



# 2015-2016 ANNUAL REPORT

For More information on the Council's Programs and Services, visit our website:  
[councilofcommunityservices.com](http://councilofcommunityservices.com)



# 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.**

The Council of Community Services was established in 1960 in response to the efforts of over 70 community organizations that saw a need for comprehensive planning in the Roanoke Valley. Fifty-six years later, the Council is a well-recognized leader in the community for organizations and leaders in the health and social services field. With a staff of over 50, the Council of Community Services continues to provide leadership, expertise, and consulting services through its multiple community programs focusing on the following issue areas: Community Engagement, HIV Prevention & Care, Homelessness, and Information & Referral.



# Snapshot

## Board Members

Sandra Pratt, Chair  
Wayne Strickland, Vice Chair  
Diana Christopulos  
Lee Clark, Secretary  
Kit Hale  
Marc Hirshorn  
Lorraine Lange  
Rob Ledger  
Paul Phillips  
Bruce Phipps  
Daniel Summerlin  
Chris Thomas, Treasurer

## Staff

Harla Ange	Shawn Leslie
Linda Arrington	Taumeka McCord-Mosley
Tina Bessent-Estes	Diane McDaniel
Irene Bethel	Debbie McPeak
Lee Bosworth	Pam Meador
Kay Brady	Dan Merenda
Robin Bratton	Rob Morrow
Ben Bristoll	Holleigh Mowbray
Heather Brush	O.J. Newbill
Mary Capps	Joshua Olinger
Lis Chacon	Angela Parker
Deborah Cotton	Laura Prevatt
Jeff Crooke	Donna Ramsey
Matt Crookshank	Eric Robinson
Donna Dehart	Todd Rothrock
Caitlin Draper	Carolee Sarver
Rose Marie Dudley	Maria Schianodicola
Colin Dwyer	Nena Scott
Wendy Harrup	Sara Sheets
Amanda Holcomb	Cory Simmons
Taylor Holsinger	Carissa South
Mary Ellen	Ann Sprouse
Hutcherson	Ronnie St Clair
Jan Johnson	Ann Stone
Carl Jones	Sharron Terry
Alison Jorgensen	Carolyn Williams
Leslie Leedy	Kristopher Yuille

## Quick Facts

Improving the community since 1960

8 Community programs

2,500 e-newsletter subscribers

Numerous conferences, workshops, and events to serve community needs



# Leadership Message

The year ending June 30, 2016 was productive for the Council and the individuals and organizations with which we worked. Our mission is to provide leadership for organizations and individuals in the areas of planning, information, and referral services to



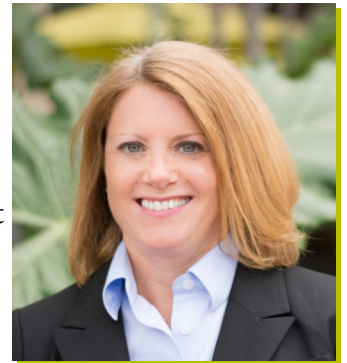
Daniel W. Merenda

improve the quality of life in our communities. During this past year we achieved significant gains in our focus areas of preventing and treating HIV, reducing homelessness, building capacity in the nonprofit sector and engaging community through volunteer program initiatives.

Through our partnership with the Blue Ridge Continuum of Care and the leadership provided by our Community Housing Resource Center we reduced homelessness in the region by 15.2 % this year over last. This is the fourth consecutive year of decline in the number of homeless individuals in our area. The Council facilitated strategic planning sessions for all homeless service providers this past year. We coordinated the development of the annual Point-in-Time Count of the homeless and produced a data rich report used by the Continuum of Care

to improve strategies and outcomes of area efforts. The Council also coordinated the electronic data collection system that is used and shared by homeless service providers. We use that data to reduce redundancy of services and increase efficiencies leading to the 15% reduction in numbers mentioned above. We participated in the Mayor's Challenge to end homelessness among veterans and I am pleased to report that we achieved that ambitious goal during the past twelve months.

Outcomes were also evident through our partnership with the Virginia Department of Social Services and the 2-1-1 VIRGINIA information and referral services initiative. More than 140,000 calls were handled by our call specialists throughout the Commonwealth, providing citizens in need of help with access to the care they needed. So effective was our effort this past year that the Virginia Department of Veterans Affairs has asked us to partner with them to better serve veterans throughout the Commonwealth.



Sandra Pratt





# Leadership Message, *continued*

The Drop-In Center has been so successful with their efforts in HIV Prevention and Care that the Virginia Department of Health has funded them to develop a best practices curriculum of prevention materials for dissemination throughout the Commonwealth. The Drop-In Center's data show that 90% of the newly diagnosed HIV clients are linked to care services within 90 days.

We have expanded the volunteer and community engagement efforts of HandsOn Blue Ridge in multiple ways. Through a continued partnership with Roanoke County Public Schools, four Title One elementary schools are participating in a pilot project to align volunteer engagement with education and enrichment efforts. Additionally, HandsOn Blue Ridge was selected by the Points of Light organization to become a Service Enterprise Hub. This designation allows HandsOn Blue Ridge to certify high performing organizations that fundamentally leverage volunteers and their skills to achieve their social mission as Service Enterprises, a certification recognized by seal on their GuideStar profiles. Staff have undergone significant training and will be certifying local nonprofits using this process in 2017.

It's been a good year with positive results showing again that the Council is making a difference and improving the quality of life in our communities.

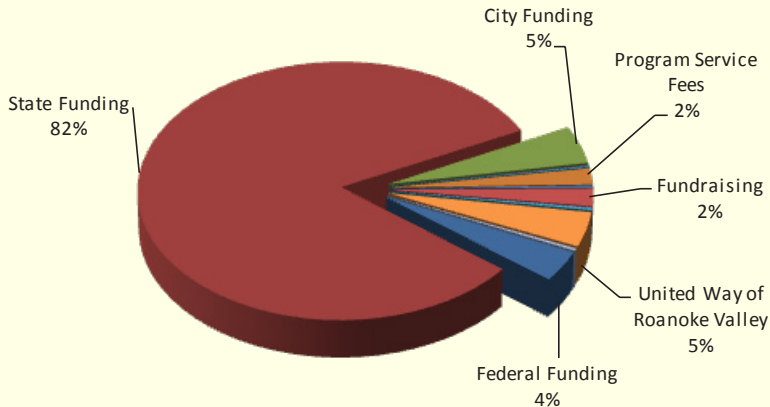
Sandra Pratt  
Chairman of the Board

Daniel W. Merenda  
President



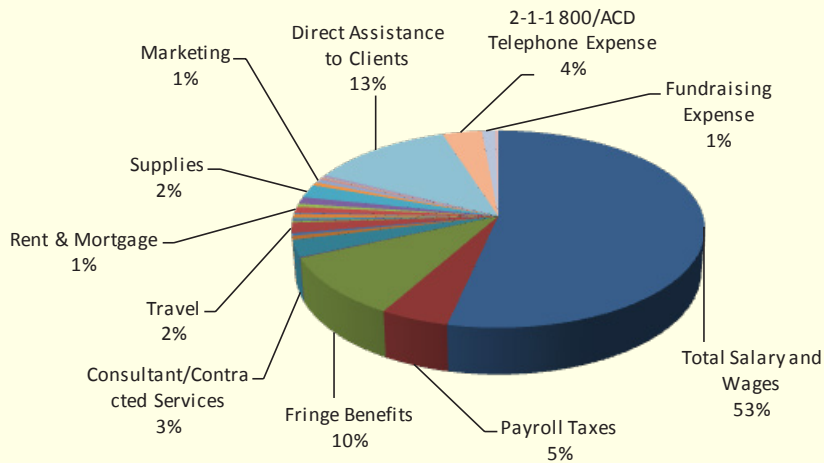
# Council Budget 2015-2016

## Revenues 7/1/15-6/30/16



**Total Revenues: \$3,427,760**

## Expenses 7/1/15-6/30/16



**Total Expenses: \$3,427,760**



# Issue Area: Community Engagement

## Child & Adult Care Food Program

The Child and Adult Care Food Program at the Council provides aid to child family day care homes for the provision of nutritious food that contribute to the wellness, healthy growth, and development of children



Family Day Homes



Reimbursement for nutritious meals and snacks served



Meals and Snacks Served



# Issue Area: Community Engagement

## HandsOn Blue Ridge

HandsOn Blue Ridge is the Roanoke Valley's volunteer center. In operation for over 35 years, HandsOn Blue Ridge is a part of the HandsOn Network. HandsOn Blue Ridge connects people with appropriate opportunities to serve in their community, builds capacity for effective local volunteers, promotes volunteering, and participates in strategic initiatives to meet local needs.



Earned certification as a Service Enterprise Hub and will certify local organizations as Service Enterprises starting in 2017



Hosted community volunteer celebration, sponsored by Freedom First Credit Union, during National Volunteer Week in April and recognized over 100 local volunteers for their efforts across the Roanoke Valley



Participated in speaking engagements about volunteer engagement with groups including Leadership Roanoke Valley and experience



Connected individuals and groups with meaningful and impactful volunteer opportunities



Provided a free online platform for organizations to list volunteer opportunities and events

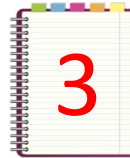




# Issue Area: Community Engagement

## Nonprofit Roanoke

Nonprofit Roanoke is a one-stop resource for board members, staff, and volunteers of nonprofit agencies who are searching for ways to strengthen and grow their organizations.



Organizations were provided strategic planning services



Individuals received weekly community announcement emails



# Issue Area: Community Engagement

## Planning

Provides research, monitors and evaluates program and system outcomes, facilitates organizational strategic planning, conducts organizational capacity building training, offers consulting services such as community needs assessment, grant writing and convening opportunities.



Produced the 2015-2016 Economic Indicators Report for the region and maintained an electronic dashboard of more than 140 indicators of well-being in the region



Facilitated the development and updating of the region's annual plan to end homelessness



Monitored, tracked outcomes and evaluated all programs funded by the City of Roanoke Human Services Committee



Planned, conducted, and developed the annual Point in Time Report on Homelessness for the Region



Monitored and tracked performance of all HUD funded programs to end homelessness



Partnered with the Roanoke Redevelopment and Housing Authority through initiatives such as Jobs Plus for Public Housing Residents and the Choice Neighborhoods Initiative



# Retired & Senior Volunteer Program

The Retired and Senior Volunteer Program, part of Senior Corps, is one of the largest volunteer networks in the nation for people 55 and over. Volunteers use the skills and talents they've learned over the years, or develop new ones while serving in a variety of volunteer activities within the community.

46

Senior Volunteers Placed



Volunteers deliver meals to homebound seniors through the Meals on Wheels program, build the capacity of local nonprofit organizations through work with Nonprofit Roanoke, and provide disaster preparedness information and training

# Issue Area: Information & Referral



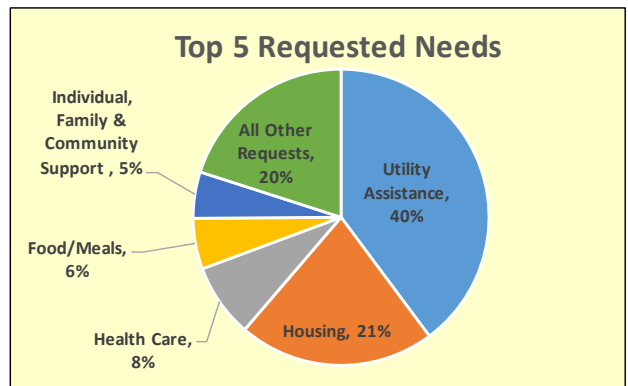
2-1-1 VIRGINIA provides callers with referrals to and information about human services for everyday needs and in time of crisis.



- **74,000 individuals served through calls, emails, or walk-ins**
- **40,000 individuals visited the 2-1-1 VIRGINIA website**
- **199,689 referrals provided**
- **214 outreach events conducted**
- **211virginia.org website relaunched**

- Served as Call Center for:
  - Family Reunification during Mass Casualty Events
  - Money Follows the Person
  - Ebola Health Inquiries, Virginia Department of Health
  - Virginia Dominion Nuclear Power Station emergency plan
  - Infant & Toddler Connection

- Provided information and referral services for state, regional and local emergencies in partnership with emergency managers
- Provided custom reports and resource guides to a variety of state, regional and local government and non-profit agencies





# Issue Area: Information & Referral



## February 11, 2016 Marked the 10th Anniversary of 2-1-1 VIRGINIA

On February 11, 2006, then-Governor Tim Kaine placed the very first call to a contact specialist, officially kicking-off the launch of 2-1-1 VIRGINIA, a

free, 24-hour service available to citizens for health and human services.



Secretary Bill Hazel, Governor Terry McAuliffe



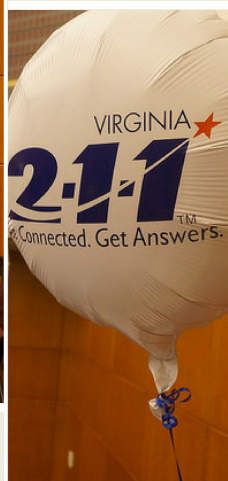
Deputy Secretary Pam Kestner  
(Past President,  
Council of Community Services)

On February 11, 2016, Governor McAuliffe kicked off the second decade of 2-1-1 VIRGINIA, as he placed what has now been recorded as the 1.4 millionth call to a contact specialist.



Dan Merenda, President  
Council of Community Services

A celebration was hosted by the Virginia Department of Social Services' Office of Community and Volunteer Services in Richmond. Governor Terry McAuliffe congratulated 211 VIRGINIA and recognized their service at the event.





## Issue Area: Homelessness

# Community Housing Resource Center

The Community Housing Resource Center provides the financial means to prevent individuals from becoming homeless and assist those who are homeless to secure housing. The Community Housing Resource Center helped reduce homelessness by 15.2% this year over last, representing the fourth consecutive year of decline of homelessness in the region.



Households housed, which included 196 individuals (95 adults and 101 children)



Of the 81 households served (62%) had high barriers to housing stability



Out of the 75 households (91%) discharged from the program for 12 months or longer did not have a return to homelessness



Of exited participants (66 of 66) exited to permanent housing destinations



# Issue Area: HIV Prevention & Care

## Drop-In Center

The Drop-In Center provides a safe and confidential environment for individuals to obtain information and resources regarding HIV, Hepatitis, STDs & other social issues. The Center offers rapid HIV, Hepatitis C and Syphilis testing; individual prevention counseling; group level education; case management services; patient navigation; & supportive services, including a food pantry, transportation and housing assistance. The Drop-in Center, through more effective outreach and testing, increased by 20% the number of individuals who know their HIV and HCV status.



Individuals received rapid HIV testing with 11 new cases identified



Individuals tested for hepatitis C (HCV) testing with 110 new cases identified



Clients received case management, patient navigation and/or other individual prevention counseling services



Clients accessed the food pantry



HIV positive individuals received housing assistance after incarceration avoid homelessness & recidivism



Clients received transportation assistance



The Council of Community Services improves the quality of life in our communities by:

- Identifying community needs and solutions
  - Connecting community to programs
    - Launching new programs

### **Main Office**

Council of Community Services  
PO Box 598, Roanoke Virginia 24004  
502 Campbell Avenue SW, Roanoke, Virginia 24016

### **Community Housing Resource Center**

339 Salem Avenue SW, Roanoke, Virginia 24016

### **Drop-In Center**

356 Campbell Avenue SW, Roanoke, Virginia 24019

Web: [councilofcommunityservices.com](http://councilofcommunityservices.com)

Email: [info@councilofcommunityservices.org](mailto:info@councilofcommunityservices.org)

For More information on the Council's Programs and Services, visit our website:  
[councilofcommunityservices.com](http://councilofcommunityservices.com)

*A United Way Partner Agency*

