

SUBMISSION FORM

All submission forms must include the following information. Separate submission forms must be turned in for each eligible program. **Deadline: Tuesday, April 7, 2026.** Please include this submission form as the first page of your electronic entry. Contact [Gage Harter](#) with any questions.

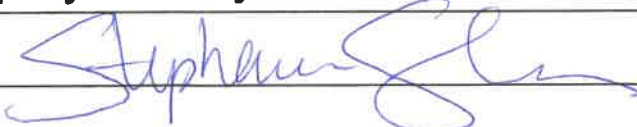
PROGRAM INFORMATION

County: Orange County, Virginia
Program Title: Interactive Opioid Response Viewer
Program Category: Technology

CONTACT INFORMATION

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SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

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Executive Summary

Orange County developed an innovative GIS-based resource navigation tool to replace outdated, fragmented service lists and improve how residents and providers connect to essential supports. Built entirely with existing county infrastructure, the interactive map offers real-time, verified information on behavioral health, substance use treatment, social services, food access, and other community resources. Its mobile-friendly design, GPS-enabled directions, filtering options, and travel-time polygons make it practical for crisis response, case management, and everyday use.

The tool has been widely adopted across public safety, healthcare, behavioral health, social services, schools, and regional health districts. Since its launch in June 2025, it has grown from 138 to 151 resources and received nearly 2,000 views. Users consistently describe it as intuitive, accessible, and highly effective for timely referrals.

In addition to improving navigation, the map highlights service gaps and rural access barriers, supporting data-driven planning and advocacy. Its low-cost, scalable design has generated interest from surrounding jurisdictions, demonstrating its potential for broader replication.

This project transforms information into immediate, actionable access, ensuring residents can quickly find the support they need when it matters most.

Challenge

Orange County identified a significant gap in its ability to connect residents, particularly those experiencing substance use–related crises, with the appropriate services. When the County launched its Opioid Response Program, a central question emerged: How can community members be efficiently connected to the right resources, and how can those resources be better connected to one another?

Initial efforts focused on compiling a comprehensive list of available services. As this list expanded, it became clear that the format itself was contributing to the problem. Individuals in crisis were being handed lengthy, static documents and expected to sift through multiple pages to determine what to do next. This process often created overwhelm, delayed care, and in some cases caused individuals to disengage entirely. The barrier was not the absence of services but the difficulty of navigating them.

The need for a streamlined, accessible navigation solution became clear through direct interactions with residents seeking help, consistent feedback from system partners such as treatment providers, peer support specialists, counselors, Fire & EMS, probation, social services, healthcare providers, and schools, and observations that individuals in crisis were often handed outdated or confusing resource lists that were difficult to interpret or act upon. Across the system, several challenges emerged, including multiple agencies maintaining separate and inconsistent resource lists, information becoming outdated rapidly, limited clarity around eligibility requirements

such as insurance type, age, or necessary documentation, and the substantial burden placed on individuals in crisis to navigate complex, fragmented systems on their own.

Taken together, these factors revealed that the primary issue was not a shortage of resources but a lack of real-time, user-friendly navigation that could guide individuals and providers effectively. This gap underscored the urgent need for a centralized tool capable of simplifying access, improving coordination, and ensuring timely support for community members in need.

Program Implementation & Innovation

Orange County implemented this project in response to the challenges created by long , static resource lists that quickly became outdated and were difficult for individuals in crisis to navigate. To build a more responsive and accessible solution, the Opioid Response Program Coordinator partnered with Orange County GIS Manager and student intern to design and deploy an interactive, GIS based resource map capable of providing real time information and field ready functionality.

The development process focused on creating a tool that was intuitive, accurate, and adaptable. The team conducted data collection directly with service providers to ensure each resource was verified for accuracy, including key details such as services offered, eligibility requirements, accepted insurance types, and location specific information.

This foundational work ensured that the platform offered reliable and actionable guidance for both residents and service professionals.

Key Features

- Mobile friendly platform accessible on phones, tablets, and desktop devices
- Verified resource details including service type, eligibility, and insurance information
- Color coded categories and filtering options for fast, user friendly navigation
- Community submission feature enabling individuals, families, and professionals to recommend additional resources
- Verification workflow ensuring new submissions are reviewed by the Opioid Response Program Coordinator or GIS Manager before appearing publicly
- QR code access for seamless distribution across public spaces, agencies, and outreach materials
- Thirty minute travel time polygons to help visualize geographic access and identify service gaps

Challenges and Solutions to Implementation

- Fragmented and inconsistent data: The team standardized information through direct provider engagement and ongoing data validation.
- Outdated resource lists: The map was intentionally designed as a continuously updated platform rather than a one time publication.

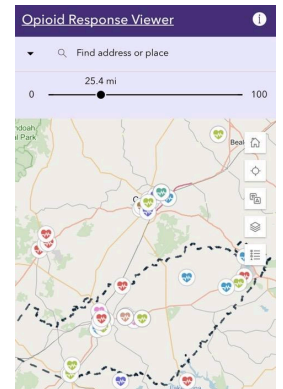


Figure 1: Interactive viewer displaying service site pins

Opioid Response Program Survey: Love Outreach Food Pantry & Clothes Closet (0.75 mi)

Facility Address	252 Blue Ridge Dr, Orange, Virginia, 22960
Facility Name	Love Outreach Food Pantry & Clothes Closet
Facility Phone Number	5402236674
Facility Provided Services	They provide a food pantry & clothes closet for those in need. Visits to the clothes closet are limited to once per month.
Facility Website URL	View
Host & Facilitator	Love Outreach Food Pantry
Other - Service Type	
Requirements/Rules	Information about members of the household (names, phone number, monthly income, etc.) required during first visit. All required information can be found here: https://loveoutreachocva.org/what-we-do/
Resource Type	Housing & Basic Needs Support
Service Type	Food Pantries

Figure 2: Information panel showing services available at the selected site



Figure 3: QR code sticker for agency use and public distribution.

- Navigation barriers during crisis situations: Simplicity, clarity, and mobile usability were prioritized to ensure quick decision making for individuals and providers.
- Cross agency utilization: The tool was incorporated into workflows across public safety, behavioral health, social services, and community organizations to ensure broad adoption.

Today, the GIS resource map is fully integrated into Orange County's service system. By shifting from static documents to a dynamic, visual, and continually updated platform, the county created an innovative and sustainable solution that strengthens navigation, supports cross-agency coordination, and improves access to care for individuals and families seeking help. The platform's design is rooted in real-world use, including crisis response, case management, and outreach, and it reflects the unique needs of a rural community by accounting for geographic distance, transportation barriers, and the location of services both inside and outside county lines. Its ability to provide accurate, shared information across multiple systems improves coordination, reduces fragmentation, and supports rapid decision-making. Because it was built on existing county infrastructure and includes mobile access, QR codes, and community-submitted updates with verification, the tool remains accessible, accurate, and easily replicable for other jurisdictions.

Cost and Funding

This project was implemented using existing county resources, making it a low-cost, high-impact initiative that required no new funding or external contracts.

Orange County leveraged its established GIS infrastructure, which already supported mapping, data management, and system updates. Because the platform was built entirely within this existing environment, no additional software purchases, licenses, or vendor fees were necessary.

The project's development relied on staff time that was already funded through operational budgets associated with opioid response efforts, public health coordination, and GIS services. Key contributors included the Opioid Response Program Coordinator, who led data collection and resource verification; the County GIS Manager, who developed and maintained the mapping platform; and a student intern who supported data entry, testing, and feature refinement. Their combined expertise eliminated the need for outside consultants.

Ongoing maintenance continues to be supported through routine staff responsibilities. The resource map is updated by the GIS Manager and Opioid Response Program Coordinator as part of their regular workloads, ensuring sustainability without added cost. The community submission feature further supports continuous improvement by allowing residents and providers to recommend new resources, which are verified internally before publication. By relying solely on existing capacity, Orange County demonstrated strong fiscal stewardship and showed that meaningful innovation can be achieved without new funding streams.

Results and Impact

The interactive resource map has significantly transformed how residents, service providers, and county agencies access and connect to services in Orange County. By replacing outdated, fragmented lists with a real time, GIS driven tool, the county has strengthened coordination, improved service navigation, and reduced barriers to care. At the system level, the map has been adopted across multiple agencies as a shared referral tool. Its use has improved coordination between public safety, behavioral health, healthcare, and social services by ensuring all partners rely on the same verified, up to date information. Agencies report reduced time spent searching for resources, calling providers to confirm details, or manually tracking changes. The tool has become a central component of cross agency workflow, especially for staff responding to individuals in crisis or individuals needing rapid access to treatment, housing, food support, or health services.

The community impact has been equally significant. The map increases the visibility and accessibility of local services, allowing individuals and families to identify nearby supports independently. Residents can easily filter services, view eligibility requirements , and use integrated directions to travel directly to the resource they need.

This reduces delays, frustration, and the likelihood of disengaging from help-seeking efforts. By simplifying the navigation process, the tool removes major barriers for people seeking substance use treatment, mental health support, food assistance, or other essential services.

Usage and reach continue to grow. The tool is regularly used and shared by substance use treatment providers, counselors, peer recovery specialists, the local Community Services Board (Encompass Community Supports), regional and local health districts, Fire & EMS, probation, law enforcement, local jails, juvenile detention centers, social services, schools, healthcare providers, food access programs, and county residents. Its adoption across diverse sectors underscores its value as a universal, easy to use navigation resource.

Feedback from both community members and service providers has been overwhelmingly positive. Users consistently report that the map is: Easy to navigate, intuitive in design, and effective in quickly identifying and connecting to appropriate resources. Service providers have described the tool as a “game changer” for making timely, accurate referrals, especially in crisis situations where speed and clarity are critical. This positive reception has reinforced the tool’s value and contributed to its rapid adoption across agencies.

Since its release on June 23, 2025, the map has received 1,954 views, averaging approximately seven per day. The tool launched with 138 resources and has grown to 151 verified listings, reflecting continuous expansion driven by community submissions and agency collaboration. The project has also generated interest from surrounding localities and state-level partners, demonstrating its scalability and potential for replication. By improving access, reducing navigation challenges, and strengthening coordination across systems, Orange County’s GIS based resource map has produced measurable and sustainable community impact.