

NRVCS earns federal designation, funding

By Mike Wade / NRVCS
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NRVCS has been recognized numerous times over its 50-year history for being innovative in providing quality behavioral health services to the New River Valley.

Recently, those efforts were recognized at the federal level as NRVCS was designated as the first Certified Community Behavioral Health Clinic (CCBHC) in the Commonwealth of Virginia.

According to the National Council for Behavioral Health, CCBHCs are recognized entities that are designed to provide “a comprehensive range of mental health and substance use disorder services to vulnerable individuals.” In return, the CCBHC designation qualifies providers like NRVCS to receive an enhanced Medicaid reimbursement rate.

Included among the expectations for CCBHCs is the provision of 24-hour crisis response services, utilization of evidence-based practices, and integrated care coordination with primary care.

“This endeavor, funded through SAMHSA (Substance Abuse and Mental Health Services Administration), has provided us with the opportunity to rapidly expand services and provide more comprehensive care to our consumers,” explains Melanie Adkins, Clinical Services Director at NRVCS. “This project has positioned our agency to be at the forefront of service delivery, as Virginia has moved forward with its STEP-VA initiative.”

Adkins points out that the state-level expectations for STEP-VA and requirements for CCBHC were complimentary of one another. She notes that NRVCS has been working toward designation as a CCBHC for the last three years.

The CCBHC funding (approximately \$1.9 million) also allows NRVCS to provide intensive level care to individuals regardless of their funding sources, while also expanding staffing for outpatient services, Same Day Access and support for active military personnel and veterans.



Adkins says the focus on integrated care is important because studies have shown that persons with chronic mental illness have a shorter life expectancy - by as much as 25 years - compared to those who don't.

“Our integrated care staff have begun providing much needed primary care screening services to our consumers within the CCBHC and increased care coordination with primary care providers in the community with the goal of improving overall health,” notes Adkins.

She goes on to say that the expansion of mobile crisis services to 24 hours will be “invaluable in our efforts to support our consumers in the community and help them avoid institutional care.”

Given the nation's current opioid crisis, addiction is another key focus of CCBHC. NRVCS is addressing this issue with expanded outpatient services, increased peer supports, and Medication Assisted Treatment (MAT). The agency currently only administers suboxone as part of its continuum of care. There are approximately 100 individuals receiving this form of treatment.

Adkins is also hopeful that the CCBHC designation for NRVCS, combined with Virginia's Medicaid expansion earlier this year, will ultimately benefit the overall health of the region.

“While so much has been accomplished to date - with many benefits to our community to be realized - this is due to the tremendous effort of our dedicated staff,” continues Adkins. “As always, the NRVCS team has demonstrated a genuine commitment to our community and to the individuals we serve.”



Community conversation on addiction: Glenn Mathews, Service Line Manager for NRVCS' services for substance use disorders, presents at a gathering of interested community members in Floyd on March 28. The Floyd event was the first in a series of “Community Conversations” on addiction that NRVCS has conducted in all five jurisdictions this spring. (Photo - M. Wade/NRVCS)

NRVCS announces staffing updates

There have been a number of recent staffing changes at NRVCS. The majority of those involve a shift in roles and responsibilities for existing personnel - some of which have been prompted by the agency's recent designation as a Certified Behavioral Health Clinic (CCBHC).

Dr. Circe Cooke was recently named Medical Director for Clinical Services at NRVCS. Dr. Cooke has been a psychiatrist with the agency's medical services team since 2007.

"I'm excited to be given this opportunity," says Cooke. "I love the people here and I'm deeply invested in our agency's mission, so I look forward to taking on the challenge of this new role."

Cooke adds that the collaboration among NRVCS' team of professionals is "excellent" but admits her biggest task as medical director will be "increasing the efficiency of the services we provide without diluting our quality of care."

Another veteran member of the NRVCS medical services team, **Dr. Gagandeep Singh** has been named medical supervisor of intensive services. In this position, Dr. Singh is responsible for the delivery of medical services to individuals served by NRVCS' PACT (Program for Assertive Community Treatment) program, as well as psychiatric services at the New Horizons crisis stabilization unit. He has worked with NRVCS since 2012.

Patti Sandoe, a Nurse Practitioner who first joined the agency in 2008, is moving from psychiatric services to focus on integrated care for consumers with serious mental illness as part of the CCBHC initiative.

"We will be taking a more proactive role in identifying risk factors for serious medical issues that result from lifestyle issues such as poor nutrition, sedentary lifestyles, psychotropic medication side effects and lack of medical care or follow through," notes Sandoe.

In other staff moves, **Lauren Tate** has been named Developmental Disabilities (DD) Quality Service Lead. Tate, who had previously served as supervisor of NRVCS' ID/DD case management services, will oversee processes and quality assurance measures of the agency's DD services, including those outlined by both the Department of Justice (DOJ) settlement and also the Virginia Department of Behavioral



Cooke



Singh



Sandoe



Tate



Meadows



Wilson

Health and Developmental Services (DB-HDS).

Tate notes that she will also continue to work closely with the ID/DD case management team.

Tom Meadows, who has been with NRVCS in various roles since 1995, has been named service lead for DD case management services.

Meadows has spent most of his career at NRVCS working specifically with children diagnosed with developmental disabilities and their families.

Lastly, **Ashley Wilson** has joined NRVCS as the Executive Assistant/Clerk of the Board. As part of this position, her duties also include assisting with internal communications.

Wilson, hired in October 2018, is a native of Blacksburg. She was previously employed by the Radford Sheriff's Office for five years, serving as the Accreditation Manager.

NEWS & NOTES

NRVCS offering Mental Health First Aid trainings to community

Mental Health First Aid (MHFA) training is an eight-hour course that teaches participants how to help someone who is developing a mental health problem or experiencing a mental health crisis.

This training helps attendees identify, understand, and respond to signs of mental illnesses and substance use disorders. These free trainings are provided routinely in the New River Valley. For a schedule of upcoming trainings, please visit nrvc.org/mhfa.

Summer youth event on July 19

NRVCS Prevention plans to host a free wellness event for local teens on Friday, July 19 at Bisset Park in Radford from 12 noon - 5 p.m. The afternoon will include activities and games, food, music and more!

Be sure to follow NRVCS on Facebook and keep watching nrvc.org for more details!

Holiday closings

NRVCS offices and clinics will be closed for the following holidays:

Memorial Day - Monday, May 27; and

Independence Day - Thursday, July 4.

Holidays do not affect the schedules of our 24-hour/residential programs. Crisis services are also available at any time by calling 961-8400.



MAY IS MENTAL HEALTH MONTH 2019
#4MIND4BODY

ANNUAL RETURN ON INVESTMENT REPORT

FISCAL YEAR 2018

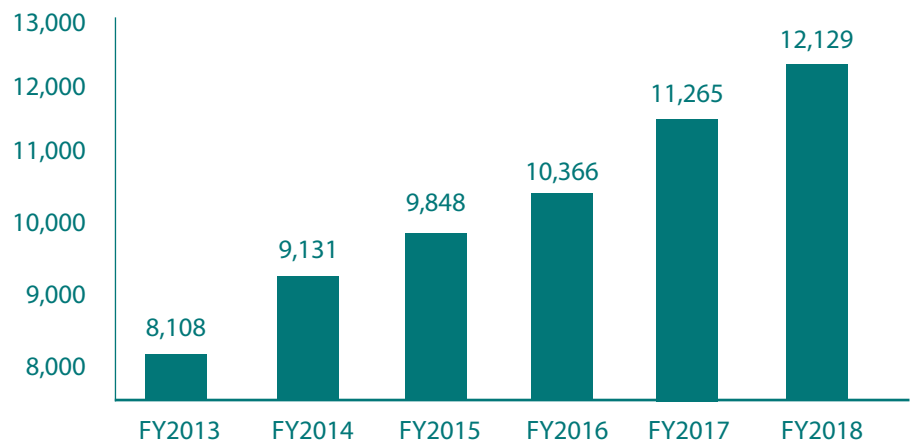
INCREASING NUMBERS

The total of 12,129 residents served by NRVCS during Fiscal Year 2018 is an unduplicated number of individuals who received support from our agency during a 12-month period.

This number marks an increase of 7.85% over the previous year, and continues a trend of steady growth in the number of New River Valley residents being served by NRVCS. In fact, our service numbers from Fiscal Year 2013 to Fiscal Year 2018 have increased by 49.6%.

12,129

TOTAL NUMBER OF
RESIDENTS SERVED



PEOPLE & SERVICES FY 2018

Total Unduplicated Consumers - FY 2018			
	Mental Health Disorders	Developmental Disabilities	Substance Use Disorders
Floyd County	500	99	73
Giles County	871	86	136
Montgomery County	2931	298	375
Pulaski County	2793	134	449
City of Radford	718	61	72
Other (outside NRV)	207	120	41
Total	8020	798	1146

Unduplicated Minor Consumers (Under age 21) All Services)			
	2018	2017	% Change
Floyd County	388	371	4.6%
Giles County	547	508	7.7%
Montgomery County	1970	1921	2.5%
Pulaski County	1141	1077	5.9%
City of Radford	464	428	8.4%
Other (outside NRV)	342	357	-4.2%
Total	4852	4662	4.08%

Unduplicated Adult Consumers (21 and over) All Services)			
	2018	2017	% Change
Floyd County	359	333	7.8%
Giles County	665	610	9.0%
Montgomery County	2318	2086	11.1%
Pulaski County	2501	2123	17.8%
City of Radford	564	477	18.2%
Other (outside NRV)	870	955	-8.9%
Total	7277	6584	10.5%

NRVCS: BY THE NUMBERS

\$70,233,149

**ESTIMATED TOTAL IMPACT OF NRVCS
ON LOCAL ECONOMY¹**



ECONOMIC IMPACT of NRVCS

For every dollar of direct local funding provided to NRVCS in Fiscal Year 2018, the agency generated **over \$89** from other sources.

NRVCS continues to be one of the New River Valley's largest employers. As of January 2019, the agency employed **690** full- and part-time staff and had paid over **\$34.7 million** in compensation and benefits. Total expenditures for the year were **\$47.4 million**.

Using standard methods of economic impact analysis, it is estimated that NRVCS may have supported an additional **398** jobs in the community, as well as over **\$12.3 million** in additional labor income, resulting in a ripple effect of additional economic output of **\$22.8 million** in Fiscal Year 2018.¹

	DIRECT IMPACT	RIPPLE EFFECT	TOTAL IMPACT
JOBS	690	398	1,088
LABOR INCOME	\$34,733,004	\$12,337,163	\$47,070,167
ECONOMIC OUTPUT	\$47,422,788	\$22,810,361	\$70,233,149

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

FY 2018 REVENUES & EXPENSES

REVENUES

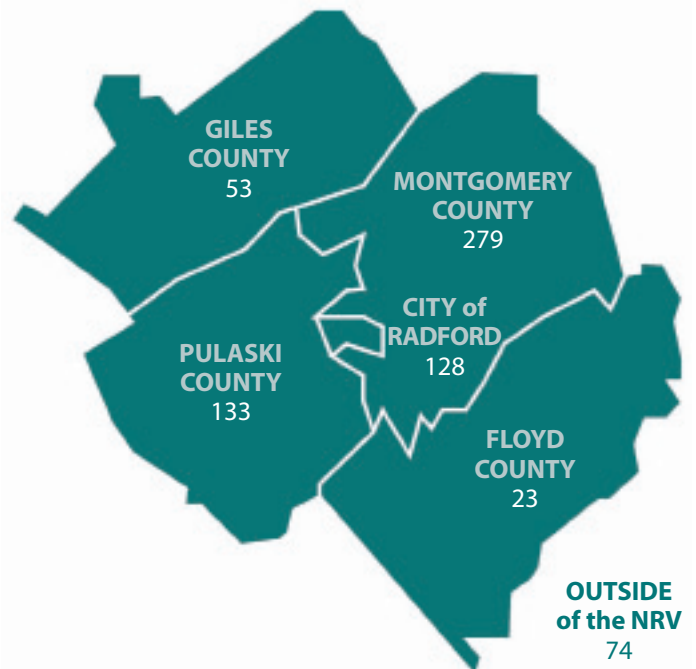
Federal Funds	\$2,139,317
State Funds	12,145,515
Local Funds	541,677
Fee Revenue	33,934,925
Other Funds	23,301
TOTAL	48,784,735

EXPENSES

Personnel	\$34,733,004
Operations	12,689,784
TOTAL	47,422,788

Surplus/(Deficit)	1,361,947
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NRVCS STAFF: WHERE WE LIVE



The majority of our 690 employees live and pay taxes in the New River Valley*

** Does not include relief staff or GMB work crew*

Working on recovery

GMB employment program helps participants develop sense of purpose

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Gordon Martin Brewer, a former employee of NRVCS, is credited with first developing a structured employment program for individuals who have a barrier to traditional employment. That all began to take shape back in the 1980's.

Sadly, Brewer was killed in a motorcycle accident shortly after the program was launched, but fast forward to 2019 and his legacy continues to live on. In fact, the very program he started uses his initials - GMB - for its name to this day.

According to Amy Englund, who oversees GMB as part of her duties at NRVCS, the program has continued to evolve over the years. Residents of the New River Valley are probably most familiar with GMB from the days when crew members did lawn care, or perhaps from the multiple years of cleaning Virginia Tech's Cassell Coliseum after home basketball games.

While those experiences did prove to be valuable for the consumers involved, Englund acknowledges that options for employment were somewhat limited.

"Research has proven the benefits of employment in providing purpose and meaning in life and according to SAMHSA (Substance Abuse and Mental Health Services Administration), having purpose by means of volunteerism or employment is also one of the key components of fostering recovery," explains Englund.

She adds that the emphasis on recovery has led NRVCS officials to recently re-examine the GMB model and come up a new plan.

"Through expansion, we are seeking to provide greater opportunities for anyone who has a desire to work and especially those who have a barrier to traditional employment," Englund explains. "Together, we will work with GMB employees to foster healthy employment skills that they can eventually take into a non-supported setting if they so desire."

Steve Kincer, who has worked with GMB since 1990, says his job not only gives him a chance to earn money, it also helps maintain his mental health.

"It gives me a chance to socialize with others," Kincer declares. "I'm not just sitting around - I'm actually doing something - and I get a chance to help others...It's been great for me."

To help prepare interested GMB participants for non-supported work settings, Englund says her team will conduct interviews, provide regular supervision/performance reviews, and offer a solid reference should a prospect for employment in a traditional setting arise.

Englund credits NRVCS Community Support Services Director Lucy McCandlish with changing the focus of GMB.

"She observed an opportunity to expand employment positions by allowing our GMB participants to work towards taking over cleaning contracts at various NRVCS facilities," notes Englund, who adds that the change will benefit GMB participants and the agency as a whole.

She continues, "We are so excited about the future expansion and opportunities that will promote purpose and foster recovery at the same time!"

Happy at work:
Steve Kincer, a veteran member of the GMB work crew, mops the floor of the NRVCS PACT office in Radford. (Photo - M. Wade/NRVCS)





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NRVCS Quarterly Service Report: FY 2019 (2nd Quarter)

Total Unduplicated Consumers by Locality (All Services)	
Floyd County	571
Giles County	984
Montgomery County	3216
Pulaski County	2445
City of Radford	851
Other	804
Total	8871

Total Minor (Under Age 21) Consumers Served (All Services)	
Total	3897

Total Adult (Over Age 21) Consumers Served (All Services)	
Grand Total	4974



Support for grandparents raising grandchildren: Issues related to addiction have led to a growing number of households where grandparents serve as the primary caregivers for school-aged children. NRVCS recently relaunched the support group for Pulaski County families in this situation. Meetings are offered the second Wednesday of each month in Pulaski, and in Dublin on the fourth Thursday of each month. For more information, call Mike Wade at 961-8420. (Photo - M. Wade/NRVCS)