

FAMILY PROMISE OF WESTERN NEW YORK 2022 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 family
homeless shelters
in Erie County

WE ARE
ACCESSIBLE Our shelter is
ADA accessible
and features
bigger rooms
ideal for largerscale families

WE ARE SMALL Because we serve
just 6 families at a
time, we keep
things personal for
our kids, who make
up 70% of our guests

WE ARE
EMPOWERING Our kitchen is fully
accessible, which
allows parents to e
cook and
accommodates
dietary restrictions



Family Promise of WNY, 75 Hickory Street, Buffalo NY 14204

Note from the Director

Reflecting back, I can't believe 2022 is over!

Wow - it was a face-paced year for Family Promise full of milestones and unique challenges. Let's start by celebrating with some numbers!

10,184

That is the number of bed nights we provided in 2022. Why this number is significant is that it is a 43% increase over bed nights we provided in 2021. This past year, we housed more people than ever before and <u>we were always, always full</u> - which reflects the current spike in homelessness rocking our community right now. More on that later.





\$100,000

This is our largest private gift ever donated by Crossroads Lutheran Church this past year! Crossroads Lutheran was a former host site back when we were using our old rotational model. However, in 2020 the church made the difficult decision to permanently close their



doors and needed to liquidate their resources. This allowed the Crossroads community, in a final act of generosity, to offer partner organizations some incredible gifts and in turn allowed Family Promise to open our first ever endowment, which we named the Keeping our Promise Endowment. Our goal is to grow our new endowment through Legacy Giving in order to safeguard the fiscal health of our shelter and our impact in this community for years to come.

4

Number of key staffing positions we added this year. As our bed nights increased, we realized we needed to deepen our leadership team at the shelter in order to provide more streamlined and effective services for our guests. New this year, we added a Shelter Manager to our team, Crystal Gonzalez, whose role is to oversee the front-line staff in the building and ensure the shelter is clean and stocked. We added a Food Manager to our team, Hannah Baptiste, who is in charge of planning and preparing the dinners served in shelter and making them as responsive as possible to the preferences and dietary restrictions of our guests. We added a Stability Coordinator to our team, Isohie Ogiugo, whose role is to engage graduated families in their new apartments to continue supporting them on achieving any outstanding goals - such as employment and childcare. And we added a Transportation Coordinator, Akela Allums, whose role is to prioritize connecting our children to the after-school program at the Old First Ward Community Center. These staff members are pictured below in order of how they are presented.









I want to highlight some incredible partnerships from this past year that showcase the different ways in which we are working within our community to bring more resources to our guests.

Old First Ward Community Center

Our partnership with OFW allows any school-aged youth in our shelter to participate in their after-school program which is just a few blocks away. This program provides a hot meal and snacks, 1-on-1 homework assistance, a full-size gymnasium space, an art room with an instructor, and a youth centered room full of games. This program has been amazing for academic support,



socialization and motor skill goals, as well as giving our youth a change in atmosphere and the chance to just be a kid and reduce the number of hours they spend in a shelter environment.

Daemen Vaccination Clinic

Through partnering with the Daemen nursing staff, we were able to bring in a vaccination clinic to shelter several times last Spring, providing first, second, and booster shots to parents, youth, and staff. This clinic came to directly to our shelter, which allowed for flexibility around our families' schedules, a familiar and private space, and the ability to go through every step at their pace. All of these factors played a major part in getting people vaccinated!

Buffalo String Works

Partnering with BSW and their youth leaders has been a great opportunity for our youth in shelter. It has introduced them to



string instruments and classical music

in a new and approachable way. BSW's empowerment of their youth is modeled in our sessions together and encourages our youth in a positive way. Having an activity for our youth that is led by youth provides a special and relatable experience in shelter.

Also new this year was an amazing community event we added to our calendar. This past Spring, we launched our first Awards Brunch Celebration of Service highlighting all the ways our community impacts our organization! It was a wonderful event which brought together community supporters, donors and leaders and we hope to repeat it annually along with our Meat Raffle, Homecoming Picnic and Choctoberfest celebration! Check out the pictures below!







We also made some significant upgrades to our facilities in 2022, including the following:

 We were able to fund critical fire safety upgrades to the shelter with the support of the John R. Oishei Foundation and our Erie County Legislator Howard Johnson. Their funding allowed us to install a new HVAC system in the rear of our shelter where our families sleep. Additionally, we added thermal-insulated privacy windows in all our family units. Better control of our air flow and better insulation has provided more comfort to our guests and has reduced the risk of families creating fire hazards by using space heaters.

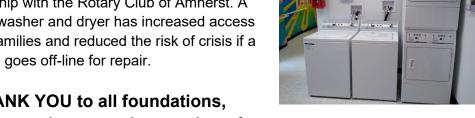


We were able to increase the accessibility of our shelter through the installation of a new push-button ADA front door to accommodate strollers and wheelchairs and the repaying of the front sidewalk leading up to our shelter that was cracked and heaving.



• We purchased a 12-passenger moving van with the support of the East Hill Foundation, which has allowed us to pick up donations of furniture and appliances and get them to families in need. A moving van also supports us helping families get settled into their new apartments upon graduating from our program.

• We created a new laundry center through a partnership with the Rotary Club of Amherst. A second washer and dryer has increased access for our families and reduced the risk of crisis if a machine goes off-line for repair.



A HUGE THANK YOU to all foundations, private donors and community members for trusting us with your support!

And at the close of 2022 when we added up all the numbers, we discovered that we broke the \$1,000,000 threshold in revenue for the first time ever - which was a big surprise for us! I remember back when I started in 2017, our total revenue amounted to \$160,000. Which is just to say that over the last five years our organization has grown FAST - by 525%! This number will give you some idea of how nimble and strategic we have had to be to stay effective through such rapid growth.







While we are on the topic of growth, a few months ago New York State and Erie County approached our shelter to ask <u>if we would consider replicating</u> and opening up another emergency family homeless shelter in our community. This speaks to the good work we have been doing and the solid reputation we are building here at Family Promise. Our Board of Trustees is still considering this possibility.

But the need is out there. **The backdrop for 2022 has been spiking rates of homelessness across Erie County.** Unfortunately, the fallout from the Covid-19 pandemic has not relented. New York State's lifting of the moratorium on evictions in January of 2022 has resulted in a wave of evictions which has lead to a 300% increase in people seeking shelter - many of them

families. Not only is there no space in emergency shelters, there is no space in hotels in Erie County anymore. Since the summer, families seeking shelter have been placed in hotels in Niagara County to await - sometimes for months - a room to open up in a shelter. We have also found on the other side of the equation that landlords have been more hesitant to rent to families with unstable housing records, which has caused some families who have multiple jobs and have met all their goals to still languish in shelter while they wait for a landlord to take a chance on them.

In this environment, we did manage to successfully house 20 families this past year! That is a few less than last year, but we are proud of each one of those successes. And at the close of 2022, I am happy to report that we have replenished our Security Deposit Assistance Fund through community support and are in a great place to begin strong in the new year!



2023 will surely bring challenges of its own. But knowing this community is behind us, we are ready! Thank you for all the ways that you impact our program and help us offer the resources that our families need to be successful and find their way back home.

Sincerely,

Luanne Firestone Executive Director





2022 at a Glance

20 Families successfully housed

25 Birthday parties celebrated

100+ Children sheltered

\$86,826 In-kind community donations

\$100,000 Opening deposit for our new Keeping our Promise Endowment



Senior Leadership

Senior Staff

Luanne Firestone, Executive Director Susana Breese, Office Manager Brianna Huff, Case Manager Crystal Gonzalez, Shelter Manager Hannah Jean Baptiste, House Manager Jenn Kegler, Community Coordinator Isohie Ogiugo, Stability Coordinator

Board of Trustees

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Clara Moran - Chief Development Officer, Catholic Charities of Buffalo

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

David Zapfel - President/CEO, Gerard Place

What our Guests are Saying

Ms. Monique

"When myself and my family arrived we were not in a good place - mentally, financially or emotionally. Over the months, through support and encouragement, I made new connections and acquired stability. I got counseling, a security guard license, a job and registered for school. I was accepted into the Medical Billing program. And most importantly, we found housing. I am beyond words and admiration to Ms. Luanne and her staff for all the encouragement and support given to help me and my children."





Ms. Krysta

"The staff at Family Promise was always great, wonderful and friendly. The staff that I worked with did a great job at putting feet into butts. If it wasn't for you guys, my family wouldn't have my apartment. Family Promise did a great job at staying on top of me, even when I knew it was difficult. Since staying there, my family and I have only been going up!"



Ms. Carlina

"Being at Family Promise was a blessing in disguise. It may not have felt like it coming in - of course everyone has their lifestyles. But as you get motivated in the different programs and work them you will redefine yourself. You come out of the fire as gold. It has meant everything. This is a place that has turned out to be like my home. I appreciate everything."



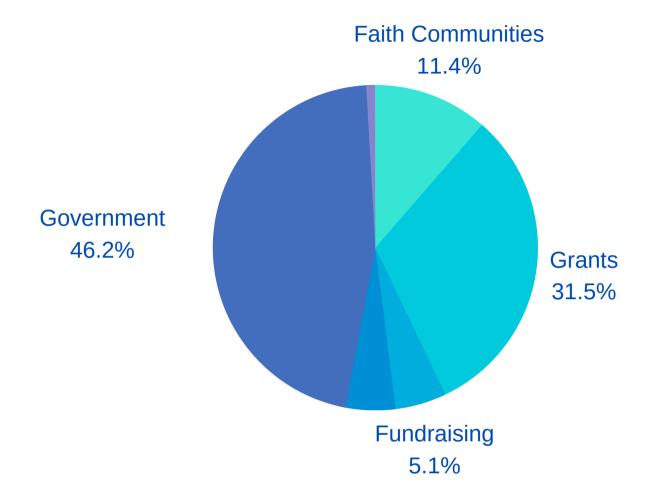




Ms. Kevisha

""My stay at Family
Promise meant a lot to
my kids and I. The staff
was amazing and
helped me so much.
I've made life-long
friends from being at
Family Promise and I
am so thankful for that."

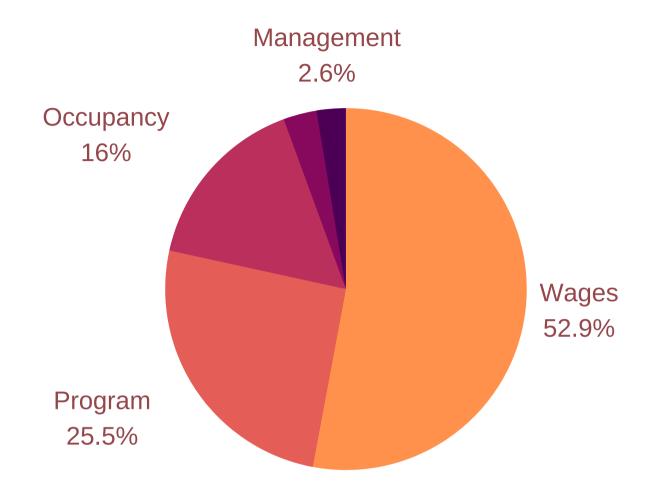
2022 Income



Corporate -	\$9,487
Individual Donors -	\$51,695
Fundraising -	\$53,798
Faith Communities -	\$119,762
Grants -	\$331,364
Government -	\$485,435

TOTAL INCOME: \$1,051,541

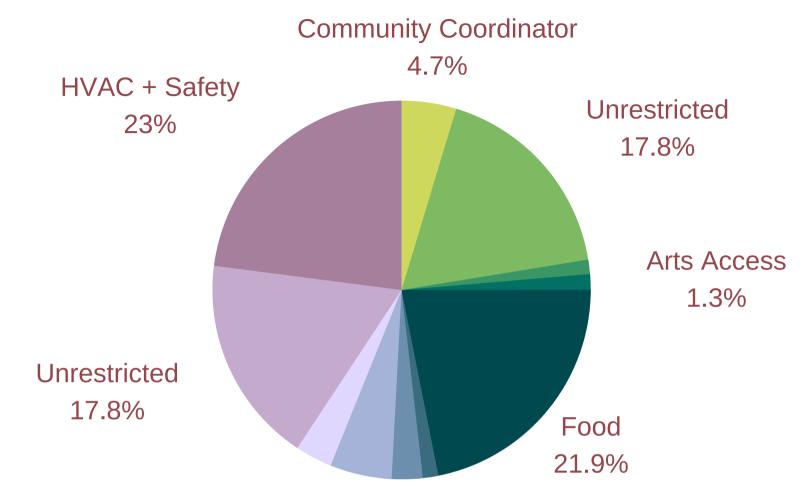
2022 Expenses



\$18,801
\$21,507
\$115,151
\$183,620
\$381,460

TOTAL EXPENSES: \$720,539

2022 Large Grant Support



Stability Coordinator 5.3%

Mattresses -	\$4,664
Summer Camp -	\$5,000
Arts Access Grant -	\$5,000
After-School Coordinator -	\$10,000
Laundry Center -	\$11,992
Community Coordinator -	\$17,680
Stability Coordinator -	\$20,000
Unrestricted -	\$67,230
Food -	\$82,875
HVAC + Safety Upgrades	\$86,900

TOTAL GRANT SUPPORT: \$321,364

In-Kind Budget

\$1,585 Birthdays

\$2,360 Apartment Essentials

\$2,410 Shelter Supplies

\$4,035 Gift Cards

\$4,982 Bedding

\$5,128 School / Art Supplies

\$7,644 Clothing

\$9,367 Groceries

\$49,315 Holiday Gifts

\$86,826

TOTAL RAISED

IN IN-KIND

SUPPORT



Gifts of \$20,000+

Crossroads Lutheran Church

Erie County Legislature

First Niagara Foundation

Foundation 214

The John R. Oishei Foundation

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

Monsignor Richard S. Amico Memorial Charitable Trust

Orchard Park Presbyterian Church

Schutte, Alden & Susan

The TJX Foundation, Inc.

Three Sixteen Foundation

Vaughn, Lewis & Kathy

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

Burlington Stores Foundation

Children's Foundation of Erie County, Inc.

Cullen Foundation

Evans-Devereux Memorial

Hallis, Curtis & Kathleen

Josephine Goodyear Foundation

Nobel, Sanford M.

Rotary Club of Amherst East Foundation

St. John's Lutheran Church

The Baird Foundation

The Josephine and Michael Ervolina Charitable Fund

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

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Northern Chautauqua Community Foundation

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The Junior League of Buffalo, Inc

The Kamis Family Ministries Fund

Trinity Episcopal Church

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Vallone Law Firm PLLC

Gifts of \$500-\$999

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Cavo, Kelli

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DiCamillo, William & Lorrei
Egan, Mary & Edmund

Elma United Methodist Church

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Franciscan Sisters of St. Joseph

Fredericks, Martin Grace, Lee Ann

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Hogenboom, Timothy & Jennifer

Jankowski, Gigi Keith, Melissa Lockwood, Ken

McAllister, Timothy & Noreen

Metzger, Sarah

O'Connor, Keith & Wendy Rotary Club of West Seneca

Say, Alice Schachtner, Liz

Ss. Peter & Paul Church

Stage, Jordan

The Woodforest Charitable Foundation

Thiesen, Julia

Town Line Lutheran Church

Van Note, CJ

Wynne, Robert & Audra

Gifts of \$100-\$499

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AmazonSmile

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Podpora, Carol & Francis

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