



Family Service
OF THE PIEDMONT



| 2020-2021 |

IMPACT REPORT

MESSAGE FROM THE PRESIDENT AND BOARD CHAIR



Tom Campbell
President & CEO



Curtis Collins
Board Chair

Last year our sense of normalcy was replaced by disruption on a grand scale, leading to an unprecedented amount of uncertainty and unpredictability. But while this turmoil has created stress, it has also created opportunity and growth. The death of George Floyd and many other Black and Indigenous people, and people of color have increased calls for social justice. Even though the pandemic created disruptions to almost every aspect of life, it has also led to the creation of many new and innovative systems.

With the start of this new fiscal year, we are optimistic about the opportunities that lie ahead. Although this past year has been difficult, it is during times like these that we are most proud to be a part of such a great agency. For more than 80 years, Family Service of the Piedmont has been here for the community to address pressing issues such as child abuse, domestic violence, financial instability and mental health. Even in uncertainty, Family Service restores the hope of and provides stability for the most vulnerable so they can thrive.

While we continue to face the coronavirus' threat to our health and economic stability, we know that each day brings significant challenges and pressures on our operations. However, our staff rises to the challenges every day with compassion, resilience, fortitude, and integrity. With the increased need in our community, Family Service staff have gone above and beyond for our clients, all while dealing with the pandemic's impact on their personal lives.

Family Service's commitment to high standards of service is unwavering. Family Service strives to treat clients, staff and community members with dignity and respect. We serve with honesty, responsibility, transparency and accountability. We are passionate about providing compassionate care. We are committed to the safety and health of families in our community. And, we achieve excellence through innovation, flexibility, collaboration, efficiency and quality staff and services.

As we reflect on all that's changed this past year, not only due to the coronavirus, but also to the demands for racial justice, we are proud of the strength and innovation of our staff, donors, partners, and community members, and are inspired by their continued dedication and support. Because of you, we are able to serve more than 17,000 adults and children a year. Because of you, we are able to build safe and healthy families and communities. Thank you.

Tom Campbell
President & CEO

Curtis Collins
Board Chair

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.

OUR VISION

Building Safe and Healthy Families and Communities

2020-2021 **COMMUNITY IMPACT**

DOMESTIC VIOLENCE



90%

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

FINANCIAL STABILITY



100%

of clients paid their bills on time six months after receiving services.

CHILD ABUSE



100%

of families at high risk of child abuse or neglect did not receive Department of Social Services reports while receiving Healthy Start services.

MENTAL HEALTH



74%

of clients displayed improved functioning after three counseling sessions.



DOMESTIC VIOLENCE & SEXUAL ASSAULT



Clients Served:
6,286

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

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



"I was able to find the help I needed through Family Service."

— NICHOLE

Nichole, a mother of three teenage daughters and a six-year old son, first came to Family Service of the Piedmont after meeting with staff to file a restraining order against her abusive husband.

"I was able to find the help I needed through Family Service," she said. "An advocate spoke with me, asked me what I needed and was able to point me in the right direction. I was very distraught at the time. I needed that help at that moment. It was exactly what I needed."

She said that while living with her husband, he destroyed all of the family's belongings.

"We didn't have clothes or underwear. We had nothing," she said. "The staff at Family Service put me in contact with someone to receive emergency housing, and I was able to find a place to live for me and my girls in less than 10 days."

Nichole was then able to enroll in Guilford Technical Community College. She also immediately enrolled her kids in public school after their absence for an extended period of time.

"Family Service staff helped me get fresh, clean clothes for my kids and me, and even kitchen utensils and supplies," she said. "To this day, 10 years later, I still have the colander they gave me that I strain my pasta with when I'm cooking dinner."

Nichole said that agency staff gave her strength and hope and that it is reassuring that there are people available who help others who need a little help.

"I'm a hard working person, and I wanted to do the right thing," she said. "Family Service helped me when no one else would, and it has put me on a path to success."

**2020-2021
Statistics**



6,286

Victims of Domestic Violence,
Sexual Assault and Other
Violent Crimes



3,667

Calls Received on the
24-Hour Crisis Line



12

Average Number of Adults 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:

4,810



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

Diane, who recently lost her best friend and baby sister, decided to see a therapist at Family Service of the Piedmont for counseling to work through her grief and past trauma in her life.

Originally from New York, Diane grew up in a chaotic household and suffered sexual abuse from family members from the ages of 5 to 21.

She developed an addiction to alcohol and other substances to cope with her abuse. As a child, Diane would go into her parent's liquor cabinet, drink alcohol and was often intoxicated. She also grew up seeing her father physically abuse her mother.

"My addiction grew stronger and stronger through the years, from a child up until the age of 39 years old," she said. "I then got sick and tired of being sick and tired. I knew I had to do something different. The last time I went into a treatment facility was May 20, 2001, and I have been clean ever since."

Visiting regularly with her therapist at Family Service, Diane works to better respond to reminders and emotions associated with her abuse. Some of the skills include anxiety management and relaxation strategies.

"I'm not ashamed that I go to therapy, because in the black community, when I was growing up, that was one thing we never did," she said. "I need a place like this to come to, and I'm so grateful that Family Service is here. I am grateful there are people here to help me get back to normal. This place has been a lifesaver for me."

Diane said that she loves life and didn't think the life she has now would have been possible.

"I am married to a wonderful man," she said. "It was something I didn't think would happen for me. It's like, old dreams awaken and new possibilities arise. There is hope."



"I need a place like this to come to, and I am so grateful that Family Service is here."

— DIANE



20,370

Individual and Family Counseling Sessions



74%

Percentage of Clients Who Displayed Significantly Improved Functioning after Three Counseling Sessions



8,434

Number of Annual Medical Visits

2020-2021 Statistics

CHILD ABUSE & HEALTHY PARENTING



Clients Served:

2,022

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



Lana, a mother of four, found herself in a messy and difficult divorce after being married for 15 years. Her attorney recommended she use Family Service of the Piedmont's Harmony House program for custody exchanges because she was having trouble coordinating them with her ex-husband.

"It was established by the court that my ex-husband was purposely alienating the children from me," she said. "I would come over and supposedly the children didn't want to see me. They were afraid of him. I would prepare for the exchange, and I would be full of hope to see them, and the exchange wouldn't happen."

The custody exchanges were then court ordered and now happen at Harmony House with Lana and her ex-spouse alternating who picks up and drops off the children.

Harmony House has two entrances, one for each parent. Lana's children are brought in from one entrance by one parent and the receiving parent arrives at a different entrance. The goal is to reduce conflict between the parents by keeping them separated.

Lana said there are many factors involved with divorcing parents including separation anxiety for the children. She also said that with Family Service, there are no surprises, and she knows what is happening the whole time.

"My children have made friends with the Harmony House staff. They are always very happy to see them," she said. "Harmony House has removed the stress and emotional tension. It has been so helpful for us. There is a lot of stress involved in custody issues. It takes a lot of energy to stay patient and positive."

"Harmony House has removed the stress and emotional tension. It has been so helpful for us."

— LANA

2020-2021
Statistics



347

Families Served by Our Children's Advocacy Centers, Which Coordinate the Investigation and Treatment of Child Abuse



237

At-Risk Families Served by the Healthy Start Program



305

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

FINANCIAL STABILITY

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

Clients Served:

1,551



FINANCIAL
COUNSELING

FORECLOSURE
PREVENTION

BANKRUPTCY
COUNSELING

DEBT
MANAGEMENT

BUDGETING & HOMEOWNERSHIP
WORKSHOPS

Tonya, a single mother, needed a vehicle to help her take care of day-to-day needs including picking up groceries and going to doctor appointments. A car would also open up her ability to access local job opportunities and community resources, and get school supplies for her son.

"At Family Service, a financial counselor talked to me about programs that were available, including the matched savings program, to help me secure transportation and achieve my goal of being independent," she said.

The matched savings program helps women who are struggling financially gain employment, find housing or become self-sufficient. The participants create a savings plan with a Consumer Credit Counseling Service counselor at Family Service of the Piedmont that results in a two to one match for every dollar they save, with a maximum match of \$1,000.

Tonya lost her job last June but was able to find a new job working remotely for an out-of-state company, and after meeting regularly with a counselor at Family Service, started saving money to buy a car. She found it difficult relying on public transportation and too expensive renting a car. She was able to learn how to create a budget and save money by cutting back on expenses. The counselor also helped her navigate the car buying process.

After a few months, Tonya was finally able to buy a car through the program and is now able to get herself and her son quickly and more easily to where they need to go.

"My recommendation is if you need help, try to learn as much as you can from the staff at Family Service. Get in touch with one of their financial counselors," she said. "Their help has been life changing."



*"[Family Service's] help
has been life changing."*

— TONYA



542

One-on-One Financial
Counseling Sessions



738

People Educated
through Workshops
and Community Events



87%

Percentage of Clients Who
Reported Having Less Debt after
Receiving Services

2020-2021
Statistics



DR. LENNY PETERS

2021 Julia B. Nile For Love of Family Award Winners



GWENDOLYN D. WILLIS

Dr. Lenny Peters' love and care for patients as a doctor extends to his philanthropic generosity toward his community through the Lenny Peters Foundation. Engaged with Family Service of the Piedmont since 2016, he has supported the agency's efforts to raise funds for its programs and services.

Lenny, who is the chief executive officer of Bethany Medical, began his foundation, a non-profit organization that supports the Triad and communities around the world, out of a desire to give back to the community. His calling is to help people in need, and his foundation supports local area non-profit organizations including Family Service.

"I was born and raised in a poor home in southern India. I understand poverty," he said. "I understand how poverty can destroy the fabric of a family. So, I started working with my foundation to help orphaned children in poor families. In our community, I have chosen Family Service as the entity that I focus my help."

His foundation has been the presenting sponsor of the High Point Oyster Roast from 2016 to 2021, and he generously hosted the event at his home in 2016 and 2020. The foundation was also a top sponsor of the Big Hair Ball from 2018 to 2020, and he was the honorary chair of the event in 2020. It was also a presenting sponsor of the Jamestown Pig Pickin' in 2016 and 2017.

"I learned how much hard work goes into the various events and fundraisers Family Service coordinates every year to raise funds to help the community address mental health issues, domestic violence, child abuse and financial instability," he said. "These funds go to critical services that lift people out of poverty and help them live better lives."

Lenny is a member of the Families First Honor Society, which is comprised of the agency's closest supporters and friends.

"I was always involved with helping families through my charitable foundation," he said. "I became aware of the wonderful programs and services Family Service offers to keep our families safe and healthy 10 years ago both in High Point and in Greensboro. The agency does so much for our community."

Gwendolyn D. Willis' 40 years' experience working directly with clients with substance use disorders and as a social service leader led her to join the Family Service of the Piedmont Board of Directors in 2011, where she generously gave her time and support to the agency.

In her career, she was the chief student services officer at Guilford County Schools and has also served as the director of student services and substance abuse programs for the High Point school system. She also served as executive director and, prior to that role, a counselor at the Alcohol Education Center. It was her familiarity with Family Service as a referral source for clients, students, families and staff that motivated her to serve on the board.

"I was honored when I was asked to be a member of the board because of my appreciation for the excellent services the agency provides to individuals and families," she said.

Gwendolyn served on the board as secretary from 2012 to 2014, vice chair from 2016 to 2017, chair from 2017 to 2018 and immediate past chair from 2018 to 2019. In addition to participating in monthly Executive Committee, Finance Committee and board meetings, she has served on the Audit, Advancement, Nominating, Strategic Planning, Programs and Services, and Sexual Assault Awareness committees.

"My commitment to the mission of Family Service has continued to grow over the years as my professional and personal knowledge of the quality of services provided has grown," she said. "The agency's mission: to empower individuals and families to restore hope, achieve stability, and thrive through quality support services, advocacy and education, aligns with my philosophy as an educator, certified substance abuse counselor and clinical supervisor."

Gwendolyn has encouraged board participation in the Annual Campaign and continued the tradition of the friendly competition between the agency's three boards, treating the board who reached their goal first to lunch. She has also worked with the volunteer group Greensboro Chapter of The Links, Inc., hosting book drives for the Healthy Start program for several years.

She and her husband, Don, have also been loyal longtime supporters of the agency's fundraisers in Greensboro, High Point and Jamestown.

"I believe that anyone can need help at a given time in their lives," she said. "Receiving assistance from professionals can facilitate the restoration and stabilization of the family unit. The well trained agency staff provide assistance and treatment interventions to families and individuals in the areas of domestic violence, child abuse, financial stability and mental health."

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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