



Family Service
of Roanoke Valley

*Serving the Roanoke Valley
for 120 Years*

Annual Impact Report

2020-2021



A fiscal year overview

Dear Friends and Donors,

Once again we are happy to share our annual report with you. This year's report reflects the work Family Service of Roanoke Valley accomplished during the 2020-2021 fiscal year. We are proud of the stories you will read as each is an example of the support that was provided to individuals and families as they journeyed toward emotional wellness, healthy relationships and futures filled with hope.

The hope you will read about in the stories and information shared is focused on a state of mind based on known information. Our clients' journeys toward this hope is focused on the information and action that has occurred or is occurring through the services provided by our programs and by our trauma informed employees. These services include Counseling, Guardianship Case Management, Healthy Relationships Programming, Personal Affairs Management and Youth Development Programming.

We are honored to provide these services to our courageous clients as they take journeys leading toward futures filled with hope and we are honored to share their stories with you. We are equally honored that each of you join us in this work through your financial support. We understand that without your support, we could not continue to provide the services and support to all who walk through our doors each year. Your generosity provides individuals and families who are in need of support for their emotional wellness the ability to receive this. So while we celebrate the goals and accomplishments reached in this report, we also humbly extend appreciation to all of you who provide financial gifts to those in need of the programs and services provided by Family Service of Roanoke Valley.

Thank you and we look forward to serving with you once again in the coming year.

Dr. Hal Irvin
FSRV Board Chair



Linda Hentschel
President and CEO

[illegible]

A black and white photograph of a group of people, including men in suits and hats, and women in dresses, standing outdoors on a grassy area. They are holding shovels, suggesting a groundbreaking ceremony. A sign on the right reads "FAMILY ROANOK" and "Q. M. TOMLINSON - C. ROANO FRANTZ - CHAPPELEAR, ROAN".

A black and white photograph of a family in a travel agency. A man and a woman stand together, looking at a brochure. A young boy sits in the foreground, looking towards them. A woman sits on the right, wrapped in a blanket, looking up at the man. A large circular sign with the word 'TRAVELER' and a car icon is visible on the left.

FAMILY SERVICE
WORKING TODAY
for
TOMORROW'S WORLD

MEMBER AGENCY
for
WAR and COMMUNITY FUND

THE
DEPT. OF
HEALTH
SERVICE
(FAMILY SERVICE)

216 West 4th Ave.
(Downtown) - 2-6551

WHOLE
SOME
FAMILY LIFE

HELP
FAMILIES
TO
HELP
THEMSELVES

FAMILY SERVICE
WORKING TODAY
for
TOMORROW'S WORLD

Promotional materials that appear to be in the front window of the FSRV office in the 1960's.

As we celebrate our 120th year, let us take a look back in our history!



In 1985, the Board of Directors partnered with a local developer to construct a 4,500 square foot office building on Hershberger Road, and the agency moved in December, 1987.



In 2001, the 100th Anniversary of Family Service, the Board of Directors made the courageous decision for the organization to purchase and renovate the former C&P Telephone building located at 360 Campbell Avenue in Downtown Roanoke where it is still located today!



In 2007, FSRV embarked on Phase II of the Capital Campaign and by 2010 the lower level of the building had been renovated and the second floor had been finished to accommodate office space for Youth and Administrative staff. This major renovation doubled FSRV's capacity to serve counseling clients.

Who We Are Now

Our Mission

Family Service of Roanoke Valley supports individuals and families as they journey towards lives of emotional wellness, healthy relationships, and a future filled with hope.



Our Vision

A resilient and healthy community where individuals are filled with hope.

Our Values

FAIRNESS-free from bias and/or injustice.

SAFETY-not causing physical, psychological, emotional, or moral injury, danger or loss.

RESPECT-acknowledgement of another's value.

VITALITY-capacity for meaningful and purposeful existence and sustainability.



Current Board of Directors

Board Officers



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*Chair and Executive
Committee Chair*



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Chair Elect



Dave Prosser
*Treasurer and Finance
Committee Chair*



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Secretary



Donna Littlepage
Immediate Past Chair

Members *Honorary Lifetime Members



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Patience O'Brien



Jill Pendleton



The Honorable
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Reynolds

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Current Leadership



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Chief Financial
Officer



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Officer



Jamie Starkey
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&
Community
Counseling



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Program
Manager



Brandy
Collins
Administrative
Program
Manager



Megan
Alpine
Youth
Development
Coordinator



Pam Adams
Guardianship
Program
Manager



Rhianna Price
Youth
Development
Program
Administrator

Accredited By:



Member Of:



Partnered With:



Highlights for Fiscal Year 2020-2021



Counseling

Children were helped through 1,286 play therapy sessions.

Youth Development

83% of TOP (Teen Outreach Program) participants reported that TOP is a "safe place for me to say what I think!"

Guardianship

A total of 83 clients were served. Also, 25 clients received holiday gifts through the Kiwanis Club of Roanoke's Grand Angel Tree Project.

Personal Affairs Management

The program continues to keep 250 individuals from becoming homeless.



Governor Ralph Northam visited FSRV on September 2, 2020 to present members of our youth development program with school supplies!

Outcomes for Fiscal Year 2020-2021

98% of counseling clients reported that they are more hopeful about their current situation.

91% of TOP participants "feel like they belong" to their TOP Club.

Despite the pandemic, Guardianship Case Managers continued to visit clients though telehealth.

The Personal Affairs Management program mails 24,000 checks to clients annually.

Positive Feedback from Clients

A better understanding of myself and my needs, as well as a pathway to better cope with problematic areas in my life.

The ease in which my child was able to connect with the counselor and have private conversations that made him feel secure.

The benefit of having someone else to talk to other than me.

Being able to address long term issues that I previously was not willing to talk about.

I was treated as a human and not someone with mental health issues.

Program Success Stories

Family Service Brings Hope to Families through Counseling



Melissa: foster mother to a young FSRV client.

Melissa's foster daughter is three years old. When she came to FSRV she had a background of trauma and neglect. Sarah Harig, Clinical Counseling Program Manager, and registered play therapist, began seeing Melissa's young daughter. "Sarah has spent so much time with us not just in therapy in sessions with our daughter but she spent an incredible amount of time with us on the phone and even through text so we could quickly get a response and have enough tools in our toolbox," said Melissa.

Melissa continued, "Being a foster parent can sometimes feel like you are drowning in a sea with all of the paperwork, policies and information, trauma and players and play therapy with Sarah felt a little bit like coming up for air." She continued, "I felt like [Sarah] was an unbiased advocate who worked on behalf of our daughter. Her work was life changing, life altering work that made a real difference in our family."

**To see the full interview, please visit our YouTube Channel:
FamilyServiceRV**

Program Success Stories

Family Service Brings Hope to Guardianship Clients:



Mark is a delightful individual for whom our Guardianship Program had the privilege of meeting and serving this last year. When the Family Service of Roanoke Valley case manager, Amanda, first met Mark he was in need of an eye procedure. Mark had struggled with severe cataracts for over a year and was eager to have surgery to correct this problem. However, when precautions surrounding the COVID-19 pandemic caused non-emergency procedures to be placed on hold, Mark's surgery was delayed. As these precautions lifted, and non-emergency procedures were once again being scheduled, Mark faced another setback. His medical provider became concerned about how well Mark would tolerate the surgery based on his inability to verbally communicate due to his intellectual disability. As a result, the search for a new provider began.

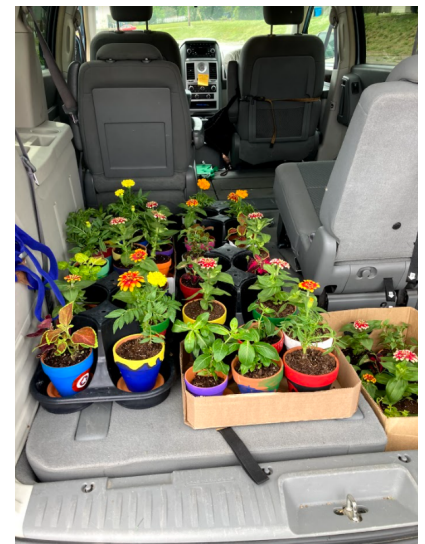
For the next year Amanda, along with the staff from the group home where Mark resides, searched for a provider who would agree to perform the procedure. During this time Amanda noticed a decline in Mark's ability to complete the tasks and activities he enjoyed because of his failing eyesight. There was also growing concern for his physical safety as Mark started falling more regularly at the group home due to his vision difficulties and he became increasingly more resistant in accepting assistance from the group home staff.

Finally, after waiting nearly two years, a provider outside of Mark's living area was identified and agreed to perform the procedure. The surgery was a success and Mark is now returning to the activities he enjoys. These activities include writing, moving around the group home and community independently, and refusing to eat peas and broccoli when he sees them on his plate. These are the things that bring joy to Mark. The unwavering search and focus Amanda and the staff at the group home provided to Mark in securing a medical provider to complete this procedure supported Mark through his journey to a place where he is able to "see" his future that is filled with hope.

Note: Client name has been changed to protect his identity.

Program Success Stories

Family Service Brings Hope to Youth:



Family Service's Youth Development Programs reach more than 400 at-risk youth annually. Youth Development specialists work with students during school hours and after school at 12 partner organizations.

The Youth Development Specialists serve as role models for the students and encourage positive decision making. The students also give back to the community through service learning!

In this fiscal year, the Youth Development Specialists helped students cope with the pandemic. They were encouraged to reach out friends for support and were given permission to contact FSRV when they were feeling overwhelmed.

Outcomes for this program:

- Youth met in person to complete art projects led by the Youth Development Specialists and teens.
- Youth organized Global Youth Service Day which included the Carilion Clinic Family One-Miler held in Downtown Roanoke.
- Participants provided teachers at Fallon Park Elementary School with flowers in a hand-painted pot as an end-of-the-year-gift.

The People We Serve



Client Outcome Highlight

Outpatient counseling served
446 uninsured or underinsured individuals
in 4,460 sessions!

Family Service of Roanoke Valley strives to help anyone who needs our services, no matter their location, income, age, or ethnicity.

Demographics

Location



Roanoke City	45%
Roanoke County	19%
Botetourt County	3%
Salem City	8%
Craig County	0%
Other	25%

Household Income



\$0-\$10,999	11%
\$11,000-\$29,999	9%
\$30,000+	10%
Unknown	70%

Age



5 and under	4%
6-18 years old	27%
19-54 years old	50%
55 years and older	18%

Ethnicity



African American	8%
Asian	0%
Hispanic	2%
Native American	0%
White	28%
Unspecified	62%

Client Outcome Highlight

99% of community-site based counseling clients reported that they have a better understanding of their needs and how to meet them.

Client Outcome Highlight

93% of outpatient counseling clients reported feeling better about their relationships as a result of counseling.

Financial Snapshot

Total Number of Individuals Served: 1,274

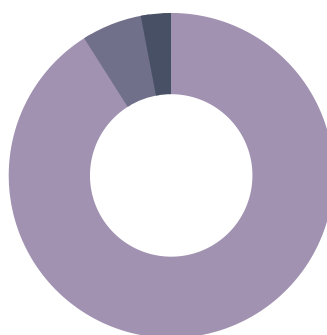
\$ 1,859,418

Total Support & Revenue

FUNDING SOURCES



60 % Public Funding
28 % Services
11 % Contributions



FOR EVERY DOLLAR SPENT

91% Program Services
6% Fundraising
3% Administration

The generosity of our donors provides individuals and families in the Roanoke Valley hope! You can help Family Service of Roanoke Valley by making a financial contribution, referring someone to our services, or sharing our message with family and friends.

Thank YOU for making a difference!



Family Service
of Roanoke Valley

Serving the Roanoke Valley for 120 Years



We are proud to have earned Guidestar's Platinum Transparency distinction again in 2021 and we also were designated with Charity Navigator's "100 out of 100 Give With Confidence" rating as well.

When you make a donation to Family Service of Roanoke Valley, you have our promise that your gift WILL be used wisely.



DONATE TO FSRV

<https://fsrv.networkforgood.com/projects/135739-fsrv-s-120th-year-of-making-a-difference>

Corporate Donors

Community Partner's Society

\$5,000 or more

Boys & Girls Club of Southwest Virginia
Carillion Clinic Office of Community Outreach
City of Salem
Community Foundation Serving Western Virginia
Helen C. Cobbs Foundation

Sam and Marion Golden Helping Hand Foundation
Second Presbyterian Church
The Branch Group
Thurman Charitable Foundation for Children

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\$1,000 - \$4,999

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Youth Service America

President's Society

\$500 - \$999

Arkay Packaging
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Hope's Society

\$100 - \$499

A Tailgate Vendor
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Anderson Music Therapy Services
Blue Eagle Credit Union
Fidelity Charitable
Freedom First FCU
Frontstream, Inc
Grandin Investment LLC DBA FARMBURGUESA
Hollywood Hair & Nails

Kroger Mid-Atlantic
Old Virginia Outfitters (dba Old Virginia Outpost)
Roanoke Valley Harley-Davidson/Buell
Roanoke Valley Jeep Club
Sports Haven Inc
United Way of South Hampton Roads
Vacation Village Resorts & Affiliates
Westchester Garden Club

Friend's Society

Up to \$99

Amazon Smile
Charities Aid Foundation America (CAF America)
City Girl Kreations
Network for Good
Pascal Investments, LLC
What's the Function?



Individual Donors

Chairperson's Society

\$1,000 - \$5,000

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Whitney Greene Eversole
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\$100 - \$499

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Michael Perry
Karen Pillis
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Anita Price
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Cynthia Shelor

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Alvin Smith
Lutheria Smith
Jean Smoot
Deseree Stanfield
Jamie Starkey
John Starr
Suzy Stoneburner
Nadia Summo
Donna Thomas
Karen Tyree
Richard Vari
Cynthia Vernon
John Whittle
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Barton Wilner
Barry Wolfe
Jenna Zibton

Friend's Society

Up to \$99

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Mike Akers
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Richard Altice
Kenneth Altis
Kris Anderson
Chris Andrews
Joe Arrington
Margaret Ashburn
Ginger Avis
Margaret Ayers
Rick Baird
Jay Baker
Jerry Baker
Melissa Banker
Joyce Banker

David Banker
Dr. Azziza Bankole
John Batzel
Billy "Beetlejuice"
John Bell
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Shelby Bingham
Randy Blair
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Elizabeth Bohannon
Jeanne Bollendorf
Kevin Boswell
Jackie Bratton
Sara Bremer
Edward Brittingham
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Up to \$99

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Elinor Cinquemani
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Buck Goforth
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Mandi Gray
Beth Guilliams
Raymond Hall
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Summer Harper
Jane Harris
Tom Hartless
Randy Hayes
Lydia Higgs
Jim Highberger
Lisa Hinz
Julie Ann Hodgson
Marlena Hollowell
Cynthia Hopkins
Wayne Hoysradt
Diane Huffman
Douglas Hughes
Wayne Hunt
Leroy Hurt
Lois James
Macel Janoschka
Pegram Johnson
Ralph Johnson
TJ Johnson
Kathy Johnston
Kristen Johnstone
Kevin Jones
Ricky Jones
Tom Jones
Eric Kalamaja
Katie Kane
James Kelly
Christian Kinder

Friend's Society

Up to \$99

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Scott Lemmer	Lindsay Phipps
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Philip Lucas	Sandra Pratt
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Charley Manning	Kristin Price
Jerry Martin	David Rakes
Josh Mauck	Michael Ramsey
Dale May	James Randles
Katey Mcburney	Delegate Sam Rasoul
Billy McDaniel	Brandon Ratliff
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Kathleen McEvoy	Mary Ray
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Steven McGraw	Roy Reynolds
Betsy McLeod	Devan Ritchie
Ken McLeod	John Ritter
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Betty Noell	Shannon Shaffer
Michael O'Brochta	Stacey Sheppard
Amanda O'Dell	Eric Shullman

Friend's Society

Up to \$99

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Jake Smith
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Jamie Snead
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Cliff Spangler
Ed Spangler
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Michael Spencer
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J.C. Taylor
Kirk Taylor
Tammy Theoharis
Will Thomas
Kelly Turner
Andie Van Kerckhove
Tom VanNortwick
Rafael Vazquez
Robin Vecchiarelli
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Darrell Ward
Catherine Warren
Stafford Weaver
Irvin Webster
Dewey Weeks
Ronnie Walton
Darrell Ward
Catherine Warren
Stafford Weaver
Irvin Webster
Dewey Weeks
Michael Wells
Franklin West
Charles Weston
Tay Whiteside
Roger Whitley
Walter Wilhelm
Rhody Williams
Steve Wilson
Steven Windsor
Clint Wininger
Gregory Withers
John Woolwine
Larry Worrell
Jill Wright
Heather Wyatt
David Wygal
Scott Young
Katie Zawacki
Randy Zelenak

Gifts of Tribute to Honor or Memorialize

Sarah Airheart in Honor of Virginia Blain, Helen Fitzpatrick, and Agnes Reid Jenny

Joan Bird in Memory of Caty Joppich

Joan Bird in Honor of the employees of Family Service of Roanoke Valley

Ruth Cassell-Hunyh in Honor of Jamie Starkey and Karen Pillis

Louise Chagnon in Honor of Jane Hurt

Barbara O. Egnor in Memory of Wanda & Terri

Lisa Fenderson in Honor of Bob Fenderson

John Gardner in Honor of Sarah Jane Lawrence

Jan Garrett in Honor of Jenna Zibton and Katie Jones

Beth Guilliams in Honor of Linda Hentschel

Drs. David and Cheri Harman in Honor of Sarah Jane Lawrence

Drs. David and Cheri Hartman in Honor of the FSRV Teen Outreach Program (TOP)

Kristen Johnstone in Memory of Karen Batson Konrad

Lou Joyner in Honor of Megan-Drew Benfield

Anita Lambert in Honor of Donna Hatchett

Mary Jean Levin in Honor of Todd Leeson

William Lindsey in Honor of John Pendarvis

Rebecca McConchie in Memory of Louis Tudor

Sarah McConchie in Memory of Judy Borcharding

Joy Parrish in Honor of Karen Pillis

John Pendleton in Memory of Jane and Jack Butler

Julia (Jill) Pendleton in Memory of Jane and Jack Butler

Karen Pillis in Honor of Lauren Botello and Donna Hatchett

Karen Pillis in Honor of Sarah Jane Lawrence

Kristin Price in Memory of Rocky G. Price

Kenny Rickerson in Memory of Sydney T. Rickerson

Frank Rogers in Honor of G. Marshall Mundy

Mr. and Mrs. Philip Shiner in Honor of Jackie Blair

Jean Smoot in Honor of Whitney Greene and Catherine Justice

Samantha Steidle in Honor of RBG

Jill Thomas Sluss in Memory of Al Thomas

Lutheria Smith in Memory of Pat Harrison

Deseree Stanfield in Honor of Jane Hurt

Denise St. Clair in Memory of Jack St.Clair

Mr. and Mrs. John Starr in Honor of Jane Hurt

Joane and Bert Spetzler in Memory of Clarine Spetzler and Gene Derryberry

Jamie Starkey in Honor of the employees of Family Service of Roanoke Valley

The Community Foundation Serving Western Virginia in Memory of Louis S. Tudor

*Gifts of Tribute
(continued)*



In Memory of Sharon Jarrett Thacker

Ginger Avis
Ginny Jarrett
Nanci Phillips
Shannon Shaffer
Jamie Starkey
Cynthia Vernon



Family Service
of Roanoke Valley

Gifts In-Kind

Advance Auto Parts-Main Street, Salem
Allsports Cafe-Salem
Andrea Milliron
Associated Asphalt
Carrabba's
Craddock-Terry Hotel
Elderberry's-Salem
FarmBurguea
Grandin Theatre
Forunato
Fink's Jewelers
Gail Lee
GlamHouse Day Spa
Hidden Valley Country Club
Ladles & Linens
Lift Arc Studios, LLC

Mill Mountain Coffee & Tea
Mountain Lake Lodge
O'Reilly's-Salem
Old Virginia Outfitters dba Old Virginia Outpost
Polished Day Spa
Punch Boutique
Roanoke Valley Harley-Davidson
RunAbout Sports
Sandra Pratt
The Hotel Roanoke & Conference Center
The Junior League of the Roanoke Valley
V.I.C.E.-Salem
WDBJ7 TV
WFIR Radio
WFXR TV
WFJX Radio

Thank you!

***Thank you so much for your
donations to FSRV.***

The above represents gifts made during the fiscal year of July 1, 2020 through June 30, 2021. Please report any omissions or corrections to: Jill Sluss, Chief Development Officer, 540-795-4671 or jsluss@fsrv.org

Although the pandemic forced us to hold
this event virtually, it raised an astounding
\$32,339!



**Family Service
of Roanoke Valley**

Strengthen Families. Heal Trauma. Restore Hope.



**Family
SERVICE
VIP
Dinner**

Thursday, October 8th 5:30-6:30PM
via Facebook Live or www.fsrv.org

(Formerly known as The Celebrity Tip Off)

FREE ATTENDANCE BUT DONATIONS WELCOMED

Support your favorite Celebrity Champion Pair:
fsrv.org/vipdinner/

Monica Brooks (K92 Mornin' Thang), Madison Madden (GlamHouse Day Spa), Catherine Justice & Whitney Greene Eversole (Punch Boutique), Jenna Zibton (Junior League of Roanoke Valley), Shannon Shaffer (RSVP Inc.), Tay Whiteside (Lift Arc Studios, LLC.), Kat Pascal & Jimmy Delgado (FarmBurguesa), Drs. Ally & Tyler Bowersock (RunAbout Sports), and Katie Jones (Junior League of Roanoke Valley)

Hosted by Kianna Price!



This Event Is Brought to You By:



Sponsored By:



BusinessSolutions



DRA DOMINION
RISK ADVISORS, INC.





Family Service
of Roanoke Valley

Family Service's end of the year campaign in 2020
exceeded \$43,000.



#GivingTuesday exceeded \$3,000.



#RVGives exceeded \$6,000.

The pandemic also was the catalyst for a brand new event for FSRV. Owners of 154 vehicles and spectators attended.
The event raised \$14,500!



**Benefitting
Family Service of
Roanoke Valley,
a 501(c)(3)
mental health
nonprofit
organization
serving the
valley for
120 years!**

For more information visit:



fsvr.org

or

FSRVBikeCar

TruckShowFacebookPage



Saturday, May 15th, 10 AM - 4 PM
Salem Civic Center Parking Lot

**Join us for music, vendors, food trucks,
lot of awards for participants, activities for the kids,
a raffle and more!**

Participation Fee: \$25 per vehicle

Spectators: FREE

**(Please note that all current safety precautions will be
observed: masks, social distancing, hand-washing stations, etc.)**

Sponsored By:

BusinessSolutions



**ROANOKE VALLEY
ORTHODONTICS**
Dr. David L. Jones

Media Sponsors:



Audio Sponsor:



Join us next spring for this second annual event!



Come display your car, motorcycle or truck!
There will be music, food, vendors, awards for entrants,
event t-shirts, prizes and more!

Visit [**www.fsrv.org**](http://www.fsrv.org) for more information

Show Your Support!



VISIT OUR WEBSITE

For more information about the services we offer, go to www.fsrv.org.



SOCIAL MEDIA

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