



2022 — 2023

Impact Report

**Healthy families build
healthy communities.
This is why we're here.**



FamilyServicesForsyth.org



“I am grateful for your loyal support and proud of our impact on this community.”

I continue to feel a sense of gratitude for the dedicated staff, partners and supporters who help us do our inspiring and sometimes challenging work to help ensure all families and children are safe, secure and can reach their full potential. We are proud of the many accomplishments we achieved together in 2023.

In August, we relocated our Child Advocacy Center (CAC) to Gateway. The CAC is an essential multiple-partner program that connects children and non-offending caregivers to safety, hope, healing and justice. Previously housed at our Domestic Violence Shelter, the move to Gateway provides better facilities to support complex family needs following a crisis.

In the winter of 2022, we set a goal to fill open positions in our Counseling Program within six months. I am proud to report we have a full team and can better manage our referrals and waitlist. Our counselors have specialty training to address family and childhood trauma and are critical supports on the path from victim to survivor to thriving. Our counselors' support to children, families and individuals is quiet, private and vital to creating new paths that allow our clients to thrive.

Child Development inspires our entire agency with its care and teaching of our community's youngest citizens. We have added private pay Pre-K classrooms to facilitate social and emotional learning by increasing economic diversity within our Child Development Centers. Longitudinal studies support economically diverse classroom environments as a best practice linked to positive social mobility and reductions in the cycles of poverty. We've also had challenges and made hard decisions when we experienced a labor shortage and could not find enough qualified teachers to lead our classrooms. This challenge was not unique to our programs. Across the nation, childcare centers are struggling to find qualified teachers. The licensure requirements and pay disparity make it challenging to find new teachers who can pursue their chosen occupation solely for economic reasons.

We recognize that nonprofit salaries are often under industry standards and have conducted an internal audit of salary ranges and found ways to improve compensation equitably and urgently. Without our staff, we cannot do the vital work to ensure our community thrives. So, we are starting at home and nurturing our internal community.

I am grateful for your loyal support and proud of our impact on this community. As you read this report, we hope you see how you are a critical partner in our solutions community. We simply cannot do this work without you.

With appreciation,



Traci Ross

President & CEO
Family Services, Inc.

About Family Services

Family Services focuses on three areas in our community: Safe Relationships, Counseling, and Child Development.

Our specialized professional services address interpersonal violence, conflicts in family relationships, and emotional health. As an agency, Family Services recognizes and embraces a multi-disciplinary approach to resolving complex problems through co-locating services and working closely with community partners in the public and private sectors. As a leader in advocacy, it is integral to our approach to work with other community agencies and leaders to effect social and institutional change. To that end, we keep costs low and our funds focused on programs that offer paths to hope, healing, and the chance to thrive.

Mission

Family Services is a nonprofit organization serving Forsyth County (NC) by providing professional services and participating in partnerships that foster the development of children, advance the safety, security and success of families and individuals, and help build a sustainable community.

Vision

We envision our community working together to ensure that all families and children are safe, secure and reach their full potential.

Financials and Impact



\$13,692,501

In Total Support and Revenue



11,000

Individuals and Families Served



\$12,916,374

In Total Expenses



641

Generous Donors



80%

Program Costs



405

Crisis Line Calls Triaged



3.7%

Fundraising Expenses



125

Volunteers

SAFE RELATIONSHIPS

Family Services operates a Domestic Violence Shelter to provide safe emergency housing and support services to individuals and families fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking.

Family Services is the caretaker today of the first Domestic Violence Shelter in North Carolina, which opened over 45 years ago.

We offer a safe place to stay for over 190 guests each year.

Family Services staff help guests at the Shelter plan for their safety, navigate the crisis, and prepare to rebuild their lives after leaving the person who has abused them. Many survivors come to the Family Services Shelter with young children. Some guests come and go within a week or two as Family Services helps them reach safe friends or family in other communities. For those who stay in this community or come to our Shelter from other areas, Family Services staff assist with additional services such as connections to employment or job training and support in accessing safe housing away from the abuser. All services at the Family Services Shelter are provided at no charge to guests fleeing violence.

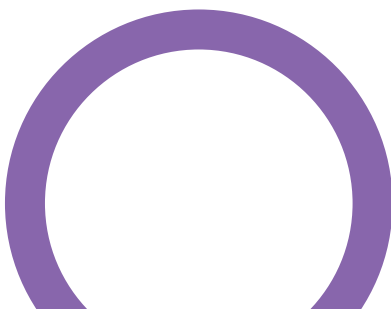
7,676 nights of care (all guests x nights of stay)

The Bridges to Hope Family Justice Center of Forsyth County

In February of 2021, Family Services' existing Safe on Seven Domestic Violence Center partnered with the newly created Family Justice Center of Forsyth County - Bridges to Hope - in its new Highland Avenue location. Bridges to Hope brings organizations together in one location to provide services at no cost to individuals and families experiencing domestic violence, sexual assault, child maltreatment, elder abuse and human trafficking. The Family Justice Model utilizes wrap-around services to ensure that families who are victims of domestic violence receive a holistic approach to healing. Families open a single door to reveal a variety of supportive resources designed to help parents and children rebuild family structures after the trauma of interpersonal violence.

- **1,287** clients were assisted, 1,200 adults along with 87 children.
- **96%** of presenting clients completed a Safety Plan with a Family Services Advocate.
- **89%** received referrals to other services and local agencies.

Learn more at Forsyth.cc/BridgesToHope



Children's Advocacy Center

Around the state and nation, Children's Advocacy Centers strive to connect children and non-offending caregivers to safety, hope, healing and justice. Children's Advocacy Centers coordinate a team of experts in medicine, law enforcement, victim advocacy, mental health and other disciplines to hold offenders accountable and help children and families heal. Child clients are interviewed by an empathetic, specially trained Family Services Forensic Interviewer while the supporting parent or care giver meets with an advocate to help them learn how to best support their child's healing. The Family Services Children's Advocacy Center is nationally accredited by the National Children's Alliance.

96% of non-offending caregivers agreed the CAC provided resources to support their children and respond to their needs.

161 children completed a forensic interview at the Children's Advocacy Center.

127 non-offending parents or caregivers received advocacy from Family Services staff.





COUNSELING

Family Services provides an array of outpatient therapy, counseling support and educational programs to help children, adults and families cope with challenges in their lives.

Family Services therapists are trained in approaches such as mindfulness, trauma-focused cognitive behavior therapy, child and family therapy, brain-spotting, and more. As one of the few Medicaid providers in Forsyth County, Family Services provides critical mental health care to children, teens and adults. By using a sliding scale fee structure for people who are uninsured or underinsured, cost is not a barrier to mental health care.

Family Services receives counseling referrals from a number of sources including doctors, schools, the Department of Social Services, the Department of Juvenile Justice, law enforcement, Family Services Children's Advocacy Center, Bridges to Hope Family Justice Center, other area non-profits and most commonly, self-referrals. Typically, new monthly referrals number 75 – 80. Counselors work to help as many clients as possible, but the need is great.

Strengthening Families Program

Family Services offers the evidence-based Strengthening Families Program to help parents and caregivers improve parenting skills, protect their children from abuse, and help their children remain addiction-free. This program also helps youth learn life skills and how to refuse risky behavior.

Strengthening Families is a course offered to families with children age 7–17 who are at-risk for being involved in the juvenile court system or to families referred by their school counselor or their pediatrician, for example. During the COVID-19 pandemic, Family Services shifted the program from an in-person setting of group sessions, to offering individual coaches to work with individual families either online or in-person. Attendance and course completion have both increased as the online private coaching has allowed all sessions to be specifically tailored to each family's needs. Each family sets goals they work toward during their weeks in the program.



418 unique individuals engaged in counseling (124 children and 294 adults).

79% of these counseling clients had experienced significant trauma such as domestic violence, sexual assault or another form of abuse either as a child or an adult.

70% of clients who completed at least 3 months of therapy had improvement in their Global Assessment of Functioning score.

100% of Strengthening Families program participants would recommend it to others.

36 youth participated in the Strengthening Families program along with a parent or caregiver.

CHILD DEVELOPMENT

Family Services is the largest provider of childcare in Forsyth County, and operates the only nationally accredited center by the National Association for the Education of Young Children (NAEYC). Family Services has been the sole provider of Head Start since 1965 and Early Start since 2015. Early Head Start served 120 children 0–36 months of age. Head Start served 499 children 3–4 years old.

Family Services Child Development program starts with the premise that parents are the first teachers. For that reason, the program makes concerted effort to understand the needs of parents using The Parent Family Community Engagement (PFCE) model. Each family is paired with a Family Advocate who works with families on goal setting and provides opportunities for parents to learn through conferences, workshops, and parent training opportunities. The Family Advocate is just that, an advocate to help families navigate their needs and challenges while their child is in preschool.

In the Fall of 2022, children were still dealing with the aftereffects of the challenge of pandemic learning, but showed improvements throughout the school year. From Fall 2022 to Spring 2023, students showed a 28% increase in social/emotional learning, a 29% increase in cognitive progress, and a 29% increase in literacy. Improvements were made across all key indicators.

STUDENTS EXCEEDING STANDARDS
2022-2023



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2022-2023



The Pre-K Priority

The Pre-K Priority's mission is to educate, engage, and mobilize the public and secure the commitment of civic leaders to support the establishment of a high-quality system of Pre-K programs available to all 4-year-olds in Forsyth County.

The PKP's coalition of stakeholders conducted a series of reset sessions during 2022-2023 to refocus the mission and institute a new slate of Steering Committee members to lead the work. At the same time, the coordination, implementation and delivery of services to the 32-classroom model cohort funded by the American Rescue Plan Act (ARPA) continued among the five partners scheduled to provide the 2023-2024 Pre-K programming; those organizations include Child Care Resource Center, Family Services, Forsyth Futures, Hispanic League, Smart Start of Forsyth County (also the ARPA grant administrator), and the Winston-Salem/Forsyth County Schools.

Learn more at PreKPriority.org

THE PRE·K PRIORITY

In the year ahead, The Pre-K Priority Steering Committee will organize focused work groups to engage the broader public to help achieve three primary objectives:

1. Gain commitment of sustained funding investments.
2. Develop a high-quality Pre-K system that includes the current mix of providers to deliver equitable quality, teacher compensation, resources and supports.
3. Seek and amplify the lived experience and voices of the community and families to develop inclusive Pre-K policies.



01

Counseling: Healing Against All Odds

"Jody" is a 12-year-old girl who was referred to Family Services for counseling after someone sexually abused her. She has been in therapy for close to a year. Jody is treated by a Family Services therapist who specializes in working with children who have experienced trauma and uses Trauma Focused Cognitive Behavioral Therapy to treat child clients. The therapist has worked with Jody on building coping skills so she can manage trauma symptoms and process traumatic memories. After months of processing through difficult trauma memories, Jodie has become less burdened by intrusive thoughts and feelings. Her Family Services therapist reports, "She was able to get excited about her first day of school outfit and re-decorating her room. It was a joy to see her returning to a version of herself that could enjoy the normal adolescent experiences after a hard and stressful year."

02

Children's Advocacy Center: Triumph Over Trauma

The WS Police Department referred "Suzanna" to the Family Services Children's Advocacy Center for potential abuse. She was 11 years old. Family Services trained, trauma-responsive staff conducted a forensic interview, where they gather unbiased evidence from children about potential crimes. Forensic interviews are recorded and shared with law enforcement, social services, and the District Attorney's office as part of the investigation. During the interview, Suzanna disclosed multiple instances of sexual abuse committed by her father. She provided detailed information that was essential for building a comprehensive understanding of the alleged abuse. While Suzanna was being interviewed, our Family Advocate met with her mom to offer support, crisis intervention and resources including a referral to counseling. The detective then pressed charges against the father. He was convicted of seven counts and is now serving a prison term of 7-13 years for his crimes.

03

Bridges to Hope: Finding Justice

"Lisa" first came to the Bridges to Hope Family Justice Center of Forsyth County in 2019. Her boyfriend abused her, was convicted of assault, and served time in jail. In the last year, Lisa came back to Family Services and Bridges to Hope Family Justice Center again. The abuser has served his time in jail and had been released. He then seriously escalated his threats and crimes against Lisa. This time, he was charged with a number of misdemeanor and also felony charges. Lisa was in fear for her life and for the lives of the children she shared with their father, this abuser. Lisa told Family Services staff that she did have friends in another state who could provide a safe place for her and her children to stay. Family Services provided bus tickets to help Lisa and the children get to safety. Family Services advocates were able to connect Lisa to a Family Justice Center and to counseling resources for her as well as the children in the new community.

04

Interpersonal Violence Shelter: A Fresh Start

Leslie traveled across seven states to get away from her abusive relationship. She was sleeping in a car with her three children when she called the Family Services Domestic Violence / Sexual Assault crisis line. Leslie entered shelter and was able to start putting her life back together free from abuse. She found a job at a convenience store. Support and encouragement from the Family Services Victim Advocate Case Manager helped her build the confidence to move forward in life. Leslie sent a note that included these words: "You all at Family Services give hope and encouragement when we the clients (women survivors of abuse) feel that we truly aren't worthwhile because of what we've been through. I feel hope, actual real hope that I'm going to be ok. It's like, 'Ok, Leslie. Yes you're going to be successful because Ms. Maria [at Family Services] believes that you can.' Maybe someday my life can serve as hope for the women that walk through Family Services' doors in the future".

“

It was a joy to see her returning to a version of herself that could enjoy the normal adolescent experiences after a hard and stressful year. ”

Looking Forward— Family Services Foundation

The Family Services Foundation, now in its second year, welcomed 17 donors to the 1905 Society, the Foundation's planned giving legacy society. We are building a future where Family Services can be nimble and provide the services the community requires without vulnerability to fluctuations in funding. We have made inroads by securing Arbor Investments to manage our invested assets, which will grow our financial endowed funds.

As a bedrock community based organization, we step up to challenges and find pathways to healing and hope for individuals, families and children across a spectrum of needs. We partner with organizations and stay actively involved in the community to determine the best way to help, right now, and in the future. As an agile and always learning organization, Family Services, Inc. sought and received funding from the Kate B. Reynolds Charitable Trust to assess the housing needs of individuals and families fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking. While anyone is accepted at the Shelter, the over whelming majority of our guests are women and children. There is no cost to be our guest at the Shelter.

By placing the survivors in the center of the study, we learned that affordability and access are two barriers, and a third critical need emerged as paramount: safety. Survivors emphasized that the temporary housing options were not only scarce, but lacked crucial attention to safety concerns. We discovered how our emergency Shelter, now 94 years old, does not provide a suitable environment for those recovering from the trauma of domestic violence. The congregate dormitory-style housing, with shared bathrooms and one kitchen, falls short for our guests in trauma recovery. While we have compassionate, dedicated staff who employ best trauma-informed practices and engage numerous supporting partners, the built environment fails to meet our high standards.

Therefore, we are excited to share with you that we will begin to explore the possibilities of building a new Shelter to coincide with the agency's 120th anniversary. Stay tuned! Thank you for your unwavering belief and support of Family Services' mission.



Michelle Speas, MA, CFRE

Chief Operating Officer Family Services, Inc
& Executive Director of the Family Services Foundation



family
services
foundation

Learn more about how to give at
familyservicesforsyth.giftplans.org

THANK YOU.

Family Services provides relief and response to critical community issues and is dedicated to protecting, counseling, supporting, and empowering all individuals, children, and families in Forsyth County.

Your partnership in the community of solutions makes a difference.

FamilyServicesForsyth.org

1200 South Broad Street, Winston-Salem, NC 27101

Main Line: (336) 722-8173

Domestic Violence and Sexual
Assault Crisis Line: (336) 723-8125



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