



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, Cheryl Christiansen

At the beginning of the year, as we were planning ways to make our 10th year anniversary special, we never imagined we would be facing a pandemic. We also didn't plan on needing to make changes to our volunteer and shelter model and come up with so many new procedures and precautions to deal with Covid. But, one of the strengths of Family Promise is flexibility. We have been able to continue offering shelter and services for families with a few minor program changes, without closing our doors. The year did not play out as planned for anyone and especially not for those most vulnerable and without stable housing.

The doors to Family Promise opened in 2010 and families came to a safe refuge that provided shelter, meals and so much more through the transformative relationship with volunteers. 10 families were served that first year. Now we are a major provider of services for families experiencing homelessness, with 4 programs that serve over 125 families each year! When you hear powerful stories directly from families we have served, just how much Family Promise means to them, they provide affirmation for the important work we do. We consider our family the community that supports our families and we wouldn't be where we are today without this vital family! During this pandemic I have encountered an amazing outpouring of support from staff, volunteers, partners, Board of Directors, donors and supporters as a community that has come together and asked the question "how can we help?" We have made many new friends that we wouldn't otherwise have met and created stronger community partnerships. The success that we celebrate today is a shared success among our families and our community.

We owe you thanks for joining us on this journey and we hope to continue to count on all of you to work with us to transform the lives of our families and change the stories of families we haven't yet met well into the future. I can't wait to get back to witnessing interactions between our volunteers and the families post pandemic. We miss our "secret sauce"!

As we move into 2021 and the next 10 years, we have even bigger plans for the families that need us. So, I'm challenging those of you who are not yet involved to become a part of our family and transform the lives of families we serve and be transformed in the process. Volunteers involved in this transformation can tell you that they often get more out the experience than the families they help!

I wish you and your family health and happiness in 2021,

With Purpose,

Cheryl



Determination in Spite of an Affordable Housing Crisis

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. In 2020, on average, we spent 17% more per family than in 2019.

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 Lanikka'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.

Lanikka is someone who has always sought to try and help others. She's always wanted the best for everyone around her. Unfortunately, Lanikka found herself in an abusive situation. She was the victim of domestic violence. Lanikka wanted to provide a better life for herself and her new son Phoenix, and to do that, she knew she had to escape.

Life was hard. For months Lanikka couldn't find anyone to help her and Phoenix. At the time, Lanikka didn't have much income, thus the only way she could put a roof over her and Phoenix was to rent a room in a three bedroom apartment. Lanikka thought things would be better.

Lanikka's roommates were a couple who initially seemed fine. It didn't take long to discover, however, the man in the relationship, often got violent. This violence was a trigger for Lanikka's PTSD, which she experiences due to her own history as a victim of domestic violence. Lanikka quickly realized, this was not a safe place for herself or Phoenix – she knew she needed to leave. As Lanikka began looking for alternative housing, her roommates tried to rob and physically assault her. Luckily, Lanikka escaped with Phoenix, and only the clothes on their backs.

Lanikka had nowhere to go. For a few months they bounced around, from house to house, but nothing was permanent. When friends and family were exhausted, Lanikka lived out of her car with Phoenix. A temporary solution that came crashing down as Lanikka was reported, as a vehicle was not deemed a safe place to raise a child.

"Life felt like a fiery hell. **Phoenix is my world, he was the only reason I kept on pushing forward.** The fear of losing him almost crippled me. I knew I couldn't be paralyzed by the fear of losing my son. I knew I had to keep pushing forward to create a better life for him. He's my world and because of that, I wanted to give him the world."

While living out of her car, and with the threat of losing her son looming ever closer, Lanikka found Family Promise NNCC, **Lanikka found hope.** Our Case Managers worked with Lanikka to help get her life back on track. Within one month, we assisted Lanikka secure safe and affordable housing!

"No one in my life ever told me anything was possible. I was always helping everyone else, but I never realized what I could do for myself. **Family Promise helped me discover what was possible for me and Phoenix.** They helped me realize that a better life was possible for both of us."

Since securing safe, stable housing, **Lanikka has been doing wonderful!** Lanikka has paid off her debts, and improved her credit. She has gone to school to get certified in EPA, OSHA, Lead Abatement, COVID Cleanings, etc. She has received 15 total certifications in only 6 weeks. Family Promise covered Lanikka's rent for a few months so she could focus on school. In the past few weeks, Lanikka even secured a job paying over \$50,000! Lanikka has done what she set out to do, she is providing a better life for her son Phoenix.

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

2020 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!

2020 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 2020.

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.

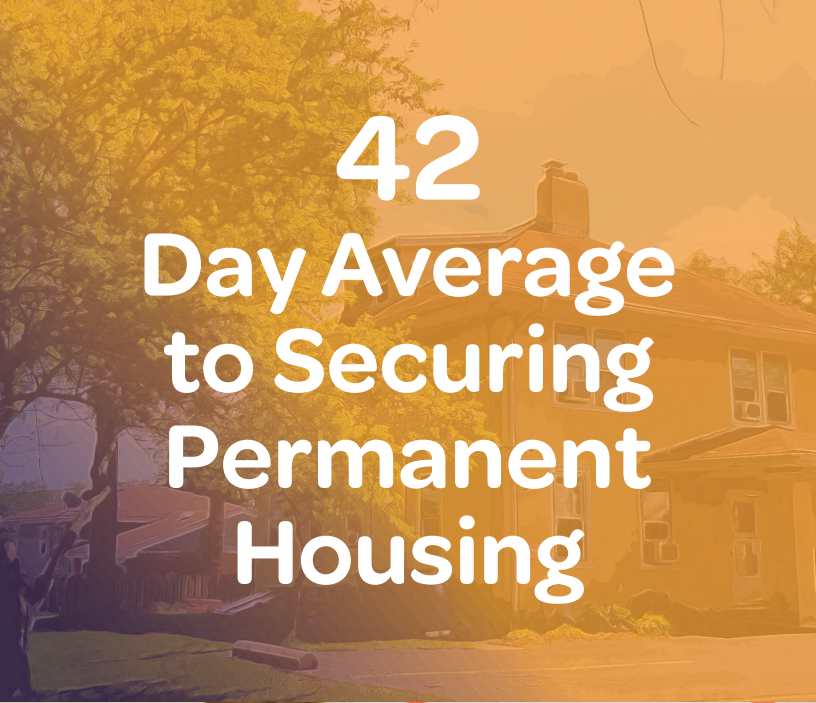
You made this dream of home a reality for over 300 children in 2020!



77%
**Secured
Permanent
Housing**



**19,000
Meals
Shared**



42
Day Average
to Securing
Permanent
Housing



128
Families
Served



6,420
Bed Nights
Provided

"Family Promise is like a warm hug on a cold wintry day".

The Shelter Hospitality 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.

A photograph of a family of four standing in front of a light-colored house with multiple windows. A woman with long blonde hair is on the left, holding a baby. A man with a beard is on the right, carrying a young child on his shoulders. All are smiling. The background shows trees with autumn foliage.

17 Total Families
Served in 2020

56 Children & Parents
Served in 2020

71% Permanently
Housed

40 Day
Average

*"Family Promise was more than
a program, they were blessing"*

The Shelter Hospitality Center

**This year, you helped provide shelter, meals, and hospitality
for Delaware's families experiencing homelessness.**

Our Program

Our Hospitality Center is a rapid re-housing/transitional static shelter site equipped with a case manager to assist families experiencing homelessness obtain housing. The Hospitality Center is comprised of two cottages, containing 12 units to provide shelter for up to six families or 20 individuals. Each family is allotted two units and their own bathroom/shower. The center is the only rapid re-housing/transitional static shelter site in Delaware that provides shelter to families with children regardless of their size, make-up or composition.

The Hospitality Center is designed to provide emergency shelter in addition to more intensive transitional housing for families experiencing homelessness. Families staying at our Center have access to case management services, financial assistance, computer labs, washer/dryers and much more. Our Case Managers work with families to rapidly re-house them into permanent housing. 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

As a result of COVID19, in accordance, with local, state, and federal guidelines, the Center continued sheltering families, however at half capacity. Each family in our Center had access to their own units/bathroom, which was essential in preventing any COVID19 outbreaks from occurring. Volunteers from our partner congregations continued to provide meals to our families throughout the year. Our Center also has a community based component which we utilized, allowing us to serve six additional community families experiencing homelessness at any given time. In April of 2021, we brought our shelter up to full capacity.



23 Total Families
Served in 2020

80 Children & Parents
Served in 2020

96% Permanently
Housed

94 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.



27 Total Families
Served in 2020

86 Children & Parents
Served in 2020

70% Permanently
Housed

40 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.



30 Total Families
Served in 2020

97 Children & Parents
Served in 2020

77% Permanently
Housed

1 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 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 156 families to date! We're continuing in 2021 to help move families placed into motels into permanent housing.

A background image of a two-story house with a blue roof and white siding, partially obscured by large, leafy green trees. A paved path leads from the bottom right towards the house. In the bottom left corner, there is a small outdoor table and chairs.

27 Total Families
Served in 2020

95 Children & Parents
Served in 2020

73% Permanently
Housed

52 Day
Average

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.



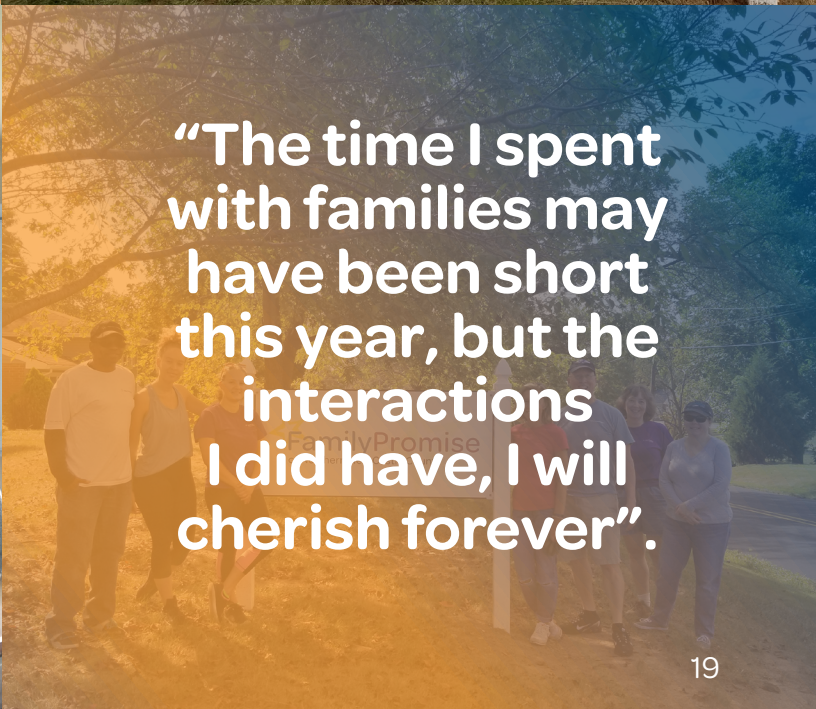
45+
Partner
Congregations



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



9,600+
Volunteer
Hours
Served



“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

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*

Hockessin United Methodist 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 Evangelical Lutheran Church of the Good Shepherd*

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.

Christ the Cornerstone Church

Heritage Presbyterian Church

Hockessin Friends Meeting

Holy Rosary Church*

LifePath Church

RiverCross Fellowship*

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

Avondale Presbyterian Church

Bethel AME

Chester Bethel United Methodist Church

Chippeway AUM Church

Congregation Beth Emeth*

Congregation Beth Shalom*

First Alliance Church

Hanover Presbyterian Church

Holy Rosary Church

Kingswood United Methodist Church*

LifePath Church

Marshallton United Methodist Church

Mt. Lebanon United Methodist 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*

Zakat Foundation of America

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

Corporate, Foundation, and Government Partners

Corporate Partners

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Subaru of America
Synchrony Bank*
United Way of Delaware*
WSFS*
Your Own Home, LLC*
Wilmington University*
Wells Fargo*
WJBR

Government Partners

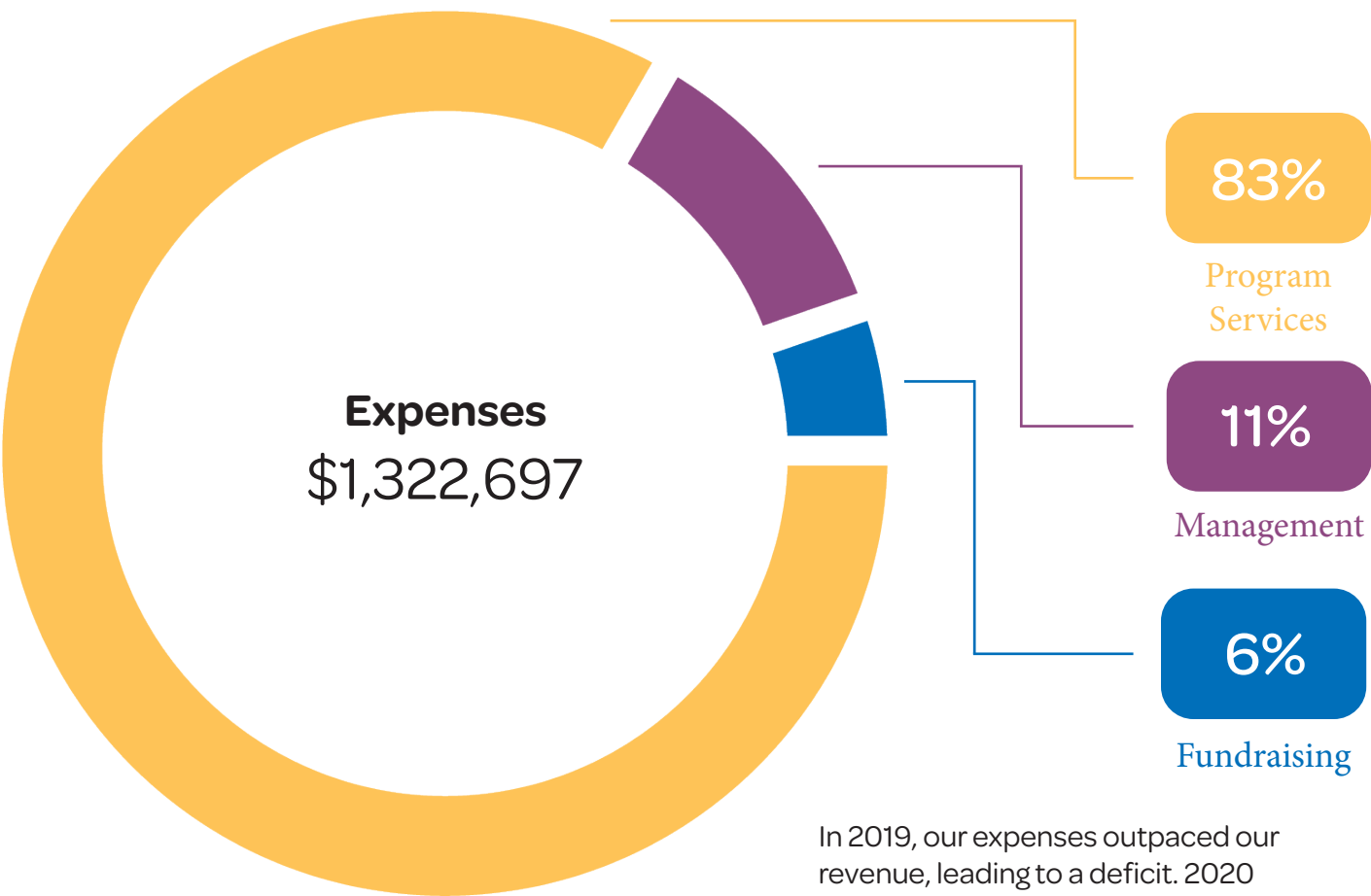
Christiana High School*
City of Wilmington*
City of Newark
Delaware Division of State Service Centers*
Delaware State Housing Authority*
Department of Housing & Urban Development*
New Castle County*
State Employee Charitable Campaign*

Nonprofit, Foundation, Civic Partners

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Crestlea Foundation*
Chichester duPont Foundation*
Christmas Shop Foundation*
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

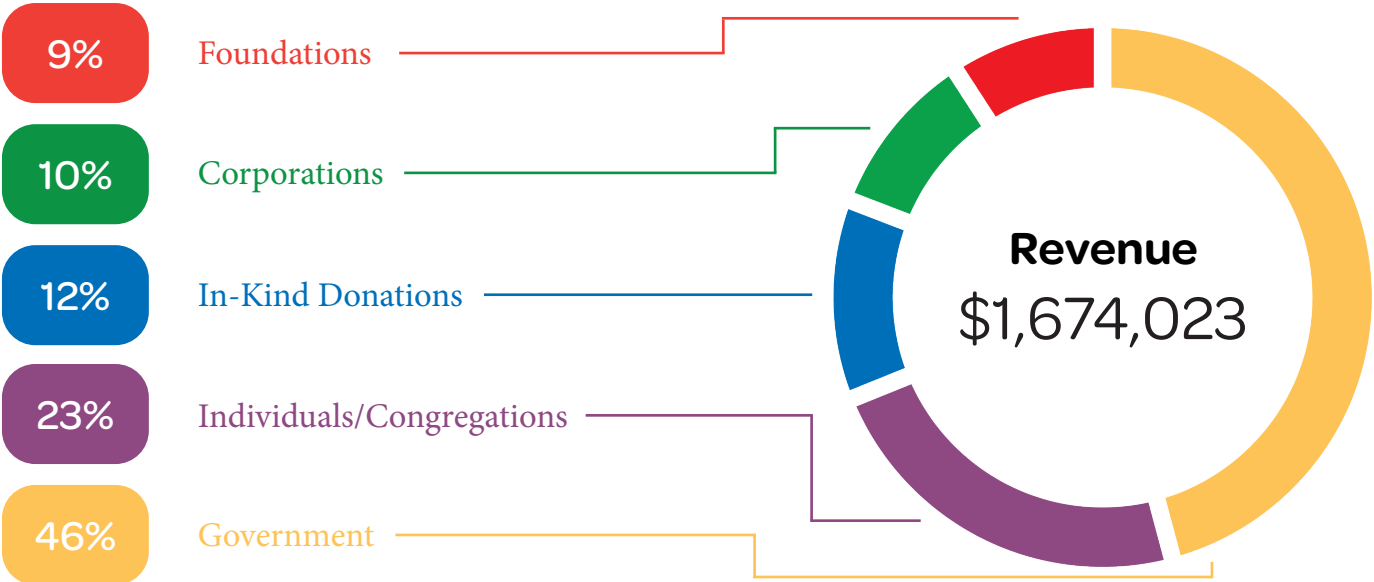
Thank you to all of our individual donors and supporters!

Audited Financial Overview



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

In 2019, our expenses outpaced our revenue, leading to a deficit. 2020 however, despite the challenges, was a strong financial year for Family Promise. The surplus Family Promise had in 2020, balances out the deficit we had in 2019.



Leadership

Board of Directors

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Susan Sweeney, EdD, *President GGB Technology*

1st Vice President

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2nd Vice President

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Carl Jones, *Regional Director, Rise Corporation*

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Percival McNeil, *Project Engineer, State of Delaware*

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

Deirdre Smith, *Chief Operating Officer, Duffield Associates*

Antoinette Thomas, *Emotional resilience life coach & Family Promise NNCC Former Guest*

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

Staff

Executive Director

Cheryl Christiansen

Operations Director

Cathy Robertson

Development & Marketing Director

Tyler Shade

Director of Family Services

Wendell Covell

Community Engagement Manager

Andréa Cox

Senior Case Manager

Felicia McEvleen-Hendricks

Case Manager

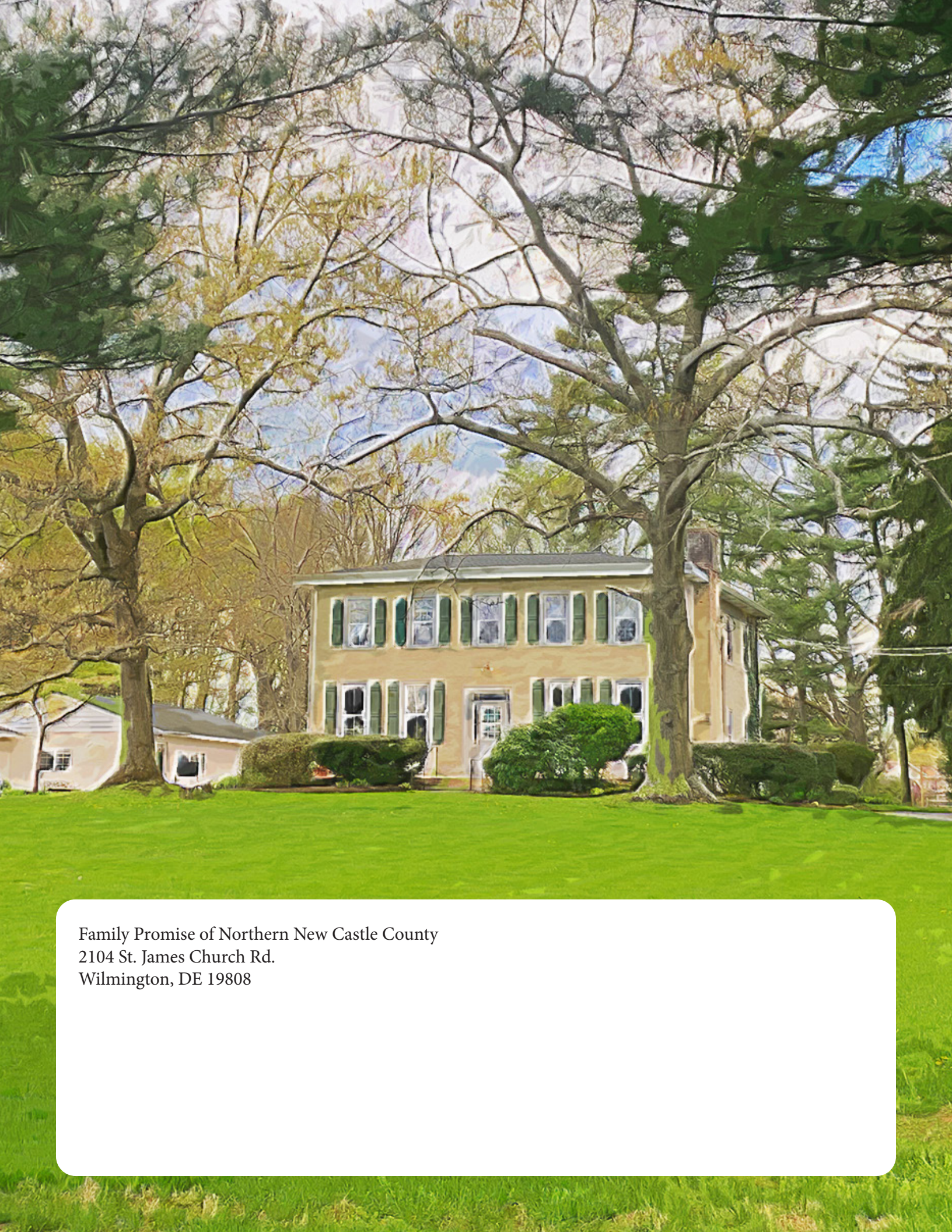
Carmen Black

Case Manager

Georgette Foster

Administrative Assistant

Rachel Sikes



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Wilmington, DE 19808