

# Year in Review

February 2021

## Introduction

Thompson finalized the acquisition of A Child's Place (ACP) in February 2020 with the goal of honoring the incredible 30+ year legacy of ACP while ensuring its ongoing success, evolution, and sustainability moving forward. ACP has been operating under Thompson's leadership for one year; below is a summary of the first full year of operation post-merger.

No one could have known how COVID-19 would change everything when Thompson acquired ACP just a month prior to the pandemic. As it turned out, the timing of the acquisition couldn't have been more prescient to furthering the mission of ACP in the year of COVID-19. Thompson was able to pivot the model from a traditionally school-based program to a community-based intervention – so when the schools closed, the new ACP didn't stop serving families. As more families were displaced, Thompson was able to provide direct housing to families on our Matthews campus. And lastly, despite the cancellation of all large Spring fundraisers (which generated a large percentage of ACP's revenue each year), Thompson was able to sustain the program financially throughout 2020 and begin growing it in FY20/21. Merging during the year of a pandemic turned out to be the best possible thing that an organization of ACP's size could have done.

## Post-Merger Program Adjustments

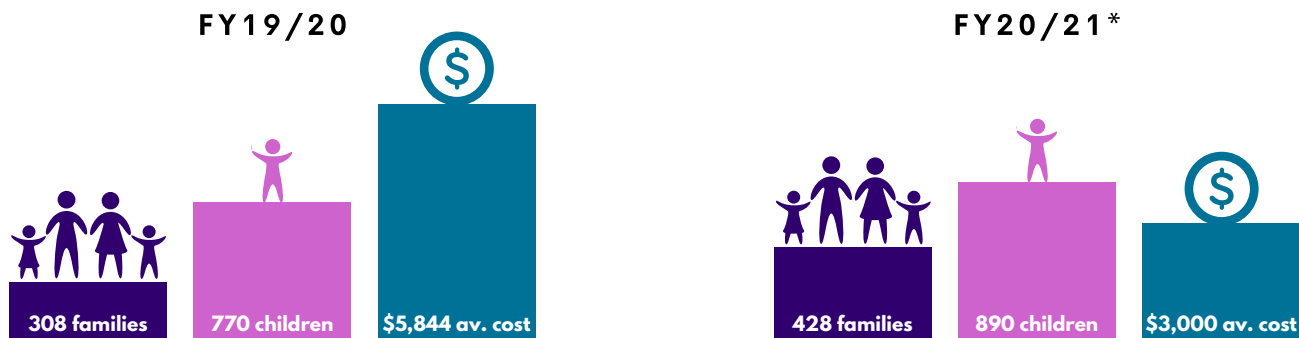
Based on feedback from stakeholders including CMS leadership, Thompson made the following adjustments to the ACP service model to maximize its positive impact to the community:

- Family focused, child centered, two-generational approach,
- Pivoted to a year-round program (homelessness doesn't stop when school ends),
- Focused Intensive Social Work Model on family self-sufficiency within 90-120 days,
- Agreed to accept direct referrals from non-CMS entities such as child welfare, hospitals, early childhood centers, and other community stakeholders,
- Embedded a mental health therapist within the structure of the ACP team,
- Focused on all social determinants of health (SDOH) in our families.

### Services Provided in Year 1

- Provided over 1,500 family case management interventions.
- Completed over 100 Comprehensive Clinical Assessments.
- Distributed food to 200+ families = 3,250 individuals
- Made 360 referrals to community resources.
- Sustained 38 families in pay-by-week motels.

## Total Clients Served



\*estimated based on current numbers



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## Program Outcomes



91%

OVERALL SATISFACTION FROM CLIENTS SERVED



91%

HEADS OF HOUSEHOLD ARE MORE CONFIDENT IN THEIR ABILITY TO FIND SERVICES TO MEET THEIR FAMILY'S NEEDS



80%

HEADS OF HOUSEHOLD DISPLAY IMPROVEMENT IN THEIR SELF-SUFFICIENCY

## An ACP Story



By stopping the spiral of debt the family was able to rebuild their credit score and a more stable future.

### ABOUT THE JOHNSON FAMILY

The Johnsons started having housing problems two years ago, after Ms. Johnson was forced out of work for a couple of months due to a sudden and debilitating medical condition. She fell behind on the rent at their apartment. The landlord then refused to accept payment for the arrears and evicted the family, which further negatively impacted Ms. Johnson's credit score and ability to secure a new apartment. This resulted in the family living in a hotel at a significantly increased monthly cost of approximately \$1,700. Then, ACP at Thompson entered their life.

### THE JOHNSON FAMILY'S JOURNEY

The Johnsons were offered temporary housing at Thompson's campus and assigned an ACP social worker who would work with Ms. Johnson multiple times per week. This not only provided safe housing for the family but also allowed Ms. Johnson to pay off her eviction and other bills to improve her credit score. Her social worker connected her with community resources to help find stable housing, and they successfully moved in at the end of 2020. Ms. Johnson's children are also receiving counseling through Thompson so they can process their experiences. They the entire family has a fresh start in 2021.

*I was really pleased with my services with ACP at Thompson. My experience helped me turn my situation around in a positive way. Thank you so much! - ACP Parent*

## Summary

The Thompson/ACP merger is a shining example of what can happen when two organizations of shared values come together in a way that strengthens and sustains their joint mission well into the future. Despite 2020 being a year that saw countless small non-profits sunset their missions, ACP at Thompson was not only able to survive, but it is actively thriving and positioned to grow in 2021.



For more information, contact Thompson at 704-536-0375  
info@thompsoncff.org | www.thompsoncff.org

