

## Family Success Center 2 at Salvation Army of Greensboro

### EXECUTIVE SUMMARY – Fall 2020

#### A FAMILY SUCCESS CENTER STORY: Ms. Blessingill

*Ms. Blessingill is a single mother with a three-year-old son with special needs. Since joining the Family Success Center (FSC) nearly a year ago, she had been able to maintain part-time employment, but unfortunately she lost that job during the COVID pandemic. After a few months of persistence, she was able to secure another part-time position at FedEx but continues to seek full-time opportunities.*

*She and her son had been living with her mother for several years with the hopes of transitioning into her own place eventually. Shortly after starting the new employment, she did locate housing for her family. She was able to cover all moving expenses but had nothing left over for living room furniture. When assistance from another community agency fell through, her FSC coach nominated her for a special donor-designated fund. She was then able to get a living room furniture set and accessories delivered to her new home.*

*Ms. Blessingill continues to be an active member with the FSC. She is a consistent participant in the weekly Life Skills sessions offered by Peace of Hope as well as active with the coaching component. Along with securing full-time employment, she has a goal of increasing her credit score. With the joint efforts of her coach and information from the Money Bootcamp class provided by partner Housing Consultants Group, she continues to make strides towards an increased score. Ms. Blessingill plans to further pursue steps that will create opportunities for her family and is thankful for the support from the Family Success Center.*

**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, with Lead Partner Guilford Child Development

- Total of 30 integrated human services partners
- The second United Way Family Success Center ("FSC2") began classes in January 2019 at lead partner, Salvation Army of Greensboro.

**FSC2 figures from Oct. 15, 2020: 128 households served to date (151 adults, 212 children)**

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

- Employment
  - **44% (44 of approximately 101 adults) with current employment goals have obtained jobs since joining the Family Success Center.**
  - About two thirds of new members are clearly focused on employment when they enroll. Only about 25% of adults are typically employed at intake.
  - **24% (24 of 101 adults) have completed job readiness classes.**
- Adult Education
  - **We have our first high school equivalency graduate this quarter!**

- **45% (9 of 20 adults with the goal)** have been working in GED Prep class taught by Reading Connections tutors and have begun improving their test scores and passing some of their exams.
- **40% (6 of 15 adults with the goal)** have enrolled in post-secondary or vocational training (**2** have completed such training, so far).
- The FSC encourages and assists members in continuing their education to meet career goals, whether it's GED, post-secondary education or vocational training, applying for financial aid, obtaining books and supplies, exploring career paths, or finding child care scholarships.
- Financial Capability
  - **14% (21 adults)** have completed the financial capability classes and had one-on-one financial coaching sessions with the instructor. Members report improved spending habits. One reports a higher credit score this quarter.
  - When FSC2 members set their sights on home ownership, a special class from partner Housing Consultants Group helps them access an Individual Development Account. We have one new homeowner already, and another member enrolled this quarter and expects to become a homeowner in mid-2021.
- Health & Wellness
  - **25 adults** have benefited from participating virtually in the supportive “life skills” classes conducted by the mental health partner, Peace of Hope. The class is continuing virtually.
  - **16 members** have visited the on-site Cone Health congregational nurse and 7 have met with the Peace of Hope counselors, to date.
- Family and Child Development
  - **FSC2 staff invested time and attention to helping parents cope with online schooling, which has brought additional stress to many of our families.**
  - Childcare has been suspended at the FSC during the pandemic, but the teacher is spending time in training and taking on special projects in the meantime. Recently she was certified as a Nurturing Parent Program Facilitator.

**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 toward generational upward mobility.

United Way of Greater Greensboro has a plan to scale, expand and sustain integrated service delivery systems like this. The first United Way Family Success Center began classes in April 2015 with lead partner Guilford Child Development. The sustainability plan for funding FSCs includes the annual United Way campaign as well as grants from local and national foundations.