

# Celebrating



## YEARS

*of positively impacting lives!*



2013

Annual Report

Presbyterian Homes & Family Services  
and the Family Alliance

*Now operating as* **HumanKind**

# REFLECTIONS FROM THE PRESIDENT

*I love my job.* It is a tremendous Blessing to come to work each day with a dynamic board, more than 200 dedicated staff and hundreds of volunteers delivering on our mission to strengthen individuals and families through care, counseling and education. None of it would be possible without the generous support of donors like you!

As you may have heard, we adopted a new operating name, HumanKind. We are excited about this and believe this name better reflects our work today, serving members of the human family. It's important to know that while the name of our organization has changed, our mission has not. We continue to invest in children and families, ultimately making our communities stronger.

In 2013, we celebrated 110 years of being a catalyst for positive change by helping more than 6,500 people develop their potential and overcome obstacles life inevitably throws in our path. We help first time parents raise healthy and bright children. We prepare children to be successful in kindergarten and in life. We are steering youth away from the ills of drugs, alcohol, tobacco, gangs and gun violence and teenage pregnancy.

We build stronger families, often ensuring children are not removed from their home. When the family is not the best option, we train and provide safe, stable and loving parents to children in foster care. We repair credit and provide reliable, affordable transportation to hard working families. And every day, we provide long term homes and a full, healthy life for adults with intellectual disabilities.

2013 continued to be a year of growth and transition for us, but was also a year of celebrations. When one door closed, many more opened. In February, we made the difficult decision to close our children's group home cottage on the Lynchburg

campus due to The Commonwealth of Virginia's "For Keeps" initiative. For Keeps was created to reduce the length of time children stay in residential group care and increase the use of foster care and adoption.

Thankfully, we were well prepared with our Therapeutic Foster Care and a wide range of community based services meeting the needs of children in crisis. In fact, today we are meeting the needs of more at-risk youth than any time in our history.

During the summer our campus buzzed with activity with children from many of our collaborative partners swimming in our pool, playing in our gym and on our campus, and camping out in the forest. The campus is beautiful and

a tremendous asset for the community. Teaching human kindness, character development and leadership through recreation and communion with nature is a great way to help kids grow and mature.

While on the subject of recreation and health of mind, body and spirit, perhaps you were among the record 3,004 people who laced up running shoes to join us in downtown Lynchburg on Thanksgiving Day for our 25th annual Turkey Trot. We are thankful to everyone who ran or volunteered to raise awareness of the importance of serving children and families in our community.

While we can celebrate a lot of success in 2013, our work is hardly done. We will continue to encourage and empower individuals and enrich the lives of everyone in our community. With your help, we will continue to impact lives through another century of service.

Thank you for all you do.

*Bob*



# 2013 AT A GLANCE

24,551



Days of care for  
adult residents



608,497

Miles traveled driving  
residents or visiting  
clients



LOCATIONS  
THROUGHOUT  
VIRGINIA



6,549 PEOPLE  
SERVED



Training hours provided by  
The Child Care  
Resource Center



1,490

Donors who  
supported  
our mission



made  
1,742  
home visits  
to parents

372

Volunteers  
donated



5,490

hours of their  
time & talents



955

Individual counseling  
sessions provided by  
The Counseling Center.



TURKEY TROT

3,004

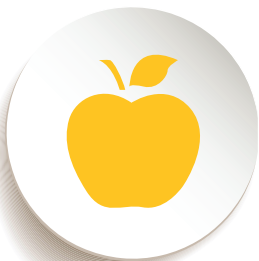
People participated on  
thanksgiving morning

WAYS TO WORK  
LYNCHBURG  
APPROVED  
140  
LOANS

TOTALING  
\$560,974



# EARLY CHILDHOOD EDUCATION



**B**uilding a strong foundation in the early years prepares children for success in school, social settings and life. Our Early Childhood Education programs raise

healthy, confident children through partnerships with families and child care facilities. Our programs focus on developing core competencies and confidence through hands-on learning experiences. When you invest in our mission, you make an enduring investment in the future of our community and our world.



## *Child Care Resource Center*

The Child Care Resource Center is a central hub for comprehensive child care information and referral services. Offering training, support and education for all types of child care facilities including centers and family day homes, the Center seek to improve the quality of child care and education throughout the community.



## *Little Wings Preschool*

Little Wings Preschool is a high-quality, early education center for children of all backgrounds and needs. Using the HighScope curriculum, Little Wings encourages active learning through an emphasis on positive adult-child interaction, carefully designed learning environments, and a plan-do-review process that strengthens initiative and confidence in children.



## Positively Impacting Community Partners

“When I first assumed my role as Director of the Bashful Giraffe Early Learning Center in Campbell County, I knew there was work to be done. However, fulfilling my range of administrative duties and being in the classroom to assess needs seemed a bit daunting. This is where the Child Care Resource Center stepped in. They were able to come out and observe our classes – providing detailed observations and partnering with teachers to implement effective learning activities. Since then, we have improved in many areas including classroom management, self-expressive art, student-teacher interactions and licensing compliance.

The training, support and guidance offered by the Child Care Resource Center gave us tools to become the high-quality educational center that our community needs. I am confident that we have laid a foundation for success and look forward to working with the center for years to come.”

**Evelyn Quinteros Vargas**

Director, Bashful Giraffe Early Learning Center



Pictured to the left: Our first-ever *Preschool for Parents* event brought the community together to gain insights on how children learn through hands-on experiences.

# ECONOMIC EMPOWERMENT



Our Economic Empowerment programs help individuals and families develop plans for achieving financial success. Through educational workshops, credit counseling and loan assistance, clients are educated on ways to get out of debt and move toward stability. Thanks to your support, we are able to help people advance their career and educational opportunities.

• **Credit Counseling** • **Ways to Work** • **Vehicles for Change** •

## *Driving Toward a Brighter Future*

For many of us, it's hard to fathom the idea of life without a car and the flexibility to come and go as we please. But for families in our Ways to Work program, this is a reality.

Tamera Turner was one of them. A young, single mother of a three year-old daughter, Tamera started her days in the wee hours of the morning to make sure she had enough time to catch the bus, take her daughter to daycare and then get to work on time. She also was juggling classes as a student at Virginia Commonwealth University. Because of her busy schedule, she had to rely on public transportation or the help of family and friends to get from point A to point B. Not only did Tamera want to be able to be more independent, but she wanted to be able to provide a better life for her daughter.

That's when Tamera found the Ways to Work program. With the help of a low-interest loan, Tamera was able to get her own car. She graduated with a Bachelor's Degree in Social Work and in September got a promotion as a Care Partner on the Peri-Surgical Unit at VCU Health System. Because Tamera has to be at work by 5:30 am (and public transportation does not run that early where she lives), this would not have been a job she could have accepted if she didn't have her own vehicle.

"What a blessing it has been to have my car!" Tamera said. "Now I can get to work on time every day and if I need to, can work later for overtime. I've really enjoyed the opportunity to advance my skills as a CNA and I'm looking into advancing my career as an RN."





99%

of clients stated  
their overall quality of  
life has improved

83%

of clients have  
experienced increased  
financial stability

48%

of Ways to Work clients said  
their car loan reduced  
their need for public  
assistance

## Credit Counseling

The Credit Counseling program helps families get back on track financially by offering budgeting assistance and debt resolution counseling, while increasing a client's understanding of finances. Credit Counselors provide direction and help individuals set up a budget, answer general financial questions and help with debt management plans to initiate a realistic debt repayment plan.

The grand finale of our Ways to Work Richmond launch event: Marjon Myers-Smith received the keys to her very own car and is driving toward a brighter future. Myers-Smith, described this moment as "a dream come true."

## By the Numbers:

The Counseling Center served **250 people** through financial education classes, budgeting basics and face-to-face counseling.

A counselor works with an individual or family to set a realistic budget to begin to pay down bills and help regain control of finances.

Through this education and individuals taking concrete steps to rebuild their credit, clients consolidated and creditors were paid back more than **\$257,950 in 2013!** With steady progress, debt management plans typically take three to five years to complete.





# MENTAL HEALTH SERVICES



**O**ur Mental Health Services reach children, teens and adults who are struggling to overcome challenges. We help people work through their emotional, behavioral and psychological conditions, with an ultimate goal of increasing self-sufficiency and keeping families together. Because of friends like you, we're able to reach many who have difficulty finding the services they need elsewhere.

• **Counseling Center** • **Intensive In-Home Service** • **Mental Health Skill-Building Service** •

## *Turning things around: a success story*

He was angry, aggressive, down on his luck and making poor decisions. When he came to our Mental Health Skill-Building Service program, Mike had a lot of barriers to overcome. He had been bounced around in foster care for years and was frequently in conflict with his foster family. Mike was a habitual drug user, was attending an alternative school to try to get his GED and had no understanding of budgeting skills. When we started working with Mike, we knew we had our work cut out for us.

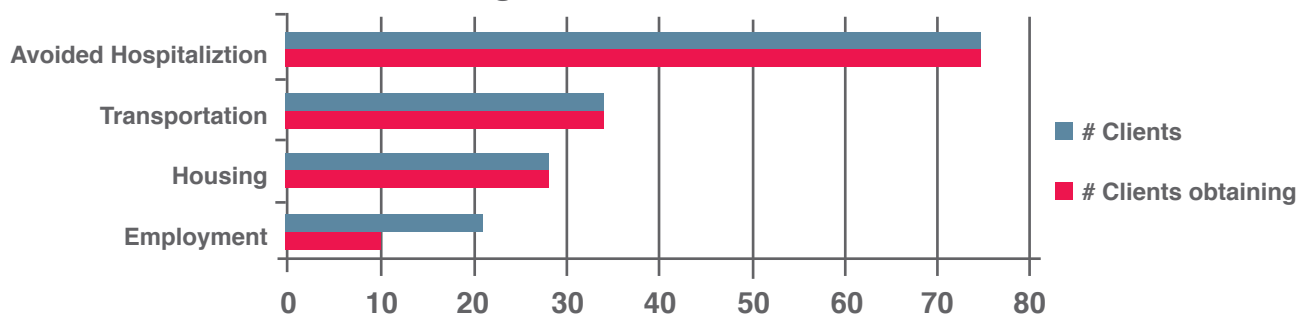
But slowly, surely, things began to turn around. Mike began to feel empowered to make a better life for himself. He stopped using drugs and was able to stay clean. He got his GED and in turn attended classes at Central Virginia Community College. He also learned how to utilize the city bus to get to and from school and to the skate park, which was across town from where he lived.

When Mike started this program, he had just left his job at McDonald's because of scheduling conflicts. After months of searching for work, he learned the value of leaving a company on good terms – McDonalds offered him his job back and he readily accepted with a new perspective on the value of a reliable job. During his time in this program, Mike made a lot of strides and eventually found his forever home. His foster family finalized his adoption the last month in he was in our care. Because of your support of programs like the Mental Health Skill-Building Service, you're changing lives of people like Mike, giving them opportunities for a brighter future.



# Making an Impact: what happens when participants are in our care

## Meeting the Needs of Our Clients



## By the Numbers: The Counseling Center



1,018

Individual and family  
counseling sessions  
provided



418

Individuals  
served



309

Education hours to the  
Anger Management and  
Children in the Middle  
groups





# RESIDENTIAL CARE



Since 1903, we've provided safe and loving homes for those in need. Today, this remains a priority. We offer Residential Care for adults with intellectual disabilities as well as Therapeutic Foster Care for children who require specialized support. With the help of donors and volunteers, we enhance the lifestyles of both children and adults, helping them lead full and meaningful lives while developing hope for the future.

• Therapeutic Foster Care • Residential Care for Adults •

## Adult Residents Take the Sunshine State

Our residential programs serve approximately 70 adults with intellectual disabilities across Virginia. Because of you, we're able to provide residents with wonderful, fulfilling cultural, spiritual and recreational opportunities. Because of you, they lead full and meaningful lives.

The opportunity to travel is one that most of our residents don't pass up. In December, several individuals from our Lexington Group Home traveled to Disney World for a six-night vacation. They stayed in a rental house just outside the park complete with a game room, swimming pool and hot tub. The group's favorite events included Disney's signature electric parade and fireworks.

*"The trip to Disney was the best time of my life, and I got to do it with my friends!"*

-Andrea,  
Lexington Group  
Home Resident



## Therapeutic Foster Care: Changing lives, one family at a time

Our TFC program is designed to place children with emotional or behavioral issues in safe, loving homes. For foster parents, we offer around-the-clock support, ongoing trainings and a network of professionals to assist with daily needs. Emphasis is placed on permanency – it's always our goal for children to be adopted, to return to their biological family or to successfully transition into adulthood.

2013 was a big year for adoptions. In fact, the Blanchard family of our TFC program was recognized by the governor as Virginia's 1000th family to adopt – meeting a goal set forth under the "Virginia Adopts" initiative. Kathy and Ken Blanchard were proud to be recognized for starting the adoption process with their 15-year-old son Michael, a teenager whom they'd come to love through TFC.

“My husband and I have been in the program for about two and a half years, focusing mainly on serving teens. I can understand the challenges they face and sort of “disarm” them. Michael immediately hit it off with our biological son and fits well with our family. Because of this experience we are actually looking to adopt more children. Michael has opened the door for us.”

Kathy Blanchard,  
-Therapeutic  
Foster Parent





Our Safe & Healthy Living programs empower parents to raise healthy children and improve their lifestyles. Clients are given opportunities to develop nurturing parenting skills, often preventing child abuse and neglect. In our programs, clients develop nurturing parenting skills that often prevent child abuse and neglect. The following programs focus on these objectives:

- Family Coaching • Parenting Classes • Family Partnership • Healthy Families •
- Partnership for the Prevention of Substance Abuse •

## *Healthy Families: Support, service and hope for parents*

Healthy Families is our home-visiting program that prevents child abuse and neglect by strengthening nurturing parent-child interactions, promoting healthy childhood outcomes and development and enhancing family functioning. Our breastfeeding support group, which meets monthly on our Lynchburg campus, has fostered success for many new mothers.

### *Success Story*

Breastfeeding can be a daunting task for new moms. And while many know that it's best for their baby, they give up when there's nowhere to turn for support and guidance.

For many mothers in our Healthy Families program, the breastfeeding support group has made all the difference. Led by one of our Family Support Workers who is also a Certified Lactation Counselor, the group educates mothers on the benefits of breastfeeding as they talk openly through their challenges. The group has fostered camaraderie among clients and provides a sense of community – preventing the feeling of isolation that is common in this stage. Mothers who participate have also been able to save money, bond with their babies and most importantly, provide the highest quality nutrition.



# Building Bright Futures



Our Prevention Specialists regularly visit public schools, teaching health and lifestyle courses to pre-teen students. The lessons include self-image, decision making, advertisements, alcohol, online safety, tobacco and other drugs, and conflict resolution to name a few. Our staff encourages open-ended discussion around these topics, providing a safe and comfortable outlet for students to grow, with an ultimate goal of developing healthy world views. They often play games, perform skits and find other creative ways to discuss challenges they're faced with in everyday life. In 2013, Virginia Delegate Kathy Byron visited classes with one of our Prevention Specialists. The youth were able to choose a topic to present to her, sharing what they've learned throughout the year. Byron then addressed the class on the importance of what they're learning and shared how these healthy perspectives will prepare them for what life will throw their way.

Above is Delegate Byron with a few of the sixth grade students involved in the program.

“I was told I would never be able to have children, so when I unexpectedly got pregnant with my daughter, I wanted to do everything in my power to give her the best. I knew that I wanted to breastfeed – but the support group gave me encouragement to go for it. The bond I have with my baby is amazing and I truly believe it's because I've had success breastfeeding. It's also awesome to know that I'm helping to build her immune system.”

-Gloria  
Healthy Families Client



## Thank You for your generosity



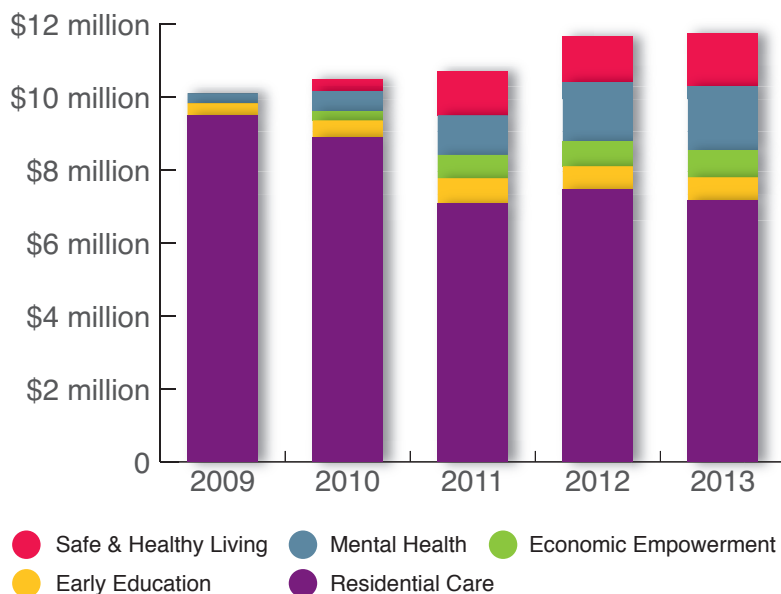
2013 was another year that showed how our work wouldn't be possible without your support. Your financial contributions allow us to further our mission. When you make a gift to Presbyterian Homes & Family Services and the Family Alliance, know that we are dedicated to investing your contribution in ways that address the most critical needs in our community in the most efficient way.

A diverse portfolio of programs and funding sources will deliver maximum impact for the clients and communities we serve while enhancing our long-term financial stability. We have shifted from all residential services to include a diverse mix of programs. At the same time, financial support has shifted as well –away from invested reserves and toward a mix of Medicaid, grants program fees and your contributions, as you'll see in the accompanying charts.

This year we were able to serve more people than ever before. With your support, we look forward to all of the opportunities before us in 2014. We sincerely thank you for making this possible.

### Expenses by Program Focus Area

The chart to the right demonstrates a dramatic shift from all-residential programming to the diverse mix of services now provided by Presbyterian Homes & Family Services and the Family Alliance.

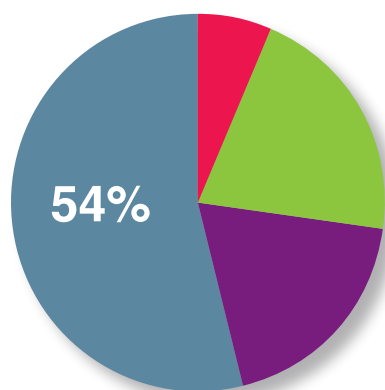


## Sources of Funding

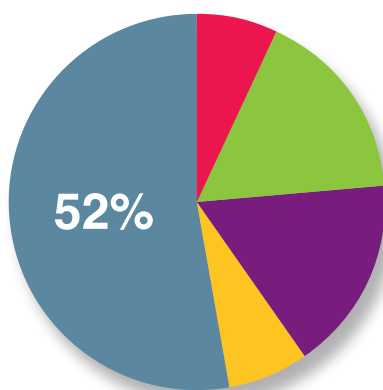
Today, most of our financial support comes from grants, Medicaid program fees and your unique contributions. This is a great variety of support compared to earlier years when invested reserves was where most funding came from.



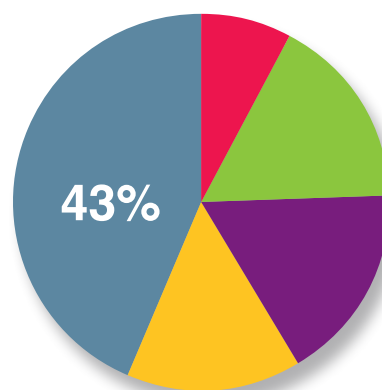
- Invested Reserves
- Grant Income
- Program Income
- Medicaid
- Contributions/Trusts



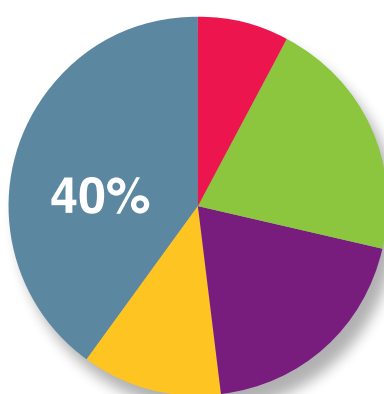
**2009**  
\$10,093,099



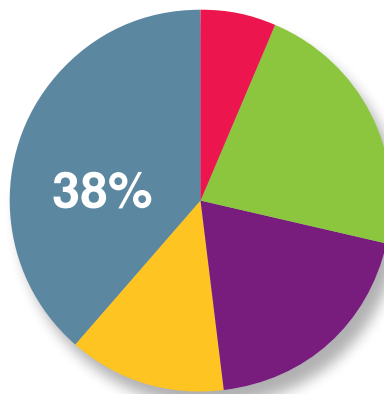
**2010**  
\$10,476,292



**2011**  
\$10,696,022



**2012**  
\$11,649,364



**2013**  
\$11,744,187

# THANK YOU FOR IMPACTING LIVES!

## Individuals

### Visionaries (\$100,000+)

Elphare Hood, Estate  
Mr. Samuel H. Williams, Jr., Estate

### Stewards' Council (\$25,000+)

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Mrs. Mary Kathryn Blackwell, Estate  
Louise Boyd Robinson Trust  
Mr. Francis A. Meyerhoeffer, Estate  
Nellie Wilson Trust

### Founders' Council (\$10,000+)

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Mrs. Dawn Bulle, Estate  
James and Sara Candler  
Mr. Robert H. Gammon, Estate  
Mr. James H. Harless  
Mrs. Catherine Hartke, Estate  
Senator Elliot S. and  
Dr. Rosel H. Schewel  
Mr. Robert N. Taylor III

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Mrs. MaryJane Tousignant-Dolan

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Nelson Harris Lewis Scholarship  
Fund  
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Mark and Kim Vosskamp

### Guardian Society (\$1,000+)

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Anna Burton Ellett Scholarship Fund  
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Ms. Pat Harenberg  
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Mr. and Mrs. Brian M. Thompson  
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Mr. Matthew K. Mahoney and  
Dr. Lea L. Mahoney  
Mr. and Mrs. Eugene J. Mandrick  
Mr. and Mrs. Benny O. Marston  
Mr. and Mrs. Robert M. O'Brian  
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Mr. and Mrs. Lee Witherow  
Miss Marjorie A. Woody  
Mr. and Mrs. James R. Worsham III  
Mr. and Mrs. Monte D. Wright  
Drs. William and Nancy Young  
Mrs. Elizabeth B. Zea

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Mr. and Mrs. Scott W. Berglund  
Mr. John C. Brubaker, Jr.  
Mr. and Mrs. John T. Buckles, Jr.  
Mr. and Mrs. Peter Y. Burke  
Ms. Nancy J. Cameron  
Mrs. Audre P. Cannell  
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Mr. Greg Govan and Rev. Jane Govan  
Mr. and Mrs. Edward F. Guevara  
Laura and Tim Hamilton  
John and Virginia Hunt Memorial Fund  
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Mr. and Mrs. William A. Leasure, Jr.  
Mr. Joe Marraccini and  
Dr. Christine Marraccini  
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 Mr. Thomas A. Wuchte  
 Mr. and Mrs. Timothy A. Zilke  
 Mr. George R. Zippel

## Businesses, Foundations and Organizations

### Visionaries (\$100,000+)

United Way of Central Virginia  
 Virginia Department of Social Services

### Stewards' Council (\$25,000+)

Brookfield Foundation  
 Community Foundation Serving Richmond  
 and Central Virginia Greater Richmond  
 Transit Company  
 Virginia Department of Education  
 W. C. English Foundation  
 Ways to Work, Inc.  
 Wells Fargo Foundation

### Founders' Council (\$10,000+)

KOVAR, a Knights of Columbus Charity  
 Virginia Nonprofit Housing Coalition  
 Woodforest National Bank  
 Beazley Foundation, Inc.  
 Capital One  
 Jackson Foundation  
 Robins Foundation  
 Presbyterian Foundation  
 The Greater Lynchburg Community Trust  
 Bank of America Charitable Foundation  
 Wells Fargo Bank

### Trustee's Council (\$5,000+)

Billy Craft Honda

C. B. Fleet Company, Inc.  
 Camp Foundation  
 Campbell County Board of Supervisors  
 Camp-Younts Foundation  
 Credit Unions Care Foundation  
 Dodson Bros. Exterminating Co., Inc.  
 Foundation for Roanoke Valley  
 Hampton Roads Community Foundation  
 Lee B. Jacobs Fund  
 Kiwanis Club of Lynchburg Foundation,  
 Inc.  
 MeadWestvaco Foundation  
 NiSource Charitable Foundation  
 Rockingham Memorial Hospital  
 Ruth Camp Campbell Foundation  
 Eliza Mount Thomas Foundation  
 The Titmus Foundation, Inc.  
 Unum Matching Gift Program  
 Walter Payne Foundation  
 Warden Family Foundation

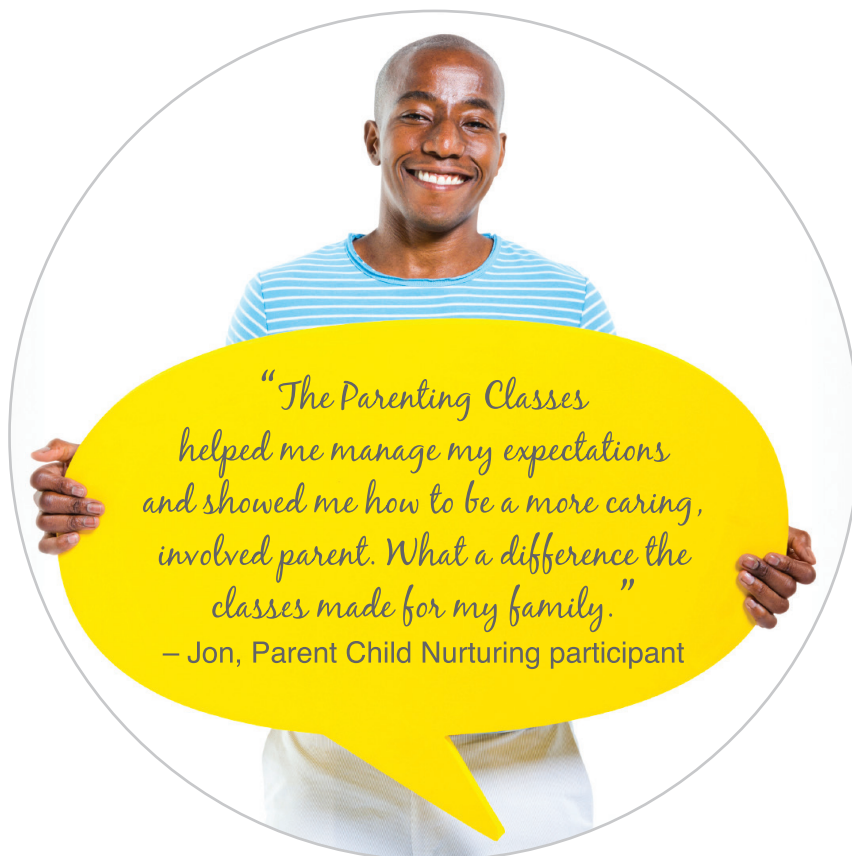
### Benefactors' Society (\$2,500+)

Adams & Garth Staffing Solutions  
 Asgard of Maryland Foundation  
 Bank of the James  
 Bedford Community Health Foundation  
 Berglund Toyota  
 Campbell Insurance  
 Centra  
 Kuwayes  
 The News & Advance  
 Petersburg Third Presbyterian Church  
 Endowment, Inc.

Toyota Dealer Match Program

### Guardian Society (\$1,000+)

Anonymous  
 Baird Foundation, Inc.  
 Banker Steel Company  
 Bankers Insurance  
 Birdsong Peanuts  
 Blue Ridge Region Porsche Club  
 Boxley Materials Company  
 Capps Shoe Company  
 The Cardiovascular Group  
 Cherry Bekaert LLP  
 Davidson & Garrard, Inc.  
 Ferguson Enterprises, Inc.  
 Fisher's Inc.  
 Genworth Financial  
 Jessie Ball duPont Fund  
 Kappa Delta Sorority/ Zeta Nu Chapter  
 Lynchburg Retail Merchants  
 Foundation, Inc.  
 Mangham Associates  
 Moore & Giles, Inc.  
 N. B. Handy Company  
 Nationwide Insurance  
 Piedmont Community Health Plan  
 Presbyterian Homes Alumni Association  
 Rehabilitation Associates of  
 Central Virginia, Inc.  
 Robinson, Farmer, Cox Associates  
 RR Donnelley  
 Schewel Furniture Company  
 Scott Insurance  
 Select Bank



United Way of South Hampton Roads  
Virginia Eagle Distributing  
The Wholesale Food Group Inc.  
Wiley | Wilson  
WSET-TV  
Young Professionals of Central Virginia

#### **Leaders (\$500+)**

Abbott Laboratories  
The Babcock & Wilcox Company  
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*-Kathy, Therapeutic Foster Care parent*

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We all leave legacies – legacies of good stewardship and faith, legacies of love and of deeply held values, legacies to family and to whomever or whatever may be most important to us.

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They are a major reason why we have remained sustainable and relevant to the changing needs of the communities we serve. They are, in part, why we are able today to serve more than 5,000 people each year through a growing continuum of prevention and intervention services.

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Joining the Maxwell Society creates no legal obligation. It simply allows us to say “thank you” and encourages other to follow your lead.

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First Presbyterian Church,  
Goldsboro, NC  
Squires Memorial Presbyterian  
Church, Norfolk, VA  
Ebenezer Presbyterian Church,  
Kenbridge, VA  
First Presbyterian Church Hampton,  
Hampton, VA  
Raleigh Court Presbyterian Church,  
Roanoke, VA  
Crestwood Presbyterian Church,  
Richmond, VA  
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Mr. and Mrs. Lee Witherow  
Broadway Presbyterian Church,  
Broadway, VA  
Mr. and Mrs. John L. Wonderley  
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Wythe Presbyterian Church,  
Hampton, VA  
Drs. William and Nancy Young  
Mrs. Elizabeth B. Zea



## Maxwell Living



### Legacy Society

Learned Mrs. Hall of Glad Spring left us something in her will. The boys had been praying for a laundry, and Fournoy said, "I guess that's the laundry." From the diary of Rev. C.W. Maxwell, July 1906. The Reverend Columbus Wirt Maxwell was instrumental in persuading the Synod of Virginia to found a home to care for orphaned and displaced children. Rev. Maxwell was appointed to the Chairman of the Board and later served as the first superintendent of the Presbyterian Orphans' Home, which opened in 1903.

Rev. Maxwell was a tireless champion for the Home. He visited as many churches throughout the Commonwealth as possible during the week and on most weekends, while overseeing daily operations and the planning and construction of two additional cottages. In 1996 the Maxwell Living Legacy Society was created in honor of Rev. Maxwell. Thirty-three charter members who shared his compassion and dedication made bequests to PHFS and others have followed their lead. If you have joined these individuals by providing a future gift to PHFS in your estate planning, please let us know, so we may thank you and include you as a member of the Maxwell Living Legacy Society.

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Mr. and Mrs. Peyton Bradshaw \*\* c  
Mrs. June Buckovich \*\* c  
Mrs. Johnnie Chai  
Mrs. Martha Cornelius  
Mr. and Mrs. Charles W. Crist, Jr. \*\* c  
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ARE YOU READY TO MAKE A DIFFERENCE?



## *Have fun with us!*

PHFS and the Family Alliance is committed to planning events that are fun and beneficial for the entire community. Join us for our Executive Spelling Bee, June 5K and Youth Run, Homecoming weekend, Turkey Trot and many more!

Visit the **Events** tab on our website or email [events@phfs.org](mailto:events@phfs.org) to learn more about upcoming events.



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## *Connect and share*

Like our Facebook page, follow us on Twitter, or find us on Instagram! – there's no better way to keep up with our events and happenings!



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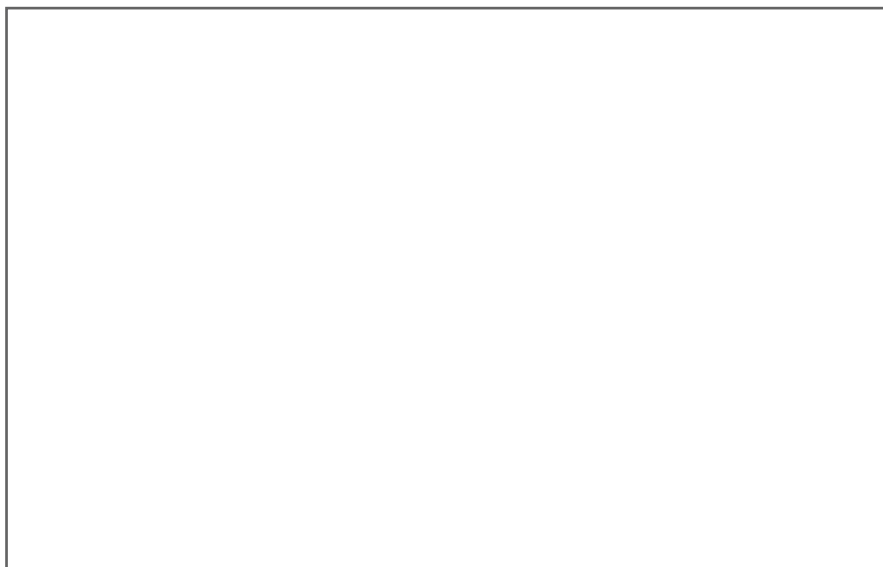


Presbyterian Homes & Family Services  
and the Family Alliance

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(800) 881-0087



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