

Rappahannock Area Community Services Board
600 Jackson Street
Fredericksburg, VA 22401
www.rappahannockareacsb.org



YEARS OF HOPE

Rappahannock Area Community Services Board
FY 2020 Annual Report and Anniversary Retrospective

THE RACSB CARES ABOUT OUR COMMUNITY. THEY HAVE GROWN AS OUR REGION HAS GROWN + ARE ALWAYS WILLING TO STEP UP + BE PROACTIVE IN FINDING SOLUTIONS TO ENSURE OUR RESIDENTS HAVE WHAT THEY NEED. I CONSIDER THE RACSB TO BE A VITAL PART OF OUR COMMUNITY.
-DONNA KRAUSS,
DEPUTY COUNTY ADMINISTRATOR



Help is here

24-hour Emergency Services
540-373-6876

Administration

600 Jackson Street
Fredericksburg, VA 22401
540-373-3223 V/TTY

Consumer Affairs Advocate
540-899-4616

Outpatient Clinics

Caroline County Clinic
19254 Rogers Clark Blvd.
Ruther Glen, VA 22546
804-633-9997 V/TTY

Fredericksburg Clinic
600 Jackson Street
Fredericksburg, VA 22401
540-373-3223 V/TTY

King George County Clinic
8479 St Anthonys Road
King George, VA 22485
540-775-9879 V/TTY

Spotsylvania County Clinic
7424 Brock Road
Spotsylvania, VA 22553
540-582-3980 V/TTY

Stafford County Clinic
15 Hope Road
Stafford, VA 22554
540-659-2725 V/TTY

Project LINK
540-899-9810, ext. 7517

Kenmore Club
632 Kenmore Avenue
Fredericksburg, VA 22401
540-373-7737

Day Support

Rappahannock Adult Activities
750 Kings Highway
Fredericksburg, VA 22405
540-373-7643

Caroline County
19254 Rogers Clark Blvd.
Ruther Glen, VA 22546
804-632-1381

King George County
8479 St Anthonys Road
King George, VA 22485
540-775-6590 V/TTY

Spotsylvania County
7424 Brock Road
Spotsylvania, VA 22553
540-582-7200 V/TTY

Stafford County
15 Hope Road
Stafford, VA 22554
540-659-8527 V/TTY

Early Intervention

Parent Education-Infant
Development Program
700 Kenmore Avenue
Fredericksburg, VA 22401
540-372-3561

Infant & Toddler Connection
of the Rappahannock Area
540-372-3561
877-268-4169 (toll-free)

Prevention Services

10825 Tidewater Trail
Fredericksburg, VA 22408
540-374-3337

**Rappahannock Area Kids
on the Block**

540-373-3223, ext. 3035

**Healthy Families—
Rappahannock Area**

4815 Carr Drive
Fredericksburg, VA 22408
540-374-3366

**Mental Health
Residential Services**

Crisis Stabilization Program at The
Sunshine Lady House for Mental
Health Wellness & Recovery
615 Wolfe Street
Fredericksburg, VA 22401
540-374-3386

Supportive Residential Services
401 Bridgewater Street
Fredericksburg, VA 22401
540-899-4516

**Developmental Disability
Residential Services**

Residential Services
10825 Tidewater Trail
Fredericksburg, VA 22408
540-899-4373

Sponsored Placement and Supported
Living Programs
10825 Tidewater Trail
Fredericksburg, VA 22408
540-899-4436 or 540-899-9891

Myers Drive Respite Group Home
10 Myers Drive
Fredericksburg, VA 22405
540-899-4670

Rappahannock Area Community Services Board
www.rappahannockareacsb.org

In June 2020, RACSB celebrated 50 years of service to our community. In addition to noting the achievements of FY20, this annual report also provides a look back at five decades of helping. Throughout these pages, you will find photographs from the past 50 years and quotes from 50 people impacted by our agency.



RACSB started in 1970 with 10 employees. Since then, one thing has remained true: This work could not be done without compassionate, dedicated, and talented staff who believe in RACSB's mission to start hope in our community.

From the early days, RACSB has honored those staff with two annual events: a family picnic and a holiday party. Here's a peek at those events throughout the years.

"CONGRATULATIONS TO RACSB ON THEIR 50TH ANNIVERSARY. FOR HALF A CENTURY THEY HAVE BEEN PROVIDING CRITICAL SERVICES FOR THOSE IN NEED IN OUR COMMUNITY."
 -MARK COLE,
 VIRGINIA HOUSE OF DELEGATES, 88TH DISTRICT

IT IS A COMFORT TO KNOW THAT OUR COMMUNITIES CAN RELY ON RACSB TO DO AS MUCH AS FUNDING ALLOWS, SERVICES THAT HELP THE INDIVIDUALS IN NEED AS WELL AS THEIR EXTENDED CIRCLES OF CARING. OUR EXECUTIVE DIRECTOR-AN AMAZINGLY INFORMED, CAPABLE, AND INSPIRING INDIVIDUAL-HAS SHARED MANY STORIES OF STAFF WHO HAVE GREATLY EXTENDED THEMSELVES TO PROVIDE WHATEVER HAS BEEN NEEDED.
 -KAREN KALLAY,
 BOARD OF DIRECTORS

My first memory of the CSB was my feelings of being overwhelmed. I was mostly amazed that SO MUCH WAS BEING DONE AND I DIDN'T THINK THE GENERAL PUBLIC WAS AWARE.
 -BETH ELKINS,
 BOARD OF DIRECTORS

RACSB PARTNERS WITH SAFE HARBOR TO PROVIDE TRAUMA-FOCUSED COGNITIVE BEHAVIORAL THERAPY TO CHILDREN WHO HAVE SUFFERED SEXUAL AND/OR PHYSICAL ABUSE. THEY PROVIDE THIS SERVICE FREE OF CHARGE TO FAMILIES + CAREGIVERS. RACSB IS A CRITICAL PARTNER IN SAFE HARBOR'S ABILITY TO PLACE VICTIMIZED CHILDREN ON A PATH TO HOPE, HEALING, + JUSTICE.
 -ELIZABETH McNALLY,
 EXECUTIVE DIRECTOR,
 SAFE HARBOR CHILD ADVOCACY CENTER



DIRECTOR'S MESSAGE

Jane McDonald Yaun

I came to Rappahannock Area Community Services Board in 1988, fresh out of Mary Washington College and excited to help individuals in the mental health residential programs.

I took pride in the work—we helped people receive treatment in our community instead of in hospitals or institutions. On each trip back from Western State Hospital, I pictured individuals living in their own apartment instead of the psychiatric facility. I was honored to play a role in that process.

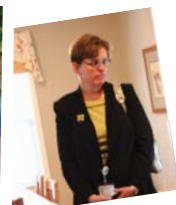
Three decades on, some things remain the same. Getting individuals out of psychiatric facilities remains both a priority and a challenge. And our mission of helping community members with behavioral healthcare needs and developmental disabilities has never wavered.

However, many things have changed. Today's RACSB looks very different from the one I entered. For starters, I no longer wear roller skates to work. Also, we have many more programs and services. Our agency has remained flexible in its response to our growing community, ever-changing regulations, and new behavioral healthcare needs. Through it all, one thing has remained constant: the agency's dedication to supporting an inclusive community. This year, RACSB formed a Diversity, Equity, and Inclusion Committee to strengthen our commitment to equity in our services and employment.

Fiscal Year 2020 has wrought some of the most dramatic changes. The fiscal year started in July with changes to funding sources, regulations, and processes. And then a pandemic struck. While much of the world shut down, our work continued—with a new set of challenges and adaptations.

This report highlights how RACSB has responded to the community's needs even in hard times, a tradition that dates back 50 years. This work would not be possible without dedicated, compassionate, and talented employees.

As in 1988, I continue to take pride in RACSB and the work it does changing lives. I remain excited knowing we are providing the tools that help individuals achieve their highest potential. Whether they come to us for a little lift or a lifetime of support, community members will find a spark of hope when they come to RACSB, just as they have for the past 50 years.



RACSB IS A COMMUNITY OF EXCEPTIONALLY CARING + DEDICATED INDIVIDUALS. I HOPE FOR CONTINUED GROWTH + INTERSECTION WITH THE COMMUNITY + OUR PARTNERS SO THAT WE MAY CONTINUE TO WORK TO IMPROVE THE HEALTH + WELLNESS OF ALL.
-JANE McDONALD YAUN, EXECUTIVE DIRECTOR

RACSB IS A JOB BUT SO MUCH MORE-IT HAS A PURPOSE OF HELPING FOLKS EVERYDAY. SOMETIMES IT IS HARD AS IN ADMINISTRATION, WE GET TIED UP IN NUMBERS + REPORTING. BUT LOOKING AT THE FACES OF INDIVIDUALS IN OUR PROGRAMS SHOWS HOW MUCH THEY ARE ENJOYING OUR PROGRAMS AND HAVING THEIR LIVES ENRICHED BY OUR PROGRAMS.
-SUZANNE POE, COORDINATOR OF INFORMATION TECHNOLOGY SERVICES



SUZANNE POE

MICHELLE RUNYON FIRST CONNECTED WITH RACSB SEVEN YEARS AGO, WHEN HER DAUGHTER NEEDED EMERGENCY SERVICES. SHE NOW SERVES AS HUMAN RESOURCES MANAGER.
"RACSB WAS MY DAUGHTER'S VOICE + ADVOCATE. I WILL NEVER FORGET HOW MY DAUGHTER + I WERE TREATED BY HER THERAPIST (AT 2 A.M.). HE LISTENED TO US WHEN NO ONE ELSE WOULD, HE DIDN'T DISMISS OUR FEELINGS + WHAT WAS GOING ON. I WILL NEVER FORGET HIS KINDNESS."

I JUST REMEMBER THE FEELING OF EXCITEMENT + INSPIRATION I FELT WHEN I FIRST STARTED MY INTERNSHIP WITH THE EARLY INTERVENTION TEAM. RACSB FEELS LIKE HOME TO ME! IT IS A PLACE WHERE HOPE TRULY IS STARTED + SUSTAINED BOTH PROFESSIONALLY + FOR MY FAMILY + COMMUNITY.
-BRANDIE WILLIAMS, DIRECTOR OF OPERATIONS



I BELIEVE RACSB'S COMMITMENT TO FOSTERING A HAPPY WORK ENVIRONMENT WAS HELPFUL IN ME BECOMING WELL ADJUSTED BECAUSE I FELT MORE CONNECTED TO MY WORKPLACE IN WAYS THAT MADE ME MORE PRODUCTIVE AND HAPPY TO SPEND TIME IN THERE.
-SOL REDD MARTIN
EMERGENCY SERVICES THERAPIST

RACSB IS A PLACE WHERE SOMEONE CAN GET THE HELP THEY NEED. AN AGENCY THAT HAS SERVICES AND PROGRAMS TO HELP THOSE WITH A WIDE RANGE OF DISABILITIES, MENTAL HEALTH AND DEVELOPMENTAL NEEDS. WE ALSO WORK WITH MICAH MINISTRIES THAT HAS SERVICES FOR THE HOMELESS POPULATION.
-DAVIN WILLIAMS,
OFFICE ASSOCIATE,
SPECIALIZED TRANSPORTATION

RACSB MEANS INSTILLING "HOPE" IN OTHERS; PROVIDING RESOURCES FOR THOSE WHO SEEK SERVICES; PROVIDING EMPLOYMENT OPPORTUNITIES FOR THOSE WHO HAVE A HEART AND PASSION FOR SERVING OTHERS. MY HOPE WOULD BE FOR RACSB TO CONTINUE TO GROW AND FOR THE STATE TO RECOGNIZE THE NEEDS OF THE CSBS IN ORDER FOR THEM TO PROVIDE THE NECESSARY SERVICES SO NEEDED BY RESIDENTS OF THE COMMONWEALTH.
-TERRY MOORE,
RETIRED HUMAN RESOURCES MANAGER

RACSB IS MY SECOND HOME. MY LIFE HAS HAD UPS AND DOWNS AND ALWAYS I HAVE FELT I HAVE HAD SUPPORT TO HELP ME GET THROUGH WHATEVER I WAS GOING THROUGH SOMETIMES, IT'S JUST A RELIEF TO COME HERE AND FORGET ABOUT EVERYTHING OUTSIDE OF HERE. I ALSO FEEL A GREAT SENSE OF PRIDE KNOWING HOW MANY PEOPLE THIS AGENCY HELPS.
-JULIA DRROCK,
REIMBURSEMENT TECHNICIAN



TERRY MOORE + STEPHANIE TERRELL

Did You Know?

RACSB employs nearly 600 people. If you would like to make a difference in your community, go to racsbjobs.org to learn about available positions.

RACSB's budget for FY totaled \$41,670,338.

That money allowed the agency to serve **30,918** individuals in FY 20 and to touch the lives of thousands more people. For every individual served, there are family members and friends whose lives will be changed by RACSB's work. Additionally, the organization works in the greater Fredericksburg community to spread hope in a myriad of ways.

RACSB receives revenue from local funds, insurance reimbursements, state and federal funds, and grants.

RACSB is a great investment. For each dollar given to the agency by localities in Planning District 16, RACSB provides more than \$2 in services to area residents struggling to afford behavioral healthcare.

The agency received \$1,353,560 in local money in FY 20, and provided \$2,716,559 of financial assistance.

Locality	Local funding	FY 20 Financial Assistance	Excess of services provided over funding
Caroline	\$113, 974	\$224,930	\$110,956
Fredericksburg	\$286,306	\$758,660	\$472,354
King George	\$114,605	\$271,209	\$156,604
Spotsylvania	\$427,593	\$1,312,696	\$885,103
Stafford	\$411,082	\$1,289,691	\$878,609
Other		\$219,934	\$212,934
Total	\$1,353,560	\$4,070,119	\$2,716,559



RACSB IS A GREAT RESOURCE NOT ONLY FOR THOSE THEY DIRECTLY SERVE BUT ALSO FOR OUR STAFF AT UNITED WAY + THE BROADER COMMUNITY. I LOVE HOW MUCH WORK THEY PUT IN TO EDUCATING US ALL TO HAVE BETTER UNDERSTANDING + EMPATHY FOR THOSE WHO ARE STRUGGLING WITH ADDICTION, DISABILITIES, TRAUMA, + SO MUCH MORE. THEY ALWAYS BROADEN OUR UNDERSTANDING WITH A POSITIVE APPROACH TO THESE ISSUES, BUILDING RESILIENCE + TOLERANCE EVERYWHERE THEY GO.

-SARAH WALSH,
CHIEF IMPACT OFFICER,
RAPPAHANOCK UNITED WAY

RACSB MEANS SUPPORT + HELP FOR CHILDREN, ADULTS, AND FAMILIES DURING WHAT ARE OFTEN THE MOST DIFFICULT TIMES OF THEIR LIVES. THE STRENGTH + RESILIENCE OF OUR COMMUNITY AND THE INDIVIDUALS WE SERVE AMAZES ME. I LOVE WHAT WE DO FOR THE COMMUNITY + THE SPIRIT IN WHICH WE DO IT. WE ARE THE "HOPE STARTERS" + I LOVE THAT I GET TO BE A PART OF THIS AGENCY.

-SARAH DAVIS,
KING GEORGE COUNTY CLINIC COORDINATOR

WHEN I THINK OF RACSB, I FEEL BLESSED TO HAVE AN ORGANIZATION THAT PROVIDES SO MANY AMAZING SERVICES TO THIS REGION. I FEEL BLESSED THAT I RECEIVED SUPPORT AND FRIENDSHIP FROM SUCH A WONDERFUL GROUP OF PEOPLE.

-RITA GIRARD,
RETIRED DIRECTOR,
MENTAL HEALTH AMERICA OF FREDERICKSBURG



RACSB MEANS FAMILY, WHICH INCLUDES STAFF + CLIENTS. I WANT TO SEE US EXPAND OUR CURRENT SERVICES + CONTINUE TO PROVIDE CARE + TREATMENT TO INDIVIDUALS IN THE COMMUNITY.

-STEPHANIE TERRELL,
DIRECTOR OF COMPLIANCE

RACSB MEANS PROVIDING CARING ASSISTANCE TO IMPROVE YOUR QUALITY OF LIFE ONE STEP AT A TIME.

-DEPUTY J.R. MOORE
UNIT 495
SPOTSYLVANIA SHERIFF'S OFFICE

RACSB IS A REMARKABLE PARTNER JOINING TOGETHER TO MEET THE MENTAL HEALTH AND RECOVERY NEEDS OF PEOPLE IN OUR COMMUNITY. SNOWDEN AT FREDERICKSBURG IS VERY PROUD TO COLLABORATE WITH THEM TO MEET THE BEST OUTCOMES FOR OUR PATIENTS AND CLIENTS.

-CHARLES SCERCY,
DIRECTOR,
SNOWDEN AT FREDERICKSBURG

RACSB IS A SAFETY NET FOR THOSE WITH DEVELOPMENTAL DISABILITIES AND MENTAL HEALTH CONCERNS.

-MARIE STEVENSON,
HELPLINE COORDINATOR,
MENTAL HEALTH AMERICA
OF FREDERICKSBURG

Did You Know?
In FY 20, RACSB provided \$4,070,119 in financial assistance to individuals who lacked insurance or means to pay for behavioral healthcare.

2020: A YEAR LIKE NO OTHER

The global pandemic created conditions that are ripe for the deadly opioid epidemic, and experts worry that the coronavirus will leave a growing toll of overdoses in its wake. To prevent deaths and promote recovery during the Covid-19 outbreak, Rappahannock Area Community Services Board offers specialized virtual services, including training to reverse overdoses, drop-in peer-led recovery groups, and substance use disorder counseling.

“We know that isolation can compound the underlying causes of substance use disorders,” said Executive Director Jane McDonald Yaun. “And the anxiety surrounding the coronavirus, childcare closings and finances doesn’t help. We want individuals to know that they are not alone in their struggles and that we are here to help them find hope in these uncertain times.”

To mitigate these impacts, RACSB uses video conferencing to provide a variety of supports for individuals with opioid use disorders and their families.

REVIVE! Opioid Overdose Reversal Training

This life-saving education shows individuals how to recognize and respond to opioid overdoses by administering naloxone. The 60-minute online course teaches participants to fully respond to an opioid overdose emergency.

“We are pleased to provide this important training virtually,” Prevention Services Coordinator Michelle Wagaman said. “Addiction and opioid use do not take a break even in a pandemic. Following completion of the online training, there will be scheduled opportunities for participants to pick up a free REVIVE kit and dose of Narcan. Contactless, of course!”

Peer-Run Support Groups

RACSB hosts three virtual peer-run groups weekly via Zoom. Go to www.rappahannockareacsb.org/peer-run-support-groups/ for links and instructions on joining the groups.

These groups are designed to offer encouragement and advice from someone who understands the unique

struggles of recovery in a pandemic. Anyone who needs support in dealing with drug and/or alcohol use may attend.

Outpatient Services

RACSB offers Medication-Assisted Treatment, an evidence-based protocol for opioid use disorders that combines medicine with intensive behavioral therapy. To find out more about this treatment, call Arianna Colley at 540/993-1195.

Outpatient therapy services are now being offered virtually. Individuals should call the clinic in their home locality to receive telemedicine services:

- Caroline County, 804/633-9997
- Fredericksburg, 540/373-3223
- King George County, 540/775-9879
- Spotsylvania County, 540/582-3980
- Stafford County, 540/659-2725.

The community services board had to quickly set up new technologies and programs to provide the telehealth services. A \$15,000 grant from The Community Foundation’s COVID-19 relief fund helped alleviate some of the costs associated with these new services.

“These times can be unsettling to anyone,” said Clinical Services Director Jacque Kobuchi. “Now more than ever, support and connection are key to emotional well-being and sobriety.”

I'M A SPECIAL NEEDS PUPPET WHO TEACHES PEOPLE ABOUT WHAT IT'S LIKE TO LIVE WITH CEREBRAL PALSY. I CONSIDER RACSB TO BE MY HOME. IT IS A PLACE + FEELING OF FAMILY + FRIENDS WHO ARE HELPFUL + CARING TO ALL PEOPLE + PUPPETS. I'M SO HAPPY THAT I CAN STILL BE A 12-YEAR-OLD KID SHARING MY STORIES + TEACHING PEOPLE HOW I DO THINGS JUST LIKE EVERYONE ELSE, JUST IN MY OWN SPECIAL WAY. I HOPE THAT SHARING MY MESSAGES WILL CONTINUE TO MAKE A DIFFERENCE IN THE LIVES OF CHILDREN + THEIR FAMILIES.
-MARK RILEY, RAPPAHANNOCK AREA KIDS ON THE BLOCK



Since Rappahannock Area Kids on the Block formed in 1988, a troupe of puppets have tackled the toughest topics of the day. This year, puppets stepped up to help area children cope with school closures, isolation, and anxiety caused by the coronavirus.



50 Years of Hope



1975

A day support program launches for adults with intellectual disabilities



1981

A day support program for adults with severe mental illness opens

1970

With a staff of less than 10, Rappahannock Area Mental Health & Mental Retardation Services Board is established



1979

The Parent Education Infant Development Program starts serving children ages birth to three with developmental delays



MEETING NEEDS

SPREADING OUT

The first satellite mental health clinic opened in Caroline County in 1984. Today, RACSB operates five outpatient clinics spread throughout Planning District 16.

PROVIDING HOME

RACSB welcomed residents to its first group home for adults with developmental disabilities in 1985. That first home has grown to 10 group homes and three intermediate care facilities.

LEADING THE PACK

The Rappahannock Regional Drug Court launched in 1998, the first regional drug court in the country and the first to accept juvenile offenders.

COMMUNITY EDUCATION

646

people received training to understand the impacts of adverse childhood experiences

183

were trained to identify and support individuals who have experienced trauma

2,895

learned about bullying, substance abuse, grief, and inclusion through puppets

275

learned how to recognize and reverse opioid overdoses

454

received training to recognize and respond to emotional crises through Mental Health First Aid and ASIST

126

children learned skills for regulating their emotions

75

children learned to make healthy choices for their bodies

Prevention Services Highlights

- Partnered with the Virginia Department of Health to allow REVIVE! Instructors to dispense Naloxone (Narcan) to those completing the REVIVE! training. A total of 68 doses were dispensed between February and June 2020.
- RACSB began offering Virtual REVIVE! in May 2020 and transitioned to a contactless Narcan dispensing utilizing the sidewalk/parking lot at River Club.
- Held Mental Health First Aid trainings for interested community members and in partnership with Rappahannock Regional Criminal Justice Academy, University of Mary Washington, and Stafford County Parks and Recreation.
- Partnered with community organizations, churches, and schools to host a series of “Hidden in Plain Sight” events to address underage drinking and substance use.
- The coronavirus pandemic had a dramatic impact on community-based prevention trainings and classroom curricula. Many have now been offered online.
- Prevention staff responded to the pandemic by offering resources for parents and caregivers online, such as blog posts and videos of story-time and crafts for young children.

PREVENTION SERVICES

TO ME, RACSB MEANS COMMUNITY. IT'S A COMMUNITY DEDICATED TO PROVIDING INDIVIDUALS HOPE FOR THE FUTURE. IT'S A COMMUNITY THAT SUPPORTS HEALING + RECOVERY. IT'S A COMMUNITY OF DEDICATED STAFF + BOARD MEMBERS. RACSB IS AN INVESTMENT. IT'S INDIVIDUALS MAKING A CHOICE TO INVEST IN BETTERING THEMSELVES. IT'S STAKEHOLDERS INVESTING IN MENTAL HEALTH WELLNESS + SUPPORT TO INDIVIDUALS WHO ARE DIFFERENTLY-ABLED. IT'S EVERYDAY PEOPLE MAKING A CHOICE TO INVEST THEIR TIME TO LEARN MENTAL HEALTH FIRST AID OR REVIVE! BECAUSE THEY CARE ABOUT OTHERS + WANT TO HELP PREVENT SUICIDE OR AN OPIOID OVERDOSE.

-MICHELLE WAGAMAN,
PREVENTION SERVICES COORDINATOR



Since 1977, RACSB's prevention services have worked in the community to prevent substance abuse. They later added initiatives to prevent suicide and other issues. Today's services offer programs for kids and families, plus education efforts surrounding trauma, opioid reversal, and suicide prevention. They work in partnerships with local schools, non-profits, higher education, and the Rappahannock Regional Criminal Justice Academy.

Did You Know?

RACSB is a proud founder of Lock and Talk Virginia. This regional suicide prevention initiative has expanded across Virginia with 37 of 40 CSBs now participating. It is a best practice identified by the Governors Challenge to Prevent Suicide Among Veterans, Service Members, and their Families. Locally, RACSB distributed lethal means safety devices to include medication lock boxes and gun locks. Become a "Lock and Talk Family" by locking meds, locking guns, and talking safety. To learn more, visit www.lockandtalk.org.



2009

The Sunshine Lady House, a 12-bed crisis stabilization program, opens



2020

RACSB expands telemedicine to meet the demands of the coronavirus pandemic

1985

An emergency services program provides crisis intervention 24-hours a day



2015

RACSB opens a Crisis Assessment Center at Mary Washington Hospital



GIVING RESPITE

The Myers Drive Respite Home for adults with developmental disabilities opened its doors in 2013, to provide a break for caregivers.

SAVING LIVES

RACSB initiated a Medication-Assisted Treatment program in 2017 to address the opioid epidemic.

INCREASING CARE

RACSB began offering Same Day Access in 2019 for individuals with behavioral health concerns.

OPENING DOORS

In 2020, RACSB started to offer permanent supportive housing for individuals with severe mental illness who are at risk of homelessness.

THE GREAT PIVOT

In early March, the pandemic led to social distancing measures in Virginia. RACSB moved quickly to provide services virtually as agency leaders recognized that the community's behavioral health and developmental disability needs would not diminish with the coronavirus. In fact, demand for services has increased dramatically. Telehealth has allowed the agency to meet these rising needs.

5 days

RACSB developed, trained, and fully implemented virtual service delivery in five working days.

90 licenses

The agency went from 10 to 90 Zoom Licenses; all of which are HIPPA compliant.

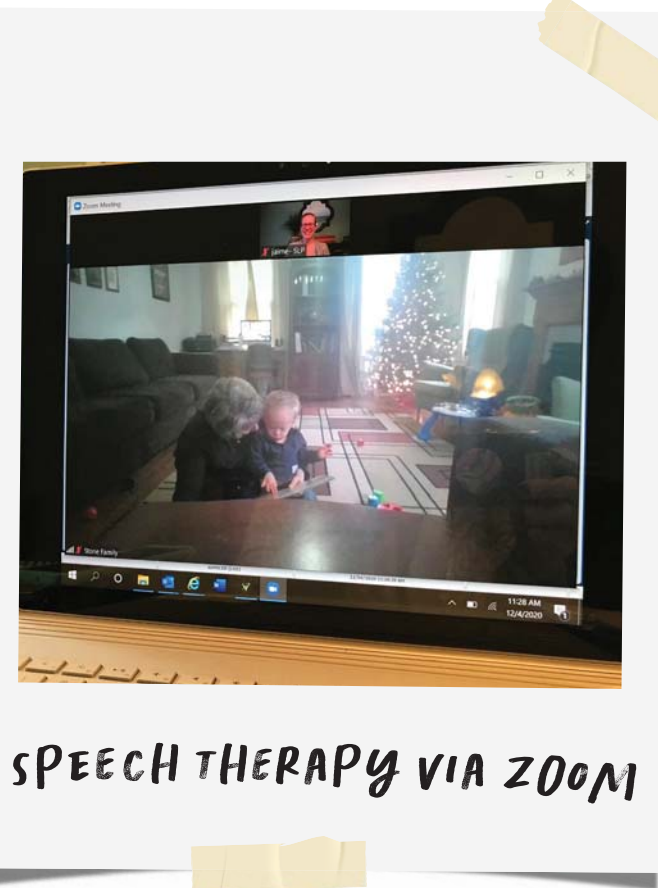
11,964 meetings

Between March 1 and June 30, RACSB hosted 11,964 Zoom meetings with 36,054 participants.

\$15,000

A generous grant from The Community Foundation's COVID-19 relief fund alleviated costs associated with these new services.

BEING IN INFORMATION TECHNOLOGY, I GET TO SEE HOW ALL THE DIFFERENT PIECES GO TOGETHER AND HOW HARD EACH OF THESE PIECES WORK TO GET OUR INDIVIDUALS SERVICES ON A DAILY BASIS. THE AMOUNT OF EFFORT AND CARE THAT EVERYONE PUTS IN IS AMAZING AND KEEPS ME MOTIVATED TO MAKE THINGS AS EASY AS POSSIBLE FOR OUR END USERS.
-BRIAN McDONALD,
LEAD IT SYSTEMS SPECIALIST



HEALTHY FAMILIES— RAPPAHANNOCK AREA



240

families received assessment and home visiting services in FY 2020

Highlights

- 66 car seats were distributed to families receiving Medicaid. In the past decade, 2,167 car seats have been given out.
- 24 father participated in Village Fathers
- Prior to COVID, Healthy Families – Rappahannock Area started playgroups for families.
- With grant support from The Community Foundation of the Rappahannock River Region and Stafford CAREs, Healthy Families – Rappahannock Area was able to transition from in-person to virtual home visits. These funds also provided much needed diapers, wipes and other educational materials to supported families.

Healthy Families—Rappahannock Area has helped new parents navigate the early years since 1997. RACSB serves as the fiscal agent.

RACSB HAS GIVEN ME THE OPPORTUNITY TO SERVE FAMILIES AND CHILDREN IN THIS COMMUNITY IN SO MANY DIFFERENT WAYS. I HOPE THAT RACSB CONTINUES TO GROW + BE ABLE TO REACH EVEN MORE FAMILIES, CHILDREN AND INDIVIDUALS WHO ARE IN NEED OF SUPPORT.
- JENNY BERRY,

EARLY INTERVENTION

HAVING STRANGERS COME INTO OUR HOME TO PROVIDE SERVICES FOR A SCARY DIAGNOSIS WAS SO DAUNTING AT FIRST. BUT WE ARE SO GLAD WE TOOK THAT FIRST STEP. EARLY INTERVENTION HAS BEEN SUCH A REWARDING AND MEANINGFUL EXPERIENCE....SOMETHING THAT WILL BE INCREDIBLY BITTER-SWEET TO MOVE ON FROM.

-ALICIA RODRIGUEZ
MOM OF A TODDLER RECEIVING EARLY INTERVENTION SERVICES

1,003

infants and toddlers received early intervention services

1,175

infants and toddlers received support coordination services

RACSB started offering early intervention services for infants and toddlers with developmental delays in 1979, several years before Virginia required these services.



FEEDING THOUSANDS

The pantry was almost bare. Fredericksburg United Methodist Church increased its effort to feed the hungry during the pandemic, but soon their supplies dwindled while demand continued to rise. A joint community effort replenished the church's food pantry and provided food for more than a dozen local organizations facing similar struggles.

On April 24, a tractor trailer pulled up to HDT Global's warehouse in Spotsylvania County, carrying nearly 40,000 pounds of food donated by The Church of Jesus Christ of Latter-day Saints for the Fredericksburg Community.

The large philanthropic effort was organized by Amy Jindra Rippy, an employee of Rappahannock Area Community Services Board. At the time, Rippy coordinated the agency's clubhouse program for adults with mental illness. The clubhouse closed its doors due to social distancing requirements, and staff provided supports by video conferencing. But Kenmore Club also provides nourishment which couldn't be offered via Zoom. Many clubhouse members also rely on other community partners for food, and Rippy knew those organizations were seeing growing demands for help as unemployment surged after the pandemic forced the closure of many businesses.

Rippy belongs to the LDS Church and when she discovered that the Salt Lake City-based denomination was sending truckloads of food around the country, she asked if the Fredericksburg area could receive a shipment. The next hurdle was finding a place to distribute about 20 tons of food. HDT stepped in to offer a warehouse and a forklift.

"We are concerned for all those who are suffering during this pandemic and are excited to work with RACSB to distribute needed food to those in the Fredericksburg area," said John Genho, president of the Fredericksburg Stake of the LDS Church. "We hope we can continue to work with RACSB in the future to reach those in the most need."

With help from RACSB, Rippy coordinated a two-day effort that provided food for groups big and small, including schools, nonprofits, government agencies, and faith-based programs.

Some of the donated food stayed with RACSB, which offered it to individuals receiving mental health and substance use disorder services who are struggling to make ends meet.

"It's difficult to work on your mental health when you're wondering where your next meal will come

from," Executive Director Jane McDonald Yaun said. "We are so grateful to be part of a community that comes together in such a palpable way to meet these needs. The church's generosity and the community's collaboration will feed thousands of local residents."

For many of those residents, that effort came in the nick of time.

"The Church of Jesus Christ of Latter-day Saints' food donation is a true blessing and we are indebted to that church and to the RACSB for procuring the shipment," said Trish Vaughan, an FUMC volunteer. "We were literally down to only a few pantry bags left. The timing is amazing."

RACSB partnered with The Table at St. George's to provide fresh produce to individuals served by the agency throughout the pandemic. RACSB has been able to improve the health of the community with support from The Community Foundation, Virginia Community Food Connections, and Produce Source.



RACSB MEANS HOPE. IT IS MY HOPE THAT THE RACSB CONTINUES TO RISE TO THE CHALLENGE OF TAKING CARE OF THE MENTAL HEALTH NEEDS OF OUR COMMUNITY FOR MANY YEARS TO COME!
 -JAMIA CROCKETT,
 MANAGER OF COMMUNITY BENEFITS + COMMUNITY SERVICES, MARY WASHINGTON HEALTHCARE



PARTNERING WITH AREA GROUPS TO EDUCATE OUR COMMUNITY

RACSB SERVES A HIGHER PURPOSE. THEY HELP THE PEOPLE WHO FALL THROUGH THE CRACKS, THE PEOPLE WHO NO ONE ELSE IS WILLING TO SERVE. THEY ARE REQUIRED TO BE GOOD AT EVERYTHING, WORK FOR MORE HOURS THAN THEY ARE PAID, AND CREATE SOLUTIONS WHEN THERE ARE NONE. I HOPE THAT COMMUNITY SERVICES BOARDS WILL FINALLY GET THE RECOGNITION + FINANCIAL SUPPORT THAT THEY NEED TO CONTINUE TO DO THE IMPOSSIBLE.
 -CARMEN GREINER,
 LIGHTHOUSE COUNSELING OF FREDERICKSBURG

RACSB IS A PILLAR IN OUR COMMUNITY. IT PROVIDES SERVICES TO OUR COMMUNITY + I AM THANKFUL THEY ARE ABLE TO SUPPORT MY COMMUNITY. MY HOPE FOR THE RACSB IS FOR IT TO CONTINUE TO GROW + SUPPORT THE CHANGING NEEDS OF OUR COMMUNITY.
 -MICHELLE PATTON SWISHER,
 SOCIAL WORKER, SPOTSYLVANIA COUNTY PUBLIC SCHOOLS



VETERANS DOCKET

In 2018, RACSB was invited to be the treatment arm of the newly formed Veterans Docket, which offers veterans with substance use disorders or mental illness the opportunity to receive treatment instead of jail time for non-violent crimes.

FOR PEOPLE LIKE ME, WHO STRUGGLE WITH ADDICTION, BEHAVIOR ISSUES, AND PAST TRAUMAS, RACSB COUNSELORS HAVE PROVIDED GUIDANCE ON MY MOST TROUBLING ISSUES. THEY HAVE TAUGHT ME HOW TO COPE WITH MY PAST, DEAL WITH MY PRESENT, AND PLAN FOR MY FUTURE.
 -DRUG COURT PARTICIPANT

Since 1998, RACSB has provided treatment for the individuals participating in Rappahannock Regional Drug Treatment Court. This program promotes recovery for those who have been involved in non-violent crimes related to substance use disorders. Individuals who complete the rigorous program will have their charges dismissed.

SUBSTANCE USE DISORDER SERVICES

2,781

individuals received substance use disorder services in FY 2020

1,610

received outpatient services

497

received case management services

196

received Medication-Assisted Treatment services



TO ME, RACSB MEANS HOPE, HEALING AND SECOND CHANCES. IT IS A PLACE WHERE STAFF CARRIES THE HOPE FOR YOU WHEN YOU ARE NOT STRONG ENOUGH TO CARRY IT ON YOUR OWN, UNTIL YOU BECOME STRONG ENOUGH TO CARRY IT ON YOUR OWN; RACSB OFFERS SECOND CHANCES AT LIFE.
-BRIDGETT BASSETT
CERTIFIED PEER RECOVERY COACH
PROJECT LINK

Since 1991, Project LINK has supported pregnant and parenting moms at risk for substance abuse.

DEVELOPMENTAL DISABILITY SERVICES

3,327

individuals received developmental disability services in FY 20.

818

received support coordination services

167

participated in day support programs

164

used residential services



I WALKED INTO RACSB OFFICES 20 YEARS AGO, EXPECTING A FEW SPEECH THERAPY TIPS FOR MY TODDLER WHO WASN'T TALKING. I FOUND A GUIDE FOR A NEW JOURNEY INTO PARENTING A CHILD WITH A SEVERE DISABILITY. SOMETIMES THAT VOYAGE FEELS LONELY, BUT RACSB HAS BEEN THERE WHENEVER OBSTACLES APPEARED IN OUR PATH, ALWAYS PROVIDING CALM, COMPASSIONATE SUPPORT + LITERALLY STARTING HOPE IN THE TIMES WHEN THINGS FELT HOPELESS.
-AMY UMBLE,
COMMUNICATIONS COORDINATOR

Since welcoming its first group home residents in 1985, RACSB has grown to include 10 group homes, three intermediate care facilities, a supervised apartment program, and respite care for adults with developmental disabilities.

AS ELDERLY RETIRED PARENTS OF A SEVERELY DISABLED ADULT CHILD, RACSB HAS HELPED IMMENSELY WITH THE FINANCIAL RESOURCES NEEDED FOR MEETING OUR SON'S NEEDS. MORE IMPORTANTLY, THOUGH, RACSB HAS GIVEN US PEACE OF MIND THAT OUR SON'S NEEDS WILL CONTINUE TO BE MET AS WE BECOME OLDER + LESS CAPABLE OF CARING FOR HIM. SINCE THE FIRST TIME WE CONTACTED RACSB BACK IN 2013, WE HAVE GOTTEN NOT JUST REAL HELP, BUT ALSO SINCERE COMPASSION + EMPATHY.
-JOSEPH MAZZAFRO, PARENT OF AN ADULT WITH AUTISM

RACSB HAS REALLY GIVEN ME INSIGHT INTO THE WORLD OF DISABILITY ADVOCACY. I WANT OUR TEAMS COLLECTIVELY HERE TO BE THE STANDARD THAT OTHERS AGENCIES STRIVE TO EMULATE. WHEN WE ARE AT OUR BEST, WE BENEFIT OUR COMMUNITY AND BECOME THAT BEACON OF HOPE THAT PEOPLE DEPEND UPON TO ENRICH THEIR LIVES. WHEN OUR COMMUNITY IS HOPEFUL AND HEALTHY, WE ALL TEND TO GROW AND BENEFIT COLLECTIVELY.
-STEVE CURTIS,
DD RESIDENTIAL SERVICES COORDINATOR

WHEN HER SON, KYLE, WAS BORN WITH DOWN SYNDROME, DEBBIE DRAPER'S MINISTER TOLD HER TO CONTACT RACSB. "AS A NEW MOM, THERE'S A LOT OF QUESTIONS + FEARS. THE STAFF OF RACSB HELPED GIVE US SOME PEACE THAT THINGS WOULD BE OK." KYLE IS NOW AN ADULT + DEBBIE SERVES ON THE BOARD OF DIRECTORS. "RACSB HAS BEEN OUR FOUNDATION FOR KYLE'S LIFE EXPERIENCES. MOSTLY, IT'S THE JOY MY SON HAS EACH + EVERY DAY IN GOING TO HIS RACSB DAY PROGRAM TO BE WITH HIS FRIENDS AND GO OUT IN THE COMMUNITY."



KYLE + DEBBIE DRAPER

I AM CONNECTED TO RACSB BY BEING AN EMPLOYEE AND ALSO A MOM OF A CHILD WHO RECEIVES SERVICES THROUGH THE PARENT EDUCATION-INFANT DEVELOPMENT PROGRAM. RACSB MEANS CONTINUED HOPE + SUPPORT WITH SEEING MY CHILD RECEIVE NECESSARY SERVICES TO GROW, MEET MILESTONES, AND OVERCOME DAILY CHALLENGES.
-JOY ALLEN,
DEVELOPMENTAL DISABILITY SUPPORT COORDINATOR



Mental Health Highlights

- From March through June, RACSB served more individuals through outpatient therapy, on average, than before COVID-19
- RACSB hospital liaisons, emergency services therapists, and mental health residential staff responded to a crisis of bed shortages in state psychiatric facilities with intensive efforts to keep individuals in the community.
- RACSB began offering permanent supportive housing to adults with serious mental illness, funded by a grant from the Virginia Department of Behavioral Health and Developmental Services.
- Alternate transportation for adult Temporary Detention Order transports started in the Fredericksburg region in January 2020.

WHAT DOES RACSB MEAN TO YOU?

HELP.

-JEFFREY POPE,
RESIDENT OF LIBERTY STREET BOARDING HOUSE



Since the late 1980's, RACSB's mental health residential programs have offered independence and support to adults with severe and persistent mental illness.

guests stayed at the Sunshine Lady House and received crisis stabilization services



THE TIME I SPENT HERE WAS A CLEAR REALITY CHECK INTO MY CURRENT MENTAL STATE, I CAN SEE THAT MY PROBLEMS ARE MANAGEABLE AND SOLUTIONS ARE OBTAINABLE. THE STAFF HERE IS GREAT AT WHAT THEY DO AND GIVE HOPE TO THE HOPELESS, THEY MANAGE THE UNMANAGEABLE, AND HELP PEOPLE OBTAIN THE UNOBTAINABLE. STEP BY STEP THEY PROVIDE PEOPLE WITH THE TOOLS AND RESOURCES TO ACHIEVE THEIR GOALS AT A HAPPY AND HEALTHY LIFE!
-SUNSHINE LADY HOUSE GUEST



I'VE HAD THE PLEASURE OF WORKING WITH AN INCREDIBLY DIVERSE GROUP OF INDIVIDUALS, + AS A RESULT, I HAVE MANY FOND MEMORIES. RECENTLY, I HAD AN INDIVIDUAL I USED TO WORK WITH AT DAY SUPPORT DELIVER FLOWERS TO THE SUNSHINE LADY HOUSE + NOW I HAVE A LOVELY PICTURE AS A SWEET REMINDER OF WHAT THIS AGENCY MEANS TO ME: INCLUSION, COMMUNITY, OPPORTUNITY, AND-MOST IMPORTANTLY-HOPE.
-NICOLE INBODY, GMHP, SUNSHINE LADY HOUSE

In 2007, RACSB opened its crisis stabilization program for adults experiencing acute psychiatric crises. In 2009, the agency opened the Sunshine Lady House for Mental Health Wellness & Recovery. This new setting allowed RACSB to expand the program to 12 beds.



RACSB REPRESENTS STABILITY, TO BOTH THE COUNTLESS PEOPLE IN OUR COMMUNITY WHO BENEFIT FROM THE SERVICES PROVIDED BY IT, AS WELL AS TO THE STAFF WHO ARE FORTUNATE TO BE EMPLOYED BY IT. AND LIFE, TO THE COUNTLESS WHOSE LIVES HAVE BEEN TREMENDOUSLY IMPACTED, CHANGED, + EVEN SAVED BY IT, + TO THE EMPLOYEES WHO CAN REAP THE MANY REWARDS OF SEEING IT FIRSTHAND FROM THEIR EFFORTS.
-JOE WICKENS, COMMUNITY SUPPORT SERVICES DIRECTOR

For more than 20 years, Fredericksburg has been a stop for The Journey of Hope, an annual caravan of college students who bicycle across the country to raise awareness of disabilities. The individuals in RACSB's residential and day support programs always enjoy a night of dinner and dancing with the bicyclists.

RACSB IS AN OPPORTUNITY TO GROW INTO SOMEONE WHO YOU NEVER KNEW YOU COULD BECOME!
-MELISSA ROTH
RESIDENTIAL SPECIALIST,
SPONSORED PLACEMENT

RACSB established its Sponsored Placement Program in 1991, matching individuals with families who provide room, board and general supervision and teach independent living skills. Individuals also have access to intensive case management, day support services, supportive counseling, and recreational activities.



Highlights

- The pandemic hit just as Rappahannock Adult Activities was starting its annual spring plant sale. With a bit of creativity, the horticulture team held its most successful spring plant sale ever.
- RAAI staff have been instrumental in helping adults with developmental disabilities navigate the pandemic landscape, working with them to see friends virtually, tolerate masks, and roll with some significant schedule changes.



I COME TO DAY SUPPORT TO SEE FRIENDS, GO FOR WALKS, GO ON TRIPS, PLAY TRIVIA ON ZOOM, DRESS UP AS A PRINCESS FOR HALLOWEEN. I FEEL HAPPY HERE + I FEEL SAFE HERE + I HAVE PEOPLE TO TALK TO ALL DAY.
 -AMANDA WEDDLE, DAY SUPPORT PARTICIPANT

RACSB launched a day program for adults with developmental disabilities in 1975. Since then, hundreds of participants have developed friendships, hobbies, and skills.



RACSB MEANS "HOPE" FOR OUR COMMUNITY. IT IS ASSURING TO KNOW THAT THERE IS A NETWORK OF PEOPLE THAT ARE THERE TO HELP AND GUIDE YOU WHEN YOU ARE FACED WITH MENTAL HEALTH CHALLENGES. I HOPE THAT THE RACSB CONTINUES TO INTEGRATE WITH ALL THE DIFFERENT ELEMENTS OF OUR COMMUNITY SUCH THAT THE STIGMA OF MENTAL ILLNESS IS DIMINISHED AND THAT OUR COLLECTIVE MENTAL HEALTH BECOMES CENTRAL TO HOW WE LIVE OUR LIVES.
 -GABRIEL PONS, PONSHOP STUDIO + GALLERY

Since 2005, Kenmore Club members have held The Art of Recovery, an exhibit focused on mental health and recovery.

RACSB MEANS TO ME HOPE, RECOVERY, PURPOSE, AND STRUCTURE. MY HOPES FOR THE RACSB'S FUTURE IS A MORE ROBUST MENTAL HEALTH PROGRAM, AND TO BE A BEACON IN THE COMMUNITY CONCERNING STIGMA.
 -BRIAN JACKSON, KENMORE CLUB MEMBER

Since 1981, adults with severe and persistent mental illness have found a place to learn new skills and explore hobbies through RACSB's day program, which became Kenmore Club in 1988.



RACSB MEANS A STRONG RELATIONSHIP WITH THE LAW ENFORCEMENT COMMUNITY + BRIDGING THAT GAP + HOPEFULLY CONTINUED LEADERSHIP IN THE TREATMENT OF THOSE IN THE CRIMINAL JUSTICE SYSTEM.
 -KEVIN A. HUDSON,
 SUPERINTENDENT,
 RAPPAHANNOCK REGIONAL JAIL



[MY THERAPIST] HAS ALWAYS BEEN AMAZING + UNDERSTANDING AS WELL AS HELPFUL. SHE HAS SEEN ME AT MY WORST AS WELL AS AT MY BEST AND NEVER JUDGED ME OR MADE ME FEEL LIKE I WAS OVERREACTING. SHE WAS BEYOND AMAZING. SHE HAS GIVEN ME SO MANY HELPFUL TIPS AND COPING SKILLS TO DEAL WITH MY EVERYDAY LIFE.
 -DANIELLE P

RACSB MEANS HEALING THROUGH CONNECTION.
 -AMY JINDRA RIPPY,
 PACT COORDINATOR

I CONSIDER RACSB TO BE MY FAMILY. I FEEL A CONNECTION TO THE AGENCY. RACSB IS A FUNDAMENTAL SOURCE IN OUR COMMUNITY. I ASPIRE TO CONTRIBUTE BY DEVELOPING INNOVATIVE SERVICES THAT MEET OUR GROWING SOCIETY'S NEEDS.
 -PORTIA BENNETT,
 DIVERSION CASE MANAGER,
 RAPPAHANNOCK REGIONAL JAIL

RACSB IS A FAMILY OF SERVICE AND WARMTH.
 -BRUCE PRYOR,
 CERTIFIED PEER RECOVERY SPECIALIST,
 RAPPAHANNOCK REGIONAL JAIL

MENTAL HEALTH SERVICES

15,952

individuals received mental health services in FY 20

9,645

received outpatient services

2,023

received emergency services

631

received case management services

84

received services through the Program for Assertive Community Treatment

Did You Know?

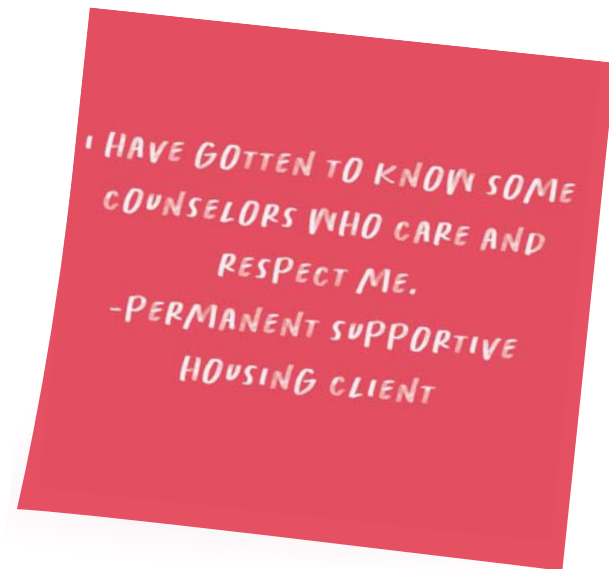
Through a unique partnership, RACSB offers mental health and substance use disorder services to individuals at Rappahannock Regional Jail and Rappahannock Juvenile Center.

HOME, SWEET HOME: A SAFE PLACE FOR RECOVERY

Permanent Supportive Housing

In the Fredericksburg area and across the nation, the connection between homelessness and mental illness is fairly clear. About 25 percent of homeless individuals have a serious mental illness, compared to 4 percent of the general population. Rappahannock Area Community Services Board has a new tool to help individuals with serious mental illness find and keep stable housing, thanks to a grant from the Virginia Department of Behavioral Health and Developmental Services.

This money enabled RACSB to help individuals with severe mental illness navigate the process of renting a home. This includes assistance with costs, helping with tenancy issues, and connecting resources.



DBHDS has been providing money for permanent supportive housing for adults with serious mental illness since 2016. Research found that in one year of providing assistance, the state saved nearly \$1.8 million in hospitalization costs. Individuals receiving permanent supportive housing services spent less time in jail, emergency departments, and institutional care settings. This research echoes national research that shows that permanent supportive housing saves an average of \$6,000 annually per person in healthcare costs.

“Permanent supportive housing makes sense financially and, at the same time, it also improves the lives of the folks who need mental health treatment,” said Joe Wickens, coordinator of community support services.

RACSB’s permanent supportive housing program works with its Program for Assertive Community Treatment, which provides psychiatric treatment, medication management, housing assistance, employment help, and more to individuals in their homes. Often called a “hospital without walls,” PACT literally meets clients where they are. Permanent supportive housing dollars will help these individuals achieve the stability needed to continue on their journey to recovery.

“Evidence overwhelmingly shows that stable housing helps individuals with severe mental illness stay out of hospitals and jail,” said RACSB Executive Director Jane McDonald Yaun. “We want to keep these individuals in the community where they can get the consistent treatment and support needed to thrive.”



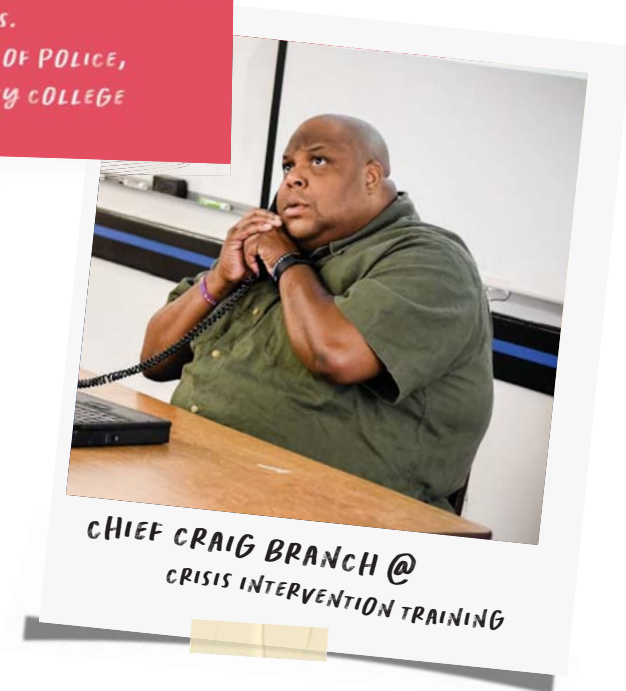
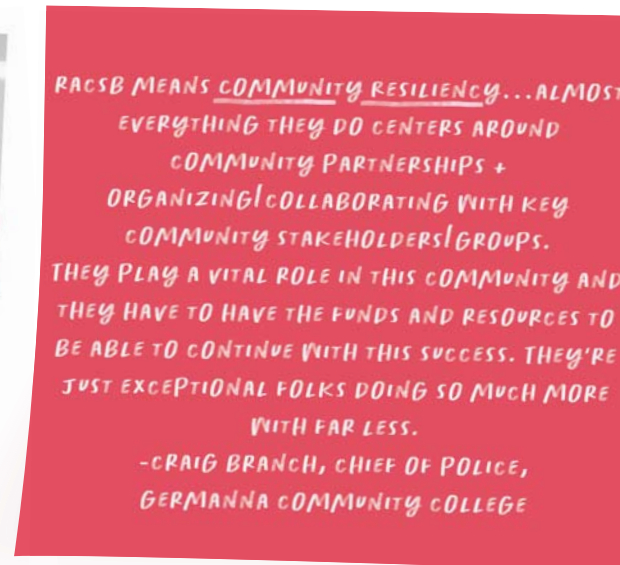
CRISIS SERVICES

5,656

assessments were performed by emergency services therapists

44

individuals working in law enforcement received Crisis Intervention Training



RACSB introduced Crisis Intervention Training to the Fredericksburg community in 2009. Since then, more than 500 law enforcement officers have been trained to respond to mental health crises.