



From young children to senior citizens, the Council of Community Services' role is to address the many challenges and opportunities that face our community. The Council carries out this role in a variety of ways...working with groups to develop strategies to meet needs and convening coalitions to encourage coordination and collaboration, as well as through its multiple specialized programs.

## 2006-2007 Accomplishments

- To assist the community in developing strategies to help alleviate homelessness, the Council completed the "10-Year Plan to End Homelessness: A Place to Call Home." Through the leadership of the *Blue Ridge Taskforce on Homelessness* and the involvement of a myriad of organizations, the Council is now assisting with the implementation of the regional strategies that were identified.
- To help parents and child care providers address illiteracy, the Child Care Link program received a grant to purchase literacy kits that can be accessed through the newly created "Child Care Lending Library."
- To provide an even greater impact on young children's lives, the Council has dedicated staff time and expertise to the Building Children's Futures initiative, a regional collaborative effort to coordinate services of young children ensuring they are "ready to learn" when they enter kindergarten.
- To address the need for volunteer management training, the *Volunteer Roanoke Valley (VRV)* program sponsors an annual conference with an ever-increasing number of attendees. The VRV program continues to experience an increase in requests, both in number of phone calls and number of web visits, for volunteer opportunities.
- To assist in the prevention of the spread of HIV, AIDS, and STDs, the services offered by the Drop-In Center are reaching an ever-increasing number of individuals. The number of persons receiving HIV testing and counseling increased by 56%, with the center averaging 115 persons a month receiving testing and referral services. Walk-in clients at the center have increased by 61% over the last 12 months. The work of the Drop-In Center has not gone unnoticed. The *National HIV Prevention Leadership Summit* recently invited center staff to facilitate workshops at the national summit to highlight the center's prevention programs as well as the center's Enlighten program that focuses on the needs of women.
- To better address senior citizen issues, two community efforts were merged to form the *Senior Citizen Coordinating Council*, which is housed and supported by the Council.
- To assist with the vision of thriving nonprofit organizations that meet the needs of their constituents using effective and efficient business practices, the Council launched the Nonprofit Resource Center of Western Virginia to aid in capacity building for nonprofit excellence.
- To improve the delivery of services to the homeless, the Council developed the *Homeless Management Information System (HMIS)*, which allows organizations providing services to the homeless to collect client information electronically and to generate reports that will demonstrate the level of need and gaps in services.
- To communicate more effectively the services available through the organization, the Council's website was completely redesigned to improve access to those services.



## 47th Annual Report 2006-2007

Over the past 47 years, the Council of Community Services has made a significant impact on the community. This past year was no exception. In fact, we believe it has been one of the most exciting years we have had, especially with the official launch of the *Nonprofit Resource Center of Western Virginia (NRC)* and the launch of the *Homeless Management Information System (HMIS)*. Continuing the tradition of being the Roanoke Valley's "agencies' agency," the Council developed the NRC and the HMIS to provide support and technical assistance to organizations that focus on addressing critical needs of our citizens. While both programs are still in their infancy, they are generating information and data that will improve how services are delivered in the valley. In this annual report you will note some of the early accomplishments of HMIS and the NRC.

Maintaining this momentum, the Council recently announced the creation of a *community indicators* initiative where health and human service providers, funders and other key stakeholders will determine which indicators will be closely monitored in the coming years to determine if a positive difference is being made in our community. This initiative is another example of how the Council strives to be a resource for the community by providing tools and opportunities to collectively work in concert.

During the past year the accomplishments of the Council's specialized programs have been impressive as well. As you read through the accomplishments outlined in this report, a common theme permeates each one...the Council's success has not been achieved in a vacuum. Our success has been the result of the time, efforts, expertise and funding from our partners, and for that we are sincerely grateful.

E. Scott Austin  
Board Chair

Pamela Kestner-Chappelear  
President

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### Mission

"The Council of Community Services provides all people access to human service information, and uses its resources to assist organizations and decision-makers in planning for and meeting emerging human needs to improve the quality of life in the community."

### Main Office

Council of Community Services  
 P.O. Box 598 (24004)  
 502 Campbell Avenue, SW  
 Roanoke, VA 24016  
 Website: [www.councilofcommunityservices.org](http://www.councilofcommunityservices.org)  
 Email: [info@councilofcommunityservices.org](mailto:info@councilofcommunityservices.org)

Office	540.985.0131
Fax	540.982.2935
CCS Toll-Free	800.354.3388

### The Drop-In Center

369 West Campbell Avenue, SW  
 Roanoke, VA 24016  
 Infoline 540.982.2437

### Botetourt Resource Center

33 Bedford Street  
 Buchanan, VA 24066  
 Office 540.254.1468

To find information and resources in your community  
 Call 2-1-1

## 2006-2007 Program Accomplishments

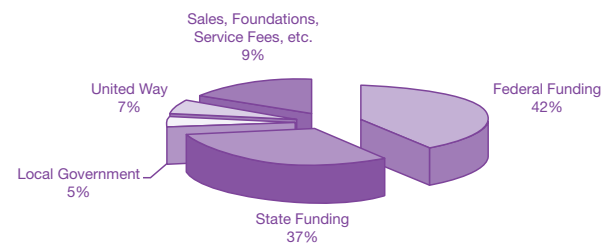
- **Planning and Consultation**
  - Hosted a Legislative Forum 17 people
  - Hosted the 2007 Human Services Assembly 52 people
  - Hosted 2007 Housing Symposium 65 people
  - Monitored City of Roanoke funded programs 35 agencies
  - Sponsored Community Coalitions
    - Roanoke Redevelopment & Housing Authority Self-Sufficiency Project
    - Family Violence Coordinating Council
    - Roanoke Regional Housing Network
    - Senior Citizen Coordinating Council
  - Collaborated with other groups
    - ACTION Network
    - Roanoke Regional Task Force on Homelessness
  - Participated in community collaborations
    - Blue Ridge Continuum of Care
    - Building Children's Futures
    - City of Roanoke Prevention Planning Team
    - Palliative Care Partnership of the Roanoke Valley
    - Roanoke City Council Domestic Violence Task Force
    - Roanoke County Prevention Council
    - Roanoke Regional Task Force on Homelessness
    - United Way Success by 6
  - Survey and Data Analysis
    - Nonprofit Resource Center of Western Virginia
    - Ryan White Needs Assessment
  - Consultation Services
    - 2-1-1 VIRGINIA
      - City of Roanoke's Human Services Advisory Committee
      - Roanoke Regional Task Force on Homelessness
      - 10-Year Plan to End Homelessness: *A Place to Call Home*
    - United Way Vision Councils
      - Strengthening Families
      - Health & Self-Sufficiency
      - Senior Independence
- **Nonprofit Resource Center of Western Virginia**
  - Launched center 31 members
  - Held trainings & roundtable discussions 7 events
  - Trainings 50 people
  - Roundtable discussions 77 people
- Collaborating with other groups
  - Arts Council of the Blue Ridge
  - Radford University's Governmental & Nonprofit Assistance Center
  - Roanoke Bar Association
  - Roanoke Higher Education Center
- **Blue Ridge Homeless Management System**
  - Men, women, and children who have benefited through the use of coordinated HMIS data 896 people
- **2-1-1 VIRGINIA Southwest Region**
  - New Programs Added to Database 371 programs
  - New Agencies Added to Database 216 agencies
  - Updated Agency Information 511 agencies
  - Updated Program Information 1,160 programs
  - Provided referrals to human service agencies 27,775 referrals
  - Answered calls for help 14,077 calls
- **Botetourt Resource Center**
  - Answered calls for help 2,600+ calls
  - Churches working with the BRC 16 churches
  - Caregiving hours donated to community 650+ hours
  - Food Distribution Program 45+ individuals weekly
  - Partnered with the Legal Aid Society of the Roanoke Valley to help seniors, the disabled, and low income families needing legal assistance
  - Screened & Facilitated Crisis Response for Buchanan Area Ministerial Association Churches (BAMA)
- **Child Care Link (CCL)**
  - Provided Child Care Referrals 325 families
  - 677 children
  - Internet Referrals 199
  - Added to Child Care Referral Database 707 providers
- **Child & Adult Care Food Program (CACFP)**
  - Provided Reimbursement for Healthy Meals 3,595 children
  - Monitored CACFP Child Care Providers 304 homes
- **Volunteer Roanoke Valley (VRV)**
  - Inquiries to the Volunteer Center 492 individuals
  - Trained volunteer program administrators 56 individuals
  - Assisted in finding Community Service projects 37 groups

- **Retired & Senior Volunteer Program (RSVP)**
  - Enrolled as Volunteers 300 volunteers
  - Served by Volunteers 16,000 hours
  - Community Volunteer Worksites 32 locations
- **Drop-In Center**
  - Individuals accessing the Drop-In Center 1,365 individuals
  - Individuals receiving Oral HIV Testing 965 individuals
  - Annual Red Ribbon Affair Fundraiser 286 attendees
  - Education, Outreach, or other support services 16,942 individuals
- **HIV Resource and Training Center**
  - Ryan White Title II Services 702 consumers
  - Virginia AIDS Resource Center:
    - Conducted 24 trainings 344 healthcare professionals

## Financial Review Fiscal Year 2006-2007

REVENUES	BUDGET	
	7/1/06	6/30/07
Federal Funding	680,145	
State Funding	575,730	
City Funding	68,955	
County Funding	5,500	
Foundations/Grants*	1,500	
Program Service Fees	30,700	
Contributions/Donations	62,000	
Fundraising	20,000	
Sales to Public	1,000	
Interest and Investment Income	2,000	
Miscellaneous	20,400	
United Way of Rke Valley Donor	7,000	
United Way or Roanoke Valley	98,750	
<b>Total Revenue</b>	<b>\$1,573,680</b>	

EXPENSES	BUDGET	
	7/1/06	6/30/07
Total Salary and Wages	851,431	
Payroll Taxes	70,634	
Fringe Benefits	154,032	
Consultant/Contracted Services	27,000	
Audit Expenses	18,500	
Supplies	107,000	
Telephone/Fax	62,000	
Postage/Shipping	21,000	
Rent & Mortgage	38,000	
Utilities	16,000	
Facility Maintenance/Building Cost	17,000	
Insurance	23,000	
Equipment Maintenance	7,000	
Equipment/Equipment Rental	17,000	
Printing & Publications	34,000	
Travel	54,000	
Conference/Meetings/Trainings	26,000	
Membership Dues	3,000	
Interest	1,500	
Marketing	15,000	
Data Processing/Miscellaneous	10,582	
<b>Total Expenses</b>	<b>\$1,533,680</b>	



## Making a difference in our community!

### 2-1-1 VIRGINIA Southwest Region

Sometimes people just need help to negotiate the maze of services provided by a vast array of agencies and organizations. A young, pregnant mother with a 4-year-old crying in the background calls the 2-1-1 Center; it's winter and it's cold. She's calling from the living room of the trailer where she, her husband and daughter live. Looking at furnace parts scattered about the room, she explains that the landlord had worked on the furnace but left it in a state of disrepair. There is no heat, and despite her repeated calls to the landlord, nothing is being done. This family qualifies for fuel assistance, but no fuel can be delivered until the furnace is in working order. After using a kerosene heater for two weeks, the family abandons the trailer and moves in with her mother-in-law. There, they sleep on the floor. The young mother says she called social services but there was no follow-up. Please help.

2-1-1 call specialists are well trained. Using a resource database that is updated daily, they have established contacts in a variety of agencies and organizations. In this situation, the call specialist contacted the Department of Social Services' Crisis Assistance Center to talk with the social worker. 2-1-1 was told that the family might qualify for emergency assistance even though it was rental property. Appropriate forms were given to the 2-1-1 specialist for the family to complete. At this point, the 2-1-1 specialist involved the Social Services supervisor, who contacted both the family and the landlord.

In a follow-up call, the Social Services Supervisor told 2-1-1 that Social Services had decided to pay the deposit and first month's rent on another place for the family to live. In addition, funds were being made available to help the family locate to the new residence. Last year, 9,531 calls were received by 2-1-1 Virginia Southwest Region.

### Botetourt Resource Center

The August heat does not usually bother little Bobby Roper. But today he's feeling pretty low because he knows school is starting soon, and like any third grader, he knows that most of the kids in his class will come to school wearing new clothes and have a book bag full of new pencils and crayons. Bobby's usual boundless reserve of energy has disappeared for a time because he knows that he won't have new clothes and school supplies. His family can't afford them. There are about 35,000 people in Botetourt County, and for the most part, they are doing well. But, according to the Virginia Atlas of Community Health, Bobby's family is part of 21% of the population in this County that lives below the poverty level. Little Bobby Roper is still too young to know the difference between rich and poor, but he's not too young to know he won't have what he needs to start school ready to learn.

Bobby's probably never heard of the Council of Community Services' Botetourt Resource Center, a program whose goal is to strengthen the community of rural Botetourt County by offering a link to social and human services, but the Resource Center knows Bobby and others in need of assistance. That's why he was selected as one of six children by the Botetourt Resource Center to receive a very special gift from the local Kiwanis Club...a back-to-school shopping spree for needed clothing and supplies. Can you imagine the smile on Bobby's face as he climbs on the bus for the first day of school? Bobby Roper's (not his real name) story is but one of many. The Botetourt Resource Center is making a difference in the lives of children and families in rural Botetourt County.

### Child Care Link

*How do I locate quality child care in this area? What do quality child care programs look like? How do I evaluate a child care provider? How do I know if my child is too sick to attend day care? Will day care make my child more likely to get sick? I am a single mom and I don't make much money; I can't afford day care and I need to work, can you help?* These are typical questions received by child care specialists at Child Care Link, a program of the Council of Community Services. Child Care Link provides the connection among parents, child care providers, community leaders and policymakers. Last year, 331 calls were received by Child Care Link. Each caller is treated with compassion and understanding by trained professionals. After discussing her child care problem with a specialist at Child Care Link, here is what one parent wrote: "I only found out about this service while online. I think that it is a wonderful service that I have recently had great luck with and have recommended to 3 other moms looking for the same thing. The lady who called me back after leaving a message was just wonderful in helping in every aspect that I needed. She was so friendly and nice and seemed like she liked her job and was interested in what I needed and wanted. By that I just mean that it didn't seem like a typical going straight down a list in front of her and asking me questions and not offering any suggestions, just a wonderful service and I thank all who helped me find such a great in-home daycare."

### Drop-In Center

A gentleman entered the Center asking for an HIV test. He was tested and his OraQuick test was positive. Upon explaining that we would need to run a lab test to confirm the preliminary results, he disclosed that he had a positive diagnosis 10 years ago, but thought he was "cured" because he had no signs or symptoms since. The client was informed on how HIV progresses and how it can also be asymptomatic for as long as 18 years in some people. He was provided with direct linkage to services for care and support. Staff followed up with the client and found that he did indeed re-enter care services and is now receiving medical care and medication. Last year 16,942 people visited the Drop-In Center to receive information and services.

### Volunteer Roanoke Valley

In January 2006, with temperatures outside hovering in the low teens, there were 427 people staying in homeless shelters here in Roanoke. These men, women and children, for a variety of reasons, have no place to call home. Without hope, they have resorted to living in the streets. The homeless need our community's help. The Ogden Social Service Club, a group of RSVP volunteers who have been getting together for over 55 years, has found a way to help. These dedicated ladies make table decorations/favors for the tables at the Rescue Mission. They knit and crochet blankets, hats and scarves for the people in the shelter. As if that were not enough, they also dedicate their time by serving meals at a variety of homeless shelters in our city. The Ogden Social Service Club is a special part of our community and is an example of how Retired Senior Volunteers are making a difference. You can help as well. Volunteer Roanoke Valley connects people with opportunities to serve. As the volunteer center for the Roanoke Valley, it provides easy access to a wide range of volunteer opportunities at nonprofit organizations and local government agencies serving the entire community.