

2015–2016 ANNUAL REPORT

COMMUNITY IMPACT



FAMILY SERVICE OF THE PIEDMONT, INC.
FAMILY SERVICE OF GREENSBORO FOUNDATION, INC.
FAMILY SERVICE OF HIGH POINT FOUNDATION, INC.

MESSAGE FROM THE PRESIDENT & BOARD CHAIR



TOM CAMPBELL
PRESIDENT & CEO



RUDY CLARK
BOARD CHAIR

more clients than ever, all of our programs met or exceeded target outcomes. Just as important, the results from our client satisfaction survey were stellar, with **98%** of our clients reporting that they are "very satisfied" or "satisfied" with our services. In addition, staff satisfaction remains high and voluntary staff turnover is only **12%**.

While our overall annual budget increased by **9%** to more than **\$7.4 million**, the agency's indirect cost rate remained a low **10%**. This means that 90 cents of every dollar Family Service receives directly supports our programs and services! In addition, we have increased year-end assets for the sixth consecutive year and have maintained a solid operating reserve to safeguard against unexpected negative cash flow.

Additional successes include:

- Grant awards of over **\$2.6 million** from the Cone Health Foundation and Foundation for a Healthy High Point over the next three years to enhance and expand our **Integrated Care Program** in Greensboro and High Point.
- Partnering with the Guilford County Family Justice Center, which resulted in a **62.5%** increase in the number of victims we served;
- Adding a Medical Director for Psychiatry and a Medical Director of Primary Care to provide supervision for our prescribers, training on best practice and general oversight of our behavioral health and primary care programs;
- Development of a Master Funding Plan that will guide our agency as we maximize the community impact of our programs and services, and will determine the resources needed to fully achieve our current strategic plan and Agency Mission; and
- Strengthening of agency infrastructure to increase efficiency – including electronic billing, Electronic Health Records, and other improvements to increase productivity and decrease risk of downtime and lost information.

Staff, partners, volunteers and donors are all connected to the work of *building safe and healthy families*. This network of connections, all working together for a common purpose, allows Family Service of the Piedmont to meet the needs of so many in our community.

Tom Campbell
President & CEO
Family Service of the Piedmont, Inc.

Rudy Clark
2016-2017 Chair
Family Service of the Piedmont Board







Our mission at Family Service of the Piedmont is all about **Making Connections** and **Meeting Needs**. It is about building relationships between our clients, staff, volunteers, partners and donors. The past year has demonstrated the effectiveness of these relationships in meaningful client outcomes, positive client and staff satisfaction surveys, reliable and appropriate referrals, trusting partnerships, relevant and expanding programs, and successful fundraising.

Strong community partnerships are essential for the health of our agency. Family Service is "at the table" for all community initiatives relevant to our mission, including the Guilford County Family Justice Center, High Point's Victim Justice Center, Say Yes to Education, Ready for School Ready for Life, Guilford County Community Health Assessment, Healthy Relationships Initiative, Victim Providers Network, and United Way of Greater Greensboro's Family Success Center. Our connections with funding partners (see list on this page) are also solid, and are key to our agency's financial health.

Connections are also necessary in developing awareness, support and engagement among our volunteers and donors. 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. Our total fundraising efforts brought in more than **\$1.2 million** with expenses of only **11%**, resulting in record net fundraising proceeds of **\$1.1 million!**

Making connections leads to meeting needs for the families and children we serve. Family Service continues to see high demand for our services: last year, **17,346** children and adults received top-quality, direct service that was provided by our **129** highly-trained staff. And even though we served

2015-2016 CLIENTS SERVED

	Victim Services	7,904
	Counseling Services	4,117
	Family Support Services	1,633
	Consumer Credit Counseling Service	3,692
	Community Education (estimate)	7,000
 Total Served		24,346

2015-2016 FINANCIALS*

REVENUE

Contributions	\$263,773
United Ways	\$1,360,078
Government Grants	\$2,028,689
Family Service Foundations	\$1,232,988
Private Foundations	\$874,086
Program Fees	\$1,491,624
Other Revenue	\$13,007
Total	\$7,264,244

EXPENSES

Salaries, Benefits & Personnel	\$5,677,909
Professional Fees, Contract Labor	\$121,883
Equipment & Supplies	\$391,380
Occupancy & Insurance	\$815,396
Travel, Conferences & Dues	\$127,445
Special Assistance	\$8,148
Miscellaneous	\$34,258
Depreciation	\$82,835
Total	\$7,259,253

Surplus **\$4,991**

NET ASSETS

Family Service of the Piedmont	\$769,315
Family Service of Greensboro Foundation	\$3,429,858
Family Service of High Point Foundation	\$3,061,915

* preliminary pre-audited figures

OUR FUNDERS

Family Service of the Piedmont is grateful to receive funding from the following private foundations and charitable institutions which supported our agency in the 2015-2016 year:

United Way of Greater Greensboro
United Way of Greater High Point
United Way of Alamance County
Bank of America Foundation
Cemala Foundation
Community Foundation of Greater Greensboro
Cone Health Foundation
Ecolab Foundation
Food Lion Foundation
Foundation for a Healthy High Point
Hillsdale Fund

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THE ROAD TO RECOVERY

"It wasn't peer pressure, just something I wanted to do. I enjoyed drinking and smoking marijuana," Richard says. "After high school I experimented with different drugs. I liked how it made me feel." Then one day Richard had dental surgery and the doctor prescribed Vicodin.

By the time the prescription ran out, he was addicted. "It was easy to get them on the street," he recalls. But this drug did something the others had not done, it changed him and his life began to fall apart. His marriage ended. He became a full blown addict.

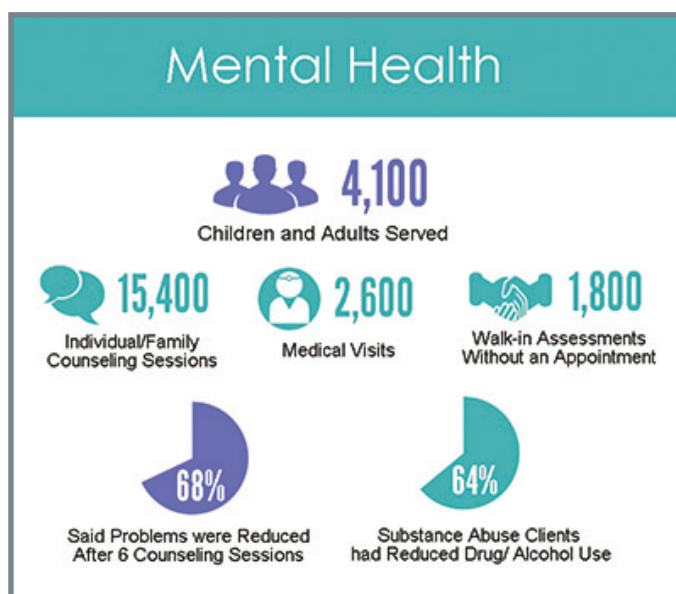
There were years of ups and downs. After a while, Richard had managed to get clean and put his life back together. He was happily

remarried, had a good job and a good relationship with his adult daughter. Until one day he needed another dental surgery and the doctor prescribed Vicodin again. "I told myself that I could handle it this time," Richard remembers. "But I couldn't. My life went from very good to very bad very fast." He knew this was not only affecting himself, but also his relationship with his wife and his family. He knew he needed help.

Somewhere along the line, someone had given Richard a flyer for Family Service of the Piedmont. He called and made an appointment. He began therapy with Harry Suggs, an Adult Substance Abuse Therapist, and joined a support group. The journey has been difficult, Suggs says, but "Richard maintains a strong

commitment to his recovery. He is now doing remarkably well in his recovery by total abstinence from all drugs."

Recently Richard spoke at an event for Family Service donors. After he shared his story and was leaving, a local dentist approached him. He told Richard that he'd noticed his dental work had not been completed and asked if that was something he would like to take care of. Richard was apprehensive. "I was scared I would fall back into addiction," he admits, "but the doctor assured me he would hold me accountable and help me through. He told me that he wanted to give me back my smile." With a large beautiful smile, Richard concluded, "I did it. I'm here. I'm clean. Family Service of the Piedmont saved my life."



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Becky Hunt,
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Jody Susong
Chief Advancement Officer

Chip Turner
Chief Financial Officer

LIVING LIFE TO THE FULLEST



"My wedding was what every young girl dreams of", Allene recalls. "It was a beautiful church ceremony overflowing with people who loved and supported me." But almost immediately following that magical day, her dreams were shattered. Her

husband's abuse started with slapping, but then led to more violent acts of shoving, hitting and kicking before it escalated even more. As Allene explains, "I was shoved into a small closet with a loaded shotgun in my mouth and was told he would pull the trigger if I even breathed. I had my head thrust in a commode. I was forced to withstand things no human being should ever have to. I learned how to take the physical part fairly well, but the verbal and emotional abuse was much harder to deal with."

This nightmare continued for thirteen very difficult years. The only bright spots in Allene's life were her two young daughters. She knew she should leave but fear kept her in this prison; she didn't know how to make it happen or how she could care for her daughters.

Finally, Allene got out. "On January 4th, I woke up, dressed for work and got the girls ready for school just like any other day." But instead of going to work and school, Allene and her daughters secretly left town that morning.

Allene says, "All I had was a diesel pick-up truck with a half-empty tank of diesel fuel, \$60 in cash (no credit or debit cards), one change of clothing for each of us, a few toiletries and a white stuffed dog named Spike." They left everything else they had ever known.

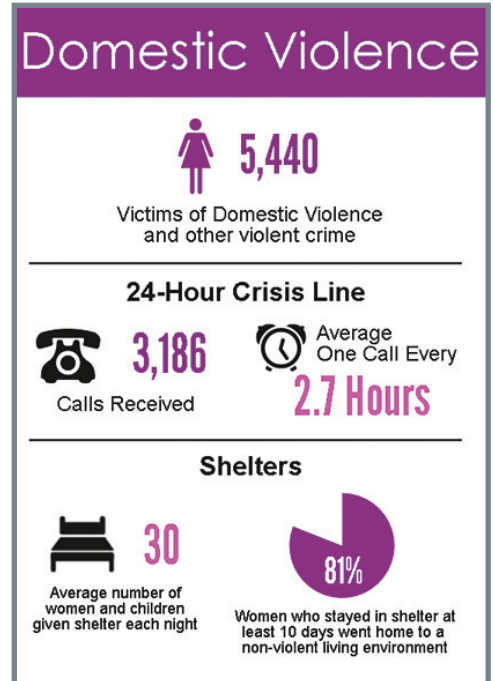
Still, she feared her husband's retaliation. "I couldn't go to my family because I knew that would be the first place he would look," she says. "I knew he would accuse me of stealing the truck and kidnapping the children." With the help of the local Sheriff, Allene eventually connected with Family Service of the Piedmont and found shelter at **Clara House** in Greensboro.

Allene and her children stayed at the shelter for six months. "We all received counseling. They helped us with food, clothing and other necessities," she says. "They helped me write a resume and get job interviews. Most importantly, Family Service helped us to know life was not supposed to be what we had known for so long. It took a while but eventually I was able to get an apartment and we started over."

"Family Service is the most wonderful organization. If it wasn't for them, I have no idea what would have happened", Allene says. "More than likely I would not be here today." Both of Allene's daughters graduated from college and have successful lives. Through much hard work and perseverance, Allene went from temporary jobs as needed to a permanent job working with Employee Benefits. Currently, Allene is a Consultant/Voluntary Benefits Plan Administrator as a one-third partner in her full

service insurance and employee benefit consulting firm.

"I hope I can inspire someone to take hold of their life and live it to the fullest," summarizes Allene. "By God's grace and help, I can truthfully say things have been hard but I have lived my life, before marriage and after marriage, to the very fullest possible. For that I am eternally thankful."



STRONGER AND SAFER



After months of secrecy and shame, William* was finally able to tell his father that he was being sexually abused by his youth minister. William's parent's reacted quickly and contacted Guilford County Sheriff's Office to report the abuse. Within

minutes, a detective was on the phone with a child victim advocate at the **Children's Advocacy Center (CAC)**. William and his family were seen at the CAC the following day.

Knowing it was difficult for William to share what had happened, the victim advocate guided him and his parents through the process. She assured them that he would only have to tell his story once to a trained

forensic interviewer. She was there to answer questions, give support and share information and services available.

William's parents talked about the sense of betrayal they felt, knowing a person they trusted and considered a friend had harmed their child. The advocate assured the parents they were not responsible and that their family would get through it.

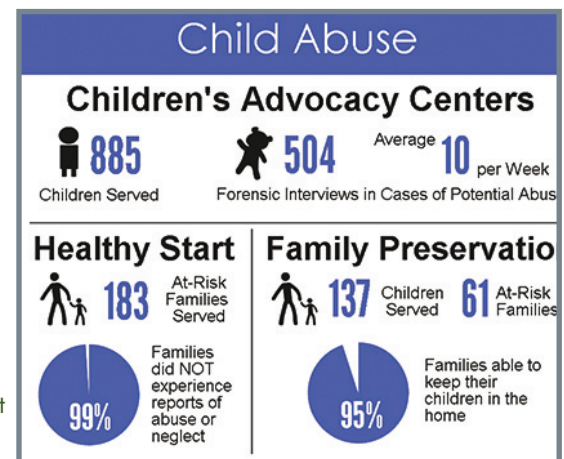
William and his family started individual and family counseling at Family Service of the Piedmont.

While investigating, law enforcement discovered information that led to the identification of four other victims. These children were also seen at the Children's Advocacy Center, where they and their families were able to tell their stories and receive support.

William and his family continue to benefit from services at Family Service.

Through ongoing therapy, the support of his family, and the coordinated response from law enforcement and the CAC, William is stronger and safer today.

**Name has been changed to protect the confidentiality of the child and his family.*



THE 2016 JULIA B. NILE FOR LOVE OF FAMILY AWARDS



CHRISTINE JOYNER GREENE

Chris Greene's interest in Family Service of the Piedmont began during her career as a counselor at Ragsdale High School. She became aware of the agency's work in the High Point area and knew it was something she needed to get involved in.

Chris served on the Family Service of High Point Board in the 1990's. In 2000, she rejoined the board of the new Family Service of High Point Foundation, serving on various committees and eventually as Vice Chair, then Foundation Chair in 2004. She subsequently served on the Family Service of the Piedmont Board through 2012, eventually as Board Chair.

As Chair, Chris's focus was on building relationships with local and state governments and decision-makers throughout Guilford County. She says her proudest achievements include expanding relationships in Jamestown, including with the Ragsdale Family YMCA, as Family Service established its presence there, and introducing last year's For Love of Family award winner Pete Callahan to the agency.

Chris and her husband Charlie have supported the agency for many years through the Annual Campaign, Endowment and Oyster Roast, as well as other gifts. Chris is a motivator and mentor of many in the High Point and Jamestown communities. She was recognized in 2015 as Honorary Chair of the Jamestown Pig Pickin'. She is a charter member of the Families First Honor Society.

Chris is very involved with philanthropy and community building both locally and nationally. Her work with the United Way of Greater High Point has realized significant gains. She is a past President of the American Association of State Counseling Boards.



ERIC R. CALHOUN

Eric Calhoun joined the Family Service of Greensboro Foundation board in 2006 at the request of then chair Sunny Lawson. He served for eight years, bringing his business acumen to bear on the Investment Committee and as Co-Chair of the Endowment Committee.

In 2009 Eric co-chaired a successful Annual Campaign along with Dottie B. Nutt, which raised 113% of its goal. He and his wife Mary have been longtime supporters of Family Service through the Annual Campaign and the Greensboro Oyster Roast. Mary painted the artwork used for the Oyster Roast invitation from 2007 through 2009.

After leaving the Foundation in 2012, Eric remained involved in fundraising and friend-raising for Family Service. He began hosting informal events at his home to educate supporters and introduce new friends to the agency. These events became known as "Beer at Eric's" and soon proved an effective way to share the work of Family Service with others in a more casual setting. They were instrumental in the 2015 Endowment Building Campaign which raised \$300,000 to name the agency's Greensboro service center The Families First Center, and increased the Foundation's Endowment to more than \$1 Million.

Eric remains a tireless advocate for Family Service of the Piedmont in the Greensboro community. "What inspired me about the work of Family Service was the fact that it works holistically with families and the fundamental aspects of challenges they face," he says.

Eric's other community service includes 25 years on the board of the Greensboro Science Center, and 14 years on the board of Greensboro Day School.

HONOR SOCIETIES



Recognizing individuals who have made a lasting impression on Family Service of the Piedmont and the Greensboro and High Point communities.

FAMILIES FIRST HONOR SOCIETY FAMILY SERVICE OF GREENSBORO FOUNDATION

Missy Akin	Becky Koonts
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Dixie Culver	Dottie B. and Billy Nutt
The Honorable Aldona Wos	Anne and Pete Osborne
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Paul Kennedy	Judy and Len White
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Charisse and Phil Kleinman	

FAMILIES FIRST HONOR SOCIETY FAMILY SERVICE OF HIGH POINT FOUNDATION

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Beachy and Dan Allen	Suzy and Harold Johnson
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Sallie and Tony Bardelas	Janice Kubinski
Shea and Brian Barnett	Gina Laney
Stephanie and Michael Beaver	Nancy Laney
Deane and Stan Belk	Kim and Reid Marsh
Courtney Best	Jane and Ken McAllister
Dawn and Arthur Bingham	Carroll Ann and Jeff Miller
Beth Breece	Kay and Phil Miller
Emilee and Brack Brigman	Jef Morgan
Claire Brinson	Cheryl and Gabriele Natale
Ann and Charles Cain	Rena and Mark Norcross
Susan and Mark Clark	Lenny Peters
Kitty and Earl Congdon	Sallie Phillips
Debbie Cottam	Cathy Proctor
Barbara and Paul Coughlin	Maria Puschinsky
Amanda Covington	Mariana and Nido Qubein
Katherine and Ned Covington	Cindy and Kerry Rice
Kimberly Crews	Emilie Rogers
Catharine and Frosty Culp	Kathy and Steve Rohrbeck
Leslie and Iv Culp	Lesley Rosser
Donna Cumby	Kerie Beth Scott
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Candy and Bill Fenn	Marsha Slane
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Jim Gooding	Leigh Wagner
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Whitney and Bill Heard	Betty and Mark Williamson
Alyce and Eric Hill	Doug Witcher
Bill Horney	Chris Wynne
Claire and Jeff Horney	

FOREVER FAMILY A PLANNED GIVING PROGRAM

Some things change, but families are forever. The Forever Family Planned Giving Program recognizes individuals who have remembered Family Service in their will, as a beneficiary of retirement or insurance plans or through another planned gift.

If you are interested in joining the Forever Family or to find out more, please contact Jody Susong at (336) 387-6161 x1105 or email jsusong@fscpares.org.

Lynn and John Black

The Estate of Ray Burrow
The Ray and Tanya Burrow
Family Fund

Tom Campbell

The Estate of Sarah W. Cooke

Candy and Bill Fenn

Alyce and Eric Hill

Ronald P. Johnson

Julia B. Nile

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Bunnie and Mike Smith
Charlie B. Smith Memorial
For Love of Family Fund

Jody and Doug Susong

The Estate of
Leah Tannenbaum

OUR DONORS

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 2015-2016 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.

MAJOR CONTRIBUTORS (\$20,000 AND ABOVE)

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

FORECLOSURE WASN'T AN OPTION



"The company I was working for downsized and I lost my job," explains Addie, a single mother of two. "I eventually found another job but I was working twice as much and making a third of what I made before. It was very discouraging."

Over time, Addie got further in debt and was no longer able to make her monthly mortgage payment. Determined not to lose her house to foreclosure, she researched and discovered she might be eligible for a mortgage loan modification through her lender. She contacted them and

immediately started the process but before it could be finalized, her loan was sold to another lender. Within a few months, her loan was sold to a third lender.

During this time Addie did everything she could on her own. She wasn't ready to let her home go without a fight. She called, wrote letters and emailed. She saved every bit of correspondence in a banker's box hoping one day someone would be able to help her. Help came when she heard about **Consumer Credit Counseling Service** of Greater Greensboro (CCCS), a program of Family Service of the Piedmont.

When she arrived at her first appointment with CCCS, Addie put the overflowing banker's box on Pete Sargent's desk. "Addie is very sharp and was very determined at making sure she wasn't going to lose her home," says Sargent, a CCCS Counselor. "I wish all my clients were this organized."

After several meetings and a lot of paperwork, progress finally was made. "I had never seen this happen, but the investor tied to Addie's loan came forward and offered to write off a significant amount of her principal in order to accommodate the requirements of the Mortgage Payment Program," Sargent says. "Who said prayers aren't answered!"

With her home secured, Addie is now attending college and working full-time, determined to rise above the circumstances that brought her here. She is looking forward to what the future holds.

Financial Stability

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One-on-One
Financial Counseling
Sessions

 **1,319**

People Educated
through Workshops
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3-6 Months after Receiving Services:



Paying Bills
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