

Health

Hope

2021 IMPACT REPORT

Home

WHO WE ARE, DEFINED.



OUTCOMES

2021
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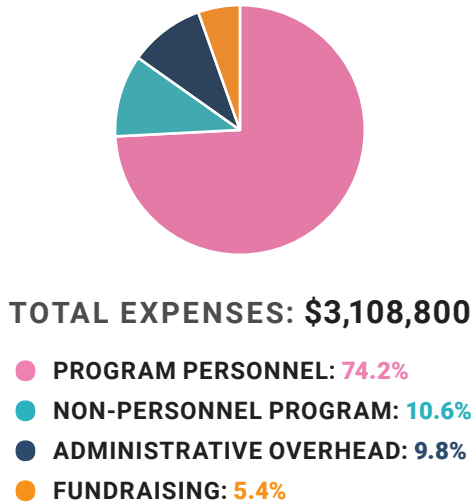
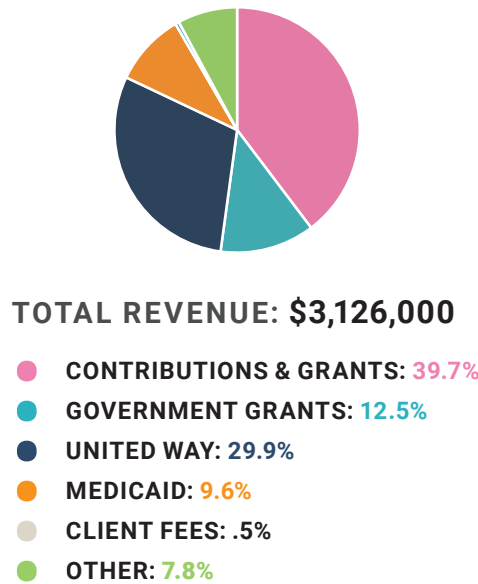
Sandy Woodson

Priscilla Wright

Leslie Wyatt



FINANCIALS



Coincidentally, this past year has been defined by health, hope, and home. Fiscal year 2021 began on July 1, 2020 in the height of both the COVID-19 pandemic and the Black Lives Matter movement. The year was one of unprecedented change and grief. *Health* was at the forefront of our minds.

**HEALTH.
HOPE.
HOME.
It's what
we do.**

But through uncertainty there was *hope*. We found creative ways to connect. We marveled at remarkable bravery and resilience. We saw the

landscape of our city shift as we committed to promoting equity and inclusion through tangible change.

We spent more time at home than ever before. *Home* is the heart of Family Lifeline's mission, and this year we all realized just how essential it is to have a safe, comfortable place to call our own.

Nobody could define our guiding principles of health, hope, and home better than the people who make our work worthwhile. We welcome you to our 2021 Annual Report and invite you to explore what health, hope, and home mean for us and those we serve.

Anne Chamberlain
Board Chair

Katina Williams
President & CEO



WE COORDINATE
resources and care that
promote independent living
and healthy outcomes.

WE STRIVE to be a source
of stability and hope through
meaningful partnerships
with those we serve.

WE MEET people where
they are, in their home,
where they feel most
comfortable and safe.



“LOOK AT MY SCOOTER!” Amari announces as she zips through the Petersburg apartment on a pink Razor scooter, down the hall, back and forth across the living room, circling precariously around a coffee table decorated with a tall vase of flowers.

Home is a playground



HOME

Home means safety and fun

Treva Smith was referred to Family Lifeline’s Growing Well programming in June 2020 and began working with her Parent Educator, Hope, in January 2021. Growing Well programming supports healthy family functioning and positive parenting through intensive home-visiting services. From the start, Ms. Smith was enthusiastic about the program. “I’m always for learning something new or just getting help,” she says. “Hope has been giving me so many resources.”

Originally from Baltimore, Ms. Smith wasn’t familiar with the resources available here. Hope helped her identify a network of services and encouraged her to leverage resources for both her and her children. “It’s like things just started happening that was way better, easier. Everything started falling into place when I did Family Lifeline,” she explains.

Since partnering with Family Lifeline, Ms. Smith was able to finish school to become a licensed phlebotomist. “Hope has been there for the whole thing,” Ms. Smith says. Ms. Smith recently acquired her driver’s license and purchased a car. All this by the time she turned thirty, Ms. Smith likes to note.

To Ms. Smith, home means safety and fun. “Home is the safest place. It’s my favorite place,” she says. “I believe my kids are one-hundred percent happy in this place.” Throughout her time with Family Lifeline, Ms. Smith has been doing everything to build the home she wants for her family. Recognizing the power of community support, she never lets an opportunity for growth and connection pass her by. “I believe it takes a village,” says Ms. Smith. “We try to make it work.”



HOPE

Hope means turning your dreams into reality.

Priscilla Wright is a Family Lifeline board member, but her involvement began as a volunteer, advocate, and friend. She was first introduced to the organization in 2008 after meeting former Family Lifeline CEO Amy Strite through her daughter's preschool. Priscilla and her husband Deon began volunteering their time and attending events like Choco and Spring Give.

In 2015, Priscilla's sister-in-law was pregnant and didn't feel prepared to raise a child. The family desperately wanted to keep the baby in the family and needed support. Worried for her sister-in-law and new nephew, Priscilla turned to Family Lifeline for help.

Within three weeks of the baby being home, Priscilla's sister-in-law began receiving in-home visits through Family Lifeline's Growing Well programming. "I was introduced to Family Lifeline through a family crisis. I was able to see it through that point of view," Priscilla says. "My story is different and that's why I'm on the board," she explains. As a self-proclaimed non-traditional board member, Priscilla is committed to promoting equity and inclusion on the board. She is a strong proponent of tough conversations and addressing problems head on. Diverse boards are more effective, and as Priscilla notes, "It's all about balance. You need to have check-writers and hearts."

To Priscilla and Deon, hope means turning your dreams into reality. "Being able to dream is a privilege," Priscilla says. "Hope is dreaming about turning things into reality and that's what we do at Family Lifeline." We allow people to dream.

"We're helping real people in real time," she says, knowing first-hand just how impactful the work is. "Family Lifeline gives hope to others when they don't know what to do. That's my reason for everything."



When Phyllis Jones suffered two strokes in 2015, there was no doubt in her mind who she wanted by her side. "I knew Family Lifeline was the best choice," she says. Family Lifeline's Living Well programming for older adults, persons with disabilities, and their caregivers helps individuals remain living well in community settings of their choosing, where they feel safe, connected, healthy, and engaged.

Before needing Living Well services herself, Ms. Jones spent six years as a Family Lifeline personal care aide. She loved the work and said it was a pleasure going into the home every morning. She built a family with her fellow care providers and trusted them completely. "There were people I enjoyed," she said. "I could get someone who would be there for me and would look out for me."

The transition from giver to receiver of care was not easy for Ms. Jones. Her strokes left her with limited mobility. She fell

Before needing Living Well services herself, Ms. Jones spent six years as a Family Lifeline personal care aide.

into a depression. "When you age," she explains, "there are a lot of things you can't do anymore. You must be more cautious because your body isn't the same as it used to be." Ms. Jones admits that it has been a difficult year for her health, with multiple operations, chronic back pain, and of course the threat of COVID-19.



HEALTH

Health means being able to do the things you enjoy.

Cindy Wesley began caring for Ms. Jones as she was emerging from her depression. With time, patience, and support from Ms. Wesley, Ms. Jones gradually regained her strength and spirit. Now the two women spend six days a week in Ms. Jones' fourth-floor Jackson Ward apartment, cooking meals, tidying up, and spending a whole lot of time chatting and laughing. "This lady will make sure that I'm okay no matter what," Ms. Jones says about Ms. Wesley. "She's always asking me, 'What else do you need?'"

To Ms. Jones, health means being able to do the things you enjoy. With Ms. Wesley there, Ms. Jones remains happily at home in her sunny apartment filled with plants and pictures of family. One of her favorite pastimes is caring for the devil's ivy that grows by her window. "These are my babies," she says, watering it with homemade fertilizer. As Ms. Jones cares for her plants, Ms. Wesley sits nearby watching attentively.

Every morning, Ms. Jones waits on her patio for Ms. Wesley's car to turn the corner. She does not take Ms. Wesley's commitment for granted. As a provider, she knows how difficult caregiving can be. As a client, she understands how essential care is. She says, "It has been a true blessing for Family Lifeline to come and make sure I'm alright."



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