



2014-2015 ANNUAL REPORT



NRCA Mission

The mission of New River Community Action, Inc. is to promote and support the well-being and self-reliance of individuals, families and communities.

Organizational Values

New River Community Action, Inc. strives to accomplish its mission by:

- Focusing on the needs of people through interactive, participatory processes
- Increasing community awareness regarding poverty issues
- Advocating for the needs of participants
- Striving for social justice
- Providing and promoting leadership
- Fostering a proactive approach
- Continuously developing, evaluating and improving programs using an outcome measures approach
- Respecting all people and their contributions
- Recognizing individual and group achievements
- Creating a caring environment that encourages openness, trust and compassion
- Valuing independence, interdependence and self-reliance
- Encouraging personal integrity, effectiveness and performance
- Providing equal opportunities for individuals to achieve their full potential
- Encouraging innovation, creativity, risk taking and teamwork
- Fostering cooperative and collaborative relationships
- Maintaining organizational integrity and effectiveness
- Promoting responsible stewardship of resources
- Committing resources to organizational growth and development

Community Action changes people's lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

The Promise of Community Action
National Community Action Partnership

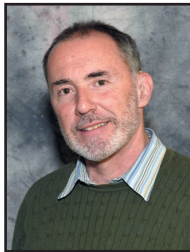
MESSAGE FROM BOARD OF DIRECTORS CHAIRMAN & CHIEF EXECUTIVE OFFICER

Over 13,000 New River Valley residents made positive changes in their lives through participation in services provided by New River Community Action during program year 2014-15. With assistance from numerous volunteers, grantors and donors, NRCA offered hope and help through services that meet basic needs, strengthen families, promote school readiness and economic stability.

Our programs are community-based and designed in partnership with other human services and organizations. We extend assistance to those in need, serve as a catalyst for opportunity and a voice of advocacy.

The 2014-15 program year produced several notable events at NRCA. We returned program operations to the newly renovated NRCA Floyd building in August and opened a new Head Start classroom at the site in October. We also said goodbye to our Retired and Senior Volunteer Program following an in-depth review of volunteer enrollment and new program requirements. NRCA gave Family Outreach Connections its own program status and the Board of Directors developed and approved a new agency Strategic Plan.

We are able to carry forward our mission only with the assistance of our dedicated staff, Board of Directors, advisory boards and councils, plus federal, state and local governments, foundations, United Way/United Fund and other supporters. As we move into our next 50 years of service, we thank you for your confidence in NRCA and our programs.



John McEnhill, Chairman
Board of Directors



Ms. Terry Smusz
Chief Executive Officer

A handwritten signature in black ink that reads "John E. McEnhill".

A handwritten signature in black ink that reads "Terry D. Smusz".

NRCA BOARD OF DIRECTORS 2014/2015

JOHN McENHILL, *Chairperson*

TERRY MAYS, *Vice Chair*

ELAINE POWELL, *Secretary/Treasurer*

Kristin Adams
Dianne Anderson
Don Clark

Mary Critzer
Tanya Evans
John Getgood

Kayla Gardunio
Kathryn Hoover
Lura Ann Pitchford

Sally Quesenberry
Hillary Vaillancourt
Corbin Vierling

Board of Directors provided over 400 volunteer hours to the leadership of New River Community Action in 2014/15.

NRCA ADVISORY GROUPS 2014/2015

LOCAL ADVISORY BOARDS

FLOYD COUNTY

Karen Bingham
Tracie Brewster
William Gardner
John Getgood
Susan Icove
John McEnhill
Pat Shelor
Jack Wall

GILES COUNTY

Rev Terry Mays
Susan Kidd
Jill Williams
Don Clark
Corbin Vierling
Rebecca Walkup

MONTGOMERY COUNTY

Mary Critzer
Mona DiGiulian
Deena Flinchum
Karen Frazier
Ann Hess
Marquita Hill
Larry Lindsay
Stephanie Myrthil
Lindsay West

PULASKI COUNTY EMERGENCY NEEDS TASK FORCE*

Denise Bolden
Edith Hampton
Janet Johnson
Fannie McClanahan
Melissa McNair-King
Violet Nash
Connie Patterson
Sally Quesenberry
Joseph Reed
Randy Vaughn

RADFORD CITY

Queen Alexander
Sarah Carter
Leslie Dean
Kelly McCoy
Ann Walker

**Pulaski County Emergency Needs Task Force serves as the Pulaski Local Advisory Board*

PROGRAM ADVISORY COUNCILS

CHILDREN'S HEALTH IMPROVEMENT PARTNERSHIP ADVISORY COUNCIL

Joan Behl
Mary Critzer
Erin Cruise
Amy Epperly
Larry Lindsey
Terry Mays
Molly O'Dell
Trina Porterfield
Alicia Prioleau
Rhonda Seltz
Tammy Taylor

HEAD START HEALTH ADVISORY COMMITTEE

Maggie Bassett
Sylvia Bond
Kylie Cisneros
Kelly Ginger
David Hudgins
Wallace Huff
Steve Jacobs
Elizabeth Jone
Ruby Lucado
Jessica McPeak
Leigh Anne Moye
Debbie Poff
Rhonda Seltz
Michelle Smith

HEAD START POLICY COUNCIL

Leah Carmady
Alexandria Cordova
Kayla Gardunio
Chanera Durante
Sefah Majeed
Leigh Anne Mays
Barbara Havens
Mandy Seeberger
Brittany Kinder
Jessica Hale
Kim Combs
LeeAnn Keffer
Tammy Murphy
Ashley Kimbrough
Wendy Cregger
Jessica McPeak
Amy Porvencher
Rhonda Seltz
Stephanie Smith

RETIRED AND SENIOR VOLUNTEER PROGRAM

Floyd County
Ed Fallon
John Getgood
Pat Haluska
John Pendrey
Rosa Powell
Sue Quesinberry
Iletta Slusher
Laurence Wood

Giles County
Robert Miles
J.R. Peek
Dianne Rader
Lester Sears
Caroleen Slowers
Gail Vaught

TO OUR HOUSE POLICY COUNCIL

Mary Blakely
Morris Fleischer
Linda Jilk
Bill King
Janne Mathes
JoeRacek
Rebecca Rees
Melanie Smith
Megan Stuart
Don Waite

BLACKSBURG INTERFAITH FOOD PANTRY

David Bluey
Christy Brown
Fredda Cromer
Roy Kirkpatrick
Jon Low
Brenda Moses
Jerald Robinson
Bruce Shepherd
Verb Simpson
Mike Snyder
Leigh Anne Taylor
Donald Williams

NATIONAL COMMUNITY ACTION GOALS

GOAL 1: HELP LOW-INCOME PEOPLE BECOME MORE SELF-SUFFICIENT

Employment and Education are the two most important factors leading to self-sufficiency. Program staff works with customers to find permanent employment, healthcare, transportation, and childcare.

GOAL 2: IMPROVE CONDITIONS IN WHICH LOW-INCOME PEOPLE LIVE

NRCA helps low-income families and individuals to obtain or remain in safe and affordable housing.

GOAL 3: ENCOURAGE LOW-INCOME PEOPLE TO OWN A STAKE IN THEIR COMMUNITY

Staff and customers are invited to take part in volunteer activities, councils, and committees that have positive impact on the community. Participation in program advisory councils and committees give our customers a chance to contribute their ideas.

GOAL 4: CREATE PARTNERSHIPS AMONG SERVICE PROVIDERS AND LOW-INCOME FAMILIES

NRCA builds committed partnerships and agreements with organizations, area services, and community supporters to ensure our customers' success. These partnerships are essential for comprehensive customer care.

GOAL 5: INCREASE AGENCY CAPACITY TO HELP MORE LOW-INCOME FAMILIES

As the pressure for limited resources increases, NRCA must successfully manage its finances and raise additional funds to continue providing essential services. These realities call for NRCA to bring forth its collective experience and expertise to meet new demands through innovative, pro-active cost containment, financial management, and fund development strategies.

GOAL 6: STRENGTHEN LOW-INCOME FAMILY SUPPORT SYSTEM

NRCA builds strong families by providing supportive services that give families the tools and resources to succeed and achieve financial independence, while embracing core family values. NRCA believes in building strong families to build strong communities.

New River Community Action recognizes . . .

Scholarship Award winner

The New River Community Action Board of Directors annually presents the *George Ducker Memorial Scholarship Award* in memory of the late Reverend Ducker, pastor of the Presbyterian Church of Radford, member of the Radford City School Board and member of the New River Community Action Board of Directors from 1986-1992.

In June 2015, the Board presented the \$500 *Ducker Scholarship* to **AUTUMN BLEVINS** in recognition of her academic achievements, extracurricular activities and community service.

Autumn graduated from Blacksburg High School with a 3.3 GPA. She challenged herself with honors, dual-enrolled, and Advanced Placement courses. In addition to her outstanding academic success, Autumn worked nearly full-time while a student, volunteered with the local rescue squad and held a leadership position with the National Art Honors Society.

According to her guidance counselor, “Autumn can be a very enduring young woman with a great sense of humor and a spontaneous and outgoing personality.” Autumn hopes to learn how to manage a business and perhaps run a non-profit organization. NRCA is proud to assist Autumn as she follows her dreams.



Autumn Blevins, recipient of 2015 NRCA George Ducker Memorial Scholarship Award.

Volunteer of the Year

The Board of Directors of New River Community Action (NRCA) presented the agency’s annual *Philip Sadler Memorial Community Service Volunteer of the Year Award* to **SUSAN ICOVE** of Floyd in June 2015.

Icove serves as Chairperson of the NRCA Floyd Local Advisory Board and served as Chairperson of the NRCA Floyd Building Renovation Committee. Icove provided leadership to local fundraising efforts to rehabilitate the Floyd Community Action building, raising more than \$150,000 for the project. She recruited local private donations, organized an event featuring poet Nikki Giovanni, and designed a fundraising brochure mailed to all Floyd residents.

According to Terry Smusz, NRCA CEO, “Susan had a vision -- a new Head Start classroom, renovated playground and food pantry, and plenty of office space for NRCA’s current services with room for growth. Knowing the limits of affordable non-profit space in our community, she also envisioned a spacious meeting room, now used for job fairs, GED and parenting classes. She brought experience and perseverance to her cause, and Floyd County is now the beneficiary of her hard work.”

New River Community Action annually presents the *Philip Sadler Memorial Community Service Volunteer of the Year Award* in memory of the late Sadler, a Pulaski County attorney, community leader and humanitarian. The award is presented each year to an NRCA volunteer in recognition of outstanding service to the community.



Susan Icove, recipient of 2015 NRCA Philip Sadler Memorial Community Service Volunteer of the Year Award. Susan is pictured with NRCA Board members John McEnhill (Chairman) and John Getgood, also members of the NRCA Floyd Building Renovation Committee.



New River Community Action, with the assistance of 1,923 volunteers who worked 65,814 hours, provided the following services to 13,538* unduplicated individuals in 2014-2015:

- **EMERGENCY FOOD** was provided to 5,644 individuals in 2,566 families through six food pantries.
- **VOLUNTEER INCOME TAX ASSISTANCE (VITA)** was provided free of charge for 601 families who saved \$120,200 in tax preparation fees.
- **The HEAD START PROGRAM** provided comprehensive education, nutrition, health, parent involvement and social services to 365 pre-school children.
- **EMERGENCY ASSISTANCE** was provided to 2,627 families (6,407 individuals) alleviating their financial crises. Assistance with applying for electric bill payments through Neighbor-to-Neighbor was provided to 1894 families consisting of 4,472 individuals.
- **HOUSING COUNSELING** was provided to 101 households (208 individuals) leading to improved housing.
- **HOMELESS and HOUSING PROGRAMS** assisted 70 households (149 individuals) to obtain or maintain permanent housing through assistance with utility and security deposits, moving costs, and temporary rental assistance (\$170,213).
- **CHILDREN'S HEALTH IMPROVEMENT PARTNERSHIP (CHIP)** of the New River Valley provided 136 families with 232 children (age 0-6) with improved health care, parent education and case management.
- **VIRGINIA CARES** provided assistance to 146 ex-offenders to promote successful transition from prison or jail to society.
- **INFORMATION AND REFERRAL SERVICES** were provided to 5,936 families.
- **FORMAL and INFORMAL PARTNERSHIPS** were maintained with 174 organizations.
- **STAFF SUPPORT OR OFFICE SPACE** was provided to three agencies or organizations; 6,452 low- income individuals benefited.
- A total of 23 unduplicated low-income individuals were mobilized to serve on **BOARDS AND COUNCILS OF NRCA AND OTHER ORGANIZATIONS.**
- **FLOYD BACK PACK PROGRAM** served 179 children in 83 families.
- **FAMILY OUTREACH CONNECTIONS** screened and referred 65 families to local home visiting programs and facilitated 187 visits to the Baby Shops.
- **TO OUR HOUSE** winter shelter served 52 homeless men providing 1,141 bed-nights, and a total of 3,423 meals. Fourteen host churches and 36 support churches/organization participated in the program. Nine hundred thirty-three volunteers provided 8,663 hours of service to men experiencing homelessness.
- Eighteen **AMERICORPS MEMBERS** provided a combined 10,848 service hours in these program areas: Head Start, Homeless and Housing Programs, VITA, MCEAP, and To Our House.

*estimate/unconfirmed

2014-2015 FINANCIAL REPORT

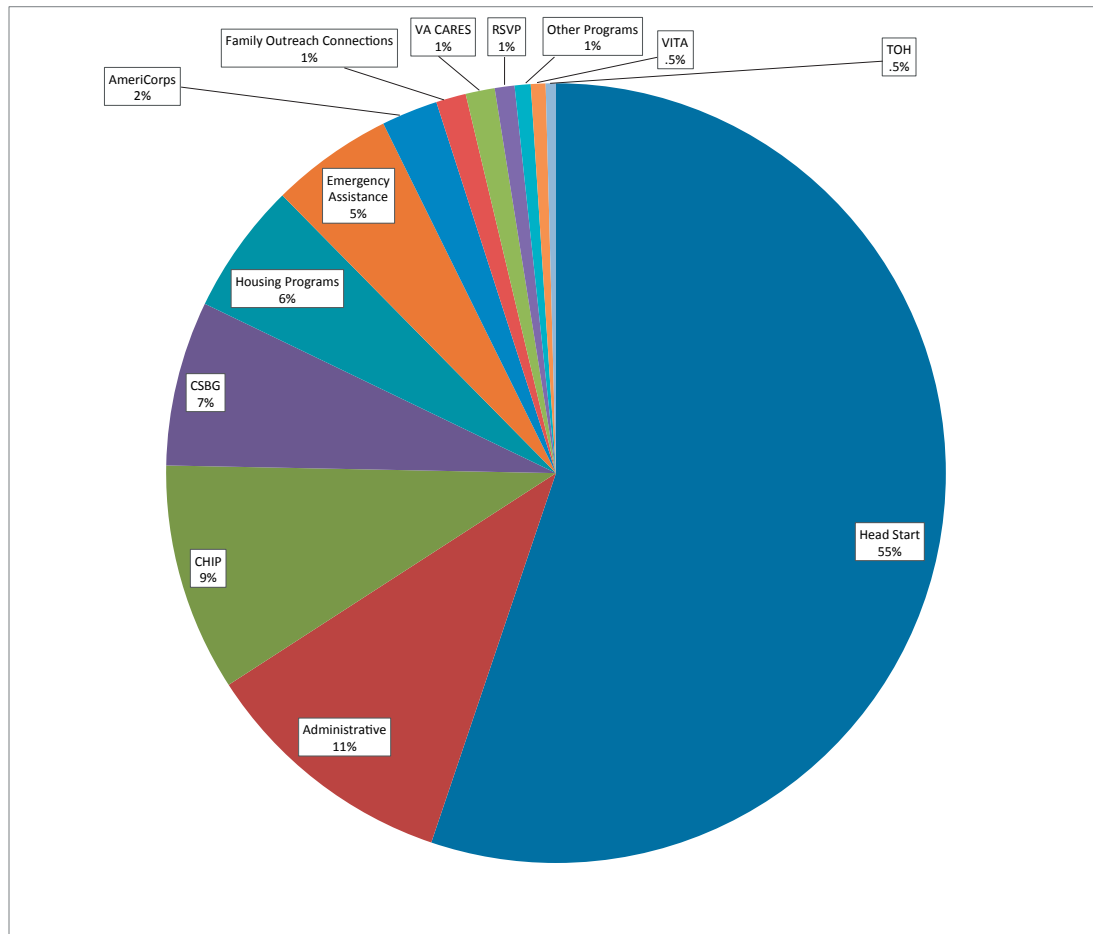
Agency Revenues

Grants	\$4,945,408
In-Kind Donations	\$913,826
Contributions*	\$250,138
Other Funding	\$40,199
United Way	\$28,800
Fundraising	\$19,364
Total Revenue	\$6,197,735

Agency Expenses

Head Start	\$3,417,384
Administrative	\$661,494
Children's Health Improvement Partnership (CHIP)	\$585,229
Community Services Block Grant (CSBG)	\$423,469
Housing Programs	\$338,588
Emergency Assistance Program	\$314,469
AmeriCorps	\$144,736
Family Outreach Connections	\$76,926
Virginia CARES	\$74,823
Retired Senior Volunteer Program (RSVP)	\$50,721
Other Programs	\$41,099
Volunteer Income Tax Assistance (VITA)	\$37,770
To Our House	\$26,208
Total Expenses	\$6,192,916

*NRCA conducted a Capital Campaign for building renovations in FY 15.



AMERICORPS PROGRAM



The NRCA AmeriCorps Program members provided 10,848 hours of service.

AmeriCorps is a federal government program that networks with non-profit organizations, public agencies and faith-based groups. Initiated under President Bill Clinton through the National and Community Service Trust Act of 1993, the program currently enrolls over 80,000 individuals nationwide each year. AmeriCorps State and National Programs engage thousands of Americans in intensive community service. AmeriCorps members address unmet community needs in areas of education, public safety, health, and the environment.

The NRCA AmeriCorps program enrolled eighteen members this service year. Through their efforts, a total of 10,848 hours were completed in the following programs: To Our House Thermal Shelter, Head Start, Volunteer Income Tax Assistance, Homeless and Housing Programs, and Montgomery County Emergency Assistance Program. Service activities included literacy support for children and families, renter education workshops, free tax preparation, coordination of local emergency services, and provision of overnight shelter and meals for homeless men. AmeriCorps members are truly our community heroes!

PROGRAM HIGHLIGHT

This year AmeriCorps celebrated its 20th Anniversary! On September 12th, NRCA AmeriCorps members gathered with over 500 members from around the state at the *Virginia Volunteer & Service Conference* in Richmond to commit to a year of *service*! Then Virginia's AmeriCorps members joined with thousands of members from around the United States as they participated in a national simultaneous swearing in ceremony. Governor and First Lady McAuliffe and a U.S. Senator Tim Kaine attended the Richmond event, while Presidents Obama and Clinton broadcasted remarks from the White House South Lawn. President Obama reflected on his previous volunteerism in the community, "...the idea of making a difference in other people's lives made a difference in mine. It made me whole. It gave me center. It gave me a compass." Incoming members at the Richmond location were inspired by Kaine and the McAuliffes to make service a lifelong commitment. Kaine remarked, "If you make your life about serving others, you'll always have something to do, and you'll always be happy and fulfilled." Kaine proudly shared that one of his sons was joining AmeriCorps service that day.



NRCA AmeriCorps Program Coordinator, Nina Hollins, with US Senator Tim Kaine celebrating AmeriCorps' 20th anniversary at the Virginia Volunteer & Service Conference.

CHILDREN'S HEALTH IMPROVEMENT PARTNERSHIP OF NRV



CHIP of NRV provided 136 families (232 children) with services including access to health care, case management and parent education.

The Children's Health Improvement Partnership of the New River Valley (CHIP of NRV) partners with families to create a nurturing home environment and promote the health and well-being of children in our community. CHIP provides services to families with children age birth through 6. The program model includes accessing medical and dental homes, promoting successful parenting through use of the nationally recognized evidence-based Parents as Teachers curriculum, ensuring parents understand and follow physician recommendations, helping families set and attain health and self-sufficiency goals, coordinating transportation, developmental screenings, case management and referrals to other community-based services to help meet the multifaceted needs of families. All services emphasize prevention, early intervention, school readiness and family empowerment.

CHIP links families with medical and dental homes where children receive consistent and comprehensive care in familiar settings. Enrolled families receive regular home visits from CHIP Nurses who provide health education, medical case management and early screening for developmental delays. The CHIP Nurse supports the child's physician ensuring access to preventative health care and other necessary medical services.

A key component of the CHIP program is the Parents as Teachers (PAT) parent education curriculum. All CHIP of NRV Family Case Managers are nationally-certified trainers. PAT drives home the message that parents are their children's first and best teachers.



PROGRAM HIGHLIGHT

During 2014-15, CHIP of NRV served a total of 462 individuals: 221 parents, 232 CHIP children, and 9 siblings. Family Case Managers and Registered Nurses completed 1,957 home visits. Additionally, CHIP of NRV staff completed 442 developmental and social emotional screenings, resulting in 51 referrals to Early Intervention or specialists for diagnostic and intervention services. Staff made 1,493 referrals to other human service agencies and providers. Our Registered Nurses provided 70 dental varnishes and 39 Otoacoustic Emissions hearing screenings to children in the New River Valley.

Outcomes for 2014-15 (families/children who have received at least 10 months of service)

- | | | |
|---|---|---|
| <ul style="list-style-type: none">• At enrollment, 33% of families had one or both parents employed; after 1 year of service that number increased to 61%.• 92% of parents report they are more confident in taking care of their child.• 93% of parents report CHIP has helped them manage their parenting responsibilities. | <ul style="list-style-type: none">• 98% of families report that CHIP has helped their family.• 100% of families would refer their friends and family.• 96% of children are up to date on immunizations.• 93% of parents report they are closer to their child because they have a better understanding of their child. | <ul style="list-style-type: none">• 100% of children have a medical home.• 98% of parents report CHIP has helped them develop better parenting skills.• 86% of families have met at least one family-focused goal.• 98% of parents report CHIP has helped them learn how to keep their child safe. |
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FAMILY OUTREACH CONNECTIONS

Family Outreach Connections screened and referred 65 families to local home-visiting programs and contributed to the over-all well-being of families through 187 visits to the Baby Shops, ensuring families had daily hygienic necessities for their children.



Family Outreach Connections of the New River Valley is a free local service designed to assist pregnant women, parents, and others caring for young children to find a home-visiting program and other community resources most beneficial for their specific needs. Funded by a Maternal, Infant and Early Childhood Home Visiting grant from the Virginia Department of Health, families participate in a brief, yet comprehensive, screening to determine which program would best suit the family, thus maximizing the services received. This outreach offers families in the New River Valley a holistic approach to connecting with assistance programs located within their communities and tailored to their needs. Families who contact the Family Outreach Connections Program may receive assistance for parenting education, health needs, accessing medical care, mental health services, substance abuse treatment, housing resources, domestic violence, and a variety of other issues that families might encounter. Family Outreach Connections partners with the following programs: Baby Care, Resource Mothers, NRCA CHIP, Infant and Toddler Connection of Virginia, Preschool Case Management and Parent Coach Services, Special Deliveries, NRV CARES Parenting Young Children & Circle of Parents, and Strengthening Families.

A key component of the Family Outreach Connections Program is managing local *Baby Shops* that provide children's clothing, books, toys, and daily hygiene necessities free of charge to families enrolled, or interested in enrolling, in a home-visiting program. These shops are volunteer and donation driven. The Baby Shops' mission is to promote self-esteem, confidence, and overall general positive character building, while at the same time helping to meet the basic needs of infants and toddlers. This unique outreach experience is geared toward providing families with a shopping experience that includes making choices and being treated as a "preferred customer."

PROGRAM HIGHLIGHT

During 2014-15, New River Community Action launched Family Outreach Connections as an individual program; previously the program was housed under NRCA's Children's Health Improvement Partnership (CHIP). With this change, Family Outreach Connections was able to focus on extending its community partnerships and volunteer engagement throughout the New River Valley. The program now links with eight projects serving pregnant women and families with young children. Additionally, Family Outreach Connections secured in-kind donations valued at over \$3,500 to support the *Baby Shops* through several drives and giving opportunities, including collaborations with BB&T Bank and Kroger.



Shanice Hairston, Family Outreach Connections Screener, at the Baby Shop in Christiansburg.



HEAD START PROGRAM

Head Start provided 365 children and their families with comprehensive developmental services, benefiting the entire family unit.

Head Start is dedicated to providing eligible pre-school children with the tools necessary for creating and maintaining a lifelong learning foundation for school and for success in life. Head Start promotes school readiness and successful transitions by offering children and families supportive education in: language and literacy skills, science and math, cognition and general knowledge, physical development and health, and social and emotional development.

Head Start emphasizes the role of the parent as their child's first and most important teacher. Program staff members build relationships with parents, while engaging them to be strong advocates for their children and family as a whole. Comprehensive services to enrolled families also include social, health, nutrition, and support in goal development and implementation. Services are designed to be responsive to each child and family's ethnic, cultural, and linguistic heritage.

PROGRAM HIGHLIGHT

The NRCA Head Start program year 2014-2015 marked a year of progress with many changes as the motivator. A new partnership with Giles County Public Schools resulted in a braided Virginia Preschool Initiative and Head Start classroom (VPI/HS) at Narrow Elementary/Middle School (NEMS). With a classroom for four-year old children at NEMS, this allowed Head Start to offer a Combination (center/home-based) classroom for three-year old children at the NRCA Narrows Head Start Center.

After strong community support and much effort, the renovation of the Floyd New River Community Action Building Head Start classroom was completed on October 7, 2015. Three-year old Floyd County Head Start children were welcomed to a new aesthetically pleasing Combination classroom and playground located at the NRCA building.

Other changes for the 2014-2015 program year included the adoption of the new *Creative Curriculum* for Head Start in place of the *Highscope* curriculum, which had when used for many years. The program also changed from using the *Children's Observation Report* (COR) to Teaching Strategies Gold as the child assessment tool. These changes aligned NRCA Head Start children's outcome measurements with those of other preschool programs across the state and nation.

Also, 2014-2015 marked NRCA Head Start's first year of the federal Office of Head Start's new five-year grant cycle. The Office of Head Start shifted from a three-year review period to an annual review cycle. As a result of being a quality program, NRCA was one of only ninety-nine grantees nationwide awarded participation in the new Head Start Key Indicator Review, instead of the usual Comprehensive Review for the first review period.



NRCA Floyd Head Start sponsored a Tea Party for the Floyd County Fine HeArts artists. Staff and children posed with members of Fine HeArts in front of the garden mural created by the artists for the Head Start classroom.

HOMELESS AND HOUSING PROGRAMS

Focus on Group Education in 2014-2015

During program year 2014-15, NRCA management focused on group education services as part of the continuing program restructuring begun in 2013-2014. The NRCA Board of Directors voted in October, 2014 to require clients who receive financial Emergency Assistance through a local NRCA office to attend a Renter Education Workshop. This program was piloted in Giles and Radford beginning in January, 2015. To accommodate the new requirement, Renter Education classes were increased to two per month in each locality, one during the day and one in the evening. This led to an increase in Renter Education participants, with 24 households served in 2014-15 compared to no households served in 2013-14. This requirement for attendance will expand to Floyd in 2015-16.

As part of this restructuring, the Board voted in May, 2015, to discontinue the First Time Homebuyer Classes, and instead partner with Community Housing Partners (CHP) who provides these classes. CHP refers rental clients to NRCA workshops, and NRCA refers pre-purchase clients to their classes.

PREVENTION AND RAPID REHOUSING

Prevention and Rapid Rehousing programs provided \$170,213 in financial assistance to 70 households.

NRCA's Homeless and Housing Programs assisted 70 households (149 individuals) that were either at-risk of homelessness or already homeless. Funding assisted these families with rent and utility deposits, rent arrears, and temporary rental and utility support to help households obtain or maintain stable and safe housing.

HOUSING COUNSELING

Counseling was provided to 101 households in 2014-2015.

NRCA provided Housing Counseling to 101 households (208 individuals) during 2014-2015, a significant increase over 2013-14. Housing Counseling included rental rights and responsibilities, pre-purchase, foreclosure prevention and financial literacy.



PROGRAM HIGHLIGHT

A young married couple with two children and another on the way were living with a relative. The husband was working a minimum wage job and the family was barely making ends meet, even with the help of a relative. The relative determined she could no longer provide help and moved away, abandoning the young family. After she left, the couple could not afford to pay their rent and were evicted. They entered the New River Family Shelter and were referred to NRCA for rapid rehousing assistance.

While in the shelter, the husband found a better job making more money. That same week, NRCA staff performed an assessment of the family's situation, and they were approved for rapid rehousing funds. An apartment at a Community Housing Partners subsidized complex became available and the family moved in, but continued working with a NRCA Housing Counselor. The family graduated from the rapid rehousing program and have continued on their own with a sustainable budget.

VOLUNTEER INCOME TAX ASSISTANCE (VITA)

Volunteers served 601 families, saving filers \$120,200 in tax preparation fees.

New River Community Action was the recipient of a \$12,000 grant from the Virginia Community Action Partnership, allowing the operation at the Volunteer Income Tax Assistance (VITA) program at sites in Floyd, Montgomery and Pulaski Counties and Radford City. VITA provides free tax preparation to moderate-low income individuals. From January to May 2015, community volunteers worked 634 hours and assisted 601 taxpayers. The volunteers helped their clients receive \$777,829 in tax refunds, including \$238,063 in federal Earned Income Tax Credit (EITC) dollars. The EITC is the largest federal anti-poverty program, serving working families who are most at-risk during hard economic times. The average adjusted gross income for households served by VITA was \$18,486. NRCA's free services saved low-income tax payers \$120,200 in tax preparation fees, based on an average fee of \$200 per tax-filer.

PROGRAM HIGHLIGHT

NRCA VITA sites now include additional computers so individuals can file their own tax returns online with the help of a VITA volunteer, as needed. Two filers learned how to file their own returns at a NRCA VITA site, thanks to help from a volunteer. Neither filer had ever completed a tax return nor was familiar with computers. With a little help and support from the volunteer, they both successfully completed and submitted their returns. One stated, "I can't believe I just filed my own tax return!" The other said, "That's it! I can't believe it was that easy; I never would have tried it on my own." Both left the site having gained the confidence to file their own returns in the future.



Heather Lucas, NRCA VITA Program Coordinator, and volunteers Brenda Springer, Jettie Montgomery, Lee Henkel, and Richard Theobald.

NRCA ENDS SPONSORSHIP OF THE RETIRED AND SENIOR VOLUNTEER PROGRAM



On January 15, 2015, the New River Community Action (NRCA) Board of Directors voted to end NRCA's sponsorship of the Floyd and Giles Retired and Senior Volunteer Program (RSVP) effective at the end of the 2014-15 program year, March 31, 2015. The Board reached this decision following careful review of the program and its community impact.

The number of NRCA RSVP enrollees had dropped over the past several years. By winter 2015, only 40 RSVP volunteers were reporting monthly service hours. The enrollment drop might have been due to easy access to information about local volunteer opportunities. Today's seniors are computer-savvy, perhaps not needing this program designed in the 1970s to help them find volunteer service.

Additionally, the Corporation for National and Community Services (CNCS), the federal agency administering RSVP, established new priorities for volunteer service. NRCA RSVP had minimum success meeting the CNCS goals, primarily because of the rural nature of our service area and volunteer preferences for service activities different from the CNCS priorities.

NRCA spent approximately \$20,000 annually from unrestricted funds to meet the RSVP grant match and budget requirements. The agency determined these funds would be better spent supporting NRCA's mission of alleviating local conditions of poverty.

As the program came to an end, many dedicated RSVP members stated their intentions to continue on with their volunteer community service. NRCA expressed gratitude to Valerie Mills, RSVP Program Director, and Cindy Laws, RSVP Program Coordinator, and to the RSVP Advisory Council members for their excellent service to NRCA RSVP.

During its fifth season of operation, 933 volunteers from 50 faith-based organizations, businesses and community groups provided 1,141 bed-nights of winter shelter and 3,423 meals for 52 homeless men. During Season Five, 19 guests obtained employment and 25 guests moved into permanent housing.



Homelessness looks very different in the New River Valley than in urban areas. The homeless in rural areas might reside in their cars, in the woods or caves. Individuals in our area who find themselves without housing often include ex-offenders, the disabled, those working at low-paying jobs, and those experiencing long-term unemployment. Long waiting lists for limited subsidized housing exacerbate the problem.

NRCA's **To Our House** program works in partnership with the local faith community to shelter homeless single men in the winter months. Churches offer their fellowship halls each for one or two weeks as night shelter. Host and support church volunteers transport the homeless men (guests), set up cots and sleep at the shelter as church liaisons to the **To Our House** staff that stay awake on site all night. Volunteers also cook and serve meals and offer fellowship to the guests during the evening hours.

New River Community Action offers a variety of support services to the guests, including VA CARES for the ex-offenders. NRCA also links the **To Our House** guests with our Homeless and Housing Program to obtain stable housing.

PROGRAM HIGHLIGHT

Volunteers are the heart, soul, and hands of this program. Volunteers transport, inventory, and set up equipment; support staff at the intake site; plan, cook, and serve breakfast, lunch, and dinner; launder program sheets and towels; transport men (guests) to and from the host shelter site; and provide conversation and support to the guests during the evening hours. Some volunteers even provide well-check health visits, give haircuts and organize Super Bowl parties.

Season Five experienced a special challenge when one of the program's long standing hosts, Grace Episcopal Church in Radford, could no longer accommodate sheltering **To Our House** guests because the church had taken on a new ministry to shelter four homeless single females. The Grace Episcopal pastor felt so strongly about the mission of **To Our House** that he reached out to other churches in his community and challenged them to fill the gap of the two weeks his church had been hosting. As a result, St. Jude's Catholic Church and the Presbyterian Church of Radford became new hosts for the program. These two churches embraced the role of hosting, opening their doors and sheltering guests the last two weeks of the season. Grace Episcopal Church took on a new role of **To Our House** support church and helped provide meals and fellowship when the men were guests at the Presbyterian Church.



NRCA FLOYD BUILDING RENOVATIONS

The continuing renovation of the NRCA Floyd facility was one of our most notable accomplishments during 2014-15. Local donors and volunteers generously supported efforts to restore our building located at 323 Floyd Highway South. NRCA program staff returned to the facility in August 2014 and we opened a new Head Start classroom at the site the following October. In addition to Head Start, programs housed in the newly-renovated building include Volunteer Income Tax Assistance (VITA), Emergency Assistance and Food Pantry, Backpack Program, Housing Counseling, Children's Health Improvement Partnership (CHIP), VA CARES and the Floyd County Baby Store. NRCA also partners with New River Community College to provide space for GED classes and with NRV CARES for parent education classes.



EMERGENCY ASSISTANCE PROGRAMS

NRCA assisted 9,301 unduplicated individuals in 4,287 families alleviating their hunger and financial crises.

NRCA's Emergency Assistance Programs serve low income families who are experiencing financial crises. Temporary financial assistance includes vouchers for utility payments, mortgage/rent payments, medications, clothing, or gasoline for transportation to a job or medical appointment. Staff and volunteers also assist families through NRCA's six food pantries located throughout the New River Valley. Clients can access Neighbor-to-Neighbor electrical assistance, Atmos Energy assistance, and Weatherization application assistance at any of the five NRCA Emergency Assistance offices. Information and referrals help participants obtain needed support from both inside and outside the NRCA network.

During 2014-15, emergency food was distributed to 5,644 individuals in 2,566 families. NRCA provided temporary financial assistance through vouchers to 6,407 individuals in 2,627 families.

The Emergency Assistance Programs are supported through partnerships with numerous organizations and agencies throughout the New River Valley. Funds are provided by the United Way, United Fund, faith-based organizations, civic groups, businesses, and individuals. Only through a coordinated community effort is emergency assistance possible and duplication of services avoided.

PROGRAM HIGHLIGHT

*I*n the New River Valley, 1 in 8 people, including 1 in 5 children, are at risk of hunger. On May 13, 2015, local residents assembled bags non-perishable food and placed them by their mail boxes for the National Association of Letter Carriers' annual *Stamp Out Hunger Food Drive*. The mail carriers picked up the bags of food throughout the day and delivered them to NRCA's food pantries to help feed hungry low-income families. People were so generous with their contributions to the postal food drive, our pantries received enough food to last several months. Thanks to the generous donors, the mail carriers who put in long hours hauling bags of heavy food, and the NRCA volunteers who stocked the shelves, we went from empty pantries to full!



Volunteers sort and shelve donated food at the NRCA Floyd Food Pantry following the *Stamp Out Hunger Food Drive*.

FLOYD COUNTY BACK PACK PROGRAM

During the 2014-15 school year, NRCA's Floyd County Back Pack Program provided 179 lower-income students in 83 families with supplemental food for the weekends. Child-friendly and easily consumed food was distributed weekly through local schools. Funding was provided by private donors, foundations, and the Empty Bowls fundraising event which raised \$8,322 through ticket purchases, donations, and silent auction.

VIRGINIA CARES (COMMUNITY ACTION RE-ENTRY SYSTEM)



Virginia CARES program provided 146 newly released ex-offenders with assistance and support to promote a successful transition from prison or jail to society.

Virginia CARES is a community-based effort to assist individuals coming out of jail or prison. Services include emergency aid (food, clothing, shelter and transportation), job readiness instruction, employment search and assistance with restoration of rights. Through linkages with community resources, Virginia CARES provides opportunities for ex-offenders to become self-sufficient, law-abiding and taxpaying members of society. The program reduces recidivism by helping formerly-incarcerated individuals obtain the skills and support they need to reintegrate into their home communities.

PROGRAM HIGHLIGHT

During the 2014-2015 program year, Virginia CARES staff assisted 74 participants to find full-time permanent employment.

Program staff helped “Bill” obtain his Commercial Driver’s License (CDL). Once a testing site was found, Virginia CARES partnered with local community organizations to pay for the cost of the testing. After completing a refresher course, “Bill” successfully passed his CDL test. Virginia CARES staff helped him find full-time employment and “Bill” was soon on the road driving an 18-wheeler!

“Bill” has remained employed and is in the process of paying off all his fines and restitution. He is on track to pay all required costs ahead of schedule and will likely complete his probationary period four years early.



2014-2015 FUNDING SOURCES

NRCA expresses appreciation to individuals, institutions, and organizations for their financial support!

Monetary support \$100 or more

Abercrombie, Joseph and Christiane
Acosta, Mary
Agrivisions LLC
Aiken, William and Sullivan, Katherine
Air Mechanical
Alliant Techsystems Operations LLC
Altieri, Elizabeth and Rankin Jr, H Wilson
Ann Hess Pottery
APCO Employee Benevolent Assoc.
Arbury, A S
Auburn United Methodist Church
Bank of Floyd
Barts, Wesley and Lindsey
Bauers-Wall Family Foundation
Bell, William
Berney, Isabel
Bibb, Diane and Johnson, Patrick
Bishop, Anne
Blacksburg Christian Church
Blacksburg Christian Fellowship
Blacksburg Church Women United
Blacksburg First Church of God
Blacksburg Friends Meeting
Blacksburg Junior Womens Club
Blacksburg Newcomers Club, Inc.
Blacksburg Presbyterian Church
Blacksburg Presbyterian Women of the Church
Blacksburg Women's Club
Blakely, Mary
Bland, Delores and Marvin
Bollo's Cafe & Bakery Downtown
Bos, Ronald
Bowen, Marsha
Bowman, L. A.
Boyd, Michael
Britt, Brian
Brown, John and Mary
Brown, Jr., J. Howe and Margaret
Browning, Larry
Bull & Bones at the River
Burton, Patrick
Butler, Dora
C.E. Richardson Benevolent Foundation
Cadmus, Pamela
Caldwell, William
Calvary Christian Church
Calvary United Methodist Church
Camden, Sue and Daniel
Carr, Scott and Jane

Carter Bank & Trust
Casey, Alexa
Castle Rock Baptist Church
Catholic Church of All Saints
Cellar Corp. - The Cellar Restaurant
Ceritanos Trattoria, LLC
Chamowitz, Lynda
Check Ruritan Club
CHIP of Virginia
Christ Episcopal Church
Christiansburg Presbyterian Church
Church World Service, Inc.
Citizens Telephone Cooperative
Cliff, Eugene and Joan
Cline, Holly
Colby, Christopher and Carol
Coldwell Banker Townside Realtors
Community Assistance Fund UUCNRV
Community Christian Church
Community Foundation of the New River Valley
Comprehensive Computer Solutions Services Inc
Conklin, Kathleen
Corporation for National & Community Service
Covington, Jakki
Crews, Marion
Cricenti, Robert and Rabitah
Cromer, Fredda
Cullen Management, LLC - McDonald's
Custer-Boggess, Sharon
Denham Capital Management LP
Derenthal, Jerome and Judith
Deyerle, Dolly and Gilbert, Luann
Dickinson, David and Joan
Diller, Thomas and Sharon
Disciples Womens Ministries - Blacksburg Christian Church
Divas of the NRV
Doloff, Charles and Fitzsimmons, Constance
Dubinsky, Robyn
Dwelling Place Christian Fellowship
Eanes, Allyn
Edgewood United Methodist Church
Eggleston United Methodist Church
Eggleston, Michael
Elson, D.E.

Enterprise Holdings Foundation
Evanylo, Gregory
Exelon Corporation
Exelon Foundation – Nesbit, Craig and Susan
Fairlawn Presbyterian Church
Fairlawn Presbyterian Church Circle #1
Fairlawn Presbyterian Church Women's Circle #2
Family Martin Inc. - Amelia's Pizzeria & Restaurant
Fidelity Charitable Gift Fund
First Baptist Church
First Church of God
First Team Auto Mall
Floyd Baptist Church
Floyd County
Floyd County Angels Ministries, Inc.
Floyd County Cares, Inc.
Floyd United Methodist Church
Floyd, William and Kay, Leslie
Floyd-Willis Lutheran Parish
Food Lion Charitable Foundation
Foster, Rodger and Sherry
Franco, John and Susan
Fullbright, Phillip and Deborah
Gabriele, Matthew
Gallagher, Debra
Gardner, Jr., William and Ginny
Gardner, Laura
Gardner, Stuart and June
Garnett-Deakin, Phyllis and Doug
Gay, Keith
GFWC Floyd County Woman's Club, Inc.
Gibbs, Suzanne
Giles County
Giles County American Legion Post 68
Giles Education Association
Giles, Patricia and Michael
Gillie's Confectionery, Inc
Glade Church
Goranson, Susan
Grace Covenant Presbyterian Church
Grado, Corrie
Gran Rodeo
Gray, Preston
Grender, Evelyn
Groden, Darleen
Groover, Gordon

Grove United Methodist Church
Hahn, J.M. and Kugler, R.C.
Hallerman, Eric and Ester
Hancock, Hunter
Hansen, Laura
Harkness, Melanie
Hassan, Jackie
Hendrickson, Robert and Doris
Herbein, Joseph and Sue
Hill, Marquita
Hirsh, Richard
Hollingsworth & Vose Company
Honors Residential College at VT
Indian Run Farm
Inn at Riverbend
Iribe, Brendan
Jacobs, Irene
Jacobs, Steve O.D., P.C.
John L B Rev Trust
Jones, Elaine and Susan
Jones, Lorene and Myrl
Kassem, Lou
Khol, David and Kendra
Kidwell, Michael and Lisa
King, Chrissy
Kitts, Jack and Dorothy
Knights of Columbus
Kornhauser, Alan and Epstein, Rhea
Krumhaus, Paul
LaDeur, Linda
Laflamme, John and Dorothy
Lafon, Donna
Lander, David and Icove, Susan
Legge, Stephen
Lewis, Mary Maxine
Lillie Chang Trust
Livesay, Laura
Lou Harris, Inc.
Lough, Mary
Luther Memorial Lutheran Church
Lyerly, David
Mabie, John
Martin, Terry
Maslaney, Michael
Mathes, Janne
McCrea, Susan
McDonalds Mill United Methodist Church
McGohey, Tom
Mett, Coreen



2014-2015 FUNDING SOURCES

Mignone, Fred
Milner, Alys
Mitchell, Anna
Mitchell, Leanne
Mitnick, Blake
Moe's Roanoke Area Advertising Group
Montgomery County
Montgomery County Department of Social Services
Montouri, Gail and Joseph
MOOG Components Group
Mt. Tabor Ruritan Club
Muscatello, Andrea
Muscatello, Jay
Myers, Rhoda
Narrows Junior Womans Club
Neill, James and Barbara
Nester, Hugh and Katherine
New River Dermatology
New River Valley Association of Realtors
New River Valley Shares, LTD.
Nordson Corporation
North, Mary
Northside Presbyterian Church
Nye, Judy
O'Brien, E.K. and C.G.
O'Donnell Sunday School Class Grove
United Methodist Church
O'Donnell, John
Orbital ATK, Inc.
Parker, Elizabeth
Pauley, Kenneth and Catherine
Peak, R.E. and J.C.
Pearisburg Christ Fellowship
Pearisburg Junior Womans Club
Pearson Jr, Sidney and Maryann
Pembroke United Methodist Church CCF
Pine Grove Missionary Baptist Church
Piro, Michael
Pleasant Valley Church of the Brethren
Poole, Kathryn
Potter, Elizabeth and Lawrence
Presbyterian Church of Floyd
Presbyterian Church of Radford
Presbytery of the Peaks
Price, William
Progress Resources Incorporated
Pulaski County
Pulaski County United Way
Quilters of Floyd
Radford City
Radford Fairlawn Ministerial Association
Radford University Department of Interior

Design and Fashion
Radford/Floyd Cluster - United Methodist Churches
Raffiff, Mary
Raflo, Alan
Rakes, James and Janet
Ray, Kathleen
Rees, Rebecca
Renaissance Charitable Foundation Inc.
Renqvist, Helen
Reynolds, Walter and Verna
Rich Creek Lions Club
Richards, Billy
Ritter, Alfred
Roane, Curtis
Roanoke Valley Presbyterian Church
Roberts, Ann
Robinson, Christopher and Mullins, Mary Anne
Rotary Club of Blacksburg Foundation
Santo, Veronica
Scheckler, Stephen and Rebecca
Schmidt, B. June
Schwenk, Kimberly
Semones, John
Seyfrit, Carole
Sharp, Nathan
Shaut, Paul and Cathryn
Shealor, Bonnie
Shelor, Donna
Shelor, Dwight and Patricia
Shelter Alternatives, Inc.
Shortt, Roger and Margie
Sills, John
Simmons Jr., George and Susan
Simmons, Lummon
Slusher, Lee
Slusher, Roger
Smith, David
Smith, Linda
Smith, Mary
Smith, Melanie
Smusz, Ted and Terry
Snyder-Falkinham, Georgia
Sproule, Margaret
St. Jude Catholic Church
St. Mary's Roman Catholic Church
Sterrett, Jr., William and Cynthia
Sterrett, Meredith
Stewart, Lee
Stonewall Home and Garden
Taylor & Whetsel - Dairy Queen of Blacksburg

Taylor, George
Tellier Family Inc dba Our Daily Bread Bakery & Cafe
The Carter and Kay Craigie Family Foundation
The Floyd County Chamber of Commerce, Inc.
The Side Door Sessions
Tideman, Nicolaus and Putney, Estill
Toney, Roberta
Town of Blacksburg
Town of Christianburg
Town of Floyd
Town of Pulaski
Tremblett, Eleanor and Paul
Tuchler, Edwin and Elizabeth
Twisted Sisters Pizza, Inc. dba Sharkey's Wing & Rib Joint
Tynan, Sandra
Tyson, John and Linda
Unitarian Universalist Congregation
United Auto Aerospace & Agricultural Implement Workers of America
United Fund of Giles County
United States Department of Agriculture
United States Department of Health & Human Services
United States Department of Housing & Urban Development
United States Department of the Treasury- Internal Revenue Service
United States Emergency Food & Shelter Program
United Steelworkers Local #1022

United Way of Montgomery, Radford, & Floyd
United Way of Roanoke Valley
United Way of Southwest Virginia
United We Stand Ministries
Unity Christian Church Disciples of Christ
Unity Christian Church, CWF
VALAI LLC
Vaughan, Gary and Janice
Verbrugge, Susan
Vest, Glenda and Roger
Vest, Johanna
Virginia Community Action Partnership
Virginia Department of Criminal Justice Service
Virginia Department of Health
Virginia Department of Housing & Community Development
Virginia Department of Social Services
Virginia Housing Development
Wallace, Beth
Walmart
Watson, Judith
Wesleyan Community Church
West, David and Lindsay
Winters, Paul and Kathryn
Wojnowich, Gili and Shifi
Woods, Susan
Worley, Timothy and Jamie
York, Merrilee
Yost, Delegate Joseph
Zallen, Richard and Doris
Zalopany, Cecile
Zion Oak Grove Pavilion
Zucchet, Gloria

We ask forgiveness from anyone we might have inadvertently left off our list. Please contact 633-5133, ext. 457 with any corrections.

Please note the above list does not include donations to the Montgomery County Emergency Assistance Program or Pulaski County Emergency Needs Task Force, NRCA's emergency assistance program partners.

List does not include in-kind material or volunteer donations. Many local citizen groups and businesses contribute time, professional services and thousands of items to NRCA annually. Without their support, NRCA would not be able to assist the low-income residents of the New River Valley. All donations are tax-deductible.

Thank you very much for your support!



2014-2015 COMMUNITY PARTNERS

NRCA expresses appreciation to all our community partners!

Amedisys Hospice
American Cancer Society
American Legion Auxiliary
American Red Cross
Angel Project
Angels in the Attic
Asbury United Methodist Church
Association of Energy Conservation Professionals
Auburn United Methodist Church
Big Stony Creek Hikers Ministry
Blacksburg Baptist Church
Blacksburg Ministerial Association
Blacksburg Presbyterian Church
Blacksburg United Methodist Church
Calvary Baptist Church, Floyd
Calvary Baptist Church, Radford
Carilion Clinic Hospice of NRV
Carilion Giles Memorial Hospital
Carilion NRV Medical Center
Carl McNeil's Bluegrass Barn
Castlerock Baptist Church
Central United Methodist Church
Check Elementary School
Chris Prokosch
Christ Episcopal Church, Blacksburg
Christiansburg Kiwanis
Christiansburg Mennonite Fellowship
Christiansburg Presbyterian Church
Christmas for Children
Church of Latter Day Saints, Pembroke
Church Women United, Blacksburg
Cindy Murphy
Community Housing Partners
Cornerstone Pentecostal Church
Cross Pointe Conference Center
DesignWorks
Dublin Family Practice
Dust Covenant Church
Enterprise Car Sales
Fairlawn Presbyterian Church
Family Preservation Services

Feeding America
Fieldstone United Methodist Church
First Baptist Church, Radford
First Christian Church, Pearisburg
First Presbyterian Church, Narrows
First Presbyterian Church, Pulaski
First United Methodist Church, Narrows
First United Methodist Church, Pembroke
Floyd Baptist church
Floyd County Chamber of Commerce
Floyd County Department of Social Services
Floyd County Emergency & Rescue Squad
Floyd County Fine HeArts
Floyd County High School
Floyd County Humane Society
Floyd County Lions Club
Floyd County MD Team
Floyd County Ministerial Association
Floyd County PSA
Floyd County Willing Helpers
Floyd Elementary School
Floyd Ladies Auxiliary Coat Drive
Foster Grandparent Program
Freedom First Credit Union
Freedom First Insurance
Friends of the Blue Ridge Parkway, Rocky Knob
Giles Amateur Radio Association
Giles County Chamber of Commerce
Giles County Christian Mission
Giles County Commissioner of Revenue
Giles County Department of Social Services
Giles County Historical Society
Giles County Lion's Club
Giles County Public Schools
Giles County Senior Center
Giles County Sheriff's Office
Giles Family Practice
Goodwill Industries
Grace Episcopal Church
Grove United Methodist Church
Habitat for Humanity of New River Valley

Holy Family Social Justice
Holy Spirit Catholic Church
Hubbard's Boarding House
Indian Valley Elementary School
Inn at Virginia Tech
Iris Brammer Library
It's All About Jesus
Jacksonville Center for the Arts
June Bug Center
Knights of Columbus
Kiwanis Club of Montgomery County, Blacksburg
Chapter
Lions Clubs
Lewis Gale Hospital, Montgomery
Literacy Volunteers of NRV
Luther Memorial Lutheran Church
Med Home Health
Mental Health Association of NRV
Mike West
Montgomery County Department of Social
Services
Montgomery County Emergency Assistance
Program
Montgomery County Public Schools
Montgomery/Floyd Regional Library
Mt. Lebanon United Methodist Church
Mt. Tabor United Methodist Church
Narrows Cornerstone Church
Narrows Junior Women's Club
Narrows Presbyterian Church
Narrows United Methodist Church
National Fatherhood Initiative
New Dublin Presbyterian Church
New Life Christian Fellowship
New Life Church
New River Community College
New River Family Shelter
New River Health District
New River Valley Agency on Aging
New River Valley Association of Realtors
New River Valley CARES



2014-2015 COMMUNITY PARTNERS

New River Valley Community Services
New River Valley Early Intervention Council
New River Valley Employment Network
New River Valley Housing Partnership
New River Valley Pediatrics
New River Valley Project Linus
New River Valley Regional Jail
New River Valley/Mount Rogers Workforce
Development Board
Newport Mt. Olivet United Methodist Church
Northstar Church
Our Saviour Lutheran Church
Pearisburg AARP
Pearisburg Lions Club
Pearisburg Presbyterian Church
Pearisburg Public Library
Pearisburg United Methodist Church
Pembroke Christian Church
Pembroke Management
Pleasant Hill/Eaton's Chapel
Pulaski County Children and Family Partners
Pulaski County Christmas Store
Pulaski County Department of Social Services
Pulaski County Emergency Needs Task Force
Pulaski County Public Schools
Pulaski First Presbyterian Church
Pulaski Health Care Center
Pulaski Salvation Army
Quilters of Floyd
Radford City Department of Social Services
Radford City Police Department
Radford City Public Schools

Radford Clothing Bank
Radford Fairlawn YMCA
Radford Fairlawn Ministerial Association
Radford Housing Rehab Board
Radford Presbyterian Church
Radford University
Radford Worship Center
Rich Creek Public Library
Rich Creek 1st United Methodist Church
RIFF Reading Is Fun in Floyd
Riverview Nursing Home
Salvation Army
Senior Community Service Employment
Program
Southeast Rural Community Assistance Project
Southwest VA Second Harvest Food Bank
Southwestern VA Training Center
St. Jude's Catholic Church
St. Mary's Catholic Church
St. Michael's Lutheran Church
St. Thomas Episcopal Church
Subway, Christiansburg & Pulaski
Terry Clements
Total Action For Progress
Tri-Area Community Health Clinic
Unitarian Universalist Church
Unity Christian Church
University of Virginia
Valley Interfaith Child Care Center
Veterans of Foreign Wars
Virginia Association for the Education of Young
Children

Virginia Association of Housing Counselors
Virginia Community Action Partnership
Virginia Cooperative Extension
Virginia Department of Rehabilitative Services
Virginia Department of Social Services
Virginia Dietetic Association
Virginia Head Start Association
Virginia Interfaith Center for Public Policy
Virginia Organizing Project
Virginia Premier
Virginia Preschool Initiative
Virginia Tech
Virginia Tech Residential Honors College
Wades Foods
Wesley Foundation at Radford University
Wesley Foundation at Virginia Tech
Wild Goose Church, Indian Valley
Willis Elementary School
Willow Springs Tree Farms/Billy Crigler
Women of Presbyterian Church-Floyd
Women's Resource Center
YMCA, Radford/Fairlawn
Zion Oak Grove Pavilion

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have inadvertently left off our list. Please con-
tact 633,5133, ext. 415 with any corrections.*



NEW RIVER COMMUNITY ACTION LOCATIONS

ADMINISTRATION OFFICES

1093 East Main Street
Radford, VA 24141
(540) 633-5133

BLACKSBURG HEAD START

Blacksburg Presbyterian Church
701 Church Street
Blacksburg, VA 24060
(540) 552-0490

BLACKSBURG INTERFAITH FOOD PANTRY

706 Harding Avenue
Blacksburg, VA 24060
(540) 951-8134

CHRISTIANSBURG HEAD START

135 Church Street
Christiansburg, VA 24073
(540) 381-7559

FLOYD BABY SHOP

323 Floyd Highway South
Floyd, VA 24091
(540) 639-3159

FLOYD CHIP

323 Floyd Highway South
PO Box 849
Floyd, VA 24091
(540) 745-2211

FLOYD EMERGENCY ASSISTANCE & HOUSING COUNSELING

323 Floyd Highway South
PO Box 849
Floyd, VA 24091
(540) 745-2102

FLOYD HEAD START

323 Floyd Highway South
PO Box 849
Floyd, VA 24091
(540) 745-2120

FLOYD ELEMENTARY SCHOOL

531 Oak Hill Drive
Floyd, VA 24091
(540) 745-9440 Ext. 4673

GILES BABY SHOP

211 Main Street
Narrows, VA 24124
(540) 639-3159

GILES CHIP

211 Main Street, Suite 104
Narrows, VA 24124
(540) 726-2252

GILES EMERGENCY ASSISTANCE & HOUSING COUNSELING

1410-B Wenonah Avenue
Pearisburg, VA 24134
(540) 921-2146

HOMELESS AND HOUSING PROGRAMS

1093 East Main Street
Radford, VA 24141
(540) 633-5133 Ext. 440

MONTGOMERY BABY SHOP

St. Paul United Methodist Church
220 West Main Street
Christiansburg, VA 24073
(540) 639-3159

MONTGOMERY & RADFORD CHIP

114 A North Franklin Street
Christiansburg, VA 24073
(540) 394-3255

MONTGOMERY EMERGENCY ASSISTANCE & HOUSING COUNSELING

110 Roanoke Street
Christiansburg, VA 24073
(540) 382-6186

NARROWS HEAD START

111 Mary Street
Narrows, VA 24124
(540) 726-2700

NARROWS ELEMENTARY SCHOOL

401 West Wolf Street
Narrows, VA 24124
(540) 726-2391

PEARISBURG HEAD START

1105 Henson Avenue
Pearisburg, VA 24134
(540) 921-2355

MACY MCCLAUGHERTY ELEMENTARY SCHOOL

1001 Henson Avenue
Pearisburg, VA 24134
(540) 921-1363

PULASKI BABY SHOP

412 North Jefferson Avenue
Pulaski, VA 24301
(540) 639-3159

PULASKI CHIP

412 North Jefferson Avenue
Pulaski, VA 24301
(540) 994-9200

PULASKI EMERGENCY ASSISTANCE & HOUSING COUNSELING

412 North Jefferson Avenue
Pulaski, VA 24301
(540) 980-5525

PULASKI HEAD START

14 Sixth Street
Pulaski, VA 24301
(540) 994-5741

RADFORD EMERGENCY ASSISTANCE & HOUSING COUNSELING

928 West Main Street
Radford, VA 24141
(540) 267-3205

RADFORD HEAD START

306 West Main Street
Radford, VA 24141
(540) 731-4107

TO OUR HOUSE

110 Roanoke Street
Christiansburg, VA 24073
(540) 382-6188

VIRGINIA CARES

110 Roanoke Street
Christiansburg, VA 24073
(540) 382-9382

VOLUNTEER INCOME TAX ASSISTANCE

110 Roanoke Street
Christiansburg, VA 24073
(540) 382-6188
(during tax season)



www.newrivercommunityaction.org