



HEALTH. HOPE. HOME. SINCE 1877.



2023 IMPACT REPORT

**2023
BOARD OF
DIRECTORS**

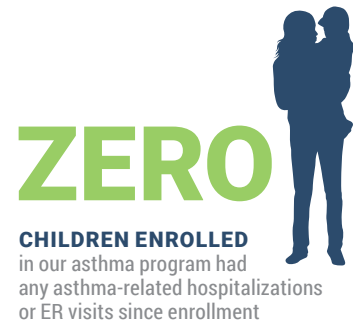
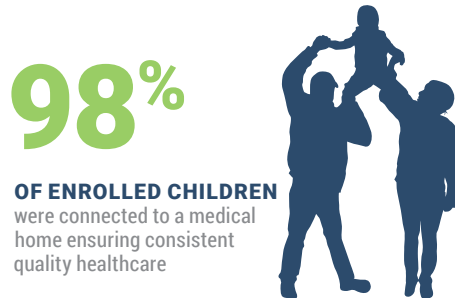
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Kathryn
Gammino

VICE CHAIR
Diane
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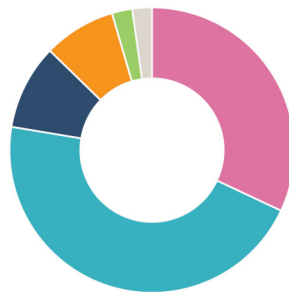
SECRETARY
Nathalia
Artus

TREASURER
April Duff

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Rodney Boykin
Rebecca
Branch-Griffin
Maria Brown
Tommie
Deaner
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Linda Pearson
Marc Purintun
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Watford
Joe Williams
Rodney Willett
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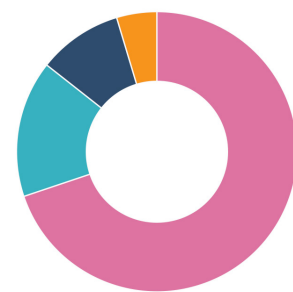


Total Revenue
\$3,366,000



- CONTRIBUTIONS & GRANTS: **31.97%**
- GOVERNMENT GRANTS: **45.65%**
- UNITED WAY: **9.65%**
- MEDICAID: **8.20%**
- CLIENT FEES: **2.31%**
- OTHER: **2.23%**

Total Expenses
\$3,183,000



- PROGRAM PERSONNEL: **69.83%**
- NON-PERSONNEL PROGRAM: **15.80%**
- ADMINISTRATIVE OVERHEAD: **9.73%**
- FUNDRAISING: **4.64%**

As we reflect on our service to the greater Richmond & Petersburg Community, this year we focus on the importance of connections — in our work, in the communities we serve and with the people serve.

For a year now, we have been back in the homes and communities of those we serve. Our Growing Well staff is promoting parental awareness for developmental milestones. Our Living Well staff and Visiting Volunteers are providing consistent care and companionship. Our Community Health Worker is partnering with schools and medical providers to give children with asthma the freedom to play, learn, and grow up healthy.

Through connections — those we have fostered and the ones we will build in the future — there is hope. This report celebrates these connections and the work we have accomplished this year. We invite you to explore what connections have meant to us at Family Lifeline in 2023.

At Family Lifeline, we work every day with members of our community — whether a young mom affected by substance use disorder as a result of the opioid epidemic, a home-bound

older adult with little or no family support, or a child impacted by asthma. This past year, as we do every year, Family Lifeline was there with intensive home-based person-centered programing to foster resiliency and connectivity in the families we serve. We accomplish this important work with a team of committed professionals and an ever-growing army of community volunteers.

Throughout this report you will see examples of how our programs are at work benefiting multiple generations at a time. You will also see a series of outcomes that measure the success of the families we serve.

As we continue our path, we understand that our work is only possible through connections— with our families, with community partners, with local government, and with you, our supporters.

Thank you for connecting with Family Lifeline.

Katina Williams
President &
CEO



Kathryn Gammino
Board Chair



After the birth of her daughter, Azaria, Aida Stovall was talking to a friend about the challenges of co-parenting.

Aida had raised three girls as a single mom and for the first time was attempting to co-parent with Azaria's father. Aida's friend, who happened to be a former Family Lifeline employee, knew exactly where Aida could find the support she was looking for. The friend connected Aida to Family Lifeline's Growing Well Early Childhood Home Visiting Services, where Aida began partnering with Family Support Specialist Kaira.

At each home visit, Kaira leads the family in a fun activity — like coloring, cutting paper with scissors, and making shapes with Play-Doh — that promotes child development and provides an opportunity for healthy parent-child interaction between mom, dad, and baby. Kaira also checks in with Aida to make sure that Aida is connected to the resources she needs to feel supported as a parent and to reach the goals Aida has set for her family.

While Family Lifeline has connected Aida to tangible resources like diapers, wipes, and clothes, Aida says it is the social support that has had the most impact on her as a parent. Through Family Lifeline's Parents as Teachers (PAT) group, Aida has been able to explore new parenting strategies and connect with other parents through shared experiences and challenges. Aida encourages Azaria's father to attend the group as well so the two can practice co-parenting in a relaxed, neutral environment.

"What I love about this particular organization is that they offer time to





get to know other parents and their kids,” she explains. “It gives you the chance to meet other people who are going through the same things you are.” Aida also says that it’s fun to watch Azaria connect with the other children in the group since none of her friends have kids Azaria’s age. The group is a source of connection for the whole family, both to each other and to the greater parenting community.

As her community of connection has grown, so has Aida’s role in it. This year, Aida and a group of dedicated Growing Well parents represented Family Lifeline for Home Visiting Advocacy Day at Richmond City Hall. The group educated local legislators about the benefits of services and advocated for continued support for programs like Growing Well. “That was something I never thought I’d be able to do in my lifetime,” she says. “It was a really huge experience.”

Parenting isn’t easy, but connection to a community of support ensures that parents never feel alone.



“Having those additional people to turn to has been amazing,” Aida says. Family Lifeline strives to build a network of community resources—from essential tangible goods to meaningful social engagement—that empower parents to be the parents they want to be. Through partnership with Family Lifeline, Aida will continue to advocate for community health through connection, all while making sure Azaria grows up healthy and ready for school.



Our Living Well programming — designed to keep aging adults and persons with disabilities in their preferred place of living for as long as possible — connected Ms. Rhonda to Ms. Tonya, a personal care aide with whom she has been working for just over one year.

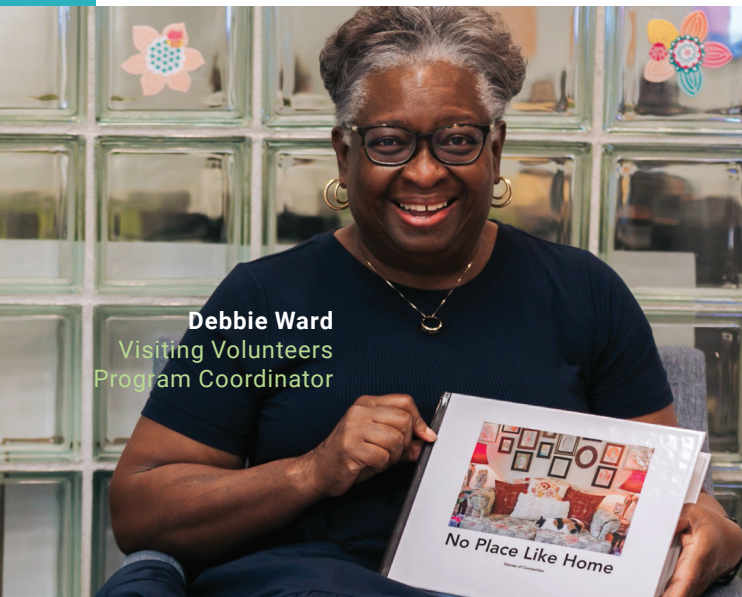
Ms. Rhonda and Ms. Tonya often sit together and watch the news. They talk over the day’s stories, discuss what they’ll eat for lunch. Ms. Tonya will occasionally smile, reach out, and tap Ms. Rhonda’s finger. Their quiet conversation is interrupted as Ms. Rhonda laughs and playfully swats at her.

“It’s important to be able to get along with your healthcare worker,” Ms. Rhonda says. “I can ask her to do anything, even on her days off. I’m in distress, I call her, and she comes.”

Ms. Rhonda talks about her connection to Ms. Tonya with sincerity, “We can laugh; we can get serious.”

“She takes my health very seriously, especially when I’m in the hospital. She makes sure my bed is clean, helps me get dressed, asks me if I’ve eaten. She goes with me to all my appointments.”

Ms. Tonya expresses that Family Lifeline has been helpful to her, too, connecting her to resources and outlets to make the responsibility of caregiving easier. “I need an outlet, too,” Ms. Rhonda jokingly interjects, “but I never take it out on her.” They both smile. In the air is a sense of loyalty, warmth, and compassion. Caregiving is not a task Ms. Tonya takes lightly, and it does not go unappreciated by Ms. Rhonda. They are more than just PCA and client; they are companions.



Debbie Ward
Visiting Volunteers
Program Coordinator

“The first thing I learned on the job is the importance of being in the moment,” says Debbie Ward, Visiting Volunteers program coordinator, “and being in the moment is sometimes just listening. You’d be surprised how much we can connect to a person just by listening to them.”

NATHALIA ARTUS

12 years of service (and counting)



In 2011, Nathalia Artus began partnering with Family Lifeline as a volunteer in the Growing Well programming for families with children. As a young volunteer, she learned how critical it is for parents to have the support and resources they need to raise healthy children, especially during the first five years of a child's life. Now a mom of two boys, Nathalia understands how uncertain and overwhelming parenthood can be, and how important it is to have a “village” of support.

Around the time that Nathalia began to volunteer, Family Lifeline was launching its Family Lifeline Young Professionals (FLYP) board; Nathalia joined as a founding member. She had an infectious passion for the work and a knack for community engagement. Soon Nathalia was asked to join the Board of Directors.

After 9 years of service, Nathalia just wrapped up her last term on the board, but she stays involved. She is active with Family Lifeline's Board Alumni Engagement Committee, which keeps former board members connected to the organization. Nathalia also takes part in Friendly Baskets of Cheer every year, organizing holiday baskets with colleagues at Atlantic Union Bank, which are delivered to older adults and persons with disabilities in Family Lifeline's Living Well program.

Connection is always at the forefront of Nathalia's mind. As the Director of Community Development and Reinvestment at Atlantic Union Bank, Nathalia is committed to making Richmond a more vibrant, inclusive, and healthy place for everyone. “I really believe that our communities only thrive when everyone is thriving,” she says.

Family Lifeline's Visiting Volunteers program leverages the power of community connection to meet the social and emotional needs of our most vulnerable community members: older adults and persons with disabilities living alone. As coordinator, Debbie connects program participants to community volunteers who provide companionship, outreach, and support.

Volunteers, trained extensively in person-centered engagement, visit their companions weekly for at least a year. Some pairs play board games or go on walks; many just sit and talk. “Participants know they have somebody they can always talk to,” says Debbie, “somebody who will always come by and visit.”

Debbie holds a Master of Gerontology — the study of age and aging — which

she received from VCU at age 64. A non-traditional learner and older adult herself, Debbie says that she was immediately drawn to the field when she read about it in a VCU newsletter. “What better chance to learn about myself and aging?” she asks. She says that her own age has helped her connect with the work. “I can bring a little more understanding, a little more empathy.”



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