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MESSAGE

FROM EXECUTIVE DIRECTOR & BOARD CHAIR

he Fairfax-Falls Church Community Services Board (CSB) has provided lifesaving services to individuals experiencing mental health challenges, substance use and developmental disabilities for over 50 years. In Fiscal Year 2024, our talented staff provided services to more than 22,550 people.

FY 2024 was a year of continued service to our community and the implementation of new initiatives to address youth behavioral health and substance use. The CSB strengthened crisis care services and advanced efforts to implement new developmental disability waivers. We continued to improve our communications with the public to keep all informed of our services. The CSB appreciates the full support of the Fairfax County Board of Supervisors, Falls Church and Fairfax City Councils, and our county partners.

The FY 2024 Annual Report provides the CSB's accomplishments, priorities and opportunities including:

- Opened a new Youth Medication-Assisted Treatment (YMAT) clinic in South County to provide community located services for our youth.
- Expanded youth behavioral healthcare services to Fairfax County community centers located in Falls Church, Alexandria, and Herndon.
- Strengthened our community's crisis care response. 600 callers were transferred from 911 to the 988 Regional Crisis Call Center and received immediate behavioral health assistance over the phone by trained crisis workers.
- Supported 4 new programs with our county partners to implement a crosssystems approach to the county's opioid response.

- Trained thousands of people to equip them with tools to prevent and respond to mental health and substance use concerns.
- Conducted community outreach and prepared to respond to an unprecedented opportunity of new developmental disabilities waivers to be offered to individuals in Fairfax County.
- Partnered with Connections Health Solutions to open a new 16-bed crisis treatment center in Chantilly.
- Partnered with the local housing authority to make 300 new housing vouchers available for Fairfax County residents with serious mental illness.

We are proud of the progress made this year at the CSB. We look forward to making a positive impact on our community in the year ahead.



Danuel & Shum

Daniel Sherrange CSB Board Chair



Daryl Washington
CSB Executive Director

CSB BY THE NUMBERS

6,149

Individuals received mental health treatment services.

5,344

Individuals with developmental disabilities received support coordination services.

1,355

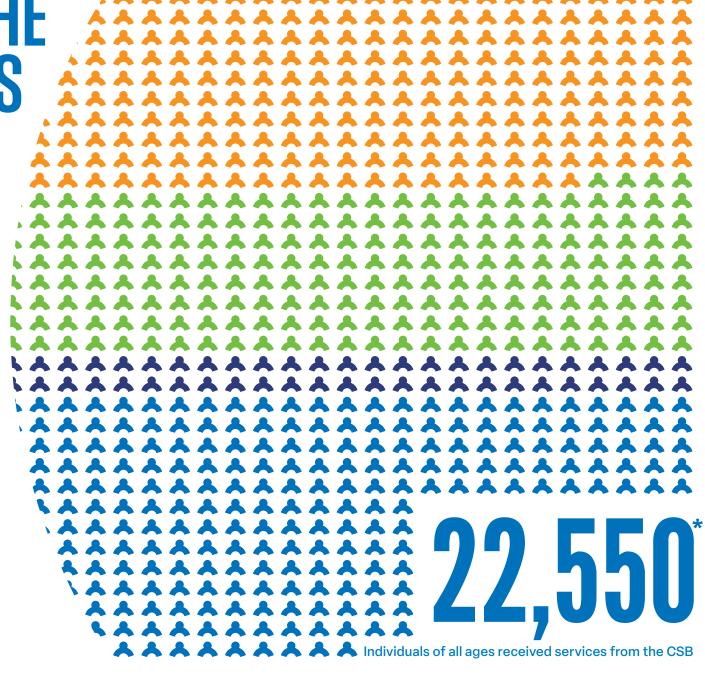
Individuals received substance use disorder treatment services.

7,269

Individuals received CSB Emergency Services.

^{*}Individuals may have received more than one type of service.





FY 2024 NUMBERS



Of individuals served received emergency services within one hour.



Individuals received behavioral health employment



762 Individuals trained in Mental Health





Individuals served in CSB residential



Naloxone and Opioid Educat

Individuals trained in



Individuals were diverted from potential arrest to the Merrifield Crisis Response Center.





2,517

Boxes of naloxone to reverse opioid overdoses supplied to public.

SUCCESS STORY

Joseph is a creative and vibrant young adult whose life has been significantly changed since utilizing mental health services at the CSB. Five years ago, symptoms of depression, hallucinations and daily suicidal thoughts were interfering with his ability to connect with his family, friends, and even reality. At the suggestion of a family member's psychiatrist, Joseph reached out to the CSB. Since then, he has utilized services at Wellness Circle, attended Intensive Outpatient Treatment

(IOP), worked with a psychiatrist and therapist, and was supported by a case manager. Even when Joseph asked staff to give up on him, because of their unrelentless hope for his success, he was able to start seeing the possibility of his own recovery. Joseph now has a full-time job, owns his own car, pays his rent, and proudly participates in his first 401K. He's now living a life that never seemed possible, and likely wasn't, without the support of the comprehensive services at the CSB.



In FY 2024, the Youth Outpatient program inspired

1,586 YOUTH

on their treatment journeys.

The CSB took action to address the increased need for additional staff and program resources.

25

new staff members hired in Youth & Family in FY 2024.

Expansion of Youth Medication-Assisted Treatment (YMAT) Services

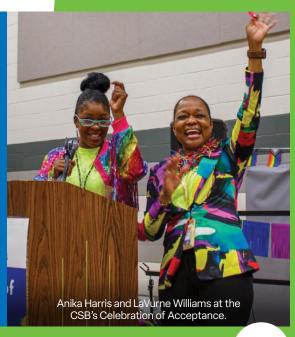
Youth using opioids represented 9.4% of all young people presenting for care at the CSB. YMAT services treat individuals with opioid dependency through medication and therapy. In FY 2024, the CSB opened a new YMAT Clinic at the Gerry Hyland Government Center in South County, in addition to the clinic at Bulova Center. Bilingual staff are available at CSB YMAT Clinics. The CSB was the first in the state to offer YMAT services.



THE CSB EXPANDED COMMUNITY-BASED SERVICES FOR YOUTH AND FAMILY

Youth ages 5 to 18 and their families may now conveniently access behavioral health services at the following community centers:

- Herndon Neighborhood Resource Center (Herndon)
- Hybla Valley Community Center (Alexandria)
- James Lee Community Center (Falls Church)





CRISIS SERVICES CONTINUUM

Fairfax County fully embraces the nationally recognized Crisis Now Model with a three-tier approach of someone to talk to, someone to respond and somewhere to go.



SOMEONE TO TALK TO

In FY 2024,

600 callers

were transferred from 911 to the 988 Regional Crisis Call Center and received immediate behavioral health assistance over the phone by trained crisis workers.



SOMEONE TO RESPOND

1,500 Public safety calls were attended to by Co-Responder Units.

Calls were resolved in the field.

Of calls were linked to needed mental health services.

Of calls were diverted from potential arrest or hospitalization.



SOMEWHERE TO GO

Merrifield Crisis Response Center

24/7, walk-in emergency psychiatric services (Bulova Center)

Residential Crisis Intervention and Stabilization 24/7 (Wellness Circle)

Newly opened Crisis Stabilization Program (Connections in Chantilly)

The Fairfax County Co-Responder Program pairs a police officer with a CSB Crisis Intervention Specialist to respond to public safety calls related to behavioral health issues.



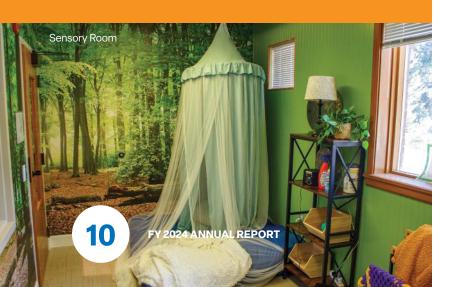
CSB Emergency Services is open 24/7 to respond to individuals who have a mental illness, substance use disorder, and/or developmental disability, are in acute distress, and need immediate help.





WELLNESS CIRCLE

Wellness Circle Crisis Stabilization Unit has served the Northern Virginia community for over 30 years, offering crisis stabilization and medical detoxification services. In January 2024, Wellness Circle added a specialized Trauma Resilience Program to address trauma symptoms that contribute to an individual's mental health crisis. In the first six months, **over 150 individuals** received this essential service at Wellness Circle.



HOSPITAL BEDS AND REGIONAL IMPROVEMENTS

8,724

Mental health evaluations were conducted by the CSB Emergency Services Team. 1,499

Individuals waited in an emergency room for a period of 8 hours to over 6 days due to the lack of an available psychiatric inpatient bed.

61%

Of Fairfax CSB evaluations resulted in less restrictive referrals than a hospital setting.

4 PER 100,000

Individuals evaluated were hospitalized. Fairfax CSB had the second lowest per capita hospitalization rate in the state in FY 2024.

The Northern Virginia region (Region 2 CSBs (R2) – Arlington County, City of Alexandria, Fairfax-Falls Church, Loudoun County, and Prince William County) continued to work closely with private hospitals to counteract shortages of available beds and continued to maintain the lowest state hospitalization use of any region in Virginia.

The Fairfax-Falls Church CSB remained one of the lowest per capita users of state psychiatric hospital beds. It continued to work with regional partners to expand community crisis center receiving capacity as an alternative to inpatient hospitalization.

On June 11, 2024, R2 supported the opening of Connections, a regional voluntary/ Temporary Detention Order (TDO) crisis stabilization unit with a 16-bed capacity.

DECRIMINALIZING BEHAVIORAL HEALTH

FAIRFAX COUNTY DIVERSION FIRST

Diversion First is a county initiative that finds ways as a community to decriminalize individuals with mental illness, substance use disorders and/or developmental disabilities when they come into contact with the criminal justice system for low-level offenses.

The Co-Responder Program now consists of four teams serving the county seven days a week. Teams comprised of a Crisis Intervention Team (CIT) trained Fairfax County police officer and a CSB Crisis Intervention Specialist respond to public safety calls involving behavioral health issues and provide crisis de-escalation, resources and linkages to services.

- Diversions from potential arrest at the Merrifield Crisis Response Center rose to over 4,100.
- Co-Responder Teams responded to approximately
 1,500 calls.
- An overnight Mobile Crisis Unit was created, supporting 24/7 mobile crisis services in the community from licensed clinicians.
- A post crisis response team with a clinician and peer recovery specialist was established.

MARCUS ALERT

In FY 2024, Fairfax County was featured in the *RAND* Corporation's The Road to 988/911 Interoperability – Three Case Studies on Call Transfer, Colocation, and Community Response. The report highlighted 988/911 interoperability to address behavioral health crises. Partnership between 911 and 988 is one of the key features of Marcus Alert, statewide legislation that requires localities to connect people to behavioral health assistance whenever feasible. FY 2024 was the first year of Marcus Alert implementation in Fairfax County, and the CSB led the collaboration with 911 and public safety departments to support behavioral health responses in the community. Additionally, other R2 CSBs (Alexandria, Arlington, and Loudoun) worked to create their Marcus Alert plans so that by the start of FY 2025 all five R2 CSBs will have implemented Marcus Alert.





Addressing the opioid epidemic is an immediate need and a longstanding priority in Fairfax County. The CSB along with multiple county stakeholders are partnering through Fairfax County's Opioid and Substance Use Task Force to advance our opioid response strategy.

Fairfax County's FY 2023 – FY 2025 Opioid Response Plan includes approximately **40 programs and activities across six priority areas**: early intervention and treatment, data and monitoring, criminal justice enforcement, education and prevention, recovery, and harm reduction.

In FY 2024, there was significant focus on planning and launching new projects funded with opioid settlement funds. These projects reflect the multi-dimensional and cross-systems approach, aligned with identified community needs, that guides Fairfax County's opioid response.

The new projects include:



INCREASED

jail-based behavioral health services.



OVER 2,100 INDIVIDUALS

with opioid use disorder received CSB assessment and treatment services.



An additional track tailored to

18-25-YEAR-OLDS

in the Fairfax Recovery Court (formerly known as Fairfax Drug Court).



742 INDIVIDUALS

served by the CSB's Addiction Medicine Clinic (includes 25 youth in YMAT).



EXPANDED CSB CAPACITY

to provide medication for opioid use disorder to youth (YMAT).



71 DRUG COURT PARTICIPANTS

since program inception in 2018.



A COOPERATIVE REGIONAL PROJECT

bringing youth detoxification and residential substance use treatment to the Northern Virginia region.



Recovery Services support the recovery of individuals with mental health and/or substance use challenges. The CSB has several peer recovery programs and contracts throughout the service system.

PORT (Peer Outreach Response Team),

providing support post-overdose and with other serious substance use challenges. This program works closely with the county's 4Recovery initiative, partnering with the Fire and Rescue Department and the Police Department.

STAR (Striving to Achieve Recovery

Program), a substance use recovery program operating in the Fairfax County Adult Detention Center (ADC), in partnership with the Sheriff's Office.

Recovery Community Center,

operated by our partner, the Chris Atwood Foundation (CAF).

Peer Journey to Hope, a program launched in FY 2024 that provides peer recovery services to individuals with mental health concerns throughout their recovery journey, either as a standalone service or as a complement to other CSB services.

The HOPE (Harm Reduction and Overdose Prevention with Lived Experience) Project,

providing substance use recovery re-entry services for individuals leaving the ADC, operated by CAF.

Four (4) Wellness & Recovery Centers, operated by our partner Recovery Program

operated by our partner Recovery Program Solutions of Virginia.



In FY 2024, the CSB launched its Peer Journey to Hope program that provides peer recovery services to individuals with mental health concerns throughout their recovery journey.

OVER 2,200

Individuals received peer recovery services.

ADDICTION MEDICINE CLINIC

Medications can help ease the discomfort experienced when withdrawaling from opioids or other substances and reduce cravings. Medication-Assisted Treatment (MAT) through the CSB's Addiction Medicine Clinic (AMC) is provided to adults in an outpatient setting at the Sharon Bulova Center. Counseling services and referrals for additional treatment are also provided to help begin and sustain recovery. The AMC is now advertising their services directly to individuals in the Adult Detention Center to raise awareness about recovery from substance use disorders.



762

Individuals received Mental Health First Aid, a training for individuals to learn how to help someone experiencing a mental health crisis or substance use challenge.

Individuals received Opioid
Overdose and Naloxone Education
(REVIVE!) training.

212

Individuals received QPR (Question, Persuade, Refer) suicide prevention training.

14,696

Individuals have received Opioid Overdose and Naloxone Education (REVIVE!) training since the program's inception.

150

Individuals received Adverse Childhood Experiences (ACEs), a training for individuals to understand the impacts of childhood adversity and trauma on development.

2,517

Boxes of overdose-reversing naloxone were dispensed by the CSB.



The CSB Wellness, Health Promotion & Prevention team meets directly with community members throughout the county to provide educational presentations and trainings.



Fairfax County collected over 1,900 lbs. of unused or expired medications during two Drug Take Back events.

WELLNESS, HEALTH PROMOTION & PREVENTION

The WHPP team uses education and partnerships to strengthen the community's emotional health and its ability to respond to challenges.



MARK

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

ANITA

Anita benefited from several CSB substance use services programs and is now giving back by working as a peer recovery specialist. Anita was suffering from opioid dependency and consuming significant quantities of fentanyl pills. Her family pushed her to seek help and she first came into contact with the CSB at the Fairfax Detoxification Center in Chantilly. Anita then spent time in several CSB residential treatment facilities, where long-term programming provided a setting for her healing. With the benefit of a dedicated mentor, she next engaged in re-entry services and began to rebuild her life. Now, Anita works as a peer recovery specialist, helping others while also continuing to work on her own recovery. She saved money and purchased a car, was able to travel overseas with her family, and is enjoying the life made possible by having CSB substance use services that she could access.

SAM

Sam was having trouble with substance use and was periodically unhoused. Upon arrest for a recent incident, he was diverted to Emergency Services at the Sharon Bulova Center and linked with a therapist to work through mental health and substance use issues. During an appointment with staff from the Diversion First program, he expressed how grateful he was to New Hope Housing and to the Jail Diversion program for the help that they provided him. Now, he is off the streets and away from the dangers of illegal substances. He doesn't miss appointments with his therapist and is enthusiastic about a new job. By providing alternatives to incarceration and critical supports for the participants, such as housing, the county's diversion program lays the foundation for individuals to empower themselves and make positive contributions to the health of the community.



DEVELOPMENTAL DISABILITIES AND EMPLOYMENT AND DAY SERVICES

These services offer skill building and support to help people with developmental disabilities live a full, meaningful life. Services include help gaining employment, daily or drop-in supports, day activities, and placement in residential facilities.

EMPLOYMENT AND DAY SERVICES



Developmental Disabilities Employment and Day Services increased services as site capacity and staff resources allowed.



More than **1,500 individuals** were served in Day Support, Self-Directed Services and Group and Individual Supported Employment.



CSB contracted service providers served **81% of all enrolled individuals** in FY 2024.



Contracted Developmental Disability and Mental Health residential services supported **261 individuals**. These services included in-home support, group homes, assisted living facilities, and respite care.



In FY 2024, **456 individuals** received behavioral health employment services, of which **213 (48%)** were placed in jobs, vocational training programs or volunteer experiences. Additionally, **161 individuals** participated in day programming services.

SUPPORTING INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES



CSB currently has **1,171 individuals** on the Priority One Wait List for Medicaid Home and Community-Based Developmental Disability Waivers.



In anticipation of an unprecedented opportunity of increased waiver allocations, the CSB conducted community outreach and prepared to respond to great demand for services for individuals with developmental disabilities.



As more waiver slots are released, the division is prepared to work with individuals and their families to identify needs and linkages to needed services and resources in the community.

5,344

Individuals with developmental disabilities received support coordination services.





"Celebration of Acceptance" event participants included Fairfax County Public Schools Superintendent Dr. Michelle Reid; CSB leaders LaVurne Williams, Anika Harris, Barbara Wadley-Young, and Abbey May; Fairfax County Board of Supervisors member Dalia A. Palchik (Providence District); and Fairfax County School Board Chair Karl Frisch.

DIVERSITY, EQUITY, INCLUSION AND BELONGING

The CSB Equity Team continued advancing and centering equity in the culture and practices of staff and the individuals we serve. The Equity Team facilitated a "town hall" meeting for staff to follow up on an earlier race and equity employee survey. It also helped train a set of staff members to serve as equity resources for the agency. The CSB worked with other county programs and community partners on an open house and resource fair promoting inclusion and acceptance among youth.

CELEBRATION OF ACCEPTANCE YOUTH EVENT

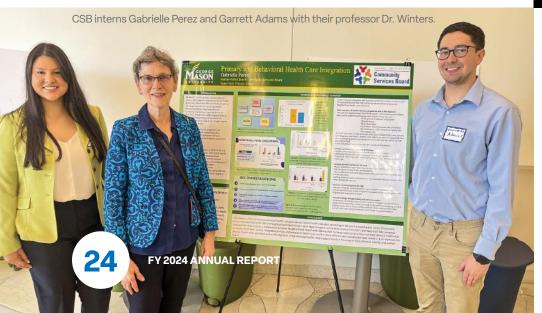
With acceptance and inclusion being paramount to building strong, resilient communities, the CSB, along with a collection of Fairfax County agencies and community partners, hosted a "Celebration of Acceptance" for LGBTQ+ youth in Spring 2024. The "Celebration of Acceptance" featured an inclusive panel discussion and numerous mental wellness activities. Attendees learned about various resources, programs, and organizations supporting the well-being of LGBTQ+ youth.

YEAR IN REVIEW

NEW CRISIS TREATMENT CENTER OPENS IN CHANTILLY

In collaboration with the R2 CSBs, Connections Health Solutions opened a new 16-bed crisis treatment center in Chantilly, Virginia, in June 2024. The center provides crisis stabilization care for adults experiencing a behavioral health crisis in a safe, open and therapeutic environment. At a ribbon-cutting ceremony for the new facility, CSB Executive Director Daryl Washington noted that,

the opening of this new treatment center marks a significant step forward in our plan to improve crisis care across the Northern Virginia area, providing essential resources and support to those in need."





CSB INTERN AND VOLUNTEER OPPORTUNITIES

The CSB's Valued Interns & Volunteers in Action (VIVA!) Program provided placements for 46 interns and 31 volunteers throughout the CSB service system, producing 17,684 hours of work. 2,092 individuals served by the CSB received direct support from interns and volunteers. **Gabrielle Perez** and **Garrett Adams**, two students in the George Mason University College of Public Health Master of Public Health program, pictured with their professor Dr. Winters, made valuable contributions as CSB interns gathering and analyzing data related to the integration of primary care and behavioral health care in the agency. Their work has helped to pave the way for a healthier tomorrow. The CSB has internships available in psychiatry, healthcare business operations, nursing, and more.



SPIRIT OF EXCELLENCE EMPLOYEE AWARDS

Each year, the CSB celebrates staff members who promote, reinforce or exemplify the agency's vision, mission and values with its Spirit of Excellence Awards program. Individuals and teams are nominated by their colleagues for recognition in nine categories with awards announced at a ceremony at the Fairfax County Government Center. 2024 Spirit of Excellence Award winners exemplify the agency's commitment to providing high quality services delivered with professionalism, compassion and care.



Staff celebrate Spirit of Excellence Awards Ceremony.



Tameka Tunsil co-hosts awards ceremony.



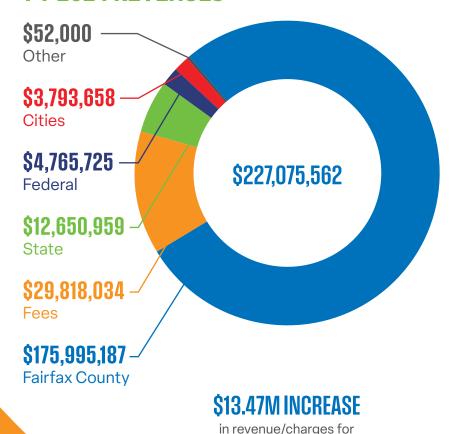
Anne Scroggs with CSB Leadership receives award.

EXPANSION OF PERMANENT SUPPORTIVE HOUSING FOR INDIVIDUALS WITH SERIOUS MENTAL ILLNESS

The CSB, in collaboration with the Virginia Department of Behavioral Health and Developmental Services (DBHDS) and the Fairfax County Redevelopment and Housing Authority (FCRHA), is providing stable housing and comprehensive support services to vulnerable community members. 300 new housing vouchers will become available to Fairfax County residents with serious mental illness as a result of this partnership.

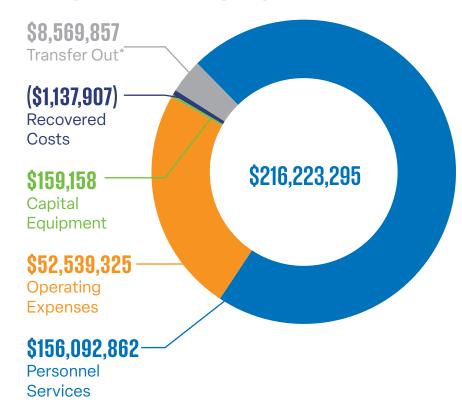
FINANCIAL HIGHLIGHTS

FY 2024 REVENUES



services since FY 2019

FY 2024 EXPENDITURES



^{*}Transfer Out includes funding support for the CSB's Electronic Health Record project as well as critical capital projects.

ACCESS TO SERVICES

Phone

CSB Entry & Referral

703-383-8500 Monday-Friday

Emergency Services

703-573-5679 Available 24/7

Fairfax Detoxification Center

703-502-7000 Available 24/7

In a Behavioral Health **Emergency**

In an Emergency, dial 911.

Dial 988 for 24/7 Suicide Prevention Lifeline and behavioral health support.

Emergency Services (lower level of Sharon Bulova Center for Community Health, formerly Merrifield Center) 8221 Willow Oaks Corporate Drive, Fairfax, VA 22031, 703-573-5679 Available 24/7

Fairfax Detoxification Center

4213 Walney Road, Chantilly, VA 20151 703-502-7000, Available 24/7

Walk-In

Sharon Bulova Center for Community

Health (Formerly Merrifield Center) 8221 Willow Oaks Corporate Drive. Fairfax, VA 22031

Walk-In Screenings

Monday-Friday, 9:00 a.m. to 3:00 p.m.

Emergency Services (lower level)

703-573-5679 Available 24/7

Intellectual/Developmental **Disabilities**

For specialized assistance for individuals with intellectual or developmental disabilities who are experiencing a behavioral or psychiatric crisis, call REACH at 855-897-8278.

Services Provided

Individual Therapy Case Management Group Therapy Medication Administration Detox Services

Clinic Medical Services Pharmacy Services **Emergency Services**

Adult Residential Youth MAT School-Based Services Student Assistant Program

LOCATIONS

Note: Hours vary by location, please call ahead to verify hours of operation.

Chantilly Office

703-968-4000 14150 Parkeast Circle, Chantilly, VA 20151

Gartlan Center

703-360-6910 8119 Holland Road, Alexandria, VA 22306

Northwest Center Reston

703-481-4100 1850 Cameron Glen Drive, Reston, VA 20190

Heritage Center

703-533-0180 7611 Little River Turnpike, East Building, Suite 200, Annandale, VA 22003

Gerry Hyland Government Center

Outpatient: 703-704-6355 Youth: 703-704-6707 8350 Richmond Highway, Alexandria, VA 22309

Sharon Bulova Center for Community Health

8221 Willow Oaks Corporate Drive Fairfax, VA 22301

Emergency Services (lower level)

703-573-5679 Available 24/7

Addiction Medicine Clinic (first floor)

703-559-3188 Monday-Thursday, 9:00 a.m. to 6:00 p.m.

Main Lobby

703-559-3000 Monday-Thursday, 8:00 a.m. to 7:00 p.m. Friday, 8:00 a.m. to 5:00 p.m.



VISION

Everyone in our community has the support needed to live a healthy, fulfilling life.

MISSION

To provide and coordinate a system of community-based supports for individuals and families of Fairfax County and the cities of Fairfax and Falls Church who are affected by developmental disability, serious emotional disturbance (youth), mental illness and/or substance use disorders.

VALUES

In achieving our mission and vision, we value:

- Respect for the people we serve.
- Quality in the services we provide.
- Accountability in all that we do.







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