



Family Service

OF THE PIEDMONT

| 2017-2018 |

IMPACT REPORT



Family Service of the Piedmont continues to grow to meet an increased demand for services.

We served **18,250** individual clients last year,
at our agency's offices, in clients' homes, and in the community.

Simultaneously, we remain committed to maintaining quality service as client numbers continuously increase. Last year all programs met or exceeded their target goals, and our recent client satisfaction survey determined:

98% of our clients were "satisfied" or "very satisfied" with their experience.

Daily, our staff of over 150 professionals empowers families in crisis to restore hope, achieve stability, and thrive. Some of our clients are seeking recovery from a history of domestic violence or child abuse, while others are working to better their mental health or financial stability. We believe that empowering people to make progress in their own lives can produce a ripple effect, spreading positive change throughout our community.

Our agency's annual budget increased last year by 5.8% to over **\$8.4 MILLION.**

With this increase, our operating overhead remains low at 10%. That means that 90 cents of each dollar donated to Family Service of the Piedmont goes directly to help fund programs for local children and families. All these successes are due in large part to the leadership of our boards, the commitment of our staff, and the support of our many volunteers and contributors.

Last year, more than **400** volunteers assisted in raising awareness of our agency through community and fundraising events, which were attended by more than **3,000** people.

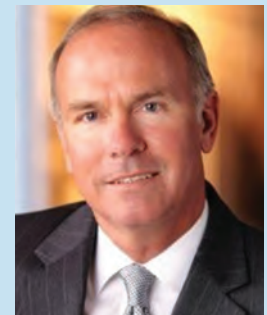
These volunteer efforts extend our reach and create opportunities for awareness and engagement in the community. The thousands of local individuals, businesses, and organizations who support our agency each year are essential to our continued success. It is because of you that Family Service of the Piedmont is able to meet the needs of more clients annually.



Tom Campbell
President & CEO

OUR VISION
Building Safe and Healthy Families

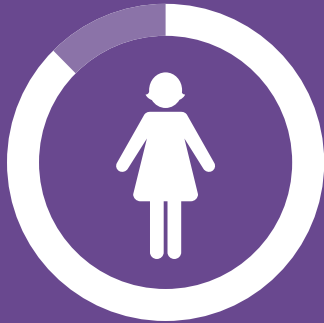
OUR MISSION
Family Service of the Piedmont empowers individuals and families to restore hope, achieve stability, and thrive through quality support services, advocacy, and education.



Kip Blakely
Board Chair

2017-2018 **IMPACT**

DOMESTIC VIOLENCE



88%

of women who stayed in our shelters at least 10 days went home to a non-violent living environment

FINANCIAL STABILITY



95%

of clients paid bills on time after receiving services for 3-6 months

CHILD ABUSE



99%

of families at high risk of child abuse or neglect did NOT receive reports to social services after completing the Healthy Start program

MENTAL HEALTH



67%

of clients displayed improved functioning after three counseling sessions



DOMESTIC VIOLENCE & SEXUAL ASSAULT



Clients Served:

6,141

Clara House in Greensboro and Carpenter House in High Point offer safety to women and children escaping violent homes. We provide help filing protective orders and navigating the court system. Individual and group counseling and referrals to resources to help them start a new life free from violence are also available.

SHELTERS | COUNSELING | 24-HOUR CRISIS LINE | VICTIM ADVOCACY | SUPPORT GROUPS



"Family Service helped me realize it wasn't my fault."

- **TAMIKA**

Tamika came home after work one day and her life changed forever. Her estranged husband was in the home waiting, in violation of a restraining order. He handcuffed her to the bed, cut off her hair, and slit her wrist. A hostage negotiation team was called in. Eight hours later, he surrendered and Tamika was freed by police.

While recovering in the hospital Tamika found Family Service of the Piedmont. She said the people at the agency made all the difference in helping her return to a life of safety and security.

"With domestic violence there is an element of shame that you carry, even if you didn't cause it," she says. "Family Service helped me realize it wasn't my fault. With their guidance, I was able to keep my family intact."

Tamika's therapist, Theresa Johnson, assisted her with counseling while she recovered and encouraged her to go back to school and get her Criminal Justice degree.

Today, Tamika is thriving. She is employed, enjoys spending time with her children, and is grateful to Family Service of the Piedmont for showing her there is life after domestic violence.

2017-2018
Statistics



5,840

Victims of Domestic Violence
and Other Violent Crimes



2,884

Calls Received on the
24-Hour Crisis Line



28

Average Number of Women and
Children Given Shelter Each Night

MENTAL HEALTH & SUBSTANCE USE

Family Service of the Piedmont offers counseling for children, teens, and adults with issues such as depression, anxiety, physical or sexual abuse, and substance use. Our integrated care model addresses both physical and mental healthcare needs simultaneously.

Clients Served:

3,962



INDIVIDUAL AND FAMILY COUNSELING | PEER SUPPORT GROUPS | SUBSTANCE USE SERVICES

Robin had a very tumultuous childhood. Her mother struggled with drug addiction and lost custody of her at a young age. Robin was raised by her grandmother in a loving home until age 13. Robin's mother then returned and took her away. After that her life was filled with alcohol, parties, and men—"I migrated to a bad crowd, and made a lot of bad choices," Robin explains.

Robin had her first son at 18 and her second at 22. "I was heavy in addiction with my second son," Robin admits. "It was the people that I hung with. Bad choices drove me." Robin was on her way to her third felony when her probation officer suggested Family Service of the Piedmont's Substance Use Service to help her get clean.

"It took a while for me, but Family Service never stopped caring, pushing me, and suggesting I go to a long-term treatment facility," Robin says. "I had lost everything. When I had no other choice but to raise up, Family Service was there for me and they helped me. They saved my life."

On March 2, 2016, Robin checked herself into long-term treatment. She's been clean ever since. In February of this year, Robin got married. She is currently on the Dean's list pursuing a degree in Substance Use Counseling and will graduate in 2019. Robin continues to regularly see the therapists that were instrumental in saving her life.

"I can now be a light in someone else's life. Everybody needs somebody and I've got these people. They loved me until I could love myself. God put the right people in my life for the right reasons; I thought I would probably die, but He had other plans."



"They loved me until I could love myself."

- ROBIN



12,413

Individual/Family
Counseling Sessions



507

Walk-in Assessments
without an Appointment



3,982

Number of Annual
Medical Visits

2017-2018
Statistics

CHILD ABUSE & HEALTHY PARENTING



Clients Served:

2,680

Family Service of the Piedmont is committed to providing safe, child-friendly environments to minimize trauma while investigating abuse. We provide counseling and victim advocacy, in-home visitation and parenting education, and supervised visitation and exchange for children of high-conflict separated parents.

CHILDREN'S ADVOCACY
CENTERS

FAMILY RESOURCE
CENTER

HEALTHY START

HARMONY HOUSE



*"I would recommend the
Incredible Years program
to all parents."*

- JACKIE

Jackie grew up in a family with a lot of yelling and not a lot of positive reinforcement. A few years into motherhood Jackie realized her parenting style was not working for her two boys who are now nine and five years old. Jackie recognized she was emulating the same behaviors that had negatively affected her as a child. She wanted to do better for her boys. She heard from a friend about Family Service of the Piedmont's Incredible Years parenting program and decided to get help.

Through the program Jackie learned how negativity only increases her children's aggressiveness. When she began using the new disciplining techniques she learned in class she found them much more effective. Her husband also recognized her efforts and the positive changes she was making which made for an all-around happier and healthier family.

"Before the program I didn't have patience," Jackie explains. "Mornings used to be awful, with a lot of screaming for the boys to get ready. Now, I approach the day more gently. Our stress level has gone down. I find myself hugging and kissing my boys a lot more and I really enjoy spending time with them!"

Jackie has learned how to better manage her daily struggles. Along with disciplining her boys in a calmer manner, she has learned the coping skills to help reduce stress, which has greatly improved her parenting style.

"I feel better about my parenting skills and the impact I'm having on my children's lives," says Jackie. "Instead of teaching my kids negative behaviors, I'm setting them up for success if they one day become a parent themselves. I'm going to stick with this new style of parenting to make sure my boys become successful adults."

2017-2018
Statistics



668

Children served by our Children's Advocacy Centers with 97% of caregivers reporting the services they received helped them and their child to heal



348

At-Risk Families Served by the
Healthy Start Program



487

Child Forensic Interviews
Performed, Each Investigating
a Potential Case of Child
Abuse or Neglect

FINANCIAL STABILITY

The Consumer Credit Counseling Service (CCCS) offers money management, housing and credit counseling, foreclosure prevention and debt management along with bankruptcy counseling and education.

Clients Served:

5,467



FINANCIAL
COUNSELING

FORECLOSURE
PREVENTION

BANKRUPTCY
COUNSELING

DEBT
MANAGEMENT

BUDGETING & HOMEOWNERSHIP
WORKSHOPS

After the unexpected and tragic loss of her husband in 2016, Marie struggled to make her mortgage payments. "After the death of a spouse, you not only have to grieve their loss, but you're left to carry on without the help they provided financially," Marie says. After losing her job a year later Marie fell behind on her mortgage payments and knew it was time to get help. She had seen on television how Consumer Credit Counseling Service could help people in her situation and decided to reach out.

Marie's Consumer Credit Counselor helped her apply for a federal Principal Reduction Recap Extinguisher Loan, which allowed her to pay off the remaining balance she owed on her home (approx. \$42,000). As long as she stays in her house for at least 10 years, the loan is forgiven.

At the same time, Marie had the added stress of dealing with a granddaughter with a severe heroin addiction, who herself had three small children. She reached out to social services and moved towards gaining custody of the children. The children currently reside with Marie and are thriving. Marie took advantage of Family Service's Mental Health Counseling services which helped in dealing with her overwhelming circumstances. She and the kids are on a continued path to healing.

"Consumer Credit Counseling Service kept us from being homeless," Marie says. "Counseling was very helpful in helping me adjust to my new normal. I can now focus more on providing what my great grandchildren need to have a better life."

Marie encourages other people who are struggling with their mortgage to reach out. "Don't let pride stand in your way," she urges. "Help isn't just going to find you, you have to go get it."



*"Consumer Credit
Counseling Service kept us
from being homeless."*

- MARIE



2,509

One-on-One Financial
Counseling Sessions



2,953

People Educated
through Workshops
& Community Events



4,457

Number of Homes
Saved from Foreclosure
Since 2010

2017-2018
Statistics



RON JOHNSON

2018 Julia B. Nile For Love of Family Award Winners



CATHY P. PROCTON

Ron Johnson has been a champion of abused women in Greensboro since the 1970's. He was a member of the Greensboro Commission on the Status of Women, which led to the foundation of Women's Aid. Ron worked to incorporate the new organization and establish its tax-exempt status. He also volunteered nights at the women's shelter. In 1981, when Women's Aid became part of what was then Family and Children's Service of Greater Greensboro, Ron continued to work as an advocate for victims and a year later, he led the way to building a new and larger domestic violence shelter, Clara House.

Ron joined the Family & Children's Service Board in 1983, serving on numerous committees and as Board Chair in 1986-87. That same year, he was recognized by Governor Jim Martin with the Governor's Volunteer Recognition Award.

In 2011, Ron rejoined the Family Service of Greensboro Foundation and served six years in a number of positions including as Vice Chair, two years as Secretary and as a member of the Investment and Endowment Building Committees. He has always been a generous supporter of Family Service's various fundraisers, and in 2012 was dubbed "the poster child" for *Change-ing Lives* for consistently bringing bottles filled with loose change to board meetings. Ron is also an avid fan of the Guild's Big Hair Ball and in 2013 was named its Honorary Chair.

Ron has helped found several Greensboro non-profits including the Triad Health Project, Planned Parenthood of Greensboro, the Guilford Green Foundation and the Hospice Foundation of Greater Greensboro. His honors include the Human Rights Campaign's Equality Award for outstanding work for the LGBTQ community, the NC Bar Association and Greensboro Bar Association's Centennial Award for exemplary community service, and the Triad Society of Professional Fundraisers' Outstanding Philanthropist in Greensboro award.

"I have always been drawn to Family Service's mission of helping families as many people have not been as fortunate as me," Ron says. "I have always wanted to help women, children and families with issues standing in the way of their success and happiness."

Cathy Procton first attended the Oyster Roast more than 20 years ago and became interested in learning more about Family Service as a result. She joined the Family Service of High Point Foundation Board in 2004 and served for six years, including two years as Treasurer as well as an active member of the Development, Investment and Oyster Roast and Annual Campaign Committees. "I have always been very committed to giving back," Cathy says. "Family Service seemed to be a perfect place for me to commit my efforts and energy."

Cathy was involved with Elizabeth Finch and, later, with Pam Greene in creating and developing an event for Family Service called the Middle High Party, which engaged area middle-schoolers with fundraising, volunteerism and community involvement.

Returning to the board in 2011, she once again took up leadership roles including Vice Chair and on the Nominating Committee. Cathy served as Chair of the Foundation in 2013-14. Under her leadership, the Annual Campaign surpassed its goal and the 20th Anniversary Oyster Roast was a great success – raising a then record \$151,000 despite an ice storm the scheduled night of the event! She spearheaded Board involvement with the High Point Rotary Club's annual barbecue, participated in and promoted "Lunch with Family Service," to educate and inspire agency supporters, and appointed Beachy Allen and Nancy Amos to new positions as Liaisons to The Guild of Family Service of High Point.

Cathy has been a long-time supporter of Family Service with contributions to the Oyster Roast, the Annual Campaign, the Endowment and Guild events. Her work in the High Point community includes involvement in the Junior League, Westchester Academy Parents Association, the Girl Scouts, and the Boys and Girls Club. "Nurturing and enriching my own family has always been my main priority," she says. "My other focus has been supporting Family Service through leadership and fundraising, with a focus on the crucial component of awareness."

Families First Honor Societies

The Families First Honor Societies recognize individuals who have made a lasting impact on Family Service of the Piedmont and their local community. We honor them for their generous support and loyal service.



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Family Service is grateful to the many individuals, businesses and groups who sustain us in our vision of building safe and healthy families. While it is not possible to list all our donors, Family Service would like to give special thanks to the following supporters who gave to our agency during the 2017-2018 year. Every effort has been made to ensure donor information is complete and correct. If you find any errors or omissions, please accept our apology and bring it to our attention by calling 336.801.1154.



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If you are interested in joining the Forever Family program or to find out more please contact: Jody Susong at 336.801.1147 or email jsusong@fspcares.org

2017-2018 FINANCIALS*

REVENUE

Contributions	\$298,087
United Ways	\$1,245,114
Government Grants	\$2,739,316
Family Service Foundations	\$1,397,988
Private Foundations	\$1,148,639
Program Fees	\$1,565,022
Other Revenue	\$11,131
TOTAL	\$8,405,297

EXPENSES

Salaries, Contract Labor, Payroll Taxes & Benefits	\$6,482,133
Professional Fees	\$128,612
Equipment & Supplies	\$510,677
Occupancy & Insurance	\$836,168
Travel, Conferences & Dues	\$235,197
Special Assistance	\$34,160
Miscellaneous	\$49,990
Depreciation	\$124,471
TOTAL	\$8,401,408
	<i>Surplus: \$2,544</i>



NET ASSETS

Family Service of the Piedmont	\$615,259
Family Service of Greensboro Foundation	\$3,740,587
Family Service of High Point Foundation	\$3,399,526

* Preliminary Pre-Audited Figures

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Beachy Allen	Matt Nowell
Nancy Amos	Rosalyn Pauling
Stephanie Beaver	Timothy Peoples
Courtney Best	Caren York

CHIEF ADMINISTRATIVE PERSONNEL

Tom Campbell, *President & CEO* | Steve Hess, *Chief Program Officer* | Becky Hunt, *Compliance Officer/Director of Human Resources*
Jody Susong, *Chief Advancement Officer* | Chip Turner, *Chief Financial Officer*



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