



RECOVERY COMMUNITY
WELLNESS SAFETY

2022



Annual Report

Fiscal Year 2022

July 1, 2021 – June 30, 2022

Letter from Our Leadership

Dear Friends,

Fiscal Year 2022 has seen dramatic growth and enhancement of the continuum of mental health, suicide, and crisis intervention services – for PRS, the Commonwealth of Virginia, and the nation. We saw collaborative public and private partnerships across the Commonwealth allowing improved access to services to individuals in crisis to ensure those experiencing a mental health crisis receive a timely and appropriate mental health response. We saw the launch of 988, the nation's new three-digit telephone number for people in crisis to connect with trained crisis counselors, resulting in more people than ever before reaching out and receiving help.

PRS appreciates our collaborative work with state agencies, local Community Services Boards (CSBs), 911 dispatch centers and the private provider community to deepen and increase access to the continuum of crisis services across the state. PRS is proud to be among the largest Network contact centers, handling calls, texts, and chats from individuals in crisis across the state and the nation, as part of the 988 Suicide and Crisis Lifeline Network.

Further, PRS has focused on the expansion of, and access to, our mental health services. Through a new partnership, we expanded our Outpatient Therapy program, emphasizing improved access to services for the uninsured or those facing other barriers to getting the help they need, when they need it. Our Community Support Services program is reaching an increasing number of individuals beyond the boundaries of Northern Virginia and continuing to grow. As we look forward to 2023, through another new partnership, a PRS team comprised of a mental health professional and a peer support specialist will offer skills-teaching and supports to persons recently discharged from a hospital behavioral health unit with the goal of reducing rehospitalization rates as individuals navigate the process of connecting to ongoing outpatient services.

In Fiscal Year 2022, we served nearly 1800 individuals and families through our mental health programs. CrisisLink, PRS' contact center, handled over 140,000 calls, texts, and chats – the highest level ever, and with the launch of 988 and statewide expansion, we project that figure to grow to nearly 200,000 in 2023. PRS' workforce has grown 170% in the past year to support our growing services and community need.

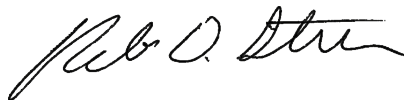
We are excited to share that PRS will be celebrating our 60th anniversary in the coming year! We look forward to sharing more information in 2023.

Thank you for your unwavering support for the benefit of the communities we serve.

Sincerely,



Joe Getch
Chief Executive Officer



Rob Sturm
Chair, PRS 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.



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



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.



In April 2022, PRS was named one of the NonProfit Times 2022 Fifty Best Nonprofits to Work For in the U.S. for the tenth time.

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 Medicaid, government contracts, foundation and corporate grants, private donations and private pay options.

Suicide and Crisis Intervention 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 988 Suicide and Crisis Lifeline, both locally and nationally, supporting communities across Virginia and the United States. PRS CrisisLink's suicide and crisis intervention hotline, textline and chatline are available to anyone in our community that needs immediate emotional support for a mental health or life crisis. Trained Crisis Workers can connect callers, texters or chatters to local mental health or other crisis services and supports. Speak with a trained Crisis Worker any time of the day or night to help you or your loved one through life challenges.

Call or text: 988; Lifeline Chat: 988lifeline.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, as well as 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, textline and chatline are available to all individuals in the community.



RECOVERY ACADEMY DAY PROGRAM

"The Recovery Academy helped me in my recovery to be more stable and to learn more coping skills. I enjoy coming here for structure and meeting people who are going through what I'm going through. I really changed a lot being here. I feel really proud of myself. I became a better person than I was before."

– PRS Recovery Academy Client

PRS Programs

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 an Intensive Psychosocial Rehabilitation Program, Community Readiness and Support, 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, person-centered, 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

HUD funded 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 suicide and crisis intervention hotline, textline, chatline, CareRing (outbound calling support program), and community training and community education.

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.

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.

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.

RECOVERY | COMMUNITY | WELLNESS | SAFETY

90%

of individuals served avoided psychiatric hospitalization.

70%

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

65%

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

85%

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

85%

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

PRS CRISISLINK

141,432 TOTAL CONTACTS HANDLED



84,008

CALLS ANSWERED



2,584

TEXT CONVERSATIONS



28,066

CHATS ANSWERED



26,774

OUTBOUND & FOLLOW-UP CONTACTS MADE
(Phone and Text)

WE SERVED

Recovery Academy Day Programs and Community Readiness Support Program

161

INDIVIDUALS

Employment Services

283

INDIVIDUALS

Community Support Services

326

INDIVIDUALS

Community Housing, LINC and Outpatient

147

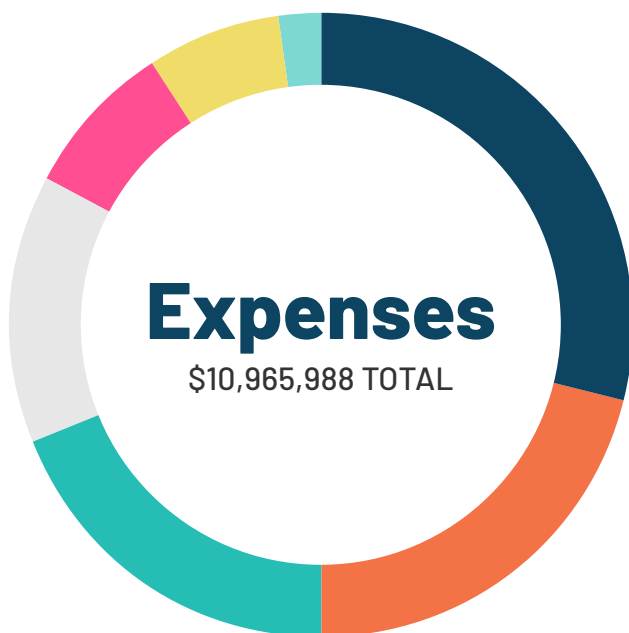
INDIVIDUALS

Peer Services

880

INDIVIDUALS & FAMILIES

- Government Grants & Contracts
\$9,610,153 **76%**
- Contributions & Other Grants
\$2,080,952 **16%**
- Donated Facilities & Services
\$541,601 **4%**
- Other Revenue
\$487,370 **4%**



- 29%** CrisisLink
\$3,184,428
- 21%** Community Services (ES, CSS)
\$2,315,305
- 19%** Psychosocial Rehabilitation (Recovery Academy)
\$2,056,710
- 14%** Management & General
\$1,514,279
- 8%** Other Programs (LINC and Community Housing)
\$873,882
- 7%** Peer Services
\$765,441
- 2%** Fundraising
\$255,943

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.



Laura Clark

PRS CrisisLink
Senior Director



Laura Fonner

Chief Clinical
Officer



Joseph Getch

Chief Executive
Officer



Kathleen Hammond

Director of Outpatient
Services



Emily Hollidge

Director of
Psychosocial
Rehabilitation



Jenifer Liberi

Director of
Compliance and
Training



Jaime Moreus

Director of Human
Resources



Lauren Padgett

Director of Resource
Development



Brian Show

Chief Financial and
Administrative Officer



Nova Washington

Regional Director
of Employment Services



Brittney White

Director of
Peer Services

Board of Directors

As a private nonprofit 501(c)(3), PRS is governed by a Board of Directors.

Robert D. Sturm, Chair
Truist

Len Wolf, Vice Chair
The Wolf Group, P.C.

Paul Di Vito, Secretary
Marketing Consultant

Liz Clark, Past Chair
*Department of Defense Suicide
Prevention Office*

Melissa Garcia
HCA Dominion Hospital

Brian Garner
FPAC, U.S. Department of Agriculture

Linda Lang
Inova Behavioral Health Services

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Brian Meadows
The Alliance Group

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Lomaxis

Kate Robbins
Wolf Den Associates, LLC

Lauren Shields,
Pinnacle Financial Partners

Traci Slivinski
Deltek

Donors

FY22 contributions from private donors and community partners

Hope and Recovery Society Ambassadors (\$10,000+)

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Mr. Alexander Baker and Ms. Kristin Ramkey
Mr. & Mrs. Steve and Mary Cassaday
Cassaday & Company, Inc.
Diamond Hill Capital Management, Inc.
Mr. Paul DiVito and Mr. John Silvia
Ms. Isabelle Evans
Rabaut Family Foundation
Shenny Tomato, LLC
TD Charitable Foundation
The Morris and Gwendolyn Cafritz Foundation
Washington Forrest Foundation

Hope and Recovery Society (\$5,000 - \$9,999)

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Mr. & Mrs. Charles E. Davidow
Mr. & Mrs. Tom Eckert
Mr. Joseph Getch, III
Mr. Glenn Hediger
Mary Lincoln Johnson Charitable Foundation
Mr. Frank Palmer
Mr. and Mrs. Kevin and Kate Robbins
The Community Foundation for Northern Virginia
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Platinum Level (\$1,000 - \$4,999)

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ARG Inc.

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Capital HR Advisors
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Pinnacle Financial Partners

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Robert Wood Johnson Foundation
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RSI
Sage Intacct
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Mr. Benjamin M. Smith, Jr.
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The Truist Foundation
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United Way of the National Capital Area
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Mr. & Mrs. Len Wolf
Mr. & Mrs. Vance Zavela

Gold Level (\$500 - \$999)

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Caring For the Community
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Mr. Matt Chase
Ms. Ronda Cilsick
Mr. Wiley Kem Clawson
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Paylocity
Mr. James Potochny
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Rees Broome, PC
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(\$100 - \$499)**

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Mr. David Clark
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Brette Cox
Ms. Gail F. Crockett
Ms. Kristen Cutforth
Ms. Anne-Marie Daris
Mr. Will David



#CALLTEXTLIVE

PRS recognized Suicide Prevention and Awareness Month throughout the month of September with our #CallTextLive campaign. The annual campaign engages the community in discussing suicide, encouraging people to get help, and provides education, resources, and activities that you can do to show your support for suicide prevention and raise awareness in our community.

PRS Donors (continued)

Daybreak LLC	Mr. & Mrs. John Kehoe	Mr. Frank Policastro
Mr. John DiCamillo	Teri Kinsella	Mr. Richard Pollard
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Bronze Level (Up to \$99)

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FAMILY PEER SUPPORT PARTNER PROGRAM

"Before I met my Family Peer Support Partner (FPSP), I felt like no one could understand what I was going through. I felt like the only parent out there that was going through this. It wasn't until my Family Peer Support Partner came in that she really understood. She navigated the system and had her own experience. Finally, somebody who had been in my shoes. She gave encouragement, and I didn't feel so alone. My Family Peer Support Partner was there every step of the way."

– Parent in the FPSP Program

We take pride in our public and private partnerships with the following agencies and organizations:

988 Suicide & Crisis Lifeline,
Vibrant Emotional Health

Access Hope

Aetna Better Health

Alexandria City Public Schools

Alexandria Department of Community
and Human Services

Alexandria Sexual and Domestic
Violence Services

American Association of Suicidology

American Foundation for Suicide
Prevention

Anthem HealthKeepers Plus

Arlington County Behavioral Health
Care Division (CSB)

Arlington County Emergency Com-
munications Center

Arlington County Public Schools

Arlington County Sheriff's Office

Arlington Partnership for Children,
Youth & Families

The Brain Foundation

Brain Injury Services

Carpenter's Shelter

Center for Nonprofit Advancement

Children's Services Act, Fairfax

Commission on Accreditation of
Rehabilitation Facilities (CARF)

Cornerstones

The Elkington House, LLC

Eric Monday Foundation

FACETS

Fairfax County Department of Public
Safety and Communications (911)

Fairfax County Department of
Administration for Human Services

Fairfax County Department of Housing
and Community Development

Fairfax County Health Department

Fairfax County Office for Women
& Domestic and Sexual Violence
Services

Fairfax County Office to Prevent and
End Homelessness

Fairfax County Public Schools

Fairfax-Falls Church Community
Services Board

Gateway Homes

George Mason University

Healthy Minds Fairfax

Health Planning Region 1
Community Services Boards

Health Planning Region 2
Community Services Boards

Health Planning Region 4
Community Services Boards

Health Planning Region 5
Community Services Boards

INOVA Health Care Systems

INOVA Pace

International Council for Helplines

Leadership Center for Excellence

Loudoun County Department of
Mental Health, Substance Abuse
and Developmental Services

Melwood

Molina

National Alliance on Mental Illness
(NAMI)

NAMI Northern Virginia

National Council
For Mental Wellbeing



MENTAL HEALTH AWARENESS MONTH

PRS recognized Mental Health Awareness Month throughout the month of May with a calendar of mental health tips, resources, and events. PRS hosted a free virtual Lunch & Learn, 'Helping the Helpers: A Training for Caretakers in our Community' to provide mental health support and resources to personal and professional caretakers.

PRS Public & Private Partnerships
(continued)

- New Hope Housing
- Northern Virginia Chamber of Commerce
- Northern Virginia Community College
- Northern Virginia Ideas Exchange
- Northern Virginia Regional Commission
- Optima Health
- Pathway Homes
- Prince William County Community Services Board
- Project PEACE
- Rappahannock-Rapidan CSB
- Recovery Program Solutions of Virginia (RPSV)
- Richmond Department of Emergency Communications (911)
- SAMHSA
- Second Story
- Suicide Prevention Alliance of Northern Virginia (SPAN)
- Sunrise Senior Living
- U.S. Department of Housing and Urban Development
- United Healthcare Community Plan
- United Way of the National Capital Area
- Virginia Association of Community Based Providers
- Virginia Beach Emergency Communications (VB911)
- Virginia Commonwealth University
- Virginia Department of Behavioral Health and Developmental Services



PRS CRISISLINK

"During my time as a Crisis Worker, I have spoken to hundreds of callers. While no two calls are exactly alike, I find callers asking the same question again and again: "Will I be okay?"

It's my most basic impulse as a helper to say: yes, yes you will. But the honest truth is that I can't tell them when days will be bright again. What I can tell them is yes, one day, they will be okay, and this call is one step closer to breathing a sigh of relief. Together, we sit in that uncertainty and that pain, until they are empowered to seek longer term support and explore what life might look like around the corner.

When a caller tells me that they see a way forward, that's when I know I've made a difference. Those calls get me through a shift. Our callers have taught me more about resilience and hope than I ever could have imagined."

– Crisis Worker, PRS CrisisLink



OUTPATIENT THERAPY SERVICES

"I tell my friends how grateful I am to have a therapist who regularly reminds me that continuing to have emotional reactions to situations that continue to exist doesn't make me a bad person or a failure. It seems like common sense, but it makes a real difference to have a professional point out what "should" be obvious. Being able to talk about the coping mechanisms that are working and get professional feedback about it is a bigger deal than I would have expected before experiencing it."

– Outpatient Therapy Client

- Virginia Department for Aging and Rehabilitative Services
- Virginia Department of Health
- Virginia Department of Medical Assistance Services (DMAS)
- Virginia Department of Social Services

- Volunteer Arlington
- Volunteer Fairfax
- Virginia Premier
- Wellness Circle Crisis Stabilization
- Women Giving Back

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

PRS 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 help meet the needs of our programs and those we serve. Volunteers can provide an important connection to the community for both clients and staff. After a two-year hiatus due to the pandemic, we were excited to welcome volunteers back onsite at our Recovery Academies to lead activities for clients. 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!

PRS VOLUNTEER NUMBERS

10,357

HOURS IN FY22

VOLUNTEER VALUE

\$310,192.15

PRS LOVES OUR VOLUNTEERS!



Event Highlights

IMAGINE HOPE HIGHLIGHTS

PRS' annual signature event, Imagine Hope Benefit, was held virtually on Saturday, October 16, 2021 to raise critical funds for PRS. Virtual guests hosted at-home watch parties and enjoyed an evening of inspiring stories of hope, exciting silent and live auctions, and more!



2ND ANNUAL GOLF TOURNAMENT

PRS partnered with The Alliance Group, CBRE & Cassaday & Company to host its 2nd Annual Golf Tournament on May 9, 2022, to raise critical funds for PRS. Hosted at Westwood Country Club, over 100 golfers enjoyed 18 holes, exciting raffle prizes, cocktail reception, and more.



STAFF APPRECIATION DAY

In May 2022, PRS celebrated its incredible staff with a Staff Appreciation Day. Staff enjoyed an outdoor picnic with lunch, games, raffle prizes, photo booth and more. We are so grateful to the staff at PRS who make a difference in the lives of those we serve every day!





Get Involved

Make a difference in your community by helping PRS provide support and resources to individuals 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
- Donating items off PRS' wish list to support our programs: prsinc.org/donate
- Joining our Corporate Partner Program and participating in employee engagement opportunities: prsinc.org/corporate-partners
- Making a financial gift or an in-kind donation, prsinc.org/donate
- Following us on social media:

 @PRSincorporated

 @PRSincorporated

 @PRS_MentalHealth

Make a Donation

Checks made payable to PRS can be mailed to:
PRS; P.O. Box 791756, Baltimore, MD 21279-1756.

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 prsinfo@prsinc.org.

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