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### ANNUAL REPORT • 2013





Building communities, strengthening lives.

North Shore Boston's Elise Sinagra and Beverly Mayor Bill Scanlon at Grand Opening.



# 2013 Family Promise Openings

- Great River, MN
- Fulton/Dekalb County, GA
- Rockingham County, NH
- North Shore Boston, MA
- Houston County, GA
- White County, GA
- New Braunfels, TX
- Brevard County, FL
- Palouse, ID
- Jefferson County, WI
- Passaic County, NJ





Brevard County, Florida, Day Center.



Wizard of Oz meets frozen Orono Lake at a Great River, Minnesota, fundraiser.



Director Lindsey Rinehart and Trustee Bruce Pitman at the Palouse, Idaho, Day Center.



**Grand Opening in Houston County, Georgia.** 

### From our Chairman and our President...

Dear Friends,

In 2013 Family Promise celebrated its 25th Anniversary, a milestone that gave us pause to reflect on our past successes and the work that still lies ahead. We could never have imagined that what started as a local effort to provide shelter and meals to homeless families in Union County, New Jersey, would grow into a national organization that has served more than 600,000 people, mostly children.

More than anything else, this is a testament to the 160,000 caring volunteers from communities across the country and our Family Promise staff members who go above and beyond every day. They not only provide essential services to families in crisis but have gone on to create more than 800 Community Initiatives, including mentoring programs, car and furniture donation programs, after-school tutoring, and so much more.

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We marked our 25th year in many ways. More than 350 Affiliate leaders gathered in Atlanta for our 12th National Conference to share ideas and learn from each other. Affiliates across the country celebrated Family Promise Week, during which they recognized and thanked their volunteers, held local fundraising events, and received civic proclamations, all of which highlighted the local volunteer-driven solution our Affiliates provide. Our 25th Anniversary Gala, which honored our founding congregations and other

Thanks to the generous contributions of our donors, in 2013 we opened eleven new Affiliates in nine states, including Florida, Georgia, Idaho, Massachusetts, Minnesota, New Hampshire, New Jersey, Texas and Wisconsin.

Family Promise leaders, provided a fitting end to this milestone year.

We also had another new addition to the Family Promise community – PetSmart. Family Promise and PetSmart, the country's largest specialty pet retailer, launched PetSmart Promise, an innovative national program that addresses the needs of homeless families with pets. Often, families will not seek shelter because of fear of losing their beloved pets. PetSmart Promise provides several options to our Affiliates, including on-site kennels, pet fostering and PetsHotels®, so homeless families and their pets can stay together.

For the past 25 years, Family Promise has been a community that cares. Although we have accomplished so much, there is so much more to be done. With the collective efforts of our directors, case managers, volunteers and donors, we will continue to change lives.

Sincerely,

Cary R. Hardy Chairman Karen Olson
President





# An Affiliate Opens in Georgia



Shirley Boan accepts the Eleanor Granum award.



**Director Nicole Rosser** 

Warner Robins, Georgia, is a military town, affluent and growing. It's also a caring, family-oriented place, with top-rated schools. In fact, the city has shown up more than once on Bloomberg Businessweek's annual national list of the "Best Places to Raise Your Kids."

Few would associate the city and surrounding Houston County with homelessness. But the signs are there, if you look hard enough. "All it takes is a death or divorce or loss of a job," says Dave Razo, a board member of Family Promise of Greater Houston, which opened May 12, 2013.

Still, the community would likely never have mobilized around the problem if it had not been for Shirley Boan, a retired social worker and mother of four who moved to Warner Robins in 2003. Boan had noticed people sleeping under a bridge on her way to Macon. She read that the board of education had identified more than 300 homeless children in its schools. She encountered homeless families at her church, where she ran the assistance fund. "I was now aware there were children living in hotels, in their cars, and that kind of thing."

While living in Ohio, Boan and her husband Roger had volunteered for Family Promise at their church, which hosted homeless families several times a year. She asked her current church if it would support Family Promise if she were to help create a new Affiliate in Warner Robins. "They said, 'Run with it,' " she recalls.

Boan contacted the national office of Family Promise, which confirmed the need for emergency shelter in Houston County and dispatched a staffer to guide her through the organization-building process. She became the leader of a group that





A new family.

Prepping the Day Center grounds for Opening Day.

opened a dialogue with the community and began recruiting churches. By spring 2012, Boan had reason to celebrate: 13 congregations had signed on, the minimum number needed to operate a rotational shelter network. One of them donated a Day Center for families. A second supplied a van.

As opening day neared, Family Promise national staff was in constant touch, offering technical training, advice and support. "Anytime I'd call or ask a question, there'd be a prompt response. We had access whenever we needed it," says Nicole Rosser, the director, who had just been hired. "As the new director I expected to have to set up policies and procedures. But they were already created and in place."

Three days later the first family arrived. The death of a loved one had left Doris Garten, 59, and her two granddaughters, ages one and four, homeless. Garten had applied for public housing but found herself on a long waiting list. "Without Family Promise, I don't know where we would have gone," she says today. "It was a blessing. It was safe, the girls loved it, and the volunteers were wonderful."

Support for the new Affiliate has blossomed. "We're so new, yet the word is out. The response from the community has been overwhelming," says Rosser, who speaks to local civic groups on average three times a month. "We have several congregations who are coming on as new prospects. We held our first fundraiser in November. New volunteers and new donors show up every month. They'll call and say, 'Hey, what are your needs?'"

### **Community Initiatives**

Affiliates have developed over 800 Community Initiatives—local programs which go beyond the core mission of providing shelter and are designed to help families achieve independence.



Marty wows the crowd.

#### Child Enrichment in Cincinnati

In 2006, doctors from the University of Cincinnati College of Medicine, assessing homeless children at our Family Promise Affiliate, discovered that fully 50 percent of the children under age three were found to have some sort of behavior disorder or developmental delay,. The study inspired the Affiliate to develop a daily child enrichment program where young children could enjoy a structured playtime with plenty of one-on-one attention from volunteers. The program has been a huge success—in 2013, 268 children were served.

"There's usually a craft, but sometimes we have a therapy dog, or garden time. Every Friday we have a trumpet player named Marty who comes in with a spare trumpet the children can blow," says Georgina Getty, Executive Director of the Cincinnati Affiliate. Older

children get help with homework and tutoring.

The Affiliate offers families free, parent-directed screenings of children under age five by a visiting early child development specialist from the University of Cincinnati. Test results are entered into a large database helping determine the developmental needs of children experiencing homelessness nationwide. "Trauma significantly inhibits growth potential, but much of it is reversible if it's addressed in time," Getty says.



Lisa's home at Willow Pond.

### **Transitional Housing in Wilmington**

Wilmington, North Carolina, is one of the fastest-growing cities on the state's coast and a magnet for retiring Baby Boomers. For low-income families, however, "It doesn't offer much affordable housing," says Anne Best, Executive Director of the local Family Promise Affiliate. So, in 2009, with the help of a federal grant, the Affiliate purchased 12 two- and three-bedroom units within an existing development for families leaving emergency shelter. They may stay in this transitional housing for up to 24 months. The Affiliate also operates three units of post-shelter housing geared toward short stays of only three months.

Three of the units are reserved for families who have been through the network's rotation shelter program; nine are reserved for victims of domestic violence and open to the community-at-large. Because participants pay only 30 percent of their income, they are able to save money for a future apartment or home. A Family Promise case manager is always available to provide intensive social services and ongoing support.

"My case manager always believed in me. She was the only person who did, at a time when I was ready to give up, "said Lisa Ledbetter, a waitress and mother of two sons, who lived in transitional housing owned by the Affiliate after becoming homeless. During her stay, Ledbetter was able to save enough money to qualify for a discounted home mortgage program run by the city. Today she is the proud owner of a three-bedroom townhouse.

### **Union County Program**



Activities keep the children engaged.

Family Promise has roots reaching back to October 27, 1986, when 12 congregations in Union County, New Jersey, banded together to open their doors to homeless families. It was a bold and creative local response to a deepening national problem, and it worked.

For the next 25 years, hundreds of homeless parents and children received a warm welcome, emergency shelter and meals through the program, called the Interfaith Hospitality Network.

The network eventually went national and changed its name to Family Promise. The original Union County program closed in 2011, when Homefirst, the successor agency in Plainfield running the program, changed its focus to developing

affordable housing. But, many of the congregations wanted to continue an outreach they considered vital to their communities and their own identities.

Union County was also in desperate need of services for homeless families. In an official count of the homeless on January 30, 2013, it registered the highest percentage of homeless families in New Jersey, with 18.7 percent of the statewide total. The county has 54 shelter beds, but they are government-financed and restricted to individuals who are unemployed and on welfare.

Family Promise's national office convened a meeting to open discussions on reviving the network. After months of hard work by organizers, it re-launched on June 2, 2013, when volunteers welcomed homeless families at Faith Lutheran Church in New Providence. For many volunteers it felt like a homecoming, as Faith Lutheran had been one of the very first congregations to host families in 1986.

At Christ Church in Summit, another pioneering congregation, the feeling was similar. "To be honest, I'm sorry there's still a need. I wish real estate were affordable enough for everyone to have a decent home in America. But doing what we do is easy and important and gives us a wonderful feeling," said 25-year volunteer Leslie Carson.

One of the first guests was Barbara, 45, a homeless mother with a teenaged son. "Thank God for Family Promise. Because I'm not on the street any more, I don't have to worry about where to sleep, and we'll have something to eat. This is really a new start for me," she said. And it was. After her family was stabilized, they moved into a Homefirst apartment.

Today, Family Promise-Union County, a program of the national Family Promise office, has 16 host congregations providing shelter for up to five families and 14 individuals at one time. Another 21 congregations provide ancillary services. A Day Center for guests and staff, renovated with grants from three foundations, is located at First Baptist Church in Elizabeth. The N.J. Department of Community Affairs provided a grant for a van to transport guests.



A Temple Emanu-El volunteer lends a hand.

### A Guest's Story

One day, Kristi Kinard was a Beaufort County, South Carolina, stay-at-home mom, married and raising two young sons while babysitting to supplement the family's earnings. The next day, her husband deserted the family without warning, leaving them with no money or support. "I soon found out that our rent hadn't been paid for a long time," she said.



A compassionate landlord allowed the family to remain in their apartment for a few weeks. Then, a friend bought them additional time by inviting them into her home. "She couldn't afford to keep us, though. That's when I went online and I found Family Promise of Beaufort County," Kinard says. "I had been so scared that I'd have to leave the area."

Through Family Promise, she managed to remain in her home community. Her sons, 7 and 9, were able to stay at their school. Family Promise even found a foster family for Daisy, the family dog. The family was reunited with her every weekend when Daisy spent one day at the Family Promise Day Center. Yet, even more rewarding, Kinard says, was the support and comfort provided by Family Promise volunteers.

"They were complete strangers, who stepped in and volunteered at night when they didn't have to be there. It was amazing. They were not looking for anything in return. They just wanted to help people who were trying to get back on their feet."

Although Kinard was able to find a job on her own, she needed help with childcare, which Family Promise provided through a partnership with the local Boys and Girls Club. While in shelter, Kinard participated in the program's mandatory Life Skills program, meeting with a case manager once a week to work on

goals, budgeting, and re-establishing credit. "Kristi had so much motivation, so much willingness to do what she needed to do to get herself and her boys to a better spot," her case manager, Kate Oresic, recalls. "She set goals for herself, took the steps to achieve her goals, and created new goals."

Within three months, Kinard was able to save enough money to move into her own apartment. Today, she is employed at a UPS franchise and dreams of buying her own house and, possibly, returning to college. She remains in the program's Aftercare Program and meets with her case manager once a month.

She'd like to become a Family Promise volunteer, giving hope and inspiration

"They were complete strangers, who stepped in and volunteered at night when they didn't have to be there. It was amazing. They were not looking for anything in return. They just wanted to help people who were trying to get back on their feet."

to current guests. As she put it, "Family Promise helped give me options, instead of leaving me hopeless. I am in one of the best places in my life right now. I have the best job, a great car, financial stability, and a place to call home."

# PetSmart Promise: Keeping Families Together

When a family loses their home, often they are forced to choose between shelter and their pet. It's a process that plays out time and again across the country, and the results are heartbreaking. As Denise Giles, Director of the Cumberland County, North Carolina Family Promise Affiliate says, "Homeless shelters do not accept pets. The only option is to take the pet to the animal shelter. We've had families whose pets have been euthanized."

Until PetSmart Promise, that is. A partnership between Family Promise and PetSmart, the nation's largest specialty pet retailer, is giving furry friends a new lease on life. PetSmart Promise creates on-site kennel facilities at Family Promise Affiliates which allow families and pets to remain together. The first on-site facility was established in Phoenix in 2012, serving as a pilot program before taking the initiative nationwide. Bozeman, Montana and Fayetteville, North Carolina followed in 2013, with plans to build kennels at every interested Affiliate over the next few years.



Nafesa enjoys Philadelphia's new aquarium.

And kennel facilities are only the beginning.

FP of Greater Phoenix celebrates one year of PetSmart Promise.

PetSmart has installed aquariums in more than 50 Affiliate Day Centers, from Albuquerque, New Mexico to Rochester, New York. The fish make the Day Centers even more like a home to the families they serve and provide an opportunity for the children to learn about the care and responsibility of pet ownership.

The program's third phase is PetsHotels, which provides

complimentary use of boarding space in existing

PetSmart stores for Affiliates who do not yet have kennel facilities. By the end of 2013, PetsHotels were providing shelter for four-legged family members in six locations: Houston, Charlotte, Atlanta, Boston, Albuquerque and Colorado Springs.

Adel Karam, Regional VP for PetSmart, is enthused about the program and the relationships it is fostering. "At a time when a family has just lost their home, we know it's especially traumatic for children to lose a beloved pet as well. This partnership is about enhancing the lives of people through the power of pets. We've been thrilled with the experience of working with Family Promise Affiliates and are excited about the possibilities ahead. Family Promise could not be a better fit for a partnership."



PetSmart Promise mascot Patch makes new friends in Burbank, CA.





### A Donor's Voice ...



I first became involved with Family Promise in 2006 when I was asked to serve on an event committee for their spring fundraiser. After learning how this unique organization assists homeless families on their journey to self-sufficiency, I was glad to help. In fact, I have been a member of Family Promise's event committee each year since.

As a mother, I can only imagine the heartache experienced by parents who, due to job loss, illness, or eviction become

homeless and are unable to provide for their children. It saddens me that hundreds of thousands of children in our country are without such basics as food and shelter. Every child, along with his or her family, deserves a place to call home.

My husband, Paul, and I are grateful for our many blessings and feel a responsibility to help those less fortunate. We are honored to give financially each year in support of Family Promise's work and do so knowing our contributions are used effectively and efficiently. Family Promise's program operates at 1/3 the cost of a typical shelter by using houses of worship for shelter and compassionate volunteers to provide home-cooked meals, encouragement and support.

Paul and I find it especially rewarding to support the Build an Affiliate initiative. It is gratifying to know that our support, combined with others, not only contributed to the opening of new Family Promise Affiliates but also of the many homeless children who have been helped and those that will be helped in the future. Our initial investment continues to grow as these Affiliates add other components such as transitional housing, family mentoring and after-school programs (to name a few) to better meet the needs of homeless children and their families.

I would encourage others to support this amazing organization. By doing so, you will be making a difference in the lives of homeless children and families.

Heidi Morton Summit, NJ

# 2013 Program Services Report

(January 1, 2013 – December 31, 2013)







#### Census

| Individuals served (guests)              | 12,178 |
|--|--------|
| Families served                          | 3,643  |
| Number of children                       | 7,060  |
| Percent of total who are children        | 58%    |
| Number of children age 5 or under        | 3,015  |
| Percent of total children age 5 or under | 43%    |
| Average length of stay (days)            | 62     |

#### **Housing Status at Exit**

| Percent of families securing permanent housing    | 60% |
|---|-----|
| Percent of families securing transitional housing | 15% |
| Total percent of families who secured housing     | 75% |

#### **Persons Served**

| Individuals served, other than guests, |        |
|--|--------|
| who received some form of assistance   | 41,746 |
| Total individuals served               | 53,924 |

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Mr. and Mrs. Brian Zucker Mr. and Mrs. John Zucker

<sup>\*\*\*</sup>In-Kind gifts included.

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American Endowment Foundation

American International Group (AIG)

Anderson Tutoring

Atlantic Health System

Avista Foundation

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Bank of America Merrill Lynch

**Bassett Associates** 

Beauty Lounge

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BlackRock, Inc.

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**Bolton United Methodist Church** 

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Catholic Human Services Foundation

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CharitySub Collective Giving Fund

Chatham Downtown Alliance

Chatham United Methodist Church

Christ Church in Short Hills

**Christ Church Summit** 

Christ Episcopal Church

**Christmas City Printing** 

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Coach Stop Saddlery

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of Dealerships

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Girl from Ipanema

Girl Scouts

Heart of New Jersey Troop #1175

Glenmede Trust Company, N.A.

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Matching Gift Program

**Grand Summit Hotel** 

Gretna United Methodist Church

**Guggenheim Partners** 

Hair Salon Body & Soul

Harquail Brothers

Haven Savings Bank

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Independent Charities of America

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Investors Bank - Summit

J. McLaughlin

Jaeger Lumber & Supply Company

Jewish Causes of Choice, Inc.

John Hyatt Clothing

JP Morgan Chase & Co

- Employee Giving Campaign

Juice Caboose

Junior League of Summit

Kidville

Kingdom Keys Realty

la Maison du Pain B&B

Limona Village Chapel,

United Methodist Church

Lindabury, McCormick, Estabrook &

Cooper, P.C.

Lisa Berkery Photography

Lois Schneider Realtor

Lydia Collins deForest Charitable Trust

**Managed Fitness** 

Maple Pediatric Associates

Mendham Jewelers

Merck Employee Giving Campaign

MOMS Club of Berkeley Heights

- Summit Area

Murray Hill Health & Racquet Club

Newport Center United Methodist Church Northbrook United Methodist Church

Otterstedt Insurance Agency, Inc.

Our Lady of Peace - Rosary Altar Society

Party Time

**Peapack Fine Wines** 

Pennsylvania Horticulture Society

PetSmart, Inc.

Pfaffenbach Collection

PGA

**Power Train Fitness** 

PSEG Energy Resources & Trade

Red Balloon

Red Toad

Reeves-Reed Arboretum

Rodeph Sholom Sisterhood

Rubino OB/GYN Group Rutgers Touchdown Club

**SCT Restaurant** 

S. Rubenstein Family Foundation

Saint John's Evangelical Lutheran Church

Salvatore Minardi Salon

San Damiano Daily Giving Community

Sanofi-Aventis

Seigakuin Atlanta International School

Skin Deep Salon and Spa

Somerset Hills Kennel Club

Soroptimst International of LBI

St. Anthony Parish

St. Luke and All Saints' Episcopal Church

Statewide Mechanical Company

Stay Tuned Industries

Suburban Chamber of Commerce

Temple Beth Hillel-Beth El -

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TGI Project

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The Charles E. and

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The Charles Emil Thenen Foundation

The Farm at Green Village

The Hyde and Watson Foundation

The Inn at Montchanin Village and Spa The John and Mary Camp Foundation

The Meat House

The Morrison Family Foundation

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The Planck/Pastucci Fund

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Union Village United Methodist Church

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**Urban Paws** 

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Weichert Realtors of Westfield

Westfield Jaycees Westminster Presbyterian Church

Winterthur Museum, Garden & Library

Woman's Club of Chatham Women of Calvary,

Calvary Episcopal Church Zappia's Gourmet Deli

\*\*\*In-Kind gifts included.

### 2013 Financial Report

#### **STATEMENT OF ACTIVITIES**

(FOR YEAR ENDED DECEMBER 31, 2013)

| SUPPORT AND REVENUE  |  |
|--|--|
| Individuals  | \$ 354,072   |
| Congregations  | 63,271   |
| Foundations and Corporations   | 452,720  |
| Government   | 33,000   |
| Fundraising Events   | 465,707  |
| Sales, Affiliates, and Other Income  | 471,364  |
| Interest Income  | 942  |
| Net Assets Released From Restrictions  | 37,875   |
| TOTAL SUPPORT AND REVENUES   | \$ 1,878,951   |
| EXPENSES   |  |
| Program Services   | 1,347,452  |
| Management and General   | 110,966  |
| Fundraising  | 126,821  |
| Turidraising   | 120,021  |
| TOTAL EXPENSES   | \$ 1,585,239   |
|  |  |
| TOTAL EXPENSES   |  |
| TOTAL EXPENSES Increase in Net Assets –  | \$ 1,585,239   |
| TOTAL EXPENSES Increase in Net Assets – Operations   | \$ 1,585,239<br>293,712  |
| TOTAL EXPENSES Increase in Net Assets – Operations   | \$ 1,585,239<br>293,712<br>  |
| TOTAL EXPENSES Increase in Net Assets – Operations Capital Campaign  | \$ 1,585,239<br>293,712<br>  |
| TOTAL EXPENSES Increase in Net Assets – Operations Capital Campaign OTHER REDUCTIONS   | \$ 1,585,239<br>293,712<br>55,785<br>349,497                                 |
| TOTAL EXPENSES Increase in Net Assets – Operations Capital Campaign  OTHER REDUCTIONS Depreciation and Amortization  | \$ 1,585,239  293,712  55,785  349,497                                       |
| TOTAL EXPENSES Increase in Net Assets – Operations Capital Campaign  OTHER REDUCTIONS Depreciation and Amortization Amortization of Rent Expense   | \$ 1,585,239  293,712  55,785  349,497  16,820  44,517                       |
| TOTAL EXPENSES Increase in Net Assets – Operations Capital Campaign  OTHER REDUCTIONS Depreciation and Amortization Amortization of Rent Expense TOTAL OTHER REDUCTIONS                                      | \$ 1,585,239  293,712  55,785  349,497  16,820  44,517                       |
| TOTAL EXPENSES Increase in Net Assets – Operations Capital Campaign  OTHER REDUCTIONS Depreciation and Amortization Amortization of Rent Expense TOTAL OTHER REDUCTIONS  TOTALS                              | \$ 1,585,239<br>293,712<br>55,785<br>349,497<br>16,820<br>44,517<br>(61,337) |
| TOTAL EXPENSES Increase in Net Assets – Operations Capital Campaign  OTHER REDUCTIONS Depreciation and Amortization Amortization of Rent Expense TOTAL OTHER REDUCTIONS  TOTALS Total Increase in Net Assets | \$ 1,585,239  293,712  55,785  349,497  16,820  44,517  (61,337)             |

The above is from the certified audited financial statements. A copy of the audit prepared by Simontacchi, Miller & DeAngelis, P.A., Certified Public Accountants, is available on Family Promise's website.