



2021

ANNUAL REPORT

Annual Report for Fiscal Year 2021
JULY 1, 2020 – JUNE 30, 2021



Dear Friends,

We at PRRS are grateful to have experienced a year that has not only challenged us but allowed us to demonstrate our determination and resilience. We hope that you, our community partners and stakeholders, have remained safe and healthy during this second year of the pandemic.

Although PRRS continued to provide, in addition to telehealth, some level of in-person services for our community-based services since the start of the pandemic, we, along with our clients, were excited to resume in-person services for our facility-based psychosocial day programs this past year. Our clients, staff, and volunteers demonstrated flexibility and patience throughout the transition to support a safe return to in-person group services.

Despite challenges brought about by the ongoing pandemic, PRRS is proud to share that we have experienced tremendous growth and impact in our community this past year. With the addition of the Family Peer Support Partner (FPSP) Program, we expanded the reach of our services to include working with children and families impacted by behavioral health and/or substance use disorders. We also laid the groundwork to significantly expand the reach of PRRS' Outpatient Program, including efforts to increase access for individuals who are uninsured or that face other barriers to accessing services. PRRS also expanded existing services with both our public and private partners. This past year, PRRS served 1,634 individuals and families through our behavioral health services.

PRRS' CrisisLink Program, which provides crisis intervention and suicide prevention services, continued to grow as well. This past year, we handled 90,161 calls, 20,780 chats, and 1,768 texts generating 37,431 text messages – an increase of 17% from the previous year.

To support our growth in services, PRRS increased staffing by 28% this year; and with exciting new developments planned for Fiscal Year 2022, we expect to grow an additional 37% in the next year. PRRS stands ready to support the growing behavioral health, crisis intervention and suicide prevention needs of the communities we serve.

Thank you for believing in us and for your support in this important work. We look forward to our continued partnership in 2022!

Sincerely,

Joseph Getch
Chief Executive Officer

Liz Barnes
Chair, PRRS Board of Directors

Our Mission

PRS provides behavioral health, crisis intervention and suicide prevention services.

Our Vision

Our vision is to change and save lives in our community by empowering hope, safety, recovery, wellness, independence and community integration.

About PRS

Founded in 1963, PRS is an award-winning nonprofit organization that has transformed the lives of thousands of individuals. PRS services are funded by government contracts, foundation and corporate grants, private donations and private pay options.



PRS holds the highest level of accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF).



In April 2021, PRS was named one of the NonProfit Times 2021 Fifty Best Nonprofits to Work for in the U.S. for the tenth time.



PRS CrisisLink holds the highest level of accreditation from the American Association of Suicidology (AAS).



PRS CrisisLink is a proud member of and accredited by the International Council for Helplines.

Crisis Intervention and Suicide Prevention Services

PRS CrisisLink saves lives. Through our telephone hotline, textline, and chatline, and outreach, training and education, we believe it is possible to develop and support a stronger, suicide-safer community through 24/7 crisis response. We provide vital support to those most vulnerable through a prevention, intervention and post-vention model recognizing the value of human connection and an evidence-based approach to suicide crisis. PRS CrisisLink is a provider of the National Suicide Prevention Lifeline both locally and nationally, supporting communities across our region and the United States. PRS CrisisLink's crisis intervention, suicide prevention hotline, chat service and textline are available to anyone in our community that needs immediate emotional support for a mental health or life crisis. Speak with a trained Crisis Worker any time of day or night to help you or your loved one through life challenges.

1-800-273-TALK | Text "CONNECT" to 855-11
Lifeline Chat: [SuicidePreventionLifeline.org/chat](https://www.suicidepreventionlifeline.org/chat)

Behavioral Health Services

PRS provides a continuum of community-based behavioral health services. We promote recovery by supporting the individuals and families we serve to make informed decisions to overcome challenges, stay

safe, build strengths and resiliency, improve health and wellness, and to actively participate in their community. Our well-established role in the community enables us to provide innovative models of service and program delivery while maintaining close relationships with individuals and families served and the community at large. PRS' experience shows that with person-centered services and supports, those we serve can and do increase independence and self-sufficiency. Critical steps are taken to lead to a strong and fulfilling life through a personal journey of recovery.

About Our Clients

Over the past 59 years, PRS results show that with appropriate treatment, medication, skill building and supports, individuals living with behavioral health conditions can moderate the dramatic impact of their illness or crisis on their lives, improve their overall wellness, develop meaningful connections to their communities, and live productive and satisfying lives. Individuals and families served are referred by public and private agencies such as the Virginia Community Services Boards, the Virginia Department for Aging and Rehabilitative Services, mental health professionals, self-referral or family members. PRS' CrisisLink Hotline, CrisisText Connect and chatline are available to all individuals in the community.

1st Annual Golf Tournament

PRS partnered with Alliance Executive Search and CBRE to host its First Annual Golf Tournament on May 3, 2021 to raise critical funds for PRS. Hosted at Westwood Country Club, over 70 golfers enjoyed 18 holes, exciting raffle prizes, cocktail reception, networking, client speakers and more.



Our Programs

*Behavioral Health, Crisis Intervention
and Suicide Prevention Services*

Recovery Academy Day Program and Community Readiness and Support Program (CRSP)

Provides a curriculum-based day program that promotes movement into meaningful community alternatives such as work, volunteering and school. Co-occurring disorder services and assistance with transition to community-based activities are also offered. The Recovery Academy Day Program and the Community Readiness and Support Program is offered in partnership with the Fairfax-Falls Church Community Services Board.

Employment Services

Provides support and training for clients who want to be competitively employed in the community to help them choose, get and keep jobs.

Community Support Services

Provides individualized, community-based, intensive skill building and support services to meet each client's unique needs, abilities and goals; helps clients maintain housing and maximize stability.

Community Housing

Provides non-time-limited housing and support to help clients live as independently as possible.

PRS CrisisLink

Brings immediate help, hope, and healing to empower individuals facing serious life challenges, suicidal thoughts, and emotional or situational problems through services including: 24/7 crisis and suicide prevention hotline, textline, chatline, CareRing (outbound calling support program), and community training and community education.

Linking Individuals & Navigating Care (LINC)

Recovery-oriented treatment program for youth and young adults with first episode psychosis. LINC offers skill teaching, case management, supported employment, supported education, family education and support, peer support and psychiatric services. PRS partners with the Loudoun County Department of Mental Health, Substance Abuse and Developmental Services.

BeWell

Integrates primary health care and behavioral health settings, with the goal of improving the physical health of adults living with serious mental illnesses. The BeWell program is offered in partnership with the Fairfax-Falls Church Community Services Board.

Family Peer Support Partner Program (FPSP)

Trained parents and caregivers who use their personal experience to offer support for parents and caregivers of youth diagnosed with mental health or substance use disorders.

Outpatient Services

Provides individualized, person-centered therapy to help individuals understand and manage mental health conditions, focus on changes to improve overall functioning at home, on the job and to address relationship issues.

Loudoun County Substance Abuse Peer Services

Loudoun County Substance Abuse Peer Services is provided in partnership with the Loudoun County Department of Mental Health, Substance Abuse and Developmental Services.

"Before I had a Family Peer Support Partner I was completely lost, hopeless, and saw darkness in my life. If I did not have this support, I would probably be in a different negative direction."

-Parent in the FPSP Program

RECOVERY | COMMUNITY | WELLNESS | SAFETY

94%

of individuals served avoided psychiatric hospitalization.

64%

of individuals served who wanted to work were employed.
(Industry Average: 15-20%)

98%

of individuals served with jobs were employed for 12 months or longer on the same job.

87%

of individuals served demonstrated their ability to complete basic independent living tasks.

94%

of individuals served use coping skills to manage psychiatric symptoms or behavioral challenges..

PRS CRISISLINK:

119,883

TOTAL CONTACTS HANDLED



69,606
Calls Answered



1,768
Texts Answered



20,780
Chats Answered



20,555
CareRing Calls Made



7,174
Follow up contacts made *(phone and text)*

WE SERVED:

Recovery Academy Day Programs and Community Readiness Support Program:

229
INDIVIDUALS

Employment Services:

408
INDIVIDUALS

Community Support Services:

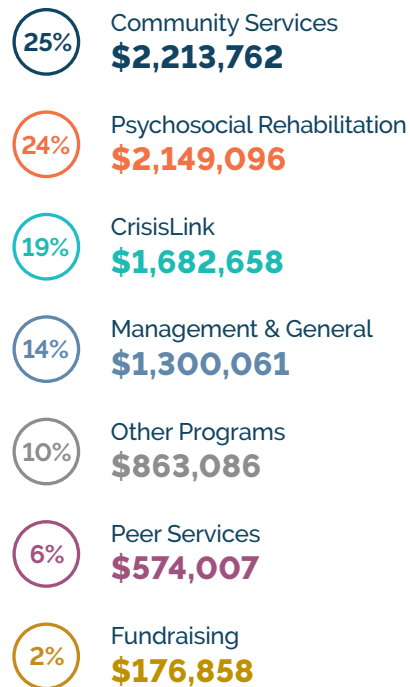
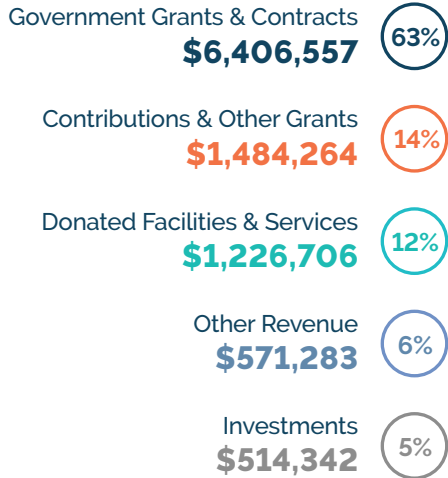
317
INDIVIDUALS

Community Housing, LINC, and Outpatient:

71
INDIVIDUALS

Peer Services:

609
INDIVIDUALS & FAMILIES



Client Impact



LINC PROGRAM: Mark's Story

"My name is Mark. I am 29 years old and just graduated with my master's degree in music. I have been a client of LINC for roughly a year now. Before LINC, I was hospitalized at a local psychiatric hospital for a month. Like many others with a first mental health crisis, a firm diagnosis was not made. However, I can say that I experienced psychotic symptoms such as hearing voices in my head that were very upsetting. That had never happened to me before. When I got sick, our country was in the grips of the COVID pandemic, and it was difficult to get the help I needed at first. However, I was fortunate to receive psychiatric care and was accepted into LINC's program immediately upon discharge from the hospital. LINC was able to seamlessly continue my treatment plan and even customized my treatment to my needs and the needs of my family. LINC provides education for clients' families which was very helpful as I live with my family, and we were all affected by my illness. With LINC's help, I have been able to cope with my mental illness. My treatment with LINC includes psychotherapy, medication, peer support, return to work, and family support. This combination of therapies has worked well for me and my family. The entire LINC team has made a significant impact on my recovery and was instrumental in my being able to complete my master's degree. I am now able to return to playing my trumpet and performing professionally, and I am studying for my teaching certification. I look forward to the opportunities that are in front of me, and I would like to thank the LINC team for helping make my recovery possible."



EMPLOYMENT SERVICES: Megan's Story

Megan is a client in PRS' Employment Services program. Megan has been working with a PRS Supported Education Specialist for two years, assisting her with applications and supporting her on her academic and employment journey.

Last year, Megan was finishing her Associate's Degree at Northern Virginia Community College and applying to Bachelor's programs at local universities. This year, Megan was accepted to Marymount University as a full-time student. Megan earned a 4.0 GPA after her first semester! Megan continues to meet with her PRS Employment Specialist weekly for academic coaching, counseling, and tutoring.

Leadership Team

PRS' Leadership Team is comprised of the senior management for the organization. Its purpose is to provide guidance and input to the Chief Executive Officer, give oversight to all operations of the organization, assess outcomes, develop and implement policies, and share information.



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Chief Clinical Officer



Laura Fonner
Regional Director of
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Services



Joseph Getch
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Brian Show
Chief Financial and
Administrative Officer



Virginia Tischner
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Resources



Nova Washington
Regional Director of
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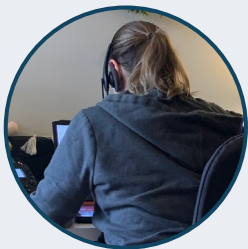
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“That’s what we do here on the CrisisLink hotline. We lend our keys to open doors for people until they can find keys of their own. That’s hope. And we’re happy to do it.”

– **PRS CrisisLink Crisis Worker**

Mental Health Awareness Month

PRS recognized Mental Health Awareness Month throughout the month of May by sharing resources and mental health tips. PRS hosted a Virtual Lunch & Learn and discussed the impact of the pandemic on mental health and how PRS adjusted service delivery to meet the needs of those we serve during the pandemic.



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“The feeling of community is wonderful at PRS. It makes me feel important. Thank you, PRS, for all the hope you held for me until I could hold it on my own.”

—**PRS Recovery Academy Client**

Public & Private Partnerships

Fiscal Year 2021

Aetna Better Health	Fairfax County Communications Center (911)	Northern Virginia Regional Commission
Alexandria City Public Schools	Fairfax County Department of Administration for Human Services	Optima Health
Alexandria Department of Community and Human Services	Fairfax County Department of Housing and Community Development	Pathway Homes
Alexandria Sexual and Domestic Violence Services	Fairfax County Health Department	Prince William County Community Services Board
American Association of Suicidology	Fairfax County Office for Women & Domestic and Sexual Violence Services	Project PEACE
American Foundation for Suicide Prevention	Fairfax County Office to Prevent and End Homelessness	Recovery Program Solutions of Virginia (RPSV)
Anthem HealthKeepers Plus	Fairfax County Public Schools	SAMHSA
Arlington County Behavioral Health Care Division (CSB)	Fairfax-Falls Church Community Services Board	Second Story
Arlington County Emergency Communications Center	Gateway Homes	South County Recovery & Drop-In Center
Arlington County Public Schools	George Mason University	Suicide Prevention Alliance of Northern Virginia (SPAN)
Arlington County Sheriff's Office	INOVA Pace	Sunrise Senior Living
Arlington Partnership for Children, Youth & Families	International Council for Helplines	U.S. Department of Agriculture (USDA)
The Brain Foundation	Leadership Center for Excellence	U.S. Department of Housing and Urban Development
Brain Injury Services	Leadership Fairfax	United Healthcare Community Plan
Carpenter's Shelter	Loudoun County Department of Mental Health, Substance Abuse and Developmental Services	United Way of the National Capital Area
Catholic University of America	Magellan Complete Care of Virginia	Vanderbilt University, Leadership and Learning in Organizations Program
Center for Nonprofit Advancement	Marymount University	Virginia Association of Community Based Providers
Commission on Accreditation of Rehabilitation Facilities (CARF)	McClendon Center	Virginia Commonwealth University
Cornerstones	Melwood	Virginia Department of Behavioral Health and Developmental Services
Discharge Assistance and Diversion Utilization Management and Coordinating Committee	Molina Complete Care	Virginia Department for Aging and Rehabilitative Services, Division of Rehabilitative Services
Domestic Violence Action Center (DVAC)	National Alliance on Mental Illness (NAMI)	Virginia Department of Health
The Elkington House, LLC	NAMI Northern Virginia	Virginia Department of Medical Assistance Services (DMAS)
Eric Monday Foundation	National Council for Behavioral Health	Virginia Department of Social Services
FACETS	National Suicide Prevention Lifeline, Vibrant Emotional Health	Virginia Medicaid MCO's
Fairfax Area Long Term Care Coordinating Council (LTCCC)	New Hope Housing	Virginia Network of Private Providers
Fairfax County Circuit Court	Northern Virginia Chamber of Commerce	Volunteer Arlington
	Northern Virginia Community College	Volunteer Fairfax
	Northern Virginia Ideas Exchange	

Volunteer Impact

Fiscal Year 2021

PRS' dedicated team of volunteers help to change and save lives in our community.

Volunteers invest their time and talent in our programs, including PRS CrisisLink's hotline, textline and chatline, CareRing outbound calling service and PRS' Recovery Academies. Volunteers donate their time in our Administration office, help with PRS special events, organize donation drives, and participate in group and youth opportunities. PRS' committees support the planning of our special events and other important functions such as finance and resource development. PRS' Board of Directors provide oversight, support and governance of our organization.

PRS volunteers continued to serve our programs and partner with PRS as the pandemic lingered. PRS volunteers served in remote and virtual capacities to meet the needs of our programs and those we serve. Group and youth volunteers supported PRS by creating care packages and encouragement cards for PRS' clients, volunteers, and staff. We are grateful for our volunteers and supporters who remained committed to serving PRS as we navigated the pandemic.



Get Involved

Make a difference in your community by helping PRS provide supports to individuals and families living with mental illness and anyone who faces life crises.

Involvement in PRS can be as simple as:

- Telling friends, family, colleagues and neighbors about PRS' award-winning programs, services and outcomes so that people in need in the community can find us.
- Volunteering to support PRS programs, administrative department, or committees such as fundraising or event support, either in-person or remotely.
- Making a financial gift or an in-kind donation: prsinc.org/donate
- Follow us on social media:



@PRSincorporated



@PRSincorporated



@PRS_MentalHealth



Make a Donation

Checks made payable to PRS can be mailed to:
PRS, 10455 White Granite Dr., Suite 400, Oakton, VA 22124.
Secure online donations can be made at prsinc.org/donate.

Become a Volunteer

For volunteer opportunities, please visit prsinc.org/volunteer.

Learn More

For more information, please contact PRS at 703-536-9000, or info@prsinc.org.



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