

# N R V C S

NEW RIVER VALLEY COMMUNITY SERVICES



ANNUAL RETURN ON INVESTMENT REPORT

# EXECUTIVE DIRECTOR'S MESSAGE

As you'll see on Page 6 of this report, New River Valley Community Services (NRVCS) provided direct services to 12,276 individuals across our region in Fiscal Year 2023. This is the highest volume of consumers we have ever served in a 12-month period, and the number is indicative of the steadily growing demand for behavioral health treatment our agency has witnessed over the past decade.

Keeping pace with this increased level of need is certainly challenging and while there is always room for improvement, I continue to be both proud of - and impressed by - the dedication, passion, and effort that our team gives each day toward enhancing the lives of New River Valley residents.

Our ongoing work at NRVCS is very much in alignment with Governor Glenn Youngkin's "Right Help, Right Now" plan to improve Virginia's behavioral health care system - an initiative that was first launched in 2022. The Governor's comprehensive plan has identified six key areas to address over a three-year period. With that in mind, I wanted to take this opportunity to briefly touch upon just some of what NRVCS is doing to support this initiative at the local level.

**1. Offer Same-Day Care for Behavioral Health Crises:** We continue to offer same-day appointments at our primary clinics in Blacksburg and Radford.

**2. Relieve Law Enforcement Burdens & Reduce Criminalization of Mental Health:** The addition of our Crisis Receiving Center in Radford offers a viable option for individuals in need of urgent care and in many cases can eliminate the need for law enforcement involvement. We also continue to work closely with regional law enforcement partners to implement the Marcus Alert locally.

**3. Expand Capacity to Serve People:** As mentioned at the beginning of this message, we continue to challenge ourselves to keep pace with the growing demand for services. This requires innovation, collaboration, and hard work.



## ON THE COVER

*An early fall afternoon along the rolling hills of Floyd County. Photograph by Mike Wade*

**4. Target Support for Substance Use Disorders & Overdose:** In addition to expanding capacity of our Drug/Recovery Treatment Courts and peer-based supports, we continue to be a leader in promotion of harm reduction and overdose prevention. Our ongoing #EndOverdoseNRV campaign has not only helped call attention to the issue, but also challenged the stigma and layers of misconceptions that surround it.

**5. Strengthen Behavioral Health Workforce:** NRVCS has successfully implemented a two-year Staff Compensation Plan to increase compensation of our employees, which will help us retain quality staff.

**6. Identify Innovations to Close Capacity Gaps:** Recognizing the increased number of community members who are considered homeless in our region, NRVCS has been working with various stakeholders to partner on efforts that will address the various needs of these individuals and families.

Again, this is only a snapshot of what NRVCS is doing to support our community. I encourage you to read through this report to learn about more of the amazing work of our team.



James Pritchett, LCSW  
Executive Director

A publication of New River Valley Community Services  
700 University City Boulevard | Blacksburg, VA 24060  
Business calls (540-961-8300)  
Referrals/First Appointments (540-961-8400)  
Crisis Services: Call 9-8-8

Visit us online at [nrvc.org](http://nrvc.org)  
Follow us on Facebook, X (Twitter), YouTube & LinkedIn



**2022 Community Impact Award:** In November 2022, NRVCS received the Pulaski County Chamber of Commerce’s annual “Community Impact Award,” accepted in partnership with the Pulaski Community Partners Coalition (PCPC), at the Chamber’s annual meeting and awards banquet. Accepting the award were (from left) Anthony Akers, Pulaski County Assistant Administrator/PCPC Chair for 2022/NRVCS Board Member; NRVCS Executive Director James Pritchett; and Mike Wade, NRVCS Coordinator of Community Wellness and Outreach. (File photo)

## NRVCS earns top ranking in “Best of Virginia” publication

New River Valley Community Services (NRVCS) was named as the number one counseling or therapy practice in the Southwest Virginia region, based on voting in *Virginia Living’s* 12th Annual “Best of Virginia” Readers’ Survey.

According to publishers, more than 50,000 readers across the Commonwealth submitted votes via the survey. Southwest Virginia is among five different regions included in the voting, along with the Shenandoah Valley, Central Virginia, Eastern Virginia, and Northern Virginia. “Counseling or Therapy Practice” was one of the categories included in health services. The survey also provided readers an opportunity to select favorite restaurants, shopping, and recreational opportunities. The publication lists first, second, and third place winners for similar categories in each of the five regions.

This marks the first time NRVCS has been included in the publication.





# ANNUAL Return On Investment (ROI) Report

FISCAL YEAR 2023

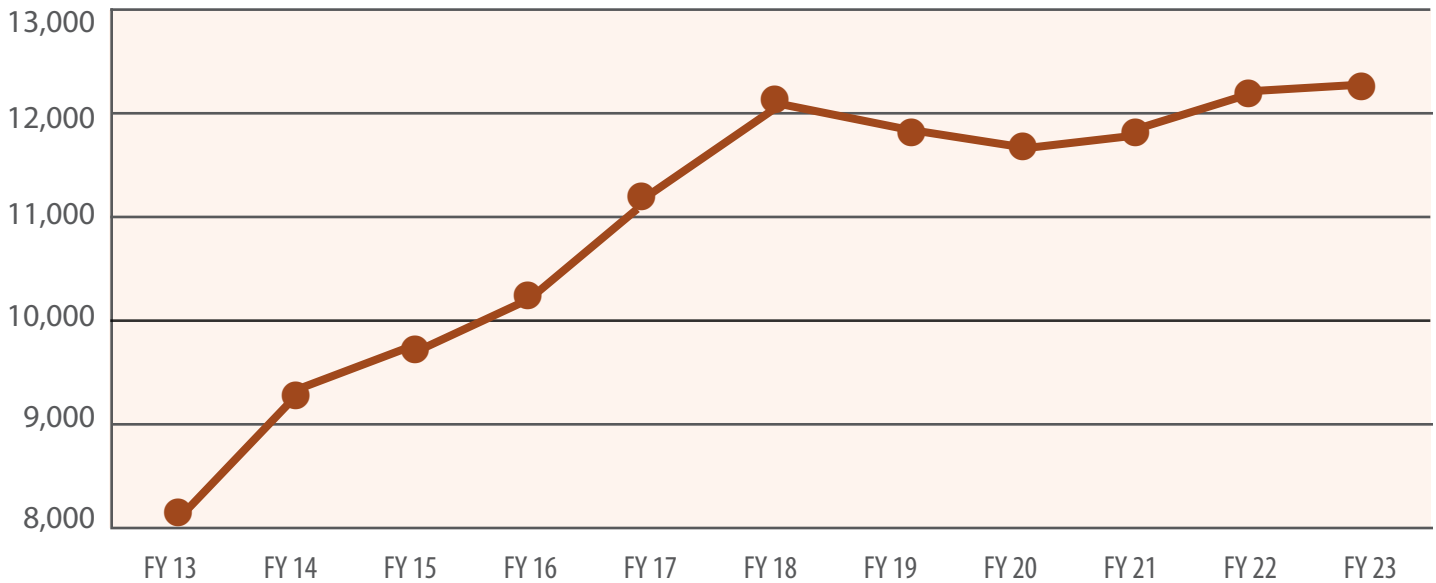
# 12,276\*

**TOTAL NUMBER OF  
RESIDENTS SERVED  
IN FISCAL YEAR 2023**

# ▲ 1.2%

\*Unduplicated number of individuals served.

Increase in overall service numbers  
from previous year.



## People & Services | FY 2023

### Total Unduplicated Number of Individuals Served: Fiscal Year 2023

	Mental Health Disorders	Substance Use Disorders	Developmental Disabilities	Minors (under age 21)	Adults (21 and over)
Floyd County	483	52	74	351	377
Giles County	868	136	85	570	660
Montgomery County	2,863	300	256	1,953	2,299
Pulaski County	1,981	294	132	1,072	1,765
City of Radford	942	109	54	559	791
Other (outside NRV)	468	39	66	671	1,285
<b>TOTALS</b>	7,605	930	667	5,176	7,177

# STEWARDSHIP of FUNDING & ECONOMIC IMPACT

## FY 2023 REVENUE & EXPENSES

### REVENUE

Federal Funds	\$4,823,905
State Funds	\$17,789,181
Local Funds	\$680,532
Fees	\$38,829,332
Other Funds	\$3,630,968
<b>TOTAL</b>	<b>\$65,753,918</b>

### EXPENSES

Personnel	\$42,041,573
Operations	\$16,519,601
<b>TOTAL</b>	<b>\$58,561,174</b>

<b>SURPLUS/(DEFICIT)</b>	<b>\$7,192,744</b>
--------------------------	--------------------

For every dollar of direct local funding provided to NRVCS in Fiscal Year 2023, the agency generated **\$95.62** from other sources.

NRVCS continues to be one of the New River Valley's largest employers. As of November 30, 2023, the agency employed **771** full- and part-time staff and had paid over **\$42** million in compensation and benefits.

Using standard methods of economic impact analysis, it is estimated that NRVCS may have supported an additional **444** jobs in the community, as well as over **\$14.9** million in additional labor income, resulting in a ripple effect of additional economic output of more than **\$28.2** million in Fiscal Year 2023.<sup>1</sup>

<sup>1</sup> Using the IMPLAN economic modeling system's estimation and analysis.

Estimated total impact of NRVCS on the local economy<sup>1</sup>

**= \$86,729,099**

## NRVCS STAFF: WHERE WE LIVE

The majority of our **771** employees also live and pay taxes in the very communities we serve.

Floyd County	Giles County	Montgomery County	Pulaski County	City of Radford	Outside of the NRV
28	67	263	160	151	102

# PROGRAM INNOVATIONS & HIGHLIGHTS

The **NRVCS School-Based Program** was recently awarded funding to add eight additional positions to serve students in Montgomery County Public Schools. These positions include four Therapeutic Day Treatment staff and four Outpatient staff.

These positions have been added to increase access to mental health services for students who need it and to make services easily accessible by removing barriers to receiving services in the community setting.

The additional positions are primarily located in elementary schools to help address symptoms at a young age - with the goal of preventing a need for long-term services. This has been a huge endeavor and our School-Based leadership team has worked hard to meet with school administrators and counselors to discuss plans, provide education on the new services, and work with staff to get started in their new positions.

**Intensive Children's Services:** The addition of a certified Family Service Partner this past year has assisted the caregivers of youth enrolled in the In-Home and KPACT programs with support and skill development. This has provided an additional layer of support to families involved in these programs.

**Transitional Care Team:** NRVCS outpatient services developed a transitional care team to improve access to care for individuals who are transitioning out of acute services and linking those individuals to appropriate services. Since implementation, the team has aided over 100 individuals in connecting to follow-up mental health care after crisis service. This has also aided in linking clients to other services provided by NRVCS. The team currently consists of a licensed clinician and one case manager.

**Outpatient Services for Substance Use Disorders (SUD):** A Program Lead position for SUD outpatient services was added to the program this year. This position will streamline and improve workflows for services on the SUD continuum.

**Juvenile Detention Center:** Outpatient has added a weekly SUD group for the juveniles placed in detention.

**Same Day Access:** The addition of a Program Lead has bolstered daily support and oversight of the program. In conjunction with the Supervisor, the program has been able to streamline workflows, provide additional support to the clinicians, case managers, and peers. This has improved quality and access to care for individuals seeking care.



**MENTAL HEALTH FIRST AID @ RU:** In February 2023, coaches and staff with the Radford University Athletic Department participated in Mental Health First Aid training. (Photo - C. Mullins/NRVCS)



**NRV Out of the Darkness Walk:** In October 2022, our agency helped organize the New River Valley Out of the Darkness Walk for suicide prevention. Held at Randolph Park in Dublin, the event helped raise more than \$20,000 for the American Foundation for Suicide Prevention. (File photo)

# SUCCESS STORIES

## PARENT COACH

■ A client receiving Parent Coach services had her children removed by the Department of Social Services (DSS). This client suffered from extreme anxiety, and she was motivated to address her anxiety, began journaling, and focusing on her nutrition. After working through this with her parent coach, she followed through with changing her diet and exercising, and her anxiety has drastically decreased, and her children are now home with her!

■ A client received Parent Coach services twice in this past year. Her case reopened due to concern regarding the crowd she was spending time around with her child. Staff helped the client better understand healthy relationships, priorities, and proper communication skills to use as a parent. This client not only remained consistent in her communication with her parent coach and DSS, but also moved out of her community to have a fresh start. She transitioned to a new job after taking classes at her last job to earn a certification. She also now rents her own home and before services ended, had plans to make sure her benefits were switched to where they needed to be, and had plans for her child's care.

■ Another Parent Coach client was successful in making necessary changes in her own life to have her children return to home from a foster placement by DSS. The client found child-friendly employment so that she could be home and present for her children after school. A single mother, she built relationships in the community with trustworthy people to support with childcare. She also began the reflection process of noting her own reactionary parenting responses and understanding her childhood trauma, working through her emotions and communication skills to achieve healthier relations.

## DBT (Dialectical behavior therapy) TEAM

■ A DBT client who was experiencing multiple crisis services/hospitalizations a year, has not been hospitalized for over a year now and reports she is living a "life I never imagined I could have." She positively supports others with learning DBT skills within the group and is shifting toward her extended personal support systems outside of mental health services. She is a proud advocate of mental health and holds the dialectical truth that she has the skills to retain stability (within her support system outside of services) while observing awareness/mindfulness of potential signs of needing additional support for the future.

■ Three DBT clients report that DBT has been essential for aiding them in making generational positive change within their family system by engaging skills for emotional support, open communication, and distress tolerance skills (that they didn't historically have access to) for their current family.

■ An individual was court ordered into DBT and was successfully discharged from the program after presenting stability to the court.

■ An individual was brought into DBT while working with Child Protective Services and has re-obtained custody of their child due to observed increase in emotion regulation and distress tolerance skills.

## OUTPATIENT SERVICES (Mental Health)

■ A client has been homeless and living in his car for more than six months. His son (about 9 years old) has been staying with the family of a school friend. This client has been proactive about submitting housing applications, recently receiving approval for housing and plans to sign a lease any day now. In addition to housing difficulties, he has exhibited motivation to better his situation while holding down a job, despite his disability. He has just received a prosthetic leg and is working on adjusting to using it. Through regular therapy, his ability to process his thoughts and feelings has improved and increased his motivation towards changing the difficult situations in his life. He has been able to develop future orientated thoughts and works towards achieving his goals.

■ A client has been living with a family who opened their home to her a few years ago. She has struggled to function successfully in most areas of her life. She has a diagnosis of borderline personality disorder, chronic suicidal ideation, and dependency on others. She has participated in outpatient services, including a DBT skills group, over the past couple years. She has worked very hard and is now able to work part-time, drive, and is currently looking for a place of her own to live. These things would not have been possible before her hard work in treatment. The client reported that some of the main reasons for her success have been the stability, non-judgmental stance, acceptance, and consistency that she has received at NRVCS.

## OUTPATIENT SERVICES (Substance Use)

■ A client struggled with drug and alcohol addiction for years. She quit using drugs and was only drinking alcohol when she came to treatment. It became evident that she would not be successful in treatment until she detoxed from alcohol. The clinician utilized Motivational Interviewing over a period of a few months and worked with the client to examine her goals and values. The client ended up going to detox and now has three months of sobriety.

# HOPEHUB

## FREE NRV RESOURCE APP



GET IT ON

Google Play



Download on the

App Store

### About the App

HopeHub connects New River Valley residents with local resources in one easy-to-use app. Whether you need help with food and housing, mental health and addiction services, or other supports, you'll find resource details, contact information, and even driving directions – all at your fingertips.

