



# Annual Report

Fiscal year 2019-2020

Nearly 2000 people served!

## Board of Directors

Kate Shirah (President)

Kevin Griffin (VP)

Rachel Galanter (Executive Director)

Alan Jessup (Secretary)

Verona Middleton-Jeter (Treasurer)

Nancy Gordon (Member at large,  
past President)

Jeannine Brown

Quinn Garber (Fuqua on Board)

Leanne Link

Alysha McFall (Fuqua on Board)

Susan Sugarman Kirsch

Barbara VanDewoestein

Perry Witted



3400 Croasdaile Drive, Suite 206

Durham, NC 27705

Phone: 919-403-8249 | Fax:

919-493-5725

[www.exchangefamilycenter.org](http://www.exchangefamilycenter.org)

## Our Mission

The Exchange Family Center makes children's lives better by strengthening their families, teachers, and communities through proven counseling, coaching, and training.

We believe that caring adults are essential to developing resilience in children so they thrive now and as they grow.

We build up the skills and capacities of the caring adults children rely on.

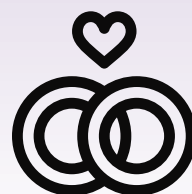
We create safe spaces and responsive environments.

What are the numbers?

Communities Total Investment

\$1,225,202.11?

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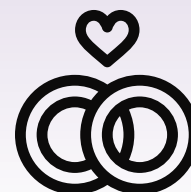
We create safe spaces and responsive environments.

## What are the numbers?

### Workshops!

1074 community members and professionals attended. 76 workshops facilitated by trained staff. 98.7% reported leaving with new skills.

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## Our Vision

Our vision is a world where all children are safe — physically and emotionally — and have the resources and support to guide them and their caregivers through life's difficult moments. To impact families by providing accessible education, counseling, and support to break dysfunctional patterns of generational abuse and neglect to produce emotionally healthy adults in our next generation.



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### The numbers:

#### Early Childhood Outreach

**46** children served with **81%** in stable childcare.  
**90%** showed social/emotional improvement and  
**100%** of teachers reported improved best practices post seminar.

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### The numbers:

#### Parents of Adolescents

**51** families served including **71** parents and **116** children. **88%** of parents reported consistently developing new skills in treatment. **97%** of parents said they would recommend.

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## Our Goals

- Provide information and education about child abuse and neglect to the community at-large;
- Provide information and education about healthy social and emotional development, strengthen caregiver/child relationships in handling emotionally-charged situations to the community at-large;
- Create and support services that will help youth transition safely to adulthood and lead healthy, productive lives;
- Address the needs of children who have been abused, neglected, or abandoned



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### The numbers:

#### Family Support Program

108 families served including 120 parents and 225 children.

88% reported improved interactions.

83% of parents became more nurturing.

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## Our Goals

- Provide services that keep children in their homes and when needed, reunify children with their families and resolve intra-familial challenges;
- Strengthen family relationships by promoting safe, stable living conditions for children; Identify resources in the community and develop partnerships to help eliminate gaps in services;
- Provide information, tools, skills and knowledge to caregivers of children throughout the community to ensure the safety, well-being, and progress of children in need



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### The numbers:

#### Volunteers

Donated Hours

1479

Saved Expenses

\$126,346

Thank you!!

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## Our Goals

- Develop services that embrace diversity and provide opportunities for families to fully participate in the planning and implementation of programs that affect their lives, their families, and their communities.
- Be a voice for children and families in need through community awareness, public education, and advocacy activities.
- Cultivate protective factors: Resilience, social-emotional skills, parenting skills/information on child development; concrete support in times of need; and social connections.



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### A voice for the community

- Exchange Family Center strives to communicate that child abuse and neglect is preventable, by highlighting the innovative and effective prevention strategies we use.
- We work to engage parents, families, individuals, communities, public officials, educators, and the business community.
- We encourage and empower individuals and groups to become engaged in individual and systemic changes.

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## Values

- Respect — We work to affirm the individual uniqueness, self-determination, worth, life experiences, and capability of each young person, family, staff, and volunteer.
- Positive Culture — We strive to create safe, supportive, and nurturing relationships that promote trust, honesty, direct communication, balance, humor, teamwork, and professional growth.
- Equity and Inclusion — We celebrate the richness created by a variety of cultures, beliefs, and life experiences. We value diversity, fairness, justice, and openness and respect for difference.



The numbers:  
Demographics:  
Income

91%

Most of our clients had a household income below \$50,000/year.

63%

Over half of our clients had a household income below \$25,000/year

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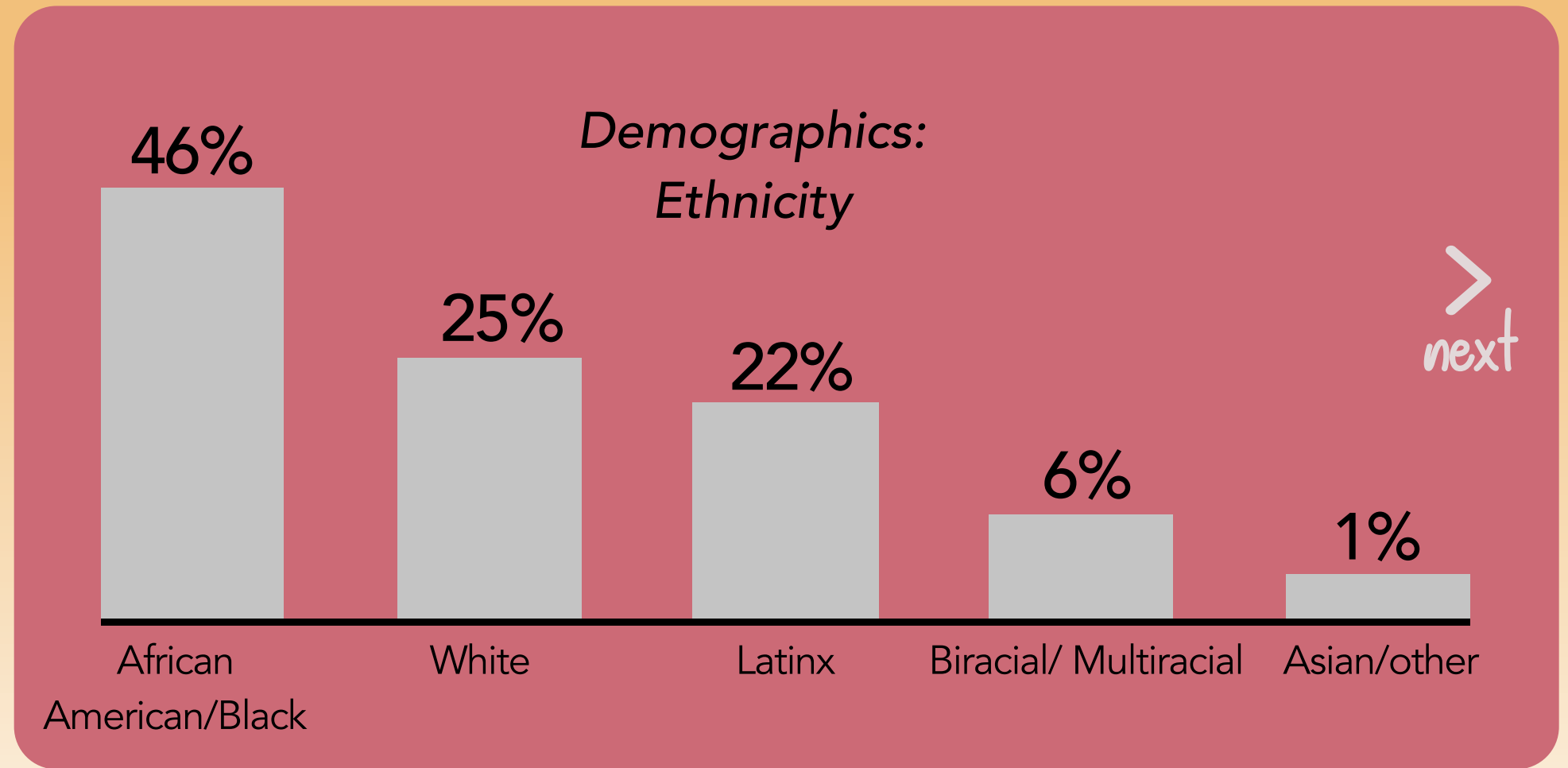
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### Values

- Families — We believe every person deserves a family or support network that can provide safety, nurturance, a sense of belonging, teaching and guidance, and connection to the larger world.
- Creativity — We encourage creativity, innovation, and risk-taking to respond to the rapidly changing needs of children, youth, families, and the community.
- Partnership — We actively maintain, build, and expand internal and external collaborative partnerships that work to strengthen our community, increase resources for families, provide advocacy, and ensure quality delivery of services to children, youth, and caregivers.





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- **Quality** — We strive to improve the quality, efficiency, and effectiveness of our work in order to be responsible stewards of community resources. Our work is guided by integrity and authenticity.
- **Positive Culture** — We strive to create safe, supportive, and nurturing relationships that promote trust, honesty, direct communication, balance, humor, teamwork, and professional growth.
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### COVID-19

- 5 Facebook Live Stream Workshops with over 1700 viewers
- Counseling and coaching transitioned to telehealth services
- Drop off of supportive materials for families and classrooms
  - Workshops and training transitioned to virtual platforms
- Additional case management and resources provided to families
  - Donor funded emergency financial assistance
- The demand for support continues to grow as families are stressed
- 229 children and their 128 caring adults are on a waiting list now

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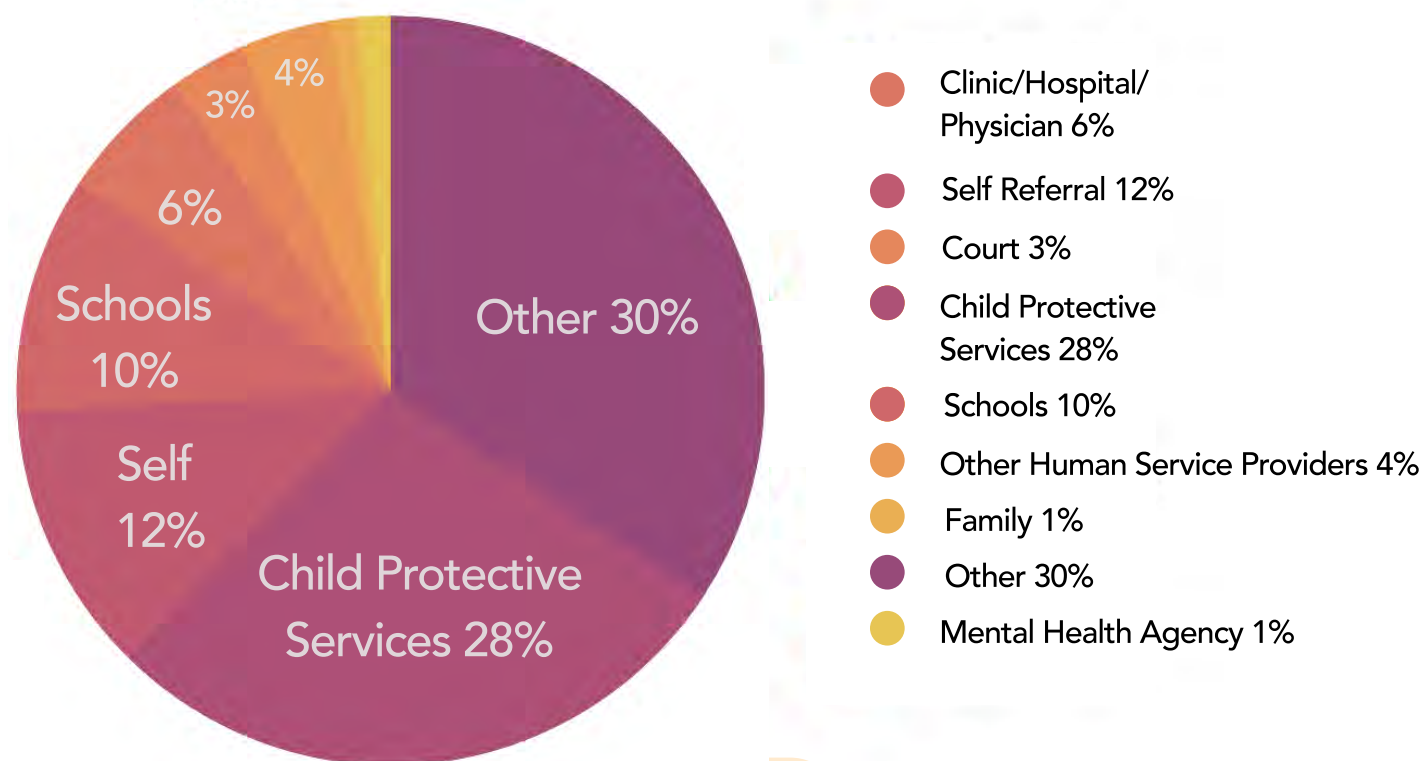


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### Referrals



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