



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: Prince William County

Program Title: Crisis Receiving Center Complex

Program Category: Health & Human Services

CONTACT INFORMATION

Name: Lisa Madron

Title: Executive Director

Department: PWC Community Services

Telephone: 703 792-7877

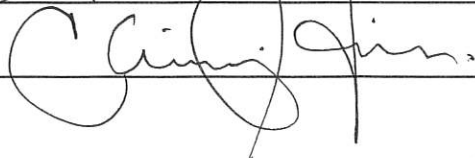
Website: <https://www.pwcva.gov/department/community-services/board>

Email: Lmadron@pwcgov.org

SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: CHRISTOPHER J. STAPLER

Title: COUNTY EXECUTIVE

Signature: 

Prince William County – CRC Executive Summary

Prince William County Crisis Receiving Center (CRC) Complex — A Regional, First-of-Its-Kind Solution to Behavioral Health Crises

In March 2021, the Prince William County Board of County Supervisors directed staff to explore establishing a regional Crisis Receiving Center and Crisis Stabilization Unit to address increasing psychiatric needs, state hospital census issues, public safety strain, and emergency room boarding. Prior to the CRC opening, Prince William County had the highest percentage of residents in Northern Virginia placed out of region for inpatient psychiatric care.

Opened in October 2025 for adults and December 2025 for youth, the CRC provides 24/7/365 walk-in crisis care, 23-hour observation, residential crisis stabilization, withdrawal management, and voluntary and involuntary admissions. The facility includes 16 adult and 16 youth CSU beds, as well as 16 observation recliners for each population. Developed through strong state and local partnerships—including DBHDS, Governor and General Assembly support, and a vendor partnership with Connections Health Solutions—the CRC integrates nine co-located PWC Community Services programs and a Peer Recovery Hub.

Since opening, the CRC has served 883 individuals and reduced ER psychiatric boarding by 66%, reduced police hours spent on mental health calls by 900 in the first month, and decreased out-of-area placements from 43% to 8%. The CRC Complex serves as a premiere, replicable model for Virginia localities.

Narrative Draft – VACo Achievement Award Entry

Contact: Lisa Madron, LCSW, CTS- Executive Director, PWC Community Services, 8033

Ashton Avenue, Suite 103, Manassas VA 20109-Office: 703-792-7877

Prince William County Regional Crisis Receiving Center Complex

The Prince William County Crisis Receiving Center (CRC) Complex represents a first-of-its-kind regional solution to the rising demand for behavioral health crisis care in Northern Virginia. Its creation stems from the championship by Supervisor Andrea Bailey and a clear and urgent directive issued by the Prince William County Board of County Supervisors in March 2021, when the County confronted mounting pressures across the entire behavioral health safety net. At that time, inpatient psychiatric beds were scarce, state hospital admissions were constrained, and local emergency departments were overwhelmed by individuals in crisis who often waited many hours for placement. Law enforcement officers were routinely diverted from community policing to remain with individuals under custody orders, and families—particularly those seeking youth services—had limited options close to home.

Recognizing that these challenges would not abate without bold structural change, the Board directed staff to design, finance, and implement a regional Crisis Receiving Center and Crisis Stabilization Unit that would offer immediate, high-quality intervention. This direction launched a multiyear effort that culminated in the establishment of the CRC Complex, a purpose-built, fully licensed, 24/7/365 facility offering adult and youth crisis

services in developmentally appropriate, safe, and distinct spaces. The Adult CRC opened on October 28, 2025, followed by the Youth CRC on December 1, 2025—making the Complex one of the very few centers in Virginia to offer comprehensive services for both populations under one roof.

Before the CRC opened, Prince William County had the highest percentage of residents in Northern Virginia who had to go out of region for inpatient psychiatric care. In FY2022, 54% of all individuals under a Temporary Detention Order had to go out of area, to find an inpatient psychiatric bed. Even immediately prior to the CRC opening, 43 percent of residents under TDOs were still sent out of region due to bed shortages. The CRC has changed that reality. Today, individuals can receive rapid stabilization close to home, often without needing inpatient hospitalization at all.

The CRC Complex incorporates an innovative, nationally recognized care model pioneered by Connections Health Solutions, the facility's operating partner selected through competitive procurement. Connections' 23-hour observation and short-term stabilization model allows individuals to be assessed and treated immediately by an interdisciplinary team that includes psychiatric providers, a medical doctor, nurses, clinicians, mental health technicians, and peers. Services include rapid evaluation, on-site medication management, withdrawal management, voluntary and involuntary crisis stabilization, and warm handoffs into ongoing community-based care.

Page 3- PWC Regional Crisis Receiving Center Complex

The Complex contains 16 adult crisis stabilization beds, 16 adult observation recliners, and parallel youth capacity of 16 beds and 16 observation recliners. Co-located within the building are nine Prince William County Community Services programs and an embedded Peer Recovery Hub, allowing for seamless transitions and ensuring that individuals leaving crisis care remain connected to the support they need. This arrangement strengthens treatment adherence, reduces recidivism, and reinforces the County's "no wrong door" commitment.

The creation of the CRC was made possible through extensive collaboration across multiple sectors. The Board of County Supervisors catalyzed initial funding with a \$2.7 million commitment for Phase I adult services. State partners, including DBHDS, the Governor, and the General Assembly, provided targeted youth services funding, including \$2.1 million for initial operations and \$2.25 million in FY24 to fully open youth capacity. Additional one-time grants from HRSA and the Potomac Health Foundation supported elements of the facility buildout. Local hospitals, law enforcement agencies, and community organizations shaped operational protocols and development planning, ensuring coordinated regional impact.

Since opening, the CRC has delivered measurable and transformational results. As of March 30, 2026, the Complex has served 883 individuals, including 694 adults and 189 youth. Emergency department boarding times for psychiatric patients have fallen sharply, with waits longer than eight hours reduced by 66 percent by February 2026. Law enforcement has regained hundreds of hours previously spent guarding individuals during behavioral health

crises; in the first month alone, more than 900 officer hours were returned to community policing. Most significantly, out-of-area TDO placements have dropped from 43 percent to just 8 percent, keeping individuals and families closer together and reducing transportation-related strain on the regional system.

The CRC Complex is more than a facility—it is a model for how counties can address behavioral health crises through innovation, partnership, and strategic investment. It merges the speed and medical safety of a psychiatric emergency department with the flexibility and stabilization focus of a crisis stabilization unit. Its design reflects the latest trauma-informed principles and supports visibility, safety, and dignity for those in crisis. And through integrated services and cross-agency collaboration, the CRC has become a regional asset for Alexandria, Arlington, Fairfax, Loudoun, and Prince William County residents alike.

Looking ahead, the CRC Complex remains committed to continuous quality improvement. Joint data reviews, regional coordination, workforce development efforts, and policy alignment with state partners ensure that the program will continue evolving in response to community needs. The performance tracking—covering diversion, throughput, stabilization outcomes, and developing post-discharge engagement—provides a replicable blueprint for other localities seeking to strengthen crisis response systems.

Ultimately, the Prince William County Crisis Receiving Center Complex demonstrates what is possible when local leadership, state partners, health systems, and community organizations unite behind a shared vision: a system where individuals experiencing crisis

receive immediate, compassionate, and effective care; where families remain connected; where public safety systems are supported rather than strained; and where recovery is reinforced through strong community partnerships. The CRC Complex stands as a premier model for Virginia and an example of how counties can transform crisis care with measurable, lasting impact.

Page 6- PWC Regional Crisis Receiving Center Complex

This initiative was supported by the following individuals and Teams collaborating for a better behavioral health crisis system in our county.

Prince William County Board of County Supervisors and Executive Leadership-

Deshundra Jefferson, Margaret Franklin, Andrea Bailey, Victor Angry, Yesli Vega, Tom Gordy, Kenny Boddye, George Stewart; County Executive- Christopher Shorter and Deputy County Executive – Elijah Johnson

PWC Community Services-Lisa Madron, Georgia Bachman, Elise Madison, Heather Baxter,

Robyn Fontaine, Mike Goodrich, Diana Arana, Princess Clark-Wendel and The PR Committee and many other supporting staff.

PWC FFM Team- Matthew Villareale, Ali Haddad, Carl Brewer, Mike Gibbs, Mathew Pastore,

Dennis Flynn, Liam Booth, Randy Hommas, Donald Flory, Vernon Anderson, Samuel Perez, Christopher Loftus, Nandita Nukherjee and many other team members.

PWC Procurement Team: Shana Terry, Tranice Allen

Connections Health Solutions Team- Colin LeClair, Matt Miller, Morgan Matthews, Sarah

Lopez, Linda Studer-Ellis, Cassie Levitte, Holly DuBois, Alexis Mapes