



Growing For a Better Tomorrow



Family Service of the Piedmont, Inc.,
Family & Children's Service of Greater Greensboro Foundation, Inc.,
Family Service of High Point Foundation, Inc.



Vision
Building Safe and Healthy Families

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



Thomas R. Bonney
President & CEO,
Family Service of the Piedmont

Lynn Black
2007-2008 Chair,
Family Service of the Piedmont Board

Message from the President and Board Chair

The theme of **growing for a better tomorrow** illustrates Family Service of the Piedmont's focus on forward thinking as we seek to better serve children and families through careful planning and clarity of vision. The agency's program expansion this past year is part of our ongoing strategy to "plant the seeds" for future growth and strength.

Family Service board members, staff and community partners recently completed a detailed process of **strategic planning** to set the course for our organization over the next five years. This strategic plan encompasses five critical goal categories that focus on: (1) Assuring Financial Stability and Funding Development; (2) Developing a Branding/Marketing Strategy; (3) Enhancing Staff/Human Resources/Inter-agency Communication; (4) Strategically Growing Programs and Services; and (5) Identifying and Servicing Emerging Populations with an Initial Focus on the Latino/Hispanic Population.

The strategic plan will continue to be evaluated, and the agency's progress monitored, to ensure Family Service of the Piedmont is well positioned to meet ever-changing community needs. We are excited about this plan, which will serve to guide the agency's long-term growth as we develop an increasing breadth of high-quality services while seeking to remain client-focused, relevant, and financially strong.

Our agency has already seen substantial growth in the form of new programs and initiatives implemented over the past year. Here are just a few examples:

- Our new **Substance Abuse Services Division** was created to provide outpatient services to adults and adolescents with substance abuse issues. The division's MAJORS Program brings substance abuse services to adjudicated juveniles in Guilford County's court system.
- We have expanded our **Community Support Services** to provide client-driven case management services to individuals with mental health and substance abuse issues.
- The **Home Protection Pilot Program** through the agency's Consumer Credit Counseling Service has expanded to Alamance, Caswell, Rockingham, Davidson, Randolph and Rowan Counties. The program allows individuals who have lost their job due to economic downsizing the opportunity for a state-funded, interest-free loan to prevent mortgage foreclosure while they search or re-train for a new job.

- The **Healthy Start** program, which provides intensive in-home parenting education services to at-risk families, was enhanced through the addition of licensed therapists who now provide in-home therapy to help mothers who need these services to provide stability to their home.
- Thanks to a state grant through the Guilford Center, Family Service of the Piedmont is serving as the lead agency of the **Housing Support Team Pilot Project**, in collaboration with the Greensboro Housing Coalition and Open Door Ministries in High Point. The project provides intensive support services to homeless individuals experiencing significant mental health and substance abuse issues, in order to prevent the "revolving door" usage of hospital emergency rooms, psychiatric hospitals and jails.

New growth would not be possible without the deep roots already established by Family Service's many supporters in the Piedmont area. We are extremely thankful for the countless hours committed to the agency by our outstanding staff, board and foundation members, and community volunteers. They are always professional, infinitely resourceful, and dedicated to our vision of **building safe and healthy families**.

We would like to give special thanks to The Guild of Family & Children's Service, who for more than twelve years have provided unparalleled support for the agency's mission in Greensboro through volunteering, fundraising and awareness raising. Recently, the Guild made possible a new video overview of Family Service of the Piedmont, for use as a community education tool to broaden and inform our support base (see www.safeandhealthyfamilies.com/video). We are deeply grateful to the Guild for their longstanding commitment and tireless efforts on behalf of the agency, which affect the lives of children and families each and every day.

With the support and dedication of our friends, our hard-working staff, and community partners, Family Service of the Piedmont continues to seek new opportunities to help children and families in need, and to make the Piedmont Triad a better place to live. We believe that by focusing on our long-term vision, our commitment to excellence of service, and fiscal stability, Family Service of the Piedmont can continue to build on its strengths and grow – for a better tomorrow.

Thomas R. Bonney

Lynn Black

Growing Strong

"I've always felt the need to be quiet and stay out of the way." This is how Vonté, a 23-year-old mother and participant in Family Service of the Piedmont's **Healthy Start** Program, described herself when she first met with her Healthy Start In-Home Therapist.

Vonté was working hard to raise her children while maintaining solid employment and housing, but she needed help. In September 2006, she was referred to Healthy Start—Family Service's home-based support program that works with pregnant women and new parents with stress factors that make parenting an even tougher job. From early on, while Vonté and her Healthy Start Home Visitor worked on parenting education and skills development, both became increasingly concerned about Vonté's pervasive feelings of guilt and sadness.

It was then that Vonté was referred and encouraged to receive Healthy Start's new In-Home Therapy services. She began meeting with a therapist weekly for one-on-one counseling sessions, focusing on assessing Vonté's mental health needs and working towards improved self-esteem and relationship skills.

Vonté described four years of sexual abuse by her step-father, beginning in the fourth grade—abuse that today was negatively affecting her mood, her expression of emotions, and her general ability to parent and nurture healthy relationships. Fears and hurt dominated her life, but she never let anyone know how she was really feeling. More than anything, Vonté felt that her emotional detachment was preventing her from being the best, most loving mother she could be. As she put it, "I never want my children to feel unloved, but sometimes I just don't know how to open up—how to let anyone in."

Vonté worked with the In-Home Therapist for seven months, and in time she learned to trust herself, her decisions, and her emotions, saying, "I'm learning to handle my life instead of it handling me." Vonté's demeanor changed from one consumed by fear and disappointment to one filled with confidence, improved problem solving skills, and increased emotional bonding.

Today, Vonté continues to receive services through Healthy Start. She knows she did not deserve what happened to her as a young girl, and she's choosing to no longer give the past the power in her life. "I just feel like a whole new person," she says, "I'm moving forward now."



Healthy Start client Vonté Hedgebeth

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Financials*

REVENUE

Contributions	\$39,750
United Way	\$1,410,681
Government Grants	\$1,835,795
FSP Foundations	\$695,488
Private Foundations	\$600,622
Program Fees	\$1,352,814
Interest Income	\$4,655
Miscellaneous	\$52,584

TOTAL REVENUES \$5,992,389

NET ASSETS

Family Service of the Piedmont	\$606,264
Family & Children's Service of Greater Greensboro Foundation	\$3,279,199
Family Service of High Point Foundation	\$3,523,925

*Preliminary Pre-Audited Figures

EXPENSES

Salaries	\$3,581,849
Benefits	\$517,749
Payroll Taxes	\$289,851
Professional Fees	\$189,965
Supplies	\$49,907
Communications	\$69,039
Postage	\$16,985
Occupancy	\$769,470
Equipment Maintenance & Rental	\$118,877
Printing	\$22,770
Travel	\$98,487
Conferences & Meetings	\$36,562
Special Assistance	\$12,410
Membership Dues	\$30,608
Insurance	\$30,086
Miscellaneous	\$65,211
Depreciation	\$78,933

TOTAL EXPENSES \$5,978,759

SURPLUS \$13,630



STATISTICAL REVIEW

Service Area	06-07 Clients
	Total #
Family Support Services	3,686
Victim Services	2,419
Consumer Credit Counseling Services	4,475
Community Education	9,714
Total Served	20,294

Kim Ketchum and Mike Smith honored with Julia B. Nile For Love of Family Awards

The two foundations of **Family Service of the Piedmont, Inc.** honored **Kim L. Ketchum** and **Michael Sterling Smith** with the Julia B. Nile For Love of Family Award at its 2006 Annual Meeting, held at Sedgefield Country Club on September 21. The Award represents the highest honor given to individuals from Greensboro and High Point who make a significant impact on Family Service of the Piedmont and their community in helping to build safe and healthy families.



Lisa and Kim Ketchum

Family & Children's Service of Greater Greensboro Foundation, Inc. Chair **Jay Haldeman** presented the award to **Kim Ketchum**, to recognize his commitment to the agency's mission and many years of leadership roles.

Ketchum's history with Family Service started over 13 years ago after he spoke with then Family & Children's Service of Greater Greensboro Board

Member **Muriel Inabnet** about how to market a domestic violence awareness program to the medical community. Soon afterwards Ketchum was invited to join the board and served for many years; he was actively involved in the affiliation process that led to the formation of Family Service of the Piedmont, and in 2000 served as the second Board Chair of Family & Children's Service of Greater Greensboro Foundation.

As Foundation Chair, Ketchum saw the successful completion of the Capital Campaign to build the agency's Washington Street facility. In 2001 he joined the Family Service of the Piedmont Board and served as its Board Chair in 2003. Still very much committed to the mission of the agency, Ketchum remains a community volunteer on the Family Service of the Piedmont Board, and on Family & Children's Service of Greater Greensboro Foundation's Endowment Committee.

Guilford County Commissioner **Kay Cashion** says she has admired Ketchum's continuous community service over the years: "Kim Ketchum is one of our very dedicated advocates for those who cannot speak for themselves. He is very generous with his time and talents towards making our community a better place for everyone."

Ketchum and his wife Lisa have been longtime financial supporters of Family Service through various campaigns and fundraisers. When they were married during Ketchum's Foundation Board term, they designated Family & Children's Service of Greater Greensboro Foundation to

receive contributions in lieu of wedding gifts. **Terry Aiken**, Chair of **Family Service of High Point Foundation, Inc.** presented **Michael Smith** with the Julia B. Nile For Love of Family Award to recognize his contributions and service to Family Service and the High Point community.



Adair, Mike and Bunnie Smith

Smith's commitment to Family Service began in 1995 when then Family Service of High Point Board Chair **Randy Harris** and Nominating Chair **Carroll Ann Miller** asked him to consider joining the Board. Miller recalls that Smith "made it quite clear that the agency was one that he had admired and he was honored to become a Board member."

Smith served as Treasurer for two years, and was an original member of the affiliation Steering Committee. Following the affiliation, Smith moved on to the Family Service of the Piedmont Board, serving as its first Vice Chair and subsequently Chair in 2000.

Past Chair of Family Service of High Point **Jeff Horney** says that Smith's "calming objectivity was invaluable to the affiliation process. When Mike took the helm of the newly affiliated agency, he worked tirelessly to bring a sense of community to the agency. Mike has been dedicated to the agency, the community and his family, always leading by example."

Following his tenure as Board Chair, Smith served on the Facilities Committee and was instrumental in securing Family Service's new administrative offices adjacent to the Mary Ragsdale YMCA in Jamestown. He continued his service as a division leader of Family Service of High Point Foundation's Endowment Campaign.

Smith and his wife Bunnie have long been avid supporters of the agency and have given generously over the years. In 2004 they established the Charlie B. Smith Memorial For Love of Family Fund.

Past Recipients

Greensboro

2000 **Shirley Spears**
 2001 **Leah Tannenbaum**
 2002 **Sally Weeks**
 2003 **Kay Cashion**
 2004 **Pete and Pat Cross**
 2005 **Robert Hager**

High Point

2000 **Jack and Marsha Slane**
 2001 **Doris Deal**
 2002 **Keith Clark** (posthumous award)
 2003 **David R. Hayworth**
 2004 **Jim and Jesse Millis**
 2005 **Carroll Ann Miller**

Annual Campaign Donors

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Growing Tomorrow's Funding

The two foundations of Family Service of the Piedmont are growing their **Endowment Funds**, which have been established to ensure a sound financial basis for future agency services. We would like to thank everyone who has given to the **For Love of Family** campaign for Family Service of High Point Foundation, and to Family & Children's Service of Greater Greensboro Foundation's **Building Safe and Healthy Families for the Future** campaign. With your help, Family Service of the Piedmont will be able to continue serving children and families for generations to come.

The **Legacy Societies** of both foundations have been established to encourage friends of Family Service to remember the agency in their estate planning. Donors who include Family Service in their will, or as a beneficiary of retirement or insurance plans, become members of the Legacy Societies.

If you would like to learn more about how to contribute to the endowment, or to make a planned gift to Family Service, please contact Jody Susong at (HP) 889-6161 x1105 or (GSO) 387-6161 x1105, or email donations@familyservice-piedmont.org.

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"Safe Haven" by Sandy Pittman

Safe Haven

Greensboro artist **Sandy Pittman** has created an original painting for Family Service of the Piedmont. The artwork, entitled **Safe Haven**, is now being featured on the agency's **honor and memorial cards**.

Honor gifts to Family Service can be made in recognition of a family member, friend or colleague, and often acknowledge birthdays, anniversaries or distinguished service. Memorial gifts recognize the passing of someone dear to the donor and celebrate the life of the departed. In each case, a card featuring Pittman's painting can be sent to inform the honoree or their family that a donation has been made in their name.

Family Service is also selling **gift sets** of 10 blank cards and envelopes, in a decorative gold box, for \$15.

Pittman has been living and painting in Greensboro for 35 years. She has been a long-time supporter of Family Service of the Piedmont, including as a member of the Guild of Family & Children's Service, and a four-year sponsor and past committee member of the Greensboro Oyster Roast.

TO MAKE AN HONOR OR MEMORIAL GIFT

**Please call (GSO) 387-6161
x1115 or (HP) 889-6105 x1115
or make your gift online at
www.safeandhealthyfamilies.com/give. Minimum donation
per card is \$10.**

**Boxed sets of 10 cards and
envelopes can be purchased for
\$15, (\$11.26 of which is tax
deductible). Gift sets are
available at any of the agency's
three main locations: 315 E.
Washington Street in
Greensboro, 902 Bonner Drive in
Jamestown, or the Slane Center
at 1410 Long Street in High
Point. You may also call the
number above to order cards
for shipping.**

Our Service Locations

Administrative Headquarters
902 Bonner Drive
Jamestown, NC 27282

Washington Street Facility
315 E. Washington Street
Greensboro, NC 27401

The Slane Center
1401 Long Street
High Point, NC 27262

**Fairview Family Resource Center
Southside Recreation Center**
401 Taylor Avenue
High Point, NC 27260

Asheboro Office
513-C White Oak Street
Asheboro, NC 27204

Burlington Office
236 N. Mebane Street
Suite 130
Burlington, NC 27217

www.safeandhealthyfamilies.com

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Other

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Exchange Program
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