

THANKS TO YOU, OUR COMMUNITY IS BECOMING STRONGER, OUR FUTURE IS BECOMING BETTER.

JUNE 5, 2017

## A Family Services Impact Tour

**“I had no idea that you provided all these important services.”**

That’s what most people say when we introduce them to the work of Family Services. It’s understandable. For 112 years we have worked quietly and diligently to improve the lives of families and children in our community, with little notice or fanfare. This degree of “invisibility” is not a virtue. So allow me to pull back the curtain and take you on an impact tour of Family Services programs and initiatives.

Let’s begin at Gateway, our main office at 1200 South Broad Street, where our **licensed mental health therapists** conduct more than 3,600 sessions annually with families, couples, and individuals who are seeking to deal with a wide range of psychological, behavioral, and relationship challenges. These therapists are uniquely qualified to help children, some as young as three years old, who have endured multiple traumas such as the loss of a parent through death, divorce, or incarceration; witnessed domestic violence; experienced child abuse or neglect; and/or lived with a parent affected by mental illness or substance abuse. An accumulation of these traumatic experiences seriously undermines children’s growth and development, following them into adulthood with devastating effects on their health, employability, and social behavior.

Our ability to provide **trauma-focused cognitive behavioral therapy** to children and their caregivers is helping families in our community overcome trauma-related difficulties. Children are referred to us by Juvenile Court, the Probation Office, the Department of Social Services, local treatment centers, pediatricians, and our own domestic violence and child abuse programs.

A couple of miles south, at Parkland High School, we have a licensed therapist on-site, full-time. She works intensively with students who are beset by problems at school, at home, or in their personal lives. Supported by funds from the United Way, our **school-based counselor** primarily sees students at risk of repeating the 9th grade and contributes to the school district’s goal of achieving a 90% high school graduation rate.

Heading over to East Winston you’ll find 250 of our 619 preschoolers – from infants to five-year-olds – attending our **Head Start and Early Head Start** programs at the Sarah Y. Austin (SYA) Child Development Center. If you visit a classroom of four-year-olds, you’re likely to encounter one of our mental health coaches – part of the **Forsyth County School Readiness Project** – coaching a teacher who is helping a child in the midst of a tantrum to calm down and regain control of his emotions. Since launching this teacher/coach project in 2015, we have trained 28 teachers in 14 classrooms to help preschoolers mature socially and emotionally, paving the way for their success in school and throughout life. We plan to add at least that many over the next two years as we extend the project to include community childcare centers.

Next stop is a site we purposely keep “invisible” – our **Family Services Shelter for victims of domestic violence**. Annually, over two hundred women and children find safety and refuge at the Shelter, where they can begin to heal and find safe, affordable housing when they leave.

Adjoining the Shelter is our **Child Advocacy Center**, a child-friendly facility where our highly skilled staff conducts forensic interviews with children who have suffered physical, emotional, or sexual abuse. (We offer a closer look at this important community resource on page 2.)

If it’s late in the afternoon on the second Monday of the month and we return to our main office, we’ll find a group of early learning professionals working on the plan for a universal Pre-K system in Forsyth County. Convened by Family Services in June 2014, the members of the **Universal Pre-K Steering Committee** know first-hand what all the studies confirm – that quality Pre-K programs can close the achievement gaps that affect nearly half of our third graders. Making quality Pre-K programs available to all four-year-olds in Forsyth County is the best investment we can make in the economic vitality and livability of our community.

Let’s head north out of downtown on University Parkway as it bisects the Boston-Thurmond neighborhood, the site of burgeoning revitalization efforts initiated by Habitat for Humanity, which has built or rehabbed over 125 homes in the sprawling neighborhood. Family Services has joined these efforts as the lead agency for **STRONG@HOME**, a collaborative project that brings the services of Goodwill, Habitat, Financial Pathways of the Piedmont, Imprints Cares, and Family Services within reach of neighborhood families with young children.



In the heart of downtown, on the seventh floor of our county’s courthouse, is **Safe on Seven**, a critical multi-agency collaboration that enables a victim of domestic violence or sexual assault to swiftly obtain a protective order and ongoing support. Thanks to this unique partnership with the District Attorney’s Office, Legal Aid of North Carolina, the Winston-Salem Police Department, the Department of Social Services, and others, Family Services was able to assist 1,741 victims in the past year.

Finally, you’ll find Family Services at locations that are not our own sites. Through the **Family Violence Prevention Initiative**, we’ve engaged nine organizations across the city to help us reduce family violence in our community. Through a series of meetings this past fall (guided by our group facilitators), each organization developed an action plan for reducing family violence within that organization or its sphere of influence. (The names of these community organizations are shared on page 4.)

So that’s a glimpse behind the scenes at Family Services. Whether in a therapist’s office, a high school, a child development classroom, a Shelter, the courthouse, a neighborhood, or the community at large, Family Services is working together with other organizations to ensure that all families and children have the opportunities and resources needed to be safe and secure, and to reach their full potential.

**Thanks to you, IT’S WORKING!**

**I invite you to join one of our fall tours and see for yourself.**

Bob Feikema,  
President and CEO



MAY 9, 2017

## Children: The Silent Victims of Family Violence



Family violence is a significant public health concern that demands community-wide attention. The effects of domestic violence on women have been well-documented; however, the impact on children who witness domestic violence has received less attention. This is surprising, considering that an estimated three to four million children are at risk of being exposed to domestic violence each year.

### **These children are the silent victims of family violence.**

Research shows that silent victims suffer a wide range of emotional and behavioral disturbances as a result of their exposure to family violence. In fact, children who grow up in violent homes often exhibit the same psychological and behavioral problems as children who have been abused.

Studies also show that children who witness domestic violence:

- Are at greater risk of suffering from depression and anxiety,
- May suffer from Post-Traumatic Stress Disorder,
- Are more likely to display oppositional, defiant behaviors than those from nonviolent homes, and
- Sometimes engage in fighting, bullying, and stealing.

Witnessing violence in the home also affects a child's academic achievement and behavior in the classroom. Children impacted by family violence have a greater risk of suffering from lower cognitive function and limited problem-solving skills. They may also experience delays in their speech and motor skills. These cognitive issues, coupled with emotional and

behavioral problems, impact performance in school.

Children who witness family violence not only have poor interactions with authority figures such as teachers; they also tend to have poor relationships with peers. They lack conflict resolution skills and have difficulties with anger management.

These behaviors can have a negative effect on the overall dynamics of the classroom. Research has shown that one student who exhibits disruptive behavior can significantly increase misbehavior among the other students in the classroom. Similar studies indicate that one disruptive student can also decrease the math and reading scores of the other students in the class.

Prevention is the best defense against family violence. In cases of child silent victims, early intervention can help them develop skills to cope and heal and to reduce negative consequences later in life. Family Services Child Advocacy Center provides critical services and support that can lead a young child, and the child's family, to well-being and the opportunity to reach their full potential.

Fulton McSwain, a certified forensic interviewer at the Child Advocacy Center, has conducted hundreds of forensic interviews with children, some as young as three



years old, who witnessed or were the victims of family violence, sexual assault, or abuse. Providing a full-time forensic interviewer reduces the need for a child victim to retell or revisit the traumatic experience over and over, and allows the child to begin the process of healing.

APRIL 27, 2017

## National Week of the Young Child: Parade Proud

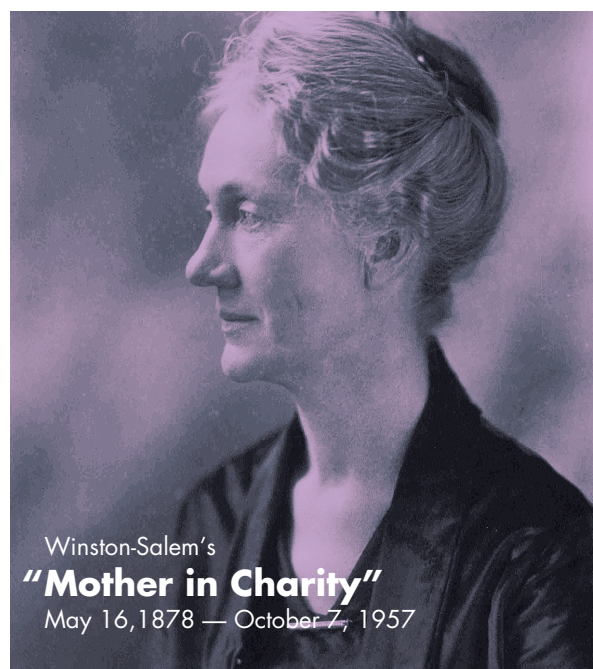


Photo by Bruce Chapman

We joined the National Association for the Education of Young Children, the world's largest early childhood education organization, to celebrate the Week of the Young Child. All 15 of our centers organized a week-long emphasis on the benefits of quality early childhood development, including our Winston-Salem State University location, which hosted a parade led by Carver High School marching band students.

MAY 16, 2017

## Happy 139th Birthday, Miss Annie!



Family Services is founded on the actions of one compassionate woman, Miss Annie Grogan, who still inspires us today. On her 139th birthday, we celebrated reaching 100 members in the Grogan Society, a group of dedicated community citizens who are continuing Miss Annie's legacy to strengthen impoverished children and families with annual gifts of \$1,000 or more.

DECEMBER 2016 - MAY 2017

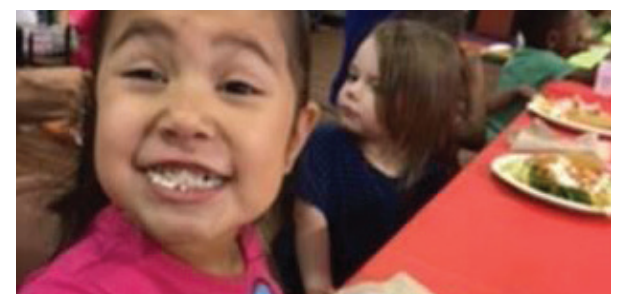
## Caffeinated Conversation



More than 75 people from the community attended one of seven Coffee & Conversations at our Gateway location, where we served up a robust introduction to our new vision for building a more sustainable Forsyth County.

APRIL 4, 2017

## A Rainbow of Healthy Foods



If you want preschoolers to try new, healthy foods, offer them a rainbow of colorful foods in a giant salad bar, with toppings that inspire 3- and 4-year-olds to make healthy food choices.



# Children and families have an inherent right to reach their potential.



## SCHOOL READINESS

Children are able to learn and perform academically when they are able to self-regulate their behavior and emotions.

### Forsyth County School Readiness Project

- Mental Health Coaches/Teachers work together
- Evidence-based strategies
- 28 Teachers, 14 Classrooms
- 3- and 4-year-old children

### Head Start/Early Head Start Mental Health Consultation

- Individual assessments
- Handling disruptive behavior
- Teacher guidance and support
- Counseling with children and their families
- Behavior support plans for home and school
- Social-emotional skill development

## FAMILY VIOLENCE SUPPORT AND PREVENTION

5

therapists trained in trauma-focused cognitive behavior therapy

322

new families accessed mental health services at Family Services

80%

met their treatment goals and cited improvement

93%

of families reported satisfaction with the Child Advocacy Center.

96%

of cases at the Child Advocacy Center are not repeat victims.

3,999

nights of care provided to women and children who sought refuge and safety from family violence.

3,776

people participated in community education programs to prevent family violence

## CHILDHOOD TRAUMA

Adverse Childhood Experiences (ACEs) are stressful life events that have broad and lasting effects on mental and physical well-being, especially before age 18.

### NC adults & childhood trauma\*

38% reported 3–8 ACEs

20% reported 2 ACEs

41% reported 1 ACE

More than  
1/2

of children in the USA are impacted by a traumatic event

1/4

of children develop significant symptoms of Post-Traumatic Stress Disorder (PTSD)

Court-involved children are **2–3x more likely** to have extremely high rates of traumatic stress than their non-court-involved peers.

All statistics are for 2016 unless otherwise noted.

\*2012 survey of adults in NC (State Center for Health Statistics, May 2014)

MAY 31, 2017

## What Happens by Age 5 Lasts a Lifetime

In the past, children were considered ready for kindergarten if they could say the ABC's, count, identify colors, and write their first name. New brain research is helping us understand that there is much more to readiness than the academics.

Readiness also means developing a group of skills referred to as executive function—skills used by all of us to organize, plan, remember things, prioritize, and pay attention. For 3- to 5-year-olds, we see these skills in action when a child is able to follow directions, express his feelings using words, raise her hand instead of interrupting, and adjust emotionally to expected and unexpected transitions in the classroom.

**Children are not born with these skills—they are born with the potential to develop them.**

Children who are easily distracted may disrupt the classroom in preschool, may struggle to plan and organize their work in early elementary, may become adolescents who fall behind in homework, have difficulty completing projects, and struggle to gain academic skills. Teachers can lose patience and disengage. These children believe themselves to be poor students. This negative feedback loop places children at risk for low self-esteem, depression and anxiety, dropping out of school, adolescent pregnancy, or involvement with the juvenile justice system.

Teachers and other professionals involved with early childcare education are uniquely involved in the social-emotional development of young children.

That's why Family Services, through its Forsyth County School Readiness Project (FCSRP), is placing mental health professionals in the classrooms of 3- and 4-year-olds in its Head Start program. These professionals coach and consult on-site so that teachers can maintain classroom environments that are rewarding to teach, less stressful to manage, and more conducive to learning. Because they are in the classroom and not off-site waiting for referrals, coaches can introduce specific skills and strategies to teachers,



enabling them to provide children consistent reinforcement within an emotionally supportive learning environment.

Within two years of launching FCSRP, 93% of the teachers reported reductions in behaviors such as hitting, running around the classrooms, crying, and not following instructions as children increased their capacity for self-regulation. Our teachers report increased confidence in their own abilities to provide emotional support to the children, increased knowledge of strategies/skills to support children's social-emotional health, and a greater ability to manage stress within the classroom.

Promoting positive social-emotional development among our youngest children is far easier than trying later to address difficulty learning, difficulty forming healthy relationships, and lifelong physical and mental health problems.



Rebecca Nagaishi is the director of the Family Solutions Division, which encompasses outpatient counseling, comprehensive adoption services, and educational programming to strengthen families. With 38 years of experience in the agency, Rebecca has helped Family Services bridge the fields of early child mental health and early childhood development as a way to help young children reach their full potential in school and in life.



### Your support in motion

We are delighted to share this brief impact report that highlights how your gifts are providing more opportunities for children and families to reach their full potential. Your support of Family Services is building a more sustainable community and ensuring the vitality of Forsyth County. Thank you for participating in a community of solutions and creating a better future for every child and family.

### Follow your impact



### EVENTS THAT SUPPORT CHILDREN AND FAMILIES WHO LIVE IN POVERTY



**We're walking AND RUNNING to help more children, ages 0 – 5, succeed.**

**August 26, 2017 ■ Bailey Park ■ 8–11am**

Register or Sponsor: [www.WakeUpWalk.org](http://www.WakeUpWalk.org)

Join us in taking important steps to raise \$30,000 for the 1/3 of our community's children under age 5 who live in poverty.

**Closing the Opportunity Gap begins with**

**RAISING EVERY CHILD**

Benefit Luncheon ■ November 2, 2017  
11:30am ■ Benton Convention Center

**TICKETS and SPONSORSHIPS ■ [www.RaisingEveryChild.org](http://www.RaisingEveryChild.org)**

**FEATURING GEOFFREY CANADA**, nationally recognized author and children's advocate who transformed one of the toughest neighborhoods in the heart of Harlem by leveling the playing field and making sure all children have a chance to realize the American dream.

## This is what it looks like when the community comes together

to ensure that children and families can overcome the challenges of living in poverty. We are grateful to work with a generous community, including the following champions, who have helped raise more than \$143,500 since January 1, 2017, toward our \$456,000 goal to create more opportunities for children and to pave the way for universal Pre-K in Forsyth County.



Feb 14 — Family violence prevention warriors Stephanie Williams Dean (center) and Susan Browder (right) were overjoyed to deliver a check for \$13,335, the results of a **Black & Bling Challenge** to support family violence prevention initiatives at Family Services. "It's comforting to know that my daughter's death could evoke a desire in others to nurture healthy families and to envision a community in which people are free from the threat of violence," said Browder.



Feb 17 — Students in the **Wake Forest University Student National Medical Association** hosted a silent art auction to support victims of domestic violence and family violence prevention initiatives.



Feb 22 — After several weeks of study, dialogue and planning, a diverse group of local organizations presented ideas for how they can contribute to a reduction of family violence in our community. The Family Violence Prevention Forum highlighted plans that are being executed by the following volunteer groups: **Arts Council of Winston-Salem and Forsyth County; Department of Public Health; District Attorney's Office; Hispanic League; Love Out Loud; Salem College; Union Baptist Church; Wake Forest Innovation Quarter; Winston-Salem Journal; Winston-Salem State University; and a group of victims/survivors of family violence.**



Mar 2 — Playdough has super powers. It stimulates imagination and strengthens small muscles that will one day hold a pencil to write. A generous donation from **The Salvation Army of Greater Winston-Salem** became a powerful gift to our preschoolers.



Mar 19 — "Mitzvah Day" is an expression of social action and social justice, which are at the heart of Reform synagogue observance. On this day of service, a team from **Temple Emanuel** cleaned the campus and spruced up the landscaping at our Sarah Y. Austin Child Development Center.



Apr 5 — Closing the opportunity gap for Winston-Salem's most vulnerable children led community champions **Bill and Peggy Reingold** (left) and **Shelby and Lee Chaden** to host an event in the Chaden's home to thank Grogan Society members and to introduce the work of Family Services to new friends.



Apr 7 — With support from Northwest AHEC Learning Center at Deacon Tower, Family Services hosted a live video conference with billionaire and early childhood development investor **George Kaiser** of Tulsa, OK, as part of Family Services *Raising Every Child* conversation and the ongoing work toward universal Pre-K in Forsyth County.



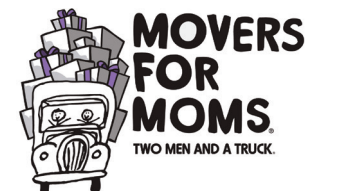
Apr 25 — **WXII News anchor Kenny Beck** read "I Like Myself" to our Head Start children at the Winston-Salem State University child development center.



May 14 — **FOX8 (WGHP) anchor Katie Nordeen**, A Cleaner World, and Colfax Furniture teamed up for the second annual Community Baby Shower and collected essential supplies for new moms and babies who face significant challenges due to living in poverty. With help from **Winston-Salem's Junior League**, Family Services was able to help local moms and babies have the best start possible.



May 14 — **University of North Carolina School of the Arts** students hosted a concert of classical music to benefit women and children who seek refuge at the Family Services Shelter.



May 14 — Each year, nearly 200 women and children will seek refuge at the Shelter, arriving with nothing. Thanks to **Two Men and A Truck** of Winston-Salem and generous donations from the community, more brave women can begin to rebuild their lives with dignity and hope.



Through June 30 — Our community is responding to an oh-so-wonderful blessing that is creating opportunities for children today and paving the way for universal Pre-K in Forsyth County. During the **Matching Gift Challenge**, every donation will be matched, dollar-for-dollar, by a generous donor who has challenged all of us to do more to help our youngest children who live in poverty reach their full potential.