



In 2018, we began to fulfill our goal of creating *twice the promise* by opening our new **Hospitality Center**.

The very first day of its operations showed why this program is so important for families in Delaware.

In Delaware, the need is great. Each day, an average of 18 children in the state become homeless. Yet the top reason that their families cannot access shelter is because of their size or composition.

Family Promise® of Northern New Castle County is the only provider in Delaware that has always been dedicated to serving families of any kind — whether they're big or small, or headed by a single mom, single dad, two parents, or other guardian. Thanks to your support, we keep families together, then help them overcome homelessness quickly, successfully, and cost-effectively.

To meet the increasing need in Delaware, we decided to create *twice the promise* — to expand and serve twice as many families annually. We set out to open a new facility: our Hospitality Center, to be able to serve six more families at any given time, or 20 more individual children and parents.

On November 26, 2018, thanks to your support, we officially opened our new Hospitality Center!

This new program was full within 24 hours. And these first families perfectly represented why the Hospitality Center is needed in Delaware. They included:

- A family of 7 with two parents. *Other programs might consider this family too large and not keep two heads of household together.*
- A family with a child who's 18 years old but still in high school. *Even though this child is still a student, other programs might consider them an adult because of their age.*
- A family headed by a single father. *Many other programs serve only families headed by single mothers.*

This single father, Hector, is pictured at right with one of his sons. A few months before the Hospitality Center opened, his full-time job had been cut to just 25 hours. It wasn't enough to make ends meet. Like any other parent, Hector did everything he could to keep a roof over his kids' heads. His family bounced between houses of friends and family members. Eventually, they ended up in a motel.

The day before our Hospitality Center opened, Hector had just enough money to pay for one more night in the motel. He was desperately looking for other options, but he said he couldn't find resources for a family like his — one headed by a single father. His choices were grim: They could live in his car together, or he could split up from his kids, sending them elsewhere while he went to a homeless shelter alone.

Thanks to your support, Hector had a third option: Family Promise® NNCC. He was able to keep his family together while receiving safe shelter, home-cooked meals, and warm hospitality provided by volunteers from new congregations and other partners.

Thank you for helping us start to create *twice the promise* for families like Hector's. We couldn't do this without your dedicated support.

"Family Promise is a guarantee that I'll be all right and my kids will have a roof over their head at the end of the night."

— Hector, one of the first parents served by our new Hospitality Center



Our Mission

To prevent and end homelessness for families by engaging volunteers, donors, and the faith community.

Our Vision

We envision a community in which every family has a home, a livelihood, and the resources for lasting independence.



Message from the Board President

Dr. Susan E. Sweeney

As I look back over the last year, I am both grateful and amazed at what Family Promise® of Northern New Castle County has accomplished. We have increased our day to day support of families needing help in our community and expanded the connections made through our donors, volunteers, staff, guests, board, congregations, and business partners. Family Promise® NNCC provides so many opportunities for volunteers to help families experiencing homelessness and I am so appreciative of those who respond. The real magic happens when our guests and volunteers come together.

The last twelve months has been a year of transitions: We started up the new Hospitality Center in a beautiful new location. Carolyn Gordon moved to a new position with Family Promise® at the national level where she can continue to bring her enthusiastic leadership to help an even larger geographic area. We added staff and brought on a new Executive Director, Greg Munson. We added new board members that have brought thoughtful insight and experience to the board. While this annual report looks back on Family Promise® NNCC 2018, it is really a report that reflects what can be done when a community comes together with the intent to end homelessness and help families with children. It is also a starting point for what we can accomplish in the coming year.

If you are new to Family Promise® NNCC or are not familiar with our work, please reach out. We would love to share our mission, show you what we do and how you can help.

For those who are already part of the Family Promise® NNCC community, I thank you for your continued support.

I think as you look through our annual report, you too will be amazed at what has been accomplished this year at Family Promise® of Northern New Castle County. It has been my honor to be part of this team.

You transform the lives of families by helping them overcome

51

Average number of days families were in our programs

80%

Families that successfully completed our programs

Our path to creating *twice the promise* over the years



2013

18 families
62 individuals



2014

29 families
98 individuals



2015

109 families
392 individuals



homelessness quickly, successfully, and cost-effectively.

60% Families that are still stably housed after 1 year

\$7k Average amount we spent per family

Since our inception, we've served 595 families – that's 2,130 individual children and parents! In 2018, we served more families than ever before, thanks to you.

2016
91 families
342 individuals



2017
114 families
419 individuals



2018
122 families
448 individuals





Hospitality Center

Now open and providing needed temporary shelter to more than twice as many families!

Each year, hundreds of families experience homelessness in Delaware. The number one reason why families cannot access shelter is because of their size or composition. In 2018, we expanded to help meet this urgent need. Our Hospitality Center, which opened in November 2018, provides needed temporary shelter to six families at a time. Each year, it will serve 150+ children and their parents. This new program operates alongside our existing Hospitality Network. Each day, volunteers from new partners – including congregations, civic associations, and corporations – provide meals and hospitality to families in the Hospitality Center.





Your support enables the state's leading programs!

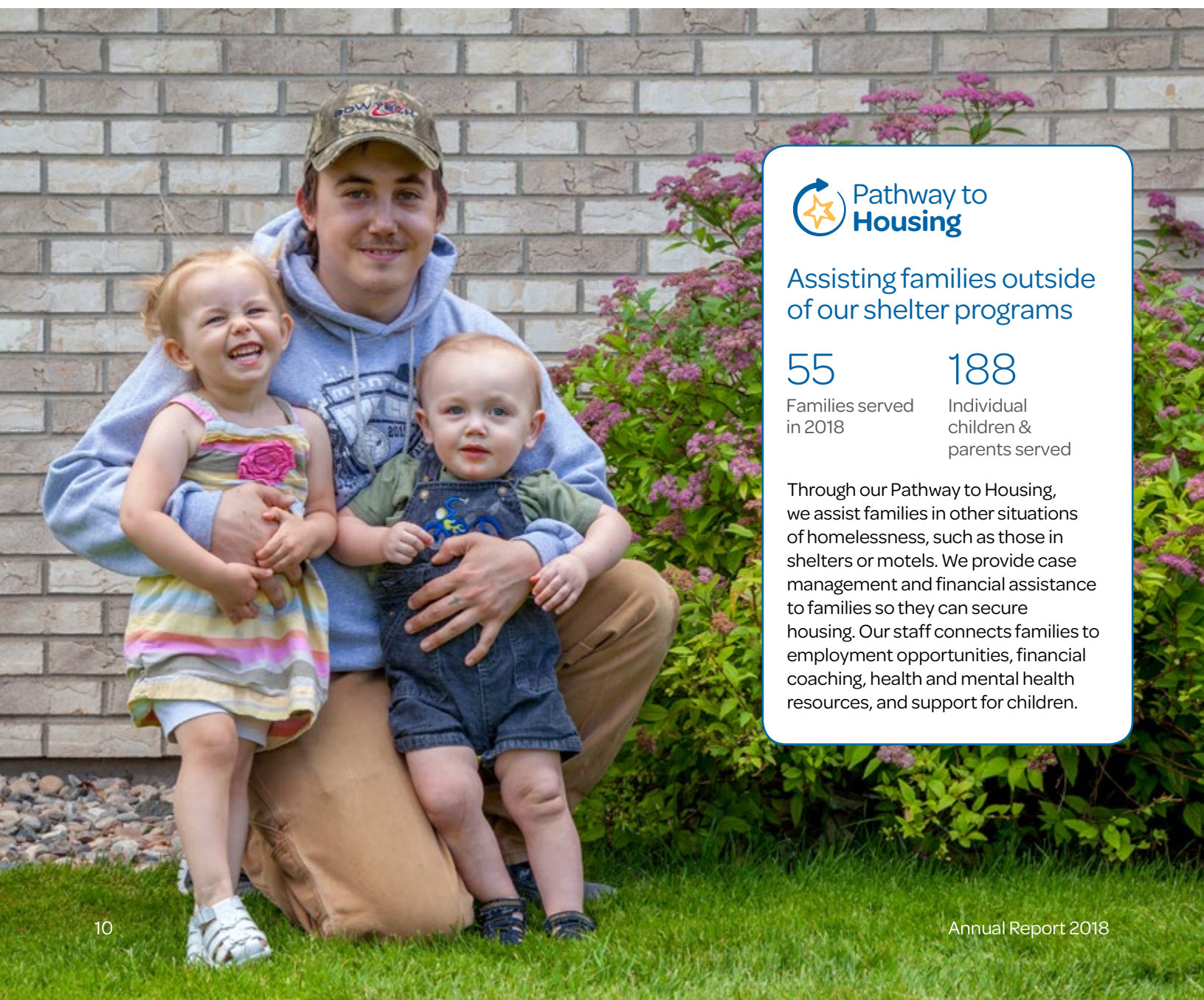
We provide needed temporary shelter for families experiencing homelessness, along with comprehensive case management and support.



We work with families in other situations of homelessness in the community so that they can quickly secure housing, or even avoid entering the shelter system.



We support families during and after their transition to permanent housing to ensure they have the resources for lasting independence.



Assisting families outside of our shelter programs

55

Families served
in 2018

188

Individual
children &
parents served

Through our Pathway to Housing, 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.



**Hospitality
Network**

Each day, volunteers
help to end family
homelessness

28

Families served
in 2018

89

Individual
children &
parents served

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 1,500+ 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.



**Pathway to
Diversion**

Helping families avoid the trauma of
the shelter system

26

Families served
in 2018

103

Individual children &
parents served

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.



Volunteers like you change the lives of families each day!

16,000+ \$161,217

Volunteer hours: Movers, mentors, drivers, overnight hosts, cooks, and more

Value of in-kind donations: Donated items, meals, lodging provided by congregations



Rev. Stephen Setzer
Associate Rector, Christ Church
Christiana Hundred

"Changing a Family Promise is a unique gift, a unique grace in our community. It's been transforming for this parish. And it's a chance for me to have my own life changed."



Melissa Davenport
Coordinator,
LifePath Church

"It's life-changing for not just the families that we serve – but for the congregations and the people involved. It's had this uniting effect on our church and an energizing effect."

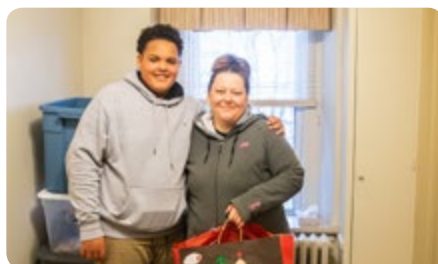


Linda Ulmanis
Coordinator, Evangelical Lutheran
Church of the Good Shepherd

"I can't imagine our church without Family Promise® as one of our ministries. It's been a true blessing in my life and in the lives of our congregation."

Our biggest year yet: More than 70 families received holiday gifts

Supporters of our holiday gift program included Congregation Beth Emeth, Citi, JPMorgan Chase & Co, St. Mark's Lutheran Church, the City of Newark, St. Mark's Lutheran Church, Epic Research, New Life Christian Center International, Bethel AME, Aldersgate United Methodist Church, and other individual donors. Volunteers from RISE helped to distribute holiday gifts and providing lunch and care packages for families!



Community partners help end family homelessness year-round



↑ Supporters at the University of Delaware's **Alpha Phi Omega** fraternity donated needed household goods.

Citi volunteers brainstormed ways to make our work more efficient at an event organized by **NPower**. ↓



↑ The annual **Highmark Walk** raised over \$26,000, thanks to over 140 donors and over 80 walkers!



↑ Volunteers from **Agilent Technologies** kept our Day Center in great shape throughout the year. They performed extensive renovations, helped with yard work, and put up holiday decorations. Agilent also organized several supply drives.



← During their Days of Caring, **DuPont** volunteers helped get our new Hospitality Center ready to serve families. They also helped re-organize our supply storage to better serve families in the future.



← Volunteers from **Berkshire Hathaway Fox & Roach REALTORS** helped get our Hospitality Center in great condition for our families.

Greenhill Pharmacy donated hundreds of blankets for our families, and volunteers helped transport them to our facility. →



← **Bank of America** organized volunteers to help put together school supplies and other needed items for our families.

The swim program at **Siegel Jewish Community Center** raised over \$1,300 for Family Promise® NNCC through its annual Mitzvah Laps fundraiser. →



We couldn't create *twice the promise* without our community

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 UMC

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
LifePath Church
This congregation is also a Support Congregation for the Hospitality Network.
RiverCross Fellowship*
This congregation is also a Support Congregation for the Hospitality Network.

Simpson United Methodist Church
St. Catherine of Siena
St. David's Episcopal Church*
St. Elizabeth'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, and 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 UMC
Chippey AUM Church
Congregation Beth Emeth
Congregation Beth Shalom*
First Alliance Church
Hanover Presbyterian Church
Hockessin Friends Meeting
Holy Rosary
Kingswood United Methodist Church*

Marshallton United Methodist Church
Mt. Lebanon UMC*
Resurrection Parish*
Seeds of Greatness Bible Church*
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

Affiliate Congregations

Delmarva Cluster Unitarian Universalists
God's Grace Christian Fellowship*

** Denotes financial investor*

partners, who help to end homelessness 365 days a year!

Corporate, Foundation, and Government Partners

Corporate Partners

Active Day of Newark
AECOM*
Agilent Technologies
Alpha Engineering, Inc.*
Amazon.com*
Artisans' Bank*
Bank of America
Brew HaHa!*
Buffalo Soldiers of Delaware*
CFC, Inc.*
Citi*
Clermont Wealth Strategies*
COBI Group*
Coffee Run
Comenity Bank*
Covenant Wealth Strategies*
DE Technology Park*
Discover Financial Services*
Epic Research
Fidelity Charitable*
George "G" Moore Spot Tattoos
GGB, LLC*
Greenhill Pharmacy
Info Solutions
JPMorgan Chase & Co.*
JPMorgan Chase & Co. - Wilmington
Mac-Mod Analytical, Inc.*
Microsoft*
Millennial Summit
Miller Towing & Auto Salvage*
Red Roof Inn & Suites - University
Seasons Pizza
Stewart Lender Services
The Goddard School
United Way*
W. L. Gore and Associates, Inc.*
WSFS*

Government Partners

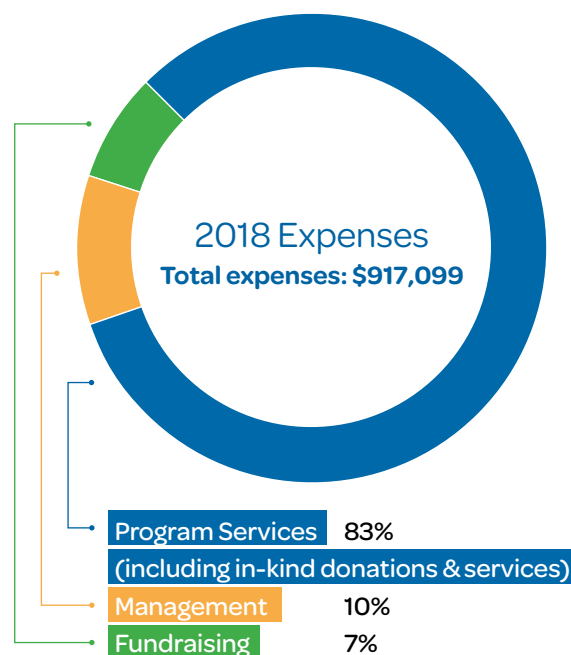
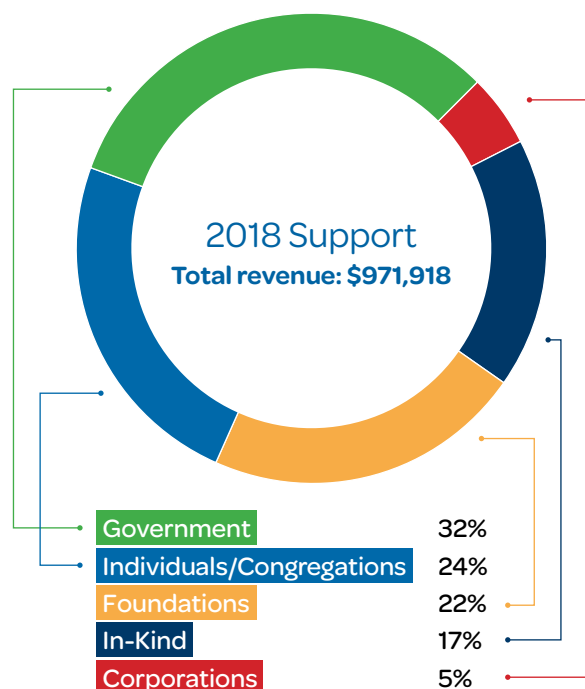
Christiana High School*
City of Wilmington*
City of Newark
Delaware Division of State Service Centers*
Delaware State Housing Authority*
New Castle County*
New Castle County Council*
State Employee Charitable Campaign*
Western District Advisory Council*

Nonprofit, Foundation, Civic Group Partners

Alpha Phi Omega
Bank of America Charitable Foundation, Inc.*
Beta Sigma Phi - Xi Tau Chapter*
B'nai B'rith Youth Organization (Wilmington)
Domanica Foundation*
Female Harmony Society of Hanover Presbyterian Church*
Goldley-Beacom College*
Habitat for Humanity of New Castle County*
Habitat ReStore Wilmington
Help Us Move In, Inc.*
IGH Charitable Foundation, Inc.*
I Support The Girls
Kind to Kids
Las Americas ASPIRA Academy Charter School
National Junior Honor Society, PS duPont Middle School*
Pajama Program-Delaware Chapter
Tau Eta Chapter of Chi Eta Phi Sorority Inc
University of Delaware-Office of Residence Life & Housing
Walsh for the 9th*

Thank you to all of our individual donors and supporters!

Audited Financial Overview



Notes regarding our financials

- We're proud that once again, the majority of our expenses went to direct guest expenses, including rent payments, bus passes, uniforms, car repairs, utility arrears, and matching payments.
- We're grateful to have received \$370,000 in 2017 specifically for the Hospitality Center. Of these funds, \$179,954 were released from restrictions in 2018 and used to get the new Hospitality Center ready to serve families. Our total revenue includes these funds.
- Our 2018 financials include \$161,217 of in-kind goods and services, which includes meals provided by volunteers in our Hospitality Network and Hospitality Center, lodging provided by congregations in our Hospitality Network, and donations of supplies. This is an increase in value of over \$66,000 over last year. It is included equally in our support and our expenses.

Our audited financial statements can be furnished upon request.





Leadership

Board of Directors

President

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

1st Vice President

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

2nd Vice President

David Glasscock, PhD, *Technology Director, DuPont*

Secretary

Jennifer Idell, *REALTOR®, Berkshire Hathaway; Member of St. James Episcopal Millcreek Church*

Treasurer

Matt Mayer, *Vice President, Citi*

Carl Jones, *Regional Director, RISE Corporation*

Mary Mirabeau, *Sr. Regulatory Consultant, DuPont; Member of St. Joseph Catholic Church, French St.*

Percival McNeil, *Project Engineer, State of Delaware; Deacon, Shiloh Baptist Church*

Ingrid Reid Price, MBA, CPA

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

Greg Munson

Director of Community Engagement

Cheryl Christiansen

Director of Donor Relations

Ryan Catalani

Senior Case Manager

Capri Wiggins

Case Manager

Rasheena Bungy

Case Manager

Lori Kellogg

Case Manager

Felicia McElveen-Hendricks

Office Manager

Cathy Hatton

Administrative Assistant

Kevin Mackiewicz



Message from Greg Munson

Executive Director

I wanted to take this opportunity to officially introduce myself. My name is Greg Munson, and I am the new Executive Director for Family Promise of Northern New Castle County. I started on May 1, 2019, and I've spent the first few weeks getting to know this wonderful organization better. My wife, Mandy, along with our daughter, Hope, are members of Grace Lutheran Church, which is one of the many congregations supporting Family Promise® NNCC. For the past few years, Hope and I have done a puppet show for the families when Grace served as the host congregation. After the show, she would interact with the children, and I would get to know the parents.

This year, I am looking forward to having more than just a few short conversations a few times a year with a handful of families. I'm excited to have significant conversations not only with the families in our care, but also with the volunteers, the leadership of our congregations, donors, grantors, existing partners, along with new partners. My goal is to continue building on the success that Carolyn Gordon started with this dynamic team of staff and Board Members, to prevent and end homelessness for families.

Speaking of success, 2018 was definitely a successful year, and I am honored to follow in Carolyn's footprints! Since last year's story is not mine to tell, but hers, so following is a recap of 2018 from my friend, Carolyn Gordon.





Message from Carolyn Gordon

Executive Director, 2011 – 2019

Friends, we did it! In 2018, on the day after the Thanksgiving weekend, we opened our Hospitality Center, which can now provide shelter to 6 more families at any given time. We have been at capacity ever since we opened, serving moms, dads, couples and kids of all ages, from newborn through 18 years of age. Thank you for making this possible!

But it's not about the actual building, it's about what it represents. This is a completely new program in Delaware, and we are one of the only Family Promise® affiliates out of 200+ nationwide that's operating both the rotational Hospitality Network and this new, static Hospitality Center. That's amazing!

Like all our programs, the Hospitality Center is rooted in the unwavering faith that families should be kept together while they are experiencing homelessness. It is being held to our high standards of excellence and will engage as many new volunteers as possible. This is only possible because you — as donors, volunteers, and supporters — allow us to continue our reputation as the most effective model in the state. I don't know if anyone is keeping track, but in every year we can report, we have ended homelessness for families faster, more successfully, and more cost-effectively than any other program in Delaware.

As I begin my new role with National Family Promise®, I am excited for Family Promise® of Northern New Castle County's future and I think back fondly to memories over these 7+ years. The success of our families and the impact of our volunteers is what grew our programming — and it is what will carry this organization into the future.

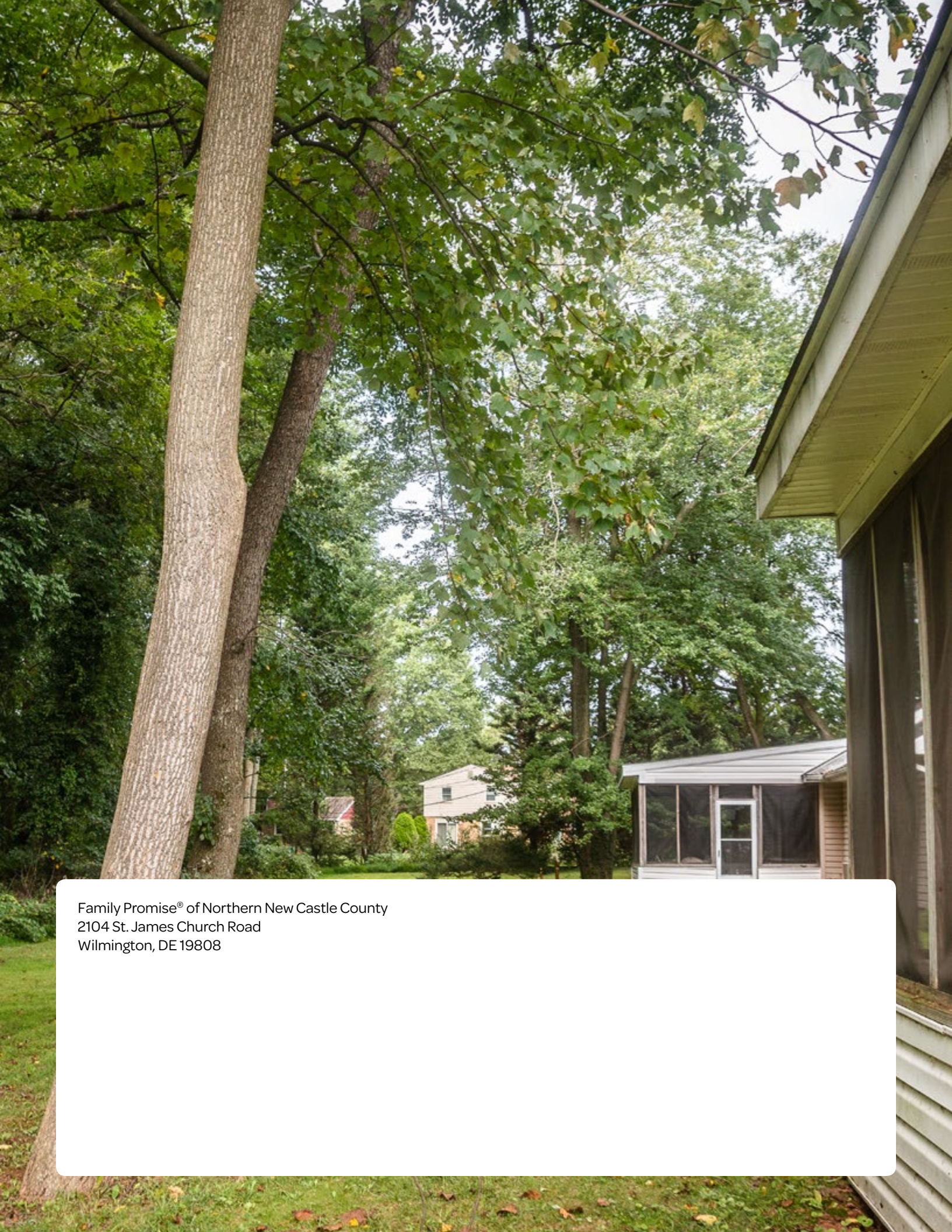
Over 2,000 volunteers come together each year and provide extraordinary hospitality to families in their darkest of moments. We operate during holidays, snowstorms, and school vacations. We celebrate with the families — wedding anniversaries, housing, even births of children. We also grieve with the families — not only the trauma of homelessness, but car breakdowns, waiting to hear back from job leads and apartments, and much more.

The hospitality and love that volunteers provide is astounding, and the attention to detail is significant, from the welcome gifts on families' beds to the table settings. Volunteers show love by bringing their own children to play, organizing basketball games for older children, getting Halloween costumes and going trick-or-treating, and ensuring that every birthday is celebrated. All of this makes an impact and reminds families that there are people in the world who care.

A former guest said, "From Family Promise, I had the support and network to achieve my goals. I was given hope. Now, I am a chef and moving further with my life. They did more than just paid some of my rent. I went in as a stranger and left as family." *Thank you* for making this possible for so many of our families.

The best part of Family Promise® is the people: staff, board, guests, and especially you. I cannot wait to see what this next year and chapter of Family Promise® NNCC brings.

"The best part of Family Promise® is the people: staff, board, guests, and especially you."



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