



**Family Service**

OF THE PIEDMONT



| 2018-2019 |

# IMPACT REPORT



# Family Service

OF THE PIEDMONT

We helped **19,555 clients** last year deal with domestic violence, improve their mental health, overcome child abuse and find financial stability at our agency's offices, in homes and in the community. We believe **empowering people** to make progress in their own lives produces a ripple effect, spreading positive change throughout the community.

Through surveys, we've found that **94%** of our clients were "satisfied" or "very satisfied" with their experience with us. We aim to deliver quality **person-centered care**, tailored to meet a client's needs and that actively involves them in their own well-being.

Our agency's operating overhead is a low **11%**. **Eighty-nine cents of every dollar** donated goes directly to fund programs for children and families.

Last year, more than **500** volunteers helped raise awareness of our agency through community and fundraising events attended by more than **3,000 people**. **A big thank you** to the leadership of our boards, the commitment of our staff, and the support of our many volunteers and contributors for enabling the agency to fulfill its mission.



**Tom Campbell**  
President & CEO

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## OUR VISION

*Building Safe and Healthy Families and Communities*

## 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.



**David Bergen**  
Board Chair

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# 2018-2019 **IMPACT**

## DOMESTIC VIOLENCE



88%

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

## FINANCIAL STABILITY



98%

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



81%

of clients displayed improved functioning after three counseling sessions.

# DOMESTIC VIOLENCE & SEXUAL ASSAULT



Clients Served:

9,021

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



Timona was living in Charlotte and pregnant when she became homeless in 2017. She found herself bouncing from one friend's house to the next. Soon after having her son, Braxton, she moved in with her boyfriend.

"At first, it wasn't that bad. I would stay at the house and take care of my son, cook food and keep the house clean," she said. "Once I started branching out, and I got Braxton into daycare so I could get a job, my ex became financially, emotionally and verbally abusive to me, and it got worse."

Without resources, it was hard for her to see a way out of a situation where she felt trapped and isolated. A part of her thought the abuse she endured was worth having a roof over their heads.

As her son got older, Timona's boyfriend grew more irritated by him. After a heated argument, she locked herself and her son in a room. When her boyfriend forced the door open it almost hit Braxton. At that moment, she decided she had to leave.

She called a friend, and her friend told her about Family Service of the Piedmont's services for victims of domestic violence. In April, when her ex was at work, she packed some clothes and diapers and left for the agency's Carpenter House shelter in High Point for a fresh start.

There, Timona created a safety plan and received mental health therapy sessions to process her feelings and put the abuse in perspective. She also got help securing an apartment and now has a job.

"My self-esteem has rebounded," Timona said. "I am able to provide a safe environment for my son to grow up. I also have a chance to use my marketing degree in a corporate field like I've always wanted to."

*"My self-esteem has rebounded. I am able to provide a safe environment for my son to grow up."*

— TIMONA

2018-2019  
Statistics



7,418

Victims of Domestic Violence  
and Other Violent Crimes



4,044

Calls Received on the  
24-Hour Crisis Line



16.5

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:

3,998



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

Before Rachel found Family Service of the Piedmont, she had been addicted to drugs for 15 years. Alone and living on the streets, she started smoking crack at 13. At 19, she became pregnant and lost her son.

"He passed away and instead of the doctor sending me for mental health care, they gave me prescriptions for pain pills," she said. "I was in pain, not realizing I was in emotional pain not physical pain."

From there, the prescription drug use progressed to heroin use. After an abusive relationship and being on probation for a misdemeanor drug charge, her life changed its trajectory. She started going to a methadone clinic and was referred to Family Service for a mental health assessment.

"Family Service was instrumental in helping me get to a point where I was even OK in my skin to try," she said. "I cannot tell you how important those women were to my recovery."

For the past two years, Rachel has met with Family Service regularly for behavioral, psychiatric and medical care and has been sober since February 2017.

She is also working to improve her relationship with her mom and her children and is attending Guilford Technical Community College to earn an associate's degree in human services with a concentration in substance abuse.

Rachel, who wants to be an intake counselor one day, said she would like to work with young women and girls.

"Maybe my story will help somebody. I got a crazy story," she said. "Maybe they will hear me and know that they don't have to go as far as I did."



*"Family Service was instrumental in helping me get to a point where I was even OK in my skin to try."*

— RACHEL



18,049

Individual/Family  
Counseling Sessions



562

Walk-in Assessments  
without an Appointment



5,356

Number of Annual  
Medical Visits

2018-2019  
Statistics

# CHILD ABUSE & HEALTHY PARENTING



Clients Served:

2,149

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



Terry and Ralph have a big family. With seven children, ages 7 to 19, there is never a dull moment in their household.

A college student, Terry decided to look into Family Service of the Piedmont's The Incredible Years program at the Fairview Family Resource Center for a class project. Little did she know it would change their family's dynamic and become a fellowship for her and her husband.

"At the first class, I heard Family Service speak about how rewarding the program was, how it helps families and how it helps parents deal with certain behaviors in their kids," she said. "I thought it would be good for me and my husband."

For Terry, the information taught in the 14-week parenting program, which focuses on developing positive interactions, relationships and communication, was relatable. Her goal was to learn how to be more assertive with their 7-year-old son. Her husband wanted to learn how to stay calm under stress.

"Family Service made me feel so much like family. I felt comfortable opening up," Ralph said, who looked forward to every class. "They help you out with any problems you may be having with your kids and even with yourself."

The couple learned how to schedule one-on-one time with their children, and the importance of and how to set limits. The couple said implementing these changes created structure and a less strained environment for their family.

The class also became a reliable support network for the couple — a place where they could share and discuss ideas with other parents from a variety of backgrounds. Participants checked in on and provided support for each other throughout the program.

*"Family Service made me feel so much like family. I felt comfortable opening up."*

— RALPH

2018-2019 Statistics



623

Children Served by Our Children's Advocacy Centers with 99% of Caregivers Reporting the Services They Received Helped Them and Their Child to Heal



287

At-Risk Families Served by the Healthy Start Program



480

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:

4,387



FINANCIAL  
COUNSELING

FORECLOSURE  
PREVENTION

BANKRUPTCY  
COUNSELING

DEBT  
MANAGEMENT

BUDGETING & HOMEOWNERSHIP  
WORKSHOPS

Working to overcome challenges is something Linda has worked hard to do her entire life. Born with developmental disabilities, she counted on the support of her family to not let mental illness get the best of her.

Therapy and medicine have helped provide balance to her life, but 20 years into a verbally and physically abusive marriage, Linda decided it was time for a change.

After buying a house, Linda thought things would be better and that she and her husband could make it work. It didn't, so she ended the marriage and started a small janitorial business to help people in need with cooking and cleaning, turning a passion into a livelihood to help others.

But soon after making these changes, Linda received a letter from the bank stating she was past due on her mortgage payments, and that she was going to lose her house. She sought advice from her dad who told her about Family Service of the Piedmont's Mortgage Payment Protection program that helps homeowners prevent foreclosure.

After visiting with the agency, Linda participated in a two-month program through its Consumer Credit Counseling Service, meeting with a counselor every two weeks.

"Family Service made me feel comfortable," she said. "They gave me encouragement and hope. They explained the whole program and how it could help me, and stayed in touch with me."

Linda said Family Service gave her hope in a dark time, and she has been able to stay in her home since receiving that letter.



*"Family Service made me feel comfortable. They gave me encouragement and hope."*

— LINDA



1,673

One-on-One Financial  
Counseling Sessions



1,869

People Educated  
through Workshops  
& Community Events



87%

Percentage of Clients Who  
Reported Having Less Debt after  
Receiving Services

2018-2019  
Statistics



**ALYCE HILL**

## 2019 Julia B. Nile For Love of Family Award Winners



**ANNE B. OSBORNE**

When a good friend asked Alyce Hill if she would be interested in getting involved with the board of Family Service of High Point Foundation, she readily agreed.

"I had attended the Oyster Roast and was aware of Family Service's mission, but nothing prepared me for the gut-punch feeling of seeing the interview rooms for abused and neglected children and the bin of buttons, each representing a child who had passed through the Slane Center," she said. "The more I became involved, the more I learned about the massive scope of need for all of the agency's services in our community."

This began a relationship with Family Service that has lasted for almost 20 years.

After several years of participating in the Oyster Roast, Alyce joined the Family Service of High Point Foundation board in 2010. Almost immediately, she took on leadership roles which included serving as treasurer from 2011 to 2013. In 2013, she served as vice chair of the board and the following year served as chair.

Throughout her tenure she served on the Oyster Roast, Executive, Finance, Investment, Nominating, Development and Advancement committees. She also chaired the Annual Campaign, Nominating and Investment committees.

Alyce has supported the Oyster Roast since 2002, serving on the Host Committee. She has also been a generous donor to the Annual Campaign and has supported the High Point Guild's Holiday Soirée and Superhero Dash as a top sponsor.

"Volunteering with Family Service has been extremely rewarding in that it has given me a role in helping bring relief to those in need of all areas of the agency's services," she said. "I learned, and continue to be impressed by, how efficiently and effectively the organization is run and by the compassion of the staff. The many lessons I have learned about how a really well-run agency operates, with direct impact on its community, are lessons I carry forward in other initiatives. I am most grateful for all that I have gained and learned from volunteering with Family Service."

Anne Osborne has been a dedicated and passionately engaged friend of Family Service of the Piedmont for 15 years.

Anne joined the Family Service of Greensboro Foundation Board of Trustees in 2004 and served as the 2006 Oyster Roast chair, raising 40 percent more than the prior year. She served as honorary chair of the Oyster Roast in 2018. Throughout her tenure on the foundation board, including being secretary and vice chair, Anne served on many committees: Nominating, Annual Campaign, Oyster Roast, Investment, Development, Annual Luncheon and Changing Lives. Anne started Change-ing Lives, a program which encourages organizations to fill baby bottles with change to support the agency's programs. She also founded the Families First Honor Societies.

Board chair of the foundation in 2011 and 2012, Anne set and achieved goals for trustees including identifying strengths and weaknesses; exceeding all fundraising goals; broadening friend-raising efforts; expanding and developing trustee involvement; and developing a strategy to increase the endowment fund.

Anne's service continued when she joined the Family Service of the Piedmont board in 2010, becoming chair in 2014. One of her first acts was to review the mission and vision statements of the agency and support the board's charge to build safe and healthy families. She also created the agency's philosophy statement. Anne emphasized awareness of the social and economic impact the programs and services have on the community. She initiated the Sexual Assault Awareness and Jamestown Advisory committees and served on the Planned Giving, Board Assessment, Nominating, Executive, Governance, Strategic Planning, Master Funding and Advancement committees.

As chair of the Advancement Committee, Anne led the Advancement Department's review of their annual plan and their work with Boulton Creative to update the image of the agency with a new agency logo, website and collateral materials.

"Striving to impact our clients' lives so they can become functioning and impactful members of their families and community is the greatest reward for me. I am especially proud of our remarkable successes and program results," she said. "To give of oneself to help others is the most meaningful and fulfilling life aspiration that I can imagine. The satisfaction and joy that I have found in aligning myself with the agency's mission and those stakeholders who are like minded is deeply heart-felt and appreciated."



# 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 and communities. 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 the agency during the 2018-2019 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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 David and Rhonda Youngdahl  
 Seth and Sara Yowell  
 Ryan and Kaki Zell  
 Trey and Maria Zimmerman  
 Ben and Ann Zuraw

## 2018-2019 FUNDERS

Family Service of the Piedmont is grateful to the following private foundations and charitable institutions which supported our agency in the 2018-2019 year:

|                                      |                                 |
|--------------------------------------|---------------------------------|
| United Way of Greater Greensboro     | Guilford Green Foundation       |
| United Way of Greater High Point     | Joseph M. Bryan Foundation      |
| Bank of America Charitable Gift Fund | The Leon Levine Foundation      |
| Bank of America Foundation           | Lincoln Financial Foundation    |
| Cone Health Foundation               | Mary Lynn Richardson Foundation |
| Earl and Kitty Congdon               | TEGNA Foundation                |
| Ecolab Foundation                    | United Way of Alamance County   |
| Food Lion Foundation                 | Wells Fargo Foundation          |
| Foundation for a Healthy High Point  |                                 |

## FOREVER FAMILY

### A PLANNED GIVING PROGRAM

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 type of planned gift.

|   |   |
|---|---|
| Lynn and John Black   | Ron Johnson   |
| The Estate of Ray Burrow —<br><i>The Ray and Tanya Burrow Family Fund</i> | The Estate of Rebekah Christine Lee   |
| Tom Campbell  | Julia B. Nile   |
| The Estate of Sarah W. Cooke  | Anne and Pete Osborne   |
| Candy and Bill Fenn   | Bunnie and Mike Smith —<br><i>Charlie B. Smith Memorial For Love of Family Fund</i> |
| David R. Hayworth   | Jody Susong   |
| Alyce Hill  | The Estate of Leah Tannenbaum   |

*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](mailto:jsusong@fspcares.org).*

# 2018-2019 FINANCIALS\*

## REVENUE

|                            |                    |
|----------------------------|--------------------|
| Contributions              | \$348,063          |
| United Ways                | \$1,140,472        |
| Government Grants          | \$3,078,799        |
| Family Service Foundations | \$1,585,669        |
| Private Foundations        | \$1,142,819        |
| Program Fees               | \$1,583,463        |
| Other Revenue              | \$21,194           |
| <b>TOTAL</b>               | <b>\$8,900,479</b> |

## EXPENSES

|   |                         |
|---|-------------------------|
| Salaries, Contract Labor,<br>Payroll Taxes & Benefits | \$6,988,956             |
| Professional Fees                                     | \$162,363               |
| Equipment & Supplies                                  | \$462,568               |
| Occupancy & Insurance                                 | \$859,675               |
| Travel, Conferences & Dues                            | \$179,525               |
| Special Assistance                                    | \$29,810                |
| Miscellaneous   | \$50,975                |
| Depreciation  | \$162,908               |
| <b>TOTAL</b>  | <b>\$8,896,780</b>      |
|   | <i>Surplus: \$3,699</i> |



## NET ASSETS

|   |             |
|---|-------------|
| Family Service of the Piedmont          | \$1,978,732 |
| Family Service of Greensboro Foundation | \$3,716,341 |
| Family Service of High Point Foundation | \$3,254,861 |

\* Preliminary Pre-Audited Figures

## 2019-2020 BOARD OF DIRECTORS & TRUSTEES

### Family Service of Greensboro Foundation, Inc. BOARD OF TRUSTEES

|                                      |                        |
|--------------------------------------|------------------------|
| Sterling Kelly, Chair                | Pam Coote              |
| Dianne Pusch,<br>Vice Chair          | Lora Cubbage           |
| Jim Weeks, Treasurer                 | Kerrie Ellison         |
| Carol McCoy, Secretary               | Harley Garrison        |
| Leslye Tuck,<br>Immediate Past Chair | Robert Ketner          |
| Amy Paul,<br>Guild President         | Magz King              |
| Tom Campbell,<br>President/CEO       | Milly King             |
|                                      | Lex Kulman             |
|                                      | Lindsey Murray         |
|                                      | Matthew Rankin         |
|                                      | Indira Lindsay Roberts |
| Lindsey Auman                        | Tara Thacker           |
| Lynn Black                           | Don Vaughan            |
| Vanessa Carroll                      | Carolyn Walters        |
| Chad Cook                            |                        |

### Family Service of the Piedmont, Inc. BOARD OF DIRECTORS

|                                      |                    |
|--------------------------------------|--------------------|
| David Bergen,<br>Board Chair         | Curtis Collins     |
| Manuel Dudley,<br>Vice Chair         | Donna Cumby        |
| Nancy Laney, Treasurer               | Andy Farah         |
| Daniela Helms, Secretary             | Karen Guy          |
| Kip Blakely,<br>Immediate Past Chair | Jay Haldeman       |
| Tom Campbell,<br>President/CEO       | Jim Keever         |
|                                      | Sterling Kelly     |
| Stephanie Beaver                     | Reid Marks         |
| Ericka Best-Hunt                     | Carroll Ann Miller |
| David Black                          | Jonathan Partee    |
| Doris Bray                           | Donna Perkins      |
| Connie Carroll                       | Dianne Pusch       |
|                                      | Jenny Ragsdale     |
|                                      | Gwen Willis        |

### Family Service of High Point Foundation, Inc. BOARD OF TRUSTEES

|  |                   |
|--|-------------------|
| Donna Cumby, Chair                     | Matt Cromer       |
| Stephanie Beaver,<br>Vice Chair        | Frosty Culp       |
| John Bencini, Treasurer                | Heather Fielden   |
| Whitney Heard, Secretary               | Joe Fisher        |
| William Laney,<br>Immediate Past Chair | Caroline Godwin   |
| Maggie Kendrick,<br>Guild President    | Stephanie Goldman |
| Tom Campbell,<br>President/CEO         | Janice Kubinski   |
|  | Will Moore        |
|  | Matt Nowell       |
|  | Timothy Peoples   |
|  | Kerr Ramsay       |
| Beachy Allen                           | Katie Riggan      |
| Nancy Amos                             | Tu Sen            |
| Courtney Best                          | Caren York        |
| Lee Boone                              |                   |

### 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

 **Family Service**  
OF THE PIEDMONT

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1401 LONG ST • HIGH POINT, NC 27262  
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