



**Partnership**  
for Families, Children and Adults

# ANNUAL REPORT

2008-2009



## A Message of Empowerment to the Community

We at the Partnership are extremely proud of the accomplishments made over this past year by the individuals and families we serve - and it's all thanks to your support! Your contributions as a donor, volunteer, or advocate impacted the lives of over 50,000 individuals last year alone. For that, we truly thank you.

We must admit last year was quite tumultuous. Not only for our community, but for the nation as a whole. Fortunately, the Partnership was able to weather this storm, as we have many others since our founding in 1877. Thanks to our strong roots in the community, and your support to anchor us, we have only grown stronger over the past 133 years.

As a result, we are still providing a haven for the victimized, comfort and aid to those alone and in need, and a voice for those whose needs sometimes are not articulated. Our range of programs continue to strengthen and grow, providing refuge beneath their branches to those in need.

Because of you, we are still here. Because of you, we are still *Empowering People to Build Better Lives*.

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*Sandra L. Hollett*  
Sandra L. Hollett, Chief Executive Officer

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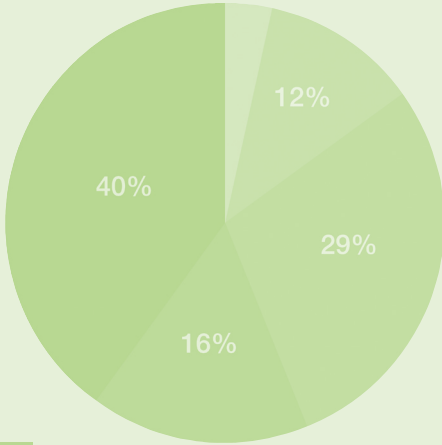
Dr. Barbara Wofford

Mr. Geoff Young

# FINANCIAL SUMMARY

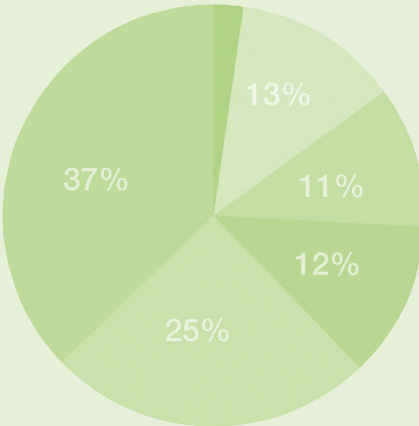
*Fiscal year ending June 30, 2009*

## Community Revenue Sources



- 40% State, Federal, & Other Government Grants
- 16% Hamilton County
- 29% Fees & Other Earned Revenue
- 12% United Way
- 3% Contributions Sponsorships & Private Grants

## Categories of Expenditures



- 37% Youth Services
- 25% Counseling, Education, & Prevention Services
- 12% Services to the Senior & Disabled
- 11% Crisis & Emergency Services
- 13% Management & General
- 2% Fundraising & Marketing

**TOTAL FUNDING \$9,197,864**



# COUNSELING SERVICES

The Partnership's *Counseling Services* helps individuals and families by equipping them with the skills and confidence to face challenges and resolve problems. In 2008-2009, these services empowered people in need to overcome depression, work-related stress, debt, parenting issues, broken family relationships, and teen pregnancy.

## Family and Individual Counseling

**1,185** families received counseling services  
**86%** of these families reported improvement in family, work, and relationships

## AccessOne Employee Assistance Program

**20** Businesses offered their employees wellness and prevention services  
**12,444** employee lives were covered

## Consumer Credit Counseling Services (CCCS)

**15,200** individuals received financial counseling or services  
**\$7,066,737** in debt was repaid and returned to the community

## Care Management for Pregnant Teens

**86%** of teen mothers continued their education  
**100%** of teen mothers gave birth to healthy, full-term babies

## Community Prevention Initiatives in Schools

**169** high-risk middle school students received preventive education services  
**108** reported better family relationships  
**155** reported having a better understanding of avoiding risky behaviors as a result of participation.

# CRISIS & EMERGENCY SERVICES

The Partnership's *Crisis and Emergency Services* offer comprehensive support to individuals and families in crisis situations, including domestic violence, sexual assault and rape, and chronic homelessness of women. Confidential services are offered 24 hours a day, 7 days a week, through the Crisis Resource Center. In 2008-2009, these services provided safe shelter, counseling, court advocacy and the support needed to move forward after such life-changing experiences.

## Family Violence Shelter Services

2,173 individuals received shelter services support

3,941 nights of shelter provided to victims of domestic violence

98% of victims did not return to abusive situations after receiving services

## Sexual Assault Center

298 women were empowered through counseling, advocacy and support groups

90 forensic exams were administered to victims of rape and sexual assault

## Emergency Shelter for Single Women with Children

90% of families in shelter moved on to stable housing

## New Visions - Transitional Housing for Women

31 single women, who were chronically homeless or at risk of homelessness, received safe housing

### Empowering Adults, Repairing Lives

Jessica had a great job, two adoring children, and a serious boyfriend... who put her in a serious situation. He sent her to the emergency room one night with severe physical trauma, having beaten and raped her when she fought back, instead of submitting to his abuse.

The emergency room attendant told her that her face looked like a broken china doll. She had suffered a severe concussion, open head wounds, a fractured eye socket, broken nasal bone, dislocated shoulder, and her skull had been knocked off its axis. After emergency medical treatment for her injuries, the ER attendant referred Jessica to Partnership's Sexual Assault Center. There, a trained nurse examined her and collected forensic evidence, while a trained volunteer offered compassion, advocacy and information about other available services.

Long after Jessica's physical wounds healed, Partnership staff continued to help heal her emotional wounds, with follow up calls and support groups. Jessica is happy to share her story with others, testifying to the healing and repair that can come with support and empowerment. Of her experience, she says, "I am thankful and grateful the Partnership is here to strengthen and encourage me – and others - to heal and grow and get on with the good life God intended us all to live"



## DEAF SERVICES

The Partnership's *Services for the Deaf and Hard of Hearing* provides services that are critical to the livelihood of many individuals who are hearing impaired. In 2008-2009, these services included interpreting, job training and placement, advocacy and ongoing care management. These services continue to meet the unique needs of an often forgotten population, empowering them to reach their full potential.

**3,500** hours of interpreting were provided to the community, making everyday interactions possible for many

**33** deaf individuals were empowered to build better lives through the advocacy and care management they received

**12** deaf individuals received stable employment through job assessment, placement and retention services

**7** new, aspiring interpreters received training and mentoring in community-based interpreting



## ELDER SERVICES

The Partnership's *Elder Services* programs allows elders and disabled adults to age in place safely, in their own homes, free from exploitation and victimization. These services also provide advocacy and mediation for residents of nursing homes and assisted living facilities.

### Homemaker Services and Elder Services Care Management

**640** persons were able to remain in their own home

### Service Coordinators in Public Housing & Long Term Care Ombudsmen

**116** persons in nursing homes and assisted living facilities were able to successfully resolve their complaints and concerns



# YOUTH SERVICES



The Partnership's Youth Services programs provide for the safety and well-being of youth who need out-of-home care due to abuse, neglect or other circumstances. Services are provided along a continuum; group care, foster care, family preservation and adoption are all tied together under the guidance of a care manager who remains committed to the child's safety and permanency.

**Group Care-** *Northbridge House, Gardner House, Patten & Keese Cottages*

**120** children discharged to permanency, either through adoption or reunification

**Group Care and Foster Care**

**24,908** care days provided to children of Hamilton County and Southeast Tennessee.

## Empowering Children, Building Families

By the age of 15, Aaron had been abused by his father, removed from his home because of the abuse, and separated from his sister, who required institutionalization. Lost and alone, the teen was referred to the Partnership's Youth Services, for foster family placement. Aaron did not want to be in foster care, as he made clear by continually acting out and threatening to run away. Aaron, understandably distraught, vowed never to be adopted, His future looked bleak.

Nine months after making that vow, however, Aaron not only changed his mind about adoption – he changed his name. His foster family was loving, supportive and, most of all, refused to give up on him. They knew that he would make it...and he did.

Aaron and his family now make regular visits to his sister. Once her treatment is completed, she, too, will be adopted by Aaron's new family.



## Partnership Volunteers

Over the past year, 432 volunteers and interns contributed 14,389 hours to the Partnership. These generous supporters visit with homebound elders, spruce up yards, mentor students and lend a hand with clerical tasks. We are, as always, tremendously grateful for their support.

**Special thanks to our program advisory committee members whose tireless volunteer efforts impact our programs so greatly.**

Mary Anglin  
Richard Beeland  
Amy Boulware  
Marsha Boyd  
Judi Byrd  
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David Turner  
Dawn Weber  
Steve Witt  
Tiffany Wright Scruggs

**Volunteers serve across all Partnership programs, meeting the need in countless ways!**

**Crisis Hotline Volunteers**

**Long Term Care Ombudsman**

**Victim Advocates**

**Partnership Internship Program**

**Dogwood Thrift Store Helpers**

**Youth Mentors      Life Skills Coaches**

**Donation Sorters**

**Special Event Assistants**

**Clerical Volunteers**



# PARTNERS IN GIVING

*July 1, 2008 - June 30, 2009*

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Chattanooga Hamilton Co. Medical Alliance  
Cisco Foundation\*  
Memorial Health Care System

## **PATRON \$5,000-\$9,999**

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## **ASSOCIATE \$2,500-\$4,999**

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