

# N R V C S

NEW RIVER VALLEY COMMUNITY SERVICES



ANNUAL  
RETURN ON  
INVESTMENT  
REPORT

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FISCAL YEAR 2019



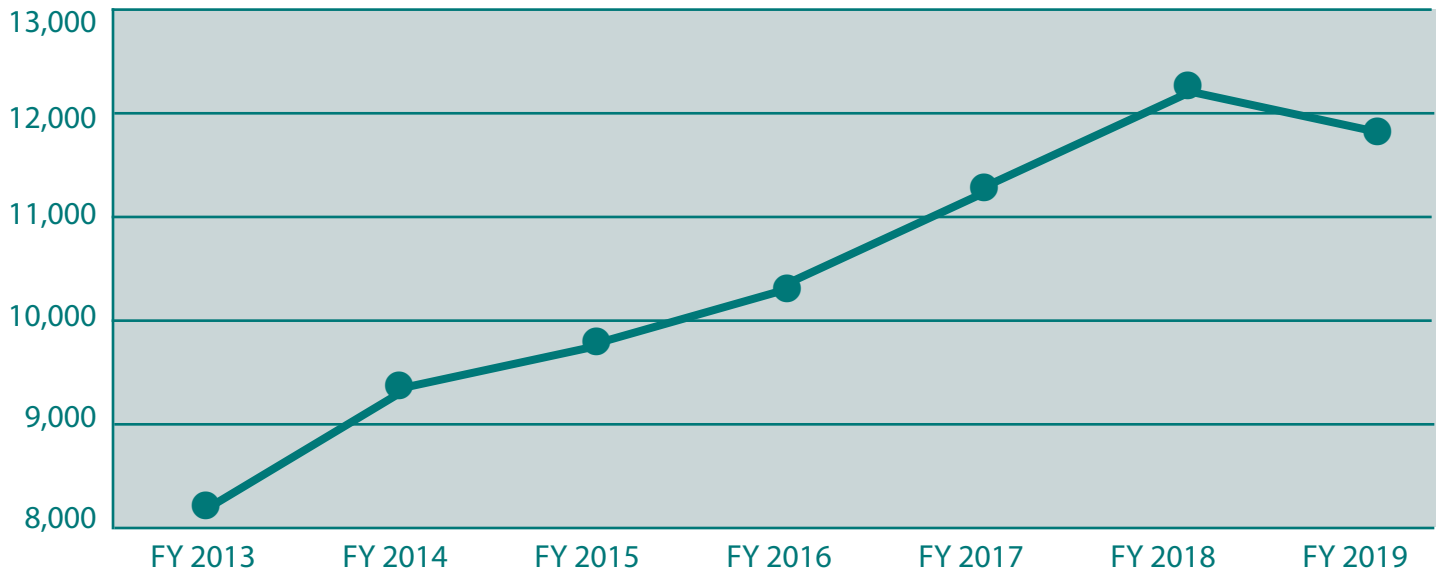
# ANNUAL Return On Investment (ROI) Report

FISCAL YEAR 2019

**TOTAL NUMBER OF  
RESIDENTS SERVED  
IN FISCAL YEAR 2019**

# 11,882

Our overall service numbers decreased .02% from the previous year - the first decline in recent history. We anticipate that the impact of Medicaid expansion will be better reflected in FY 2020 service numbers.



## People & Services | FY 19

### Total Unduplicated Number of Individuals Served: Fiscal Year 2019

	Mental Health Disorders	Substance Use Disorders	Developmental Disabilities	Minors (under age 21)	Adults (21 and over)
Floyd County	446	64	92	325	363
Giles County	898	136	90	572	691
Montgomery County	2,824	351	315	1,953	2,358
Pulaski County	2,309	316	139	1,121	2,011
City of Radford	803	95	56	478	660
Other (outside NRV)	396	34	436	324	1,026
<b>TOTALS</b>	<b>7,676</b>	<b>996</b>	<b>1,128</b>	<b>4,773</b>	<b>7,109</b>

# STEWARDSHIP of FUNDING & ECONOMIC IMPACT

## FY 2019 REVENUE & EXPENSES

REVENUE	
Federal Funds	\$2,916,312
State Funds	\$12,257,626
Local Funds	\$560,090
Fees	\$35,748,171
Other Funds	\$142,085
<b>TOTAL</b>	<b>\$51,624,284</b>
EXPENSES	
Personnel	\$36,346,504
Operations	\$13,423,772
<b>TOTAL</b>	<b>\$49,770,276</b>
<b>SURPLUS/(DEFICIT)</b>	<b>\$1,854,008</b>

For every dollar of direct local funding provided to NRVCS in Fiscal Year 2019, the agency generated over \$91 from other sources.

NRVCS continues to be one of the New River Valley's largest employers. As of January 2020, the agency employed 759 full- and part-time staff and had paid over \$36.3 million in compensation and benefits.

Using standard methods of economic impact analysis, it is estimated that NRVCS may have supported an additional 437 jobs in the community, as well as over \$12.9 million in additional labor income, resulting in a ripple effect of additional economic output of \$23.9 million in Fiscal Year 2019.<sup>1</sup>

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

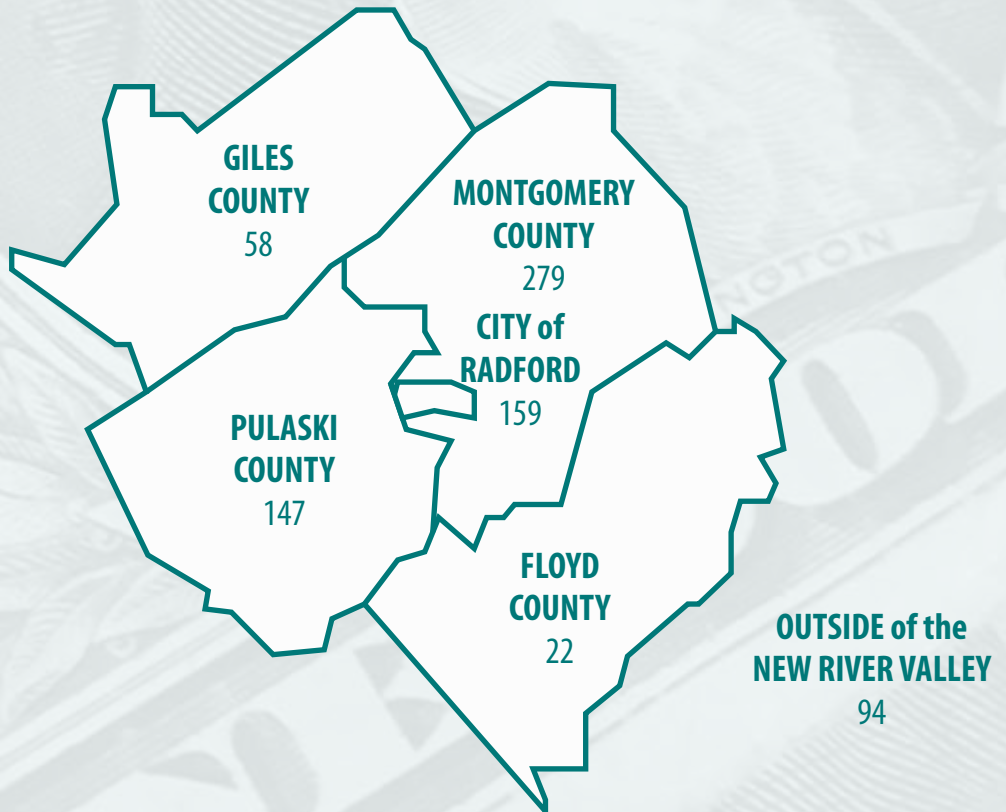


# \$73,709,779

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

## NRVCS STAFF: WHERE WE LIVE

The majority of our team of 759 employees also live and pay taxes in the very communities we serve.



# NRVCS celebrates 50th anniversary with reception

2019 marked NRVCS' 50th anniversary. To help celebrate this milestone, the agency hosted a reception for community stakeholders and local elected officials on Thursday, December 5, 2019 at the NRVCS Radford Center.

Guests who attended represented all five of the local jurisdictions served by NRVCS. To find the entire album of photos from the event, visit our Facebook page (@nrvcsofficial).

(Photos - M. Wade/NRVCS)



Radford Mayor David Horton offered opening remarks at the reception. He applauded NRVCS for its ongoing efforts to meet the needs of our area's most vulnerable citizens. Horton also noted the positive impact that NRVCS' growing presence in Radford - including the Radford Center - is having on the City's west end.



NRVCS Clinical Services Director Melanie Adkins spoke about her experiences as an employee of the agency for more than 20 years. Adkins expressed appreciation for the opportunities she has been given and her passion for the mission of NRVCS. She also acknowledged the efforts and dedication of the hundreds of employees at NRVCS who play a vital role in the overall well-being of our communities.



Leroy Robinson, a Peer Recovery Specialist, shared how NRVCS had impacted his life in a positive way. In addition to helping him successfully graduate from the Pulaski County Adult Drug Court Treatment Program and giving him a career where he could give back, Robinson said he was most grateful for the strong relationship he now has with his children.



NRVCS Executive Director James Pritchett provided a brief overview of the agency's history and growth over the past half-century. He acknowledged that much of what NRVCS is able to accomplish relies heavily on its partnerships with various community agencies.





# Program helping local youth develop resiliency

NRVCS' therapeutic day treatment facility for youth relocates to a new facility in Christiansburg

By **Mike Wade / NRVCS**  
mwade@nrvc.org

**CHRISTIANSBURG** - A program focused on giving kids a fresh start has a new place to call home.

On January 6, 2020, the doors officially opened at the Youth Resiliency Center (YRC) in Christiansburg. Operated by NRVCS, the therapeutic day treatment program was formerly known as "Claremont" - named after the old school in Pulaski that had housed the program since its inception in 2014.

"Our building in Pulaski was an older structure and needed serious renovations - including a new roof," explains YRC Program Supervisor Dwayne Martin. "It also wasn't very centralized for our service area, so we wanted to look at something that would be easier for folks from areas like Giles and Floyd counties to access."

YRC serves school-aged children from throughout the New River Valley who have been placed on homebound educational services by their public school system due to behavioral, emotional or medical issues. While homebound services provide limited instructional time - either in the community or in the child's home each day - the YRC model is structured to simulate an actual school environment.

"We're really the be all, end all for these kids," explains Martin. "The students we work with can be facing incarceration, hospitalization, foster care, or residential placement."

Martin acknowledges that the intensive needs of the students at YRC limits its capacity (a maximum of 12 students can be enrolled at one time), but that the age range of students varies from elementary to high school.

"All of these kids have experienced significant trauma and developed negative behaviors as a result," continues Martin. "Our job



**A new home:** The Youth Resiliency Center (YRC), NRVCS' therapeutic day treatment program, recently relocated from Pulaski to Christiansburg. In addition to the YRC, this remodeled 19,336 square foot facility is also home to a second office for the REACH (Regional Education Assessment Crisis Services Habilitation) program. (Photo - M. Wade/NRVCS)

is to teach them how to deal with that trauma and move forward."

The focus on addressing trauma was another reason the program's name was changed. Martin, who came up with the idea for "Youth Resiliency Center," says he and his staff are able to help students work through the challenging behaviors that are often a direct result of Adverse Childhood Experiences or "ACEs".

"We understand where they're coming from," he adds. "They sometimes cuss or yell at us but we work with them on that as part of the process."

Martin noted that officials with Montgomery County Public Schools have been very supportive of the program and its new location. In fact, the meals for students at YRC (breakfast and lunch) are being supplied by nearby Falling Branch Elementary School.



**YRC playground:** During warmer weather, students attending the Youth Resiliency Center (YRC) will be able to enjoy the facility's playground. The building also features a full gymnasium, which has been utilized daily since the YRC opened earlier this month. (Photo - M. Wade/NRVCS)

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**"What most of these kids need is stability, predictability, consistency - and they need to feel they have value."**

*- Dwayne Martin, Program Supervisor  
Youth Resiliency Center*

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The 19,336 square foot facility that houses YRC includes multiple classrooms, as well as a large gym with basketball goals, and a fenced in playground area. Physical activity is a key component of the program.

"It's very important that the students get that opportunity to burn off some of that energy," says Martin. "So, we set aside time each day for them to go to the gym - and once it gets warmer, we'll be able to use our outdoor area."

While the ultimate goal of the program is to help students return to their school, Martin points out that there's no mandated timeline for youth to transition out of the program.

*Continued on next page*

“What most of these kids need is stability, predictability, consistency - and they need to feel they have value,” continues Martin. “Their lives are often very chaotic and the structure of this program is much like what they would find in their school.”

“So, we can give them some kind of rhythm to their lives - we take out the chaos and give them a rhythm,” concludes Martin.



**YRC staff:** The team at the Youth Resiliency Center (YRC) in Christiansburg includes (from left): Danner Rash, Randy Grubb, Program Supervisor Dwayne Martin and Leanne Hancock. (Photo - M. Wade/NRVCS)

**Parent Led Support Group**

**AUTISM SUPPORT GROUP**

For Parents & Youth!

Separate group for youth with activities & socialization

1ST THURSDAY OF EVERY MONTH  
6-7:30 PM

**NRVCS CHRISTIANSBURG REACH**  
Next to Tractor Supply!  
1550 Roanoke St., Suite B  
Christiansburg, VA 24073

Food Provided!

FOR MORE INFORMATION, CONTACT ERICA WHITING AT EWHITING@NRVCS.ORG



**Inaugural meeting:** Representatives from all five jurisdictions served by NRVCS took part in the first-ever meeting of the New River Valley Regional Coalition & Drug Court Advisory Committee, held Monday, September 30, 2019 at the NRV Business Center in Fairlawn. (Photo - M. Wade/NRVCS)

## Coalition addressing impact of addiction on NRV region

By Mike Wade / NRVCS  
mwade@nrvcs.org

**FAIRLAWN** - No community is immune to the multitude of issues stemming from substance use disorders and addiction - and the five localities that make up the New River Valley are no exception.

With this in mind, NRVCS recently pulled together representatives from those five communities - and from various sectors - to form the New River Valley Regional Coalition & Drug Court Advisory Committee. The group's inaugural meeting took place on Monday, September 30, 2019 in Fairlawn with over 20 stakeholders in attendance.

Development of the regional coalition was a task first outlined in NRVCS' action plan for its current Partnerships for Success (PFS) grant, which focuses on opioids and overdose prevention. At the same time, there was a need to establish an advisory committee for the region's multiple drug court programs. (Currently, four of the five jurisdictions have an active Adult Drug/Recovery Court Treatment Program.)

“As we discussed this in some of our interagency meetings, we decided that we could combine the two groups since these issues are so closely related and a number of the same people would likely be involved anyway,” says Lori Trail, Drug Court Coordinator for NRVCS. “We also didn't think anyone would object to minimizing the number of meetings they need to attend.”

NRVCS Executive Director James Pritchett explains, “A regional group like this helps ensure that we're all on the same page and it gives us an opportunity to have a unified voice around matters related to policy and funding.”

“At the same time, I think it gives each of us a greater understanding of the unique challenges within our individual communities,” adds Pritchett, who notes that the group will receive regular reports from the area's various community coalitions.

The regional coalition plans to meet quarterly, with the next meeting scheduled for late January 2020.





**Discussing family needs:** The Honorable Stephanie M. Shortt (left) consults with NRVCS' David St. John at a recent team meeting for the Giles County Family Drug Court Treatment Program. The program, which is currently in pilot phase, can serve a maximum of three families at this point. (Photo - M. Wade/NRVCS)

## Family drug court program launches in Giles County

**By Mike Wade / NRVCS**  
mwade@nrvcs.org

**PEARISBURG** - Recognizing the profound impact that substance use disorders can have on entire families, stakeholders in Giles County recently piloted a new program to help address the needs of parents struggling with addiction, as well as their children.

Although the Giles County Family Drug Treatment Court didn't officially get started until the fall of 2019, officials say the program is a result of more than a year of planning and training.

The effort has been spearheaded by Judge Stephanie M. Shortt, a juvenile and domestic relations court judge for Virginia's 27th Judicial District. Shortt, who once served as a Commonwealth's Attorney in Floyd County, says it is difficult to ignore the prevalence of this issue among cases over which she presides.

"I've always been a big proponent of the drug court model," remarks Shortt, "and in my time here in Giles County, I've seen tons of families and children affected by substance use disorders. So, I thought this would be a really good way for us to address this growing problem."

Shortt explains that initial discussions about the program date back to early 2018. Since that time, there have been multiple meetings with local attorneys, the Commonwealth Attorney's office, county officials, and representatives from NRVCS, which is helping coordinate the program. The agency is also involved with facilitation of Giles County's Adult Recovery Court Program.

"The biggest distinction between our program and traditional drug court is that we don't take punitive measures if someone isn't meeting expectations," notes NRVCS' David St. John, who serves as coordinator for the program.

"That's not to say that we don't impose sanctions, but ours tend to be more treatment-related," he explains.

St. John goes on to say that successful completion of the program can take between 18 - 24 months and clients participating in the family drug court have frequent and routine interaction with the treatment team, including Judge Shortt.

"Probably one of the biggest benefits to the program is that it streamlines the services being provided," adds Shortt. "It has also helped educate those of us involved about best practices...I know I've personally learned a great deal from hearing more about what is happening on the front lines."

Family drug treatment court is tailored to fit the unique needs of each client and their children. Aside from the Giles County Department of Social Services, St. John points out that a variety of agencies can be involved, depending on the particular case.

"It's been a wonderful opportunity for all of us to collaborate and provide support and structure for these families," Shortt says. "Hopefully, we can intervene and get involved with families early enough to improve their situations in a meaningful way."

Because the program is still in pilot phase at this point, St. John notes that they can only work with three families at one time. While the hope is to eventually expand capacity, he says the positive impact of the program is already evident.

"It helps keep everybody - including the client - on the same page and that constant communication really helps glue the team together," he adds. "For our clients, this gives them a greater ability to demonstrate the positive steps that they are taking."

"They get to experience a sense of accomplishment - to feel that their efforts can have a positive impact on their entire family - and that they can have hope for a better future," concludes St. John.



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Blacksburg, VA 24060-2706

Learn more about NRVCS at [nrvcs.org](http://nrvcs.org) or follow us on Facebook, Twitter and YouTube

## NRVCS CALENDAR

### **FEBRUARY**

#### **Friday, February 14**

Mental Health First Aid training (youth-focused)  
First United Methodist Church  
1101 Valleyview Drive, Pearisburg  
8:30 a.m. - 5:00 p.m.

Register at [nrvcs.org/mhfa](http://nrvcs.org/mhfa)

#### **Friday, February 21**

REVIVE! (Naloxone) training  
Jessie Peterman Memorial Library  
321 W. Main Street, Floyd  
9:00 a.m. - 10:30 a.m.

Register at [nrvcs.org/revive](http://nrvcs.org/revive)

#### **Thursday, February 27**

NRVCS Board meeting  
NRVCS Montgomery Center  
700 University City Boulevard, Blacksburg  
Work session begins at 6:00 p.m.

### **MARCH**

#### **Friday, March 13**

Mental Health First Aid training (adult-focused)  
NRVCS Radford Center  
401 W. Main Street, Radford  
8:30 a.m. - 5:00 p.m.

Register at [nrvcs.org/mhfa](http://nrvcs.org/mhfa)

#### **Buidling Strong Families program**

Sessions in Giles and Floyd counties begin the week of March 16; Open to families with children ages 6 - 12; Eight-week program  
Contact [lbeasley@nrvcs.org](mailto:lbeasley@nrvcs.org) to register & learn more

#### **Friday, March 20**

REVIVE! (Naloxone) training  
NRVCS Montgomery Center  
700 University City Boulevard, Blacksburg  
9:00 a.m. - 10:30 a.m.

Register at [nrvcs.org/revive](http://nrvcs.org/revive)

### **APRIL**

#### **Friday, April 17**

Mental Health First Aid training (youth-focused)  
NRVCS Radford Center  
401 W. Main Street, Radford  
8:30 a.m. - 5:00 p.m.

Register at [nrvcs.org/mhfa](http://nrvcs.org/mhfa)

#### **Friday, April 17**

REVIVE! (Naloxone) training  
Radford Public Library  
30 W. Main Street, Radford  
9:00 a.m. - 10:30 a.m.

Register at [nrvcs.org/revive](http://nrvcs.org/revive)

#### **Thursday, April 23**

NRVCS Board meeting  
NRVCS Montgomery Center  
700 University City Boulevard, Blacksburg  
Work session begins at 6:00 p.m.