

N R V C S

NEW RIVER VALLEY COMMUNITY SERVICES

ANNUAL RETURN ON INVESTMENT REPORT



EXECUTIVE DIRECTOR'S MESSAGE

Moving forward and embracing change can be difficult - even in the best of circumstances. I suppose that's why I take such pride in knowing that our agency has been able to navigate the myriad of challenges brought on by the COVID-19 pandemic over the past year.

That's not to say that NRVCS has cleared all hurdles without our share of scratches and bruises. Far from it. Like most other organizations and businesses, we have had to scramble to address staffing needs, change policies and procedures, and implement practices to further protect the health and well-being of our clients, our employees, and the greater community.

Even with that, we managed to continue meeting the ever-growing demand for our services. The overall increase noted on the next page (2.15%) might appear insignificant at first glance, but in the context of our new 'normal,' any positive gains are to be applauded.

So, how did WE do it? I can offer 765 reasons. As you'll see on Page 3, that's the total number of employees at NRVCS as of June 30, 2021. And, while this message won't allow the space to list each employee individually, every one of them have played a role in helping not only our agency - but our community - weather the storm.

My position as Executive Director affords me the opportunity to see and hear about the incredible and, yes, sometimes heroic, efforts of our team members on a regular basis. Where would our community be without these compassionate, hard-working individuals who give so much of themselves to improve the quality of life for others?

The benefactors of those efforts and that level of care - our consumers, or "clients" - are also worthy of praise. The COVID-19 pandemic has tested each of us in some way, so I encourage you to take pause and consider how difficult this global health crisis has been for individuals who live with mental health and substance use disorders, or those with developmental disabilities. Just like our staff, our clients have also been forced to adapt to changes in service delivery, restricted access to community resources, and diminished socialization.

ON THE COVER

"Serenity" - acrylic on wood panel, 10" x 10"

Art by Chris Rakes, a 2021 graduate of the Pulaski County Adult Drug Court Treatment Program

Sadly, we know that these same struggles have been a contributing factor in the record number of overdoses our nation saw in the past year. According to the Centers for Disease Control and Prevention, more than 100,000 Americans lost their lives to the disease of addiction in the 12-month period ending in April 2021.

This is why treatment programs like our local Drug Courts are so incredibly important. Rather than simply dismissing individuals with substance use disorders as criminals, this collaborative initiative provides structured support and actual treatment for addiction issues, giving program participants the opportunity to establish a strong foundation of recovery as they rebuild their lives.

Chris Rakes is a shining example of what is possible when someone receives appropriate levels of care. While he is a recent graduate of the Pulaski County Adult Drug Treatment Court Program, Chris is also an incredibly talented artist (as you've already seen from the cover of this report) and a new father! You'll hear more from Chris on Page 5.

I encourage you to also take time to read our profile on Lori Trail, who has been instrumental in establishing Drug Court/Recovery Court programs in all five jurisdictions served by NRVCS.

Finally, since our annual Return on Investment (ROI) report does focus on community impact, we've included data from a recent analysis and evaluation of our local Drug Court programs. This impact study was conducted by the Virginia Tech Institute for Policy and Governance.

As you'll see, the benefits of this program reach far beyond the individual and their family - something that I think could be said for most of the services offered through NRVCS.



James Pritchett, LCSW
Executive Director



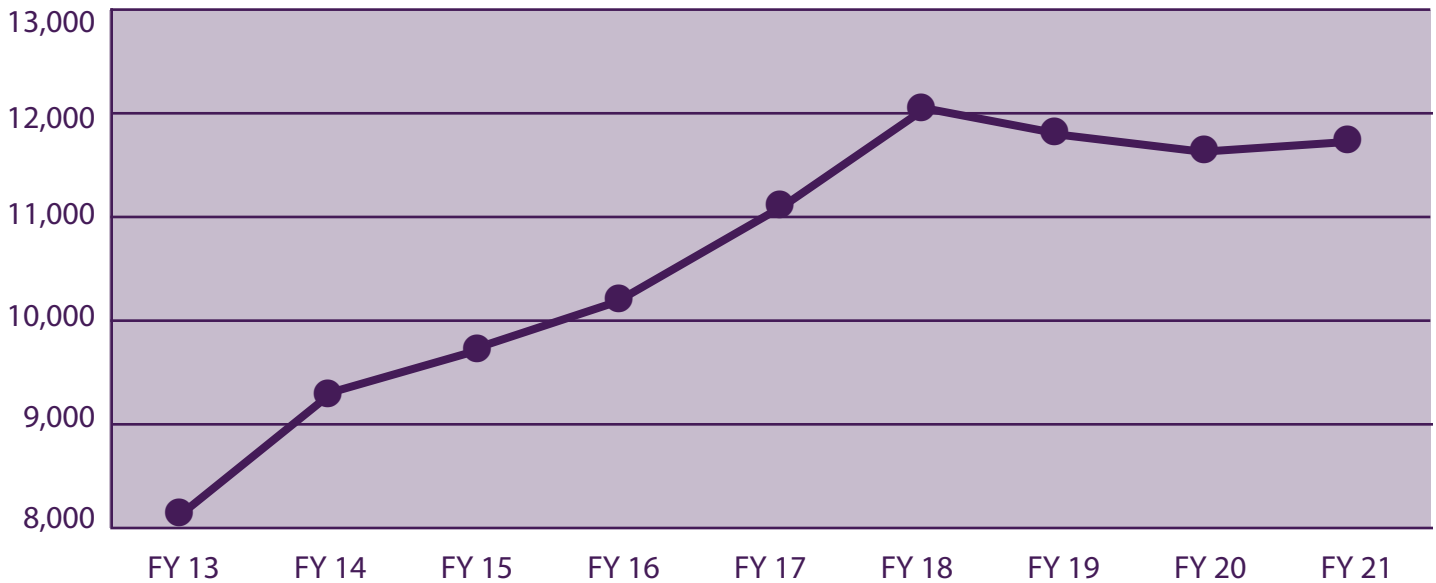
ANNUAL Return On Investment (ROI) Report

FISCAL YEAR 2021

TOTAL NUMBER OF
RESIDENTS SERVED
IN FISCAL YEAR 2021

11,794

Our overall service numbers
increased 2.15%
from the previous year.



People & Services | FY 2021

Total Unduplicated Number of Individuals Served: Fiscal Year 2021

	Mental Health Disorders	Substance Use Disorders	Developmental Disabilities	Minors (under age 21)	Adults (21 and over)
Floyd County	480	67	79	337	366
Giles County	924	132	82	520	730
Montgomery County	2,702	306	286	1,818	2,215
Pulaski County	2,164	325	141	1,017	1,880
City of Radford	882	103	53	491	755
Other (outside NRV)	665	61	42	398	1,267
TOTALS	7,817	994	683	4,581	7,213

STEWARDSHIP of FUNDING & ECONOMIC IMPACT

FY 2021 REVENUE & EXPENSES

REVENUE	
Federal Funds	\$5,350,641
State Funds	\$15,612,395
Local Funds	\$601,504
Fees	\$33,387,911
Other Funds	\$4,173,755
TOTAL	\$59,126,206

EXPENSES	
Personnel	\$39,206,406
Operations	\$15,453,223
TOTAL	\$54,659,629

SURPLUS/(DEFICIT)	\$4,466,577
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For every dollar of direct local funding provided to NRVCS in Fiscal Year 2021, the agency generated **\$97.30** from other sources.

NRVCS continues to be one of the New River Valley's largest employers. As of June 30, 2021, the agency employed 765 full- and part-time staff and had paid over \$39.2 million in compensation and benefits.

Using standard methods of economic impact analysis, it is estimated that NRVCS may have supported an additional 441 jobs in the community, as well as over \$13.9 million in additional labor income, resulting in a ripple effect of additional economic output of more than \$26 million in Fiscal Year 2021.¹

¹ Using the IMPLAN economic modeling system's estimation and analysis.

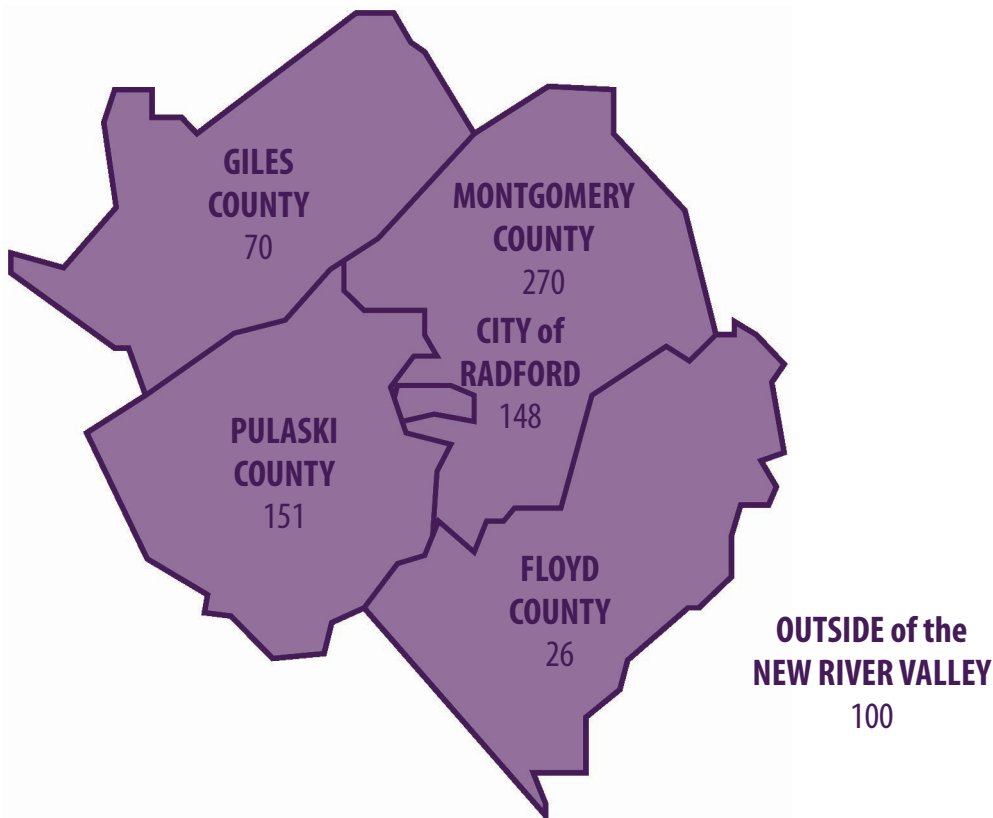


\$80,950,911

Estimated total impact of NRVCS on the local economy¹

NRVCS STAFF: WHERE WE LIVE

The majority of our 765 employees also live and pay taxes in the very communities we serve.



Standing against becoming just another statistic: The story of my recovery journey

By Chris Rakes



Fighting the fierce battle of drug addiction for over a decade, I was staring at the crossroads.

I could no longer function in society, paralyzed from this debilitating disease. I was dredging in my “rock bottom” for quite some time and contemplating various ways of my demise. I could never smother the light inside me knowing there’s something more to life. Swallowing my shame and guilt, I ushered my way through seeking help and getting into treatment. During my time spent detoxing, I reached out for help and identified ways to start anew. That monumental decision was the beginning of the end.

Lingering over my head meanwhile were criminal charges (due to my addiction) that needed to be addressed. Once I understood I could not do it alone and that it was okay to ask for help, I started my journey.

I was presented with an excellent opportunity to become a participant in the Pulaski County Drug Court program. Relieved and eager to experience a new life, I was also hesitant at first - yet succumbed to the ideal of creating a better future. At the time, I was fully unaware of the extent the program would support me in building the foundation of recovery.

In the beginning, I was exploring healthy ways to fill my free time when not involved in my recovery or work. I have always felt drawn to art. I feel free, able to express my emotions without any trace of anxiety in that moment. This has become crucial to decompressing my stresses from life.

The last year and six months I’ve been gathering lost pieces of my life, astonishing myself in the process. I’m working on starting up my art business. There are torn family relationships that are healing and now feel closer than before. I’ve built a healthy network, thriving with a solid foundation and the drive to never stop trying.

The notion of my past shortcomings fuel my achievements. There is clarity in my mind, an increased sense of self-dignity, and I’m learning to love myself. This does not mean recovery has not presented me with challenges, I just don’t have to use [drugs] when they arise. Amazes me!

Find your light, your desire and don’t give up!

NRVCS STAFF SPOTLIGHT

LORI TRAIL

Drug Court Program Coordinator

By Mike Wade / NRVCS
mwade@nrvc.org

One would imagine that Lori Trail's official job description isn't much different from what might be found in other professional settings. It's bound to include sections that cover things like performance objectives, knowledge and abilities, and a list of major duties and responsibilities.

Those formalities aside, it doesn't take long to understand the overall impact of Trail's work as Program Coordinator of the New River Valley's Drug Court/Recovery Court Programs. Simply put, she saves lives.

"I believe what we do with this program matters because we see the value and worth of people who come into Drug Court that are struggling with addiction," says Trail. "They deserve a second chance at life and it's certainly better than going to jail or dying from their substance use disorder."

Trail has been with NRVCS for more than 12 years. She was first hired on as the agency's Intensive Care Coordinator, working with families who had children either at-risk of, or returning from foster care. Prior to that, she spent four years as a juvenile probation officer and was Director of Montgomery County's Office on Youth for nine years.

It was during her previous positions that Trail began to establish a working relationship with the Honorable Marcus Long, now retired. When Long initiated a collaboration with NRVCS officials to develop the local Drug Court program, he made it clear there was only one person for the job – and that was Lori Trail.

"She's been referred to the engine that makes the Drug Court program run and I think that's very accurate," notes NRVCS Executive Director James Pritchett. "She's passionate, she's dedicated to her work, and she's incredibly skilled – not just in operating the program but in also making sure that the appropriate stakeholders are both informed and engaged."

"Our success in this program simply would not have been possible without Lori," Pritchett adds. "She is a true asset to our agency, the Drug Court program, and our community as a whole."

The first local Drug Court program was started in Pulaski County in the winter of 2014. Since that time, the program has expanded and is now active in all five jurisdictions served by NRVCS. A total of 60 individuals have now graduated the program. According

Continued on next page



Lori Trail

to Trail, there are currently 71 participants enrolled in New River Valley's Drug/Recovery Courts as of December 3, 2021.

Drug Court is an alternative to incarceration for non-violent offenders who have substance use-related charges. Participants are actively engaged in treatment while engaging with the courts and probation on a routine basis. While participants are ultimately responsible for their charges, Trail notes that Drug Court/Recovery Court provides the support and structure many need to overcome their substance use disorders.

"This experience has really exceeded my expectations," explains Trail. "I didn't understand - or know - what to expect in the beginning, but what I've learned is that behind that addiction is a human being - someone's child, a brother, a sister, or a friend."

She goes on to say that over the 18 months to two years that most participants spend in the program, she and other members of each jurisdiction's Drug Court treatment teams are able to develop strong relationships with those participants and gain a better idea of what has caused their addiction and subsequent legal issues.

"With many of the individuals we work with, you can clearly see the trauma that's led them to where they are," adds Trail, "and I think if you are able to understand how that impacts the brain and the science behind it, you find yourself having a greater level of compassion for people who struggle with substance use."

Trail's efforts have earned her statewide accolades. In 2019, she was formally recognized by the Virginia Supreme Court for her work to help establish drug court programs in the New River Valley. As a result of her "contribution and commitment" to Drug Court, Trail was given the unique honor of being added to the state Supreme Court's Wall of Fame in Richmond.

"What many people fail to realize is that recovery is not a linear thing," says Trail. "This job helps you see the guilt and shame that comes with relapse - participants who see success for the first time and then return to use feel that deep sense of disappointment and it's difficult to see them struggle with that."

"But we're always quick to remind them - it was a process for you to get addicted, so it's going to be a process for you to get well," says Trail.

Annual Impacts of the NRV Drug Courts

Economic Output in the NRV = \$1,087,943

Tax Revenues for Local Governments = \$14,295

Cost Savings Per Person for Alternative to Incarceration = \$9,351 - \$45,893

Return on Investment to Local Governments = 4 to 1

Source: Virginia Tech Office of Economic Development - Institute for Policy and Governance, Center for Public Health Practice and Research

Virginia Tech impact study shows value of NRV drug court programs

BLACKSBURG - Drug Treatment Court programs in the New River Valley are not only improving the lives of individuals and families affected by substance use disorders, they are having a positive impact on the region's economy and quality of life.

That was backed up by a recent Impact Analysis and Program Evaluation Summary completed by Virginia Tech's Office of Economic Development with the Institute for Policy and Governance at the Center for Public Health Practice and Research.

From April to September 2020, the Tech team (consisting of Mary Beth Dunkenberg, Lara Nagle, Sarah Lyon-Hill, Neda Moayerian, and Sophie Wenzel) conducted a mixed-methods case study analysis to assess individual, community, and regional programmatic and fiscal impacts of the New River Valley's Drug Treatment Court program. This included interviews with key stakeholders and participants, along with a participant survey. The assessment was funded by the Virginia Higher Education Opioid Consortium.

Eighty-five percent of participants interviewed responded "definitely yes" when asked if they felt they would be successful staying in active recovery and avoiding drug-related behaviors following their involvement with the drug court program. Another 13% of participants when asked

the same question.

Families also see benefits from the program, including: improved relationships with parents, spouses, and/or children; regained custody of children; and prevention of children born with neonatal abstinence syndrome (NAS). According to the study, Drug Courts can save roughly \$197,000 annually in reduced foster and neonatal infant care.

The study also noted that Drug Court helps create 19 new workers annually, ensuring an additional \$12,000 in state income tax revenue. Additionally, each participant performs at least 100 hours of community service, providing over 5,800 hours of community service each year. This equates to more than \$42,000.

Annual impacts of the New River Valley's Drug Court programs on local government and budgets were also noted in the study. The overall economic output in the region directly connected to Drug Court is \$1,087,943, including \$14,295 in generated tax revenue for local governments.

Because Drug Court is an alternative to incarceration, those annual savings range from \$9,351 to \$45,893 per person.

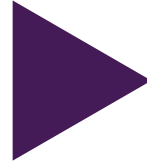
Based on the study's findings, Drug Court provides a 4 to 1 Return on Investment (ROI) for local governments. (See infographic on next page for details.)

New River Valley Adult Drug Treatment Courts

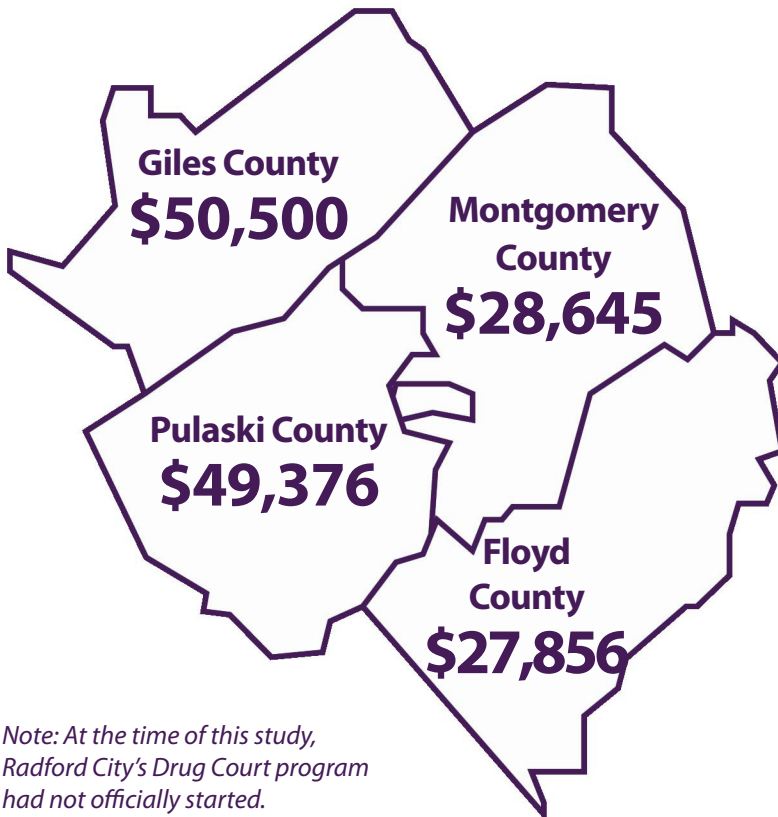
4-to-1

Return on Local Investment

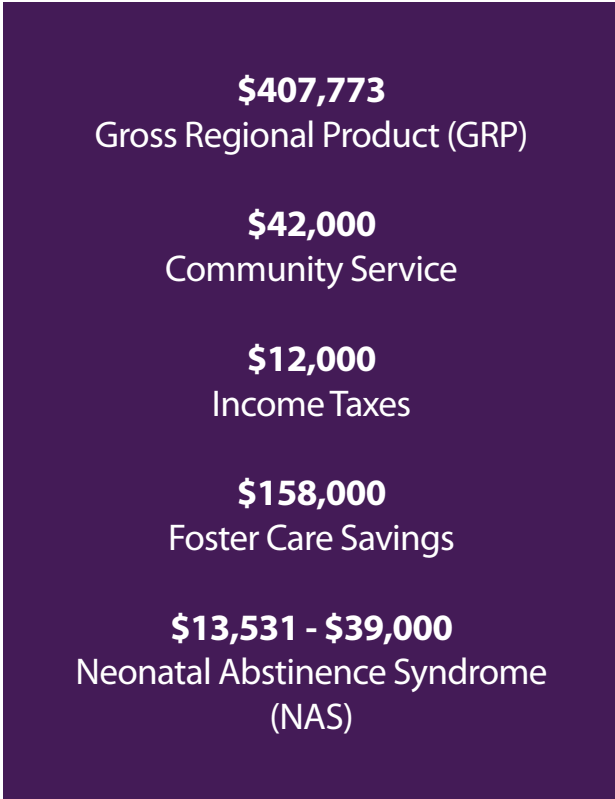
**(\$156,377)
Local Government
Investment**



**\$633,304 - \$658,773
Community
Benefits**



Note: At the time of this study, Radford City's Drug Court program had not officially started.



Source: Virginia Tech Office of Economic Development - Institute for Policy and Governance, Center for Public Health Practice and Research



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