



Family Service
OF THE PIEDMONT

| 2022-2023 |

IMPACT REPORT

MESSAGE FROM THE PRESIDENT AND BOARD CHAIRS



Tom Campbell
President & CEO



David Black
Board Chair



Karen Guy
Immediate Past Chair

We have much to celebrate as we close out our 2022-2023 fiscal year. Our agency budget grew by 6% to almost \$11 million. The number of clients served by our highly qualified staff increased by 9.1% to 18,580 individuals and families. We also saw an 11.3% increase in the number of full-time employees, an 8.1% increase in the total number of employees, and a reduction in staff turnover of 6.7%.

A primary contributor to these successes is our adherence to a solid and dynamic strategic plan that allows us to be proactive rather than reactive. Our plan factors into every decision and discussion of the agency and layers in a level of accountability through our quarterly progress meetings.

Our current plan contains strategies and action steps to meet community needs by focusing on innovative, high-impact services reflecting our vision/mission; to develop an agency culture that attracts, retains, and engages talented staff and promotes a positive Agency community; to build infrastructure and fundraising plans to ensure stability and sustainability to support growth.

Another factor in the success of Family Service of the Piedmont is our unwavering commitment to our mission and core values. We are committed to treating all we serve with dignity and respect, resulting in a 95% client satisfaction rate. We serve with honesty, responsibility, transparency, and accountability. We are committed to the safety and health of families in our community and are here to help children and adults overcome issues related to child abuse, domestic violence, sexual assault, mental health, substance use, and financial instability. And we achieve excellence through innovation, flexibility, collaboration, efficiency, and quality of staff and services.

Finally, our success this year would not have been possible without our Board's leadership, our staff's commitment, and the support from our Foundations, Guilds, funders, and volunteers. These folks ensure that Family Service of the Piedmont can meet the needs of more clients more effectively throughout our community.

Tom Campbell,
President & CEO

David Black,
Board Chair

Karen Guy,
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

2022-2023 COMMUNITY IMPACT

DOMESTIC VIOLENCE



87%

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

FINANCIAL STABILITY



96%

of clients paid their bills on time six months 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



74%

of clients displayed improved functioning after three counseling sessions.

DOMESTIC VIOLENCE & SEXUAL ASSAULT



Clients Served:

8,547

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



Shalina's journey began with dreams of a better life alongside her husband in a new area, but these dreams were shattered by mental, physical, and financial abuse. She felt trapped and began experiencing health issues which forced her to stop working and pushed her into a dark place.

She reached out to Family Service and, with the support of a victim advocate, Shalina was able to secure an order of protection and have her unsafe husband removed from their home. Assistance from Family Service with food, prescription medications and bringing her past due rent current helped her to find her footing. With continued encouragement, she took tentative steps back into her workplace and is grateful for the support she received.

Shalina's transformation is a testament to resilience and the power of a supportive community. Her story reminds us that even in the face of daunting challenges, a network of care can bring renewal and a better life.

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

2022-2023
Statistics



1,558

Protective Orders Against
Abusers Granted Through
the Court System



5,448

Calls Received on the
24-Hour Crisis Line



18

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. Our integrated care model addresses both physical and mental healthcare needs simultaneously.

Clients Served:

6,496



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

Seventeen-year-old Aubrey was dealing with severe depression, anxiety, and suicidal thoughts. She struggled to form relationships with her peers at school, attend social events and experienced frequent panic attacks. Her family contacted Family Service of the Piedmont for help, where Aubrey received specialized therapy and support.

Aubrey’s progress was evident thanks to resources and expertise such as weekly individual counseling sessions and support from Family Service. Through therapy she was able to develop healthy forms of coping, overcoming her social anxiety and decreasing her panic attacks.

Over time, her therapy sessions with Family Service evolved from weekly to monthly as she excelled in school and her daily social life improved.

Aubrey’s success is a testament to her resilience and the hope that comes with access to mental health care for children and young adults.



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



24,244

Individual and Family Counseling Sessions



77%

Percentage of Children Who Displayed Significantly Improved Functioning after Three Counseling Sessions



6,997

Number of Annual Medical Visits

2022-2023 Statistics

CHILD ABUSE & HEALTHY PARENTING



Clients Served:

1,195

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



Facing the weight of past and present domestic violence, financial instability and single parenthood, Miranda was referred to Healthy Start, our in-home program that supports and educates parents to foster healthy environments for their children.

Through weekly in-home visits with her Healthy Start caseworker Miranda participated in the Nurturing Parenting Curriculum. She began to understand that her traumatic history was hindering her ability to show affection to her two small children and understand their emotions.

Over time she practiced empathy, learned effective discipline and was able to provide emotional support, breaking the cycle of her past trauma.

Today, Miranda is flourishing, creating a nurturing environment for her children and fostering solid bonds through daily reading and play.

Miranda's transformation is a tribute to her determination. Her story reminds us that with assistance and dedication, families can transcend adversity to find strength, hope and a brighter future.

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

2022-2023
Statistics



414

Families Served by Our Children's Advocacy Centers, Which Coordinate the Investigation and Treatment of Child Abuse



158

At-Risk Families Served by the Healthy Start Program



316

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:

2,343



FINANCIAL
COUNSELING

FORECLOSURE
PREVENTION

BANKRUPTCY
COUNSELING

DEBT
MANAGEMENT

BUDGETING & HOMEOWNERSHIP
WORKSHOPS

As a disabled Air Force veteran, Katherine's life took an unexpected turn when she teetered on the brink of losing her home.

Concerned about what defaulting on her mortgage could mean, she reached out to Family Service of the Piedmont's Consumer Credit Counseling Service.

"I contacted your organization and spoke with a credit counselor who immediately understood my concerns and made me feel more comfortable and confident about recovering my mortgage," said Katherine.

Consumer Credit Counseling was able to work quickly and assist Katherine with bringing her mortgage and Home Owner's Association dues current, alleviating the threat of foreclosure.

"I am forever grateful for all the assistance and care that I received from Family Service of the Piedmont," said Katherine.

Katherine's journey from uncertainty to stability is a testament to the power of community, compassion, and swift action.



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



1,061

One-on-One Financial
Counseling Sessions



1,276

People Educated
through Workshops
and Community Events



79%

Percentage of Clients Who
Reported Having Less Debt after
Receiving Services

2022-2023
Statistics



Doug Witcher

2023 Julia B. Nile For Love of Family Award Winners



Dwight Ensley

Doug Witcher's philanthropic spirit combined with his business acumen has made a tremendous impact on the City of High Point and Family Service of the Piedmont. Doug's involvement with Family Service began in 2007 when he joined the Family Service of High Point Foundation board.

Doug, who is the founder and Chief Executive Officer of Smart Choice, began his business in 1979 with the opening of Douglas S. Witcher Insurance in a small window front office. In the more than 40 years since, this start-up has transformed into one of the largest independent insurance agencies in North Carolina. Today, Smart Choice® is the 4th largest privately held agency in the United States and has more than 9,500 offices in 46 states.

Joining the High Point Foundation in 2007 and serving a six year term, Doug immediately began sharing his skills as an integral member of the committee. The investment committee provides oversight of the management of endowment fund assets for the foundation. Upon the end of his tenure on the foundation, he continued to share his time with Family Service as a member of the Family Service of Piedmont Board of Directors where he served from 2013 to 2014.

A long-time supporter of the agency, Smart Choice was the Presenting Sponsor for the High Point Oyster Roast, the foundation's signature fundraising event, in 2013 and 2014. Doug and Smart Choice have also supported the agency's annual campaign and the Jamestown Pig Pickin'.

Doug shared, "After becoming involved with Family Service and learning about all the programs they offered. I became excited about giving my time, talents and financial gifts to an organization that is making a profound difference in the lives of children and families in our community."

Dwight Austin Ensley (1957 – 2022) was known as a renaissance man throughout his life. He was an accomplished multi-engine instrument airplane pilot who served as a trainer and mentor to other pilots. He graduated from Kent State University with a degree in Business Administration; he received his MBA from the University of Steubenville and his JD from Elon University School of Law. He was an accomplished musician and frequently played guitar with friends, including select performances at events.

He was inspired by the work of Family Service of the Piedmont and became involved with the agency through its Big Hair Ball, the Greensboro Guild's signature fundraising event. The event, which combines a cocktail reception and runway fashion show with imaginative clothing designs and ingenious hair styles, caught the innovative glimmer in Dwight's eye.

His company, ValuePoint.biz, became a major sponsor of the Big Hair Ball and Dwight was an active hands-on helper to the designers. On one occasion, he ran errands for the hair designers at Blow, a local hair salon, when additional hair extensions were needed to finalize the look for the runway.

Dwight's involvement with Family Service continued when he and his wife, Carolyn, served as co-chairs for the Greensboro Annual Campaign from 2020-2022. They raised a record amount of money for the agency during the uncertain time of the pandemic. Dwight considered his charitable endeavors to be among his best accomplishments.

Before his death in 2022, Dwight and his wife Carolyn Woodruff co-founded the Woodruff Ensley Foundation in furtherance of long-term charitable objectives.

"Dwight's commitment to family went beyond the incredible warmth and care he extended to his own family," says his wife, Carolyn. "Through Family Service of the Piedmont, he was able to extend his dedication to encompass families in need throughout Guilford County. His lifelong motto can be summed up with the Charles D. Meigs classic hymn "Others." "Lord help me live from day to day, in such a self-forgetful way, that even when I kneel to pray, my prayer shall be for others . . . others, let this my motto be."

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 2022-2023 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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