



HOPE



Stability

Community

Care

Wrapping our arms
& services around
the FAMILY since 1937



Triangle Family Services

2018–2019 Annual Report

919.821.0790 | tfsnc.org

Letter from the Board Chair



"I INVITE YOU to move beyond the conversation. Join us in putting action to positive intent and let's keep moving the needle towards providing real solutions in our community.

Nine years ago I started in leadership roles with Triangle Family Services (TFS). During that time I've had the pleasure to impact many of the individuals assisted by our programs. It is a humbling experience to see how a small action on my part could have such a big impact in someone else's life. Time and resources I would have typically wasted ended up changing a client's life forever. That is the impact each of us can experience once engaged.

Our programs are designed to teach skills needed to be successful after completing the program, not to provide a quick monetary solution. Participation requirements, financial investment and outlining clear expectations allow participants to navigate TFS programs successfully and with a sense of accomplishment.

I am proud to be a part of the board of this tremendous organization that assists thousands of people annually and has been doing so for more than 80 years! We all have a part to play and together we can make a huge impact in our community. In the pages of this report you will gain insight into the programs Triangle Family Services facilitates. I welcome an opportunity to discuss your talents and how you can make an impact with us that will change a person's life forever."

Crystal Suazo, CPA, Reagan Madison, Inc.
Board Chair, Triangle Family Services
crystal@reaganmadison.com



Photo credit: Rich Levine

*The needs of our clients and our
community are complex.
SO ARE OUR SOLUTIONS.*

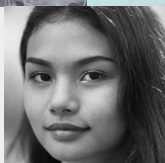
AREAS OF SERVICE

**Financial
Stability**



**Family
Safety**

**BUILDING A
STRONGER
COMMUNITY**



**Mental
Health**

**BY
STRENGTHENING
THE FAMILY.**

***“It is not a hand up or a hand out.
It is a partnership.”*** – Alice Lutz, CEO

We’re all in this together. So when you need
help, where can you turn for services?
TRIANGLE FAMILY SERVICES.

tfsnc.org



Photo credit: Rich Levine

TEAM VALUES

Integrity: we act in a manner consistent with our words and beliefs.

Honesty: we deal with each other in a straightforward manner.

Respect: we treat others with care and consideration.

Courage: we pursue our beliefs with strength and perseverance.

Diversity: we seek, value and respect differences among our team members.

Balance: we strive for stability and vitality in our lives.

Teamwork: we foster an ecosystem that engages staff at all levels in planning and implementation.

MAJOR DISTINCTIONS



TFS Overview

Thousands of clients

transitioned to stability
last year with our wrap-around care service model

TFS has
collaborative relationships with 50+
community partners

86% of clients

we served live at or below poverty level, in areas of high need

OUR SERVICE

approach is trauma-informed, providing wrap-around, integrated services for families in crisis

Every year since 1937, Triangle Family Services has provided data-driven, accredited and sustainable solutions for thousands of families in crisis. Our highly credentialed staff, using evidence-based models of care, meets the needs of our community with three core program areas:

FINANCIAL STABILITY

Homelessness Engagement: Case managers combine a host of solutions to assist clients in securing and maintaining stable housing.

Financial Wellness: Program incorporated into services to teach financial literacy, including budgeting and savings techniques, and promote family stability.

FAMILY SAFETY

Developing Opportunities for a Safe Environment (DOSE): One of the oldest and largest intimate partner violence intervention and treatment programs in North Carolina.

Anger Management: Psycho-educational program focused on behavioral modification techniques to manage stress and anger in a group setting.

Supervised Visitation & Exchange: Our Time Together center provides a safe environment for a child to maintain his or her relationship with a non-custodial parent during times of familial conflict or separation.

MENTAL HEALTH

Licensed clinicians provide a range of evidence-based therapies, focusing on treating children and families experiencing trauma.

Client Story



Earlier in the day, when the sun was still out, we were told we'd been *evicted*. This meant we could not go back home, even though my favorite stuffed animal was still inside.

The first night was very scary. There were loud sounds and it was so dark in the car I couldn't see my shoes. I didn't sleep.

When Mom cried, Dad hit her in the face. She buried her head in her shirt like a turtle. I cried, but pretended to be asleep so he didn't hit me too.

My therapist calls this *trauma*. She is helping me *heal*, so I can be stronger and happier when I turn nine. Dad goes to a program here too for dads to not hit moms. He says it's important in life to be *held accountable*. Our case manager meets with us each week. She helped us find a new home, and even helped us get new things, like a bed, a couch and a kitchen table.

I am not scared anymore because fear is darkness, and too much darkness hides all of the *special* that's inside of me.

My family is getting stronger too. Asking for help is hard, but now we have *hope*, and I think hope is the most valuable thing of all.

Financial Stability

40% of Americans have less than **\$400** in the bank for emergencies

1,170 people, including **228 kids**, are homeless on any given night in Wake County

There is a **12-yr gap** in life expectancy based on your zip code in the Triangle

8.9% of the population in Wake County lives below the federal poverty level

With roughly three-quarters of Americans living paycheck-to-paycheck with little to no emergency savings, the potential for financial crisis looms large. TFS serves as a safety net for these families by offering rapid rehousing, street outreach, financial guidance, case management and supported referrals.

Financial instability is the root cause of a host of family needs, which is why we integrate financial education and counseling into our programs. We meet families where they are, whether to help obtain stable housing, or teaching budgeting and saving techniques to maintain housing and access food, transportation and other community services. Our housing outreach program works directly in the streets to provide assessments and support, and our case management works to safely house families facing or experiencing homelessness. Our solutions are as complex and unique as each individual family we serve.



“When I was handed the key to my new apartment, I cheered with delight. I couldn’t wait to open the door to a home that was all mine.”

FORMERLY HOMELESS CLIENT

**Every 9
seconds**

in the U.S. a woman
is assaulted
or beaten

The annual healthcare
costs of domestic violence
exceed

\$9 billion

Intimate partner
violence accounts for

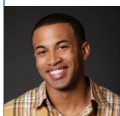
15%

of all violent crime

More than **554** real-life
divorces occur during your
typical 2-hour romantic
comedy movie

Our Family Safety programs, including Developing Opportunities for a Safe Environment (DOSE) and Anger Management, have been serving the Triangle for many years. The mission of “fostering healthy behaviors and relationships through education and support” is grounded in the theory that people who use violence in their intimate partner relationships or who struggle to control stress and anger can learn to reframe their beliefs and develop healthy interpersonal skills through psycho-educational group programs.

Our Supervised Visitation & Exchange program allows children to maintain relationships with non-custodial parents in a safe, supervised environment. This is critical in the course of a child’s development and for the growth of healthy familial relations in the future.



“I plan to remain a non-abusive human being. The only way I can change anything in life is by changing my way of thinking. Change the way you think and you can change the way you feel; change the way you feel and you can change the way you act.” DOSE PARTICIPANT

Mental Health

“The County Jail is the largest mental health facility in the state.”

- Former Wake County Sheriff

1 in 5 adults

have a mental health condition. That’s **47M** Americans, more than the populations of NY and FL combined

Exposure to childhood trauma can lead to a

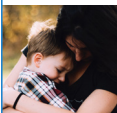
20-year
difference
in life expectancy

“Adverse Childhood Experiences (ACEs) are the single biggest unaddressed threat facing our nation today.”

-Robert Block, Former President of American Academy of Pediatrics

Our Mental Health program serves over 300 clients each year through nearly 4,000 therapy visits, case management services and care coordination. Our licensed clinical social workers, professional counselors and child psychiatrist utilize evidence-based models to address the mental health needs of vulnerable children and their families. Children discovered to have significant adverse experiences often need specialized, trauma-informed care.

Because those most in control of a child’s life experience are his or her caregivers, interventions that also address the mental health needs of the adults are critical to effective child recovery. In fact, the primary indicator of a child’s success in treatment is how well his or her caregiver is doing.



“My therapist helped me during a very dark time in my life. If it hadn’t been for her and her compassion, her kind, non-judgmental counseling, I honestly doubt that I would still be alive today.” THERAPY CLIENT



Community Economic Impact of Triangle Family Services

EXPENSIVE PROBLEMS:

Average cost of 3-day hospitalization:
\$30,000

Average annual cost of incarceration:
\$36,300

Average annual cost per person in emergency shelter:
\$23,600

**Average individual annual cost of homelessness
across three systems: \$150,000***

*3–5 ER visits/year + annual cost of jail or shelter

OUR COST-EFFECTIVE SOLUTIONS:

Estimated cost to stabilize client facing homelessness:
\$1,500

TFS assisted **523 individuals** with Emergency
Housing Services in 2018

**Community savings on
523 clients: \$77M+**

Every year, the hospitals, homelessness systems, jails and prisons are full of familiar faces. We work to break this cycle of poverty, and in doing so, we save the community money. The savings are staggering as we “move upstream” to address needs earlier.



2018–19 Income and Expenses

Unaudited as of 8.1.19

FY 18–19 TOTAL INCOME

Grants:	\$736,449
Contracts:	\$1,694,556
Program Service Fees:	\$566,492
United Way of the Greater Triangle:	\$52,579
Contributions:	\$301,471
Total:	\$3,351,547

**Program service fees make up
17% OF ANNUAL INCOME**

FY 18–19 TOTAL EXPENSES

Admin/Fundraising:	\$405,325
Financial Stability:	\$1,445,790
Family Safety:	\$701,880
Mental Health:	\$817,686
Total:	\$3,370,681

**TFS overhead expenses are less than
11% OF TOTAL EXPENSES**

We leverage restricted and unrestricted income to serve more clients and maintain a diversified budget.

The more unrestricted income we receive, the more lives we can change!



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Greg Winkler

Alice Lutz, CEO



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Statistics in this report come from a variety of sources.
Happy to share upon request: info@tfsnc.org