

# 2023 Annual Report

RECOVERY IS FOR  
EVERYONE

Every Person.  
Every Family.  
Every Community.

Jack Dalton  
September  
Celebration  
and more

Family Event!

Registration begins at 11:00 AM, Followed by a free



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 2023 Annual Report.

As Virginia's system of community-based behavioral health care and developmental disability services has evolved over the past several decades since Community Services Boards were enshrined in the Code of Virginia, we have seen a dramatic increase in funding, staffing and the number of individuals served. We are all proud of the expertise and compassion demonstrated by the talented staff within our CSB system and we recognize that we still have a long way to go to address our workforce challenges in order to continue to implement the multitude of new initiatives that we know will make our communities stronger.

Despite the long road ahead, this Annual Report is an opportunity to reflect on the inspiring and life changing things going on in our communities right now. In this report, we can see the strength and tenacity of those who are engaging in recovery and striving for greater independence. CSBs are there to support them in their most difficult moments as well as when they celebrate their victories.

The VACSB is grateful for the actions of the General Assembly in 2023 which provided funding for numerous initiatives and is working actively to ensure that CSBs have adequate funding in the coming biennial budget to continue the work they are doing and to expand the reach of CSB services and supports beyond current capacity.

These funds will be critical in shoring up the System Transformation, Excellence and Performance (STEP-VA) initiative and ensuring that Virginia is ready to become part of the national Certified Community Behavioral Health Clinic (CCBHC) model when the state applies in 2026. The funding will also support crisis system transformation, compliance with the Department of Justice Settlement Agreement, youth cannabis prevention efforts and services for the infants and toddlers in Virginia with developmental delays, among other priorities.

I invite you to explore this Annual Report to learn more about the dramatic impact that CSBs are having in their communities and on the lives of the individuals they serve.

When we remain united in our purpose, we will continue to achieve great things.



*Patrick Sowers*  
VACSB Board Chair

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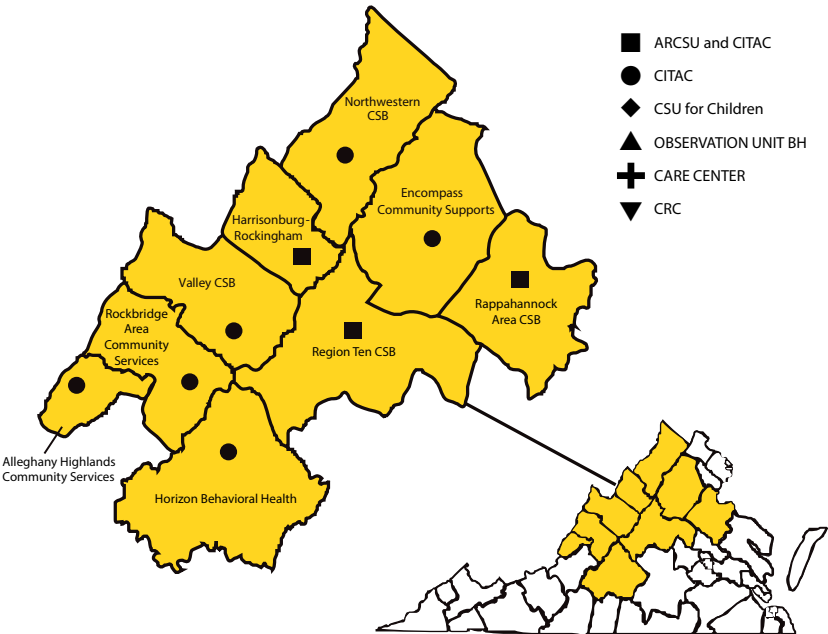
# DBHDS Region 1 | Regional Initiatives

## 2023 Highlights

Region 1 continues to successfully implement regional training initiatives by providing a variety of training options to staff, including ethics, diversity, equity and inclusion, Side by Side a lesbian, gay, bisexual, transgender, intersex, queer/questioning, asexual and other terms youth workshop series, DLA-20, American Society of Addiction Medicine (ASAM), youth & adult mobile crisis training, and motivational interviewing. In FY23, the regional training initiative expanded to include trauma-focused cognitive behavioral therapy, dialectical behavior therapy, and eye movement desensitization and reprocessing therapy.

Region 1 launched the newly designed website, [lockandtalk.org](https://lockandtalk.org), increasing accessibility to CSB partners and community members seeking to learn more about the initiative and resources for suicide prevention. The website added accessibility features, updated graphics and content, and an improved portal for partners to access materials and network with Region 1 committee members for implementation of the initiative. For the third year in a row, Region 1 was honored that Lock and Talk Virginia was recognized as an important suicide prevention strategy by Governor Youngkin during Suicide Prevention Week.

The Region 1 Regional Office continues to collaborate with CSBs and their localities, working with community partners, including Crisis Intervention Team's hospital systems, schools, juvenile justice, and advocacy groups, to educate communities about accessing crisis services. Region 1 remains committed to strengthening the crisis continuum, actively supporting the development of additional mobile crisis teams and through the cross-training of existing mobile crisis responders in order to increase in-person response times across the region when the Regional Crisis Call Center is engaged.



Utilization Management Programs	Service Unit	Region 1
Local Inpatient Purchase of Service (LIPOS) Adult	Individuals	246
	Bed Days	1,098
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	378

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	1,268
	Bed Days	23,954
Child Mobile Crisis	Individuals	314
	Bed Days	1,562
REACH Crisis Therapeutic Home	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..



# 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) began in 1983 and is one of forty Community Services Boards and Behavioral Health Authorities established under the Code of Virginia. As the publicly funded safety net for service delivery, AHCS must continuously monitor and evaluate its cost for services as well as the effectiveness of services. AHCS continues to grow, operating ten sites, with over 130 employees.

## Momentum Builds Success. Dream It, Believe It, Build It!



*Life Skills Day Support Program*



*Mental Health Awareness Month walk*



*New Behavioral Health and Wellness Annex*

## Success Story

### DREAM IT

“Clifford Bauman” spoke at the Suicide Awareness Walk held by AHCS Prevention services. Clifford shared his story as a veteran who suffers from Post-traumatic stress disorder (PTSD), who attempted suicide and thankfully survived. He educates people on the importance of family, friends, and the many programs available to help with mental health struggles. Sharing his “Story of Hope” touched everyone in attendance. Now more than ever veterans are dealing with PTSD and trauma. The goal is to break the stigma of reaching out for help. Those in attendance were invited to share a loved one’s name who has been lost to suicide or the name of a survivor on the event’s special recognition board.

### BELIEVE IT

Participants of the Life Skills Day Support Program attend workshop classes where they have sanded and refinished beautiful pieces of furniture.

May is Mental Health and Drug Court Awareness Month! AHCS kicked off the celebration by hosting a Mental Health Awareness Month walk at the Jackson River Sports Complex. Participants were given Mental Health Awareness t-shirts and set up booths with resources from their organizations. There was a presentation from Brittany Williams, an international body builder on wellness and mindfulness. The participants were also treated to coffee, muffins and danishes from a local coffee shop.

### BUILD IT

AHCS is pleased to present the Behavioral Health and Wellness Annex. AHCS purchased a small building across the street from the clinic operations to separate and expand outpatient services and allow for COVID-19 restrictions. This building will house 9 offices and a large conference room for meetings, training and/or group services. AHCS sought and received grant funding from the Department of Behavioral Health and Developmental Services to help provide furnishings and fixtures for this space.

Behavioral healthcare is facing an increased demand for services. AHCS is continuously evaluating the workforce and looking for solutions to meet client needs while maintaining the highest quality care for patients. Investing in the Alleghany Highlands is not only the right thing to do, it’s highly important for retaining and attracting talented workforce and continuing to serve a critical role in community behavioral healthcare.

Trainings	Number Trained
Mental Health First Aid	12
REVIVE!	72
CIT	6



# Encompass Community Supports

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

## Celebrating 50 years of Service: A New Name, Same Organization

In 2022, Rappahannock-Rapidan Community Services celebrated 50 years of keeping a pulse on community needs by offering services and programs that improve the quality of life for individuals in Culpeper, Fauquier, Madison, Orange and Rappahannock Counties, at every stage of life.

As we celebrated 50 years and looked ahead to the next 50, our board of directors and staff committed to a 3-year Strategic Plan with 7 tangible, attainable goals to support our purpose to lead with integrity and excellence as we embrace diversity, collaboration, accountability, and innovation to respond to the ever-changing needs of our community.

### Our Goals

- Increase ease of Access to services.
- Increase Awareness of services.
- Develop Increased Capacity to respond to the needs of our community.
- Incorporate Best Practice and Service Excellence into all activities.
- Demonstrate commitment to Diversity, Equity, Inclusion, and Belonging (DEI&B) values across all services areas and agency operations.
- Demonstrate Leadership in System Transformation of service delivery.
- Demonstrate exceptional Stewardship of provided resources.

As a cornerstone to attaining the goals the Board decided that on July 1, 2023 Rappahannock Rapidan Community Services (RRCS) would change its name to Encompass Community Supports (ECS). This new name reflects a more inclusive and strategic plan to become a single point of entry for comprehensive mental health, substance use, developmental disability, housing, children’s services, and community connections for older adults in the ECS catchment area.

As a kickoff to the new name and strategic plan, Encompass Community Supports organized and executed two free, community-wide events, within the same venue, on the same day. The inaugural Stamping



Out Suicide event brought together 30 community resource exhibitors; hundreds of attendees; a variety of educational and engaging breakout sessions such as Gatekeeper Training, Emotional Wellness Toolkits, and incorporating Zero Suicide Framework into the workplace; clinicians on-hand; amazing comradery and much more on the Fauquier campus of Laurel Ridge Community College. That evening, our 2nd Stand Up For Mental Health comedy show provided comedic entertainment by a handful of comics who went through a multi-week training period to help reduce the stigma of mental health, through comedy.

Encompass Community Supports looks forward to the next 50 years of greater community partnerships, reaching more community members, offering increased services, and watching individuals who may need support, receive it, and thrive.

Trainings	Number Trained
Mental Health First Aid	330
REVIVE!	88
CIT	23



# Harrisonburg-Rockingham Community Services Board

*Serving Rockingham County and the City of Harrisonburg*

The Behavioral Health Wellness (BHW) Program at Harrisonburg-Rockingham Community Services Board (HRCSB) leads the agency's prevention efforts with a focus on substance use prevention, suicide prevention, and behavioral health wellness promotion. Community-based education is a core prevention strategy and is provided through workshops and training offered at no-cost. The program offers nationally recognized, evidence-based training such as Mental Health First Aid, Applied Suicide Intervention Skills Trainings, and Adverse Childhood Experience (ACE) Interface workshops. With the understanding that diverse subpopulations within the community were going to have unique needs relating to behavioral health wellness education that the current curriculums could not meet, the BHW Program worked with community partners to design custom evidence-informed trainings in FY23. Community barriers that necessitated this expansion included language access, availability of community partners/audiences, and the "newness" of this subject-matter requiring shorter and introductory-level trainings. In FY23, the BHW Team lead 23 custom trainings in which 455 community members attended.

Harrisonburg Training developed in collaboration with Church World Services (CWS), a faith-based organization serving and advocating for refugees, asylum seekers, unaccompanied children, and immigrants in the Shenandoah Valley. In January, CWS and the BHW Team began developing custom training on mental health, behavioral wellness, and substance use for refugees and asylum seekers newly arriving to Harrisonburg City. In March, the BHW Program presented the first iteration of this training– Understanding Mental Health & Wellness – to 11 CWS clients who had newly arrived from Afghanistan. The 2-hour training was live translated from English to Pashto. The goal of this training is to provide CWS clients with early access to information about what mental and behavioral health mean in the U.S., and to give information on where and how to access mental and behavioral healthcare in the Shenandoah Valley, and to provide strategies for personal self-care. CWS and the BHW Program are continuing to partner offering this training as a part of all CWS Client's Arrival Orientation.

The BHW Program partners with Partners Excavating Co. The Human Resource Department at Partners Excavating Co. reached out to the BHW Program to request suicide awareness and prevention education for a staff of over 100 laborers and machine operators. The previous year, the Partners family lost a member of their crew to suicide and were concerned that

having a staff made up of mostly-male, middle-aged people who had spent most of their life doing physically demanding work, put the staff at a higher risk for suicide. The concern was also expressed that the "culture" of this industry might make staff less likely to ask for help. With these factors in mind, the BHW Team worked with Partners to design a 1-hour introductory workshop entitled Suicide Awareness and Prevention. The training was well received and 100 staff members, across all positions, attended the training. Partners has committed to offer an annual training to the staff in partnership with HRCSB.

## Success Stories

Laura (not her real name) one of HRCSB's adult therapy clients has been receiving services for over 10 years and has an extensive history of inpatient hospitalizations and utilization of emergency services. Despite years of hardship, and struggles with her mental health, she has shown great progress in her mental health recovery over the past year. Laura stated, "The CSB has helped me complete my college education and receiving good outpatient services has helped me to stay out of the hospital. The Summit House has helped me to practice dialectical behavioral therapy (DBT) skills regularly and to be a resilient and confident individual despite my health conditions. The CSB has helped me to live a happy, fulfilling life in the community." To continue to build on her progress she remains actively engaged in therapy and regularly attends HRCSB's psychosocial rehabilitation program. Laura not only participates as a client, but also leads groups, and other activities for her peers.

Judy (not her real name) is one of HRCSB's adolescent clients that started therapy in the Children and Family Services program during COVID, via telehealth. Judy was successfully discharged from outpatient services this summer. Her situation highlights that progress is possible in the face of unique barriers. Telehealth allowed the clinician to meet the client where she was, at that time isolated in her bedroom due to the pandemic. The rapport established with the client through the telehealth sessions helped with the transition to in-person work and later fostered the trust that led to the family working with the medical team to explore the benefit of medication despite historically being hesitant to do so. At discharge the client shared with her clinician, "There were times over the last few years that you were the only person I looked forward to talking to." She's no longer experiencing intrusive recollections associated with past trauma and has healed her relationship with her mother. This successful student had written off her dreams of further education after high school due to anxiety and financial barriers. HRCSB staff is happy to report that Judy will start at a 4-year college on a full scholarship with the goal to work in the mental health field.

Trainings	Number Trained
Mental Health First Aid	155
REVIVE!	225
CIT	59



# Horizon Behavioral Health

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

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

Individuals in Central Virginia seeking effective mental health and substance use treatment are presented with more opportunities for support than ever before as Horizon Behavioral Health (HBH) programs adapt to remove major barriers to care.

Horizon's Permanent Supportive Housing (PSH) Program has successfully housed 17 families since September 2022. The goal of the program is to help individuals with a Severe Mental Illness (SMI) secure and maintain affordable housing with coordinated access to services, to ensure successful tenancy and reduce the severity of mental illness symptoms and medical complications. The team supports each client at every step of the program. Kennedy Quinn will never forget walking into her own home for the first time. "I was homeless until HBH put me in a temporary hotel. HBH reminded me I had a great team behind me. It gave me hope. When I got the phone call saying I got the place, I started crying. It was a relief to know I would no longer have to wake up in the middle of the night without power or water. It meant a lot to be given options and to make this place my own. HBH gave me affordable options within my budget, made sure I was comfortable, and that it would feel like home."

HBH was awarded a Grant to Benefit Homeless Individuals (GBHI) by the Substance Abuse and Mental Health Services Administration (SAMHSA) to implement a program for homeless adolescents and young adults, ages 18 to 25. HBH began accepting referrals to the GBHI program in December 2022, and has been, linking eligible individuals and their families to screening and same-day assessment, treatment, case management, peer recovery support, living/hygiene essentials, and locating permanent housing, among other specialty services. In less than a year, over 66 families have been engaged with the program, 10 individuals received immediate transitional housing, and 24 individuals and/or families have been permanently housed.



*Melissa Lucy, Horizon CEO, and Delegate Wendell Walker, are joined by Horizon board members and employees to celebrate the grand opening of the new Horizon Wellness Treatment Center, home to the Office Based Addiction Treatment (OBAT) program.*

## Success Story

HBH's Office Based Addiction Treatment (OBAT) Program, now serving individuals with any substance use disorder, proudly celebrated its first graduate in May 2023. Freya Smith, a new resident of Lynchburg, knew that a fresh start was what she needed despite the tough decision to leave loved ones behind. She was in search of support when she found Horizon. Driven by her heart's desire to be able to help her children and grandchildren, she began her recovery journey with the OBAT program. Together with her interdisciplinary team, Freya set goals and made sustainable lifestyle changes that would assist her recovery. "I set myself a time goal because I knew that suboxone is not a long-term fix. I wanted to be off suboxone in one year," said Freya. "I was able to beat my goal by two months," finishing the OBAT program in ten months. Reflecting on her journey to graduation, she said "having the right doctor helped me get through. The doctor talked to me and spoke to me in a way that made me feel comfortable. He explained things to me in a respectful way. It made me feel good about coming in and doing good. The place I was going to made a really big difference. HBH made it easier."

Trainings	Number Trained
Mental Health First Aid	160
REVIVE!	324
CIT	100



# Northwestern Community Services Board

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

## Celebrating Graduates Success

Northwestern Community Services Board (NWCSB) is proudly celebrating more than 50 individuals who have successfully completed their education programs. This ongoing partnership has proven to be a remarkable success, facilitating numerous celebrations of NWCSB client achievements. The clients enrolled in NWCSB programs have experienced substantial positive changes in their lives. These successes include reuniting with children, achieving professional success, pursuing further education, launching businesses, celebrating sobriety with friends and family, rebuilding valuable relationships, and much more.

NWCSB is working in conjunction with Warren and Shenandoah Counties to establish drug court programs this year, further strengthening NWCSB's commitment to the local community to increase clients' quality of life while assisting them on the journey of recovery. These two drug court programs will add to the agency's partnership with local communities as NWCSB is celebrating its second year of service to drug court programs located in Frederick County, Clarke County, Page County, and the City of Winchester.

## Finding Strength Within: Suicide Prevention Ride Raises Awareness for Community

On September 16th, Northwestern Community Services Board, in collaboration with Page Alliance for Community Action, Family Youth Initiative, and numerous other dedicated community partners, organized the 2nd Annual Suicide Prevention Ride and Awareness Event. This demonstration of commitment to the community gathered 50 motorcycle riders from across the region to take part in a convoy to help raise awareness for suicide prevention. Beyond spreading awareness, the event sought to bridge the community with essential resources. The partnered event collected more than \$1,500 in donations to support the Concern Hotline, which is a lifeline for those in need.

For more information on suicide prevention resources and how to get involved in other Northwestern Community Services Board programs and initiatives, visit [nwcsb.com](http://nwcsb.com).



Trainings	Number Trained
Mental Health First Aid	291
REVIVE!	194
CIT	0



# Rappahannock Area Community Services Board

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



- Rappahannock Area Community Services Board (RACSB) launched an emergency services co-response team with the Fredericksburg Police Department.
- RACSB now has school-based therapists in two local school districts, Fredericksburg City Public Schools and Caroline County Public Schools.
- The Fredericksburg area now has a Behavioral Health Docket, with RACSB providing treatment for participants. This is in addition to a local Veterans Docket and the regional drug treatment courts for adults and juveniles.
- All five school divisions in Planning District 16 now have a formal policy for nurses to stock naloxone.
- RACSB continued its collaboration with Rappahannock Regional Criminal Justice Academy and the University of Mary Washington for facilitation of Mental Health First Aid Trainings.
- Sherry Norton-Williams, Prevention Specialist, was recognized for a second consecutive year as training the most people in Mental Health First Aid (MHFA) in Virginia.
- RACSB provided vaping prevention education to 1,646 students.
- RACSB successfully piloted Second Step: Bully Prevention for Lewis and Clark Elementary School in Caroline County (grades 3rd through 5th).
- RACSB hosted Adverse Childhood Experiences (ACE) Interface train-the-pre-senter to increase community capacity for facilitation of Understanding Adverse Childhood Experiences and Building Self-healing Communities training.
- RACSB facilitated Trauma Informed Leadership Certification for 35 community members through the Community Resilience Initiative.

Trainings	Number Trained
Mental Health First Aid	549
REVIVE!	1,615
CIT	65



# Region Ten Community Services Board

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



Left: “Coming to the Region Ten’s Blue Ridge Center has been outstanding. I really like learning and attending the classes and it’s helped a lot with my sobriety. It’s a good resource and I hope people will know that help is available to them.” Right: Region Ten staff celebrated Black History Month with ‘Bebe Moore Campbell cakes’ from MariBette Café in Charlottesville.

Region Ten Community Services Board (RTCSB) received two grant awards from the Opioid Abatement Authority in partnership with RTCSB localities to expand the Crisis Intervention Team Assessment Center (CITAC), create a Crisis Receiving Center, and expand Community Outreach programming.

Reopened RTCSB’s Blue Ridge Center with additional community outreach components to provide services to the local community regardless of enrollment status at Region Ten.

In FY23 Drug Treatment Court celebrated 16 graduates and Family Treatment Court celebrated 4 graduates.

Partnered with MarieBette Cafe to feature mental health pioneers for Black History Month and Pride Month.

Received approval through Service Dogs of Virginia for a Facility animal to serve RTCSB consumers and staff.

RTCSB was recognized by the Dogwood Foundation for meeting the behavioral health needs of the community and were featured in the 73rd annual Dogwood Parade.

RTCSB participated in the 9th annual Suicide Prevention Awareness & Resource Council (SPARC) walk of Hope to help reduce stigma and bring awareness to local suicide prevention efforts.

Utilized grant funding for the Project LINK program to host a weekend conference for pregnant and parenting women with substance use concerns.

RTCSB’s Community-Based Recovery Support Services Team sponsored the 7th annual Community Recovery for All Neighborhoods United (CRANU) outreach event.

RTCSB hosted a series of webinars on Problem Gambling and “Talk. They Hear You” Youth Substance Misuse series that were free to the community.

Completed CounterTools program by visiting 64 tobacco retailers in the RTCSB catchment area to provide merchant education.

Provided tobacco prevention programs for the second year in a row including “Clear the Air” workshops to local youth with funding from the Virginia Foundation for Healthy Youth.

Engaged in the “Do Your Part” campaign to distribute free medication lock boxes (728 distributed), cable gun lock and trigger gun locks (951 distributed), opioid lock bags (46 distributed), and drug deactivation packets (366 distributed) to the public to help prevent drug misuse and suicide.

350 people were trained in Trauma-informed and Trauma-supportive courses of the Community Resilience Initiative.

336 people were trained in Adverse Childhood Experiences (ACEs) by Region Ten Prevention staff.

582 students engaged in Student Assisted Program (SAP) supports during the school year. SAP is designed to assist in identifying issues including alcohol, tobacco, other drugs, and mental health issues which pose a barrier to a student’s success.

Trainings	Number Trained
Mental Health First Aid	724
REVIVE!	191
CIT	82



# Rockbridge Area Community Services

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



Rockbridge Area Community Services (RACS) partnered with the Rockbridge Symphony to offer a Sensory Friendly Concert. The purpose was to ensure that the concert was inviting and accessible for individuals with sensory sensitivities, including persons with developmental disabilities and autism spectrum disorders. At the concert participants were free to move around, hum, clap to the music or watch the concert live streamed in an onsite quiet room. RACS also provided each attendee with a small bag of sensory manipulatives which they were free to use throughout the performance. One community member commented that “This entire event was earthly magic! The conductor was brilliant and engaging, the music was beautiful, and the space exemplified the difference between “you are welcome here” and “this was designed with you in mind.”

This past year marked the 40th anniversary of RACS and they celebrated in style! Several community partners, community members, staff, clients, and even former board members showed up to celebrate 40 years of impacting lives and offering hope.

The Youth Summit was hosted at the Virginia Horse Center and had 79 people present. The youth coalition members planned and led this leadership initiative from start to finish for both area high school students. The goal of the Youth Summit is to empower the youth to become leaders and make a difference in the community, and to help the coalition recognize and hear the pressing needs identified by the local youth.

RACS launched the Zero Suicide initiative agency wide. The first step was to identify the screening tool

that RACS staff would use, as well as training opportunities for staff based on their position.

## Success Story

Britney has always been a natural helper with a passion of listening to and helping others. While part of her journey in life led her down the path of 10 years of substance use, September 17, 2023, marks 3 years of recovery. Britney’s recovery journey began September 17, 2020, when she was arrested and incarcerated. At the time, she was 3 months pregnant and regularly using drugs. She heard her baby’s heart-beat for the first time while in the holding cell. Between that and the phone calls with her daughter Britney realized it was time for a change. After her release she arrived at RACS intake per her probation and the first offender’s program requirements. She was placed with Substance Abuse (SA) case management and attended SA groups. She successfully completed the first offender’s program and was released from probation. However, she didn’t want to stop attending the group sessions because she recognized the importance of having that support system in place. Britney continued with the SA group for roughly a year and a half. During that time, the SA group leader recommended that she take the Peer Recovery Specialist (PRS) training. Britney found a training and attended. Asking for and finding help with childcare for her young son was difficult, but she did it. Britney successfully completed the training and has been working as a Peer Recovery Specialist at RACS for a year. This role has granted her the opportunity to offer compassionate support to others experiencing similar paths in life while instilling hopefulness through connection to self, others, and to the community. She helps others to realize that they can have another chance at life. She stated that her favorite part of this new role is “seeing people go from a dark and desperate place and into a place of light and hope.”

Trainings	Number Trained
Mental Health First Aid	17
REVIVE!	21
CIT	1



# Valley Community Services Board

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

## Emergency Services

Started the Rapid Diversion program, which serves nine clients at this time.

## Veterans Services

Throughout the year, approximately 25 Veterans were served through a weekly support group hosted by the Valley Community Services Board (VCSB). The Veteran Peer Support Specialist made presentations at three community events which had over 1,250 attendees.

## Office Based Addiction Treatment (OBAT) Services

VCSB received a grant to purchase a mobile Medication-Assisted Treatment (MAT) vehicle. It will travel weekly to rural communities offering assessments and evaluations for current and new clients.

## Justice, Equity, Diversity and Inclusion Committee

VCSB hosted the Faith Summit 2023 in May with local faith leaders to build bridges, close gaps in service, encourage education and de-stigmatization of mental health and substance use (SU) disorders. The committee introduced Adverse Childhood Experiences (ACE) training and offered REVIVE! training.

## Prevention

Gave 945 lock boxes to community members and Lock and Talk was represented at 23 events.

## Quality and Compliance

Created a Patient Portal for clients to have direct access to their service records.

Completed a client satisfaction survey with 100 clients responding; greater than 82% gave positive responses to questions about service, staff interactions and more.



## Success Story

Case manager Adrienne Young watched a “sallow, weepy, lost” person walk through her door leaning on the arm of her sister. Dee (not her real name) had liver failure and used alcohol and meth. She was trying to recover from the trauma of her partner committing suicide in their home.

Young was able to get Dee into Mt. Regis, an addiction and treatment center in Virginia with the help of Substance Abuse Residential Purchase of Services (SARPOS) funds. Dee was able to come home to Augusta County after 40 days. She had a relapse, but soon recommitted to her substance use outpatient groups and relied on support from Young. Dee’s dedication to her recovery bloomed into good things. Young, who calls herself “a hope dealer,” described Dee as kind, empathic, and someone who likes to learn. Dee has an associate degree but wants to continue her education to become an SU clinician.

Young said, “Dee just needed someone to believe in her.” Dee and her son currently live with her family, but her goal is to eventually move into an apartment of her own. Dee worries about taking on too much and making the right decisions. Young continues to encourage Dee as she makes life decisions and when Dee tried to give Young the credit for her successful recovery, Young stated, “you are the reason for your success. You decided to be brave.” Dee is now clean from all substance use and her health conditions have improved. She is active in Narcotics Anonymous and Alcoholics Anonymous. In August 2023, Young assisted Dee in completing the essays needed to apply to Mary Baldwin University or Liberty University.

Trainings	Number Trained
Mental Health First Aid	160
REVIVE!	55
CIT (in conjunction with Blue Ridge Crisis Intervention Team)	67



# DBHDS Region 2 | Regional Initiatives

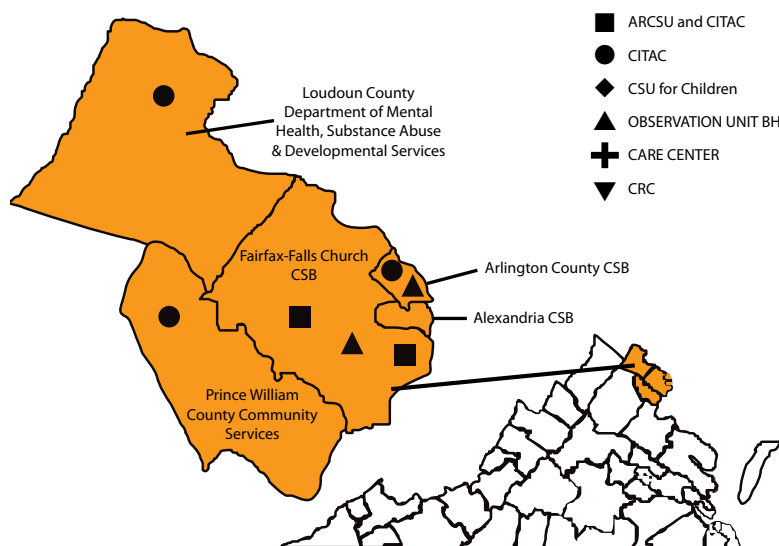
## 2023 Highlights

Region 2 has seen a troubling increase in youth overdoses and use of opioids impacting a wide range of community stakeholders. This trend is exacerbated by a lack of appropriate youth treatment options. To address this issue, Region 2 applied for a grant through the Opioid Abatement Authority to secure funds to establish regional substance use detoxification and residential treatment services for adolescents. The grant was approved, and Region 2 is now working on the next steps in adding this level of care.

FY23 marked the first full year of operations for the Regional Crisis Call Center (RCCC). In FY23, the RCCC responded to 16,266 calls on the Community Line, and 387 from Prince William Public Safety and First Responders Line, the first Marcus Alert implementing jurisdiction in Region 2. The RCCC is a critical piece of the crisis continuum and helps ensure that individuals in Northern Virginia experiencing a behavioral health crisis receive a behavioral health response.

The Regional Older Adult Facility Mental Health Support Team (RAFT) launched a Dementia Support Program in FY23. This program fulfills a vital community need for individuals with dementia and their caregivers to prevent psychiatric hospitalizations, and to provide comprehensive education and planning to improve caregiver resilience while improving safety and stability in community placement.

Region 2 expanded training resources for CSBs with the onboarding of a Regional Training Coordinator/Team (RTC). In partnership with the George Mason University's Center for Evidence-Based Behavioral Health, the region has provided over 600 training slots to clinicians to support clinical and quality improvement for outpatient behavioral health services. Consultation calls were available following trainings to reinforce application of the skills learned. Mobile Crisis Responder trainings were provided by the RTC along with the contracted vendor, CR2, to support the training requirements for mobile crisis responders.



Utilization Management Programs	Service Unit	Region 2
Local Inpatient Purchase of Service (LIPOS) Adult	Individuals	339
	Bed Days	3,376
LIPOS Youth	Individuals	26
	Bed Days	199
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	149

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	1,009
	Bed Days	7,104
Mobile Crisis	Individuals	989
Transitional Living	Individuals	18
Regional Intensive Comm. Residential Continuum	Individuals	39
REACH Crisis Therapeutic Home	Individuals	85

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 City of Alexandria*

- The Alexandria Co-Response Program (ACORP) launched. The program 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. Early data indicates that the program is successful in safely resolving situations on-scene and decreasing the need for transition to a hospital or criminal legal setting.
- The City Opioid Work Group increased its efforts to make Narcan easily and widely available throughout the city as opioid overdoses continued due to the increase in fentanyl-laced substances. Narcan is a nasal spray that reverses the effects of an overdose. Public and private school staff received REVIVE! training and Narcan, staff attended community events to distribute Narcan, and new targeted distribution approaches like supplying Narcan to barbershops, restaurants and other small businesses began in FY23.
- Transitioning Adults into Living Successfully (TRAILS), the First Episode Psychosis Program, supported eight clients graduating from services with increased participation in employment and school activities, as well as decreased symptoms and hospitalizations among current clients, 65% of whom are currently pursuing further educational goals and/or working.
- Five new full-time School-Based Behavioral Health positions were funded to address the increase in youth mental health needs following the pandemic. All positions were filled allowing expanded individual, family and group therapy at all Alexandria City Public School (ACPS) K-8, middle and high school campuses.
- Resilience Alexandria: Inform – Support – Elevate (RAISE), Alexandria’s Trauma-Informed Community Network, increased awareness of Adverse Childhood Experiences (ACEs), trauma, and resilience by delivering 21 workshops to 545 community members.
- The Office of Organizational Development and Equity (ODE) led the Racial Equity Core Team (RECT) effort to identify and dismantle institutional and systemic racism in policies, programs, and practices with the goal of reducing and eliminating disparities and inequities experienced by clients and employees.
- Quality Assurance (QA) collaborated with the Development Disability (DD) programs of Day Support, Residential Services and Case Management to successfully complete quality reviews with the Department of Medical Assistance Services/Medicaid and the Health Services Advisory Group. QA also guided the following eight behavioral health programs through a strong completion of State Licensing audits including onsite annual licensing reviews: DD Day Support, DD Residential Services, DD Supportive Living, DD Case Management, Substance Use Outpatient Treatment, Opioid Treatment, Substance Use Low Intensity Residential Services and the Program of Assertive Community Treatment.
- Friends of the Alexandria Mental Health Center, a non-profit group of volunteers that provides financial assistance to Alexandria Community Services Board (ACSB) clients, managed \$59k in FY22 general fund contributions and responded to 220 requests for assistance with education, rent, utilities, medication and more—a 63% increase from the previous fiscal year. In collaboration with the City of Alexandria Office on Housing, friends coordinated and funded a training for 60 local landlords and property managers on supporting tenants experiencing behavioral health conditions or acute stress and anxiety.

## Success Story

When my son and I came to Alexandria in 2017 after Hurricane Maria devastated Puerto Rico, ACSB caseworkers received us with a warm welcome, helping us set up the support services we needed for my son, who has Down’s Syndrome, and coordinating for him to go to pre-school. Time passed, and we continued with my son’s services and evaluations. When COVID started and we needed equipment to learn from home, ACSB staff helped me through those processes. We are so grateful for the help and understanding the staff offers in helping us reach our goals. As a single mom, I can help my child grow to be an independent person within his limits. The ACSB staff are amazing and are always there in hard times. My son is a young kid now. He is more independent and can communicate better verbally. We love the ACSB staff!



Trainings	Number Trained
Mental Health First Aid	95
REVIVE!	0
CIT	37



# Arlington County Community Services Board

Serving Arlington County



## Arlington County Community Services Board (ACCSB) Launches the 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 in July 2023, and will operate Monday through Friday, between 1 p.m. and 9 p.m. The MOST program is coordinated by the Department of Human Services (DHS), in partnership with the Arlington County Police Department, Arlington County Fire Department, and the Emergency Communications Center, which operates the county's 9-1-1 call center. 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.

Arlington's MOST will also be able to distribute harm reduction tools such as Narcan and fentanyl test strips, connect people who are homeless to shelters and other services, and transport people from the scene to providers where they can receive assistance.

## Expanded Crisis Intervention Center

Arlington County's Department of Human Services hosted a grand opening and ribbon-cutting ceremony for the newly-expanded Crisis Intervention Center (CIC) in May. The center is open 24 hours per day, seven days a week, to individuals of all ages experiencing a crisis. The primary goal of the CIC is to offer comprehensive crisis stabilization services in an outpatient setting so that

the CIC can divert a client who may otherwise require inpatient psychiatric services. The center provides aid to individuals in severe distress for up to 23 consecutive hours. Services offered include:

- Prompt behavioral healthcare assessments
- Observation
- Stabilization
- De-escalation
- Peer counseling
- Supportive services
- Determination of the appropriate care level

A critical component of the CIC is providing de-escalation skills. The CIC has five calming rooms that offer a safe, comforting, and warm space for intervention. Security is present 24 hours a day to ensure client safety, and Special Conservators of the Peace can accept transfers of custody from law enforcement that would otherwise be holding the client for possible hospitalization.

## Marcus Alert System

Emergency Communications Center (ECC) Personnel received an introduction to the Marcus Alert System and the required protocols and tier-level responses they will follow to help carry out the system. In addition, they learned about the importance of and how to use active listening and de-escalation skills during Marcus Alert type calls. ECC personnel also received education on common mood and psychotic disorders, as well as information on substance use and dual diagnoses, and suicide risk and prevention.

Trainings	Number Trained
Mental Health First Aid	57
REVIVE!	71
CIT	67



# Fairfax-Falls Church Community Services Board

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

In FY23, Fairfax - Falls Church Community Services Board (FFCCSB) provided support to more than 21,000 individuals across mental health, substance use disorder (SUD), and developmental disability (DD) services. Over 6,600 residents received FFCCSB emergency services. The FFCCSB continues to focus on retention and recruitment of staff to provide the best possible services to individuals.

## Opioid Epidemic

Addressing the opioid epidemic is a longstanding priority in Fairfax County. Many stakeholders are partnering through the Opioid and Substance Use Task Force to advance the County's multi-pronged, collaborative opioid response strategy. The countywide FY23-FY25 Opioid Response Plan includes approximately 40 programs and activities across six priority areas.

## De-Criminalizing Mental Illness

In its eighth year of implementation, Diversion First provides alternatives to incarceration for people with mental illness, co-occurring substance use disorders and/or developmental disabilities who encounter the criminal justice system for low-level offenses.

## The Merrifield Crisis Response Center

The Merrifield Crisis Response Center (MCRC) added 23-hour beds to provide crisis stabilization and ongoing assessment in a safe and therapeutic environment that is less restrictive than hospitalization. In addition, the onsite medical assessment program, a partnership with Neighborhood Health, a Federally Qualified Health Center, expanded its scope to provide primary care services to individuals seeking CSB assessment and/or emergency services.

## Co-responder Program

The CSB and Fairfax County Police Department expanded the Co-responder Program by adding additional teams comprised of a Crisis Intervention Team (CIT) trained Fairfax County police officer and CSB Crisis Intervention Specialist. In FY23, co-responder teams responded to nearly 1,300 calls.

Trainings	Number Trained
Mental Health First Aid	885
REVIVE!	4,000
CIT	0



Crisis response to behavioral health concerns in the community were enhanced in 2023 with the Fairfax County implementation of the Marcus Alert law.

## Mobile Crisis Units

The long-serving CSB Mobile Crisis Units (MCUs) continue to provide community-based crisis services for individuals who need, but are unwilling or unable to seek, mental health treatment. In addition, the Community Response Team (CRT), added a second team in 2023. This is a CSB collaboration with Fire and Rescue and provides outreach and care coordination to individuals who have unmet medical and behavioral health needs and who frequently request public safety services.

## Developmental Disabilities (DD) Services

The DD Support Coordination Services supported 1,792 individuals with Medicaid Waivers and provided a range of monitoring supports and services to 2,948 individuals on the Priority 1 (P1) through Priority 3 (P3) Waiver Waitlist. 1,151 individuals are in P1 status with more than half on this waitlist for up to 5 years, and more than a full third of individuals on the P1 waitlist for 5-10 years. There were 621 individuals in the eligibility determination process at that time. Support Coordinator recruitment and retention issues along with increasing intensity of individual and family support needs continue to drive caseload management for the purpose of rightsizing to ensure the proper balance of support delivery and compliance with regulatory mandates that have significantly increased under the Department of Justice Settlement Agreement. In FY23, Employment & Day Services providers continued in-person service delivery to individuals with DD, and increased services as site capacity and staff resources allowed. In a typical year, more than 1,500 individuals are served in Day Support, Sheltered, Self-Directed Services and Group and Individual Supported Employment.



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

## Serving Loudoun County

Loudoun County Department of Mental Health, Substance Abuse and Developmental Services (LCDMHSADS) Prevention and Intervention Program developed a 6-minute Rapid REVIVE! video. The video reviews the signs of an opioid overdose and provides instructions on how to respond by administering Naloxone and contacting 911. The Prevention and Intervention Program worked diligently with the Virginia Department of Health (VDH) and Department of Behavioral Health and Developmental Services (DBHDS) to meet training and licensure requirements. This was the first video of its kind produced in Northern Virginia. In addition to the Rapid REVIVE! video, the team collaborated with multiple community partners to offer trainings and outreach to the community. In FY22, 562 people received REVIVE! Training. With the implementation of the Rapid REVIVE! video, 1,795 individuals received training in FY23.

## Success Story

### Early Intervention Music Therapy

*The story uses fictitious names to protect the family's privacy*

Nick's mom told Early Intervention staff, Liz Wong, that her son enjoyed music and seemed to engage with her more when they sang. This comment echoed similar messages heard from other parents and sparked the development of LCDMHSADS first Early Intervention music therapy group. Early Intervention provides therapeutic services for children under age three whose development is delayed. The first music therapy group for toddlers with autism launched in January 2023. Additional music therapy groups followed for younger infants with developmental delays and older toddlers with speech delays. Those who attended the groups made progress in social interactions, speech, and motor movements. Parents saw improvements and reported, "My child began singing and doing the hand motions learned in the therapy group at home with my other children." Another parent said, "her child began making more sounds." One parent said, "The group allowed me to meet and connect with other families that share our experience."

Trainings	Number Trained
Mental Health First Aid	174
REVIVE!	1,795
CIT	424



LCDMHSADS opened a new four-person group home for adults living with a serious mental illness in May 2023. This location provides a safe and supportive community home with 24/7 staffing to reduce reliance on higher levels of care, such as psychiatric hospitals. When Dave, one of the homes new residents moved into the new home, he told staff, "I love it here! My home is nice, my roommates are good, and the staff are cool."





# Prince William County Community Services

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

Prince William County Community Services (PWCCS) Crisis Intervention Training (CIT) Program was awarded the Virginia CIT Program of the Year. The program has been used as a model for other programs across the Commonwealth. Over 1,000 officers have been trained since 2012. Trainers also provide 8-hour CIT classes within the recruit academies for Police, Fire/ Rescue, and 911 dispatchers. In each 40-hour CIT class, a fundraiser is conducted in which the students donate clothes, food, and money to local resources. One program that has benefited from these fundraisers is the peer recovery program that is run by consumers and relies heavily on community support.

Through the Marcus Alert initiative, PWCCS has developed a process for identifying persons in crisis and their level of need through the 911 communication centers. FY23 was the first year of implementation and 4,702 calls to the local 911 communication centers were identified as needing a specialized mental health response. Of those calls, 375 were connected with the Regional Crisis Call Center and resolved without police intervention.

The Community Crisis Outreach Team was developed through the Marcus Alert initiative. It is comprised of three mental health specialists who respond to non-emergent outreach requests from first responders. The goal is to assist community members with connecting to services and reducing the need for first responder intervention. The team builds trusting relationships and follows up with community members to make sure they have the tools they need to successfully connect to resources in the community. In FY23 the Outreach Team responded to 433 referrals.

Co-responder teams consist of 6 CIT officers and 6 clinicians responding together to calls involving persons in crisis. The teams are trained through the Prince William County Police Academy in scene safety, officer wellness, first aid and procedures. The goal is to bring the help to the scene of the crisis and reduce the need for police intervention. This process preserves the dignity of the community and provides support when and where it is needed the most. The Co-responder Team:

- Served over 1,100 community members in FY23 and over 1,900 since its launch in 2021.
- Diverted 94% of contacts from custody in FY23.
- Saw a 38% overall reduction in ECOs since the program launched in 2021.

One police officer stated, "Our Co-responder unit brings a much-needed piece to police work on the street level. The clinicians provide valuable, real-time services to citizens in need. I truly think the community appreciates the unit, and more police officers are seeing the benefits of the

specialty. I hope the unit grows and continues to bring mental health knowledge to the street."

## Success Story

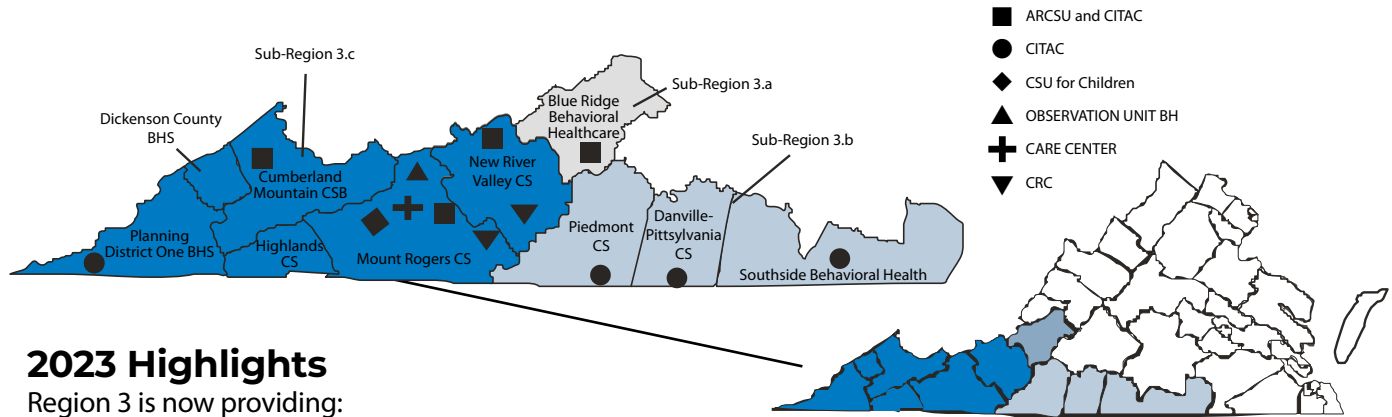
### Collaboration + Hope = Success!

Sheryl (not her real name) experienced a behavioral health crisis during which she returned to using her substances of choice—opioids and cocaine. She lost her apartment and unfortunately became increasingly dependent upon her abusive partner. During this time, Sheryl witnessed the accidental overdose of her partner's godchild while in their care. She was briefly detained after a warrant was issued for a search of the home following the overdose of the child. When she was released from jail, she was staying with a family member, where she experienced a near overdose. When the incident occurred, she was caring for her own grandchild. As a result, the child was removed from her custody. With all these challenges bearing down on her, she acknowledged her need to participate in residential treatment services. Sheryl and her primary therapist worked together to find an appropriate residential program and she participated fully in the program. As her discharge date was coming near, Sheryl, her primary therapist, and her peer worked closely together. Oxford House was identified as a potential option, and she was faced with the challenge of obtaining the move-in fees. Substance Abuse Residential Purchase of Service (SARPOS) funding was requested to help with her move-in fees as well as two weeks of her rent. Research by her peer revealed that the Chris Atwood Foundation offers grants to those in recovery seeking recovery housing assistance. Sheryl and her primary therapist completed the application together, and within 48 hours, she met with a representative from that organization. Sheryl was offered funds for an additional two weeks of rent, brand new bedding, and personal hygiene items. All this support allowed Sheryl to seek and find employment, remain focused on her recovery goals, and experience hope that things will get better if she puts her recovery first. Sheryl is currently participating in the Medication Assisted Treatment program and receives ongoing psychiatric support. According to Sheryl, "I won't lie and say that this hasn't been hard, but I know that I can come back from this and accomplish my dreams."

Trainings	Number Trained
Mental Health First Aid	81
REVIVE!	745
CIT	103



# DBHDS Region 3 | Regional Initiatives



## 2023 Highlights

Region 3 is now providing:

- 16 Regional Residential programs—four are designated for the Geriatric population.
- Five Crisis Stabilization Units (CSUs)—one is designated for children.
- Two Transitional Housing programs.

## Veteran's Summit

Region 3 hosted a Veteran's Summit on June 21, 2023, in which the Commissioner of the Department of Behavioral Health and Developmental Services (DBHDS) provided the opening statements. Several attendees reported that they learned about new resources that they would be able to take back to their agencies or use themselves. Previous summits were hosted by the Veterans Administration, under a federal mandate, but no funding was utilized for this event. The goal of the event was to bring together federal, state, and community partners to better serve our veteran community. This event was previously under attended due to lack of funds. There were at least 30 different agencies represented in attendance at the Region 3 event.

- Piedmont Community Services received a new Mobile Crisis Unit and is currently on a 3-week tour with the Unit.
- Danville-Pittsylvania Community Services as well as Southside Behavioral Health recently moved into a new Crisis Intervention Center building. The community of Region 3 is excited about the services and treatment that will be provided.

Utilization Management Programs	Service Unit	Region 3a	Region 3b	Region 3c
Local Inpatient Purchase of Service (LIPOS) Adult	Individuals	18	28	37
	Bed Days	77	139	274
LIPOS Youth	Individuals	n/a	n/a	n/a
	Bed Days	n/a	n/a	n/a
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	182	0	0

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	221	665	1,347
Crisis Stabilization Units – Adult (CSU)	Individuals	285	97	1,127
	Bed Days	n/a	n/a	6,716
Child CSU	Individuals	n/a	n/a	270
	Bed Days	n/a	n/a	1,946
Child Mobile Crisis	Individuals	n/a	n/a	639
Community Crisis Beds	Individuals	n/a	n/a	349
Transitional Living	Individuals	n/a	n/a	1,069
REACH Crisis Therapeutic Home	Individuals	n/a	n/a	30

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 cities of Roanoke and Salem*

- Marcus Alert Kick-Off –Blue Ridge Behavioral Healthcare (BRBH), in collaboration with local community stakeholders, implemented Marcus Alert. Marcus Alert legislation requires 9-1-1, crisis call centers, law enforcement and behavioral health agencies to work together to improve responses to individuals experiencing a behavioral health crisis. The Roanoke Valley Marcus Alert plan emphasizes the need for therapists to co-respond alongside law enforcement personnel to mental health calls that require an in-person response. Dispatch centers across the BRBH catchment area dispatch a BRBH co-response therapist, just as they do Fire/EMS or law enforcement personnel. Co-response therapists were able to respond to 93 in person calls within the first 30 days of implementation.
- BRBH became the 15th Drug Recognition Expert (DRE) Training certification site nationwide and the FIRST in the state of Virginia! BRBH Access to Care staff hosted two sessions of DRE training for law enforcement professionals across the state. A DRE is a police officer trained to recognize impairment in drivers under the influence of drugs other than, or in addition to, alcohol. During the training, students were asked to conduct evaluations on individuals actively under the influence of alcohol or another substance. Individuals in the community that continue to struggle with active substance use were invited to participate in the event to help DRE trainees complete their final phase of training. During the February training BRBH was able to connect with (36) individuals from the community. (23) of the individuals were trained in REVIVE! providing life-saving Narcan. (1) individual made the decision to enter substance use treatment at the Rita J. Gliniecki Center's Detox and Crisis Stabilization Unit. During the June training BRBH connected with (42) individuals from the community that were provided with life-saving Narcan. (3) individuals made the decision to enter substance use treatment at the Rita J. Gliniecki Center's Detox and Crisis Stabilization Unit. Others were connected with the Homeless Outreach Specialist for ongoing services.
- BRBH Prevention and Wellness Services in collaboration with the Drug Enforcement Agency (DEA), local law enforcement, the Western Virginia Water Authority, the Prevention Council of Roanoke County and the Roanoke

Area Youth Substance Abuse Coalition implemented two DEA Prescription Drug Take Back events over the past year. A total of 2,523 pounds of unused prescriptions were collected.

- BRBH Project LINK program provides services for pregnant women and mothers with substance use disorders, and continues to offer American Society of Addiction Medicine 2.1, 2.5 and 2.7 levels of care. This year, Project LINK has expanded its Permanent Supportive Housing (PSH) program to add five additional housing slots, to make a total of 27 housing slots available for qualifying women and their children. Project LINK implemented the Fatherhood Initiative program, where parenting groups and substance use disorder case management are made available to participants.

## Success Story Taking It "One Day at a Time"

William struggled with alcohol for over 30 years when he first sought services in September of 2022 with the BRBH Crisis Stabilization & Detox Unit (CSU). He stated he felt hopeless, like a shell of himself. Due to depression and post-traumatic stress disorder, as well as being homeless and having little to his name, with no support or place to go, he would drink to not feel anything. But he knew he couldn't continue that way.

William left the CSU and came back, completing the program in April of 2023. William followed up with a month of Outpatient Day Treatment at BRBH and began taking medication. He said "I have an all or nothing mentality, but I have learned not to bite off more than I can chew. It's okay to just get a few things accomplished in a day, so I don't get overwhelmed and frustrated and start drinking again. I take my time and stay organized."

He embodies and lives out the phrase "one day at a time". William follows up with medical appointments, received new glasses, has an apartment through PSH, and is in physical therapy. He stated "You have to follow through. You have to continue to work your program."

"I am truly blessed to have the BRBH team to help support and keep me organized. I got used to living in chaos, it became normal. I had to re-learn to live in stillness".

William shared that he has rekindled relationships with his children, they are proud of him, and he has begun to embrace the peacefulness of his new life.



Trainings	Number Trained
Mental Health First Aid	411
REVIVE!	477
CIT	88



# Cumberland Mountain Community Services Board

*Serving Buchanan, Russell, and Tazewell counties*



OUR House is an ordinary house for extraordinary individuals who spend their day working to improve their well-being. OUR House, a psychosocial rehabilitation center for adults who have a mental health diagnosis, has 24 members. Each member has developed a personal wellness/recovery plan, tailored to their own personal needs and interests. In March, members participated in five homesteading courses offered by the Buchanan County Public Library. Each course was designed to target homesteading activities in the area such as apple tree grafting, bee keeping, extracting maple syrup, and identifying local mushrooms and roots. The most popular course attended by participants was, “how to keep your chickens in the yard”. Excited by much discussion as to how they could put this information to use, they decided to raise chickens and plant/harvest a garden. The members researched the best style/location for the chicken coop. Others determined which garden location would provide maximum sunlight, the best access to water and what type of fencing would best protect the crop from animals. The chicken coop was erected, and chickens were purchased. The garden was prepared and planted. A daily chart of responsibilities for caring for the chickens and the garden was developed and consulted daily. Plants and chickens were not the only thing growing! Curiosity and interest were growing! Other members, who were not usually “outdoors folks” became fascinated with the homesteading projects. It is now August, and the garden has been plentiful. OUR House members gathered cucumbers and harvested a variety of tomatoes. Our House served green beans from the garden for lunch on three occasions. Fried green tomatoes and summer squash have become lunch favorites. Members have been able to gather 3 to 4 eggs per day and are excited while discussing plans for the garden next year. OUR House is looking to purchase a greenhouse and hopes to grow plants year-round. The garden and chickens have become an investment, not just for the vegetables and eggs, but also for the therapeutic joy, fulfillment, purpose and

teaching it has brought for the extraordinary members and staff of OUR House.

## We Don't Support Underage Use

The We Don't Support Underage Use campaign is a long-standing social norm messaging campaign for Cumberland Mountain Community Services Board (CMCSB) and is a major component of supporting Counter Tools, Merchant Education retailer visits and health care education visits. The logo brand can be seen as large 2X2 metal signs at drop off areas and Ballfields in Buchanan, Russell, and Tazewell County Schools, community member car stickers, posters, magnets and banners. The campaign incorporated fentanyl and cannabis this year in response to the increasing poisonings, overdoses, and use rates among youth. Forty-one total billboards were placed throughout the catchment area to promote regional branding of the We Don't Support Underage Use campaign with the additional target of fentanyl and marijuana and a focus on both parental and retailer influence, as well as our prescription drug misuse prevention media campaign and Lock & Talk Virginia campaign.

Two of the billboards:

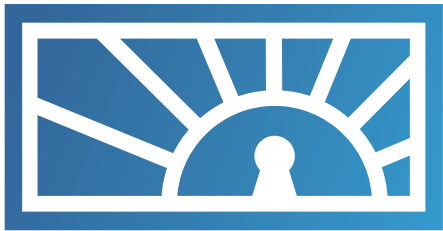


Trainings	Number Trained
Mental Health First Aid	0
REVIVE!	553
CIT	0



# Danville-Pittsylvania Community Services

Serving Pittsylvania County and the City of Danville



## DANVILLE-PITTSYLVANIA COMMUNITY SERVICES

### Success Story

Melanie has a long history of hospitalizations due to self-harm thoughts. When she found herself in stressful situations, she would default to self-harm thoughts and seek hospitalization to remove herself from the situation. Going to the hospital was a place where she felt safe. Despite the fact that she had identified coping tools, she failed to use them because her distress was so great, in the moment, that she could not think clearly enough to effectively use them.



In the past year, Melanie was able to recognize, after a hospitalization, that application of her coping tools, especially talking with someone, could have possibly prevented a hospital visit. She resolved within herself that hospitalization under such circumstances is “not an option.”

Melanie recognized that certain situations have inherent anxiety, stress and discomfort for her. She has been able to effectively verbalize potentially distressing situations and use her coping tools to deal with the distress. Melanie has also engaged in the wrap-around services available to her at Danville-Pittsylvania Community Services (DPCS).



Melanie has been hospital-free for over a year now. Melanie has been participating in Adult Behavioral Health Case Management, Psychosocial Rehabilitation (Harmony House), and Psychiatric Services through DPCS. Each of these programs/services has helped Melanie develop her new positive coping skills, especially Harmony House. Melanie has developed friendships and received encouragement to practice her coping skills. She has even successfully navigated troublesome housing situations, including living in supervised placement, to finally obtain independent housing at Piney Ridge Apartment Complex, which is an independent living community with DPCS. She was able to verbalize the anxiety of all these changes and living in a new place, on her own. Moving is well known to be a top stressor for any person. She also voiced excitement at her accomplishment of living independently in a residence where she knows other residents and can obtain additional support.

While Melanie’s growth has been gradual, and she still lacks confidence in herself, she has begun to advocate for herself. She can recognize when she needs extra support and seeks assistance now. She has demonstrated assertiveness with her peers appropriately when needed. She cooperated with another female peer to lead a group where she shared education and facilitated an activity to reinforce it.

Melanie has recognized the growth within herself and is proud of the progress she has made.

Trainings	Number Trained
Mental Health First Aid	252
REVIVE!	83
CIT	534



# Dickenson County Behavioral Health Services

*Serving Dickenson County*



This year the Dickenson County Behavioral Health Services (DCBHS) Clubhouse program participated in a different type of project. In collaboration with Landon Johnson and the Lonesome Pine Soil and Water Conservation District (LPSWCD), DCBHS did a Community Garden Project. LPSWCD sponsored the materials needed for the project: tires (to be used as containers), Pro-mix Soil, seeds, plants, and metal fencing/cage materials. The purpose of this project was to help consumers have a better understanding of how to grow their own food to be more self-sufficient in their home, and to save money when they go to the grocery store. The consumers took a very active role in preparation for the garden: filling garden boxes and tires with soil, planting the seeds and plants, daily care of the garden such as watering and clearing weeds, and harvesting the vegetables when they were ready to be picked. In the garden, the consumers grew the following: sweet corn, green beans, tomatoes, cucumbers, potatoes, lettuce, banana peppers, peas, and onions. In the Fall Indian corn and pumpkins were available. The consumers took an active role in learning to prepare the vegetables for consumption such as stringing/breaking beans, shucking corn, and digging potatoes out of the ground, to name a few. There were also many extra vegetables that were able to be sent home with the consumers. It was an exciting routine for consumers to go to the garden each day to see if there were new vegetables to pick. Towards the end of the project consumers acknowledged that they had a better understanding of growing their own

food and how to prepare it at home. This has been one of our favorite projects for both consumers and staff, and we plan to do this project again next year!

## Success Story

Like too many people in the area, substance use had derailed Jerry's life. He once had a profession as a teacher and greatly enjoyed teaching and impacting the lives of others. However, he lost it all when he was charged with possession of illegal substances.



Throughout the legal process, Jerry was offered the opportunity to enroll in the Dickenson County Drug Court program. He was hesitant at first and struggled accepting his situation. After all, Jerry was once a successful professional, now he was giving up a lot of his rights and did not want to be looked down upon.

It took Jerry some time to accept his situation. Jerry could have had a negative attitude and blamed others for his predicament, but he didn't. He focused on making the best of the situation and working to become a better person. Jerry began attending treatment and building coping skills. While in treatment Jerry has developed several goals, and hopes to one day teach again.

Jerry has made significant progress in treatment. He has obtained employment, regained his driver's license, and was able to save money to purchase his own vehicle. Jerry is setting himself up for long-term success after Drug Court. He can see more clearly and continues to focus on goals for the future. Jerry continues to pass drug screens and his attitude has been an inspiration for others in the program.

Trainings	Number Trained
Mental Health First Aid	0
REVIVE!	263
CIT	0



# Highlands Community Services

Serving Washington County and the City of Bristol



Left: The HCS Crisis Team partnered with the Washington County Virginia Sheriff's Office for Co-Response Team safety training in preparation for the Regional Marcus Alert Launch. Right: HCS Prevention Team provided Narcan Training to over 2,000 people surrounding Fentanyl Awareness Day including events held at all high schools within the HCS catchment area. In attendance were the Governor and First Lady Youngkin and Senator Todd Pillion.

Highlands Community Services had the following highlights and innovations during the past year:

- Significant Employee Retention & Recruitment Efforts.
- Regional Marcus Alert Launch.
- Permanent Supportive Housing Expansion.
- School-Based Therapy Expansion.
- Low Energy Neurofeedback System (LENS) Training and Launch.
- Development of "Schizophrenia: A National Emergency," (SANE) service, which has expanded and is now concerned with all mental illnesses.
- Interchange School Expansion to include Smyth County Students.
- Crisis Center Completed First Medical Clearance.

## Success Story

Just two years ago, 75% of Jane's (not her real name) time was spent in the bathroom with a needle in her arm. She had been battling addiction for 11 years. It started in high school with pain and diet pills. After the birth of her daughter and a bout with postpartum depression, drugs soon took hold of her life. Jane

went beyond her pill addiction and started using meth as an IV user for almost two years. "Anyone who's ever done meth knows how bad it messes with your perception and your hold on reality and my reality was crashing all around me." During those 11 years Jane experienced several hardships including the loss of her grandmother and her mother, a failed marriage and her daughter's suicide attempt. It was her daughter's suicide attempt that made her finally realize it was time for real change. "Enough was enough. It hit me, if I don't fix my life no one will." She found her daughter help for her depression and mental health at Highlands Community Services (HCS) and she also found the help that she needed through the recovery program at HCS. Jane met with a Case Manager that she still thanks for helping her get her life and priorities back on track.

Jane stated, "I've been in the Medicated Assisted Treatment program for 2 years and Tayler, Stephanie, and Kamy have saved my life for sure. This is the best support I've had. The best part is that they care how I am, how things are going, and are truly out to help me stay on the sober path. Once I got my mind clear and my head right sobriety was easy. Getting away from those shady people and that horrible life was the best decision I ever made, and I owe it all to HCS for backing me. They have helped me stay strong for my two kids who I would do anything for!"

Trainings	Number Trained
Mental Health First Aid	183
REVIVE!	2,655
CIT	75



# 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:

- **Crisis Receiving Center** – MRCS opened the state’s first Crisis Receiving Center (CRC) in Smyth County. Law Enforcement can transfer custody of up to 3 individuals at a time under Emergency Custody Orders to the CRC. The CRC offers individuals a safe, supportive environment to work through their crisis, while relieving pressure on local law enforcement and emergency departments.
- **Youth Crisis Stabilization Unit – Positive Alternatives to Hospitalization (PATH)**, is a Regional Youth Crisis Stabilization Unit operated by MRCS. This year, PATH expanded from 8 to 12 beds and began offering medically managed detox for children. PATH is the first medically managed detox program for children in Virginia that is not in a hospital setting.
- **Geriatric Team** – MRCS’s Geriatric Team has facilitated more than 175 discharges of geriatric individuals from state psychiatric hospitals to community settings.

## Success Story

The Lighthouse moved into its permanent home in Wytheville on June 26th. 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. Jeff Moore was the program’s first successful graduate. When Jeff first heard about the Lighthouse, he was sleeping in a gazebo in a local park. He entered the Lighthouse and flourished under the 24/7 supports.



Jeff stated, “They will help you in any way they can as long as you want to help yourself. They are there for you 24 hours a day, 7 days a week. These people have gone to court with me, to the doctor with me, whatever I need.”

Jeff now has a job and his own apartment. “These are great people. They’re family now. They’re here to help people and change their lives. I appreciate them. I love them all to death.”

Trainings	Number Trained
Mental Health First Aid	70
REVIVE!	234
CIT	14



# New River Valley Community Services

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

The Community Wellness & Outreach team at New River Valley Community Services (NRVCS) has been working with a local technology company to develop a mobile app to help residents connect with various resources in the New River Valley. In addition to connecting users with behavioral health services, the app will help navigate access to various programs and supports provided by other service agencies and organizations in the New River Valley – including those that address essential needs such as food, clothing, and shelter. The goal is for the app to launch in the fall of 2023.

New Horizons, NRVCS’ Crisis Stabilization Unit (CSU), is transitioning to a new space in Radford that will be located next to the Crisis Receiving Center (CRC). New Horizons will be housed in a previously unutilized portion of the agency’s Radford Center, which is being developed specifically for the CSU. This move, anticipated to happen in the fall of 2023, will allow for eventual expansion of New Life, a residential treatment facility for substance use disorders. New Life’s expansion will use the current New Horizons space in Fairlawn to expand from 10 beds to 17 beds.

NRVCS launched a new wellness campaign in January 2023 to encourage both clients and members of the community to take a more active role in managing or improving their health. The “HOPE” campaign utilizes the wellness wheel model which is designed to help users evaluate certain various aspects of life and generate ideas for how to improve in those areas. The campaign has received positive feedback across the region and increased activity on the agency’s various social media platforms.

## Success Story

Storm Mabry (they/them, he/him) has just one regret about engaging in services with NRVCS. In hindsight, they wish they had gotten help sooner.

At 18, Storm has literally and figuratively been transitioning into adulthood. Although they only recently completed high school, Storm has endured a series of both mental and physical health challenges. They are also currently serving as the primary

caregiver for their mother, who is still trying to recover after multiple bouts with COVID-19.

“I’ve gotten help on and off over the years,” Storm says when discussing their mental health, “and I probably will for a good while longer, but that’s okay it helps keep me grounded.”

Earlier this year, Storm explained that a combination of grief and trauma exposure took them out of their routine, and they were unable to keep up with taking their prescribed medications. Eventually, Storm was assessed at the new CRC and stabilized so that they could return home.

“I immediately felt comfortable here,” recalls Storm. “My mom was able to come in with me and everyone was very considerate and nice to both of us. That really meant so much to me.”

Storm says they first began to have issues with their mental health in early adolescence. As time went on, the mental health challenges began to affect their academic performance and made their time in high school especially difficult.

Once they were connected to services with NRVCS, Storm says the therapy, medication and support they’ve received (through various services) has helped to improve their overall mental health while also providing hope for the future. Storm hopes to eventually obtain their driver’s license and attend college, with the ultimate goal of working in a profession where they can help others. In the meantime, they plan to stay engaged with treatment while also taking advantage of peer services and support groups offered locally.

“Isolation is really tough for me,” notes Storm. “So, having that social interaction is very important.”

“By getting help, it has made me realize that there are so many people out there who aren’t getting the help they need. I get that people are scared to do it, and they often have good reason to be scared, but opening up to someone is really the best thing you can do.”

“I’m so glad I did,” Storm says.



Trainings	Number Trained
Mental Health First Aid	230
REVIVE!	308
CIT	67



# Piedmont Community Services

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



Piedmont Community Services (PCS) has worked to re-connect with the community and to add to the continuum of care by ensuring that services are recovery-oriented, trauma-informed, and culturally competent. PCS held events raising community awareness of the availability of services, prevention outreach activities, and organized Overdose Awareness Day events.

PCS held the first annual Recovery Celebration, 17 exhibitors participated including other substance use disorder (SUD) service providers and community partners. (photo above left)

PCS expanded Peer Recovery Support Services

- Partnership-Access-Care-Empowerment (PACE) to Recovery Emergency Department Bridge program is expanding to include services at the Crisis Intervention Team Assessment Center, Same Day Assessment, and in the community.
- Peers are working in justice support services, employment support services, case management, psychiatric rehabilitation services (PRS), and SUD Treatment Services.
- Pathways Peer Recovery Center continues to thrive and add structured programming to encourage individual's journeys toward wellness.
- Grace House became PCS's fifth Recovery Residence certified through Virginia Association of Recovery Residences. Grace House serves pregnant women and their newborns. PCS will be presenting information on this model at the National Alliance of Recovery Residences Conference in October.

PCS received the Office Based Addiction Treatment unit in June. PCS staff are looking forward to taking services on the road throughout the catchment area. (photo above, right)

Trainings	Number Trained
Mental Health First Aid	288
REVIVE!	71
CIT	44



## Success Story

Monica's addiction began at 27 after taking a prescription for back pain. She then became addicted to methamphetamines after the loss of her baby. Monica became pregnant again and quit using drugs but struggled with post-partum depression and then the loss of her dad was when she became a daily user. When at Life Center of Galax for treatment, Monica learned about PCS and the services. "I was pregnant with my daughter and decided that I would go to Grace House where I would have support." Her daughter was born in December, and she moved into Grace House in January to begin recovery. "The most important part while working on my recovery was having my baby with me every step of the way. I felt motivated and supported by peers." Monica then lost her sister, "my number one supporter," but with the help of the PCS staff, she was able to push through the grief using her coping skills. "I began to check off things from my sobriety bucket list such as to be accountable, and to rebuild healthier relationships (especially with my kids). I am thankful for the support of my family and peers." Monica graduated from the Peer Empowered Addiction Recovery Living (PEARL) Program in 2022. After moving out of Grace House, Monica experienced a traumatic event, and returned to using drugs. Because Monica continued PCS services after moving, she re-engaged with her service providers and asked to move back to Grace House. "It's my safe place" and "I knew I was around people in recovery, people who also shared traumatic experiences, and peers I could reach out to anytime." Monica and her daughter moved back to Grace House in February 2023. She created steps to move her recovery forward and identified areas for support. Monica is still in recovery and working on employment. She is going back to school to earn a degree, working a 12-step program, and is a leader at Grace House. She serves as a mentor for new moms, volunteers and helps others in need. Since December 2021, Grace House has served ten mothers and provided support to seven babies.





# Planning District One Behavioral Health Services

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

In FY23, Planning District 1 Behavioral Health Services (PD1BHS) opened Hawthorne Place, for highly intensive services designed to help keep persons out of inpatient treatment. Rural regions in Virginia historically have had higher admissions per 100K residents which indicates a lack of resources in the community to promote stability. The new facility, located in Wise County, houses several programs that provide care for crisis prone persons with needs not easily met in traditional outpatient spaces. The existing Crisis Intervention Team Assessment Center (CITAC) program was relocated to the new facility and serves all three counties and the city as a law enforcement drop off and evaluation of persons in need of assessment for hospitalization. The program being housed in a location with other programs that require nursing, enables medical clearance to be performed on site including electrocardiograms, remote stethoscope telemetry, and short turnaround time labs in partnership with the local health system and an evaluation from a Psychiatric Nurse Practitioner within the PD1BHS / Frontier system of care. A crisis triage walk-in program was also established to allow persons in need of crisis care to walk-in and be assessed for follow-up, referral to outpatient or a higher level of care. Hawthorne Place is also home to two higher intensity programs; 23 Hour Crisis Observation and Assertive Community Treatment (ACT). A 23-Hour Crisis Observation is a comprehensive program with evaluation and treatment from both nursing and Psychiatric Nurse Practitioner care, evaluation and care from a Licensed Mental Health Professional, case management, referral and peer services. Recipients may shower, get clean clothes, a meal, sleep if needed, rest and experience a safe, calm place to be until their crisis resolves.

ACT is another comprehensive service that bundles psychiatry, therapy, case management, nursing and medication management and peer services to recipients in a naturalistic environment-home in most instances. Consumers are persons with serious mental illness that have functional deficits that often makes them unable to access resources independently or more likely to utilize emergency department or psychiatric inpatient resources. The goal of the program is to meet the

‘whole consumer’ needs in the home and community while reducing the need for higher level treatment. In the future, Hawthorne Place will add a Mental Health Intensive Outpatient Program (MH IOP). PD1BHS/ Frontier is a Commission on Accredited Rehabilitation Facilities accredited in many programs. The MH IOP would serve as both a step-up program from outpatient and a step-down program from in-patient care. The program is tentatively slated to open in early 2024.

## Success Story

Anthony is 51 and has been in substance use disorder (SUD) services at Lee County Behavioral Health Services since 2020. He began working in the mines after high school, and worked as a miner for 25 years. Mining can take a toll on one’s body and Anthony can attest to this through his own injuries. In 2001, Anthony began to struggle with anxiety and depression, which began with the murder of his brother. His struggle led to misuse and abuse of Xanax and in 2008 he began taking opioids due to a back injury. Over the next 5 years, Anthony used Xanax and opioids together, a potentially lethal combination. He soon realized that he was in active addiction and in 2016 he found it impossible to continue to work. During this time, he was convicted twice of Driving Under the Influence. In 2018, Anthony sought treatment from Dr. Van Zee and started using Suboxone for the opioid issue and began the path to recovery from Xanax, as well. The Suboxone also helped him manage his pain. Dr. Van Zee encouraged Anthony to attend local Narcotics Anonymous or Alcoholics Anonymous meetings. Through these meetings, Anthony gained insight into his addictions. Anthony continues to receive services and he also continues to see Dr. Van Zee for treatment with Suboxone while receiving case management services and medications to treat his anxiety. He has been free of Xanax since 2020. Through his recovery, he is able to do more with his son and earn the trust of his family. His self-esteem and self-worth have improved dramatically. Last year Anthony was able to gain disability from the Social Security Administration, which has helped his sense of well-being. He is gradually building his life back and is completing the requirements for Virginia Alcohol Safety Action Program and looks forward to earning his driver’s license back. This is especially important because of the needs of his aging parents to be able to rely on him for assistance. Anthony enjoys the people he interacts with and continues to share his recovery with others when he attends services.

Trainings	Number Trained
Mental Health First Aid	12
REVIVE!	0
CIT	111



# Southside Behavioral Health

*Serving Brunswick, Halifax, and Mecklenburg counties*

Southside Behavioral Health (SBH) hit the ground running in FY23 making plans to renovate a building that it owns to house crisis services and adult behavioral health. Working with Department of Behavioral Health and Developmental Services, Southside obtained funds to bring on staff and begin to design a Crisis Receiving Center (CRC). The CRC centralizes crisis services and houses a Crisis Intervention Team Assessment Center, 23-hour crisis services, and Crisis Intervention. Adult services are also located in the same building, which allows the staff to work together as a team to provide care needed for individuals in crisis or just needing services.

SBH has also been able to expand the Permanent Supportive Housing (PSH) program and is working with developers and local landlords to provide housing for more clients in the area. Individuals are able to move forward in their lives and show an improvement in their level of independence and a decrease in symptoms due to their housing needs being met.

The Prevention team launched the lesbian, gay, bisexual, transgender, intersex, queer/questioning, asexual and other terms (LGBTQ+) We Stand Together campaign with The Lean In Project that included 2 public service announcements featuring staff, adults and local youth. They hosted an Identity, Acceptance and Terminology Workshop for local LGBTQ+ youth and their allies as well. The landing page for this campaign is: <https://southsidebh.org/explore/we-stand-together/> Southside continues to provide opportunities to learn about Trauma Informed and Responsive Care. Two virtual Building Trauma Responsive Community Book Clubs were hosted featuring *What Happened to You* by Dr. Bruce Perry and Oprah Winfrey. The local Trauma Informed Community Network Leadership Team developed a name, vision, mission, and landing page for the outreach and successfully hosted 3 in-person community meetings in each county. The landing page is <https://southsidebh.org/tarp-ticn/> for Trauma Awareness and Resilience Partners.



## Success Story

Jackie is a client in the PSH program at SBH. She moved to Virginia in 2021 with her brother and sister-in-law. Jackie was initially housed in a camper on her brother's land. The camper was not fit for living as it did not have running water. Jackie lacked independent skills and at the time was not able to call Medicaid to schedule transportation for her appointments. When Jackie moved to the area, she was connected to SBH and was linked with services. After seeing the conditions of where she was living, Jackie's case manager made a referral to the PSH program. The program sounded too good to be true for Jackie and her brother, who had tried to get Jackie help for years. In January of 2023, through the PSH program Jackie was able to move into her own one-bedroom apartment. Over the past 8 months, Jackie has learned how to take care of herself, including scheduling her own transportation, using a washer and drier and grocery shopping. Jackie makes and keeps her appointments, communicates with staff regularly, and keeps a clean home. Most recently, the PSH staff assisted Jackie with applying for disability. Jackie was asked on a scale of 1-10 how likely she was to recommend this program to others. Her response: "12!" Jackie stated that "she would never have been able to live on her own and take care of herself. She is thankful to the program for helping her."

Trainings	Number Trained
Mental Health First Aid	22
REVIVE!	182
CIT	138



# DBHDS Region 4 | Regional Initiatives

## 2023 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:

- 6,905 bed days of care, from reimbursement for hospitalization to directly operated crisis residential.
- 19,187 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/PRS Crisislink, which provided support to:

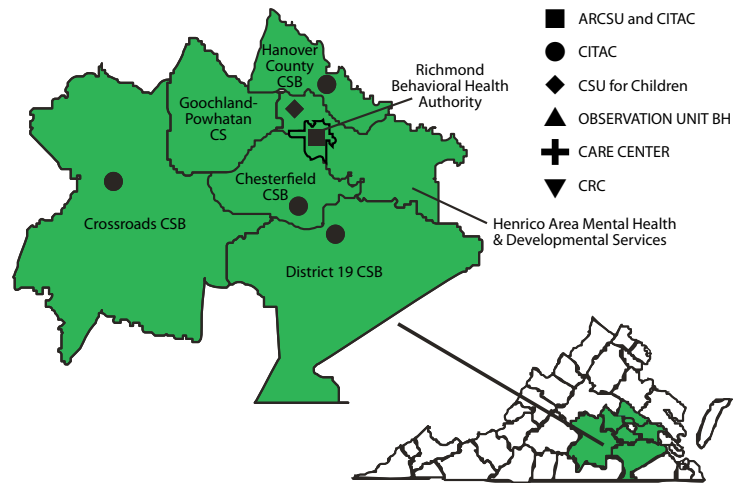
- 14,147 Region 4 callers.
- Linked 351 people to supportive Regional Care Navigation for primary concerns of housing and health.
- Responded to 249 transfers from 911.

Region 4 honored The Year of the Peer in a number of ways, one of which was through the launch of our Peer Academy Program.

- 5,200 paid internship hours provided at 7 locations.
- 100% offered full-time jobs upon program completion.
- 273 hours of peer trainings delivered.
- 383 persons participated in peer trainings.

The Region 4 Jail Team celebrated 20 years and their relevance is clear now more than ever:

- 123 restoration orders (46% increase over FY22; 167% increase over FY21).
- 116 restoration outcomes reported to the Department of Behavioral Health and Developmental Services.
- 93 individuals referred for jail-based care coordination.
- 304 received services, with 52 people receiving specialized re-entry services.



Utilization Management Programs	Service Unit	Region 4
Local Inpatient Purchase of Service (LIPOS) Adult	Individuals	117
	Bed Days	791
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	177

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	1,262
Crisis Stabilization Units – Adult (CSU)	Individuals	291
	Bed Days	1,726
Child CSU	Individuals	130
	Bed Days	1,432
Child Mobile Crisis	Individuals	227
	Service Units	724
Adult Mobile Crisis	Individuals	212
	Service Units	879
REACH Crisis Therapeutic Home	Individuals	89

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 Community Services Board (CCSB) developed and implemented the Marcus Alert Protocols including co-response, to provide a behavioral health response to behavioral health situations.
- CCSB developed the Permanent Supportive Housing (PSH) program to house homeless individuals with behavioral health needs. The Department of Behavioral Health and Developmental Services funded 30 slots and 25 individuals have been housed.
- CCSB worked with the county jail to create a behavioral health program, which included hiring a Behavioral Health/Mental Health Director and transferring 3 current clinician positions to the jail.
- In collaboration with Robin's Hope, the CCSB Service Coordination Team was recognized with a National Association of Counties (NACo) Achievement Award, Emotional Health Planning, which allows for a coping/mindfulness skill training group specialized for those with intellectual or developmental disabilities.
- Hired a Military Outreach Coordinator who will serve as part of the County's Veteran's Treatment Docket.
- Implemented the evidence-based Individual Placement and Support (IPS) employment model which provides employment supports to individuals with serious mental illness.
- Procured a new electronic health record and kicked off development of the Netsmart myAvatar product.
- Through social media posts and other campaigns CCSB had a reach of over 1,431,479 viewers.

## Success Story

### Chesterfield Recovery Academy:

Chesterfield Recovery Academy launched in 2022. The first Virginia Recovery High School for students pursuing their education in a small group, recovery-supportive environment! Program highlights include:

- Developed a program structure to include academic and clinical staffing and supportive services for students.
- Hired a lead Senior Clinician and 2 clinicians to provide clinical support and also added "Lettie", a therapy dog.
- Participation in the multiple technical assistance sessions, which connects the new program to established recovery schools across the country.
- Connected with The Association of Recovery Schools, a national organization from whose expertise CCSB has benefitted greatly, and from whom CCSB will seek accreditation in the future.
- Staff participated in the 2023 national conference related to educational recovery programs.



- Connected with Recovery Corps who will be providing a Peer Recovery Specialist to intern at the Academy.
- Established a relationship with Abbott labs to purchase and process urine drug screens used in the program.
- Created a data tracking system to track key quarterly metrics related to the program operations.

At the conclusion of the first academic year, Chesterfield Recovery Academy reported the following outcomes:

- 11 students completed their grade year, including 4 who graduated from high school.
- Students earned 58 standard credits and 5 English/Language/Arts end of course credits.
- 15 SOLs were passed.
- 1 American College Test National Career Readiness Certificate was earned.
- 7 students started their first part time job/re-entered the workforce.
- Students represented 44 months of sobriety.
- Over 170 hours of individual supportive therapy and over 80 hours of group therapy was provided.
- Students stabilized in this school setting resulting in a significant decrease in psychiatric hospitalizations and residential treatment stays as well as no additional criminal charges.

This first year has been a huge success, earning the county a Virginia Association of Counties "Best Large County Achievement Award." CCSB looks forward to continuing this partnership to provide the best educational experience for students who are also working on their recovery from substance use concerns.

Trainings	Number Trained
Mental Health First Aid	160
REVIVE!	2,054*
CIT	114

\*Number of boxes of Narcan distributed.



# Crossroads Community Services Board

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



*Crossroads Community Services Board Jubilee Community Event.*

- In FY23, Crossroads Community Services Board (CCSB) provided the core 40-hour Crisis Intervention Trainings (CIT) for 14 law enforcement officers. Two of these law enforcement officers went on to become trainers themselves, which will be helpful in growing the CIT program.
- In FY23, a transfer of custody between local law enforcement and Crisis Intervention Team Assessment Center officers took place for 110 individuals in crisis on Emergency Custody Order.

## Prevention Services

- Adverse Childhood Experiences (ACEs) Training: 3 people have been certified as ACEs master trainers during FY23. Six ACEs training courses were provided to external community partners in FY23.
- Counter Tools: CCSB provided merchant education at 100% of participating retail stores selling tobacco during FY23.
- Suicide Prevention: 100% of Mental Health First Aid (MHFA) trainings targeted underrepresented and/or at-risk populations in their community/catchment area during FY23.
- MHFA-YOUTH - 3 trainings.
- SafeTALK – 6 trainings.
- Question, Persuade, and Refer (QPR) – 3 trainings.

## Lock and Talk

- Distributed 253 Medication Lockboxes.
- Distributed 1,059 Deactivation packets or disposal kits.
- Distributed 35 Pill locks during FY23.
- Distributed 300 pharmacy prescription safety cards/stickers during FY23.

## Harm Reduction

- Increased the amount of prescription drugs collected at Take Back Events by 20% during FY23.
- Promoted Drug Take Back days through two Community events during FY23.
- Distributed 613 brochures/educational materials during FY23.
- Hosted five community training courses on safe storage and disposal methods during FY23.
- School Responder Wellness App: At least 50% of high school students in grades 9-12 utilized the School Responder Wellness App at least one time in the 2022–2023 school year.
- Narcan 2-Dose Distribution: Distributed 626 Narcan Prescriptions in FY23.
- Youth Summer Camp: Hosted five, 4-day summer camp sessions for youth in FY23.

Trainings	Number Trained
Mental Health First Aid	3 classes
REVIVE!	313
CIT	15



# 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's) Child & Adolescent Division provides a variety of child/adolescent mental health, substance use, and early intervention (EI) services across the nine-county catchment area.

- Hired a 2nd Family Support Partner (FSP), who provides peer-type support services to parents/caregivers who have children with mental health or substance use needs, or developmental delays.
- D19CSB staff provided mental health and substance use disorder services to consumers at Crater Youth Care Commission 4 days per week.
- The Child and Adolescent Outpatient Program provides individual and group therapy to children and adolescents in need of mental health and substance use intervention and treatment. The program hired two outpatient therapists in FY23.
- The Court Service Unit Program provides community-based services to juveniles referred by the 6th and 12th District Court Service Units. Services include mental health and substance use disorder assessments, case management, individual, family, and group counseling, relapse prevention, brief intervention, and crisis intervention.

The Infant & Toddler Connection (ITC) of Crater District (D19CSB's Infant Intervention Program) provides early intervention services to infants and toddlers from birth through age two with identified developmental delay of at least 25% in one area of their development or with a diagnosed medical condition.

- ITC is currently serving 219 families.
- D19CSB receives an average of 5 to 8 referrals for services per week.

ITC continues to partner with the Kay Tombs Foundation which helps support the EI program by providing grants to families with children who have special needs. The D19CSB EI program will forever be grateful to the Kay Tombs Foundation for their generosity.

The Crisis Intervention Team (CIT) Crisis Assessment Center (CAC) provides an assessment site for law enforcement to use as an alternative to incarceration and as a services access point. The CAC provides on-site emergency services/clinical personnel who can determine clinical status and assess treatment needs for the individual, as well as security to support the site in accepting transfer of the Emergency Custody Order, providing for the safety of all persons involved. The CAC provides immediate crisis intervention for individuals with mental health, substance use, or situational crisis. The goal of the CAC is to reduce the



*The Child and Adolescent Division celebrated the determination, dedication, and playfulness of the team during the D19CSB's All Staff Meeting.*

number of unnecessary hospitalizations and incarcerations in the community. Visitors to the site are also able to access services such as peer recovery support, transportation, and prescription assistance. The CACs provided services to 229 individuals last year.

D19CSB Mental Health Outpatient Program is available for adults, children, and families experiencing a variety of 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.

D19CSB Clinics are equipped with cutting-edge technology, which encompasses state-of-the-art blood pressure monitors, digital no-touch thermometers, and digital scales that have the ability to measure body mass index. These devices are user friendly and incorporate advanced features and functionalities that allow staff to deliver precise, punctual, and essential readings. The implementation of primary care screening technology enables staff to evaluate the health status of clients, which facilitates timely identification and proactive handling of any potential health concerns. This makes a substantial contribution to the overall well-being and long-term health outcomes of D19CSB's valued clientele.

The Adult Services Division staff participated in National Night Out Against Crime activities in each of the catchment areas that sponsored an event. "National Night Out" is an annual event designed to encourage connections and friendships between neighbors and community resources.

Trainings	Number Trained
Mental Health First Aid	6
REVIVE!	3
CIT	3



# Goochland Powhatan Community Services

*Serving Goochland and Powhatan counties*



- In 2023, Goochland – Powhatan Community Services (GPCS) started School based therapy services in both Goochland and Powhatan Counties.
- GPCS's Office-Based Opioid Treatment Services were licensed by Department of Medical Assistance Services.
- GPCS provided Accu-detox to both mental health and substance use disorder consumers.

Trainings	Number Trained
Mental Health First Aid	88
REVIVE!	81
CIT	0



## Success Story

Josiah is a 22-year-old living with Autism and Schizophrenia. When Josiah was brought in to engage with GPCS, he was walking backwards, eating and drinking very limited items, not communicating with anyone, and refusing medication. Due to Josiah's limited diet, he lost 70 pounds, causing him to be admitted to the hospital. Josiah's father stated that he feared that his son would die if he didn't start eating.

Josiah was linked with a mental health case manager, medication management services, a therapist, and a waiver assessment for the long-term services waiver.

Over the past year, since engagement with services Josiah has made tremendous progress. Josiah has started engaging in treatment with his therapist and medication management provider. He agreed to take his medications. Josiah can identify and choose healthy meal options. He will drink a variety of fluids

to maintain his health and maintain a healthy weight. Josiah is engaging in Mental Health Skill Building three days a week, attends church, and initiates conversation with members of his family and the community.

Josiah has recently registered for and started online courses through Bright Point Community College. He told his case manager, "I do all my work on Monday for the week, I can't wait until I can take the more advanced classes in the fall." Josiah makes eye contact during communication, advocates for himself, and communicates his wants and needs.

Due to the services Josiah has received over the last year and advocacy from his dad, he has been able to receive the support needed to be successful in the community and maintain living at home with his dad and stepmom.

*Never give up because  
great things take time*





# Hanover Community Services Board

Serving Hanover County



The Hanover School-based Mental Health Program, a collaboration between Hanover County Community Services Boards (HCCSB) and Hanover County Public Schools, received a Virginia Association of Counties (VACo) Achievement Award. This program, which started with one clinician at one high school in 2020, has grown to 6 clinicians and one clinical supervisor serving nearly all the secondary schools in Hanover County. *(photo above left)*

Cara Wehman, a HCCSB Support Coordinator was named as Support Coordinator/Case Manager of the Year by Soar365. Cara is a strong advocate for the



individuals that she serves and works tirelessly to ensure their needs are met. *(photo above middle)*

Betsy Connell, Certified Peer Recovery Specialist (CPRS) was honored with the Pioneer Award at the Region 4 - Year of the Peer Conference. Betsy has worked at HCCSB for more than 18 years and her commitment to peer services and recovery is evident every day. In response to this recognition, Betsy shared, "I am thankful that I have worked these many years at HCCSB with people who are dedicated to recovery, and for people who are seeking recovery." *(photo above right)*



## Success Story

For more than 30 years HCCSB's Supported Employment program has been supporting individuals with disabilities find and maintain employment. Corey Stroop graduated from Atlee High School in 2011 and began working with his job coach to find a job. Corey's job coach arranged

a situational assessment with Kim and Tom Goodloe, the owners of Fine Metals Corporation in Ashland, VA. Corey completed his assessment, and a job offer was made. Corey began working in September 2012 with janitorial tasks and soon began to add manufacturing of metals to his job responsibilities. Corey also grew his independence outside of work. He had his driver's license and moved into his own home in April of 2018. His job title is now a Metal Assistant, and he rolls, catches, and cleans metal. His current supervisor, Lori Seay, describes him as a dedicated and hard-working employee. In April 2022, he met with his job coach Justin, and expressed a desire to drive a

forklift. He and Justin worked with his supervisor and Corey completed his forklift certification. He is very proud of earning this certification. Fine Metals employees value community service and support many organizations in the community in addition to the Supported Employment program. Fine Metals Corporation is the current recipient of the Robert Cunningham Memorial Award for Outstanding Business in the Supported Employment Program. Recently Fine Metals Corporation, along with Corey, his mom and job coach, participated in the creation of a video highlighting supported employment. This video will be used with the goal of encouraging other businesses to hire individuals with disabilities. Corey's mom states that "Corey is self-sufficient, responsible, happy and proud of himself." Corey marked his 11-year anniversary at Fine Metals Corporation on September 7, 2023.

Trainings	Number Trained
Mental Health First Aid	110
REVIVE!	513
CIT	17



# Henrico Area Mental Health and Developmental Services

*Serving Charles City, Henrico, and New Kent counties*

## Treatment and Support for Addiction

Henrico refined its plan to open a \$12M facility to provide immediate, medically supervised support for those struggling with substance use disorder. The Henrico County Behavioral Health Crisis Receiving Facility and Detox Center will be built to Leadership in Energy and Environmental Design Silver standards for energy efficiency and environmental sustainability. It will include six observation beds and 30 semi-private bedrooms and bathrooms. The facility also will include a 23-hour Adult Crisis Center, which will be able to serve up to 12 individuals.

## Helping Youth in Crisis

Henrico Area Mental Health & Developmental Services (HAMHDS) received \$1 million from the Department of Behavioral Health and Developmental Services (DBHDS) to create the region's first Crisis Receiving Center for youth. The facility at St. Joseph's Villa will offer walk-in services for youth experiencing a mental health crisis, giving them and their families an alternative to emergency-room care. The facility, to open in the spring, will provide youth with comprehensive assessment and stabilization services as well as referrals for ongoing support within 23 hours of them seeking care.

## Enhancing Community Support

With a van and a map of overdose "hot spots," a team of clinicians began offering addiction treatment to individuals in the communities where they live. Established in the spring, the Mobile Office-Based Addiction Treatment unit reached out to hotels and other organizations to provide REVIVE! training on naloxone to help save the life of someone following an opioid overdose.

## Supported Employment

HAMDHS offers Supported Employment Services to over 90 individuals through its staff of eight employment specialists. At one location, four individuals are moving into their sixth year of work with their employer. These employees will be transitioning into Individual Supported Employment, with less support from employment specialists and more traditional support from their employer.

## Honors for HAMHDS Programs

HAMDHS earned two Achievement Awards from the National Association of Counties (NACo), including one for a

Trainings	Number Trained
Mental Health First Aid	200
REVIVE!	368
CIT	178

program that supports qualifying individuals who are seeking treatment for substance use disorder. Established in 2021, the Community Based Housing for Individuals in the Recovery Process (CHIRP) program establishes safety and other standards for recovery homes and covers the costs of two weeks of treatment when an individual is placed in a certified home. So far, 84% of CHIRP's participants have successfully completed their stays. HAMHDS also earned a NACo award for its community inclusion specialist, which supports individuals with serious mental illness.

## Success Story

When Carolyn signed up for REVIVE! Training, she thought she was just taking an interesting class. After she had completed the training, Carolyn kept a dose of Narcan with her at all times. "I wasn't looking for anything to happen," she said, "but just a few months later, it happened." She was at a birthday party when friends thought someone there was having a heart attack. The man's wife said something to Carolyn about pills. "I thought, this might be an overdose." Carolyn got the Narcan and administered it. When the man started coughing, "I just started crying. It was emotional." At first, the man was upset because he didn't realize what was happening. Once he realized that Carolyn had saved his life, he was grateful. He immediately enrolled in a program to help him end his addiction.



Since this event, Carolyn has delivered Narcan four more times. "It takes a lot out of you because in that rush, you think, 'I don't know what you've taken.'" Carolyn says that after the victim comes around, she starts thinking about all the things that could have gone wrong. Of the five times Carolyn has delivered Narcan, the most painful moment came when she had to give it to her brother. She was visiting her mom when she watched her brother's friend push him out of the car. When her brother didn't get up, Carolyn jumped off the porch and ran to him. He was foaming at the mouth. "I didn't know if Narcan could help him or not, but I went in and got my purse. I said, 'Ok, Lord. This is my BROTHER.'" Like the others, he came around in just a few moments.

Carolyn says it's no accident that she had this training. "God put this [skill] in my hands." Carolyn says the one thing she would like people to know is how important it is to get this training. Today, REVIVE! Training is more accessible through both in-class and online programs. The hope is that more people can get the training and equip themselves to be available when their neighbors need them most.



# Richmond Behavioral Health Authority

*Serving the City of Richmond*

In FY23 Richmond Behavioral Health Authority (RBHA) invested in the future, selecting a new Electronic Health Record to be deployed in the next 12 months. This will allow us to better serve our clients by leveraging technology and giving us a valuable tool to focus on population health. Staffing remains a challenge, but the RBHA staff are our biggest asset. Together, we are fearless.

## New Innovations, Accomplishments and Service Enhancements-

- Expanded Permanent Supportive Housing Program for single individuals and parenting and pregnant women.
- The Crisis Therapeutic Home implemented hydro-garden growing system with help from RBHA guests.
- Increased the reach of our school-based services to include a 100% increase in youth served in our Therapeutic Day Treatment program, and the provision of evidenced-based, trauma-focused therapies in three additional schools.
- Developmental Services worked collaboratively across systems to reduce discharge barriers for adults and youth who entered the crisis home without disposition, successfully reducing admission times across the 3 homes.
- Continued to expand Region 4 mobile crisis services across the lifespan.
- Received a third consecutive federal grant to support RBHA's continued development as a certified community behavioral health clinic (CCBHC).
- Care Coordinators use of the Emergency Department Care Coordination (EDCC) program enables them to receive real-time notifications when RBHA consumers are admitted to the emergency department to coordinate care across the system.
- Expanded partnerships with Managed Care Organizations for integrated health home programs and youth-serving programs.
- Mobile Crisis Responses, for the Developmentally Disabled (DD) population, and the North Campus suite of residential Substance Use Disorder (SUD) services programs, all remained available on a 24/7/365 basis.

## Renovations and Improvements

- Completed renovation of the Withdrawal Management Unit at North Campus that includes a co-located Crisis Receiving Center, with a planned opening in early FY24.
- Secured funding for planned renovation of the playground of our North Campus Children's Service Center.

## Serving More Richmond Citizens than Ever

- 13,017 unique clients served across the agency.
- Over 700 referrals to our North Campus Residential Services programs.
- DS Division's Early Intervention services received 625 infant and toddler referrals, evaluated 428, and served 769 children aged 0 – 3, in FY23.

## Success Story

Christopher Clagon's journey with Regional Education Assessment Crisis Services Habilitation (REACH) services showcases a transformative process that has positively impacted his life and well-being. Christopher's initial challenges, such as aggressive behaviors and elopements from his family's home, led to his referral to REACH services after a recent hospitalization. Upon his referral, Christopher was briefly admitted to the Adult Crisis Therapeutic Home. However, he required a higher level of care and was transferred back to a hospital setting. Eventually, he found a more suitable environment in the Adult Transition Home, where he has been residing since April 2023. In this new setting, Christopher's behavioral improvements have been noticeable, with a significant reduction in the occurrence of problematic behaviors. REACH services have gone beyond providing a structured living arrangement. Christopher has been able to actively participate in various community activities, fostering his integration and engagement with the outside world. These activities have included outings to places like Yorktown Beach and attending events such as 4th of July fireworks at the fairgrounds. Additionally, his involvement in recreational activities like skating at a local rink has further enriched his life experiences. Christopher's journey with REACH services exemplifies how a comprehensive and supportive program can bring about significant qualitative improvements in an individual's life. The collaborative efforts of the program's staff, behavior consultants, and community engagement opportunities have all contributed to Christopher's behavioral progress, community involvement, and overall well-being.



Trainings	Number Trained
Mental Health First Aid	244
REVIVE!	56
CIT	75



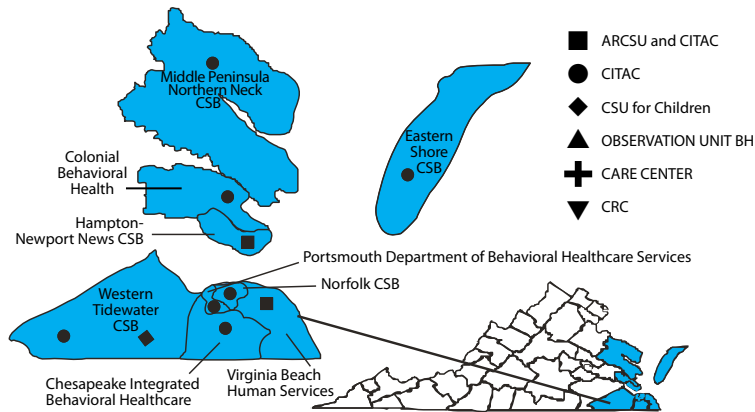
# DBHDS Region 5 | Regional Initiatives

## 2023 Highlights

The Brain Injury Rehabilitation Support Team (BIRST) was founded based on rehabilitating individuals with a brain injury and a diagnosis of serious mental illnesses. The goal for this program is to provide trauma focused interventions to aid in helping consumers manage their mental health symptoms, so they may successfully integrate/remain in the community. Services provided by BIRST are comprised of an interdisciplinary team of clinicians to include a licensed mental health professional, licensed mental health professional-eligible, Nurse, case manager, and qualified mental health professionals. All team members have worked closely with brain injury experts through the Brain Injury Association of Virginia, Eastern Virginia Medical School, and the Department of Aging and Rehabilitative Services. The BIRST program assists with securing permanent housing through an appropriate program and continues to provide community services so consumers can maintain their independence in the community.

## Health Planning and Prevention Council Efforts

- Media campaigns for the Region with iHeartRadio addressing conversations with youth about alcohol and suicide prevention.
- Suicide and Mental Health Summit-Collaboration with Hampton Newport News Community Services Board and Western Tidewater Community Services Board with the Faith-Based Community at Zion Baptist Church in Hampton.
- Shatter the Silence Regional Suicide Awareness Event in Norfolk was attended by 7 Health Planning Regions, 5 CSBs and financially supported by all 9 Health Planning Region 5 CSBs.



Utilization Management Programs	Service Unit	Region 5
Local Inpatient Purchase of Service (LIPOS) Adult	Individuals	291
	Bed Days	1,506
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	267

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	1,413
Crisis Stabilization Units – Adult (CSU)	Individuals	364
	Bed Days	1,781
Child CSU	Individuals	81
	Bed Days	1,102
Child Mobile Crisis	Individuals	332
	Service Units	3,473
REACH Crisis Therapeutic Home	Individuals	116
Tidewater Cove ALF (WT)	Individuals	48
Community Crisis Beds (MPNN)	Individuals	26
Transitional Living (VB)	Individuals	39

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*



Peer Recovery Services have continued to branch out and be involved in the work of recovery at Chesapeake Integrated Behavioral Healthcare (CIBH). Peer Recovery Services a Medicaid billable and support for individuals in putting together Recovery, Resiliency, and Wellness (RRW) plans that use a person-centered, strengths-based approach to assist peers in identifying their goals. For individuals participating in Drug Court, Peer Recovery Specialists offer the moral reconnection therapy group as well as one-on-one. CIBH continued the partnership with the National Alliance on Mental Illness (NAMI) – Coastal Virginia, by hosting the NAMI Connections peer-run support group. CIBH peers have been featured on 'Peake Life, Chesapeake's public access television station, where they have discussed various Year of the Peer activities.

## Success Story

"Robert" began working with Peers in August 2022 as he was looking for ways to live in recovery with both substance use and co-occurring mental health issues. First, he enrolled in the Wellness Recovery Action Plan (WRAP) class and was a dedicated participant, saying that learning and using the wellness tools and action plans taught in the class helped him to be more proactive in his recovery. Along with WRAP, Peers supported Robert in developing an RRW plan for individual peer support. His initial goals were to develop wellness tools for mental health, especially tools to manage anxiety, and finding a substance use support group. As time passed, his goals for recovery became more ambitious. Where once he was looking for a support group, now he was taking a speaking and leadership role in his local Narcotics Anonymous group. Additionally, some of his RRW plan goals became less about managing symptoms and more about life balance, strengthening the relationship with his daughter, and whole-person recovery. In March of this year, Robert said he wanted to become a Peer Recovery Specialist. With the support of peers, he researched the position and enrolled in a Department of Behavioral Health and Developmental Services Peer Recovery Specialist Training class. Robert completed the class at the end of August and has applied for a position through Recovery Corps to support others in substance use recovery. Robert has said he greatly benefited from peer support and feels ready to "spread [his] wings" and support others. He is a true peer support success story as peer support continues to make connections based on lived experience and mutuality and to change lives.

Trainings	Number Trained
Mental Health First Aid	139
REVIVE!	126
CIT	589



# Colonial Behavioral Health

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

Post-pandemic, Colonial Behavioral Health (CBH) has emerged as a steadfast pillar of support for the community, prioritizing not only mental health, substance use disorder and developmental disabilities services but also a commitment to trainings, extensive community outreach, and deep engagement initiatives.

## CBH Leadership

Restructured Leadership to focus on project management.

## Space Needs Analysis

Initiated a space needs analysis working towards consolidating the Williamsburg locations into one campus.

## Certified Community Behavioral Health Clinic (CCBHC)

In May of 2023 CBH submitted a Substance Abuse & Mental Health Services Administration grant application to become a CCBHC and enhance CBH’s continuum of crisis services to include Mobile Crisis Response.

## Forensic Discharge Planning

Awarded a Department of Behavioral Health and Developmental Services (DBHDS) Forensic Discharge Planning Grant to include assessment, coordination of psychiatric and counseling services and community supports to individuals with serious mental illness being discharged from the Virginia Regional Peninsula Jail.

## Permanent Supportive Housing

Awarded a DBHDS grant to address housing needs of individuals struggling with serious mental illness, including those with co-occurring medical conditions or substance use disorders, allowing individuals to focus on their wellness journey and becoming a productive member of society.

## Prevention Services Highlights– 988 Initiatives

CBH prevention services created interior bus ads for the Williamsburg Area Transit Authority, as well as rack cards and magazine ads. Prevention services also disseminated 14,000 pizza boxes with the 988 and Lock & Talk Logo during Suicide Prevention & Awareness Month and Mental Health Awareness Month via five (5) local area restaurants.

Trainings	Number Trained
Mental Health First Aid	52
REVIVE!	n/a
CIT	37



## GSTV Gas Station Ads

Partnered with GSTV to create short videos revolving around 988, Lock & Talk, problem gambling, and marijuana that aired at select BP, Exxon, Shell, Speedway and Sunoco owned gas pump monitors in the Greater Williamsburg area.

## Coalition Activities

**Fall Town Hall** – The Historic Triangle Drug Prevention Coalition (HTDPC) and the Greater Williamsburg Trauma-Informed Community Network (GW-TICN) collaborated to host the 3rd Annual Town Hall Meeting focusing on developing a Behavioral Health Specialty Court and the connection between trauma and substance use for 84 professionals, local legislators/leaders, and community members.

**Spring Town Hall** – HTDPC collaborated with SpiritWorks Foundation to host a 421-Community Response to Marijuana Legislation event for 35 professionals, local legislators/leaders, and community members.

## National Drug Take Back Days

National Drug Take Back Days occurred in October of 2022 and April 2023. Over these two days CBH collected 545 pounds of medication and 14.5 pounds of syringes/ sharpies and disseminated 856 HTDPC information bags containing locking medication pouches, drug disposal kits, and information on the Dangers of Pain Medication, year-round safe drug disposal sites and HTDPC membership.

## Community Success Opportunities Unlimited for the Developmental Disabilities (DD) Day Services Program

CBH arranged for a firetruck to be stationed on the Williamsburg campus for individuals to explore. Additionally, members of the program had the chance to visit local police and fire stations, gaining valuable insights into emergency response procedures.

## Volunteering

Individuals of the program also participated in the GW-TICN Resilience Rock Garden ceremony and volunteered at the Heritage Humane Society and the Habitat for Humanity Restore.



# Eastern Shore Community Services Board

*Serving Accomack and Northampton counties*



The Eastern Shore Community Services Board (ESCSB) presented its Mobile Substance Use Disorder / Medication Assisted Treatment (SUD/MAT) Clinic at the May 2023 VACSB Conference. Participants were able to take a tour of the Mobile Unit and hear from a panel of speakers comprised of the ESCSB's Mobile Unit team. The team answered questions, highlighted lessons learned, and shared service successes, since the launch in 2019. The ESCSB's Mobile Clinic is Virginia's first Licensed Outpatient Services and Medication Assisted Treatment Mobile Unit. The Mobile Unit allows the ESCSB to take its services on the road expanding reach into remote communities for underserved populations. The Mobile Unit was recently presented at a local Fentanyl Awareness Day event where Harm Reduction Kits were distributed and a presentation from Lieutenant Governor, Winsome Sears highlighted the efforts of the ESCSB Mobile Unit. (photo above left)

## Developmental Services

Individuals in Developmental Services have had new opportunities to increase their community engagement on the Eastern Shore. Our teams toured NASA on Wallops Island near Chincoteague to learn about rocket launches, visited a local TV station to watch a taping of the news, honed their driving skills navigating through Cape Charles on golf carts, learned the art of pickle ball, made and baked a family recipe for homemade cookies with support from a community member, developed a meaningful relationship with the people and animals at a local stable, and supported our community through volunteerism. These activities epitomize the meaning of Community Engagement services and the individuals love the opportunities that have developed within ESCSB. (photo above middle)

## Prevention Services

Hosted a Suicide Prevention Awareness Walk on Chincoteague Island in 2022. The "Shining the Light on Wellness (SLOW)" Walk raised over \$7,000 in donations from more than 30 local businesses wanting to support ongoing efforts related to Suicide Prevention on the Eastern Shore following the tragic loss of 3 teens. The SLOW event was co-sponsored by the Town of Chincoteague and the Community Partners of the Eastern Shore. (photo above top right)



*Individuals in Developmental Services developed a meaningful relationship with the people and animals at a local stable.*

## Crisis Intervention Team (CIT)

We are very pleased to recognize two members of the CIT program. Randy Smith, ESCSB, and Carlos Moyano, NCSO, who were selected by the Virginia CIT Coalition to present at the Virginia CIT State Conference. They will present "Double Whammy", an innovative two-act role play designed and developed by Randy. The local CIT program was the first in Virginia to use two-act role plays; and this concept is being shared state-wide so that other programs can use this innovative role play design in their programs. Carlos and Randy have been key leaders in the CIT training program since it began in 2016, and their recognition and participation in the upcoming State conference is well deserved.

Trainings	Number Trained
Mental Health First Aid	161
REVIVE!	326
CIT	38



# Hampton-Newport News Community Services Board

Serving the cities of Hampton and Newport News

## School Based Outpatient Therapy and Crisis Services

- The Hampton-Newport News Community Services Board (H-NNCSB) and Newport News Public Schools (NNPS) maintain a partnership for students to receive office-based outpatient therapy services, through the NNPS Tiered Emotional and Mental Health Supports grant, focused on supporting underserved students, addressing social emotional needs, and removing barriers to accessing behavioral health services. This partnership complements existing behavioral health services established within the NNPS.
- Following the January 2023 Richneck Elementary school shooting, the H-NNCSB responded to more than 45 crisis calls assisting children, families, school personnel, and community members. Follow-up crisis support was provided in-person as well.
- Substance Abuse Education was provided to students of Hampton City Schools this year as well as outpatient and crisis therapy for youth in the lesbian, gay, bisexual, transgender, intersex, queer/questioning, asexual and other terms (LGBTQ+) community.

## Success Stories

Antwania began receiving support from Youth and Family Services with the H-NNCSB when she was 12 years old. She had feelings of anxiety, anger, sadness and being easily overwhelmed. Antwania has a history of trauma and was recently severely injured. In January of 2023, Antwania was struck by a truck while walking to catch the bus to work. The incident left Antwania with a broken leg, broken arm, broken pelvis, shattered knee and multiple contusions on her face and arms. In the months that followed, she had multiple surgeries and continues to attend physical therapy. Despite these traumas, Antwania is determined to achieve her dreams while healing and continues to brighten the lives of others with her kindness and infectious smile. She currently participates in Case Management, Outpatient Therapy, Medication Management and Therapeutic Mentoring with the H-NNCSB.



In her own words: “My childhood and teen years have been a real struggle. The help I received changed my life. I was working until the accident. I was managing my money and budgeting for groceries with help from my mentor. I now understand how to do these things on my own. I plan on attending college. Even though I still have some sad days, I have learned ways to get myself

out of the funk. I am proud to say I feel I can accomplish my dreams.”



Miranda Chen, Peer Recovery Specialist with the H-NNCSB, shared her story as a beacon of hope. At the age of 16, Miranda found herself in a dark place, attempting suicide and subsequently facing challenging circumstances. Seeking a path to healing, she turned to support services. Life continued to present challenges. At 19, Miranda found herself grappling with a heroin addiction. Her life took a turning point when she entered the Southeastern Family Project for pregnant women—a program operated by the H-NNCSB. There, she gave birth to her son, marking a critical reconnection with support services. Despite facing relapses and incarceration due to her children’s father’s involvement in drug-related activities, her determination persevered.

With the support of H-NNCSB’s Project LINK, Miranda received another opportunity to rebuild her life. A decade after her first encounter with the Southeastern Family Project, she welcomed another child and maintained her commitment to psychiatric care and medication management.

Driven by a desire to grow and help others, Miranda decided to become a Peer Recovery Specialist. Miranda became involved with the local Police Department, where she educated police on harm reduction strategies. Miranda played a pivotal role in establishing an overdose response unit. Her efforts aimed to save lives in a community plagued by the opioid crisis.

Harm reduction, as she explained, involves strategies to minimize the harm associated with substance use. This includes distributing harm reduction kits that contain clean syringes, providing testing kits for drug purity, and offering information about addiction services and resources.

She believes that her personal experiences with addiction have helped her connect with others that are facing the same challenges. Miranda’s story is a testament to the how individuals can transform their lives and make a difference in the lives of others.

Trainings	Number Trained
Mental Health First Aid	164
REVIVE!	259
CIT	90



# Middle Peninsula-Northern Neck Community Services Board

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



*Individuals receiving services through Middle Peninsula-Northern Neck Community Services Board's Intellectual Disabilities (ID) and Developmental Disabilities (DD) Programs*

## Grant Funded EMDR Training

Middle Peninsula-Northern Neck Community Services Board (MPNN CSB) has implemented a training initiative to have the masters level clinicians trained in Eye Movement Desensitization Reprocessing Therapy (EMDR). In 2021, MPNN CSB developed a fund from the profits of outpatient staff within the youth outpatient department to provide basic EMDR training. With that fund, MPNN CSB initially sent 16 staff to the full training (Part I and Part II training, including 10 hours of consultation). In 2022, MPNN CSB secured funding from a Department of Behavioral Health and Developmental Services (DBHDS) Workforce Development grant to fund 13 more child serving staff to attend the training. MPNN CSB now has close to 30 staff trained in the evidence-based and trauma informed approach and have started a peer consultation group that meets twice a month to address "Brain-Based" interventions. The trainings have allowed MPNN CSB to provide effective interventions for youth and adults to begin recovering from trauma.

## Success Story

My name is Anita Duran and I am writing this letter to tell you about my path to recovery with the help of MPNN CSB. My recovery journey began on February 6, 2022, when I went to in-patient rehab for thirty-one days. Three days before being released, I began to panic at the thought of coming back to Virginia, as I was probably going to be homeless. My therapist and case manager reached out to MPNN CSB's sober living program called Discovery. I was accepted and was immediately connected with a therapist, a



doctor and enrolled in the CSB's substance use disorder Intensive Outpatient Program (IOP). I attended IOP for five months and graduated in August of 2022. I was assigned a Peer Recovery Specialist, Shelley Gardener, who has been instrumental in guiding me through the changes I've made in my life. We meet weekly at the Peer Center in Gloucester, where I attended recovery meetings a few times a week and an Adult Children of Alcoholics meeting every Tuesday. During my 13 months at Discovery, I attended Narcotics Anonymous and Alcoholics Anonymous meetings frequently. I am still active in all three programs and do service in each.

With the help of the Recovery Services team, I was able to acquire employment with the CSB as a member of the housekeeping team and also as a driver. I have worked hard and now hold the position of Transportation Coordinator and Events Coordinator at the Recovery Services Center in Warsaw, Virginia.

I recently completed the 72-hour Peer Recovery Support Specialist training and am working on completing my 500 hours in order to become a full-time Certified and Registered Peer Recovery Specialist. I hope to one day be able to give back what was so freely given to me and to show others that recovery is possible. I am now living an independent, sober life and look forward to the great things that lie ahead for me! I am living a completely different life and I owe it all to the CSB and my willingness to reach out and accept the help that was given to me.

Trainings	Number Trained
Mental Health First Aid	45
REVIVE!	35
CIT	77



# Norfolk Community Services Board

*Serving the City of Norfolk*



May 9, 2023 was set aside as Fentanyl Awareness Day to raise awareness of the dangers of opioids such as Fentanyl. The Norfolk Community Service Board (NCSB) Peer Service Division, along with the Substance Abuse Services Program held a National Fentanyl Awareness Day Outreach at the NCSB Tidewater Dr. location. According to the U.S. Drug Enforcement Administration, Fentanyl is involved in more deaths among people under the age of 50 than cancer, heart disease, suicide, homicide and accidents. Fentanyl fact sheets, overdose prevention and awareness literature, and fentanyl test kits were distributed during the event.

In recognition of Mental Health Awareness Month, Norfolk Prevention in partnership with the Southside Boys & Girls Club and GEAR Recovery, Inc. hosted a Mental Wellness Symposium geared toward the youth in the Southside community, providing information and education on mental health awareness. A panel of representatives from the community answered questions and provided relevant information and education to help enhance awareness about mental health, how it affects the community and how to appropriately access help.

Trainings	Number Trained
Mental Health First Aid	138
REVIVE!	26
CIT	33

Participants were offered immediate access to resources via vendor tables from Eastern Virginia Medical School, Virginia Dept of Health-Women, Infants and Children program, Norfolk Libraries, The Sarah Michelle Peterson Foundation, Kempsville Behavioral Health, and a variety of other community mental health agencies. The event was well attended, and received positive feedback. Due to the overwhelming response, this event will now be held annually. (photo first row, left)

The NCSB Infant & Toddler Connection of Norfolk (ITCN) hosted its first in-person graduation celebration since 2019. 267 children are anticipated to complete their early intervention services this year, so they and their families were invited to celebrate all that they have accomplished together. With the generous support of the Virginia Zoo, ITCN and its families enjoyed toddler-friendly activities including a few "animal encounters," then families and staff had the opportunity to enjoy the zoo for the rest of the day. ITCN and the NCSB are so proud of all their families and wish them the very best in the future. Video link: <https://www.youtube.com/watch?v=Um03rvtRN8Y> (photos first row, middle and right)

NCSB held its annual Mental Health Awareness Month picnic for clients and community partners. The Norfolk Fire Department graciously assisted with the grilling. It was a great turn-out with the favorites being the art and the plant table. (photos second row)



# Portsmouth Department of Behavioral Healthcare Services

*Serving the City of Portsmouth*



Portsmouth Department of Behavioral Healthcare Services (PDBHS) celebrated Minority Mental Health Month with its 1st Annual Minority Mental Health Walk. This event focused on issues/barriers that minority communities are faced with as related to mental health treatment. Some of those issues/barriers include, but are not limited to access to services, insurance coverage, and stigma. The walk included a 1.3-mile stroll next to the Elizabeth River in beautiful downtown Portsmouth. PDBHS looks forward to next year's walk and promoting Minority Mental Health.

PDBHS was awarded funding by the Virginia Department of Behavioral Health and Developmental Services to start an Assertive Community Treatment (ACT) program. The ACT program will serve individuals recovering from mental health, substance use, and co-occurring disorders. Many of the individuals have had frequent contact with the judicial system and multiple hospitalizations. PDBHS is extremely excited about this new program as it will allow the CSB to provide additional support and services to its citizens.

In FY23 PDBHS:

- Secured funding for the permanent supportive housing program.
- Established a Memorandum of Understanding with Portsmouth Public Schools to provide clinical services.
- Increased youth and adolescent services by approximately 20%.
- Distributed over 600 Deterra Drug Deactivation System Pouches.
- Started a non-center based day services program for individuals in developmental disability services.
- Created a staff-led wellness committee that conducts activities for staff wellness monthly.
- Collaborated with Portsmouth Public Libraries to conduct "Lock and Talk" activities.
- Continued the Crisis Response Team in collaboration with Portsmouth Fire and Rescue to combat the opioid epidemic.
- Conducted the annual youth summit along with the Children's Museum of Portsmouth. Approximately 750 individuals attended throughout the day.

Trainings	Number Trained
Mental Health First Aid	260
REVIVE!	263
CIT	73



# Virginia Beach Human Services

*Serving the City of Virginia Beach*

In FY23 the Virginia Beach Department of Human Services (VBDHS) began initial discussions on the Opioid Settlement Funds. VBDHS began meeting with community stakeholders, including schools, law enforcement, healthcare providers, first responders, parks and recreation, commonwealth attorneys, public defenders, and human services. VBDHS began planning sessions for community input to include a live-streamed town hall meeting, five listening sessions in various districts, and one virtual opportunity. Citizens were invited to share their thoughts, concerns, and needs regarding the opioid epidemic. VBDHS also entered into a Regional Collaborative Partnership with Chesapeake, Norfolk, Portsmouth, and Suffolk. The collaborative partnership was awarded a planning grant and will begin assessing needs and gaps in order to submit a proposal for an implementation grant in FY24.

## Virginia Beach Enhances Access to Services and Service Integration

VBDHS expanded into new office space at the Pembroke 6 location. The expansion will allow individuals to access an array of behavioral health services at one location. Services provided will include Adult Outpatient Services, Case Management, Supportive Residential Services, Peer Recovery Services, Mobile Crisis Response, and Office-Based Addiction Treatment (OBAT). Individuals will be able to receive a Same Day Access assessment, ongoing therapy services, medication management, rapid case management, housing resources, and crisis services. This building expansion will also allow for the expansion of the RESTORE OBAT program, which offers counseling, care coordination, and medication assistance for adults with substance use disorder.

## The Child and Youth Behavioral Health Division Expands Services

The Child and Youth Behavioral Health (CYBH) division launched the Rapid Response program in conjunction with the school system in FY23. Between February and June, the schools submitted 91 referrals for screening and assessment of elementary youth. With parental permission, these youth received free in-depth assessment, consultation, referral, and linkage to

community resources. Assessments utilize evidence-based, standardized screening tools to suggest areas of need. CYBH also initiated plans to expand its Parent-Child Interaction Therapy (PCIT) clinic for young children in need. CYBH now has two PCIT Agency Trainers and multiple staff currently working towards certification in the model. Construction is scheduled to begin on a new PCIT clinic featuring two state-of-the-art observation rooms.

## Developmental Services Partners With the Virginia Beach Sheriff's Office

Citizens with developmental disabilities (DD) may be arrested and arrive at the local jail without identification or the ability or willingness to identify themselves. When this occurs, it can cause a delay in identifying the support the person needs to maintain their safety and gather information about their needs. Many of the Sheriff's Office employees are not familiar with how to interact with and assist individuals who have DD. To assist in streamlining the process of getting citizens the support they need and maintain their safety when arriving at the jail, Developmental Services has partnered with the Sheriff's Office to be a resource to assist with navigating these situations.

## Success Story

Kurt Chapman is a 68-year-old man who has a DD and the drive, skills, and worth ethic to have a career and live independently. Kurt came to the Community Employment Options (CEO) program 37 years ago for assistance in obtaining competitive employment. With the support of the CEO team, Kurt interviewed and obtained a position at a local golf course. He worked hard to learn his job duties with his Job Coach and purchased a bike to get back and forth to work. His success has given him confidence, allowed him to live independently and pay his bills. In fact, Kurt is so confident and driven that at the age of 62, he came to the CEO team and requested assistance obtaining a second job! His team supported his goals and assisted him in obtaining an interview at a local grocery store. He got the job and has excelled in that role. Now, 37 years after the CEO team first met Kurt, he is employed at the golf course and the local grocery store. He is well-known for his dedication, work ethic, and reliability. A 37-year career is a goal many people, with or without disabilities, strive to obtain, and Kurt has achieved it with excellence.



Trainings	Number Trained
Mental Health First Aid	108
REVIVE!	118
CIT	172



# Western Tidewater Community Services Board

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

Western Tidewater Community Services Board (WTCSB) is celebrating the Year of the Peer with investment and growth in one of Virginia's most under-utilized workforce segments, Peer Recovery Specialists. Over the course of the last year, WTCSB has built a Peer workforce of 33 individuals, 17 of which have completed all stages of training to include certification and registration and the others are on track to do so within their first 6 months to a year of employment. This growing workforce is already providing Medicaid reimbursable work in programs such as Assertive Community Treatment, Mobile Crisis Response, Community-Based Stabilization, 23-hr Stabilization, and of course Peer Support Services. Perhaps the most significant accomplishment of the year was to recognize and promote one of WTCSB's longest tenured Peer Recovery Specialists who manages peer support services from on-boarding to training to oversight of billable work and productivity monitoring. Please allow us to introduce you to Rufus Darden, Peer Support Services Manager and take you on his continuing journey of recovery and self-worth.

## Success Story

Rufus Darden was first introduced to WTCSB during a visit by his mother's Case Manager, Jarvis Howell. Following the passing of his father, Rufus was diagnosed with Bipolar 2 Disorder and spent 5 years isolated in his home. He wanted something better but wasn't sure how to achieve it. Everything he had done in his life was to meet his father's expectations, including college courses, jobs, etc. After developing a rapport and seeing the potential in this young man's life, Jarvis encouraged and supported Rufus in applying for a job at WTCSB as a van driver. Rufus stated, "that job gave me purpose, meaning, and a reason to be here." As Rufus' recovery and self-worth continued to grow, he began to have mentoring email exchanges with the agency's Executive Director, Demetrios. He recalls these conversations as opportunities for growth, "he gave me something to live up to, a father figure." Soon after, WTCSB received a grant from the Obici Health Care Foundation to sponsor a peer led curriculum called Whole Health Action Management (WHAM). Rufus was one of the first Peers trained to facilitate this curriculum with individuals enrolled in services at WTCSB. While Rufus implemented this evidence-based practice and reflected on his growth, he learned to control symptoms through better self-care, exercise, and the titration of medication for



symptom management. Utilizing the skills he learned as a WHAM facilitator and having now completed training as a Peer Recovery Specialist, he accepted a job as a Peer Recovery Specialist with WTCSB's new Program of Assertive Community Treatment (PACT) Team. Rufus highlighted his PACT Team Supervisor, Sheila, as instrumental in teaching him "how to be a professional, she helped with my presentation and taught me how to conduct myself in meetings." Rufus' recovery journey also took a turn here as he looks back favorably on the time he could finally say: "I'm billing and supporting myself, just like everyone else here." As Rufus' confidence continued to grow, the agency's awareness of his key contributions and support also grew. Rufus was promoted this year to manage the agency's project of recruiting, training, and growing the Peer workforce. He sees his promotion as the ability to manage people and give back to a broader audience and help them be able to see their self-worth. You might ask, what is his greatest advice to new peer hires, its simple: "What you say is your biggest weakness, may ultimately be your greatest strength."

Trainings	Number Trained
Mental Health First Aid	228
REVIVE!	35
CIT	58



# People & Services

**207,092 Individuals (Unduplicated Count) were Served by 40 Community Services Boards in FY23**

EMERGENCY AND ANCILLARY SERVICES				
Total Emergency Services	49,162	Consumer-Run Programs and Part C Programs do not report data in Community Consumer Submission 3 (CCS3); the data reported below are not included elsewhere in this table.		
Motivational Treatment Services	2,873	Part C Infant and Toddlers	23,139	
Consumer Monitoring Services	16,928	Consumer-Run Programs	4,318 (Individuals served in Consumer-Run Programs)	
Early Intervention Services	2,292			
Assessment and Evaluation Services	80,130			
Total Ancillary Services <sup>1</sup>	91,326			
SERVICES AVAILABLE IN PROGRAM AREAS <sup>1</sup>	MENTAL HEALTH SERVICES	DEVELOPMENTAL SERVICES	SUBSTANCE USE DISORDER SERVICES	TOTAL <sup>2</sup>
CSB MH or SUD Inpatient Services	748		65	812
SUD Inpatient Medical Detox			501	501
Total Inpatient Services <sup>1</sup>	748		557	1,302
Outpatient Services	55,683	15	15,910	68,973
Medical Services	74,360	187	2,275	76,358
Intensive Outpatient			2,867	2,867
Medication-Assisted Treatment			4,878	4,878
Assertive/Intensive Community Treatment	3,528			3,528
Total Outpatient Services <sup>1</sup>	104,081	202	20,395	117,087
Total Case Management Services	57,200	21,658	7,627	84,803
Day Treatment/Partial Hospitalization	1,124		129	1,253
Ambulatory Crisis Stabilization Services <sup>3</sup>	0		0	0
Rehabilitation or Habilitation Services	2,531	2,072		4,597
Total Day Support Services <sup>1</sup>	3,614	2,072	129	5,809
Sheltered Employment	7	329		335
Transitional or Supported Employment	1,056	1,015	43	2,108
Group Supported Employment	4	368		372
Total Employment Services <sup>1</sup>	1,067	1,624	43	2,727
Highly Intensive Residential Services	80	252	1,448	1,780
Residential Crisis Stabilization Services	2,253	210	63	2,499
Intensive Residential Services	215	517	1,044	1,773
Supervised Residential Services	1,147	466	379	1,989
Supportive Residential Services	3,433	657	50	4,132
Total Residential Services <sup>1</sup>	6,825	2,052	2,514	11,187

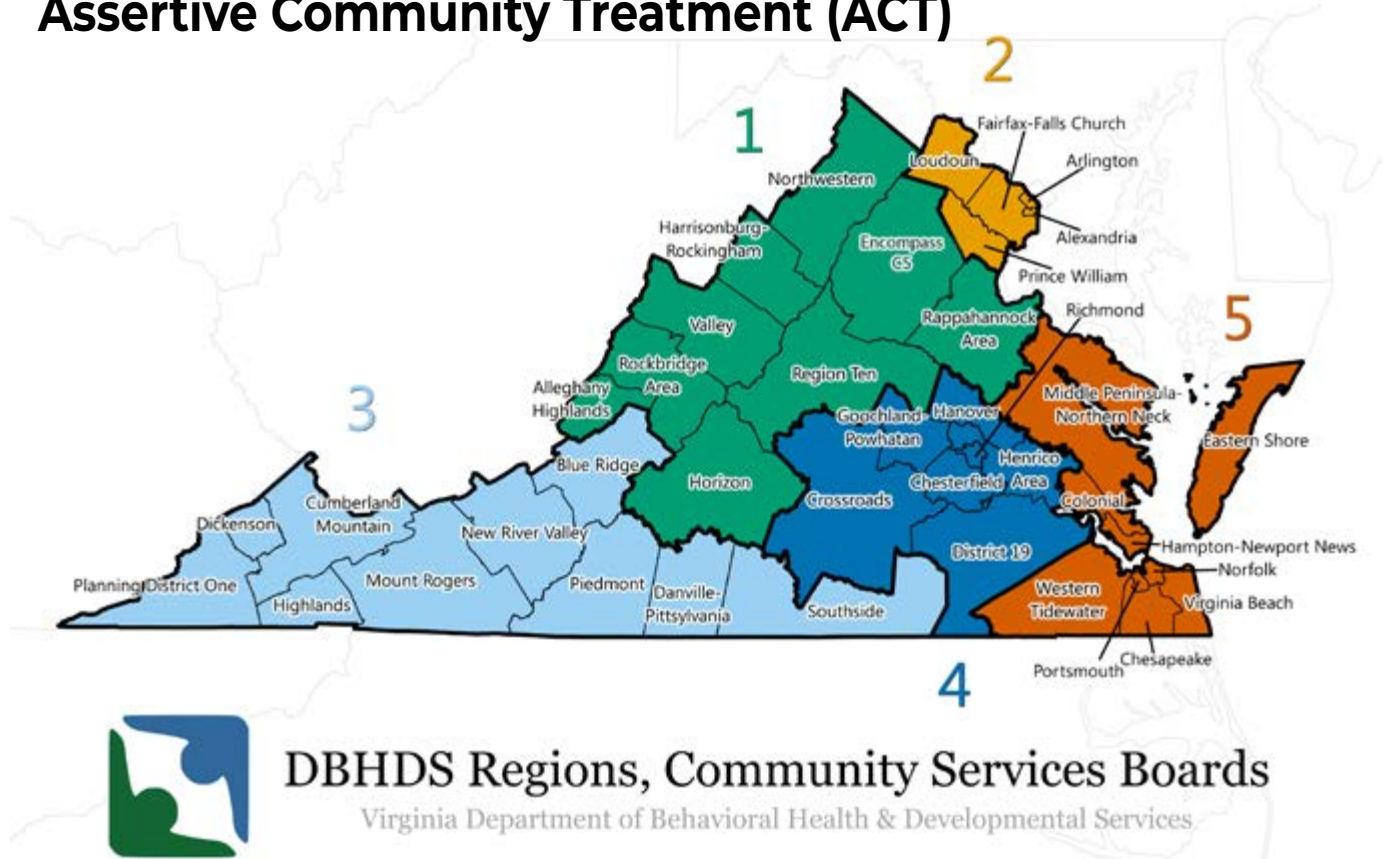
<sup>1</sup> Numbers in **Total Services** rows are unduplicated for the preceding services in each column.

<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



# Assertive Community Treatment (ACT)



## 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 CSB	1 Medium
Arlington County CSB	1 Large	Mount Rogers CS	2 Medium
Blue Ridge Behavioral Healthcare	1 Large	New River Valley CS	2 Small ad 2 Medium
Chesapeake Integrated Behavioral Healthcare	1 Large	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	Prince William County CSB	1 Large
District 19 CSB	1 Medium	Rappahannock Area CSB	2 Small
Fairfax -Falls Church CSB	1 Large	Region Ten CSB	1 Medium and 1 Small
Hampton-Newport News CSB	1 Large	Richmond Behavioral Health Authority	1 Large
Hanover County CSB	1 Small	Valley CSB	1 Small
Henrico Area Mental Health & Developmental Services	1 Small and 1 Large	Virginia Beach Human Services	1 Large
Horizon Behavioral Health	1 Small and 1 Medium	Western Tidewater CSB	1 Small and 1 Medium

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

Twenty-Six CSBs are licensed and providing ACT as of July 2022.



# 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 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 proven to improve outcomes for people with severe mental illness. One of the oldest and most widely researched EBP's 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:

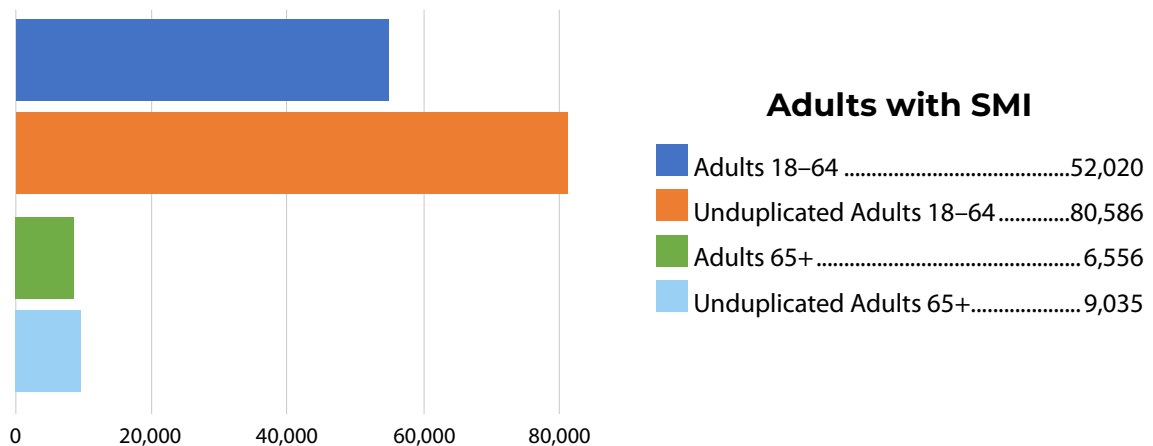
- State hospitalization usage for all ACT served individuals admitted in FY19 was reduced by 51%, representing a **cost avoidance of \$14,294,084** related to this population.
- All new FY19 ACT served individuals accounted for 29,669 state hospital bed days in the two years prior to their ACT admission, and just 14,499 in the two years post their ACT admission.
- Across the FY16, FY17, FY18, and FY19 cohorts, the ACT program contributed to an **overall cost avoidance of \$43,580,170** in state hospital costs in the two years following initiation of ACT services.
- Local psychiatric hospitalization use for all ACT served individuals admitted in FY19 had a 51% reduction, which represents a **cost avoidance of \$3,945,553** related to this population.
- All new FY19 ACT served individuals accounted for 9,904 local hospital psychiatric bed days in the two years prior to ACT admission, and just 4,886 in the two years post ACT admission.
- Incarceration of all ACT served individuals admitted in FY19 was reduced by 52% and represents a **cost avoidance of \$411,212** related to this population.
- In the two years prior to admission to ACT, all new FY19 individuals served 7,829 days in confinement compared to only 3,730 days in the two years post entering ACT services.
- Across the FY16, FY17, FY18, and FY19 cohorts, the ACT program contributed to an **overall cost avoidance of \$2,929,363** in jail costs in the two years post initiation of ACT services.



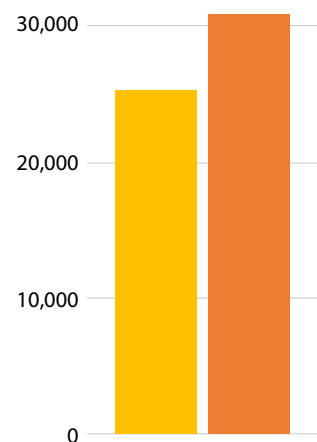
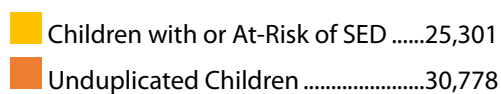
# Data Tables

## Individuals with Serious Mental Illness (SMI) or Serious Emotional Disturbance (SED) who received CSB MH Services in FY23

Adults 18–64 with SMI	52,020	Total Unduplicated Adults 18–64	80,586
Adults 65+ with SMI	6,556	Total Unduplicated Adults 65+	9,035
Children with or At-Risk SED	25,301	Total Unduplicated Children	30,778



### Children with or At-Risk of SED

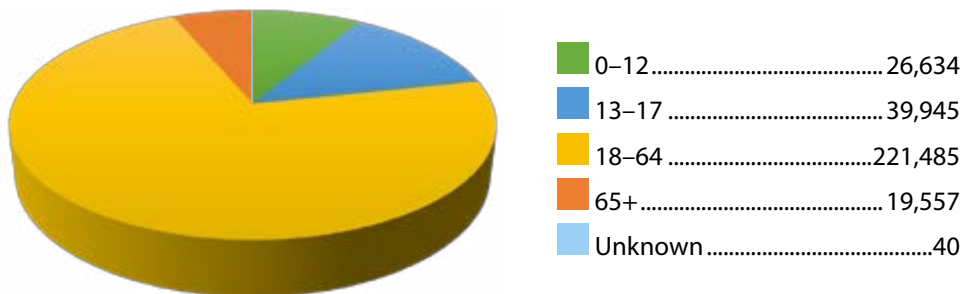




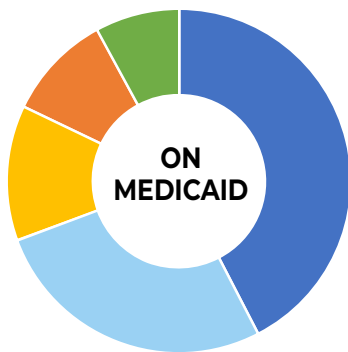
# Data Tables

## Ages of Individuals Who Received Services from CSBs in FY23

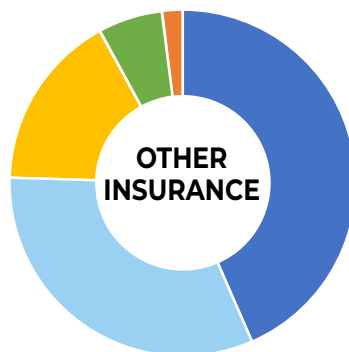
Ages	MH Services	DD Services	SUD Services	Emergency	Ancillary	Total Age Group
0–12	12,885	1,587	8	2,463	9,691	26,634
13–17	17,893	1,347	338	6,649	13,718	39,945
18–64	80,586	18,820	22,085	36,137	63,857	221,485
65+	9,035	1,783	800	3,889	4,050	19,557
Unknown	4	0	2	24	10	40
<b>TOTAL</b>	<b>120,403</b>	<b>23,537</b>	<b>23,233</b>	<b>49,162</b>	<b>91,326</b>	<b>307,661</b>



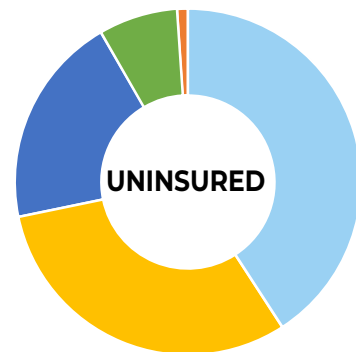
## Individuals Enrolled in Medicaid, Other Insurance, or Uninsured Who Received Services in FY23



MH Services	93,816
DD Services	22,148
SUD Services	17,424
Emergency	28,070
Ancillary	59,766



MH Services	16,933
DD Services	746
SUD Services	2,360
Emergency	6,455
Ancillary	12,474



MH Services	8,680
DD Services	445
SUD Services	3,230
Emergency	13,525
Ancillary	17,862

### Totals

MH Services	120,403	DD Services	23,537	SUD Services	23,233	Emergency	49,162	Ancillary	91,326
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# Data Tables

## Funding by Program FY23

Funding Source	Mental Health Services	Developmental Services	Substance Use Disorder Services	Total Funds	Percent of Total
State Funds	\$424,143,184	\$50,386,700	\$71,654,561	\$546,184,445	33%
Local Funds	\$215,976,983	\$127,550,676	\$56,157,399	\$399,685,058	24%
Medicaid Fees & Other Fees	\$258,537,352	\$275,169,578	\$36,055,684	\$569,762,614	35%
Federal Funds	\$48,394,404	\$1,074	\$68,879,320	\$117,274,797	7%
Other Funds	\$11,049,433	\$2,418,620	\$5,540,611	\$19,008,664	1%
<b>Total Funds</b>	<b>\$958,101,356</b>	<b>\$455,526,648</b>	<b>\$238,287,575</b>	<b>\$1,651,915,579</b>	<b>100%</b>

## CSB/BHA Funding Sources FY23



State Funds .....	\$546,184,445
Local Funds .....	\$399,685,058
Medicaid Fees & Other Fees.....	\$569,762,614
Federal Funds.....	\$117,274,797
Other Funds.....	\$ 19,008,664

Data Source: DBHDS End of Year Revenue/Expenses



# Priorities for the 2024-2026 State Budget

## **CSBS Workforce Development**

VACSB is requesting funding for the following areas to act as a mechanism for recruitment and retention in the short term as well as to develop a pipeline for staff at all levels which will result in a robust and stable workforce in the public safety net system. VACSB will request funding for CSBs to provide the following: Paid Internships, Clinical Supervision Hours, Student Loan Repayment Programs, and Scholarship Programs.

## **Behavioral Health Services (STEP-VA Inflation Pressures)**

VACSB is thankful that the General Assembly included in its budget for FY24 half of the funding requested to account for inflation, since inception, in the first three steps of STEP-VA. Due to the late-breaking nature of the budget, the funds will only be available in the second half of the fiscal year and are considered one-time. VACSB will request the other half of the funding in the next biennium as well as funding for inflationary adjustments to the remaining steps. The funding should be provided for flexible use among all the service areas of STEP-VA and should be ongoing beyond this biennium.

## **School-Based Services**

VACSB will seek budget language that authorizes DMAS to conduct a rate study for school-based services for children and youth with behavioral health service needs. This was meant to be part of phase two of Project BRAVO, but without authority, DMAS cannot proceed.

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

VACSB is requesting 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 (OBAT), Opioid Treatment Program (OTP), Partial Hospitalization Program (PHP), and Intensive Outpatient Program (IOP). The CSBs are experiencing a workforce crisis in all areas of services, including SUD services and increasing rates is one way to increase compensation for the CSB workforce.

## **Early Intervention Services**

VACSB is requesting an increase in funding for Early Intervention Services for the following reasons: local systems experienced a shortfall totaling \$1.2M in FY23; the \$2.2M in emergency ARPA funds for Early Intervention services ended in FY23, and the increase in the number of children needing early intervention services increases each year. In addition, increases for the next few years are expected to be larger than in the past because of a rise in autism spectrum disorder and substance-exposed infants.

## **Developmental Disability (DD) Waiver Services**

VACSB is requesting budget language that directs DMAS to conduct a rebase of the DD Waiver services reimbursement rates prior to each biennial budget. VACSB will also continue to support additional Waiver slots to address the Priority One wait list but recognizes that stabilization of the CSB workforce as well as Waiver service providers must also be a priority for the state to ensure there are adequate staff to provide the services involved with each new Waiver slot. One of the ways to help the CSB workforce crisis and to improve provider availability is through reimbursement rate increases.

## **Underage Cannabis Use Prevention Programs**

Legislation legalizing simple possession of cannabis passed in 2021 with language directing a portion of the revenue from retail sales to cannabis prevention and treatment programs. With retail sales on hold, CSBs do not have appropriate funding to effectively develop and engage in cannabis youth prevention programs. Therefore, the VACSB will request ongoing funds until such time as revenues from retail cannabis sales are made available. The key to successful prevention campaigns is ensuring that they are deployed well ahead of policy changes such as cannabis legalization.

*In addition to the priorities listed above, VACSB will support amendments from its advocacy partners provided that they align with VACSB's core mission and values.*



# VIRGINIA ASSOCIATION of COMMUNITY SERVICES BOARDS

**ALEXANDRIA CSB**

City of Alexandria  
(703) 746-3400

**ALLEGHANY HIGHLANDS  
COMMUNITY SERVICES**

Alleghany County; City of Covington;  
Towns of Clifton Forge and Iron Gate  
(540) 965-2135

**ARLINGTON COUNTY CSB**

Arlington County  
(703) 228-5150

**BLUE RIDGE BEHAVIORAL  
HEALTHCARE**

Botetourt, Craig & Roanoke Counties;  
Cities of Roanoke & Salem  
(540) 345-9841

**CHESAPEAKE INTEGRATED  
BEHAVIORAL HEALTHCARE**

City of Chesapeake  
(757) 547-9334

**CHESTERFIELD CSB**

County of Chesterfield  
(804) 748-1227

**COLONIAL BEHAVIORAL HEALTH**

James City & York Counties;  
Cities of Poquoson & Williamsburg  
(757) 220-3200

**CROSSROADS CSB**

Amelia, Buckingham, Charlotte,  
Cumberland, Lunenburg, Nottoway  
& Prince Edward Counties  
(434) 392-7049

**CUMBERLAND MOUNTAIN CSB**

Buchanan, Russell, & Tazewell Counties  
(276) 964-6702

**DANVILLE-PITTSYLVANIA  
COMMUNITY SERVICES**

Pittsylvania County; City of Danville  
(434) 799-0456

**DICKENSON COUNTY  
BEHAVIORAL HEALTH SERVICES**

Dickenson County  
(276) 926-1680

**DISTRICT 19 CSB**

Dinwiddie, Greensville, Prince George,  
Surry & Sussex Counties; Cities of  
Colonial Heights, Emporia, Hopewell  
& Petersburg  
(804) 862-8002

**EASTERN SHORE CSB**

Accomack & Northampton Counties  
(757) 442-3636

**ENCOMPASS COMMUNITY  
SUPPORTS**

Culpeper, Fauquier, Madison,  
Orange & Rappahannock Counties  
(540) 825-3100

**FAIRFAX-FALLS CHURCH CSB**

County of Fairfax; Cities of Fairfax  
& Falls Church  
(703) 324-7000

**GOOCHLAND-POWHATAN  
COMMUNITY SERVICES**

Counties of Goochland & Powhatan  
(804) 556-5400

**HAMPTON-NEWPORT NEWS CSB**

Cities of Hampton & Newport News  
(757) 788-0300

**HANOVER CSB**

County of Hanover  
(804) 365-4222

**HARRISONBURG-ROCKINGHAM CSB**

City of Harrisonburg;  
County of Rockingham  
(540) 434-1941

**HENRICO AREA MENTAL HEALTH  
AND DEVELOPMENTAL SERVICES**

Charles City, Henrico & New Kent  
Counties  
(804) 727-8500

**HIGHLANDS COMMUNITY SERVICES**

Washington County & City of Bristol  
(276) 525-1550

**HORIZON BEHAVIORAL HEALTH**

Amherst, Appomattox, Bedford, &  
Campbell Counties; City of Lynchburg  
(434) 847-8050

**LOUDOUN COUNTY DEPARTMENT  
OF MENTAL HEALTH, SUBSTANCE  
ABUSE & DEVELOPMENTAL SERVICES**

County of Loudoun  
(703) 777-0378

**MIDDLE PENINSULA-NORTHERN  
NECK CSB**

Essex, Gloucester, King & Queen,  
King William, Lancaster, Mathews,  
Middlesex, Northumberland,  
Richmond & Westmoreland Counties  
(804) 758-5314

**MOUNT ROGERS COMMUNITY  
SERVICES**

Bland, Carroll, Grayson, Smyth  
& Wythe Counties; City of Galax  
(276) 223-3200

**NEW RIVER VALLEY  
COMMUNITY SERVICES**

Floyd, Giles, Montgomery &  
Pulaski Counties; City of Radford  
(540) 961-8300

**NORFOLK CSB**

City of Norfolk  
(757) 756-5600

**NORTHWESTERN CSB**

Clarke, Frederick, Page,  
Shenandoah, & Warren Counties;  
City of Winchester  
(540) 636-4250

**PIEDMONT COMMUNITY SERVICES**

Franklin, Henry & Patrick Counties;  
City of Martinsville  
(276) 632-7128

**PLANNING DISTRICT ONE  
BEHAVIORAL HEALTH SERVICES**

Lee, Scott, & Wise Counties;  
City of Norton  
(276) 679-5751

**PORTSMOUTH DEPARTMENT OF  
BEHAVIORAL HEALTHCARE SERVICES**

City of Portsmouth  
(757) 393-8618

**PRINCE WILLIAM COUNTY  
COMMUNITY SERVICES**

County of Prince William; Cities of  
Manassas & Manassas Park  
(703) 792-7800

**RAPPAHANNOCK AREA CSB**

Caroline, King George, Spotsylvania  
& Stafford Counties; City of  
Fredericksburg  
(540) 373-3223

**REGION TEN CSB**

Albemarle, Fluvanna, Greene,  
Louisa, & Nelson Counties;  
City of Charlottesville  
(434) 972-1800

**RICHMOND BEHAVIORAL  
HEALTH AUTHORITY**

City of Richmond  
(804) 819-4000

**ROCKBRIDGE AREA  
COMMUNITY SERVICES**

Bath & Rockbridge Counties;  
Cities of Buena Vista & Lexington  
(540) 463-3141

**SOUTHSIDE BEHAVIORAL HEALTH**

Brunswick, Halifax &  
Mecklenburg Counties  
(434) 572-6916

**VALLEY CSB**

Augusta & Highland Counties;  
Cities of Staunton & Waynesboro  
(540) 887-3200

**VIRGINIA BEACH HUMAN SERVICES**

City of Virginia Beach  
(757) 385-0602

**WESTERN TIDEWATER CSB**

Isle of Wight & Southampton Counties;  
Cities of Franklin & Suffolk  
(757) 966-2805