



# 2025 ANNUAL IMPACT REPORT



## Contents

|                       |    |
|-----------------------|----|
| Welcome Letter        | 2  |
| Who We Are            | 3  |
| NICU Program          | 4  |
| NICU Highlights       | 5  |
| Disability Program    | 6  |
| Disability Highlights | 7  |
| Support Groups        | 8  |
| Community Events      | 9  |
| Party for a Purpose   | 10 |
| Financial Summary     | 11 |
| Contact Us            | 12 |

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## A Letter From Our Executive Director

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### Meagan Patillo

The past year brought growth, new relationships, and meaningful support for families in our NICU and disability programs. We're proud to share an overview of that impact and the stories that reflect the heart of our work.

In the pages ahead, you'll see how our programs reached families, how funding was put into action, and how these efforts shaped real experiences in our community.

We're thankful for everyone who helped make this possible and look forward to continuing this work together in the coming year.

Sincerely,

A handwritten signature in black ink that reads "Meagan Patillo".

Meagan Patillo

Executive Director

Family Support Network of Central Carolina





# Who we are

## OUR HISTORY

Family Support Network of Central Carolina (FSNCC) was organized in 1989 by a coalition of parents, medical professionals, and staff from community agencies serving children with disabilities and their families. We are one of twelve affiliates of Family Support Network of North Carolina. We serve families living in Guilford, Alamance, Caswell, Randolph, and Rockingham counties.

## OUR MISSION

Our mission is to provide support, education, and caring connections to families experiencing a NICU stay or caring for a loved one with a disability or special healthcare needs.

Families with children who have special healthcare needs often encounter added stress, social isolation, and financial strain, which can complicate their child's health journey and hinder their access to social and emotional support.

## OUR APPROACH

Our comprehensive approach empowers families by fostering meaningful connections, advocating for their needs, offering practical education, and building strong partnerships across the community. Together, these efforts help families feel informed, encouraged, and better equipped throughout their journey.

“ I really appreciated the Family Support Network staff for putting together meals, activities, photoshoots, giving books, support, clothes, etc. It truly did make the experience just a little bit better.

*Dilynn's Mom*



# NICU Support Program

Our NICU Support Program at Cone Health Women's and Children's Center provides guidance, comfort, and connection for families throughout their NICU stay. Through our Family Navigation approach, staff with personal NICU experience offer bedside support, helping families feel understood and equipped during a challenging time.

Our NICU Support includes:

**Admission Bag** – Families receive a welcome bag with FSNCC resources, a bonding butterfly, a book, a blanket, and helpful unit information.

**Family Navigation** – One-on-one bedside support from staff who have lived through the NICU themselves, offering emotional support, shared understanding, and practical guidance.

**Weekly Gatherings** – A chance to step away from the bedside to enjoy a meal, participate in simple activities, and connect with other NICU families.

**Parent Mentors** – Matches with trained mentors who have navigated similar NICU journeys, offering encouragement and insight.

**Sibling Support** – Goodie bags that help siblings feel included during the family's NICU experience.

**Education & Literacy** – Board books through our Books for Babies program, along with education on safe sleep, skin-to-skin care, wellness, and early development.

**Baby Basics** – Essential items such as diapers, wipes, clothing, and Pack & Plays to support a safe transition home.

“*Thank you for being a light during one of the hardest chapters of our lives.  
Your kindness, love, and understanding meant more than words can ever say.*”

- Sam's Mom



# NICU Support Highlights

## Direct Support



- **727** bedside support sessions
- **696** families served



- **264** sibling support bags
- **48** special events for families

## Family Resources



- **105** Baby Basics sets
- **893** board books



- **46** Pack & Plays
- **143** gas and meal gift cards



“

We were visited by the sweet staff from FSN, who brought us books for the babies, a gift bag with resources, goodies, and little fabric ‘butterflies’ to comfort the twins. They checked in on us, celebrated the little wins each day, and invited us to events where we could take a break and share a meal with other NICU families. Those events were always a bright spot and gave us a sense of community.

- Abbigayle



# Disability Support Program

Our Disability Support Program at FSNCC is grounded in a strong commitment to walk alongside parents and siblings of children with disabilities or special healthcare needs. Through this program, we provide connection, guidance, and practical resources to help families navigate their unique journeys.

Our Disability Support includes:

- **Parent Support Groups** – We offer a variety of parent groups that provide welcoming spaces for caregivers to connect, share experiences, and build community. This includes Circle of Parents support groups, along with Moms Group, Dads Group, Rare Diagnosis Moms Group, Black Parents Group, and additional support opportunities, including in the NICU.
- **Parent Mentor Program** – Families can receive one-on-one support from trained parents who have been through similar experiences and can offer understanding, encouragement, and insight.
- **Sibshops** – A fun, supportive program designed for siblings to connect with peers who also have a brother or sister with disabilities.
- **Resources & Referrals** – Families receive up-to-date information and connections to community agencies and services.
- **Community Events & Resource Fairs** – We host and participate in events that give families opportunities to learn, connect, and access additional support.



# Disability Support Highlights

## Direct Support



- 209 families connected to support

- 95 trained parent mentors



- 12 meaningful mentor matches

## Community Engagement



- 89 participants in parent groups and Sibshops

- 5 Family Engagement Events



- 806 attendees at community events

- 216 volunteer hours



“

I get to hang with other dads who have kids with disabilities. We share common frustrations and how it affects our lives. Dads Group gives some consistency when a lot of times there isn't any. It helps to know we're not doing this alone.

- Dads Group Member



# Support Groups

Our parent groups offer a nurturing and inclusive space for parents to connect, share experiences, and gain valuable insights, providing support, guidance, and a sense of community to those navigating the NICU or raising children with disabilities or special healthcare needs.

**Moms Group:** A supportive environment exclusively for mothers to openly discuss their experiences while caring for children with disabilities or special healthcare needs.

**Dads Group:** Provides a space for fathers to connect and learn from one another, building a supportive community and offering a chance to unwind and relax together.

**Circle of Parents:** This group, offered in partnership with Gateway Education Center and Growing Connections for Pediatric Achievement, provides a welcoming, peer-led support group where caregivers connect, share experiences, and encourage one another. Through weekly meetings, families build relationships, access resources, and strengthen their support networks.

**Rare Diagnosis Moms Group:** Dedicated to families dealing with rare diagnoses, this group provides a focused platform for sharing knowledge, resources, and emotional support.

**Black Parents Group:** A safe haven for Black parents and caregivers, offering resources, and the opportunity to connect with others who share similar experiences.

**Sibshops:** Sibshops is a supportive program tailored for kids in grades 1–6 who have siblings with disabilities. It provides a safe space for them to connect, share experiences, and learn coping skills while engaging in fun activities.



*“I found a lifeline in my group. It's where I met parents who truly understood what I was going through. It's not just about sharing experiences; it's about finding strength and hope in each other.”*





# Community Events

Our annual events and family engagement activities enrich our programs and strengthen connections across our community. Together, they benefit more than 1,000 families each year and create meaningful opportunities to gather, learn, celebrate, and support one another.

## Unite Greensboro Festival

The annual UNITE Festival (Understanding the Needs of Inclusion Takes Everyone) is one of our largest community events of the year, held at LeBauer Park in Greensboro. Families enjoy adaptive activities, games, live music, and resource booths designed to bring people together. Dozens of community partners join us to share information, support services, and inclusive opportunities for families of children with disabilities or special healthcare needs.

Event partners include Greensboro Downtown Parks, Inc., Downtown Greensboro, Greensboro Parks and Recreation, and Diversified Trust (event sponsor).

## Family Engagement Events

Throughout the year, we host family-friendly outings and activities that strengthen connections and give caregivers a chance to enjoy time together outside their daily routines. This year's events included:

- Puberty and Beyond Family Workshop
- Family trip to the Greensboro Science Center
- Visit to the International Civil Rights Museum
- Bowling day at Spare Time, offering families a fun and accessible outing to relax and connect
- Movie day, hosted in partnership with the Down Syndrome Network at Golden Ticket Cinemas
- Family photo sessions, offering families a chance to capture special moments together in a comfortable and supportive setting



# Party for a Purpose

**Party for a Purpose** is our annual fundraiser that brings supporters together in ways that reflect their own style and interests. Each gathering is unique, with hosts choosing the type of event they want to create.

Events have included game nights, cookie exchanges, office luncheons, golf outings, themed dinners, virtual gatherings, and community drives—each one offering a meaningful way to give back.

We are grateful for everyone who hosted, attended, and supported these events, and especially to our sponsors whose generosity helps make it all possible.

## Event Sponsors

### Presenting Sponsor

Cone Health

### Party for a Purpose Sponsor

Pediatric

### Community Sponsor

Carolina Pediatrics

### Party Patron Sponsors

OPS Design Consultants

First Service Solutions

### Wallflower Sponsor

Sunrise ABA





# Financials

We are grateful to our donors, grantors, and partners whose generous contributions—through donations, grants, in-kind gifts, and volunteer service—make our work possible.

## Expenditures

### NICU Support Expenditures

**\$241,000**

Serving 696 families with bedside support and essential resources.

### Disability Support Expenditures

**\$73,000**

Serving 209 families with support and essential resources.

## Additional Support

### In-Kind Donations

**\$54,000**

Donations, such as diapers, baby clothes, meals, and more.

### Volunteer Service Value

**\$6,048**

Calculated using North Carolina's volunteer rate of \$28 per hour.

## Our Valued Partners

Cone Health

Guilford County Partnership for Children

Family Support Network of NC

Department of Social Services

Gateway Education Center

Cribs for Kids

NICU Parent Network





We thank you for your ongoing support of our programs and mission.  
Your gift can make a real difference.



[MAKE A GIFT TODAY](#)

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Stay connected.  