

**A YEAR OF**

RESILIENCE

PERSEVERANCE

INGENUITY

hope

SERVICE

SUPPORT

CREATIVITY

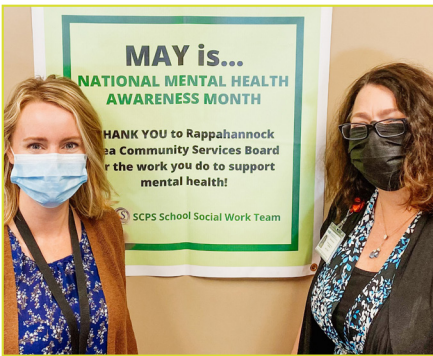
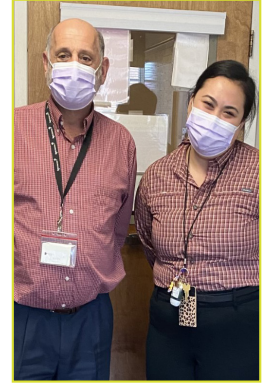
FLEXIBILITY

**FISCAL YEAR 2021**

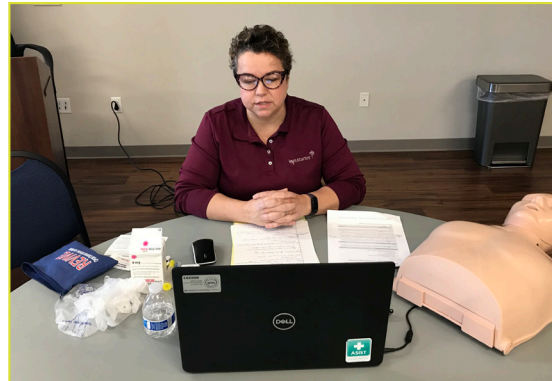
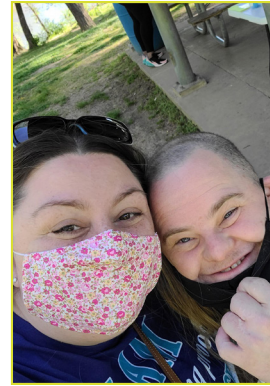
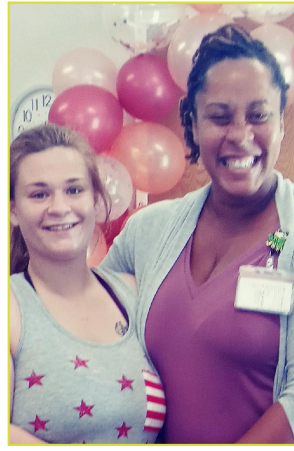
*Annual Report for*

*Rappahannock Area Community Services Board*

# A Year Like



# No Other



# *Executive Director's Message*

**unprecedented**

**pivot**

**new normal**

Covid-19 didn't bring just health concerns, social distancing rules, and mask mandates. It brought its own vocabulary.

As the pandemic raged throughout the world, it left a wake of jargon and lingo.

I don't know about you, but I could go the rest of my life without hearing "unprecedented" again.

And "pivot" hit way too close to home while at the same time not coming close to describing what it was like to drastically change every service provided by Rappahannock Area Community Services Board.

There weren't words that could convey what it was like to help a person in an emotional crisis in the midst of a public health crisis. Or to explain a pandemic to a nonverbal resident of a group home.

Much of America created lingo surrounding the daily wearing of yoga pants and work from home culture.

But that wasn't an option for most of RACSB's workforce, which provides direct support to vulnerable individuals. Developmental disabilities, substance use disorders and mental illness didn't disappear when Covid appeared.

And so the Hope Starters at RACSB did what they always do—they showed up to help. We kept working, developing new ways to serve individuals with immense needs and to help our community.

Along the way, we developed our own lingo for these times. Words that already existed but found new and deeper meaning. Resilience. Service. Support. Creativity. Ingenuity. Flexibility. Perseverance.

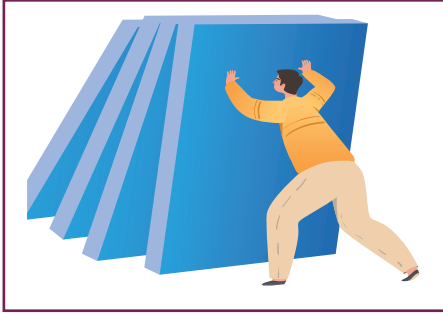
The individuals who come to RACSB for services know these words quite well. They are used to overcoming obstacles and they know tenacity and strength intimately.

It is impossible to overestimate the challenges faced by RACSB, its employees and the individuals served by the agency. But these experiences have provided the opportunity to uncover hidden hope. While we have struggled with seemingly insurmountable tasks this year, we have also been able to witness strength, grace and hope at its best.

**Jane McDonald Yaun**

*executive director*

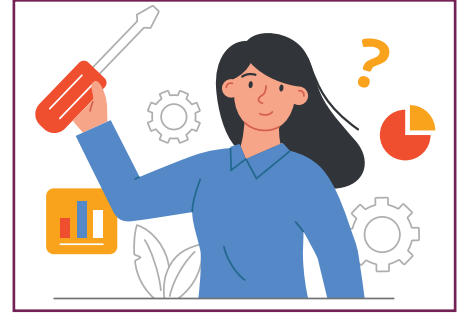
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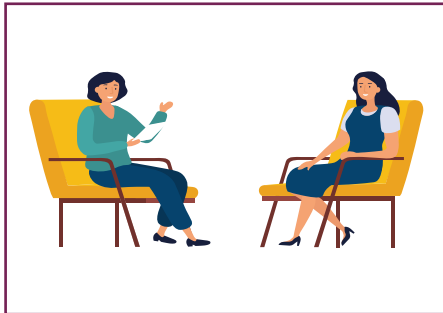
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# resilience

*ri-'zil-yən(t)s*

an ability to recover from or adjust to misfortune or change

A global pandemic threw challenges at everyone. We had to learn new ways of doing things and develop additional coping skills. For many of the individuals served by RACSB, overcoming obstacles is nothing new. Covid-19 made already challenging situations more difficult.

They reached for sparks of hope and relied on their resilience. We were honored to support them. RACSB staff shared a few examples of resilience that stood out.

## Safe Harbor

A survivor of sexual assault sat in the shower for hours, scrubbing her skin until it became tender and red. "I didn't wanna be in my own body anymore," the teenager said. She turned to other methods of self-harm before starting on a journey to recover from the trauma. She went to Safe Harbor Child Advocacy Center where she was connected to an RACSB therapist. She said that attending counseling sessions, taking antidepressants and developing new hobbies helped tremendously.

"I wouldn't be where I am today without my counselor and all the other people that have helped me so far in this road to recovery," she said. "It's not sparkles and rainbows, this is probably the biggest challenge I have ever tried to overcome and I'm still going at it." She advised other survivors of assault to ask for help when they need it.

"Just know that it will get better," she said. "Trust the process! You are loved and your voice is heard. We can all stand together and relate to one another, not as victims, but as survivors. So pick your head up and let's continue your story."

## Child and Adolescent Case Management Services

For the class of 2021, the last year of high school brought unprecedented obstacles to overcome. For one area student, the year heaped adversity on an already traumatic adolescence.

RACSB's child and adolescent case management team began working with the young woman during her sophomore year of high school, when she struggled with depression and suicidal thoughts. She fought with her guardian, siblings, classmates and teachers. She attempted suicide. Following a spate of hospitalizations, the teen realized she needed extra help and asked for assistance. Her case manager connected her with in-home counseling, outpatient therapy and supportive employment services.

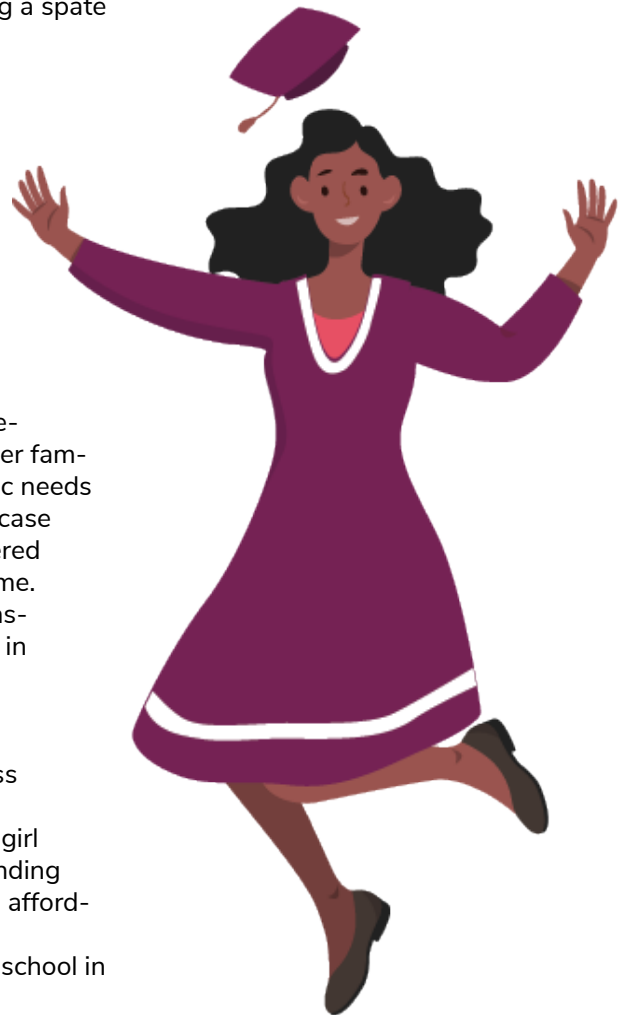
She was on the path to recovery when Covid hit. Her family struggled to meet basic needs during this time, and the case management team delivered food donations to the home. Her guardian grew increasingly ill and passed away in December 2020.

This dramatic challenge could have been compounded by homelessness and foster care, but case managers supported the girl and her family through finding a new legal guardian and affordable housing.

The teen graduated high school in May 2021.

"Despite

ongoing adversity, [she] remained aware of her need for mental health support and learned to overcome personal obstacles using the resources and tools obtained through her participation in treatment services," said Donna Andrus, child and adolescent support services supervisor.



### Detention-Based Services

A client returned to Rappahannock Regional Jail after psychiatric hospitalization. He could be released by the courts if an adequate home plan could be put in place prior to his upcoming court date.

The man spoke no English, and his native language was an uncommon one. Before coming to the Fredericksburg area, he lived in a homeless shelter in a state where many people spoke his native language.

He wanted to leave the area and return to the shelter where he'd found assistance but he lacked clothes, money, and any other resources to help him make the journey.

RACSB's mental health diversion case manager at RRJ worked with local agencies, organizations in the city where the man wanted to return, and with religious groups to secure resources for his return trip. The case manager arranged a hotel room, a bus ticket, a ride to the bus station, new clothes and a cash card for the long journey across multiple states. The case manager used a translation service to explain the cash card, labeled each part of his bus ticket to help when he had to change buses, and educated him about his medications.

Arrangements were made for him to be picked up at the bus station by members of a religious organization that knew him, and to help him get shelter and an initial appointment for mental health services.

RACSB staff at the jail contacted the clinic to inform them about the man's language needs and current medications. They also got details for a local pharmacy so they could fax his prescriptions to ensure he would have enough medication to last until his initial appointment at the clinic. The case manager followed up and learned that the man safely and successfully completed his journey.

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## As the pandemic created increased challenges for everyone, we had the honor of witnessing the best in the ACT teams, RACSB, individuals served and our community.

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### Assertive Community Treatment

The Assertive Community Treatment team faced challenges before the pandemic. The program serves individuals with severe mental illness who are at risk of hospitalization or homelessness.

The fiscal year began with major changes to the ACT program itself. As the crew worked to navigate the new system, it lost a cherished teammate who died in autumn 2020. "Workforce changes and program growth also challenged and strengthened us," ACT Coordinator Amy Jindra said. "We had the privilege of supporting individuals as they dealt with medical health issues including Covid-19 as well as buffering their

mental health recovery efforts." Despite numerous obstacles, the program saw many successes. One individual started work at Rappahannock-Rapidan Community Services Board as a veteran peer specialist. Others found work and stable housing or gained life-altering skills. "During the past year, we have also reinforced partnerships with other community providers," Jindra said. "As the pandemic created increased challenges for everyone, we had the honor of witnessing the best in the ACT teams, RACSB, individuals served and our community."

### Outpatient Group Therapy

One therapist said, "I would like to commend my Trauma Recovery and Empowerment Model group members though, as discussing trauma symptoms and recovery in a group setting can be scary, but we have also been doing telehealth since group began. These women are so amazing, and seven consistently have been attending since the beginning. They have been very welcoming and supportive to each other and recently voted to add new members, because they wanted the opportunity to welcome and support other women (as opposed to maintaining a closed group until graduation)."



# perseverance

*pər-sə-vir-ən(t)s*

continued effort to do or achieve something despite difficulties, failure, or opposition

The journey to recovery is never straight, narrow or smooth. It dips, curves, zigs, zags and sometimes seems to head over cliffs. It requires courage and persistence, which we routinely see from the individuals served by RACSB. Their ability to persevere through perilous paths showed us ways to remain steadfast in providing services throughout uncertain times.

## **Mental Health Case Management**

One gentleman struggled to embrace ongoing treatment and therapy after a lifetime of adversity, from a traumatic childhood to a cycle of incarceration and homelessness in adulthood.

In 2018, the court ordered hospitalization after he plead Not Guilty by Reason of Insanity. Although he entered the hospital reluctantly, he made the best of the situation, embracing treatment and learning as much as he could about Post Traumatic Stress Disorder. He found healthy ways to cope with his past trauma and to maintain sobriety. He also learned to help others and often facilitated groups and supported other patients.

Since returning to the community in early 2020, he has worked tirelessly on gaining his independence, continuing treatment and maintaining stability.

“He has found stable employment with RACSB and is one heck of an employee,” said Patricia Newman, mental health case management

supervisor. “We can’t wait to see where his recovery journey takes him next!”

## **Emergency Services**

Struggling with intoxication and suicidal thoughts, one woman encountered RACSB emergency services therapists several times in two years. She sought treatment and hospitalization many times, but alcohol’s strong grip on her made it difficult to follow through the recovery process.

In the past year, she showed up at a local emergency department announcing intentions to drink herself to death. She was admitted to the hospital for medical detoxification, then transferred to a psychiatric facility to work on her mental health. After her hospitalization, she used step-down services at the Sunshine Lady House for Mental Health Wellness and Recovery. Emergency services therapists had assessed her for these services in the past with little success.

This time, she became a guest at Sunshine Lady House, where she was “extremely engaged” in treatment.

Heather Honaker, SLH coordinator, noted that the guest “finds joy in the simplest things in life no matter what.” She left the program motivated to become a peer support for others. She now feels encouraged, thanks to her own perseverance and the tenacity of emergency services therapists, substance abuse case managers, and SLH staff.

## **Specialty Dockets**

A participant in the Rappahannock Veterans Docket started abusing substances in his early teens. As an adult, he joined the U.S. Marine

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**I am beyond grateful for this program, the RACSB, and the staff who have given me this second chance at life.**

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Corps and relied on alcohol to help him handle personal issues as they arose.

When he was stationed at Quantico, the Marine joined a motorcycle club, seeking new ways to handle stress.

There, he was introduced to cocaine.

“I fell head over heels for it,” the man later recalled. “It gave me that rush, that spike of happiness I had been desperately wanting in my life.”

One evening, he left barracks feeling angry, deciding on a bike ride and some beer. He totaled his motorcycle while racing from sheriff’s deputies that night—waking up in the hospital with a lot of pain and



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little memory of the evening.

The resulting charges got him kicked out of the Marines.

"My whole world came crashing down," he said. "My whole career, the only thing I'd known since I was 16 years old, came to an abrupt halt."

He turned to cocaine and alcohol for comfort, soon facing new charges and a jail sentence. He jumped at the chance to participate in the veterans docket, a program that offers treatment over incarceration to former military members. "I looked at it as my second chance to prove not only to the world but to myself that I am not a bad person," he said. "I have found a new happiness and strengths within myself I never knew I had. I am beyond grateful for this program, the RACSB, and the staff who have given me this second chance at life."

### **Detention-based Services**

A man arrived at Rappahannock Regional Jail with a vague memory of being intoxicated on a train. Hospital records indicated he'd jumped from a moving train. He said he was trying to escape from the police and the FBI. He spent several days in a local psychiatric hospital, then was arrested and incarcerated for stealing beer. He told staff at RACSB behavioral health staff at RRJ that he had been homeless and suffered from mental health and substance abuse issues. During his short stay in jail, RACSB staff connected him with outpatient therapy and stable housing.

### **Substance Abuse Services**

One individual rode his bike to clinic appointments in all kinds of weather. He sought behav-

ioral health treatment following a DUI. He lost his driving license and faced homelessness. While seeking treatment, he found work and housing. He now runs his own business and is saving to buy a home.

"Through his hard work and perseverance, he maintained sobriety, received a restricted drivers license, and kept in touch with friends and family," his therapist said.

### **Outpatient Individual Counseling**

Anxiety kept one woman homebound for years. She could not drive or leave her home because of crippling anxiety.

She sought treatment and now drives

herself to the store.

If needed, she will pull over and wait, then continue to drive to her destination. In the past, she would give up and go home.

She is now empowered to get behind the wheel of her car, get out of the car, and go into the store and stay focus on her needs. She pays at the front counter and drives back home.

"I am so proud of her," her therapist said. "She has come such a long way. It takes courage to face your fears and to believe in yourself to try to overcome them. She is amazing."



# ingenuity

*in-jə-’nü-ə-tē*

skill or cleverness that allows someone to solve problems, invent things, etc.

RACSB’s services center around community and connection. We work hard to make sure that each individual has the opportunity to be part of their community and to feel connected to friends, family and support. Covid highlighted the importance of community, as evidenced by the popular phrase “stronger together.” But the pandemic also created obstacles to traditional means of connection. Many individuals served by RACSB didn’t have a strong online community—quite a few had never been on the internet. And even with online meetings and games, many still longed for more personal connections. RACSB staff were quite inventive when it came to finding new ways to help our community.

### Day Support

Rappahannock Adult Activities started the year supporting adults with developmental disabilities in their homes.

The individuals who attended RAAI were home and safe,

but they longed to see friends and wanted a way to engage with one another.

Typically, individuals attend day support programs in one of five sites spread throughout the planning district. There, they form friendships, develop new hobbies and learn skills. Social distancing shut down the sites when the pandemic first raged.

RAAI staff helped individuals find ways to connect when the pandemic kept them apart. What started with three individuals and BINGO Trivia once a week has now evolved into Zoom meeting across all RAAI sites including BINGO Trivia, Jeopardy, and a dance competition (everyone’s favorite)! As FY2020 came to an end, the pandemic didn’t quite follow suite.

Many RAAI participants associated seeing their friends in all those tiny boxes on a screen with the best part of their day. Learning how to use Zoom in a relaxed atmosphere with their friends has allowed them to better participate in other things, such as team meetings and doctors appointments through Zoom.

### Supervised Apartment Program

The pandemic’s impact came fast and hard for the 13 men and women residing at Brittanyny Commons Supervised Apartment Program for adults with developmental disabilities. In the weeks that fol-

lowed, five residents lost their jobs; two more were on indefinite leave from work; three others had their day support sites shut down. Churches closed. Nancy’s weekly visits to see her mother in a nursing home were suspended.

Staff put additional safety measures in place to protect the residents.

The supervised apartment program focuses on supporting each resident with their unique needs. But during the pandemic, strategies became even more individualized.

Denise went to Aquia Harbour every Monday to walk the beach with the assistant manager and her dog, Pumpkin.

Nancy had a picnic lunch every Friday at Loriella Park. And, when her mother passed away, Nancy was supported with online grief counseling courtesy of RACSB’s emergency services team.

Lu Ann’s sister and mother came by weekly and dropped off lunch on Lu’s doorstep. Lu would eat lunch on her balcony while visiting with her family down below. Michaela went on long drives out to Lake Anna.

Gloria picked a different neighborhood each week (she loves looking at houses and neighborhoods) and was supported on touring dozens of neighborhoods.

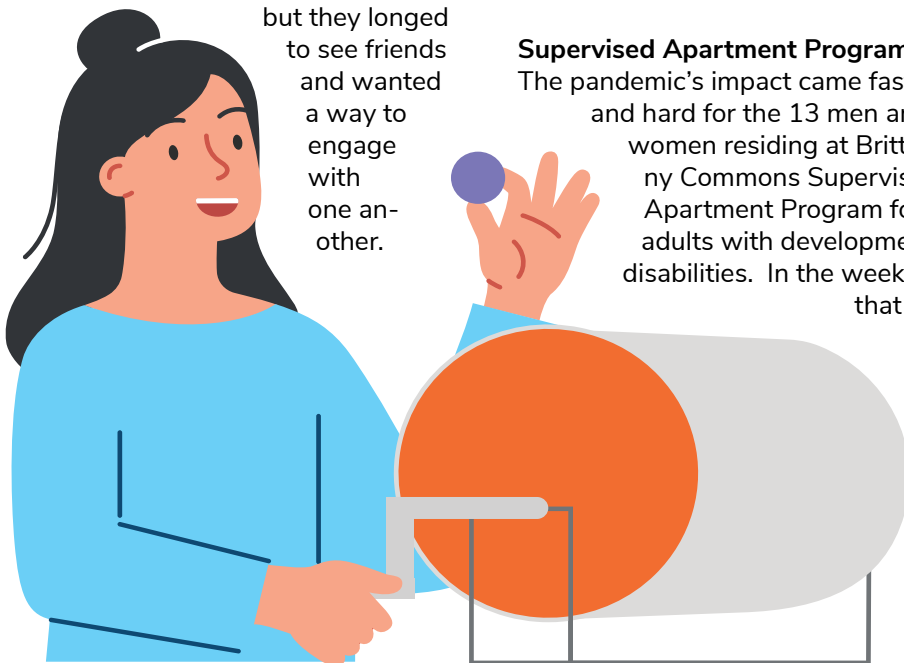
John joined a weekly online Jeopardy! Zoom group.

Denise and Frank took online painting classes.

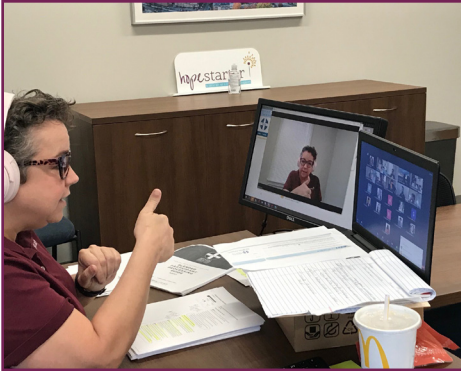
Roger and Martha watched church services online every Sunday.

Lu Ann, Frank, Russell and others participated in nature hunts set up by staff.

“As individualistic as I’d always wanted our program to be, going through the pandemic actually pushed us all



to be even more person-centered,” said Dan Bairley, manager of the supervised apartment program. “We as a staff talked at length about ‘over communicating,’ not only with the program’s residents, but with each other. And I absolutely believe that one of the silver linings that came from this ordeal was that we actually became a better program as a result.”



### Prevention Services

RACSB’s prevention services team is usually out and about: attending community events, checking in with retailers, teaching children to make healthy choices, supporting caregivers or instructing community members in life-saving techniques.

The need for these services increased as the pandemic wore on, but the traditional methods for providing trainings shut down, so the prevention services team had to find with new ways of meeting their goals. They persevered and achieved the following:

- RACSB partnered with CSBs across the Commonwealth to facilitate virtual Understanding ACEs trainings. The agency’s four ACE Interface Master Trainers were part of 26 trainings that reached 1,562 individuals.
- RACSB prevention specialists recorded more than 300 story and craft time videos for the RACSB Facebook page. Parents have shared how much their children enjoyed still being able to see Miss Jennifer and Miss Sherry even when they weren’t in the classroom.

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- Unable to host in-person family groups, RACSB prevention specialists hosted a series of virtual Parenting Check-in Sessions. Topics ranged from self-care and parenting to screen time use and abuse to vaping and substance use prevention. Nearly 200 individuals participated.
- The prevention services team hosted virtual Hidden in Plain Sight in partnership with local schools.
- Vaping Prevention Education presentations were hosted in partnership with King George High School, Courtland High School, Spotsylvania High School and Stafford County Public Schools.
- REVIVE! Opioid Overdose Reversal Training went virtual and 329 community members were trained. The team dispensed 161 doses of Narcan, including 74 doses at Fredericksburg Pride.
- Navigating the new Mental Health First Aid virtual platform certainly took resilience! We continue to provide the Public Safety curriculum to all recruits at the Rappahannock Regional Criminal Justice Academy. We also partner with the University of Mary Washington to train new resident life staff twice a year. In FY 2021, 516 community members were trained. Since we began offering the Mental Health First Aid training in 2014, a total of 2,534 community members have been trained.

### Information Technology

RACSB’s programs relied on ingenuity to continue services. For most, this involved virtual programs. As you might imagine, this kept the agency’s information technology team on its toes.



RACSB’s IT office moved from in-person operations to virtual in response to COVID-19. Many Hope Starters began working at locations outside of the typical office space. This made staying in touch and meeting virtually more important than ever. Microsoft Teams, Zoom and Polycom have provided the platform RACSB needs for the new virtual environment.

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# 47,945

*video meetings conducted by RACSB staff in FY 2020*

# 156,013

*individuals participated in these video meetings*

# 90

*HIPPA-compliant Zoom licenses purchased by RACSB*

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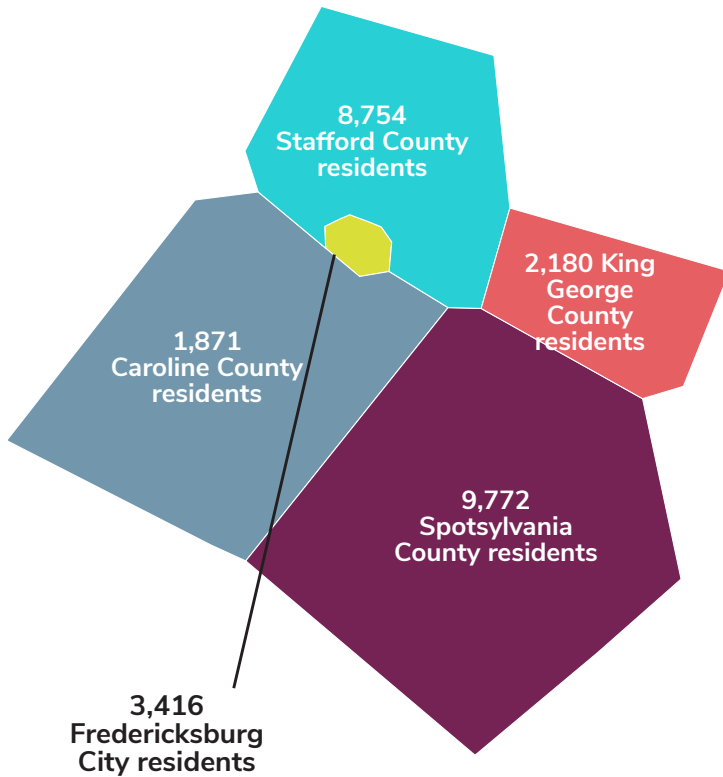
# service

*'sar-vəs*

contribution to the  
welfare of others

# 24,993

individuals received services  
from RACSB in FY 2021



## Caroline County

- 1,135 residents received mental health services
- 144 residents received substance abuse services
- 290 residents received developmental disability services
- 302 received prevention services

## Fredericksburg City

- 2,359 residents received mental health services
- 417 residents received substance abuse services
- 242 residents received developmental disability services
- 398 received prevention services

## King George County

- 1,219 residents received mental health services
- 172 residents received substance abuse services
- 195 residents received developmental disability services
- 594 received prevention services

## Spotsylvania County

- 5,948 residents received mental health services
- 945 residents received substance abuse services
- 1,243 residents received developmental disability services
- 1,636 received prevention services

## Stafford County

- 4,622 residents received mental health services
- 766 residents received substance abuse services
- 1,247 residents received developmental disability services
- 2,119 received prevention services

**15,283**

received mental health services

**2,444**

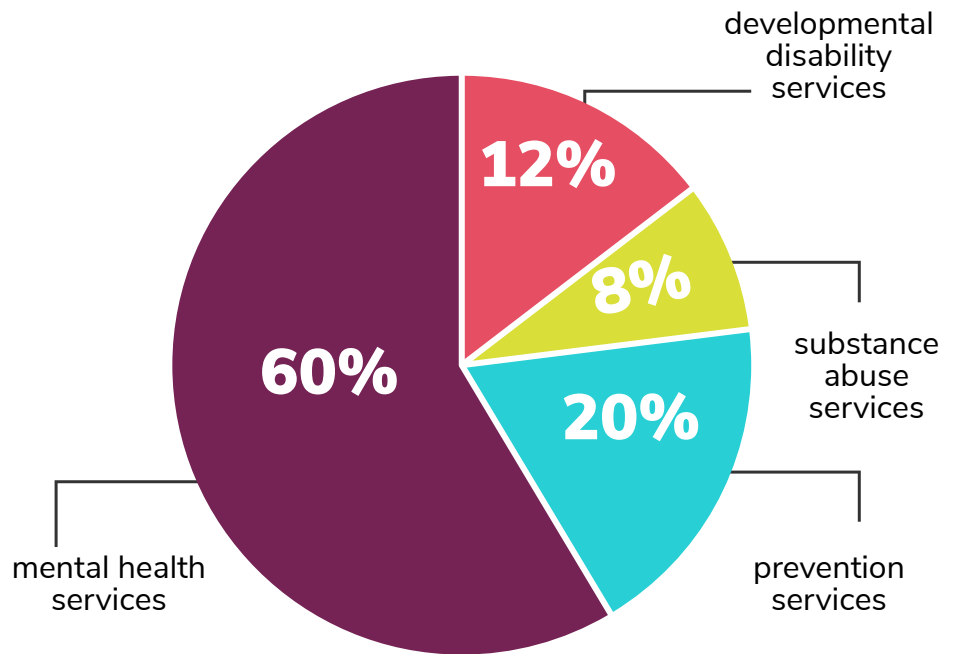
received substance abuse services

**3,217**

received developmental disability services

**5,049**

received prevention services



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## Did you know?

*In FY 21, RACSB provided \$4.3 million in financial assistance to area residents who lacked insurance or resources to pay for behavioral healthcare treatment or developmental disability services.*


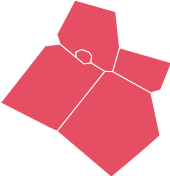



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# support

*sə-ˈpɔrt*

to provide a basis for the existence or subsistence of

*RACSB relies on a variety of sources to provide the money needed to support our community. In FY 21, we received revenue of \$ 38,805,798.00. Here's where it came from:*

				
<b>State:</b> <b>\$8,473,906</b>	<b>Local:</b> <b>\$1,353,560</b>	<b>Federal:</b> <b>\$2,111,343</b>	<b>Fee Revenue:</b> <b>\$23,998,897</b>	<b>Other:</b> <b>\$2,868,092</b>

## *By Locality*

<b>Caroline County:</b> <b>\$113,974</b>  <b>1,871 individuals served</b>	<b>Fredericksburg City:</b> <b>\$286,306</b>  <b>3,416 individuals served</b>	<b>King George County:</b> <b>\$114,605</b>  <b>2,180 individuals served</b>	<b>Spotsylvania County:</b> <b>\$427,593</b>  <b>9,772 individuals served</b>	<b>Stafford County:</b> <b>\$411,082</b>  <b>8,754 individuals served</b>
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## Did you know?

*For each dollar given to RACSB by localities in Planning District 16, the agency provides more than \$2 in services to residents struggling to afford behavioral healthcare or needing developmental disability services.*

# creativity

*krē-ā-ti-vā-tē*

## the ability to make new things or think of new ideas

Many companies were able to simply move their in-person meetings to Zoom. For a public behavioral health agency, things were not as simple. RACSB has many different programs that offered unique services, which provided unique challenges. RACSB weathered the pandemic so well because of the creativity of its staff, who found ways to help our community safely.

### **Psychosocial Rehabilitation**

Throughout the pandemic, Kenmore Club Staff have been very resourceful and creative. Staff began holding groups virtually as soon as possible. Additionally, they started outreach phone calls to make sure members continued to get the best care. One Kenmore Club member shared, “With the help of both staff and peers at the Kenmore Club, I learned new coping skills. Discovering forms of therapy like C.B.T (cognitive behavioral therapy), and D.B.T (Dialectical behavioral therapy). I’ve learned to process past stressors and traumas which has helped me to not only accept stresses in my life but also find a better way to find to work on the problems I have. Kenmore Club has especially helpful during the pandemic by being there for me when I need to talk and giving information on how I’m able to stay safe during these trying times.”

### **Recruitment and Retention**

Human Resources had challenges supporting staff through a global pandemic. Additionally, the HR team had to handle the Great Resignation, which is the term many have adopted to explain the unique workforce challenges presented by these times. Many employees left their jobs during Covid because of family care or health issues. Across the United

States, employers report unprecedented workforce challenges. And behavioral healthcare and developmental disability services were already tough fields to fill.

The HR team had to look beyond the typical recruiting methods. They turned to virtual job fairs and radio recruitment ads to help increase applicant flow and find qualified candidates. The agency hired 138 external candidates and 136 internal candidates (who changed positions within RACSB) for a total of 274 for FY 2021.

### **Crisis Stabilization**

At the Sunshine Lady House, the importance of support and connection has long been a topic of discussion with program participants. Staff work with individuals identify healthy supports, connect with support groups, introduce guests to a variety of community resources, and let them know at the time of discharge that help is always just a phone call away.

This past year, typical methods of connection changed drastically. Community support groups were limited, opportunities to connect in person came to a halt and isolation became a part of everyday life.

In response to this connection deficit, the SLH program began a series of “COVID calls,” where staff reached out to previous guests of the program from the past four years to offer support. Staff lent listening ears as folks talked through the uncertainty of the time, walked through ways to maintain wellness and—most importantly—offered hope to those on the other end of the line.

The response to these “COVID calls” was overwhelmingly positive. Throughout the year, staff collectively made over 600 calls to previous

guests. Outreach calls continue to this day and now include a weekly Zoom group for the opportunity to connect “face to face” and keep everyone safe.

### **Healthy Families**

Home visiting is the backbone of Healthy Families Rappahannock Area, which offers in-person assistance to at-risk parents. So the program found creative ways to support families when safely.

Healthy Families was able to continue home visits during the pandemic by going virtual. Family support specialists kept families engaged in the program and continued to link families to resources in the community.

HFRA recognized that families were in need of socialization during this time and started administering playgroups at the park in order to offer fresh air and fun for families. Program staff used social media to stream live the playgroups for families that were unable to attend in person.

HFRA established new agreements with King George Department of Social Services, Caroline Department of Social Services, Stafford Head Start/ Early Head Start and updated current memorandums of understanding with Stafford DSS, Spotsylvania DSS, Fredericksburg DSS, Mary Washington Hospital, Project Link, PE-ID, and Rappahannock Health District.

The program was awarded grants from both VDSS-TANF and MIECHV Melodie Jennings, who has been with the program for more than 17 years was promoted to Program Coordinator/Director. Laurie Strother was promoted to Program Supervisor.

# flexibility

*flek-sə-’bi-lə-tē*

a ready capability to adapt to new, different, or changing requirements

The behavioral healthcare field has changed dramatically since RACSB’s early days. The agency has adjusted services—at times getting rid of programs or creating completely new ones. The agency had to use this flexibility—and find even more pliancy—to continue offering high-quality services.

## Sponsored Placement

At the end of a long work day, most of us are able to clock out, go home and unwind from the hard work we put in for the day.

For sponsored placement providers, their home is their workplace. Their work day starts when the individuals they support wake up in the morning and ends when they go back to bed that evening (and for some folks, overnight supports are needed.)

Covid-19 has presented many challenges for everyone and the people we serve definitely felt the impact. Providers exemplified strength, grit, flexibility, and resilience throughout the Covid-19 pandemic.

Providers had to think outside-of-the-box to maintain relationships and uphold a positive outlook during such an isolating period.

The sponsored placement providers supported through

RACSB found creative ways to keep hope alive and well during the last year. A few examples include: Timmy Arrowood and his support team set up weekly Zoom calls with his specialist and his day support program staff so that he could continue to socialize with friends. Provider Charmaine Rhan set up outdoor picnics and dinners with friends of the individuals she supports. Provider Mary Sue Trump supported two individuals in her home as they recovered from Covid in early 2021 per RACSB’s protocol with great care and attention to individual needs during the recovery process. Throughout the challenges that the last year has presented, the great group of people represented in sponsored placement have remained optimistic and strong. Susan Newton, provider of Timmy Arrowood, noted that Timmy showed great resilience when adjusting to the limitations of being able to go out in the community due to Covid. She stated that regardless of the limitations, “Timmy remained happy and joyful to do what he could do, even if it was a ride in the car or watching a live concert on TV.”

In sponsored placement, providers and supported individuals continue to press on as the world navigates the ever-changing status of the pandemic with kindness, grace and hope.

## Early Intervention

In March 2020,, the Parent Education–Infant Development Program transitioned to a virtual platform because of the COVID 19 pandemic.

A staff of 29 people, who had no experience with tele-therapy, transitioned their caseloads to Zoom within a week.

Because PE-ID uses a parent coaching model, the providers quickly adapted and learned to use only verbal teaching techniques instead of physically modeling.

In addition to providing treatment sessions online, providers and service coordinators assessed infants and toddlers virtually, which brought changes to each aspect of the process. The assessment teams used their skills to make sure that each child was assessed accurately and comprehensively.

In October 2020 PE-ID, providers began to see some families in person. Due to the continued concern of COVID, the providers as well as the families they serve used PPE and followed recommended precautions. Each provider who saw people in-person had to find ways to work with infants and toddlers while wearing a mask. That certainly provided obstacles to their goals of having fun while teaching skills and helping tiny tos reach developmental goals.

The PE-ID team has gradually returned into the community and now conducts most visits and assessments face-to-face.

To help infants and toddlers learn new skills, the team’s flexibility was key.

Sessions move from face-to-face to virtual with very little notice in response to illness or exposure to Covid. Treatment teams switched venues at a minute’s notice to make sure that the needs of the child and family are met.

The families persevered through an





unusually tough time. It's never easy to learn your child has a developmental delay, and these parents received that news while adjusting to the other changes Covid wrought on families with young children, The pandemic brought schedule changes, school disruptions, difficulty getting necessities and an overall feeling of uncertainty. The families served by PE-ID brought resilience, strength and flexibility. Together, providers and parents worked hard to make sure the children's needs were met.



# forecast

*'for-kast*

a prophecy, estimate, or prediction of a future happening or condition



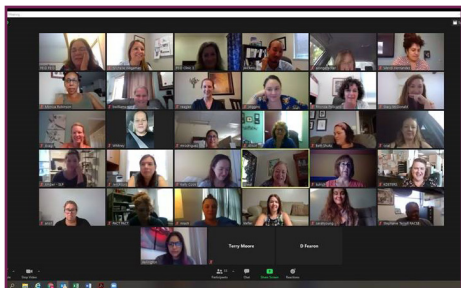
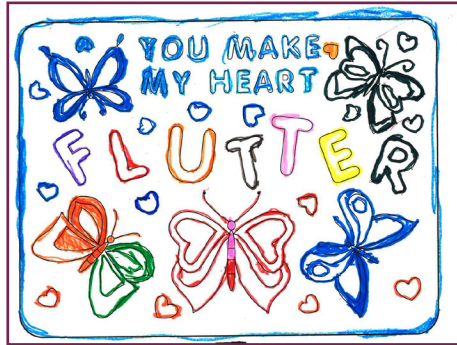
When it comes to public behavioral health, change is the only constant. That makes it hard to see what's ahead. However, there are a few things we know are on the horizon, for the next fiscal year and we're preparing now:

- Change in leadership. RACSB's executive director will retire at the end of FY 22.
- Increasing regulations.
- Dramatic changes to emergency services. Marcus Alert legislation dictates changes to crisis response in FY 22. The state is also moving to a 988 system, which is like 911 but for emotional emergencies.
- Workforce issues. The pandemic changed the way people view careers. This impacts recruitment and retention, service delivery and more.
- Aging populations. As adults with developmental disabilities age, their needs change and our programs will adjust.
- Community trends. As our community changes, we will meet new demands. For 40 years, RACSB has prided itself on seeing future needs and responding to them proactively.

# hope

*hōp*

desire accompanied by expectation of or belief in fulfillment  
also : expectation of fulfillment or success



# 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  
540-373-3223 V/TTY

### 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

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](http://www.rappahannockareacsb.org)