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NRVCS continues to have a positive impact on the New River Valley

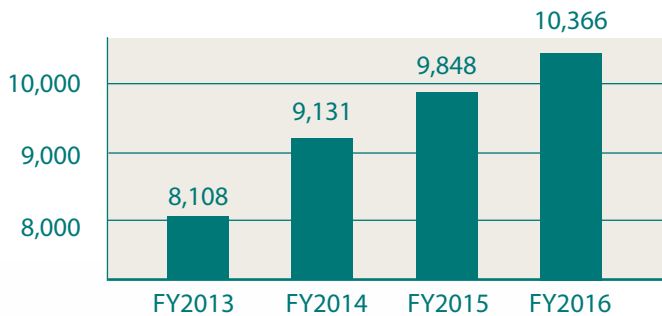
10,366

individuals received services from NRVCS during FY 2016

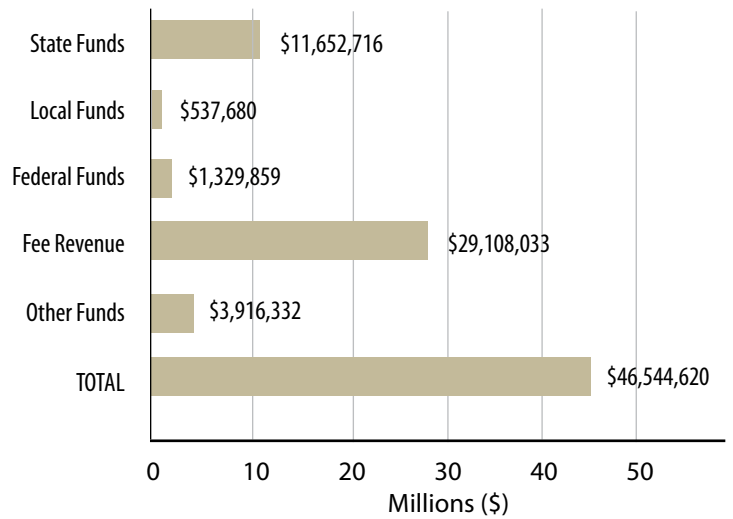
this represents a 5% increase over the previous year

Children (under age 21) served	4,371
Intellectual Disabilities	237
Mental Illness	3,676
Substance Use Disorders	96
Not Classified	722
Adults (21 and over) served	5,995
Intellectual Disabilities	475
Mental Illness	3,690
Substance Use Disorders	1,382
Not Classified	1,543
Prevention Services Total Contacts	182,175

Unduplicated number of individuals served by NRVCS



NRVCS REVENUES FOR FISCAL YEAR 2016



NRVCS & THE LOCAL ECONOMY BY THE NUMBERS

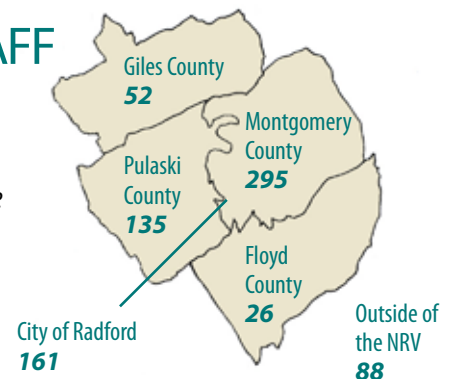
For every dollar of direct local funding provided to NRVCS in Fiscal Year 2016, the agency generated **over \$85** from other sources.

NRVCS continues to be one of the New River Valley's largest employers. At the close of FY 2016, the agency employed **757** full- and part-time staff and had paid over **\$34 million** in compensation and benefits. Total expenditures for the year were just over **\$45.5 million**.

Using standard methods of economic impact analysis, it is estimated that NRVCS may have supported an additional **416** jobs in the community, as well as nearly **\$16 million** in additional labor income, resulting in an additional economic output of nearly **\$30 million**.¹

NRVCS STAFF

The majority of our 757 employees live and pay taxes in the New River Valley.



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



INNOVATIONS & OUTCOMES

Once the Virginia Department of Behavioral Health and Developmental Services (DBHDS) announced its plans to amend the Medicaid Waiver program - which funds services for individuals with developmental disabilities - staff at NRVCS were tasked with the challenge of ensuring a smooth transition for consumers and families as those changes became effective September 1, 2016.

A priority of the process was to meet individually with families affected by the Waiver redesign to discuss their needs, concerns and hopes for the future.

The following includes highlights of the year-long effort that went into preparing for the transition to community engagement:

- NRVCS staff held an open house for families in June 2016 and contacted each active and waiting list individual and/or family involved in the merger.
- More than 80 individuals from the DD (Developmental Disability) case management waiting list were added to the newly combined DD Waiver (which includes Intellectual Disabilities) waiting list that is monitored by NRVCS as the central point of entry for our area.
- NRVCS trained approximately 20 case management staff in the new guidelines and documentation associated with the Waiver redesign. These case managers played a critical role in the process (in addition to their normal job duties).
- As part of a Request for Proposal (RFP) process, NRVCS awarded two contracts for private DD case managers in order to offer consumers and families options for their provider of choice. The agency acquired over 25 contracts for DD case management, as well as 15 new DD case management individuals that had previously been served by private providers. (These contractors also received the same orientation and training that is provided to all new employees of NRVCS.)
- Staff configured NRVCS' new Electronic Health Records system to accommodate new billing rates, services and related documentation.
- NRVCS successfully provided an array of community engagement and non-center based services to comply with the Waiver redesign - well ahead of the September 1 deadline.



MONTHLY REVIEW

Lauren Tate (left), Coordinator of NRVCS' Waiver Case Management Team for adults, consults with Leslie Sharp, the agency's Quality Assurance Administrator, at a recent meeting of the management workgroup responsible for monitoring NRVCS' progress related to the Medicaid Waiver redesign. (Photo - M. Wade/NRVCS)

- Elmtree, NRVCS' largest group home for adults with DD, is currently preparing to "right size" and convert to an Intermediate Care Facility. Elmtree is located in Pearisburg (Giles County).
- NRVCS has helped transition two individuals from the state's Training Centers since July 1, 2016. Another 16 individuals from the NRVCS service area still need to be transitioned from the Training Centers. (The Training Center located in Hillsville will close by June 2018.)
- Staff with the REACH (Regional Education Assessment Crisis Services Habilitation) program took the lead on developing new crisis services to support the Waiver redesign.
- NRVCS case managers completed more than 80 Supports Intensity Scale (SIS) assessments with individuals and families to ensure proper evaluation of needs. Additional SIS assessments will be completed in the coming months.
- At a minimum of each month, NRVCS management met to review the status of contracts, timelines, accomplishments and next steps. This group has been meeting since the spring of 2016 for a combined total of more than 200 hours to date.



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ADDRESSING THE EPIDEMIC OF OPIOIDS AND OVERDOSE DEATHS

Just last month (December 2016), Congress passed the 21st Century Cures Act, which provides \$1 billion in new federal funding to combat the nation's prescription opioid and heroin epidemic, primarily by increasing access to substance use disorder treatment.

Locally, NRVCS has launched or expanded a number of initiatives to help address this growing problem. Listed below are a few highlights:

Outpatient Services: Clinical Program Manager Glenn Mathews says a short-term solution has been to add more outpatient groups that are focused on relapse prevention and continuing care for those individuals who are beginning a path to recovery. Mathews adds that staff are using more evidence-based practices in the groups in order to give group participants specific skills in their everyday lives. Expanded services will eventually include day treatment and detox.

Medication-Assisted Treatment (MAT): Mathews says NRVCS hopes to expand psychiatric hours in order to increase availability of Medication-Assisted Treatment (MAT), which combines behavioral therapy and medications to treat substance use disorders.

"Our attention is focused on how to address the massive number of clients that need quality care," remarks Mathews.

REVIVE!: NRVCS is actively participating in "REVIVE!," the Opioid Overdose and Naloxone Education (OONE) program for the Commonwealth of Virginia. Naloxone, a prescription medication, is an opioid antagonist drug that reverses the effects that opioids have in the brain during an overdose. Mathews notes there is a standing order to provide staff and consumers with access to Naloxone kits and NRVCS will soon be reaching out to train community partner agencies and families.

Prevention: The Strategic Prevention Framework – Partnerships for Success

grant is now in its second year.

NRVCS Prevention Services staff working with the grant are currently in the process of completing a Young Adult Survey in conjunction with local businesses and higher education institutions across the New River Valley. This survey is being used to gather perception information on prescription drug misuse in the 18-25 year old age range.

"This age range has been identified on a national level as the group with the highest increase in the misuse of prescription drugs," notes NRVCS Prevention Specialist Rhonda Dean.

According to Dean, the second year of the grant will continue to focus on community awareness and capacity building within the local substance abuse coalitions. Later in the year, organizers will begin identifying and implementing specific evidence-based strategies to address prescription drug misuse and heroin overdose in the community.