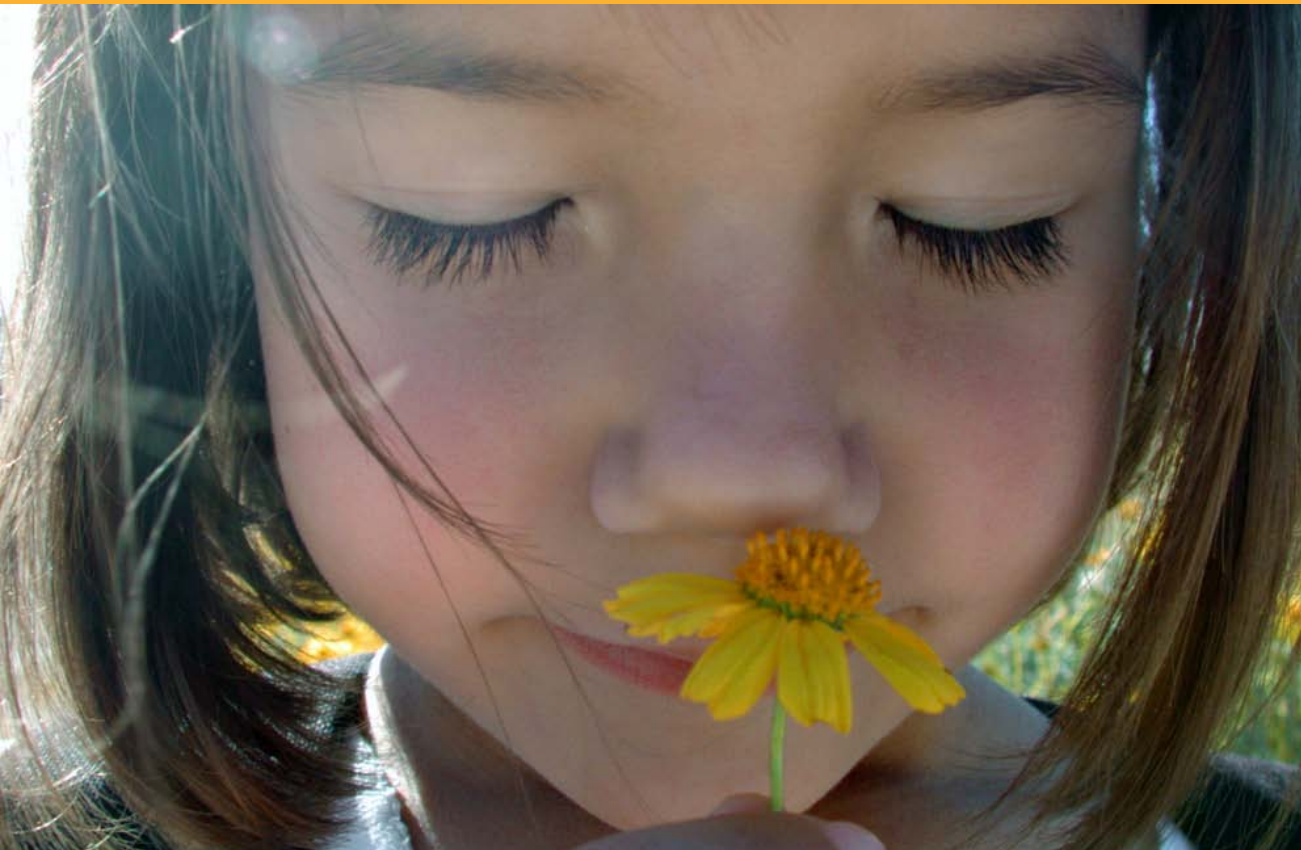


Annual Giving Report

2010-2011



Your Help. Their Hope.™

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WHY WE GIVE



Ingram Family: David,
daughter Alex, & Debbie

“Our relationship with the Partnership began over 25 years ago as a young couple wanting to adopt a baby. When the agency staff placed our baby girl in our arms, we were forever blessed. We continued to financially support the Partnership over the years. Life has now come full circle for us as we have enhanced our relationship with the Partnership through service on the Board and support of the many programs that truly help people in our local community. The Partnership is a ‘hands on’ provider of services, meeting clients at the point of need especially during these difficult economic times.”

–David & Debbie Ingram
Partnership Investors



OUR SERVICES

Partnership reaches a diverse range of families and individuals through five Centers of Service. Each of these Centers focuses on the unique needs of clients and is staffed by experienced social workers, counselors, and other professionals. Together, these separate but complementary Centers of Service provide “wrap around” support to families and individuals who may have many related needs.

Crisis Services

Giving hope to victims of domestic violence and rape.

Elder Services

Reclaiming independence and dignity for our elders.

Family Strengthening Services

Helping families cope with crisis and find lasting stability.

Consumer Credit Counseling Service

Securing personal financial freedom.

Youth Services

Restoring and rebuilding family relationships to empower youth.



OUR SERVICES

Crisis Services

Family Violence Center	1,068
Rape Crisis Center	285
24 Hour Hotline (# of calls)	4,130
Emergency Shelter for Families	96
New Visions Transitional Housing	28

Elder Services

Care Management & Support Services	858
--	-----

Family Strengthening Services

Counseling Center	664
Building Stable Lives – East Lake & Harriet Tubman	247
Family Services Counseling	461
AccessOne EAP	322
(# lives covered)	7,703
Parent Education	1,514
Deaf Services	3,256

Youth Services

Group Home & Foster Family Placement	105
Functional Family Therapy	118

Consumer Credit Counseling Service

Budget Counseling, Debt Management & Support Services	4,692
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Total Clients Served 2010-2011 25,547

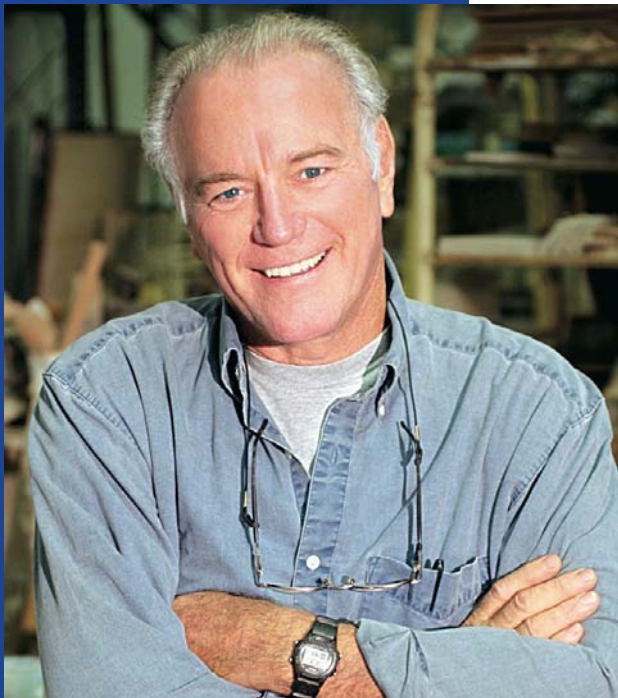
Each person who received services last year not only built a better life for themselves, but for their family members as well. As a result, Partnership actually touched the lives of over 50,000 individuals last year, thanks to your support.



**Consumer Credit
Counseling
Service helped
4,692 people
secure personal
financial freedom
last year.**

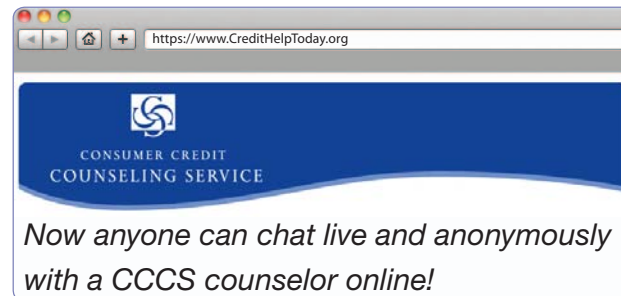
CONSUMER CREDIT COUNSELING SERVICE

Over four thousand people took steps to reduce personal consumer debt, start counseling on how to avoid bankruptcy or foreclosure, or sought help to create a realistic budget and become “money smart”. Each step taken last year will create financially stable families this year, next year, and well into the future. All thanks to your support.



Lynn Ourth will readily tell you “**CCCS made the critical difference** in the management of spending” for his household. He entered the debt management program in March of 2011 to gain a deeper understanding of how to best manage retail debt accumulated over the years. While he and his wife did have the resources to repay the debt, Lynn says the number of different payments to keep up with each month soon became unmanageable, resulting in enough late payments that it began to hurt the couple’s credit score. That’s when he began searching for help and found CCCS.

Today, Lynn and his wife are learning how to curb their shopaholic tendencies and have since destroyed every retail credit card they own. “It was always there in the back of my mind” he says about the debt, “the payments are now absolutely set for each month, regular as a clock. It is a great, great relief.”



Visit the new CCCS website today!
www.CreditHelpToday.org



**Your Help.
Their Hope.™**

**Last year, 1,353
victims of
domestic violence
and rape walked
through our doors.**



CRISIS SERVICES

Many victims are understandably afraid to speak out publicly about their assaults; but occasionally, a few do.

Andrea is one of the few who spoke out

last year about her experience as a victim of both domestic violence and rape. Andrea received services from Partnership in 2007 and has continued her healing since that time by serving on survivor panels and participating in media interviews. This past year, Andrea talked candidly to Partnership volunteers on numerous occasions about her abuse and even recorded a radio public service announcement for Brewer Media Group. Andrea says she is always willing to share her story if it means it will encourage one victim to seek help or avoid abuse. Partnership is happy to announce that Andrea recently became married to a man she says is “a definite catch.” Her story of hope and survival is just one of hundreds.

**To hear Andrea’s PSA, visit
www.partnershipfca.com/rapecrisis.**



**Last year,
Partnership helped
858 of our area's
frailest elder and
disabled adults
to reclaim their
independence
and dignity.**



ELDER SERVICES

Elder Services included case management to connect clients to financial and social resources; in-home assistance with house cleaning, as well as meal preparation, and trips to the grocery and doctor appointments.

The VOCA program assists elder and disabled victims of crime. Sadly, many victims fall prey to their own family members, and **financial exploitation is the most common crime.** Thanks to your support, Partnership staff was able to work in the homes of hundreds of elder and disabled adults who need ongoing support.

A Partnership staff reported the following scene:

“An elderly grandmother was rocking her great grandchild the day we visited her home. The little girl quickly fell asleep cradled in the arms of this loving lady. I listened as the caseworker discussed the stressed financial situation with her client, who was manipulated into handing over crumpled dollar bills to the little girl’s mother to buy diapers.

Unfortunately this was an everyday occurrence by the mother of the little girl who did not work, but consistently took money from the grandmother and threatened to take the baby and leave if she didn’t give the money to her.

Today, the caseworker continues to help the grandmother understand she does not have to support the child’s mother, who is capable of working.”

*Client name and image was omitted to protect their identity.



Family Strengthening Services help people cope with crisis and find lasting stability through programs that focus on one-on-one, ongoing support.

FAMILY STRENGTHENING SERVICES

Whether it is counseling or care management, **Partnership staff work with clients to meet their problems head on** and overcome them. Last year, your support helped 14,167 people do just that.



The Family Support Services counseling program is just one program under the Family Strengthening Services umbrella. Stephen, a young man from Bradley County, was referred to this program last year. When he first met with his counselor, he reported numerous issues including cocaine use, bulimia, and symptoms of depression. Stephen was immediately referred to weekly, long-term therapy with a counselor from a partner agency and continued seeing his Partnership FSS counselor for personal support and direction. As of July, Stephen reported that he had been sober for three weeks and was also able to improve his coping skills from a 3 to a 7 on a scale of 1-10. Thanks to your support and this program, Stephen is taking small but vital steps towards total recovery.

*Client name and image was omitted to protect their identity.



Last year, Youth Services programs empowered 223 youth to reach their fullest potential. Many of the youth in these programs display at-risk behaviors that are a by-product of broken families, abuse and neglect.

Thanks to your help, these youth now have hope for a brighter future.



YOUTH SERVICES

Brint Naylor Jr. first came to Partnership when he was just 15 years old. He was self-admittedly out of control before he started working with the Youth Services program. Brent says one word described him before Partnership, “wreckless”. “He and his younger brother were getting into all sorts of trouble and were definitely headed down the wrong path”, says his Partnership caseworker aid Lakesha Davidson. Brint went through two foster homes before he found Kevin, the foster parent who was seemingly

made just for him. Kevin himself had been down a rough road as a youth, before turning himself around. He knew the temptations and dangers Brint faced. Kevin was able to draw from his own personal experience to help Brint avoid those temptations and **build a better life for himself.**

Brint is now 18 years old and recently graduated from Ooltewah High School with plans on obtaining technical training to become a welder. So what one word describes him now? “Mature” Brint says confidently.



FINANCIAL REPORT

July 1, 2010 – June 30, 2011

	Revenue
REVENUE:	
United Way	1,089,822
Government Contracts	3,156,799
Hamilton County	1,139,856
Fees & Other Earned Revenue	1,604,648
Contributions, Sponsorships & Private Grants	419,286
Total Revenue	7,410,411
EXPENSES:	
Management & General	1,104,416
CCCS	712,562
Crisis Services	993,982
Elder Services	1,048,041
Family Strengthening Services	1,372,732
Youth Services	1,983,506
Fundraising & Marketing	353,253
Total Expenses	7,568,492



**Your Help.
Their Hope.™**

VOLUNTEER LEADERSHIP

Volunteer leadership at the Partnership is critical to our success. Volunteers carry out services to clients, advocate for the agency, raise much needed dollars, and offer strategic leadership. One critical group of volunteers with over 20 years of service to the community is the Hotliners.



Hotliners are volunteers who take calls from Partnership's 24-hour hotline to help victims of domestic violence and rape. One Hotliner, Cathy Fleissner, began her volunteer career with Partnership in 1989. Cathy says, "I was recently divorced and raising three boys at the time, and I wanted to get involved in the community through volunteer work." This past year marked 22 years as a Hotliner volunteer.

Although the work can be tough, she carries a positive attitude. She remembers one chilling call when the caller's husband discovered her on the phone. "The husband pointed a gun at the woman when he found out who she was talking to. He hung up the phone and I was terrified for her because I never knew what happened to her. I had no way of even knowing who she was." Even though she can't save everyone, **Cathy knows her volunteer work makes a difference** and she encourages others to consider volunteering too.

Partnership thanks all agency volunteers.



**Many
thanks
to the
members
of our
2010-2011
Board of
Directors.**

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INVESTORS

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Partnership thanks you, our investors, for your commitment to our mission. Your help last year truly did provide hope to thousands in our community. Thank you.

Empowerment Fund Investors July 1, 2010 - June 30, 2011

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Community Foundation of Greater Chattanooga, Inc.
Memorial Health Care System

James Society \$5,000 - \$9,999

Anonymous
BlueCross BlueShield of Tennessee Families, Inc.
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Continual Quality Improvement Summary

The purpose of the Partnership's Performance Quality Improvement (CQI) system is to provide a comprehensive, proactive, client-centered process to insure the quality of services to customers. The agency is committed to providing a culture that supports best practices and promotes quality outcomes through an ongoing self-monitoring and self-correcting process.

Highlights of CQI outcomes for 2010:

- Enhanced case record review process with more focus on qualitative review.
- Developed a new policy and procedure for debriefing critical incidents which built on past experiences.
- Produced quarterly scorecard of all priority agency and program outcomes.



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