





# Our Mission

**Our mission** is to prevent and end homelessness for families by engaging volunteers, donors, and the faith community. **We envision** a community in which every family has a home, a livelihood, and the resources for lasting independence. **We believe** in working with our community to end family homelessness - a challenge faced by our community requires a community solution.



## Message from our Executive Director, Tyler Shade

This is my first year penning a message for our Annual Report as Executive Director, and as such, I thought it would be a good idea to provide some personal background. I was born and raised in Delaware; raised by a single mother who always strived to provide the best possible life for my sister and me. Times were often tough, and my family frequently struggled with housing insecurity. My mother worked but supporting a family on a single salary is difficult, even more so today. Unfortunately, when I was a young teenager, we were on the cusp of homelessness, but my grandmother stepped in and opened her home up to my family and me. Luckily, we had access to social capital, my grandmother was willing and able to take us in. While we were fortunate, many folks, to no fault of their own, don't have friends or family in the area that are willing or even able to house them in their time of need.

That's where Family Promise comes in. Family Promise is the social capital for families experiencing homelessness. 2021 was one of the most difficult years on record for Delaware's families. The severe lack of safe and affordable housing, rising inflation, and the current and residual effects of the pandemic have left many of our state's families vulnerable. Family Promise, the culmination of a partnership between our staff and a wonderful network of volunteers, despite the challenges of 2021, was able to serve a staggering 155 families! That's shelter, food, case management, financial assistance, etc. that was provided to over 530 children and their parents! Your support is truly what makes this work possible. You're the difference for Delaware's families experiencing homelessness.

The need for Delaware's families continues to rise, and to meet this increase in demand, Family Promise will be expanding in the coming years by building a brand-new shelter to serve an additional 8 to 12 of Delaware's families experiencing homelessness. You can read more about our expansion project on page 16.

We can't thank all of our volunteers, donors, board, staff, and all of our supporters enough. You're the reason we're able to make such an impact in Delaware, and you're the reason we'll be able to expand in the coming years. Thank you for embarking on this journey to serve Delaware's families experiencing homelessness with us, it truly means the world to us and the families we serve.

All the best,

Tyler Shade



## Determination in Spite of an Affordable Housing Crisis

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Prior to COVID19, Delaware was already facing an affordable housing crisis. There just simply is not enough affordable housing in Delaware. According to the National Low Income Housing Coalition, In Delaware, before the pandemic, only 36 per 100 units were available and affordable for extremely low-income renters. Since the pandemic, there are now only 28 per 100 units available and affordable for extremely low-income renters.

With the onset of the pandemic, there are even less units available and affordable as low income, and middle-income folks all vie for the limited stock of affordable housing. In normal times, landlords we work with generally receive 3-5 applications for a unit – nowadays, landlords are receiving 30+ applications for similar units. This intense competition for available and affordable units has led to an increase in rents this past year.

While it has become increasingly difficult to house families, we continue to do so. We have increased our case management capacity in an effort to provide more services and landlord outreach. In addition, we have also partnered heavily with local jurisdictions to engage in new projects, identify new best practices, spending limits, and progressive engagement strategies. Despite the challenges, we continue to assist families secure permanent housing, families like Tanya's.

**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.**

Tanya has always been a woman of morality, character, and determination. She was married, had two beautiful children, a stable home and job. To her neighbors and family, Tanya had a picturesque life, but beneath the surface, not everything in Tanya's life was as perfect as it seemed. Tanya was the victim of domestic violence and knowing the impact that it would have on her two children, it started to break her down as she struggled to escape.

She knew she had to make a change and prepared herself to make the hardest decision of her life, leaving her husband and world behind to start anew and create a better life for not only herself, but her children as well. On March 4th, 2021, she took that leap of faith, packed up all her kid's and her belongings, and traveled south to Delaware.

It wasn't easy, but Tanya persevered and held her head up high, knowing she was on her way to create the life she had always imagined, with her kids safely by her side. Through her determination and strong will, she was soon connected with Family Promise this past summer, which she said, "was one of the most important stepping stones I had the opportunity to receive while looking for guidance on my journey towards regaining my family's normal life."

When she met with her assigned Case Manager Kawanda, she immediately knew she was in great hands. Kawanda had genuine compassion, hospitality, and experience with the issue at hand, as Kawanda herself is a graduate of our program.

Tanya worked closely with Kawanda who become like a sister to her and was her biggest supporter. Kawanda helped motivate and reassure Tanya that she was on the path to success and would soon be able to claim her independence in her new chapter of life.

At times when Tanya felt too overwhelmed, and that the unknowns she was facing was just a little too much, Kawanda would console her and act as family to her in her time of need. Going through the experience of homelessness can make someone feel at their most vulnerable, especially while trying to keep their family safe, so compassion and empathy is key.

Tanya could finally rest easy and gain the confidence she needed, knowing Family Promise had her back and advocated for her all while providing her family with shelter, food, and resources to succeed.

Tanya secured housing in no time and soon started a crew member position at her local McDonald's. This job helped Tanya gain back her financial independence while striving for new professional goals and utilizing her personable people skills to brighten others days. We are excited to share that Tanya was recently promoted to Manager at her McDonald's store! Tanya is on her way to continued success personally and professionally, and we could not be prouder of her!

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



# 2021 Impact

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

2021 was an unexpectedly difficult year for all of us. COVID19 presented new challenges and barriers to assisting families experiencing homelessness. We tweaked our program models and implemented new policies and procedures to make certain we were still able to effectively serve families, while ensuring the safety of our staff and families served.

Together, we've been able to continue serving families and their children all throughout 2021.

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 300 children in 2021!**



**77%**  
**Secured  
Permanent  
Housing**



**22,338  
Meals  
Shared**



**49**  
**Day Average**  
**to Securing**  
**Permanent**  
**Housing**



**155**  
**Families**  
**Served**



**7,446**  
**Bed Nights**  
**Provided**

*“Family Promise is like a warm hug on a cold wintry day”.*

# The Hospitality Center & Network

**You helped us continue to provide shelter, meals and hospitality to families despite the challenges caused by COVID19.**

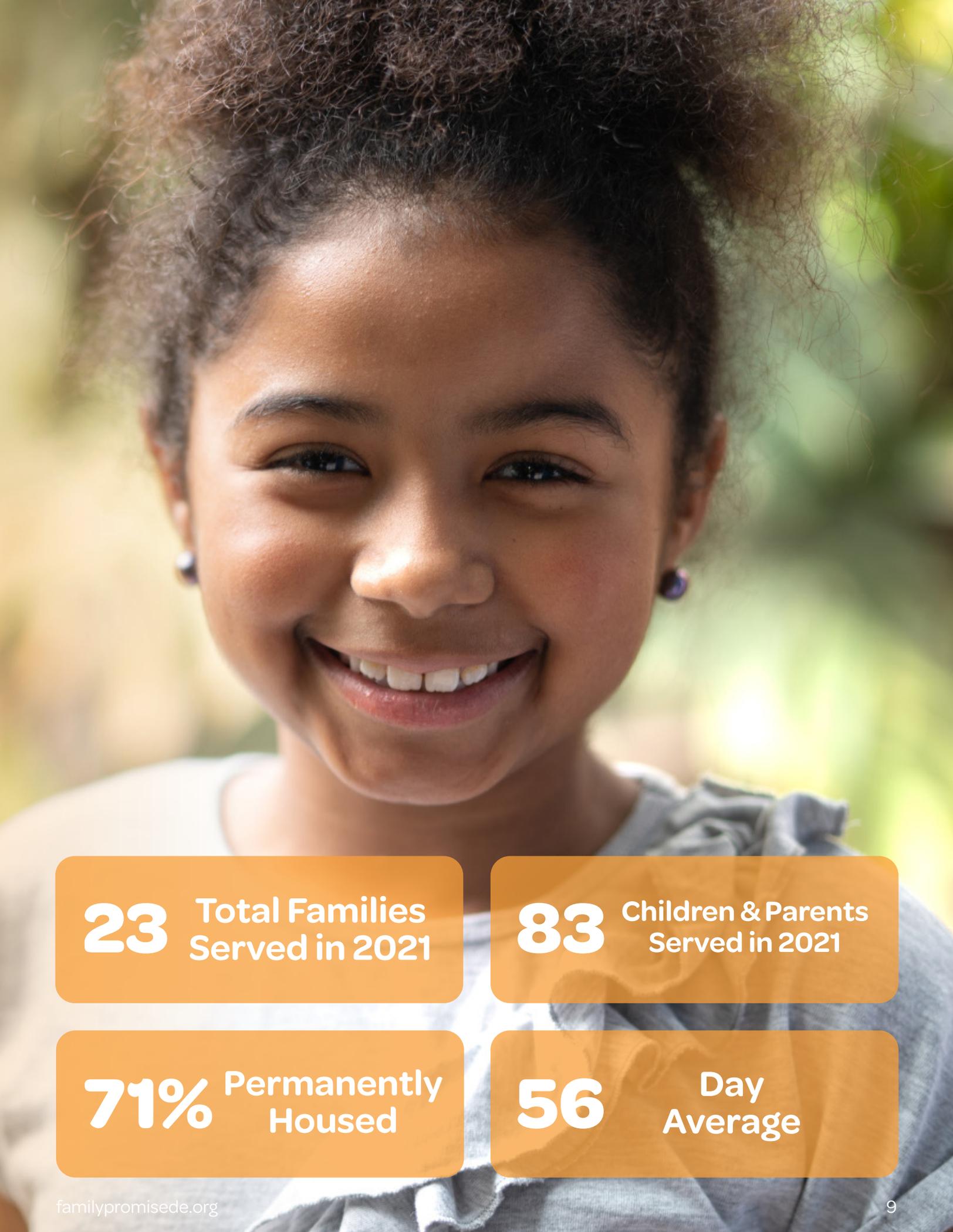
## **Our Program**

Since our inception, this has been our core program. Up to 4 families at a time receive needed temporary shelter. We partner with 40+ congregations that provide families with this lodging and hospitality in their houses of worship. Our 2,100+ volunteers cook, host activities for families, shop for groceries, and prepare rooms for families to sleep in. During the day, our full-time case management staff provides support and helps them quickly move back into housing.

The Hospitality Network is designed to provide emergency shelter to families experiencing homelessness. Families staying with us have access to case management services, financial assistance, computer labs, washer/dryers and much more. Our Case Managers assist families secure permanent housing, effectively ending their homelessness. We work with families/provide services for up to a year after helping them secure housing, to ensure they are able to live independently.

## **COVID19's Impact**

The pandemic severely affected our Hospitality Network's operations. The Network was initially forced to cease operating, as our partner congregations were no longer able to offer shelter within their places of worship. In an effort to ensure we were still able to serve families experiencing homelessness, we began sheltering families in motel/hotel units. Hotel/motel units offer a short-term alternative to emergency shelter. Families housed in hotels/motels had access to case management services like every family we serve. Congregational partners provided meals daily to families sheltered in motel/hotel units. Currently, the Network has not resumed normal operations, but will continue to provide emergency shelter to two families at a time, by utilizing two units we have available at our Hospitality Center.



**23** Total Families  
Served in 2021

**83** Children & Parents  
Served in 2021

**71%** Permanently  
Housed

**56** Day  
Average

*“Family Promise treated me like family, and that really made the difference for me”.*

# Pathway to Housing

This year, you helped us rapidly re-house families experiencing homelessness in our community that required assistance.

## Our Program

Through our Pathway to Housing Program, we assist families in other situations of homelessness, such as those in shelters or motels. We provide case management and financial assistance to families so they can secure housing. Our staff connects families to employment opportunities, financial coaching, health and mental health resources, and support for children.

Our Pathway to Housing program is designed to rapidly re-house families experiencing homelessness. Our Case Managers work with families to identify housing, pay for housing, and maintain their housing once secured. The Pathway to Housing is a community-based program, thus we can serve families in our community that aren't currently staying at one of our shelters. We work with families/provide services for up to a year after helping them secure housing, to ensure they are able to live independently.

## COVID19's Impact

The pandemic's effect on our community programs were much less severe than on our shelter programs. While our shelter programs were forced to reduce capacity, our Pathway to Housing program was scaled up to meet the increased need for our services. We improved our technology and methods for interacting with families, which included via zoom, contactless intakes, document deliveries and other policies and procedures that allowed us to minimize contact while maintaining our performance standards when serving families.



**17** Total Families Served in 2021

**61** Children & Parents Served in 2021

**65%** Permanently Housed

**16** Day Average

*“When you think things can’t get better, trust me they can, Family Promise helped show me the way”.*

# Pathway to Diversion

**This year you helped us effectively divert families from shelter, as we assisted many secure housing in under 14 days.**

## **Our Program**

Our Pathway to Diversion is the first program of its kind in Delaware. This innovative initiative helps families get back into stable housing by not relying solely on the shelter system. Not only is this more cost-effective, it allows families to avoid the trauma of the shelter system and regain independence faster. This program is now being replicated statewide.

The Pathway to Diversion is designed to divert families with less barriers from shelter altogether. Case Managers work with families to help identify and utilize social capital, mediate landlord/tenant relationships, and if necessary, provide financial assistance to ensure families remain/obtain permanent housing in under 14 days. As with our other programs, we work with families for up to a year after securing housing to ensure they are able to live independently and sustainably on their own.

## **COVID19’s Impact**

Similar to our Pathway to Housing, the pandemic’s effect on our Pathway to Diversion Program was much less severe than our shelter programs. Similarly, our Pathway to Diversion was also scaled up to meet the increased need for our services within our community. We also implemented the same steps previously listed under our Pathway to Housing to minimize contact while ensuring our performance standards when serving families. To date, our Pathway to Diversion Program remains scaled up and continues making a difference in the lives of Delaware families experiencing homelessness.



**35** Total Families  
Served in 2021

**105** Children &  
Parents  
Served in 2021

**97%** Permanently  
Housed

**10** Day  
Average

*“Family Promise helped me realize that a better life was possible for myself and my family”.*

# The Hope Center & Project Hope

**We partnered with the City of Wilmington, the State Housing Authority, & New Castle County to meet the increased demand for services and shelter among families experiencing homelessness.**

## **The Hope Center**

New Castle County purchased the Sheraton Hotel in an effort to provide shelter for families and individuals experiencing homelessness during the pandemic. The County purchased the Sheraton as many shelters in the State were operating at half capacity as a result of COVID.

The Hope Center is a wonderful resource for shelter; however, we want to assist families from the Center move into permanent housing as quickly as possible. That is where we come in. Family Promise NNCC is the premiere provider of Rapid Re-Housing resources in the State. In partnership with the County, we now have three staff working on site at the Hope Center, to quickly move families out of shelter, and into permanent housing.

## **Project Hope**

At the onset of the pandemic, the State began quickly placing families and individuals experiencing homelessness into local motel/hotel units. The State undertook this effort to ensure many individuals/families experiencing homelessness were sheltered, and to assist in minimizing the spread of COVID19 among the State’s most vulnerable populations. The State reached out and requested our help to assist families placed in these units, secure permanent housing.

Since May of 2020, Family Promise has provided families placed into motel units with case management and assistance to help them secure permanent housing. Family Promise is the primary partner, and provider of case management services and homelessness assistance resources for families in New Castle County, currently sheltering in motel/hotel units. Thanks to our joint efforts, the program has permanently housed over 200 families to date! We’re continuing in 2022 to help move families placed into motels into permanent housing.



**80** Total Families  
Served in 2021

**283** Children &  
Parents  
Served in 2021

**73%** Permanently  
Housed

**79** Day  
Average

*“Family Promise helped me realize that a better life was possible for myself and my family”.*

# The Hospitality Center Expansion

**Family Promise’s planned expansion will enable us to serve an additional 40 families per year!**

## The Hospitality Center 2.0

Family Promise of Northern New Castle County, in an effort to ensure every family within New Castle County has access to safe, secure shelter, intends to construct an entirely new shelter on site after purchasing the Jesus House Property. This planned expansion is set to occur over three phases.

The new shelter “Hospitality Center 2.0” will be based and modeled entirely off of our current Hospitality Center. The Hospitality Center shelter is the most effective family shelter in the State and is the only shelter in Delaware that has always accepted any family, no matter their size, make-up or composition. We are the gap in services for families experiencing homelessness.

## Tentative Timeline

**Phase 1** – Family Promise will purchase the property from the Jesus House Prayer & Renewal Center. Family Promise currently leases and operates our current Hospitality Center Shelter on this property.

**Phase 2** – Family Promise will begin carrying out the necessary site work to begin constructing our new shelter building. Once site work is complete, construction on the new shelter building will begin. The Shelter Building will provide 8 - 12 units of shelter for families experiencing homelessness.

**Phase 3** – Family Promise will begin constructing the community building. The Community Building will consist of a dining hall/warming kitchen (first floor), and offices/meeting space (second floor). The dining hall is important as we provide dinner every night for all of the families sheltering.



# 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



**“Volunteering at  
Family Promise has  
been a life changing  
experience for  
myself and  
my family.”**



9,600+  
Volunteer  
Hours  
Served



2,100+  
Community  
Volunteers



“The time I spent  
with families may  
have been short  
this year, but the  
interactions  
I did have, I will  
cherish forever”.

# The support of our local community partners ensures that

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## Congregation Partners

### Hospitality Network Host Congregations

These partners directly house 4 families (14 individuals), one week at a time, 3-4 times a year, through our rotational Hospitality Network. Volunteers provide hospitality, meals, activities, and other support.

Aldersgate United Methodist Church\*  
Bible Fellowship Church of Newark  
Christ Church Christiana Hundred\*  
Ebenezer United Methodist Church\*  
Grace Lutheran Church\*  
Limestone Presbyterian Church\*  
Peninsula-McCabe United Methodist Church\*

Skyline United Methodist Church\*  
St. James Mill Creek Episcopal Church  
St. Mark's United Methodist Church\*  
St. Philip's Lutheran Church\*  
The Good News Church, PCA  
Westminster Presbyterian\*  
White Clay Creek Presbyterian\*

### Hospitality Center Host Congregations

These partners provide hospitality and meals to the 6 families (20 individuals) who are staying at the Hospitality Center, for a week at a time, 3-4 times a year.

Grace Church Wilmington  
Heritage Presbyterian Church  
Hockessin Friends Meeting  
Holy Rosary Church\*  
RiverCross Fellowship\*  
Riverfront Church  
Seeds of Greatness Bible Church  
Simpson United Methodist Church

St. Catherine of Siena  
St. David's Episcopal Church  
St. Elizabeth's Catholic Church  
St. Joseph's Catholic Church  
St. Mark's Lutheran Church  
Wilmington Church of the Brethren  
Wilmington Friends Meeting

### Support Congregations

Volunteers from these partners may provide meals, drive the Hospitality Network van, sleep over, & provide hospitality for guest families; provide financial support; or support Family Promise NNCC in some other mutually beneficial way!

Arise Church  
Bethel AME  
Congregation Beth Shalom\*  
Hanover Presbyterian Church  
Holy Rosary Church  
Kingswood United Methodist Church\*  
LifePath Church  
Marshallton United Methodist Church  
Mt. Lebanon United Methodist Church\*

One in Christ Church  
Resurrection Parish\*  
Shiloh Baptist Church \*  
St. Barnabas Episcopal Church\*  
St. John the Beloved Catholic Church\*  
St. Michael the Archangel Orthodox Church  
St. Stephen's Lutheran Church\*  
Trinity Community Church\*  
Unitarian Universalist Society of Mill Creek\*

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

## Corporate, Foundation, and Government Partners

### Corporate Partners

ACME\*  
Agilent Technologies\*  
Alpha Engineering, Inc\*  
Amazon.com\*  
American Honda Finance Corporation\*  
Artisans' Bank\*  
Bank of America  
Becker's Roofing & Chimney LLC\*  
Berkshire Hathaway Fox & Roach Realtors\*  
Big Lots Foundation\*  
Boeing\*  
Citi\*  
Comenity Bank\*  
Covenant Wealth Strategies\*  
Discover Financial Services\*  
D.T. & Sons Inc.\*  
Duffield Associates\*  
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\*  
Synchrony Bank\*  
United Way of Delaware\*  
Walmart\*  
WSFS\*  
Your Own Home, LLC\*  
Wilmington University\*  
Wells Fargo\*  
WJBR

### Government Partners

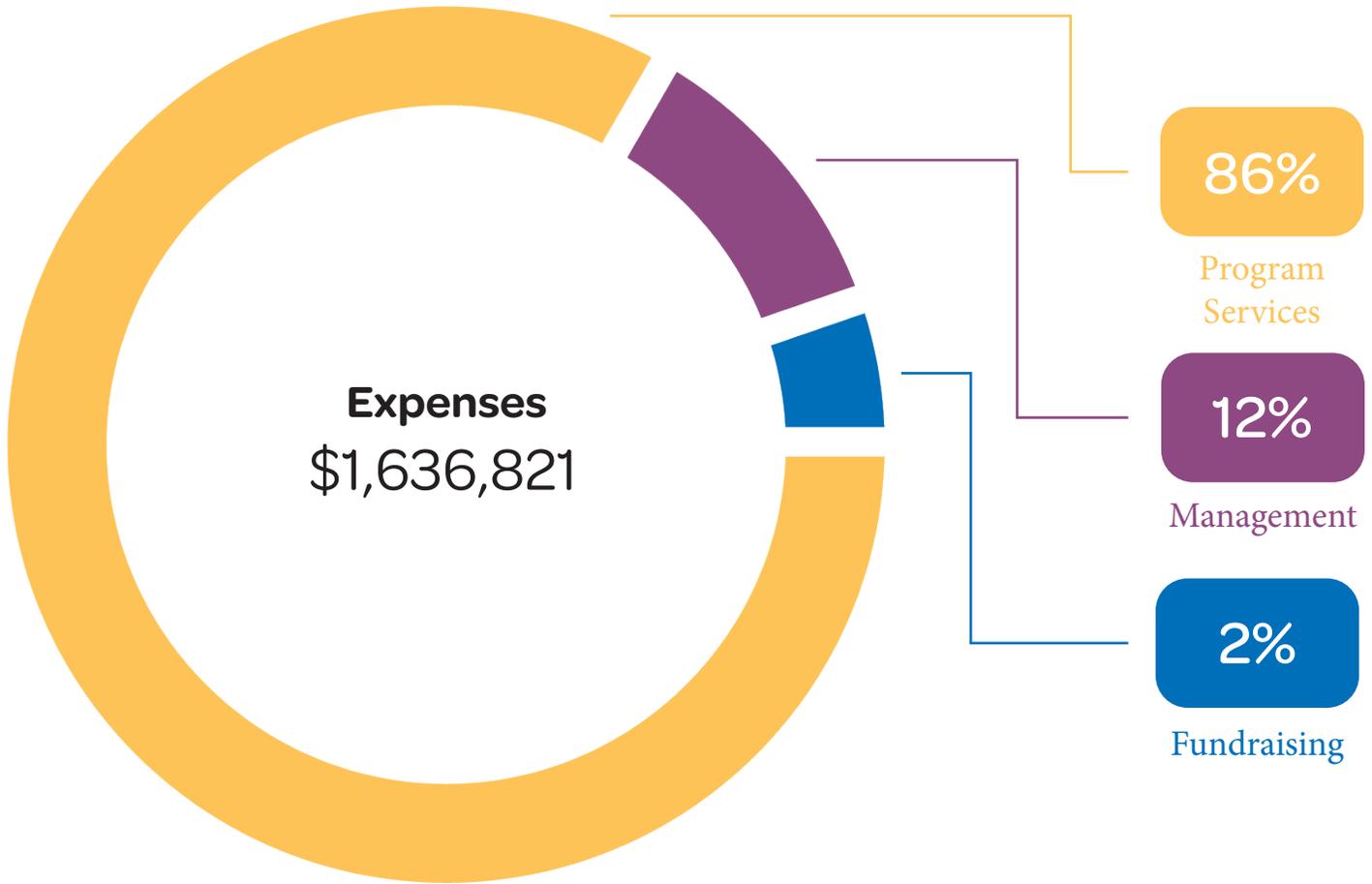
Christiana High School\*  
City of Wilmington\*  
City of Newark  
Delaware Division of State Service Centers\*  
Delaware State Housing Authority\*  
Department of Housing & Urban Development\*  
New Castle County\*  
State Employee Charitable Campaign\*

### Nonprofit, Foundation, Civic Partners

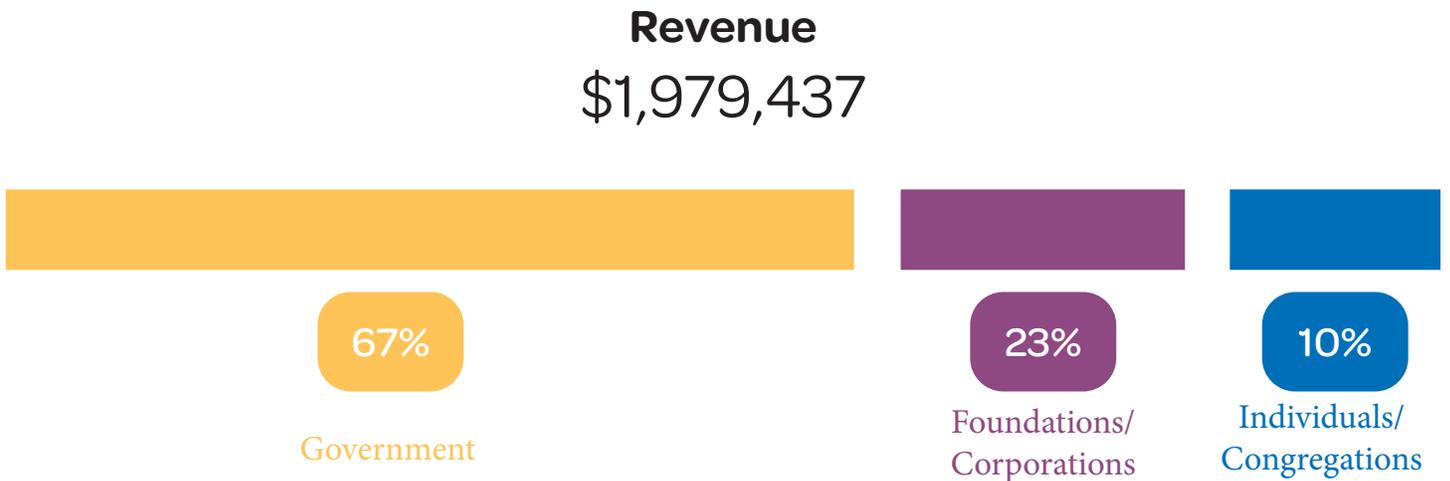
Bank of America Charitable Foundation, Inc\*  
Bank of America Client Foundation\*  
Carpenters Local 255  
Crestlea Foundation\*  
Chichester duPont Foundation\*  
Christmas Shop Foundation\*  
Crystal Trust\*  
Delaware Community Foundation\*  
Domanica Foundation\*  
Family Promise National\*  
Female Harmony Society of Hanover Presbyterian Church\*  
Fund for Women\*  
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\*  
M&T Charitable Foundation\*  
New Century Club of Newark\*  
The Robin Foundation\*  
PNC Foundation\*  
Spur Impact

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

# Audited Financial Overview



We're proud that once again, the majority of our expenses went to direct guest service.



Family Promise NNCC ended the 2021 FY in a strong financial position, with a budget surplus of \$342,616. The primary reason for this substantial surplus, is due to our efforts in fundraising in preparation for our expansion project. Surplus funds are earmarked for future expenses related to the construction of our expansion.

# Leadership

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## Board of Directors

### President

**Susan Sweeney, EdD**, President GGB Technology

### Vice President

**Matthew Winnington**, Senior Vice President, Global Consumer Business Operational Risk & Control

### Secretary

**Bonnie Kirkpatrick**, Assistant Vice President & Dean of Admin Services, Wilmington University

### Treasurer

**Matt Mayer**, Commercial Insurance Agent, L&W Insurance

**Carl Jones**, Regional Director, Rise Corporation

**Chelsea Spyles**, Pastor and Executive Director for Riverfront & Grace Church

**Ingrid Reid Price, MBA, CPA**, Tax Practitioner

**Deirdre Smith**, Chief Operating Officer, Duffield Associates

**Rasheena Bungy, MLS**, State of Delaware

**Cynthia Tuschinski**, Executive Director, JPMorgan Chase

**Stefanie Whitby, EdD**, Director of Athletics, Wilmington University

**Charles More**, Senior Associate, Alston & Bird, LLP

**Charles Harris**, Social Services Administrator, State of Delaware

## Staff

### Executive Director

**Tyler Shade**

### Finance Director

**Cathy Robertson**

### Community Engagement Manager

**Andréa Cox**

### Office & Operations Manager

**Terrance Hester**

### Senior Case Manager

**Felicia McEvleen-Hendricks**

### Case Manager

**Carmen Black**

### Case Manager

**Kawanda McElveen**

### Case Manager

**Allieu Sheriff**

### Case Manager

**Jessica Allen**



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