

RAFT Crisis Hotline, Paraprofessional Counseling

Age Requirements

No Age Requirement

Available 24/7

Yes

Documents Required

Call for details

Other Eligibility Criteria

Serves individuals with behavioral health and substance use needs.

Family

No

Intake Process

Call for an assessment.

Intake Contact Telephone

(540) 961-8400

Provider Refer

Yes

Qualifications

Qualification Type

Licensure

Qualification Entity

Virginia Department of Behavioral Health and Developmental Services (DBHDS)

Qualification Number

053

Report Problems

Call the Agency

Residency Requirements

Serves residents of the counties of Floyd, Giles, Montgomery and Pulaski and the City of Radford.

Self Refer

Yes

New River Valley Community Services

<https://www.nrvcs.org>

<http://www.nrvcs.org/raft>

<http://www.facebook.com/nrvcsofficial>

<http://twitter.com/NRVCSofficial>

Main

(540) 961-8400

Phone Emergency

(540) 961-8400

700 University City Boulevard

24060 VA

United States

Additional Availability Comments

Crisis emergency services are available 24 hours per day, every day. Raft operates from 4:00PM- 8:00AM Monday through Friday and 24 hours per day on the weekends. NRVCS Case Managers answer the phones during business hours and New Horizons, a residential crisis stabilization program, provides callers with services when volunteers are unavailable.

Fee Structure

Sliding Scale Fee

,

Call for Information

Languages Spoken

English

,

Call if translation is needed

The RAFT Crisis Hotline is a program of New River Valley Community Services (NRVCS) that offers free paraprofessional telephone counseling services to the community.

Raft volunteers provide crisis intervention, empathy and support, behavioral health and substance use information and referrals to the counties of Montgomery, Floyd, Giles, Pulaski and the City of Radford (including Virginia Tech and Radford University).

RAFT is the only crisis hotline in Virginia affiliated with and located within a community service board. This connection provides RAFT callers with continual access to professionals and trained volunteers, telephone counseling, information and referrals. [Volunteer applications](#) are available on the website.

Service Area(s)

Floyd County

,

Giles County

,

Montgomery County

,

Pulaski County

,

Radford City

Email

raft@nrvcs.org