Nearly 35% of people experiencing homelessness nationwide are families with children.

One in five American children live below the poverty line.
Dear Friends,

Homelessness is an acute symptom of poverty, but housing instability is an endemic condition. In this country, 12 million children are officially below the poverty line. That does not account for the millions of families saddled with unaffordable housing, inadequate healthcare, and limited earning possibilities.

The price is paid by children who change schools multiple times in a year, who contend with uncertainty about where they will be living, who are deprived of the opportunities that should be afforded to every child.

The price is also paid by society, which spends in the near term on costly interventions and in the long term with lost productivity. Allowing so many children to live in poverty, to face homelessness, is morally and fiscally misguided.

This past year we set our aspiration to change the future for 1 million children by 2030. It serves as our guiding star.

This means not just ending homelessness but averting it in the first place through our expanded programs in diversion and prevention. It means investing in long-term stabilization that takes families from insecurity and uncertainty to lasting independence and prosperity.

All of these statistics are not abstract numbers. They are people like Ajaray and Marcus, two teens whose stories are shared in this report, not to mention the tens of thousands of children and youth we served last year among our 200 Affiliates nationwide. Family Promise was able to help them change their future, and in doing so, change the future of our nation.

The key is that this is not done in isolation. Every family we serve earns their stability through hard work, determination, and perseverance. But supporting them is our community—the 200,000 volunteers, the committed and skilled staff, the local leaders. In particular, we see a new group of volunteers emerging, young adults who are the same age as so many of the parents we are empowering. This is typified by our Next Generation Committee, profiled in this report.

As much as we are changing the future for children in our program, we are also doing so for our communities. But we can only succeed if we are all committed. This report details some of the ways we are doing exactly that.

Very best regards,

Claas Ehlers, CEO
Family Promise IMPACT 2019

6,000 Congregations and Organizations

200+ Affiliates
111,000 Volunteers
878,050 Beds

2,712,620 Meals
2,252,631 Volunteer Hours
$57,284,415 Volunteer Time Value

We have provided shelter, meals, case management, homelessness prevention and stabilization services to 1 million family members since our founding.
ANDY PIERCE
Board Member and Vice Chair

An established marketing executive, board of trustees member Andy shares his expertise in the field to help Family Promise increase its national impact. He serves on the board's brand and marketing committee, guiding the organization's efforts to increase awareness of its work and the crisis of family homelessness.

"Family Promise's reputation for a comprehensive, unique, and impactful suite of homelessness prevention services, emergency shelter, and stabilization support positions the organization as a leading authority in the family homelessness sector," says Andy. "The passion, commitment, and focus of the organization is the foundation for creative solutions to this national crisis."

TAMMI HART
Guest Advisory Council

Tammi is the incoming board director for the Greenville Family Promise Affiliate's board of directors and has a special connection to the program. Tammi and her children were guests there more than a decade ago. Her experience with homelessness and her acute understanding of the impact on families are instrumental in her role on the Guest Advisory Council, a body of Family Promise graduates that provides valuable insight to the organization regarding advocacy, planning, and policy initiatives.

"Having shelter and being with people who were understanding and supportive made a difference. That and knowing we could all be together, because I had two boys and a daughter, all teenagers. I found a job a week after we got into the program. That put me on the right path, and I kept going from there. At Family Promise, you have people who care about making your life better."

FP COMMUNITY

ALLIE CARD
Executive Director, Family Promise of Greater Denver

Allie became the executive director of Family Promise of Denver (CO) in January 2016, transitioning from her role as the Affiliate’s housing locator/case manager. Her passion for identifying affordable and creative housing solutions informs her work with families battling homelessness as they navigate their return to stability. Allie also serves on the Family Promise Affiliate Council, a select group of executive directors who use their expertise to help develop the programs, policies, and procedures that enable Affiliates to best empower families and mobilize volunteers.

The most rewarding part of her work, she says, is the sense of connection and community that develops among families, staff, and volunteers.

LEONARD PRENTICE
FPUC Volunteer

"Prentice," as he’s known within the Family Promise community, has been an overnight shelter host for Family Promise’s flagship program in Union County, NJ, for more than five years, serving as a companion, mentor, and voice of hope for families. He meets guests with grace and hospitality and is a reassuring presence to families in the shelter program. He brings a unique perspective to the program.

A lifelong advocate for the poor, Prentice leads The Center for Occupational Learning in Newark, NJ, an organization that aspires to empower the homeless community through advocacy, education, and other programming. Of his work with Family Promise, he says, "I’m not in a position to solve families’ problems, but I can give them a place where their spirit can be nurtured. The challenges for parents of families battling homelessness are immense, but it’s most difficult for the children because they have no control over anything. Stability is key."
Young people want creative, enduring ways to give back. The committee’s efforts will help sustain Family Promise and make its work even more meaningful.”

–NORA ALI

Millennials have surpassed baby boomers as the largest adult generation, and Generation Z is the largest generation overall in the country. Often characterized as social and passionate about values with a need for their voices to be heard, today’s young adults are vital to the future of the nonprofit world. Recognizing their potential impact in the battle against family homelessness, Family Promise’s Next Generation Committee is raising awareness of this crisis within its peer group and beyond and engaging younger audiences with Family Promise.

Meet these young leaders who are making a difference:


Maureen Cooke: communications professional, New York City area. B.A. Boston College.

Julia Dowling: brand and growth strategy consultant, New York City. B.A. University of Richmond.

Lisa Foster: executive director, Family Promise of Davie County (NC). B.A. North Carolina State University, M.S.W. and M.P. H. University of Georgia.

Peter Palombo: student and volunteer, Marist College, Class of 2023.

Jackson Stern: student and volunteer, Bentley University, Class of 2021.

Richard Sun: consulting, development, and innovation professional. B.S. Columbia University, J.D. candidate, Harvard Law School.

From the Family Promise national staff:

Katie Coughlin, Marketing & Media Relations Manager

Mitch Petit-Frere, Creative Content Manager

From the Family Promise national board:

Josh Barer, Managing Director, Barer & Son Capital

Dan Tinkoff, Senior Partner, McKinsey & Co.
Young adults who experience homelessness are especially vulnerable to physical, mental, and emotional challenges. Nearly 50 percent drop out of school at least once, and those who remain in school are more likely to struggle academically and socially, and repeat a grade. Their overall well-being is compromised, making them particularly prone to anxiety, depression, and even suicide.

Family Promise’s comprehensive program of homelessness prevention, shelter, and stabilization offers youth and teens in crisis access to a range of supports to ensure they’re able to overcome the challenges they face and move toward a brighter future.

AJARAY

Ajaray and her father found Family Promise when the move into their new home was delayed and they had nowhere to go. Ajaray worried a shelter would separate her from her dad. “It was just me and my dad. Not having any family around, I needed to stay with my dad,” she says. Not only did Family Promise keep the family together, they facilitated their return to independence. Ajaray and her dad lacked reliable transportation, so Family Promise secured a car to get them to school and work. Now in their own home, Ajaray is on her way to college and she and her father relish the security, privacy, and peace Family Promise helped them achieve.

www.familypromise.org/ajaray-family

MARCUS

Marcus and his parents lived in a motel for six months before finding Family Promise. Marcus never invited friends “home” so his peers wouldn’t discover his family’s situation. His parents were employed but most of their paychecks went to motel bills, an unbreakable cycle that kept the family in constant crisis. Unlike typical shelters that often separate families by gender, Family Promise enabled the family to stay together and offered budgeting strategies and other tools to help them achieve lasting independence.

“One of the great things about Family Promise is that my dad was able to stay with us,” Marcus says. Today, the family has their own home and a car, Marcus’ parents earn a steady income, and Marcus is a successful high school student preparing for college and playing violin in a local orchestra.

www.familypromise.org/marcus-family
Nearly 1.5 million homeless students were identified by the U.S. Department of Education in the most recent school year, with an increasing number of homeless youth living on their own. Most of these children and youth are invisible in their communities and are forced to stay in rundown motels or on other people’s couches or floors. These hidden homeless situations are often unsafe, putting children and youth at high risk of trafficking, violence, and neglect.

The proposed Homeless Children and Youth Act recognizes the lived reality for these families and would allow providers to flexibly use federal homeless assistance to assess and serve the most vulnerable children and youth. It would also allow them to tailor assistance to the unique needs of the homeless population in their own communities and provide the most appropriate and effective housing and service models for youth and families.

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### Impact of Homelessness on Children

- Times more likely to be placed in special education programs: 3
- Times more likely to repeat grades: 8–9
- Times more likely to drop out of school at least once: 42%
- Times more likely to attempt suicide: 7
- Suffer from anxiety, depression, or withdrawal: 47%

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**Family Promise advocates for the Homeless Children and Youth Act because the disparity in federal definitions of homelessness has real-life consequences for children and families. The Department of Education reported that a record 1.5 million students experienced homelessness in 2017–2018. Due to definitional barriers, most of these families are ineligible for HUD Homeless Assistance, leaving them without options for help. We see families everyday who can’t get the help they need and deserve. HCYA would change that.**

—Stacy Pollard, Regional Director
Every year, players in the NFL raise awareness for their favorite charitable causes through the My Cause My Cleats campaign. This year, during Week 14 of the season, Adam Butler of the New England Patriots wore cleats representing Family Promise and raised awareness about family homelessness.

Butler says a simple internet search brought him to Family Promise, where he was inspired by our mission and impact. The cleats were auctioned off and the proceeds donated to support families in the Boston area.

The day before Ashley Baker turned 16 years old, she moved into a Dallas motel with her mom. They were newly homeless. Sandy, Ashley’s mother, then 44, had just left a troubled marriage, scraped together what money she could, and left home with Ashley. For the next two and a half years, they were homeless. They recounted the challenges they faced during a StoryCorps interview in Dallas, which aired on NPR on November 29, 2019. Today, Sandy and Ashley share an apartment, Ashley is a college graduate, and Sandy gives back by serving on the board of Family Promise of Collin County (TX).

ELEVATING VOICES OF FAMILIES
Family Promise in the Spotlight

TODAY SHOW
Dee Martin, a mother of four, was in the military for nine years when she suffered physical injuries that resulted in losing her job and housing. NBC’s The Today Show featured Dee’s story, as well as that of Tiffany Stocker, both graduates of Family Promise of the Midlands (SC), on its March 21, 2019 program.

NPR & STORYCORPS
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NFL & NEW ENGLAND PATRIOTS
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BOSTON GLOBE
Patrick Lupien had an IT job that paid $40,000 per year and four special needs children. What he and his wife did not have was a home. On December 21, 2019, The Boston Globe highlighted the Lupien family’s story of living in their car and in a tent before finding Seacoast Family Promise (NH).

The Lupien family became part of what the writer calls an “often-invisible group known as the ‘working homeless,’ people with jobs who aren’t making enough to cover the high cost of rent.” Reporters followed the family for six months, documenting their return to independence.

“Had no idea of the numbers of families who have lost their homes. It has been one disaster too many. The stories are almost unimaginable. There is nobody better or more committed to helping these families than the people here at Family Promise.”

—Karen Crawford, Volunteer, Family Promise of Colorado Springs (CO)
A team of ten athletes competed in Family Promise’s inaugural Tri for Family Promise at the New Jersey State Triathlon at Mercer County Park in July, raising upwards of $12,000 for children and families experiencing homelessness. The team included CEO Claas Ehlers, staff members Cara Bradshaw and Mitch Petit-Frere, and board member Regina Feeney and her family, who swam, biked, and ran in the sprint triathlon.

The Feeneys were the winning fundraisers, raising more than $5,000. The siblings have volunteered with the Summit High School Family Promise Club, Family Promise Union County’s (FPUC) Girl Scout troop, and at the FPUC offices. The Feeneys enjoy connecting with families on many different levels—from basic needs to basketball clinics to installing bunk beds.

Funds raised provided new bikes at the Day Center in Elizabeth, athletic equipment, maintenance, and other health and wellness resources for children and their parents, including the first Learn to Ride a Bike clinic hosted in August.

The team had planned to compete again this July, but the event is likely to be cancelled due to the health crisis. If you’re interested in creating an athletic-based fundraiser, please contact Cara Bradshaw, Chief Impact Officer at cbradshaw@familypromise.org.

LEARN TO RIDE A BIKE

Riding a bike should be a joy every child gets to experience. That’s why Hilltop Bicycles, through their shops in Summit and Cranford, NJ, has been outfitting local kids with not just bikes, but gear and skills-building to be safe cyclists.

In August, Hilltop co-hosted a Learn to Ride a Bike event at the Family Promise Union County Day Center where more than 18 children brought home their very own bicycles. They also learned skills such as balancing and braking and received bike locks and water bottles.

Over the holiday season, Hilltop donated bicycles to six local children. Another bike clinic is planned for August 22, 2020.

To volunteer at the clinic, contact Amy Jones, Manager of Volunteer Engagement: anew180@familypromise.org.

“Family Promise addresses all the aspects of homelessness. That’s the best way to do it.”
—Regina Feeney, Family Promise Board Member

“Family Promise addresses all the aspects of homelessness. That’s the best way to do it.”
—Regina Feeney, Family Promise Board Member
Today, Rachael works as a housing advocate for single people experiencing homelessness. Matthew works as a car mechanic and donates his time to help repair cars at the Gainesville Family Promise Affiliate. Through these home donations and additional programmatic support, Family Promise and Clayton unveiled A Future Begins at Home, a robust and innovative prevention and stabilization housing program which Affiliates can use nationwide to assist local families. Integrating educational outreach, creative programming, and non-traditional affordable housing solutions, A Future Begins at Home addresses the underlying causes of homelessness and the affordable housing crisis together, supporting families experiencing homelessness and those facing housing instability.

Rachael Ryan and Matthew Zovak worked their way out of homelessness with the help of Family Promise of Gainesville. Rachael and Matthew found jobs, improved their economic outlook, and started giving back to their Gainesville community. Their new Clayton home allowed them to make a fresh start with their daughter, Audree. Today, Rachael works as a housing advocate for single people experiencing homelessness. Matthew works as a car mechanic and donates his time to help repair cars at the Gainesville Family Promise Affiliate. Through these home donations and additional programmatic support, Family Promise and Clayton unveiled A Future Begins at Home, a robust and innovative prevention and stabilization housing program which Affiliates can use nationwide to assist local families. Integrating educational outreach, creative programming, and non-traditional affordable housing solutions, A Future Begins at Home addresses the underlying causes of homelessness and the affordable housing crisis together, supporting families experiencing homelessness and those facing housing instability.

In South Carolina, the Merritts, who overcame housing obstacles despite physical disabilities, improved their financial stability and gained access to educational resources for their two sons during their stay at the Family Promise Greenville Affiliate. The family celebrated the holidays by moving into a new Clayton-donated home.

With new home donations to families graduating from Family Promise Affiliates in Colorado Springs (CO), Greenville (SC), and Gainesville (FL), Clayton®, a builder of off-site and on-site homes, helped three families realize their dream of home ownership in 2019. In Colorado, Clayton and Family Promise partnered with ROC USA®, which preserves affordable housing by making resident ownership of manufactured home communities viable, to deliver a new Clayton-built home to a single mother. After leaving a toxic relationship, single mom Sara Warren struggled to find employment and a home for her family. With support from Family Promise of Colorado Springs, she obtained a fulfilling job and stability for her son, Levi, and daughter, Caitlyn.

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“In the midst of all of the struggle, Clayton came in and really made a difference in our lives. For me to be able to own a home and have stability in my life is amazing. I can’t express how grateful I am. My kids deserve to be in a stable home, and now they will be.”

—Sara Warren

The miracle is, something that I never thought would happen to me, happened. I’m finally a homeowner and my kids and I are going to be safe.

—Sara Warren

The homes feature furniture donated by Ashley Furniture HomeStore® and Belk® and organic mattresses provided by Avocado Green Mattress®

A FUTURE BEGINS AT HOME

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Alex, a single mom from Shenandoah County, VA, struggled with addiction for years and found herself unable to focus on recovery. Even after losing custody of her infant daughter, Alex simply did not have the support structure in place to make a major life change. Alex credits Family Promise with her big turnaround. “Family Promise saw my potential and gave me a chance when no one else did,” Alex says. “Their support and encouragement allowed me to change my life.”

When Alex was reunited with her three-year-old daughter, Family Promise of Shenandoah County helped her navigate the challenges of parenting, as well as addiction recovery, stabilization, employment, and housing. “It was overwhelming. Suddenly I was her sole provider,” Alex recalls.

While in the Family Promise shelter program, Alex began volunteering with event planning and fundraising. She was so passionate about her work, that Family Promise offered her a job. She received a donated vehicle, which increased her independence, and when she was ready, Family Promise found Alex and her daughter a home.

But Alex’s journey was far from over. She had never considered a career helping others, but her experience at Family Promise gave her a new perspective. Family Promise encouraged her to apply for a position with a rehabilitation facility where she now works with individuals recovering from addiction. She also teaches a weekly parenting class at Family Promise of Shenandoah County and mentors families on their journey from homelessness. “Family Promise’s approach isn’t easy,” Alex says. “It’s hard work, but it’s worth it. If you commit, you won’t end up in another shelter...you’ll leave to go home.”

Together, Belk and Family Promise are empowering mothers like Alex toward long-term independence and by doing so, are changing the future for children.

In February 2019, Belk announced a $1 million donation to Family Promise to open ten new Affiliates and support 85 existing Affiliates in the retailer’s 16-state footprint, which will help parents and their children receive the tools and support they need to sustain independent housing.

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**Corporate Partners & Allies:**


**Affiliates in Belk Region:**

- 82% of families in shelter achieved sustainable housing
- 66 Average length of stay (in days) in the shelter program
- 63K volunteers provided resources to families
- 61% of those served in the shelter program were children
- 68% of families sheltered were female-headed households

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Through Belk’s support, the average number of programs offered by Family Promise Affiliates in Belk’s footprint more than doubled between 2017 and 2018. Last year, Family Promise served nearly 50,000 people! In the Southeast through prevention, shelter, and stabilization programs and other support.

—Claas Ehlers, Family Promise CEO
A partnership with the Girl Scouts of the USA gives girls whose families are struggling with homelessness access to the valuable opportunities presented through scouting. Working closely with representatives from Girl Scout councils across the country, Family Promise troops give members the chance to develop independence and leadership skills.

Seven-year-old Janelle* is shy, quiet, and nervous about the unknown. She especially loves the crafts she gets to do at her troop meetings at Family Promise of Colorado Springs (CO), but others see her confidence building as scouting continues to introduce her to new situations. Her troop leaders are excited to see her grow from the experiences.

“I'm glad Janelle is doing [Girl Scouts] now,” says her mother. “I know it can help her build confidence.”

*Name changed to protect privacy

Stacey and her family spent years longing for a home. An unpredictable long-term relationship had made independence impossible for the family, and Stacey and her boys, all under age nine, eventually found themselves living with a friend. But her lowest moment was the night they spent in their car.

Family Promise’s shelter diversion program connected the family to services and resources that enabled them to quickly regain stability. Thanks to a partnership with Recycled Rides, Family Promise of Harrisburg Capital Region (PA) was able to offer single mom Stacey reliable transportation which put her on the road to lasting independence.

“I'm glad Janelle is doing [Girl Scouts] now,” says her mother. “I know it can help her build confidence.”

*Name changed to protect privacy

It's true that partnerships with other organizations help us drive change and impact families. We couldn't do it without you.

Thank you once again for your support. We look forward to sharing more stories and impact in the next Annual Impact Report.
More than 200,000 Family Promise volunteers walk alongside families on their journey back from homelessness. Our extensive network of volunteers empowers families to lasting independence by sharing time and talent to help them develop the skills and tools necessary for success. As valuable as Family Promise volunteers are to the organization and the families they serve, most claim it’s a reciprocal relationship and that Family Promise benefits everyone involved.

**LINDA WALKER**

Linda Walker started volunteering with Family Promise’s flagship emergency shelter program in Union County, NJ, when it was founded more than 30 years ago. From the beginning, she appreciated how each family’s unique needs were addressed.

“Family Promise is willing to listen to families,” she says. “There’s no one answer that fits everyone.”

A wife and mother of two young children back then, Linda would bring her family to volunteer. She welcomed the opportunity for them to make a difference together.

“Family Promise helps people of all ages understand they can have an impact,” she notes.

In fact, Family Promise made such a strong impression on Linda’s daughter, Stacy, in her youth that she and her family now volunteer with Family Promise of Greater Indianapolis in their home state of Indiana. Like her own mother did, Stacy wants to teach her children the value of community and giving back. And when Linda and her husband visit Stacy’s family, all three generations volunteer together.

In the end, it’s family that Linda treasures most, and she’s grateful to reinforce that value through Family Promise.

“They say it takes a village to raise a child,” she says. “That village is full of families.”

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**VOLUNTEERISM**

**SERVICE BREAKDOWN**

- Served in Emergency Shelter: 14,353
- Served in Housing Programs: 7,607
- Served in Community Service Programs: 30,159
- Served in Diversion/Prevention Programs: 10,512
- Served in Stabilization Programs: 9,445

**TOTAL SERVED IN PROGRAMS:** 72,076

**SERVED THROUGH REFERRALS:** 39,535

**TOTAL NUMBER SERVED:** 111,611

**HOUSING STATUS AT EXIT**

| Percent of Families Securing Permanent Housing | 55% |
| Percent of Families Securing Transitional Housing | 10% |
| Percent of Families Securing Shared Housing | 15% |

**PERCENT OF FAMILIES HOUSED:** 80%

To learn about volunteer opportunities near you, visit: https://volunteer.familypromise.org
2019 FINANCIAL REPORT

EXPENSES

For the fifth consecutive year, Family Promise has been rated a Four Star Charity by Charity Navigator with a score of 99.97 out of 100.

For the seventh consecutive year, Family Promise has been rated a Four Star Charity by Charity Navigator, an achievement earned by only 7% of charities.

SUPPORT AND REVENUE

Foundations, Corporations, and Civic Organizations $2,192,719
Individuals $509,508
Congregations $48,242
Fundraising Events $375,998
Government $212,995
Sales and Affiliates $611,340
Contributed Services $302,543
Investment and Other Income $274,257

TOTAL SUPPORT AND REVENUES $4,534,602

EXPENSES

Program Services $1,971,731
Management and General $162,377
Fundraising $185,575

TOTAL EXPENSES $2,319,683

The above is from the certified audited financial statements prepared by Sobel & Co., LLC, and is available on Family Promise's website (www.familypromise.org).

2019
2018

Non-Cash Reductions
Depreciation and Amortization $52,672

TOTALS

Net assets include approximately $1.4MM in a board restricted account reserved for emergency use as recommended by leading charity evaluators.

Total Increase (Decrease) in Net Assets $811,723
Net Assets - Beginning of Year $3,268,930
Net Assets - End of Year $4,080,653

EXPENSES

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Promise Guild

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Cary R. Hardy  Chief Impact Officer

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Karen O'Connell  Administrative Assistant
Karen Olson  Founder & President Emeritus
Kim Park  Director of Foundation/Corporate Relations
Robert Smith  Chief Financial Officer
Christine Tolleson  Bookkeeper

Affiliate Council

Allie Card  Family Promise of Greater Denver (CO)
Christine Carter-Love  Family Promise of Manhasset (NY)
Sue Crossley  Family Promise of Honolulu (HI)
Lisa Dorrit  Family Promise of Manchester (CT)
Lisa Foster  Family Promise of St. Louis (MO)
DI Lott, Jr.  Family Promise of Greater Orlando (FL)
Lindsey McCamy  Family Promise of Greater Charlotte (NC)
Tony McCade  Family Promise of Greater Phoenix (AZ)

Guest Advisory Council

Rebecca Esparza  Family Promise of Lawrence (KS)
Syri Garstner  Family Promise of Greater Phoenix (AZ)
Tammie Hart  Family Promise of Gwinnett County (GA)
Sarah Jackson  Family Promise of San Diego (CA)

Laith Ahmed, Chair
Managing Partner, Wells Consulting
Andrew Pierce, Vice-Chair
Partner, Bain & Company
Stacey Slater Sacks, Secretary
President & Founder, Pro Bono Strategies
Richard Vicens, Treasurer
President & CEO, Olympia Power

Leah Griffith, Chair
Managing Partner, Watts Consulting
Andrew Pierce, Vice-Chair
Partner, Bain & Company
Stacey Slater Sacks, Secretary
President & Founder, Pro Bono Strategies
Richard Vicens, Treasurer
President & CEO, Olympia Power

NBA Hall of Famer and Family Promise national board member.
Alex English is involved with Family Promise of the Midlands in an effort to help families experiencing homelessness in Columbia, SC.

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Family Promise Affiliates

2019 Affiliate Openings

Gray's Harbor County, WA  Barry County, MI  Clark County, WA  Tualatin Valley, OR  Cowlitz County, WA  Roane County, TN

National Headquarters