

2004-2005 ANNUAL REPORT

CROSSROADS



FAMILY SERVICE OF THE PIEDMONT, INC.
Family & Children's Service of Greater Greensboro Foundation, Inc.
Family Service of High Point Foundation, Inc.

Message from Hoyt Phillips, 05-06 Board Chair of Family Service of the Piedmont

CROSSROADS

“Crossroads” as a theme takes on multiple meanings at Family Service of the Piedmont as we embrace new leadership, implement our new strategic plan and examine the positive impact of the agency’s services on children and families in our communities.

There is no doubt that the agency has benefited from the solid foundation established by recently retired President/CEO Julia Nile following the affiliation of its two predecessor agencies and creation of Family Service of the Piedmont six years ago. I believe Tom Bonney, as the agency’s new President/ CEO, will build upon that foundation to take us to the next level of service to our community.

One year into its new strategic plan, Family Service is exploring ways it can better serve the community as several changes are felt in our area, such as the shift of mental health services from the public to the private sector with the new state mental health plan. Serving those who would not otherwise be able to afford mental health services remains a priority for Family Service.

Another major change on its way this year will be the Bankruptcy Reform Act, which requires that individuals who wish to file bankruptcy seek counseling from an accredited credit counseling agency. The agency’s Consumer Credit Counseling Service is bolstering its staff in anticipation of a significant increase in clients as a result of this legislation.

In addition, Guilford County has seen a huge increase in the Hispanic population, and Family Service is responding with staff members dedicated to addressing this emerging population and an assessment of ways to improve access and service to Hispanic clients.

All of these efforts tie back to helping children and families who are experiencing their own crossroads. Some are in crisis due to abuse, trauma, financial worries or family turmoil. Others are experiencing transitions such as parenthood or homeownership. You will learn about two such clients in this year’s Annual Report.

All of us experience crossroads during our lives and can relate to how challenging but also exciting they can be. With your support, Family Service of the Piedmont can continue to empower clients to embark upon safe and healthy paths for their lives.

Thank you for helping us build safe and healthy families in our community.

Message from Thomas R. Bonney, President/CEO



The theme for this year’s Annual Report certainly applies to my life right now. I am at a **crossroads**, as I relocate from New Jersey to North Carolina to lead Family Service of the Piedmont as President and CEO. I am excited to get on board with an organization that provides so many vital programs and services to the community.

My initial observations are that the agency is blessed with talented and hard-working staff members who are dedicated to the vision of building safe and healthy families. I have also been impressed with the energy and passion that members of the agency’s Board and trustees of its two foundations bring to help the agency achieve its mission of helping children and families in crisis or transition.

Last but not least, I am delighted to learn of the incredible support Family Service of the Piedmont receives from donors and community partners like you.

Working together, I am confident that the agency can continue its tradition of exceptional service while growing and evolving to meet the needs of children and families in our community.

Crossroads: “Mommy, he looks like a mugger”



Greg Peoples and his mom Lynne Watson

“When my son Greg was almost 6, he and I went to CVS at Golden Gate (shopping center in Greensboro) to pick up a prescription at around 4p.m. I was five months pregnant at the time. We were walking out the front door with our purchase, and a clean-cut young man bumped into us, knocking us to the ground. He grabbed my purse and ran to the back of the building.

“We called the police from within the store, and they made a report. The phone number for [Family Service of the Piedmont] was on the back of the police report. It was soon apparent that Greg had been traumatized. He frequently looked for the mugger and thought that people with a similar appearance might be dangerous. He was constantly looking over his shoulder.

“Greg went to several play therapy sessions at Family Service. He remembers coloring, playing with blocks, answering questions and working on the computer. Greg also made up stories about what happened.

“After the counseling sessions, Greg’s anxiety went away, and he no longer was afraid of men who resembled the mugger.

“The experience taught me that you don’t have to be in the ‘wrong place at the wrong time’ to be a victim. Robberies don’t always happen in ‘dark alleys,’ and robbers don’t necessarily look unusual.

“I’m grateful Family Service was there for my son to help him through this trauma. Five years later, my son is a healthy 11-year-old.”

–Lynne Watson, mother of former client Greg Peoples

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Financials †

REVENUE	
Contributions	46,360
United Way	1,340,121
Govt Grants	1,767,953
FSP Foundations	682,988
Private Foundations	358,236
Program Fees	1,049,640
Interest Income	776
Miscellaneous	-
TOTAL REVENUES	\$5,246,074

NET ASSETS	
Family Service of the Piedmont	\$782,451
Family & Children's Service of Greater Greensboro Foundation	\$3,258,384
Family Service of High Point Foundation	\$2,978,527

† Preliminary Audited Figures

EXPENSES	
Salaries	2,961,033
Benefits	463,647
Payroll Taxes	241,407
Professional Fees	199,080
Supplies	48,930
Communications	63,642
Postage	19,895
Occupancy	746,651
Equipment Maintenance & Rental	54,208
Printing	27,052
Travel	73,437
Conferences & Meetings	25,006
Special Assistance	15,303
Membership Dues	41,522
Insurance	25,598
Miscellaneous	117,855
Depreciation	107,634
Total Expenses	\$5,231,900

SURPLUS	\$14,174
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Statistical Review

Service Areas	03-04 Clients Total #
Family Support Services	3,044
Victim Services	2,624
Consumer Credit Counseling Services	3,822
Community Education	12,034
Total Excluding Community Education Audiences	9,490
Total Including Community Education Audiences	21,524

The Millises and Crosses Honored with “for Love of Family” Awards

The two foundations of **Family Service of the Piedmont, Inc.** honored **Jesse and Jim Millis** and **Pat and Pete Cross** with the fifth annual “for Love of Family” Awards at its Annual Meeting on Sept. 23, 2004. This award was renamed the Julia B. Nile For Love of Family Award in August 2005.

Family Service of High Point Foundation, Inc. presented the award to **Jesse Millis** and a posthumous award to her late husband, **Jim Millis**, who passed away in the summer of 2004. The “for Love of Family” Award recognizes their longtime support of the agency and other philanthropic and volunteer efforts to build safe and healthy families and a strong High Point community.

The Millises’ involvement with Family Service of High Point began several decades ago. Jesse and Jim Millis were instrumental in helping the agency grow and flourish, contributing financial support to ensure the Slane Center headquarters and Carpenter House shelter for battered women came to fruition in the early and mid 1990s. They also volunteered their time to help rally financial support for the agency during annual campaigns.



Jesse and Jim Millis

Family & Children’s Service of Greater Greensboro Foundation, Inc. presented **Pat and Pete Cross** with the “for Love of Family” award to recognize many years of service and support to the agency and their shining example of volunteer leadership in Greensboro.

Pete Cross served as a board member of Family & Children’s Service of Greater Greensboro for more than a half dozen years, including as chair, vice chair and secretary.

Pat Cross served as a board member of the Greensboro agency for most of the 1990s and as a board member of Family Service of the Piedmont for several years, including as chair in 01-02 and vice chair in 00-01. She also has been an active member of the Guild of Family & Children’s Service, serving as the group’s in 00-01.

Pat and Pete Cross have also been loyal donors to the agency, from a gift to the Washington Street capital campaign to support of Family & Children’s Service of Greater Greensboro Foundation’s annual campaigns and Guild fundraisers.



Pete and Pat Cross

Endowment Building

Family Service of High Point Foundation Endowment Named Funds

David R. Hayworth Fund for Children
Grace Gurley Horney Fund
Jack and Marsha Slane Fund for Family Service
Charlie B. Smith Memorial for Love of Family Fund

Other Major Gifts/Pledges
The Deal Foundation
Nido and Mariana Qubein

Family & Children’s Service of Greater Greensboro Foundation Named Funds

The Guild of Family & Children’s Service of Greater Greensboro Endowment Fund

Other Major Gifts
Charles and Nancy Reid

Annual Campaign Donors

Family & Children's Service of Greater Greensboro Foundation

Community Benefactor (\$2500+)

Charles and Nancy Reid

Community Leader (\$1000-\$2499)

Coley and Meta Cassiano
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Susan Alem
Becky & Bob Koons
The Gideons
The Everett Family
Pete & Darlene Young
Jim & Joanie Legette
Dave & Sally Blake
Kellie Melinda
Bill and Allison Morrisette
Pete and Anne Osborne
Garson and Cathy Rice
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H Sam Parker
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Crossroads: “Helped me keep my home”

The Home Protection Pilot Program is a state-funded program that helps recently unemployed people in Guilford County and seven other counties save their home by offering them an interest-free loan while they go back to school or search for a job. The agency's Consumer Credit Counseling Service division (CCCS) was one of eight agencies across the state chosen to administer the program.

“[CCCS and the loan] helped me keep my home. I might have equity in my home, but when you don't have a job, you can't go and refinance your house. My only option would have been foreclosure, and it would have left my daughter and I out in the cold. It has come in handy, allowing me to keep my home and continue going to school to better myself so this won't happen to me again.

“In the past, I worked mostly plant jobs. I started out working in furniture. Then after I got divorced, I worked at a paper/packaging plant. After that a chemical and dye company. I worked there eight years, and they came in and shut the doors. And for someone who quit school when she was 16 and always worked in a plant, jobs just weren't out there for me.

“I went back and got my GED. Now I am going to Davidson County Community College for nursing.

“My aunt Betty was watching the news that night [a segment ran about the Home Protection Program]. She told me to take the number down to call.



Christy Reddish and her daughter D.J. Mabe

“There's so many people who have gone into foreclosure. It's not just the single parents, but also married couples. [This program] would benefit a lot more people if they knew about it.”

—Christy Reddish, Consumer Credit Counseling Service client

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H In honor of
M In Memory of



Our Vision

Safe and healthy families building strong communities.

Our Mission

Family Service of the Piedmont promotes healthy lives and relationships for children, families and individuals, through early intervention, treatment and support in times of crisis or transition.



315 East Washington Street
Greensboro, NC 27401-2911

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High Point, NC 27262-2541

902 Bonner Drive
Jamestown, NC 27282-8948

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