

Exchange Club Family Center, Inc.
Financial Report FY09*
July 2008—June 2009

From July 2008 through June 2009, Exchange Club Family Center served 2,264 children and adults through direct services. And, we reached 1,104 more through our community awareness outreach efforts. Our five primary programs served the following:

In-Home Family Counseling - served 322 children and adults through 705 home visits.

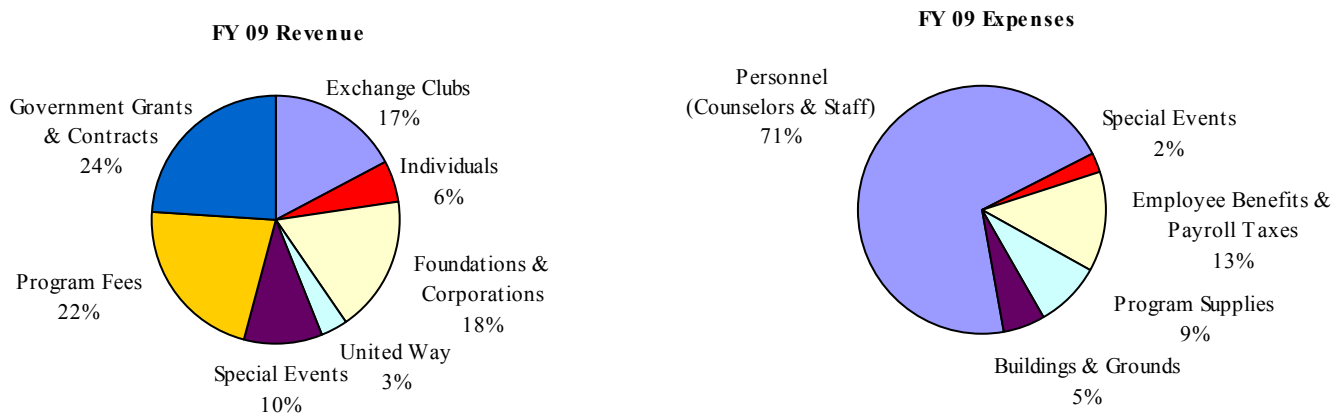
Parent Education - served 1,428 families, including 96 incarcerated parents at the Rutherford County Correctional Work Center.

Supervised Visitation - served 367 children and adults and provided over 1,400 hours of service during 684 individual visits.

Safe Exchange - served 147 children and adults and facilitated 882 individual exchanges.

Community Awareness - served 1,104 children and adults in 29 individual presentations.

Exchange Club Family Center had revenues of \$726,508 for FY 2008-09.
 Primary revenue and expense categories are outlined below.



Thank you to our sponsors for the April 2009 Wednesday's Child Benefit

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*Based on unaudited financials

Exchange Club Family Center is Pleased to Acknowledge the Following Gifts July 1, 2008 - June 30, 2009

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Exchange Club Family Center, Inc.
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115 Heritage Park Drive · Murfreesboro, TN 37129
www.familycentertn.org

Exchange Club Family Center, Inc. Progress Report FY09

Exchange Club Family Center's mission is *to promote healthy, happy families by reducing the occurrence and effects of child abuse and neglect*. We are a licensed, non-profit child abuse prevention agency providing services for children who are living in abusive or potentially abusive situations, and for families needing parenting support. The Exchange Club of Nashville established Exchange Club Family Center in 1985 and the Murfreesboro Noon and Evening Exchange Clubs opened a satellite center in Murfreesboro in 1989. We strive to significantly reduce the occurrence and reoccurrence of child maltreatment in Middle Tennessee. We accomplish this through five primary programs: In-Home Family Counseling, Parent Education, Supervised Visitation, Safe Exchange and Community Outreach.

Progress Report

From July 2008 through June 2009 (FY09), Exchange Club Family Center served 2,264 children and adults through direct services. And, we reached 1,104 more through our community awareness outreach efforts. Our five primary programs and service levels are listed below:

- **In-Home Family Counseling** - designed to decrease parents' potential for child abuse and neglect by promoting healthy family interactions. In FY09 the program served 322 children and adults through 705 home visits.
- **Parent Education** - includes TransParenting®, a one-time seminar for divorcing parents, and two classes, Positive Parenting and Families in Action, focused on age appropriate positive parenting. In FY09 the program served 1,428 families, including 96 incarcerated parents at the Rutherford County Correctional Work Center.
- **Supervised Visitation** - professionally monitored visits between non-custodial parents and children for families at risk of abuse or neglect or with a history of significant relationship/custody challenges. In FY09 the program served 367 children and adults and provided over 1,400 hours of service during 684 individual visits.
- **Safe Exchange** - facilitates transfer of children for visitations between parents and guardians in a safe and positive environment. In FY09 served 147 children and adults and facilitated 882 individual exchanges.
- **Community Outreach** – provide outreach presentations to the general public as well as workshops and information for professionals on child abuse and neglect and related topics. In FY09 served 1,104 children and adults in 29 individual presentations.

Program participants complete satisfaction surveys as well as assessments specific to the service provided. During FY09, of the 1,876 adults served in our programs, 1,445 completed satisfaction surveys and 97.5% of these adults reported satisfaction with the program. In instruments that assess increased knowledge and/or an increase in positive behavior, 79% of the parents with both pre- and post-test data showed an improvement in their score.

Participants come from a variety of sources, including Juvenile and General Sessions Courts and the Department of Children's Services (DCS). Seventy-one percent of the families we serve are low-and moderate-income, with 52% low income and 19% moderate. Our largest referral source is the legal system, including courts and individual lawyers, who refer over 80% of our clients. DCS referred over 10% of our clients; mental health service agencies and professionals and self-referrals make up the remainder of our referrals.

Special Programs/New Initiatives

Exchange Club Family Center has partnered with the Rutherford County Correctional Work Center (RCCWC) for the past three years to provide parenting education classes for incarcerated parents, a population at high risk for family violence. Research estimates conservatively that children with incarcerated parents are at least six times more likely than peers to become involved with the criminal justice system and incarcerated during their lifetime¹. Exchange Club Family Center provides a weekly parenting class at the RCCWC for parents of children aged birth to 12. We have served 223 individual parents and 155 of those have graduated. Of these graduates, only 10% have been re-admitted to the facility, compared to a 70% recidivism rate for the general work center population.

We have initiated new community based training workshops that adhere to our core mission and also bring in new revenue. Program staff can offer training on a wide range of topics, including child abuse and family violence as well as parenting education, and can focus the training on the needs of specific audiences. Last year we offered training on child abuse and family violence in collaboration with Youth Life Learning Centers for professionals who work with families. This summer we offered three sessions for both volunteers and staff at Boys and Girls Clubs of Middle Tennessee on positive parenting, family dynamics and how to be positive role models. And in October we launched a series of “webinars,” live, interactive web-based training sessions that allow participants to listen to live audio, see a PowerPoint presentation and ask questions of our staff presenter. This first series was developed on the topic of family violence and its impact on family functioning for the Tennessee Center for Child Welfare (TCCW). All TCCW staff and stakeholders, including Department of Children’s Services staff statewide, will participate in the training sessions.

Community Need/Agency Expertise

Exchange Club Family Center is often the only agency offering intervention services in the community. We are the only Child Abuse Prevention Agency providing services specifically designed to prevent child maltreatment for high-risk populations in Middle Tennessee and we have the only Supervised Visitation and Safe Exchange Centers in Davidson and Rutherford Counties. While we primarily serve Davidson and Rutherford Counties, many families travel to Nashville and Murfreesboro to participate in our programs. Last year we served families from Bedford, Cannon, Cheatham, Cobb, Coffee, Cumberland, Dekalb, Dickson, Franklin, Giles, Hickman, Jackson, Lawrence, Maury, Montgomery, Moore, Putnam, Rhea, Robertson, Shelby, Smith, Sumner, VanBuren, Warren, Williamson, and Wilson Counties. And our Parent Education Program also served families from Kentucky, Alabama, Florida and California.

For 24 years, Exchange Club Family Center has maintained an excellent reputation for meeting at-risk families' needs. We are licensed by the Tennessee Department of Children's Services as a Child Abuse Prevention Agency and during the past two annual DCS audits we received perfect scores. Exchange Club Family Center is a member of the National Foundation of Exchange Club Family Centers. We are one of only a handful of centers in the nation accredited at the AAA Level, the highest awarded. We are also a member of the International Supervised Visitation Network and this year a staff member serves on their Board of Directors. As our programs are receiving increasing referrals from families with orders of protection and issues with domestic violence, staff has joined the two local domestic violence task forces: Nashville Coalition Against Domestic Violence and Rutherford County Domestic Violence Task Force.

At Exchange Club Family Center, our goal is to truly change at-risk children's lives. We help parents and children heal from abuse and we teach parents how to foster healthy, non-abusive parent/child relationships. Each year, we serve many families and reach numerous programmatic goals. However, our greatest achievements are witnessing the profound effects our programs have on individual lives. In June 2009 a parent who completed our Positive Parenting seminar stated: “I loved the group support, sharing experiences and ideas with other parents.” And two parents who participated in our Supervised Visitation Program noted: “I got to see my son, no words can describe how happy that made me. Everyone was nice and helpful,” and “my son was kept from me for weeks at a time prior to Exchange Club [Family Center]. My son didn’t even know me anymore at our first visit. Now we are very close and have a great time together.”

¹ Gonzalez, P., Romero, T., Cerbana, C.B. “Parent Education Program for Incarcerated Mothers in Colorado.” *Journal of Correctional Education* 58 (4) (2007).