



2017

ANNUAL
REPORT

thrive

moving people from surviving to thriving

Dear Friends,

Many of you will remember receiving a somber note in July 2015, explaining that we were being forced to downsize our largest program due to Medicaid changes. Our staff and board spent considerable time in a strategic planning process to ensure that we dedicated ourselves to adding new services that filled gaps in our community. Our motto is “moving people from surviving a crisis, to thriving in the community.” We have experienced this personally over the past two years.

In February 2016, we began offering Representative Payee Services and in July 2017, we began offering Permanent Supportive Housing Services. We are thrilled to announce that In January 2018, we will begin offering Rapid Rehousing Services.

We will continue to collaborate with our community partners to identify more gaps in services and initiate services to address those disparities. We would not have been able to survive the Medicaid changes without supportive donors. Thank you for believing in our professional and compassionate staff.

You have made a huge difference in the lives of your neighbors. I hope you will take a moment to read how your volunteer time and donations have helped your neighbors in need. We need you to continue to improve the lives of our most vulnerable community members.

Please consider making a year-end gift or a monthly donation to support individuals and families experiencing mental health, financial, and housing instability. You can donate online at www.thrive4health.org/support/donate-to-thrive or simply mail a donation to our office, at 110-C Chadwick Square Court, Hendersonville, NC 28739.



Sincerely,

Kristen Martin
MSW, LCSW
Thrive Executive Director

Thrive Board of Directors

as of 10/25/17

- Gary Cyphers - *Chairman of the Board*
- Gino Giannini - *Vice Chairman*
- Paula Roberts - *Executive Committee Secretary*
- Terry Andersen - *Treasurer and Chair of Finance Committee*
- Mark Fagerlin - *Chair of Facilities Committee*
- Bill Touchstone
- Bobbie Trotter
- Jolie Singletary - *Chair of Board Development Committee*
- Richard Bobb
- Linda Thomas - *Chair of Community Outreach and Fundraising Committee*
- Joshua Denton
- Fred Nirdé
- Ed Spencer

Management Staff

- Kristen Martin MSW, LCSW
Executive Director
- Ron Howard Ph.D
Housing Director
- Teresa Drevar
Administrative Services Manager
- Adam Olenik
Clubhouse Director

Financial Info for Fiscal Year 2016-17

Donations and Grants.....	\$166,628
Bids & Blues/Events Revenue	\$40,074
Income for Services/Billed Reimbursement.....	\$286,587

Expenses	\$516,470
Deficit Spending	\$113,255**

Thrive provided \$10,000 in charity care for clients who were unable to pay for services or when services were not eligible for Medicaid reimbursement.

**For fiscal years 2011-2014, we operated with a surplus as we built the recommended reserve amount for nonprofits. In 2015, our services altered significantly due to Medicaid changes. We have completed significant strategic planning and program development to ensure we are meeting the needs of the community and are diversifying our funding streams. In 2016-17, our Board of Directors elected to spend some of our reserve funds to meet gaps in services that no other agency was currently providing in our community. Following strategic planning and program development, we implemented Representative Payee services in 2016 and Permanent Supportive Housing services in 2017.

Service Info

Clubhouse:	61 clients
Payee:.....	25 clients
Housing:	22 households





MYTH:

Only certain people experience mental health problems.

FACT:

Anyone can experience a mental health problem at any time.

MYTH:

Mental health problems are life-long.

FACT:

1 in 5 people will experience a mental health problem in their lifetime. Recovery is possible for those who seek treatment. Many people, including celebrities, lead successful and ambitious lives.

Greg's Story

As a young adult, Greg had a long work history. He prided himself on being a dependable employee working as a skilled laborer. Unexpectedly, Greg began experiencing social anxiety and other mental health symptoms that began interfering with his ability to work or spend time with his family. He began to isolate himself from everyone. He had trouble attending family gatherings and often would stay home. While his family would bring him a plate of food from the gathering and try to reach out to him, they weren't sure how to best support him.

In 2014, he began attending the Clubhouse. Initially, Greg only attended a couple of hours a week because he had difficulty engaging in conversations and making eye contact with other people. Slowly, he was able to build up a support system of staff and peers that understood what he was experiencing. His attendance increased and he became an active participant.

Greg has persevered and developed relationships with other community members. In May of this year, Greg expressed interest in working a transitional employment position in the community. Greg successfully completed a 5-month long transitional employment position. Not only did he complete it, Greg displayed initiative and developed positive working relationships with his employer. Greg no longer isolates himself or avoids conversations; he can often be found participating in group discussions and wellness activities.

The Clubhouse is a day program for adults with mental illness. In addition to a mental illness, the participants need assistance developing skills to help them thrive in their community. Through their participation, they gain the skills needed for employment, activities of daily living, parenting, and social skills.



MYTH:

If you have a representative payee, you lose all rights to make monetary decisions.

FACT:

Thrive Payee staff ensures basic needs are met and provides guidance on how to save or spend additional income from month to month.

Martin's Story

Martin has received Social Security Disability income for many years. He was assigned a Representative Payee in Asheville but had difficulty communicating with her. Martin experiences anxiety, paranoia, confusion, and a speech impediment. Martin often overdraw his account, had difficulty paying his rent on schedule and lacked the funds to pick up his prescriptions on time.

Martin decided to change to Thrive Payee Services in February of 2012. Since then, he has worked closely with his payee staff representative. Now, he is current on all payments, has stable housing, takes his medications as prescribed, and has a modest savings account for future medical needs.

Representative Payee clients have a Thrive staff person who manages their social security or disability income by paying all of their basic needs first, such as rent, utilities, food, medical, and pharmacy bills. If there is any leftover income the staff helps to decide how much to save for future needs and how much can be used as spending money.

The Maciels' Story

In Their Own Words



MYTH:

People who are homeless are lazy.

FACT:

75% of Americans live paycheck-to-paycheck and are only one to two paychecks away from losing their housing.

"When most people hear the term homeless, they associate this as a negative thing and not in the sense of its literal meaning...being without a home. The following thoughts are usually similar to what you would think about drug addicts. People think, "they are choosing to be homeless because they don't want to work" or, "they should have been smarter with their money." Only now that I've been homeless, I can honestly say that you should hold true to the saying, "don't judge a book by its cover."

My husband, Eric, and I had very good jobs at a country club. We were living simple lives working day to day and never expected what happened. We got laid off abruptly due to the amount of staff and the season. If you've ever heard the saying, "when it rains it pours", well, that's exactly how it can be. It happened very quickly, like a ball rolling down a hill. It only takes one time of falling behind on a bill and it can quickly get away from you before you can catch up. With the abrupt loss of both of our incomes we fell behind on rent. We decided to live in our jeep to try and save what little we had left from working until we could hopefully find new jobs and get into a new place. Unfortunately, this was all happening in the middle of winter so a lot of money was being put into gas to keep our heat running to stay warm. Due to not having payment, our Jeep was then repossessed. We were then out on the street in the beginning of February with nothing but the clothes on our backs. We decided to check into the Mission and hope for the best. We then discovered and met the amazing agency that changed our lives forever. With their help and the blessings from God touching the hearts of those who help fund this program from donations we were given a new beginning. A HOME. Something at times we felt was out of our grasp forever. I literally dropped to my knees and cried when we were placed into our home. We then got jobs again, slowly built up our furniture, clothing, other home furnishings and a car! Following all this, we found out we were expecting a baby!

Since then we have moved one more time to a nice two bedroom where we now have our sweet baby boy, Jackson, and are grateful every day for our safe home and to all of those who helped us get here!

We can not say thank you enough for the peace of mind we get daily knowing our family is safe and warm.

Individuals and families that are experiencing a housing crisis are assessed for HUD programs that pay a portion of rent and utilities as well as provide basic case management. Successful participants increase their income while in the program and graduate successfully to be independent tenants."

Crisis Intervention Training:

Thrive partners with Vaya Health MCO and the National Alliance on Mental Illness, Four Seasons as well as other area agencies to provide Crisis Intervention Training to first responders. Participants learn skills to better respond to crisis situations involving individuals with mental illness, substance use disorder or developmental disabilities.

"First responders who participate in this specialized CIT training program are already noting the positive outcomes they have experienced as a result of the training,"

said Michelle Tyler, Smoky Community Education Specialist Lead.

For the past eight years, Thrive and its partners have presented a week-long CIT training to law enforcement officers in Henderson County, and many officers are already certified in Crisis Intervention. Past participants includes officers from Laurel Park, Fletcher and Hendersonville police departments, as well as personnel from the Sheriff's Office. In August of 2016, Chief Joseph Vindigni of the Hendersonville City Fire Department and his entire department successfully completed Crisis Intervention Training.

Some of the topics covered during training include understanding the fight-or-flight response, how to be an active listener, how best to speak with someone with mental health issues and what the least threatening body stance is, while keeping safety in mind. The CIT training also includes segments on suicide risk factors and prevention, trauma and resilience, child and adolescent behavioral health and dementia and aging. Two classes will be offered in Henderson County to local law enforcement officers in May and October of 2018.





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