

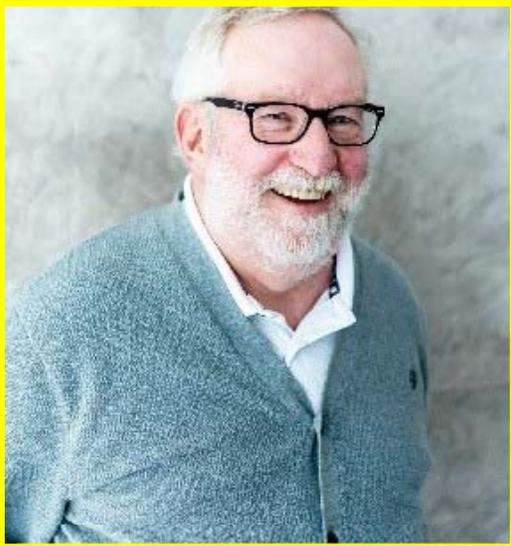
# RESILIENCE, RESPONSE, RESOLVE

Annual Report FY 2019-20



Growing independence

New River Valley  
Disability  
Resource  
Center



*Frank Hayes*

Executive Director

## In a year where nothing is normal . . .

The New River Valley Disability Resource Center (NRV DRC) stood up to the challenge of COVID-19 on behalf of our mission. We chose resilience over retreat knowing that the individuals we serve have no choice but to persist. Our dedication to service drives our team and board and this passion shows. Within a week of Governor Northam’s State of Emergency Declaration, our staff pivoted to all on-line or phone visits. By the time Phase One re-opening began, we were Zoom experts. Our impact numbers continued to increase during a time when many service organizers took a pause. We remain strong in the face of this ongoing challenge. Resilience, Response, Resolve—this is our pandemic-specific strategy for continuing to help others “grow independence.”

The NRV DRC has had to transition from the “Consumer First” service and delivery model to the “SAFETY of the Staff and Consumer First” service model.

I continue to stress to businesses and organizations that I am still available to present a workshop on advocacy, disability etiquette, or simply over NRV DRC’s services via virtual meetings.



Barb Clark



Growing independence



Varie Lynn

# IMPACT

| WHAT WE MEASURE        | 2016-17 | 2017-18   | 2018-19   | 2019-20   |
|------------------------|---------|-----------|-----------|-----------|
| TOTAL CONSUMERS        | 95      | 162       | 279       | 299       |
| RAMPS                  | 0       | 9         | 22        | 23        |
| INTERIOR MODIFICATIONS | 0       | 13        | 21        | 36        |
| FUNDING                | \$0     | \$102,745 | \$173,338 | \$245,138 |

Serving residents in Floyd, Giles, Montgomery & Pulaski Counties and the City of Radford

More ways our team is managing during these unprecedented times can be seen @ nrvdrc.org

My consumers have stated that they feel elevated stress surrounding the virus.

Consumers have seemed to be very understanding when I have shared that news with them and haven't pushed to have an in-person visit with us.



Theo Rogers



Resilience, Response, Resolve



Caitlin Harvey

# PARTNERS

NRV DRC's supporters come in all sizes and contribute in a variety of ways to our successes: funders through grants and incentive programs, donors, construction collaborators for modification projects, social service organizations, governmental agencies, advisory committees, and managed care organizations. We also extend our impact with strategic collaborations with community groups, disability training partners, state and national organizations, hospitals, colleges, school systems, and long-term care facilities.

## Appreciation for our FY20 Board

Crystal Hypes, Chair

Kurt Hoffman, Vice Chair

Rick Barrow, Secretary

Lisa Webb, Treasurer

Ashley Shew Heflin, Director

Billie Huskey, Director

Joseph Pitt, Director

Krin Collins, Director

Matt Shelor, Director

Elizabeth McClain, Director

The New River Valley Disability Resource Center (NRV DRC) assists individuals with disabilities to live independently. The Center serves the community at large by advocating for and creating an environment accessible to all.



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Contact us at

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or by calling 540-266-1435

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

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