



# Annual Report

2021-2022



# From the ED

Thrive Friends,

Wow! What another year of amazing accomplishments, of serving more individuals and families, and of making a lasting impact in our community. I am often asked what the typical day looks like at Thrive. I always have to pause and take a deep breath, and if I'm being really honest - giggle in my head, before answering.

Our days are often long, with many crisis situations and needs being presented to staff in every program. We get daily requests in-person, on the phone, and through email, where community members are pleading for help. They are hurting and they are hopeful that Thrive can be a step forward, a step towards survival.

I see so much aggression on all forms of media, and I sometimes worry that our community lacks compassion. One of our social media posts this year showed a picture of a client's hand holding up her apartment keys. We were so proud of her accomplishment, and she was so proud to show how far she had come in her journey. One of her family members was also proud of her and had paid to have her nails done at a salon the day before we took a picture.

Instead of having compassion and being happy about this person's accomplishments, a community member judged and said that she didn't need Thrive's help if she was able to have her nails done. That was a gross misjudgment of a situation.

I am so thankful that this judgment mindset is far away from the compassion that our Board, staff, volunteers, and community partners feel. I am thankful for each one of you who has supported us through volunteering, advocating, and funding our mission. I am so thankful that we are a community together. I am thankful that we are dedicated to empowering others to move from surviving a crisis to thriving in our collective community.

Thank you from the bottom of my heart.

*Kristen M. Martin*



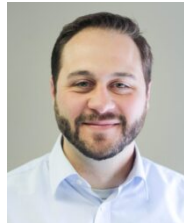
# Board of directors



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**Damian Chipriano, Secretary**



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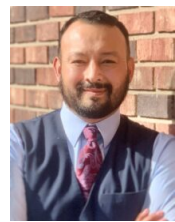
**Preston Blakely**



**Jolie Casoria**



**Victoria Cortes**

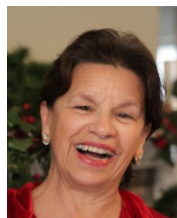


**Kenett Melgar**

# Management team



**Kristen Martin, MSW, LCSW  
Executive Director**



**Teresa Drevar  
Administrative Services  
Manager**



**Kristin Dunn  
Operations Director**



**Tracey Gruver, MA  
Development and  
Communications  
Director**



**Adam Olenik  
Clubhouse Director**



# Accomplishments

## 1

### The Clubhouse stands firm

The Clubhouse was able to remain open for in-person services throughout the entire fiscal year. Staff worked to add new programs for members this year such as a Music program that members have really enjoyed. **38 members were served in-person this year.**

The Clubhouse was granted a 3-year CARF accreditation along with glowing reviews from the auditor, who called Thrive's Clubhouse "**The best Clubhouse I have ever surveyed.**"

## 2

### Housing grows leaps and bounds

Thrive has served many more households than ever before because of additional COVID-related federal funding. The biggest challenge in housing is finding housing with a **vacancy rate of less than 1%.**

Thrive staff **housed 196 households** in 21-22. Case managers also served more than **450 waitlisted households** this year.

## 3

### Representative Payee Services Program is growing

The Representative Payee Program experienced growth this year, adding **19 new clients.**

**Staff served 63 clients in the Payee program.** The Payee Program prevents evictions and utility disconnections due to nonpayment. Payee staff also check in with clients each month to ensure basic needs are met. They can help clients access food and other items they may need from other agencies.

## 4

### Crisis Intervention Training helps first responders

Thrive partnered with Vaya Health, Blue Ridge Community College and local mental health experts to host **2 Crisis Intervention Training sessions** for local law enforcement officers.

CIT teaches strategies that help first responders to more effectively interact with individuals experiencing a mental health crisis. **This training increases the safety of all parties involved in a crisis call.**



# Rene's story

Rene lives with her grandparents and was pretty isolated from any peers before she started attending the Clubhouse. She enjoyed helping her grandparents around the house, but she also missed having friends to socialize with. Rene started attending the Clubhouse twice a week and immediately made friends. Staff members say Rene is very active on the Clubhouse units, she is helpful in completing daily tasks, and she has learned most of the unit tasks. Rene says her favorite tasks to do at the Clubhouse are helping to prepare lunch and running the snack bar.

While Rene enjoys doing work at the Clubhouse, what she really loves are the socials! Clubhouse staff offer an evening or weekend social activity at least twice a month. They do things like shopping, seeing a play, or attending a softball game to watch some of their peers. Rene says she loves to go bowling and to the swimming pool with her friends. Rene can't say enough about the relationships she has built at the Clubhouse. When asked why she would recommend the Clubhouse, she said, "I would say they should come to make friends." It's clear that the Clubhouse has given Rene all of the socialization she was missing.



Clubhouse staff have helped Rene set goals for the future. Rene says that she wants to work with children at a daycare or preschool, and she wants to volunteer at an animal shelter. Rene's biggest goal, though, is to live independently. She says Clubhouse staff have helped her get ready to live on her own by making sure that she knows how to cook, clean, and do laundry, as well as take good care of herself. Rene is on her way to independent living, and she is enjoying spending lots of time with her friends.

Rene is just one example of how the Clubhouse can improve the quality of life for our members. Having goals and enjoying life are essential and we are glad that Rene is thriving!

Rene's goals:

Independent living

Work at a daycare

# DeShae's story

DeShae is a single mother of five children. When she was laid off from her job, things went downhill quickly.

DeShae says her mental health was suffering, and she wasn't getting treated. She ended up losing her driver's license, which made it impossible to keep a job, and eventually she lost her housing. DeShae lost her childcare because she had no address, which also made it impossible to work.

These factors piled up making DeShae's situation difficult to overcome. Thankfully, DeShae was accepted into Thrive's Housing Case Management Program, but even with help from her Case Manager, Nickie, DeShae struggled to find suitable housing. They searched for months with no success.

Many don't know Thrive receives federal housing funds which restrict the rent amount Thrive can pay. The Fair Market Rate(FMR) is the maximum amount Thrive can pay and it varies by county. The FMR was approximately \$800 a month for rent and utilities for the

size of home DeShae's family needed, but units were renting for \$1,800-\$2,900 a month!

After nearly six months of DeShae living in her car, Nickie convinced her to move a little farther from her original home where housing was more available.

DeShae and Nickie found a place, but the move was not simple. DeShae's was moving away from her support system, so she had to lean on Thrive for help. For example, since DeShae has a mental illness, she works with an ACT Team - a group of agency providers who make sure DeShae is getting the healthcare she needs. Nickie had to connect DeShae to a new ACT Team to make sure that DeShae would have the care she needed to be successful in a new place.

Nickie works hard to support DeShae; she helped her move in and connect to supports in her new community. Nickie helped DeShae enroll her children in school, and get set up with the Salvation Army's Kicks

for Kids program for new shoes and school supplies.

DeShae says she doesn't know what she would do without Thrive. She says Nickie has helped her in a million ways to get everything she needs to be successful. If there is something that Nickie doesn't know about, she finds the answer. DeShae couldn't afford a phone or Internet, so she relied on Nickie to get everything she needed and she says she always came through. DeShae says "Nickie is like an angel for us. She truly makes me believe that God exists." We are so glad that DeShae and her children have a safe and warm place to live and that they all have the chance to Thrive!



# Todd's story

Todd worked with someone in Asheville as his Representative Payee person for years until, one day, Todd received a phone call that she died from COVID. For years, that professional had received Todd's Social Security income each month and paid Todd's bills on his behalf because Todd was not able to do it on his own.

Thrive was able to take on Todd (and 18 other clients from this program) as a new Rep Payee client and begin paying his bills for him right away. Thrive's Representative Payee Staff took over the financials of 19 new clients and made sure that every client's bills were paid, so that not one of those clients would face eviction or utility disconnection due to nonpayment.

Todd was so thankful that there was another program in WNC to help him. He did not want to work with someone far away, so Thrive's program was perfect for him. Thrive was able to help Todd navigate a situation that could have been very confusing.



## WHY IS THE REP PAYEE PROGRAM IMPORTANT?

THE PAYEE PROGRAM MAKES SURE THAT NECESSITIES ARE PAID FOR FIRST EVERY MONTH.

HAVING BILLS PAID CONSISTENTLY PREVENTS EVICTIONS AND UTILITY DISCONNECTIONS DUE TO NONPAYMENT.



# Funding



**\$1,243,081**

## Donations/grants

With our fundraising efforts, Thrive has raised \$1,243,081 this year through federal and private grants, individual funders, and special events.



**\$1,643,603**

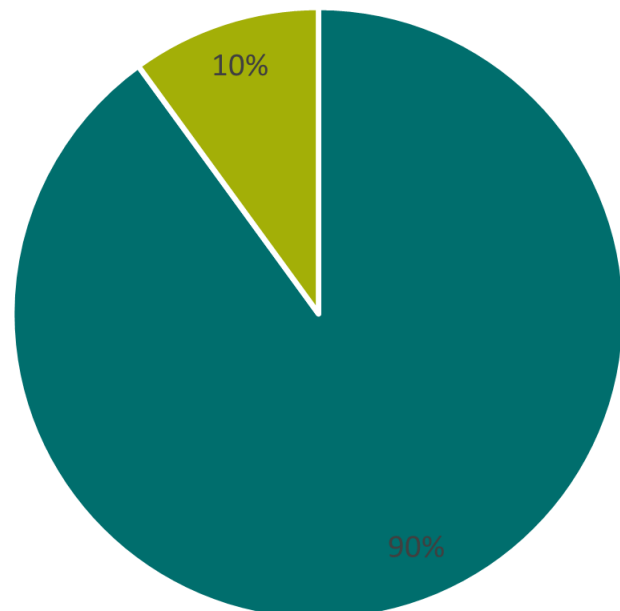
## Expenses

Thrive spent 90% of the budget on program costs for this fiscal year and just 10% on Administrative costs.

10th annual  
**BIDS  
&  
BLUES**

**90% Program  
Costs**

**10% Admin Costs**



# Thank you!

Grant Funders 2021-2022



United Way  
of Henderson County



**DOGWOOD**  
HEALTH TRUST

Kinschner Family Foundation

CUMMINGSFUNDATION



WNC Bridge Foundation  
A PARTNERSHIP FOR HEALTH

CANNON  
CHARITABLE INTERESTS

Community Foundation  
of Henderson County



## What is a DreamBuilder?



DreamBuilders are donors who give to Thrive each and every month. They provide much needed consistent funding for Thrive's programs.

Thank you, DreamBuilders!

Stephanie Andersen

Sandra Ariatti

Margaret Bolick

Bryan Byrd

Pauline Carpenter

Jolie Casoria

Susan Dobson

Laresa Griffin

Tracey Gruver

Linda Hegar

Elizabeth Lee

Kristen Martin

David Maupin

Angela Prodrick

Paula Roberts

Roberta Ter Kuile

Sam Uhl

We thank you for your ongoing support of our organization.



**Thrive**

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