



Annual Report 2022
Promises of a Bright Future



Message from our Executive Director

Times are tough. Record breaking inflation, the severe shortage of safe and affordable housing, the general burn out we all feel as a society coming off the heels of the COVID-19 pandemic. Times are tough for many of us, for many of Delaware's families. We've all experienced the pinch, we all know someone at this point that the shortage of affordable housing has affected. Sky high rents, unaffordable homes, these problems are ubiquitous across our state. While we all feel the pinch, these problems are particularly acute among Delaware's families with children. Coming out of the pandemic, I think we all hoped for quiet stable years to come, however that has not occurred, rather many families in our state are struggling more fiercely now than during the pandemic to meet their monthly expenses, housing chief among them.

Quite frankly, it is incredible just how much rents have increased. I began renting a two bedroom apartment in 2020 for a cost of \$1,052 per month, that same unit now goes for \$1,526 a month. A 45% increase in three years is unfathomable, but here we are. Unfortunately, this is all too common, and something we see all too frequently as we assist families secure housing. A family with children requires an apartment with multiple bedrooms, there is no other option, and unfortunately two bedrooms often come at a cost of over \$1,500 per month, and three bedrooms over \$1,800 per month.

The state of homelessness among families, in Delaware, continues to worsen. The number of families with children experiencing homelessness since 2020, has almost tripled in Delaware, increasing from 136 families on any given night, to 389 families on any given night in 2022, according to Housing Alliance Delaware. In 2022, one of every three people experiencing homelessness was a child under the age of 18.

Despite these difficult realities which we currently face, I'm filled with hope and enthusiasm as I recollect on 2022 and look towards the future. In 2022, Family Promise assisted 170 families on their pathway home. Our team has never been stronger and more cohesive, as our dedicated staff works tirelessly to identify and secure housing for our families. While it takes our team, on average about three months to assist families secure permanent housing, this is three months in which we assist families boost their income, secure benefits, improve their skills etc. Check out page 11 and you'll get to meet Felicia and Cathy, two of our longest tenured employees.

Family Promise continues to make a difference in our community because of you, because of our volunteers who dedicate their time to ensure our families are fed and loved, because, our staff who constantly push and strive to secure housing quickly, because of our board, that guides and supports our entire network's effort in our mission of preventing and ending homelessness for all of Delaware's families with children.

While I'm uncertain the challenges our state is facing will subside anytime soon, I am certain in that our staff, volunteers, and Board will continue striving forward, assisting Delaware's families experiencing homelessness. Thank YOU for caring, thank you for supporting Family Promise, and thank you for making a difference with us.

Wishing you all the best,

Tyler Shade
Executive Director

Tyler Shade



Leadership

Board of Directors

President

Susan Sweeney

Vice President

Matthew Winnington

Secretary

Bonnie Kirkpatrick

Treasurer

Matt Mayer

Carl Jones

Chelsea Spyles

Ingrid Reid Price

Deirdre Smith

Rasheena Bungy

Cynthia Tuschinski

Stefanie Whitby

Charles More

Charles Harris

Staff

Executive Director

Tyler Shade

Finance Director

Cathy Robertson

Community Engagement Manager

Andréa Cox

Development & Marketing Manager

Blaine Breeding

Administrative & Facilities Assistant

Aaron White-Palmateer

Case Management Supervisor

Felicia McElveen-Hendricks

Case Manager

Kawanda McElveen

Case Manager

Allieu Sheriff

Case Manager

Jessica Allen

Case Manager

Jackie Rankins



2022 Impact

90%
**Secured
Permanent
Housing**

You positively transform the lives of Delaware's families experiencing homelessness! Your efforts help families overcome homelessness more quickly, successfully, and cost effectively than anywhere else in Delaware!

2022 was a year of continued turbulence. Family Promise and our community experienced difficult challenges as we emerged from the pandemic. Inflation, supply shortages, sky high rents, and the lack of affordable housing created an environment where more and more families became susceptible and eventually experienced homelessness.

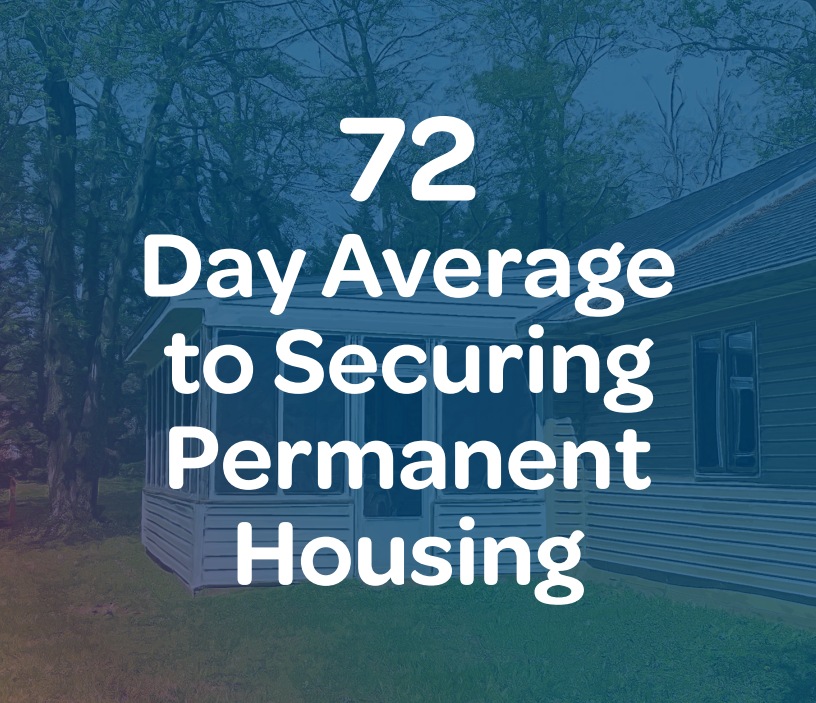
Together, we've been able to continue serving families and their children all throughout 2022.

The number one dream of the children we serve, is often to have a place to call home. A place they can bring their friends over to, a place they can have birthdays, a place they can feel safe.

You made this dream of home a reality for over 500 children in 2022!



**26,208
Meals
Shared**



72
Day Average
to Securing
Permanent
Housing



9,928
Bed Nights
Provided



170
Families
Served



Homelessness numbers continue to rise...

The number of families with children experiencing homelessness since 2020 has almost tripled in Delaware, increasing from 136 families on any given night, to 389 families on any given night in 2022 (HAD, 2022 PIT). In 2022, one in every three people experiencing homelessness was a child under the age of 18. Delaware's families continue to struggle as inflation remains entrenched, rents skyrocket, and affordable housing remains scarce.

Safe and affordable housing is truly out of reach for many of Delaware's families.

This truly is a frightening time for families across our state. Families are persevering. They're making sacrifices. However despite their best efforts, many will unfortunately find themselves homeless in the years to come

That is why Family Promise is here. It is why we will always be here. When families need help, they turn to Family Promise. Families turn to us because our agency genuinely cares. We're empathetic, we're effective, we adapt. No matter the changing environment, no matter how difficult the housing market becomes, we will continue to adapt, to expand our services, to always be flexible, ensuring that every family in our state that

When families lose their homes, they shouldn't have to lose each other. Family Promise NNCC keeps families of any shape, size, or composition together when they experience homelessness – and helps them quickly move back into their own housing. We keep families together.

"I came to Delaware with my 6-year-old while facing eviction after I lost my job. I tried, tried hard on my own, but with the loss of my job, I just needed help. After some time searching, I was soon connected to Family Promise and their rapid re-housing program shortly after being placed in temporary housing. Once I was connected to Family Promise, I was immediately contacted by (in my opinion) the BEST caseworker, Jackie.

I couldn't have had a better person assisting me through this process. Jackie is super resourceful, patient, prompt, communicative & not to mention extremely helpful! I didn't have a job when I first began with Family Promise and my caseworker went the extra mile to share with me a few local organizations that she knew of who were hiring. Thanks to Jackie, I was able to secure employment. Newly employed, I began searching for homes that were within budget.

Since I was new to Delaware, I didn't have a lot of knowledge of the different areas in and surrounding Wilmington. Jackie knew what I was looking for and always was honest with me in letting me know about potentially risky landlords, or neighborhoods that I wasn't aware of which I am so grateful for!! Throughout my search, communication was very open and Jackie always had answers to all my questions. She reassured me that I'd find something when I became discouraged. Jackie was with me every step of the way.

I followed up on leads for properties provided by Jackie. I didn't feel so alone in my search, because Jackie was always right there with me. Having a supportive caseworker really did ease most of the stress associated with looking for a home. Even when certain landlords were dragging their feet or not being communicative, Jackie would advocate for me and was adamant in receiving clarity on my behalf. When I finally found my new home, Jackie was super-efficient in getting paperwork to me that she even came to my lease signing on her day off!!!

I'm so grateful that I have a program like this from Family Promise, taking care of yourself and your family with one income is hard, especially when you don't have the financial support you need. It helps me enjoy my home knowing that if anything were to happen we wouldn't be in the same position and would end up having to leave our home again. Family promise gave me the new start and support I needed, and I am forever grateful God Blessed me with this chance."

- A Family Promise Graduate

Sometimes, all someone needs is a helping hand. Together, we are that helping hand for Delaware's families.



Staff Difference

Family Promise is a warm, kind, empathetic organization. Our culture is one based in the words of “treating people like people”. This is who we are at our core. It sounds simple, but when you take a step back, and treat others like you’d like to be treated, you can make a small, yet profound impact.

Our staff exemplifies this mantra. Our team is small, but mighty. Our team is made up of ten mighty individuals that care deeply about our work. Felicia, Cathy, Andrea, Kawanda, Allieu, Jessica, Blaine, Jackie, Aaron, and myself truly care about our work and the families we serve. This team, supported by our wonderful board and volunteer network is why our programs are so effective. When you combine competency & true empathy, supported by a wonderful community you’ll find you have a recipe for success and for change. This is what we have found at Family Promise.

Below you will find a variety of words and phrases that our staff think of, when they think of Family Promise. On the next page, you’ll get to hear from our two longest tenured employees, that have helped guide our agency through these past few challenging years.

We asked our staff, what came to mind when they thought of Family Promise. Their answers are below.

A safe haven for all.

An opportunity for a second chance and a new beginning.

A peaceful place for people to regroup.

A life jacket. We are the greatest foundation that holds families together.

Compassionate, respectful, integrity, courteous, generous, independence

Felicia Hendricks, Case Management Supervisor



Hi, I'm Felicia McElveen-Hendricks, I'm Family Promise's longest tenured employee, serving families experiencing homelessness and leading our Case Management team for over five years.

I've been in this space for over 20 years, working previously for agencies such as the Ministry of Caring. About nine years ago, I heard of Family Promise, as I attended homelessness council meetings, where I met Carolyn Gordon, one of our previous Executive Directors. The more I learned about the agency, the more impressed and interested I became. Once I saw a position come available, I applied immediately, and I've been with the agency ever since.

What I love the most about working at Family Promise is that each family is treated with dignity and respect as well as the employees. I feel valued in my role, and I truly feel as though I'm making an impact with each and every family we help. I love that I'm at an agency that truly makes a difference.

I am super excited about the expansion that will be starting in the near future and the possibility of serving even more families experiencing homelessness at Family Promise.

Cathy Robertson, Finance Director



Hello, my name is Cathy Robertson. Great timing and a strong focus on family brought me to Family Promise. They needed an experienced office manager, and I was looking to grow professionally, to provide for my family and stay in the non-profit sector. I love working with Family Promise because of the work we do to help families in our community. I love the positive work environment even when faced with challenges and the focus on working as a team. Everyone here is

integral to fulfilling our mission: from the board, to the staff, to the volunteers, and to the families who work hard to meet their goals.

I truly feel like a valued part of the team and our focus on family and growth, both individually and as an organization, has kept me at Family Promise. I've never felt like I had to choose between work or family and employee appreciation is strong.

Looking forward to the future, I am so excited for the Hospitality Center Expansion. The expansion will be the next evolutionary step for Family Promise NNCC, a decade in the making. It is both humbling and inspiring to consider the beginnings of the mission and reflect on the path that has led us to this point in time.

Volunteer Difference

Volunteers are the backbone of Family Promise. The unique model of our programs is only made possible by the overwhelming support of our volunteers. Volunteers donate their time, money, physical and emotional support to families experiencing homelessness. Here at Family Promise, our volunteers are part of our family.

The direct interaction between volunteers and families develops into a lasting emotional connection. This relationship and emotional connection felt by families, is one of the primary motivating factors on their road to securing permanent housing. This emotional connection is the cornerstone of our organization and one of the primary reasons why our programs are the most effective in the state.

At our core, Family Promise is a community. We care about each and every family that comes through our doors. Families aren't just a number. Homelessness doesn't define a family, it's only a temporary situation on their journey to lasting independence.

We wholeheartedly believe in the power of our local community to create a positive transformational change when we work together to achieve a common goal. That's why Family Promise is a community based organization – we're working with our neighbors to address a challenge faced by our community, by presenting a community based solution.

45+ Partner Congregations

2,100+ Community Volunteers

4,800 Volunteer Hours Served

\$247,000 of In Kind Support

Rev. Shirley Saunders, Volunteer



Reverend Shirley Saunders, volunteer coordinator, has been a long-time volunteer, serving meals and providing fellowship with her church. What keeps her coming back is that she sees firsthand how we help keep families together.

Family Promise not only assists families in obtaining housing but provides them with the tools and resources needed to maintain the housing and to be there to support them when needed. "Family Promise is truly a promise keeper on how they support families."

Mike Lange, Volunteer



"My name is Michael Lange, volunteer coordinator, my girlfriend, Pam Waters and I have been involved in the Family Promise hospitality program since 2018. Pam and I first became aware of the Family Promise volunteer program when St. Mark's Lutheran church began discussing participation.

We both felt that this was a good opportunity to make a positive contribution to the community. Well, that was a bit of an understatement. Turns out that involvement with Family Promise is a great opportunity to make a difference, both for the families we serve and ourselves. During the years I have been involved, I have made and served a lot of meals, giving me the opportunity to connect with many people. The residents, staff, volunteers and supporters have all reinforced my decision to become involved. I have seen and heard of challenges met and connections made.

There are a few experiences that stand out to me. Very early in our involvement, I was speaking to a fellow who was staying with his family in cottage 2. He was telling me about a previous attempt at seeking aid, before coming to Family Promise. Due to the way the traditional state system was set up, his family got dispersed to 3 locations. They were also completely dependent on public transportation. He said it was like a grenade going off in his family, the time and effort to have everyone see each other was just too much. It was an intolerable situation, a stark contrast to how Family Promise operates.

Shortly before the lock-down, Pam and I were leaving Target. We passed a young woman with her children. Moments later the woman ran back over to us, having recognized us from the program. She told us that she had been settled for months and everything was going well, and she just wanted to say thanks. Additionally, I have now been involved in a couple successful fundraising efforts.

When I think about all these experiences, the families who have benefited from the work done by Family Promise and the volunteer networks, I truly feel that my time and efforts are well spent."

The support of our local community partners ensures, that

Congregation Partners

Hospitality Network Host Congregations

Volunteers provide hospitality, meals, activities, and other support. The congregations listed provide extraordinary volunteer support for Family Promise. Three to four times a year each congregation listed provides financial support, and volunteers that, prepare and serve meals, on site, at Family Promise.

Aldersgate United Methodist Church
Arise Church
African Methodist Episcopal Church
Bethel AME
Bible Fellowship Church of Newark
Christ Church Christiana Hundred
Congregation Beth Shalom
Ebenezer United Methodist Church
Grace Church Wilmington
Grace Lutheran Church
Hanover Presbyterian Church
Heritage Presbyterian Church
Hockessin Friends Meeting
Holy Rosary Catholic Church
Kingswood United Methodist Church
Knights of Peter Claver Ladies Auxiliary
LifePath Church
Limestone Presbyterian Church
Marshallton United Methodist Church
Mt. Lebanon United Methodist Church
One in Christ Community Church
Peninsula-McCabe United Methodist Church
Resurrection Parish
RiverCross Fellowship

Seeds of Greatness Bible Church
Shiloh Baptist Church
Simpson United Methodist Church
Skyline United Methodist Church
St. Barnabas Episcopal Church
St. Catherine of Siena Catholic Church
St. David's Episcopal Church
St. Elizabeth's Catholic Church
St. James Mill Creek Episcopal Church
St. John the Beloved Catholic Church
St. Mark's Lutheran Church
St. Mark's United Methodist Church
St. Michael the Archangel Orthodox Church
St. Philip's Lutheran Church
St. Stephen's Lutheran Church
The Good News Church, PCA
Trinity Community Church
Unitarian Universalist Society of Mill Creek
Westminster Presbyterian Church
White Clay Creek Presbyterian Church
Wilmington Church of the Brethren
Wilmington Friends Meeting

Family Promise usually provides a financial overview for the previous year in our Annual Report. This year, and each year moving forward, Family Promise will publish an Annual Report, and a separate financial report. The financial report will be sent out a few months after our Annual Report each year. This will allow Family Promise to publish our Annual Report much earlier in the year moving forward, as we will not need to wait for the results of our audit. Once published, both reports will be added to our website.

Corporate, Foundation, and Government Partners

Corporate Partners

ACME
Agilent Technologies
Alpha Engineering, Inc
Amazon.com
American Honda Finance Corporation
Artisans' Bank
Bank of America
Berkshire Hathaway Fox & Roach Realtors
Big Lots Foundation
Boeing
Citi
Comenity Bank
Discover Financial Services
D.T. & Sons Inc.
EnPro Industries
Fidelity Charitable
GGB, LLC
JPMorgan Chase & Co.
JPMorgan Chase & Co. - Wilmington
Kimberly-Clark Corporation
L&W Insurance
Mac-Mod Analytical, Inc.
Macy's Christiana Mall
Microsoft
Siemens Energy
Schlosser & Associates Mechanical Contractors
United Way of Delaware
Verdantas
Walmart
WSFS
Your Own Home, LLC
Wilmington University
Wells Fargo

Government Partners

Christiana High School
City of Wilmington
City of Newark
Delaware Division of State Service Centers
Delaware State Housing Authority
Department of Housing & Urban Development
New Castle County
State Employee Charitable Campaign

Nonprofit, Foundation, Civic Partners

Alpha Xi Delta, Thetu Gamma Chapter
Bank of America Charitable Foundation, Inc
Bank of America Client Foundation
Carpenters Local 255
Day One Foundation
Female Harmony Society of Hanover Presbyterian Church
Habitat for Humanity of New Castle County
Habitat ReStore Wilmington
The Highmark Health Foundation
Hockessin-Greenville Rotary Club
Howard J Weston Community & Senior Center
IGH Charitable Foundation, Inc
The Laffey-McHugh Foundation
Longwood Foundation
M&T Charitable Foundation
New Century Club of Newark
Tau Eta Chapter of Chi Eta Phi Sorority, Inc.
The Robin Foundation
PNC Foundation
Spur Impact
Welfare Foundation

Thank you to all of our individual donors and supporters!



Events 2023 & Beyond

For the past five years Family Promise participated in the Highmark Walk for a Healthy Community. We were happy to be a partner and participate each year, but after 2022's walk, our team knew it was time to branch out on our own, and have our own 5K.

Just as we began entering our planning stage for our 5K, we received a phone call from the Alpha Xi Delta Sorority at the University of Delaware. As luck would have it, AZD was looking for a non-profit to support via their annual 5K. And just like that, a wonderful partnership between Family Promise and AZD was born.

On Sunday, April 16th, 2023, Family Promise with AZD's support, had our first ever 5K! This partnership will continue, and every year on a Sunday in mid-April, Family Promise and AZD will host our 5K. We believe this 5k will continue to grow and will become the largest walk to end family homelessness in Delaware. We had over 300 walkers our first year, a figure I'm sure we can grow to 400, 500, and maybe even 1,000 walkers in time.

We continue to look for new ideas and new events to inspire our team, and support our efforts in serving more families experiencing homelessness every year.

Keep an eye out for an email or letter from Family Promise as we continue to try out new events that will help our agency grow moving forward.



Board President Susan Sweeney



I had the opportunity to serve dinner in person recently and was struck by the positive energy and enthusiasm that was pouring out of both dining spaces at our Hospitality Center. Kids were running around, guests were joking with volunteers, asking about the evening's menu and enjoying each other's company. It was wonderful to (again) be able to interact on a personal level and to see so many familiar faces.

Family Promise is a special organization, made up of special people. This applies to our clients, our management team, our many, many generous volunteers and supporters, and our board. As a community, we continue to come together to meet the needs of our families and in doing so are in many ways helping each other.

Family Promise continues to grow and expand our reach, making a positive impact within our community. I wish this expansion wasn't needed, but as long as it is, we will be here. We have continued to adapt our programs and support staff to a changing environment and have a long-term strategic plan in place to ensure our organization and our mission stays strong.

This is an exciting time to be part of Family Promise of Northern New Castle County. If you are one of the amazing volunteers that do so much to make Family Promise special, THANK YOU!!! If you are not already a volunteer, please join us.

Susan Sweeney

Susan



Family Promise of Northern New Castle County
2104 St. James Church Rd.
Wilmington, DE 19808