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Mission Statement

Partnership is a community impact organization whose mission is to strengthen families and individuals of all ages. Our services provide benefits through an effective array of critical services and collaborative partnerships that continually evolve to meet community needs.

Vision Statement

Partnership is the recognized leader in providing excellent human services that meet the ever changing needs of our communities' families and individuals of all ages.



LETTER

From the Chief Executive Officer
and President of the Board

Dear Friends,

This past year proved beyond the shadow of a doubt the depth of your caring. In a time of economic uncertainties, you have generously shared your time, your talent and your financial support to make a difference in the lives of vulnerable families, children and adults in our community.

You've helped continue critical programs for those most in need. You've supported new and innovative options that will empower families to build better lives. You've sheltered some of the most vulnerable in our population and given them hope for a better tomorrow.

How do we convey the importance of your support to the over 75,000 individuals and families who benefitted from your kindness this past year at Partnership – individuals you may never meet?

Perhaps the best way is to honor your generosity and trust by committing to be excellent stewards of that generosity. We assure you that your support of the Partnership will always be used in the most efficient and effective manner to benefit those you gave it to help. Together we can change lives.

Please know that **your help** is their hope.



Sandra Hollett, Chief Executive Officer



Linda Harwell, Board President



WHY YOU GIVE



To explain your reasons for giving, we could point to our rigorous Performance Quality Improvement (PQI) system or the recent renewal of our accreditation by COA, which demonstrates our commitment to meeting the most strenuous standards for the best practices. Or we could point to our dedication to Cultural Competence as well as our strong record of collaboration with other community stakeholders. All of these are important.

But when you really examine **why you give** – it's all about the people.

It's your desire to help the children in our community who are in need.

It's your willingness to give families a hand up instead of a handout.

It's your ability to see the overlooked, forgotten and bypassed elderly.

You give because you know that *your help is their hope!*
Thank You.

"None of us can help everyone, but all of us can help someone."

– Max Lucado



OUR SERVICES

Giving hope to victims of domestic violence and rape.

Crisis Services

Family Strengthening Services

Helping families cope with crisis and find lasting stability.

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.

Youth Services

Restoring and rebuilding family relationships to empower youth.

Reclaiming independence and dignity for our elders.

Elder Services

Consumer Credit Counseling Service

Securing personal financial freedom.



LIVES TOUCHED

Crisis Services

| | |
|---|-------|
| Family Violence Center | 1,164 |
| Rape Crisis Center | 499 |
| 24 Hour Hotline (# of calls) | 8,438 |
| Emergency Shelter for Families | 95 |
| New Visions Transitional Housing. | 28 |

Elder Services

| | |
|--|------|
| Care Management & Support Services | 1826 |
|--|------|

Family Strengthening Services

| | |
|--|--------|
| Counseling Center | 979 |
| Family Services Counseling | 461 |
| Building Stable Lives – East Lake, Harriet Tubman & Alton Park | 414 |
| AccessOne EAP | 1,215 |
| (# lives covered) | 19,348 |
| Parent Education | 1,570 |
| Deaf Services | 3,256 |

Youth Services

| | |
|--|----|
| Group Home & Foster Family Placement | 88 |
|--|----|

Consumer Credit Counseling Service

| | |
|---|-------|
| Budget Counseling, Debt Management & Support Services | 4,338 |
|---|-------|

Total Clients Served 2011-2012. 43,719

**Total clients served including immediate family members 75,000*



Each person who received services last year not only built a better life for themselves, but for their immediate family members as well. As a result, Partnership touched the lives of over 75,000 individuals* last year, thanks to your support.



HOW WE HELP



Kathy's Story

“Wham!” As her husband slammed the front door, Kathy flew into action. After 18 years of physical and verbal abuse towards her and increasing verbal abuse to her children Kathy knew it was time to go. Kathy had been planning the escape for over a year, but now as the adrenalin pumped through her she had to maintain an outward appearance of normalcy and calm so her 6 children wouldn't be frightened. As his truck disappeared from the driveway, Kathy quietly informed her children that they were going on a trip. She instructed the older girls to help the younger children pack some clothing and a toy.

Kathy and her children were headed to a shelter – a safe haven at the Partnership. Years later as Kathy looks back on the experience, she credits the kind words and knowledge of the **Partnership Family Violence Center** staff with knowing exactly how to help her. Kathy says, “I knew we had to leave but I couldn't have done it without their help in getting away and in getting back on my feet. No sane woman with 6 kids would think they could make it on their own but with their help I did.” Kathy's oldest daughter is a recent Master's Level graduate and a young professional working in the area. Kathy's family is happy and healthy; no longer living in fear.



HOW WE HELP



Joan's Story

As the April tornados roared across the Tennessee Valley, water from underground springs was seeping into Joan's house. Joan, a disabled artist, took refuge in her bedroom upstairs. When the water receded, Joan viewed the wreckage. The whole first floor of her home including furniture and art supplies was ruined by water and mold. The home was unsafe – a complete loss.

Tracy at Partnership's Disaster Relief Program stepped in and Joan was placed in a motel. Tracy realized that while the physical damage to Joan's home might take months to repair; the healing of her heart might take even longer. She looked to Nancy, a counselor at another Partnership Program – the Counseling Center of **Partnership Family Strengthening Services**, for help. Nancy and Tracy, stood by Joan as her home was bulldozed; all the mementos of her past and her beloved art supplies lost and continued to work with Joan as the months of rebuilding her home stretched into nearly a year. It took a lot of work and time to rebuild her home; it took even more to rebuild her spirit. Finally the day came when she moved into her new home and Nancy was there to watch Joan open the front door. According to Joan, "Partnership was there to help me heal and start building new memories with my children and grandchildren."



HOW WE HELP



Frances' Story

Frances dreaded going to the doctor. Not because she was afraid of needles but because she couldn't read. Frances, a mentally challenged widow with no family, couldn't fill out the forms or understand the doctor's instructions. It was confusing and so complicated. Plus, she couldn't pay for the visit or the medication the doctor was sure to prescribe. Frances didn't have health insurance; just a small widow's pension.

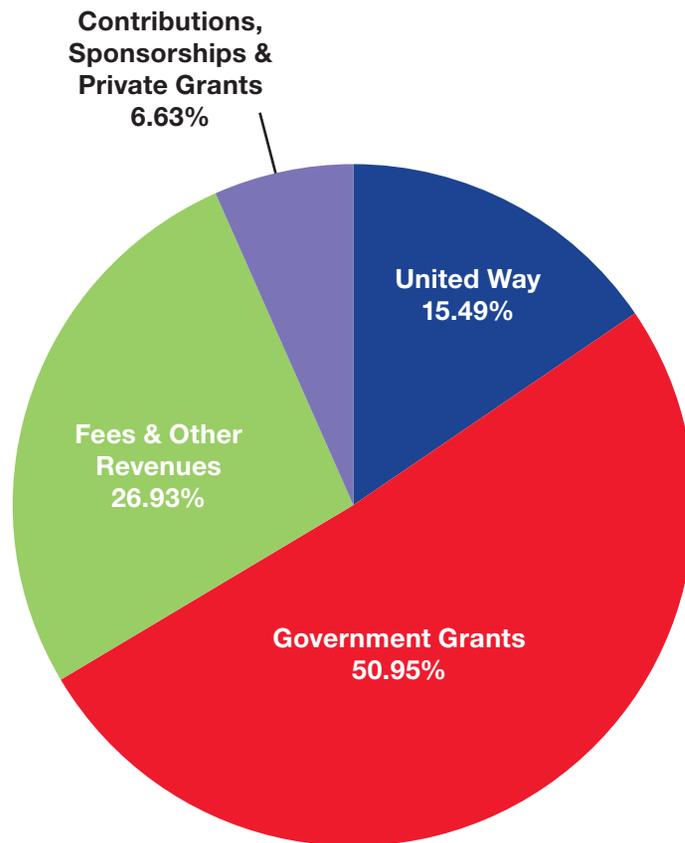
A friend told Frances about the Partnership. She contacted the **Partnership Elder Services Program** and they soon began the paperwork for help and medical assistance. Kendra, Frances' case worker, accompanies her to the doctor's office, explains carefully what the doctor has said and makes sure Frances understands when and how to take her medicine. Frances says, "Kendra is a blessing to me. I don't know what I'd do without this help."



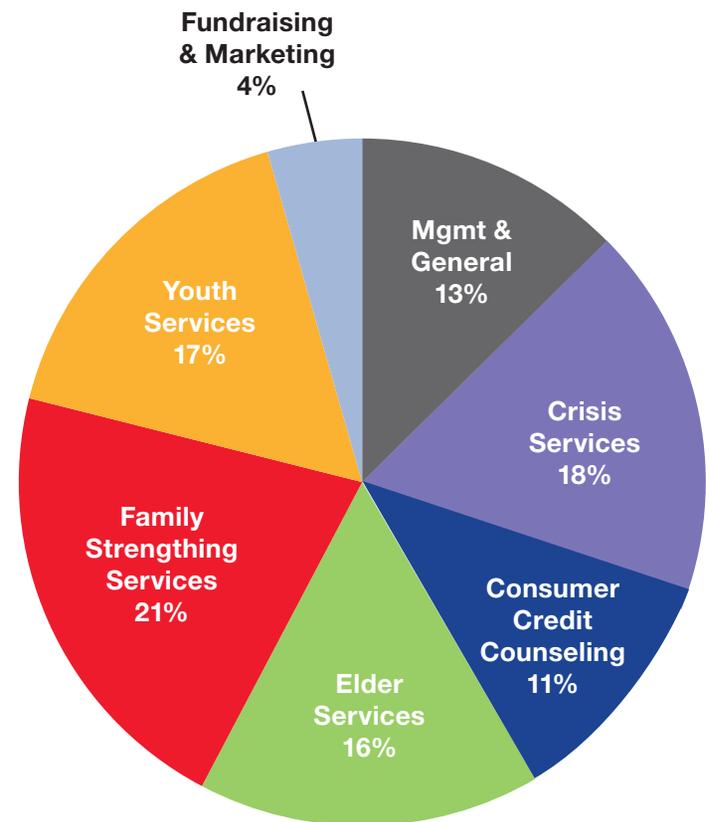
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July 1, 2011 – June 30, 2012

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EXPENSES



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"No one is more cherished in this world than someone who lightens the burden of another. Thank you." –Author Unknown

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Their Hope.™**

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July 1, 2011 – June 30, 2012

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Ms. Lillian Pinkard
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Ms. Rebecca Powell
Ms Phyllis Powell
Ms. Kimberly Pratt
Ms Mary Ragan
Ms. John Ralston-Good
Ms. Gail Gunn Ramsey
Mrs. Sandra Rathjen
Ms. Jean Rayhle
Mrs. Erin and Dr. Cliff Reade
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Philip Rice
Allen Ridge
Ms. Angela A. Ripper
Rising Fawn Church of Christ
Rite Aid
Ms. Elaine Roberts
Ms. Heather Robertson
Mrs. Tia Robinson
Mr. Jimmy Rodgers
Ms. Regina Rose
Mrs. Regina Rose
Mr. and Mrs. Ronald Ross

Dr. Jack Rowland
Ms. Becky Rudewicz
Mr. and Mrs. Rick Rushworth
Miss Carrie Sandidge
Carrie Sandidge
Ms. Amanda Sapala
John and Susan Sawyer
Ms. Lauren Scarborough
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Ms. Becky Sims
Mr. and Mrs. Stanley Smith
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Southern Coffee and Natural Spring Water
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UTC/Women's Action Council
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WTVC-News Channel 9-ABC
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Ms. Joy York
Zion Hill Lodge #249
Mr. Harold Zumbrun

Great care has been taken to check all names and giving levels. We apologize if there are any errors and ask that you notify us at 423.697.3829 so that we may correct our records.



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Their Hope.™**

Performance Quality Improvement Summary

The purpose of the Partnership's Performance Quality Improvement (PQI) 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 PQI outcomes for 2011:

- 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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