



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.

## 2007-2008 Highlights

- **2-1-1 VIRGINIA** was written into the Plan for Disaster Preparedness for the City of Roanoke.
- **2-1-1 VIRGINIA** Call Center Staff received National Incident Management System (NIMS) Certification. NIMS is a comprehensive national approach to incident management that is applicable at all jurisdictional levels and across functional disciplines.
- **Botetourt Resource Center (BRC)** increased partnerships with 22 churches throughout Botetourt County for crisis response.
- **BRC** utilized \$4,673+ from Buchanan Area Ministerial Funds (BAMA) for crisis assistance for 29 households.
- **Child Care Link** implemented Medication Administration Training for child care providers.
- **Child and Adult Care Food Program** served over 1,549,615 meals and snacks for children in Southwest Virginia.
- **Nonprofit Resource Center of Western Virginia**
  - Published the *Economic Impact of Nonprofits in the Roanoke, Virginia Region* – the first report of its kind in the region that determined that of the 120 nonprofits responding to a survey, there was a \$183,000,000 positive impact on the region for 2006-07.
  - 17 nonprofit representatives attended a workshop on completing the City of Roanoke's Human Services Funding Application.
  - 28 nonprofit staff and board members attended a seminar on board development.
- The HIV prevention programs of the **Drop-In Center** continue to grow each year. The Virginia Department of Health awarded the Center additional funds under the Community Testing Grant to implement a Social Networking program to increase HIV testing among the highest risk populations.
- The 2007 Red Ribbon Affair was awarded the Platinum *Best of the City* Award.
- **Senior Citizen Coordinating Council**
  - Determined key indicators that reflect the quality of life for seniors.
  - Initiated the development of a proposal to conduct a needs assessment of seniors in the Roanoke Valley/ Alleghany region.
- **Volunteer Roanoke Valley (VRV)**, previously a Points of Light Volunteer Center, became a Hands-On Affiliate Center.
- **VRV** and **RSVP** worked with the Local Office on Aging for Make A Difference Day, a national day of service. The Make A Difference Day project, "Soup for Seniors," collected over 35,000 cans of soup and over 3,000 boxes of crackers to be distributed to needy seniors across the Roanoke Valley.
- The **HIV Resource and Training Center**
  - Conducted a Needs Assessment with input from 216 clients and 7 subcontractors.

- Participated in the development and pilot of the Advanced HIV 202 training for medical providers.
- Presented at two statewide conferences.
- The **Roanoke Regional Housing Network (RRHN)** provides a forum for the region's housing interests to become proactively involved with housing issues. This past year, the RRHN planned and organized seminars on Affordable Housing Issues for Senior Citizens and Tenant and Landlord Rights and Responsibilities.
- The **Family Violence Coordinating Council** started a Pet Program, with veterinarians and/or boarding kennels agreeing to participate by housing the pets of domestic violence victims. Leaving pets with batterers is often cited as a barrier to victims leaving the home.

## Community Committees

### 2-1-1 VIRGINIA Advisory Committee

The role of the 2-1-1 VIRGINIA Advisory Committee is to provide feedback and guidance to the Council's Board of Directors and staff on the operations of the 2-1-1 VIRGINIA Southwest Region, including evaluating program effectiveness, data collection and sharing methods, promotion of the 2-1-1 Services program, etc.  
Chair: Ann Hutton, Board Member, RN, Carilion Behavioral Health Services

### Family Violence Coordinating Council

The Family Violence Coordinating Council is an interagency coalition of professionals that includes human service agencies, attorneys, legal aid, judges, police officers and health care providers. The members work together to improve and increase the resources available to deal with domestic and family violence.  
Co-Chairs: Heather Sellers, TAP Families in Transition Center  
Pam Forrest-Hurt, Roanoke Redevelopment & Housing Authority

### Senior Citizen Coordinating Council

The Senior Citizen Coordinating Council's mission is to promote the creation of an elder-friendly community by empowering seniors, caregivers, and employers through access to information and resources.  
Chair: Maggie Gray, Board Member and Community Volunteer

### Roanoke Regional Housing Network

The mission of RRHN is to provide a forum for the region's housing interests to become proactively involved with housing issues.  
Chair: Karla Turman, Code Enforcement Officer/Associate Planner, Town of Vinton

## Council of Community Services

P.O. Box 598 (24004), 502 Campbell Ave., SW, Roanoke, VA 24016

Website: [www.councilofcommunityservices.org](http://www.councilofcommunityservices.org)

Office: 540.985.0131 Fax: 540.982.2935

The Drop-In Center, 369 West Church Ave., SW, Roanoke, VA 24016

Infoline: 540.982.2437

Botetourt Resource Center, 33 Bedford St., Buchanan, VA 24066  
Office: 540.254.1468



# 48th Annual Report 2007-2008

Yogi Berra once said, "If you don't know where you are going, you will wind up somewhere else." His statement reminds us of the importance of vision and planning. The Council of Community Services has a clear vision with a road map that follows two major byways to our destination:

- Leadership that improves human and community services through more effective research, planning and consultation.
- Mobilization of community action that responds to pressing social issues through creation and use of tools that facilitate strategy execution and encourage accountability.

The Council's Board of Directors recently adopted the 2008-09 Strategic & Business Plan, which puts forth strategic goals that chart the Council's leadership role as we facilitate community change by maintaining an objective, data-driven position on issues affecting health and human services in the region. The plan contains a clarion call to increase our engagement with community leaders, funding bodies, and community organizations to ensure their access to and use of important Council-generated data when responding to community needs.

## Board of Directors 2008-2009

Susan Lancaster, Chair  
Hon. Jonathan M. Apgar  
Laura Benjamin  
Beth Cross  
Calvin Curry  
Maggie Gray  
W. Robert Herbert  
Ann Hutton  
Robert P. Martin  
Paul F. Phillips  
Henry Scholz, IV  
Michael M. Sinclair  
Wayne G. Strickland  
John Turbyfill, Jr.  
J. Phillip Windschitl  
E. Scott Austin, Past Chair

## Retiring 2007-2008 Board Members

Eva M. Hughes  
Bill O'Connor  
Charlotte Porterfield  
Lucas A. Snipes  
Katharine D. Stevens

## Mission

"The Council of Community Services provides leadership for organizations and individuals in the areas of planning, information, and referral services to improve the quality of life in our communities."

To increase access to data, the Council recently produced its first Regional Community Indicators Report to identify and track key human services indicators for the Roanoke Region. Indicators are a presentation of valuable data that show change over time. They help community leaders answer important questions, such as how well the economy is functioning, whether children are performing to standards in school or to what extent the teen pregnancy rate is decreasing. Indicators are powerful tools for measuring and tracking the overall quality of life and comparing performance against goals or benchmarks. The extensive report, **Roanoke Regional Community Indicators – Area of Study: Household Economic Indicators**, is now available on the Council's website. It is the first community indicator report to be published by the Council.

Another example of our expanding leadership role is the cutting-edge publication by the Council through its Nonprofit Resource Center of Western Virginia, *The Economic Impact of Nonprofits in the Roanoke, Virginia Region*. The report highlights the positive financial impact nonprofits have in the community. The data collected for the report, a first of its kind for this community, demonstrates that the nonprofit sector serves as a vital "economic engine" for the region.

Mobilizing the community for action often means tackling challenging issues. Homelessness is one such issue. Over the past year, the Council convened a series of meetings of homeless service providers and key stakeholders. The result of these meetings is the first **Annual Business Plan to Reduce Homelessness in the Region**. The plan not only specifies action steps to address homelessness but provides accountability through timelines and report requirements.

Providing leadership, effective research, strategic planning and mobilizing the community to action are but a part of the Council's overall contribution to the region. The Council's specialized programs - 2-1-1 VIRGINIA; HIV Resource & Training Center; Drop-In Center; Volunteer Roanoke Valley, Botetourt Resource Center, RSVP, Child Care Link, and the Child and Adult Care Food Program - have also made substantial contributions in Central and Southwest Virginia. Details of how those services have impacted the community are outlined in this report.

The Council is fortunate to have many dedicated organizations and individuals involved in our work. If you have taken part in any of our efforts, we thank you for your involvement. If you have not, we invite you to join with us this year in addressing the human service needs in our community.

Susan Lancaster  
Board Chair

Pamela Kestner-Chappelear  
President

COUNCIL of  
COMMUNITY  
SERVICES

Gateway to information and planning.



# Making a difference in our community!

## Planning and Research that Inspires Action

The Council of Community Services has a tradition rich with planning and research experience. As the premier data source for social and human services in the Roanoke Region, the Council has taken steps to expand and strengthen its planning role and research capacity. Examples of this expanded role can be seen in the number of Community Reports now available on the Council's website. Several of the reports, including the **10-Year Plan to End Homelessness** and the **2008 Point in Time Survey of the Homeless**, are now accompanied by PowerPoint presentations, making access to data more easily accessible and related issues more visible.

Another example of change in data collection and reporting taking place at the Council of Community Services is the creation of the **Roanoke Regional Community Indicators Initiative**. During 2008, a committee consisting of representatives from more than 30 organizations and agencies came together on a regular basis to identify and track key human services indicators for the Roanoke Region. Indicators are presentations of valuable data that show changes over time. Indicator data is now being collected by the Council for the entire Roanoke Region including Alleghany County, Botetourt County, the City of Covington, Craig County, Franklin County, the City of Roanoke, Roanoke County and the City of Salem. The first Regional Community Indicators Report area of study is Household Economic Indicators, providing trend data for 39 indicators related to education, jobs, income and assets, and housing. The 122-page report is available on the Council's website.

Published reports available at the Council and on its website completed this past year also cover important issues such as HIV/AIDS in Southwest Virginia. The **2007 Ryan White Client Needs Assessment** reports

statistics regarding client care and service, numbers served, and other important data on this issue of growing importance in Southwest Virginia. The Council also researched and produced four reports for the United Way of Roanoke Valley. The reports, **Strengthening Families; Children and Youth; Health Related and Self-Sufficiency Issues;** and **Senior Independence Issues**, each provide a wealth of data and analysis on issues important to the well-being of our community.

With decreasing amounts of funding to provide services to an increasing number of people in need, the planning function is becoming more important to the Roanoke Region. This past year, the Council of Community Services facilitated the **2008 Community Needs Assessment for the Promoting Safe and Stable Families Program** in Roanoke City, Roanoke County and the Alleghany Highlands. As a result, new plans have been developed to serve at-risk children and families in each locality.

During the past year of hardship, with increasing numbers of people facing homelessness, the Council of Community Services brought together Homeless Service Providers from agencies throughout Roanoke to plan and develop the first **Annual Business Plan to Reduce Homelessness**. The plan outlines needed actions, assigns responsibilities, sets timelines and encourages collaboration to address the needs of the homeless population.

We encourage you to visit our website when you need existing quality research or call us directly if you need other research relevant to your needs and/or your constituents.

## Council in the News

The Council of Community Services actively seeks to provide people with access to data on important issues facing our communities. As a credible source of reliable data and an organization actively involved in mobilizing the community to take action, the Council is often in the news. In the past twelve months the Council has been cited twenty-six times by *The Roanoke Times* on a wide variety of health, human services and economic issues. The following are a few examples recognizing the contributions made by the Council:

- **Addressing Domestic Violence** – October 12, 2007 – This article draws on data from the Violence Policy Center ranking Virginia as the 14th highest in murders of females. It states that 97 percent of the females were killed by someone they knew, 60 percent of those being husbands, boyfriends or ex-husbands/boyfriends. The Council of Community Services coordinates the Family Violence Coordinating Council, a group of organizations and individuals that meets on a monthly basis to address the issues of domestic violence and develop strategies to reduce the number of people affected by violence and abuse.

- **Grant Aims to Help Kids Prepare for School** – October 18, 2007 – Addressing problems of children in the early years has proven to be an effective way to prepare children for successful learning experiences in kindergarten and the primary school years. The Council of Community Services has been a motivating force in mobilizing the Building Children's Future Collaborative (BCF), a group of organizations and school leaders addressing early childhood issues. This article describes a \$400,000 grant received by the BCF from the Virginia Early Childhood Foundation designed to help prepare children for kindergarten.

- **Getting Smarter on Homelessness** – November 18, 2007 – "Communities across the country face many difficult issues. One such issue is homelessness. Our community, the Roanoke Valley, is no exception. We have individuals and families who while living here become homeless..." so begins an article describing the plight of people who find themselves homeless. The article goes on to cite the Council of Community Services as the source for data on homeless populations in the region.

- **Hope of Home** – December 22, 2007 – The issue of homelessness is of growing importance as the economy tightens and more people find themselves without a place to live. The Council of Community Services has been a key player in developing strategies to reduce homelessness in the region. In this article, the Mayor of the City of Roanoke touts a 10-year regional plan to end homelessness that was developed with the assistance of the Council of Community Services.
- **Nonprofit Agencies Tout Contributions** – April 15, 2008 – At a news conference at the Council of Community Services, the Nonprofit Resource Center of Western Virginia released a landmark study, **The Economic Impact of Nonprofits in the Roanoke, Virginia Region**. This article goes on to describe the \$183,000,000 contribution that is generated through nonprofits in the Roanoke Region. The study was commissioned by the Council of Community Services.

## Staff Directory

Pamela Kestner-Chappelear	President
Carolee Sarver	Vice President Finance & Administration
Denny Huff	Vice President Operations & Program Support
Dan Merenda	Vice President Planning & Consultation
Linda Arrington	Office Manager
Carolyn Williams	Financial Assistant
<b>2-1-1 VIRGINIA Southwest Region</b>	
Nancy Hoch	Operations Manager
Sandra King	Director
LaVerne Basham	Call Specialist
Louella Burnette	Call Specialist
Matt Crookshank	Call Specialist
Teresa Lavinder-Zeigler	Call Specialist
Bill LaMagdeleine	Call Specialist
Donna Stanley Long	Call Specialist
Sharron Terry	Call Specialist
Ann Stone	Call Specialist
<b>2-1-1 VIRGINIA</b>	
Barb Putney	State Coordinator
Jan Johnson	Statewide Database Coordinator
Katie McElroy	Outreach Liaison
<b>Botetourt Resource Center</b>	
Robyn Dobyms	Director
<b>Child Care Services</b>	
Donna Foley	Director
Donna Ramsey	CACFP Operations Manager
Kay Brady	Home Specialist
Lorna Brooks	Home Specialist
Mary Harris	Home Specialist
Wendy Harrup	Home Specialist
Linda Perdue	Home Specialist
<b>Drop-In Center</b>	
Pam Meador	Director
Pam McEachern	PEMS Coordinator
Ann Sprouse	Program Coordinator
Carl Jones	Project Specialist
Emily King	Project Specialist
Kristen Rice	Project Specialist
<b>HIV Resource and Training Center</b>	
Rob Morrow	Director
Daniela Hoch	Program Support Specialist
<b>Homeless Management Information System</b>	
Lee Bosworth	Coordinator
<b>Planning</b>	
Sara Cole	Planning Associate
Sabrina Simpson	Planning Associate
<b>Volunteer Services</b>	
Alison Jorgensen	Director

## Financial Review Fiscal Year 2007-2008

REVENUES	BUDGET
	7/1/07 - 6/30/08
Federal Funding	659,000
State Funding	823,000
City Funding	73,250
County Funding	5,700
Foundations/Grants	2,500
Program Service Fees	55,550
Contributions/Donations	58,000
Fundraising	29,500
Sales to Public	500
Interest and Investment Income	4,500
Miscellaneous	19,000
United Way of Rke Valley Donor Designations	10,000
United Way of Roanoke Valley	100,500
<b>Total Revenue</b>	<b>\$1,841,000</b>
EXPENSES	BUDGET
	7/1/07 - 6/30/08
Total Salary and Wages	902,060
Payroll Taxes	73,008
Fringe Benefits	161,567
Consultant/Contracted Services	240,000
Audit Expenses	17,500
Supplies	107,000
Telephone/Fax	45,000
Postage/Shipping	21,000
Rent & Mortgage	38,500
Utilities	16,500
Facility Maintenance/Building Cost	17,000
Insurance	23,000
Equipment Maintenance	6,000
Equipment/Equipment Rental	10,000
Printing & Publications	36,300
Travel	54,000
Conference/Meetings/Trainings	35,000
Membership Dues	5,000
Interest	1,500
Marketing	17,000
Data Processing/Miscellaneous	14,065
<b>Total Expenses</b>	<b>\$1,841,000</b>

## Percentage Breakdown Fiscal Year 2007-2008

