social connectedness
and why it matters to us
Outcomes

- 92% of older adults felt less lonely and more socially connected
- 98.3% of children enrolled were connected to a medical home
- 99.1% of families remained free from abuse and neglect
- 100% no-fall rate among older adults

**Total Expenses**
- Program Personnel: 71.8%
- Non Personnel Program: 13.5%
- Administrative Overhead: 10.1%
- Fund Raising: 4.5%
- Total: $3,145,000

**Total Revenue**
- Government Grants: 43.3%
- Contributions & Grants: 27.8%
- United Way: 16%
- Medicaid: 9.4%
- Other: 3.3%
- Total: $3,278,000
Welcome to Family Lifeline’s 2018 Annual Impact Report. As we reflect on 141 years of service to the greater Richmond community, we are aware that making connections with those in need has always been an integral part of our mission. The importance of social connectedness is recognized today more so than any time in our history.

Social connectedness is the measure of how people come together and interact. It seems like such a simple concept, but it is one that can easily be lost in an increasingly isolated world. Studies tell us that social connectedness is a greater determinant to health than obesity, smoking and high blood pressure.

At Family Lifeline, we work every day with members of our community who are at-risk of social isolation. When we see a mom affected by a substance use disorder as a result of the opioid epidemic or a home-bound older adult with little or no family support, Family Lifeline responds with intensive home-based care delivered by a team of dedicated professionals.

Throughout this report, we share outcomes that measure our success, which at its core is the success of the individuals and families we serve. As the largest provider of intensive home-based services in Greater Richmond and Petersburg, we have the capacity to impact social isolation and reach over 500 families. In FY18, our programs and our incredible staff touched the lives of over 2,337 children, moms, dads, and seniors, supporting multiple generations at a time. We also had a successful year in support from our friends in the community – both as volunteers and as donors.

Through all this activity and throughout Family Lifeline’s 141 years, our mission remains constant: partner with individuals and families at critical points in their lives to strengthen overall well-being and independence.

We do that by working together.

By delivering intensive home and community-based services, by building upon people’s strengths and providing connections to the tools they need, and by helping them build the skills necessary to create a better future.

Thank you for being connected with us to so many neighbors in our community.

Jennifer Jones Kaufman
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Amy L. Strite
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With Early Childhood programming, Family Lifeline’s premise is simple and straightforward – strengthening families provides a foundation for success, two generations at a time. Rebecca and her daughter Romaya are real-life examples of that philosophy.

Ever since she was a young child, Rebecca was told her cerebral palsy would prevent her from having a baby. That did not stop her from dreaming of one day being a mom. Today, Rebecca is the proud mother of a healthy, happy baby, and she is connected with people and programs to support her family. However, that does not tell the full story, as Romaya was born at 24 weeks. So premature, in fact, that she faced an uphill battle for a bright future. Family Lifeline has been there since day one to help position Rebecca and Romaya for success.

Rebecca’s resilience has countered many obstacles, especially health-related. Romaya’s early birth presented major challenges, especially as a first time parent.

Rebecca was connected to Family Lifeline soon after Romaya was born. Knowing she needed guidance and support, she began working with a team of professionals from Family Lifeline’s Early Childhood Program. Rebecca has developed an especially close relationship with Tyscala Armstrong, her Parent Educator and her nurse, Emily Morris. The parent, nurse, parent educator partnership is a key component in helping young families overcome adverse childhood issues and build resiliency. Rebecca talks about feeling better equipped to interact with her daughter’s doctors thanks to the support she gets from Family Lifeline.

Rebecca sees Family Lifeline as a “true lifeline to her young family.” “They came to me not with their plan but to help me build my plan for my family.”

She says Family Lifeline came into our lives and gave “me support and courage when I felt like I had no one.” As Tyscala likes to say, Romaya is “growing and glowing into a beautiful young lady.”
Today more than ever, social isolation and loneliness are significant issues. With **Long Term Support Services**, Family Lifeline works with older adults, people with disabilities, and their caregivers to help individuals remain safely in their own homes for as long as possible.

In addition to Cheryl’s home care support, Carolyn benefits from Family Lifeline’s Care Coordination services. With multiple care providers and agencies involved in her health and safety, Carolyn needed someone to coordinate all the forces behind her care. That job falls to Annie Rhodes, Family Lifeline’s Care Coordinator, or as Carolyn likes to say “her go-to girl at Family Lifeline.”

**Care coordination is a vital part of Carolyn’s ability to remain safely in her own home. Annie keeps everyone from Carolyn’s pharmacist and doctor to her managed care organization and Medicaid on the same page to get everything she needs. Annie is there, in Carolyn’s home representing no one except Carolyn – that makes Family Lifeline’s care coordination unique.**

**Carolyn likes to talk about how Family Lifeline helped her move from “a dark place” of social isolation and has brought “joy and peace back into her life.”**
Please know that we have made every effort to ensure the accuracy of this listing. However, if you observe an error or omission, please accept our apology and kindly notify our Development Office at 804-249-5424.
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