

# RESTORING HOPE

## 2016-17 Annual Report



Family Service  
of Roanoke Valley

*Strengthen Families. Heal Trauma. Restore Hope.*

# Highlights of the Year



**2,350 Clients**  
Served



**325 TOP Teens**  
Served



**206 Older Adults**  
Served

**Youth Voices of the Roanoke Valley** was established to give youth the opportunity to be heard and equip them with the tools they need to better engage with the issues of the day and communicate their thoughts.



## **Health and Wellness Interpreters of the Roanoke Valley**

was created to offer free interpreter services for all crime victims who aren't proficient in English.



**82%**

of the children who received home-based services experienced no further incidences of abuse or neglect.



The third annual **Celebrity Tip Off** was successful again this year with local celebrities will working to raise over **\$55,900** in tips to benefit Family Service and raise mental health awareness in the Roanoke Valley.



# Financial Snapshot

# \$1,844,615

\*Total Support and Revenue

## For Every Dollar Spent:

# 88¢

is spent on

**Program Services**

# 7¢

is spent on

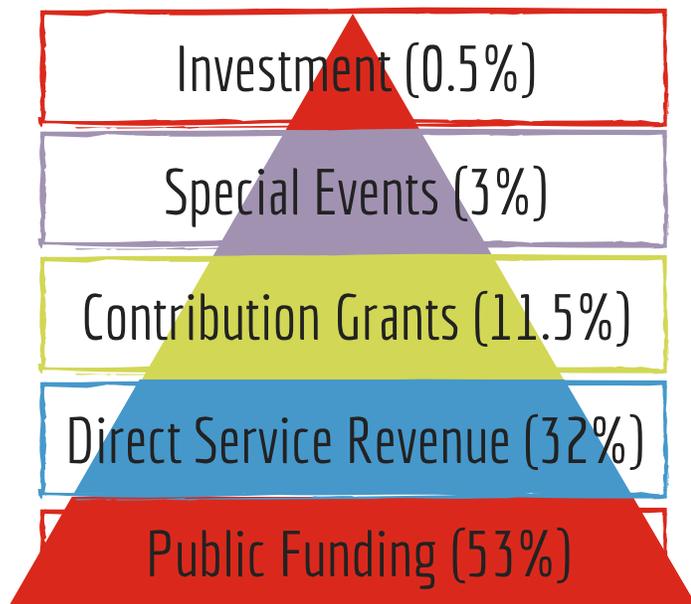
**Fundraising**

# 5¢

is spent on

**Administration**

## Sources



In 2016 - 2017, **23%** of people seen at Family Service could not afford counseling. Thanks to private support, they qualified for the **sliding scale fee** and were able to get the help they needed.



To find a complete list of donors, full audited financials, and our 990, visit [fsrv.org](http://fsrv.org).



92% of older adults  
said they feel  
better about their  
relationship with  
others after  
receiving  
counseling

# The Glass Family

When Annie and her husband learned of his Alzheimer's diagnosis, they were living in their home of 50 years. She spent the next two years caring for him, but as the disease progressed, he became more belligerent and difficult. She could no longer care for him and take care of the house.

**Annie felt guilty** about not being able to continue caring for him, but his behavior got more and more dangerous. **She also felt angry and bitter**, even though she knew he didn't mean to scare her. Their life had taken such an unexpected turn. Grief and depression mixed with resentment and left her confused. She felt unsure of how to do what was needed to take care of herself, her husband and their family. Annie knew she needed to accept her husband's illness. She knew he was only going to get worse.

Through Cognitive Behavioral Therapy, a counselor at Family Service of Roanoke Valley was able to provide new coping skills, explore resources, and assist Annie with the feelings of grief she experienced anticipating her husband's death. Annie slowly came to accept the need to place her husband in a facility where he could be cared for around the clock. Her counselor helped her realize her relationship with her husband would be “different” – but, still meaningful. Annie came to realize she needed to address her own frailties and health issues and decided to “downsize” and move into an assisted living facility. **She made healthy decisions with the support and encouragement of her counselor, who helped her weigh options and determine priorities.**

As a result of Counseling, Annie felt more hopeful about her own future and better able to cope with her husband and their changing relationship.

***Counseling** is offered across the lifespan, and includes counseling specifically for caregivers and those facing the mental health concerns associated with aging. Case Management includes **Guardianship Services, Personal Affairs Case Management**, and resource identification for all clients.*

39 people whose first language is not English received counseling and crisis support in their primary language



# The Sabari Family

Adella's path took her from a war torn country in the Middle East, through the lengthy process of becoming a refugee, to finally starting a new life in the United States.

In her home country, her family was subjected to constant threats of violence due to her husband's cooperation with the United States government in the fight against terrorism. Adella lived every minute of her existence in fear that her husband would not return home from work. Upon arriving in the U.S., Adella's fears were lessened, but the effects of emotional trauma still lingered. **Adjusting to a different culture, she could not yet to speak the language.**

Refugees often arrive with little resources and are afforded only the basic provisions. There are limits on government supported benefits, and refugees are often indebted to family members for the cost of their travel to the U.S.

Shortly after moving, Adella began showing symptoms of Post-Traumatic Stress Disorder (PTSD) which includes agitation, irritability, hostility, hyper-vigilance, self-destructive behavior, or social isolation. **Isolated and depressed, Adella worried about how to meet her family's most basic needs.**

Adella was referred to Family Service of Roanoke Valley for counseling. **She began the process of working through the fear and anxiety that limited her ability to make appropriate choices and care for her children and family.** Health and Wellness Interpreters of the Roanoke Valley made counseling accessible through the use of a trained interpreter. The services Adella received helped her to gain coping skills, process her trauma, and begin the process of acclimating to her new, safe life in the United States.

*Health and Wellness Interpreters of the Roanoke Valley is a partnership focused on giving people with limited English proficiency access to counseling, support services, advocacy, and crisis intervention.*



95% of children who receive counseling in the community feel more optimistic and show more resiliency

# The Franks Family

Barry's grandmother Susan noticed that her grandson's behavior prevented him from getting along and succeeding in school. He participated in the Teen Outreach Program® at his after school center, and Susan decided to ask the group facilitators for ideas. They decided to refer Barry to Community-based Counseling offered in the after school center. He was **diagnosed with depression and anxiety** and his day treatment counselor began to use cognitive behavioral therapy and arts based techniques to give him skills to cope and better manage school and home responsibilities.

As Barry grew older, his grandmother became more and more concerned. Community Counselors worked with both Barry and Susan to reduce the stress and conflict within their home and improve communication between them. Barry graduated from high school and soon after his grandmother Susan gained custody of her youngest granddaughter. With her connections to Family Service of Roanoke Valley, she immediately reached out for support. Susan knew it was going to be difficult to raise 3-year-old Gracie, who had experienced a **significant amount of trauma in her young life**.

Susan brought the young girl to Family Service for Play Therapy. The grandmother learned ways she could connect and support Gracie at home. Each developmental stage meant new complications with how Gracie processed the trauma she experienced so early in life. But, her grandmother now had a network of counselors and a toolkit of services she could trust.

Gracie recently started Intensive In Home services, to build healthy structures within the home and practice healthy behaviors. Through the years, **Family Service supported Susan and her family by being there when and where they needed it, at each critical point of their lives.**

*Counseling, Case Management and Life Skills Education are offered across the lifespan--allowing families and individuals of all ages to heal trauma and restore hope.*

# Engage 2020

In 2016-17, Family Service of Roanoke Valley initiated the Engage 2020 Strategic Planning process, revising the Mission, Vision and Values and setting three goals for the coming years.

## Our Mission

Family Service of Roanoke Valley transforms lives by healing trauma and restoring hope for families and individuals of all ages through mental health counseling, case management and life skills education.



Strengthen People and Culture of Family Service

Reinforce Programs and Impact of Family Service

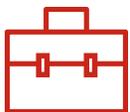
Guarantee the Vitality of Family Service

## Our Vision

A community invested in health and well-being, recognizing inherent strengths and respecting the honor and dignity of all.

## Our Values

We recognize inherent strengths in every individual and assume positive intent in every interaction.



*Professional and ethical behavior*



*Quality in our program services and interactions with the community*

*Consistent, purposeful communication to promote engagement*



*Diversity and cultural sensitivity*



*Creativity and innovation*



*Being a part of a caring community*

# At a Glance



**193** therapy sessions a week



**24** community partners with on-site services



**37** home visits a week



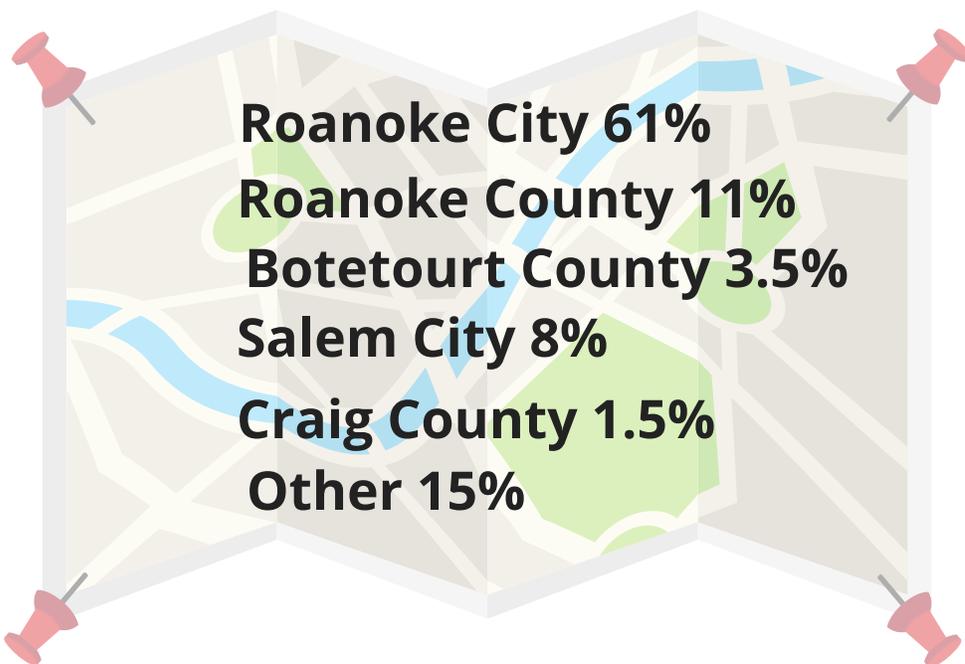
serving the community since **1901**

**41** full and part-time staff members



**96**

groups held this year for domestic violence batterer's intervention and anger management



**221**

older adults, persons with disabilities or indigent persons served through Guardianship and Personal Affairs Management

# Dear Friends,

Your ongoing interest in **healing invisible wounds** in our community affects many lives. There is a greater understanding of the connection between physical health and mental health. There is more awareness of the link between early childhood trauma and long-term mental illness. There is increased focus on education and outreach for everyone--from teens to senior citizens--to curb substance abuse and misuse and encourage mental wellness.

Your support is **more critical now than ever**. As a community, we recognize the connection between poverty and trauma and realize people living in poverty have higher incidents of trauma and are affected by undiagnosed and untreated mental health issues. However, local resources for outpatient, in-home and community-based counseling is dwindling. Families are struggling to cover healthcare costs. Schools and police and hospitals serve as the front lines for mental health service, with limited funds or skills to address needs.

**Challenging times call for a deeper commitment by our community.** The ongoing support of individuals, as well as United Way of Roanoke Valley, Helen C. Cobbs Foundation, Sam and Marion Golden Helping Hand Foundation, Foundation for Roanoke Valley, James A. Meador Foundation, Carilion Clinic, Edgar A. Thurman Foundation, Second Presbyterian Church, City of Roanoke, Roanoke County, City of Salem, SunTrust Foundation, Davenport & Company, Kiwanis Club of Roanoke, and Junior League of Roanoke Valley go a long way to sustaining services. **Further investment is necessary to build a strong community, one healthy individual and family at a time.**

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*Thomas Bass, Board Chair*



You can **Give a Chance:** to a Child, to a Family to Our Community by donating online at **[www.fsrv.org](http://www.fsrv.org)**

# Board of Directors and Leadership

## OFFICERS

Thomas Bass, *Chair*  
Erik Williams, *First Vice Chair/Chair Elect*  
Todd Leeson, *Second Vice Chair*  
Chris Turnbull, *Secretary*  
Donna Littlepage, *Immediate Past Chair*

## MEMBERS

Dr. Martha Anderson	Macel Janoschka
Mary Beth Boyes	Baraka Kasongo
Jane Conlin	Diane Kelly
Greg Feldmann	Heman Marshall III
Idella Glenn	Andrea Milliron
Marie Greer	Sandra Pratt
Cherie Grisso	Dave Prosser
Price Gutshall	Deirdre Rea
Summer Harper	Kay Strickland

## Honorary Lifetime Members

Sara Airhart  
C.T. (Butch) Meredith

## LEADERSHIP TEAM

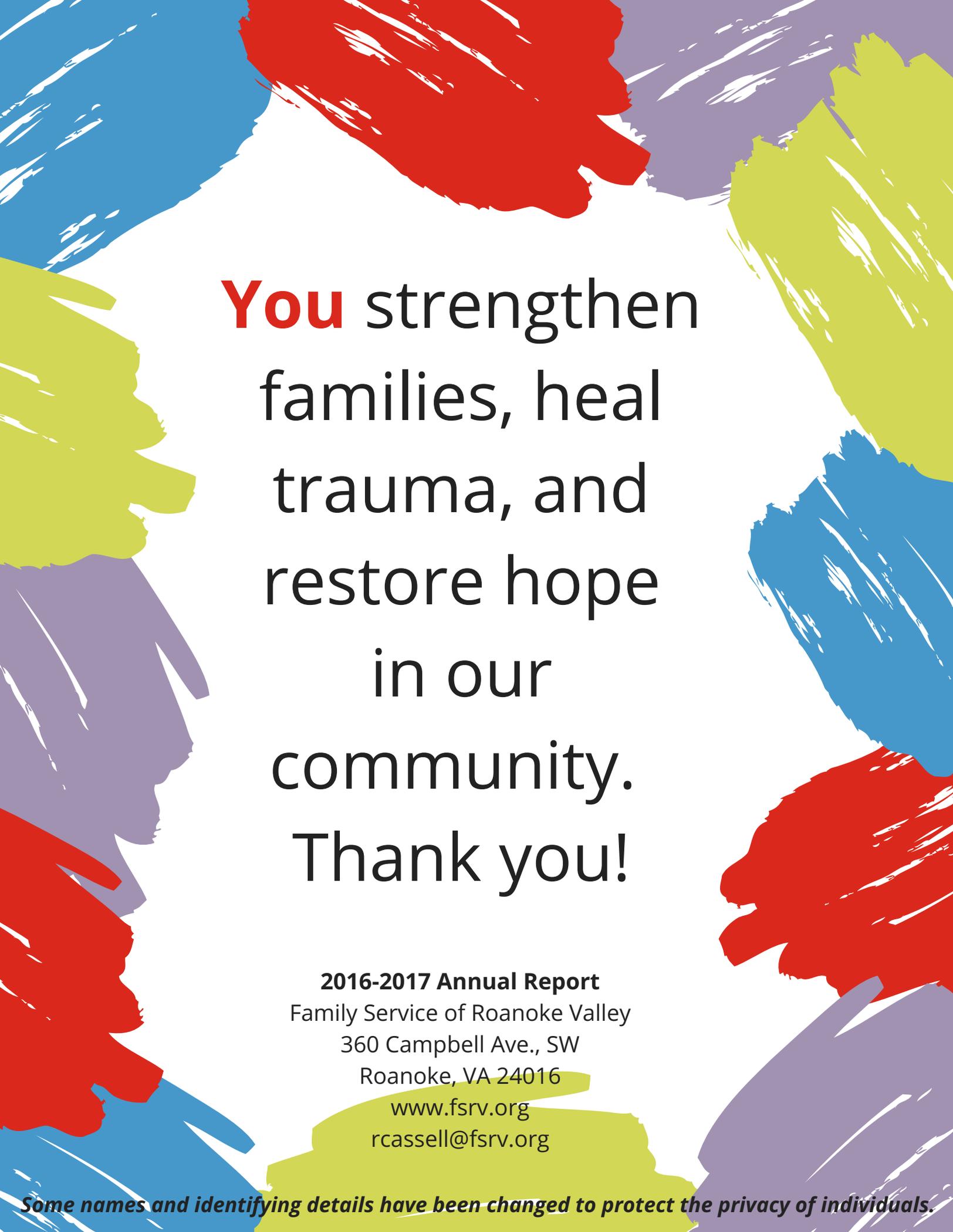
Sharon Jarrett Thacker, *MSW, President and Chief Executive Officer*  
Joan Bird, *Chief Administrative Officer*  
Ruth Cassell, *Chief Development Officer*  
Karen H. Pillis, *MS, Director of Youth Development*  
Cathy Thompson, *MEd, CG, Director of Older Adult Services*  
Jamie Starkey, *MSW, Director Health and Wellness of Roanoke Valley*  
Emily DeCarlo, *LCSW, Manager of Community Counseling Program*  
Sarah Jane Lawrence, *Prevention Program Manager*  
Sterling L. McLaughlin, *Domestic Violence Program Manager*  
Jennifer Nolley, *LCSW, Clinical Supervisor*

MEMBER OF



ACCREDITED BY





**You** strengthen  
families, heal  
trauma, and  
restore hope  
in our  
community.  
Thank you!

**2016-2017 Annual Report**  
Family Service of Roanoke Valley  
360 Campbell Ave., SW  
Roanoke, VA 24016  
[www.fsrv.org](http://www.fsrv.org)  
[rcassell@fsrv.org](mailto:rcassell@fsrv.org)

*Some names and identifying details have been changed to protect the privacy of individuals.*