



Triangle Family Services

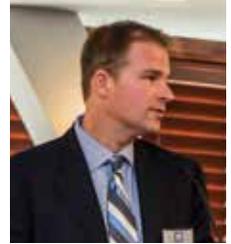
Building a stronger community by
strengthening the family since 1937



**Changing
the Faces
of ACEs**

2017–2018 Annual Report

A Special Message from our CEO & Board Chair



THE COURAGE IT TOOK FOR 5,000 PEOPLE to walk through the doors to seek assistance from Triangle Family Services (TFS) last year is inspiring. “I never thought it would be me” is a phrase we often hear. Crisis happens in our lives. How can we expect to be prepared for every worst case scenario? It’s simply not possible.

This report’s primary purpose is to shine a light on families in crisis and ask you to consider how you will help people like those introduced in the next few pages: Judy, Donna, Bruce, Mark, Luis, and Rachel. Each one of our clients’ needs is unique. And every week, our team of credentialed, trained, compassionate staff works with 100 families in crisis to address those needs.

TFS is doing work that no one wants to talk about—helping families in need achieve financial stability, mental health, and safety at home. We feel it is a true honor and privilege to do this work, and we invite you to go ahead and talk about it with us, hear more stories, experience a tour, and learn about the transformation of families in crisis.

Speaking of transformation, it has been a transformative year for TFS as an organization as well. Not only did we receive top ratings in our Council on Accreditation (COA) review, serving as a testament to the impact of TFS on thousands of families every year using best practices, but we were also selected as the 2018 nonprofit partner for Band Together. This creative fundraising collaboration raised \$1 million for mental health in the Triangle, boosted awareness of our organization’s impact, and afforded us the opportunity to bring many people—community leaders, supporters, curious learners—through the doors of TFS. Our staff members, many of them unused to public speaking, became true “rock stars,” as they told our guests about work with supervised visitation, family violence, consumer credit counseling, and homeless engagement.

When the band exits the stage and the celebration of this amazing year is over, the conversation about building a stronger community by strengthening the family **MUST** continue. We are proud to lead a team that will be sure those conversations never end.

Thank you for being present, listening, learning, engaging, advocating, understanding. Let’s have a conversation.

Alice Lutz, CEO

Contact me at
alutz@tfsnc.org or
visit our website at
www.tfsnc.org.

A handwritten signature in black ink that reads "Ruffin".

Ruffin Scott, 2017–18 Board Chair

A handwritten signature in black ink that reads "Alice".

Alice Lutz, CEO

Changing the Faces of ACEs

“ACEs” stands for “Adverse Childhood Experiences.”

We invite you to learn more about our three key program areas and read the inspiring stories of just a few people we’ve helped during the past year.



ADVERSE CHILDHOOD EXPERIENCES, or ACEs, is a term that is being read and written about more and more frequently these days. The term was coined during the CDC-Kaiser Permanente ACE Study, first published in 1998, which looked at how 10 types of childhood trauma affect long-term health. They include: physical, emotional, and sexual abuse; physical and emotional neglect; living with a family member who’s addicted to alcohol or other substances, or who’s depressed or has other mental illnesses; experiencing parental divorce or separation; having a family member who’s incarcerated; and witnessing a mother or stepmother being abused.

While ACEs may sound fairly new, in reality this is an approach that has been around for a long time. According to CEO Alice Lutz, “Our mission at TFS is as relevant today as it was decades ago. When you strengthen the family, you build a stronger community. And a key aspect of family stability is getting help to recognize, deal with, and rise above childhood trauma.”

A high ACEs score can affect anyone, regardless of their race, education, or socioeconomic level. Since 1937, Triangle Family Services (TFS) has used the concept behind ACEs to deliver interventions that are built on evidence-based models and can deliver critical outcomes to reduce the impact of ACEs on generations that follow. Our therapists, case managers, and facilitators utilize trauma-informed care in all TFS programs, and staff are trained to work with clients who have experienced trauma or crisis.

This trauma-informed care and approach is central to all of TFS’s key program areas: **Mental Health** (Individual Adult & Child Counseling, Family Counseling, Sexual Abuse Treatment Program [SATP], and Non-Offending Caregiver Support Group); **Family Safety** (Supervised Visitation & Exchange, Developing Opportunities for a Safe Environment or DOSE, and Anger Management); and **Financial Wellness** (Consumer Credit Counseling Services or CCCS, Eviction/Foreclosure Prevention, and Homeless Engagement).

The stories that follow offer insight into the practical importance of TFS’s programming. You may read it and say “I never thought it would be me” and then think “but it could be.” Let’s continue the conversation.



MENTAL HEALTH

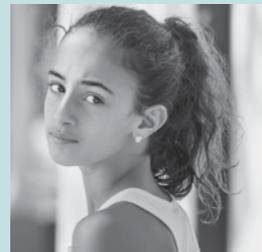


Individual/Family Counseling

Rachel is a 10-year-old girl who first came to TFS after showing a range of symptoms, including difficulty concentrating in school, poor grades, wanting to commit suicide, and low self-esteem. An in-depth assessment revealed that she had been sexually abused for more than a year by a male friend of the family who was supposed to be babysitting her.

With the help of a trained therapist at TFS, Rachel learned to “re-wind” her harmful thoughts. She learned that many other children sadly have been abused, often by a family member or friend who was trusted. The knowledge that she had not been the one to cause the abuse made Rachel feel better about herself, and she began to talk less about killing herself and more about some of the positive things in her life. Since starting Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) at TFS, Rachel no longer has inaccurate beliefs related to the abuse and is able to process what happened to her. Her behavior problems at school have disappeared and she has made honor roll again.

- TFS provides evidence-based models of mental health that break the multi-generational effects of trauma. The models provide tools to someone who is in trauma or has experienced a crisis. Evidence demonstrates most people need only six short months of therapy to gain the strength, resiliency, and tools they need to move from crisis to stability for sustainability for themselves and their family.



- TFS therapists work annually with more than 350 children using the specialized, evidence-based Trauma-Focused Cognitive Behavior Therapy (TF-CBT), which addresses the behavioral and emotional needs of children following significant trauma and loss.
- TFS offers onsite substance abuse and mental health assessments for adults. Effective diagnosis and treatment may help prevent the rise of disturbing numbers in Wake County, such as involuntary commitments for mental health rising 111% in the past three years—and the Wake County Jail being described as the largest mental-health facility in the state.



FAMILY SAFETY



Time Together/Supervised Visitation & Exchange

Bruce, the father of a three-year-old boy, shared custody of his son with the little boy’s mother. For the first few months, everything seemed to go smoothly. One night Bruce missed the agreed-upon time to return the boy to his mom. After two hours passed, the frantic mother called the police, who went to the house to find Bruce passed out while

the little boy was in his pajamas, eating cereal from the box, and trying not to disturb his “sleeping daddy.” Bruce was taken to the hospital where he spent 60 days in inpatient rehabilitation, getting help for his substance abuse issues so he could once again be in contact with his son. Thanks to TFS’s Time Together, the mother was able to bring her son into a safe, stable environment in which Bruce could see his son for the first time in three months. Their visits together were spent playing games and rebuilding their relationship. Bruce received counseling from TFS to help him understand his own past issues with his family and his former wife, and eventually a shared custody arrangement was renegotiated so that Bruce could have weekend visits with his son. Both parents feel they have made significant progress in learning to co-parent their son after a rough start.

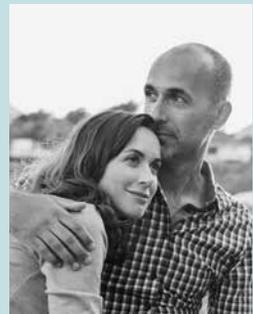
- During the past year, TFS served 88 families, bringing children and caregivers together via 992 safe visits/exchanges.
- Court-ordered supervised visitation may be due to any number of factors in the family, from opioid addiction to domestic violence and complicated separations/divorces.
- TFS evaluations find that children don’t want to lose their parents or contact with them; they want to lose the problems that their parents have.



DOSE (Developing Opportunities for a Safe Environment)

Mark was 46 with a rocky past. He attended college and obtained a degree but could not escape the past stress of his difficult home life and alcoholic father. His mother and father fought frequently—often physically—because of his father’s drinking. This is when Mark began drinking to escape what was going on around him. Mark was court-ordered to attend DOSE following an altercation that occurred between him and his girlfriend when he was intoxicated. He was told to leave the apartment, but he refused and became physically aggressive with his girlfriend. He subsequently was homeless and did not have adequate transportation to work due to suspension of his driving privileges as a result of his alcoholism. TFS staff helped Mark find transportation to and from class, where he worked on tools to help get his life back on track. He completed the 26-week program, learning how his actions lead to abuse and tools to keep him from further abuse.

- 453 individuals went through the TFS DOSE program during 2017–18. 96% did not re-offend. TFS’s trauma-informed approach challenges problematic behavior but supports the person who is working to change.
- Wraparound case-management means that DOSE participants can easily be referred to other areas of assistance within TFS or partner agencies.



Anger Management

Luis was required to enroll in the anger management program at TFS after ending up on probation for an assault charge. At first he was very quiet in his court-ordered class; then he began to open up and share with others that he was trying to change his life. He told classmates that his coworkers had noticed a big difference since he began anger management classes: “They asked what was going on with me because I wasn’t arguing with anyone and flying off the handle anymore.” He concluded, “I’ve finally realized that every time I’ve gotten into trouble, I had the chance to walk away, but I didn’t. Now I’m just going to walk away.”

- TFS’s Anger Management classes cover topics such as using an anger log, calming techniques, assertive communications, stress and anxiety management, and conflict resolution.
- During 2017–18, 93 individuals went through all classes in the Anger Management program, for a 76% completion rate. To date, none have re-offended.

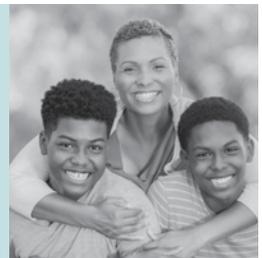


FINANCIAL WELLNESS

Consumer Credit Counseling Services (CCCS)

Judy was a stay-at-home mom to two teenagers and had not worked outside the home since they were born. Her husband Jack was the primary breadwinner in the family, paying all the bills and taking care of home, car, and other maintenance details. Suddenly he passed away from a massive heart attack. Judy was left with two teenagers to support, no job training, and no real knowledge of how to pay bills and establish savings for the future. She turned to TFS’s Consumer Credit Counseling program for help in making a budget, collecting bills and financial statements, and beginning to save for college and future needs. As she talked with our counselors, she realized that her own childhood with a similar home setup—mother never working outside the home, father handling all the finances—had shielded her from preparing for her own marriage and taking charge of her role in it. Today Judy is learning to establish financial priorities and rebuild credit, while her son and daughter are seeing the importance of financial planning in their family life.

- This past year, 438 financially vulnerable Triangle families received TFS services to help them become financially stable; 63% were women, 37% were men. This speaks to the growing need of services for women who are trying to support themselves and their families.



- 76% of Americans are living paycheck to paycheck, with no savings built up and no emergency or retirement funds.
- Over the past eight years, 522 families who were at risk of foreclosure on their homes were helped by TFS, saving our community more than \$40,682,000 in associated costs.

Homeless Engagement

Donna came to TFS’s emergency housing program due to a personal tragedy. Her fiancé was shot and killed while in her car with her, and the police confiscated the car as part of the investigation. This left Donna with no transportation, no access to work, and eventually no housing, as she fell behind on rent and was evicted. She had children to support and was referred to TFS for housing support. Her case manager coordinated emergency shelter, and Donna began to work hard on improving her situation. We referred her to our partner agency, Wheels for Hope, to purchase a car at a low cost. Wraparound mental-health and financial services became part of her weekly schedule. Today she and her children have an apartment, she has a job, the kids are in school, and Donna says the situation is “safe and stable for the first time in as long as I remember.”

- TFS recently added street outreach to our program services. Our staff helps homeless people with the goal of meeting immediate basic needs (food, blankets, clothes, toiletries, transportation, and medical attention); conducting a detailed assessment of the situation; and documenting contacts with the homeless in HMIS, Wake County’s Homeless Management Information System.



- The number of people who came into contact with homeless services in Wake County at least once in a given year has increased 31% since 2015, reaching 5,500 during 2017.
- TFS provided services to 523 individuals in need of emergency housing this year; these clients had annual incomes ranging from less than \$10,000 to around \$50,000 and ranged in age from less than 5 years old to more than 65 years old.

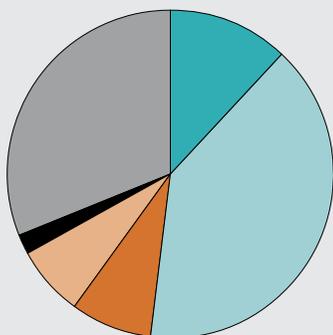
CONCLUSION

Changing the faces of those dealing with ACEs is at the heart of what we do at TFS. We utilize evidence-based models to meet families where they are. We transform grief, anxiety, and bitterness into self-confidence, self-awareness, and positivity. Our accredited services are data-driven and have impressive, measurable results with a proven impact on the economic prosperity of our community. And, we often witness the success of our programs in other meaningful ways: the child who hugs a therapist, flowers and cards we receive in thanks, and the smile of someone who comes to us for help in crisis and leaves feeling at least two inches taller.

We want TFS family members to emerge with the knowledge that “even though it turned out to be me after all—dealing with this crisis—I am working hard with the right people to have a better life.”

Thank you for being part of our work during 2017–18 and helping set the stage for a successful new year of building a stronger community by strengthening the family.

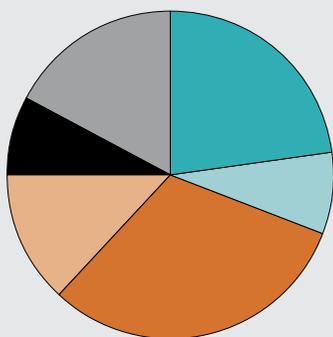
2017–2018 Financials



Income: \$3.5M

- Grants & Foundations 12%
 - Contracts 40%
 - Client/Patient Fees 8%
 - Insurance Fees 7%
 - United Way 2%
 - Contributions/Donations 31%*
- Total Income: \$3,526,983.21

*The significant increase in contributions for 2017–18 is due in large part to our landmark partnership year with Band Together, as we raised funds for mental health.



Expenses: \$3.1M

- Mental Health 23%
 - Consumer Credit Counseling 8%
 - Emergency Housing 31%
 - DOSE/Anger Management 13%
 - Supervised Visitation & Exchange 8%
 - Management & Development 17%
- Total Expenses: \$3,098,476

SIP, SHOP & SWAY
to the music of the
Sidcar Social Club

Gingerbread houses display
Festive food, drinks, silent/live auction
tfsnc.org/events - ticket & sponsorship information

**GINGERBREAD
BENEFIT**
PRESENTED BY TFS

Thurs 12.6.18
Doors open 6:30 p.m.
North Ridge Country Club
6612 Falls of Neuse Rd.
Raleigh, NC 27615

2017–2018 Leading Supporters

Thank you to our Leadership Supporters who made gifts of \$1,000 and up. We could not impact families in crisis without your generosity.

We do our best to generate accurate donor lists, but if there is a change to be made, please contact us at 919.821.0790, ext. 381.

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2017–2018 Leading Supporters

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Since 1937, Triangle Family Services has served as the place to turn for sustainable solutions for families facing crisis. TFS provides data-driven solutions to provide safety and security to local families, enabling our community to thrive.

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8th Annual
Wake UP!
 With TFS



For photos from the 2018 Wake UP! with TFS community issues breakfast and other news, visit www.tfsnc.org.

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Go to www.tfsnc.org/donate to make your online gift, or send a check to:

Triangle Family Services
 Attn.: Development
 3937 Western Blvd.
 Raleigh, NC 27606

