

2023-2024

IMPACT REPORT

MESSAGE FROM THE PRESIDENT AND BOARD CHAIRS









Tom CampbellPresident & CEO

Mary Jo Cagle, MD Board Chair

David Black Immediate Past Chair

We have much to celebrate as we close out our 2023-2024 fiscal year. We served more than 16,500 unique individuals and families dealing with domestic violence, sexual assault, child abuse, mental health, substance use and financial instability. Our Outreach Team provided specialized education and information to almost 10,000 people. Our Staff Engagement was a strong 85%, compared to a national engagement rate of 33%, and we saw a 22% decrease in staff turnover. Lastly, we saw a 30% increase in revenue generated by program fees as a percentage of total revenue, allowing us to be less reliant on the ups and downs of grant funding.

A major driver behind our continued success has been our unwavering commitment to a dynamic and evolving strategic plan. This plan empowers us to anticipate challenges rather than merely respond to them. It informs every decision we make and is reinforced by a culture of accountability, measured through regular quarterly reviews. At its heart, our strategic plan is designed to meet the ever-changing needs of the community by offering innovative, high-impact services that align with our vision and mission. It also focuses on cultivating a positive workplace culture that attracts, retains and engages top talent, while reinforcing the infrastructure and fundraising efforts needed to maintain long-term stability and support future growth.

Our success is also rooted in our steadfast dedication to our mission and core values. We believe in treating every person with dignity and respect; operating with integrity, transparency and accountability; and prioritizing the safety and well-being of families. This has earned us an impressive 97% client satisfaction rate. From addressing child abuse, domestic violence and sexual assault to tackling mental health challenges, substance use and financial instability, our agency remains deeply committed to helping children, adults and families overcome these significant challenges. We continually pursue excellence through innovation, adaptability, collaboration and a relentless focus on delivering high-quality services, supported by an exceptional team of dedicated staff.

Our achievements this year would not have been possible without the leadership of our Board, the dedication of our staff, and the unwavering support from our Foundations, Guilds, funders and volunteers. Their contributions ensure that Family Service of the Piedmont can meet the needs of more clients and make an even greater impact across our community.

Tom Campbell, President & CEO Mary Jo Cagle, MD Board Chair David Black, Immediate Past 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

2023-2024 COMMUNITY IMPACT

DOMESTIC VIOLENCE



95%

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

FINANCIAL STABILITY



91%

of clients paid their bills on time 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



76%

of clients displayed significantly improved functioning after three counseling sessions.

3

2

DOMESTIC VIOLENCE & SEXUAL ASSAULT



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.

MENTAL HEALTH & SUBSTANCE USE

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

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: 6,496



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



Lila's marriage was a nightmare. Trafficked by her husband and exploited as a domestic worker, she faced constant control and abuse. Her husband gave her limited access to their finances, demanded she wash clothes by hand because he didn't trust the washing machine, and insisted on fresh meals daily, refusing to eat leftovers. On top of these burdens, Lila was solely responsible for caring for their two children. To tighten his grip, her husband installed cameras in the house and car to monitor her every move.

Courageously, Lila made the difficult decision to leave and turned to Family Service of the Piedmont, where she filed a protective order and began the daunting task of rebuilding her life. Through Family Service, Lila was provided counseling and case management services and she was empowered to focus on healing, building her self-esteem, and learning crucial life skills.

She was determined to secure a better future and set ambitious goals:

achieve financial independence, secure stable housing, and obtain reliable transportation for herself and her children.

One of Lila's proudest achievements was purchasing her own vehicle—a powerful symbol of her newfound independence. The car not only made her daily commute to school possible but also gave her the freedom to care for her children and access essential community resources.

Having made remarkable progress in her recovery, Lila is eagerly embracing her independence. Her journey from oppression to empowerment stands as a testament to her strength and resilience.

Client name changed to protect confidentiality. Photo is a stock image.

2023-2024 Statistics



1,375

Protective Orders Against Abusers Granted Through the Court System



4,506

Calls Received on the 24-Hour Crisis Line



13.5

Average Number of Adults and Children Given Shelter Each Night

Fifteen year old Mackenzie* began therapy with Family Service after disclosing to her family that she had experienced a terrible trauma.

Although there were lots of things to work through in therapy, Mackenzie's most dire issue was that she hadn't been able to get herself to school in the mornings. Working with her therapist, they began problem solving by considering questions such as: How do we make sure that you're tired enough to sleep? How do we get your space cozy? How much can your parents help?

One day Mackenzie was very upset during her session and while coloring she told her therapist about her "whale" which is what she had named her depression. She expressed this "whale" would swim by during the night and cause her to cry for hours, exhausting her and making her unable to wake up.



Just as quickly as she shared, she stopped. Her therapist encouraged her to continue coloring and let Mackenzie know that she was there if she wanted to speak, and if she didn't. They sat in silence for a long time, all the while her therapist would check in to see if she was okay until eventually, the session ended.

It might sound like not much was accomplished. However, this was the moment Mackenzie's therapist earned her trust. After this, Mackenzie was able to learn coping strategies to manage the "whale", ways to communicate her emotions, and how to connect with her family. Eventually she was able to get back to school.

Today, Mackenzie is a talkative, vibrant, teenager, and because of the support from Family Service and her therapist her future is looking brighter than she ever thought possible.

Client name changed $\underline{\underline{\text{to}}}$ protect confidentiality. Photo is a stock image.



24,850

Individual and Family Counseling Sessions



928

Children who received an average of 10.7 therapeutic sessions at the High Point Center for Child Wellness



2023-2024 Statistics

76%

of adult counseling clients displayed significantly improved functioning after three counseling sessions.

CHILD ABUSE & HEALTHY PARENTING



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.

CHILDREN'S ADVOCACY CENTERS

FAIRVIEW FAMILY RESOURCE CENTER

HEALTHY START

FINANCIAL

COUNSELING

esteem.

financial success.

FORECLOSURE PREVENTION

Consumer Credit Counseling Service offers money management,

housing and credit counseling, foreclosure prevention and debt

Wendy, a determined single mother striving for stability,

faced financial hurdles despite her aspirations for a better

life for her family. She struggled to find a solution when she

fell behind on her monthly rent and faced a costly electric

bill that defeated her due to reduced pay at work. After

discovering Family Service of the Piedmont's Consumer

Credit Counseling Service through her Housing Authority

With guidance from a financial counselor at Family Service,

Wendy joined a matched savings program that helped fund

her late rent and electric bill. This assistance allowed her

to regain financial stability, and build an emergency fund.

Through budgeting lessons and expense management, she

not only improved her finances but also boosted her self-

Wendy's success story highlights the transformative impact of Family Service's support. Her newfound confidence and

Client's name changed to protect confidentiality. Photo is a stock image.

caseworker, she found her needed support.

management, along with bankruptcy counseling and education.

BANKRUPTCY COUNSELING

FINANCIAL STABILITY

DEBT **MANAGEMENT** **BUDGETING & HOMEOWNERSHIP WORKSHOPS**

Clients Served:



Monica's life took an unexpected turn when she gave birth to triplets prematurely. With her husband and extended family overseas, she faced the challenges of new motherhood largely alone, relying on support from peers and professors in her PhD program. Monica struggled to balance her academic commitments with caring for three newborns.

Enter the Healthy Start Program—a lifeline that transformed Monica's journey from overwhelming to manageable. As she brought her triplets home, the program's team began making weekly visits that guickly became a vital source of support. These visits went beyond providing essential items like diapers, wipes, and clothes; they offered moments of comfort and connection that Monica and her children came to treasure. Story time, where caseworkers would sit down to read 1-2 books with the children, became a simple yet impactful part of their early development.

Reflecting on her journey, Monica shared, "Healthy Start didn't just provide material assistance; it gave me a sense

of community and the confidence to thrive as a mother and a student. I am profoundly grateful for this program's impact on my family's life."

Today, Monica's triplets are now toddlers, thriving just as she is. Thanks to the support of Healthy Start, Monica emerged stronger, with a degree in hand and a bright future ahead.

Client's name changed to protect confidentiality. Photo is a stock image.

Families Served by Our Children's

Advocacy Centers, Which Coordinate the

Investigation and Treatment of

Child Abuse

At-Risk Families Served by the

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



One-on-One Financial



financial security testify to the effectiveness of the Consumer Credit Counseling Services, inspiring

hope and encouraging others facing similar challenges to seek assistance for their journey toward

People Educated through Workshops and Community Events



2023-2024 **Statistics**

Percentage of Clients Who Reported Having Less Debt after Receiving Services

2023-2024

Healthy Start Program

Counseling Sessions



Beachy Allen and Nancy Amos

2024 Julia B. Nile For Love of Family **Award Recipients**





James K. Weeks

Beachy Allen and Nancy Amos have left an indelible mark on the Family Service of High Point Foundation through their service, mentorship, and unwavering support. Joining the Foundation Trustees in July 2012, both served until 2020.

In 2013, they were invited to mentor the newly formed High Point Guild. Embracing this role with enthusiasm, they became affectionately known as the "Fairy Godmothers" for their ability to bring the Guild's ideas and events to life. Their dedication and wise counsel have continued well beyond their trustee roles, with their mentorship extending into the present day.

Over the years, both women have supported numerous fundraising events for the agency and served on the Oyster Roast committee. Beachy has hosted the Guild's Fall Kick-Off at her home, while Nancy, alongside her husband Lin, has hosted the Pearls Party for the event. Together, they have supported, strategized, and advocated for the High Point Guild, remaining vital figures in its ongoing success.

As a young child growing up in SC, I watched Joey the Clown, the star of my favorite TV show. His actions not only made me laugh but always centered around being kind to others. His daily sign-off was 'Let's work together because all we truly have in this 'ol world is each other'. This made a lasting impression on me. When I was introduced to Family Service at the very first Oyster Roast (thank you, Lin Amos), I was immediately drawn to the wonderful work they do in our community and was eager to get involved.

Family Service of the Piedmont exemplifies all the things that mean so much to me. It has been an honor and a pleasure to support the passionate staff and the incredible programs implemented through the years that reflect the changing needs in our community. I look forward to continuing my involvement with Family Service as they help families gain confidence, feel safe in their environment, and learn skills to face today's tough challenges.

Nancy echos Beachy's words adding, "Family Service uplifts and empowers those in need, and after being introduced to the agency through my husband Lin's involvement, I quickly realized the invaluable and essential work they do in the community."

Jim's service began in 2012 when he joined the Greensboro Foundation Board of Trustees for a three-year term. He then served an additional three years, through 2018, bringing a deep commitment to the foundation's mission. His contributions were instrumental, particularly as Treasurer from 2017 to 2020, where he helped develop and refine investment policies for the foundation's endowment. In addition to his role as Treasurer, Jim served on the Investment, Advancement, and Finance Committees.

Jim's dedication extended beyond his time with the Greensboro Foundation. In 2020, he joined the Family Service of the Piedmont Board, serving until 2023.

Especially significant was his work on the Strategic Plan Committee, where he played a key role in guiding the agency from a deficit model to one of abundance. His leadership ensured that the strategic plan was implemented across all levels of the organization, fundamentally changing the way Family Service of the Piedmont approached its mission.

Jim has been a steadfast advocate for the agency's work, contributing both financially and through his invaluable service. He has supported the Annual Campaign and the agency's signature fundraising event, the Oyster Roast.

Reflecting on his long-standing involvement, Jim stated. "Over the past 25 plus years, Sally and I, as have many others, supported and given our time, talent and money to various organizations working to strengthen our Greater Greensboro communities. For us, Family Service has been first among those organizations because of our passion for its mission, our deep belief that its vision of building safe and healthy families is a cornerstone to enriching today's and future citizens' lives and their communities, and our confidence that its boards, volunteers, leadership and staff will continue delivering impactful life-changing programs and services."

Jim has had a transformative impact on Family Service of the Piedmont and his dedication to the well-being of children and families has left an indelible mark on the Greater Greensboro area.

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 of our donors, Family Service would like to give special thanks to the following supporters who gave to the agency during the 2023-2024 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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