

# Family Success Center 1 at Guilford Child Development

## EXECUTIVE SUMMARY – October 2020

### A FAMILY SUCCESS CENTER STORY: Frieda

*In July of 2019, Frieda became a member of the Family Success Center (FSC) at Guilford Child Development (GCD). She was seeking her GED, hoping to earn gainful employment to sustain her household, which included herself and her three-year-old granddaughter, whom she is raising. The free childcare provided by the FSC allowed Frieda to begin GED classes with our program, onsite.*

*Knowing that her granddaughter was receiving quality childcare, courtesy of the FSC Early Childhood Education Team, she was able to focus on her GED goal. In the beginning, Frieda felt out of place within FSC classes; however, with continuous coaching and support from FSC staff, she persevered. She started taking other classes, which increased her sense of belonging with the program.*

*While pursuing this personal goal, Frieda maintained part-time employment to help support her family. In July of 2020, Frieda passed the final exam needed to earn her GED. Doing this during the pandemic, with the FSC only offering virtual classes and no childcare, was an even bigger accomplishment. Soon after, she enrolled in East Coast Polytechnic Institute (ECPI) and is currently pursuing a health science degree in Medical Assisting. To ensure that her granddaughter continues to receive quality childcare as she pursues this new goal, Frieda received a childcare scholarship through the FSC's partnership with another GCD program, Regional Child Care Resource & Referral. Grandmother and granddaughter are both receiving quality education experiences, preparing them for a better future. This is what the Family Success Center is all about.*

**The Family Success Center is Guilford County's first integrated service delivery model focused on families living in generational poverty.** With bundled services and supports in one location, along with long-term case management for the whole family, FSC Coaches and partners work together 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

**FSC1 figures from Oct 19, 2020: 387 households served to date (583 adults, 674 children).**

Other figures below from the Quarterly Progress Report, as of **Sept. 30, 2020**:

- Employment
  - **59% (346 individuals)** have completed job readiness classes.
  - **37% (195 of approximately 521 adults) with employment goals have obtained jobs since joining the Family Success Center.** 20% of new members are typically employed at intake; two-thirds of jobs are part-time.
- Adult Education
  - At intake, about 50% of FSC members report not having graduated from high school.
  - **15% (43) of approximately 289 adults needing a GED have earned it.** During the pandemic, **29** of our members have been enrolled in online GED classes with GTCC.

- **12** of our members have gone on to continue their education at GTCC during 2020.
- Financial Capability
  - **33 members have been engaged in online Money Management classes** – this is our most popular virtual class, held every Monday morning.
  - **31% (182 adults)** have participated in financial capability classes to date.
  - Every student also has one-on-one financial coaching sessions with the instructor. Several members report that these individualized sessions make all the difference to their financial behavior change.
- Health & Wellness
  - **11** members have engaged in online Zumba classes regularly during the summer and fall
  - **83 of our families have received assistance from the Cone Health congregational nurse** who is normally onsite two days/week. **22** of our members have worked with her virtually so far during the pandemic.
  - **30** families have taken advantage of the “grab and go” lunches supplied by the FSC during the pandemic.
  - **96 members in total have completed nutrition classes, 7 of them in the most recent virtual session**
- Family and Child Development
  - Childcare has been suspended at the FSC during the pandemic, but the teachers are spending time in training in the meantime.
  - 9 members completed virtual parenting workshops in recent months

**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 \$5 million has been raised** from over **120** individuals and organizations between March 2015 and present.

**CONCLUSION:** The poverty rate in Greater Greensboro is almost 20% for adults and over 25% for children, which is 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.

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 sustainability plan for funding FSCs includes the annual United Way campaign as well as grants from local and national foundations.