



Family Service
OF THE PIEDMONT



| 2021-2022 |

IMPACT REPORT

MESSAGE FROM THE PRESIDENT AND BOARD CHAIR



Tom Campbell
President & CEO



Dr. Karen Guy
Board Chair

It's been over two and a half years since the start of the COVID pandemic. That's over two and a half years of shutdowns, quarantines, CDC Guidelines, Zoom meetings, and all sorts of other disruptions to our lives. And while things have opened up significantly, we are still trying to figure out the new "normal." But throughout these challenges and uncertainties, we have remained dedicated to our vision of building safe and healthy families. Our doors never closed as we helped our community's most vulnerable children and families to restore hope, achieve stability, and thrive. We are here to help children and adults overcome issues related to child abuse, domestic violence, sexual assault, mental health, substance use, and financial instability.

We continue to see increased demand for our services and provide support and treatment for almost 17,000 children, adults, and families. Our agency continues to grow to meet the increased need in our community, with an annual budget that has increased more than 80% over the last ten years to over \$10.9 million, while our indirect cost rate remains less than 11%. That means that more than 89 cents of each dollar Family Service receives goes to support our programs for local children and families.

While many uncertainties related to the new "normal" remains, we can be certain that the core values and commitments of Family Service of the Piedmont will not waver. Family Service is 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 we achieve excellence through innovation, flexibility, collaboration, efficiency, and quality of staff and services.

We have had an incredible year, despite the new 'normal' – and this is thanks to the leadership of our Board, the commitment of our staff, and the support of our Foundations, Guilds, funders, and volunteers. Because of you, Family Service of the Piedmont can meet the needs of more clients more effectively throughout our community.

Tom Campbell
President & CEO

Dr. Karen Guy
Board 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

2021-2022 COMMUNITY IMPACT

DOMESTIC VIOLENCE



90%

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



96%

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



67%

of clients displayed improved functioning after three counseling sessions.

DOMESTIC VIOLENCE & SEXUAL ASSAULT



Clients Served:

8,783

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



Our well-trained counselors and facilitators bring a high level of professionalism to their jobs - but they also show compassion and personal concern about survivors that aids in the healing process.

At the end of 2021, Sarah* joined our sexual violence support group, Moving Beyond. Sarah was assaulted many years ago as a teen and went through the criminal legal process. At the time of the assault, she was not yet a citizen of the United States and as part of the process of filing the criminal charges, she applied for and obtained a visa. Between the long process of obtaining legal status and other issues going on in her life, Sarah stopped addressing her trauma and was struggling when she found Moving Beyond.

Through the support group, Sarah was able to connect with fellow survivors, share her story and realize that her feelings were common among other survivors. After “graduating” from the group, Sarah asked the facilitator to provide a letter of support for her upcoming immigration hearing. A few months later, Sarah came back to visit the support group and share her success - and her shiny new green card! Sarah has now become an FSP supporter and is working to give back to the community that has given so much to her.

From our 24-Hour Crisis Line to restraining order assistance, our team is on the front lines of helping survivors of domestic violence, rape, human trafficking and other violent crimes begin their healing journey.

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

2021-2022
Statistics



1,558

Protective Orders Against
Abusers Granted Through
the Court System



5,589

Calls Received on the
24-Hour Crisis Line



15

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 simultaneously addresses both physical and mental healthcare needs.

Clients Served:

4,949



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

One of the benefits of Family Service of the Piedmont’s wide breadth of services and programs is that it allows us to offer our clients additional wraparound support to supplement the primary service they are receiving.

James* was pursuing a protective order through the Greensboro Family Justice Center when he shared that he and his children needed mental health counseling. Our staff members were able to refer him to other Family Service of the Piedmont practitioners and get the family same-day service. James and his children participated in ongoing therapy with FSP counselors, ensuring that their mental health was being cared for in addition to their physical safety.

With multiple locations in the Triad, FSP has counselors trained in a variety of mental health disorders and substance abuse treatments. Weekly walk-in clinics are available at the Families First Center in Greensboro and the Slane Center in High Point. We also collaborate with businesses and other nonprofit organizations to provide treatment options throughout the community.

All of our services are offered on a sliding fee scale with costs as low as \$0 depending on income level. Medicaid is accepted.

Clients with insurance are able to receive behavioral and psychiatric care. Clients without insurance are able to receive primary medical care in addition to their mental health treatment.



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



20,916

Individual and Family Counseling Sessions



77%

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



7,009

Number of Annual Medical Visits

2021-2022 Statistics

CHILD ABUSE & HEALTHY PARENTING



Clients Served:

1,628

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



We've all heard it takes a village to raise a child, but what happens when a parent doesn't have a village to turn to? At Family Service of the Piedmont, we act as the village for those who don't have traditional support systems in place.

Our client Kim* is a devoted and resilient mother of three who has faced many obstacles in the past year, including losing her job and not having a mode of transportation. A friend told her about FSP's (FFRC), located in the Southside community of High Point, and she reached out for help.

With the help of the FFRC's staff and free computer lab, Kim was able to create a resume and apply for jobs. Once she started working, she saved up enough money to buy a car for her family.

She has since become one of the first graduates of our Positive Parenting Program, which gives parents and caregivers the tools to develop positive, caring relationships with their children and effectively manage challenging behaviors.

In addition to on-site resources like the Positive Parenting Program, FSP offers a home visiting program called Healthy Start that brings parenting education directly to clients' homes.

We also operate two accredited Children's Advocacy Centers, helping children who have been sexually or physically abused or witnessed violence to tell their story and begin the healing process in a child-friendly environment.

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

2021-2022
Statistics



236

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



261

At-Risk Families Served by the Healthy Start Program



266

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:

2,002



FINANCIAL
COUNSELING

FORECLOSURE
PREVENTION

BANKRUPTCY
COUNSELING

DEBT
MANAGEMENT

BUDGETING & HOMEOWNERSHIP
WORKSHOPS

Many of us never think about the logistics of everyday activities like getting our kids to school, attending our annual physical or grocery shopping. But for FSP clients like Mildred* who don't have access to regular, reliable transportation, those seemingly small tasks are big obstacles.

Mildred is an older adult with a disability who is living on a fixed income. She contacted Consumer Credit Counseling Services to get help finding a vehicle so she could take her grandchildren to daycare, go to doctors' appointments and attend church. With the help of one of our financial counselors, she was able to examine her budget and spending, improve her money management skills and save \$500.

Her counselor then referred her to the High Point Matched Saving Program. Through this program, clients facing financial hardship can have their savings matched 2 to 1 up to \$1,000. Mildred received a \$1,000 match and was able to find a car for \$1,500. Now, she's on the road to financial stability thanks to one simple phone call to CCCS!

In addition to individual financial counseling, CCCS offers monthly Keys to Homeownership Workshops that walk clients through the basics of financing a home. We also partner with the United Way of Greater High Point on a series of classes called \$mart Money that teach the basics of budgeting and money management.



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



825

One-on-One Financial
Counseling Sessions



764

People Educated
through Workshops
and Community Events



81%

Percentage of Clients Who
Reported Having Less Debt after
Receiving Services

2021-2022
Statistics



2022 Julia B. Nile For Love of Family Award Winners



The Congdon Family

Launched by a partnership with Kathryn and Earl Congdon that began 30 years ago, the Congdon Family has made a lasting and tangible impact on the clients of Family Service and the mission of the agency. This partnership is unique in that it spans three generations of the Congdon Family. The generations affectionally refer to themselves as G1, G2 and G3.

Through the initial partnership with Kathryn and Earl, the Congdon Family has supported a variety of fundraising efforts for the agency, such as the Annual Campaign, Oyster Roast, Holiday Soirée, FORE Families Golf Tournament and the Superhero Dash. In addition, they were instrumental in the creation of the endowment for the High Point Foundation.

The Kathryn and Earl Congdon Family Foundation invests in organizations within the greater High Point area and beyond that promote improved quality of life by reducing barriers to opportunity. Their philanthropic philosophy is a combination of what they refer to as a Handout and a Handup.

In 2016, the concept for the High Point Center for Child Wellness was initiated, led by Dr. Jason Jones and the staff of Family Service. The center provides comprehensive pediatric psychiatry care for children tailored to meet their specific developmental needs. The Kathryn and Earl Congdon Family Foundation provided initial funding for the upfitting of the main level of the building as well as for services and programming.

Upon its initial opening the demand for services quickly doubled and it became necessary to expand to the lower level of the building. Helen and David Congdon generation graciously provided for the expansion and due to their generosity, the Center has served over 1,700 children to date.

In continuation of this impactful legacy, members of the G3 generation have served on the Board of the High Point Foundation providing leadership and guidance, chaired the annual Oyster Roast and sponsored many of the agency's fundraising events.

"The Earl and Kathryn Congdon Family Foundation supports Family Service of the Piedmont because it serves and positively impacts our community in a deep and lasting way. We invest in non-profit organizations within the greater High Point area and beyond that promote improved quality of life by reducing barriers to opportunity. The High Point Center for Child Wellness is a program we are especially proud and honored to support because of the quality of care it gives to one of our populations most in need - our community's children.



Vanessa Carroll & Family

Vanessa Carroll's commitment to the community and the work of Family Service of the Piedmont began in 2011. Her introduction to the agency was attending that year's Greensboro Oyster Roast. This was followed by a sponsorship of the Big Hair Ball in 2012. Since that time, Vanessa and her husband Roy have been avid supporters of the Big Hair Ball, the Annual Campaign and the Greensboro Oyster Roast.

In 2014 she joined as a trustee of the Family Service of Greensboro Foundation. Vanessa served an initial term of three years. As a new foundation member, Vanessa became involved with the agency in a variety of ways.

Just after joining the Greensboro Foundation in 2014, Vanessa hosted "Lunch with Family Service", which introduces new community members to the agency, sharing the myriad of programs and services offered by the agency and the ways new community members could get involved and support the mission.

Vanessa's involvement with Family Service really began to take shape in 2015 when she and Roy graciously opened their home to underwrite and host both the pre-event Designer and Sponsor Cocktail Party and the Top Sponsor dinner party for the Big Hair Ball. They have continued this tradition each year for the Big Hair Ball.

In 2017, she renewed her commitment to the agency by agreeing to serve an additional three year term as a trustee.

In 2019, Vanessa was recognized for her invaluable contributions and years of support and commitment to the Big Hair Ball and Family Service by being named Honorary Chair of the 2019 event.

Vanessa is a member of the Families First Honor Society, which is comprised of the agency's closest supporters and friends.

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 2021-2022 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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