

## FAMILY PROMISE METROWEST

# 2012 Annual Report

### In 2012:

- ❖ *Our staff and volunteers served 10 families*
- ❖ *Those families comprised of 12 adults and 18 children*
- ❖ *The average age of the children served was 7.6 years.*
- ❖ *The average length of stay was 139*

### Smile!

**At 8:15 am, Eve is already busy at work with a smile for everyone who walks through the door of Purple Ink Insurance.** Her smile brightens a bit more as she tells me how well Jami is doing in school and how happy he is to have a stable place to call home in the quiet town of Ashland. The good news continues as Eve shows me her new car, proudly says she has not smoked since January 21st, is now a Notary Public and is taking her insurance licensing exam in May! Good Luck Eve!

Eve is clearly at home in Purple Ink's office. "All fees for Notary work in the office are donated to one of the charities Nadine (Heaps, owner of Purple Ink) supports. I am going to do the same for all Notary work I do privately," says Eve. "I also want to volunteer for Family Promise at the Federated Church here in Ashland."

"I want to give back. If it weren't for Family Promise, I would not have broken the cycle of poverty and instability I was in. I'm really happy now." Eve's smile says it all.

### Catching up with Mary, Stephen and the kids!

**Mary is happy to report that they are living in the same house they moved into when they left Family Promise Metrowest in 2009 and everyone is doing well!**

Sarah is working at Wendy's and is engaged. James is doing well in his studies at Worcester State with plans to become a math teacher and a coach. Mark just made Dean's List his first semester at Wentworth Institute, where he is majoring in electrical engineering. Lisa is now 10 and doing well in 4th grade. She has informed Mary that she is now a "pre-teen".

Stephen and Mary are both working and Mary just received the Top Teller WOW Star Award for the Metrowest Region of TD Bank!

### Hello from Solange, Curtis and Tyreese!

**In February, Solange and Curtis stopped by the day center to visit.**

Curtis is such a little man now at age 8. All dressed in a suit and tie and talking about how he still loves math. Solange reports that Tyreese, age 5, is doing well in kindergarten. Solange continues to work for a bus company while looking for opportunities to utilize her hair dressing talents.

**Mission Statement: Family Promise Metrowest is a cooperative, interfaith partnership offering hope to homeless families with children through safe transitional shelter, meals and supportive case management as they seek permanent housing.**

## 2012 Network Congregations

### FPM Day Center

Common Street Community Church,  
Natick

### FPM Host Congregations

Christ Lutheran Church, Natick  
Christ the King Lutheran Church,  
Holliston  
Congregation Or Atid/Peace Lutheran  
Church, Wayland  
The Dover Church  
Federated Church of Ashland  
First Congregational Church, Natick  
First Parish in Framingham  
First Parish in Wayland  
Fisk United Methodist Church, Natick  
Pilgrim Church, Sherborn  
St. Paul's Episcopal Church, Natick  
Unitarian Universalist Society  
of Wellesley Hills  
Unitarian Universalist Area Church,  
Sherborn  
Wellesley Congregational Church  
Wellesley Hills Congregational Church

### FPM Support Congregations

The Charles River Vineyard,  
South Natick  
Christ Church, United Methodist  
of Wellesley  
Eliot Church, Natick  
First Baptist Church, Framingham  
First Congregational Church, Holliston  
First Parish UU of Medfield  
Fisk United Methodist Church, Natick  
Holy Spirit Catholic Community,  
Wellesley  
Memorial Congregational Church,  
Sudbury  
Most Precious Blood Church, Dover  
Needham Congregational Church  
Newton Highlands Congregational  
Church  
Parish of The Good Shepherd, Wayland  
St. Andrew's Episcopal Church,  
Framingham  
St. Andrew's Episcopal Church,  
Wellesley  
St. John Lutheran Church, Sudbury  
St. Mary's Catholic Church, Holliston  
St. Theresa's Catholic Church,  
Sherborn  
Sha'arei Shalom, Ashland  
Temple Beth Elohim, Wellesley  
Temple Beth Shalom, Needham  
Temple Beth Torah, Holliston  
Temple Shir Tikvah, Wayland

\* Fisk United Methodist, Congregation serves as both a support and a host congregation.

## Chair Chat – A note from our board chair

*Hello friends,* I think it really is incredible what we are able to accomplish when we come together to serve others. The warm hospitality of our volunteers, the generous support of our donors, the welcoming facilities of our host congregations and the terrific work of our staff all add up to one thing – success in helping families with children move from homelessness to permanently housed! Together we are making a difference. Thank you!

Our experience over the more than 4 years we have been in operation, has led to a deeper understanding of the importance that stable housing has on family economic outcomes. We have come to know first hand the importance of skill development, education and training for success. As we look to our future, our Board of Directors and other stakeholders have developed a strategic plan where ensuring stable housing and providing access to appropriate education and training are cornerstones. The goal of this plan is to serve more families in more ways and continue to improve family success rates.

Executing on this strategy will be both exciting and challenging. It will take more of everything and we need your help. We have successfully implemented our transitional housing program for one family and are kicking off our transitional housing funding campaign with this year's Mother's Day Appeal. Our goal is to be able to offer this program to every eligible family in our shelter program. We have developed a strong services and program subcommittee who are actively developing and seeking funding for our workforce development initiative. We call on you to work with us on these initiatives and I know that we will be able to count on your support. Thank you!

Because we decided to act, we are making a positive impact in the lives of others and in our communities. We are making a difference by serving our brothers and sisters, by welcoming the most vulnerable people into our hospitality and by strengthening our relationships and extending our fellowship. What we have received in return is greater than we might have imagined - love, hope, meaning, connection. I hope that these are the gifts you feel in your heart when you envision your service to Family Promise.

Thank you again for your sharing your talents and for your generosity. Your good work is making a difference.

*Sincerely, Mike Donoghue, Chair, Family Promise Board of Directors*

## Director's Letter

**As I look back at 2012, the word "evolving" keeps coming to mind.** It seems to me that 2012 was the year of Family Promise Metrowest's evolution from fledgling start up to a well-developed organization with a better understanding of the needs of our families, a clear vision for the future and firm roots in the community we serve.

**One measure of success is the percentage of families who move from our shelter into independent housing.** That percentage rose from 38% in 2011 to **70% in 2012!** Affirmation that we are on the right track! There are many factors contributing to this success; first and foremost, the determination of the individual families to reach their goals.

Additionally, we served fewer families for longer periods of time. Our overall average number of families served annually had been 19 prior to 2012; in 2012 we served 10 families. Our average length of stay for families annually had been 63 days. This past year the average stay was 139 days.

We are constantly reassessing and reviewing. How long is too long for a family to stay in shelter? The truth is several months is far from ideal, although sometimes necessary to better ensure long term stability. How can we shorten the stay without losing the stability component? Our new Transitional Housing program is one solution and we have already seen its success for Joana, Yaiki and Kayden, as they continue to receive support services and subsidies from Family Promise Metrowest during their first year in their apartment.

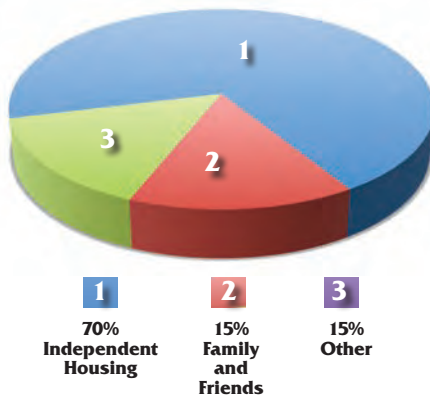
How can we help families find sustainable employment sooner to help them move out of shelter quicker? Partnerships. The expansion of our support base through community businesses and organizations has increased the pool of resources available for our families looking for employment and job skill development. Our new Workforce Development initiative will help us continue to increase our resources and allow us to help more families in the community living in hotels or on the verge of homelessness.

Please take a moment to read more about our new initiatives on page 6, and how you can become involved.

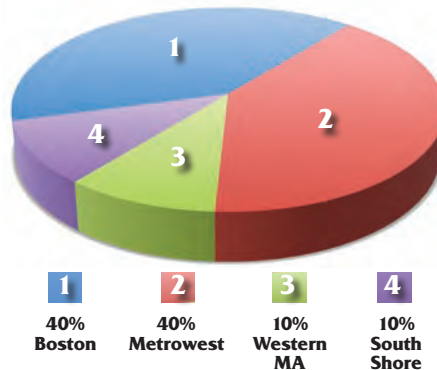
At the end of the day, none of FPM's successes or goals for the future would be possible without the incredible kindness, compassion and generosity of you, our volunteers and donors. Every day, you remind me of humanity's infinite capacity to care.

*With Much Appreciation, Beth Cooper, Director*

## Moving on statistics



## Where our families come from



## Employment and Education

- 1** adult completed their GED
- 3** adults enrolled in a higher education program while with FPM
- 70%** of the adults who were unemployed at the time of entering FPM, were employed when they left the program.

## Supplemental Services provided by FPM

*In addition to shelter, meals and hospitality, FPM staff and volunteers provided the following supports and services:*

Advocacy	Clothing	Resume Writing
Application process for state assistance, i.e. health insurance, unemployment, food stamps, etc.	Debt Reduction Counseling	Spiritual Counseling
Budgeting	Employment Search and Networking	Tax Preparation
Child Care	Household Furnishings	Translation
	Housing Search	Transportation
	Parenting Support	Tutoring in Math, English, ESL, and GED

## Supplemental services provided by community resources

*Families were also connected to community resources for the following services:*

Career Counseling	Hair Care	Medical
Child Care	Household items/ Furniture	Positive Parenting Seminars
Clothing	Individual and Family Counseling	Recreational Programs
Consumer Credit Counseling	Legal	Rental Assistance
Dental		Tax Preparation
		Tutoring in ESL and GED

*At the following community organizations:*

Advocates, Inc	Longfellow Kids Camp	Natick Public Library
American Consumer Credit Counseling	Metrowest Child Care Center	Natick Service Council
A Place to Turn	Metrowest Free Medical Program	Philip DePalma Hair Salon
Department of Transitional Assistance	Metrowest Legal Services	Project Just Because
ETR - Employment & Training Resources	Metrowest Outreach Connection	Salmon Center for Early Education
Families First Parenting Programs	Metrowest YMCA	Salon 4
HeadStart	Natick Board of Health	Salvation Army
HGRM - Household Goods Recycling of Mass	Natick Parks and Recreation Dept	St. Vincent De Paul Society
		SMOC
		Woodtrail Camp

## How do our families find us?

*Our families are sent to us through the many referral agencies listed below:*

Beth Israel Medical Center  
 Boston Health Care for Homeless  
 Bridge Over Troubled Water  
 Brigham & Women's  
 Central MA Housing Alliance  
 Dept Children & Families  
 Dept of Housing and Community Dev  
 Dept of Transitional Assistance  
 Family Travel Assistance  
 Friendly House Worcester  
 Greater Housing Connection  
 Hazel Legal Associates  
 Health Leave  
 Healthy Families  
 Hudson School  
 Justice Resource Institute  
 Lynn Public Housing  
 Mass Coalition  
 Metropolitan Boston Housing Partnership  
 Metro West Medical Center  
 Montachusett IHN  
 Natick Housing Authority  
 Natick Service Council  
 Project Hope  
 Salvation Army  
 South Middlesex Opportunity Council (SMOC)  
 Spaulding Rehab  
 St. Stephen's Church  
 Village Shelter, Worcester  
 Vital Impact  
 Web Search  
 Wellesley Middle School  
 Wilson School  
 Worcester Community Center  
 Worcester IHN  
 Worcester Mayor's Office

*To our wonderful volunteers: You continue to amaze and inspire our staff and guest families with your kindness, compassion and generosity. We appreciate You!*

Family Promise Volunteers	1,562
Meals Served	11,208
Volunteer Hours Donated	25,255
Network Congregations	40
Volunteer Training Events	41

Value of Vol Services	\$454,590
Value of Meal Provided	\$28,020
Value of Donations	\$26,330

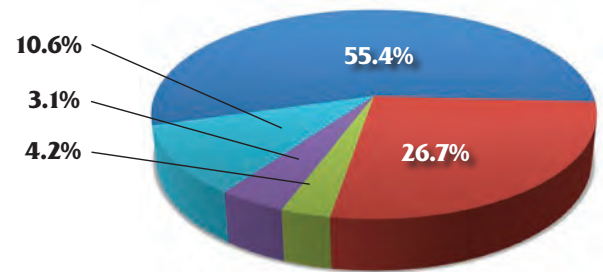
Families Served	10
Single Parent Families	8
Two Parent Families	2
Adults	12
Children	18
Average Age	
Children	7 years, 6 months
Childrens Age Range	>1 year to 20
Average Number Days	
/Family 2012	139
Range of Days in Program	5 up to 352
Number of Families Each	
Day of Year	3 - 4
Total Client Days of Services	3,985
Total Number Referrals	125

## Our Staff

Beth Cooper, *Executive Director*  
 Eliz Portal, *Case Manager*  
 Carole Brodrick,  
*Development Coordinator*  
 Judy Mongiardo, *Network Coordinator*

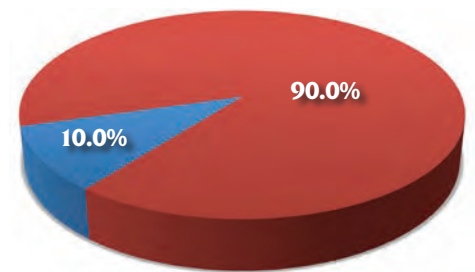
## Our Board of Directors

Michael Donoghue, *Board Chair*  
 Robert Murray, *Treasurer*  
 Rev Adam Tierny-Eliot, *Clerk*  
 Rev Jeff Johnson  
 Edie Lohr  
 Kathy McGraw-Bentley  
 Judy Mongiardo  
 Jim Roberts  
 Lecia Shronce  
 Ann Skipper



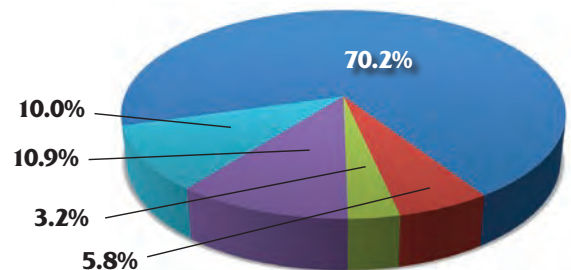
## Sources of Income

	CASH	IN-KIND	COMBINED
Network Congregations	\$ 42,655	\$354,528	\$397,183
Individuals	91,644	100,170	191,814
Businesses/Organizations	22,141		22,141
Grants & Foundations	30,160		30,160
FPM Events	50,156	26,000	76,156
<b>Total Income</b>	<b>\$236,756</b>	<b>\$480,698</b>	<b>\$717,454</b>



## Resource Designation

	CASH	IN-KIND	COMBINED
Restricted Use	\$ 20,960	\$ 50,590	\$ 71,550
Unrestricted Use	215,796	430,108	645,904
<b>Totals</b>	<b>\$236,756</b>	<b>\$480,698</b>	<b>\$717,454</b>



## Expenditure of Resources

	CASH	IN-KIND	COMBINED
Direct Guest Services	\$ 85,633	\$396,342	\$ 481,975
Guest Transportation	39,778		39,778
Volunteer Coordination	9,828	12,000	21,828
Administration	41,510	33,000	74,510
Comm Networking/ Fund Raising	55,115	13,356	68,471
<b>All Expenditures</b>	<b>\$231,864</b>	<b>\$454,698</b>	<b>\$686,562</b>

## Our Current Families

Dawn and her daughter, Jessica (8), have been with Family Promise for just a couple of weeks. Dawn is currently looking for work in the customer service field and does have switchboard experience. Dawn is also looking for a bike for transportation, if you have one available for donation, please call the office at 508-318-4820.



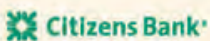
Joanna, Walter and their four children, Sebastian (7), Jeziel (5), Jandiel (4) and Lyana (2) have been with Family Promise for only a couple of weeks. In that time, with the assistance of the Natick Service Council, Walter has found full-time work as a landscaper! Joana is currently looking for work in the retail or housekeeping field. Sebastian is in first grade and Eliz is helping the family find childcare for his younger siblings.



**Thank you to the many businesses who have taken the time to visit our day center in 2012!**

## Our Community Partners

### 2012 - 2013 Benefactors Champions



#### Cheerleaders

Boston Scientific  
Framingham Rotary Club  
Framingham Union Aid Association

#### Friends

AT&T • Bose Corporation • Boston Interiors • The Container Store •  
Harvard Pilgrim Health Care • Middlesex Savings Bank •  
Rotary Club of Natick • Needham Bank • NStar • Roche Bros. •  
Webster First Federal Credit Union •

### 2012 - 2013 Collaborators Volunteers

Citizens Bank • Liberty Mutual • Bowditch & Dewey  
ERA Realty • Webster First Federal Credit Union

#### Employment and Training Opportunities

In-kind support  
Needham Bank

Business as collection point  
Energy Fitness • Liberty Mutual

Babson College  
Banana Republic  
Bank of America  
Blue Cross Blue Shield of MA  
Boston Scientific  
Bowditch and Dewey  
Citizens Bank  
Coan Oil  
Dunkin Donuts  
Eastern Insurance  
Energy Fitness  
ERA Key Realty  
Fair and Yeager  
Fallon Community Health Plan  
Framingham Ford  
Framingham State University  
Get In Shape for Women  
Hammond Real Estate  
Harvard Pilgrim Health Care  
Foundation  
Harvard Vanguard  
Liberty Mutual Insurance  
Longfellow's Wayside Inn  
Middlesex Savings Bank  
NSTAR  
Palettes  
Red Roof Inn  
TCAN  
TD Bank  
Webster First Federal  
Credit Union  
Whole Foods

For more information on Community Partner opportunities please contact Carole Brodrick, Community Development Coordinator, at [carole@familypromisemetrowest.org](mailto:carole@familypromisemetrowest.org).

## Transitional Housing Program

**Now in our fifth year of providing shelter to families who are homeless, we have learned just how difficult it is for families to transition from shelter to independent housing.** As a family's income increases and their food stamps and child care vouchers decrease, low and moderate income families can become stuck between making too much to continue receiving assistance but not enough to make ends meet. It's a tough place to be.



To help bridge that gap, move families to affordable housing sooner, and increase families' long term stability, FPM has developed a program that provides continued case management and support services and rental, child care and transportation subsidies for every eligible family in our shelter program for up to 24 months when they move into independent housing.

For each family that we are able to fund in our Transitional Housing program, the long term benefits for them and the community will be many:

- Decrease the negative impact on families who are homeless by decreasing their stay in our shelter program from 7-10 months to 3-6 months.
- Increase children's opportunity to remain in a stable school environment through high school.
- Increase our families' success rate of long term financial and housing stability, therefore increasing their opportunity to remain engaged, contributing, tax-paying members of their community.
- Enable children to become engaged, contributing, tax-paying adult members of their community through long term financial and housing stability during their childhood.

FPM cannot implement this project beyond our first family until we raise \$45,000, of which we have currently raised \$10,000 through a generous grant from the Foundation for Metrowest. This amount of funding will enable us to support three or more families during their first year of independent housing. We appreciate any information you can share about potential funding opportunities for our Transitional Housing Program.

## Workforce Development Initiative



**To address the barriers for families in our shelter program and those at risk of homelessness in the community, FPM has developed a Workforce Development Initiative.** This comprehensive program will provide the practical means and case management to improve families' abilities to earn a sustainable income and secure permanent housing for their children, breaking the bonds of poverty and instability.

Every adult in each participating family, will participate in a structured set of services, including a personalized skills assessment, parenting coaching, skills training, technical education, workshops, and job placement services. To ensure maximum success while enrolled, every family will receive child care, transportation and housing support, as well as case management while working on their job training/education goals. The program will connect families to area training and education programs thus avoiding duplication of existing resources.

FPM has been building relationships with area businesses, adult education resources and community colleges that offer job training. We have discovered that local employers have open positions for skilled, reliable employees. Matching the skills of clients with specific training opportunities to the needs of local employers is one key component of the program for families. The job recruiter and placement coach will link clients to employers with job openings. Clients will be coached for interviewing and the intricacies of balancing parenting responsibilities while being a valued employee to a company.

Unemployed families with children live well below the poverty level for extended periods of time before arriving at FPM for help. This program will prepare such individuals for full time employment with sustainable earning power. Full time employment will give families the needed resources to find permanent housing and provide stability for their children.

**To learn more about FPM's program and initiative, please contact Beth Cooper at [director@familypromisemetrowest.org](mailto:director@familypromisemetrowest.org) or 508-318-4820.**

## Fundraising Updates

### 4th Annual Walk Away Homelessness Event

Move over blizzard, we're walking away homelessness! Despite the last minute date change to February 16th, more than 200 supporters filled the Natick Mall ready to walk in support of Family Promise Metrowest. The event was filled with a spirit of energy and enthusiasm raising \$40,933! Many, many thanks to all of our walkers and their sponsors. Find your team's walkathon photo at [www.familypromisemetrowest.org](http://www.familypromisemetrowest.org).



Unfortunately, the Natick Mall is no longer able to host events on Saturday mornings. We are actively seeking a NEW LOCATION for this event in February 2014. If you have any ideas or contacts for potential venues, please contact Carole Brodrick at [carole@familypromisemetrowest.org](mailto:carole@familypromisemetrowest.org).



Higher Praise Gospel Choir invited concert attendees to sing with them on stage.



The Kuumba Singers of Harvard College inspired all.



Delicious pastries donated by Boston Gourmet Chefs.

### Community Gospel Concert was a success!

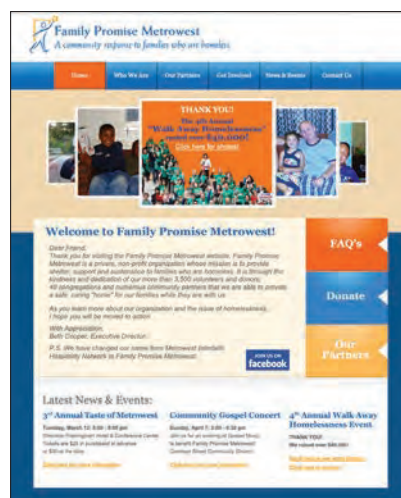
Many thanks to Pastor Ian Mevorach and the congregation of the Common Street Community Church for hosting April 7th's Community Gospel Concert to benefit Family Promise Metrowest. Over 100 members of the community attended the event enjoying the performances of Common Street Children's Choir, The Kuumba Singers of Harvard College, and Higher Praise Gospel Choir.

**Together, we raised \$3,500!**

Visit us **ONLINE**

[www.familypromisemetrowest.org](http://www.familypromisemetrowest.org)

Please browse through all the photos and information at [www.familypromisemetrowest.org](http://www.familypromisemetrowest.org).



# We are grateful to our many 2012 donors

hilip and Bertha Aber  
 Per and Jan Abrahamsen  
 Elyse Addonizio  
 Cheryl Aglio-Girelli and Alan Girelli  
 Benjamin and Karen Alberti  
 John and Laurie Alexander  
 Rev Victoria Alford Guest  
 Jacqueline Allen  
 Marlene Allen  
 John Almy  
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 Charlies Trading Co., Inc  
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 Christ the King Lutheran Church  
 Christ United Methodist Church  
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 JoAnne and Fred Cunningham  
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 Kathryn Donelin  
 Joanne Donoghue  
 Klarina and Mike Donoghue  
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 Dover Nursery School  
 Bill Dowd  
 Pat Drake  
 Lisa Driver  
 Geni Drobns  
 Mimi Drouillard  
 Susan Duncan  
 Jeanette Duncklee  
 Ann Dunlap  
 Maureen Eagan  
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 Cary Edwards  
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 Robert Eisenmenger  
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 Donna Fessler  
 Jean Field  
 Ada Finkel  
 Theodore and Leslie Finn  
 First Baptist Church in Framingham  
 First Baptist Church in Needham  
 First Baptist Church Of Natick  
 First Congregational Church  
 Of Holliston  
 First Congregational Church  
 Of Natick  
 First Parish in Framingham

First Parish Medfield Unitarian  
 Linnea and Louis Fisher  
 Fisk Memorial United  
 Methodist Church  
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