



**Annual Report 2023**  
**Steps Towards A Brighter Future**





# Message from our Executive Director

This past year was one of hardship and progress for Family Promise and the families we serve. Unfortunately, life remains difficult for Delaware’s families. Hardship has become the norm for many. While inflation and skyrocketing housing prices have cooled, costs remain sky-high from where we as a State were just four years ago. Wages have risen over the same time period, however, nowhere near enough to make a dent in the overall increase in the cost of living.

We have all experienced the pinch over the last few years as steadily increasing costs have been felt everywhere in our society. While concerning for society as a whole, the drastic inflation and red-hot housing market we have faced over the last four years is particularly concerning for families with children.

For 2024, the Department of Housing and Urban Development states the fair market rent for a 2BR is \$1,737 per month and the fair market rent for a 3BR is \$2,100 per month. In 2020, the FMR for a 2BR was \$1,226, and \$1,528 for a 3BR. This represents a 41.6% increase in the cost of a 2BR, and 37.4% for the cost of a three bedroom over FOUR YEARS. I began renting a two-bedroom apartment in 2020 for a cost of \$1,052 per month, that same unit now goes for \$1,797 a month. A 71% increase in four years is unfathomable, but here we are. Wages can’t keep up; families can’t keep up. No matter how many times I read these figures, I’m in disbelief.

More and more families are struggling. Increased housing, childcare, and additional costs, mean more and more families are barely getting by, living paycheck to paycheck just to stay afloat. While many make it work, too many families are in a position of housing insecurity, meaning a single unexpected occurrence such as a car accident or medical expense could plunge their family into a situation of homelessness.

Despite these difficult realities which our community currently faces, I’m optimistic about what the future holds, because of you, and our community. I’m a steadfast believer in that, when you get a strong, passionate, driven group of people together, you can create a transformational impact, and that’s what we’re doing here at Family Promise.

This past year, Family Promise transformed the lives of 148 families on their pathway home. Thanks to you and our volunteer network, 148 families, hundreds of parents, and their children had their lives transformed. They found housing, secured employment, accomplished their personal goals because of you and your support.

Our dedicated staff works tirelessly to identify and secure housing for our families. While it takes our team on average about four months, longer than ever before, to assist families secure permanent housing, these additional months now provide our team more time to assist families boost their income, secure benefits, improve their skills etc. The longer families shelter with us, the more time our team assists families, ensuring they’re in the best position possible once housing is secured.

As we look towards the future, we know the need for shelter and our case management resources continue to increase. As such, we continue to strive towards the construction of our new shelter. While our expansion project remains on the horizon, it is nearing ever closer, as we accomplished the following milestones this past year: the purchase of the Jesus House society property and entering into contracts with Architectural Alliance and our construction manager, Whiting Turner.

Please stay tuned, as we will be able to announce full details of our expansion in the second half of 2024. While I’m uncertain the challenges our State is facing will subside anytime soon, I am certain that our staff, volunteers, and Board will continue striving forward, assisting Delaware’s families experiencing homelessness. The challenges we face are difficult, we have the right community and team in place to continue overcoming all the challenges life throws at us. Thank YOU for caring, thank you for supporting Family Promise, and thank you for making a difference with us .

Wishing you all the best,

Executive Director,  
Tyler Shade

*Tyler Shade*



# Leadership

## Board of Directors

### President

Matt Mayer

### Vice President

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## Staff

### Executive Director

Tyler Shade

### Finance Director

Cathy Robertson

### Development & Marketing Director

Blaine Breeding

### Community Engagement Manager

Lisa Kane

### Office & Operations Manager

Aaron White-Palmateer

### Case Management Director

Felicia McElveen-Hendricks

### Case Manager II

Kawanda McElveen

### Case Manager II

Allieu Sheriff

### Case Manager

Jackie Rankins

### Case Manager

Jennifer Romano



# 2023 Impact

Family Promise is a nonprofit rooted in our community. An organization such as ours, is only as strong as the community in which we exist, and fortunately our community is driven by an overwhelming desire to help members of our community in need.

2023 was a challenging year, as all years have been since COVID changed our society in 2020. Despite these challenges, our community, you have continued to rise to the challenge, to meet this increased need and demand for our services.

Together, in 2023 we were able to help over a hundred families on their pathway home. Thanks to you, we were able to provide thousands of shelter nights, warm prepared meals, and the glue that keeps our agency striving forward, hospitality.

Thank you for your support. The support from you and our local community is the driving force behind our agency.



93%  
Secured  
Permanent  
Housing



26,208  
Meals  
Shared





**92**  
**Day Average**  
**to Securing**  
**Permanent**  
**Housing**



**9,928**  
**Bed Nights**  
**Provided**



**148**  
**Families**  
**Served**





## An Affordable Housing Crisis...

As mentioned in the message from Tyler, our Executive Director, rents across our state continue to rapidly rise year over year. Rapidly rising rents squeeze current renters, and often present an almost insurmountable barrier to securing safe and affordable housing for Delaware’s families experiencing homelessness. Thus, Family Promise, over the past four years has been forced to spend increasingly large amounts of financial assistance to ensure families can secure permanent housing and remain housed long enough to provide enough time for families to become sustainable on their own. As you can see from the chart below, the amount of funds our agency has expended over the past few years is substantial and has increased drastically year over year. The year over year increase in funds spent per family is unfathomable, but is necessary to keep up with rapidly rising rents. Fortunately, Family Promise is a lean organization, and as such, 85% of all revenue is spent programmatic services, ensuring that even as the cost of housing rises, we are still able to primarily drive almost all of our resources to families experiencing homelessness. While the year over year increases are concerning, I’m encouraged as the year over year percentage change from 2022 to 2023 while an increase, has slowed quite dramatically from the previous years.

Year	# of Families Served	Funds Spent	Cost per Family	YoY % Increase
2023	148	\$965,690.00	\$6,524.93	19.64%
2022	170	\$927,111.00	\$5,453.59	47.60%
2021	153	\$565,320.00	\$3,694.90	41.04%



**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.**

Calvin is a single father raising three children. Life as a single parent of three kids is already challenging, made much more so due to a landlord that consistently increased his rent, year after year. Calvin's rent increases vastly outpaced his wages, and soon enough, he was no longer able to afford his home, falling behind on his rent, and subsequently was evicted. With nowhere to go, Calvin, fortunately was referred to Family Promise.

As a single father, Calvin was on his own, and had no one he could rely on, that was until he met Kawanda. Kawanda, Calvin's case manager listened attentively as Calvin shared his story, empathizing with the challenges he faced. She recognized the gravity of his situation, being a single parent trying to navigate through financial difficulties and the added stress of losing his home.

With compassion and professionalism, Kawanda assured Calvin that they would work together to find a solution. She outlined the services and resources available through Family Promise. Kawanda explained that their goal was not just to provide immediate relief but also to empower Calvin to regain stability for himself and his children in the long term.

Through regular meetings and collaboration with Calvin, Kawanda helped him explore various options. She offered guidance on boosting his income, budgeting and financial management, ensuring that Calvin could make informed decisions about his family's future.

As they navigated through the challenges, Kawanda remained a steadfast source of support and encouragement for Calvin, reminding him that he was not alone in this journey. With Kawanda's assistance, Calvin and his family found a new place to call home, a safe and affordable townhome, representing a crucial step towards rebuilding their lives.

As they settled into their new environment, Kawanda continued to provide support and guidance, ensuring that they had the resources and assistance needed to transform their house into a home.

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, Kawanda, Allieu, Blaine, Jackie, Aaron, Lisa, Jennifer, 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.

**Empowering families  
to rebuild their lives.**

**A stride in the right  
direction for families in need.**

**Volunteers provide awesome hospitality  
for families. A place for kids to be kids.**

**By helping those in need, we  
can live up to our full potential  
and make a positive impact on the world.**



## Kawanda McElveen, Case Manager II



**Hello, my name is Kawanda McElveen,** and I've been with Family Promise of Northern New Castle County for a little over two years. The reason I was so interested in this organization is because I once needed the same help that we provide, and Family Promise is who helped myself and my children. Getting to come to work every day and being able to make a difference in someone's life is an amazing feeling along with the team I work alongside.

I value my work and am honored to be a part of such an amazing organization. Family is very important to me, and Family Promise has shown me that you can care for others while caring for your own as well through the flexible work schedule down to the compassion that each team member shows one another.

I'm looking forward to the new expansion and an opportunity to serve more families, along with many more successful years with Family Promise. Serving even more families experiencing homelessness at Family Promise.

## Allieu Sheriff, Case Manager II



**Hello, my name is Allieu Sheriff.** I have worked in Human Services for quite some time now. I first began as a Community Organizer from back home in Africa through a civic Organization called Civitan International. The civil war in Sierra Leone had forced me to move to the United Kingdom where I had lived for ten years.

In 2021, I moved to Delaware, with my family. I applied for a case manager position with Family Promise of Northern New Castle. What I love about working at Family Promise is to see families together. As a Case Manager, I always feel very satisfied when a family is housed with a secure job that will help to generate income to prevent being homeless again. What has kept me in my current position with Family Promise is the dynamic team of a friendly and supportive staff. I am always happy coming to work knowing that there will always be someone to put a smile on my face. I am looking forward to growing with the agency.



# 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**

**4,720 Volunteer Hours Served**

**\$259,084 of In Kind Support**



# Gwen & Charles Harris, Volunteers



**Charles & Gwen Harris, volunteer coordinators,** Gwen and I were both involved in different ministries at our church, but we wanted to serve together. Our church supported Family Promise and when Gwen learned of the Hospitality Network, we shared the info with the church leadership and were appointed Family Promise coordinators. After recruiting and training volunteers, our team served families for our first week, June 30, 2019. We had one more opportunity to serve in November,

before things changed due to the COVID-19 pandemic.

Since “full service” restarted our team recognizes that “homelessness” can happen to anyone, that everyone deserves to be treated with dignity, and we see our role as contributing to a positive family dinner atmosphere. As retirees from careers in social service, we are really blessed to continue to be of help to others. It has been a blessing for us to see the joy in families as they transition from Family Promise to their own home.

# Rev. Chelsea Spyres, Volunteer



**Rev. Chelsea Spyres is the Pastor & Executive Director of Riverfront Ministries**

“I was first introduced to Family Promise as an intern in 2014. I was in my final semester of my Bachelors at the University of Delaware and assigned to serve as a Case Manager Intern. At that time the office was fully on St. James Rd and it was a small staff of Carolyn, Cheryl, and Capri. I was amazed at all of the behind the scenes work that it took to run the organization, and from day one, I felt welcomed as a part

of the team. I quickly learned that Family Promise was not just a place to transform the lives of families experiencing homelessness, but to transform all our lives.

One of the first families I met quickly opened up about their experience over the last few months. Challenges piled up slowly for them, but when they were kicked out of the friend’s house where they had been living doubled-up they described it like “a grenade going off.” I listened as this mom and her partner shared about how things had been going wrong for so long, but this felt like the last straw, they weren’t sure they could keep doing this. I listened as they shared a desire to care for their three young kids who played at our feet, but how they needed help.

I’ve thought about that day often. Not about the specifics of their family situation or how nervous I was, but instead what has stuck with me, was what a privilege it was to listen. All those years ago and still today, I am amazed every time a family opens up and shares their story. These families have been through so much, and yet time and time again they open themselves up to potential shame and judgement, and they let us in. They trust us with their story, their sacred, sacred story.

All of these years later, now as a Pastor and Coordinator, it is one of the deepest privileges to volunteer with Family Promise. I am proud to volunteer and financially support Family Promise, a place striving for everyone to have a home. Family Promise is more than a shelter or a program, it is a true community, and I can’t imagine my life without it.”



# The support of our local community partners ensures that

## Congregation Partners

### Hospitality Center 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

Riverfront Ministries  
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  
The Journey, Hockessin  
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 financial report. The financial report will be sent out a few months after our Annual Report. 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.



**together we can work to end homelessness 365 days a year!**

## Corporate, Foundation, and Government Partners

### Corporate Partners

Agilent Technologies  
Air Liquide  
Alpha Engineering, Inc  
Amazon.com  
American Honda Finance Corporation  
Artisans' Bank  
Bank of America  
Belfint, Lyons, & Shuman P.A.  
Berkshire Hathaway Fox & Roach Realtors  
Big Lots Foundation  
Boeing  
Chess Management LLC  
Citi  
Comenity Bank  
Discover Financial Services  
Divine Profiles Inc.  
D.T. & Sons Inc.  
EnPro Industries  
Fidelity Charitable  
Fulton Bank  
GGB, LLC  
Incyte  
JPMorgan Chase & Co.  
JPMorgan Chase & Co. - Wilmington  
Laffayette Lodge No. 14 A.F. & A. M.  
L&W Insurance  
Mac-Mod Analytical, Inc.  
Microsoft  
Schlosser & Associates Mechanical Contractors  
Shore Finance LLC  
The Car Store Salisbury  
The Mottola Group  
United Way of Delaware  
Verdantas  
Walmart  
WSFS  
Wilmington University

### Government Partners

City of Wilmington  
City of Newark  
Delaware Division of State Service Centers  
Delaware Health & Social Services  
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  
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  
Music with a Mission  
New Century Club of Newark  
Tau Eta Chapter of Chi Eta Phi Sorority, Inc.  
The Robin Foundation  
PNC Foundation  
Spur Impact  
Welfare Foundation  
Wilmington Kiwanis

**Thank you to all of our individual donors and supporters!**





# Events 2023 & Beyond

This year's 5K was our largest walk yet! It's heartening to see the overwhelming support and participation to raise awareness for such an important cause. We are truly blessed to be supported by so many wonderful supporters from our community and with our fantastic partnership with Alpha Xi Delta Sorority. Together we look forward to watching this event grow in the years to come.

We are very excited about our upcoming annual breakfast this October. We're planning a big announcement regarding our planned construction of a brand-new shelter in New Castle County at this year's breakfast, signifying what will become a pivotal moment in Family Promise's history.

We continually seek new ideas, programs and events that will continue raising awareness regarding family homelessness and the affordable housing crisis we are facing. Family Promise is looking forward to the future - a future of serving more families, of connecting with more of our neighbors and a future of transforming many more lives!



## Board President, Matt Mayer



As a board member since 2019, I have witnessed the significant strides made by Family Promise of Northern New Castle County, especially amid the economic turbulence of recent times, as it has evolved with the ever-changing landscape of homelessness in Delaware. Faced with rising inflation and a persistent shortage of affordable housing, the challenges for families in our community have escalated, leading to a greater demand for our services. Despite these hurdles, we

successfully supported 148 families in 2023, managing a per-family cost that was nearly 20% higher than in the previous year. Facing the ongoing housing challenges in New Castle County, our goal remains clear: to provide more than just shelter. We aim to offer a supportive environment where families can access the resources they need to rebuild their lives.

We are incredibly lucky to receive support from over 100 community sponsors, congregation partners, businesses, government entities, and civic organizations to address the urgent needs of families in our community. Without this assistance, Family Promise could not function. I am immensely grateful for and encouraged by the collaboration across Northern Delaware and beyond. The support from both new and longstanding volunteers and donors has been crucial to our success.

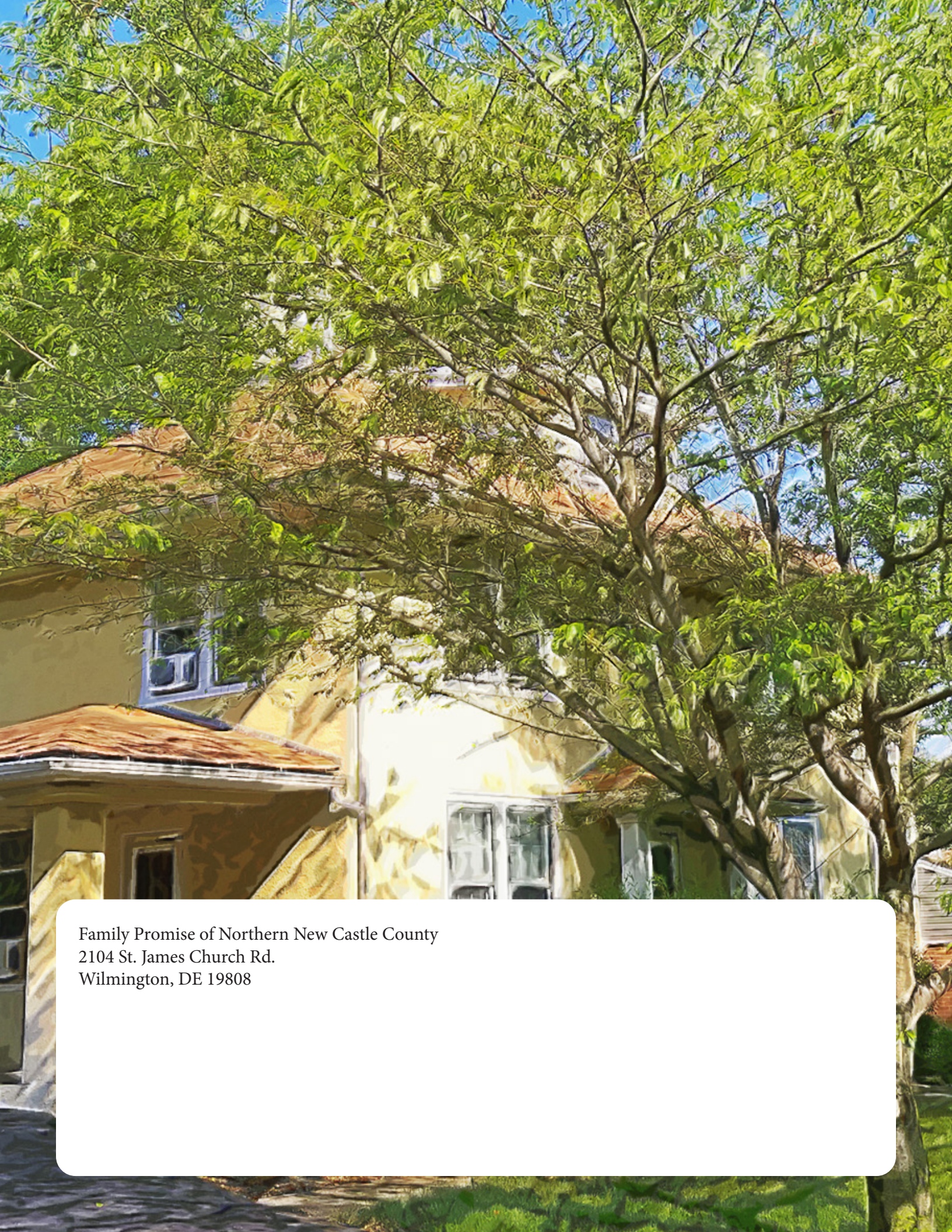
Looking ahead to our work in 2024, I am eager to offer our support to more families—families who will find not just a roof, but a foundation for rebuilding their futures. Our continued growth and positive outcomes are a direct result of the relentless spirit of our team and the generosity of our community. Together, we are making a significant impact, proving that with compassion and collaboration, families can bounce back from homelessness stronger than ever.

Thank you for your heartfelt support,

*Matt Mayer*

Matt





Family Promise of Northern New Castle County  
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Wilmington, DE 19808