



Since 2005

2024 Performance Report

April 2025

EMS of Virginia

www.emsofvirginia.com

804.332.5696

Highlights

EMS Receives 3-year CARF accreditation

EMS completed our second CARF survey and was awarded a second three-year accreditation in November 2024

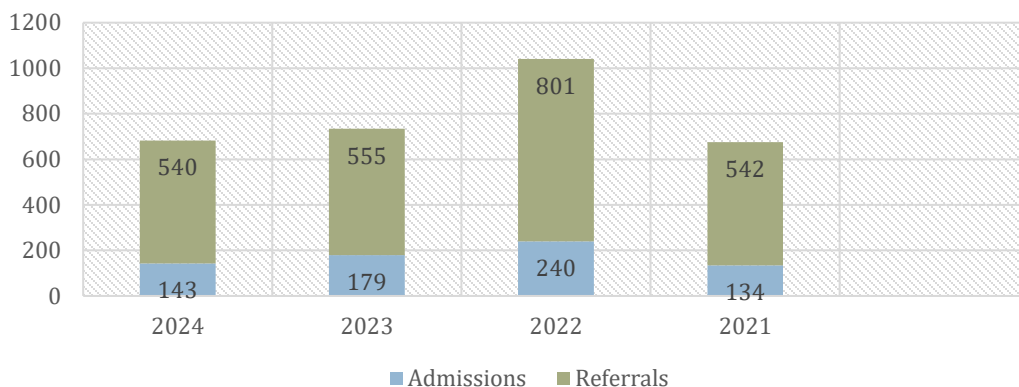
EMS contracts with Evidence Based Associates for youth DJJ services

EMS of Virginia now works directly with referrals from the Department of Juvenile Justice to reduce recidivism rates and bring support directly to the youth and families

EMS a Top Workplace!

EMS has now been rated a Top Workplace by the Richmond Times-Dispatch for 5 consecutive years!

Referrals and Admissions Year by Year



Over 93% of EMS clients surveyed report they strongly agree or agree to the statement: “Overall, I am very satisfied with my experience at EMS of Virginia.”



EMS of Virginia's New Substance Use Service Line

EMS of Virginia launched two Substance Use services in 2024: a virtual Intensive Outpatient Program (IOP) and Substance Use-Case Management. Our virtual IOP is proud to offer accessible and convenient telehealth outpatient groups and therapy to clients with childcare concerns or transportation barriers. For clients needing a lower level of support, we also offer Case Management for Substance Use. In Case Management, the priority is on supporting clients with weekly check-ins and supporting clients with direct referrals to other services, if needed. Know someone that needs support? Visit [Referrals](#) | [EMS](#) to get things started!



Our Clients Say it Best!

"She speaks a language I didn't know I needed." ~Skill Building client

"Services are wonderful!" ~ Intensive In-Home parent

Check Out One of Our New Community Partners!

EMS of Virginia is honored to count many agencies and organizations as community partners and will continue to support them and their clients as we continue to serve urgent and at times, chronic mental health needs. Please read more below about one of our newest community partners, Tucker Pavilion's Assessment Center, located at 7101 Jahnke Rd; Richmond, VA 23225.

Tucker Assessment Center (TAC): Located within Chippenham Hospital and the Tucker Psychiatric Pavilion, the Tucker Assessment Center offers free behavioral health evaluations by qualified staff and will provide immediate, on-site referrals to Tucker outpatient or other community supports. They are open Monday through Friday, 9am-5pm for ages 11 and up for voluntary, non-emergent situations. To schedule an appointment, call 804-483-1331 or visit this link: [Patient Scheduling Portal](#). We are proud to partner with The Tucker Assessment Center for same or next-day services!

EMS Adopts Core Values

Throughout 2024, EMS of Virginia worked to better develop our leadership team, vision, and mission within the greater community. As part of this, we developed a set of core values. These values are ingrained in our service, staff, and why we hope that you trust us with your community mental health needs.

Empathetic: We are understanding. We are self-aware and recognize our role in how we make others feel. We show respect for others in our words and actions.

Ethical: We have integrity. We choose to do the right thing.

Flexible: We are adaptable to the constant evolution of change, remaining open minded and creative about how we overcome unanticipated obstacles while upholding boundaries, policies, and processes. We strike the right balance of working in the gray.

Reliable: We show up. We are consistent. We do what we say we're going to do. You can depend on us.

Transparent: We communicate genuinely, authentically, and with respect for everyone. We empower others to use their voice through intentional listening and open-minded dialogue.

Winning Attitude: Let's find it. Let's figure it out. Let's do it. We discover issues, problems to be solved, and come across new ideas. We are invested in working through challenges and making new ideas come to life. We see the light at the end of the tunnel and put forth our best effort to get there. We want everyone to succeed in this journey so we can share the fruits of our labor and make an impact in the lives of others.

A Sneak Peek into 2025...

EMS of Virginia continues to grow and expand our services to meet the unique and varying needs of our community. We have some exciting new services on the horizon, including a self-pay, Independent Living Skills program for young adults with neurodivergent diagnoses or mental health diagnoses. Some changes throughout the state licensing of QMHPs will also allow us to offer more youth services in 2025!