

CREATING POSSIBILITIES

ANNUAL REPORT 2010-2011



Family Service of the Piedmont, Inc.
Family Service of Greensboro Foundation, Inc.
Family Service of High Point Foundation, Inc.

Message from The President and Board Chair



Tom Campbell
President and CEO,
Family Service of the Piedmont



Pete Cross
2011-2012 Board Chair,
Family Service of the Piedmont

When families are in crisis, it can often seem as if there is no possibility of finding a way out. Whether the problem is a mountain of debt and impending foreclosure, or being trapped in a violent relationship, or struggling with depression, substance addiction, or trauma from childhood abuse, Family Service of the Piedmont strives to empower individuals and families by **creating possibilities** where none existed before.

For Family Service, 2010-11 year was one filled with challenges and triumphs. We had a busy year with a **9% increase** in the number of clients our agency served. At the same time, many of our funding sources were cut dramatically, particularly the grant funding we receive from the state, local, and federal levels.

Meanwhile, thanks to the tremendous level of support we received from people like you, we enjoyed one of our most successful fundraising years ever, despite the sluggish economy. Our special events, including the High Point and Greensboro **Oyster Roasts** and the Jamestown **Pig Pickin'**, all broke previous records. Our exceptional volunteers, led by our governing Board and two Foundations, and our two Guilds in Greensboro and High Point, continue to exceed expectations and garner support far beyond years past.

We began the year by examining all our programs and eliminating those that were creating "mission drift", in order to sustain our long-term vision for the future. We made sure all our services were focused in our four core areas: **victim services, counseling services, family support services, and consumer credit counseling.**

We continue to be challenged by a paradigm shift in our business model. Many funders no longer disperse monies at the beginning of the year, but wait until the work has been completed and expenses have been incurred. In fact, over 93% of our budget now adheres to this new model. This creates a challenge in terms of cash flow. We met this challenge by focusing on program sustainability, utilization review, strong financial infrastructure, and solid guidance from leaders in the financial community.

We are using new technologies to eliminate barriers for clients, improve productivity, and provide accurate and timely data for management decisions. We also found success in increasing our involvement with decision makers at the local and state levels, and educating law makers about the significant impact Family Service makes in our

community.

Looking forward to the upcoming year, we are assured that our staff's dedication to clients and determination to forge ahead through any economic climate will continue our path to success. Our vision this year has a three-fold approach: to maintain **fiscal sustainability**, stay focused on our agency's **mission and core programs**, and attract and retain **high caliber staff**.

We will continue to seek evidence-based and best-practice programs that are high quality, outcomes driven, and cost effective. This will allow our clients to reap the benefits of superior services at a cost they can afford. Our agency also prides itself on our caring and professional staff, and on providing them with the resources and support they need. By setting high work standards and requiring accountability for all, we foresee continued success.

With the dedication of supporters like you, the possibilities are endless. With your help, Family Service of the Piedmont will continue **creating possibilities** for safe and healthy families in our community.

CREATING POSSIBILITIES: OVERCOMING ABUSE

Sarah and Kate* had been sexually abused repeatedly by their brother throughout their childhood. Their mother did not want to cooperate in an investigation, and the girls were eventually removed from their home and placed into DSS custody. Once safe, Sarah and Kate could finally disclose the disturbing details of their abuse and begin the process of healing.

DSS scheduled the girls for a forensic interview at Family Service of the Piedmont's **Children's Advocacy Center (CAC)**. There, Sarah and Kate found a child-friendly environment in which to share their story. The CAC focuses on conducting a single interview with each child, to minimize the trauma of testifying. Interviews are conducted by trained professionals, and are recorded for later use in court proceedings. Family Service staff connect children and caregivers to counseling and other resources to help them heal and move on with their lives.

Child Victim Advocate **Shay Harger** says she is astonished by the lack of community outrage at the prevalence of child abuse. A total of 5,138 cases were investigated throughout North Carolina in 2010, an eleven percent increase over 2009 numbers. Seventy percent of these children were sexually abused. In the first six months of 2011, Family Service of the Piedmont's two CACs investigated over 128 cases involving sexual victimization of children in Guilford County.

The vast majority of sexually assaulted children are victims of people they know, with family members making up the largest percentage of perpetrators. In the case of Sarah and Kate, their brother who initially denied all allegations eventually confessed based on the weight of evi-

dence obtained at the CAC. He pleaded guilty and will serve jail time for his offenses. Sarah and Kate are in foster care, and are making great progress in their counseling.

** Names have been changed to protect client confidentiality.*



COUNSELING SERVICES

Family Service operates two fully-accredited Children's Advocacy Centers in Guilford County: the Greensboro Children's Advocacy Center and High Point's Hope House. The centers coordinate with law enforcement, child protective services, and mental and medical health providers to investigate, prosecute, prevent, and treat child sexual and physical abuse. This year in 99% of cases, adequate information for prosecution and child protection was obtained from a single forensic interview.

Family Service provides individual and family counseling for victims of abuse, and for those afflicted by issues such as depression, anxiety, grief, or relationship problems. This year 74% of families who received mental health counseling at Family Service reported improved functioning. 64% of Substance Abuse clients were drug- and alcohol-free at completion of treatment.

CREATING POSSIBILITIES: An end to ABUSE

Domestic violence comes in many forms and can happen to anyone. About two million women suffer domestic abuse each year in the United States. **Donna*** was one of those women.

For more than 30 years, Donna endured a frightening and abusive marriage. Her husband was extremely controlling, and on occasion also assaulted her physically. The control was so severe that Donna was prohibited from going out alone. She was not allowed to work or drive herself anywhere. When they were out in public, her husband would suddenly snap at her and start to create a threatening scene. Donna had to prevent these situations from escalating by becoming very passive.

Like many women trapped in abusive relationships, Donna wanted to get out but did not know how to do so safely. Eventually, she confided in her doctor about her husband's controlling nature, and the doctor's office suggested she call Family Service of the Piedmont's **24-hour Crisis Line**.

It was unsafe for Donna to visit the Family Service offices – her husband always kept track of where she was going and what time she would be back. So Crisis Intervention Advocate **Angela Parker** began secretly meeting with Donna at her doctor's appointments. They could only meet for minutes at a time, to prevent arousing suspicion.

Over the next few months, the two worked to create a detailed safety plan and develop a strategy by which Donna could safely escape. They opened Donna her own checking account and P.O. box. They discussed the best way for her to safely exit the house, should her husband suddenly become unstable. Donna's situation was so unbearable, she was willing to leave almost all of her belongings behind. But she began secretly moving sentimental items out of the house a little at a time, and storing them in a friend's garage.

Donna was also provided with a prepaid cell phone; a vital part of her safety plan which allowed her to stay in contact with the victim advocates at Family Service without her husband's knowledge.

Donna struggled with the decision of filing a restraining order against her husband. She feared that the order would only trigger a violent reaction. "Many women struggle with whether or not to file a restraining order against their abuser," Parker says. "We work with each client on a case by case basis to decide which option is best for their situation."

When all the preparations were complete, Donna chose the day when she would leave. She selected the safest time of day based on her husband's work schedule. After he left the house that morning, Donna closed her old accounts, picked up the rest of her belongings, and returned to her family in another country.

Donna is now safe and in contact with a domestic violence service provider in her home country, for counseling and continued protection. She still keeps in touch, Parker says, and is thankful to Family Service for helping her plan and execute her escape to a new life on her own terms.

**Name has been changed to protect client confidentiality.*



VICTIM SERVICES

This year, Family Service received 3,438 calls to its 24-Hour Crisis Line. 1,263 callers were victims of domestic violence, and 143 were victims of sexual assault. An additional 85 walk-in clients were served at the agency's Greensboro and High Point offices.

After receiving victim advocacy, case management, and counseling at Family Service, 93% of clients reported they were better able to cope with trauma and reduce symptoms. 85% of women who stayed in the shelters for at least ten days DID NOT return to a violent living environment. 99% of male abusers who completed the Domestic Violence Intervention Program were NOT rearrested for assault on a female after one year.

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Financials*

REVENUE

Contributions	\$129,864
United Way	\$1,350,083
Government Grants	\$1,620,692
Family Service Foundations	\$762,988
Private Foundations	\$153,929
Program Fees	\$1,695,083
Miscellaneous	\$1,263
TOTAL REVENUES	\$5,713,902

EXPENSES

Staff Salaries & Benefits	\$4,275,036
Professional Fees/Contract Labor	\$104,059
Equipment & Supplies	\$216,852
Occupancy & Insurance	\$816,592
Travel, Conferences & Dues	\$136,346
Special Assistance	\$13,909
Miscellaneous	\$81,987
Depreciation	\$58,659
TOTAL EXPENSES	\$5,703,440
SURPLUS	\$10,462

NET ASSETS

Family Service of the Piedmont	\$214,638
Family Service of Greensboro Foundation	\$2,973,715
Family Service of High Point Foundation	\$3,270,355

*Preliminary Pre-Audited Figures

CLIENTS SERVED

	2010-2011
Victim Services	4,084
Counseling Services	3,958
Family Support Services	1,950
Consumer Credit Counseling Services	6,269
TOTAL SERVED	16,261
Community Education (estimate)	6,200
TOTAL Including Community Education	22,461

CREATING POSSIBILITIES: HEALTHY START

Kia Jackson is a young mother to four children aged five, four, three, and four months. Kia gave birth to her first child when she was 21 and suffered postpartum depression. "I didn't know what to do," she says. "The first step was admitting that I needed help." Kia reached out to Family Service of the Piedmont's **Healthy Start** program for support and has remained a client through each of her children's early years.

Kia used to struggle with anger and the tendency to take out her frustrations on her kids. "At first I felt my children tied me down. I would come home tired from work and lose my temper easily," she admits. Her weekly Healthy Start visitor and **in-home therapist** helped Kia see things from a different perspective. "They taught me different parenting skills to make me a better mother," she says.

Healthy Start Case Worker **Kristy Shoffner** and Family Preservation Therapist **Yvette Fortier** continue to work as a team to help Kia provide a safe and healthy home for her family. "I know I can call them whenever I need someone to talk to," Kia says. "I call them often for advice and to

give updates about the progress that my family is making."

"Healthy Start gave me the tools I needed in order to improve my relationship with my kids," Kia continues. She says the program has made a huge impact on her and her children, helping them to become happier and more content, and teaching them the importance of being a family. "I really focus on my children now and how I want them to grow up and be successful," she says.

Kia encourages other moms to seek help if they are having problems. "You will definitely see a difference!" she says.



Kia Jackson learned to be a better parent through Family Service of the Piedmont's Healthy Start.

FAMILY SUPPORT SERVICES

Healthy Start provides home-based parenting education, support and therapy to pregnant women and new parents with high stress factors. Family Preservation counsels families whose children are at risk of being removed from the home due to abuse or neglect.

This year, 95% of families enrolled in Healthy Start did NOT receive reports of abuse or neglect. 93% of Family Preservation families DID

NOT require out-of-home placement of children six months after completing the program.

The Fairview Family Resource Center served 499 children and 670 parents this year, offering supportive services and activities to help families function more effectively. 100% of child clients surveyed, aged zero to six, demonstrated school readiness with age-appropriate skills: social-emotional, physical, and intellectual.

FOR LOVE OF FAMILY AWARDS: LYNN BLACK and ELIZABETH FINCH

The **Julia B. Nile For Love of Family Award** is presented each year by Family Service of Greensboro Foundation and Family Service of High Point Foundation. The Award represents the highest honor given to individuals from Greensboro and High Point who make a significant impact on Family Service of the Piedmont and their community in helping to build safe and healthy families. Family Service presented the 2010 awards at its Annual Meeting on October 4.



Award winner Lynn Black (2nd from left) with husband John, daughter Missy Akin and her husband Bobby, and grandson Briggs Akin.

Lynn Black received the 2010 Julia B. Nile For Love of Family Award from Family Service of Greensboro Foundation, presented by her daughter and current foundation trustee **Missy Akin**. Black joined the Family Service of the Piedmont board in 2001, where she served for nine years on various committees and as Secretary, Vice Chair, and ultimately as Board Chair.

Black's involvement in the Greensboro service community spans 40 years, Akin said. "She is excited about taking the Family Service message to the public whenever and wherever she can. She is always coming up with ideas to enhance Family Service within the community." Akin noted Black's leadership role on the agency's Strategic Planning Committee, where she helped craft the 5-Year Strategic Plan currently in effect at Family Service.

Carroll Ann Miller, past Chair of Family Service of High Point Foundation and herself a past winner of the award, presented her friend **Elizabeth Finch** with the 2010 Julia B. Nile for Love of Family Award to recognize many years of dedication to Family Service of the Piedmont and the High Point community.

"Elizabeth has a background in social work and a passion for helping others, especially children," Miller said. "She heard about Family Service's programs in High Point and was impressed with the dedication and professionalism of the staff." Finch joined the Family Service board in 2003 after Miller introduced her to the agency. She became an active board member and served as Secretary, Vice Chair, and Chair of the Strategic Planning Committee, before becoming Board Chair in 2008. Also in 2008, Elizabeth and Sandy Finch opened up their house to host the successful High Point Oyster Roast.

"Elizabeth has stepped up to the plate many times working to better the lives of children and families in our community," Miller concluded. "She takes every opportunity to recognize staff for their dedication to their work and their loyalty to the agency."



Award winner Elizabeth Finch (2nd from right) with husband Sandy, his parents Ed and Meredith Mitchner, and friend Carroll Ann Miller (left)

During their consecutive terms as Board Chair, both awardees helped steer Family Service through a difficult transitional period while then President and CEO Tom Bonney was on medical leave, and after his retirement helped coordinate the search for a new CEO. The presenters noted how Finch and Black each made an extra effort to keep the board informed and staff focused. "Elizabeth communicated regularly with staff and stakeholders to keep everyone informed," Miller said. Said Akin of her mother, "Her admiration for staff is genuine. She took the time to talk with the staff and was always in support and advocating for them."

Both awardees were also praised for their commitment to promoting Family Service by speaking about the agency at scores of Kiwanis Clubs, Rotary Clubs and other civic organizations.

Past Recipients

Greensboro

2000 Shirley Spears
2001 Leah Tannenbaum
2002 Sally Weeks
2003 Kay Cashion
2004 Pete and Pat Cross
2005 Robert Hager
2006 Kim Ketchum
2007 Rebecca Schlosser
2008 Robin Tyler
2009 Judy Frederick

High Point

2000 Jack and Marsha Slane
2001 Doris Deal
2002 Keith Clark
(posthumous award)
2003 David R. Hayworth
2004 Jim and Jesse Millis
2005 Carroll Ann Miller
2006 Michael Smith
2007 Jeff Horney
2008 Bill Horney
2009 Tim and Linda Ilderton

CREATING POSSIBILITIES: OUR DONORS

Family Service is grateful to the many individuals and groups who sustain us in our vision of building safe and healthy families. Your financial support helps our agency change lives in the Piedmont Triad every day.

While it is not possible to list all our supporters by name, Family Service would like to give special thanks to the following donors who gave to our agency during the 2010-2011 year:

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We enjoyed some very successful fundraising events this year. Thanks to everyone who supported our signature spring fundraisers, the Oyster Roasts in High Point and Greensboro, as well as our newest event the Jamestown Pig Pickin'.



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Vicki and David Miller
Leslie and David Moore
Jim and Ann Morgan
Liz and Tim Mullins

Sheila and Nick Nikouyeh
Carson and Natalie Norcross
Lee and Stuart Nunn
Amy and Mike O'Keefe
Ivey and Richard Orr
Gretchen and Zack Owens
Jo Ann and Bill Owings
Paula and George Payne
Janice Kubinski Peters
Cathy Procton
Maria Puschinsky
Jenny and George Ragsdale
Marya and Al Rhoton
Cindy and Kerry Rice
Emilie and Bill Rogers
Kathy and Steve Rohrbeck
Julie Samuels
Kerie Beth and Jake Scott
Mark and Annie Silver
Marsha and Jack Slane
Sterling Smith
Katie and Brad Stoneking
Kitsy and Jim Tennant
Grace and Tim Terrell
Emily and Matt Thiel
Jenné and John Thorn
Shelby and Scott Tilley
Judy and Allen Tomlinson
Pam and Zan Tyson
Carol Young and Tom Ullman
Lorinda and David Umphlett
Kelly and John Vaughan
Sabine and Tom Verellen
Leigh and Jay Wagner
Patsy Horton Wagner
Nancy and Mark Warburton
Lee and Alf Webster
Ellen Whitlock
Kay and Virgil Willard
Davette and Elliott Williams
Meredith and Burt Williams
Cres Wilson
Carol and Ron Wright
Chris and Gary Wynne
Caren and Greg York
Stacy and Steve Yow
Audrey Yowell



Oyster Roast Hosts Family Service of Greensboro Foundation

Patty and Lee Aiken
Gina and Sam Alem
Hilary and Marius Andersen
Karen and Tom Armstrong
Ingrid Avera
Janice and Sam Baker
Kelly and Scott Bankhead
Cyenthia Barker
Mary and Jeff Beach
Shari and Richard Beavers
Jane Moffitt Becker
Kristi and Pete Beeler
Marianne and Jim Bennett
Kim and Tom Berry
Stephanie and Patrick Billings
Lynn and John Black
Mandy and Richard Black
Yvette and Chris Blackman
Liz and Bill Blackwell
Louise and Jim Brady
Betty and Joe Brantley
Cooper Brantley
Becky and Barry Brasloff
Nancy and Frank Brenner
Pat and Ken Brooks
Nancy and Jim Bryan
Tim Bryson
Frances and Frank Bullock
Mary and Eric Calhoun
Bill and Becky Campbell

Hilary Carr
Commissioner Kay Cashion
Louise and Howard Chubbs
Julie and Chuck Clark
Clem and Hayes Clement
Melissa and Seth Coker
Kelli and Garrison Coley
Rene and Tom Cone
Eva and Mike Cooke
Jean and Doug Copeland
Pat Copeland
Kathy Cross
Amy and Chris Crouch
Dixie and Ken Culver
Sallie and Hank Cunningham
Pam and Elmon Dale
Mary Carol and Pat Danahy
MaryAnn D'Antono
Davy Davidson
Fran and Bert Davis
Susan Wrenn and Rodney DeBusk
Teresa and Danny Deskevich
Anne and Allen Dick
Lisa and Anthony Donato
Martha Anne and Blaine DuBose
Paige and Will DuBose
Cathy and Lowell Easter
Trisha and Bill Edwards
Susie and Ras Fenger
Evelyn and Jim Fisher
Peggy and Marion Follin
Judy Frederick
Laura and Woody Gasioerek
Elizabeth and Kevin Green
Kathy and Chris Green
Ginger and Haynes Griffin
Joann Grimes
Senator Kay and Chip Hagan
Gail and Phil Haney
Beth Harrington
Pam and Steve Hassenfelt
Cyndy and Rick Hayworth
Lindsay and Bunky Henderson
Terri and Steve Hendrickson
Sebrina and Juan Hernandez
Bridget and Steve Holcombe
Julie and Richard Holcomb
Beth and Richard Holland
Deborah and Jim Hooper
Martha and David Howard
Kay and Clyde Hunt
Bonnie and Bynum Hunter
Jill Wilson and Marc Isaacson
Carswell Jackson
Rosy and Joe Jenkins
Lisa and Buster Johnson
Peggy and Phil Johnson
Caroline and Duncan Jones
Holly and David Jones
Kim and Richard Jones
Jennifer and Todd Jorgensen
Melanie Kether
Amy and Matt Ketterman
Magz and Bob King
Doris and Mose Kiser
Pam and Mayor Bill Knight
Phyllis and Rick Lancaster
Betsy and Richard Lane
Anne and Doug Lang
Julie Lapham
Sunny and J.D. Lawson
Casey and Edward LeBlanc
Sandra and Frank LoNano
Stephanie and Mike Ludwig
Allison and Matt Manning
Bobbie and John Martin
Susan and Tommy Mayes
Misty McCall
Kim McCarthy
Trude and Tom McCarty
Mary McGinley
Liz and Joel Mills
Madeline and Butch Mills
Teresa and Louis Moore

Allison and Bill Morrisette
Jill and Mike Murray
Kim and Bob Murray
Carlyn Lewis Myers
Julie and Andy Newcomb
Lisa and Bert Newsome
Donna and Bob Newton
Dottie B. and Billy Nutt
Mindy and Chad Oakley
Frani and Don Olson
Barbara and Pat Palmer
Kim and Michael Phillips
Holly and Lou Pierce
Mary and Bob Plybon
Leigh Ann and Andy Pool
Dianne and Kevin Fusch
Stacy and Bryan Reich
GraceAnn and Ted Rhoads
Cathy and Garson Rice
Carla and Stephen Robinson
Denise Turner and Chip Roth
Diane and John Ryan
Emilie and Arthur Samet
Jenny and David Sar
Rebecca and Mike Schlosser
Sharon and Jim Schlosser
Meredith and J Scott
Stephanie and John Scott
Leigh and Carl Seager
Pat and Bob Sevier
Ann and Bob Shepherd
Kirstin and John Shepperson
Caroline and Mark Shogry
Simone and Mirna Simaan
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Barbara and Steve Snavely
Pat and Gordon Soenksen
Melanie Soles
Denise and Rodney Speight
Malcolm Stark
Jennifer and Kevin Steink
Kay Stern
Susan and Tom Storrs
Kimberly and John Strong
Leigh and Craig Sudbrink
Claire and Tom Sullivan
Kitty and Will Sydnor
Bev and Al Sykes
Jeanne Tannenbaum
Lee Thompson
Lauren and Adam Tilley
Beth and Xan Tisdale
Jaree and Mel Todd
Leslye and Marshall Tuck
Traci and Sam Turner
Jeanne and Mike Twilley
Marti and Robin Tyler
Mayor Pro Tem Nancy and Senator
Don Vaughan
Susan and Bill Veazey
Jane and Steve Warren
Susannah and Jess Washburn
Sally and Jim Weeks
John Whisnant
Jacalyn and Brantley White
Judy and Len White
Margaret and Lee White
Patricia and Michael Whitfield
Judith and Craven Williams
Mary Lou and Hugh Williams
Cecile Winstead
Susan and Eric Wiseman
Ellen and Robert Worth
Lauren and David Worth
Rhonda and David Youngdahl



Jamestown Pig Pickin' Hosts Family Service of the Piedmont

Alicia and Roddy Akbari
Renee and Bobby Allison

Marilyn and Jack Bell
Kathy and Bob Benson
Janis and Ray Beshears
Nan and Ed Bowles
Johnnie and Mike Bryant
Ashlie and Mike Bucy
Lynn and Jim Burgo
Connie and Dennis Carroll
Judy and Hugh Cates
Jewel and Art Clayton
Connie and Bill Cockerham
Judy Cornelison
Pat and Pete Cross
Lula and Hamp Culler
Kathy and Allen Dick
Marty and John Dixon
Trish and Don Douglass
Carol and Larry Dunn
Michelle and Charlie Dye
Donna and Jack Finch
Kris and David Flynn
Sarah and John Foster
Leigh Rush and Richard Glover
Carolyn and Joe Gorga
Marty and Rob Haley
Sal and Bill Hansen
Tammy and Hal Heaven
Dot and Kevin Herron
Cathy and Chip Hicks
Patti and Del Holtzman
Kathy and Ted Johnson
Gay Dillard and Miles Jones
Lynn Montgomery and Doug Jones
Lynne Garrison Kennedy, Marty
Kennedy
Gina and William Laney
Cathy and Dave Leary
Betty and Wayne McCray
Donna and Dan McDaniel
Mary and Jay McQuillan
Katherine and Gary Michalove
Carroll Ann and Jeff Miller
Dott and Harry Lee Miller
Joanne and Kerry Miller
Rebecca and Jimmy Mitchell
Shanna Moore
Angela Morakis
Linda and Al Munnis
Stacey and Jason Ofosanko
Anne and Pete Osborne
Lynn and Sam Patterson
Jane and Jim Pendry
Ginny and Robert Pickett
Peggy and Leon Plummer
Carli and Glenn Prillaman
Sandy and Harold Proctor
Sherry and Larry Proctor
Billy Ragsdale
Jenny and George Ragsdale
Mary and Will Ragsdale
Kathi and Mike Raybon
Debbie and Jack Richardson
Georgia Nixon Roney and Keith
Roney
Maria and Doug Sampson
Elizabeth and Per Sandberg
Ellen and Scott Sanders
Rebecca and Jeff Scheffer
Cherie and Tom Scinto
Tricia and John Seymour
Sue and Frederick Starr
Karen and Tom Stone
Jody and Doug Susong
David S. Thompson
Shelby and Scott Tilley
Jaree and Mel Todd
Joyce and Keith Volz
Pam and Teddy Welborn
Penny and Philippe Wiener
Kathleen and Joe Williams
Nancy and Donnie Williams
Nancy and Bob Wilson
Donna and Mickey Wright

LOCAL ARTIST paints FOR FAMILY SERVICE

Local artist **Addren Doss** has created an original painting for Family Service of the Piedmont. The new work of art depicting a mother and child will be featured on the agency's 2011 honor and gift cards.

Doss strives to engage viewers emotionally with each of her paintings. After twenty years of working as a corporate and freelance graphic designer, Doss decided to follow her true passion and began her career as a painter. She shares her knowledge, gained from noted American artists, by teaching classes and workshops in oil and pastel. Her work can be found in collections both locally and internationally.

"We are very fortunate to have Addren as our artist this year," said friend and Family Service of Greens-

boro Foundation Chair Anne Osborne. "Her sensitivity and extraordinary talent is evidenced by her beautiful painting which explores the strength of the bond between mother and child."

When you make an **honor** or **memorial** gift to Family Service, a card featuring the painting will be sent to your honoree or their family to let them know a gift has been made in their name.

Visit www.safeandhealthyfamilies.com or call (GSO) 387-6161 x1115 or (HP) 889-6161 x1115. Minimum donation per card is \$10. Boxed sets of 8 cards and envelopes are also available for \$15.





315 East Washington Street
Greensboro, NC 27401-2911

1401 Long Street
High Point, NC 27262-2541

902 Bonner Drive
Jamestown, NC 27282-8948



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Vision

Building Safe and Healthy Families

www.safeandhealthyfamilies.com

Mission

Family Service of the Piedmont empowers individuals and families to restore hope, achieve stability and thrive through quality support services, advocacy and education.



2010-2011 Annual Report

CREATING POSSIBILITIES: FORECLOSURE PREVENTION

Clay and Carrie Givens were newcomers to North Carolina through a job relocation. They purchased a home in High Point and settled into a new chapter of their lives. Things were going great until a few years later when Clay lost his job. "I really didn't see it coming," Clay says. "We hadn't made any plans or preparations for that." The couple filed for unemployment and would subsequently drain their savings account in order to pay their bills. They had been hit hard and got behind on their mortgage payments. The mortgage company recommended Family Service of the Piedmont's **Consumer Credit Counseling Service (CCCS)**.

The Givens started meeting with CCCS Counselor **Renita Boyd**, who informed them of the Mortgage Foreclosure Prevention Program (MFPP). "We knew it would be a long process because it was a state and government program, but she continued to stay involved and connected with us," says Clay. "We knew this was the only option that would allow us to stay in our home."

The mortgage company wanted to accelerate the loan and move forward on the foreclosure process, which only added to the couple's anxiety. "It's very easy to get overly stressed and be very negative," says Carrie. "Renita kept encouraging us to stay the course and not get frustrated." CCCS continued to work with the couple to assemble all of the information required to be accepted into the program. They made progress and the Givens were eventually

approved to receive mortgage assistance. The program covered five months' mortgage payments, which allowed them to catch up and retain ownership of their home.

The Givens praise CCCS for their thoroughness throughout the extended process. They encourage others to "swallow their pride" and seek help. "CCCS not only helped us get mortgage assistance, but also showed us how to modify our bills and realize what we could live without," says Carrie. "We kept our dignity and they didn't make us feel like we were failures."

"CCCS treated us like we were worthy of being helped. I would recommend this program to anyone."



Family Service of the Piedmont's Consumer Credit Counseling Service helped Clay and Carrie Givens save their home.

CONSUMER CREDIT COUNSELING SERVICE

Family Service provides free budget, credit and housing counseling, debt management programs, and bankruptcy and foreclosure mitigation for individuals and families struggling with financial worries.

Six months after receiving counseling at CCCS, 83% of families reported they were able to pay their bills on time, and 69% reported their debt load was decreasing.

This year, CCCS provided 265 free educational workshops with 2,132 participants, on topics including budgeting, maintaining good credit, and buying a first home.