

NEW RIVER VALLEY COMMUNITY SERVICES

RETURN on INVESTMENT

March 2014



New River Valley Community Services (NRVCS) is the public behavioral health agency serving the counties of Floyd, Giles, Montgomery and Pulaski, and the City of Radford.

Every day, we strive to help residents of the New River Valley achieve the best possible outcomes in health, wellness, recovery, and independence. NRVCS is committed to delivering the highest quality of services in return for the support we receive. We believe our efforts not only benefit the individuals and families who turn to us for help, but the entire community.

With that in mind, we are pleased to present this brief profile of our impact on the New River Valley.

Community Need

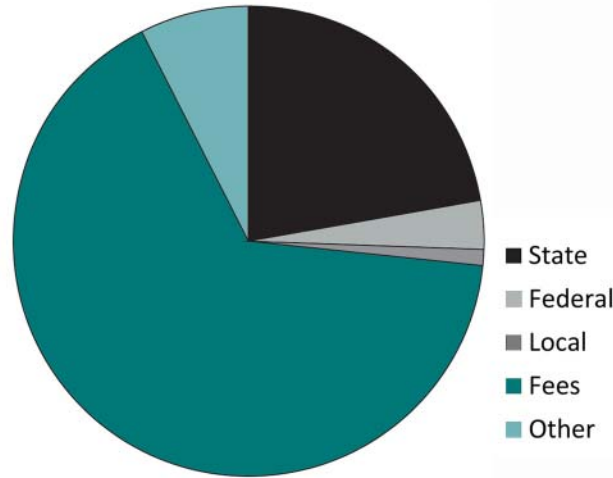
The NRVCS service region includes more than 175,824 people. The table below illustrates the prevalence of significant behavioral health conditions among New River Valley residents.

Estimated Local Population with Behavioral Health Conditions¹ (2010)

Condition	Estimate
Intellectual Disability, Age 6+	1,640
Alcohol or Drug Problem in Past Year, Age 12+	15,150
Serious Mental Illness, Age 18+	7,608
Serious Emotional Disturbance, Age 9 - 17	913

¹Community Health Solutions analysis of 2010 data from SRC Corporation.

NRVCS Sources of Funding - Fiscal Year 2013



Community Investment

NRVCS' work in the community is supported through a combination of public and private sector funding. In Fiscal Year 2013, funding for the agency totaled nearly \$40 million. It is worth noting that - for every \$1 of direct local funding to NRVCS, almost \$78 was generated from other sources. Fee revenue came primarily from Medicaid.

Community Outcomes

The individual value of NRVCS services can be defined in terms of consumers' improvements in health, wellness, recovery, productivity, and independence. This value accrues to the community in the form of increased productivity in school and work, reduced community costs for other services, and enhanced quality of life.

NRVCS helps...	...accomplish these individual and community outcomes...
Infants and toddlers with disabilities and their families...	✓ Require fewer special education services and some types of medical services, resulting in long-term cost savings in decreased grade repetition, reduced special education spending, lower healthcare costs, increased tax revenues, and lower juvenile justice costs.
Children, youth, and families...	✓ Prevent risky behavior, including substance and alcohol use and the associated costs of treatment.
Adults and youth with serious mental illness...	✓ Manage their condition and live in community settings at far less cost than hospitals, jails, or homeless shelters.
Adults and youth with severe substance use disorders...	✓ Recover to clean and sober lives, employment, supporting their families, and mentoring others out of the addiction cycle.

Community Services - Fiscal Year 2013

Consumers	Count
Total Consumers Served (unduplicated)	8,108
Consumers Age 0-17	3,182
Consumers Age 18-64	4,632
Consumers Age 65+	284
Unknown (no date of birth documented)	10

NRVCS provides services for mental illness, intellectual disabilities and substance use disorders. We also offer emergency services for individuals in crisis, early intervention services for infants and toddlers, and prevention services designed to reduce risk and promote wellness.

Total # of Residents Served = 8,108

Community Outcomes (continued)

NRVCS helps...	...accomplish these individual and community outcomes...
Individuals with intellectual disabilities...	✓ Gain independence, hold jobs, and live in community settings at far less cost than nursing homes and state institutions.
Veterans and their families...	✓ Overcome the traumas of stress-related and traumatic brain injuries, and fully rejoin their community.



RADFORD TRANSIT

Provides accessibility and mobility to residents of Radford, Radford University students, and surrounding communities - including links to Pulaski, Christiansburg, Blacksburg and beyond. Provided over 325,000 passenger trips in FY 2013. Stimulates the economy of the entire NRV by providing access to jobs, retail, education, medical services, and promoting independence and mobility for all.

Community Crisis Innovations

NRVCS works in partnership with consumers and other community agencies to implement innovative and evidence-based programs and services, including those targeted to assist individuals in crisis. All of these programs and services are designed to maximize value for both the individual consumer and the community.

Program	Innovation
New Horizons Crisis Stabilization	Offers a secure, therapeutic, home-like alternative to hospitalization for adults in psychiatric crisis. A team of doctors, clinicians, nurses, and direct care staff work together to develop an individualized treatment with each client that allows for immediate stabilization and a quick return home.
REACH (Regional, Educational, Assessment, Crisis Services, Habilitation)	Supports individuals across Southwest Virginia, providing a short-term therapeutic group home and community-based crisis prevention, intervention, and stabilization for individuals with intellectual/developmental disabilities and behavioral health needs.
Crisis Intervention Services (for children & adults)	Provides a mobile crisis team approach to assess and treat the psychiatric needs of children and their families, as well as adults. Short-term clinical services are provided in multiple locations including home, school, clinic, or other community locations. The goal is to stabilize psychiatric or behavioral issues to prevent out-of-home or out-of-community placements.
Raft Crisis Hotline	Staffed by volunteers with specialized training in phone based crisis response, the RAFT Hotline offers callers supportive counseling and triage for an Access clinician 24 hours a day/seven days a week.
Crisis Intervention Team Assessment Center (CITAC)	For individuals under an emergency custody order (ECO) with participating law enforcement agencies, the assessment center provides the capacity for the immediate transfer of custody in order to conduct a more client-centered assessment/pre-screening and subsequently free-up local policing resources.
Emergency Services	Designed to provide rapid intervention to individuals experiencing a significant crisis that has impacted their emotional or psychological functioning. Services may include counseling visits, case management services, and referral to community supports, and supportive phone contacts. The goal of services is to quickly stabilize symptoms by maximizing available supports and resources. Allows clinicians to provide counseling several times per week or as needed, based on the presenting difficulty.



Community Economic Impact

In addition to its role as a community service provider, NRVCS is a significant contributor to the local economy. During Fiscal Year 2013, the agency provided 712 jobs, paid \$29 million in employee compensation, and spent \$39.9 million in total output/expenditures.

Using standard methods of economic impact analysis, it is estimated that these direct outputs may have supported 392 additional jobs in the community, along with \$13.6 million in additional labor income, and \$25.9 million in additional economic output.²

	Direct Impact	Ripple Effect	Total Impact
Total Jobs	712	392	1,104

	Direct Impact	Ripple Effect	Total Impact
Total Labor Income	\$29 M	\$13.6 M	\$42.6 M

	Direct Impact	Ripple Effect	Total Impact
Total Output	\$39.9 M	\$25.9 M	\$65.8 M

Community Stewardship

NRVCS views stewardship of community resources as an absolute priority. We demonstrate accountability for the resources we receive through strict adherence to established standards of accounting, auditing, and reporting.

We also pursue a set of strategic performance benchmarks to assure that we continuously improve our capacity to deliver value to the community - and that services provided are both effective and efficient. This requires that NRVCS be operationally sound and that it maintains a high quality workforce.

¹ Community Health Solutions estimation and analysis of economic impact using IMPLAN® economic modeling system.