

ANNUAL
REPORT

2024



BREAKING
through
BARRIERS



**PRINCE
WILLIAM**
Community Services

A Message from the Acting Executive Director & CS Board Chair

In today's world, the challenges facing those with behavioral health and developmental disabilities are greater than ever. Communities are struggling with an increased demand for services, the lingering impacts of the pandemic, and the ongoing stigma surrounding receiving help. For public behavioral healthcare and developmental disability systems, these challenges can sometimes feel like insurmountable barriers. Yet at Community Services, we have not only faced these challenges head-on but have also broken through them with creativity, collaboration, and resilience.

This year has been an exciting and invigorating one full of transitions. Our Lisa Madron was chosen to become the Director of the county's inaugural Transformation Management Office (TMO) for a two-year stint and Georgia began her journey as your Acting Executive Director. Tim finished his term in December and bid a heartfelt farewell after 11 years of serving on our board. We have been inspired daily by the energy and passion of our staff, who have stepped up in extraordinary ways to meet the evolving needs of our community. Their dedication is evident in every success story shared in this report—from expanding access to care through programs like our Medication Assisted Treatment (now a Preferred OBAT clinic), to the launch of the innovative "Fentanyl Exposed" multimedia campaign, which reached over 6 million individuals with life-saving education on opioid use and naloxone.

One of the year's standout initiatives was the Men in Mental Health Recruitment Project, which tackled a critical need: increasing male representation in the mental health field. Recognizing that diverse representation can reduce stigma and enhance client receptivity, this project raised awareness through a compelling multimedia campaign, including an NBC News feature. These efforts have sparked a growing interest in the vital role men can play in behavioral health.

For public behavioral healthcare and developmental disability systems, these challenges can sometimes feel like insurmountable barriers. Yet at Community Services, we have not only faced these challenges head-on but have also broken through them with creativity, collaboration, and resilience.

Our accomplishments this year underscore the importance of collaboration. By strengthening our partnerships and leveraging the talents of our team, we have embraced innovative approaches to care. Whether through listening sessions to strengthen our workplace culture, the launch of Virginia's first NAMI on Campus club, or our innovative Peer Pipeline Project with GMU, our team has demonstrated a relentless commitment to breaking barriers and creating meaningful change.



Breaking barriers is more than a theme; it is our mission. It means ensuring that every individual in Prince William County has access to high-quality, evidence-based care, delivered with compassion and cultural competence. It means addressing stigma, building trust, and fostering connections that make—as one team and one community—recovery possible. And it means working together to meet the challenges ahead.

As we reflect on the year’s progress and prepare for the future, we are filled with gratitude for the extraordinary staff, partners, and community members who make this work possible. Your creativity, collaboration, and commitment to our mission are the driving forces behind our success. Together, we are not just breaking through barriers; we are building bridges to hope, health, and healing for all.

GEORGIA BACHMAN
Acting Executive Director

TIMOTHY OSHIKI
CS Board Chair

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PRINCE WILLIAM

Community Services

SERVICE LOCATIONS

1. Sudley North Complex

7969 Ashton Ave.
Manassas, VA 20109
703-792-7800
Fax: 703-792-7817



2. A.J. Ferlazzo Building

15941 Donald Curtis Dr.
Suite 200
Woodbridge, VA 22191
703-792-4900
Fax: 703-792-7057



3. Ridgewood

4370 Ridgewood Center Dr.
Woodbridge, VA 22192
703-792-4900
Fax: 703-792-5098



4. Phoenix Center

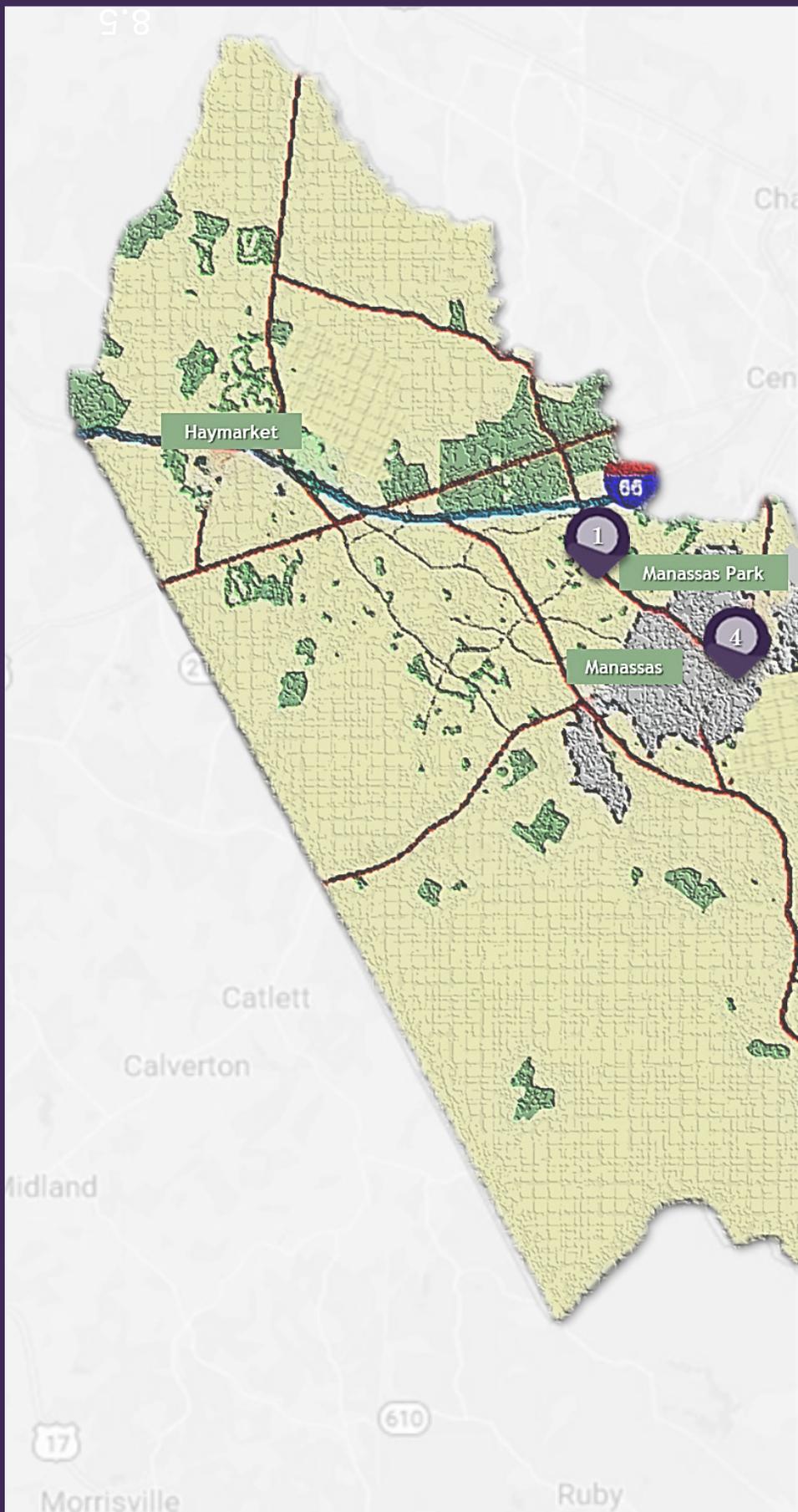
8500 Phoenix Dr.
Manassas, VA 20110
703-792-5480
Fax: 703-792-5145



COMING SUMMER 2025

Crisis Receiving Center

14011 Worth Ave.
Woodbridge, VA 22192



Prince William Community Services

Community Services (CS) in Prince William County serves as a crucial lifeline for public **mental health, developmental disability, substance use, early intervention, and emergency services**. Our dedicated team of experienced professionals provides a full range of recovery-focused and quality services, including counseling, therapy, rehabilitation, medication, and case management. We empower individuals and their families with the necessary tools to overcome their challenges and succeed. In addition to prioritizing those in need, we also function as a vital link to other community service providers, ensuring that residents have access to the support they need.

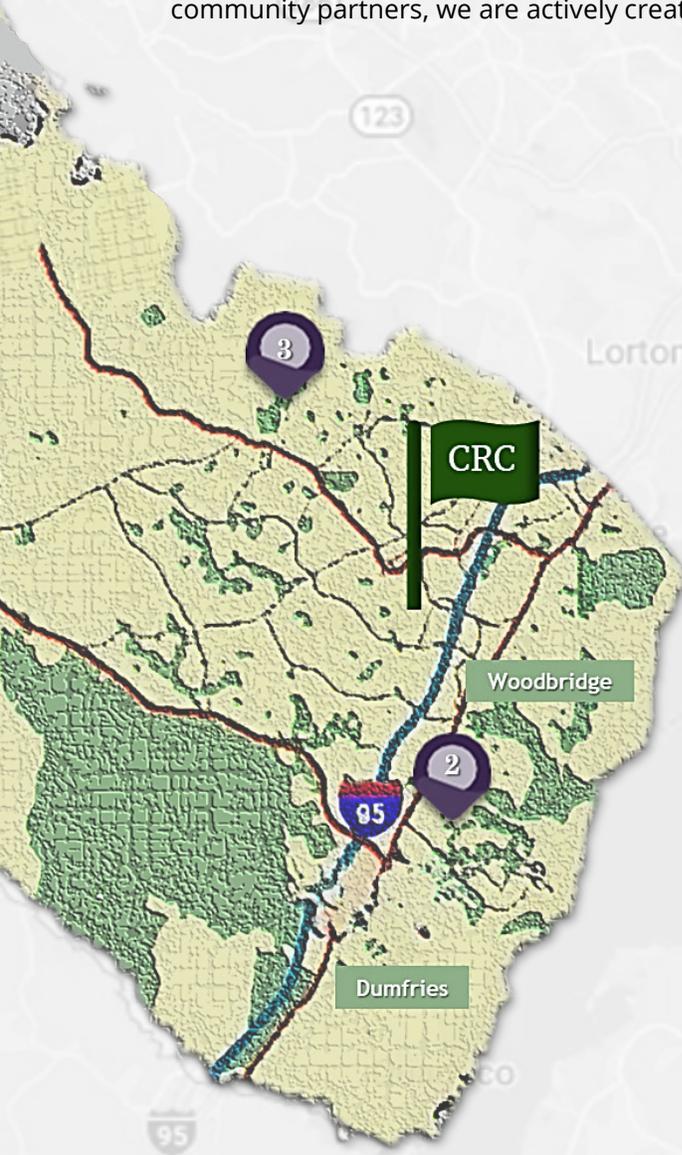
Building bridges to a brighter future for Prince William County's residents has enabled us to serve as catalysts for positive change. And, by working in close collaboration with county leadership and our community partners, we are actively creating a more inclusive and supportive community for all.

Mission

We are committed to improving the wellbeing of residents of Prince William County, the City of Manassas, and the City of Manassas Park who are affected by, or are at-risk of, developmental delays and disabilities, mental illness, and/or substance use disorders. We achieve this through the provision and coordination of community-based resources that respect and promote the dignity, rights, and full participation of individuals and their families.

Vision

Our vision is to create a community where every individual has the opportunity to thrive, supported by a network of comprehensive, compassionate, and accessible services.





Community Services **LEADERSHIP TEAM**

GEORGIA BACHMAN, LCSW
Acting Executive Director



SHERRY BOWMAN, LCSW
Acting Deputy Director



KANCHAN CLARK, MD
Medical Director



BETH DUGAN, MPA
Quality Improvement



ROBYN FONTAINE
Chief Financial Officer



MIKE GOODRICH, CPM
Assistant Director
Business Services



KATANYA GOSWELL, LP
Acting Assistant Director
Community Support



VIRGINIA HEUPLE, PT
Assistant Director
Early Intervention



MICHELLE KASTON, PMP
Information Technology



ELISE MADISON, LPC
Assistant Director
Emergency, Assessment
& Trauma



TANYA ODELL, LPC
Assistant Director
Youth Behavioral Health
& Recovery



JACKIE TURNER, QDDP
Assistant Director
Developmental Disabilities



SARA WHEELER, LPC
Assistant Director
Adult Behavioral
Health & Recovery

BOARD OF COUNTY SUPERVISORS

Deshundra L. Jefferson
Chair At-Large

Kenny A. Boddye
Occoquan District

Tom Gordy
Brentsville District

Yesli Vega, Chair Pro-Tem
Coles District

Victor S. Angry
Neabsco District

Andrea O. Bailey
Potomac District

Margaret Angela Franklin
Woodbridge District

Bob Weir
Gainesville District

MAYORS & COUNCILS

Manassas City

Michelle Davis-Younger
Mayor

Pamela J. Sebesky
Vice Mayor

Council Members:
Theresa Coates Ellis
Sonia Vásquez Luna
Tom Osina
Ralph J. Smith
Mark D. Wolfe

Patrick Pate
City Manager

Manassas Park

Jeanette Rishell
Mayor

Alanna Mensing
Vice Mayor

Council Members:
Haseeb Javed
Darryl Moore
Laura Hampton
Yesy Amaya
Michael Carrera

Keith Nguyen
Interim City Manager

CS BOARD MEMBERS

Timothy Oshiki
Chairman, City of Manassas

John O'Leary, Vice-Chairman
Brentsville Magisterial District

Voneka Bennett, Secretary
Woodbridge Magisterial District

Altonia Garrett
Neabsco Magisterial District

Vicky Castro
Occoquan Magisterial District

Patrick Sowers, Chairman
Coles Magisterial District

Deanna Bayer
Member-at-large

Francis Rath
City of Manassas Park

William Carr, MD.
Potomac Magisterial District

D. Bradley Marshall
Gainesville Magisterial District

Georgia Bachman
Acting Executive Director

COUNTY LEADERSHIP



CHRISTOPHER SHORTER
County Executive



ELIJAH JOHNSON
Deputy County Executive



LISA MADRON, LCSW
Chief Transformation Officer

OUR PEOPLE & CULTURE

The services and healing supports provided through Community Services comes down to one thing: **OUR PEOPLE.**

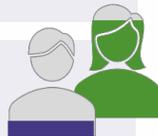
Our People are the foundation of all that we do and we believe it's important to care for them. We start by fostering a work culture where everyone feels respected, supported and empowered. We take time to recognize and celebrate their outstanding contributions and demonstrate that we value their opinions by turning their feedback into real change.

516 Employees and Growing!

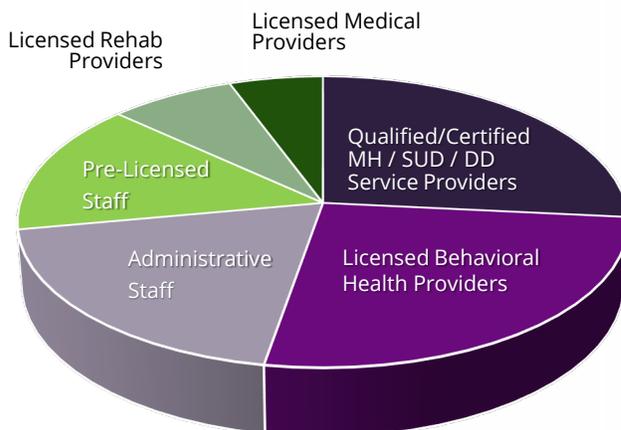
200+ Licensed Providers

25% Five or More Years of Service

89% Female Workforce



OUR PROVIDERS





Together
We Transform Lives!



Culture of Learning

Building a Culturally Responsive & Effective Workforce

We value the skills and talents of our workforce recognizing that their expertise directly enhances the quality of care we provide to the community. For this reason, we are committed to workforce development and ensuring we remain well-equipped to address the diverse and evolving needs of our community. To achieve this, our **Quality Improvement Team** ensures compliance with annual trainings and continuing education requirements, as well as coordinates access to a number of online courses and in-person trainings.

Evidence-Based Practices

Our staff are trained in the latest evidence-based practices, ensuring they deliver high-quality, effective care. Some of these practices include:

- CPT - Cognitive Processing Therapy
- DBT - Dialectical Behavioral Therapy
- EMDR - Eye Movement Desensitization & Reprocessing
- MI - Motivational Interviewing
- TF-CBT - Trauma-Focused Cognitive Behavioral Therapy



8,786

Hours of training completed



8,000+

Hours of licensure supervision provided



24

Team members obtained professional licensure



9

Students started and/or completed internships with CS



Licensure Supervision & Internships

Our agency proudly supports the next generation of behavioral health professionals. We provide licensure supervision to team members seeking professional licensure and have developed a dashboard to assist supervisees and residents with tracking their supervision and face-to-face hours. We also offer supportive internship experiences where college students can apply their academic knowledge and gain hands-on experience. By doing this, we ensure a stronger behavioral health workforce for the communities we serve.

DID YOU KNOW?

The **Peer Recovery Specialist (PRS) Internship Program** is an initiative made possible through collaboration with George Mason University's Empowered Communities Project (ECOP). This initiative aims to train the next generation of skilled PRSs to aid individuals facing substance use and mental health challenges. The first cohort of students completed their internships at CS in July 2024 and the program has now been expanded. We look forward to our ongoing partnership with GMU and training our future community support professionals.

Representation Matters

Men in Mental Health Recruitment Project

Expanding the presence of men in the workforce can significantly improve our ability to meet the diverse needs of clients. Increasing male representation can help dismantle existing stigmas and foster a supportive and inclusive atmosphere for individuals seeking assistance. This facilitates understanding and relatability and creates a workplace culture that values diversity and encourages open dialogue.



Josiah Pulley - Summer Intern '24

The Men in Mental Health Recruitment Project, led by summer intern Josiah Pulley, addressed the critical need for greater male representation in the mental health field. Recognizing that increasing male representation can enhance client receptivity and reduce the stigma around seeking mental health support, the project focused on increasing awareness of the need and recruiting more male providers to Community Services.

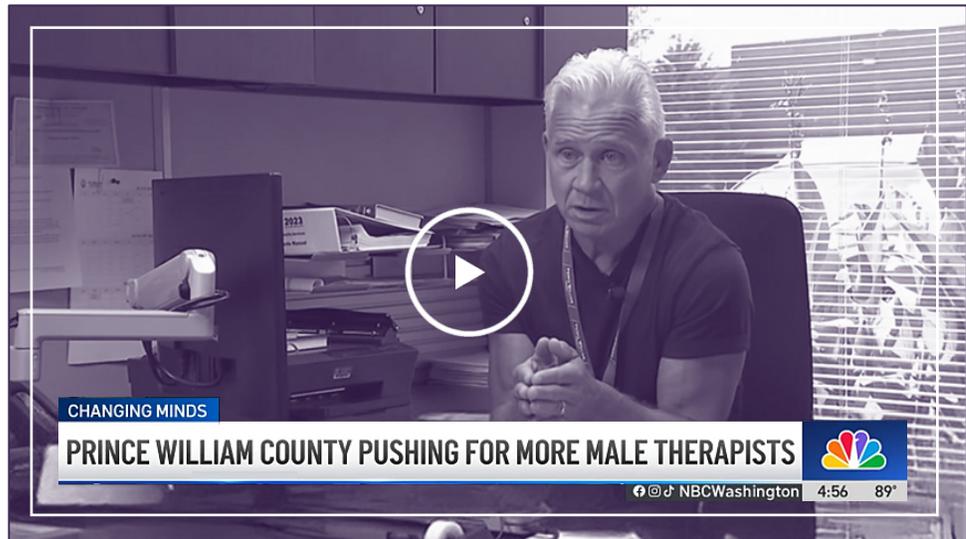
DID YOU KNOW?

Men represent about **11%** of the workforce at CS while making up **53%** of the client population.

The project involved interviewing male therapists to gain insights into their experiences in a female-dominated field. Josiah produced a compelling video to bring awareness to the issue and to serve as a recruiting tool. Since the project's implementation, the agency has increased its recruitment activities, resulting in enhanced visibility and growing interest in the role of male therapists.



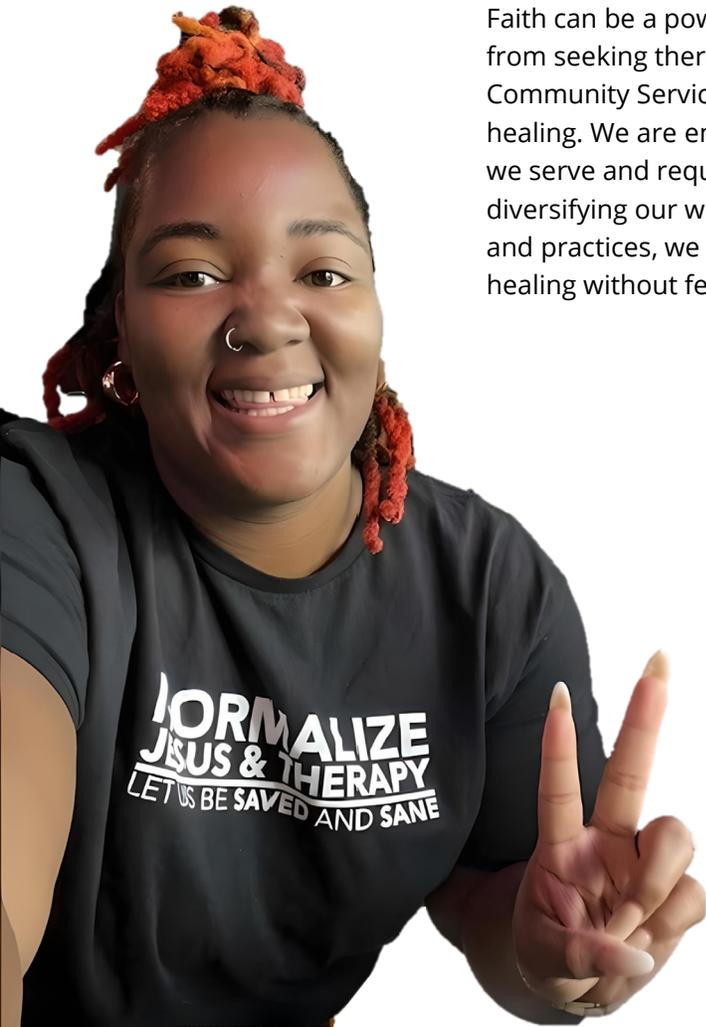
The Men in Mental Health Recruitment Project was also featured in an NBC News segment titled, **“Prince William County Pushes For More Male Therapists, Encouraging Men To Get Help”**. The segment aired on August 16, 2024.



Mike Wilkie - Vocational Services Program Supervisor

Breaking the Stigma: Integrating Faith & Therapy

Faith can be a powerful source of strength, but it can also deter some individuals from seeking therapy due to stigma or misconceptions about mental health. At Community Services, we normalize faith and therapy as a holistic approach to healing. We are enhancing diversity in our workforce to reflect the communities we serve and require annual cultural competency training for our staff. In diversifying our workforce and deepening our understanding of cultural beliefs and practices, we create a safe space where individuals of faith can explore healing without fear of judgment or compromising their spiritual values.



”
Let’s break the stigma surrounding mental health and normalize the integration of faith and therapy.

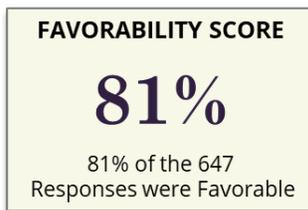
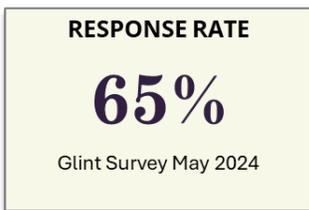
— SAKINA BLUNT
Therapist – Access Trauma Program

Shaping the Culture

From Feedback to Meaningful Action

Glint Employee Engagement Survey

This year's Employee Engagement Survey, completed in May 2024, had a strong response rate of 65% with an engagement score of 77 and favorability score of 81%. Although the survey revealed improvements in many areas, it also identified areas of opportunities for growth and improvement.



DEIB Early Adopter Initiative

This year, CS was honored to join Prince William County's inaugural yearlong Data Competency Early Adopter initiative, under the Department of Equity and Inclusion. Leveraging data and best practices, we focused on fostering a workplace that values diversity, ensures equitable treatment, and nurtures an inclusive, empowered environment where everyone feels heard and respected.

Our efforts included an annual Glint organizational survey to track progress and identify areas for growth; staff listening sessions to promote inclusivity; and pulse surveys to evaluate cultural strategies. Together, we demonstrated the transformative impact of a workplace where diversity is celebrated, equity is prioritized, inclusion is the standard, and everyone experiences a sense of belonging.

Building a work culture where everyone feels respected, supported and empowered.



Employee Recognition

GEM (**Go the Extra Mile**) awards publicly recognize and celebrate employees who've made an outstanding contribution. Regularly celebrating those who go the extra mile is one of our key strategies for building an inclusive work culture.

Enhancing Professional Development

Planning is underway for the development of a CS Mentoring Program designed to enhance professional development opportunities which was identified as one of three top opportunities from our 2024 Employee Engagement Survey. A planning committee of team members from all levels was formed to ensure a more inclusive planning process.

DEIB INITIATIVES FY24

- ❖ Initiated an employee recognition program called the GEM awards
- ❖ Entered the planning stage of an agency-wide Mentorship Program
- ❖ Initiated an agency-wide Book Study to enhance work culture
- ❖ Leveraged our Virtual Suggestion Box to engage staff in leadership at all levels
- ❖ Conducted a mini survey to check our progress
- ❖ Facilitated Listening Sessions to deeply explore staff concerns
- ❖ Increased Staff Wellness activities
- ❖ Completed a Middle Management Leadership Collaborative





IMPACT

11,260

Individuals Supported in FY 24
(Unduplicated Count)

451,640

Services Provided in FY 24

By the Numbers

1,047

Total number of **Co-Responder Unit Responses**.

85%

Co-Responder **Responses diverted from custody**.

89%

of **SUD only individuals** were **alcohol-free** by the end of treatment.

92%

Families reported **Early Intervention services** helped their child develop and learn.

80%

Youth receiving **SUD services** who stopped using drugs/alcohol.

99%

Individuals supported with **Support Coordination** services who were successfully maintained in the community.

90%

Individuals supported with **Psychosocial Rehab** who maintained or improved functioning.

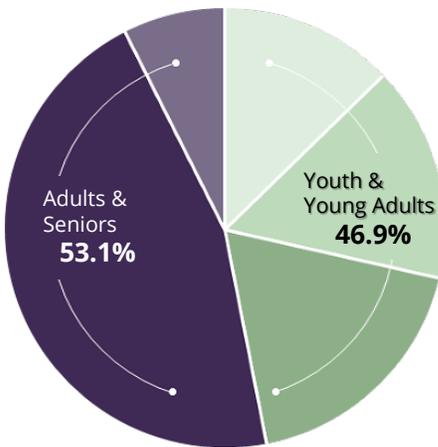
88%

Individuals provided **Supported Employment** who maintained employment for more than 90 days.

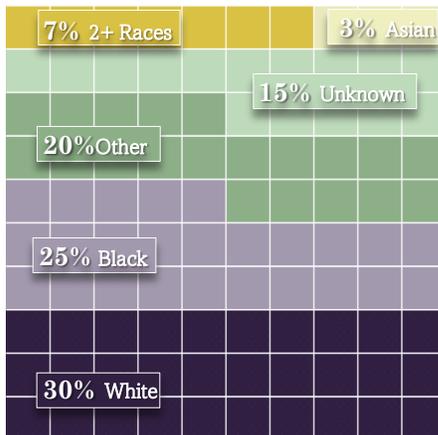
Individuals by Gender



Individuals by Age



Individuals by Race



REVENUES & EXPENDITURES

REVENUES

Local	\$38,177,142
Federal	\$3,963,303
State	\$23,408,889
Medicaid	\$9,536,512
Fees	\$1,026,278
Miscellaneous	\$31,968
TOTAL REVENUE	\$76,144,092

EXPENDITURES

Administration	\$13,157,257
Adult Bx Health & Recovery	\$10,777,509
Community Support Services	\$9,326,977
Developmental Disability	\$10,999,948
Early Intervention Services	\$6,368,298
Emergency Services	\$16,389,252
Medical Services	\$3,567,541
Youth Bx Health & Recovery	\$5,557,310
TOTAL EXPENSES	\$76,144,092

Adult Behavioral Health & Recovery

Our Adult Behavioral Health and Recovery division offers a range of high quality, evidence-based treatments to individuals 18 years or older experiencing a serious mental illness and/or substance use disorder. Services are delivered primarily at our Manassas and Woodbridge locations and the Adult Detention Center.



2,650

Individuals received services in the Adult Behavioral Health & Recovery Division in FY 24

2,688

Hours of Peer Support Provided

↑ 12%
Since FY 2022

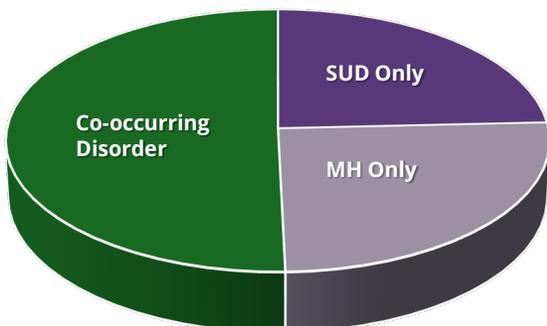
OUR SERVICES

We care

about the health and wellbeing of individuals in our community and demonstrate this by providing evidence-based and culturally sensitive support.



Distribution by Diagnosis:



Tx Results for SUD Only Individuals:

86% **Drug Free** by end of treatment

89% **Alcohol Free** by end of treatment



Real Journey REAL STORY OF IMPACT



Even today at 3 years of recovery, I still find the support, ideas, information, and encouragement that I receive from Carey to be invaluable to my continued efforts to remain sober.

—STEVE
Individual Receiving Recovery
Support Services

STEVE'S JOURNEY TO SOBRIETY

In his teenage years, Steve began struggling with depression and anxiety and turned to self-medication with alcohol. This led to nearly two decades of addiction, multiple DUIs, and a suicide attempt. The turning point came during the pandemic in 2020 when his drinking resulted in a fourth DUI. This prompted him to seek detox and recovery.

A pivotal figure in Steve's recovery was Carey Minnis, a Peer Recovery Specialist, who provided unwavering support and understanding. Their relationship became essential for Steve, offering guidance and a sense of kinship. Today, as he approaches three years of sobriety, Steve credits the continuous support he receives from Carey as crucial to his journey.

Community Support

Our Community Support division offers a range of services and supports for adults with serious mental illness, cognitive disabilities, and/or co-occurring disorders. Community Support services aim to prevent psychiatric hospitalization and involvement with the criminal justice system, while promoting successful community living and maximum independence. Services are delivered in the community to include the PWC Adult Detention Center.



1,050

Total number of individuals receiving community support

90%

Individuals supported with psychosocial rehab who maintained or improved functioning

88%

Individuals receiving Supported Employment who maintained employment for more than 90 days

OUR SERVICES

BREAK THROUGH BREAK THROUGH

Finding the **Right Services** at the **Right Time!**



*Stories like Leo and his family are
why we do what we do!*

When Leo experienced his first episode of psychosis and was hospitalized, his life—and his family’s—changed dramatically. Although Leo’s parents were supportive, they were unsure of how to help their son until they found the **Get On Track Program**.

Using a multi-disciplinary team approach to care, the **Get On Track Team** supported Leo and his parents through therapy, psychoeducation, medication management, peer-recovery support, and supported employment services. This collaborative and responsive approach helped Leo’s parents build the insight needed to play an active role in his treatment and support his recovery journey. With symptom improvement, Leo’s social engagement and motivation increased and his parents watched with relief as he started returning to his old self.

Through the Get on Track Program’s evidence-based, recovery-oriented approach to treating first-episode psychosis, Leo and his family found the right treatment and support to break through the challenges of mental illness.

Emergency, Access & Trauma

Our Emergency, Access & Trauma division serves as the initial point of contact for access to a wide range of behavioral health services and supports.



2,302

Crisis Interventions



1,978

Individuals triaged for services the same day



100

Individuals supported

Providing a Lifeline to a Family in Need

When PWC Public Schools referred a local family to our Outreach & Engagement team, the family struggled financially and was at risk of losing their home. The team quickly stepped in, offering hope and action, and mobilized support by working closely with the parent to identify critical needs. The team provided legal referrals for debt assistance and linked the family with local food pantries, prevention services through the Department of Social Services and with Community Service's Early Intervention program.

Through this collaborative effort, the family stabilized their housing and gained essential resources that empowered them to rebuild their lives.



We connect

individuals and families to the essential services and support that they need.

OUR SERVICES

Early Intervention for Infants & Toddlers

Our Early Intervention/Infant and Toddler Connection of Greater Prince William supports families with infants and toddlers facing disabilities or developmental delays. The program provides essential services to help children thrive within their family and community environments, with a dedicated team of specialists offering in-home and community-based support.

1,737

Families Served

96%

Parent Satisfaction Rating

92%

Families reported services helped their child develop and learn.



Children diagnosed with ASD and other disorders have increased 52% in the last 4 years.

- GINNY HEUPLE

Assistant Director Human Services
Early Intervention Services



We empower

caregivers with the strategies they need to build strong and nurturing relationships with their infants & toddlers.



Destiny Thriving Beyond Expectations

"Our daughter Destiny enrolled into the PWC Early Intervention Program shortly after being in the NICU for over 4 months in 2022... Fast forward to now, our micro-preemie daughter is a 2 ½ year old, non-stop talking, eating, friendly and running little girl that has been able to not only meet many of her development milestones but even has surpassed some for her age."

—DESTINY'S FAMILY

Youth Behavioral Health & Recovery

Our Youth Behavioral Health & Recovery division provides an array of treatment and case management services of various intensities to support children, adolescents, and their families to address the behavioral health challenges they face, and gain the skills needed to build a bright future. Services are provided to youth who are 18 or younger or are still enrolled in high school.

1,613

Youth & families supported in FY 2024

80%

Youth who stopped using drugs/alcohol

76%

Youth that maintained or improved in functioning



OUR SERVICES

Developmental Disability

Our Developmental Disability division aims to provide case management and support to those diagnosed with an intellectual or developmental disability and their families.



We empower

individuals and their families by equipping them with the necessary tools to overcome challenges and build efficacy.

1,771

Individuals supported in FY 2024

99%

Individuals successfully maintained in the community

90%

Families reporting satisfaction with case management supports.



Celebrating

DERRICK RODRIQUEZ

ServiceSource Service Excellence Award Recipient

At the 39th Annual Service Excellence Awards Dinner on October 30, 2024, Derrick Rodriguez received the prestigious *ServiceSource Service Excellence Award*, recognizing his exceptional personal and workplace achievements.

Derrick's journey hasn't been easy. Following the untimely passing of their mother, Derrick and his younger brother Destin relocated to Virginia. Despite being told that employment was out of reach, Derrick persevered with the help of his CS Service Coordinator and secured a position with Quantico Food Service through ServiceSource. His positive attitude and work ethic have made him a valued team member and a role model for Destin.

While he celebrates his current achievements, he is already looking ahead to the future with new aspirations: finding his own apartment and one day starting a family of his own.

WELLNESS & PREVENTION

Fighting the Opioid Crisis

The opioid crisis continues to deeply impact our community, with opioids accounting for 86.3% of all fatal overdoses in 2023, a slight decrease from 87.4% in 2022. While overall overdose rates are showing a slow decline, they remain above pre-pandemic levels, underscoring the ongoing urgency for prevention, intervention, and recovery services.

At CS, we believe all individuals have the potential to thrive and lead fulfilling lives. Our approach combines **prevention**, **intervention**, and **recovery** supports to address both immediate needs and long-term outcomes to save lives and foster long-term healing. We partner and collaborate with various county departments involved in forensic services, drug courts, veteran courts, and initiatives such as opioid partnerships with the Cities of Manassas and Manassas Park, the PW Health District, and Mason Empowerment Center to expand support to individuals and families affected by this crisis.

While overall overdose rates are slowly decreasing, they still have not dropped to pre-pandemic levels.

In 2023, Opioids accounted for 86.3% of all fatal overdoses; a slight decrease from 87.4% in 2022.



Fatal Overdoses in Greater Prince William County 2018-2023

Source: Virginia Department of Health/ Prince William County Health District

Our approach combines prevention, intervention, and recovery supports to address both immediate needs and long-term outcomes to save lives and foster long-term healing.

FENTANYL EXPOSED

Fentanyl Awareness Campaign

On Social Media

In the summer of 2023, Prince William County Community Services, in collaboration with the Rescue Agency, launched the Fentanyl Awareness campaign, funded by the Opioid Abatement Authority. The “Fentanyl Exposed” social media initiative aimed to educate teens about opioid overdoses and naloxone use, garnering over 6 million impressions in three months.

9,657

Website Sessions
September 2023-
June 2024

At The Movies

The Wellness and Prevention program contracted with National Cinema Media, LLC (NCM) to run the videos at the Potomac Mills 18, Virginia Gateway 14 with RPX, and Manassas 14 with IMAX. The program utilized State Opioid Response- SOR funding to purchase video time on the screens before movies and digital banner time on kiosks and refreshment area monitors.

5,508

Message Delivered
to Students &
Teachers

In the Classroom

Encouraged by the success of the campaign, the Wellness and Prevention team partnered with the Prince William Bar Association’s program, “So You’re 18”, which educates high school seniors about their legal rights and responsibilities. By June 2024, the Fentanyl Exposed message was delivered to 5,508 students and teachers.

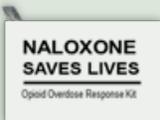
1,629,003

Impressions Delivered
September 2023-
May 2024



883

Narcan
Distributed



500

Leave Behind
Bags Distributed
Since June 2024



1,450

Fentanyl Test
Strips Distributed

HARM REDUCTION

How One Individual Avoided a Fentanyl Overdose

A 64-year-old man reported that he accidentally overdosed on fentanyl after smoking marijuana that was mixed with fentanyl. He was unaware that the substance contained fentanyl. Since the incident, he expressed a strong desire not to experience another overdose and felt nervous about smoking marijuana again. He stated, “I don’t want to go through that again.”

The MAT Clinic provided him with fentanyl testing strips. A few weeks later, when he returned, he was pleased to share that the strips worked effectively, and he found fentanyl in his marijuana. He immediately discarded the marijuana and said, “I know not to buy more from that guy again.” Before leaving, he requested additional test strips.

WELLNESS & PREVENTION



Community Services
Connections Team



Christina DiGiacomo & CS Board
Member, Vicky Castro at a NAMI
on Campus Fall 24 Event

CS CONNECTIONS TEAM

Launched in June 2024, the Connections Team focuses on overdose prevention in Prince William County. The program is comprised of a program supervisor, two Wellness and Prevention staff and two Peer Recovery Specialists (PRS). The team provides education, resources, and naloxone to high-need areas identified by Overdose Mapping and Application Program (ODMAPS) data. They set up resource hubs while engaging directly with the community, including Spanish-speaking residents, thanks to bilingual staff member Natalie Lizano. The team has distributed nearly 500 leave-behind kits with naloxone, educational materials, and training opportunities.

1,563 Individuals Received
Revive Training

3,017 Individuals in the community
received ACEs, MHFA, QPR and
other wellness presentations

FIRST NAMI ON CAMPUS

Woodbridge Senior High School (WSHS) launched the first NAMI on Campus club in Virginia, thanks to co-sponsors Lynne Wooten-Mitchell, the school counselor, and Christina DiGiacomo, a Community Services supervisor. The club aims to promote mental health awareness among students. This year, they organized a mental health awareness walk and resource fair, partnering with No Solo Brand clothing to promote the slogan "Nobody Goes Solo." Students and athletes wore No Solo apparel during the girls' basketball Mental Health Awareness event. The club also collaborated with the theater department to incorporate mental health themes into their "Romeo and Juliet" production.

Our approach combines prevention, intervention, and recovery supports to address both immediate needs and long-term outcomes to save lives and foster long-term healing.



Community Services' First Annual Recovery Rocks Event

16TH ANNUAL MENTAL HEALTH EVENT

Community Services strives to reduce mental health stigma by dispelling the harmful misconceptions people have about mental health. Each year, we hold the Mental Health Awareness Art Event to showcase and celebrate work by local artists who are dealing with mental health issues. This year's event was held on October 9th and featured over 40 vendors and speakers.

We are fortunate to have this event to focus on and celebrate mental health. Checking in with ourselves and each other is essential for our mental health as well as our physical health. Remember, you are never alone and it's perfectly OK to seek support whenever you need it.

- Georgia Bachman, CS Acting Executive Director

FIRST ANNUAL RECOVERY ROCKS

CS hosted our first Recovery Rocks event, a celebration of the National Month of Recovery. We came together to honor the amazing journeys of recovery, to celebrate the strength of the community, and to uplift the powerful message that recovery does not happen in isolation- recovery happens in connection, in community, in camaraderie, in cohesion, and in congregation through courage, conviction and compassion.

The day was about celebrating hope, resilience, and the perseverance that carries us through the toughest times. Recovery is a shared experience that thrives on connection, support, and the belief that every day is a new opportunity to rewrite our stories.

We heard from inspiring speakers, shared our own stories, and engaged in activities that reminded us of the vibrant, thriving community we are building together.

EXPANDING ACCESS

Meeting the Needs of the Community

Behavioral healthcare is at a pivotal moment, emphasizing that individuals receive the right services at the right time. Federal, state, and local efforts are aligning with communities, families, and providers to prioritize timely access to high-quality, evidence-based care that meets the diverse and evolving needs of those we serve. As the most diverse and second most populous community in Virginia, Prince William County is growing, driving an increased demand for behavioral health and developmental disability services that are responsive to the complex and unique needs of our population.

MEDICATION ASSISTED TREATMENT

Over the past year, the Medication Assisted Treatment (MAT) team has made remarkable strides in enhancing services and expanding its reach. As a result of Opioid Abatement Authority (OAA) funding, the team successfully hired essential staff, including a full-time Nurse Practitioner, and expanded services to include youth aged 16 and older. The program now operates full-time in both Woodbridge and Manassas significantly increasing access to care. From May through July 2024, the program saw a 33% increase in admissions, and by the end of the fiscal year, the MAT Program had served 338 individuals—an impressive **18% increase over the previous year.**

MAT Clinics Designated Preferred OBAT

A major milestone was achieved when our Woodbridge and Manassas MAT clinics were both designated as Preferred Office-Based Addiction Treatment programs (OBAT) by the Virginia Department of Medical Assistance Services. Preferred OBATs are outpatient addiction treatment programs that provide comprehensive services, including medication management and supportive therapy, to assist individuals in their recovery journey. This designation not only solidifies the clinic's role as a leader in addiction treatment but highlights the clinic's dedication to providing high-quality, evidence-based care for individuals with opioid use disorder (OUD) and other substance use disorders (SUD).

338

Individuals served in FY 2024. An **18%** increase over previous year.

33% ↑

In admissions from May-July after service expansion.

96.4%

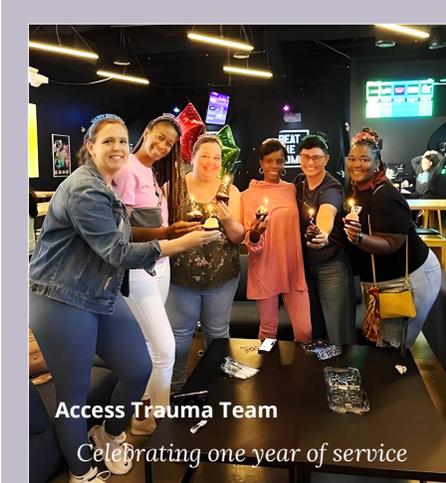
Client Satisfaction Score

— ” —
Out of all the years I was in active addiction, I have never felt like so many people cared whether I lived or died. The people that run this program probably saved my life.

— Current Individual Receiving MAT Services

Prioritizing timely access to high-quality, evidence-based care that meets the diverse and evolving needs of those we serve.

ACCESS TRAUMA PROGRAM



In August 2023, Community Services launched the ACCESS Trauma Program to provide short-term, evidence-based trauma treatment services for youth, adolescents, and adults. Through individual therapy, psychoeducation, and skill development, the program aims to reduce the frequency and intensity of negative trauma-based responses to improve mood and daily functioning.

Measuring Treatment Effectiveness- In May 2024, the program began using the PTSD Checklist (PCL-5), a 20-item self-report measure to track symptom improvement during the course of treatment. To date, the average point reduction for clients who have completed treatment is 16 points, a clinically significant reduction.

100 Individuals Served From August 14, 2023 to June 30, 2024.

YOUTH AND FAMILY SERVICES

In 2023, our Youth Behavioral Health and Recovery Services (YBHRS) Division was awarded a \$4 million System of Care (SOC) grant from the Substance Abuse and Mental Health Services Administration (SAMHSA). This grant is enhancing capacity and access for youth and families with complex behavioral health needs while strengthening community collaborations. Focused on integrating youth and family voices, the SOC grant promotes evidence-based practices, leverages technology for real-time evaluation, and expands resources for youth. It also includes ongoing stakeholder engagement to improve access, service quality, and support. A key component of this grant is the Intensive Care Coordination program.

Intensive Care Coordination

The New Horizons Intensive Care Coordination (ICC) program was implemented in Fall 2024 and is designed for youth from birth through age 21, who are involved with multiple human service agencies—including DSS, behavioral health, schools, juvenile justice, and healthcare. ICC ensures that the necessary services are provided to maintain or transition youths to family/community-based setting.

DID YOU KNOW?

CS partnered with Impruvon Health (a technology development company that supports BH/IDD populations) to create a customized mobile app to support measurement-based care for our SOC grant. The app, Community Connected Care (C3), assists teens with managing daily routines such as medications, appointments, and tasks. It uses an AI image generator and emoji/voice inputs to help with managing moods. It's available now on the iOS App Store and Google Play Store.



LOOKING AHEAD

Prince William County Crisis Receiving Center

Prince William County is gearing up for a pivotal transformation in Crisis Management with the upcoming launch of a new state-of-the-art Crisis Receiving Center (CRC) in the summer of 2025.

A New Dawn in Crisis Management

The Crisis Receiving Center will be the cornerstone of our community's crisis response system. It aims to enhance the capacity to manage behavioral health crises locally and reduce the need for hospitalizations. Combined with the Co-Responder and Outreach and Engagement Team, the CRC will significantly decrease our out-of-area Temporary Detention Order (TDO) placements and will further improve the experiences of youth and adults in crisis. These initiatives offer timely, community-based alternatives to inpatient care.

The opening of the Prince William County Crisis Receiving Center in 2025 will mark a significant milestone in our community's commitment to behavioral health care. This center is set to transform how we address behavioral health crises, providing timely and effective stabilization services and promoting a culture of understanding and support.

Connections Health Solutions

We are thrilled to announce our partnership with Connections Health Solutions, a pioneer in the Crisis Now model since 1993. Serving approximately 30,000 adults and 2,200 youth annually, Connections Health Solutions has a proven track record of stabilizing up to 70% of clients within 23 hours. The average length of stay for residential crisis stabilization is less than four days, ensuring timely and effective care.





Regional Crisis Receiving and Stabilization Center

23-Hour Crisis Stabilization
Short-term Crisis Residential Treatment
24/7/365 Acute Crisis Service

Co-located CS Programs and Services

Emergency Services

- 24/7 Crisis Intervention
- Co-Responders
- Discharge Planning
- Outreach & Engagement

Intake & Referral Services

- Centralized Intake
- Clinical Evaluations
- Financial Assessments
- Community Referrals

Recovery Support Services

- Medication Assisted Treatment
- Case Management
- Counseling & Support
- Peer Recovery Support

Access Trauma Program

Provides evidence-based, short-term treatment services for youth and adults who have experienced adverse life events. The program also serves service members, veterans and their families.

Assertive Community Treatment ACT Program

Provides services for individuals with SMI who are most at-risk of hospitalization and involvement in the criminal justice system.

New Horizons Program

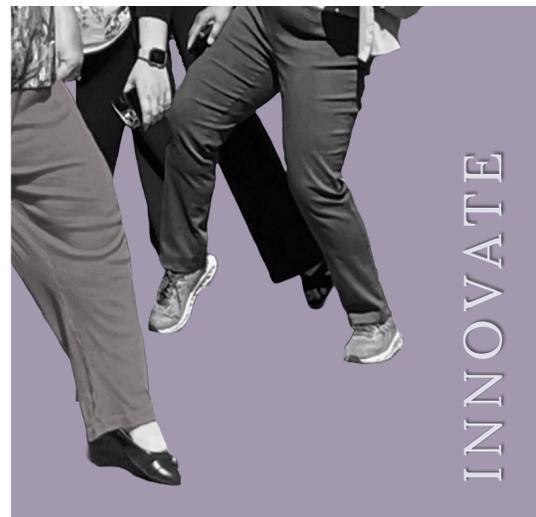
Provides an array of treatment services and case management support to youth with behavioral health challenges who are 18 or younger or are still enrolled in high school.



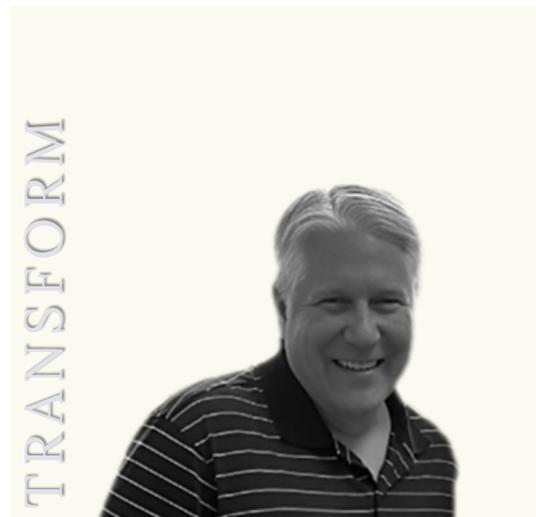
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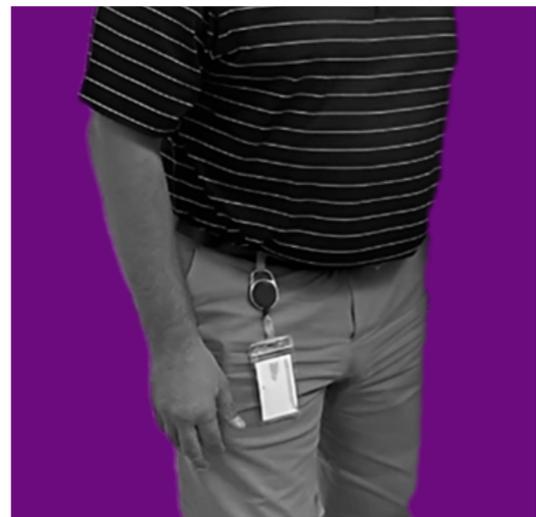
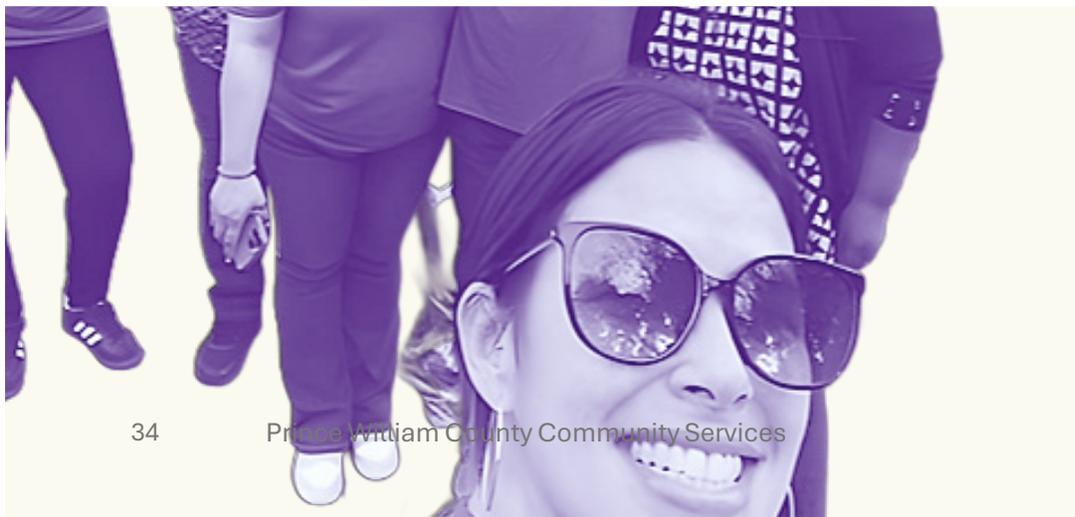
Breaking Barriers



INNOVATE



TRANSFORM



EMPOWER



OUTREACH



SUPPORT



It's more than a theme
IT'S OUR MISSION

EDUCATE





Together

We're Transforming Lives!



PRINCE WILLIAM
Community Services