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Programs highlighted in this report receive funding from one or more of the following:

Anthem Blue Cross and Blue Shield
 Botetourt County
 Centers for Disease Control
 City of Covington
 City of Roanoke
 City of Salem
 Corporation for National and
 Community Service/Senior Corps
 Food Lion Charitable Foundation
 Freedom First Credit Union
 Home Depot Foundation

Roanoke County
 The Junior League of Roanoke Valley, Inc.
 United Way of Roanoke Valley
 U.S. Department of Agriculture
 U.S. Department of Housing & Urban Development
 Virginia Child Care Resource and Referral Network
 Virginia Commonwealth University
 Virginia Department of Health
 Virginia Department of Criminal Justice Services
 Virginia Department of Health Professions
 Virginia Department of Social Services

Useful Internet Links to Statistical Information

Centers for Disease Control www.cdc.gov
 Department of Housing and Urban Development www.hud.gov
 Healthy People 2000 (2010) www.health.gov/healthypeople
 National Alliance to End Homelessness www.endhomelessness.org
 National Center for Health Statistics www.cdc.gov/nchs
 National Institutes of Health www.nid.nih.gov
 Roanoke Valley/Alleghany Regional Commission www.rvarc.org
 Senior Navigator www.seniornavigator.com
 Virginia Department of Health www.vdh.state.va.us
 Voices for Virginia's Children www.vakids.org
 U.S. 2000 Census www.quickfacts.census.gov
 U.S. Department of Labor www.dol.gov



THE COMMUNITY NEEDS FILE

Report to the Community

SEPTEMBER 2007



A Snapshot of Our Community

All, regardless of race or class or economic status, are entitled to a fair chance and to the tools for developing their individual powers of mind and spirit to the utmost.

A Nation at Risk, National Commission on Excellence in Education, 1983

For many living in our region, opportunities for education, work and play are plentiful; but for others, for a variety of reasons, the American Dream is elusive and conditions are dire. This brief report, like a photo album, provides a series of data snapshots from 2006-2007 that are indicators of the condition in which too many men, women and children find themselves living. It is our intent at the Council of Community Services to not only provide you with access to this human service information but to use our resources to assist you in planning for and improving the quality of life for all in our community.

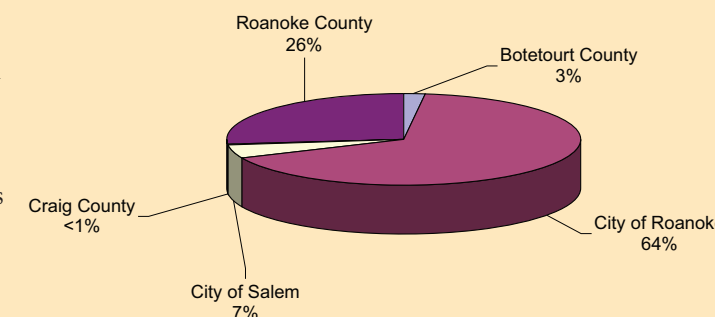
2-1-1 VIRGINIA Southwest Region

2-1-1 VIRGINIA offers free information on a wide variety of services including health, human services, senior programs, day care, recreation and more. The Botetourt Resource Center serves as a satellite office.

2-1-1 is an abbreviated dialing code used to access health and human services information.

2-1-1 VIRGINIA was launched in February 2006. Trained professionals search a statewide database and make service referrals using the caller's zip code from 8:15 a.m.-midnight 7 days a week.

Origination of Calls to 2-1-1 VIRGINIA



An additional 8,449 calls were received by 2-1-1 VIRGINIA from outside of the Roanoke Valley.

2-1-1 VIRGINIA Facts

- 14,077 calls were received by 2-1-1 VIRGINIA Southwest Region
- 61% of calls were from women; 34% were from men; 5% of calls were of unknown gender

Top Ten Caller Needs/Problems

- Government
- Housing
- Financial assistance
- Basic immediate needs
- Health/Medical
- Legal advice/representation
- Mental health
- 2-1-1 VIRGINIA products
- Child care
- Transportation

Top 5 Unmet 2-1-1 Caller Needs

- Utilities assistance
- Rent aid
- Medical/Dental care
- Other financial assistance
- Traveler's aid



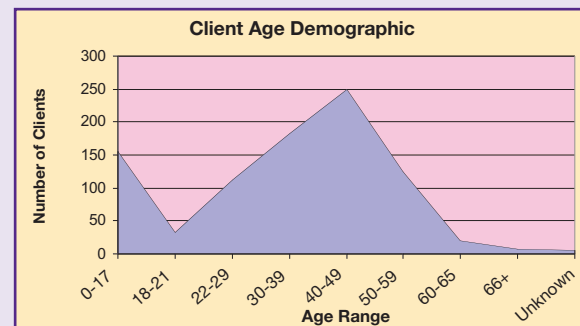
Blue Ridge Homeless Management Information System

The Blue Ridge Homeless Management Information System (HMIS) streamlines the planning, care, management, and delivery of services provided to homeless men, women, and children in the Roanoke Valley.

HMIS data is used by eight local agencies and government departments to:

- Streamline referrals
- Improve coordinated case management
- Improve service coordination
- Improve the ability to track client outcomes
- Optimize services offered
- Minimize gaps in services offered

In the first six months of 2007, 896 men, women, and children have benefited through the use of coordinated HMIS data. The following chart summarizes the number of clients in each age range:



RSVP

The RSVP is part of Senior Corps. RSVP recruits and places individuals age 55 and older in volunteer opportunities throughout the community. The goal of the program is to utilize the skills and experience that these individual volunteers have to make our community a better place.

RSVP Facts

- Over 300 volunteers were enrolled
- Served over 16,000 hours
- Volunteers can receive additional liability and accident insurance, formal annual recognition, and networking opportunities – all while serving their communities.

Volunteer Roanoke Valley

The goal of Volunteer Roanoke Valley (VRV) is to connect people with opportunities to volunteer. VRV provides resources to build the capacity for effective volunteering in the community while promoting volunteerism. VRV participates in strategic community initiatives that mobilize volunteers to meet local needs.

VRV Facts

- 492 inquiries were received by Volunteer Roanoke Valley
- Trained 56 community volunteer program administrators
- Hosts volunteer website, www.volunteerroanoke.org
 - 93 nonprofit organizations registered
 - 132 volunteer opportunities posted
 - 410 potential volunteers made direct referrals to organizations listed on the site
- VRV has helped 37 groups connect with opportunities to serve

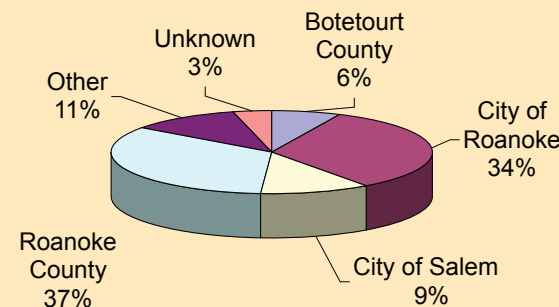
Types of Volunteers Needed

- Daytime volunteers
- Long-term volunteers (able to commit to one year)
- Episodic volunteers (i.e., for special events)
- Specialized volunteers such as technology experts, fund raisers, professionals

Top 5 Nonprofit Volunteer Program Needs

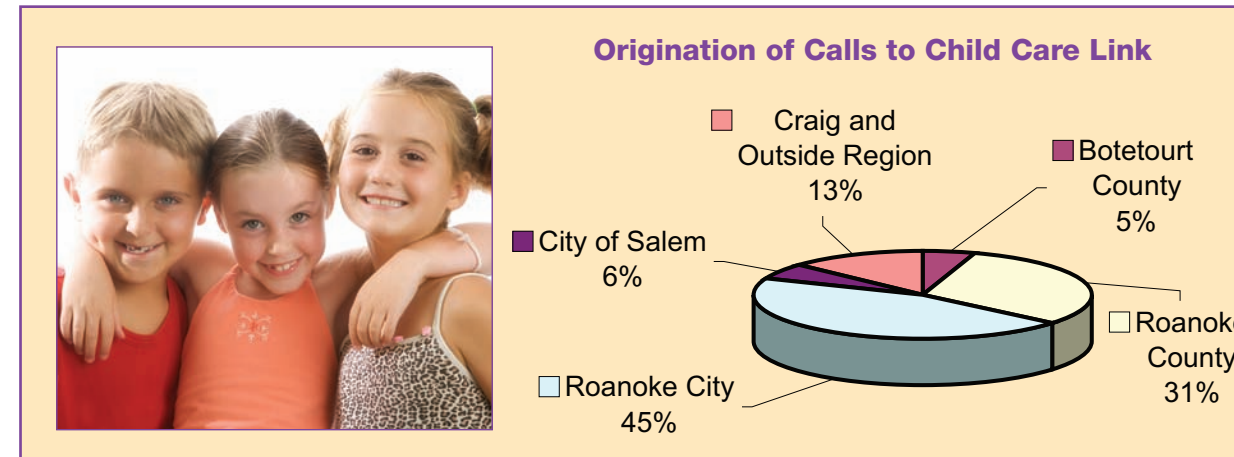
- Stable, adequate funding
- Adequate staffing and staff development
- Volunteer recruitment
- Promotional support
- Adequate volunteer development (screening, training, supervising, evaluating, etc.)

Origination of Calls to Volunteer Roanoke Valley



Child Care Link

Child Care Link, the region's child care resource and referral, meets a need that no other organization does, which is to provide the bridge between parents, providers, community leaders, and policy makers. By offering a unique blend of services and planning expertise, Child Care Link helps families and communities ensure that their children arrive at kindergarten ready to succeed.



Child Care Link Facts

- 331 calls were received by Child Care Link
 - Over 90% of the calls were looking for information on both family day care and child care centers
- 11% of callers needed school-age child care
- 11% of clients called back needing additional referrals
- 40% of callers needed care for a child under 1 year of age
- 64% of callers needed child care for work purposes
- 4% of callers needed child care because they were unhappy with the quality of their child care
- 1% of callers' needs were unmet due to a lack of child care offering the days and/or hours needed
- 38% were referred to local Departments of Social Services for state subsidy to help pay for child care
- 6% were referred to FAMIS (Family Access to Medical Insurance Security)
- 21% were referred to Head Start
- 8% needed child care for a child with special needs
- 707 providers in the Child Care Link database
- 12 counties and 6 cities are served:
 - Roanoke, Craig, Botetourt, Alleghany, Montgomery, Giles, Pulaski, Floyd, Franklin, Henry, Pittsylvania, Patrick
 - Roanoke, Salem, Radford, Covington, Martinsville, Danville

Top 8 Needs of Child Care Link Callers

- Affordable care
- Quality care
- Infant and Toddler care
- Child care for children with special needs
- Child care for older school-age children
- Flexible hours to accommodate rotating work schedules
- Location (care near home or workplace)
- Weekend hours or nontraditional work hours

Top 8 Unmet Needs of Child Care Link Callers

- Availability of infant care
- Affordable care
- Quality Care
- After-school care for older children (13 years & older)
- Not enough care available in the desired area, especially in rural areas
- Providers willing to work with children with special needs
- Openings and available hours
- Location and/or transportation

Health and Wellness Programs



The Drop-In Center, a satellite office of the Council of Community Services, celebrated its second anniversary this year. The center provides HIV and STD education, outreach and support services; oral HIV testing and counseling; a lending library; and is home to three HIV prevention/community building projects funded by the Centers for Disease Control. Activity and testing services have increased 56 percent over the past year. The Center also provides an information line; a community center and meeting space that is available for public use; four specialized newsletters; and free prophylactics.

Also located at the Council of Community Services is the HIV Resource and Training Center. The Council is the lead agency for Ryan White Care Services in Southwest Virginia. The Ryan White program provides funding for specialized services throughout Central, South, and Southwest Virginia for eligible persons living with HIV/AIDS. The Virginia AIDS Resource Center conducts trainings for health care and case managers on all issues concerning HIV/AIDS positive clients through funding from Virginia Commonwealth University.

Drop-In Center

- 1,365 walk-in clients were provided services through the Center
- 1,123 calls were answered on the Center's infoline
- 965 individuals received HIV counseling & testing services through the Center
- The Drop-In Center Community Library was established with over 3,500 books, periodicals, and videos/DVDs
- 16,942 individuals received education, outreach, prevention counseling or other support services
- 286 individuals attended the 5th Annual Red Ribbon Affair

HIV Resource and Training Center

- 702 HIV+ clients were assisted through Ryan White Title II Services
- 344 healthcare professionals received training through the Virginia AIDS Resource Center

Top 10 Resource Requests

- Oral HIV testing locations
- Assessment of HIV/STD risk
- STD screening locations
- Condoms and dental dams
- Support services for persons living with HIV/AIDS
- Hepatitis C information, including screening locations
- Literature and information
- General support services
- HIV prevention/education program requests
- General support/technical services

Top 10 Referral Requests Provided through the Drop-In Center

- HIV testing and counseling (retesting)
- STD testing sites
- Hepatitis C Screening
- Mental health services
- GLBT support/social/health groups
- Partner Counseling and Referral Services for newly HIV positive diagnosed
- Support services for persons living with HIV/AIDS
- Reproductive Health issues for women
- Transgender medical care
- Substance abuse services