



Annual Impact Report

2024 - 2025



We envision a vibrant community in which every person *thrives*

Lifting People
Up and Forward



Our mission is to provide people with resources to thrive through progressive growth.



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1,069

Training hours completed by RTOV staff

63

Employees, 94% live within our service area

402

People assisted with utilities

169

Hours served by our board members, bringing \$8,513 in-kind donations

\$1,872,734

In payments for rent and utilities paid from our Housing Choice Voucher Program

“The best way to fight poverty is to empower people...”

John Lennon



1,666

Individuals served by RTOV in the Twin Counties

101

Students who demonstrated school readiness skills

635

Individuals who obtained safe and affordable housing

27

Homes made more energy efficient in our community

328

Emergency supportive payments made

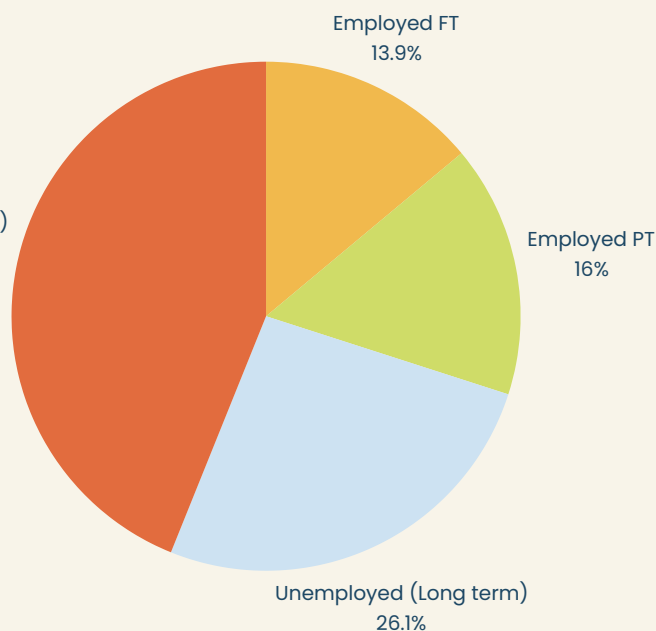
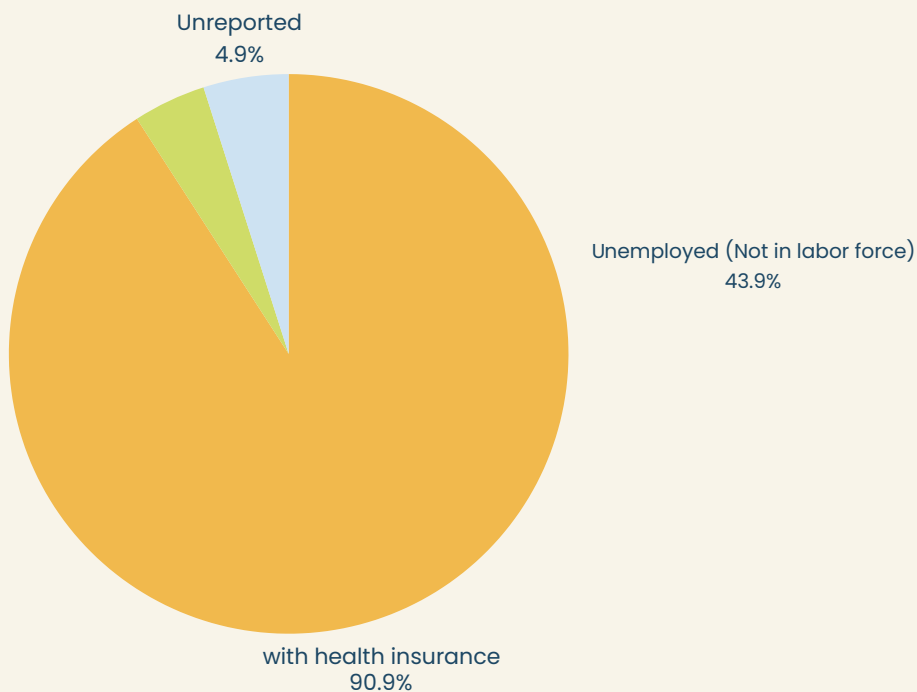
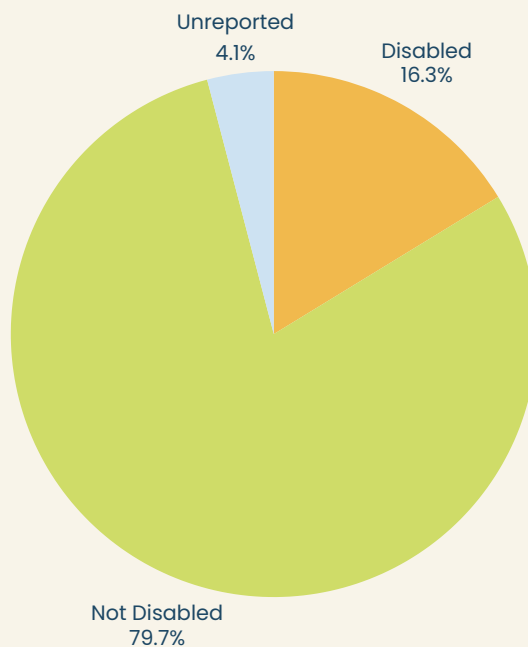
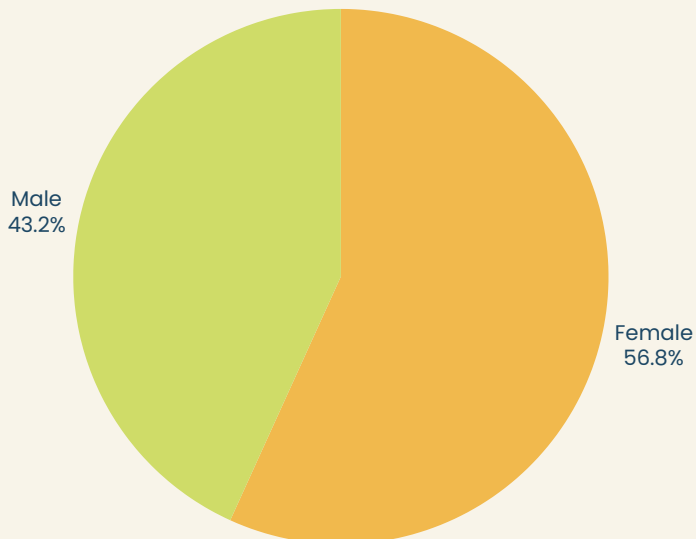
450

Clients who had their taxes filed for FREE

Our Service Area Demographics



Grayson and Carroll Counties, with the City of Galax tucked right in the middle, border North Carolina and are considered to be in the rural, southwest part of Virginia.



A letter from our CEO



Dear Friends and Partners,

As I reflect on the past year at Rooftop of Virginia Community Action Program, I am filled with gratitude and pride. Our journey has been one of resilience, compassion, and unwavering commitment to the Twin Counties. From the launch of the Sandy Jones Memorial Award, our heartfelt response to Hurricane Helene, and celebrations with families as they reached their goals, our team has shown what it means to lead with purpose and care.

This year, we deepened our impact across every department. We celebrated our first graduation at Igniting Futures Academy, expanded access to safe and affordable housing, and ensured hundreds of families had the support they needed—from nutritious meals to weatherized homes. Our Head Start families brought joy and creativity to every corner of our program, and our VITA volunteers continued to provide free tax services to hundreds of neighbors.

We also invested in our staff, recognizing that the heart of our agency is the people who show up every day to serve. Our retreat at Mountain Lake Lodge was a powerful reminder of the importance of connection, wellness, and shared growth. Together, we explored what it means to truly “show up”—for ourselves, for each other, and for our community. Looking ahead, we are excited to build on this momentum.

Terri Gillespie, CEO

Our goals include

- Expanding our donor base and cultivating new partnerships to strengthen our financial sustainability and community reach.
- Developing and implementing targeted strategies to address the top needs identified in our Community Needs Assessment: housing, childcare, and employment/industry development.
- Launching a new strategic plan that will guide our agency’s growth and innovation over the next five years.
- Conducting a comprehensive risk assessment to ensure our operations remain resilient and responsive.
- Continuing to be a top employer in our region, investing in staff development, wellness, and workplace culture.

Lifting Up & Leaning In: Our Year Together

In the warmth of July, the Rooftop team gathered for Blooming Connections, an agency retreat held at the picturesque Mountain Lake Lodge in Pembroke, VA. We swam in the pool, played Singo, painted, did tie-dye, and shared in the magic of learning together.

Alongside the laughter and lake views, the retreat offered rich opportunities for professional growth. We were honored to learn from two remarkable facilitators: Robyn Dillon, a Certified Professional Life Coach whose work blends spiritual direction, pastoral counseling, and enneagram insights, and Dr. Nadine Hartig, a Licensed Professional Counselor and Clinical Social Worker with deep expertise in grief, trauma, and ethical practice. Through guided reflection, storytelling, and interactive sessions, Robyn and Nadine helped us explore wellness, connection, and the power of showing up—both for ourselves and our community. Their presence turned our retreat into a space of renewal, grounding, and shared purpose.



In October, Rooftop of Virginia proudly introduced the Sandy Jones Memorial Award, a new tradition created to honor the legacy of a beloved colleague whose life radiated joy, kindness, and purpose. This annual award recognizes a staff/community member who exemplifies Sandy's spirit: someone who uplifts others through compassion, positivity, and a deep commitment to community.

We were honored to present the inaugural award to Lori Dauch, whose warmth, dedication, and quiet leadership reflect the very values Sandy championed. The ceremony was made even more meaningful by the presence of Sandy's family. Their contribution to shaping the award's vision ensures that Sandy's legacy will continue to inspire us for years to come.



Helene: The Rooftop Response

The generosity of our community was the backbone of our response to Hurricane Helene. Donations play a vital role in how we can respond to crisis situations in our community. In the aftermath of Hurricane Helene, RTOV reached out to our extensive network of 1,200 customers to assess their needs. We extended a helping hand to those who could reach us by gifting them cards for securing food and supplies.

\$535

in self stable food for
Willing Partners
hurricane response

\$3,075

in gift cards, food,
and supplies to those
we serve during
hurricane response

100

hygiene kits donated
to Blue Ridge
Fellowship

ALL

of our services
continued through
the supportive
efforts.

For those who were unable to leave their homes, our team personally delivered food, supplies, and water. We ensured the provision of shelf-stable foods to Willing Partners in Galax for their food boxes and our in-house laundry facilities were utilized to ensure both staff and Head Start families had access to clean clothing. In collaboration with Blue Ridge Fellowship, we assembled and distributed 100 hygiene kits to families in Grayson County. This was a collective effort, with each department contributing significantly to the cause.



IGNITING FUTURES ACADEMY

Following Virginia Kindergarten Readiness Requirements and our own high-quality standards, we provide income-based childcare and:

- Fun educational activities
- Nutritious meals & snacks
- Qualified, nurturing teachers
- Family services
- Full year

Designed to serve families who exceed income limits for Head Start, the Academy offers high-quality early education in partnership with EO, ensuring that every child has access to a strong foundation for lifelong learning. Together, we're expanding opportunity and igniting futures—one student at a time.



17

Children served



4,572

nutritious meals provided



These students love to serve!

Our students rose to the challenge this year, showing compassion and care through hands-on service. For Earth Day, they accepted Rooftop of Virginia's "One Bag Challenge," collecting trash to beautify their spaces. They also dove into recycling-themed lessons and activities, learning

how small actions can make a big impact. During the holiday season, their generosity shone through as they packed shoeboxes for Operation Christmas Child, spreading joy to children across the globe. These moments reflect the heart of our mission — nurturing kindness, responsibility, and global awareness in every child so that we may inspire vibrant communities where we all thrive.



This year marked a milestone for Igniting Futures Academy as we celebrated our very first student graduation!



HOUSING AND WEATHERIZATION

This department hosts our Indoor Plumbing Rehabilitation program, the Housing Choice Voucher program, Weatherization, and the Virginia Individual Development Program.

Quick Statistics



\$1,778,100

Dollars paid to landlords participating in our Housing Choice Voucher program



634

People in the service area with affordable housing under the Housing Choice Voucher



\$271,918

Spent in the Weatherization program to create energy efficient homes in the area

One local household saw their electric bill drop from \$700 to just \$100 monthly. Their HVAC system had completely failed, leaving indoor temperatures soaring to 80–90°, worsening existing health issues. Our team acted quickly to install a new heat system, seal the doors, and add new insulation and vapor barriers. Now, they're safe, comfortable, and saving \$600 a month. This is vital relief for a family on a fixed income.



With the collaboration of Mount Rogers CSB, RTOV proudly completed another home build. The homeowner, who has resided in this family home his entire life, had his residence fully rebuilt in the picturesque town of Fries, Virginia. Previously, the house was deteriorating due to its age.

Now, the homeowner enjoys an energy-efficient home with brand new appliances and a septic system. Additionally, contractors installed an accessible shower and bathroom, just in time for Christmas.

Program Accessed: Indoor Plumbing Rehabilitation



COMMUNITY & FAMILY SUPPORT

29

Seniors who completed wellness classes

1,508

Meals provided to seniors



This department is the heartbeat of support in our region, delivering vital services with compassion and precision. From our Senior Involvement Group fostering wellness and connection, to our VITA program providing free, expert tax assistance for over 20 years, we're making life easier for hundreds of neighbors. Through emergency services like utility assistance, we ensure no one is left in the dark—literally. Whether it's meals or critical aid, we're here to uplift, empower, and serve.



Our agency's VITA program, funded by the Virginia CASH Campaign and the SW VA VITA Coalition, has been providing free tax preparation services to the community for 20 years. In the 2025 Tax Season, RTOV's IRS-Certified volunteers and associates processed over 450 returns for clients!



115 new customers served

260 senior citizens served

527 total people served



**VIRGINIA
CASH
CAMPAIGN**



Celebrating Family Engagement in Head Start

This year, our Head Start families brought joy, creativity, and connection to every corner of our program. Through shared experiences and hands-on activities, parents and caregivers played a vital role in enriching their children's early learning journey.

Families joined us for an exciting field trip to the Fort Chiswell Safari Park, where children and their loved ones experienced wildlife up close. It was a day filled with wonder, laughter, and unforgettable memories.

We hosted a special flower planting event in our centers where children partnered with their male role models—whether fathers, grandfathers, uncles, or family friends—to plant a flower and nurture growth together. This inclusive celebration honored the many ways men support and inspire the children in our program.

5

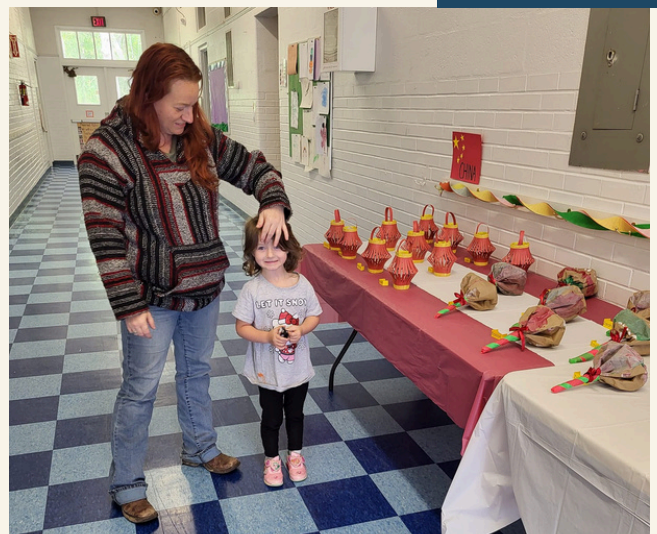
Pregnant
Moms served

\$5,865

worth of time
donated by
volunteers

121

Support
Services
Provided



Our "Around the World" Art Show at Galax Head Start showcased the creativity of our children through culturally inspired artwork. Families came together to admire the pieces, learn about global traditions, and celebrate the diversity that makes our community so vibrant. Throughout the year, we welcomed families to join us for meals—creating space for connection, conversation, and community. These shared moments helped strengthen the relationships that support each child's success.

Center Location	# Enrolled
Galax Early Head Start	17
Galax Head Start	16
Hillsville Head Start and Early Head Start	37
Independence Head Start and Early Head Start	29

Total students served: 106



All 106 of our students received medical exams and 59 received preventative dental care.

Head Start Policy Council

Virginia Licitra – President

Amanda Paquette – Vice President

Alexis Bautista

Dylan Phillips

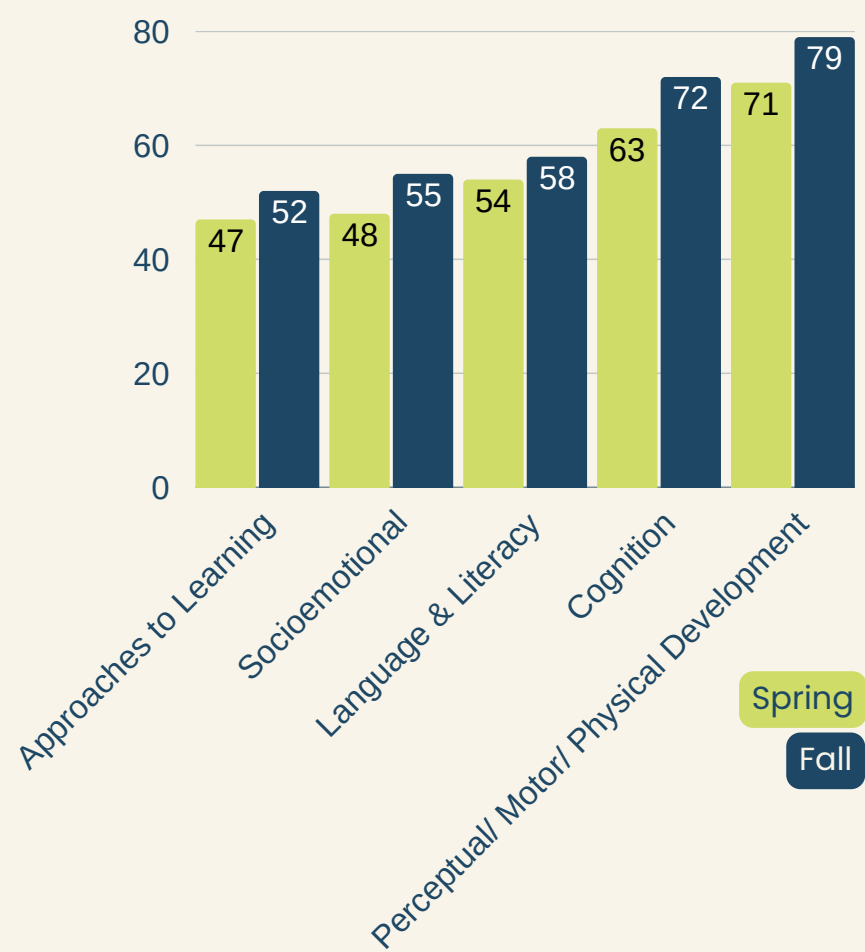
Peggy Leatham

Katelyn Nester

Loretta Anderson

Policy Council is a vital part of the Head Start program's shared governance structure. It is made up of parents of currently enrolled children and community representatives who work together with program staff to help shape decisions about program planning, budgeting, and operations. Policy Council members meet regularly to review and approve key decisions, ensure family voices are heard, and support the overall success of the program. Their leadership helps ensure that Head Start continues to meet the needs of children and families in our community.

School Readiness Progress: Fall to Spring Comparison



This graph illustrates the percentage of Head Start students who met school readiness goals in both the fall and spring across five key developmental domains. The data shows encouraging growth in every area. These results reflect the positive impact of our program and the hard work of both students and staff. The consistent gains across all domains demonstrate meaningful progress in preparing children for kindergarten and beyond.



**We are safe,
we are kind,
we are
helpful.**

Finances

Revenues & Other Support

Source	Amount
Grant Reimbursement Contracts	\$2,916,949.05
Program Income	\$109.15
Donations	\$31,871.50
Interest Income	\$7,932.81
Miscellaneous Income	\$3,001.10
In-Kind Contributions	\$511,357.40
Copier Income	\$2,254.81
Local Revenue	\$79,856.00
Other Support	\$127,116.11
Employee Retention Credit	\$383,692.17
Pending Revenue to be Received for FY25	\$308,201.13

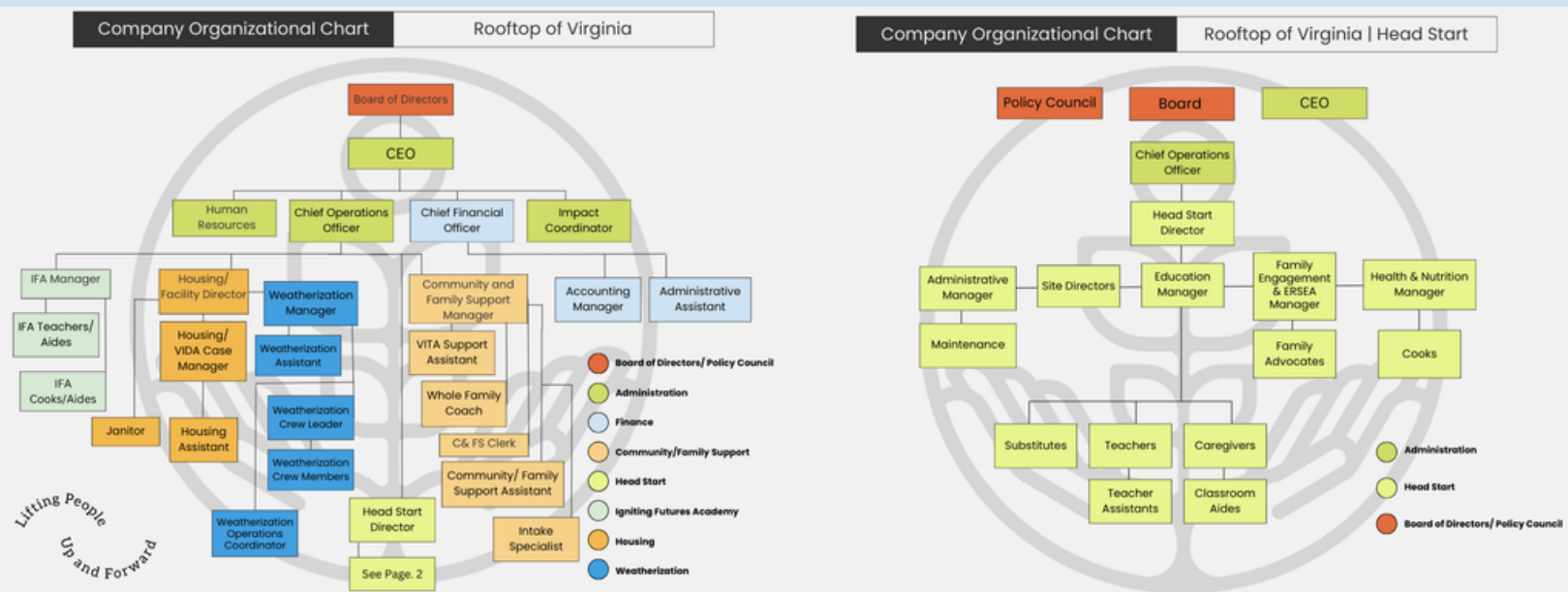
Total Revenues:
\$4,372,341.23

Total Expenses:
\$4,144,713.66

Expenses by Program

Source	Amount
Head Start	\$1,148,472.56
Early Head Start	\$1,654,933.72
CSBG	\$174,415.12
TANF	\$141,836.40
DOE:	\$47,127.87
LIHEAP:	\$194,977.90
BIL:	\$116,095.36
WDR:	\$208.32
IPR:	\$5,989.46
APCO:	\$23,025.57
VHDA:	\$127,343.28
Other program services	\$123,974.44
Management & General	\$386,404.66

Rooftop of VA Organizational Chart



Board Members

Local Government Representatives:

Michelle Dalton – Carroll Board of Supervisors (BOS)

Tracy Moore – Carroll BOS

Beth White – Galax City Council

Susan Carico – Galax City Council

Jada Black – Grayson BOS

Kristin Shumate – Grayson BOS

Community & Professional Representatives:

Renee Alderman-Mitchell – Licensed Attorney

Delmer Fields – Galax United Methodist

Tammy Quesenberry – Carroll Schools / Fiscal Expert

Elizabeth Motley – Carroll Schools / Early Childhood Expert

David Hutchins – Midway Baptist

Elijah Morgan* – Morgan Financial Group

Low Income Community Representative

Ted Merry – Willing Partners

Crystal Cureton – Independence, Grayson DSS

Rita Reeves* – Rosenwald-Felts East Galax Community

Melissa Munton – Ohlen Wilson HCC

Emily Carrico – Willing Partners

*Exited June 2025





We'd like to thank all our donors for their generous support

Acknowledgements



As a proud member of the Community Action Network, Rooftop of Virginia CAP is dedicated to empowering individuals and strengthening families through comprehensive support services. From early childhood education to senior assistance, we work hand-in-hand with our community, donors, and volunteers to create lasting impact. We thank everyone who contributes to our mission; your support fuels the change we strive for every day.

Our CEO, Terri Gillespie
 Our Donors & Funders
 Our Board Members
 Our Stakeholders
 Our Staff
 Our Community
 Our Volunteers





Rooftop of Virginia

