision activities with the aim of improving client care. To prepare for this transition to structured group supervision, clinical leads were identified, not by position, but by demonstrated skill set, including

leadership skills, which allowed the agency to provide staff leadership opportunities and to shine amongst their peers. These clinical leads were trained directly under the Executive Director. The Socratic Method of Group Supervision emphasizes clinicians helping clinicians which creates an open and welcoming environment to learn new skills and enhance therapeutic knowledge and application. Additional support for the broader implementation of evidence-based practices in treatment through System Transformation Excellence and Performance Virginia (STEP-VA) is expected to dovetail nicely with this supervision model by interweaving principles from multiple models and modalities of care into clinical supervision discussions.

Administrative Management Modules were developed to support our ever-growing population of leadership in the agency. Typically training provided by managers is completed one-on-one from the direct manager to the new manager and focus on the policies and procedures of the program; however, it is also necessary to have an understanding of the fundamentals of leadership as well as working knowledge of different processes throughout the agency. The modules have been an important way to disseminate information in an intentional and meaningful way that sticks with staff, such as a recent training which looped back to Clinical Best Practices and utilized the core values in an interactive activity. The modules began with focus on developing a leadership style, structuring individual supervision and how to support employees. Bringing light to Human Resource procedures, Finance and Budget, Quality Assurance Measures, and Internal Communication, the module trainings have been met with enthusiasm and positive feedback from attendees.

Overall WTCSB's commitment to growing and developing the current and future generation of CSB workforce will continue into the next fiscal year with aims at improving treatment outcomes, enhancing retention, and bolstering the behavioral health workforce for years to come.

Trainings	Number Trained
Mental Health First Aid	370
REVIVE!	125
CIT	139



# People & Services

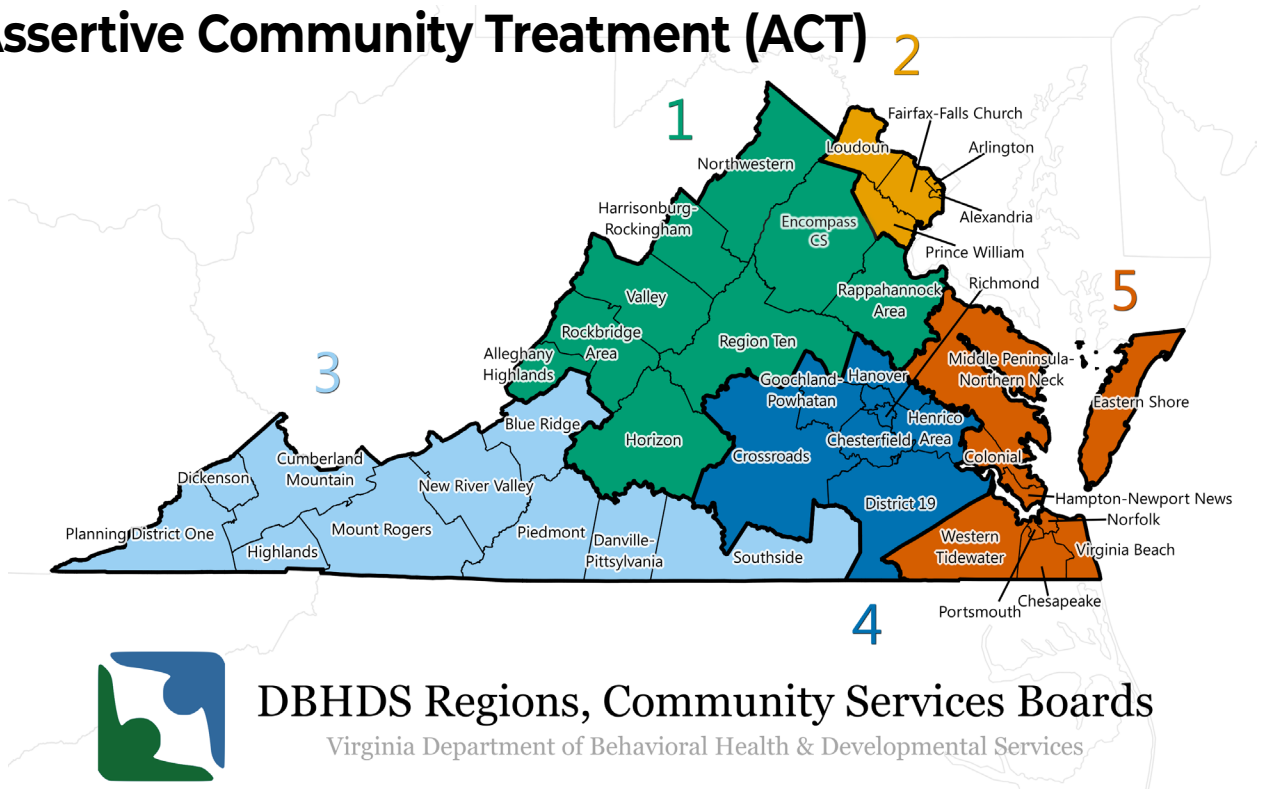
<b>Total Unduplicated Individuals Who Received Services Across All CSBs in FY24</b>		<b>208,306</b>		
<b>Emergency and Ancillary Services</b>		<b>Individuals Served</b>		
<b>Emergency Services</b>		50,537		
<b>Ancillary Services</b>		93,902		
Motivational Treatment Services		3,850		
Consumer Monitoring Services		17,662		
Early Intervention Services		2,500		
<b>Assessment and Evaluation Services</b>		81,594		
<b>Consumer-Run Programs and Part C Programs</b>				
Part C Infant and Toddlers		23,640		
Consumer-Run Programs		4,213		
<b>INDIVIDUALS WHO RECEIVED SERVICES<sup>1</sup></b>	<b>MENTAL HEALTH SERVICES</b>	<b>DEVELOPMENTAL SERVICES</b>	<b>SUBSTANCE USE DISORDER SERVICES</b>	<b>TOTAL<sup>2</sup></b>
Acute Psychiatric or SA Inpatient Services	865		55	920
Community-Based SA Medical Detox Inpatient Services			525	525
<b>Total Inpatient Services<sup>1</sup></b>	865		567	1,428
Outpatient Services	55,485	11	15,294	68,257
Medical Services	72,532	249	2,397	74,632
Intensive Outpatient Services			2,968	2,968
Medication-Assisted Treatment			5,188	5,188
Intensive Community Treatment	2,989			2,989
<b>Total Outpatient Services<sup>1</sup></b>	<b>102,738</b>	<b>260</b>	<b>20,724</b>	<b>116,226</b>
<b>Case Management Services</b>	<b>57,308</b>	<b>22,116</b>	<b>7,558</b>	<b>85,337</b>
Day Treatment/Partial Hospitalization	1,098		112	1,210
Ambulatory Crisis Stabilization Services <sup>3</sup>	0	0	0	0
Rehabilitation	2,541	2,123	0	4,654
<b>Total Day Support Services<sup>1</sup></b>	<b>3,637</b>	<b>2,123</b>	<b>112</b>	<b>5,862</b>
Sheltered Employment	0	315	0	315
Transitional or Supported Employment	1,003	1,006	17	2,021
Supported Employment—Group Model	4	324	0	328
<b>Total Employment Services<sup>1</sup></b>	<b>1,007</b>	<b>1,570</b>	<b>17</b>	<b>2,589</b>
Highly Intensive Residential Services	74	221	1,613	1,908
Residential Crisis Stabilization Services	2,154	276	74	2,469
Intensive Residential Services	203	470	1,075	1,747
Supervised Residential Services	1,162	467	399	2,023
Supportive Residential Services	3,621	664	58	4,335
<b>Total Residential Services<sup>1</sup></b>	<b>6,941</b>	<b>2,045</b>	<b>2,757</b>	<b>11,541</b>

<sup>1</sup> Numbers in **Total Services** rows are unduplicated for the preceding services in each column.

<sup>2</sup> Figures in this column are unduplicated numbers of individuals across program areas.

<sup>3</sup> Ambulatory Crisis Stabilization Services were recategorized in December 2021. Data Source: DBHDS Data warehouse

# Assertive Community Treatment (ACT) <sup>2</sup>



## DBHDS Regions, Community Services Boards

Virginia Department of Behavioral Health & Developmental Services

CSB/BHA Name	Size of ACT Sites	CSB/BHA Name	Size of ACT Sites
Alexandria CSB	1 Medium	Middle Peninsula-Northern Neck Behavioral Health	1 Medium
Arlington County CSB	1 Large	Mount Rogers CS	2 Medium
Blue Ridge Behavioral Healthcare	1 Large	New River Valley CS	2 Small and 2 Medium
Chesapeake Integrated Behavioral Healthcare	1 Medium	Norfolk CSB	1 Large
Chesterfield CSB	1 Small	Northwestern CSB	1 Large
Colonial Behavioral Health	1 Medium	Piedmont CSB	1 Small and 1 Large
Danville-Pittsylvania CS	1 Medium	Planning District 1 BHS	1 Small
District 19 CSB	1 Medium	Portsmouth Department of BHS	1 Small
Fairfax -Falls Church CSB	1 Small and 1 Medium	Prince William County CSB	1 Large
Hampton-Newport News CSB	1 Large	Rappahannock Area CSB	2 Small
Hanover County CSB	1 Small	Region Ten CSB	1 Medium and 1 Small
Harrisonburg-Rockingham CSB	1 Small	Richmond Behavioral Health Authority	1 Large
Henrico Area Mental Health & Developmental Services	1 Small and 1 Medium	Valley CSB	1 Small
Horizon Behavioral Health	2 Small	Virginia Beach Department of Human Services	1 Large
Loudoun County Department of Mental Health, Substance Abuse & Developmental Services	1 Small	Western Tidewater CSB	1 Small and 1 Large

Small ACT teams shall maintain a caseload of no more than 50 individuals.  
 Medium ACT teams shall maintain a caseload of no more than 74 individuals.  
 Large ACT teams shall maintain a caseload of no more than 120 individuals.

Thirty (30) CSBs are licensed and providing ACT.



# Assertive Community Treatment

Assertive Community Treatment (ACT) was selected as one of six priority services for Project Behavioral Health Redesign for Access, Value and Outcomes, a joint initiative between Department of Medical Assistance Services (DMAS) and Department of Behavioral Health and Developmental Services (DBHDS) to ensure that Medicaid behavioral health services are high quality, trauma informed, evidence based, and cost effective. Virginia has done away with the "PACT" and "ICT" nomenclature, as regulatory changes to allow small, medium, and large teams to develop (to ensure that ACT can be available across geographically diverse areas) were approved.

This allows both smaller CSBs and private providers to continue or stand-up new programs more closely aligned with ACT fidelity.

ACT is an evidence-based practice (EBP) proven to improve outcomes for people with severe mental illness. One of the oldest and most widely researched EBP in behavioral healthcare for people with severe mental illness, research shows that ACT reduces hospitalizations and incarceration, increases housing stability, and improves quality of life for people with the most severe symptoms of mental illness. To do so, ACT utilizes a multidisciplinary, community-based team of medical, behavioral health, and rehabilitation professionals who work together to meet the needs of the individuals that they serve.

In response to the General Assembly's request to provide recent data on ACT, DBHDS assessed general financial figures such as costs per team and costs per individual served, the program's impact on state and local hospitalization and incarceration, and the associated cost implications from diverting ACT clients from these more expensive services. The assessment of data indicated ACT services resulted in lower hospitalization and incarceration rates for individuals being served, and substantial associated cost reductions.

Some of the main findings in this report supporting the value of investment in ACT services across the Commonwealth include:

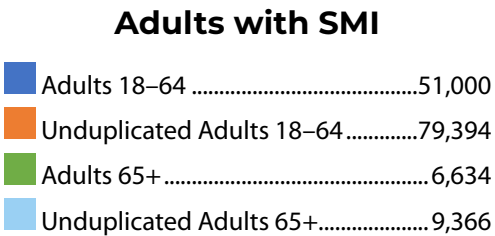
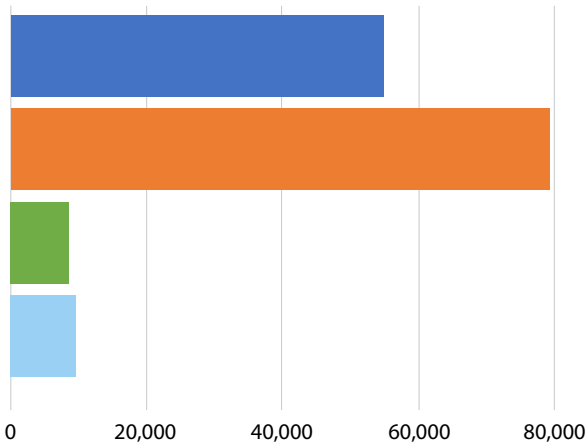
- The average cost per individual served by ACT teams across the Commonwealth in FY22 was \$15,453, representing a consistent trend with the previous fiscal year.
- State hospitalization usage for all ACT served individuals admitted in FY20 was reduced by 42%, representing a cost avoidance of \$11,484,010 related to this population.
- All new FY20 ACT served individuals accounted for 24,091 state hospital bed days in the two years prior to their ACT admission, and just 13,873 in the two years post their ACT admission.
- Across the FY16, FY17, FY18, FY19, and FY20 cohorts, the ACT program contributed to an overall cost avoidance of \$55,064,180 in state hospital costs in the two years following initiation of ACT services.
- Local psychiatric hospitalization use for all ACT served individuals admitted in FY20 had a 43% reduction, which represents a cost avoidance of \$2,938,996 related to this population.
- All new FY20 ACT served individuals accounted for 8,657 local hospital psychiatric bed days in the two years prior to ACT admission, and just 4,922 in the two years post ACT admission.

Please note that the data above is a two year pre/post ACT admission analysis with FY20 being the base point for the 2023 report.

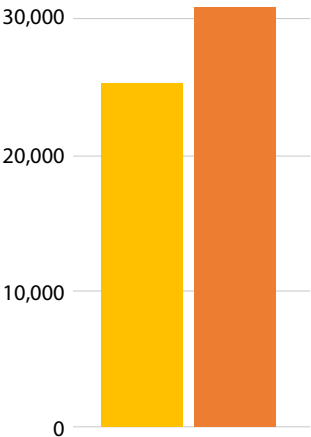
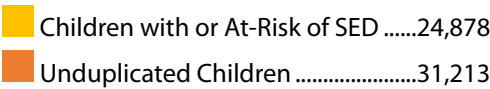
# Data Tables

## Individuals with Serious Mental Illness (SMI) or Serious Emotional Disturbance (SED) who received CSB MH Services in FY24

Adults 18–64 with SMI	51,000	Total Unduplicated Adults 18–64	79,394
Adults 65+ with SMI	6,634	Total Unduplicated Adults 65+	9,366
Children with or At-Risk SED	24,878	Total Unduplicated Children	31,213



### Children with or At-Risk of SED



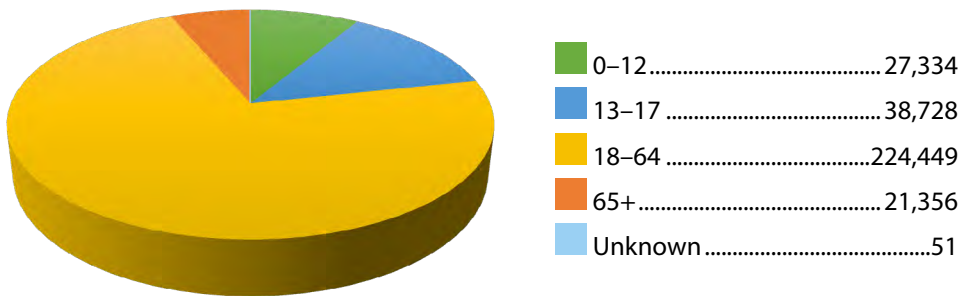
Source: DBHDS Data warehouse



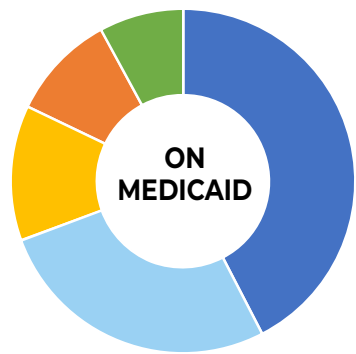
# Data Tables

## Ages of Individuals Who Received Services from CSBs in FY24

Ages	MH Services	DD Services	SUD Services	Emergency	Ancillary	Total Age Group
0–12	13,613	1,463	10	2,632	9,616	27,334
13–17	17,600	1,318	413	6,401	12,996	38,728
18–64	79,394	19,275	22,184	37,126	66,470	224,449
65+	9,366	1,859	980	4,338	4,813	21,356
Unknown	3	1	–	40	7	51
<b>TOTAL</b>	<b>119,976</b>	<b>23,916</b>	<b>23,587</b>	<b>50,537</b>	<b>93,902</b>	<b>311,918</b>



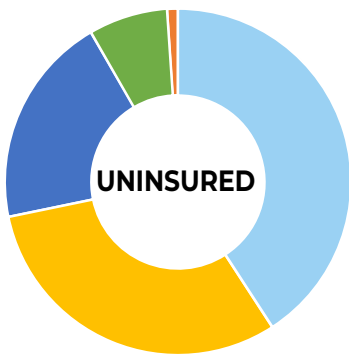
## Individuals Enrolled in Medicaid, Other Insurance, or Uninsured Who Received Services in FY24



MH Services	94,619
DD Services	22,780
SUD Services	17,847
Emergency	28,994
Ancillary	63,262



MH Services	16,222
DD Services	699
SUD Services	2,443
Emergency	6,411
Ancillary	12,357



MH Services	8,348
DD Services	378
SUD Services	3,043
Emergency	13,861
Ancillary	16,782

### Totals

MH Services	119,976	DD Services	23,916	SUD Services	23,587	Emergency	50,537	Ancillary	93,902
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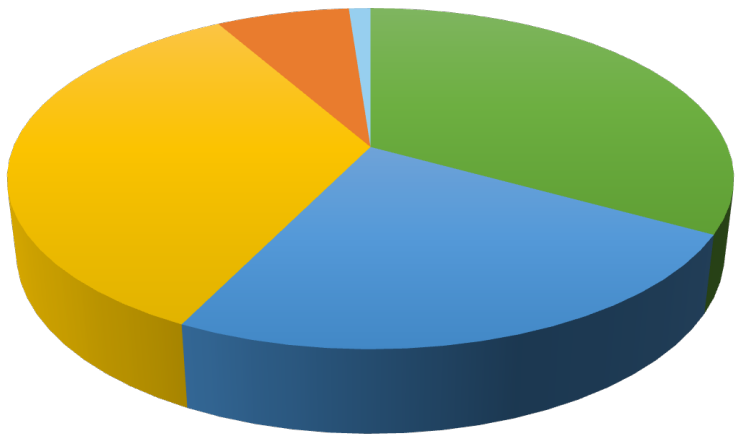
Source: DBHDS Data warehouse

# Data Tables

## Funding by Program FY24

Funding Source	Mental Health Services	Developmental Services	Substance Use Disorder Services	Total Funds	Percent of Total
State Funds	\$551,966,525	\$55,623,555	\$85,947,152	\$693,537,232	38%
Local Funds	\$229,615,799	\$138,004,212	\$58,337,239	\$425,957,250	23%
Medicaid Fees	\$179,834,003	\$254,217,307	\$24,585,495	\$458,636,805	25%
Other Fees	\$63,895,648	\$28,980,326	\$8,926,038	\$101,802,012	6%
Federal Funds	\$43,223,632	\$0	\$65,030,637	\$108,254,269	6%
Other Funds	\$13,936,686	\$2,966,854	\$11,434,704	\$28,338,244	2%
TOTAL FUNDS	\$1,082,472,293	\$479,792,254	\$254,261,265	\$1,816,525,812	100%

## CSB/BHA Funding Sources FY24



State Funds .....	\$693,537,232
Local Funds .....	\$425,957,250
Medicaid Fees & Other Fees.....	\$560,438,817
Federal Funds.....	\$108,254,269
Other Funds.....	\$ 28,338,244
<b>TOTAL FUNDS.....</b>	<b>\$1,816,525,812</b>

Data Source: DBHDS End of Year Revenue/Expenses



# Virginia Association of Community Services Boards

## Budget Priorities for the 2025 General Assembly Session

*The Virginia Association of Community Services Boards (VACSB) will support amendments from its advocacy partners once they are advanced.*

### **Developmental Disability (DD) Waiver Services: Funding for Additional Support Coordinators**

The 2024 General Assembly funded 3,440 new developmental disability Waiver slots to address the “Priority One” waitlist. This is a historic level of funding and is approximately twice the number of Waiver slots funded in a typical biennium. VACSB appreciates the General Assembly’s large investment in DD Waiver services. However, since CSBs are the single point of entry for Waiver services and are the sole providers of Waiver support coordination, it will be critical that the General Assembly provide funds for CSBs to onboard the additional support coordinators needed for the large number of DD Waiver slots forthcoming throughout this biennium. The CSBs cannot bill Medicaid during the onboarding process of a new support coordinator, which takes about six months. Therefore, **VACSB will be requesting \$8.7M to cover CSB expenses incurred between the time a support coordinator is hired and when s/he can carry a full caseload and begin billing Medicaid.**

### **Early Intervention Services**

VACSB is requesting a **\$5.7M increase in funding for Early Intervention services to account for the 5% increase in children served each year and to account for the deficit that Early Intervention services operate under each year.** Early Intervention services for infants and toddlers with developmental disabilities can have a significant impact on a child’s ability to learn new skills and increase their future success in school and in life. These services are much more effective and less costly when provided during the Early Intervention period, which is from birth to age three.

### **Substance Use Disorder (SUD) Services**

VACSB is requesting **\$17.2M to support a 12.5% rate increase for the Substance Use Disorder (SUD) services** that did not receive the permanent 12.5% rate increase other behavioral health services received. Those services are: **Office Based Addiction Treatment (\$6.4M), Opioid Treatment Program (\$4.9M), Partial Hospitalization Program (\$3.2M) and Intensive Outpatient Program (\$2.7M).** The CSBs are experiencing workforce challenges in all areas of service, including SUD services. Increasing rates is one way to increase compensation for CSB workforce.

### **Prevention Services**

Prevention services are an important part of how CSBs serve the community across a full continuum. During the pandemic, federal funding through the Consolidated Appropriation Act (CAA) and American Rescue Plan Act (ARPA) allowed CSB prevention staff to expand programs for their communities. Schools, police departments and other community partners appreciate how robust and active CSB prevention programs have become. CAA funds ended recently, and ARPA funds will end in September of 2025. To account for this loss, **VACSB is requesting an \$8M increase in general funds dedicated to prevention services.** This will allow the CSB prevention staff to continue a robust array of services in every community of the Commonwealth.

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(757) 788-0300

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(804) 365-4222

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