



**FAMILY PROMISE OF
WESTERN NEW YORK
2020 Annual Report**



Family Promise

of Western New York



Family Promise of Western New York is an emergency shelter for homeless families.

OUR MISSION

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

OUR VISION

We seek to build a community that wraps homeless children and their families in hope.



WE KEEP FAMILIES TOGETHER

We are one of only two shelters in Erie County that keep families together through the crisis of homelessness.

WE BUILD RELATIONSHIPS

We run a small-scale, family-centered model which allows us to tailor interventions directly to the unique needs of each family.

WE ENGAGE OUR COMMUNITY

We mobilize the Western New York community to help us achieve our mission.

Note from the Director

2020 started with a great deal of optimism at Family Promise of WNY!

We had just wrapped up our capital campaign and **broke ground on a \$250,000 renovation project at our facility**. We were on the verge of transforming the former parish school in which we are located into a full-time shelter complete with six private family living units, six bathrooms, a fire sprinkler system, and updated flooring and lighting throughout. Overall, our goal was to create a more safe, comfortable and dignified shelter facility that could serve twice as many families at once in a single facility. **And then the COVID-19 global pandemic hit.**

On a human scale, the pressures of this pandemic have been extreme. Nationally, every family in our country has been facing significant and persistent challenges to ensure their family is safe, stable and healthy. Simply put, however, **those living in poverty have it worse**. They are juggling layoffs, potential evictions, school closures, scarce childcare options, reduced access to nutrition, cramped living quarters and limits on basic necessities and hygiene products. **Millions in our country are having difficulty paying rent**. Homelessness is predicted to drastically spike in the months to come. The COVID-19 pandemic also has put businesses in a tail-spin with 60% of business closures due to the pandemic now permanent.

Directing an emergency homeless shelter in the midst of a major construction project seemed difficult enough. But back in March when the first COVID cases were reaching Erie County, the situation demanded an unprecedented level of nimbleness, creativity and long-range thinking by our leadership team. Our Board of Trustees stepped up to this challenge, working with me on a daily basis to help make decisions that would allow us to **keep our staff and guests safe, ensure that construction proceeded and secure the long-range financial and operational strength of our program**. This included the difficult decision to stop accepting new families in order to streamline construction. During this time, we lost most of our staff. But we had our end goal always in the front of our minds - to reopen as a stronger program.

Highlights from that time included:

- Pivoting to a successful **No-Show Meat Raffle which raised almost \$7,000**
- **Securing a Paycheck Protection Program (PPP) Loan and a Small Business Association grant** to help us stay financially viable
- **Hiring a new leadership team**, including a Case Manager, House Manager and Office Manager
- **Finishing critical renovations to the shelter culminating in our Certificate of Compliance**, which allowed us to become a static-site shelter and double our capacity
- **Reopening as the first certified shelter in Erie County** under recently revised New York State 2020 regulations

We opened our doors for intakes in September and have been busy ever since doing what we do best - supporting families as they work to find their way back home. And despite all the challenges of this year, we are doing our work better than ever. **We saw a 91% success rate in moving families out of homelessness this past year.** Truly that is a product of our small-scale, hands-on model that allows us to offer intensive services tailored to the needs of the family in front of us.

Reopening has not been without its challenges, however. **The complexity of critical needs in our families is more acute than ever.** Across the boards we have seen more domestic violence, more CPS involvement, more substance use disorder and more mental health concerns combined with fewer rentable properties, long wait times to access services, community agencies with limited hours, and of course the very real barrier of children attempting to learn virtually. Our children have struggled so much with the new online learning environment that we created a new grant-funded position in 2021 to serve as a liaison between students, teachers, parents and administrators. And of course, with the restrictions of social distancing, **we are very much missing our community helping us live out our mission within the walls of our shelter!**

The distance has not dampened your support, however! Our hospitality network has pivoted with us - bringing grocery bags of food to feed our families five days a week, signing up to tutor our children, filling our guest rooms with bedding and our shelter closets with paper towels and dropping off Welcome Home Baskets for our graduating guests. **And you have made our Light our Future campaign an incredible success with a final tally of over \$44,000** - which is critical funding that will help lay a strong foundation for our program in the months to come!

Probably the most significant change of this year has been that we have officially changed our model from rotational to static. Having operated the past 24 years in collaboration with faith communities across Erie County, our renovations have allowed us to reopen as a static site shelter and house families here around-the-clock. While we know how important stability is from a trauma-informed lens, we cannot express our profound gratitude for all our faithful partners across the years who have helped us live to see this day.

All in all, 2020 has been full of unprecedented challenges and growth for Family Promise of Western New York. **We have made it to the finish line stronger than ever through grace and grit and the love this community continues to show us.** And please stay tuned for a special year ahead as we celebrate 25 years of operation in Erie County!

Sincerely,



Luanne Firestone
Executive Director

2020 AT A GLANCE

Family Promise of WNY

\$250,000+ Spent to renovate our shelter to make it more safe and dignified

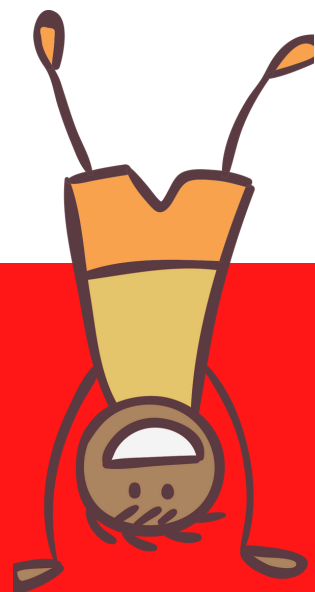
\$44,050+ Donations to our Light our Future Campaign

91% Families successfully transitioned out of homelessness

38 Average number of days a family spent in our shelter since we re-opened in September

6 Number of families we are now able to serve at one time

1st Certified Shelter in Erie County!



LEARN MORE AT
WWW.FPWN.Y.ORG

Senior Leadership

Board of Trustees

Officers

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

Stephen Blass, President Elect, *Knights of Columbus Insurance*

Kelli Cavo, Vice President, *Via Evaluation*

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

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

Board Members

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

Katie Dibble, Esq., *ECBA Volunteer Lawyers Project, Inc.*

Marissa Desidario, LCSW, *Child and Family Services*

Keith Preston, CPA, *Bonadio and Corps, LLP*

Senior Staff

Luanne Firestone, Executive Director

Stephanie Ryner, Case Manager

Hannah Jean Baptiste, House Manager

Susana Breese, Office Manager

Advisory Board

Anthony Buttino - former Board President

Frank Cammarata - Executive Director, Erie County Office for People with Disabilities

Jim Connolly - Communications Advisor

Pat Crowley - Special Events Advisor

Marcus Deveso - *Director of Academic Programming*, Buffalo Prep

Zeneta Everhart - *NYS Senate Director of Diversity and Inclusion*, Senator Tim Kennedy

Kathy and Bob Hayes - *Community Coordinators*, Saint Vincent De Paul Catholic Church

Althea Luehrsen - *CEO*, Leadership Buffalo, Inc.

Rev. Joan Montagnes - *Minister*, Unitarian Universalist Church of Buffalo

Cynthia Munschauer - *Director of Development*, Sisters of Saint Francis

Remla Parthasarathy, J.D. - *Project Leader*, Crime Victims Legal Network

Diane Picard - *Executive Director*, Massachusetts Avenue Project

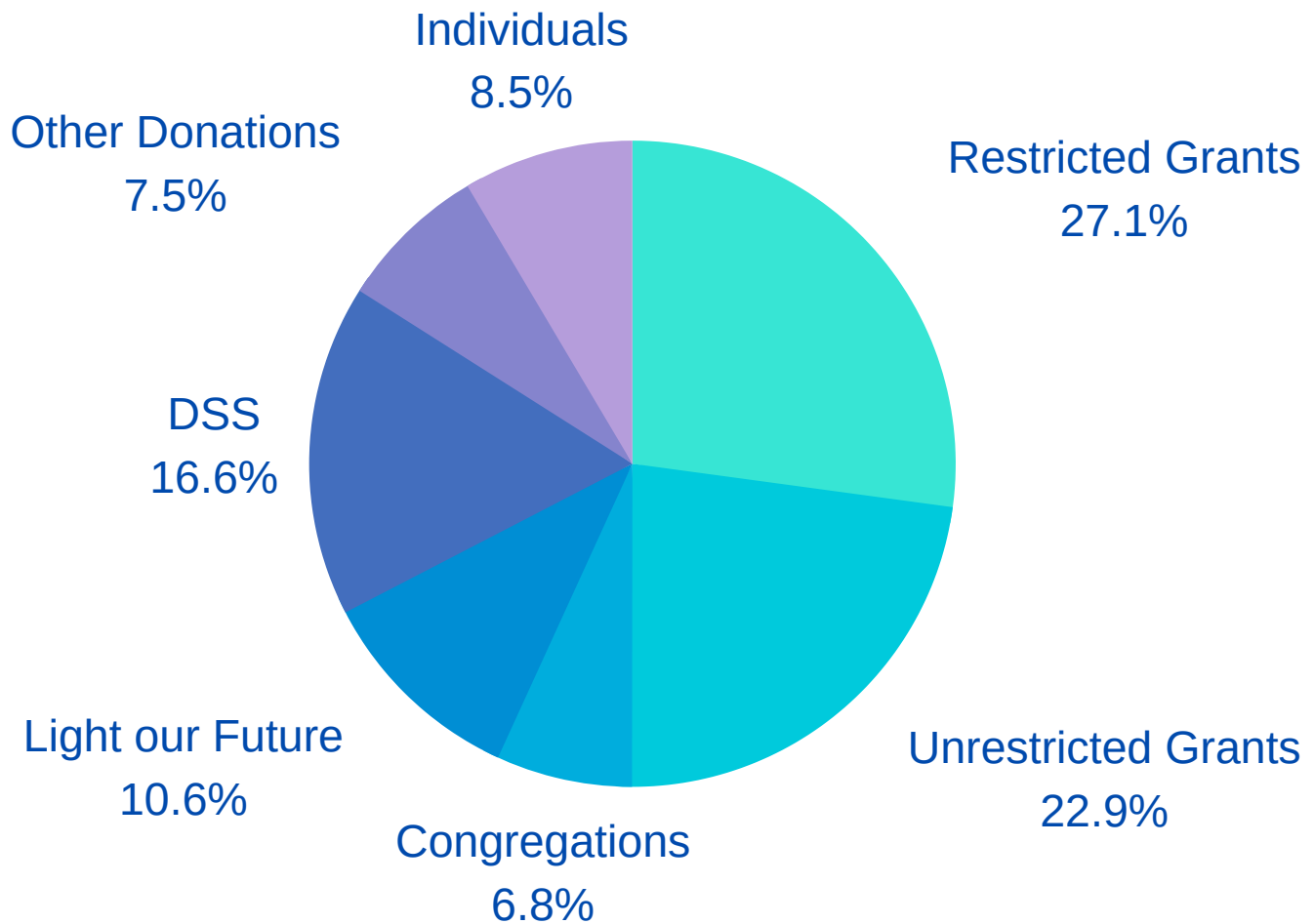
Dr. Rolonda Ward - *Director*, Race, Equity and Mission, Niagara University

Pat Whalen - *Director*, Niagara Global Tourism Institute

David Zapfel - *President/CEO*, Gerard Place

2020 FPWNY

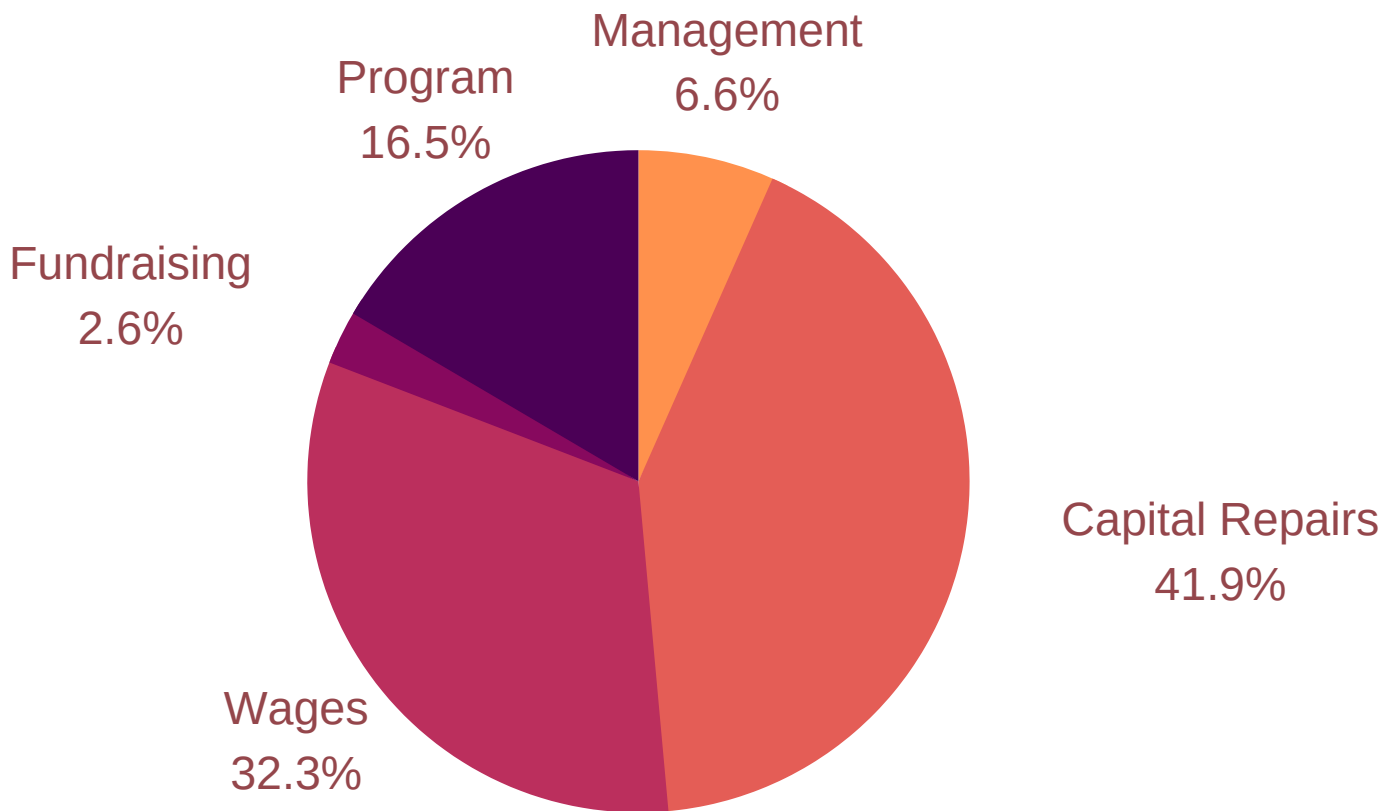
Income



Light our Future Campaign -	\$44,050
Individuals -	\$31,317
Congregations -	\$20,446
Other Donations -	\$27,457
Department of Social Services -	\$62,000
Restricted Grants -	\$99,700
Unrestricted Grants -	\$84,000
TOTAL INCOME:	\$368,970

2020 FPWNY

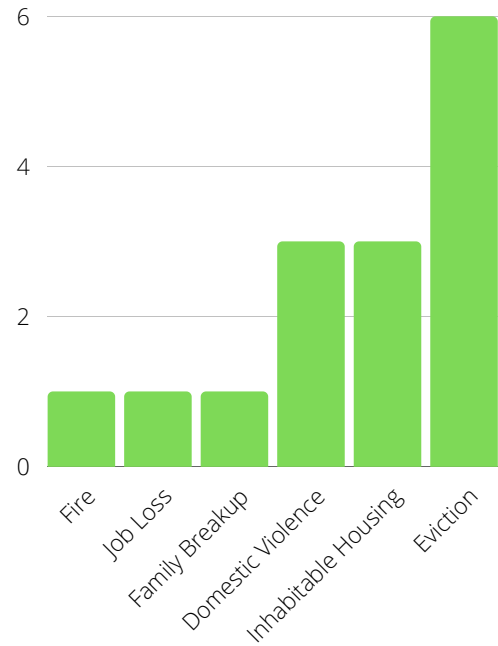
Expenses



Program -	\$68,286
Management -	\$27,404
Fundraising -	\$10,814
Wages -	\$133,318
Capital Repairs -	\$173,082
TOTAL EXPENSES:	\$412,904

2020 Stats

Primary Reason our Guests become Homeless

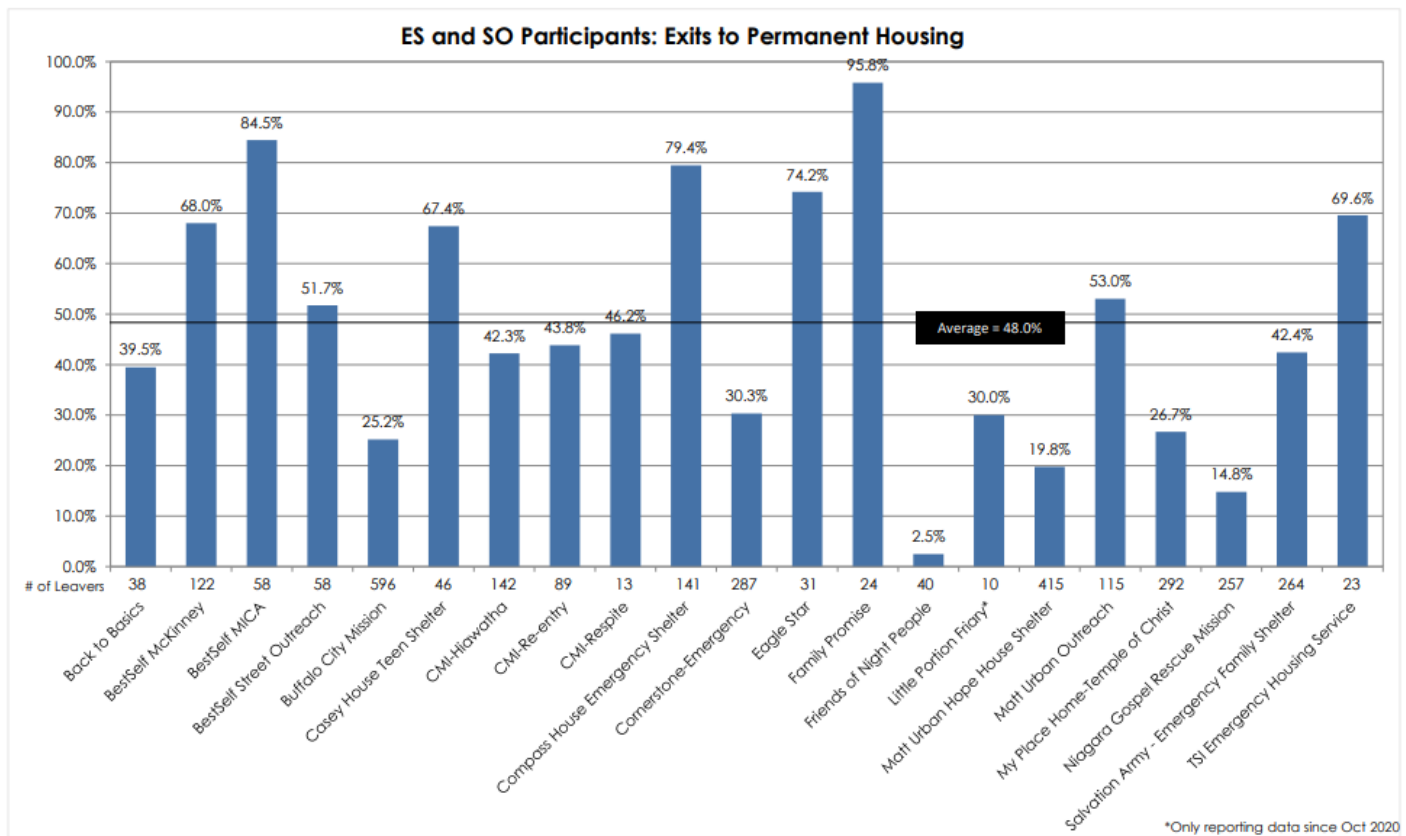


Emergency Shelter and Street Outreach Providers Housing Measures

All charts measuring exits exclude people who passed away during the program stay, those who went to foster care, hospitals or other residential non-psychiatric facilities, long term care facilities or nursing homes. The # of program leavers is included in some of the charts to show the total number of exits from each program.

Exit to Permanent Housing (PH) Destinations

This measure includes only those who left the program and exited to permanent housing destinations, excluding people who passed away during the program stay, those who went to foster care, hospitals or other residential non-psychiatric facilities, long term care facilities or nursing homes.



Family Promise Outcomes Compared to all Erie County Emergency Shelters

Our Families



"Family Promise has meant everything to me. Without y'all I wouldn't be doing as good as I am now. You all have worked with me and I can't thank you enough. The staff are awesome. I'll never forget my stay at Family Promise. Me and my son very much appreciate you all. When I first signed up for a shelter, I was so scared. But being at Family Promise made things easy. You all are a big help and I thank you. God bless you all!!!!" - *Father and Son*

"Honestly, words can't describe what
Family Promise has meant to me!
I have received the most love and support here
than I have in my 29 years of life!

I walked into Family Promise sad, miserable, upset, and
not even mentally strong at all. I walked into here with a
book bag and 2 bags of clothes. But I will be walking out
happy, joyful and sad because I don't even want to leave.

All the staff have become my family.
My children have all they need!
The help I was given is unexplainable.
Family Promise, I thank you from my heart and soul for
all I was given. We will miss you everyday!"
-Mother and 5 kids



2020 Donor List

Gifts of \$100,000+

NEW YORK STATE HOUSING AND HOMELESS ASSISTANCE PROGRAM

Gifts of \$20,000+

THE GARMAN FAMILY FUND AT THE COMMUNITY FOUNDATION FOR GREATER BUFFALO

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

THE JOHN R. OISHEI FOUNDATION
THE VOGT FAMILY FOUNDATION

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

EVANS-DEVEREUX MEMORIAL FUND
FIRST TRINITY LUTHERAN CHURCH
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JOSEPHINE AND MICHAEL ERVOLINA CHARITABLE FUND
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MOOG, INC.
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RAFSANJANI, NAZANIN
THE CHILDREN OF ARLENE MCLAREN
YOUTHTIME AT THE COMMUNITY FOUNDATION FOR GREATER BUFFALO

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

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BUTTINO, ANTHONY
CROSSROADS LUTHERAN CHURCH
DEFI SOLUTIONS
DICAMILLO, WILLIAM
FR. HERBERGER, ROY
GORHAM, KATHY
HIRSCHBINE, GLORIA
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SCHWAB CHARITABLE FOUNDATION
TOWERS, LYNNE
THE RIEFLER ENABLEMENT FUND
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VAUGHN, LEWIS & KATHY
ZIEMBA, JOSEPH

Gifts of \$500-\$999

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CLIFFORD, DAVID & CHERYL
ERBACHER, CHRISTINE
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FRANCISCAN SISTERS OF ST. JOSEPH
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SINNARAJAH, JASON
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TUNMORE OLDSMOBILE
TUNMORE, ROGER & BONNIE
VAN NOTE, CJ
WINER, SHARON
WITTEMANN, PETER

Gifts under \$500

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ANTHONY, MOLLY
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BARDAK, BARBARA
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BAUER, DALE
BEAMAN, GEORGE & DOROTHY
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BIDDLECOM, SARAH
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BLASS, STEPHEN & ELIZABETH
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BONISCH, MANFRED
BORCIK, KATHLEEN
BOWEN, ELIZABETH
BOWMAN, RAY & JEANNE
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BRADY, KAREN
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BROWN, ALICE
BROWN, PATTY
BRUMMER, MARY & DAVID
BUFFALO BILLS
BUKOWSKI, EDWARD & ANNE
BURKE, PATRICIA
BURRITT, WILLIAM & JUDITH
BUSCH, FRANCIS
CALDWELL, ROSE
CALLOCCHIA, ROBERTA
CANISIUS COLLEGE
CAROSA, TERESA
CARROLL, LINDA
CARPENTER, AMY & DOUG

CASASSA, JUDITH
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CHILCOTT, KRISTEN
CHRIST UNITED METHODIST CHURCH
CHRISTIE, JAMES AND MARY
CIMINELLI, TOM & CAROLYN
CLARE, ROY & SUSAN
CLEARY, JENNIFER
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COLT, WINIFRED
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CROWELL, CAITLIN
CROWLEY, JOANNE
CROWLEY, PATRICIA
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DANN, JEFFREY & MAUREEN
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DIINA, ANTHONY
DIINA, TRACY
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EPIPHANY UNITED CHURCH OF CHRIST
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FIRESTONE, LUANNE & PETER
FIRESTONE, PAULINE
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JOHNSON, GAIL
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MAUNZ, DONNA
MCALLISTER, TIMOTHY & NOREEN
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OCHTERSKI, BARBARA
OCZYTKO, BARBARA
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ORTNER, JOHN & JILL
OUN, JODY
OWENS, JAMIE AND SUSANA
PALADINE, KATHERINE
PALUCH, DIANE
PAPAJ, COURTNEY
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PILON, SUZANNE
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SCHUMACHER, DONNA
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SCHWAB, MAUREEN
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SMITH, JAY
SMYTH-BOGUMIL, ELAINE
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SNYDER, SUZANNE & KIRBY
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STERMAN, JAMES
STIEVATER, FREDERIC & JAAN
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SULLIVAN, LINSE
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SUTTON, KRISTIN
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TATE, YAMILLA
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TRACY, MEGAN
TUFILLARO, PATRICIA
TUNMORE, COURTNEY
TURNER, STEPHEN
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VAN REMMEN, TERESA
VARA, JENNIFER

VENTURA, MIKE & BEV
VILARDO, ANTHONY & MARIA
VILARDO, MADISON
VILARDO, THOMAS & CARMEL
VILLANI, TASHA
VITO, STEPHANIE
VIZZI, TONY & LYNNE
WACH, DONALD & LINDA
WAGNER, LINDA
WAGNER, MARIAN
WALDMAN, MARIA
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WOODS, PHYLLIS
WOOLINGHAM, DIANNE & KENNETH
WOZNIAK, LAWRENCE & BARBARA
WRINN, THOMAS & CAROLYN
WYNNE, ROBERT & AUDRA
ZANATTA, JULIE
ZEITZ, LINDA
ZIELIN, ELAINE
ZUCHLEWSKI, DALE