



# Triangle Family Services

*Helping Families in Crisis*

**2009 Results**

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# Triangle Family Services

*Helping Families in Crisis*

## Healing Triangle Families Since 1937

### OUR FIVE PROGRAMS TO STABILIZE FAMILIES

#### CONSUMER CREDIT

**COUNSELING** We provide individual counseling to people who are facing some of life's most challenging financial situations, including bankruptcy and home foreclosure.

#### INDIVIDUAL AND FAMILY

**COUNSELING** Our therapists and psychiatrists provide professional, caring mental health treatment to bring healing to families facing depression, bi-polar disorder, or other crippling mental illnesses.

#### EMERGENCY HOUSING

**ASSISTANCE** Through counseling and limited, direct financial assistance, we prevent homelessness in over 90% of our clients threatened by eviction.

#### DOMESTIC OFFENDERS SENTENCE TO EDUCATION

**(DOSE)** We work to prevent domestic violence by holding abusers responsible for their actions through an intensive, 26-week re-education program.

#### TIME TOGETHER

Allowing children to maintain a safe relationship with each parent while assuring that victims of domestic abuse are safe from further harm.

Triangle Family Services (TFS) is a local United Way agency helping families and children throughout the Triangle. Established in 1937, it is one of the oldest and most comprehensive non-profits in the region.

Through skilled and compassionate care, TFS annually helps more than 7,200 Triangle families and individuals achieve **Family Safety, Financial Security, and Sound Mental Health.**



More than 80% of the people we serve live below the poverty level. All of our services are either free or inexpensive to fit into most family budgets.

Triangle Family Services is accredited by

the international Council on Accreditation, and is a member of the National Foundation for Credit Counseling and the NC Council of Community Programs. TFS is also a HUD-Certified organization in Wake County

that is approved to provide Housing Counseling. All services are provided by certified/licensed professionals including bachelor-level case managers, full- and part-time master-level clinicians, three part-time psychiatrists, and a part-time Ph.D. psychologist.

TFS is an active participant in and, in many cases, the lead agency for a large number of community partnerships involving over 40 local government, nonprofit, civic, and religious organizations that are working to improve the lives of low-income families in our community.

**Program Services:** Triangle Family Services  
700 Blue Ridge Rd, Suite 101  
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Where would you turn if your home was at risk of foreclosure?

Is there a way to get out from under massive credit card debt without declaring bankruptcy?

Would it be a good idea for your elderly parent to get a reverse mortgage?

Where can you learn how to avoid predatory loans?

How can you be sure that the advice you get about these problems is accurate and unbiased?

## Consumer Credit Counseling Service (CCCS)

Last year over 1,700 people turned to Consumer Credit Counseling Service at TFS and received accurate and unbiased advice about crucial financial matters.

TFS is a trusted non-profit agency that has served area residents for 71 years. Through our Consumer Credit

Counseling program we provide individual counseling to people who are facing some of life's most challenging financial situations.

We help them evaluate their own situation and look at the alternatives they have for solving these issues. We are also a leader in providing financial education. Each year through our group workshops and classes, we teach hundreds of area residents how to manage their budgets, get ready for home ownership, save money, avoid predatory lending, and guard against identity theft.

TFS is a respected community agency that provides the highest quality of services:

- Accredited by the Council on Accreditation (COA)

- Named Triangle United Way Agency of Excellence

- Member of National Foundation for Credit Counseling



Staff are Certified in:

*Consumer Credit Counseling by NFCC*

*Housing Counseling by NFCC and NC Assoc. of Housing Counselors*

*Reverse Mortgage Counseling by NC Housing Finance Agency*

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**Where would you turn if a family member was suffering from bi-polar disorder?**

**If your depressed child was crying out for help?**

**If anxiety and panic were crippling a friend?**

**With the public mental health system in disarray and private services limited and often unaffordable, would there be a place to find help?**

## Individual Family Counseling (IFC)

One in five Americans will suffer a mental illness severe enough to disrupt their lives and their employment. Mental disorders account for more than 15% of the overall disease burden of our country and are second only to heart disease in their disabling and economic effects on our society.

Over 900 people in these situations found a solution last year at Triangle Family Services.

TFS has been in our community, helping those with mental disorders for decades. Our Social Workers, Counselors, Psychologists and Psychiatrists have been here to bring the healing that is needed when families face depression, bi-polar disorder, threatened suicide, panic attacks or other crippling mental illness.

TFS is a non-profit, community agency that provides the highest level of mental health care.

- Staffed by licensed Social Workers, Counselors, Psychologists, and board certified Psychiatrists.
- Providing care for depression, anxiety, post traumatic stress disorder, attention deficit disorders, substance abuse, other disorders.
- Providing a wide range of treatment choices including individual therapy, group therapy, family therapy, trauma focused therapy, DBT, EMDR, substance abuse counseling and medication management.
- Many of those treated had no insurance or were unable to find affordable treatment elsewhere.



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**Negotiating with landlords to prevent eviction**

**Helping families find more affordable housing**

**Working with families to manage their budget**

## Emergency Housing Assistance (EHA)

Did you know that.....

- Families are the largest and fastest growing segment of the homeless population.
- Children under the age of 18 account for 39% of the homeless population; 42% of these children were under the age of five.
- Preventing a family from becoming homeless costs one-sixth of what it costs to house them if they become homeless.
- EHA was effective in preventing homelessness in 94% of the families we counseled.

Over 285 Wake County people who faced this fate last year are still in permanent housing because they came to Triangle Family Services' Emergency Housing Assistance (EHA) program.

EHA intervenes at times of family crisis to prevent homelessness:



- Helping families secure public and private benefits for which they qualify.
- Assisting with job search and job skills training.
- Working with groups like Wheels

for Hope and the Food Bank to get the resources families need to get back on their feet.

- Providing financial literacy training to give families the skills they need.
- Helping financially with short term crisis expenses.
- Working with families for a year to ensure that they have the skills and resources to maintain their housing.

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**DOSE: Certified abuser treatment program by NC Council for Women**

**Accredited by the Council on Accreditation**

**Named a Triangle United Way Agency of Excellence**

## Domestic Offenders Sentenced to Education (DOSE)

For almost 20 years, DOSE has ended domestic violence in hundreds of families.

TFS's DOSE program has been here treating and educating domestic violence perpetrators with the goal to end the violence that they have brought into their families. Using recognized techniques and materials, we teach people who have committed domestic violence to accept responsibility for their own behavior, to change their thinking patterns and behaviors, and to solve problems with skills that do not include violence. We work closely with the court system and with the probation department to hold offenders accountable legally while also helping them change and develop the skills they need to stop their own violent behavior.

Did you know that.....

- Domestic violence is one of the nations leading health problems?

- In 2007, there were 86 domestic-violence related deaths in NC, 10 of them in Wake County? The most dangerous time for a victim is shortly after leaving the abusing.

- More than half of the people arrested for domestic violence are parents with young children in their home? Many of the children exposed to domestic violence in their homes will grow up to repeat this pattern in their families.



- When a couple separates, the abuser typically continues the abusive behavior in the next relationship unless something helps him change his thinking and behavior? We believe it is necessary to end domestic violence where it starts – with the abuser.

We know that change is possible.

Each year we treat approximately 500 domestic abusers. Less than 8% of them are rearrested for domestic violence.

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**What happens to a child whose parents have separated because of domestic violence?**

**Does she lose all contact with the non-custodial parent?**

**Does she live in dread of further violence between her parents when the non-custodial parent comes to get her for a visit?**

## *Time Together* Supervised Visitation

Children are the forgotten victims of domestic violence. Even when their parents separate, they may be subjected to violent or frightening encounters between their parents when the non-custodial parent comes to pick them up for visits. Or perhaps they lose all contact with a loved parent because there is not a safe place for them to visit.

For 164 children in Wake County last year there was a solution. That solution was TFS's Time Together Supervised Visitation and Exchange Center.

Time Together exists to allow children to maintain a relationship with each of their parents while assuring that victims of domestic abuse and their children are safe from further harm.

Did you know that.....

- More than half of families that separate because of domestic violence have children under 12?
- Visits or exchanges for child visitation can be a major risk time for further violence?
- Maintaining relationships with both parents is important to the healthy children.



Time Together:

- Is the first and only center-based Supervised Visitation program in Wake County
- Meets and exceeds all program Standards of Practice of the national Supervised Visitation Network.
- Works with the court system to ensure safety when the court has determined that this type of supervision is necessary.

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## 2009 Financial Information

### Revenues and Other Support

Program Service Fees	\$873,354
Triangle United Way	461,743
Creditor Contributions	149,288
Grants	1,059,166
Private Donations/Events	148,231
Investments	2,396
<b>Total Revenue</b>	<b>\$2,694,178</b>

### Expenses

I & F Counseling	\$1,160,337
CCCS	429,449
FVIS	379,362
EH&A	228,320
SV&E	223,143
Total Program Expenses	\$2,420,611
Admin/Development	257,599
<b>Total Expenses</b>	<b>\$2,678,210</b>
Change In Net Assets	(\$113,711)

### Assets

Cash & Cash Equivalents	\$188,560
Accounts Receivable	384,513
Prepaid Expenses	19,983
Furn & Equip, Net	804,319
Other Assets	12,179
Interest in Endowment	32,325
<b>Total Assets</b>	<b>\$1,441,879</b>

### Liabilities & Net Assets

Accounts Payable	\$21,767
Current portion of Long Term Debt	\$94,750
FVIS Client Deposits	1,079
Salaries/Payroll Taxes	16,622
Accrued Vacation Benefits	83,996
Long Term Debt	630,854
<b>Total Liabilities</b>	<b>\$849,068</b>

### Net Assets

Unrestricted	\$174,310
Temporarily Restricted	418,501
<b>Total Liabilities &amp; Net Assets</b>	<b>\$1,441,879</b>

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