UMFS is an unwavering champion for high-risk children and families, collaborating with communities to help them reach their full potential.

Creating a world where caring, opportunity and generosity are passed on from generation to generation — empowering all children to contribute to society as engaged citizens.

Every child in Virginia will have a team of unwavering champions and tools for success to become resilient adults.

Thank you for building a brighter future for children, teens, and families throughout Virginia. Every day at UMFS, we relentlessly pursue solutions across multiple disciplines. And every day, donors and volunteers like you join us in providing young people and their families with tools for success.

At UMFS, we specialize in serving youth who have experienced complex trauma. Which is to say, we serve children and teens who have endured tragedy through no fault of their own. The reality for some is difficult to bear, but the resilience we see in them is awe inspiring.

The youth we serve exhibit remarkable growth, and to continue nurturing them on their journey, we must grow with them. That includes adapting to meet changing needs, identifying gaps in service, and striving to create a world where caring, opportunity, and generosity are passed on from generation to generation.

In 2021, we took many steps forward in both caring and opportunity. We opened our new Child & Family Healing Center building, enhanced our services, and concluded the first of two phases of our Be a Champion capital campaign. We also continued our efforts in Diversity, Equity, and Inclusion (DEI), which included an assessment by the Virginia Center for Inclusive Communities (VCIC). We remain committed to our DEI journey, and our progress continues — a new UMFS Core Value focused on DEI is forthcoming, as is an employee training program. We will focus on the future through the lens of DEI and always with the intention of being a UMFS for all.

Featured in this 2021 Annual Report is the story of one young man who arrived at our Child & Family Healing Center (CFHC) in Richmond feeling confused and lost. But after a year of working to understand his circumstances, he learned to manage his emotions and returned home. We’re excited for you to meet Ethan on Page 6. We’re also excited to share the impact volunteers had in the lives of four siblings and their loving foster family. Turn to page 4 to learn about the incredible support a group of Family Champion volunteers provided during an emergency foster care placement.

Success cannot happen without your support, and it’s because of partners like you that we’re able to share the celebrations outlined in the 2021 Annual Report. Thank you for joining us in this mission, and thank you for being unwavering champions for children, teens, and families.

Nancy Toscano, PhD, LCSW
UMFS President & CEO &

Marshall Ross
UMFS Board Chair
When Mark and Latoria’s phone rang late in the afternoon on Halloween, the couple hoped it would be an opportunity to welcome their first foster care placement. As new foster parents with two young boys of their own, Mark and Latoria had been preparing to open their home to one or two children in care. But when they answered the call from UMFS Social Worker Jessie Qualls and Community Based Services Supervisor Ralph Branch III, they were presented with a much different scenario.

“We had an emergency placement for a sibling group of four,” Ralph said. “Before Mr. and Mrs. Hansen even knew the names of the children, they said yes.” Mark and Latoria couldn’t fathom separating the children, who range in ages 12-17. So just like that, their family of four grew to eight. But finding a placement for the siblings was only half the challenge. “These kids came to us with absolutely nothing,” Ralph said.

Mark and Latoria did what they could to prepare. They purchased bunk beds and rearranged their home to make space, but time was short, and the siblings coming into their care were lacking everything from toiletries to towels. Ralph knew the Mark and Latoria needed support, so he reached out to the UMFS Development Office to ask if resources were available. UMFS Volunteer Coordinator Kate Ockerman knew it was the perfect moment to reach out to UMFS Family Champions.

Family Champion volunteers are contacted when there’s a critical need in the community. When a situation arises, Family Champions are invited to provide things like meals for foster families or help a young person in foster care celebrate a birthday. In this case, Family Champions were invited to support Mark and Latoria and the four children coming into their care.

Not only did Family Champions band together to offer unwavering support, they did so in record time. Kate and Ralph worked quickly to compile a list of much-needed items, and Kate then emailed the list to Family Champions at 10 a.m. What happened next was truly remarkable. “By 1 p.m., the list was already empty,” Kate said. “I was having to email Family Champions who were reaching out to let them know the list had been fulfilled. It only took three hours for all items to be purchased!”

“‘We’re just so grateful for Family Champions and their commitment to the children, teens, and families we serve.’” - Kate Ockerman, Volunteer Coordinator

Children and teens sometimes enter foster care with nothing other than the clothes on their backs. And while it’s hard to imagine, sometimes they don’t even have that. But through the power of collaboration and generosity, volunteers are helping resolve these challenges so that children, teens, and families can focus on healing.

“We’re just so grateful for Family Champions and their commitment to the children, teens, and families we serve.” - Ralph Branch III, Supervisor

Through your generosity, we were able to make a difference.

To learn more about Family Champions and other volunteer opportunities at UMFS, visit UMFS.org/volunteer.
Ethan stood humbly at the center of attention with a look of relief on his face and the warmth of gratitude swelling in his heart.

He leaned his back against the wall and glanced around the room, where no less than 20 family members, friends, and UMFS staff were standing by his side. All had walked alongside him during his more than 12-month journey at the Child & Family Healing Center (CFHC), UMFS’ residential treatment program in Richmond. And all had gathered for this much-anticipated moment of Commencement, a ceremony that marks the completion of a young person’s time in residential care.

“Don’t let your fear drive you.”

After completing treatment at CFHC, Ethan successfully returned home, graduated from high school, and entered the workforce. He lives with Desiree, his new baby brother, and two energetic dogs in a cozy home with mountain views and said he looks forward to stepping outside every day. “That’s why I love walking to work,” Ethan said, pointed to the snow-dotted mountain in the distance.

A simple stroll to work is something that felt almost elusive to Ethan just a few short years ago. But with hard work and the right supports, he found his peace and his purpose. At just 21 years young, Ethan has overcome more than many, and Desiree couldn’t be prouder of all that he’s achieved.

“I was a parent who thought my child would never go to a residential treatment program,” Desiree said. “Never in the beginning would I have thought I’d be sitting here today saying that UMFS changed the course of life for my child. But I honestly believe that it did, and Ethan believes it did, too.”

Reflecting on when Ethan went to live at CFHC, his mother, Desiree, said she’ll never forget the encouraging words another parent said to her: “Your child is in really good hands.”

Therapy is a significant component of a young person’s treatment plan. Residents at CFHC participate in individual, group, and family therapy several times a week. But it’s not just the practice of therapy that impacts youth and families at CFHC, often it’s the therapists themselves who make the difference.

Prior to entering treatment at CFHC at 17, Ethan had a brief stay at another residential program. Ethan’s mother, Desiree, said that experience was less-than-ideal and lasted barely a week. The situation, Desiree said, made her and Ethan nervous. “It’s a really hard place in your life to let a child go out of your care,” Desiree said.

“I was a parent who thought my child would never go to a residential treatment program,” Desiree said. “Never in the beginning would I have thought I’d be sitting here today saying that UMFS changed the course of life for my child. But I honestly believe that it did, and Ethan believes it did, too.”

It’s been more than three years since that proud occasion, but Ethan still remembers it well. The time he spent at CFHC, he said, was an important and necessary step on his path to healing. “There are a lot of things you’re going to have to go through to progress to the next step in life,” Ethan said.

Wise words from a wise young man who—despite having endured trauma and unforeseen circumstances earlier in his life—has refused to allow adverse experiences from his past to impede his goal of building a brighter future.

It’s undoubtedly difficult for a young person to be away from their loved ones for an extended time. But being away from loved ones for an extended time is undoubtedly difficult for a young person to be away from their loved ones for an extended time. But being away from loved ones for an extended time.

Ethan agreed but acknowledged there was an adjustment period. “It wanted to come home,” he said of his first few weeks at CFHC. But as bonds began to blossom with staff and other residents, Ethan said he became quite comfortable and even began foregoing trips home on the weekend. That’s when Desiree said she knew significant progress was being made. “I’d say, ‘Do you want to come home this weekend?’” Desiree said. “And Ethan would say, ‘No, I think I’m good!’”

But a short time later, Desiree and Ethan found UMFS, and it was clear to them both that the culture and values were a good fit. What’s more is the parent of another resident at CFHC pulled Desiree aside and reassured her. “Your child is in really good hands,” the parent told her.

“She was amazing to work with,” Desiree said emphatically of Ethan’s therapist, Denise. “Even on his bad days, he liked having Denise around.”

The feeling was mutual. Denise said, “They’re a great family, and I really enjoyed working with them.”

“Ethan is genuinely a great person,” Denise continued. “He’s just so caring about everybody.”

And it was that sincere concern for others that Denise said she and Ethan focused on during their time together. Ethan had grown very fond of CFHC, and CFHC had grown fond of Ethan. He had a great rapport with staff and peers alike, but Denise wanted to be certain Ethan understood that his value extended well beyond the UMFS campus.

“We worked on accepting who he is, and we worked on understanding who he is outside of UMFS,” she said. “He worked hard to increase self-awareness and manage and accept emotions.”

Ethan remembers feeling anxious as he neared the end of his treatment at CFHC. “When I was about to leave, I was always stressed about what I would see on the other side,” he said. But in his heart, Ethan knew in order to keep moving forward, he’d have to see himself just exactly what it was that awaiting him on other side. “Don’t let your fear drive you,” he said. “Go past your limits and your mental health and help yourself.”

P

“You have to have hope.”

Prior to entering treatment at CFHC in December 2018, nearly 20 family members, friends, and staff joined together to celebrate with him.

Desiree aside and reassured her. “Your child is in really good hands,” the parent told her.

What’s more is the parent of another resident at CFHC pulled Desiree aside and reassured her. “Your child is in really good hands,” the parent told her.

“It started from leadership that they really wanted to incorporate these core values,” Desiree explained. “Even through hard times, the staff at UMFS is there to be part of the end goal. They really want to see these kids succeed.”

Ethan agreed but acknowledged there was an adjustment period. “I wanted to come home,” he said of his first few weeks at CFHC. But as bonds began to blossom with staff and other residents, Ethan said he became quite comfortable and even began foregoing trips home on the weekend. That’s when Desiree said she knew significant progress was being made. “I’d say, ‘Do you want to come home this weekend?’” Desiree said. “And Ethan would say, ‘No, I think I’m good!’”

Ethan is thriving. He works close to home and lives with his mom, baby brother, and two dogs, including Ruby (pictured).

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BE A CHAMPION FOR brighter futures.

CELEBRATING OUR BE A CHAMPION CAMPAIGN DONORS

The UMFS Be a Champion capital campaign is the first major transformation of the UMFS campus in over 60 years, and our first capital campaign in over 15 years. Your support of this multi-phase campaign benefits youth in our Child & Family Healing Center and Charterhouse School programs and achieves our vision to match our state-of-the-art services with state-of-the-art facilities. We have so much to celebrate from 2021. Your gifts helped us complete Phase 1 of the campaign and we’re excited to launch Phase 2 in 2022.

YES, YOU REALLY BUILT THIS.

Thanks to your donations, we are celebrating the completion of Phase 1: a new psychiatric residential treatment center for youth ages 11-17. The space serves as the new home for the UMFS Child & Family Healing Center program which helps children and teens to heal from trauma and overcome severe mental health challenges. Construction was completed ahead of schedule in November 2021. Youth and staff are loving their beautiful new space that you helped build.

INVEST IN HEALTHY MINDS

We still need your help! At the time of this publication, we’ve raised over 75% of our capital campaign goal. We need everyone’s support to help us cross the finish line in 2022.

Your gift of any size to the UMFS Be a Champion campaign will support our Phase 2 project: a new school building for the UMFS Charterhouse School program. Now is the time to be a champion for students who need therapeutic educational services.

The addition to Charterhouse School will feature:

- 10 classrooms
- A cafeteria and kitchen for our new dining program
- A recreational therapy room for students
- A new bus loop

Support our students and teachers with a gift to the Be a Champion campaign today! Make your gift at: UMFS.org/campaign
2021: YEAR IN REVIEW

YOU HELPED US MAKE AN IMPACT

1,912 YOUTH SERVED
8,710 LIVES TOUCHED
132 COMMUNITIES SERVED

Residential Treatment
YOU helped us heal children and families
Child & Family Healing Center
87 Youth Served 92% Youth Satisfaction Rate
Leland House
54 Youth Served 87% Youth Satisfaction Rate

Treatment Foster Care
YOU helped us find and build families
234 Youth Served 17 Kinship Youth Served 73% Permanency Rate 95% Youth Satisfaction Rate

Specialized Education
YOU helped us find solutions for students
151 Students Served at Charterhouse School Richmond
53 Students Served at Charterhouse School Edinburg 89% Student Satisfaction Rate

Community Based Services
YOU helped us provide resources for youth & families
125 Youth served through Intensive Care Coordination
75 Youth Served through Functional Family Therapy
78 Families served through Post Adoption Services
40 Adoptions finalized through Family Finding Services
1,002 Youth Served through Project LIFE

Jay/Laura paused for a well-deserved moment in the spotlight ahead of the 2021 Charterhouse School Richmond graduation ceremony.

UMFS is proud to report another year of strong support from our incredible donors, volunteers, churches, community partners and employees. Thank you. Your gifts make a huge impact in the lives of high-risk children, teens and families and we are committed to being good stewards of the donations that have been entrusted to us. UMFS exercises efficiency and transparency in all of its financial endeavors. As we look ahead towards serving more youth and families, we remain committed to financial prudence and investing into the future to ensure the sustainability of the organization's high-quality programs.

REVENUE

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EXPENSES

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Total end of year net assets: $31,218,992

To learn more about our outcomes, please visit UMFS.org/impact.
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$10,000 +
Anthem Blue Cross and Blue Shield Foundation
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YOU
THANK
COMmunity partners brought some furry friends to visit the residents of the UMSF’s Child & Family Healing Center.

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Patricia Harker
Hamilton Beach Brands

Retires
NFL star
Walt Rainer and his nonprofit VA Pro
Elite delivered a powerful message to young people at the Child & Family Healing Center.

Kelly Meppe
Craig Simmons, and the UMFS Courage to Succeed program were named Partnership of the Year by CA Human Services.

A Happy Christmas, and a Merry New Year to all our partners, sponsors and volunteers, we hope you enjoyed this year as much as we did.

Thank you for your continued support and please stay safe and healthy throughout this holiday season.

We look forward to seeing you in 2023.

Sincerely,
Sue P. Jenkins
Life, Legacy, & Leadership Development Director
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Janet Sellers
Jim Scott and Karen Adams
Rouzies Chapel UMC
Brenda and William Romenius
David W. Reardon
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Wayne H. Settle
Dave and Martha Shulton
Kelli Noll
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Tylee and David Smith
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Artist Alfonso 
Poses with a collection of his 
original artwork, which he 
thoughtfully created for the new 
Child & Family Healing Center building.
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Have you heard? Incredible things are happening at UMFS. We regularly share inspiring stories from across the agency. Follow along for photos, videos, and blog posts that celebrate the children, teens, and families at UMFS, and the selflessness of the donors, volunteers, and staff who support them.