



2022 - 2023 REPORT



Keep Moving Forward

MAIN PHONE NUMBER: 703.228.5150

ARLINGTONVA.US

CRISIS INTERVENTION CENTER: 703.228.5160

TABLE OF CONTENTS

CSB Equity Statement	3
A Message from Leadership	4
News and Highlights	5
Stories of Success	15
CSB Funding	16
Data and Statistics	17
Community Resources	21

The Arlington County Community Services Board (CSB) seeks public engagement from across the county. All meetings are open to the public and citizen comment is welcome. Furthermore, the CSB is intentionally recruiting to ensure that membership is reflective of the populations served. Racial and ethnic representation is a core value of the CSB as is having members with lived experiences in accessing CSB services.



CSB EQUITY STATEMENT



The Arlington County Community Services Board (CSB) endorses the Arlington Department of Human Services (DHS) Vision, Mission, and Values to address the issues of social justice and equity that impact our community.

DHS Vision

A just and equitable community that is healthy, safe, economically secure, and free of systemic racism.

Mission

In solidarity with Black, Indigenous, and People of Color (BIPOC), create equitable access to the resources and opportunities needed for every community member to be healthy, safe, and economically secure.

Values

- Racial Equity
- Access
- Inclusion
- Authenticity
- Accountability

As the appointed citizen policy board responsible for providing mental health, developmental disability and substance use disorder services for Arlington citizens of all age groups **we resolve to:**

- Understand how the whole community benefits when the CSB includes multiple voices
- Consider the impact of systemic racism on the mental health and wellbeing of our community
- Welcome dialogue on the experiences, ideas, issues, and desires of the BIPOC community and reach out to citizens that we are not hearing from
- Attend community group meetings and forums on a regular basis that have a diverse representation of historically marginalized people in order to build partnerships
- Invite speakers and visitors to CSB meetings to share community concerns in the disability areas the CSB oversees
- Actively and intentionally recruit representation from the BIPOC community on the CSB
- Create space within the CSB to be an inclusive and welcoming environment that respects all voices and the lived experiences of its members
- Employ targeted advocacy based on what we learn from the BIPOC community
- Study data on the racial and ethnic composition of the CSB client population by area of age and disability and take steps to improve outreach, accessibility, services and address barriers to services for under-served populations



A MESSAGE FROM LEADERSHIP



Deborah Warren

Executive Director of the
Arlington County Community
Services Board
Deputy Director of the
Department of Human
Services



Wendy Crawford

Chair of the Arlington
County Community Services
Board

The last several years have brought significant challenges and concerns for Arlington County. This report describes how the Department of Human Services (DHS) and the Community Services Board (CSB) responded to the needs of our community and are working toward a comprehensive and responsive system of care. With the current behavioral health crisis, there is a sense of urgency to find solutions and fix problems. We feel it is important to balance urgency with planful, but thoughtful decision-making and program development. Ultimately, the people we serve are the most vulnerable and often over-looked in our community. DHS and the CSB are committed to serving clients in ways that honor and respect their individual needs with effective and efficient programs.

We are delighted to share with you this report which reflects the achievements of the CSB and DHS over the past two years. In looking back, we are struck by both clients' and staff's ability to navigate challenges, creatively pivot and keep moving forward despite increasing demands resulting from the pandemic coupled with staff shortages.

We strive toward a community where support, understanding, and resources are available and accessible. With gratitude for the guidance and oversight of our CSB members, the unwavering support and the heartfelt commitment of the County Manager and County Board, the dedication of DHS Director Anita Friedman, and our hard-working DHS staff, we look forward to the journey ahead.



With gratitude to former CSB members:

Carol Skelly (left), Adele McClure (second from left), James McMichael (second from right),
Dr. Asha Patton-Smith (right), Suzanne Joy, Anna Strasburger

NEWS AND HIGHLIGHTS

Arlington Celebrates Expanded Crisis Intervention Center



DHS hosted a grand opening and ribbon-cutting ceremony for its newly-expanded Crisis Intervention Center (CIC) on May 22, 2023. The center is open 24 hours a day, seven days a week, to individuals of all ages experiencing a crisis.

The primary goal of the CIC is to offer comprehensive crisis stabilization services in an outpatient setting, potentially diverting clients' from inpatient psychiatric services. The center provides aid to individuals in severe distress for up to 23 consecutive hours. Services offered include:

- Prompt behavioral healthcare assessments
- Observation
- Stabilization
- De-escalation
- Peer counseling
- Supportive services
- Determination of the appropriate care level

Security is present 24 hours a day to ensure client and staff safety, and Special Conservators of the Peace can accept transfers of custody from law enforcement.

504

of people who sought services at the CIC from November 2022 - January 2024



10.5 MINUTES

Average time to see a clinician

1.25 HOURS

Average time of visit

Arlington Launches Mobile Outreach Support Team (MOST)



The Mobile Outreach Support Team (MOST) is the latest addition to the County's expanding network of care for people experiencing mental health and substance use issues. MOST launched July 31, 2023, and currently operates Monday - Friday between 1 p.m. - 9 p.m.

The goals of MOST include increasing access to mental health and substance use treatment and decreasing the role of non-clinical first responders in addressing behavioral health needs. The program also aims to



provide alternatives to incarceration for those engaged in "nuisance crimes/behaviors," and decrease emergency department and psychiatric hospital admissions.

The MOST team includes a licensed behavioral health clinician, a certified peer recovery specialist, and an outreach worker.

MOST works in partnership with the Arlington County Police Department, Arlington County Fire Department, and the Emergency Communications Center, which operates the County's 9-1-1 call center.

MOST distributes harm reduction tools such as Narcan and fentanyl test strips, connects people who are homeless to shelters and other services, and transports people from the scene to providers where they can receive assistance.

MOST has a specially equipped van to provide services in the community. The van is connected to the County's computer-aided dispatch system and an on-board computer allows MOST clinicians to use DHS's electronic health record system.



14.5 MINUTES
Average response time



Carol Layer

Director of the Behavioral Health Division

Carlin Springs Wellness Pavilion



In 2023, VHC Health and Arlington County took a significant step forward in expanding behavioral health and substance use services via an agreement to build a new wellness facility and provide additional support on the hospital's main campus. VHC plans to build the new facility at 601 S. Carlin Springs Road, the site of the former VHC Urgent Care Center. The new Wellness Pavilion will accept uninsured people and all forms of insurance, including Medicaid.

Behavioral Health:

- 72 Adolescent and Adult Behavioral Health Beds
- Adolescent and Adult Intensive Outpatient Programs
- Adult Partial Hospitalization Program
- Adult Outpatient Behavioral Health Clinic
- 14 Medically Compromised Beds at VHC Health Main Campus

Recovery and Wellness (substance use):

- 24 Adult Recovery & Wellness Beds
- Adolescent and Adult Recovery & Wellness Intensive Outpatient Programs

Physical Medicine and Rehabilitation:

- 50 Physical and Medicine Rehabilitation Beds (spinal cord and brain injury, stroke, neurological and other conditions)

The new facility is slated to open in late 2026.

Arlington Addiction Recovery Initiative (AARI) in the Community



The Arlington Addiction Recovery Initiative (AARI) is Arlington's opioid and other addictions taskforce comprised of stakeholders

from across the county, including treatment providers, first responders, Arlington Public Schools, the justice system, the hospital, and private citizens.

AARI plays a major role in improving community safety and health in the face of a pandemic-related surge in opioid use and the threats that accompany the increasing presence of fentanyl in the region.

AARI was formed in 2017 and has implemented a well-established Prevention, Treatment, and Supply Reduction Plan. This plan has helped thousands of residents throughout the opioid crisis that has hit every community.

AARI's response to a surge in opioid overdoses among youth in 2023 included educational events, community town halls, coordination with schools, and widespread training and distribution of Narcan. AARI's efforts have greatly helped Arlington come to grips with this threat to community health and safety.



Candlelight Vigil for International Overdose Awareness Day



On August 31, 2023 DHS and AARI hosted their second International Overdose Awareness Day Vigil at Bozman Plaza. Attendees of this vigil gathered together to:

- Remember those who have lost their lives to overdose
- Honor family and friends impacted by overdose
- Recognize workers in healthcare, support services, and first responders
- Listen to stories of hope from individuals with lived experience
- Learn to recognize signs of an opiate overdose and how to administer Narcan/Naloxone.

DHS Response to the Youth Fentanyl Crisis

The opioid crisis has touched the entire community, with a significant impact on Arlington youth. Through AARI and the efforts of DHS's Child & Family Services Division, a number of initiatives focused on keeping Arlington youth safe.

AARI engaged the public through Public Service Announcements (PSA) on television and electronic advertising through geofencing and social media.

AARI used print media through bus advertisements, posters in the community and schools, banners in parks and recreation fields, and giveaways like magnets and stickers. These campaigns were guided by community-level data and community voices. Messaging focused on medication safety, naloxone, harm reduction, counterfeit pills, and stigma reduction.

AARI and Arlington Public Schools (APS) have a strong partnership and work closely on several prevention efforts including an over-the-counter medication safety curriculum for K-12 students launched during the 2022 - 2023 school year. The importance of medication safety was highlighted through a TV PSA developed by the youth-led Substance Use Committee at Williamsburg Middle School. APS substance use counselors have played active roles in AARI since its inception. Examples include inviting AARI to speak to students, developing resource folders, hanging posters, and disseminating medication deactivation bags. School athletic departments partnered with AARI to train and dispense prevention related magnets to student athletes.

Recently AARI's work with APS was recognized by the White House as an example of actions organizations can take to address the current opioid crisis. These collaborations included installing emergency boxes and providing training and information to more than 2,000

school staff, most of whom now carry Naloxone daily. School policy now permits students grade 9 to 12 to carry naloxone at school with parent or guardian consent.



Recently Launched: School-Based Mental Health!



In response to escalating youth mental health needs, the Arlington County Board allocated \$500,000 to fund four therapists to be based in county high schools. Immediately, DHS and APS worked collaboratively to establish a Memorandum of Agreement (MOA), create position descriptions and recruit clinician candidates. The process moved forward expeditiously and interviews began in the Fall of 2023.

Four clinicians are currently providing services in schools. This new program allows youth to access services without transportation or scheduling barriers.



Tabitha Kelly

Director of Child and Family Services Division



AARI & Volunteer Guardianship Program Receive VACo Awards



DHS was awarded two Virginia Association of Counties (VACo) 2023 Achievement Awards, which recognize excellence in local government programs. DHS was recognized for the Arlington

Addiction Recovery Initiative (AARI) and the Volunteer Guardianship Program. VACo received 135 submissions and selected 33 winners. Winning entries focused on addressing issues of addiction, education, revitalization, and finding solutions to other challenges that counties face daily.



Arlington County and the CSB celebrate AARI's VACo Award

"Both AARI and the Volunteer Guardianship Program serve the community with creativity, compassion, and commitment to helping those in need," said DHS Director Anita Friedman. "I have seen the excellence within these teams first-hand, so it is satisfying that they are being recognized on a larger stage for their outstanding work."



Arlington County and the CSB celebrate the Volunteer Guardianship Program's VACo Award

1212 S. Irving St. Grand Opening



The grand opening for a new net-zero group home at 1212 S. Irving St. for individuals with developmental disabilities and exceptional medical or behavioral support needs took place on September 28, 2023.

This was a joint venture involving the Virginia Department of Behavioral Health and Developmental Services (DBHDS), Arlington County Board, DHS, and the Department of Environmental Services (DES).

The group home, operated by Encircle, will provide a primary residence for five individuals with exceptional medical support needs to age in place while providing short-term residency for an individual with exceptional behavioral support needs. One bedroom is allocated to provide respite for families.



Commissioner Nelson Smith attends Irving St. ribbon cutting



Changes for Assisted Living Facilities and Transitional Homes



The past year brought about major changes with our mental health transitional homes and assisted living facilities (ALF). Both programs successfully transitioned to our new vendor, Pathway Homes, Inc.

In April 2023, individuals in our transitional home, previously known as Carlin Springs I & II relocated to Pathways' three transitional homes, Pocomoke St., Utah St., and Taylor St. Our transitional homes are now able to house a total of 10 individuals.

In October and November 2023, individuals at our ALFs formerly known as 13th St. and Filmore relocated to Pathways' 22nd St. and Veitch St. Today, 6 individuals reside at 22nd St. and 8 at Veitch St. These two beautifully renovated homes provide our most vulnerable individuals with a safe and comfortable place to call home. Every holiday is celebrated with decorations and fun festivities for all!



Woodmont Community Integration Center Awarded New Contract



The contract for operation of the Developmental Services' Woodmont Community Integration Center was awarded to ServiceSource.

The new contract will increase capacity by adding 15 slots for community-based day support services. The new contract also expands the existing program to allow two satellite locations, each of which will support up to 22 individuals. The community-based day support slots will address short-term needs, while the satellite expansion will address long-term needs.

New Addition to the Senior Adult Mental Health Team!

In October 2023, Aging and Disability Services Division's (ADSD) Senior Adult Mental Health (SAMH) Program welcomed a new Human Services Clinician III to serve as an Intensive Care Coordinator funded through DBHDS STEP-VA.

The Care Coordinator provides intensive care coordination and case management and works collaboratively within the CSB and with community partners to coordinate seamless transitions of care through an integrated service delivery model. This position will be key in coordinating transitional care plans for Behavioral Healthcare Division clients who

are 60+ and need ongoing aging specific case management along with mental health treatment. The Care Coordinator will serve up to 50 individuals.

RAFT Launches Dementia Support Program



The Regional Older Adults Facilities Mental Health Support Team (RAFT) Dementia Support Program launched in January 2023 funded by the Virginia Department of Behavioral Health and Developmental Services (DBHDS). Its mission is to teach family members and caregivers how to effectively manage problematic behaviors.

The program fulfills a vital community need for individuals with dementia and their caregivers to avoid psychiatric hospitalization and to strengthen caregiver resilience while improving safety and stability in community placement.

In its first year, the program received over 110 referrals and provided outreach to nearly one thousand community partners across Northern VA. Community partners range from health care providers, CSB professionals, law enforcement, senior residence communities and Area Agencies on Aging. They are currently accepting referrals at raftdementia@arlingtonva.us.



Maimoona Bah-Duckenfield

Director of Aging and
Disability Services Division

Employment Access Program Opening Day



ADSD Developmental Services launched the Employment Access program with a grand opening held on December 7, 2023.

The Employment Access program is housed within DHS on its Sequoia campus. As a licensed Group Day program, Employment Access will support individuals in acquiring, retaining, and improving skills of self-help, socialization, community integration, career planning, and peer and other community-based relationships. The goal of this program is to equip individuals with disabilities with the resources and skills to excel in their chosen career paths. The program will serve up to 15 individuals with a primary focus on individuals transitioning from APS.



Working at Jake's Ice Cream, Anna follows the recipe book to make her favorite treat, cake pops. For Anna, having a job means more independence and saving for her own apartment. Jake's helps Anna with skills she needs to live on her own, reading and following recipes, washing dishes, counting money, and social skills. Anna has learned to watch the clock and set alarms/reminders to ensure she gets ready and to work on time. Anna said the most important thing was "practice!" Anna was supported in her application process by her family, her job coach, and the Program for Employment Preparedness (PEP) at Arlington Career Center.

Anna's parents have noticed changes in her since she started working. "[We] think since she's had her job at Jake's Ice Cream, she's become more independent. [Anna] more fully understands what it means to earn money and looks forward to having her independence, having her own apartment, and doing things on her own," said Anna's family.

We are excited to have Anna in the Employment Access Program!



McLean Quilters Unlimited Share Their Unlimited Talents

Members of the McLean Quilters Unlimited Chapter created 21 quilts for individuals residing in Developmental Disability group homes across Arlington County. These quilts were received by the individuals with as much love and joy as the quilters themselves.

Our Marcus Alert Coordinator has been hard at work!

In preparation of the Marcus Alert implementation, DHS and partners identified ways to strengthen Arlington County's Crisis Response System.



In Summer of 2021, DHS formed a Marcus Alert Stakeholder Group, consisting of over 80 individuals from local agencies, nonprofits, law enforcement, advocacy organizations, and individuals and families with lived experiences with mental health, substance use, or a developmental disability, and/or involvement with the criminal justice system. The Stakeholder Group developed a vision and goals, and began gathering input for the plan. DHS led a research and discovery process to inform planning.

DHS sought input from the community through multiple focus groups, a townhall, and a survey to generate ideas to strengthen the county's Crisis Continuum of Care. In Fall 2022, DHS hired the Marcus Alert Coordinator and CIT Coordinator. Over the last two years a great deal has been achieved.

Behavioral Health Crisis Response System

- Formed a Marcus Alert Leadership Committee
- Promoted 988 and the Emergency Health Profile (RapidSOS)
- Began tracking Behavioral Health 911 calls

Required Protocols 1, 2, & 3

- Finalized the Marcus Alert Urgency Triage and Response Levels
- Implemented a Marcus Alert segment in CIT Training
- Held seven CIT classes with 115 participants
- Created and submitted a draft Marcus Alert Local Plan

Research and Discovery

- Conducted five focus groups and reviewed the findings with Marcus Alert Stakeholders
- Updated 2021 Research and Discovery to identify gaps within our Crisis Response System

Marcus Alert Partnerships and Outreach

- Implemented an 8-hour Marcus Alert training
- Modified the Emergency Communication Center's EMD Mental Health card
- Provided educational rolls calls and additional trainings for local partners
- Created a marketing campaign
- Created Resource Guides and Pocket Cards for First Responders
- Participated in 10+ Community Events and 5+ Community Presentations



Celebrating Marcus Alert Community Education Day



DHS hosted a Marcus Alert Community Education Day on June 24, 2023 to celebrate the community while educating residents on the Crisis Response System in Arlington County. It was a fun-filled day of community, wellness, and collaboration! DHS partnered with:

- Arlington County Police Department
- Arlington County Sheriff's Office
- Emergency Communications Center (ECC)
- Arlington County Fire Department
- Community Regional Crisis Response (CR2)
- REACH
- Other community organizations.

Partnership at the Detention Center

Arlington County Sheriff's Office, the contracted medical provider Mediko and DHS partner closely to provide behavioral health services to people detained in the jail. All partners share the goal of safety for jail residents. In 2022 the Sheriff requested a review by the National Institute of Corrections (NIC). As a result of NIC recommendations, DHS expanded the hours of the Jail Team to include evening and weekend hours, increased collaboration with the medical provider and shared access to electronic health records.

To support those who come to the jail addicted to opioids, a Medication Assisted Treatment (MAT) program was implemented over the last two years. DHS

contracted with Health Management Associates to assist in the development of MAT policies and procedures to ensure best practices. The jail and DHS staff have been participating in the Justice Community Innovation Network (JCOIN) study.

The jail continues to have a high number of residents with very significant mental health needs. While crisis services are a focus, the team is adding an early intercept program that will work with people who need psychiatric hospitalization to safely leave the jail. Once the client is committed to a hospital, a clinician collaborates with the hospital team on discharge planning and ensures connection to outpatient treatment. The goal is to reduce repeat arrests due to lack of engagement with treatment.

Fathers, Families, & Community Day: Leading with Legacy



The Child and Family Services Division hosted Fathers, Families, and Community Day in June 2023 with support from the Marcus Alert Coordinator, Tiffany Jones (pictured on left), to highlight the importance of legacy and wellness in communities.

The event was held in Green Valley, one of Arlington's historic Black Communities. Community members learned about the importance of mental health and enjoyed family fun activities while listening to men in the community on what it means to lead with legacy.

STORIES OF SUCCESS

Celebrating Our Certified Peer Recovery Specialist



The State Opioid Response (SOR) Grant funds a certified peer recovery specialist who provides overdose outreach following any police investigated opioid overdose in our community.

Our peer, Cassandra Phelps, contacts people to provide education about overdose, facilitate access to harm reduction tools, connect them with peer support, and connect them to treatment.

In fiscal year 2023, Cassandra connected 60% of individuals whom we had contact information for with a harm reduction tool. 36% accepted peer support, and 40% accepted treatment.

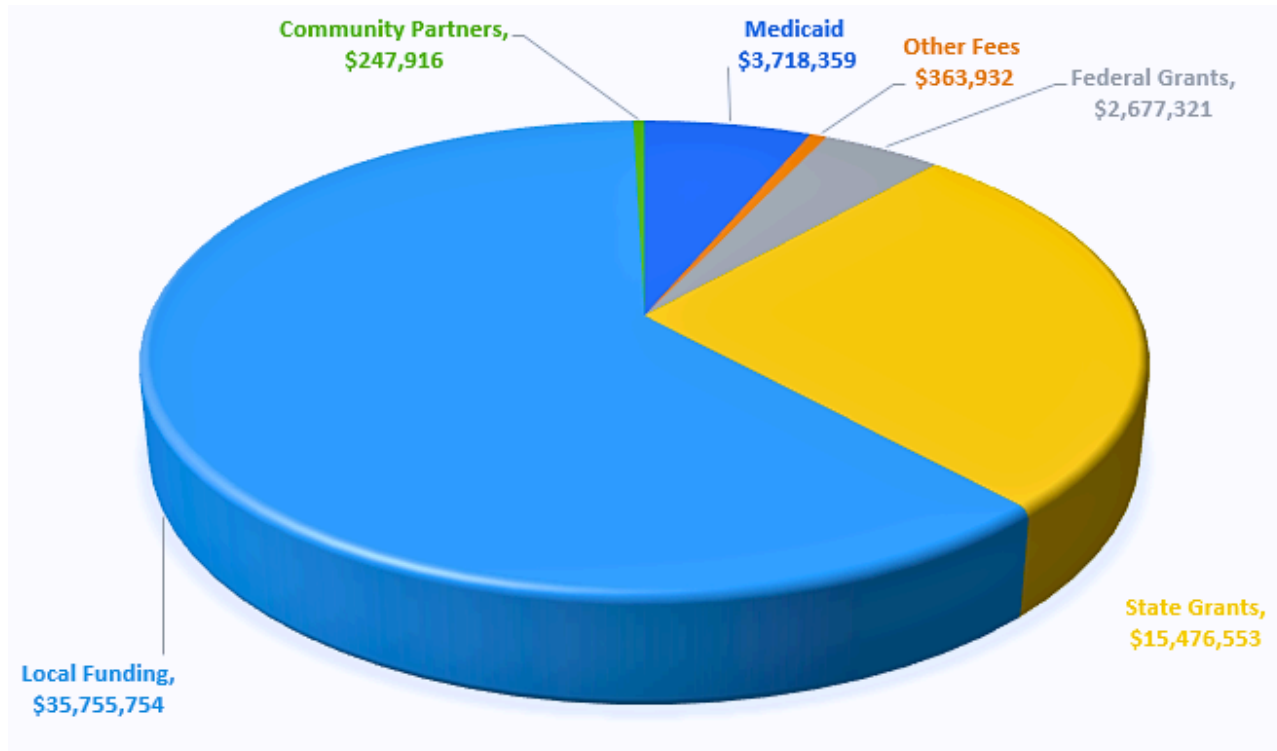
Cassandra also contacts witnesses of an overdose and provides them with education on overdose and Narcan. Of the 43 overdoses last fiscal year, Cassandra was able to connect 51% of witnesses with Narcan.

A part of her outreach, Cassandra reaches out to family members and loved ones following a fatal overdose and offers grief support and resources. This human-to-human connection is invaluable in helping family members process their grief and decrease feelings of stigma related to overdose.



CSB FUNDING

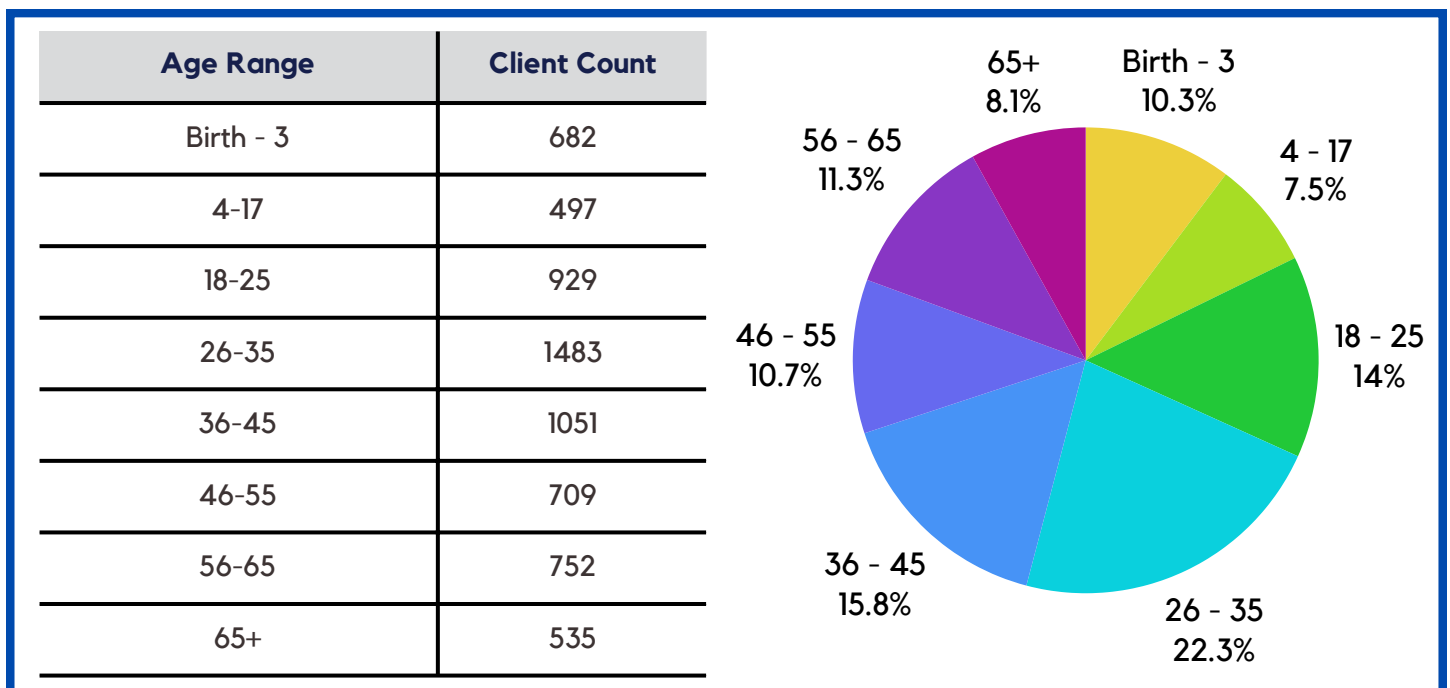
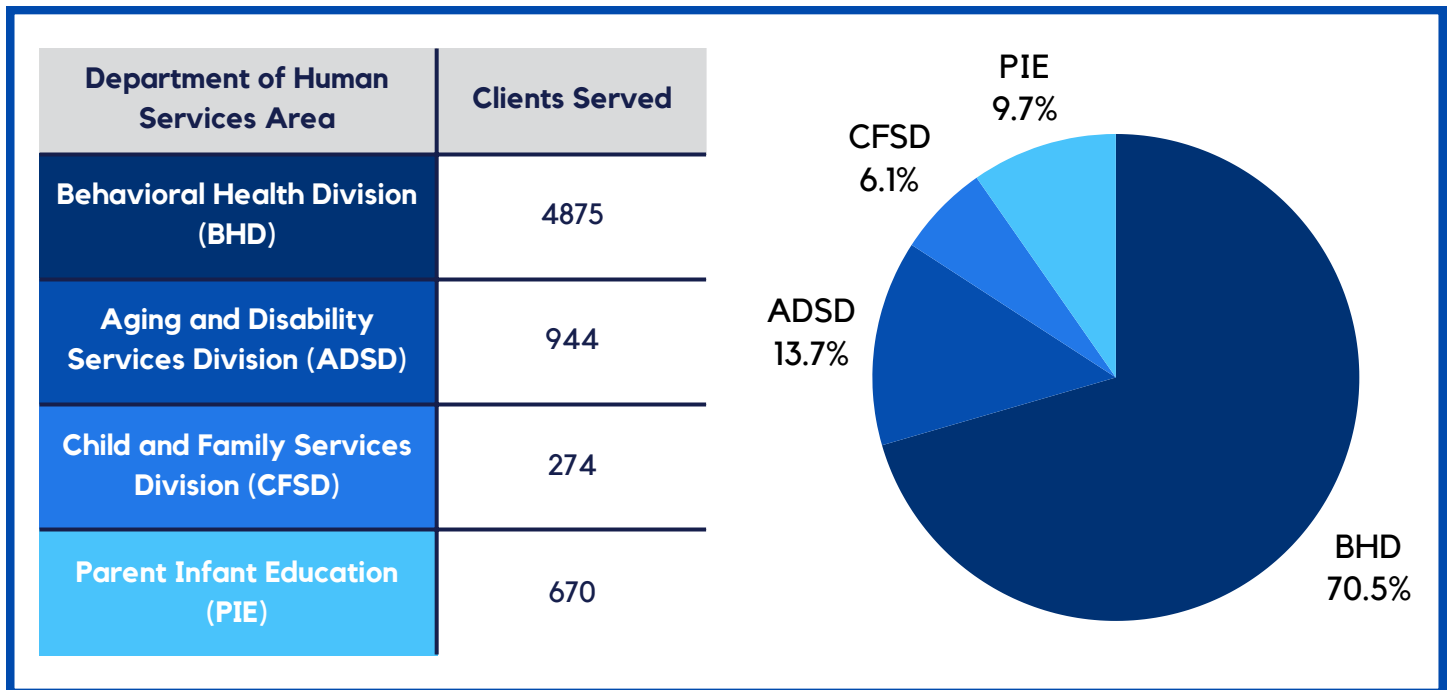
FY 2023 Revenue \$58,239,835



Funding Source	FY 2023 Revenue \$58,239,835	Percentage of Funds
Arlington County Local Funding	\$ 35,755,754	61%
State Grants	\$ 15,476,553	27%
Medicaid	\$ 3,718,359	6%
Federal Grants	\$ 2,677,321	5%
Other Fees	\$ 363,932	< 1%
Community Partners	\$ 247,916	< 1%

DATA AND STATISTICS

The Arlington CSB Served **6,763** Clients in FY 2023



In FY 2023, 94% (140/149) of at-risk clients received supportive contact post-intake and before assignment to a team, and 2% (3/149) did not require contact. The number of Risk Management Plans (RMPs) increased by 13% in FY 2023 indicating that more clients presented at high risk. Acuity steadily increased over the last several years across the CSB and throughout the lifespan. **Risk Management Plans are up 154% since 2018.**

Substance Use (SU) Residential Treatment

SU Residential recorded the highest number of clients served for FY 2023 when compared to previous years.

In FY 2022, the Withdrawal Management program reopened after being completely redesigned with a new vendor. National Capital Addiction and Recovery expanded services beyond what was historically offered. Residential programs expanded access after lifting COVID restrictions.

Utilization of both Withdrawal Management and Residential Treatment beds increased in FY 2023 to 87%, with utilization soaring well above the 75% goal. Bed days increased to their highest historical rates in FY 2023 as an increased number of clients sought and were connected to care. Program staff ensured that beds were utilized as soon as they were available.

To meet increased client demand for substance use residential treatment DHS will double Independence House beds from 14 to 28 beds in FY 2025.

Office-Based Opioid Treatment



The total number of non-fatal and fatal overdoses decreased by 17% from the previous year. Increase in Narcan/Naloxone distribution in the community is a contributing factor. This is both from individuals carrying it on their persons and Narcan boxes being available throughout the community in public spaces.

Marymount University keeps Narcan readily available on campus. Emergency Narcan was also connected to the AEDs of community centers and parks locations in Arlington. Schools installed emergency boxes in all middle and high schools. Some outside agencies also count Narcan amongst their emergency supplies. To further develop the conversation and create more opportunities for change, AARI successfully advocated for high school policy to allow high school students to carry Narcan in their backpacks. These high schoolers count amongst our numbers that attended Narcan trainings.

Over 6k Narcan Boxes Dispensed

AARI's REVIVE and Abridged trainings span across the community, including high school sports teams, Marymount University students, all DPR staff, after-school programs, parent groups, DHS staff, shelter staff, court services, kids involved in the criminal justice system, church groups, the Animal Welfare League, libraries, civic associations, and private companies (Institute for Justice, Booze Allen Hamilton).



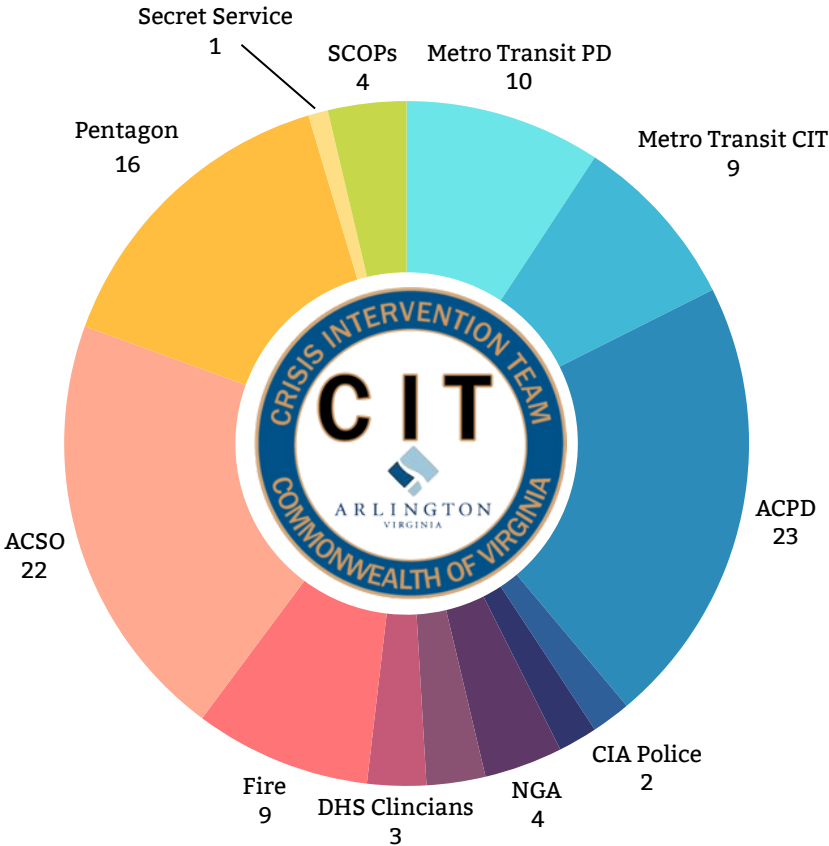
Crisis Intervention Training Reestablished



A new Crisis Intervention Team Program Coordinator was hired in October 2022. Yalanda Lester (pictured sixth from the left above) became certified through CIT International and began offering classes in January 2023. Over the last year, Yalanda coordinated 5 CIT classes and trained 108 individuals. This included Arlington-based law enforcement officers, emergency response staff, and federal agents deployed to the Pentagon and the Secret Service.



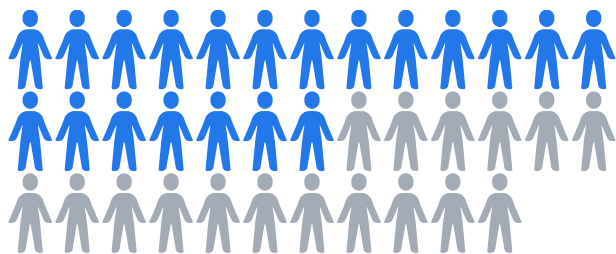
108 participants completed CIT training in 2023!



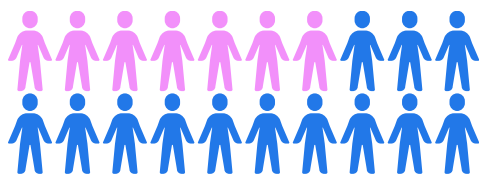
First Episode Psychosis Program

After 2 years of planning and intensive training, the First Episode Psychosis (FEP) program is up and running in Arlington.

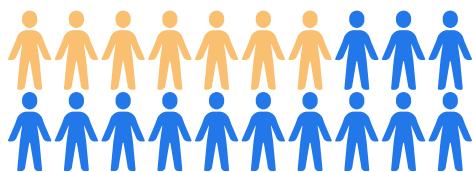
In FY 2023 the program had 37 referrals and 20 clients who went on to engage in FEP services. Seven clients re-entered college and seven clients re-entered the workforce. Only five clients were hospitalized which is low for the level of acuity seen in FEP programs.



20 clients out of 37 referrals went on to engage in FEP



7 of those clients re-entered college



7 clients also re-entered the workforce



Outpatient Services Bureau

The Outpatient Services Bureau reorganized and started the Recovery Oriented Community Clinical Case Management (ROCCC) Team. This team will prioritize providing in-person community-based services to clients with significant challenges as a result of a Serious Mental Illness.

Outpatient Program teams have increased the frequency and availability of in-person contact with clients in addition to continuing to use hybrid services that allow for greater access and flexibility for our clients and staff. They are embracing the new normal.

The ACT (Assertive Community Treatment) team provided 89% of services to clients in the community which far surpasses the 75% goal.

Substance Use Outpatient Program (SUOP) has expanded targeted group offerings to: women, older adults aged 55+, anger management, support post-Intensive Outpatient Program (IOP) graduation, and an onsite Spanish language Alcoholics Anonymous group.

The client satisfaction survey response rate went up by 40% from 2022 with an overwhelmingly positive response across all programs. Notably, SUOP had an over 25% response rate with 95% of those responding that they were making progress due to the services in SUOP.



SUBSTANCE USE
OUTPATIENT CLIENTS
MAKING PROGRESS

RESOURCES IN THE COMMUNITY

Arlington County Emergency Mental Health
703-228-5160
Available 24/7/365

Arlington County Behavioral Health & Substance Use Services
Adults: 703-228-5150
Children (through age 17): 703-228-1560
Seniors (60+): 703-228-1700

Arlington Addiction Recovery Initiative (AARI)
Visit onearlington.org
Email: aari@arlingtonva.us

Arlington County Domestic Violence Hotline
703-237-0881
Available 24/7

Arlington County Child and Family Services Division (through age 17)
703-228-1550

Arlington County Child Protective Services
703-228-1500

Arlington County Parent-Infant Education (PIE)
(children from birth - age 3)
703-228-1630

Arlington County Aging and Disability Services
703-228-1700

Arlington County Adult Protective Services
703-228-1700 (weekdays 8 a.m. - 5 p.m.)
1-888-832-3858 (state hotline)

Regional Crisis Call Center
703-527-4077
Text "CONNECT" to 85511
Available 24/7/365

REACH (for persons with developmental disabilities)
855-897-8278
Available 24/7

Arlington Mental Health and Disability Alliance
Visit: amhda.org

ENDependence Center of Northern Virginia
703-525-3268 (weekdays 9 a.m. - 5 p.m.)
Visit: ecnv.org

The Arc of Northern Virginia
Visit: thearcofnova.org

Our Stomping Ground
Visit: ourstompingground.org

CR2 - Community Regional Crisis Response
703-527-4077
Available 24/7

NAMI Northern Virginia
1-800-950-NAMI (6264)
Text "HELPLINE" to 62640

Suicide Prevention Alliance from NOVA (SPAN)
Visit: suicidepreventionNVA.org

TrevorLifeline (LGBTQ youth)
1-866-488-7386
Text "START" to 678678

Trans Lifeline
1-877-565-8860

Veterans Crisis Line
Dial 988, then press 1
Text 838255
Available 24/7/365





ARLINGTON VIRGINIA

Community Services Board



Get involved!
Scan the QR code