



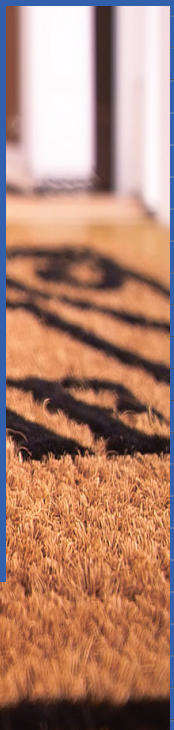
SOUTHEASTERN
COMMUNITY & FAMILY SERVICES, INC.

ANNUAL REPORT

2018 - 2019

content

- 04 ABOUT US
- 05 MISSION & VALUES
- 06 CEO'S LETTER
- 08 CHAIR'S LETTER
- 10 HEAD START
 - BY THE NUMBERS
- 16 CSBG
 - CSBG ACHIEVEMENTS
 - CSBG AT WORK
- 22 SECTION 8
 - ACHIEVEMENTS
 - TESTIMONIALS
- 26 FINANCIAL SUMMARY
- 28 EXECUTIVE STAFF
- 30 BOARD MEMBERS
- 32 ORGANIZATIONAL STAFF



About Us...

A BRIEF HISTORY

Southeastern Community & Family Services, Inc. (SCFS), formerly Four-County Community Services, Inc., was incorporated on June 10, 1964, with its stated purposes, "... to do all things necessary or proper to aid in improving the education, economic opportunities, living environment and general welfare of the people ... ; to study problems involved in improving education, economic opportunities, living environment and general welfare; ... to make and recommend programs or projects or activities ... toward the solution of such problems ... for people of all ages living in Richmond, Robeson, and Scotland Counties."

Over the years, SCFS has grown from those original three counties to seven, having dropped Richmond and adding Bladen, Brunswick, Columbus, Hoke, and Pender Counties. For several years, SCFS served eight counties by providing Weatherization services to New Hanover County until they secured a local operator.

SCFS continues to help the disadvantaged to overcome barriers and move above poverty to a more comfortable station in life. To accomplish this goal, SCFS has operated many programs over the years that have been designed by a collaboration among the people it serves, staff, Board of Directors, and other entities within each community.

SCFS was one of the first community action agencies in North Carolina and was nurtured under the caring leadership of O.L. Moore, Jr. Over the last 50 years, populations have changed as the world has changed. SCFS has been there through wars, economic recessions, and societal changes. SCFS currently serves 1,058 children and their families each year in its 15 Head Start facilities. They also serve close to 350 families each year through a Community Services Block Grant Family Empowerment Self-Sufficiency project.

SCFS continues to build upon its legacy by helping people to help themselves!

SOUTHEASTERN
COMMUNITY & FAMILY SERVICES



OUR MISSION

"To improve and empower the lives of the people we serve."

OUR VISION

"Everyone overcomes adversity to achieve a sustainable future"

EASTERN
FAMILY SERVICES, INC.

A Letter From Our CEO

"An individual has not started living until he can rise above the narrow confines of his individualistic concerns to the broader concerns of all humanity."

- Rev. Dr. Martin Luther King, Jr.

I wonder how many of us genuinely evaluate how often the decisions we make impact the "broader concerns of humanity"? From recycling trash to choosing careers that positively impact others. No one ever said that giving has to be mighty in number, but we need to be consistent and intentional in how we positively impact others.

Southeastern Community & Family Services, Inc. celebrated its 55th year of "helping people, help themselves" through three strategic community programs. Head Start, the Community Services Block Grant, and Section 8 Housing & Urban Development. We have served 1,000 children through education and by providing nutritious meals to both them and their families through the Child and Adult Food Care Program (CACFP).



During this program year, SCFS assisted twenty-two (22) individuals meet their self-sufficiency goals, thirty-four (34) individuals purchased homes, sixty-three (63) secured jobs, and twenty-eight (28) obtain higher learning degrees or certificates. This Annual Report captures more details, but you should also know we have honored community heroes who have been identified by their constituents as leaders in their respective counties. We have partnered with a relentless number of stakeholders to provide resources that our Agency does not necessarily offer, and we continue to establish new relationships to forge our mission forward.

Additionally, we have trained more hours than we can count on how we can better serve our communities and our staff and Board of Directors continues to be elevated by being appointed to prominent boards and steering committees where we share our message of hope with others to bring a unified awareness to the #1 crisis in America - poverty. The list goes on and on. Why am I sharing all of this? It's because I can assure you that Southeastern understands "the broader concerns of humanity."

**WE HAVE PARTNERED...
TO PROVIDE RESOURCES
THAT OUR AGENCY DOES
NOT NECESSARILY OFFER,
AND WE CONTINUE
TO ESTABLISH NEW
RELATIONSHIPS TO FORGE
OUR MISSION FORWARD.**

I truly believe the next programmatic year for SCFS will bring even greater awareness to the needs of our communities. We are currently positioning ourselves to welcome and assist more individuals who walk through our doors. SCFS anticipates more expansion through additional funding streams dedicated to helping with disaster relief efforts, including housing, job & educational placement, and emergency assistance. Alongside the Board of Directors, SCFS is always looking at the specific needs of our communities.

I remain committed to doing all I can to serve you as the Chief Executive Officer of this Agency. I will continuously strive to rise above the narrow confines of my individualistic needs and concerns to assist others. I remain passionate about the work that I do, and I have a great team that shares in my vision. SCFS embodies the Community Action Promise and we look forward to another 55 years of service doing what we love. The Mission Continues.....

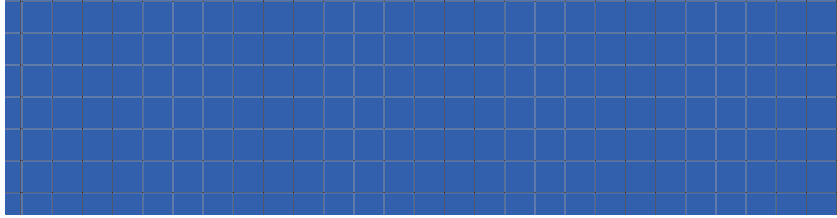
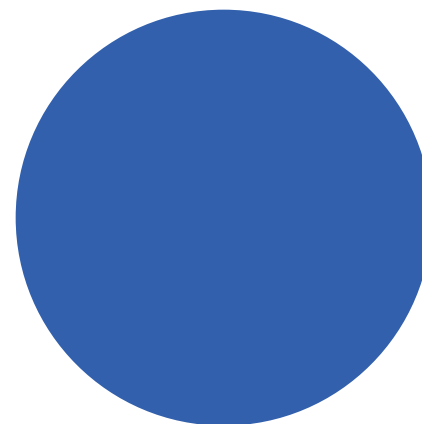
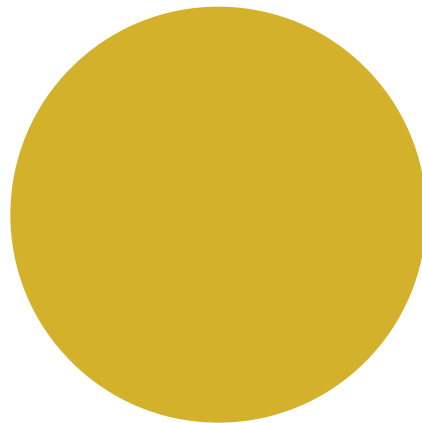
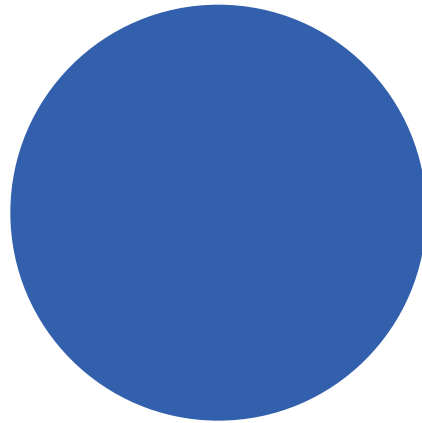
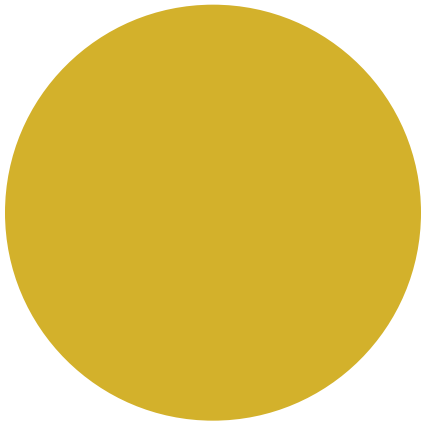
Respectfully,

Dr. Ericka Jones Whitaker,
CEO

Chief Executive Officer

The Promise of Community Action

Community Action changes people's lives, embodies, the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other...



Dear Community Colleagues,

As the 14th Chairman of the Board of Directors for Southeastern Community & Family Services, Inc (SCFS, Inc.), I am grateful to be the principal board officer to provide an annual report of this illustrious organization of committed individuals. SCFS, Inc., a 501(C)3 nonprofit agency dedicated to doing all things necessary to aid in improving the education, economic opportunities, living environment, and general welfare of children and families. We serve seven counties: Bladen, Brunswick, Columbus, Hoke, Pender, Robeson, and Scotland with distinction. The management and staff under the direction of Dr. Ericka J. Whitaker, CEO, are performing an outstanding job with the children and families. The youth are responding positively, due to the patience and love the staff provide in our service areas. The children's educational skills are improving, and their confidence is growing with each session. The team has superb abilities to meet the children at their proficiency level and work up from there. The children are so fortunate to have the instructors involved in their lives.

Assisting individuals to obtain adequate housing, economic opportunity, and a suitable living environment is an enormous task that is being fulfilled. Our mission: "To improve and empower the lives of the people we serve" is being demonstrated daily for the people of our service areas. The staff presents themselves in a responsible, reliable, and respectful manner in their daily activities and is always organized and well-prepared for any situation.

A Letter From Our Board Chairman

Servitude is an inspiration for us all. We realize how stressful it can be for the people who find themselves in need of the services we provide. The staff's commitment, words, and actions go a long way toward helping the customers reach their individual goals.

To our volunteers and financial supporter, you make the difference as well. Your unlimited generosity has had a profound and lasting impact on the youth and families of the seven counties under our jurisdiction. Your willingness to share resources and talents says a lot about each of you as human beings. Your desire to give selflessly to help others speaks volumes to your strength, the quality of your character and the commitment to share that most precious of all resources – your time – to make life better for those who are in need.

There will be challenges coming during the year; however, under Southeastern Community & Family Services, Inc.'s professional leadership and commitment, success will be ours! The victory is directly attributed to the hard work, determination, creativity, and dedication provided by the directors, management, and staff of our devoted organization functioning as a TEAM.

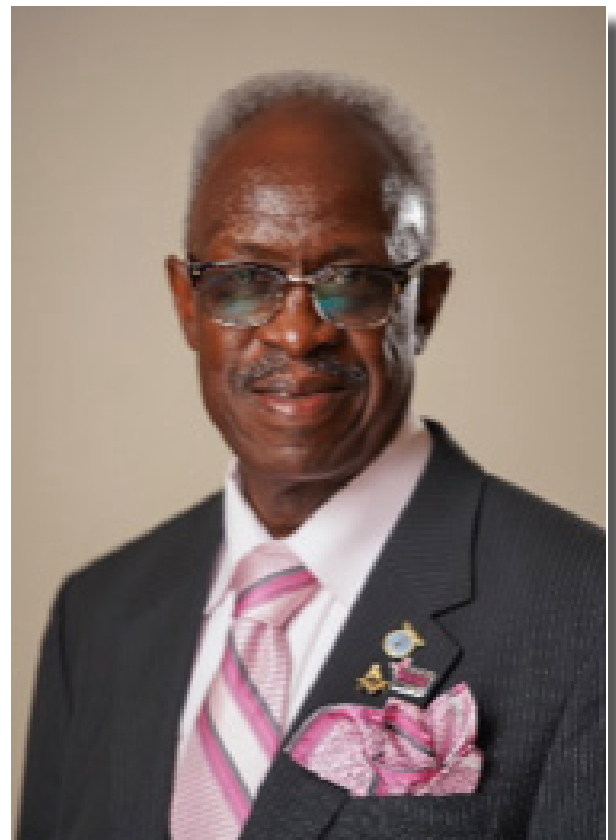
“Service to Humanity is the best work of life.” On behalf of the Board of Directors, it is my greatest pleasure and honor to say thank you.

Respectfully,

Arthur A. Bullock

Board Chairman

THE STAFF PRESENTS
THEMSELVES IN
A RESPONSIBLE,
RELIABLE, AND
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MANNER IN THEIR
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AND IS ALWAYS
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WELL-PREPARED FOR
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HEAD START

Head Start is a national program that promotes school readiness by enhancing the social and cognitive development of children through the provision of educational, health, nutritional, social and other services to enrolled children and families. Funded by the U.S. Department of Health and Human Services' Administration for Children and Families, Southeastern Community & Family Services, Inc. (SCFS) serves 1,000 children in 15 Head Start facilities, five of which are agency-owned.



HEAD START

During the Program Year 2018-2019, our Head Start Program was funded to serve 1,000 enrollees in 51 classrooms in six counties.

We provided comprehensive services to children and families at 14 centers, in which five (Hoke, Laurinburg, Maxton, Red Springs, and South Robeson) are owned and operated by the agency.

Our achievements were as follows:

Enrollment:

1,264 children, ages 3 and 4 years old, received comprehensive services.

- » 459 enrollees were Class Age 3
- » 805 enrollees were Class Age 4
- » 387 enrollees of the 1,264 children were enrolled for their second year.

Family Demographics:

1,133 families were served.

- » 203 were two-parent families
 - ◇ Of these families, 199 were biological, adoptive, or stepparents
 - ◇ Of these families, two were grandparents
 - ◇ Of these families, one was foster parents
- » 1032 were single-parent families
 - ◇ Of these families, 893 were mothers (biological, adoptive, or stepmother)
 - ◇ Of these families, 15 were father (biological, adoptive, or stepfather)
 - ◇ Of these families, 19 were grandparents
 - ◇ Of these families, two were a relative other than grandparent
 - ◇ Of these families, one was foster parents
- » 1,032 children's primary type of eligibility for Head Start was below 100% of the federal poverty line.
- » 191 children received public assistance, such as TANF and SSI.
- » 2 foster children were enrolled in the program.
- » 117 families of enrolled children were listed as primarily Spanish speaking.

Family Services

1,131 families were served.

- » 386 families received at least one of the family services listed below:

- ◇ Emergency/Crisis Intervention (9 families)
- ◇ Housing Assistance (12 families)
- ◇ Mental Health Services (4 families)
- ◇ English as a Second Language Training (51 families)
- ◇ Adult Education (54 families)
- ◇ Job Training (44 families)
- ◇ Child Abuse and Neglect Services (14 families)
- ◇ Domestic Violence Services (4 families)
- ◇ Child Support Assistance (7 family)
- ◇ Health Education (32 families)
- ◇ Assistance to Families of Incarcerated Individuals (5 families)
- ◇ Parenting Education (94 families)
- ◇ Relationship/Marriage Education (10 families)
- ◇ Asset Building Services (33 families)

- » 2 homeless families received housing during the program year.

- » Fathers/father figures engaged in the following activities:

- ◇ Family assessment – 49
- ◇ Family goal setting – 142
- ◇ Involvement in child's Head Start child development experiences – 152
- ◇ Head Start program governance – 8
- ◇ Parenting education workshops – 44

- » 37 parents were reported in job training or school.

- » Of the 1,131 families:

- ◇ Not reported: parents/guardians completed degrees, vocational school or some college.

OUR IMPACT IN 2019



1,264 children, ages 3 and 4 years old, received comprehensive services.



2 homeless families received housing.



1,131 families were served.



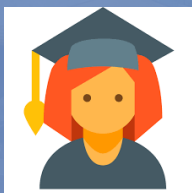
37 parents in job training or school.



100% of all Head Start teachers and teacher assistants met or exceeded the degree/credential requirements for their position...



191 received public assistance



387 enrollees of the 1,332 children were enrolled for their second year.



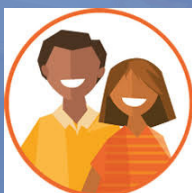
106 received services related to disability.



277 of the 353 children at the end of the enrollment year had health insurance.



1,188 had health insurance at the end of the program year.



117 families listed Spanish as primary speaking language.



21 received mental health services.

Head Start School Readiness

		PY- 2018 - 2019 (Spring)	PY- 2019 - 2020 (Winter)
Social-Emotional	Three Year Olds	67.11 %	76.13 %
	Four Year Olds	65.11 %	56.96 %
Physical	Three Year Olds	60.24 %	74.08 %
	Four Year Olds	52.92 %	55.46 %
Language	Three Year Olds	53.85 %	64.58 %
	Four Year Olds	56.28 %	54.67 %
Cognitive	Three Year Olds	58.67 %	74.94 %
	Four Year Olds	53.96 %	44.54 %
Literature	Three Year Olds	74.24 %	62.43 %
	Four Year Olds	58.43 %	57.06 %

Mental Health:

- » Mental Health professional observed all 51 classrooms. 21 children were referred by the program for mental health services and 21 of the 21 received mental health services.

Health:

- » 353 children entered the program with no health insurance. However, 277 children of these 353 at the end of the enrollment year had health insurance.
- » 1,188 cumulative enrollees had health insurance at the end of the program year.
- » 908 children, at enrollment, had an ongoing source of continuous, accessible health care. However, at the end of the program year, 1,169 children had an ongoing source of continuous, accessible health care.
- » 16 enrollees were determined to be underweight, 1,136 enrollees were determined to have healthy weight, 52 were determined to be overweight, and 60 were determined to be obese.

Disabilities:

- » 106 children were determined to have a diagnosed disability; and 106 children received services related to the disability. The diagnosed disabilities were speech and language impairments (92 children), autism (four children), hearing impairment (one child), and non-categorical/developmental delay (9 children).

Staff:

- » 100% of all Head Start teachers and teacher assistants met or exceeded the degree/credential requirements for their position, as mandated by Southeastern Community and Family Services, Inc.'s Board of Directors and federal regulations governing staff education.
- » Zero Family Service Workers received credentials



CSBG

Funded through the N.C. Department of Health and Human Services, Community Services Block Grant (CSBG), the Family Empowerment Self-Sufficiency (FESS) project works with families to determine their individual and family strengths, needs, and visions for the future. Participants in this program have moved from poverty to self-sufficiency; many became gainfully employed and receiving medical benefits from their employer; many have completed educational or job training, and; many have purchased homes.


CSBG Achievements

In our third year of the three-year strategic plan, the Community Service Block Grant (CSBG) Family Empowerment Self-Sufficiency (FESS) project served 335 low-income families and met our long-range goal of assisting 125 families obtain self-sufficiency with income above the federal poverty guidelines. The three-year strategic plan began on July 1, 2015 and ended on June 30, 2018.

Southeastern Community and Family Services, Inc. Agency is in the network of over 1,000 community action agencies across the nation and is among the top three largest CSBG entity in the state of North Carolina. The Results-Oriented Management and Accountability (ROMA) is the tool and guide utilized for program management in community action agencies across the nation. Services are implemented and monitored to ensure efficient and effective performance. All services provided through this program are designed to help promote self-sufficiency, family stability, and community revitalization as required by the 1994 Amendment to the CSBG Act. All outcomes achieved are derived from the six (6) National Goals which are focused on Agency, Community, and Family:

- ◇ Goal 1: Low-income people become more self-sufficient. (FAMILY)
- ◇ Goal 2: The conditions in which low-income people live are improved. (COMMUNITY)
- ◇ Goal 3: Low-income people own a stake in their community. (COMMUNITY)
- ◇ Goal 4: Partnerships among supporters and providers of services to low-income people are achieved. (AGENCY)
- ◇ Goal 5: Agencies increase their capacity to achieve results. (AGENCY)
- ◇ Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems. (FAMILY).

CSBG Case Managers provide comprehensive case management to help our customers attain self-sufficiency, family stability, and community revitalization. During the 2017-2018 program year, we were successful in providing services that resulted in 46 families rising above poverty.



Goal 1:
Low-income people
become more self-
sufficient. (FAMILY)

Goal 2:
The conditions
in which low-
income people live
are improved.
(COMMUNITY)

Goal 3:
Low-income
people own a stake
in their community.
(COMMUNITY)

The CSBG team continues to work with enrolled families to determine their individual strengths, needs, and visions for their future with the main objective of finding employment or better employment. These families receive assistance with decision making skills and budgeting, as well as guidance in job seeking and help in improving their education level. Of the 335 families served, 90 individuals gained employment and 31 gained better employment in which 16 gained employment with employer health care coverage. The average wage rate for 2017-2018 fiscal year was \$9.62 per hour and the annual change in income was \$8,958.29. In addition, 12 individuals completed an education or training program that resulted in the receipt of a certification or diploma. A total of 43 families were able to secure standing housing. We were able to provide 270 direct support services which included transportation assistance for work, purchase of books, child care assistance, prevention of utility disconnections, prevention of evictions etc. The Case Managers had 3,000+ activities that included recommendations and referrals to local businesses, churches, Department of Social Services, Health Departments, and the North Carolina Workforce Development.

Goal 4:
Partnerships
among supporters
and providers of
services to low-income
people are achieved.
(AGENCY)

Goal 5:
Agencies increase
their capacity to
achieve results.
(AGENCY)

Goal 6:
Low-income
people, especially
vulnerable populations,
achieve their potential
by strengthening
family and other
supportive systems.
(FAMILY)

SCFS Youth Leadership Camp 2018 · 2019

F FESS served 4 counties (Bladen, Columbus, Robeson & Scotland) last year and 53 youths. The location of the sites was Elizabethtown, Laurinburg, Lumberton and Whiteville. The date for the camp was June 24 – 28, 2019.

The age was 13-18 years old. The schedule was the same for every site.

AGENDA ITEMS

June 24, 2019 – Leadership – What is Leadership? (Carl Cutler - Coach), Makin Proud Choices - (Jameka Lync – CC Health Department), each child present received the following book- Truth for Our Youth, A Self- Empowerment book for Teens by Agyei Tyehimba.

June 25, 2019 – Educational Tours (Fayetteville State & Fayetteville Tech) – Chartered Bus

June 26, 2019 – Career Day/Nutrition and Wellness – Career (Charles Garrett – NC Works), Hygiene & Hygiene Packets – (Wanda Davis – SCFS), Nutrition & Wellness – (Jasmine Hill – Cooperative Ext.)

June 27, 2019 – Tours (NC Legislative Tour), lunch @ Golden Corral, Team Building (Dave & Buster's)

June 28, 2019 – Etiquette, Social Media & Bullying – Social Media & Bullying (Lumberton Police Dept.), Etiquette – (?), Formal and Appreciation Luncheon (Buffet Dinner) at Adelio's, Certificate of Appreciation, book bags with school supplies were given.

Each day they received breakfast and lunch. The students were transported by the agency van and parents. Brunswick County CM assisted Columbus County.









SECTION 8

Southeastern Community & Family Services, Inc. (SCFS) provides two (2) types of housing assistance:

Rental Assistance:

Funded by the U.S. Department of Housing and Urban Development, SCFS provides housing vouchers to 427 families annually, providing subsidy payments for standard rental property. Rental properties participating in this program must meet standard Housing Quality Standards as defined by the U.S. Department of Housing and Urban Development.

SCFS' Section 8 Program has been providing services to Scotland County for 37 years. The programs allow for subsidies to standard rental property, not public housing.

Home Ownership:

Through our Community Services Block Program (CSBG) Self-Sufficiency Program our participating families can accumulate escrow funds to help purchase homes.

HUD SECTION 8

Southeastern Community and Family Services, Inc. (SCFS) has been providing affordable housing assistance options as a Public Housing Agency (PHA), to Scotland County for over 30 years. The mission of SCFS, Inc. HCV-Section 8 Program is “to promote adequate and affordable housing, economic opportunity, and a suitable living environment free from discrimination”.

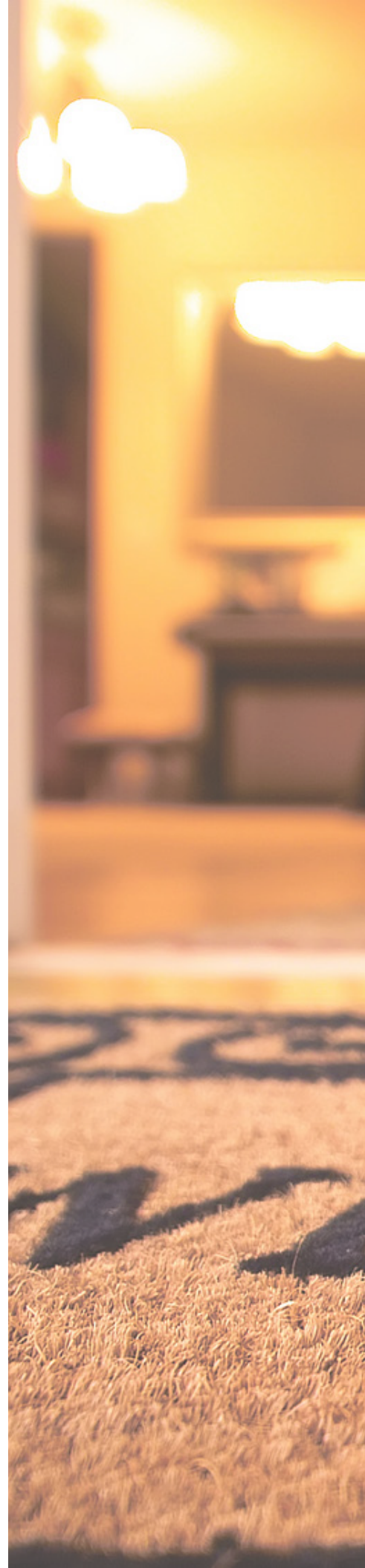
The Housing Choice Voucher Program (HCV) is the culmination of public housing legislation and programs that began in the 1930s and changed over time to better serve families and participants. The Housing & Community Development Act of 1974 created the Section 8 Program which enabled federal housing rental assistance payments to be paid directly to the owners of private housing units, as subsidy assistance to lower income families.

Funded by the Department of Housing and Urban Development (HUD), SCFS, Inc. offers two (2) additional types of housing programs to eligible individuals and families. They are the Project-Based Housing Voucher Program and HCV Home Ownership Program.

Project-Based Housing Voucher Program is provided in partnership with Wilhoit Properties, owners of Greenfield Apartments in Laurinburg, NC. The 48 unit housing complex receives rental assistance payments (project-based vouchers), for income eligible residents. In addition to the rental assistance, resident families are offered supportive services to help them become economically self-sufficient. The Family Self-Sufficiency Program (FSS), in partnership with Laurinburg Housing Authority (FSS administrators) is offered to Greenfield residents in which their employment and educational needs are analyzed to develop goals or an Individual Training & Service Plan (ITSP). As an incentive, participating residents are able to accrue money, set aside in an escrow account, which they can receive upon successful completion of the program.

HCV Home Ownership Program allows current voucher recipients the option to purchase a home; transferring the subsidy from rental assistance to a mortgage payment. SCFS, Inc. partners with local agencies that provide housing counseling services to educated program participants on the home buying process.

Through the HCV Section 8 Program, SCFS, Inc. provides up to 437 housing vouchers to the Scotland County area annually. During FY: 2018-2019 the Section 8 staff served an average of 425 families per month.



SECTION 8 PARTICIPANT SPOTLIGHT - “A TESTIMONIAL OF SUCCESS”

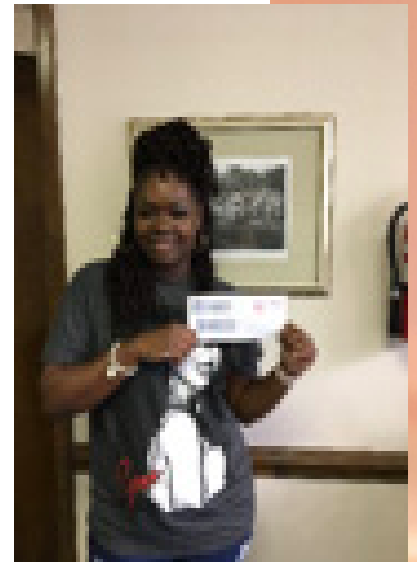
Ms. Nikia McQueen has successfully completed the goals established for the program and has earned an escrow disbursement of \$1,615.00. Ms. McQueen was able to use her escrow money to further her education by enrolling into the University of North Carolina-Pembroke Campus.

Below are excerpts of Ms. McQueen’s testimonial of how the program has changed her life:
“ In March 2015, I moved into Greenfield Apartments in hopes of starting a new life”.

When speaking with [FSS Coordinator, Cornelia McEachin], I didn’t have any goals that I would like to accomplish. She helped me think about my life and what I wanted out of life. Speaking with her helped me come to realize what I wanted for myself...”

“In the process of accomplishing my goals, life was hard. I [had]two children and I had to find a way to balance work, school, and parenting. I received my Certified Nursing Assistant License in December 2016” Richmond Community College.”

The Family Self-Sufficiency Program encourages each participant to set employment goals that will allow them to increase their earning potential, with the incentive of establishing an escrow account. Once the participant has completed the program, they are eligible for the money they have earned. Higher education and Home Ownership are other goals that are encouraged.

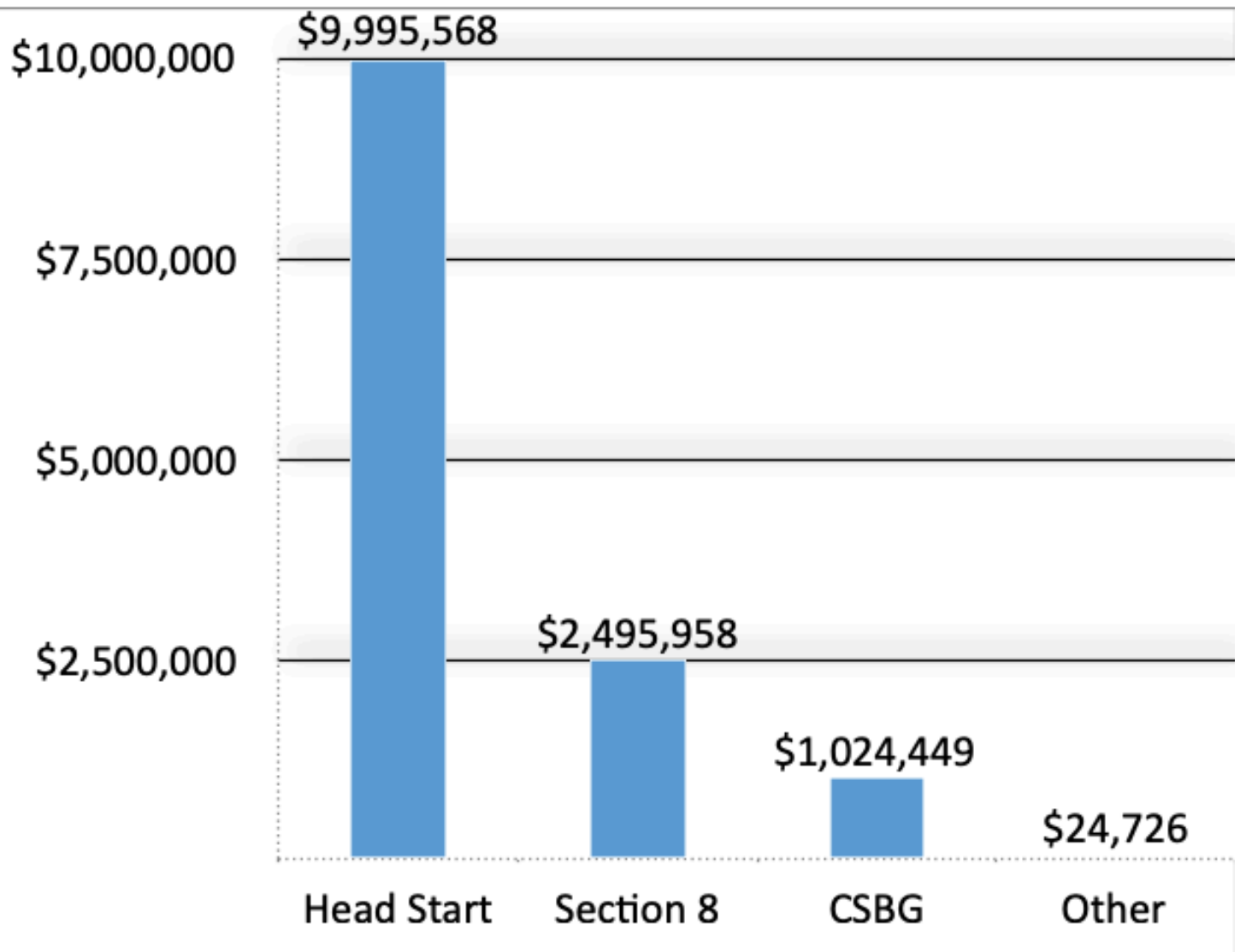


“I obtained a job at Scotia Village fulltime as a C.N.A. second shift, making \$11 an hour plus shift differential with benefits. Working at Scotia was so rewarding. I helped so many patients and the smiles were priceless. The patients were grateful to have someone who genuinely cared about them was amazing.”

“I went through a lot in the past three years of being on the FSS Program. I learned that you must create a pathway to success and the way to do it is to create goals and work towards them. I now can teach my children the importance of goals to be successful. Thank you for the opportunity and the life lesson of the program.”

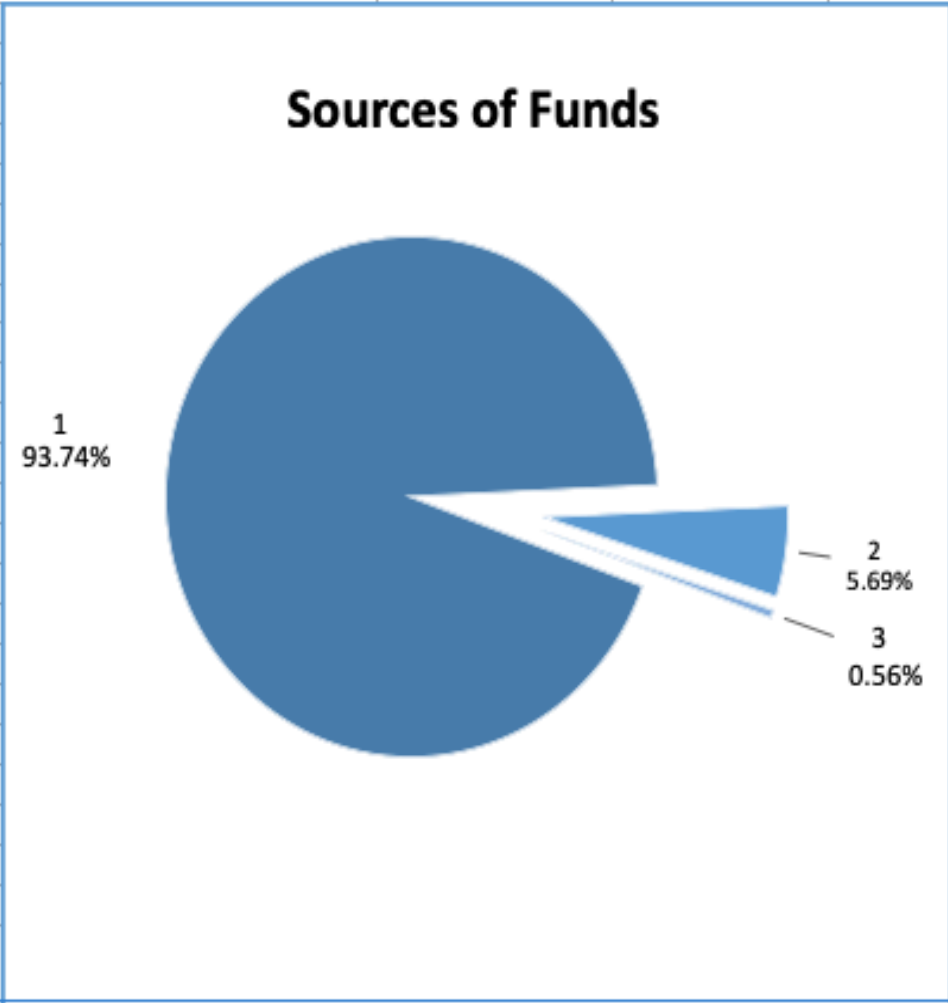
The Family Self-Sufficiency Program is a program offered to the residents of Greenfield Apartments in Scotland County. Residents of Greenfield Apartments receive housing assistance through SCFS, Inc. HCV Section 8 Assistance Program.

FINANCIALS



SCFS's management practices ensure that operating funds raised in the current year are put to use to support programs to further the mission. The following figures represent sources and uses of operating funds for the fiscal year beginning July 1, 2018 through June 30, 2019 (Audited).

SCFS publishes detailed financial information in the form of its annual report, audited financial statements, and IRS 990 tax returns. For more information, please contact Liying Reeder, Chief Financial Officer, at (910) 277-3500.



Program Grants				\$ 13,680,729
In-Kind Contributions				\$ 830,781
Other Earned Income				\$ 82,194
Net Assets Released From Restriction				\$ -
Total				\$ 14,593,704

SCFS EXECUTIVE LEADERSHIP TEAM



¹ DR. ERICKA J. WHITAKER
Chief Executive Officer



⁴ CYNTHIA FOSKEY
Executive Administrator



⁶ TIFFANY ANTHONY
Housing Director

⁷ STEPHANIE ASHLEY
CSBG Director





² TAMARA MONROE
Deputy Director,
HR & Operations

³ LIYING REEDER
Chief Financial Officer

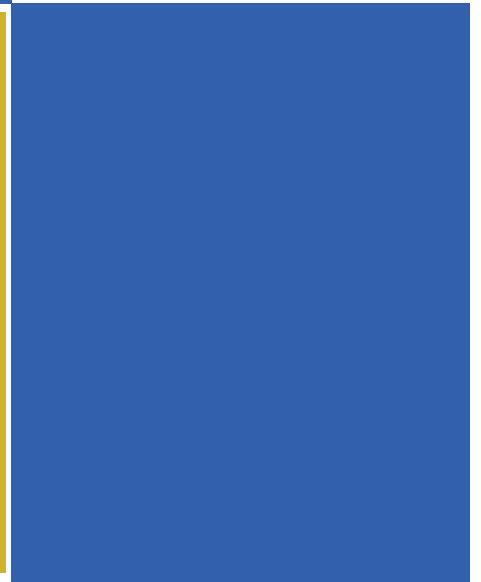
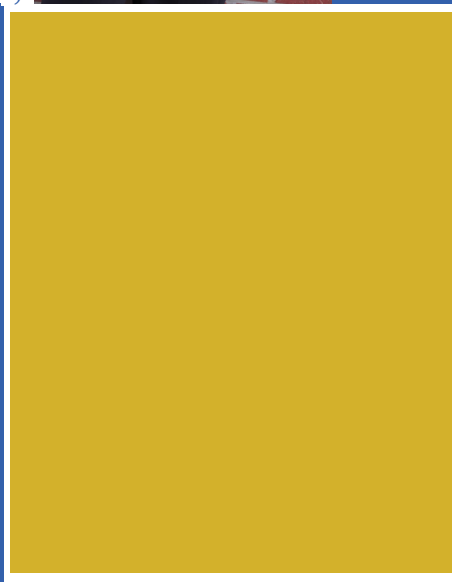


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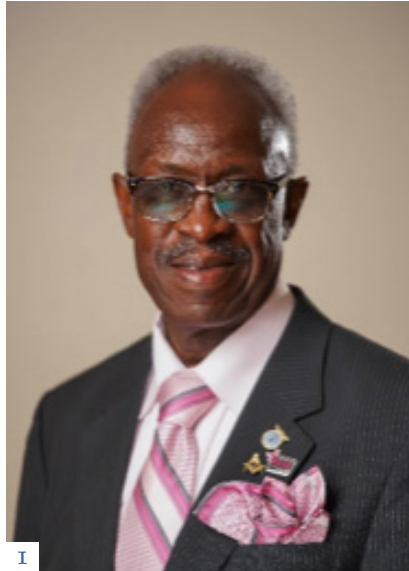


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⁵ TONIE BRITE
Head Start Director



BOARD OF DIRECTORS



1

¹ ARTHUR A. BULLOCK
Board Chair



2

² WILLIAM BALLARD
Vice Chairman

³ CAROLYN CROCKER
Secretary



3



⁴ JOHN ALFORD
Treasurer



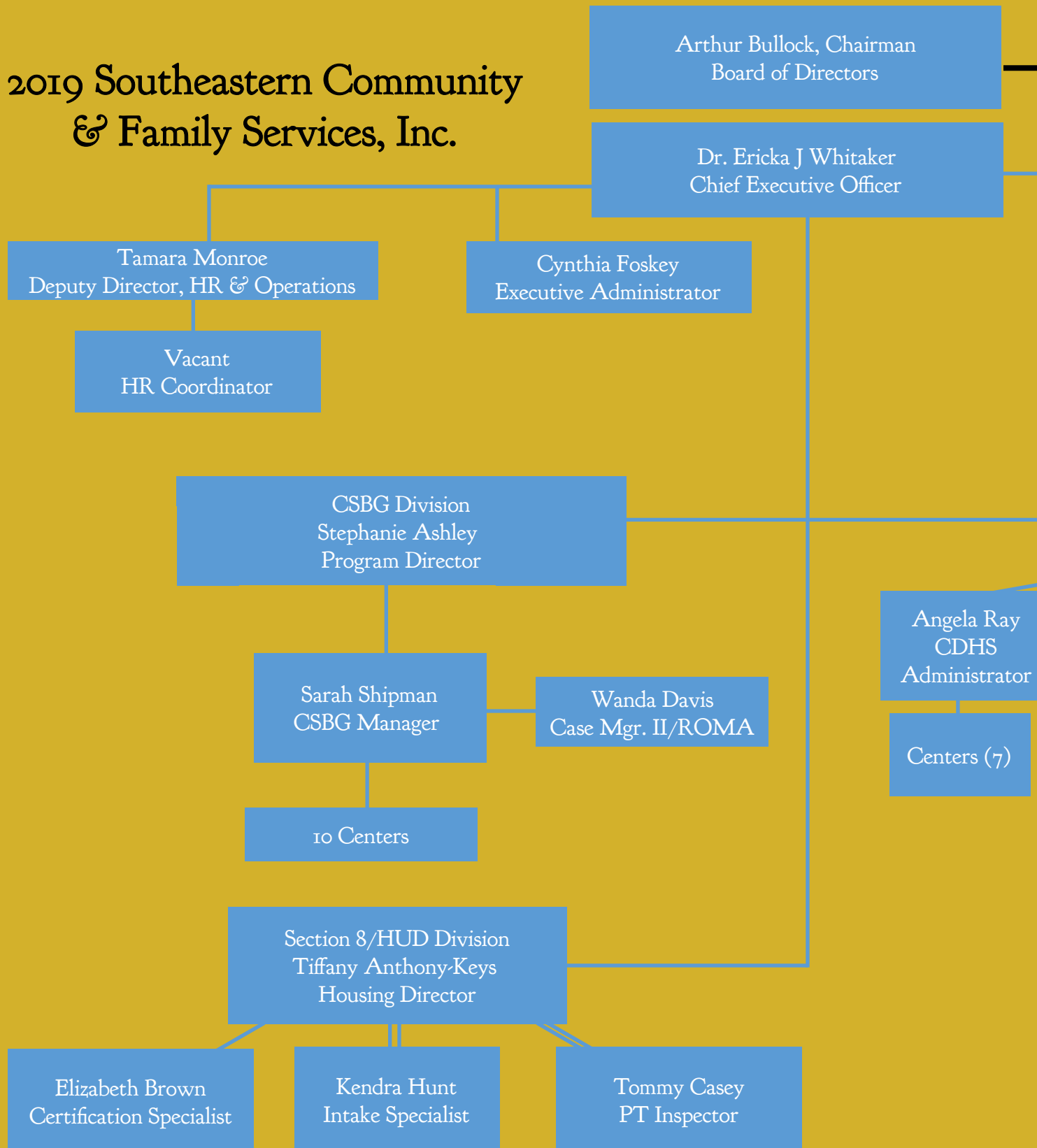
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Remembering the past, concentrating on the present and
focusing on the future of the agency.

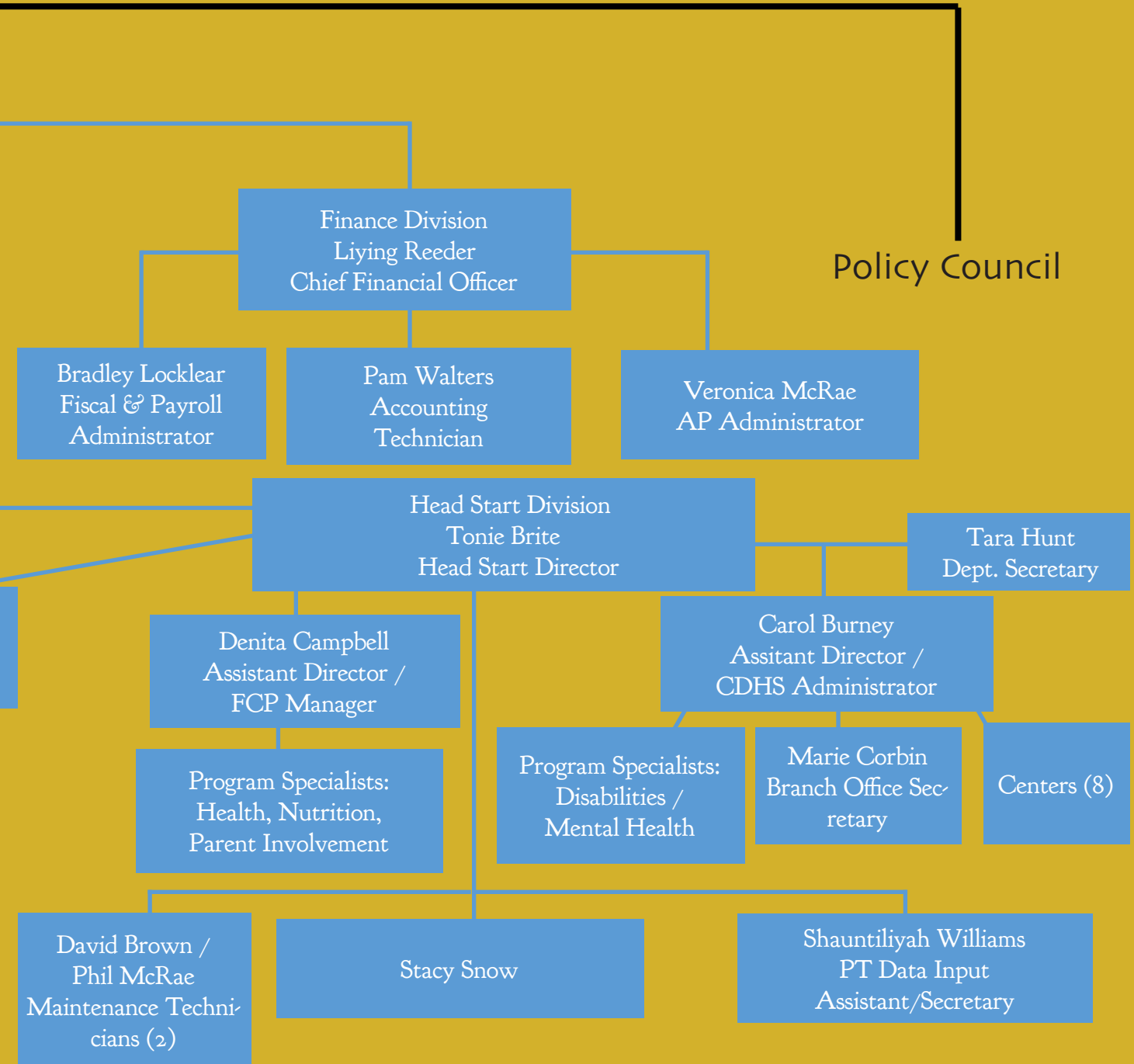
Name	Board Title	County
Arthur A. Bullock	Board Chair	Bladen
William Ballard	Vice Chairman	Brunswick
Carolyn Crocker	Secretary	Columbus
John Alford	Treasurer	Scotland
Cynthia Demery	Board Member	Bladen
Victor Singletary	Board Member	Bladen
Valorie Hatten	Board Member	Brunswick
Carl L. Parker	Board Member	Brunswick
Wanda Killens	Board Member	Columbus
Melinda H. Lane	Board Member	Columbus
Shirley Hart	Board Member	Hoke
Valeria Galberth	Board Member	Hoke
Brittany Ware	Board Member	Hoke
Felicia Watkins	Board Member	Pender
Darlene Adams	Board Member	Pender
Patricia S. Walker	Board Member	Pender

ORGANIZATION

2019 Southeastern Community & Family Services, Inc.




IONAL STAFF




"To improve and empower the lives of the people
we serve."

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