



VILLA of HOPE

YOUTH & FAMILY SERVICES

rebuild. recover. renew.

A SANCTUARY®  CERTIFIED AGENCY

2018

REPORT TO OUR COMMUNITY

“No act
of kindness,
no matter
how small,
is ever
wasted.”
—Aesop



Alexis with her infant daughter, Emilee, recipients
of Villa of Hope services.

MESSAGE FROM VILLA LEADERSHIP

Acts of kindness abound at the Villa. We see them everyday: a therapist comforting an individual struggling with addiction. Staff helping a young mother build parenting skills. A young person, who has undergone unspeakable trauma, reaching out to a peer with the hand of friendship.

It is out of this respect and admiration for those we serve that we launched the Villa this year into a growth phase, serving our next generation. **We started and expanded our Work Based Learning program** and, in one year, have nearly tripled its youth participation.

As our community has increasingly sought out mental health and substance use disorder treatment services, we have responded. We undertook the **third expansion of our outpatient clinic** this year.

Additionally, in response to the need for more specialized therapeutic residential care, Villa of Hope has created the **True North program for young men**. This programming will expand our effectiveness in helping these youth, with vocational assistance and community connections. In keeping with our growth, we have also **expanded our school**, while reducing its deficit.

And as the Villa has evolved into a leader in behavioral health, mental health, substance use disorder treatment and trauma-informed care, we have been recognized by New York State, which has awarded us \$2.1 million to build a new medically supervised **Chemical Dependence Withdrawal and Stabilization Services home**. These desperately needed detox beds will serve all members of our community, and will be the first in Monroe County to include youth ages 16-18.

We are continually inspired by the miracles of kindness we see at the Villa – each and every day. We hope you enjoy the stories that Sabrina and Kim, Cole, and Seth have so graciously shared with us. Thank you for the kindness **you** have shown to our youth and families, and for your continued support of the Villa.



Ted Cordes
Ted Cordes
Board Chair



Christina M. Gullo
Christina M. Gullo, MSW, MBA
President/CEO

SABRINA AND KIM: COMPASSION IN RECOVERY

“I get to go back to school and finish my degree as a mental health counselor, in hopes to help others like the Villa helped me.”

Sabrina is a gentle soul, a mother to a wonderful little boy, and is determined that she will help people, someday soon, like the Villa has helped her.

But before she found the Villa, she describes her life as completely unmanageable. Addicted to heroin, she says, “I remember thinking my life would never get better as I watched everything I had built slowly fade away. Addiction was a heavy ball and chain that I carried with me for far too long. I realized that addiction doesn’t discriminate, and that anyone can fall into its devious pattern. I needed to change my life before I lost everything.”



Sabrina with Kim Sadwick, Villa Psychiatric Nurse Practitioner

Villa Psychiatric Nurse Practitioner, Kim Sadwick, remembers first meeting Sabrina at the Villa’s Substance Use Disorder Outpatient Clinic. “Sabrina truly presented as hopeless, defeated and fairly certain there were no solutions,” she says. “But my favorite saying is ‘Where there is breath, there is hope.’ Sabrina proved this to be true once again.”

Kim began meeting with Sabrina at the clinic, and prescribed medication assisted treatment. Kim also involved the clinical team in a collaborative and holistic approach to Sabrina’s care.

When Sabrina began meeting with Villa therapist, Carrie Lefler, who is a Credentialed Alcoholism and Substance Abuse Counselor (CASAC), she realized that both Kim and Carrie *understand*. Both women freely share that they, too, are people in long-term recovery from addiction.

Meeting them transformed Sabrina’s life. “I will never forget going in for my appointment on day four,” Sabrina says. “I was completely full of life and had my hair and makeup done for the first time in months. I walked in with a big smile, so excited for everyone to see how much I had changed in such a short time!”

Determined to succeed, she found friends and a safe haven in the rooms of AA (Alcoholics Anonymous) and NA (Narcotics Anonymous). Her life became better than she ever thought possible, and she was able to return to parenting her son. She was, once again, someone people could depend on.

“Sabrina has been open to suggestions all along the way,” says Kim. “She has become enmeshed in recovery as a lifestyle. She is a miracle.”

“I get to go back to school and finish my degree as a mental health counselor,” Sabrina says, “in hopes to help others like the Villa helped me. I get to be a brand new person. My journey is similar to that of a lotus flower. It begins its life in rough conditions in muddy waters. As the lotus gains strength it blooms from the mud. Sometimes the most beautiful transformations in life can start in the worst conditions.”

And she adds: “I can’t express enough gratitude to the Villa of Hope staff for helping me get my life back. The Villa can transform anyone’s life!”

OUR COMMUNITY SPORTS PARTNERSHIPS

DURING THE FISCAL YEAR 2017-18, THE VILLA JOINED FORCES WITH THESE POWERHOUSE ROCHESTER SPORTS GROUPS, TO EXTEND OUR REACH AND SHARE OUR MESSAGE WITH ALL OF ROCHESTER. THANK YOU TO ALL WHO VIEWED!



AVERAGE NUMBER OF ATTENDEES PER GAME WHO HEARD AND VIEWED VILLA GAMETIME PROMOTIONS:

2,021	7,894	6,907	6,537
SEASON TOTAL:	SEASON TOTAL:	SEASON TOTAL:	SEASON TOTAL:
23,645	86,834	275,576	437,974

FOR TOTAL VILLA/TEAM DIRECT IMPACT AND SOCIAL MEDIA IMPACT:

 **1,101,836** impressions

EXPANDING TO MEET COMMUNITY NEEDS

The Villa is known for its boldness in embracing timely change to meet the changing needs of our community; and this past year was no exception.

WORK BASED LEARNING

We started and expanded our Work Based Learning program through partnerships with the **Boy Scouts of America, Wegmans, YAMTEP** (Young Adult Manufacturing Training Employment Program), **The Charles and Mary Crossed Foundation, Greece Rotary Club, The Howard T. Hallowell Fund** and **The George L. and Elizabeth C. Todd Trust**. In one year, we have nearly tripled the youth participation in this program. These youth are gaining life skills and job coaching to prepare them for living-wage jobs and helping to fill the void of middle-skills workers in our community.

CLINIC EXPANSION

Keeping the promise to our community for quicker and easier access to outpatient mental health and substance use disorder treatment, we expanded our **outpatient clinic** for the third time. The demand for these services is increasing in our community. The Villa is now the only organization in Rochester

to have an integrated license for mental health and substance use disorder treatment.

THE TRUE NORTH PROGRAM

To meet the ever-increasing needs of youth referred for therapeutic residential care, Villa of Hope has created the True North program. This specialized, intensified and focused programming for young men will address their specific needs, and help them learn personal and work skills, to make connections in their community for an independent future.

SCHOOL EXPANSION

The demand grows for admission into our Avalon School. We have reconfigured our school space and structure to add classrooms, increasing capacity and flexibility for community students, and reduced the annual school deficit by 67%.

Our seventy-five years of serving youth and families has made us experts on the consequences of trauma, how it affects brain development in youth, and how it can tear families and communities apart. As the Villa has evolved into a leader in behavioral health, mental health, substance use disorder

treatment and trauma-informed care, we have embraced a wider community of clients. And our growth has been recognized. In February,

CHEMICAL DEPENDENCE WITHDRAWAL AND STABILIZATION BEDS

New York State awarded Villa of Hope \$2.1 million to build a new medically supervised Chemical Dependence Withdrawal and Stabilization Services home to serve youth and adults, that will open 18 new detox beds in our area. These beds will serve all members of our community, and will be the first in Monroe County to include youth ages 16-18. The program will help address the demand for and shortage of opioid and addiction treatment programs for teens and young adults who voluntarily seek treatment to conquer their addiction. The program will provide constant 24 hour professional supervision to support patient success.

We are continually inspired by the kindness of donors like you, who see the great potential in our youth and families. Your care and concern make it possible for the Villa to be agile and meet the needs of our community quickly and competently.

Thank you for your support.

COLE: AN INSIGHTFUL STORYTELLER

“So I wanted
to say
‘thank you, Villa,
for all you did.’”

“I came to Villa of Hope when life was throwing me curve balls, left and right. Bullies and bad thoughts dominated my days. But now I have many reasons to be happy! One, I found a team here at the Villa to help. Two, I got a job in the Work Based Learning program here. And three, my friends and family have given me hope. This has helped me a lot! I love this place!”

The above was written by 17-year-old campus resident, Cole, during his internship with the Development and Marketing Department at the Villa, a part of our Work Based Learning Program.

Cole joined the growing number of youth who have now benefited from paid internships with this Villa program, which was launched this year. Our Work Based Learning Program exposes youth to career interest opportunities with community partners (details on page 7); and real work based experiences throughout our campus, along with vocational education, job coaching and leadership development.

Like all of our youth, Cole deserves every opportunity to succeed. Telling his story has been part of his healing. “Cole is a compassionate youth,” says Intake Case

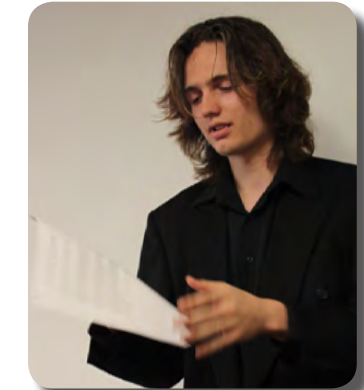
Manager, Jennifer Spoerl. “He was a role model within the cottage and repeatedly took on the ‘big brother’ role with other youth. He’s both insightful and kind.”

Cole’s Work Based Learning job was the first job he had ever had, and it helped him shape his future with optimism. He took great pride in coming to work on time, completing timesheets responsibly, and giving 100% of his attention to work each day. “This wonderful program has helped me learn how to get and keep a job,” he says.

Cole’s marketing work also allowed him self expression, in words, in music, and in video. He is an aspiring – and very talented – bass guitarist, who wants to have his own band. He composed original music which serves as a backdrop for the 2018 Gala video. He also learned to edit together the gala slides with professional video editing software.

Cole reflects on his life:

“In my past, bullies came out of the shadows and it was very painful. But when I came to Villa of Hope, the staff taught me how to overcome the bullies. And they



Cole, a resident of St. Agnes Cottage this year, presenting his work to a group of staff members at the Villa

taught me how I can become a better person. And then everyone started to help me once I helped myself.

“This story continues with a wonderful job ... the best job! And this story ends with friends and family. My new friends at the Villa, and my dad, step-mom, sister, and girlfriend have helped me with all the stress, and they taught me how to let it all go! I have so much space in my head to think clearly now. So, I wanted to say thank you, Villa, for all you did!”

Cole’s Gala retrospective video can be viewed on the Villa of Hope YouTube page:
<https://www.youtube.com/watch?v=vol1oDdWac4>



“I want to be able to help my grandparents, my Mom, and my little brother.”

SETH: KIND-HEARTED AND RESILIENT

At the age of 16, Seth has seen two worlds. The first, before he came to the Villa, was chaotic, filled with family trauma, substance abuse, angry outbursts, and destruction.

“After my parents split up,” he says. “I had to be the man of the house and take care of my little brother, and I tried for a very long time to do my best with that. My Mom had problems with alcoholism, and we went to live with my grandparents. After awhile ... I stopped caring.”

Seth says that in his world at that time, he would build up anger about things until he exploded. “I failed seventh grade. I smashed my Dad’s car and windshield. I crashed both of my Mom’s cars and got two DWIs. I was always in court, I failed my drug screens, I spent time in rehab but got in fights; I was on PINS*, then I was on house arrest. And still I got into more trouble.”

At the beginning of this year, Seth came to live at the Villa’s LIFE (Living In Freedom Early) House, and he was introduced to a new world.

LIFE House, on the Villa of Hope campus, is a residential program that serves adolescent young men, ages 13-21 with substance use disorders. Treatment embraces holistic care, Evidence Based Practices, structured groups, individual sessions, family sessions addressing life skills, vocational educational planning, on-site school, relapse prevention, and psychiatric and physical health.

“The six months I have been here, I’ve learned so much,” Seth explains. “I have matured and recognize my actions have consequences. This is my life. I have to straighten it up.”

He has taken a deep breath, and seen the world around him for the first time. He has learned there are more things to do than get in trouble, and has tried a number of sports, going to parks, golfing, and support groups. He has responded positively to his therapists, whom he says, “really care.” He has learned to manage his anger.

“Seth is a fun-loving, resilient, and kind-hearted young man who has demonstrated

significant growth and development during his stay at LIFE House,” says Lauren Ayello, LIFE’s Assistant Program Manager. “He has taken on a mentoring role to new peers entering the program. He takes the initiative to support others when they’re struggling.”

At the time of this interview, Seth was looking forward to completing the program, and returning home. “It’ll be a bittersweet moment,” said Lauren, “because he will be greatly missed. But the whole treatment team is incredibly proud of him and excited for him to start his new journey in recovery!”

Seth is proud that his mother has also completed a rehab program, and supports his progress. He looks forward to returning home, to stay, with his mother, his grandparents, and his 6-year-old brother.

“I want to be able to help my grandparents,” he says. “I want to finish probation, keep busy, finish school, and get a job.”

“I want to have a life.”

* Persons in Need of Supervision, or PINS, is a term used in the juvenile justice system to describe a child under the age of 18 who has committed a status offense. Examples of a status offense are running away, using drugs, or skipping school.

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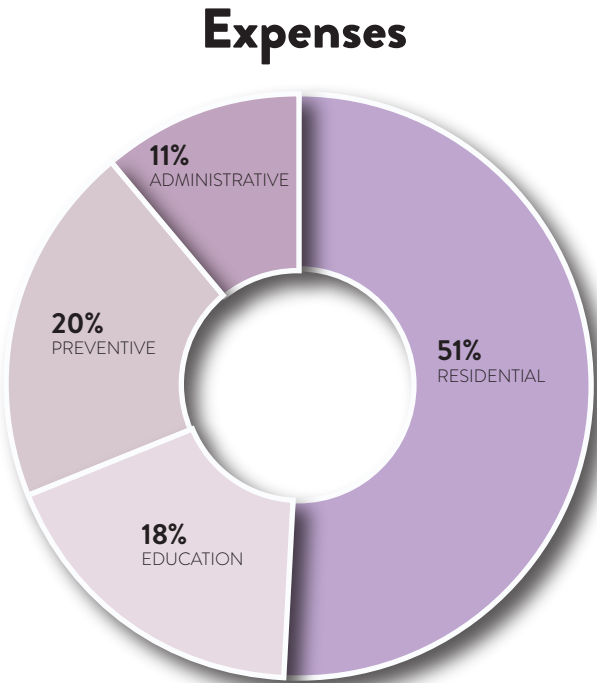
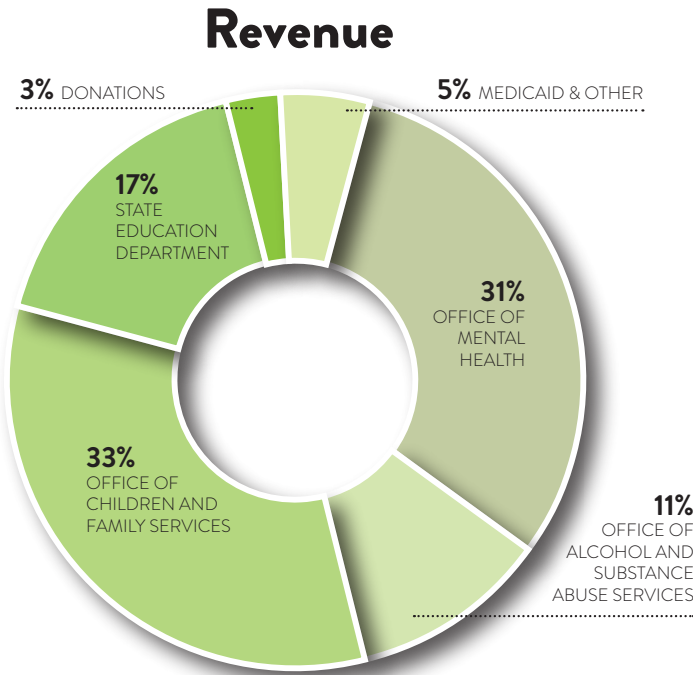
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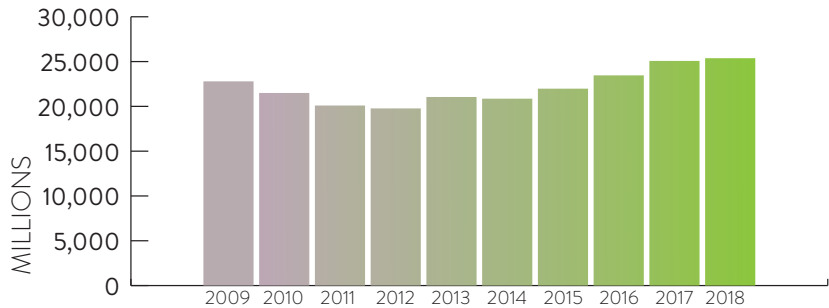
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3.8% ▲ INCREASE IN REVENUE
13% ▼ DECREASE IN ADMINISTRATIVE EXPENSES



Revenue Trend



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