



# Triangle Family Services



2020 —  
2021

ANNUAL  
REPORT

## FELLOW SUPPORTERS,

Thank you for your generous support of Triangle Family Services over the past year. Without you, we could not have continued to serve the most vulnerable families in our community, impacting over 2,200 lives.



Families who were in crisis when the pandemic began had their already difficult circumstances exacerbated. In some of the worst situations, victims of abuse were trapped with their abusers during shelter-in-place protocols. Families hanging on by a thread have had an even tougher time keeping a grip on that thread.

Triangle Family Services quickly pivoted to virtual services to maintain connection with clients and continue implementing our programs in Family Safety, Financial Stability, and Mental Health.

What our staff and clients have shown us since the beginning of the pandemic can best be described as resilience. Like so many workers across the country, our staff have had to find ways to accomplish their work remotely often while simultaneously parenting children in virtual classrooms. Additionally, many of our clients have difficulty accessing our services virtually due to lack of internet or devices. Still, our team and those they serve pressed on.

Like many nonprofits, we took a financial hit due to the pandemic but despite the challenges and uncertainty we all faced, Triangle Family Services was still able to save our community over \$125 million.\*

This fiscal year, we also took advantage of staff working remotely with limited use of our building to proceed with much needed deferred maintenance. Staff and clients will return to a brighter, safer space with improved air quality and virus protection as well as energy efficient features that will yield cost-savings for years to come.

Thank you again for all the ways you support Triangle Family Services.

Robert Gofourth  
Chair, TFS Board of Directors

\* Cost savings of homeless engagement services alone. Based on 847 clients served at \$1,500 per individual vs. \$150,000 average annual cost of homelessness across 3 systems; 3-5 ER visits + cost of jail or shelter.

## RE·SIL·IENCE

/re'zilyenes/

noun

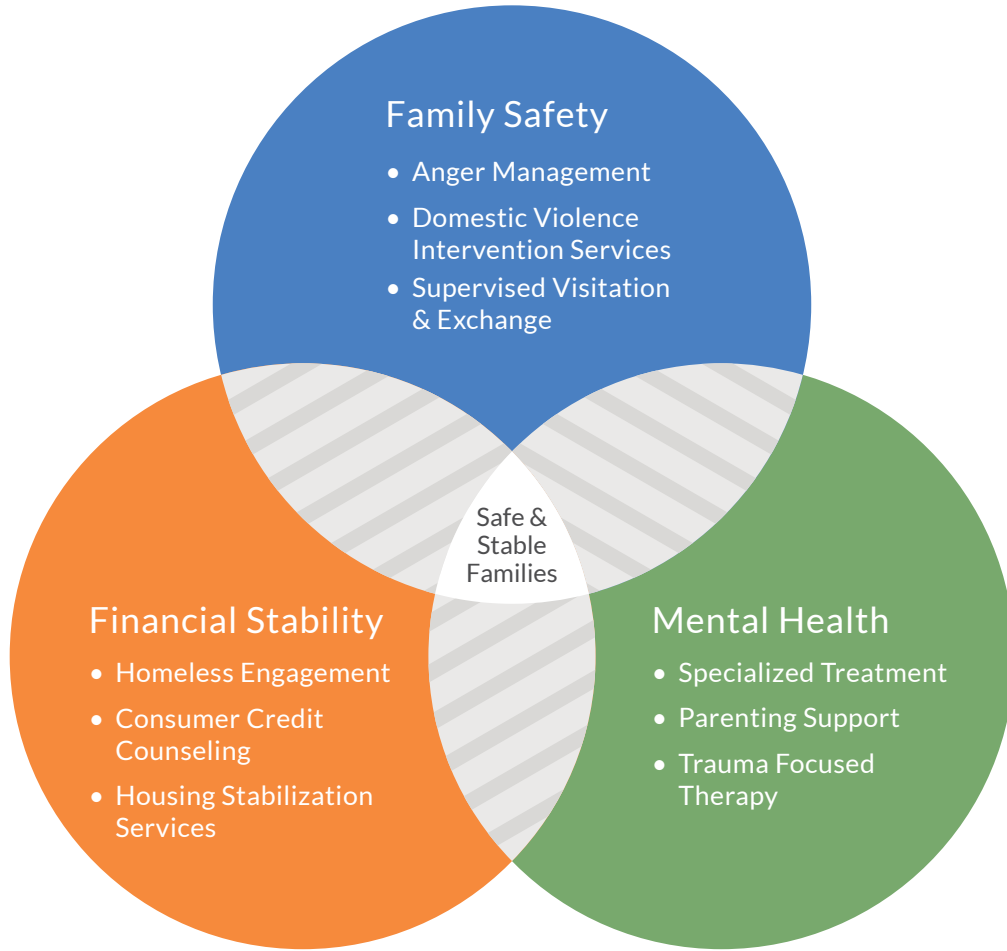
1. the capacity to recover quickly from difficulties; toughness
2. the ability to spring back into shape; elasticity



“I have the privilege of working with the Latinx community and recently provided online **Mental Health** counseling to a child experiencing symptoms of PTSD due to sexual abuse. While the child was in treatment, I learned that another family member was struggling with their own trauma. Because of TFS’ comprehensive, whole family approach, I was able to connect them with a colleague so they could receive counseling as well, without presenting the additional barrier of having to engage with a separate agency. With only two cell phones available to them, they worked hard to make it to our virtual sessions. **They each showed incredible resilience, putting one foot in front of the other.** Because I was able to build trust with this family, they eventually referred others from their community to our agency. This speaks to the power of our mission – the ripple effect of helping a single family can impact a whole community.”

Pablo Campos, MSW, LCSW-A, Bilingual Mental Health Clinician

## PROGRAM AREAS



## OUTCOMES

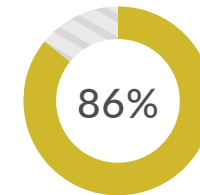
Triangle Family Services has earned a reputation for data-driven solutions and high-quality programming with strong outcomes.

Because of YOU:

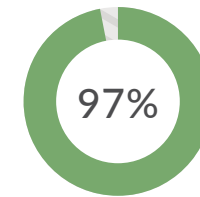
**5,314** mental health sessions were conducted



of clients who completed evidence-based treatment showed improvement in symptoms & functioning



of evictions our clients faced were prevented through financial stability programs



of participants did not reoffend while participating in the DOSE domestic violence intervention program

In partnership with Wake County, using CARES Act funding, we opened and operated a hotel for homeless individuals for six months, ultimately helping **162** people find housing through comprehensive case and care management.

*(select clients pictured below)*



“Cultivating resilience has always been part of our work. **We help families become stable but also give them the tools to be ready for the next challenge.** The need for those skills has been apparent more than ever over the last year. We are proud to have risen to the occasion and helped our community weather unprecedented challenges but we couldn’t have done it without our donors and community partners.”

Alice Lutz, CEO





# HOW TRIANGLE FAMILY SERVICES BENEFITS OUR COMMUNITY

With 14 programs operating under one roof, we touch lives across the lifespan, across the region, and across socio-economic strata.

We impact neighborhoods, helping people stay in their homes and giving individuals opportunities and tools to move from homelessness to housing.

We help parents struggling with financial insecurity, mental health challenges, or anger management issues to become the parent their child needs and deserves, reducing the impact of adverse childhood experiences (ACEs) on our next generation.

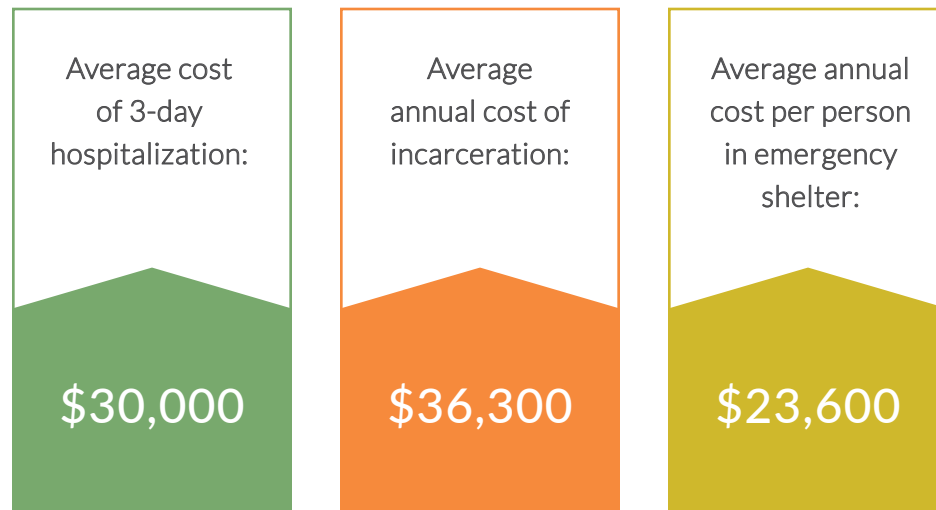
Our programs and services have significant economic impact on our community – we help solve some of our community’s most expensive problems.



“In our **Financial Stability** programs, we work with clients who have lost or are on the verge of losing housing – for many it seems like they have hit rock bottom. Our services teach clients how to leverage trauma, lack of resources, and vulnerabilities to adapt and rebound from a crisis. It is rewarding when the client taps into their own inner strength to cope and navigate setbacks. Many don’t come to TFS with the tools they need to endure hardship. **Our goal is not only to help them get back on their feet, but to help them build resilience for the road ahead.**”

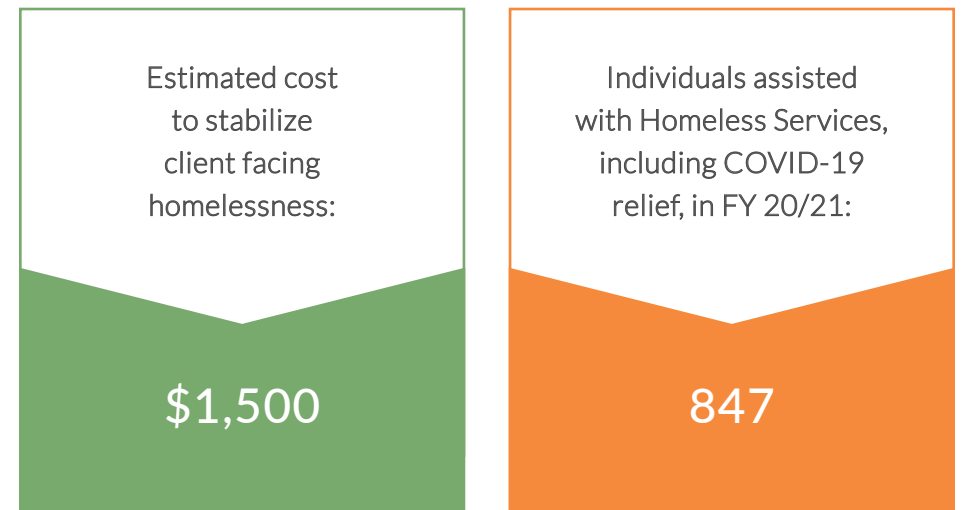
Seaira Green, MS, Director of Financial Stability

## EXPENSIVE PROBLEMS



Average individual annual cost of homelessness across three systems:  
**\$150,000**  
*This calculation is based on 3-5 ER visits/year + annual cost of jail or shelter.*

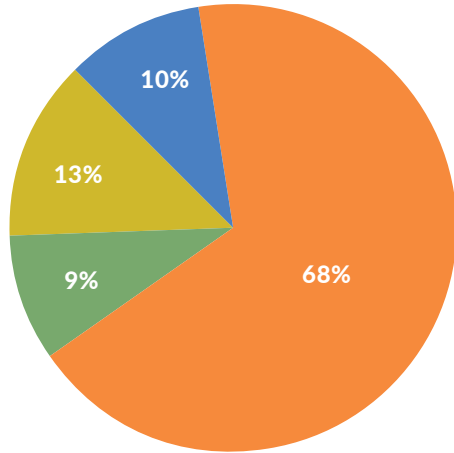
## OUR COST-EFFECTIVE SOLUTIONS



Community savings on 847 clients:  
**\$125 MILLION**  
*This reflects savings in just ONE of our many programs. For details on all of our programs: [www.tfsnc.org](http://www.tfsnc.org)*

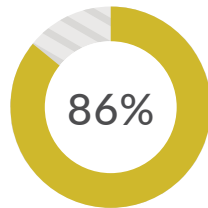
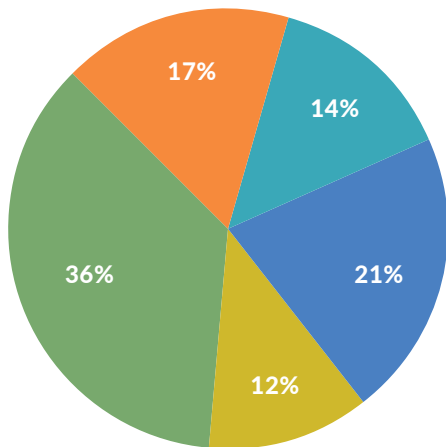
## FINANCIALS

### Fiscal Year 20/21 Income

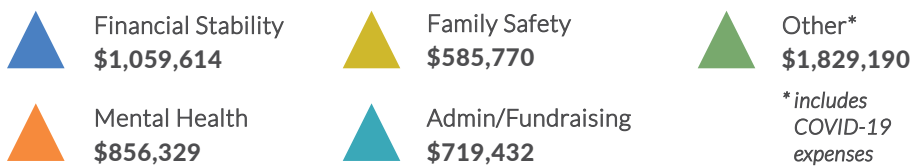


Total Income: \$6,086,333

### Fiscal Year 20/21 Expenses



of every dollar goes directly to helping families in crisis



Total Expenses: \$5,050,335

## BOARD OF DIRECTORS

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“Time Together’ is our supervised visitation and exchange program — one of our core **Family Safety** programs at TFS. It allows children and parents who have been separated by court order to spend safe, quality time together in a comfortable environment. **Kids are resilient — they don’t want to lose their parents; they just want to lose the bad stuff.** Due to the pandemic, some children have not been able to be in the same room with their non-custodial parent in over a year. We make every effort to facilitate meaningful sessions virtually but we’re so excited to be back in our newly renovated space.”

Karen Swinehart, Program Manager, Supervised Visitation and Exchange



## OUR SUPPORTERS

Thank you to the following Leading Supporters who made gifts of \$1,000 or more. We could not impact families in crisis and fulfill the promise of our mission without your generosity.

4 Others Foundation	City of Raleigh	Frank & Julia Daniels/ Josephus Daniels Fund of Triangle Community Foundatin
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*A 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 contact us at 919.821.0790 x 314 with concerns or corrections.*



## CONTACT US

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