

Restoring

HOPE



Family Service  
of Roanoke Valley

Strengthen Family. Heal Trauma. Restore Hope.

## THERAPY UNLOCKS A LIFETIME OF PAIN

Her mother said she was worthless, so she believed she was worthless. Her mother beat her so bad that she spent 20 years in bed before undergoing an experimental surgery to relieve chronic migraines.

She sought counseling for years, handling one crisis after another. She was in denial about her abusive childhood.

When she invited her mother to Roanoke to attend her only child's high school graduation, 48-year-old Pam learned that nothing had

changed.

Refusing to continue living a shell of a life, she again sought help.

At Family Service of Roanoke Valley, she received individual counseling and grief counseling for the eventual death of her mother.

**Outpatient Counseling** is available to anyone—insured, uninsured or underinsured—

including children, adults, couples, families and older adults. The agency accepts Medicaid, Medicare and third party insurance and has a sliding scale fee for those who qualify.

For children going through trauma, abuse and neglect in their young lives, Family Service offers a specialized treatment, **Play Therapy**. Therapists strategically use methods of play to encourage children to express their troubles. Children may not be able to verbalize their thoughts and feelings. They communicate and

*We have served the Roanoke community for 114 years and are committed to being a leader in the effort to treat mental health needs.*

### HOW WE HELP

**Adults Plus** for adults 55+

**Batterer's Intervention Support Group**

**Community Counseling and Day Treatment**

**Couples and Marriage Therapy**

**Employee Assistance Program**

**Faith-Integrated Counseling**

**Grief and Loss Center**, a partnership with Carilion Clinic Hospice

**Intensive In-Home** for families in immediate crises

**Play Therapy** for traumatized children

**Positive Youth Development**

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Please visit [www.fsrv.org](http://www.fsrv.org) for a complete listing of annual donors



Sharon Jarrett Thacker, MSW, President and CEO, and Rebecca R. Balzer, Board Chair, Family Service of Roanoke Valley

When you look beyond the mountain landscape and into the neighborhoods and households of the Roanoke Valley, the need for mental health care accents each scene. We hear of tragic workplace and school violence and a heroin addiction epidemic right at home.

Our state struggles to fund mental health care for those who cannot afford high co-pays, deductibles and out of pocket expenses. Domestic violence and child abuse shatters lives behind neighbors' doors.

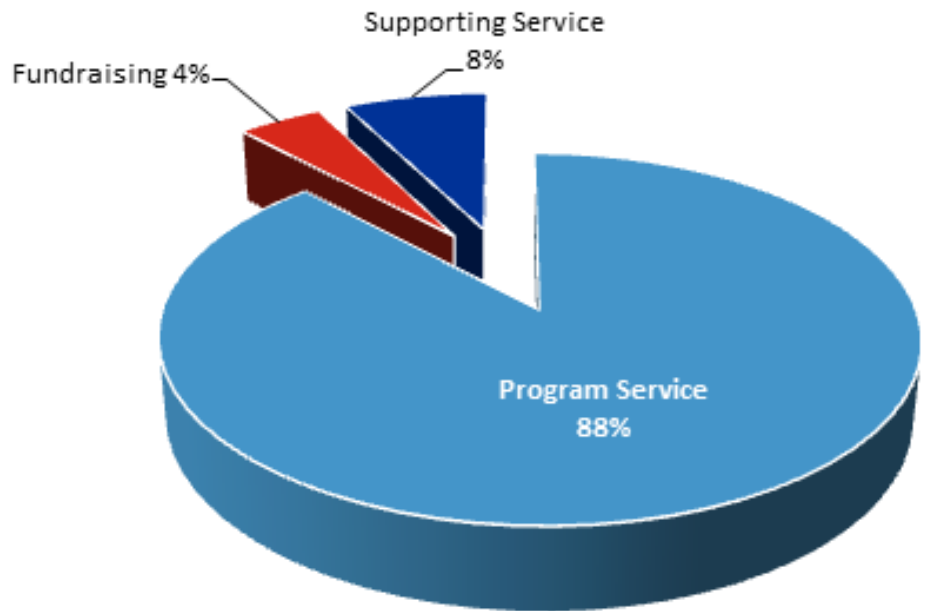
Without intervention, the long-term effects of trauma, abuse and unchecked mental illness are high incarceration rates, unemployment, decreased high school graduation rates, and families and individuals ill-equipped for daily living.

Family Service of Roanoke Valley, a constant and calming presence in an otherwise upsetting image, relies on the awareness and support of you to change the view. We offer programs and services on a sliding fee scale so clients can afford the help they need.

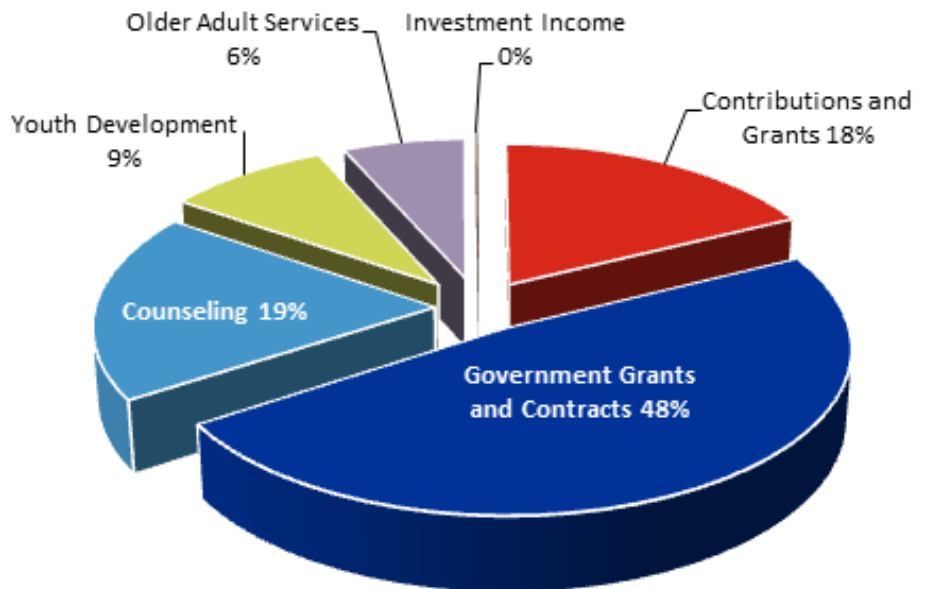
In 2014-15, Family Service served over 4,000 local families in three major program divisions— **Counseling Services, Older Adult Services and Youth Development Services.**

Operating on a \$1.9 million

## 2014-2015 Expenses



## 2014-2015 Revenue



budget, Family Service depends on the support of generous donors, corporate sponsors, local, state and federal grants, allocations from United Way, and public funding.

Many clients are able to pay to receive counseling, but to make services available at little or no cost to clients, **we rely on you.** Clients who are interested

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and eligible for services often go without if they cannot afford their co-pay or do not have insurance. Family Service does not have adequate private funding to offer subsidized services to all.

Investing in Family Service is looking beyond immediate tragedy and painting hope into the future of the Roanoke Valley.

Rebecca R. Balzer, Board Chair

Sharon Jarrett Thacker, MSW  
President/CEO

95%

**stayed in their regular school  
and after school environment**

99 Youth Community Mental Health Program clients served

93%

**reported improved  
physical health**

294 Adults Plus clients served in 2,940 sessions

97%

**reported feeling  
more hopeful and confident**

922 Counseling clients served in 7,569 sessions

*Family Service improves life and restores hope  
to the most vulnerable of our neighbors,  
from the youngest children to the oldest adults,  
through prevention, counseling and support services.*

## TEEN OUTREACH PROGRAM

The fall is a flurry of activity for Family Service's **Positive Youth Development Programs**: Teen Outreach Program (TOP®) and Positive Action, as the school year begins and groups start to meet across the Valley.

For the second three-year term, Family Service of Roanoke Valley is the recipient of a competitive federal grant from The Department of Health & Human Services' Administration for Children and Families. Funds in the amount of \$267,048 will be received for each of the next three years to continue offering the Teen Outreach Program (TOP®) at over 20 partner locations throughout the Roanoke Valley'

Family Service provides opportunities for young people

88%

# said community service opportunities helped them make a positive difference

387 TOP Teens served at 16 partner locations

to learn healthy decision-making skills and provides service learning opportunities. Each year, more than 800 youth participate in TOP, Positive Action and Global Youth Service Day.

**Global Youth Service Day 2016:**  
**April 15-17**  
[www.fsrv.org](http://www.fsrv.org)

### TOP SITES

#### School and After-School:

Forest Park Academy  
 Noel C. Taylor  
 ROTEC/Patrick Henry High  
 William Fleming High  
 William Byrd High  
 Boys & Girls Clubs of Southwest VA  
 New Horizons Healthcare

Presbyterian Community Center (PCC)  
 West End Center  
 Hopetree Academy  
 Rivermont School  
 Carilion Child and Adolescent

#### Roanoke Redevelopment and Housing Authority:

Lansdowne Park

Indian Rock Village  
**21st Century Learning After-School Sites:**

Lucy Addison Middle  
 Hurt Park Elementary  
 Woodrow Wilson Middle

**YMCA Magic Place After-School:**  
 Morningside Elementary

## COMMUNITY GRIEF AND LOSS CENTER

A partnership with Carilion Clinic Home Health and Hospice, the **Community Grief and Loss Center** offers support groups for children, adolescents, adults,

### SUPPORT GROUPS

**Meet at Carilion Hospice (1615 Franklin Road) 6-7:30 p.m.:**

- General Loss Group every other Monday
- Spousal Loss Group first Wednesday of each month\*
- Caregivers/Family Loss second Wednesday of each month\*
- No fee for service
- Call 540.563.5316 x3014
- Screening is required. Space is limited

\* must first attend 8 sessions of General Loss Group

couples and families. The groups facilitate healing for losses due to death by helping clients identify their strengths and teaching tools for healthy living.

Stay tuned for Spring 2016 Community Conversations.



### PEDALUP: Reaching Kids in Creative Ways

Family Service presented PedalUp at the Big Lick SOUP event in October 2015. Providing bikes to youth to help them achieve positive counseling outcomes, PedalUp was chosen to win \$2,052.



**CELEBRITY TIP OFF: Kicking Off Mental Health Awareness Month**

Join Roanoke City Manager Chris Morrill  
and all the waiters  
on April 28, 2016  
White Room at Blue 5 Restaurant



**A BIG THANKS TO CELEBRITY TIP OFF SPONSORS**

Make your reservation online by visiting [www.fsrv.org](http://www.fsrv.org)

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heal through play. According to research, early treatment and management of traumatic experiences reduces the incidence of high school drop-outs, teen pregnancies, violence, substance abuse, and the continued cycle of abuse.

**The onset of major mental illness may occur as early as 7 to 11 years old.**

**Early intervention helps set children on the path to recovery before their lives are forever impacted, as Pam's life was impacted by the abuse she endured in her childhood home.**

"Therapy actually dislodged the thought process

I was having that I was unworthy of anything good," she said.

“of  
**Therapy actually dislodged the thought process I was having that I was unworthy of anything good.**”

Pam is now able to take joy in the life she and her husband have built together. A long-time volunteer for causes through her church and in the community to help people in situations like hers—including children of divorce and foster care families—Pam has learned she does not have to give all of herself

to feel ok.

"If I have a leaky pipe, I will call a plumber. If I am sick, I will call a doctor. If I need help with emotions and managing my life, I will call a counselor."

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Governed by a board of 22 business and community leaders and led by qualified experts, we execute our mission diligently and respond to community needs as they arise.

*Honorary Lifetime Members:*  
Sara Airheart & C.T. (Butch) Meredith

**We offer a sliding fee scale so clients can afford the help they need.**

**Our office is conveniently located in downtown Roanoke on the City bus line, and many of our services are taken to schools, community centers, homes and nursing care facilities so clients can easily access mental health care.**

## LEADERSHIP

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## 2014-15 ANNUAL REPORT AND 2015-16 UPDATE

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