



# 2015-2016 ANNUAL REPORT

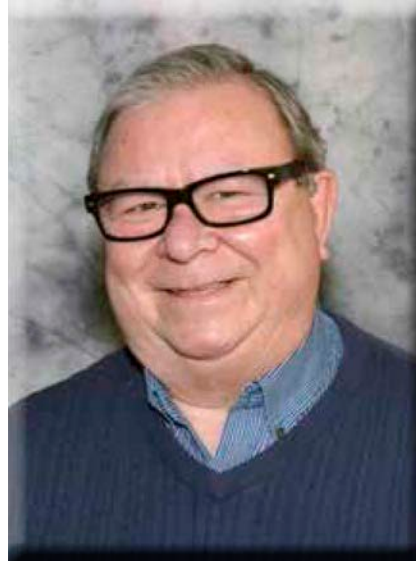


Celebrating  
50 years

New River Community Action



**The New River Community Action 2015-2016 Annual Report  
is Dedicated to the Memory of**



**The Reverend Dr. Robert Hendrickson**

1938-2016

**NRCA Board of Directors**

1983-1985

2007-2014

*Secretary/Treasurer*

2010-2011



*The final test of a leader is that he leaves behind him in other men  
the conviction and the will to carry on.*

*Walter Lippmann*

# 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

*Celebrating  
50 years*

New River Community Action

## Message from Board of Directors Chairman and Chief Executive Officer



*John C. McEnhill*

John McEnhill  
Chairman  
Board of Directors

New River Community Action made a difference in the lives of 12,441 low-income individuals during program year 2015-16. In partnership with numerous volunteers, grantors and donors, NRCA offered hope and help through services that meet basic needs, strengthen families, and promote economic stability.

Our programs are locally-based and designed in partnership with community and faith-based organizations, human service agencies and public institutions. We extend assistance to those in need, serve as a catalyst for opportunity and a voice of advocacy.

This program year we gathered to celebrate **50 Years** of implementing initiatives to empower low-income residents of the New River Valley, commemorating this milestone with staff, volunteers, community partners and government officials who have been so instrumental to our success. We heard from some dynamic voices of our past, but also used the occasion to acknowledge our current community hardships and NRCA's challenges for the future.



*Terry O. Smusz*

Ms. Terry Smusz  
Chief Executive Officer

Through a variety of programs described in this annual report, we continue to provide services to help our neighbors, and we look forward to developing new innovative projects in response to community needs. We are able to carry forward our mission only with the assistance of our dedicated staff, Board of Directors and advisory groups who work in collaboration with many public and private funding organizations. We thank you for your confidence in NRCA and our programs.

# Board of Directors

JOHN MCENHILL, CHAIRPERSON

TERRY MAYS, VICE CHAIR

ELAINE POWELL, SECRETARY/TREASURER

Kristin Adams  
Aline Brinckman  
Don Clark

Mary Critzer  
John Getgood  
Kathryn Hoover

Rebecca Hosey  
Amy Provencher  
Sally Quesenberry

Robert Simpkins  
Corbin Vierling

*Board of Directors provided over 400 volunteer hours to the leadership of New River Community Action in 2015/16.*

## NRCA Advisory Groups 2015/2016

### Local Advisory Boards

#### FLOYD COUNTY

Karen Bingham  
Tracie Brewster  
William Gardner  
John Getgood  
Susan Ilove  
John McEnhill  
Pat Shelor  
Jonathan Vandergrift  
Jack Wall

#### GILES COUNTY

Judy Carter  
Don Clark  
Susan Kidd  
Terry Mays  
Julie Merriam  
Britti Sartin  
Corbin Vierling  
Rebecca Walkup  
Jill Williams

#### MONTGOMERY COUNTY

Mona DiGiulian  
Deena Flinchum  
Karen Frazier  
Ann Hess  
Marquita Hill  
Larry Lindsay  
Lindsay West

#### RADFORD CITY

Queen Alexander  
Sarah Carter  
Leslie Dean  
Kelly McCoy  
Amy Provencher  
Robert Simpkins  
Ann Walker

#### PULASKI COUNTY EMERGENCY NEEDS TASK FORCE\*

Desmond Barrett  
Denise Bolden  
Vera Carter  
Shannon Collins  
Edith Hampton  
Janet Johnson  
Sherry Johnson  
Melissa McNair-King  
Violet Nash  
Connie Patterson  
Sally Quesenberry  
Guy Smith

*\* 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  
Jessi Causey  
Candace Crouch  
Jason Dobbins  
David Hudgins  
Wallace Huff  
Steve Jacobs  
Stephanie Kesling  
Kurt Lindberg  
Leigh Anne Moye  
JoJo Mulhellen

Debbie Poff  
Rhonda Seltz  
Fawn Shepherd

#### HEAD START POLICY COUNCIL

Anita Beckett  
Crystal Candler  
Andrea Church  
Candance Crouch  
Amanda Gardner  
Tami Grehofsky  
Sheena Hallet  
Barbara Havens  
Rebecca Hosey  
Ashley Kimbrough  
Holy King  
Mary Leonard  
Lori Maupin  
Chelsea Mayall  
Amy Nickerson  
Angie Patton  
Valorie Prim  
Keisha Pyles  
Desiree Smith  
Stephanie Smith  
Katrena Sole  
Danielle Venable  
Elora Walker  
Randi Webb

#### TO OUR HOUSE POLICY COUNCIL

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

#### BLACKSBURG INTERFAITH FOOD PANTRY ADVISORY BOARD

Beth Abel  
Christy Brown  
Fredda Cromer  
Roy Kirkpatrick  
Jon Low  
Brenda Moses  
Dick Neves  
Jerald Robinson  
Bruce Shepherd  
Vern Simpson  
Mike Snyder  
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**

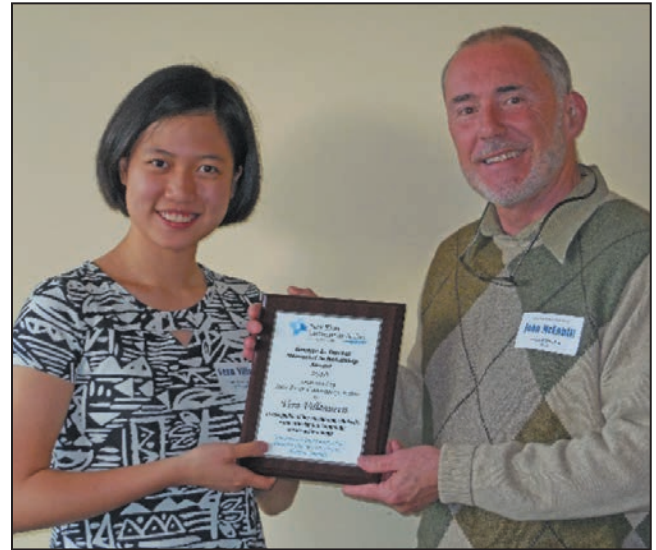
*NRCA builds strong families by providing supportive services that give families the tools and resources to succeed and achieve financial independence, while embracing core family values. NRCA believes in building strong families to build strong communities.*

## New River Community Action recognizes Scholarship Award winner

The New River Community Action Board of Directors presented the annual **George Ducker Memorial Scholarship Award** to **Vera Villanueva** on May 19, 2016. Villanueva received a \$500 scholarship in recognition of her academic achievements, extracurricular activities and community service.

A Blacksburg High School graduate, Villanueva challenged herself with honors, dual-enrolled, and Advanced Placement courses. Her leadership in the National Art Honors Society included fund-raising efforts for victims of the Nepal earthquake. During spring of her senior year, Villanueva received recognition as a National Merit Semifinalist. Following a year off to focus on her art portfolio, she will attend Yale University.

Each year New River Community Action presents the **George Ducker Memorial Scholarship Award** in memory of the late Reverend George 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.



Vera Villanueva is presented the *2016 George Ducker Memorial Scholarship Award* by John McEnhill, NCRA Board Chairman.

*“You don’t live in a world all your own.  
Your brothers are here, too.”*

ALBERT SCHWEITZER

## New River Community Action recognizes Volunteer of the Year

The Board of Directors presented the 2016 ***Philip Sadler Memorial Community Service Volunteer of the Year Award*** to Krittanai (Gap) Pisarnpong at the May 2016 Board meeting. Pisarnpong was recognized for his outstanding volunteer service to the NRCA Head Start Program.

Pisarnpong began his connection with NRCA as a student in the Virginia Tech Honors College through its service collaboration with the Giles County Head Start Centers. After his first few weeks in the classroom, Pisarnpong recognized the need for a children's supplemental food project, so he worked with his fraternity to develop the Narrow's Head Start weekend backpack program. Despite a challenging class schedule, Pisarnpong volunteered over nine hours per week organizing volunteers, filling backpacks, and delivering them to Narrows. He located a grocery store to donate food, scheduled volunteers to fill the backpacks, and traveled from Virginia Tech to Narrows twice a week to pick up empty backpacks and then return them filled with food. A graduating senior, Pisarnpong developed the program so that his fraternity will continue the service in the future.

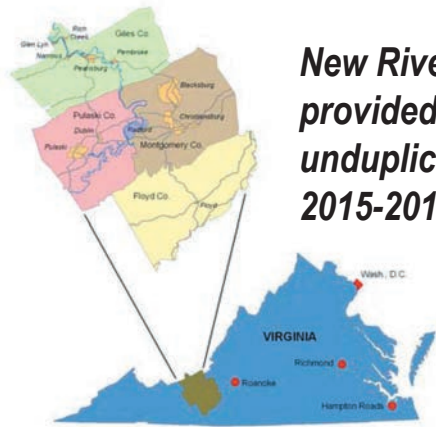
New River Community Action annually presents the ***Philip Sadler Memorial Community Service Volunteer of the Year Award*** in memory of the late Philip M. Sadler, a Pulaski County attorney, community leader and humanitarian. The award is presented to a NRCA volunteer in recognition of exceptional service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



Krittanai (Gap) Pisarnpong (center), 2016 ***Philip Sadler Memorial Community Service Volunteer of the Year***, with Giles County Head Start Teachers, Jessica Whittaker (left) and Susan Porterfield.



# Transforming and Inspiring for over 50 years!



***New River Community Action provided services to 12,441 unduplicated individuals in 2015-2016.***

NRCA staff, with assistance from 1,742 volunteers who contributed 44,020 service hours, transformed lives through these innovative programs.



**Nourishing Families & Individuals**  
**EMERGENCY FOOD** assisted 6,374 individuals in 2,703 families through six food pantries.  
**FLOYD BACK PACK PROGRAM** served 172 children in 90 families.

**Alleviating Immediate Financial Crisis**  
**EMERGENCY ASSISTANCE** served 5,929 individuals in 2,469 families addressing basic needs including shelter.

**Keeping Tax Dollars Local**  
**VOLUNTEER INCOME TAX ASSISTANCE (VITA)** served 711 families who saved \$142,200 in tax preparation fees.



**Support Services**  
**VIRGINIA CARES** assisted 226 ex-offenders to transition from prison or jail to society.  
**INFORMATION AND REFERRAL SERVICES** assisted 5,493 families.  
 Twenty-one **AMERICORPS MEMBERS** provided a combined 12,175 service hours.

**Providing Shelter**  
**HOUSING COUNSELING** provided 75 families with knowledge to improve their housing and financial situations.  
**HOMELESS and HOUSING PROGRAMS** assisted 85 families to obtain or maintain permanent housing.  
**TO OUR HOUSE** winter shelter served 48 homeless men providing a total of 1,644 bed-nights and 4,932 meals.

**Early Childhood Education/ Family Support**  
**HEAD START** provided comprehensive education, nutrition, health, parent involvement and social services to 369 pre-school children.  
**CHILDREN'S HEALTH IMPROVEMENT PARTNERSHIP (CHIP)** provided 232 children (ages 0-6) in 136 families with improved health care, parent education and case management.

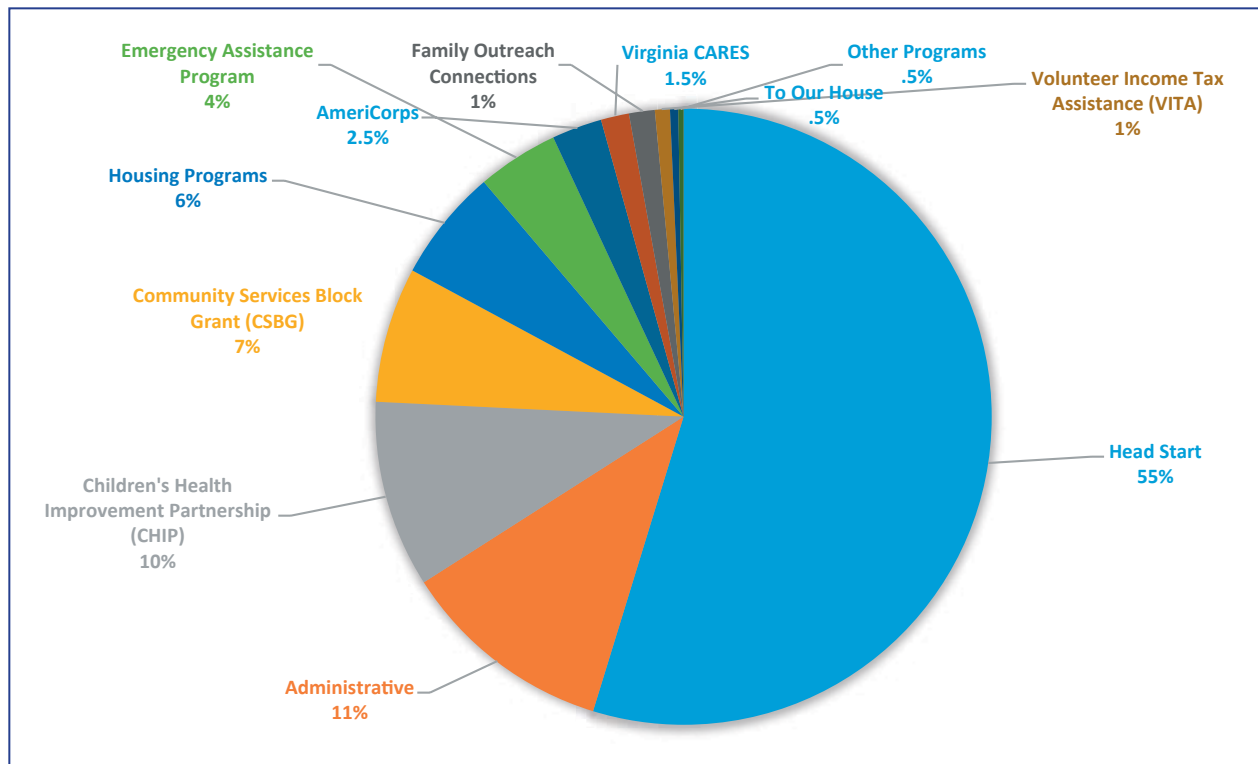
# 2015-2016 FINANCIAL REPORT

## Agency Revenues

Grants	\$5,002,078
In-Kind Donations	\$916,686
Contributions	\$184,477
Other Funding	\$51,223
United Way	\$39,520
Fundraising	\$17,287
<b>Total Revenue</b>	<b>\$6,211,271</b>

## Agency Expenses

Head Start	\$3,384,431
Administrative	\$693,374
Children's Health Improvement Partnership (CHIP)	\$606,277
Community Services Block Grant (CSBG)	\$438,842
Housing Programs	\$365,220
Emergency Assistance Program	\$264,019
AmeriCorps	\$162,628
Virginia CARES	\$91,277
Family Outreach Connections	\$83,693
Volunteer Income Tax Assistance (VITA)	\$48,511
To Our House	\$26,514
Other Programs	\$17,067
<b>Total Expenses</b>	<b>\$6,181,853</b>



# AmeriCorps Program

*The NRCA AmeriCorps Program members provided 12,175 hours of service.*

**AmeriCorps** is a federal program that networks with non-profit organizations, public agencies and faith-based groups. Initiated through the National and Community Service Trust Act of 1993, the program enrolls over 80,000 individuals nationwide each year. **AmeriCorps** State and National Programs engage thousands of Americans in intensive service, addressing unmet community needs in areas of education, public safety, health, and the environment. **AmeriCorps** members are truly our community heroes!



The NRCA **AmeriCorps** program enrolled twenty-one members during the 2015-16 service year. Through their efforts, a total of 12,175 hours were completed in the following programs: To Our House thermal homeless shelter, Volunteer Income Tax Assistance (VITA), Homeless and Housing Programs, and Emergency Assistance Programs. Service activities included financial literacy sessions, renter education workshops, free tax preparation, and provision of overnight shelter and meals for homeless men. NRCA **AmeriCorps** also partnered with Early Challenges Child Care Center in Christiansburg to provide literacy engagement activities for preschool children.

## PROGRAM HIGHLIGHT

In 1994, Congress designated the Dr. Martin Luther King Jr. Federal Holiday as a national day of service and charged the Corporation for National and Community Service, the AmeriCorps' sponsoring organization, with leading this effort. Taking place every third Monday in January, the MLK Day of Service is marked as a "day on, not a day off." The service day is part of United We Serve, the President's national call to service initiative urging Americans from all walks of life to work together to provide solutions to our most pressing national problems. The MLK Day of Service empowers individuals, strengthens communities, bridges barriers, creates solutions to social problems, and moves us closer to Dr. King's vision of a "Beloved Community."

New River Community Action and Virginia Tech **AmeriCorps** members gave a face-lift to the NRCA Giles Emergency Assistance Program building in celebration of the 2016 MLK Day of Service. Following several days of cleaning, scraping, and preparing the wall and door surfaces, members painted the main entrance, common lobby area, and two office spaces. VT Engage provided funding for the paint. The newly painted building is now a welcoming space for staff, volunteers and clients!



NRCA and VT Engage **AmeriCorps** members help beautify the NRCA Giles Emergency Assistance Program building in Pearisburg.

# Children's Health Improvement Partnership of NRV(CHIP)



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

The NRCA **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, dental varnishes, 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** Family Educators are nationally-certified trainers. *PAT* drives home the message that parents are their children's first and best teachers.



## PROGRAM HIGHLIGHT

When “Becky” and “Jim” moved to the NRV in September 2015, Becky was 6 months pregnant with twins. Six years earlier, Becky had lost custody of her first child due to unacceptable living conditions. Time passed, and Becky met and married Jim, who has some intellectual disabilities. Accepting that parenting comes with many challenges, double that with twins, the family welcomed **CHIP** into their home. The **CHIP** team assisted Becky in obtaining *WIC* for proper nutrition during her pregnancy, provided prenatal education, and assisted her in making prenatal appointments. Although the twins were born prematurely at 34 weeks, they had healthy birth weights for twins and spent only five days in the neonatal intensive care unit. **CHIP** was able to provide education and support to Becky and Jim for the premature infants, as well as referring to *Early Intervention* for additional services. After the births, Becky scored positive on the **CHIP** depression screen for possible postpartum depression and staff helped her access mental health services. During this time, staff observed that the cleanliness of the home began to deteriorate. **CHIP** immediately provided education around keeping a clean and safe home for the twins, and assisted Becky and Jim in locating items to clean and baby proof their home. In October, the parents celebrated the first birthday of their healthy and thriving twins. The home has remained clean and safe, and Becky and Jim are now both receiving mental health services. Becky stated, “With **CHIP** we feel supported because they are always there for us when we need help. They always answer our questions. **CHIP** helped us feel good about ourselves as parents. Some thought we couldn't handle having twins, but **CHIP** said we could. We feel confident raising twins because of **CHIP**.”

# Family Outreach Connections

**Family Outreach Connections** screened and referred families to local home-visiting programs and contributed to the overall well-being of families through numerous visits to the Baby Shops, ensuring families had necessities for their infants and toddlers.



**Family Outreach Connections** of the New River Valley was 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 participated in a brief, yet comprehensive, screening to determine which home-visiting and other programs would best suit the family, thus maximizing the services received. This outreach offered 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 contacted the **Family Outreach Connections** program were referred to services that addressed parent education, health needs, accessing medical care, mental health services, substance abuse treatment, housing resources, domestic violence, and a variety of other issues families might encounter. **Family Outreach Connections** partnered 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.*

For the past few years, the **Family Outreach Connections** program has managed local Baby Shops providing 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 2015-16, **Family Outreach Connections** expanded the *Baby Shops*, developing new shop locations in Montgomery and Floyd Counties. Unfortunately, the **Family Outreach Connections** program ended at the end of June of 2016 due to lack of funding. NRCA made a commitment to continue the community *Baby Shops*, so the Children's Health Improvement Partnership (CHIP) assumed responsibility for shop operations in Floyd and Giles Counties, while local volunteer groups offered to sponsor the shops in Montgomery and Pulaski Counties.

*Baby Shops* rely on donations of clothing, diapers, baby wipes, toiletries, and other items needed for the healthy development of infants and toddlers. Community volunteers support operations at all shops.



## Head Start Program

**Head Start provided 369 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 success in life. The program promotes school readiness and successful transitions by offering children 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 include access to local health, nutrition and human services, 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

This program year marked NRCA **Head Start's** second year in the federal Office of Head Start's new five-year grant cycle. Federal program staff conducted an Environmental Health and Safety Review at all NRCA **Head Start** Centers in March of 2016, with no compliance findings. **Head Start** program staff received a thank you card from the federal reviewer expressing appreciation for the excellent services provided to children at the **Head Start** Centers throughout the New River Valley.

During the 2015-2016 program year, NRCA **Head Start** increased its many community partnerships through several new collaborations linking staff and families to community supports and resources. New partners included New River Community College, Warm Hearth Retirement Village and First Baptist Church in Radford.

**Head Start** joined efforts with New River Community College (NRCC) to serve the needs of students and families of the New River Valley by developing a quality preschool program located on the NRCC campus. The new **Head Start Early Learning Center** will be an option for parents throughout the New River Valley, but students enrolled at NRCC who meet **Head Start** eligibility criteria will receive placement priority.

The *Foster Grandparent* program at Warm Hearth Retirement Village in Montgomery County received a grant from Leading Age to bring together children from NRCA **Head Start** and seniors on the campus of Warm Hearth Village. *Foster Grandparents: A New Outlook on Wellness* will focus on wellness for seniors and preschool-aged children. The goals of the collaboration are to create a meaningful connection between low-income children and seniors, to address sedentary lifestyles, and to meet the need for social engagement leading to positive outcomes in wellness and nutrition for both groups.



First Baptist Church in Radford became the newest home for NRCA **Head Start**. The church congregation is very committed to the program, even ensuring upgrades to the building. Church renovations include an additional exit added to the **Head Start** classroom and an expanded kitchen area to meet state child care and health department codes.

# Homeless and Housing Programs



Karen Drake, AmeriCorps member, conducts *Renter Education* workshops in Radford City.

## *Renter Education prepared 50 households for stable housing.*

NRCA doubled the number of clients attending *Renter Education* workshops from 24 households in program year 2014-2015 to 50 households in 2015-2016. Particular focus was paid to Emergency Assistance (EA) program utility clients in Giles, Floyd, and Radford who access *Renter Education* workshops as a condition of EA participation. Additionally, HHP staff focused on To Our House thermal shelter clients, encouraging the homeless men to attend morning sessions after staying at the shelter, to assist them with permanent housing placement.

NRCA began using a new curriculum developed by the Virginia Housing Development Authority for the *Renter Education* workshops. This new curriculum is more detailed, easier to access and understand than the previous model. Topics include credit, housing search, the application process, understanding the lease agreement, security deposits, rights and responsibilities of the tenant and landlord, maintenance and repairs, and terminating a lease including the eviction process. The new curriculum also includes a discussion on fair housing and utility energy savings tips.

## Prevention and Rapid Rehousing

### *Prevention and Rapid Rehousing programs provided \$197,972 in financial assistance to 85 households.*

NRCA's *Homeless Prevention and Rapid Rehousing* programs assisted 85 households (210 individuals) either at-risk of homelessness or already homeless. Funding assisted these families with rent and utility deposits, rent arrears, housing application fees, moving costs, and temporary rental and utility support to help households obtain or maintain stable and safe housing.



Gabe Martin, NRCA Housing Counseling, assists a family to obtain stable housing.

## Housing Counseling

### *HUD-certified Housing Counselors assisted 76 households.*

NRCA provided *Housing Counseling* to 76 households (105 individuals) during 2015-2016. *Housing Counseling* included rental rights and responsibilities, homelessness assistance, post-purchase guidance, foreclosure prevention and financial literacy.

## PROGRAM HIGHLIGHT

NRCA's *Homeless and Housing Programs* assisted a local grandmother and her grandson who both became homeless soon after the grandmother assumed responsibility for her grandchild. The grandson suffered from emotional problems and the parents were not in the child's life. When the grandmother and grandson became homeless, only one parent was providing child support and the grandmother was seeking employment with hours to match the child's school schedule.

NRCA staff assisted the grandmother in locating housing, and continued to help while she filed for additional child support, social security income, and sought employment. Today both grandmother and grandson are stably housed with income to support their living expenses.

## Volunteer Income Tax Assistance (VITA)

**Volunteers served 711 families, saving filers \$142,200 in tax preparation fees.**

New River Community Action was the recipient of a \$10,925 grant from the Virginia Community Action Partnership, allowing for the operation of the **Volunteer Income Tax Assistance (VITA)** program at sites in Radford City and Floyd, Montgomery and Pulaski Counties. **VITA** provides free tax return preparation to low-moderate income individuals. From January to May 2016, community volunteers contributed 1,350 hours and assisted 711 taxpayers. The volunteers helped their clients receive \$828,542 in tax refunds, including \$325,491 in federal *Earned Income Tax Credit (EITC)* dollars. The *EITC* is the nation's 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 \$21,407. NRCA's free services saved low-moderate income tax payers \$142,200 in tax return preparation fees, based on an average fee of \$200 per tax-filer. An additional 40 families in our service area received free income tax return preparation by taking advantage of the **VITA**-sponsored *myfreetaxes* website.

### PROGRAM HIGHLIGHT

In 2016 the **VITA** program worked closely with Lois Caliri, Affordable Care Act Marketplace Navigator with the local Legal Aid office. Lois was instrumental in not only helping our clients sign up for the health insurance, but also in helping **VITA** volunteers determine when clients were eligible for any exemptions from tax penalties due to not having insurance. Lois sat in the waiting areas of several **VITA** sites and met with individuals as they came in for assistance. She was a highly valued member of the 2016 **VITA** team. *Thank you, Lois!*



**VITA** volunteers and staff (L to R): Lee Hinkle, Mary Lough, Jettie Montgomery, Leroy Robinson (*AmeriCorps*), Laura Murphy (*VITA Coordinator*), Karen Drake, Brenda Springer and Glenda Vest (*Director of Community Services*) at the annual VITA appreciation luncheon.



***During its sixth season of operation, 928 volunteers from 50 faith-based organizations, businesses and community groups provided 1,644 bed-nights of winter shelter and 4,932 meals for 48 homeless men. While sheltered at To Our House, 12 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 during the winter months. Churches each offer their fellowship halls for one or two weeks as night shelter. Host and support church volunteers transport the homeless men (guests), cook and serve meals, offer fellowship to the men, and sleep at the shelter as church liaisons. ***To Our House*** AmeriCorps members and stipend volunteers are on site to support the guests and volunteers.

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

## PROGRAM HIGHLIGHT

Several years ago, Carolyn Slaughter and her four children were just a few dollars away from being homeless. Slaughter, of Draper, was not sure what the family would have done were it not for the help of a friend. Slaughter will never forget that feeling of being so close to homeless, and how appreciative she was of the help she received. That is why she now serves as an AmeriCorps member for ***To Our House***. During the day, Slaughter works full-time for the Radford Post Office and part-time at Fairlawn's Sheetz, but every Friday night during the winter season she stays awake all night at a ***To Our House*** host church, providing support for the homeless guests and church volunteers. "We were almost there," said Slaughter about being homeless. "That experience made me more appreciative of what I have now and made me want to help at ***To Our House***."



Carolyn Slaughter, ***To Our House*** AmeriCorps member

## Emergency Assistance Programs

**NRCA assisted 9,254 unduplicated individuals in 4,327 families alleviating their hunger and financial crises.**

NRCA's **Emergency Assistance Programs** serve low-income families who are experiencing financial crises. Temporary assistance may include vouchers for utility payments, rent, medications, clothing, or gasoline for transportation to a job or medical appointment. With offices located in each of the five jurisdictions in the New River Valley, NRCA staff can help clients access the American Electric Power Neighbor-to-Neighbor and Atmos Energy utilities programs, and as well as assist with home Weatherization applications. Staff and volunteers also operate six food pantries available for clients' emergencies. Information and referrals help program participants obtain needed support from both inside and outside the NRCA network.

During 2015-16, emergency food was distributed to 6,374 individuals in 2,703 families. NRCA provided temporary financial assistance through vouchers to 5,929 individuals in 2,469 families.

The NRCA **Emergency Assistance Programs** are supported primarily through local contributions. The United Way, United Fund, foundations, faith-based organizations, civic groups, businesses, and individuals provide funds to operate the programs in each jurisdiction. Through collaboration with partner agencies and churches, duplication of services is avoided.

### Floyd County Back Pack Program

During the 2015-16 school year, NRCA's **Floyd County Back Pack Program** provided 172 lower-income students in 90 families with supplemental food on the weekends. Child-friendly and easily consumed food was distributed weekly through local schools. Funding for the program was provided by private donors, foundations, and the *Empty Bowls* fundraising event.

#### PROGRAM HIGHLIGHT

The *Floyd County Back Pack Program* is supported by local contributions and the annual *Empty Bowls* fund raising event. Since the program's inception in 2007, the *Empty Bowls* Planning Committee of local residents has sponsored this spring event. At the April 10, 2016 *Empty Bowls*, potters from throughout the region donated over 500 bowls and more than 45 volunteers donated soup, bread, and cookies. Several businesses donated items for the event's silent auction and local musicians provided music. Through this collective community volunteer effort, a delicious lunch was provided to over 500 people at Floyd County High School and over \$9,000 raised for the **Floyd County Back Pack Program**.



Volunteer Sarah Getgood Kirby (L) and local artist Dane Elder at the 2016 *Empty Bowls* fund raising events.

# Virginia Cares (Community Action Re-Entry System)

***NRCA's Virginia CARES program provided 226 newly released ex-offenders with assistance and support to promote successful transition from prison or jail to the community.***



NRCA's **Virginia CARES** program, a sub-contractor of **Virginia CARES, Inc.**, 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, life-skills education and support groups. Through linkages with community resources, **Virginia CARES** provides opportunities for ex-offenders to become self-reliant, 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



Leroy Robinson (*center*), with NRCA **Virginia CARES** staff members Nikki Powell (*left*) and Shannon Lowery, **Virginia CARES, Inc.**, the oversight agency for the state's **Virginia CARES** programs, awarded Robinson the Cindy Marin and Lyn Edlich Awards for outstanding transition achievements.

During the 2015-2016 program year, **Virginia CARES** staff and volunteers developed the **FAST (Facilitating A Successful Transition)** project in the Montgomery County Jail. Staff and volunteers visited the jail monthly and met with offenders who were within six months of being released. These sessions introduced the offenders to the **Virginia CARES** program and identified the specific needs each would likely experience upon release. Staff and volunteers then developed an individualized case management plan for each offender and provided information on services and employment opportunities to access after release. Approximately 80 offenders participated in **FAST** from October 2015 to June 2016.

**Virginia CARES** added a new position, the Employment Specialist, to program staff this year. The Employment Specialist developed and strengthened relationships with local employers to increase job opportunities for our participants. Staff assisted 83 participants to obtain employment during the 2015-2016 program year.

Leroy Robinson of Pulaski County received the **Virginia CARES, Inc.** Cindy Martin and Lyn Edlich Awards at the annual **Virginia CARES, Inc.** awards dinner in Roanoke. Leroy participated in the NRCA **Virginia CARES** program from December 2014 through June 2015, demonstrating extraordinary success in meeting his transition goals. The Cindy Martin Award is named in memory of a former **Virginia CARES, Inc.** Executive Director and is presented annually to the most successful participant from each **Virginia CARES** program throughout the state. From those winners, Robinson was also chosen as the "best of the best" to receive the Lyn Edlich Award. Edlich was the founder of **Virginia CARES, Inc.** and developed the statewide network reentry programs.

## NRCA and Head Start Celebrate Golden Anniversaries



Approximately 200 current and former members of the Board of Directors and staff, community partners, government officials and guests celebrated the 50th Anniversary of New River Community Action and the NRCA Head Start program at a dinner at German Manor in Blacksburg on October 20.

The anniversary celebration included greetings from Jim Schuyler, Executive Director of the Virginia Community Action Partnership, and letters of congratulations from Senator Mark Warner and Congressman Morgan Griffith read by their staff, Isacc Sarver and Angie Hall, respectively. Reverend Kenneth Wright, retired pastor of the Roanoke Gainsboro First Baptist Church, reflected on his years as a NRCA employee during the 1960s. Reverend Wright emphasized of the importance of “maximum feasible participation,” a distinguishing characteristic of federal Community Action legislation requiring participation from the low-income community on the Board of Directors - still a hallmark of Community Action governance today. Christine Smith, NRCA Blacksburg Head Start Teacher and student at NRCA Head Start as a child, spoke about the impact of the Head Start program on her life and the life of her family.

Senator John Edwards and Delegate Joseph Yost presented a resolution from the Virginia General Assembly commending the New River Community Action leadership for developing numerous anti-poverty initiatives, noting “New River Community Action has succeeded in its mission to provide a ‘hand up, not a hand out’ and help diverse communities identify and alleviate the causes of poverty.”

Founded in 1965 as a component of President Lyndon Johnson's War on Poverty, NRCA has rich history of local non-profit agency development: the Women's Resource Center, New River Family Shelter and the Free Clinic of the New River Valley (Community Health Center) all have roots at NRCA. Currently NRCA serves as an umbrella agency working with community volunteers in a variety of innovative programs assisting over 12,000 individuals each year.



(L-R) Delegate Joseph Yost; John McEnhill, NRCA Board of Directors Chairman; Terry Smusz, NRCA CEO; Senator John Edwards. Delegate Yost and Senator Edwards presented a resolution from the VA General Assembly commending New River Community Action for 50 years developing anti-poverty initiatives.

# 2015-2016 Funding Sources

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

Monetary support \$100 or more

Abundant Dawn Community, Inc.	Charoensiri, Kanitta	First Church of God	Johnson, Sue
Aiken, William	Check Ruritan Club	First Methodist Church	Kazmierczak, Tamra
Ameriprise Financial Services, Inc. - Keith Weltens	CHIP of Virginia	Finchum, Deena	Kidwell, Michael and Lisa
Angert, Ronald and Ann	Christ Episcopal Church	Floyd Baptist Church	Kingston, David
APCO Employee Benevolent Association	Christiansburg Presbyterian Church	Floyd County	Kornhauser, Alan and Epstein, Rhea
Balakrishnan, Revathi and Rhodes, Mary	Christiansburg Presbyterian Church Yoga Class	Floyd County Angels Ministries, Inc.	Krumhaus, Paul
Bank of Floyd	Church World Service, Inc.	Floyd, William and Kay, Leslie	Ladies Auxiliary to the VFW
Barnes, David and Margaret	Circle Lydia, Blacksburg UMC	Food Lion Charitable Foundation	LaFlamme, John and Dorothy
Bennett, Katie	Cliff, Eugene and Joan	Foster, Rodger and Sherry	Lesko, Brent and Susan
Bishop, Hannah	Cobb, James	Gabriele, Matthew	Lewis, Mary Maxine
Blacksburg Christian Church	Coldwell Banker Townside Realtors	Gap Foundation	Lifetouch National School Studios
Blacksburg Christian Fellowship	Colliver, Ethan and Lauren	Gardner Funeral Home Inc.	Lipsey, Lynn
Blacksburg Church Women United	Community Christian Church	Gardner, Stuart and June	Livesay, L P
Blacksburg Country Club	Cook, Frankie and Dick	Gardner, Thomas and Laura	Loan, Shirlee
Blacksburg First Church of God	Corporation for National & Community Service	George, Donald and Glenda	Luther Memorial Lutheran Church
Blacksburg Friends Meeting	Cranwell, Bob	GFWC Floyd County Woman's Club, Inc.	Marcolini, Patricia
Blacksburg Master Chorale	Crumb & Get it Cookie Company Inc.	Giles County	Martin, Terry
Blacksburg Presbyterian Church	Dameron, Rebecca	Giles, Patricia and Michael	McBee, Janice and Johnson, Benjamin
Blacksburg Presbyterian Women of the Church	DaVita - Total Renal Care Inc.	Gill, Salle Ann Schlueter	McCrea, Susan
Blacksburg Striders	Dehoff, David and Cooke, Circe	Gillie's Confectionery, Inc.	McEnhill, John
Blacksburg United Methodist Church Women	Dennis, Patricia	Glade Church	Merola, Joseph and Du Breuil, Catherine
Blakely, Mary	Derenthal, Jerome and Judith	Goelte, Kay Kay	Mett, Coreen
Bollo's Cafe & Bakery Downtown	Disciples Womens Ministries, Blacksburg Christian Church	Governor's School at Radford University	Michael B. Cooke, CPA, PC
Bos, Ronald	Duncan Ford-Mazda-Lincoln-Mercury	Grace Covenant Presbyterian Church	Michaels, Alan and Ashley
Boyd, Michael	Eanes, Allyn and Jasper	Grace Episcopal Church	Mignone, Fred and Nancy
Brainard, Blair and Madeline	Edgewood United Methodist Church	Gran Rodeo	Mitchell, Anna
Brickhouse, Susan	Eggleston United Methodist Church	Groover, Velva and Gordon	Moe's Roanoke Area Advertising Group Inc.
Brown, Jr., J. Howe and Margaret	Elson, A.M. and D.E.	Grove United Methodist Church	Mom's Club
Brown, John and Mary	Enterprise Holdings Foundation	Hallerman, Eric and Ester	Montgomery County
Caldwell, William	Evanylo, Lisa and Gregory	Hancock, Hunter	Montgomery County Department of Social Services
Camden, Sue and Daniel	Fairlawn Church of God	Hess, John and Ann	Morgan, Joshua and Amanda
C. E. Richardson Benevolent Foundation	Fairlawn Presbyterian Church	Higdon, Laura	Motley, Linda and William
Celanese Foundation	Fairlawn Presbyterian Church Women's Circle #2	Hill, Jewell and Lawrence	Mt. Tabor Ruritan Club
Cellar Corp. The Cellar Restaurant	Fairlawn Presbyterian Church, Presbyterian Women	Hill, Joseph and Audrey	Muscattello, Andrea
Ceritanos Trattoria, LLC	Farmer, Colleen	Huber, Patrick and Angelika	Narrows Junior Womens Club
Chamowitz, Lynda	Fidelity Charitable Gift Fund	Hudgins, Jane and Jeffrey	Neill, James and Barbara
Charitable Lead Trust	Finn, Andrew and Jenifer	Indian Run Farm	New Mount Zion Lutheran Church Women
	First Baptist Church	Ivers, Jr, Joseph and Cummings, Constance	New River Valley Blinds & Shades
		Jacobs, Steve, O.D., P.C.	
		James and Linda Smith Charitable Trust	
		Jensen, Andrew	
		Johnson, James and Linda	

Newman Community Catholic  
Campus Ministry at VT  
Nicus Software, Inc.  
Nordson Corporation  
Northside Presbyterian Church  
Nye, Judy  
O'Brien, E. K. and C. G.  
O'Donnell, John  
Orbital ATK, Inc.  
Owens, Jr., Andrew  
Pauley, Kenneth and Catherine  
Peace-A-Pie Makers Blacksburg, LLC  
dba Mellow Mushroom  
Peak, J.C.  
Pearisburg Christ Fellowship  
Pilonen, Leo and Ellen  
Pine Grove Missionary Baptist  
Church  
Polished By Claire V, LLC  
Poly-Scientific Employees Federal  
Credit Union  
Poole, Kathryn and Marc  
Potter, Elizabeth and Lawrence  
Presbyterian Church of Radford  
Presbytery of the Peaks  
Price, William and Collins, Joyce  
Pulaski County  
Pulaski County United Way  
Radford City  
Radford Wesleyan Church  
Raflo, Alan  
Ray, Kathleen  
Reed, Tammy  
Rees, Loren and Rebecca  
Rhodes, Mary  
Rich Creek Lions Club  
Roanoke Valley Presbyterian Church  
Roberts, David and Brenda  
Robinson, Christopher and Mullins,  
Mary Anne  
Robinson, Mr. and Mrs. Jerald  
Rose, Kevin  
Ross, Dennis and Sarah  
Rotary Club of Blacksburg  
Foundation  
Rotenberry, Jr., Dewey and Melissa  
Ruritan Road Ruritan Club  
Scheckler, Stephen and Rebecca  
Schmidt, Richard and June  
Schwab Charitable  
Sharp, Nathan  
Shaut, Paul and Cathryn  
Shelor, Dwight and Patricia  
Shelter Alternatives, Inc.  
Shinn, Herrick and Barbara  
Sills, John and Angela  
Slusher, Lee  
Smith, Linda  
Smusz, Ted and Terry  
Solomon, Robert  
Spangler, Gregory and Victoria  
St. Jude Catholic Church  
St. Mary's Roman Catholic Church  
Sterrett, Jr., William and Cynthia  
Stonewall Home and Garden  
Sumner, Susan  
Sweeney, Daniel  
Taylor, George  
Tellier Family Inc dba Our Daily Bread  
Bakery & Cafe  
The Carter and Kay Craigie Family  
Foundation  
The Community Foundation of the  
New River Valley  
The Cox Charitable Trust  
The German Club Alumni Foundation  
The Presbyterian Church of Floyd  
The Presbyterian Church of Floyd  
WOC  
The Sisters Foundation  
The Virginia Society of the Sons of  
the American Revolution  
The Winston-Salem Foundation  
Tideman, Nicholas and Estill  
Toney, Roberta  
Town of Blacksburg  
Town of Christiansburg  
Town of Floyd  
Town of Pulaski  
Trinity Lutheran Church  
Tuchler, Edwin and Elizabeth  
Turner, Aaron  
Twisted Sisters Pizza Inc dba  
Sharkey's Wing & Rib Joint  
Tyson, John and Linda  
Unitarian Universalist Congregation  
United Fund of Giles  
United States Department of Agri-  
culture  
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 We Stand Ministries  
Unity Christian Church  
Unity Christian Church, CWF  
Vest, Ellen and Allen  
Vest, Glenda and Roger  
VFW Post 1184  
Via, Jr., Thomas and Jo  
Villa Appalaccia Winery  
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  
Authority  
Wall, John  
Warren, Mabbot and Ridout, William  
West, David and Lindsay  
Willard, George and Nettie  
Williams, Robert and Barbara  
Wolff, Joann and Dennis  
Worley, Timothy and Jamie  
Young, William  
Zallen, Richard and Doris  
Zion Oak Grove Pavilion



*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 for your support!*

# 2015-2016 Community Partners

***NRCA expresses appreciation to all our community partners!***



Alleghany Church of Christ  
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  
Beaver Creek Baptist Church  
Belmont Christian Church  
Bethel United Methodist Church and Women  
Big Stoney Creek Hikers Ministry  
Bill's Used Auto Parts  
Blacksburg Baptist Church  
Blacksburg Christian Church  
Blacksburg Christian Fellowship  
Blacksburg First Church of God  
Blacksburg First Wesleyan Church  
Blacksburg Friends (Quakers)  
Blacksburg Ministerial Association  
Blacksburg Presbyterian Church and Women  
Blacksburg United Methodist Church  
Bland Correctional Center  
Calvary Baptist Church, Floyd  
Calvary Baptist Church, Radford  
Calvary Christian Church, Giles  
Calvary United Methodist Church and Women  
Catholic Church of All Saints  
Carilion Giles Memorial Hospital  
Carilion NRV Medical Center  
Castlerock Baptist Church  
Cedar Springs Union Church  
Central United Methodist Church  
Check Elementary School  
Christ Episcopal Church, Blacksburg  
Christ Episcopal Church, Pearisburg  
Christian Church Disciples of Christ – District 2  
Christian Church of the Brethren  
Christiansburg Kiwanis  
Christiansburg Mennonite Fellowship  
Christiansburg Presbyterian Church  
Church Women United, Blacksburg  
Citizen's Phone Cooperative  
Community Christian Church  
Community Health Center of the New River Valley  
Community Housing Partners  
Cornerstone Pentecostal Church  
Cross Pointe Conference Center  
Department of Rehabilitative Services  
Dr. Darcy Amacher, DDS  
Dr. David Berry, DO, Blacksburg Pediatrics  
Dublin Family Practice  
Dublin Church of God  
Due South BBQ  
Dust Covenant Church  
Dwelling Place Christian Fellowship  
Edgewood United Methodist Church  
Eggleston United Methodist Church  
Fairlawn Presbyterian Church  
Faith Temple Pearisburg  
Family Preservation Services  
Farris Mines Christian Church  
Feeding America  
Fieldstone United Methodist Church  
First Baptist Church, Pulaski  
First Baptist Church, Radford  
First Christian Church, Pearisburg  
First Christian Church, Narrows  
First Christian Church, Pulaski  
First Church of God  
First Missionary Baptist  
First Pentecostal Holiness Church, Pulaski  
First Presbyterian Church, Narrows  
First Presbyterian Church, Pulaski  
First United Methodist Church, Narrows  
First United Methodist Church, Pembroke  
First United Methodist Church, Pulaski  
Floyd Baptist Church  
Floyd County Chamber of Commerce  
Floyd County Department of Social Services  
Floyd County Emergency & Rescue Squad  
Floyd County Fine Arts  
Floyd County High School  
Floyd County Humane Society  
Floyd County Lions Club  
Floyd County MD Team  
Floyd County Ministerial Association  
Floyd County PSA  
Floyd Elementary School  
Floyd Ladies Auxiliary Coat Drive  
Floyd Presbyterian Church  
Floyd County Willing Helpers  
Floyd-Willis Lutheran Parish  
Foster Grandparent Program  
Freedom First Credit Union  
Freedom First Insurance  
Giles County Christian Mission  
Giles County Commissioner of Revenue  
Giles County Department of Social Services  
Giles County Lions Club  
Giles County Public Schools  
Giles County Senior Center  
Giles County Sheriff's Office  
Giles Family Practice  
Glade Church

Goodwill Industries  
Grace Episcopal Church  
Grace Life Baptist  
Grace Ministries  
Grove United Methodist Church  
Habitat for Humanity of New River Valley  
Havens Chapel United Methodist Church  
Harvest Baptist Church  
Hearts and Hammers  
Heritage Church  
Highland Park Community Church  
Home Visiting Consortium  
Holy Family Social Justice  
Holy Spirit Catholic Church  
Hubbard's Boarding House  
Indian Valley Elementary School  
Infinity Eye Care  
Inn at Virginia Tech  
Iris Brammer Public Library  
It's All About Jesus  
Jacksonville Center for the Arts  
Jesus Christ Church of the Latter Day  
Saints- Pembroke  
Knights of Columbus  
Kiwanis Club of Montgomery County,  
Blacksburg Chapter  
Laurel Branch Church of the Brethren  
Life in Balance  
Lewis Gale Hospital, Montgomery  
Literacy Volunteers of New River Valley  
Luther Memorial Lutheran Church  
Mar-Bal Incorporated  
McDonald's Mill United Methodist Church  
McHarg Elementary School  
Memorial Christian Church  
Montgomery County Department of Social  
Services  
Montgomery County Emergency Assistance  
Program  
Montgomery County Jail  
Montgomery County Public Schools

Montgomery/Floyd Regional Library  
Mountain View United Methodist Church  
Mt. Elbert United Methodist Church  
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 Low Income Housing Coalition  
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  
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 Re-entry Council  
New River Valley Regional Jail  
New River Valley/Mount Rogers Workforce  
Development Board  
Newport Mt. Olivet United Methodist Church  
Northside Presbyterian Church  
Northstar Church  
Oak View Christian Church  
Our Savior Lutheran Church  
Park United Methodist Church  
Pearisburg AARP  
Pearisburg Lions Club  
Pearisburg Presbyterian Church  
Pearisburg Public Library  
Pearisburg First United Methodist Church  
Pembroke Assembly of God Church

Pembroke Christian Church  
Pembroke First United Methodist  
Church Cambridge Community  
Pembroke Management  
Pine Grove Missionary Baptist Church  
Pleasant Hill/Eaton's Chapel  
Pleasant Valley Church of the Brethren  
Plenty!  
Probation and Parole, District #28  
Project Hope  
Providence Presbyterian Church  
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 Ministerial Association  
Pulaski Salvation Army  
Radford City Department of Social Services  
Radford City Police Department  
Radford City Public Schools  
Radford Clothing Bank  
Radford/Fairlawn Ministerial Association  
Radford Housing Rehab Board  
Radford Presbyterian Church  
Radford University  
Radford Worship Center  
Red Oak Grove  
Rich Creek Public Library  
Rich Creek First United Methodist Church  
Riverview Nursing Home  
Roanoke Valley Presbyterian Church  
Rowe Furniture  
Salvation Army  
Senior Community Service Employment  
Program



Sherry Memorial  
Shiloh Lutheran Church  
Shoney's  
Sinkland Farms  
Southeast Rural Community Assistance  
Project  
St. Jude's Catholic Church  
St. Mary's Catholic Church  
St. Michael's Lutheran Church  
St. Paul's United Methodist Church and  
Men  
St. Peter's Anglican church  
St. Thomas Episcopal Church  
Subway, Christiansburg & Pulaski  
The Quilting Party of Blacksburg  
Topeka Brethren Church  
Total Action for Progress  
Town of Blacksburg  
Town of Christiansburg  
Town of Floyd  
Town of Narrows  
Town of Pearisburg

Town of Pulaski  
Town of Rich Creek  
Tri-Area Community Health Clinic  
Trinity Baptist Church  
Trinity Lutheran Church  
Unitarian Universalist Church  
United We Stand Ministries  
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 Housing Alliance  
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  
Warm Hearth  
Wesleyan Community Church  
Wesley Foundation at Radford University  
Wesley Foundation at Virginia Tech  
Wild Goose Church, Indian Valley  
Wildwood Farms General Store  
Willis Elementary School  
Women's Resource Center  
Workforce Unlimited  
Zion Oak Grove Pavilion

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might have inadvertently left off our list.  
Please contact 540-633-5133 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  
PO Box 849  
Floyd, VA 24091  
540-745-2211

## 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

Floyd Elementary School  
531 Oak Hill Drive Southwest  
Floyd, VA 24091  
540-745-9440 ext. 4642

## Floyd Head Start

323 Floyd Highway South  
Floyd, VA 24091  
540-745-9440 ext. 4673

## Giles Baby Shop

211 North Main Street  
Narrows, VA 24124  
540-726-2252

## Giles CHIP

211 North 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  
540-394-3255

## Montgomery CHIP/CHIP Admin

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

## Pulaski Baby Shop

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

## 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

## Early Learning Center

New River Community College  
5251 College Drive  
Dublin, VA 24084  
540-674-3600eExt. 4429

## Radford Emergency Assistance/ Housing Counseling

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

## Radford Head Start

First Baptist Church  
215 Third Avenue  
Radford, VA 24141  
540-731-4107

## McHarg Elementary School

700 Twelfth Street  
Radford, VA 24141  
540-731-3652 ext. 3032

## 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

1093 East Main Street  
Radford, VA 24141  
540-633-5133 ext. 460





[www.newrivercommunityaction.org](http://www.newrivercommunityaction.org)