

Family Success Center 2 at YWCA Greensboro IMPACT SUMMARY – December 2023

A FAMILY SUCCESS STORY: Amber Washington

The Washington family—mom, teenage daughter, and two-year-old son—have been active members of Family Success Center 2 since November 2021. Ms. Washington encountered some financial challenges earlier this year due to reduced hours at work. One huge setback was a car accident that totaled her car, the family's only mode of transportation. Thankfully, she had insurance that enabled her to secure a new vehicle.

These unexpected issues were stressful, but she was determined to keep going and enlisted the help of her support system. Recently, she obtained employment as a Childcare Teacher with the same organization that provides child care for her son. This makes life easier, and also the new job allows her to gain valuable exposure and experience in the early childhood field where she would like to build a career. Ms. Washington's daughter is enrolled in Honors and Advanced Placement classes in high school and keeping up with the challenging load. The whole family attended Family Success Center's Family Game Night this fall and the Holiday Family Photo Shoot in December.

While being a full-time single mother and maintaining part-time employment, Ms. Washington also takes night classes to work towards earning her natural hair care licensure. With the help of her Success Coach who has known her for years, and with her children doing well, she continues striving to meet her goals for her family's vision of success.

The UWGG 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 coaching for the whole family, FSCs provide a holistic approach to ending poverty. Coaches and partners work together to equip, support, and cheer on members for career and life success. Persistent barriers to engagement are removed: lack of transportation and child care, the distracting urgency of meeting basic needs, and the social isolation of poverty.

LAUNCHED March 26, 2015 at 1200 Arlington Street, Greensboro, NC 27406 with Lead Partner, Guilford Child Development (now called Children & Families First), the UWGG-designed program now collaborates with 30 human services partners in two FSC locations in Greensboro. The second FSC opened to members in January 2019 at Salvation Army and relocated to YWCA Greensboro in July 2023.

FSC2 figures from Dec. 30, 2023: 179 households served to date (224 adults, 299 children):

Employment

- **81% (108 of approximately 134 adult FSC2 members) with employment goals have obtained new or better jobs since joining the Family Success Center.**
- **28% (38) members working on employment goals have completed job readiness classes.** About 60% of new members are clearly focused on employment when they enroll. Others may need further education or stable housing or health before seeking a new job. Only about 25% of adults are typically employed at intake.

Adult Education

- **One** FSC2 member completed a rigorous, paid vocational training program from Cone Health and obtained her Certified Medical Assistant licensure along with a job at the end. Her pay more than doubled, and she is on a career track with a future. The next CMA Academy cohort will offer more members the same opportunity.
- **Three** FSC2 members have earned a GED or high school equivalency diploma. At intake, about 50% of FSC members overall report not having graduated from high school.
- **15** members (**17%** of the estimated need) have spent time working toward their GED with help from FSC2 and partners.
- **14** members have completed post-secondary education or certifications since joining FSC2.

Financial Capability

- **30%** of member households (**54** adults) have completed the “Money Bootcamp” financial capability classes to date. 1 member reported increasing their credit score to over 750.
- **6** members opened new bank accounts
- **8** members attended a special workshop with new partner, Piedmont Advantage Credit Union, on “Money, Women, and Relationships” and subsequent 4-part Financial Education series.
- **15** households have increased their income over the federal poverty line for their family size. While the federal measure is only a milestone on the way to self-sufficiency, it contributes to the “Bold Goal” UWGG is leading: 3,000 households move above the line by 2030.

Health & Wellness

- **47%** (**106**) members took part in our Life Skills support group/class, led by our behavioral health partner before and throughout the pandemic with over **30** members.
- **8%** (**17**) members have received behavioral health services through referrals.

Family and Child Development

- FSC2 Success Coaches continue to develop new programming based on members’ interests, including a parenting class, a fitness group, a confidence-building series, and a partner led self-defence class.
- **13** member families had a free professional holiday photo shoot, which was the first for many.
- **102** unique children have been served in the FSC2 child care and **55** by partner Boys & Girls Club.
- **12** FSC families have been assisted in obtaining child care scholarships.

INVESTMENTS: The annual budget exceeds **\$700,000** for one FSC. **Over \$8 million has been raised from over 170 individuals and organizations since March 2015.** UWGG will continue to acquire funding for Family Success Centers through grants from local and national foundations, government grants, direct support through donor-designated gifts, and through unrestricted annual campaign donations. Ongoing foundation grant requests are targeted toward those with program goals to invest in anti-poverty solutions, collaborative problem solving to build vibrant communities, and/or putting people to work through workforce development – education and training.

CONTEXT: The poverty rate in Greensboro overall is about 22%, and 30% for Greensboro children, meaning their household income is below the Federal Poverty Guidelines for their family size (e.g. \$31,200/year for a family of four). In the ZIP codes of the FSCs, however, the poverty rate is 22% and 37%. Poor economic mobility is associated with institutional racism, and the Southeast has the worst upward mobility statistics in the country. The Family Success Center is a demonstration of integrated service delivery as a key strategy to collaborate on long-term anti-poverty solutions for children and their parents. Learn more at www.unitedwayGSO.org