

A Note from our CEO and Board Chair



In 2009 I could not have predicted the journey I would start in leading a human services agency. Seeing first-hand the challenges of local families, hearing their stories, and sharing in their triumph has forever changed me as a leader, mother, wife, and concerned community citizen. It is an honor and a privilege to be able to match my personal passion with my profession. Triangle Family Services has been fortunate to have hundreds of community members step in to help families in crisis. Our dedicated, passionate, compassionate, and skillful staff is second to none. Each family that enters our door is treated with respect, kindness, and evidence-based services that changed the trajectory of their lives. I see clients completing programs embrace our case managers and therapists; they bring flowers and

share notes on the impact made on their lives. To be part of this 80-year-old agency that is building a stronger community by strengthening the family is an honor. Thank you for entrusting me to lead this team. - Alice Lutz, CEO : alutz@tfsnc.org

Alice



Born and raised in Raleigh, I decided I was ready to "go deeper" five years ago. I submitted an interest form on Triangle Family Services' website and immediately heard from Alice. What started as a short informational interview has resulted in my full engagement in our community. Triangle Family Services focuses on



the work no one wants to talk about. Yet, it is transformational in and for our community. Structure, systems, key performance indicators, and tracking speak to my profession in technology strategies. The engagement of the community is rewarding. I encourage you to reach out and schedule a tour. Join us for a Coffee Chat with Alice at 8:30am on the first Friday of each month - you won't be disappointed. This year we have been fortunate to receive the many accolades shared in this report. For families in crisis, what matters is their needs are met - which is something that happens daily at Triangle Family Services. Feel free to reach out to me, let's talk about how together we can continue to build a stronger community by strengthening the family.

- Ruffin Scott, Board Chair:
Ruffin.Scott@CCIsystems.com

Ruffin

Recognition



Inducted into the Raleigh Hall of Fame Class of 2016

Individuals and non-profit organizations, past and present, who have made significant and lasting contributions to the City of Raleigh



Selected as the inaugural recipient of Bank of America's Neighborhood Builders Award in the Triangle market

"We recognize the critical role nonprofits and their leaders play to strengthen families and build pathways to economic progress in the Triangle community."

- Kari Stoltz, Bank of America Triangle Market President



Impact

We define success through a host of interconnected objectives that support our clients and improve the overall health of our community: prevention of and recurrence of homelessness; reduction in incidence of hospitalization and/or legal involvement; maintenance of stable employment; reduction of debt; and growth and transfer of intergenerational wealth. Through a comprehensive care model, we are making a lasting impact on the families we serve within our community.

Mental Health

340 individuals, including hundreds of children, received therapy through **3,982** sessions allowing them to heal and move toward lasting stability and health.

Family Safety

392 local men and women graduated from the DOSE batterers intervention program by focusing on accountability for their actions and reducing violent behaviors.

57 of our neighbors learned to manage their stress and unhealthy anger responses through Anger Management programming.

97 families built stronger relationships in a safe and supportive environment through **972** supervised visits and exchanges.

Financial Stability

64 families remain in their homes thanks to **182** foreclosure prevention programming sessions.

877 community members strengthened their financial capability through coaching and counseling sessions.

5,920 outreach calls were answered and provided housing resources and referrals in response to housing challenges through Coordinated Intake.

Triangle Family Services strategically coordinates treatment programs to address the full family's mental healthcare needs. Through short-term interventions, trained and credentialed clinicians significantly decrease the chances or need for long-term care.



Family Safety programs prevent countless acts of violence each year and are committed to safeguarding families as well as the community at large. Wrap-around services and referrals respond to the unique needs of each participant providing them the greatest opportunity for lasting success.



This year, Triangle Family Services expanded its Financial Capability Model, an innovative approach that integrates financial information, resources, and tools within existing human service programs to address root causes of financial insecurity and poverty.



”When we’ve saved a home, we’ve impacted **your neighborhood**. When we provide a child with mental health treatment and prevent them from committing suicide **we’ve supported another generation**. Those are the things that are **empowering and lifechanging**, and incredibly important for the families. The work Triangle Family Services does is for **your community**, every dollar stays here in the Triangle. Every dollar helps your neighbors, your family, your co-workers - and that’s **core to the mission** of what we do. It’s not a handout, it’s not a hand up, **it’s a partnership**. - Alice Lutz, CEO

”Adverse childhood experiences are the single greatest unaddressed public health threat facing our nation today.” - Dr. Robert Block, Former President of the American Academy of Pediatrics

- Depression is **the leading cause of disability** worldwide.*
- Suicide is the 3rd leading cause of death in youth ages 10-24.*
- Serious mental illness costs the nation **\$193 billion** in lost earnings annually.*

**According to the National Alliance on Mental Illness (NAMI)*

Recidivism rates among TFS’ DOSE graduates are strikingly lower than national averages. **Less than 10%** of DOSE graduates have a known/reported offense within the communities we serve.

\$31,307 - annual cost of incarceration

392 graduates x **\$31,307** =

\$12.2MM

Economic Impact & Public Safety

The 2016 Point in Time Count indicates there are **818 homeless** individuals in Raleigh/Wake County on any given night.

A 2015 study found that permanent **supportive housing saves \$15,733 per person experiencing homelessness** annually in public costs for shelter, criminal justice, health care, emergency room, and behavioral health costs.*

**According to the National Alliance to End Homelessness*

Winkie Fontaine



Collaboration



**TRIANGLE
FAMILY
SERVICES**



**BAND
TOGETHER®**

Building a stronger community by strengthening the family - TOGETHER

We are facing a mental health crisis in our community.
Triangle Family Services provides a solution.

- The #1 indicator of a child's future success is the stability of their parent(s) or caregiver.*
- By providing parents mental health services, Triangle Family Services' breaks the multi-generational effects of trauma to create more stable communities.
- The Wake County Jail is our state's largest mental health facility.
- Our partnership will provide access to 600 individuals annually with an estimated \$37MM in local savings.

We are proud to be Band Together's nonprofit partner for 2018. This collaboration will amplify our mission and set the stage for our next chapter in human service innovation and quality programming. Utilizing the Band Together platform provides Triangle Family Services an unprecedented opportunity to take charge of our strategic direction and provide lasting solutions in our community.

**CDC-Kaiser Permanente Adverse Childhood Effects Study (ACES) 1995-97*

Triangle Family Services has qualified and experienced therapists trained to implement short-term interventions to treat people who have experienced trauma. Triangle Family Services uses evidence-based therapies that have been shown to be effective in supporting the family's recovering and long-term stability.

Individual and Family Counseling

Licensed clinicians provide a comprehensive approach to therapy that ensures families and individuals receive the most effective treatment possible.

Trauma Focused Cognitive Behavioral Therapy (TF-CBT)

An evidence-based mental health intervention that addresses the behavioral and emotional needs of children and adolescents following significant trauma and loss. Triangle Family Services' therapists have received extensive training in TF-CBT through the NC Child Treatment Program.

Cognitive Processing Therapy (CPT)

In early 2017, Triangle Family Services was accepted into the Cognitive Processing Therapy (CPT) for Posttraumatic Stress Disorder (PTSD) Learning Collaborative hosted by Duke University and the Center for Child and Family Health.

This unique training opportunity directly aligns with Triangle Family Services' strategic initiative to develop coordinated treatment to address the full family's mental healthcare needs. Research shows that parents and caregivers with their own histories of trauma, adversity, and exposure to toxic stress - if unaddressed - may lack the skills and stability necessary to provide supportive parenting for a child's recovery from trauma. The primary predictor of how well a child recovers from trauma is based on how well the parent(s) (or caregiver) is doing.

Sexual Abuse Treatment Program (SATP)

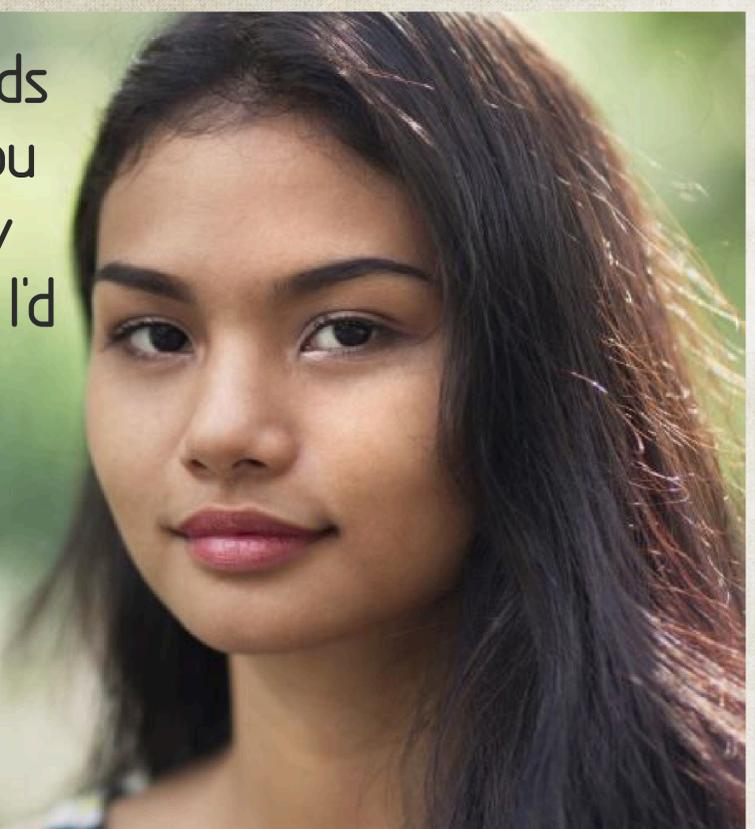
Our clinicians provide assessment and treatment for families impacted by sexual abuse. We serve child victims of sexual abuse, as well as youth who have engaged in harmful sexualized behaviors.

Non-Offending Caregiver Support Group

Clinicians facilitate a free, open group sessions to support caregivers whose children are recovering from sexual abuse. Topics covered include coping and communication, misunderstandings and myths, navigating support systems, parenting skills and prevention.

"When you don't have friends or family supporting you, you need an agency to stand by you and I don't know where I'd be without it."

- TFS therapy client of 11 years



Developing Opportunities for a Safe Environment (DOSE) Batterers Intervention

A 26-week psychoeducational program that works through facilitated group sessions to:

- challenge the core values and beliefs that perpetuate abusive behavior patterns
- support offender stability and accountability while ensuring victim safety
- promote strategies that develop and sustain healthy intimate partner interactions and relationships

Anger Management

A 13-week psychoeducational program that works through facilitated group sessions to help clients to:

- identify triggers and situations that have provoked aggressive responses
- learn specific skills and ways of thinking to better cope with anger
- express feelings and needs assertively, focusing on problem solving and effective communication

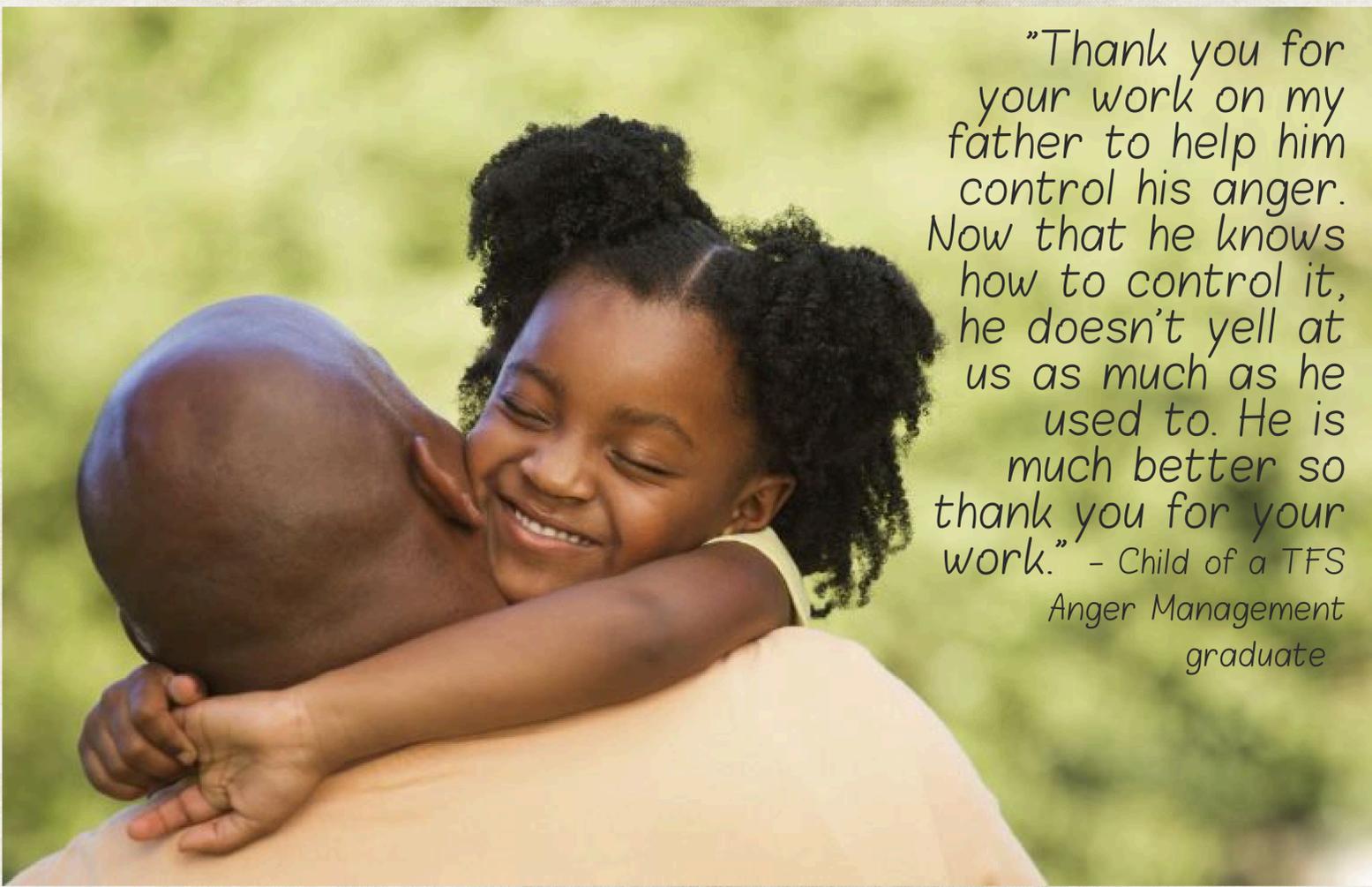
Time Together Supervised Visitation & Exchange Center

TFS' Center offers:

- A safe and supportive environment where children can spend time with their non-custodial parent or other relative for court-mandated supervised visitation
- Exchange facilitation (drop-off and pick-up) that eliminates the need for contact between adult family members during times of conflict
- Case management and logistical support to relieve parents or other family members of the time and stress involved in coordinating services

”The truth is one in three people will suffer from domestic violence. As access to public mental health services decrease, the Sheriff’s Department is called on more and more to respond to violence resulting from mental health issues. Triangle Family Services responds to the call from our department to ensure those in need get the necessary services and assistance.”

- Donnie Harrison, Wake County Sheriff



”Thank you for your work on my father to help him control his anger. Now that he knows how to control it, he doesn’t yell at us as much as he used to. He is much better so thank you for your work.” - Child of a TFS Anger Management graduate

Financial Stability

Financial Wellness

Through one-on-one counseling and classroom workshops, thousands of local residents learn how to manage their money, build a budget, avoid scams, and take control of their financial future with the help of our credentialed professional staff.

Emergency Housing

Triangle Family Services provides housing assistance for Wake County residents transitioning from homelessness to safe, stable, and affordable housing. We provide direct financial assistance, comprehensive case management, financial counseling, and educational classes to individuals and families experiencing homelessness and those facing housing crises.

Coordinated Intake (A required component of our community's federal HUD funding)

This service connects homeless and at-risk individuals with housing assistance programs and other basic needs supports while collecting critical data for and about our community.

Triangle Family Services partners with the North Carolina Correctional Institute for Women as an innovative solution to funding constraints in order to operate Coordinated Intake. Triangle Family Services provides significant benefits to inmates who participate in the work release program as program operators answering the calls of thousands and providing critical resources and referrals.

"I was incarcerated for over eight years and have never had a job I love more than this one. I learn something new every day, and when I look back on my life and speak with these clients on a daily basis, I realized **TFS has taught me how not to become the client again but instead help the client.** There is not a department in TFS I can't personally identify with because, before starting to work here, I was the client. TFS is thought enough of me to give me a second chance so I can now help people and live a productive life."

- Former inmate partner and current TFS employee

"It was such a pleasure meeting you. You changed my life today. These last couple of years my husband became more and more ill and needed more and more care. Life has just been really difficult and stressful. Since Joe

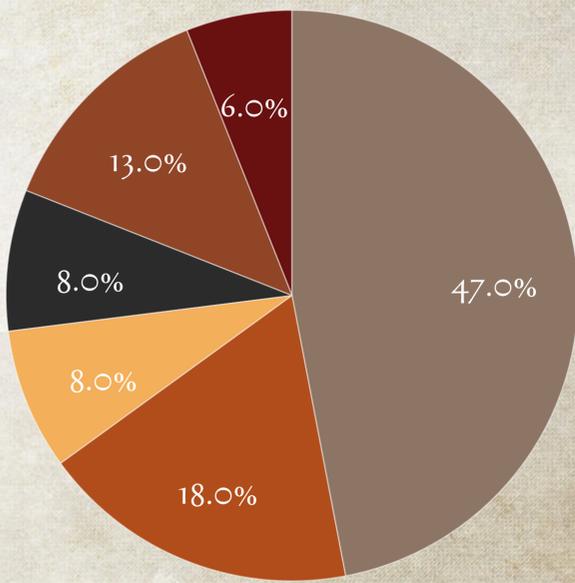
passed away the financial issues have haunted me day and night. Today, you changed everything. I am more grateful for you and for what you do than you may ever know. **THANK YOU!**"



2016-2017

Financials

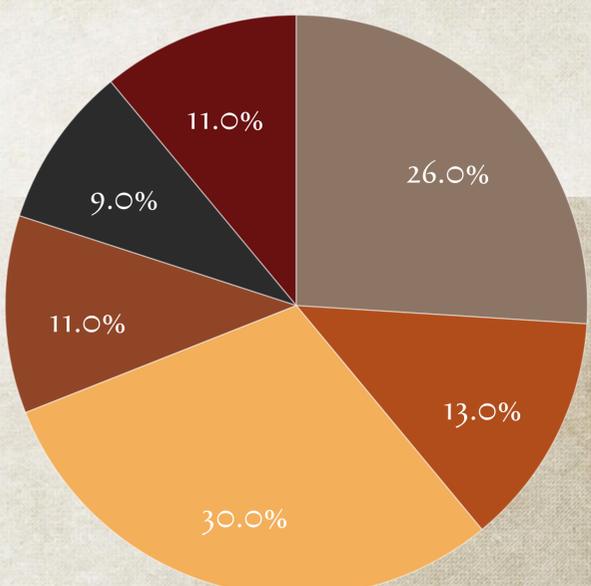
Income: \$3MM



Contracts	47
Grants & Foundations	18
Insurance Fees	8
Client Fees	8
Contributions/Special Events	13
United Way	6



Expense: \$3MM



Mental Health	26
Consumer Credit Counseling	13
Emergency Housing	30
DOSE/Anger Management	11
Supervised Visitation & Exchange	9
Management & Development	11

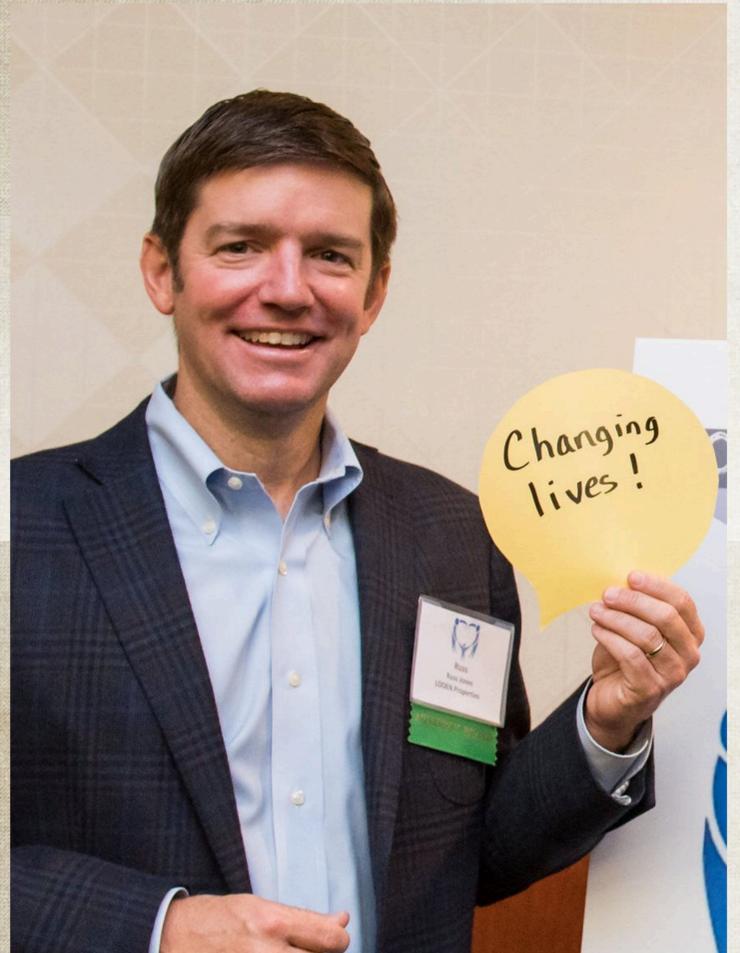
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2016-2017

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Thank you for your past support and consideration. Let's have a conversation. - Alice Lutz, CEO
 alutz@tfsnc.org
 visit tfsnc.org

