Family Success Center 1
EXECUTIVE SUMMARY - November 2019

A FAMILY SUCCESS CENTER STORY: Nicole

Nicole is a single mother of two young children, who got involved with the Family Success Center after returning home from living in Colorado. She felt alone, didn’t know what to do or where to begin. Her mother referred her to the FSC and she began taking employment skills and computer classes. She also took yoga classes. Her two- and four-year-old children had never been in child care before, and they now love coming to the FSC with their mom. They get to interact with other children, learn, and have healthy snacks and lunch.

A Family Success Center coach helped Nicole identify her career goals, and she is now a Certified Nursing Assistant. The FSC paid for her CNA classes and the state exam, and they also put her in touch with people who can help her move forward in her career journey. Nicole credits the non-judgmental support provided here with helping her feel like she is not alone. The Family Success Center is a good place to go for help working toward your goals.

The Family Success Center is Guilford County’s first integrated service delivery model focused on families living in generational poverty. The goal is to educate and prepare able family members for careers and employment at self-sufficiency wages.

LAUNCHED March 26, 2015 at 1200 Arlington Street, Greensboro, NC 27406
- Lead Partner - Guilford Child Development
- Total of 30 integrated human services partners
- Bundled services and supports in one location with long-term case management for two generations of a family

FSC1 figures from end of October 2019 with 326 households served (412 adults, 448 children):

- Employment
  - 20% of new members are typically employed at intake; two-thirds of jobs are part-time.
  - Coaches work with members to plan a career path and obtain the education and training needed to reach financial stability for their household.
  - 77% (318 individuals) have completed job readiness classes.
  - 39% (162 adults) have achieved employment since joining the Family Success Center.
  - Volunteers are needed to help conduct mock interviews and provide job-shadowing opportunities - contact Emerald Jackson at 336-369-5046.

- Adult Education
  - At intake, about 50% of FSC members report not having graduated from high school. Earning a GED is the top priority for those adults. Each student takes a placement test to determine their level of readiness for GED testing. Individual tutoring is also available.
  - Approximately 20% (39) of adults needing a GED have earned it since joining the Family Success Center.
The FSC encourages and assists members continuing on to post-secondary education or vocational training, through applying for financial aid, obtaining books and supplies, guidance on career paths, and finding child care scholarships. FSC members concurrently develop workplace skills while working on their education, through job readiness training, using the computer lab, and building communication confidence in the FSC Speakers Bureau.

- **Financial Capability**
  - 39% (159 adults) have participated in financial capability classes since inception, and all active members will cycle through these classes as part of their pathway to a career.
  - Every student also has one-on-one financial coaching sessions with the instructor.

- **Health & Wellness**
  - 21% (85 adults) have participated in dance, yoga and other wellness classes on-site.
  - 65 wellness visits have been held on-site this quarter with the Cone Health congregational nurse, who is present two days/week. The social work intern from the UNC-G/NCA&T Joint Social Work Initiative is also present two days/week to consult with members.
  - A new core partner, Open Arms Treatment Center, joined in July and is providing counseling on-site three days/week, resulting in mental health support being available every day that the FSC is open.

- **Family and Child Development**
  - About half of the individuals served in the Family Success Center are under 18 years old.
  - 58 children are currently enrolled in high-quality, on-site early child care, which is free while parents are on-site in classes or receiving FSC services. Other young children are in Head Start, Early Head Start, subsidized private care, or home care. Coaches help parents plan and find child care assistance for work or college.
  - The FSC at Guilford Child Development is built upon the strong Head Start framework of family engagement in children's learning. Parenting support/classes and whole-family events and celebrations are also provided.

The FSC removes PERSISTENT BARRIERS to engagement: lack of transportation, the challenge of meeting basic needs (including child care), reductions in public assistance (the “benefits cliff”), and the psychological burden of poverty, including social isolation.

INVESTMENTS: Annual budget exceeds $500,000 for one FSC. Over $3.9 million was raised from 60 community leaders and 30 organizations between March 2015 and May 2019.

CONCLUSION: The poverty rate in Greater Greensboro is 20% for adults and 25% for children, 31% higher than the national average. The generational nature of poverty is evident in four zip codes (27401, 27403, 27405, and 27406). The Family Success Center is a demonstration of integrated service delivery as a system to collaborate on long-term anti-poverty solutions for children and their parents. Pilot outcomes indicated positive progress toward generational upward mobility.

United Way of Greater Greensboro has a plan to scale, expand and sustain integrated service delivery systems like this. The second United Way Family Success Center began classes in January 2019 with lead partner Salvation Army of Greensboro. The next phase is to open two more FSCs by 2022. A five-year campaign to raise $3 million is underway to ensure start-up investments for the new centers. The sustainability plan for funding FSCs includes the annual United Way campaign as well as grants from local and national foundations.

Learn more at www.UnitedWayGSO.org