



Family Service
OF THE PIEDMONT

2024-2025

IMPACT REPORT

MESSAGE FROM THE PRESIDENT AND BOARD CHAIR



Tom Campbell
President & CEO



Alyce Warden
Piedmont Board Chair

This year, Family Service of the Piedmont made a tremendous impact—**80,746** services provided to **17,646 children, adults, and families** facing domestic violence, sexual assault, child abuse, mental health challenges, substance use, and financial instability. Our Outreach Team reached **11,626 people** with vital education, staff engagement soared to **84%** (well above the national 33%), and turnover dropped by 12%.

Every day, we meet people at the most vulnerable moments of their lives, when the path forward seems unclear, and the weight of hardship feels overwhelming. For a new mother far from home, our Healthy Start program gave her the confidence and tools to nurture her child in a safe, stable environment. For a six-year old child recovering from neglect, our counselors provided a healing space where she could begin to trust again.

We know that lasting change happens when people are not only safe, but also empowered to build a better future. That's why our work goes beyond crisis response to focus on prevention, resilience, and opportunity. After a devastating loss and serious health setbacks, one woman turned to our Consumer Credit Counseling Service for guidance, and with our support, she kept her home and regained her independence. These stories, and thousands more like them, are proof that when our community comes together, lives are transformed.

Behind these numbers and stories is a bold new strategic plan that calls us to grow exceptional people, deliver holistic care, adapt with purpose, partner strategically, secure our future, and share powerful stories of those we serve—ensuring we remain strong, responsive, and deeply connected to our community.

Our 96% client satisfaction rate is proof that our mission and values—dignity, respect, integrity, and safety—are more than words; they guide everything we do. From preventing child abuse to supporting survivors of violence, we remain dedicated to helping families overcome life's toughest challenges.

To our Board, Staff, Foundations, Guilds, funders, donors, and volunteers—**thank you**. Your commitment makes this work possible and ensures we continue to build a community where every person has the chance to heal, grow, and thrive.

Tom Campbell,
President & CEO

Alyce Warden
Piedmont Board Chair

OUR MISSION

Family Service of the Piedmont empowers individuals and families to heal, grow, and thrive through compassionate support, quality treatment, powerful advocacy, and life-changing education.

OUR VISION

A community where every person is safe, supported, and has the opportunity to thrive.

2024-2025 COMMUNITY IMPACT

DOMESTIC VIOLENCE



92%

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



99%

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

MENTAL HEALTH



77%

of clients displayed significantly improved functioning after three counseling sessions.



DOMESTIC VIOLENCE & SEXUAL ASSAULT



Clients Served:

6,296

Clara House in Greensboro and Carpenter House in High Point offer safety to adults and children escaping violent living environments. 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



When Anna* picked up the phone to call our crisis line, she was terrified. Her abuser was due home in just ten minutes, and she knew this was her only chance to escape. Two and a half years earlier, Anna had moved to the area, full of hope after meeting her boyfriend online. What began as a new start quickly became a nightmare of manipulation, isolation, and escalating abuse.

She tried to leave many times, but each time the fear of starting over, and her abuser's cruel words that she was "worth nothing" and would "always come back" kept pulling her back. Over time, she began to believe those lies, numbing her pain with drugs and alcohol and feeling more trapped than ever. On this night though, her fear was matched with determination: she was ready to reach out for help.

Our crisis team acted immediately. With only minutes to spare, staff helped Anna create a safety plan and arranged for an Uber to pick her up. She texted when she was safely in the car and headed to our emergency shelter. Once she arrived, staff welcomed her with safety, compassion, and care.

The following day, our team helped reconnect Anna with her family, loved ones she hadn't seen since she left her hometown. They embraced her return, offering stability and encouragement as she began to heal. With her family's support and access to vital resources, she began the long but hopeful process of rebuilding her life in a safe and supportive environment.

Today, Anna is rediscovering her strength. She is working toward sobriety, reconnecting with her passions, and taking steps toward steady employment. Most importantly, she is learning to believe in herself again, proving wrong every word of doubt her abuser once used to hold her back. Ten minutes of courage changed everything, and with support, Anna is building a future defined not by fear, but by freedom and hope.

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

2024-2025 Statistics



1,385

Protective orders against
abusers granted through
the court system



4,803

Calls received on the
24-hour crisis line



16

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.

Clients Served:

4,895



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

At just six years old, Evie* had already lived through more than most people face in a lifetime. She was removed from her biological parents after being left home alone, just one example of the neglect she suffered due to their struggles with mental health and substance use. In the years before she entered foster care at age four, Evie was passed from one caregiver to another, never knowing what safety or consistency felt like. Eventually, her first foster parents adopted her, finally giving her the stable, loving home she so desperately needed. But as her new family quickly realized, healing from deep trauma takes time, care, and access to the right support.

When she started kindergarten, her teacher noticed something concerning: she was very quiet. As the year went on, her silence deepened. Eventually, she stopped speaking altogether outside the safety of her home. A visit to her pediatrician led to a referral to Family Service and our High Point Center for Child Wellness, a center of excellence for child mental health providing comprehensive, trauma-informed behavioral healthcare to children and their families.

Evie was seen by child psychiatrist, Dr. Jason Jones, and was diagnosed with selective mutism, anxiety, and post-traumatic stress disorder. As part of her care plan, medication and therapy were prescribed and the slow careful work of healing began. Her therapist created a space where Evie could feel safe. At first, progress came in small signs: pointing instead of speaking, then soft sounds, then one-word answers. Slowly, over a year and a half of therapy and medication management, Evie began to speak again, not just at home, but in school, in public, and eventually, anywhere.

Today, Evie is nine years old and thriving. She completed therapy earlier this year and just came back from a trip to Disneyland, which she was so excited to tell Dr. Jones about, unprompted and full of joy. Her parents report she's more confident, more social, and even has a best friend. There may still be challenges ahead, but with her family beside her and our team behind her, she's moving forward. Because healing doesn't happen in a moment, it happens in a community. And we're honored to be part of hers.

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



25,520

Individual and family counseling sessions



1,377

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



77%

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

2024-2025 Statistics

CHILD ABUSE & HEALTHY PARENTING



Clients Served:

2,245

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

CHILDREN'S ADVOCACY CENTERS

FAIRVIEW FAMILY RESOURCE CENTER

HEALTHY START



When Maria* moved to North Carolina with her husband and newborn, she was stepping into a brand-new chapter, one filled with both hope and uncertainty. The young family stayed with friends while searching for a place of their own, but the shared space left Maria without the privacy she longed for to bond with and nurture her infant. Her husband worked long hours to provide for them, and Maria found herself feeling isolated, without transportation, employment, or the confidence she wanted as a first-time mother.

A friend introduced her to our Healthy Start Program, and she began biweekly home visits. Together, with Sasha, her caseworker, they talked through child development milestones, explored age-appropriate expectations, and practiced strategies for both self-care and parenting. Sasha also helped her navigate practical barriers by researching affordable apartments to find housing within the family's budget.

At first, Maria was hesitant and worried that she wasn't "doing things right" as a mother. But over time, she began to look forward

to each visit, finding reassurance and encouragement that built her confidence. She started setting small, achievable goals, like reading to her baby daily or practicing new ways to soothe her during fussy nights. With each success, her self-esteem grew, and so did her bond with her child.

In just four months, Maria and her family achieved remarkable milestones: they moved into their own home, secured reliable transportation through careful savings, and Maria found a job she loves.

Today, she is actively engaged in Healthy Start, using each visit to build the skills she needs to grow as both a parent and an individual. She shares proudly about her child's first words and developmental milestones, and she feels empowered to advocate for her family's needs.

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

2024-2025
Statistics



472

Families served by our Children's Advocacy Centers, which coordinate the investigation and treatment of child abuse



185

At-risk families served by the Healthy Start program



387

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, debt management, first-time home buyer classes, and education.

Clients Served:

2,604



FINANCIAL
COUNSELING

FORECLOSURE
PREVENTION

DEBT
MANAGEMENT

BUDGETING & HOMEOWNERSHIP
WORKSHOPS

After her husband passed away, Margaret* suddenly found herself facing life, and the full burden of their mortgage, alone. The grief was overwhelming and the financial responsibility felt daunting, but she was determined to keep the home they had built together.

Then, everything got harder. A string of serious medical issues, including multiple surgeries and a terrible fall, left her hospitalized and unable to walk. She spent two months in rehab focusing on her recovery while her bills piled up. She couldn't work. She couldn't keep up with her mortgage. The house she had fought so hard to hold onto was suddenly in jeopardy.

On top of that, a seemingly simple problem, getting a replacement Social Security card, turned into a major barrier. Without it, she couldn't verify her identity with the mortgage company or move forward with any kind of assistance. Each day without progress left her feeling more hopeless.

That's when she connected with Family Service and Steve, one of our Consumer Credit Counseling Service housing counselors. For the first time in months, Margaret felt like she had someone on her side, someone who understood the system and would not let her face it alone. Together, she and Steve gathered the necessary documents, submitted her application for a new Social Security card, and worked through the complicated process of communicating with her mortgage servicer.

It wasn't easy. There were long phone calls, and paperwork that seemed endless. But through it all, Margaret didn't give up. With support from Family Service, she was able to submit a hardship request to her lender, which was ultimately approved.

Today, Margaret remains in her home. Her mortgage is current, with terms that include an affordable monthly payment and a low interest rate. Most importantly, she has regained peace of mind, knowing she can focus on her health and healing without the fear of losing the place that holds her most cherished memories.



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



542

One-on-one financial
counseling sessions



1,791

People educated
through workshops and
community events



78%

Percentage of clients who
reported having less debt after
receiving services

2024-2025
Statistics



2025 JULIA B. NILE FOR LOVE OF FAMILY AWARD RECIPIENTS



Stephanie Goldman

Stephanie Goldman has been a steadfast leader and advocate for Family Service of the Piedmont since joining the High Point Board of Trustees in 2018. Over the course of two three-year terms, she served in several key leadership roles, including chairing the High Point Foundation in 2021–2022 and contributing her expertise to the Oyster Roast, Investment, and Advancement Committees.

Her commitment to Family Service extends well beyond her board service. A supporter since 2003, Stephanie has consistently shared her time, talents, and resources. She has been a generous sponsor of the Oyster Roast, the Annual Campaign, and numerous Guild events, ensuring that Family Service has the visibility and support it needs.

Stephanie conceived of and organized High Point's Fashion Night Out, a fashion-forward event that quickly became a signature fundraiser in High Point. Recognizing the urgent need for accessible children's mental health services, she designated proceeds from the event to Family Service's High Point Center for Child Wellness. Thanks to her vision and leadership, the fundraiser provided critical early support for the center, which opened in 2020.

When the event was entrusted last year to the Junior League of High Point, Stephanie remained instrumental in ensuring that Family Service continued to benefit from its success. To date, High Point's Fashion Night Out has raised more than \$70,000 to support children's mental health services in High Point, a remarkable legacy that continues to impact local families.

Stephanie's generosity extends to her business as well. Through Stephanie James Interiors, she donated her design services and was able to have furniture, fabric, and art donated from her furniture partners in the industry to outfit the High Point Center for Child Wellness, creating a welcoming and healing space for children and families.

Beyond her leadership and philanthropy, Stephanie has been a true ambassador for Family Service, raising awareness, building connections, and championing the agency's mission at every turn.

Reflecting on her journey, she shared, "Family Service has always held a special place in my heart. What makes it truly meaningful is the opportunity to give back, not only to the community but to the very organization that once supported me. It brings everything full circle."

Donna Perkins

For more than a decade, Donna Perkins passion for service has left an indelible mark on Family Service of the Piedmont. Since joining the Greensboro Guild in 2013, she has taken on leadership roles that have driven growth, inspired others to get involved, and expanded the reach of the agency's mission throughout Greensboro.

Donna's impact began early in her Guild involvement, serving as Chair of the Big Hair Ball fundraising committee in 2016, continuing on the committee in 2017, and co-chairing the event for an unprecedented run from 2018 through 2024. During her year as Guild President in 2018–19, the Big Hair Ball raised a net revenue of \$300,000 for the first time. Donna also introduced the concept of a model vote, which over the course of the event, raised more than \$114,000.

Her creativity and commitment extended to other Guild initiatives as well. She chaired the Guild's Holiday Happening twice and served on the Oyster Roast committee from 2017 to 2024. Throughout, Donna was instrumental in cultivating corporate partnerships and broadening the agency's support network.

In 2016, Donna was recognized with the Guild's Futurity Award for extraordinary service by a new member, and in 2018, she was awarded the President's Award for exemplary leadership in fundraising, membership, and financial stewardship.

In 2019, Donna joined the Family Service of the Piedmont Board of Directors, where she served on the Greensboro Nominating Committee as co-chair and led the Advancement Committee.

As Donna explains, "Family Service of the Piedmont is an organization in which I have invested my time, talent and treasure because I have seen first-hand the impact it creates in my home community. During my engagement with Family Service, which has included serving as chair of the Big Hair Ball for many years and a term as president of the Guild, I have had the opportunity to hear from individuals and families whose lives have been transformed by the services and resources it provides.

Family Service's clients aren't the only ones who benefit from this empowerment. When individuals have the support they need to live safe and healthy lives, they are better positioned to contribute to the success and overall health of our community and local economy. And that's a win for everyone."

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 a community where every person is safe, supported, and has the opportunity to thrive. 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 2024-2025 fiscal 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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