

# Opening Doors *inspiring lives*

Together, We Open Doors to Hope, Healing,  
and New Opportunities.

Through Access, Compassion, Connection,  
and Our Unwavering Commitment,  
We Inspire Lives to Move Forward.



**PRINCE WILLIAM**  
Community Services

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# a message

## From Executive Leadership & CS Board Chair

**A**s we reflect on 2025, we do so with gratitude and pride in the work of the Prince William County Community Services Team. This year represented both continuity and transition—highlighting the strength of shared leadership and the dedication of staff who carried our mission forward during a period of change. Together, we remained focused on delivering responsive, person-centered services and strengthening access to care across our community.

After two years serving the County as Chief Transformation Officer, Executive Director Lisa Madron returned to Community Services with renewed appreciation for this organization and its people. During her absence, Acting Executive Director Georgia Bachman, alongside Acting Deputy Director Sherry Bowman, provided thoughtful and steady leadership, ensuring that our mission continued and that the people we serve received consistent, high-quality care. We are grateful for this stewardship and for the Leadership Team whose commitment supported the organization during this period.

Throughout the year, Community Services continued to grow—not only in size, but in capacity and reach. We expanded and strengthened programs serving individuals with serious mental illness, substance use disorders, developmental disabilities, and those experiencing behavioral health crises. Our wellness and prevention efforts extended further into the community, offering support earlier and in more accessible ways. Across every division, staff worked with intention to meet people where they are, with respect and compassion.

The impact of this work is reflected in the lives touched every day: a life saved because someone knew CS was a safe place; individuals gaining independence; families finding stability and support; children reaching developmental milestones; and youth and adults building skills to heal, grow, and move forward. These stories offer just a snapshot of the meaningful difference made across our community.





Crisis Receiving Center Complex Ribbon Cutting Ceremony

Equally important is the culture being built together. Community Services continues to invest in belonging, engagement, and learning—supporting staff, listening to one another, and strengthening our ability to serve effectively.

This year also marked the opening of the Worth Avenue Regional Crisis Receiving Center Complex—an important step in expanding access to timely, compassionate crisis care. In alignment with this year's theme, *Opening Doors: Inspiring Lives*, the Center represents both a literal and symbolic opening of doors: creating new pathways to care, reducing barriers during moments of crisis, and offering individuals and families a place to turn when they need it most.

As the County places increasing emphasis on performance, data-informed decision-making, and innovation, Community Services is well positioned to clearly demonstrate its impact and advocate for the resources required to meet growing community needs. Investments such as the Crisis Receiving Center Complex and our Worth Avenue offices reflect what is possible through collaboration, planning, and shared purpose.

Above all, this Annual Report is a reflection of you—the clinicians, prevention staff, administrators, business support staff, medical professionals, peers, and partners who bring skill, care, and professionalism to this work every day. Your dedication continues to open doors and inspire lives across Prince William County.

Thank you for your commitment and for the work you do on behalf of our community. We are honored to serve alongside you as we move forward together.

With appreciation,



**LISA MADRON**  
Executive Director



**GEORGIA BACHMAN**  
Deputy Director



**PATRICK SOWERS**  
CS Board Chair

# about us

**Community Services (CS) in Prince William County serves as a crucial lifeline for public mental health, developmental disability, substance use, early intervention, and emergency services.**

Our dedicated team of experienced professionals provides a full range of recovery-focused and quality services, including counseling, therapy, rehabilitation, medication, and case management. We empower individuals and their families with the necessary tools to overcome their challenges and succeed. In addition to prioritizing those in need, we also function as a vital link to other community service providers, ensuring that residents have access to the support they need.

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

## Service Locations

### Sudley North Complex

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

### Phoenix Building

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

### A.J. Ferlazzo Building

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

### Infant & Toddler Connection of VA

7987 Ashton Avenue Suite 231  
Manassas, VA 20109  
703-792-7879  
Fax: 703-792-4954

### Ridgewood Building

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

### Developmental Disability Services

7751 Ashton Avenue  
Manassas, VA 20109  
703-792-7800  
Fax: 703-792-7716

### Ridgewood Building

4380 Ridgewood Center Dr.  
Woodbridge, VA 22192  
703-792-4900  
Fax: 703-792-5925

### Crisis Receiving Center Complex

14011 Worth Ave.  
Woodbridge, VA 22192  
703-792-2272

# Our Mission

To improve the wellbeing of residents in Greater Prince William County who are affected by, or are at-risk of, developmental delays and disabilities, mental illness and/or substance use disorders through the provision and coordination of community-based resources that respect and promote the dignity, rights and full participation of individuals and their families.

# Our Vision

To create a community where every individual has an opportunity to thrive, supported by a network of comprehensive, compassionate, and accessible services.

leadership



**SHERRY BOWMAN, LCSW**  
Assistant Director  
Community Support



**KANCHAN CLARK, MD**  
Medical Director



**ROBYN FONTAINE**  
Chief Financial Officer



**MIKE GOODRICH, CPM**  
Assistant Director  
Business Services



**VIRGINIA HEUPLE, PT**  
Assistant Director  
Early Intervention



**MICHELLE KASTON, PMP**  
Information Technology



**ELISE MADISON, LPC**  
Assistant Director  
Emergency, Assessment &  
Trauma



**SMITA MASKEY**  
Human Resources  
Manager



**TANYA ODELL, LPC**  
Assistant Director  
Youth Behavioral Health  
& Recovery



**VALERIE PATTON, LPC**  
Quality Improvement



**JACKIE TURNER, QDDP**  
Assistant Director  
Developmental Disabilities



**SARA WHEELER, LPC**  
Assistant Director  
Adult Behavioral Health  
& Recovery

## CS BOARD MEMBERS

**PATRICK SOWERS**  
Chairman, City of Manassas

**JOHN O'LEARY**  
Vice-Chairman, Brentsville  
Magisterial District

**LISA CLIMER**  
City of Manassas

**D. BRADLEY MARSHALL**  
Gainesville Magisterial District

**VICKY CASTRO**  
Occoquan Magisterial District

**LISA MADRON**  
Executive Director

**DEANNA BAYER**  
Member-at-large

**VONEKA BENNETT**  
Secretary, Woodbridge  
Magisterial District

**JAMES KELLER**  
City of Manassas Park

**ALISA THORNTON**  
Neabsco Magisterial District

**WILLIAM CARR, MD.**  
Potomac Magisterial District

*county  
leaders*

## MAYORS & COUNCILS

### Manassas City

**MICHELLE DAVIS-YOUNGER**  
Mayor

**MARK D. WOLFE**  
Vice Mayor

**COUNCIL MEMBERS:**  
Theresa Coates Ellis  
Ashley Hutson  
Sonia Vásquez Luna  
Tom Osina  
Ralph J. Smith

**STEVE BURKE**  
City Manager

### Manassas Park

**ALANNA MENSING**  
Mayor

**DARRYL MOORE**  
Vice Mayor

**COUNCIL MEMBERS:**  
Yesy Amaya  
Michael Carrera  
Haseeb Javed  
Kevin Moreau  
Stacy Seiberling

**CARL COLE**  
City Manager



**CHRISTOPHER SHORTER**  
County Executive



**ELIJAH JOHNSON**  
Deputy County Executive

## BOARD OF COUNTY SUPERVISORS

**DESHUNDR L. JEFFERSON**  
Chair At-Large

**KENNY A. BODDYE**  
Occoquan District

**TOM GORDY**  
Brentsville District

**YESLI VEGA**  
Chair Pro-Tem-Coles District

**VICTOR S. ANGRY**  
Neabsco District

**ANDREA O. BAILEY**  
Potomac District

**MARGARET ANGELA FRANKLIN**  
Woodbridge District

**GEORGE STEWART**  
Gainesville District

# our people



Meaningful change begins with the people  
who show up everyday...

**Ready to Make it Possible!**



**O**ur agency's work is powered by dedicated individuals who bring compassion, skill, and unwavering commitment to the communities we serve.

Just as we invest in those we serve, we are equally committed to fostering a workplace where our people feel supported, engaged, and inspired to do their best work. This commitment is reflected not only in the care we provide, but also in the culture we continue to build together.

Each day, our people open doors to safety, stability, and opportunity by increasing access to care, strengthening recovery supports, and creating spaces where people feel recognized and connected. Our people empower individuals to make choices that shape their own path forward and model the compassion and dignity that help them rediscover their own strengths.

506

Team Members

212

Licensed Providers

43%

5+ Years of Service

## Employee Engagement SNAPSHOT

Engagement Score

80

+ 3 from May 2024

Response Rate

65%

+ 23 vs. PWC

Favorability Score

86%

+ 5 from May 2024



6,640

Hours of licensure supervision provided

17

New Counseling Residents and Supervisees in Social Work

# Investing in Our People

## Is Our Commitment to Care

We value the skills, talents, and dedication of our workforce, knowing that their expertise directly strengthens the quality of care we provide to our community. By investing in our staff, we ensure they are prepared to meet the diverse and evolving needs of those we serve.

Our commitment extends beyond recruitment and retention to ongoing training, professional development, and supportive workplace practices that promote excellence, accountability, and compassion. Together, our people are the foundation of a responsive, resilient system of care—one that adapts, innovates, and delivers meaningful impact for individuals, families, and the community.



## Training & Professional Development

We are committed to workforce development through ongoing training and professional growth. **Our Quality Improvement Team** supports this commitment by ensuring compliance with annual training and continuing education requirements, while coordinating access to both online learning and in-person training opportunities. These efforts ensure our staff remain grounded in the latest evidence-based practices and equipped to deliver effective, high-quality care.

We also proudly open doors for the next generation of behavioral health professionals. Through licensure supervision, we support team members pursuing professional credentials, complemented by a supervision dashboard that helps track required hours and progress. In addition, our internship programs provide students with meaningful, hands-on experiences that connect academic learning to real-world practice. Together, these efforts strengthen our workforce today while inspiring the professionals who will serve our community tomorrow.



22

Team members  
obtained  
professional  
licensure

11

Students started  
internships with  
Community  
Services

## Advancing Behavioral Health Through Measurement-Based Care Initiative

In 2025, the Comprehensive Outpatient Recovery Services (CORP) Program partnered with George Mason University's Center for Evidence-Based Behavioral Health (CEBBH) and Owl Health to pilot the use of Measurement-Based Care (MBC) in community behavioral health settings.

Supported by a GMU grant, this initiative is designed to improve the quality of care for underserved populations by embedding culturally sensitive, evidence-based assessments directly into clinical practice.

By integrating MBC tools into clinical workflows, providers gain timely, data-driven insights that enhance decision-making and patient engagement. Anticipated benefits include faster clinical improvements, stronger therapeutic alliances, reduced administrative burden, and more actionable outcomes for both patients and providers.

This forward-looking collaboration not only strengthens services for Prince William County residents but also positions Community Services as a leader in delivering evidence-based, data-informed behavioral healthcare.



# Awards & Recognition

## GMU Jack Wood Award

Community Services was honored with the Jack Wood Award for Town-Gown Relations, recognizing strong leadership in building meaningful, mutually beneficial partnerships between George Mason University and the community.

This award highlights the successful collaboration between Prince William County Community Services and George Mason University's College of Public Health, which launched the Peer Support Specialist Workforce Pipeline in 2024. Designed to address a critical workforce shortage, the program prepares individuals with lived experience in substance use recovery to become Certified Peer Recovery Specialists through education, training, and hands-on experience.



## NACo Achievement Award

The Clinical Behavioral Health Program (CBHP) was honored with a 2025 Achievement Award from the National Association of Counties (NACo), recognizing innovative and effective county programs that strengthen services for residents.

Since June 2023, CBHP has implemented targeted initiatives and staff trainings focused on workforce development, skill-building, and fostering a culture of innovation—enhancing the program's capacity to deliver high-quality, person-centered behavioral health services. This national recognition affirms CBHP's commitment to innovation, staff engagement, and responsive care that meets the needs of Prince William County residents.



**The CBHP Team committed to the longer journey of learning, doing, and self-reflection to grow a human-centered work culture and are now reaping the benefits of this invaluable teamwork."**

— MARIA BURGOS  
PWC Equity & Inclusion Officer





*Tina Kavarligos*  
**System LEAD Graduate (2025)**

Tina was recognized for completing the DBHDS System LEAD Program, reflecting her commitment to leadership development, professional growth, and organizational excellence.



*Kirsten Durbin*  
**Excellence in Service Award**

Kristen was honored by the Virginia Department of Behavioral Health and Developmental Services with the Excellence in Service Award for five years of dedicated service on the Forensic Review Panel.



*Lisa Madron*  
**Voice of Recovery Award**

This year's award honored Lisa Madron and Supervisor Bailey for their visionary leadership in advancing the Crisis Receiving Center—strengthening community-based crisis response and recovery-oriented care in Prince William County.



*Jamie Ward*  
**Employee of the 1st Quarter**

Jamie was recognized by the CS Board for her outstanding leadership and advocacy in coordinating a complex forensic client's successful transition from hospitalization to community care. Her persistent collaboration, problem-solving, and system-level advocacy, ensured a safe, seamless reentry for the individual.



*Kathy Hetrick*  
**Employee of the 2nd Quarter**

Kathy was recognized by the CS Board for her steadfast dedication to client safety, ethical practice, and advocacy for individuals with complex behavioral health needs. Through her unwavering commitment, she consistently puts clients first, strengthens system coordination, and advances equitable access to quality care.



*Lindsay Hanner*  
**Employee of the 3rd Quarter**

Lindsay was recognized by the CS Board for her strong organization, initiative, and leadership in supporting staff through significant program and system changes within the New Horizons Treatment and Recovery Program. Her efforts strengthened staff readiness, improved documentation practices, and supported continuity of care.

*4<sup>th</sup> Quarter Employee of the Quarter Awarded in 2026*

# 2025

Opening Doors  
*inspiring lives*



*Many Roles*  
**ONE  
MISSION**



**UNITED**  
*in*  
**PURPOSE**



# ACCESS

*powered by*

# PEOPLE

*Dedicated*  
**PEOPLE**  
*Meaningful*  
**IMPACT**





Prince William  
CRISIS RECEIVING CENTER

*Grand Opening*

OCTOBER  
**2025**

*A New Era in*  
**CRISIS CARE**

The Grand Opening of the Worth Avenue  
Regional Crisis Receiving Center Complex



In October 2025, Prince William County marked a milestone in its behavioral health system with the official grand opening of the Worth Avenue Regional Crisis Receiving Center (CRC). The ribbon-cutting ceremony, held on October 9, drew approximately 230 attendees, including state and local officials, behavioral-health advocates, community partners, and service providers. An additional 670 community members attended the Community Day Tours, getting their first look at the full continuum of services offered in the CRC Complex.

County leaders emphasized that the CRC represents a major improvement in how the community responds to mental-health crises. As Executive Director Lisa Madron stated: “This facility is impressive, but its purpose is even greater. It represents a new dawn for behavioral health in Prince William County and our region.” County officials also expressed appreciation for the many partners, advocates, and organizations whose efforts made the project possible.

# The Crisis Receiving Center Complex

Located on Worth Avenue in Woodbridge, the CRC follows the national **Crisis Now** best-practice model for community-based crisis services.

The facility, once a retail store (formerly Gander Mountain), has been redesigned into a welcoming, therapeutic environment that provides a safe and appropriate alternative to a traditional hospital or emergency department.

The CRC is co-located with Community Services programs and serves as a key component of Prince William County's broader crisis-response system.

Alongside mobile crisis teams, future walk-in access, and stabilization services, the CRC helps ensure that residents have timely, local, and appropriate support.

The Crisis Receiving Center is operated and managed by Connections Health Solutions, leaders in evidenced-based crisis care.

Pictured Clockwise: Crisis Receiving Center Complex Monument Sign, CRC Inpatient, CRC Youth Lobby, Recovery Support Services Room, CRC Youth Observation, Community Services Lobby



# Opening Doors *inspiring lives*

Services for  
Adults,  
Adolescents &  
Children

24 / 7 / 365  
Crisis Services

CRC + CS  
Outpatient  
Services

Welcoming  
Therapeutic  
Environment



This facility is impressive, but its purpose is even greater. It represents a new dawn for behavioral health in Prince William County and our region.”

— Lisa Madron, CS Executive Director

## Looking Ahead: Strengthening the Crisis System

As the center becomes fully operational, the County expects it to:

- Reduce pressure on hospital emergency departments
- Decrease reliance on out-of-area crisis placements
- Improve access to crisis stabilization at the local level

The opening of the Crisis Receiving Center Complex marks a significant expansion of crisis-care capacity in Prince William County. As operations mature, the CRC will continue to support individuals and families through timely intervention, connection to ongoing services, and coordinated community-based care.

*impact*  
Our Year in  
Numbers

11,447

Individuals Served in  
Fiscal Year 2025

66%

of individuals  
were Adults 18+

57%

of individuals  
Identified as Male

45%

of individuals  
covered by  
Medicaid

31%

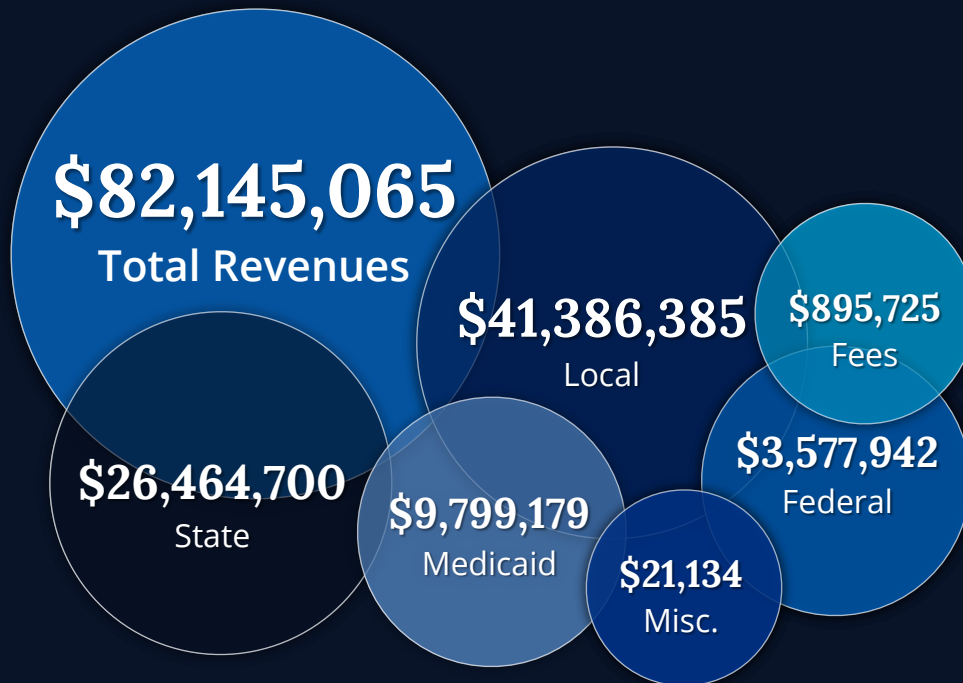
of individuals  
had a mental health  
(MH) diagnosis

26%

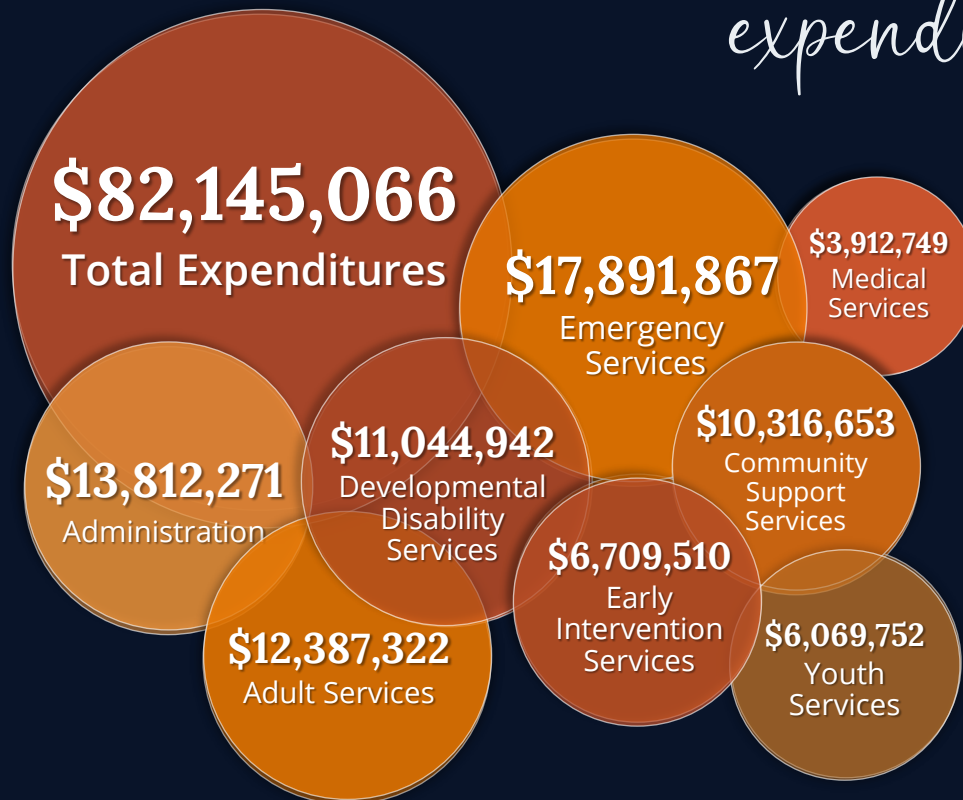
of individuals  
had a substance  
use disorder  
diagnosis (SUD)  
or Co-occurring  
MH and SUD  
diagnoses

26%

of individuals  
identified as Black

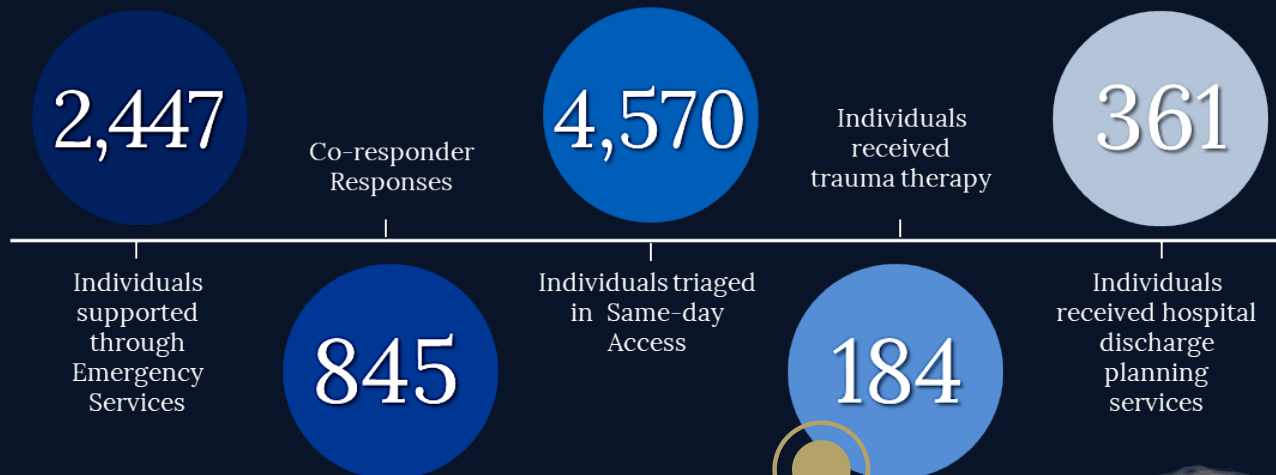


*revenues and expenditures*



# Emergency, Access & Trauma

Our Emergency, Access & Trauma Division serves as the initial point of contact for access to a wide range of behavioral health services and supports to include Assessment & Evaluation, Crisis Intervention, Hospital Discharge Planning and Trauma Therapy.



## FROM HARDSHIP TO HOPE:

### A Story of Strength & Determination

When Stephanie came to PWCSB, she was carrying more than anyone should—significant trauma and depression, unemployment, and living out of her car. Same Day Access quickly connected her with Trauma Treatment and the Clinical Behavioral Health Program for therapy, case management, and medication support. With coordinated care, she soon secured stable housing.

Just as treatment began, Stephanie received a devastating breast cancer diagnosis. Her symptoms worsened, and therapy paused while she pursued urgent medical care. To support her return, her clinician scheduled sessions around appointments and introduced EMDR and Cognitive Processing Therapy. After only three sessions, her symptom scores showed meaningful improvement.

Today, Stephanie is moving forward with strength. She has regained employment, is rebuilding her finances, and continues her recovery. Her story demonstrates the impact of cross-program collaboration in restoring stability, hope, and confidence.



# Adult Behavioral Health & Recovery Services

## AN IMMEDIATE RESPONSE:

### *A Life-Saving Impact*

In August 2025, an individual receiving services in the Medication Assisted Treatment and Comprehensive Outpatient Recovery Programs, rushed into the lobby seeking Naloxone for a friend who was experiencing an overdose in the parking lot.

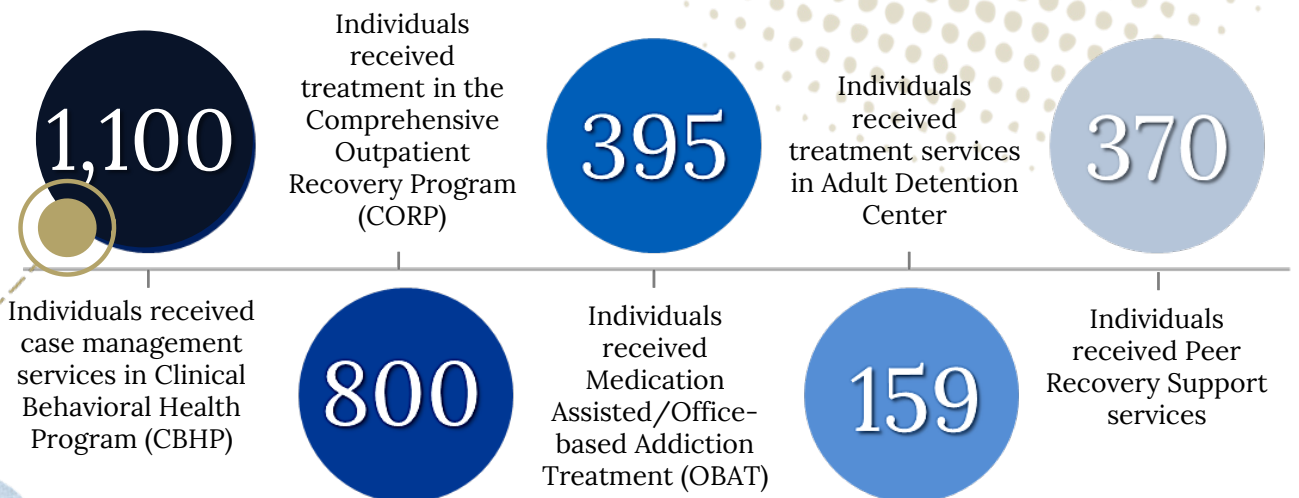
Staff quickly retrieved the Naloxone and provided it to the individual, who administered it to his friend without hesitation. His swift action—combined with the immediate response from CS staff—helped save his friend’s life.

This incident serves as a powerful reminder of the courage shown by the individuals we serve and the critical role that accessible, immediate support plays in protecting our community.

Our Adult Outpatient services provide mental health, substance use, and case management support for adults experiencing serious mental illness, substance use disorders, or co-occurring conditions. Our goal is to deliver high-quality, recovery-focused care that inspires hope and equips individuals with the tools to continue their progress beyond treatment.

### Services:

- Case Management
- Group Therapy
- Individual Therapy
- Medication-Assisted Treatment
- Medication Management
- Office-Based Opioid Treatment
- Peer Recovery Support



# Community Support

Our Intensive Community Support Services deliver high-touch, wraparound support for adults living with serious mental illness and co-occurring disorders. By providing treatment and case management outside the traditional clinic setting, we help individuals build stability, avoid hospitalization, reduce justice-system involvement, and move toward greater independence.

Services:

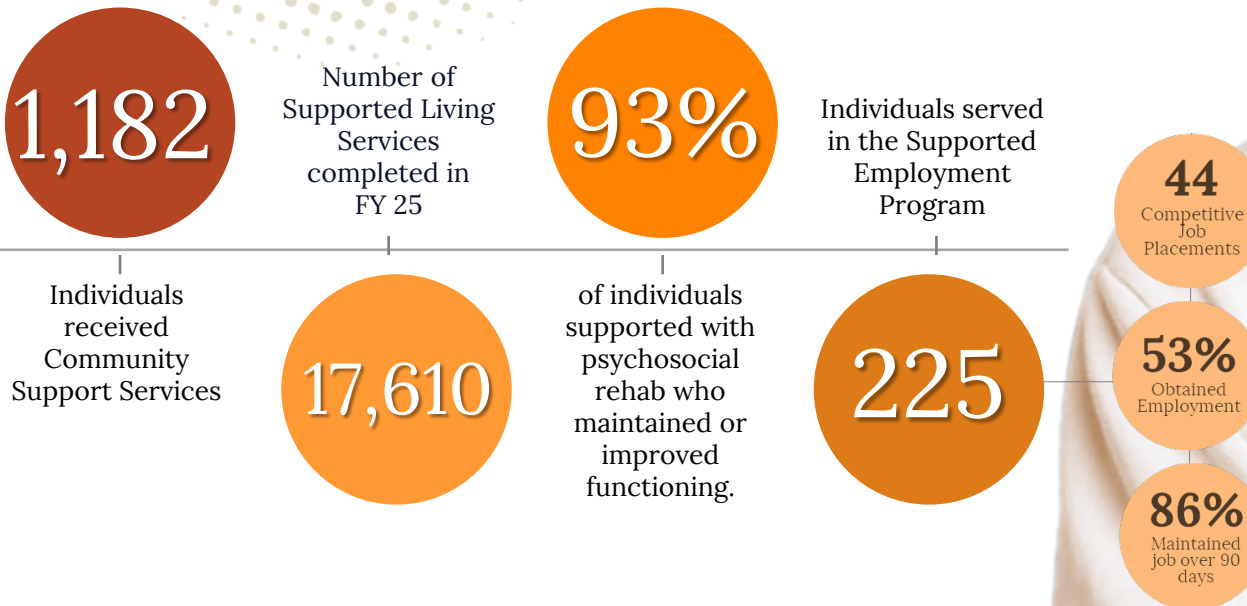
- Assertive Community Treatment
- Case Management
- Forensic Support Services
- Medication Management
- Mental Health Skill-building
- Peer Support
- Supportive Counseling
- Housing Support
- Vocational Services

## Inspiring Confidence for Greater Independence

James came to the ACT Team with the support of his guardian. With personalized wrap-around services, he gained stability, developed confidence, and increasingly built independence.

With guidance from the ACT team and his guardian, James successfully petitioned the court to become his own guardian. Today, James lives independently, supported by the ACT Team and his natural supports, including his former guardian.

James's journey highlights the power of collaborative, person-centered support in helping individuals achieve goals and build meaningful independence.



# Developmental Disabilities

Our Developmental Disability Services support those with developmental disabilities and their families by linking them to the resources they need to live, work and take part in their community in the most independent and fulfilling way possible. DD staff assist individuals in navigating the process established by Virginia to obtain and manage the waiver for covered services. Monitoring the ongoing provision of services and the individual's satisfaction with services received is of paramount importance to our staff.

1,292

Number of Intakes Completed in FY 25

99%

Percentage of families satisfied with Case Management services

11%

Individuals Supported in FY 25

370

of individuals successfully maintained in the Community

92%

Increase in individuals in Independent Housing with SRAP Vouchers

## Opening Doors to a New Beginning

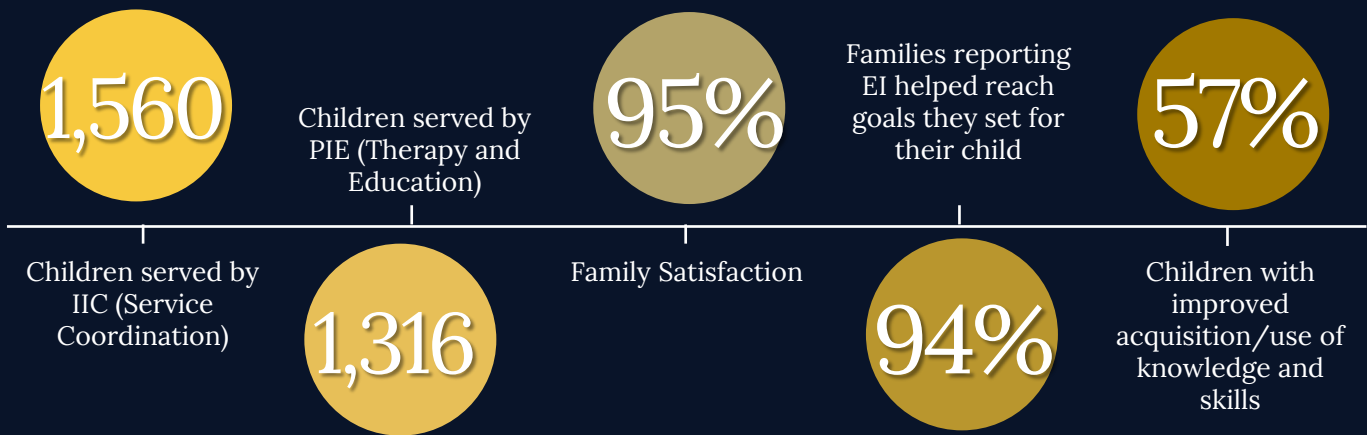
Annalise arrived in Prince William County with significant medical support needs and a clear long-term goal to return to her hometown and to attend college. Working closely with her support coordinator and residential service provider, she rebuilt her lost identification documents, secured a nursing provider, and applied for a housing voucher through the State Rental Assistance Program.

In early 2025, Annalise was approved for an accessible apartment and successfully moved in using state resources for relocation and furnishings. Since relocating, in late summer 2025, she has been thriving—attending appointments, reconnecting with her community, and taking steps toward enrolling in college.

Annalise's journey highlights what is possible when person-centered planning, strong partnerships, and an individual's perseverance come together to support meaningful life goals.

# Early Intervention

Our Early Intervention/Infant and Toddler Connection of Greater Prince William support families with infants and toddlers facing disabilities or developmental delays. The program provides essential services to help children thrive within their family and community environments, with a dedicated team of specialists including service coordinators, speech-language pathologists, physical and occupational therapists, early childhood special educators, early intervention assistants, vision and hearing specialists and a social worker offering in-home and community-based support.



## Turning Challenges into Triumphs

Born prematurely at just 30 weeks and spending his first 46 days in the neonatal intensive care unit, Artie began receiving early intervention occupational therapy at only 3.5 months old. From the start, he worked hard—and his progress shows it.

After one year, Artie was steadily closing the gap between his adjusted age and his chronological age. Now, at 30 months old and two years into services, he's thriving. Artie walks, runs, jumps, climbs, speaks in full sentences, and feeds himself with confidence. His cognitive, motor, language, and feeding skills are all at age level, with only mild sensory-seeking behaviors and some fine-motor strengthening still underway.

With continued support, Artie is on track to have fully age-level, functional skills by the time he turns three.



# Youth Behavioral Health & Recovery

Our Youth Behavioral Health & Recovery Services provide an array of treatment and case management services to support youth and their families. We provide services to youth who are 18 or younger or are still enrolled in high school.

- Services:
- Case Management
  - Therapy
  - Family Support Partners
  - Intensive In-home
  - FAPT Case Management
  - Medication Management
  - Intensive Care Coordination

1,524

Youth and families satisfied with services

20

Youth and families received Case Management services

1,256

Youth and families served in FY25

92%

Families supported by Family Support Partners

268

Youth and families received treatment services



Joy

I wanted to reach out and say thank you to all the staff that helped Joy get through her toughest times, and to let you know she is pushing through, working hard, and preparing for college.”

— Excerpt from a parent letter, shared with permission

## From Overwhelmed to Empowered

Navigating the complexities of his father's addiction, Robert was experiencing an overwhelming sense of responsibility and desire to save his parent.

With the support of a Family Support Partner, Robert found a safe space to share his fears, frustrations, and hopes without judgment. This connection allowed him to better understand his own feelings, recognize the limits of what he could control, and begin to envision a path forward with hope and confidence.

Over time, Robert developed tools to navigate his challenging circumstances and began making choices that moved his life in a positive direction.

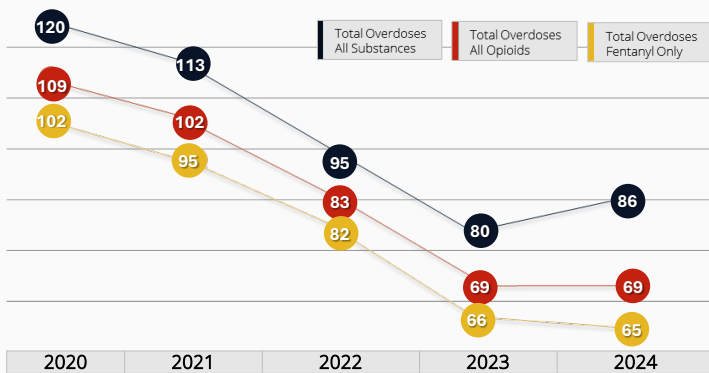
## The Opioid Epidemic in Greater Prince William

The opioid crisis continues to have a profound effect on our community. While our community experienced a slight increase in fatal overdoses from all substances between 2023 and 2024, the number of fatal overdoses involving all opioids remained unchanged, and fatal overdoses involving fentanyl alone decreased by one.

These trends indicate that the overall increase in fatal overdoses was driven by non-opioid or mixed-substance involvement. Substances such as methamphetamine and benzodiazepines — for which naloxone is not effective in reversing an overdose — may be contributing factors. Together, these patterns highlight the ongoing need for strategic, data-informed prevention, intervention, and recovery services.

**Between 2023 and 2024, the number of fatal overdoses involving all opioids remained unchanged, and fatal overdoses involving fentanyl alone decreased by one.**

Fatal Overdoses in Greater Prince William County 2020 – 2024



Source: <https://www.vdh.virginia.gov/medical-examiner/forensic-epidemiology/>

## Our Coordinated Approach to Wellness & Prevention

At CS, we are committed to helping individuals reach their full potential and live meaningful, healthy lives. Our coordinated approach—spanning **prevention, intervention, and recovery**—allows us to address urgent challenges while fostering long-term healing.

## Opioid Abatement Authority (OAA) Funded Initiatives

CS continue to make significant progress in addressing the opioid crisis through funding from the Virginia Opioid Abatement Authority (OAA).

# Wellness & Prevention

We partner with other county departments and agencies to include forensic and specialty courts, schools, first responders, and social services, to strengthen a coordinated community response.

In collaboration with Manassas City, Manassas Park, the Prince William Health District, Mason and Partners, and others, we support opioid-related initiatives that expand access to care and broaden support for individuals impacted by opioid use.

CS will continue to educate community members about the dangers of opioids and other substances, how to recognize and respond to an opioid overdose, the critical role of naloxone and other harm reduction strategies, and the treatment and recovery services available in our community.



Forensic & Specialty Courts



PWC Health District



Prince William County Schools



Department of Social Services



Community Outreach



Education & Awareness



Harm Reduction & Naloxone



First Responders



## Prevention

**Parent/Caregiver Awareness Campaign:**  
“Let’s Talk Fentanyl” focuses on giving parents the tools, confidence, and information they need to have open and honest conversations with their teens about the dangers of fentanyl.

## Harm Reduction

**Leave Behind Bags/Overdose Prevention Kits:**  
Distributed at community events, in treatment programs, during Connection Team outreach, and in collaboration with Fire and Rescue, to disseminate when responding to an opioid related call for service.

## Expanding Treatment

**Office-Based Addiction Treatment (OBAT):**  
Expands access to evidence-based care for opioid use disorder.

**Opioid Response Coordinator:**  
Dedicated leadership to coordinate opioid response efforts across Prince William County, the City of Manassas, and Manassas Park.

**Youth Detox and Residential Treatment:**  
PWCS has partnered with other CSBs in DBHDS Region 2 (Alexandria, Arlington, Loudoun, and Fairfax) to expand access to specialized detoxification and treatment for youth by opening a facility. This project is still in the pre-launch stage. A vendor was recently awarded the contract.

# prevention

## Stopping Harm Before It Starts!

### Behavioral Health & Wellness Team

The Behavioral Health & Wellness team is dedicated to building a healthier, safer community across Greater Prince William by preventing suicide and addiction and promoting mental wellness for all. The team provides community trainings and resources on substance use and mental health, including opioids, alcohol, cannabis, gambling, and suicide prevention.

Signature programs such as *Lock & Talk* and *REVIVE!* distribute free life-saving tools—including firearm locks, medication safety kits, and naloxone (Narcan). Through strong partnerships with the Prevention Coalition of Greater Prince William and the Trauma-Informed Community Network, the team works collaboratively to strengthen community resilience and save lives.



"Bringing our community together to fight the fentanyl crisis is not just important—it's essential. Too many families have already been impacted, and too many lives have been lost. This is a fight we must take on together, and Prince William County Community Services is fully committed to the cause."

— Heather Martinsen  
Wellness & Prevention Program Manager

# 3,161

Wellness and Prevention  
Training provided to  
residents  
and professionals

# 7,144

Students and staff received  
the **Fentanyl Exposed  
Message** in High School  
Government classes

# 4,068

Doses of Naloxone  
Dispensed in the community

# 1,093.94

Pounds of Medication Safely  
Disposed of through  
medication collection boxes  
at police stations and on Drug  
Take Back Days

# 1,205

Lock and Talk Safety  
Devices Distributed

## HIDTA Prevention Program

For nearly 30 years, the Prince William Community Services Board has partnered with youth and families in the City of Manassas to reduce substance use and delinquency. Supported by the Washington-Baltimore HIDTA program, the HIDTA Prevention Team serves youth from middle school through early adulthood using a long-term, relationship-based approach that often begins in 7th grade.

The program's lasting impact is reflected in former clients who now refer their own children. Free services include mentorship, family support, court advocacy, letters of recommendation, and access to enrichment opportunities such as Team Quest, Badges for Baseball, and the upcoming I'm Great program for girls.

Through strong partnerships with courts, schools, law enforcement, and community organizations, the HIDTA Prevention Program builds trust, reduces risk, and creates pathways to brighter futures for youth and families.



“The clients I had way back when now refer their kids to us. They might not have understood at the time what we did for them, but now they do, and they want that for their kids.”

— Brian Coe  
Prevention Therapist



## Partnering to Raise Awareness and Prevent Fentanyl Harm

In February 2025, Community Services participated in a community event hosted by **First Lady Suzanne S. Youngkin** as part of her *It Only Takes One* fentanyl awareness initiative. The event brought together county leaders, first responders, educators, substance use service providers, and health professionals to discuss the ongoing fentanyl crisis and share evidence-based prevention strategies and resources to save lives. Our Wellness & Prevention Manager, **Heather Martinsen**, emphasized the essential role of prevention, community education, and collaboration in combating this threat and keeping youth and families safe.

Our involvement in *It Only Takes One* reflects our commitment to community partnership, public education, and proactive prevention efforts to address substance-related harm and strengthen countywide resilience.

# intervention

## Expanding Access & Saving Lives!

### Office-Based Addiction Treatment

In FY2025, **Recovery Support Services (RSS)** reached a significant milestone when its Manassas and Woodbridge locations were designated as Preferred Office-Based Addiction Treatment (OBAT) clinics by the Virginia Department of Medical Assistance Services.

As Preferred OBAT providers, RSS is authorized by Virginia Medicaid to deliver comprehensive, evidence-based medication-assisted treatment (MAT) and counseling for adults living with opioid use disorder and other substance use disorders. MAT combines FDA-approved medications with counseling and behavioral therapies to support recovery, reduce overdose risk, and improve public health outcomes.

By achieving OBAT status, RSS is advancing a more accessible, integrated, and person-centered system of care. This milestone not only expands our capacity to serve more residents, but also strengthens our ability to improve public health, reduce healthcare costs, and support individuals in leading healthier, more fulfilling lives.



MAT Team Members

### OBAT Services AT A GLANCE

MAT Evaluation &  
Treatment Planning



Medication  
Management

Substance Use &  
Co-occurring Treatment



Motivational  
Counseling

Peer Support Groups &  
Psychoeducation



Harm Reduction  
Strategies

Connections to  
Community Resources



Services Available:

Monday–Friday | 8:00 a.m.–1:00 p.m.

Locations: Manassas + Woodbridge

## The CS Connections Team

Launched in 2025 by Opioid Response Coordinator Lauren Kiefert, the Connections Team strengthens targeted outreach, engagement, and harm reduction in areas most impacted by substance use and overdoses. The team—two Certified Peer Recovery Specialists and two Wellness and Prevention staff—combines lived experience and prevention expertise to respond in real time.

Using overdose and emergency-response data, the team conducts twice-monthly outreach across the county and rapidly deploys within 72 hours when overdose clusters occur. During outreach, staff distribute naloxone and harm reduction supplies, connect individuals to recovery resources, and share information on available services—advancing countywide efforts to reduce overdose risk and promote recovery and community health.



**Lauren Kiefert**  
Opioid Response Coordinator

Lauren Kiefert serves as Prince William County's inaugural Opioid Response Program Manager within the Community Services Board, leading a coordinated, countywide strategy to address substance use and the opioid crisis. She partners across departments and with schools, public safety, healthcare, courts, and community organizations to strengthen prevention, treatment, and recovery efforts. Through this work, the county is advancing an integrated, data-informed approach to reducing opioid-related harm and supporting community well-being.



## Turning a Potential Tragedy Into Survival

On July 24, 2025, members of the Connections Team—including staff from the Wellness & Prevention and SOAR Peer teams—were conducting outreach in the Georgetown South neighborhood. While distributing naloxone kits and recovery resources, they were approached by a community member who reported that a young woman nearby was experiencing an active overdose while waiting for EMS to arrive.

Acting quickly, Peer Support Staff Ash Pandey and Kishawna Scarbough provided the bystander with naloxone and followed him into the apartment complex to offer support. The man administered naloxone and began chest compressions, and within minutes, the young woman regained consciousness. EMS arrived soon after to complete a medical assessment. Though she declined transport to the hospital, our Peer Support Specialist remained with her, sharing information about recovery resources and how to access ongoing support.

Thanks to the quick thinking, steady presence, and compassionate response of the Connections Team—including Jim Wooller, Natalie Lizano, and Lauren Kiefert—a life was saved that day. Their actions exemplify the mission of the Connections Team: meeting people where they are, offering life-saving tools, and ensuring that no one faces the challenges of substance use alone.



# Opening Doors *inspiring lives*



**PRINCE WILLIAM**  
Community Services