



# HOPE

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# Outline & Objectives

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1. Overview of New River Valley Community Services
  - A. Programs Offered
  - B. Populations Served
2. The Importance of Meeting Clients Where They Are
3. Crisis is the Point of Contact, Connections, Care & Change
  - A. Developing Services & Identifying Funding
  - B. The Big Two: CRSC and MCR
4. A New Paradigm for those Experiencing a Behavioral Health Crisis
  - A. Successes and Challenges
  - B. Next Steps and Moving Forward

# Our Services



## Addiction Treatment

NRVCS offers a full continuum of treatment and supports for persons who are struggling with addiction, also known as substance use disorders (SUDs)



## Mental Health Services

NRVCS provides an array of services for individuals living with mental illness, including adults and children. For emergencies, referrals, or first appointments, contact Access Services at 540.961.8400.

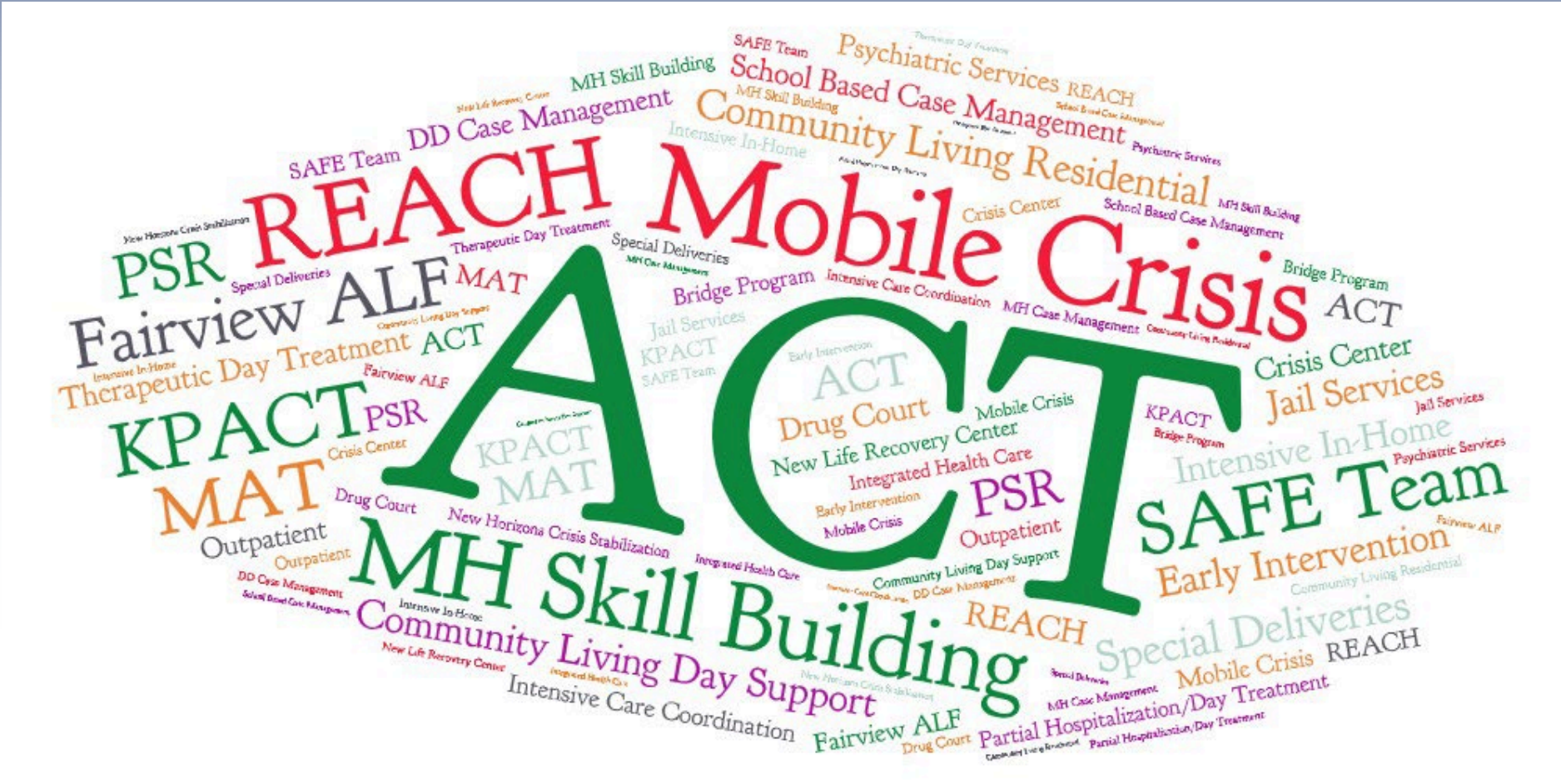


## Services for Developmental Disabilities

NRVCS strives to assure that individuals with developmental disabilities have access to quality supports and services.



# NRVCS Programs



# Who We Serve



## ANNUAL Return On Investment (ROI) Report

FISCAL YEAR 2023

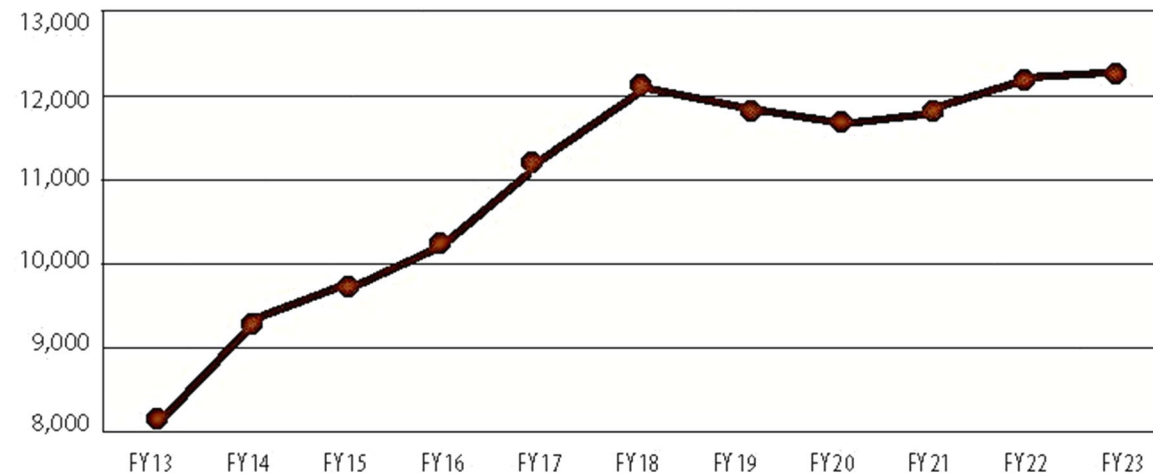
12,276\*

TOTAL NUMBER OF  
RESIDENTS SERVED  
IN FISCAL YEAR 2023

▲ 1.2%

\* Unduplicated number of individuals served.

Increase in overall service numbers  
from previous year.



# Who We Serve

## 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

# **Meeting Clients where they are and when they are in need:**

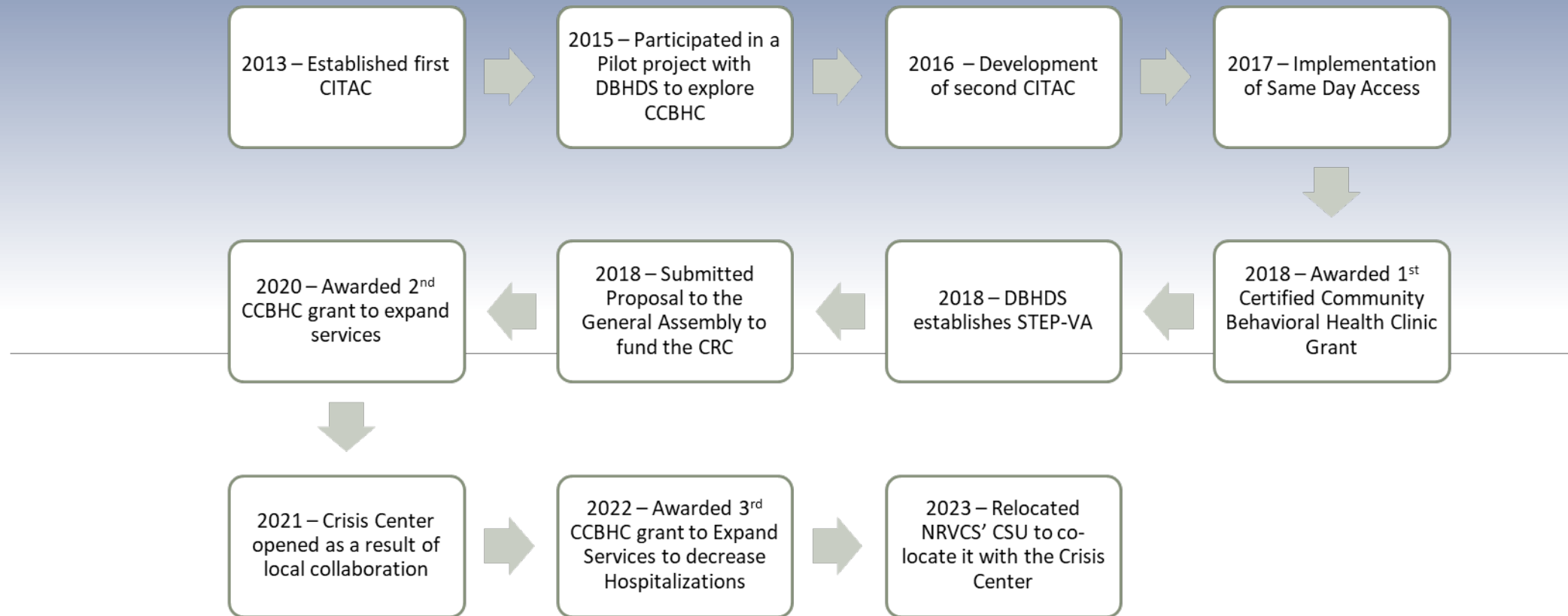
**Individuals are more likely to be receptive to help/treatment when their need is the greatest.**

**Early intervention and the provision of services leads to better outcomes and helps decrease the negative impacts on the individual, their family/support systems, and the larger community.**

**NRVCS recognized the importance of these two basic concepts and began tailoring the agency's approach to service request and increasing service capacity.**

# Developing Services

**A Vision of a Continuum of Crisis Care and a Commitment to Continually Challenging Ourselves to Improve and Building Capacity**

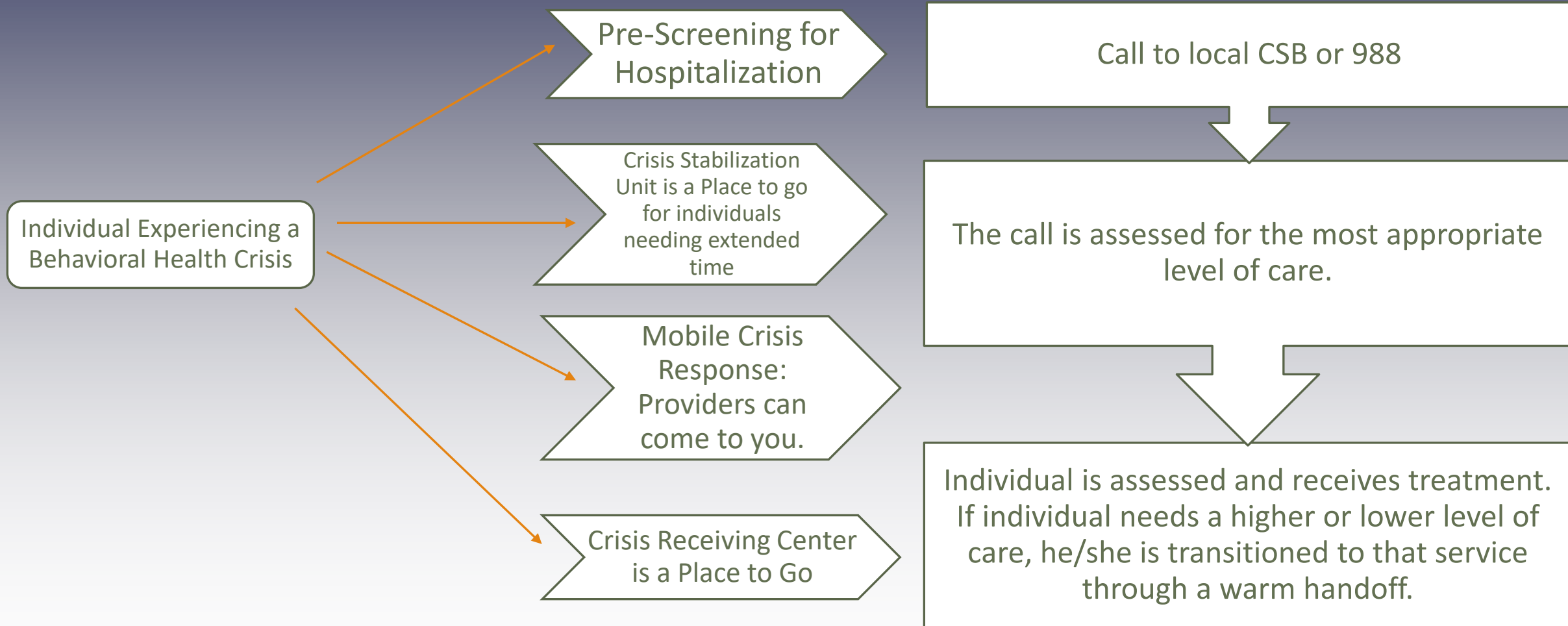




# VA Crisis System Components

- ❖ **988** – The Federally required single access number for suicide prevention and crisis care.
- ❖ **Virginia's Co-Response Model (Marcus Alert)** – The Virginia law to enhance mental health awareness and response in crisis situations involving 911 or 988.
- ❖ **Crisis Intervention Team Assessment Center (CITAC)** – Location for law enforcement to take an individual in crisis for assessment and stabilization.
- ❖ **Crisis Receiving Centers (CRC)** – Facility for an individual in crisis with 23-Hour crisis observation / stability capability
- ❖ **Crisis Stabilization Units (CSUs)** – Residential unit that provides evaluation and treatment.
- ❖ **Mobile Crisis Teams** – Team of mental health professionals that can respond to an immediate crisis in the community.

# Crisis is the Point of Contact, Connections, Care & Change



### FY 23 Rapid Responses - 1343

	Adult	Youth
Mobile Crisis Team	314	300
REACH Team	452	277
TOTAL	766	577

### FY 24 Rapid Responses - 1639

	Adult	Youth
Mobile Crisis Team	318	417
REACH Team	561	343
TOTAL	879	760

## Description of Mobile Crisis and Data

REACH began in Spring of 2012 providing 24/7 rapid responses to Adults with Developmental Disabilities. In 2013 youth REACH services were added. While NRVCS has had a mobile crisis team for years we began working towards providing services on a regional level in 2022. As the regional hub multiple approaches were taken to provide regional services. Currently, NRVCS contracts with PD1, Mt Rogers, DPCS, and SS to provide 24/7 coverage and responses within region 3.

The background image shows the exterior of a building with a light-colored stone or concrete wall. A large wooden pergola structure with a gabled roof and exposed rafters covers the entrance area. Several lantern-style lights are hanging from the pergola. The entrance features glass doors. The text 'Crisis Receiving & Stabilization Center' is overlaid in a large, bold, black font, centered on the image. A thin horizontal line is positioned below the text.

# Crisis Receiving & Stabilization Center



# Crisis Center Basics

- ❖ Opened July 1, 2021. Located at NRVCS Radford Center.
- ❖ Individuals can stay up to 23 hrs but on average stay 4-6 hours.
- ❖ Rapid access to:
  - ✓ Behavioral health clinician
  - ✓ Nursing assessment
  - ✓ Psychiatric prescribing
  - ✓ Peer support



# How Crisis Center and CITAC intersect

- ❖ Voluntary crisis center connected to CITAC
- ❖ Ability to support voluntary and transfer of custody individuals at one site
- ❖ Crisis continuum of care
- ❖ Recovery oriented; reduced stigma



# How does the CRC work with the other services along the crisis continuum

- ❖ CC works closely with call centers, Mobile Crisis Response, Community Stabilization, REACH, Emergency Services, CITAC, and CSU.
- ❖ Referrals will be based on each individual's needs based on assessment/evaluation. Strong collaboration with all services in the crisis continuum as referrals can be made to: CSU, in-patient or outpatient substance use/mental health treatment, MCR, and home with a safety plan and follow up supports.
- ❖ A single point of entry for individuals experiencing a mental health or substance use crisis. It creates an opportunity to divert those with unmet mental health or substance use needs to appropriate care and reduce the number of people taken to an Emergency Room.
- ❖ Provides a safe, caring, and medically appropriate alternative to an emergency room or jail.

# A New Paradigm: Changing how Individuals Access Crisis Services – Our Success

	July 1, 2021 – June 30, 2022	July 1, 2022- June 30, 2023	July 1, 2023 – June 30, 2024	July 1, 2024 – August 31, 2024	Totals
Total number of guests served	149	513	1,011	171	1,844
Number of ECO diversion	6	2	28	13	49
CSU (New Horizons) direct admits	23	77	158	34	292
Local inpatient direct admits	4	15	60	8	87
Release to community resources	14	39	454	122	629
Release with no other services required	7	12	19	0	38
Emergency room diversions	2	37	59	24	122



# Our Success - Continued

- ❖ Client feedback has been positive regarding treatment experience
- ❖ Diverting Individuals from hospitalization
- ❖ Successful collaboration with Community Partners and Stakeholders to assist individuals experiencing a behavioral health crisis

# Shifting to the New Paradigm Continued

## Challenges and Barriers

- ❖ Funding issues since many individuals don't have a funding stream
- ❖ Saw some challenges in engaging community partners and community culture shift to effective utilization of site.
- ❖ Staffing- particularly nurses
- ❖ Growing staff to manage higher acuity individuals/successful diversions

# Moving Forward and Looking at What is Next



Thoughts



How can the general assembly  
help

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# HOPEHUB

## FREE NRV RESOURCE APP



### 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.

