



FAMILY PROMISE OF WNY

**2023 Annual
Report**



Family Promise

OF WESTERN NEW YORK

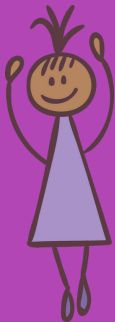
Celebrating 25 Years of Keeping Families Together

OUR MISSION

We keep families experiencing homelessness together by offering emergency housing and compassionate support as they work to find their way back home.

WE KEEP FAMILIES TOGETHER -

we are one of just two emergency family homeless shelters in Erie County



WE BELIEVE SMALLER IS BETTER

- Because we serve just 6 families at a time, we keep things personal for our kids- who make up 75% of our guests



WE ARE ACCESSIBLE -

Our shelter is ADA accessible, features spacious rooms ideal for larger families and allows parents to cook for their kids



WE SERVE ALL FAMILIES -

We can shelter single moms and single dads, two-parent families and multi-generational families



Family Promise of WNY, 75 Hickory Street, Buffalo NY 14204
716-771-3007 • fpwny.org • facebook.com/fpwny

Note from the Director

I am well into my sixth year as Executive Director of Family Promise of Western New York.

And as I write this note, I just got off the phone with a graduate from our program going back to the beginning of 2020 - a single mom with 6 kids. Her family was housed right before Covid hit our community and I have stayed connected with her over the years because our children go to the same school. **This mom had a dream that started way back when she was living here at Family Promise - to open her own family homeless shelter based on love and respect.** Well, she called to let me know that for her 40th birthday she officially founded a 501(c)(3) and wants to talk through a game plan for how to go about founding a new shelter. We are meeting tomorrow.

And last month, one of our employees, Hannah, who was being sheltered here with her family back when I started in 2017 let me know that **they had just been approved to purchase a home.** The pictures below are of Hannah's family when they got the key to their new apartment back in 2017 and of Hannah last month receiving flowers from all of us here at Family Promise to congratulate her on her journey into home ownership!



Their stories are a result of families finding success in our program. But they are just as much a result of running a program that empowers families to believe they are not only capable but worthy of better outcomes.

And that is what we do here at Family Promise each and every day - show up, put in the work and wrap families in support as they fight to find their way back home and on to brighter futures.

2023 saw us deepen and refine our programming across the boards. Here are a few examples:

We added 3 new members to our leadership team, favoring promoting from within for all three! These leaders are Akela, our Shelter Manager (seen holding up the Bills socks at far left), Jenn, our Outreach Manager (seen in the middle) and Roberta, our Shelter Supervisor (seen wearing a crown at far right). We re-worked our Shelter Manager position to focus on maintaining the shelter facility, running inventory and providing morning support for our program. Our Shelter Supervisor is a new position that is focused on being the point for our front-line staff in the shelter and runs second shift in the evenings. And our Outreach Manager is in charge of engaging our community in all the good work we are doing - if you have been involved with us recently, you have probably interfaced with Jenn!



This past year, we also launched our Bridge Day Care Fund with the support of YOU - our donors! This program was created because without income, families do not have a pathway to securing an apartment. Our Bridge Day Care Fund helps single parents get back to work by providing day care funding for the first 4 weeks of a new job, allowing them time to apply for child care assistance through the Department of Social Services.

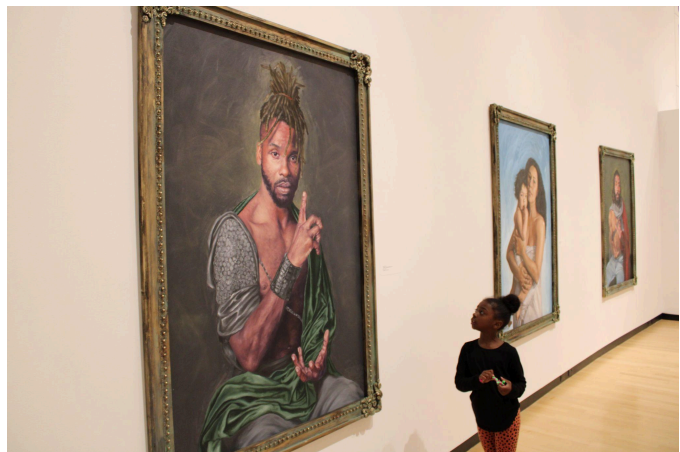
We launched the program with a single mom here in our shelter, Maria, who had 5 children. Maria came into shelter with employment but was in danger of losing her job because she had relied on a former neighbor to watch her kids. Here is what Maria says about the program:

“I would like to thank the donors for this program. It has helped me out to be able to keep my job as I’m waiting for other assistance. If it wasn’t for this help, I would have probably lost my job. Thank you - I really appreciate it!”

I am happy to note that **Maria was able to find an apartment within 2 weeks** of starting this program - something that would have been impossible to do had she lost her job!

Finally, based on feedback we received from New York State this past summer, we have begun to develop a more robust children’s engagement program here at the shelter. We had been doing piece-meal programming but wanted to coordinate that under a dedicated team. Jenn, our Outreach Manager, is leading the charge with our new Children’s Coordinator, Shana, who was brought on to our team this past fall. Our programming will include a summer camp for the kids in our shelter, after-school programming in partnership with the Old First Ward Community Center, weekend volunteer engagement activities, field trips and homework assistance for kids while living in shelter.

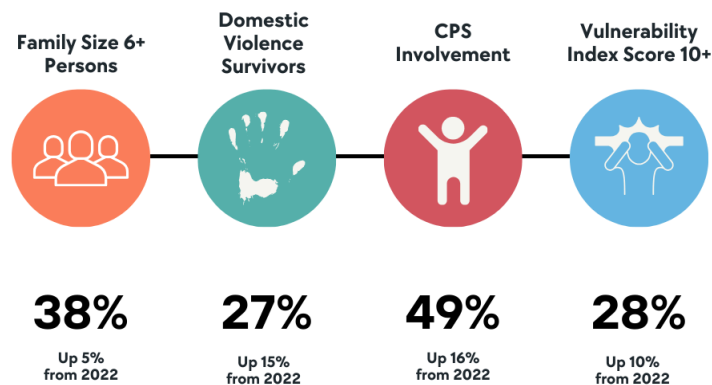
We look forward to being more intentional about serving the largest subset of our guests here - children - who make up 75% of our guests! Check out this picture from one of the 20 field trips we took with our kids this past year:



2023 was a strong year for us, but not without its challenges.

One in particular was that we have seen more complex families coming into shelter this year - with escalated rates of trauma, domestic violence and CPS involvement. The Covid pandemic has pushed many families into homelessness over the past 18 months and no doubt we are seeing fallout from families who have had to face crisis after crisis. We have also been sheltering more families made up of 6 or more persons, which are difficult to house due to the size-constraints of most apartments and housing programs in Buffalo. Check out these stats:

WE ARE SERVING MORE COMPLEX FAMILIES



ONE RESULT: It is taking longer to house families (+29 days)

As spiking family homeless levels in Erie County continue to strain the homeless system, Erie County approached our shelter about a year ago, asking us to consider opening a second site. The Family Promise Board spent the Spring going through a strategic planning process to consider this request, and in doing so, we were forced to refine what distinguishes our shelter in this community and how we want to look if we replicate - things like staying **intentionally small-scale, prioritizing accessibility and continuing to be able to house larger-size families.**

After considering if we had capacity to meet the increased need for emergency family shelter in our community, our board overwhelmingly answered -

YES!

We have spent the latter half of the year assembling our team of development consultants, architects, general contractors and lawyers and have begun to explore potential sites for a second shelter. **This will be a primary focus in 2024** and we hope to have a site engaged and funding intact by the close of the calendar year so that we can begin construction in 2025!

A HUGE THANK YOU to all the foundations, donors and community members who have stepped up to support our program this past year.

Anything “extra” that we do here - from birthdays to security deposits to graduate care to programming for children - is never possible within the confines of our operating budget. It is only possible because we have received extra love from you! **Thank you for believing in us and believing in the families we serve!**

Lots of love in the 2024 year -



Luanne Firestone
Executive Director



2023 at a Glance

198

People Sheltered

18

Families successfully housed

100

Days families who found housing spent in shelter

89%

Families who received emergency mattress assistance

100%

Families who needed and received security deposit assistance

9,316

Bed Nights Fulfilled

\$1,062,197

Total income generated

Senior Leadership

Leadership Team

- **Luanne Firestone**, Executive Director
- **Susana Breese**, Office Manager
- **Brianna Kirk**, Case Manager
- **Akela Allums**, Shelter Manager
- **Roberta Pickens**, Shelter Supervisor
- **Jenn Kegler**, Outreach Manager
- **Isohie Ogiugo**, Stability Case Worker

Board of Trustees

Officers

- **President: CJ Van Note, CPA, International Tax Manager, Aprio**
- **Vice President: Melissa Keith, Media Director, Abbey Mecca**
- **Treasurer: Kaylei Russell, CPA, Controller, Beyond Support Network**
- **Secretary: Clara Moran, Development Officer, MMRI**

Board Members

- **Dawn Askew, MBA, Equal Opportunity Specialist 2, New York State Insurance Fund**
- **Matthew Becton, Senior Manager of Learning and Development, Verizon**
- **Steven Blass, Financial Service Representative, Vision Financial Group**
- **Jim Connolly, retired**
- **Marissa Desidario, LCSW, Senior EAP Clinician & Training Coor, Child and Family Services**
- **J. Christian Hoffman, Director of Communication, Community Missions of Niagara Frontier**
- **Margo Knab, JD, Senior Associate, Colligan Law LLP**
- **Danielle Maurice, Social Worker, Erie County Court System**
- **Michael Murak, Commercial Real Estate Financing Team Lead and Senior Relationship Manager, Evans Bank**
- **Shannon Fagan, Director of Therapeutic Services, Brylin Hospital**

Advisory Board

- **Kevin and Cathy Barron, Admin, Cardinal O'Hara Retirement and Pastry Chef, NCC**
- **Anthony Buttino, former FPWNY Board President**
- **Kelli Cavo, Office Manager, Northwestern Mutual**
- **Frank Cammarata, Executive Director, Erie County Office for People with Disabilities**
- **Pat Crowley, Special Events Advisor**
- **Eric Ensminger, Vice President of Sales and Marketing, Marketing Technologies of WNY**
- **Gigi Jankowski, Agent, Nichol City Realty**
- **Rob Hackford, Journalist, WGRZ-TV Buffalo**
- **Joe Heary, Executive Director, Friends of Night People**
- **Kathy and Bob Hayes, Community Coordinators, Saint Vincent De Paul Catholic Church**
- **Rev. Joan Montagnes, Minister, Unitarian Universalist Church of Buffalo**
- **Aundrea Sanders, Supervisor for Student Support Service, BPS**
- **David Zapfel, President/CEO, Gerard Place**

2023 Children's Engagement

20

field trips enjoyed

27

haircuts provided

33

birthdays celebrated

100

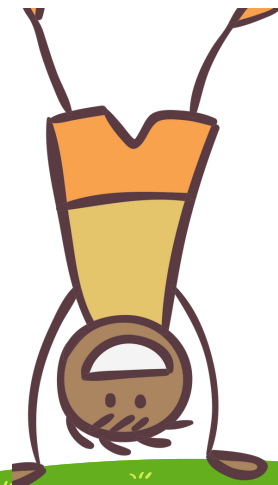
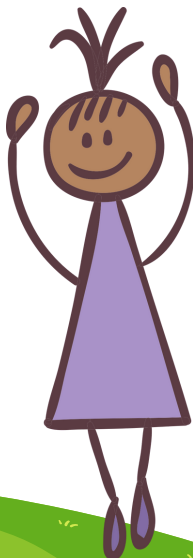
in-house volunteer activities hosted

132

days of summer camp provided

391

unique participation days at the
Old First Ward Community Center
after-school program



What our Guests are Saying

Mychaela and Warren

“The best thing about Family Promise was how small and intimate the setting was. I felt safe. I loved the facility - the art, the rooms - everything!”



Latisha

“Ms. Lu, thank you! Family Promise is very beautiful here, very welcoming. Thank you all for everything - I really appreciate you. I genuinely love all of you and everything you did to help my family.”



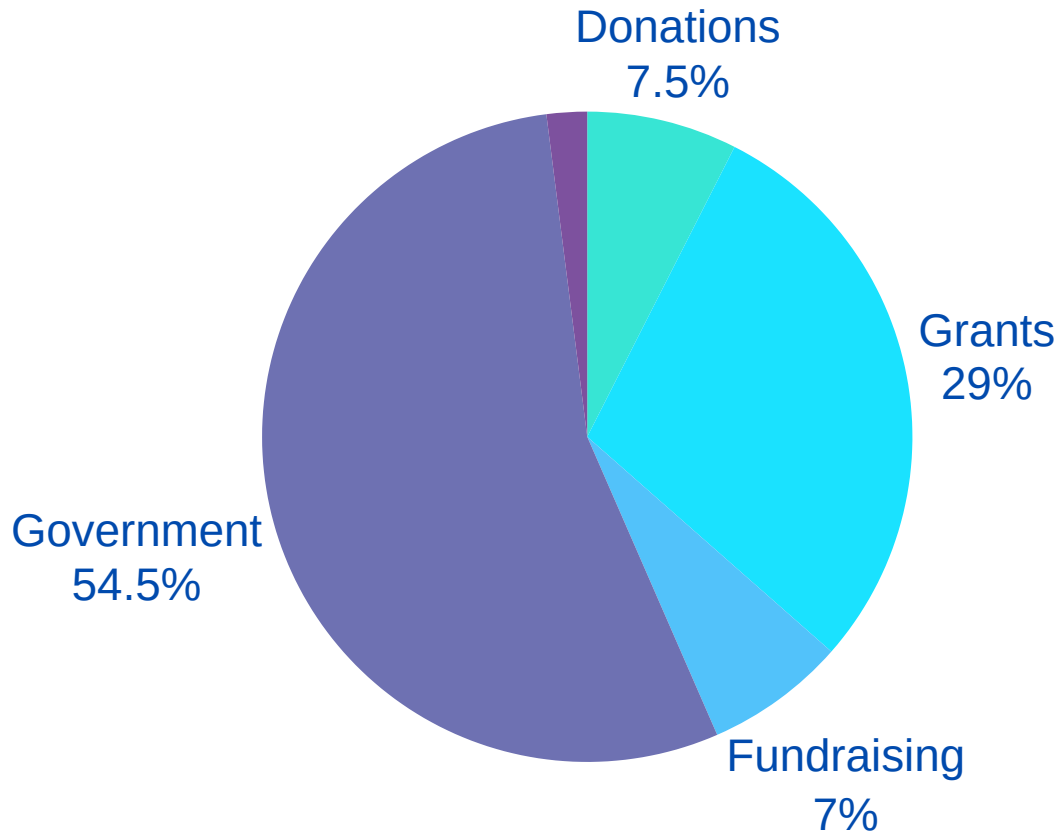
Ms. Jonitia

“My family and I felt safe and secure here. We love the shelter! The services that are provided here are excellent. Thank you so much for helping my family and I feel whole again! The staff made us feel very welcomed and not judged. This place is a safe haven to finally be able to make progress on a great transition. I really appreciate how nice and clean things are kept, and kid-friendly. Thank you, thank you, thank you!”

Dom

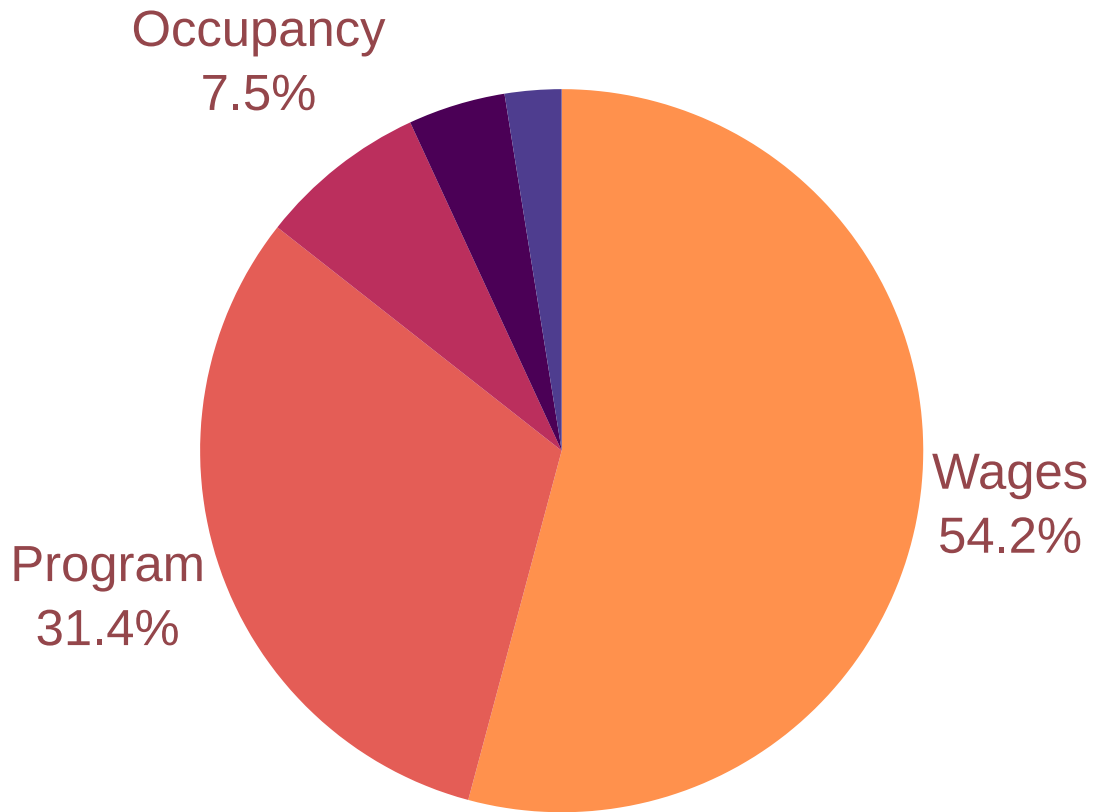
“I just wanted to say thank you for everything - especially when I was having bad days. I am very excited to move into our own house but I will miss the staff and friends that I’ve made here.”

2023 Income



Corporate -	\$20,278
Fundraising -	\$70,411
Donations - (individual, club, congregation)	\$75,599
Grants -	\$292,908
Government -	\$550,842
TOTAL INCOME:	\$1,010,038

2023 Expenses



Management -	\$21,317
Fundraising -	\$36,647
Occupancy -	\$63,360
Program -	\$264,840
Wages -	\$456,276

TOTAL EXPENSES: \$840,000

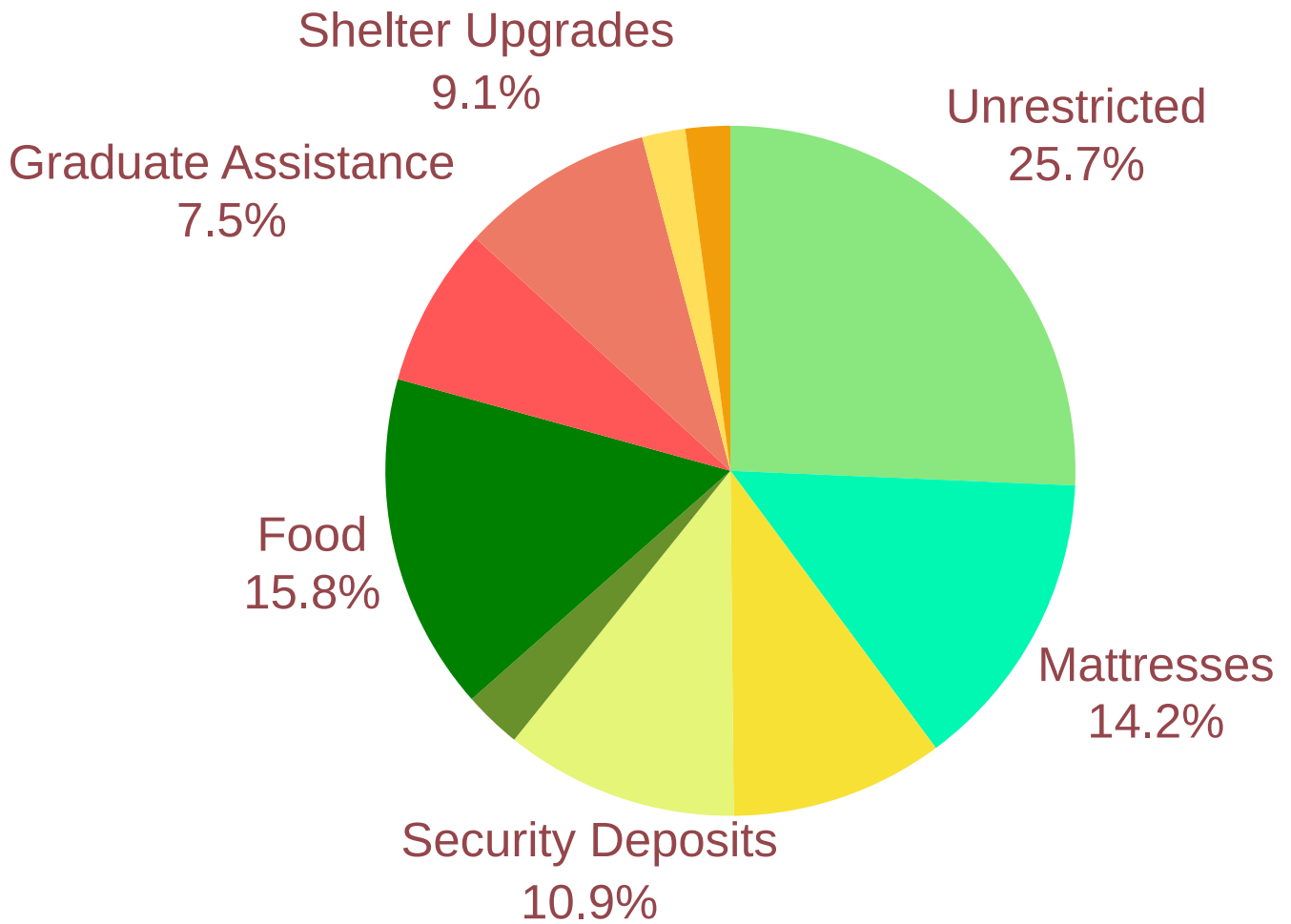
2023 In-Kind Budget

\$3,744	Birthdays
\$8,765	Apartment Essentials
\$1,650	Shelter Supplies
\$6,975	Gift Cards
\$4,014	Bedding
\$4,570	School / Art Supplies
\$5,810	Clothing
\$11,595	Groceries
\$49,315	Holiday Gifts

\$92,090
TOTAL
RAISED IN
IN-KIND SUPPORT
(or 8.7% of our
operating budget!)



2023 Grants



Pay Day Program	\$5,000
Bridge Day Care Funding	\$5,175
Appliance Assist	\$6,700
Graduate Assistance	\$18,500
Shelter Upgrades	\$22,486
Children's Engagement	\$24,700
Security Deposit Fund	\$27,000
Mattress Assistance	\$35,000
Food	\$39,000
Unrestricted -	\$63,405

TOTAL GRANT SUPPORT: \$292,908

2023 Donors

Gifts of \$20,000+

Margaret L. Wendt Foundation
Keybank Foundation
Garman Family Foundation
E & W G Foundation
East Hill Foundation

Gifts of \$10,000-\$19,999

Greatbatch, Michele
Firestone, Paula
Monsignor Richard S. Amico Memorial Charitable Trust
The Galasso Foundation
The Josephine and Michael Ervolina Charitable Fund
The TJX Foundation, Inc.
Three Sixteen Foundation

Gifts of \$5,000-\$9,999

The Stenclik Family Charitable Fund
HDE Electric Inc
The Marks Family Foundation
The John R. Oishei Foundation
Schaeffer, Christopher
UHG
Aprio Foundation
Big Lots Foundation of The Columbus Foundation
Catholic Charities
Children's Foundation of Erie County, Inc.
Evans-Devereux Memorial
Health Foundation for Western & Central New York
Josephine Goodyear Foundation
Leo, Jack & Luanne
Nobel, Sanford M.
The Carol J. Adragna Family Foundation
The M&T Charitable Foundation
John Newman Mission Community Inc.

Gifts of \$1,000-\$4,999

Sokody Sales Team
Vaughn, Lewis
Niland, Eileen and James
Orchard Park Presbyterian Church
Joseph & Kathleen Curatolo Foundation
St. Johns Lutheran Church

Community Foundation for Greater Buffalo
National Fuel Gas Distribution Corporation
Five Star Bank
Helf, Lisa
The Kamis Family Ministries Fund
Beardi, James & Linda
Lebarge, Cali
Moot, Anne
St. Martin's RC Church Society
The Almar Family Foundation Inc.
McAllister, Timothy and Noreen
BankonBuffalo
Pefley, Tarinee
Hybrid Building Solutions
KeyBank
Brunner, Kathy
Tay Tahk, Charlotte
Saint Matthias Church
Church of the Nativity
Eagan, Gayle
Harris Hill United Methodist Church
McCarthy, Mary
Chason, Martin
United Way
Compass Minerals
Dickman, Paul
Encore Funding
Hyde, Alison
Interim Employment Solutions LLC
Mark A Nickerson CPA PLLC
Old First Ward Community Center
Orchard Park Friends Meeting
Stewart, Ryan & Megan
The Christos Foundation Inc.
Vallone Law Firm PLLC

Gifts of \$500-\$999

Mass Mutual
Stylze by Stass
Van Note, CJ
O'Connor, Keith & Wendy
Clifford, David and Cheryl
Cavo, Kelli
Jackson, Pavlakis
Johnson, Maxine
Exchange, Paloma
Kegler, Gary & Marcia

Keith, Melissa
McKay, Bruce and Phoebe
Gardens Buffalo Niagara
Evans, Stanley & Anne
Thrivent Financial
Santiago, Melissa
Stone, Jordan
Buttino, Thomas J. & Amy G.
Johnson, Amy
Blackman, Bruce
Beecher, Ilia
Springville Elementary School
NRT Sales
Boys Club of St. Francis Inc.
Buttino, Anthony
Callan, Timothy & Kathy
Darcy, Sean
David Zapfel Charitable Fund
DeMarti, Cindy
Elma United Methodist Church
Envision Real Estate
Evans Bank
Franciscan Sisters of St. Joseph
Friends of Night People
Hamburg United Methodist Church
Heritage Global Inc.
Hogenboom, Timothy & Jennifer
Lamparelli Construction Co., Inc.
Lappin, Kelly
Law Offices of Jessica A Kulpit
Lincoln Investment Planning, LLC
Metzger, Sarah
Parker, Richard & Mary
Peters, Michael & Nancy
Premium Mortgage
Raytheon Technologies
Schaaf, Norman & Joann
Schoenborn, Jeffrey and Margot
Ss. Peter & Paul Church
Stage, Jordan & Paul
Tannehill, Sue
The Woodforest Charitable Foundation
Winer, Sharon
WNY Lions Club

Gifts of \$100-\$499

Graves Towers, Lynn
Aldrich, Timothy & Donata
John Svec & Kandy Krampitz
Brady, Karen
Anderson, Diana
Andrews, Derek
McSweeney, Gerald
Aebly & Associates
All Saints Lutheran Church
Betschen, Richard
Busch, Francis
The Bonadio Group
Blackley, Carol
AmazonSmile
Pawarski, Bonnie
Luehrsen, Jenna
Dingboom, Grace
Rizzo, Marta
Fay, Thomas & Mary
Kucharski, Steven & Arleen
Frazer, Betsy
Moran, Nellie
Schutte, Mary and Al
Maras, Amber
Battistoni, Linda
Beyer, Jim
Eberl Iron Works, Inc.
Makey, Brian and Ellen
Montgomery, Paul
Oczytko, Barbara
Zahm, Jeffrey
Wixson, Stephen
Paladino, Katherine
Schutte, Geoff and Melissa
Tracy, Megan
Turner, Stephen
Nickerson, Kaylei & Mark
Bank of America Charitable Gift Fund
Christ United Methodist Church
Grace, Lee Ann
Hartigan, Patti & Paul
Joy, Shirley
Kenline-Blette, Beverly R.
Kney, Jeffrey & Jane
Orchard Park Presbyterian Women
Pilon, Suzanne

Marschke, Stephanie
Citizens Bank
Luppino-Gholston, Kristen
The Congregation of The Sisters of St. Joseph
Burke, Patricia
Alcamo, Thomas
Amherst Community Church
Anastas, Tony & Catherine
Cappello, Robert J. & Julie M.
Clarence Contemporary Club
Dann, Jeffrey and Maureen
Desiderio, David & Mary Ann
Egan, Mary and Edmund
Knights of Columbus - John Cardinal O'Hara Council
Lyons, Sarah
Martin, Mary
Meader, W. John and Barbara
Penfold, Richard C. & Karen E.
Porpora, Sandra
Schwab, Jennifer
Sieracki, Roger & Kathleen
Suttell, Daniel
Weir, Bill & Joan
Wynne, Jane
Wynne, Robert & Audra
Capezzi, Rita
Pitchford, Ashley
Grimaldi, Eileen
Peek, Brian & Maria
Walcott, Karen
Angelbeck, Elizabeth
Romance, Terrence
Kenmore Lions Club
Moran, Clara
Smith, Gary & Judy
Golabek, Grace
NAWIC Buffalo Niagara
Bukowski, Edward and Anne
Fabiano, Jude & Eileen
Cercone, Caroline
Mallak, Robert
Snyder, Suzanne & Kirby
Interlichia, Kate
Damon, Jason
Madoff, Ben
St. James UCC
Ortiz Weinmann, Amelida

Forster, Michael
Spohn, Mary and Ronald
Forehand, Scott
Ackerson, Catharine
Aungst, Babette
Connolly Studios LLC
Connolly, James & Patricia
Genco, Laura
Jowsey, Jennifer
Liriano, Tracy
Marrano, Carol
Scanlon, Terry & Mary
Sozanski, John M. & Marilyn
Spear, Stephen
Stroud, Meagan
Wolf, David & Catherine
Bauer, Dale
Alberalla, Thomas & Mary Ann
Bartley, Jim
Bauer, Carl & Carmille
Bauman, Matthew & Ann
Becton, Matthew
Benton, Mary Lynn
Bestpitch, Thomas
Boyle, Julie
Brown, Charles & Alice
Burritt, William & Judith
Collins, Bonnie
Colvin, Deborah and Joseph
Connolly, Shawn & Amy
Crowley, Patricia
Custom Rehab Services, LLC
Dannebrock, William & Audrey
Deubell, Dustin & Amy
Dow, Miriam
Fronczak Agency Inc.
Henderson, Bob and Norma
Jarrett, John & Susan
Johnson, Karin E.
Keys, Judith
Lewis, John
Metivier, Victor & Barbara
Misenheimer, Dana
Mitrovits, Joseph
Monczynski, Donna & Peter
Montagnes, Rosemary
Moseley, Jessica

Murak, Michael
Ohl, Alice
Owens, Jim & Diane
Paschka, Penny
Pfister, Susan M.
Robbins, Jane & Westphal, Peter
Sager, Alan and Suzanne
Schneggenburger, Caroline & Gerald
Suchyna, Nancy and Mark
Tunmore Oldsmobile
Ventura, Mike & Bev
West Seneca Lions Club
Woolingham, Dianne & Kenneth

Gifts under \$100

McCallister, Eileen
Hines, Michael & Candace
Zastrow, William
Greene-Palmer, Farrah
Bonisch, Manfred
Bronnenkant, Bruce & Carol
Colligan, Mary Jo and Donald M.
Gensler, Terry & Maureen
Hayes, Bob and Kathy
House, Cheryl & Anthony
Matthews, Helen
Peterson, Kathleen
The Buffalo Federation of Womens Clubs
Van Baak, David & Nancy
Vizzi, Tony and Lynne
Rozeski, Rose
CSX Foundation
Sadowski, Kristina & Jason
Serman, James
Stewart, Jamie
Bowman, Ray & Jeanne
Cioci Adams, Michelle
Diflavio, Renee
Eiseman, James
Hahn, Lauri
Pawarski, David
Riley, Shewnda
Taylor, Jeffrey
Vilardo, Thomas & Carmel
Baier, Michael & Clarine
Bierl, William & Michele
Bockrath, Diane

Bosinski, Linda and Paul
Crawford, Lance and Sandra
Damiano, Mary
Dengler, William and Mary
Dick, Homer & Margaret
Durkin, Michael & Karan
Farrell, Mary
Firestone, Pauline
Galdun, David
George, Ellen
Hamm, Carol
Houck, Donald & Deborah
Kempski, Dina
Kielaszek, Roxanne & Daniel
Koelmel, Carolyn
Krueger, Robyn
Lacie, Beverly
Lee, Dr. Richard J.
Lennon, Mike & Marsha
Martin, Margaret
Meli, Diane
Mindel, Mary
Murphy, Rosemary
O'Connor, Christine A & Frank V
Poody, Joseph & Doris
Schlifke, Wayne & Marlene
Sister Martha Olszewski
Snyder, Kate & Ruth
Trinity Lutheran Church
Violanti, Richard
Ward, Rolanda
Wilson, James & Meredith
Wlos, Susan
Zatlukal, Amy
Mooney, Claudia
Doyno, Ellen
Schmidt, David & Mary Linda
Villa, Sandra
Morales, Luz
Crowley, James
Hirsch, Cindy
Network for Good
Blose, Brett & Barbara
Burton, Sean
Jarrett, Alexis
Ochterski, Barbara
Pendergrass, Norvella
Peterson, Heather

Stevens, Kristin
Balzano, Gregory
Belter, Tina & Mark
Blass, Stephen
Conner, Nancy and Daniel
Cooley, Raymond & Jeanne
Diebold, Josie
Kenney, Britt
LeFevre, Charles & Judith
Lillis, Judith
Molnar, Diane and Joseph
Mullaney, Eileen
Phillips, James & Lucille
Rivera, Carmen
Schillroth, James & Marilyn
Schleef, Derek

Somerville, Jeffrey & Lynda
Spahn, Joseph H.
Truman, Donna
Wach, Donald & Linda
West, Sandra
Wozniak, Lawrence & Barbara
Yakovac, Joseph
Zeitz, Linda
Tunmore, Jay
Smith, Dale
Hiltz, Mary
Kerwin SSJ, Sr. Marie
Margerom, Mary
Desiderio, Marissa
Reslow, Marion