



**COLLABORATIONS QUARTERLY
PERSPECTIVES FROM THE CHILDREN & FAMILY SERVICES CENTER
VOLUME 23 - SUMMER 2018**

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HELLO AGAIN!

Summer is winding down!

And many of CFSC's agencies are already preparing for the start of a new school year. Read more about their plans in this issue of *Collaborations Quarterly*, Children & Family Services Center's e-newsletter designed to keep stakeholders engaged in the happenings at CFSC and our member agencies.

Please share this newsletter with your staff and supporters as better communication leads to more effective collaboration.

Have you visited our social media platforms? Connect with us on [Facebook](#), [Instagram](#), [Twitter](#), [LinkedIn](#) and our [website](#).

#childrenfamilyclt

Regions Bank donates office furniture

One of Care Ring's board members, Jeff Brinkman, a SVP and commercial market manager for Regions Bank, approached CFSC and Care Ring when his branch was in the early stages of relocating to a new building uptown. Regions offered *all* the existing furniture in their SouthPark location to CFSC and the other agencies in the building. All told, CFSC and our partner agencies have 29 new desks, 271 new chairs, 33 new tables and various other furnishings (lamps, whiteboards, paintings, office supplies and more, thanks to Jeff and Regions).

Many of the agencies took advantage of this generous offer and have benefited greatly from the donation. Banu Valladares, executive director of Charlotte Bilingual Preschool said, "Thanks to your generous gift, our offices look wonderful, creating a welcoming, professional environment that inspires confidence in our ability to provide the services that, for the last 19 years, have led low-income Spanish-speaking preschool children and their families to success in school and life."

Everyone is grateful to Regions Bank for a gift that allowed us to upgrade our common areas, conference and waiting rooms and individual offices. The donated furnishings provide a more comfortable and welcoming center for all who visit.

See some of the improvements - click [here](#).

Novant Health and Care Ring collaborate to better serve clients

In May, Care Ring implemented Epic, a premier electronic health record. This transition would not have been possible without the donated services and support of Novant Health. Novant Health Community Connect enables independent groups such as Care Ring to connect to Epic's practice management and electronic health record technology.

Through Novant Health Community Connect, Care Ring received comprehensive training for all staff, expert IT and infrastructure support, as well as a successful software build and go-live process. Because Care Ring's Clinic serves low-income, uninsured patients, Novant Health donated all their services free of charge. "Care Ring's staff, board and patients are incredibly grateful for Novant's in-kind support that made this transition possible. Without their guidance and support, access to such a sophisticated EHR would have been cost-prohibitive," said Don Jonas, executive director of Care Ring.

In our first two months since implementation, we are already experiencing the incredible

benefits to patient care coordination, communication and administrative efficiency. Epic is a powerful tool that supports our role as advocate and care coordinator for our patients. Particularly given the limited experience many of our patients face in navigating a complex health care system, this easy-to-use system is critical to improving patient outcomes. In the coming year, Care Ring looks forward to further maximizing the benefits of this powerful technology to provide patients with the highest level of care.

Won't you be our neighbor?

Do you know of an organization looking for great space and service-minded neighbors? Send them to us!

The CFSC building has contiguous office space ranging from 1,640 to 2,487 square feet. It's Class A office space in the heart of uptown, and the rent is \$25 to \$26 per square foot.

You already know the benefits of being part of CFSC. Easy access to light rail and the transit center make our building an ideal location for any organization serving clients who rely on public transit. Access to our own surface parking lot makes the space even more attractive.

There are also individual cubicles available for rent for startup non-profits, and smaller non-profits in need of a landing spot. Our co-working space is a great place to get a business going or to have a quiet place in the center city to work.

Please refer potential partners to Becca Dolan at 704.943.9409 or bdolan@childrenfamily.org. Learn more at www.childrenfamily.org/available-space/.

Speaking of neighbors ...

Former HopeWorks tenant, Community Building Initiative (CBI) recently rented the suite next to CFSC Administration & Shared Services. We are excited to have CBI as our new neighbor in suite 460. CBI was established in 1997 by government and civic leaders to achieve racial and ethnic inclusion and equity in the Charlotte-Mecklenburg community. To learn more about CBI, visit www.cbicharlotte.org.

AGENCY MILESTONES

RECENT SUCCESSES & UPCOMING EVENTS

A Child's Place

www.achildsplace.org

Shantiqua Neely, Executive Director



As we head into a new school year, there are many items students need. One of the biggest: uniforms. Just as students need to be prepared with supplies at the start of every school year, it is equally important for them to have the proper attire.

We want our students to enter the classroom confident and equipped with the right clothes for their school. The families we serve are on a tight budget, so the beginning of the school year can be a stressful time for both the student and parents.

Outside the normal first day jitters, a financial weight falls on the family to provide new clothes and supplies for each child. Our desire is to eliminate this worry from our families' minds and allow them to focus on finding stable housing, employment and feeding their family.

Luckily, through Share Charlotte's Summer SHARE campaign we were able to showcase some of our most desperately needed items and share with the community how they can help.

We are pleased with the outpouring of support. We collected more than 200 uniforms, school supplies and personal hygiene items.

Care Ring

www.careringnc.com

Don Jonas, Ph.D., Executive Director



MAJOR MILESTONES: Care Ring is proud to share some recent achievements!

- We have now served **1,000 families** through our **Nurse-Family Partnership** program, and just added the 11th nurse to our cohort to begin serving even more families.
- Additionally, we recently announced that our **Physicians Reach Out** program has now given **\$150 million in donated medical care** back to the community.

RUN FOR THEIR LIVES: Join us at the **OrthoCarolina 10K Classic** on Saturday, Aug. 18.

Care Ring is one of three beneficiaries of the race this year. We will be there to cheer on 2,000 runners and promote our mission. Sign up to run or volunteer with us at the race at www.orthocarolinaclassic.com.

HOPE FOR COMMUNITY HEALTH LUNCHEON: On Thursday, Oct. 11, Care Ring will host its biggest fundraiser of the year, the **HOPE FOR COMMUNITY HEALTH** luncheon. This year's theme will be "Stand Up for Care Ring." Our most passionate supporters will gather and host tables to raise money for our mission of helping people in need gain access to quality

healthcare services. To learn more about being a table captain or having a vendor table in the Expo area, please contact Elizabeth Hyland at ehyland1@careringnc.com.

Communities In Schools

www.cischarlotte.org

Molly Shaw, Executive Director



9 School Tools Campaign - Please donate supplies Aug. 15-26

The annual **9 School Tools Campaign** kicked off August 1 at the NASCAR Hall of Fame Plaza. This is the area's largest school supplies collection that distributes supplies to children in need in 22 counties in North and South Carolina.

WSOC-TV Channel 9, in partnership with Communities In Schools and Classroom Central, promotes this important effort to help all kids have what they need as they head back to school in late August. Please help by donating needed school supplies or even hosting a collection drive at your business. Find out how and where to donate and additional details at www.9schooltools.com.



Communities In Schools' Fall Fundraiser at The Fillmore

Join Communities In Schools (CIS) for a "lowcountry" good time **Sept. 29 at The Fillmore from 7-10 p.m.** The 10th annual **Lowcountry** event will raise critical funding to support the mission of CIS.

Enjoy a delicious lowcountry buffet and craft libations, all while perusing amazing silent auction items. The evening offers an upbeat atmosphere complete with thoughtful conversation and a sense of purpose. All net proceeds go to support the students and mission of CIS. Tickets are \$100 per person, but you save when you buy early. **All tickets are 25 percent off until Aug. 31.** Purchase online today at www.Lowcountry.givesmart.com.

Community Link

www.communitylinknc.org

Floyd Davis, President and CEO

VITA is VITAL to our community's economic vitality! And VITA's value cannot be overstated for CFSC families.

Community Link's IRS Volunteer Income Tax Assistance (VITA) program is a win/win. From January through April of this year, more than 100 certified VITA volunteers at Community Link-sponsored sites completed 4,579 tax returns for low- and moderate-income households in Mecklenburg and Union counties.

VITA tax payers saved an estimated \$250 each in preparation fees for a total savings of \$1,144,750. Plus, they received \$5,331,361 in tax refunds, including Earned Income Tax Credits (EITC) and child and education tax credits. When using the "multiplier effect," the total economic impact is valued at more than \$9.1 million!

Thank you to CFSC partner agencies for investing in VITA. Nearly 3,000 tax returns were completed for CFSC partner agencies' clients – saving clients \$731,000 in tax preparation fees alone. And, 311 tax payers completed prior years' returns. In years past they did not know about VITA free services and they did not have the cash to pay a preparer.

A shout out also to AARP for partnering with Community Link to support senior citizens. AARP processed over 5,000 returns at eight Mecklenburg County locations. Collectively, Community Link and AARP prepared 10,474 returns.

RAIN

www.carolinarain.org

Debbie Warren, Executive Director



Live fully. With or without HIV.

RAIN receives grant to expand services

RAIN is grateful to United Way of Central Carolinas for their recent \$100,000 grant to expand our mental health and PrEP programs. QNotes published an excellent article about the need for expanded PrEP services and RAIN's work in this area. For more information, [click here](#).

Safe Alliance

www.safealliance.org

Karen Parker, President and CEO



Last December, 40 Charlotte community leaders attended the **Family Justice Center** conference in Greensboro and left inspired to create a Family Justice Center of our own. The Family Justice Center is a victim-centered, trauma-informed model in which multiple

domestic violence, sexual assault and child abuse organizations are co-located in a single place. While at the center, victims may access police, sheriff's deputies, advocates, counselors, prosecutors, medical professionals and other key support entities. These partner organizations develop deep collaborations which result in significantly reduced domestic violence-related homicides, increased victim safety and increased prosecution of offenders while helping break the cycle for children who have witnessed or experienced violence.

Join us for a two-day strategic planning meeting, at 345 N. College Street, for Charlotte's Family Justice Center on **Wednesday, Sept. 12 and Thursday, Sept. 13**. You will have the opportunity to work in small groups and offer feedback on what services and service structures you would like to see in our community. We will also begin to form specific committees at this gathering that will help guide our work as we move forward.

Register today at www.charmeckfamilyjusticecenter.org/.

Questions? Email Craig Varnum at cvarnum@cmpd.org or Laura Lawrence at laura@safealliance.org.

Smart Start Mecklenburg Partnership for Children

www.smartstartofmeck.org

Nancy Hughes, Executive Director



Pre-K is now available for more children in Mecklenburg County

This school year, Mecklenburg County is opening 33 classrooms to serve 600 Pre-K children in the community through a \$9 million grant Smart Start received from the county.

Decades of research have shown that Pre-K makes a difference in the school readiness of children – not just in the short-term to get children ready to succeed in school, but in the long-term as children mature, become employed and contribute to the economy.

This important opportunity is county-funded and, therefore, free for children who qualify. Classrooms will be located across the county (check our website for updated locations at www.smartstartofmeck.org/meckprek). All MECK Pre-K classes will be taught by a licensed teacher and teacher assistant.

To apply for the 2018-19 school year, a child must be age 4 on, or before, Aug. 31, 2018 and live in Mecklenburg County. Families must show the legal name and date of birth of the child, proof of residency in Mecklenburg County and household income.

For more information on the MECK Pre-K Program, call Smart Start of Mecklenburg County at 704-943-9585.

Parents can schedule a screening appointment by emailing meckprek@smartstartofmeck.org.

Visit www.smartstartofmeck.org/meckprek to learn more about upcoming registration events and how to apply.

Supportive Housing Communities

www.supportivehousingcommunities.org

Pam Jefsen, Executive Director



You're invited! An exciting new event has been added to the SHC calendar this year. For the past five years, Myers Park Baptist Church has generously hosted a McCreesh Day Cookout

for SHC residents. This year, with the continued support of Myers Park Baptist Church and the added support of Roundpoint Mortgage, we are transforming this event into an SHC Family Reunion.

Saturday, Sept. 22

11 a.m. to 2 p.m.

Cordelia Park, 2100 N. Davidson St.

(conveniently located one block from McCreesh Place)

Agency partners, sponsors, donors, volunteers, residents, staff and everyone's families are invited. There will be lots of good food, music and games and activities for all. Everyone attending is asked to bring a favorite dish to share at the family reunion. We hope you will celebrate being a part of our SHC family.

Please respond to Malia Suhren at malia@aplacetoiveagain.org by Sept. 10.

Please come help us celebrate our new apartment community on Saturday, May 5 from 11 a.m. to 1 p.m. at St. Johns Place (2314 St. Johns Church Road) in Charlotte.

To respond, please contact Malia Suhren at malia@aplacetoiveagain.org.

The logo features the words "HOPEWORKS" and "MILESTONES" in a bold, white, sans-serif font, stacked vertically on the left side of a teal rectangular background.

HOPEWORKS
MILESTONES

RECENT SUCCESSES AND UPCOMING EVENTS

Community School of the Arts



Join CSA this Fall

Community School of the Arts is excited to announce our 2019 fall semester programs, which teach our future leaders the skills needed to be successful – innovation, imagination, critical thinking and collaboration.

This semester, we're offering art and music classes for students ages 3 to adult, along with workshops for children, adults and families. CSA is also excited to kick off another season of the **Charlotte Children's Choir** and **private music and art lessons**. To enroll in classes and workshops online, [visit our website](#).

NC MedAssist

NC MedAssist FREE OTC Store Opening July 25th



OTC Items Available

Cold, Cough, & Flu
Allergy
Children's
Pain Relief
Vitamins
Digestive

Exciting News!

NC MedAssist is opening a **FREE STORE** for individuals who need **over-the-counter medicines** such as allergy, pain, first-aid and vitamins.

Individuals and families can pick up at least 5 items every 30-days for free!

Store Days and Hours

Mondays, Wednesdays, and Fridays
10:00 am - 4:00 pm

Store Address

4428 Taggart Creek Road, Suite 101, Charlotte, NC

For more information visit www.medassist.org or call 704.536.1790

Exciting news! The Over-the-Counter (OTC) Free Store/The Gerhart Community Medicine Shoppe is now open to any individual needing OTC medication. The store is adjacent to The NC MedAssist Free Pharmacy (4428 Taggart Creek Rd., Suite 101) in Charlotte. Individuals may shop every 30 days and choose up to five free items to take home. Items include vitamins, medications for cold and cough, allergies, first aid and more. The OTC Free Store is open to the public on Mondays, Wednesdays and Fridays from 10 a.m. to 4 p.m. For questions, visit www.medassist.org or contact Renée Warner at rwarn@medassist.org.

NEWS YOU CAN USE

Role of The Chief Executive in Organizational Governance (Part 2)

The following is from *Board Fundamentals*, published by BoardSource:

Chief executives sometimes resent the amount of time they must spend on relating to the board and its members rather than on their “real work” of organizational management. These complaints usually come from chief executives who serve less effective boards where board members are unclear about their responsibilities, meetings are unproductive, or commitment

to the mission is uneven.

Rather than feeling victimized by the board, chief executives in such situations would be well advised to accept the fact that providing leadership for board development and board effectiveness is one of [their] responsibilities ... whether or not it is spelled out in their job descriptions. This includes getting to know their board members and understanding the perspectives that influence their concerns and their actions. It also includes involvement in board education, participation in new board member orientation and preparation [for] productive board meetings.

Unfortunately, some chief executives fail to understand the importance of having a well-informed and actively engaged board and seek to control their boards by controlling the amount or content of information they give them. Some also seek to control their boards by providing undue influence over the selection of new board members.

[These behaviors] weaken the organization's governance. In the long run, this will result in organizational vulnerability.

One way in which chief executives can help establish an effective governance team is to develop a productive partnership with the board chair. If these two communicate and work together in their respective roles of staff leader and board leader, issues that need attention can be identified and misunderstandings avoided ... By serving as a confidential sounding board for each other, they also strengthen each other's performance to the benefit of the organization. Since each person in the partnership may have different expectations and needs, it is crucial that assumptions and preferences be openly discussed and negotiated every time there is a change in either position.

Since governance deals with authority and accountability, it is to some extent a political concept, so it should not be a surprise to find a bit of tension in the board–chief executive relationship. The board has *ultimate* power, and the chief executive has *immediate* power. The two parties can be expected to see things differently. The chief executive is accountable to the board but usually has more information and more day-to-day influence on organizational affairs than does the board. The board is accountable to the organization's stakeholders, represents a variety of perspectives and levels of information and has limited time available.

THE LAST WORD

P.S.

Let's keep the conversation going. Tell us your success stories, how collaboration has helped your clients and what you'd like to see in *Collaborations Quarterly*.

Contact bdolan@childrenfamily.org with your feedback and story ideas.

Like us on Facebook, Twitter & Instagram



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