

2016-2017

# IMPACT REPORT



**Family Service**

OF THE PIEDMONT

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



Tom Campbell  
President & CEO



Gwen Willis  
Board Chair

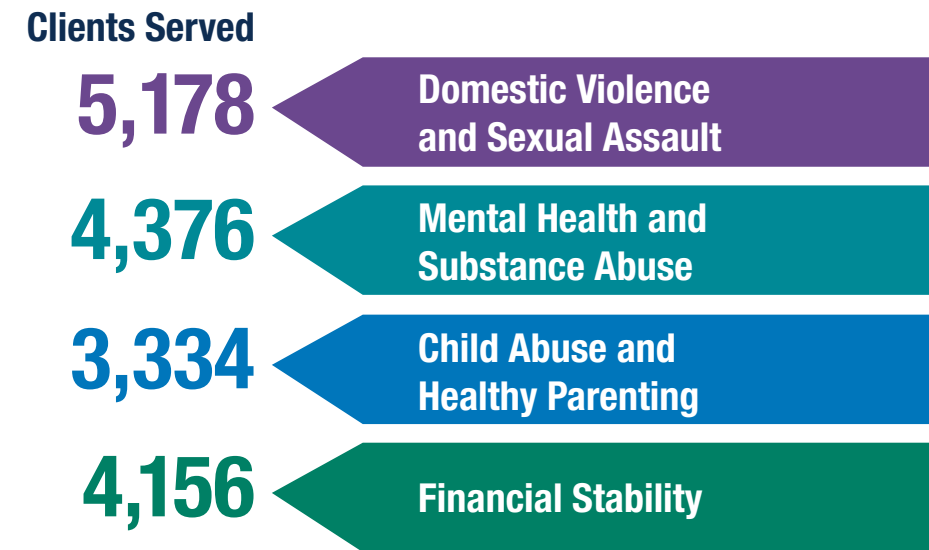
Last year more than **17,000 people** came to Family Service to address issues ranging from domestic violence or child abuse to mental health and financial stability. Each of these individual interactions could be life-changing for a family in crises. It can also produce a ripple effect that spreads positive change throughout the community.

Now with a **staff of about 150**, our agency is growing to meet increased demand for our services. And while we are serving more clients than ever, we are very proud to report that all our programs continue to meet or exceed their target outcomes. Our most recent client satisfaction survey showed **98% of our clients** were “satisfied” or “very satisfied” with our services.

Our annual budget increased last year by 7.5% to almost **\$8 million**. Still, our agency’s indirect cost rate remains at a **low 10%**. That means that 90 cents of each dollar Family Service receives goes directly to support agency programs. We have also increased year-end assets for the seventh consecutive year, and have maintained a solid operating reserve to safeguard against unexpected negative cash flow.

All of these successes are thanks to the leadership of our Boards, the diligence and commitment of our staff, and the support of our funders and volunteers. 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**. These volunteer efforts are essential for the health of our agency and are necessary in developing awareness, support and engagement.

Because of you, our staff, volunteers, partners and donors, Family Service of the Piedmont is able to meet the needs of more clients, more effectively, throughout our community, with a growing number of high quality programs and services.



**Total Served**  
**17,044**  
July 2016 - June 2017

## 2016-2017 FINANCIALS\*

REVENUE		EXPENSES	
Contributions	\$255,499	Salaries, Benefits & Personnel	\$6,262,683
United Ways	\$1,297,512	Professional Fees	\$155,755
Government Grants	\$2,201,594	Equipment & Supplies	\$461,348
Family Service Foundations	\$1,277,988	Occupancy & Insurance	\$833,810
Private Foundations	\$1,353,611	Travel, Conferences & Dues	\$150,942
Program Fees	\$1,624,838	Special Assistance	\$12,446
Other Revenue	\$7,079	Miscellaneous	\$36,629
<b>Total</b>	<b>\$8,018,120</b>	Depreciation	\$101,964
		<b>Total</b>	<b>\$8,015,576</b>
		<b>Surplus</b>	<b>\$2,544</b>
NET ASSETS			
Family Service of the Piedmont	\$711,414		
Family Service of Greensboro Foundation	\$3,609,088		
Family Service of High Point Foundation	\$3,202,833		

\* Preliminary Pre-Audited Figures

## DOMESTIC VIOLENCE AND SEXUAL ASSAULT

4,726

Victims of domestic violence and other violent crimes

2,634

24-hour crisis line calls received; one call every 3.3 hours

28

Average number of women and children given shelter each night

87%

Women who stayed in shelter at least 10 days went home to a non-violent living environment

### THE SPECIAL SPOON

After almost two decades in an abusive relationship, Leah found the courage to escape one cold morning in the middle of winter. She did so with just a backpack of belongings and \$35 in cash.

Leah found a safe place to stay at **Clara House**, Family Service of the Piedmont's domestic violence shelter in Greensboro. While there, she received counseling and took a variety of career, behavioral and financial advice classes.

"I didn't have any credit cards or money in my name, so I was truly starting over," Leah says. "The classes really helped me to start building my life by giving me step-by-step directions on how to apply for credit, rent an apartment and get a job."

Eventually, Leah was able to move out of the shelter into her own apartment. Leah is now employed, advancing in her career and recently got remarried. She kept a spoon from her days at the shelter that symbolizes her journey.



*"For me, the spoon represents everything that Family Service gave me – hope, dignity and respect," she says.*

She hopes one day soon to hold a 'Soup & Service' fundraiser to help other women who are currently at the shelter.

### FINDING LOST HOPE

After his mother passed away when he was 21-years-old, Moses acted as parent to his younger brother and sister, who were then in their teens.

"I was proud to be able to help them successfully make it into adulthood," he says. "But the stress of having to be a 'parent' at such a young age took its toll. I began to make bad choices."

Moses broke the law and spent some time in prison. After being released, Moses had a difficult time frequently feeling depressed and anxious. He started out living in a local house for men recovering from addiction, but didn't fit in there. Moses was referred to Family Service of the Piedmont for counseling and began meeting with therapist Jay Jahnes.

*"Talking to Jay helped me to turn my life around and gave me a sense of hope that I haven't had in decades," Moses says.*

"Jay is my best friend. He calls to check on me and this has helped me make it through my darkest nights."



Moses has now moved out of the group home and into his own apartment and is employed. Encouraged by Jay, Moses reached out to his family and has reconnected with his brother and sister.

The support that Moses received from Jay and Family Service helped him to find a hopeful, positive outlook on life. He's looking forward to the future and is excited about spending time with his family.

## MENTAL HEALTH AND SUBSTANCE ABUSE

4,376

Children and Adults Served

11,646

Counseling Sessions

1,247

Medical Visits

62%

Significantly improved functioning over the course of treatment

## INCREDIBLE YEARS PROGRAM LEADS TO PARENTING GROUP

A friend encouraged Pam to attend The Incredible Years parenting classes offered by Family Service earlier this year. At the classes, Pam met four other women of varying ages and life situations but they all felt that it was important to continue to grow as parents.

*“The Incredible Years program changed my life,” says Pam.*

“I refer to the book constantly for ways to redirect my great-grandson. I am so inspired by what I learned that I want to share it with others.”

Because of their desire to continue what they learned at Incredible Years, the ladies have set up a group called The Supportive Parents Association. They have developed a mission statement and guidelines and they meet monthly.



“It is never too late to learn new parenting practices,” said Sandra. “I’ve learned that it’s important to accept my children for who they are and to understand their unique temperaments so I can bring out the best in each child.”

Members are encouraged to call the others when faced with stressful situations since they understand the importance of being able to vent to another adult.

“It is wonderful to know that I’m not alone and I have this team of people helping me to be a better mom,” said Cantrice. “This program helped me to understand that it’s possible to enjoy parenting.”

## FINANCIAL STABILITY

2,802

Financial counseling sessions

98%

Paying bills on time 3-6 months after receiving services

82%

Debt load decreasing 3-6 months after receiving services

73%

Saving money 3-6 months after receiving services

3,800

Local homes saved from foreclosure since 2010

## CHILD ABUSE & HEALTHY PARENTING

CHILDREN'S ADVOCACY CENTERS

1,202

Children and caregivers served

373

Potential cases of child abuse investigated

HEALTHY START

343

Families at risk of abuse or neglect served

99%

Did NOT experience reports to DSS

FAMILY PRESERVATION

227

Children at risk of removal from the home served

97%

Families able to keep their children in the home

## SAVING FAMILIES FROM FORECLOSURE

Over a period of time, and due to some unforeseen challenges, Chekeitha lost her job. This loss of income caused her family to fall behind on their house payments. They were in danger of defaulting on their mortgage and facing foreclosing on their home.

Chekeitha had previous experience with Consumer Credit Counseling Service (CCCS), a division of Family Service of the Piedmont. She had turned to them a few years back for help reducing debt. Chekeitha had a good experience working with CCCS credit counselor Pete Sargent.

When she realized that she was dangerously behind on her mortgage, Chekeitha once again found herself working with Pete of CCCS. She has two children and wanted to make sure they would always have a place to call home.

“I love my house and wanted to stay away from any issues with foreclosure which was not an option,” Chekeitha says. “I had no idea where we would go or what we would do if that happened.”



Chekeitha says Pete helped her every step of the way. Some of the processes were challenging, but with his guidance, she kept the faith, did her part as instructed and everything worked out fine.

“It can be a drawn out process, but in the end - it’s worth it,” Chekeitha says. “It’s a relief to know that Consumer Credit Counseling Service is there to help. My family is now on the right track. But if not, it’s good to know that CCCS is there to help!”

2017 Julia B. Nile For Love of Family Award Winner

## DAVID S. THOMPSON

David S. Thompson joined the Family Service of High Point Foundation Board in 1999 and served for six years. He accepted leadership roles chairing the Nominating, Annual Campaign, Investment and Endowment Building Committees, as well as others, served as Vice-Chair and eventually Chair of the Foundation in 2004-05.

David also served on the Family Service of the Piedmont Board from 2003 to 2005 representing the Foundation. He returned to the Board in 2010 and served another six years on various Committees. He later served as the Board Chair in 2013-2014.

As Board Chair, David started the tradition of beginning each meeting with an inspirational quote, and made sure all Board agendas included the agency's Mission Statement to remind members of their purpose in serving. He established a three-Board social that eventually became an annual event bringing Family Service Board and Foundation members together. During his time on the board, he also developed a platform of accomplishments to share at the end of each year.

David served as Governance Committee Chair, Nominating Chair and Board Assessment Chair, and as a member of the Executive Committee, Audit Committee and the Finance Committee for several years. He is a Charter Member of the Honor Society.

Thanks to David, Family Service of the Piedmont received funding from the 2012 High Point Cycling Classic and from the Gentleman's Dinner held that December. He has been a supporter of the Annual Campaign, Endowment and Oyster Roast for many years. David and Tom Broadwater of Wells Fargo Advisors have sponsored Family Service's Annual Meeting for 11 years, beginning in 2007.



2017 Julia B. Nile For Love of Family Award Winner

## ROBERT C. KETNER

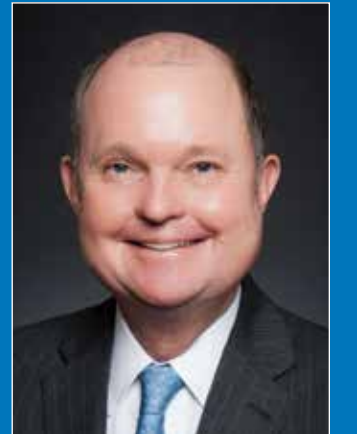
Robert Ketner was introduced to Family Service by friend Lynne Gladstone. He joined the Family Service of Greensboro Foundation Board in 2010 and served through 2016.

Along with Leigh Sudbrink, in 2010 Robert Co-Chaired a very successful Annual Campaign that raised more than \$64,000. In 2013, he served on the Endowment Committee as it embarked on its first stage of raising \$500,000 for the Foundation's Endowment Fund. By 2015, the Endowment had grown to over \$1 million.

Robert played a major role in developing the Endowment Committee's strategies for a naming opportunity for the Washington Street facility. Under his leadership, the building was named the Families First Center to honor past, current and future Family Service staff.

Robert hosted the *Families First Fun Day* at City Lake Park on August 21, 2015 to celebrate the naming of the Washington Street facility. About 160 staff and family members attended and enjoyed a fun day in the park. The staff were very honored to be recognized by the naming of the building. A public proclamation of the new Families First Center took place in November 2015 with 75 staff and friends of Family Service of the Piedmont in attendance.

Robert and his wife Leslie have been supporters of the Annual Campaign, Endowment, Greensboro Oyster Roast and the Big Hair Ball for many years. They served as the Honorary Chairs of the Oyster Roast in 2016. They are Charter Members of the Honor Society.



## FOREVER FAMILY: A PLANNED GIVING PROGRAM

*Some things change, but families are forever.*

The Forever Family Planned Giving Program recognize individuals who have remembered Family Service in their will, as a beneficiary of retirement or insurance plans, or through another kind of planned gift.

If you are interested in joining the Forever Family or to find out more, please contact:

Jody Susong at 336.801.1147 or email [jsusong@fspcares.org](mailto:jsusong@fspcares.org)

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For Love of Family Fund*  
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### 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 2016-2017 year:

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United Way of Greater High Point  
United Way of Alamance County  
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# 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

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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.

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 2016-2017 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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