



# First In Families of North Carolina Annual Report 2010 - 2011

Helping people with disabilities and their families to believe in their dreams, achieve their goals and give back to others since 1996

## A Letter from our Board President & State Director

Several times this year we have responded to the comment: "I know First In Families; they provide STUFF!" One of the many ways we assist families experiencing disabilities is to meet their need for items that help make life less challenging, 543 times to be exact, in fiscal year 2010/11 through the six Chapters and Lifeline Project managed directly by FIFNC.

We also provide technical assistance to another seven chapters across the state (that helped 1,934 more families) to ensure adherence to the FIF model: customer leadership and governance, family and person-centered family support, and use of cash only as a last resort—made possible through the extensive network of business relationships we build.

FIFNC also engages individuals with and without disabilities to assist each other with services and projects through our rapidly growing community Time Bank; this happened 176 times this year.

And finally, FIFNC assists families with the very serious matter of planning for the future when they are no longer able to advocate, serve, help, play with, love and care for their family member with a disability. This we did through Lifetime Connections for 21 member families, and 10 active Personal Networks made of 37 volunteers from the community this past year.

So, sure, FIFNC loves helping with "Stuff," such as 49 medical devices, 44 iPads and computers, and 24 household modifications this past year. But our impact is much bigger than that. We assist families with whatever it is they need to thrive and participate in their communities, by offering opportunities to give back, networks to provide security and support, links to natural supports, advocacy concerning formal supports, and yes sometimes, the "stuff." Our Board was also pleased this year to have assisted 25 Military families through our programs. Please see more about First In Families in 2010/11 on the following pages!

Sincerely,  
Erica and Betsy



**Erica Ferranti**  
President



**Betsy MacMichael**  
State Director

## Leadership

**Erica Ferranti**  
*President, Raleigh*

**Greg McGrew**  
*Vice-President, Apex*

**Peggy Balak**  
*Secretary, Raleigh*

**Robin McDuffie**  
*Treasurer, Chapel Hill*

**Mark Bullock**  
**Constance Finch**  
**Melinda Kupner**  
**Melanie Mattingly**  
**Gwen McArthur**  
**Cynthia K. Parkey**  
**Pat Reid**

**FIFNC & the local  
chapters have  
served  
23,014 families  
since 1998**

FIFNC is a 501(c)(3)  
North Carolina  
not-for-profit  
corporation founded in  
1996, incorporated in  
2001 and acknowledged  
as tax-exempt in 2003

# Our Programs & Accomplishments



Lifetime Connections offers unique supports and future planning services to people with all types of disabilities and their families. We provide an alternative or addition to traditional services, through a comprehensive, membership-based set of services tailored to each individual or family. Core services include personal networks and workshops on wills and estate planning.

The outcome of Lifetime Connections is to provide families with relief and security regarding the future of their loved one, through the knowledge that their family member has a support network in place and they themselves have their legal and financial planning in order. **This year, Lifetime Connections memberships grew by 73% and has 19 active members.**



## FIF Chapters and Technical Assistance

**FIFNC added three local FIF Chapters among those the organization directly manages, doubling in size!** FIFNC began operating Five County FIF and Central Carolina FIF, and now hosts Durham FIF as well as FIF of Gaston, Cleveland & Lincoln Counties; FIF of Johnston County; and FIF of Wake County.

FIFNC also provides extensive technical assistance to all 13 FIF Chapters covering 45 NC counties. Technical Assistance includes training and assessment based upon Core Indicators for chapter health which measure customer leadership, leveraging of resources, and many other criteria for adherence to the FIF model of customer service and best practice family support.

## Lifetime Connections In Action

Brian has a Traumatic Brain Injury (TBI) as a result of a recent accident. At this time, Brian was celebrating new marriage and expecting his first child. When Brian joined the FIFNC Lifetime Connections program, his main goal was to develop a network of fathers to help him learn parenting skills to adjust to his TBI and be the best father possible.

A year into the program, Brian has a second baby and his network has helped him moved into a new home, search for employment opportunities, and assisted him with parenting skills.

Brian is eager to have the opportunity to make new friends through Lifetime Connections, enabling him to be a better father, husband, and person.



## A Chapter In Action

Wake FIF Chapter worked with Garner TV and Appliance for a family who had not had a working stove in months.

Garner TV and Appliance delivered and set up the oven free of charge which provided First In Families a significant discount towards the cost of meeting the family's need.

This is our second partnership with Garner TV and Appliance, who is a tremendous asset to FIF Wake, and we look forward to working with them in the future.

# Our Programs & Accomplishments

The FIFNC Time Bank connects community members through a system for sharing skills in which no money is exchanged - only time and talents. All services are valued equally, and Time Bank members include people with and without disabilities.

**The FIFNC Time Bank began operation in June 2010, and welcomed 67 members by the end of FY 2010-11. Of these members, 55% are either a self-advocate or a family member of an individual with a developmental disability.**



Time Bank members spent 226.75 hours of service, and offered 41 different types of services – from pet sitting to piano tuning – available to the community in Durham, Orange, Wake, Person and Chatham counties.



Ha, a Time Bank member, earned Time Dollars by offering computer assistance to fellow Time Bank members during a group computer training session.

She spent Time Dollars to receive transportation from another Time Bank member who drove her to a doctor appointment. Ha continues to earn Time Dollars by baking for others and helping with computer support.



## Lifeline Project

Through a combination of state funding, private grants and donations, Lifeline Project assists families in North Carolina counties not served by a local FIF Chapter. In 2010-11, FIFNC staff leveraged 54 cents/grant dollar spent and assisted 59 families in 16 counties across the state.

### Lifeline Project In Action

Sidney, a 16-year-old with Autism, decided that he would like to work in the computer graphics or gaming field after his schooling.

He researched both fields and discovered that people in those careers use Apple computers. He applied to Lifeline Project for a MacBook so he could begin learning the skills that would lead him to his career. The Lifeline Project coordinator worked with the local Apple store, and they were able to find a refurbished MacBook within the FIF funding limits. Sidney is well on his way to realizing his dream!



# Specifics of Services

## Our Services at a Glance

FIFNC & the Chapters it directly manages served 692 families in FY 2010-2011

The average income of the families served last year is \$15,828, 78% of the federal poverty level for a family of 3.5 (our average family size last year).

## Who We Serve

### FIF Chapters & Lifeline Project

Primarily people with developmental disabilities or traumatic brain injury, of any age, in 69 counties

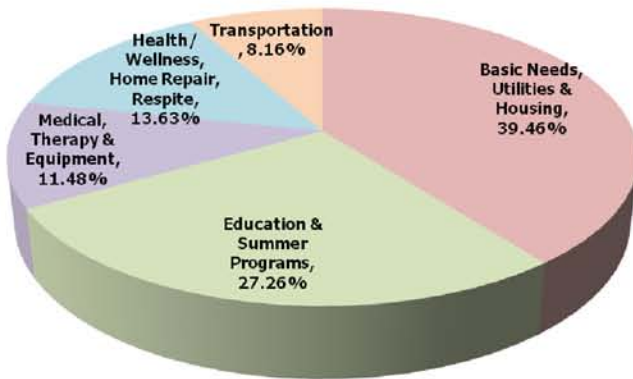
### Lifetime Connections

People with any disability, living in the Triangle – Durham, Orange and Wake counties

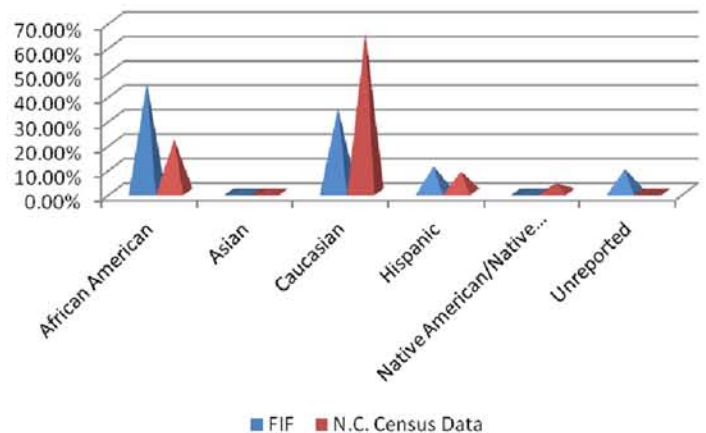
### FIFNC Time Bank

People with and without Developmental Disabilities living in Durham, Orange, Wake, Person & Chatham Counties

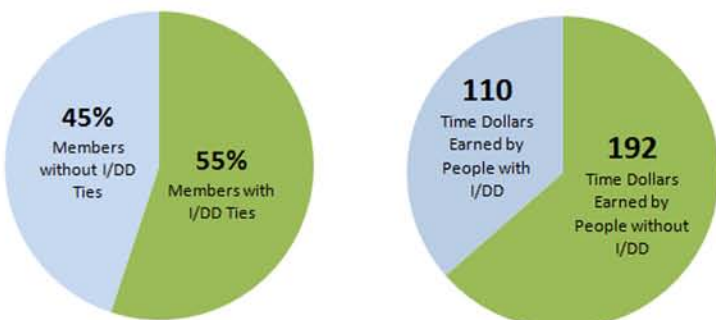
**Requests Met Through Chapters & Lifeline Project by Category**



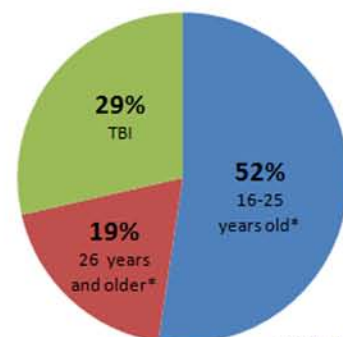
**Race/Ethnicity of Families Served**



**FIFNC Time Bank Members**



**Lifetime Connections Members**



\*excluding people with TBI

# Financial Report

## Income

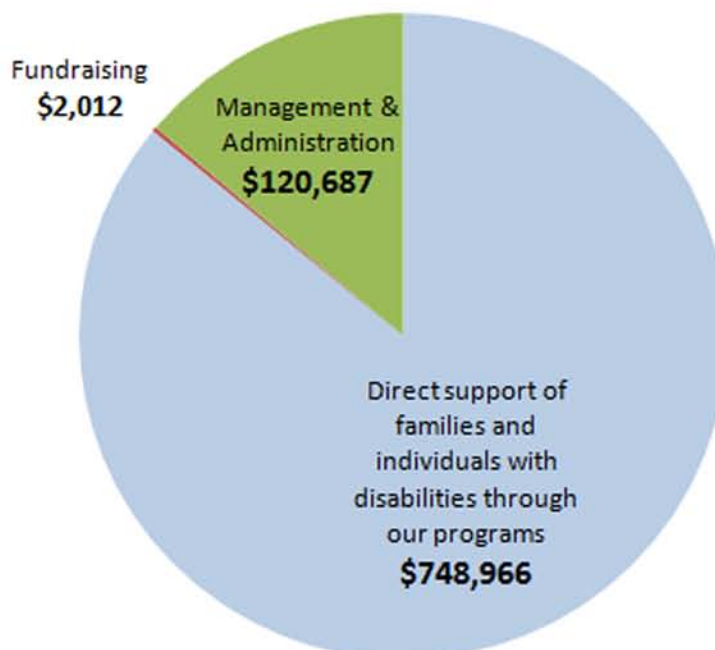
During the period July 1, 2010 through June 30, 2011, FIFNC's total revenue was \$965,111. Sources of this income included grants and donations from the following sources:

- The NC Division of Mental Health/Developmental Disabilities/Substance Abuse Services
- The US Health Resources and Service Administration
- Wake County Human Services
- The Durham Center
- Five County Mental Health
- Orange-Person-Chatham Area Program
- Pathways LME
- Wake County Community Foundation
- Johnston County Community Foundation
- Home Health Foundation of Chapel Hill Endowment of the Triangle Community Foundation
- Lifetime members of the Lifetime Connections program
- Numerous individual contributors
- Fundraising Events

Through leveraging the dollars provided by our public funders and foundations , First In Families of North Carolina was able to stretch each dollar by 30 cents in 2010-2011, generating \$149,978.12 worth of in-kind contributions and donations from individuals and businesses.

## Expenses

Total for year: \$871,665



# Partnerships

**Partnerships are at the heart of our work. We strive to partner with local businesses to receive items at the lowest cost possible to better stretch our dollars and serve more families.**

## **Thank You to FIFNC Business Partners in 2010-11!**

Advanced Seating & Mobility  
Apple Store - Raleigh  
Atlantic Construction Services  
Bargain Box  
Basic Needs Ministries  
Beacon Prosthetics & Orthotics  
Big Lots of Smithfield  
BuyBuyBaby  
Carolina Partners LLC  
Edwin Chapin  
Clayton Steak House  
Cranberry Tree Farm  
Duke Brace Shop  
Environmental Heating and Air, Inc  
Family Dollar Store - Gaston  
Frankie Lemmon School  
Garner TV & Appliance  
Generations Adult Day Program  
Genesis Christian PreSchool Center  
Go Realty & Karen Barbour  
Grace Community Church Chapel Hill  
Habitat ReStore Warehouse in Raleigh  
Hairport International  
Joshua Harris  
Harrison Automotive, Inc.  
Hatchbacks Shoes  
Hayes Homebuilders  
Healthcare Equipment  
Heavner Furniture Market  
High Touch-High Tech

Irlen Clinic of NC  
James Garrity  
JAS  
Joey Driver  
Joyner Realty Company  
Kenly Area Ministries  
Kenly Automotive Parts  
Kenly United Methodist Church  
Kohl's  
Laurel Ridge Physical Therapy & Assoc.  
Leonard Truck Accessories  
LewisWell Drilling Inc.  
Linda Construction Company  
Lowes - Garner  
Lowes - Smithfield  
Marbles Kids Museum  
Mattress Warehouse  
Gena McLamb  
MedMall.net  
Mike's Appliance and Repair  
Mirror Images  
Moody Reality  
Jeff Moore  
Ninth Street Bakery  
NC Baptist Men's Association  
Neuse Lumber  
North Haven Church  
North Shelby School  
Pediatric Therapy Associates  
Piggly Wiggly of Princeton  
Pinnacle

Precious Children's Depot  
Precision TuneUp of Cary  
Price Heating & Air  
Project Enlightenment  
Reins from Above  
Roberson Plumbing  
Rock It Learning  
Roses  
Ryano Heating & AC  
Salvation Army - Durham  
Salvation Army - Smithfield  
School Specialty  
Shelby Children's Clinic  
Shell Island Resort  
Sheryl Pittman  
Stalls Medical INC  
SWOOP  
Target - Garner  
Target - Durham  
Teaming for Technology  
Temple Baptist Church  
The Arc of Durham County  
The Arc of Gaston County  
The Arc of Orange County  
Total Rehabilitation  
United Way of the Greater Triangle  
Walmart - Garner  
Walmart - Goldsboro  
Walmart - Smithfield  
Westpoint Construction  
White Plains Children's Center  
Window World  
Yard Worx



# Donors

FIFNC expresses heartfelt thanks to our  
**29** new and loyal donors,

**311** individual contributors of items for families,  
and our FIFNC Connector Society Members!

We also thank the anonymous donors who assist us in various ways throughout the year.

## 5 ways YOU can make a difference

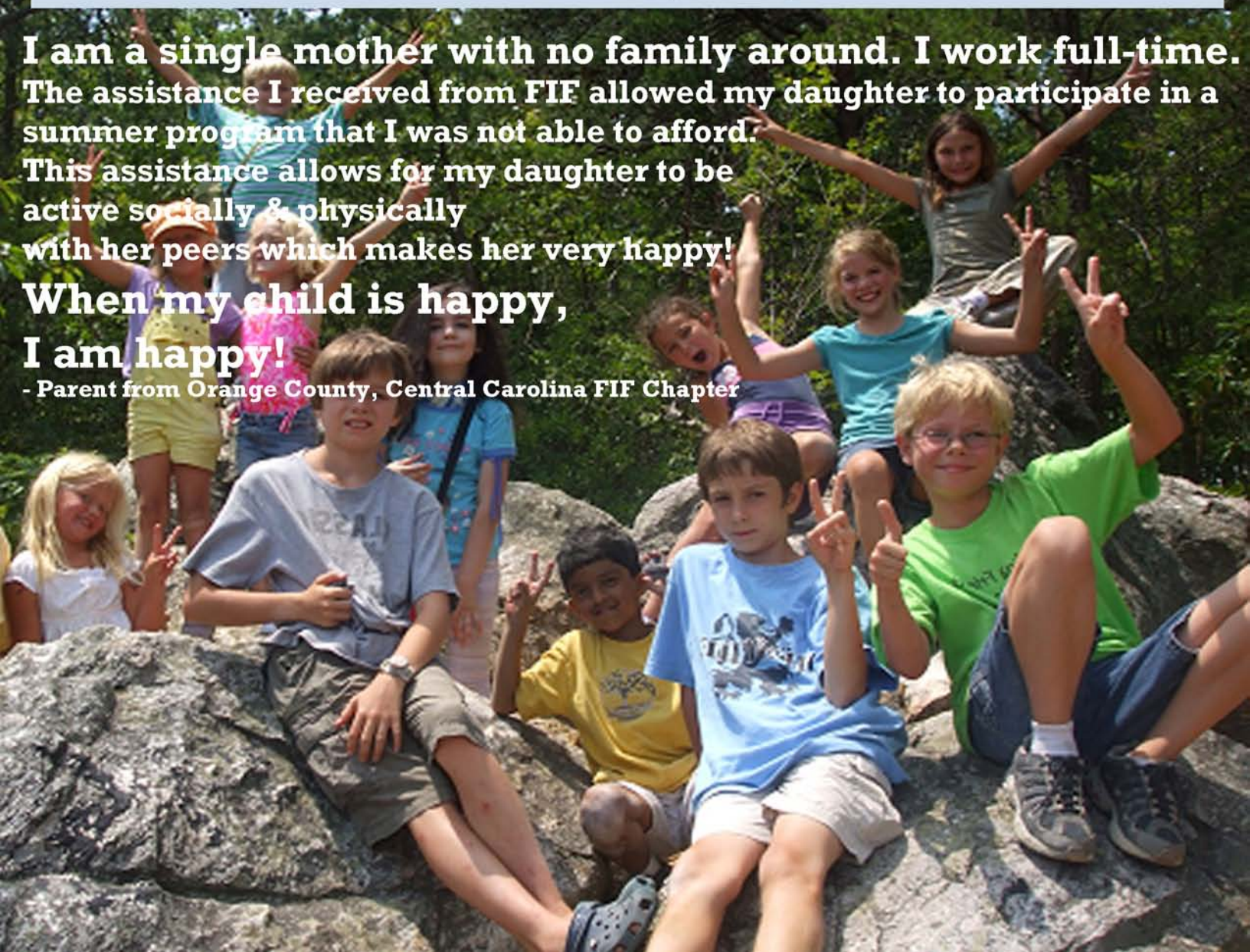
1. Become a Management Team member at a local Chapter or apply to join the FIFNC Board
2. Volunteer with Lifetime Connections for less than two hours per month – call us to learn how to join a personal network
3. Offer your talents and skills in fundraising, corporate sponsorship help or as a member of our Time Bank
4. Recycle your old electronics to raise funds for our initiative
5. Donate online at [www.fifnc.org](http://www.fifnc.org) or through [www.iGive.com](http://www.iGive.com)

**I am a single mother with no family around. I work full-time. The assistance I received from FIF allowed my daughter to participate in a summer program that I was not able to afford.**

**This assistance allows for my daughter to be active socially & physically with her peers which makes her very happy!**

**When my child is happy,  
I am happy!**

**- Parent from Orange County, Central Carolina FIF Chapter**



# We Are First In Families

