



Triangle Family Services

IMPACT REPORT

*Building a stronger
community by strengthening
the family since 1937*

Impact Data and Financials

July 1, 2023 - June 30, 2024



Thank you for your time and commitment to supporting Triangle Family Services and being part of the solution.

Dear Supporters,

As we reflect on last year and the impactful work that Triangle Family Services leans in tirelessly to provide throughout the communities that we serve, my heart remains full. Because of your generous support, our mission remains strong.

This year, we set out to achieve many goals, including building a foundation that would support current and future growth. I am excited to let you know that through the expansion of our existing services and diversification of our revenue streams, that goal has become a reality. We have seen remarkable growth and progress across all four pillars of our organization. With the expansion of our Youth Resilience Program and the launch of our Maternal Health Services, we are supporting more individuals and families proactively and in times of crisis. We have continued to forge new partnerships, one of which led to the creation of Sunshine Cove, which opened in May of this year. With your unwavering support, our collective efforts have yielded meaningful outcomes that have positively impacted the lives of thousands of individuals and families.

I am honored to serve alongside the TFS team, and I am immensely proud of their loyalty and dedication to the mission and the people that we serve. Their hard work has been instrumental in driving success and achieving sustainable outcomes. Together, we have navigated challenges, embraced opportunities, and remained steadfast in our pursuit of empowering individuals and families to achieve lasting stability and well-being.

In the pages that follow, you will find a comprehensive overview of our achievements, program highlights, financial performance, and the stories of those whose lives have been touched by our services. It is my hope that this report will not only showcase the impact of our work but also inspire continued support and collaboration as we strive to build a stronger, more resilient community.

Thank you for your commitment and dedication to the TFS mission. I invite you to join us in celebrating the milestones and successes of the past year.

Warm regards,

Lisa Lowe-Hall, MHA
President and CEO
Triangle Family Services

ABOUT TRIANGLE FAMILY SERVICES

Since 1937, Triangle Family Services (TFS) has served as the place to turn for comprehensive, integrated solutions for families facing crisis. With four core program areas: Family Safety, Mental Health, Financial Stability, and Homeless Engagement/Housing Stabilization, our goal is to stabilize families and empower them with innovative, sustainable resources. We serve as a much-needed safety net for our community.

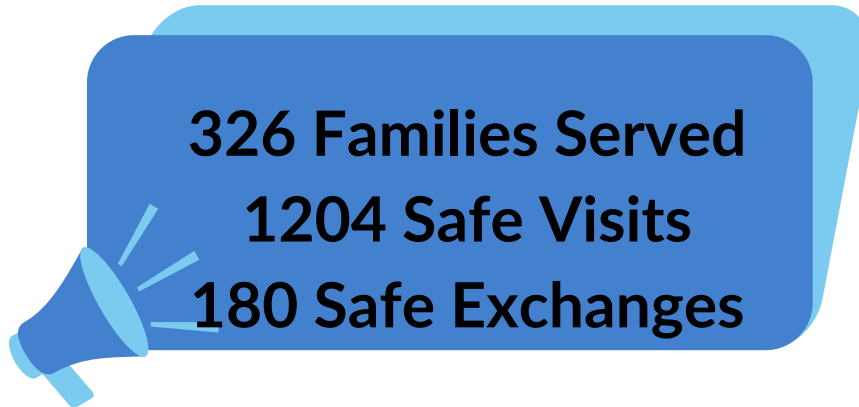


MISSION

When someone has a crisis, rarely is there a singular need. It is as unique and complex as each one of us. 87 years ago, when a citizens group started Triangle Family Services, it was to help families- meeting them where they were on their unique journey. Our mission remains the same today: Building a stronger community by strengthening the family.



FAMILY SAFETY



Every Families Story Is Unique

Our Time Together Center has continued serving as the primary on-site visitation center in the Triangle area, extending our support to clients across North Carolina. Our reputation has grown among attorneys and judges in neighboring counties who rely on us to bridge gaps in services, while Wake County continues to depend on us to facilitate a large number of safe visits and exchanges.

We remain committed to providing a secure environment for children and adults affected by issues such as Domestic Violence, Mental Health, Addiction, Child Abuse, and Lack of Contact, ensuring that the parent-child relationship is maintained while prioritizing safety. Our focus on meeting the needs of children who seek a protected and safe space to connect with visiting parents has remained unwavering.

Every family we serve has a unique story. Throughout the year, our team has continued to demonstrate empathy and compassion in our service delivery, meeting clients where they are and striving to make a positive impact in their lives. TFS is grateful to be a part of the solution for families in crisis with the Time Together Center.

Success Story

A mom of 2 young boys completed in-patient treatment for alcoholism. After being absent for a year, she was reunited with her boys and has weekly visits at our center.

Success Story

A Dad was released from a 4-year incarceration. He was reunited with his teenage daughter. They visit weekly here at the center and are getting to know each other again. He brought a card game that involves asking questions to get to know his daughter's interests.

SUNSHINE COVE

welcomed its first visitors in May of 2024. It is a special space created in our lobby to provide comfort and support to children and families in need. Created through the generosity of sponsors and volunteers, including a group from Leadership Raleigh 48. Sunshine Cove offers a welcoming environment for children to relax and feel safe. This space allows kids to select a book and a stuffed animal to keep, providing them with a source of comfort and joy.

Sunshine Cove's impact was felt from the very beginning, with new families starting to benefit from the space as soon as it opened. Our Supervised Visitation Program Manager shared that Sunshine Cove has been a wonderful way to start and end orientation for families. The children have truly enjoyed choosing a book and a stuffed animal to take home.



350 children and families use the space monthly

Sunshine Cove was built and furnished entirely through the efforts of volunteers and donations.

Books can calm and comfort children, and we are grateful to offer them a safe haven in Sunshine Cove.

DEVELOPING OPPORTUNITIES FOR A SAFE ENVIRONMENT (DOSE) BATTERER'S INTERVENTION PROGRAM

The Developing Opportunities for a Safe Environment (DOSE) Batterer's Intervention, initiated in 1990, serves the Triangle community with a profound mission. This state-approved Batterer's intervention program is a 26-week course focused on instilling radical accountability among participants.

The goal is to nurture personal growth and mitigate the potential for future incidents with loved ones. DOSE seeks to transform behaviors and relationships through education and support, contributing to a healthier community fabric.

Our DOSE program utilizes the Duluth Model of Behavior modification- a nationally recognized model for batterer intervention programs (BIPs).



Fostering healthy behaviors and relationships through education and support since 1990.

473 clients successfully completed the DOSE program, paving the way for healthier futures.

CREDIT COUNSELING SERVICES (CCCS)

Financial Stability is a pillar of TFS programming. Our CCCS program helps clients reach their goals in budgeting, credit, housing, and educational classes. This is important to the community because we have helped clients increase their credit scores, recover from financial hardship, and have a higher success rate of getting approved for rental housing and home purchases. Our services are free, and you can make multiple follow-up appointments to ensure you reach your goals.

160 Clients served through counseling and educational workshops

The CCCS Department has become the only service provider for Ready to Rent in Wake County.



SUCCESS STORY

Our CCCS Manager worked with a high-income client with \$99,000 in credit card and loan debt. Her debt-to-income ratio was affecting her credit score despite keeping current on payments.

After counseling, a Debt Management Plan reduced her monthly payments by \$700, and she will pay off the debt in 49 months instead of the 30 years it would have taken with minimum payments.

HOMELESS ENGAGEMENT AND HOUSING STABILIZATION

The TFS housing program plays a crucial role in our community. Our dedicated team works tirelessly to ensure that families are housed and receive comprehensive case management services. Additionally, our programs are designed to overcome various barriers and guide individuals toward self-sufficiency.

Our team is committed to addressing a range of household challenges, including boosting household income, securing and maintaining housing, and, ultimately, empowering families to achieve self-sufficiency. We are proud to continue our efforts to positively impact the lives of those we serve.

MISSION IN ACTION

Our street outreach nurse recently shared that a TFS employee saw a gentleman in a disheveled state at the local grocery store. The employee started talking to him and, through conversation, found out the young man was unemployed and homeless. He was encouraged to come to the office, and we provided him with clothes, shoes, a backpack, food, and hygiene items. The next day, he returned and asked if we would help him get housed. At that point, intake information was collected, and he is now on our street outreach caseload. TFS is assisting the young man in his housing search. He has since found a job and is looking for an affordable place. TFS checks in with him regularly.

Our Street Outreach Team served 161 clients and housed 26 families this year.

Our housing team served 1,221 individuals and families this year.

The Diversion and Prevention Program served 119 families.

MENTAL HEALTH

TFS empowers youth resilience and supports mental health initiatives in our community by providing services in Johnston County Public Schools during the 2023-2024 school year and expanding to Wake County Public School Systems in the summer of 2024. Our internship program continues to grow, allowing us to offer valuable training to students right here in our community.

1502 Mental Health Counseling Sessions were provided to clients

One of the unique aspects of TFS programming is our ability to refer clients across our programs. During a recent home visit, one of our Housing Specialists was working with a new mom. Through conversations, she learned about some of the mom's challenges, and the mom shared her desire to work on her mental health. Thanks to an internal referral, this new mom is now receiving individualized counseling through our New Maternal Health program.

MATERNAL HEALTH SERVICES

The long-awaited launch of our new Maternal Health services is a reality, and we are excitedly accepting new patients!

Since the official launch on June 17th, we have had the opportunity to serve some of the community's most vulnerable members through Maternal Mental Health Counseling, Support Groups, Classes, and Lactation Services. TFS counseling clients are served in person and virtually. Lactation clients can be served in the office, virtually, and at home. We accept private insurance, self-pay, and Medicaid.

Our Maternal Health team continues to provide compassionate support and therapeutic care for the whole family.



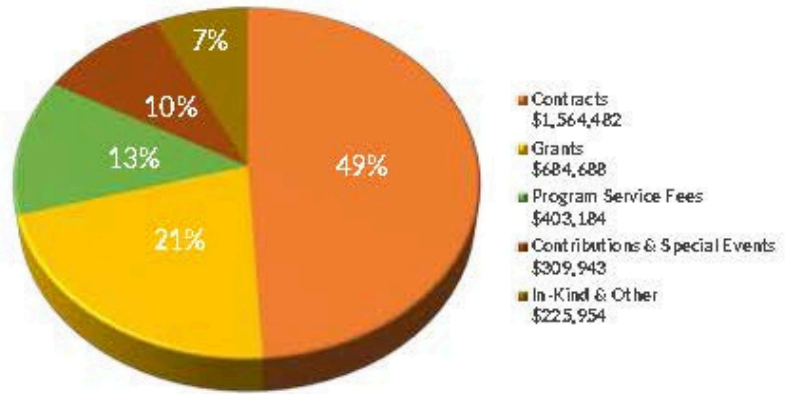
In June we made our 2024 vision a reality, launching our Maternal Health Services programming

FINANCIAL OVERVIEW

Fiscal Year 2023-24 Income

Income

Contracts	1,564,482
Grants	684,688
Program Service Fees	403,184
Contributions & Special Events	309,943
In-Kind & Other	225,954
Total	3,188,251



Total Income \$3,188,251



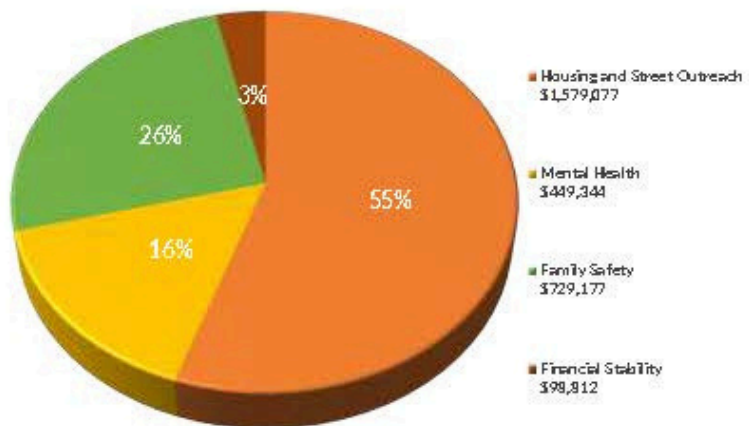
Admin & Fundraising Cost	1,090,709
Helping Families	2,834,410
Total	3,925,119

of every dollar goes directly to helping families in crisis

Fiscal Year 2023-24 Program Expenses

Program Expense

Housing and Street Outreach	1,579,077
Mental Health	449,044
Family Safety	729,177
Financial Stability	99,812
Total	2,834,410



Total Program Expenses \$2,856,410

JULY 1, 2023-JULY 30, 2024 BENEFACTORS

\$50,000+ Ambassador

A.J. Fletcher Foundation
Wake County Board of
Alcoholic Control
William R. Spruill

\$25,000 - \$50,000 Champion

4 Others Foundation
Bob Barker Foundation
Coastal Federal Credit Union
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SearStone/Lutheran Services Carolinas

\$10,000 - \$24,999 Partner

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Models for Charity
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Christ Episcopal Church
The Seby B. Jones Family Foundation
Anonymous: 3

\$5,000 - \$9,999 Advocate

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Cozart Foundation, Inc.
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LeChase Construction
Nancy McFarlane
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The Shelton Gorelick Family Foundation
The Titmus Foundation, Inc.
Vaco
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White Memorial Presbyterian Church
Lorraine D. Johnson
PNC
Clean
W. Trent Ragland Jr. Foundation
QTEGO
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Note to our supporters: we sincerely appreciate your generous support of Triangle Family Services, and we want to recognize everyone accordingly with 100% accuracy. If we have inadvertently made an error, please get in touch with us at 919.821.0790.

JULY 1, 2023-JULY 30, 2024 BENEFACTORS

\$1,000 - \$4,999 Supporter

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YOUR DOLLARS AT WORK



**YOUR GIFT IS A LIFELINE TO
A FAMILY IN OUR
COMMUNITY!**



www.tfsnc.org/donate



Because of YOU, Triangle Family Services continues to make a difference in our community.

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