

CSFC News | Volume 4 Summer 2013

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COLLABORATIONS QUARTERLY:

PERSPECTIVES FROM THE
CHILDREN & FAMILY SERVICES CENTER

HELLO AGAIN!

Welcome to *Collaborations Quarterly*, Children & Family Services Center's quarterly e-newsletter, designed to keep stakeholders updated on happenings at CFSC and our member agencies. Increased communication enhances collaboration, so please share the newsletter by forwarding it to your staff and supporters.

A New Era for CFSC

Peggy Eagan, executive director of Children & Family Services Center, Inc. since its inception in 2001, left the Center June 14 to take on a new role as director of the Department of Social Services (DSS) for Mecklenburg County. The Center's board of directors appointed its chief financial officer, Shelly White, to serve as interim executive director. White served as interim executive director for four months in 2012 when Eagan was on sabbatical.

Bob Simmons, board president, reports that the board has started its already-planned update to its strategic plan, envisioning the role the Center will play in the community in the next three to five years. "One of the outcomes of this process, expected to be complete at the end of September, will be a more clearly defined role for the new executive director," said Simmons. "The board anticipates the search process will be complete by the end of the year. In the meantime, we are fortunate to have someone of

complete by the end of the year. In the meantime, we are fortunate to have someone of Shelley's skill, talent and experience to step immediately into a roll she knows well."

Board members and community leaders have praised Eagan's role in leading the Center for more than a decade. "Peggy has long been a leader in serving children and families of our community," said Will Packard, a former president of the Center's board. "As we enter our second decade of operation as a community resource for our neighbors in need of assistance, we are excited about the opportunity to continue building on the strong legacy Peggy leaves us of efficient and effective service."

"Today, agencies in the CFSC building collectively serve over 150,000 clients each year, wrote Don Jonas, executive director of Care Ring in his blog InTheRings.org. "The CFSC building is a national model – communities from across the country come to Charlotte to understand how this innovative nonprofit partnership was conceived and assess how it operates."

Jonas continued, "Perhaps Peggy's greatest legacy at the Children and Family Services Center will be the creation and expansion of shared service agreements among participating agencies. Conventional wisdom suggests nonprofits are slow to adapt to market changes. They seek shelter in their silos, afraid to partner with others for fear of losing their funders.

"But Peggy led the drive to bring nonprofits together to identify core shared functions that could be delivered more effectively through partnership," Jonas continued. "Six of the nonprofits headquartered in the building – including my agency, Care Ring – are today part of shared services in the CFSC. We share critical HR, IT, building security, finance and accounting functions. By jointly funding these behind the scenes functions, we are liberated to focus on our mission."

Looking Back on a Decade

On April 18, CFSC celebrates 10 years of shared service to the community

Our 10th anniversary celebration began with all partner agencies' staff sharing a breakfast catered by Second Helping. This incubator business began as a partnership at CFSC with Changed Choices, a nonprofit that helps women transition from prison back into the community. We are happy to have them as a partner.

Then, board president Will Packard reminded everyone that while many say they collaborate, CFSC and partners actually do. And it makes a difference to the people we serve. He then introduced our new CFSC video, which will be used with boards, staff and donors to educate them about our services. Will talked about our time capsule, and invited everyone to share their visions for what CFSC and the partner agencies will have collectively accomplished by 2023. The time capsule will be opened at our 20th anniversary celebration. Until then, it remains sealed and housed in the CFSC office suite

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The celebration continued with a board and donor event that evening. Guests were welcomed by Greg Jarrell, a saxophonist; greeted by CFSC agency EDs and staff; entertained by Rachel Bettendorf, a 14-year-old guitarist from the Community School of the Arts; and dazzled by the culinary creations of Porcupine Provisions Catering.

Susan Patterson of The John S. and James L. Knight Foundation, which funded the first three years of collaboration at CFSC, attended. That funding set the stage for what would become a nationally recognized model for co-location and shared services.

One of the night's most exciting announcements was that CFSC will soon have a new partner agency – Regional AIDS Interfaith Network (RAIN). RAIN is in the process of designing their offices and plan to move into the building in September.

Incoming CFSC President Bob Simmons shared his memories of what has, for him, been a 15-year labor of love. He introduced Barbara Spradling, known as the “godmother” of our building, who kept the dream alive for several years while a location was identified, deals were made and more than \$10 million was raised to make it a reality.

Bob invited attendees to offer a wish for the children and families of Charlotte as well as the caring and committed staff who serve them. Those wishes also went into the time capsule.

We have accomplished much during these past 10 years, and we have much left to do in the next 10 years and beyond. Thanks for all you've done to get us this far. Here's to our future together.

Thanks for your collaboration.

AGENCY MILESTONES

RECENT SUCCESSES & UPCOMING EVENTS

A Child's Place

Annabelle Suddreth, Executive Director



Congratulations to students and staff at Martin Luther King, Jr. Middle School. As part of Child Abuse and Awareness Prevention Month, we collaborated with Communities in Schools and asked our partner CMS middle schools and high schools to help raise awareness of the issue.

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Students were asked to make displays, posters and other art representing their awareness of child abuse. Their art was displayed in our building in late April, and the staff voted on their favorite project. The winning MLK, Jr. students created a globe with hands on it with statements such as “Notice,” “Stop the Abuse” and more.

Care Ring

Don Jonas, Ph.D., Executive Director



Care Ring's Nurse-Family Partnership Program (NFP) “delivered” 12 babies during first quarter 2013. NFP nurses mentor moms during pregnancy and through the child's second birthday. The program serves 100 at-risk, first-time moms and their babies each year. This anti-poverty, self-sufficiency model for first-time, at-risk moms focuses on maternal health, safe delivery and babies' health, appropriate early childhood development, moms' self-sufficiency and early childhood literacy.

Currently, Care Ring has four home visitation nurses who each serve 25 moms. About 2,100 moms fit the county demographics. Other home visitation programs serve 300 moms total so 1,600 at-risk area mothers go unserved annually.

Communities In Schools

Molly Shaw, Executive Director



Mark your calendars for **Saturday, Sept. 21. Lowcountry on the Green** is on Saturday, Sept. 21. It's a fabulous lawn party at the Mint Museum on Randolph Road with Lowcountry fare, live music and a silent auction – all to benefit Communities In Schools.

Community Link

Floyd Davis, President and CEO



Take a look at what Community Link did during this year's tax season:

- 18 community income tax preparation sites
- 200 volunteers
- 5,300+ volunteer hours
- Nearly \$100,000 in volunteer labor
- Millions of earned income and other credit refunds to assist individuals and families with dollars that ultimately help sustain their housing

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Council for Children's Rights
Curt Walton, Interim Executive Director



Council for Children's Rights has selected clinical psychologist and nonprofit executive Dr. Susan Campbell to lead the organization as executive director.

Dr. Campbell comes to Charlotte from Georgia, where she has spent her entire career as a passionate advocate for the betterment of children. Her diverse experiences include working in community mental health centers; helping to launch the Northwest Georgia Child Advocacy Center; serving as clinical director of the Georgia Center for Children; and establishing a distinguished private practice offering therapy to adults, children and families. Her background also includes training for law enforcement and child protective services personnel, and providing expert testimony in criminal and family law court cases. She holds a Ph.D. in clinical psychology from Georgia State University and is a graduate of Davidson College.

"Leading such a respected organization that is so vital to our community is an important step for me, personally," said Dr. Campbell. "Working for the safety and well-being of children is what I feel most passionate about, and most authentic doing. I am confident that my clinical background along with my multidisciplinary, board and courtroom experience will advance the Council's collaborative efforts in the service to area children in crisis."

The legal team, under Managing Attorney Robert McCarter's direction, continues its history of breakthroughs. A few examples:

- Our custody advocacy program team was instrumental in resolving a case involving an 8-year-old in the middle of a bitter custody battle who was extremely disruptive and failing at school. After four years of working with the school, the court system and a father who was initially wary of any intervention, the CFCR team worked out a plan to set up the child with the proper school testing and services. He's now above grade level in all subjects and has many friends at school.
- An individual advocacy team attorney helped the frantic single mother of a 7-year-old boy after he was released from a psychiatric residential treatment facility. The mother didn't have adequate insurance for mental health services. Within about a week, the attorney helped the child get in-patient care, with his medications adjusted due to serious side effects, got him on Medicaid; and ensured he was placed at an appropriate, close-to-home facility for his education and treatment.
- The children's defense team found the appropriate help for a 13-year-old boy, committed to an inpatient mental health hospital, who faced 11 sexual- and fire-related charges in juvenile court. The team, upon discovering that the teen had

been seriously abused in the past and had not gotten proper treatment, connected the boy with a child psychologist who helped him recover socially and academically.

In its first four years, The Larry King Center has had major successes, including gains in research, planning and policy advocacy. Highlights include:

- *Whole Community, Whole Child: A Forum on Community Schools* brought together more than 90 community partners to hear Jane Quinn, national expert on community schools, and a panel of speakers on local education initiatives that included Reid Park, United Way Collective Impact and Project L.I.F.T.
- Triple P: Positive Parenting Program. The center-led collaborative planning process resulted in a grant award to the Mecklenburg County Health Department for a community-wide implementation of this evidence-based parent education and support program to promote healthy child development and reduce child mistreatment instances.
- Out-of-School Time Framework. We compiled research and engaged 45 community partners to create an Out-of-School Time Framework to support learning, enrichment and healthy development for all children outside school hours.

NC MedAssist

Lori Giang, MBA, Executive Director



Some people have asked if there will still be a need for NC MedAssist once the Affordable Care Act becomes law. Our answer is: YES! Here's why:

State governments can choose not to expand Medicaid programs without being penalized by the Federal government. Because North Carolina has chosen not to expand Medicaid to include people making up to 138 percent of the Federal poverty line (FPL), these individuals will remain uninsured. Currently, 85 percent of our clients have income at or below 138 percent of the FPL. And 72 percent have incomes below 100 percent of FPL, making them ineligible for Federal subsidies to help pay for insurance.

So, even after Jan. 1, 2014, this low-income group will remain eligible for our program because they will remain uninsured.

Furthermore, the Affordable Care Act has an opt-out clause if insurance premiums are unaffordable. If health insurance premiums for an individual are more than 8 percent of his gross income, then he can opt out of buying a policy. Based on this, someone earning 200 percent of the FPL (or \$22,980 annually) would have to find an insurance policy for less than \$149 each month. Most individual insurance policies start well above that amount.

MedAssist will continue to receive donated medications from pharmaceutical companies and, in turn, provide them at no cost to clients. We are very efficient at dispensing

medications; it costs MedAssist just \$12 per month per client to provide them with \$500 worth of medications.

We have served Mecklenburg County for 15 years and the entire state for the last three years. Even when the Affordable Care Act goes into effect, there will still be a great need for the service we provide.

Smart Start of Mecklenburg County

Jane Meyer, Executive Director



Save the date for our first annual Toast for Tots. 5Church, one of Charlotte's hottest restaurants, will be the site for a special evening of great food and company and a silent auction benefitting Smart Start. We're gearing up for a great event on **Thursday, Oct. 10.**

Safe Alliance (formerly United Family Services)

Phil Kline, President and CEO



At Safe Alliance, we are so grateful for the support we receive from friends, donors, volunteers, the faith community and corporations that enable us to make real our mission of providing hope and healing to people in crisis. We enable people to transition from violent situations to safety. And we empower people to heal after trauma. A few of our highlights so far this year:

- The new Clyde and Ethel Dickson Domestic Violence Shelter is operating smoothly and providing a great service to the community. On average, more than 70 women and children are staying with us each week until they are able to transition to safe environments.
- The Avett Brothers performed at a benefit to support victims of sexual assault and rape in Cabarrus County. It was a wonderful evening and important fundraiser for Safe Alliance.
- We are also grateful that Community Matters: Insurance Partners of Charlotte held its second annual dodge ball tournament that was also a significant fundraiser; as local insurance companies collaborated to support our domestic violence programs and services.
- For the 16th year, more than 400 men gathered at Bank of America Stadium for the Men for Change Breakfast and Silent Auction. This powerful event is a platform for business, faith and community leaders to take a stand a public stand against domestic violence while modeling respectful behavior toward women that their sons can observe and follow.

NEWS YOU CAN USE

Fit4Work ... may lead to Fit4Life

By Belinda Foulk

HR Coordinator, Children and Family Services Center

The Children and Family Services wellness initiative, called *Fit4Work*, is designed to increase awareness of our own health and encourage employees at our partner agencies to take charge of their overall mental and physical health. (Decreasing healthcare costs for both individuals and the company is part of the plan, too.)

Programs we established as part of *Fit4Work* include:

- **Wellness tips of the week** sent via email on popular health-related topics.
- **Monthly lunch and learns.** Healthcare specialists present information during the lunch hour on topics including diabetes management, nutrition, holistic approach to overall health, financial health and managing sleeplessness.
- **Health fair.** CFSC's benefit providers, local vendors and health professionals share information during a twice-yearly, two-hour event. Each vendor also provides a raffle gift for employees. Our next health fair is scheduled for mid-November.
- **Onsite biometric screening.** We partnered with Carolinas Healthcare to provide biometric health assessments for all CFSC Shared Services employees. This provides employees with a comprehensive view of their overall health.
- **Yoga classes.** Power Performance Yoga is offering yoga classes in the building for just \$8 per class. They're open to anyone in the building.
- Our **walking club**, called *The City Sneakers*, meets three days a week to walk a mapped route in the neighborhood to increase activity levels during the work day.
- Our partnership with **Know Your Farms** means we are now set up as a delivery site for fresh, locally grown produce. This great benefit is available to everyone in the building. Produce is delivered on Wednesday at lunchtime directly to the applicable agencies – either weekly or bi-weekly – as requested.

We first began *Fit4Work* last August 2012 have heard from many employees that our Lunch and Learns, combined with the biometric testing, have helped them develop a greater understanding of their health needs and how to proactively manage health conditions. It's not an exaggeration to say the program may even be saving lives. Two employees discovered a previously unknown health condition which they were then able to manage with their doctor. So *Fit4Work* may have aided in preventing a catastrophic medical event, such as a heart attack or stroke.

If you haven't joined us yet, please get involved in *Fit4Work* and see the difference it could make for you.

THE LAST WORD

Let's start a conversation. Tell us your success stories, how collaboration has helped your clients and what you'd like to see in Collaborations Quarterly. Contact pageleggett@yahoo.com with your feedback and story ideas.

CHILDREN & FAMILY SERVICES CENTER

601 EAST FIFTH STREET, SUITE 100 | CHARLOTTE, NC 28202 | P 704-943-9400

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