

**FAMILY PROMISE OF
WESTERN NEW YORK**
2018 Annual Report

Mission and Purpose

Family Promise of Western New York is an emergency family homeless shelter. The mission of Family Promise of WNY is to unite faith communities and people of good will in responding to the needs of families experiencing homelessness in our community. Family Promise of WNY is a cost-efficient, effective, and replicable community response to homelessness. We are unique in Erie County in the following important ways:

We Are Critical

While traditional homeless shelters separate men and teenage boys from women and children, we are one of only two emergency shelters in Erie County that keep families together. In times of crisis, family unity provides critical support to all our guests, 70% of whom are children.

We are Personal

With only three families at a time in our program, we run a small-scale model that allows us to focus a lot of personal attention on each of our guests. We strive to create a family-like environment based on compassion, respect and shared community. We know each person here by name. Our Case Manager is able to provide intensive case management to make sure our kids are in school every day and our parents are receiving the services they need to succeed.

We Are Volunteer Driven

We mobilize the Western New York community to help us achieve our mission. Our model starts with generous people who want to be a part of the solution to end family homelessness. We empower them to directly serve our guests by providing food, shelter and hospitality. With only 2 full-time employees, our network of hundreds of volunteers are imperative to our success and help families achieve permanent housing at a fraction of the cost of traditional shelters.

Note from the Director

Dear Family Promise of Western New York Supporters -

2018 has been a year full of success stories - represented by the countless smiling family portraits of our graduated families hanging in our office wall, the colorful murals, the playful graphics on our two vans and the daily love and support shown to Family Promise of WNY by the hundreds of members of our hospitality network.

Family Promise of WNY (FPWNY) has served a total of 20 families this year, which is an 11% increase from last year. Out of the 20 families we served:

- **16 families successfully moved out of homelessness**
- 2 families became ineligible for our shelter after intake due to changes in their case
- 2 families could not be supported by the program due to mental health/substance abuse issues

Of the families we served who remained eligible for our services, we were able to successfully transition 88% of them out of homelessness. That is truly outstanding work! And while our core team is incredible and shows up for our families day in and day out, we also know that each family who passed through our program was ministered to by our amazing network of hundreds of volunteers. Whether you brought our families a nutritious meal or painted a door at our Day Center or donated diapers or spent an overnight hospitality shift at your congregation, all those actions generously offered day after day add up to that success rate. It is amazing what we can do together!

Our Day Center has enjoyed a radical makeover in 2018. We are on the road to becoming a New York state certified shelter, which has focused us on improving our building. First and foremost, **the addition of our House Manager, Iris, has been absolutely critical** to ensuring our Day Center is clean and orderly and that our guests have consistent expectations. She runs a tight ship! In addition, an army of volunteers and donors over the year have helped to add lots of fresh paint, lovely artwork, new couches, hand-built dining tables, private family spaces with locking doors, a new family bathroom and a new-to-us van to our operation! **If you have not toured our space recently, I want to personally invite you to come see all the changes!**

But we're not done. One thing I did early on in the Spring of 2018 was to engage Dr. Diane Bessel, Assistant Professor and Masters of Social Work Program Director at Daemen College, to complete a program review of FPWNY. Specifically, she took our 30-year old program model and held it up to the five key principles of trauma-informed care, which are widely considered best practice when working with anyone in trauma. While our program gets a lot right, **it became clear that our**

rotational model works against the first principle of trauma-informed care - physical and emotional safety. Shifting our guests between different locations can often:

- Be anxiety-producing because it creates uncertainty about changing sleeping accommodations for children and changing environments for parents.
- Be disorienting because it takes families out of the neighborhoods they are accustomed to and often puts them beyond the reach of public transportation.
- Increase barriers for parents trying to make it to jobs which can include evening and graveyard shifts.
- Make it impossible for families to view potential apartments or manage other critical business in the evenings and on weekends, slowing their progress out of shelter.
- Require guests to engage new volunteers every few hours, which limits their ability to build relationships of trust, consistency and shared expectations with program staff.

With these insights in mind, the FPWNY board has decided to pursue a radical restructuring of our program in 2019 from rotational to static, in order to make the model more trauma-informed.

This would mean keeping families housed consistently at our current Day Center, while volunteers push in meals, donations, accompaniment and other supports.

The challenges to shifting our model are formidable. We have significant and costly upgrades to make at our current facility to be able to safely house people overnight on a permanent basis, including the addition of a sprinkler system, additional showers and toilets and emergency exits. As we attempt to achieve these upgrades, **I want all our congregations to know that you are more critical to us than ever. In fact, you are the bridge.** Either our program will be able to navigate the hurdles ahead of us this upcoming year because we are held up by your faithful support or we will fail.

If 2018 is any indication, I am confident that together our community will continue to step up for Family Promise of WNY as we become better and better at serving families experiencing homelessness. As I look behind at how far we have come since I took over as director of FPWNY and look ahead to how far we still have to go to achieve our vision, I take my hope from those smiling portraits of our graduated families hanging in our office. Every story we help turn into a success is motivation enough!

In collaboration,



Luanne Firestone
Executive Director

Staff and Board of Trustees

Team

Luanne Firestone, Executive Director

Denise Morse, Case Manager

Iris Applewhite, House Manager

Grace Lindsey, Volunteer Coordinator

Cordelia Gidney, Van Driver and Housekeeper

Board of Trustees

Officers

J. Christian Hoffman, President, *Community Missions of Niagara Frontier*

Stanley "Lee" Evans, Esq., Vice President, *Gerber Ciano Kelly Brady, LLP*

CJ Van Note, CPA, Treasurer, *Brock, Schechter & Polakoff*

Kristen Luppino-Gholston, LMSW, Secretary, *Daemen College*

Board Members

Stephen Blass, *Knights of Columbus Insurance*

Kandy Krampitz, *Ayurveda Yoga Specialist*

Michael Lynch, LMSW, *University at Buffalo School of Social Work*

Clay Waterman, Esq., *Gerber Ciano Kelly Brady, LLP*

Our Year At A Glance

FPWNY 2018 AT A GLANCE



20

Families
Served

85

People
Served

4180

Shelter Nights
Provided



57

Average days
in shelter

88%

Families successfully
transitioned out of
homelessness



70%

of guests are
children

8

Security Deposits
Provided



50+

Congregations
Engaged

\$336,000

value of in-kind
labor and
donations



Our Hospitality Network

Made up of over 50 congregations, the Family Promise of WNY hospitality network includes dedicated volunteers who have answered the call to hospitality in their faith tradition.

Host Congregations

Host Congregations are the bedrock of our organization, welcoming our guests into their houses of worship for meals, overnight accommodations, hospitality and care four weeks each year.

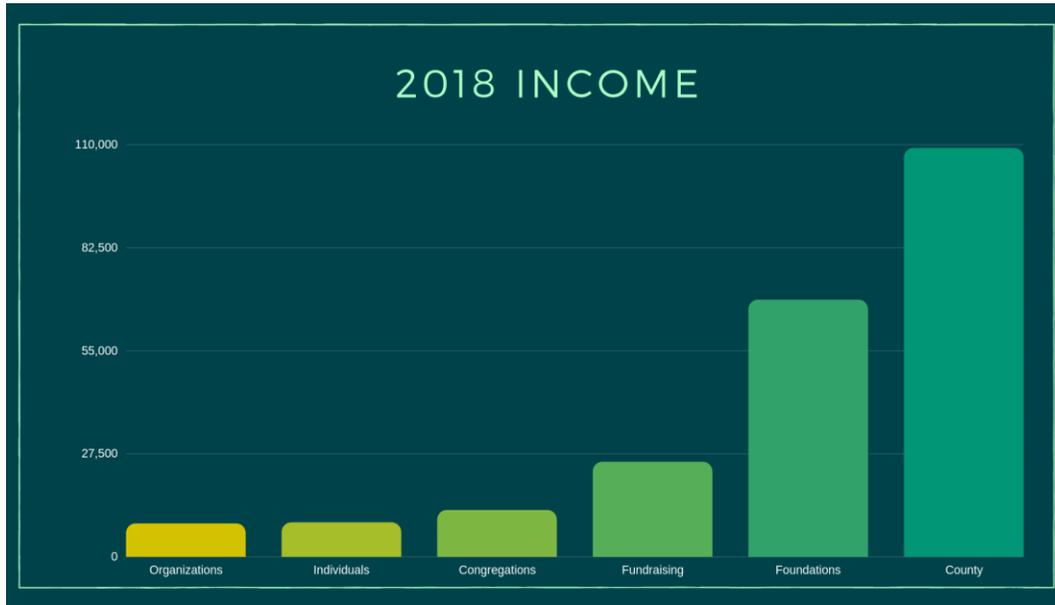
Clarence Church of Christ
Orchard Park Presbyterian Church
Saints Columba-Brigid Roman Catholic Church
Saint James United Church of Christ
Saint Matthias Episcopal Church
Saint Stephens-Bethlehem United Church of Christ
Saint Vincent De Paul Roman Catholic Church
Unitarian Universalist Church of Buffalo

Support Congregations

Support Congregations provide meals, volunteers, wish list donations and financial contributions to our Host Congregations and to Family Promise of WNY.

All Saints Lutheran Church
Amherst Community Church
Blessed Trinity RCC
Bread of Life Church
Buffalo Vineyard Church
Christ United Methodist Church
Clarence United Methodist Church
Crossroads Lutheran Church
Elim Christian Fellowship
Elma United Methodist Church
Epiphany United Church of Christ
First Presbyterian Church of Buffalo
Grace Evangelical Lutheran Church
Hamburg Unitarian Universalists
Holy Trinity Lutheran Church
Life Church Buffalo
Nativity of the Blessed Virgin Mary RCC
Nativity of our Lord RCC
New Covenant United Church of Christ
New Hope United Methodist Church
North Presbyterian Church
Orchard Park Community Church
Queen of Heaven RCC
Parkside Lutheran Church
Saint Christopher RCC
Saint John's Lutheran Church in Orchard Park
Saint John Vianney RCC
Saint Joseph University Parish
Saint Mark's Episcopal Church
St. Mary's RCC
Saint Martin De Porres RCC
Saint Peter and Paul RCC
Saint Paul's Lutheran Church
Temple Beth Zion
The Church of Jesus Christ of Latter-day Saints,
Orchard Park
Trinity Episcopal Church in Hamburg
Trinity Episcopal Church
United Methodist Church of Hamburg
Unitarian Universalist Church of Amherst
Unitarian Universalist Church of Hamburg
University Presbyterian Church
Village Church
Zion Dominion Global Ministries
Zion Lutheran Church

Income and Expenses

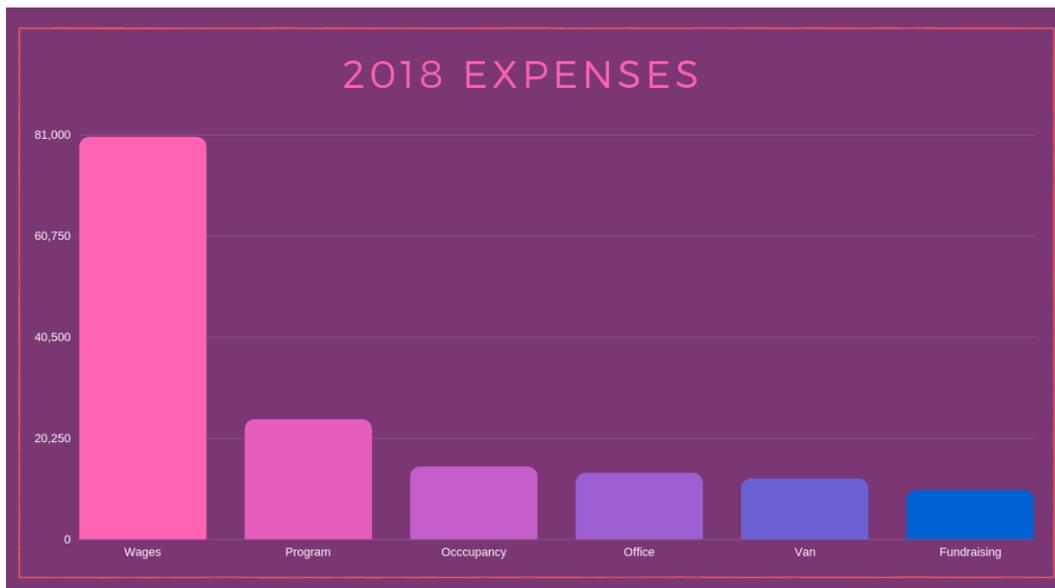


2018 Income

County: \$109,082
Foundations: \$68,600
Fundraising: \$25,364
Congregations: \$12,491
Individuals: \$9,174
Organizations: \$8,896

2018 Expenses

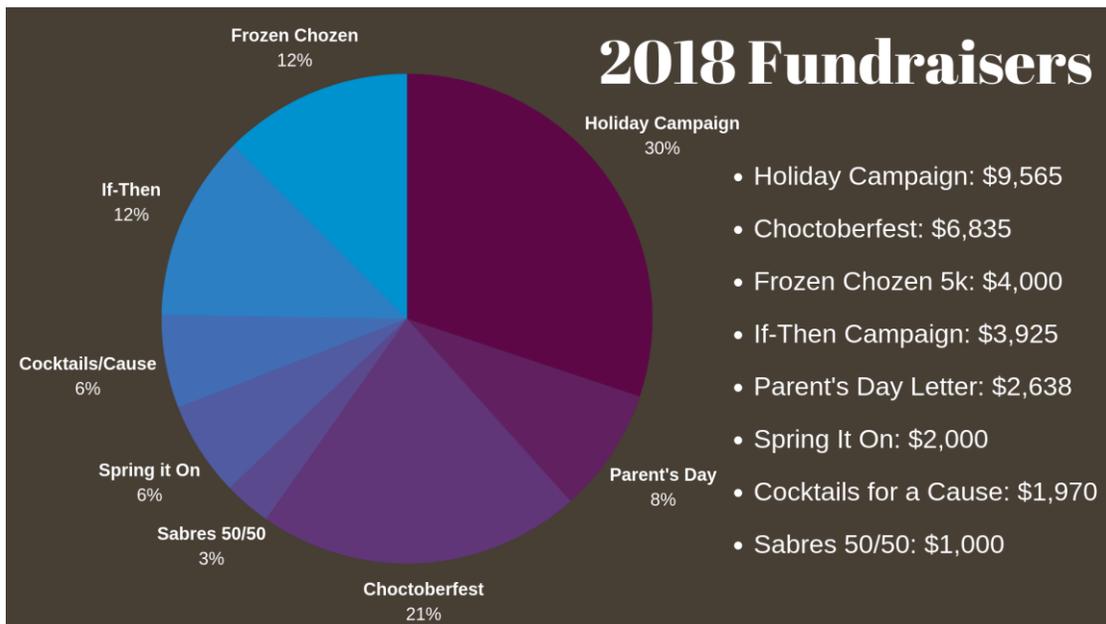
Wages: \$80,610
Program: \$24,052
Occupancy: \$14,572
Office: \$13,313
Vans: \$12,176
Fundraising: \$9,885



Foundations and Fundraisers

We are grateful to the many foundations who supported the work we do in 2018! With these funds, we were able to make **critical capital improvements** to our facility, fund **direct needs for our guests** such as blankets, diapers and transportation, **support an AmeriCorps VISTA member** at FPWNY who is serving as our Volunteer Coordinator and **replenish our Security Deposit Assistance Fund** - the only one of its kind in Erie County - that provides security deposit assistance if that is the one thing keeping a family from moving into their own apartment.

- \$22,500 - **Garman Family Foundation** through the Community Foundation for Greater Buffalo
- \$15,000 - **National Fuel Gas Company**
- \$5,000 - **The Frank G. Raichle Foundation**
- \$5,000 - **The Marks Family Foundation**
- \$5,000 - **Msgr. Richard S. Amico Memorial Charitable Trust**
- \$5,000 - **The Walter Ghering Charitable Fund** through Fidelity Charitable
- \$3,000 - **NY State Electric and Gas**
- \$3,000 - **TEGNA Foundation**
- \$3,000 - **Wells Fargo Grant**
- \$2,500 - **Tompkins Charitable Gift Fund**
- \$2,000 - **Evans-Devereux Memorial**
- \$2,000 - **The Joseph and Anna Gartner Foundation**
- \$1,000 - **Anonymous**



Portraits of the Families We Serve

“Dear Family Promise,

We would like to say thank you so much for all the help and support you’ve given us. We are grateful for everything. There were times we felt discouraged and we were feeling low and all the family promise staff reassured us that everything was going to be Ok. And it was! I would recommended Family Promise to anyone in need. **In tough times when we were ready to fall apart, Family Promise was our glue and held us up.** Thank you x1000! We will be sure to keep in touch with everyone. With love and happiness, J&M”



"The people at Family Promise really feel like a family.. . not something you would expect from a shelter. They always made myself and kids feel at home. They are people who genuinely care." - V



"I feel really good being here. I often feel judged by people or have to face 'how did she get into this situation . . . especially with kids?' I haven't felt judged by anybody here, not for a moment since being here. Everybody has been so nice to me." - C



New in 2018

Our Graphic Design - Family Promise of WNY partnered with the marketing team at J. Fitzgerald Group as a winner of their 2018 CreateAthon contest - a pro bono marketing marathon that harnesses skills-based superpowers for social good. Check out the amazing new graphic design the J. Fitzgerald Group was able to develop for us, which we promptly put on everything! Oh, by the way, the Boys Club of St. Francis donated that blue van to us as well!



Our Volunteer Appreciation Day - We hosted our first volunteer appreciation day at the Day Center, where volunteers and graduated families came together for an afternoon of fun.



Upgrades to our Day Center - We harnessed the power of our volunteer network to achieve significant improvements at our Day Center. From fresh paint to beautiful murals to hand-hewn wooden dining tables created as part of an Eagle Scout project to new couches, we were able to transform our space into a bright, welcoming home. In addition, through generous private donations and foundations, we were also able to fund things like locking private family spaces, a security system and a new family-sized bathroom!



2018 Donor List

Gifts over \$20,000

The Garman Family Foundation through the Community Foundation of Greater Buffalo

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

National Fuel Gas Company

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

Nativity of the Blessed Virgin Mary RCC

The Marks Family Foundation

The Frank G. Raichle Foundation

The Msgr. Richard S. Amico Memorial Charitable Trust

Walter Ghering Charitable Foundation through Fidelity Charitable

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

Anonymous

Buffalo Sabres Foundation

Clarence Central School District

Crossroads Lutheran Church

Evans-Devereux Memorial

Herberger, Fr. Roy

Ingram Micro

NY State Gas & Electric

Orchard Park Presbyterian Church

Saint John's Lutheran Church

TEGNA Foundation

The Joseph and Anna Gartner Foundation

Tompkins Charitable Gift Fund

Tunmore Oldsmobile

Wells Fargo Grant

Gifts of \$500-\$999

Beardi, James & Linda

Blue Cross/Blue Shield

Brock, Schechter & Polakoff, LLP

Calspan Holdings, Inc

Canisius College

Casteel Schoenborn

Christ United Methodist Church

Clarence United Methodist Church

Dowd, Rosamond and David Steffan

Egan, Mary and Edmund

Evans, Lee & Lindsay

Fitzgerald, Douglas & Patricia

Froebel, Jill

Hoffman, Christian

International Marketing Systems

Jankowski, Gigi

Lutheran Charities

Orchard Park American Legion Aux

Presbyterian Women Presbytery of WNY

Rich Products Corp.

The Woodforest Charitable Foundation

Tomczak, John and Maureen

Van Note, CJ and Kyle

Gifts of \$300-\$499

Cappello, Robert & Julie
Certo, Mary
Clifford, David and Cheryl
Dann, Jeffrey and Maureen
Firestone, Paula
Holy Trinity Lutheran Church
Hamburg United Methodist Church

Krampitz, Kandy
Penfold, Richard C. & Karen E.
Tunmore, Roger and Bonnie
University Presbyterian Church
United Way
United Way of Buffalo

Gifts of \$100-\$299

All Saints Lutheran Church
Amherst Central High
School
Amherst Community
Church
Anthony, Mary
Armor School Sunshine
Club
Armstrong, John and Dena
Babcock, Linda
Batterson, Ronda
Bauer, Carl & Carmille
Bauer, Dale
Bennett, James & Barbara
Bernstein, Anya
Bessel-Matteson, Diane
Beuler, Colleen and Robert
Bird, Anne
Bischof, Ann & Dennis
Blass, Stephen
Bloom, Elizabeth
Bread of Life Church
Brown, Alice
Brunner, Kathy
Bulger, Patricia A
Capezzi, Rita
Christian Central Academy
Christie, James & Mary
Ciminelli, Tom and Carolyn
Czopp, Christopher
DelleBovi, Betsy
Deubell, Dustin & Amy
Doyle, Sean

Dudkowski, John
Erbacher, Christine
Elma United Methodist
Church
Fabiano, Gregory
Fife, Laura
Firestone, Peter and
Luanne
Fleming, John
Fleming, Susan
Genco, Laura
Hegarty, Michael and
Christine
Johnson, Amy
Johnson, Maxine
Kantorski, Rodney
Kenline-Blette, Beverly R.
Killeen, Allison
Kuhn, Irene
L.W. Integrity Funding, LLC
Lamantia, Stephen
Law Offices of Nancy W.
Saia
LeFevre, Charles & Judith
Linch, Richard & Sharon
Logue, M.C.
Luppino-Gholston, Kristen
Lynch, Michael
Madoff, Ben
Maras, Amber
Mark Lettereri Friends of
Jesus Foundation
Mattar, Larry & Elaine

McAllister, Timothy and
Noreen
Mckay, Phoebe and Bruce
Metzger, Sarah
Misso Jr., Otto
Mostiller, Amani
New Hope United
Methodist Church
Parker, Richard & Mary
Peart, Tanvier
Perez, Brenda
Pullano, Lynn
Schutte, Mary
Schutte, Geoff and Melissa
Signorino, Sarah
Stage, Paul
Steffan, David and
Rosamond Dowd
Steffan, Kathryn
Steffan, Mary
Tarquinio, Mario
Theresanathan, Jerry
Toole, William and Janet
Tracy, Megan
Tunmore, Leslie
USA Dance, WNY
Weaver, Kathryn
Weiksnar, Fr. William
Winer, Sharon
Wittemann, Peter

Gifts under \$100

Anderson, Diana	Jankowski, Sarah	Queen of Heaven RCC
Balzano, Gregory	Jarrett, John & Susan	Ratner, James
Barrile, Jill	Johnson, Karin E.	Rigby, Robert & Madonna
Beuler, Robert & Colleen	Joy, Shirley	Rinaldo, Jess
Beuler, Casey	Kaczmarczyk, Frank & Lynn	Rodems, Claudia
Biniszkiewicz, Marina	Kazmark, Mary & Edward	Rodriguez, Luis
Blackburn, Mark & Kristine	Kerwin SSJ, Sr. Marie	Sangiacomo, Richard & Diane
Blessing, Robert & Barbara	Kibler, Patricia	Savage, Carol
Bockrath, Diane	Klatt, John R. & Bonnie S.	Scott, Peter
Bonaparte, Kathryn	Koske, Maryann & Arthur	Schilling, Cynthia
Bonisch, Manfred	Kota, Kenneth	Schuster, Carol
Borcik, Kathleen	Larson, Rebecca	Seth, Dorothy
Borden, Hannah	Lee, Dr. Richard J.	Sheehan, Ryan
Brickman, Laurence & Celeste	Liberty Diversified International	Shoemaker, Margot
Burritt, William & Judith	Life Church Buffalo	Snyder, Suzanne & Kirby
Cammarata, Frank	Lillis, Judith	Somerville, Jeffrey & Lynda
Carroll, Linda	Liszewski, Kenny	Spahn, Joseph H.
Casassa, Judith A.	Lockwood, Callie	Spear, Todd
Church Mutual	Luppino, Thomas	Steffan, David
Curtin, Caylee	Magnano, Jessica	Sterman, James
Curtin, Suzanne	Matthews, Helen	Suttell, Daniel
Dengler, William & Mary	McGrath, Christopher	Testa, Maria
Diebold, Josie	McKay, Bruce & Phoebe	Thomas, Cheryl
Dierenfield, Bruce & Kate	Metivier, Victor & Barbara	Tichy, Rudolph III & Susan
DiFlavio, Renee	Miller-Stubbendick, Adam	Trump, Joan
Elliott, Marieanna	Mindel, Mary	Van Note, Kyle
Ferella, Deborah	Montgomery, Deanne & Nelson	Van Remmen, June
Firestone, Luanne	Morrow, Donna & Michael	Van Remmen, Teresa
Firestone, Paula	Morse, Denise	Wach, Donald & Linda
Firestone, Pauline	Moseley, Brian	Walczak, John & Mary
Fleming-Stumpf, Colin	Moses, Julie	Weaver, Carol L.
Gardner, William H.	Mullaney, Eileen	Wilson, James
Garrity, Kaitlin	Nicolai, Philip	Wixson, Stephen
Girasole, Mary and Arthur	Nightengale, Patricia	Wrobel, Monica
Grace, Lee Ann	Norman, Kaaren & David	Zeitz, Linda
Grimaldi, John & Eileen	Ortiz, Lynn	Zubler, Janet
Grogan, Cynthia & Tom	Ortner, Jill & John	
Hack, Gregory	Pankow, Nancy	
Harford, Marlene & Robert	Papaj, Courtney	
Houck, Donald & Deborah	Pawlak, John & Lynn	
House, Cheryl & Anthony	Powell, Karen	
Hunt, Paula & Dennis		