



FAMILY
PROMISE
METROWEST

2016 ANNUAL REPORT



A COMMUNITY APPROACH
to family homelessness

how it all began

OUR MISSION

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.

OUR STORY

The idea for Family Promise Metrowest was originally conceived by members of the Wellesley Congregational Village Church and Christ Lutheran Church of Natick in 2003. The collective vision became a reality when the Network welcomed its first family in October 2008. Today, Family Promise Metrowest is one of over 200 programs across the country affiliated with Family Promise National.

Since opening our doors, Family Promise Metrowest has supported 105 families who were homeless. Our concept is simple. We believe motivated, hard-working families have the ability to move out of poverty if they are given the encouragement, guidance, and resources to reach

their goals. Yet we do not rely on government for this support; as a community, we all take a role in addressing this issue.

Host congregations open their doors one week at a time, three to four weeks a year to provide shelter by converting classrooms into bedrooms for our families. A growing network of over 3,000 trained volunteers from schools, businesses, civic organizations, congregations, and the greater community provide additional support. Meals are prepared, clothing is donated, and families are embraced by a community of people who care.

Yet we are much more than a shelter. Our professional staff provides intensive support in addressing the root causes of homelessness by setting goals with families for financial literacy, education, employment, and housing.

Together, our volunteers and our professional staff support and inspire our families to work hard and dare to dream for a better future.



DEAR FRIENDS,

During 2016 we continued our growth trend, serving 16 families with the unceasing support of our 50 congregations and over 3,000 trained volunteers. We also increased the number of families served in our Transitional Living Program, and thus expanded our efforts to create new affordable housing opportunities through our network and our partnerships with landlords and other service organizations in the area.

Our outreach to the Metrowest business community has also grown this year, creating new relationships, grant opportunities, and common ground in our commitment to provide meaningful work, educational opportunities, and financial support for our families. As a result, our fundraising and grant writing efforts have increased, yielding a threshold-breaking year for Family Promise Metrowest. We are truly grateful that our mission and our message continue to be embraced by a wide audience.

We also began our search for a new home for our Day Center in 2016. While we are grateful for our start at the Common Street Spiritual Center, with the expansion of our programs, we have outgrown our space and have been in search of a place our staff and our families can comfortably call home. Privacy and dignity are essential to overcoming the obstacles our families face. We are hopeful that dream will be realized in 2017.

In December, Bob Murray announced his decision to step down as Board Chair. However, he will remain an active and valued member of the board, and will oversee our 2017 Capital Campaign. I am honored to now lead this wonderful group of dedicated volunteers. It is an exciting time to step into this role and I thank you all for your passion and commitment to supporting our families in their quest for a home of their own.

With gratitude,



Donna Angelico
Chair, Board of Directors

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dreams can come true

IN THE SUMMER OF 2016,

Mona and her sons arrived in our shelter after moving here from Florida. Despite Mona's optimistic and hard-working nature, she was unable to find a job with sufficient income, and the family found themselves homeless.

Mona's determination was evident from the start, and with the support of our Steps to Success program she quickly secured a full-time certified nursing assistant position with one of our network employers. Since it was summer vacation, FPM helped the boys find camps, join local soccer teams, and enroll in school for the fall. Mona also began working with an English tutor through the local library.

With her new income, Mona established a budget with her case manager and reached her savings goal within a few months. At the same time, Family Promise was meeting with Habitat for Humanity to learn more about potential opportunities for families to apply. With employment and savings in place, Mona was eligible to enter their lottery

for a new home being built in a nearby town. The lottery was held in December 2016, and while staff tried to prepare Mona for the slim likelihood of winning, her strong faith led her to believe otherwise. We are thrilled to say that Mona's unshakeable faith did win out and she and the boys will be moving into their new home in the fall of 2017.

For many families, moving from shelter to home ownership would be daunting, but Mona's determination and focus inspire us all. Every week she spends her days off working at her house, while also taking the time to complete home ownership courses and prepare herself financially for this new phase of her family's life. Even the boys have pitched in on the family's "sweat equity" requirement for Habitat by earning good grades and taking leadership and babysitting classes.

In the fall, we look forward to celebrating with this family when they enter their beautiful new home, proving that with hard work, determination, and faith in a better future, dreams really can come true.



a brighter future

WHILE FAMILIES BECOME HOMELESS

for many different reasons, one of the root causes in Massachusetts is the lack of affordable housing. Any of us living in the Metrowest area understand this challenge, and while government can play a role in creating solutions, at Family Promise Metrowest we believe this problem needs to be addressed together, as a community.

A few years ago, we contacted other concerned groups in Natick to discuss how we could share ideas and resources to tackle this challenge. Through representatives from the Natick Affordable Housing Trust, we learned of a buildable lot that was donated to the town in a beautiful residential neighborhood. With a lot identified, the Trust approached Keefe Regional Technical School to draw on the talents and energy of their students to do the actual build. In addition, one of our Network congregations, Wellesley Village Church, generously donated funds to start construction on a duplex for our families.

We broke ground on the Bacon Street House in 2016, and while the building was beginning to take shape, Family Promise began outlining a transitional living program that would make the best use of the home. We felt strongly that this home could provide a perfect opportunity for families that were interested in pursuing higher education to live affordably while attending school, with the ultimate goal of increasing their earning potential and moving back into their own apartment. As a result, these transitional living apartments will be offered to families that have at least one member enrolled in a training or educational program. Families will be allowed to remain in the home for up to three years in order to complete their certificates or degrees.

This fall, we look forward to opening our new home together with the partners that made it possible. We are excited to provide families this chance to make real change and create a brighter future for their children.



our network congregations

"Today we number fifty houses of worship (churches, temples, and a mosque) who are the foundation of our shelter program. One cannot overestimate the significance of this interfaith cooperation." – Judy Mongiardo, Network Coordinator

HOSTS

- > Christ Lutheran Church, Natick
- > Christ The King Lutheran Church, Holliston
- > Congregation Or Atid, Wayland
- > The Dover Church, Dover
- > Federated Church of Ashland, Ashland
- > First Congregational Church, Natick
- > First Parish in Framingham UU, Framingham
- > Fisk Memorial United Methodist Church, Natick
- > Mass Conference of the United Church of Christ, Framingham
- > Peace Lutheran Church, Wayland
- > Pilgrim Church, Sherborn
- > St. Andrew's Episcopal Church, Framingham
- > St. Paul's Episcopal Church, Natick
- > Temple Shir Tikva, Wayland
- > UU Area Church, Sherborn
- > UU Society of Wellesley Hills, Wellesley
- > Wellesley Village Church, Wellesley

- > Wellesley Hills Congregational Church, Wellesley
- > Wesley United Methodist Church, Framingham

SUPPORT

- > Christ Church United Methodist, Wellesley
- > Common Street Spiritual Center, Natick
- > Community United Methodist Church, Wayland
- > Congregation Beth El, Sudbury
- > Eliot Church, Natick
- > First Congregational Church, Holliston
- > First United Methodist Church, Framingham
- > First Baptist Church, Needham
- > First Baptist Church, Framingham
- > First Parish UU, Medfield
- > First Parish UU, Wayland
- > Fisk Memorial United Methodist Church, Natick
- > Holy Spirit Catholic Community, Wellesley

- > Islamic Center of Boston, Wayland
- > Memorial Congregational Church, Sudbury
- > Most Precious Blood Parish, Dover
- > Newton Highlands Congregational, Newton
- > Needham Congregational Church, Needham
- > Presbyterian Church, Sudbury
- > Redeemer Community Church, Needham
- > St. Andrew's Episcopal Church, Wellesley
- > St. Bridget's Parish, Framingham
- > St. Cecilia's Parish, Ashland
- > St. John Evangelical Lutheran Church, Sudbury
- > St. Mary's Catholic Church, Holliston
- > St. Theresa Parish, Sherborn
- > The Good Shepherd, Wayland
- > Sha'arei Shalom, Ashland
- > Temple Beth Elohim, Wellesley
- > Temple Beth Shalom, Needham
- > Temple Beth Torah, Holliston
- > UCC Medfield, Medfield



our community partners

We are truly grateful for our community partners whose generosity ensures a brighter future for the families we serve.

AFC Urgent Care	East-West Enterprises Co. Ltd.	Middlesex Savings Bank	The 200 Foundation
Ashland Free Masons	Embrace Home Loans	MutualOne Bank	The Altamira Foundation
Balance Wealth Advisors	Framingham Rotary Club	MutualOne Charitable Foundation	The Fannie Cox Foundation
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Bertucci's Italian Restaurant	Greater Boston Real Estate Board Foundation	Needham Bank	The MathWorks, Inc.
Bokx 109 American Prime	Highland Street Foundation	Neiman Marcus	The Melting Pot
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Brookline Bank	Jobcase.com	People's United Bank	The Walking Company
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CycleBar Wellesley	Marathon Sports	Rotary Club of Natick	Wells Fargo Bank
DCU for Kids	Massachusetts Bankers Association Charitable Foundation	Sanofi Genzyme	Wheat Ridge Ministries
Digital Federal Credit Union	MetroWest Health Foundation	Savers	Whole Foods Market
Dion's Wine	MetroWest Medical Center	Sisco Berluti	Zoup!
Dunkin' Donuts	Microsoft	Skybokx 109	
Eastern Bank Charitable Foundation	Middlesex Savings Charitable Foundation	Starbucks Corporation	
		Stop & Shop	
		Student Universe	
		Ten Bridge Communications	



working together as a community

OUR VOLUNTEERS

Volunteers	2,968
Meals served	14,421
Volunteer hours donated	21,216
New volunteers trained	500
Network congregations	50



OUR STAFF

Susan Crossley, Executive Director
Judy Mongiardo, Network Coordinator
Carole Brodrick, Director of Development
Amy Catlin, Office Manager
Martha Willams, Shelter Case Manager
Eliz Portal, Transitional Housing Case Manager
Amanda Elkin, Steps to Success Coordinator
Gerald Precious, Sharon Mann, and Barbara Ward, Van Drivers

OUR FAMILIES

Families served in shelter	11
Families served in transitional living (3 moved from shelter)	8
Single-parent families	9
Two-parent families	7
Adults	23
Children	38
Total individuals served	61
Average age of children	5 years
Average age of adults	30 years
Average shelter stay	61 days
Total number of referrals	191

OUR NEXT GENERATION OF VOLUNTEERS



Over the years, many youth volunteers have played a prominent role in supporting our families. Occasionally, someone exceptional comes our way — someone like Zack Abrams. Although he initially signed on as a volunteer to fulfill community service hours he needed for school, Zack stayed on long after his hours were met because of his love for our children. In fact, Zack and his dad have volunteered nearly every Sunday for the past three years at our Day Center.

With maturity and sensitivity, Zack has been an exemplary role model, teacher, and friend to our guest children of all ages. The little ones love to play games, hear stories, or kick the soccer ball with him. He helps children with homework and tutored a five-year-old with special needs. An accomplished musician, he not only plays his guitar for the kids, but has taught some of our children to play as well. Living in a homeless shelter is extraordinarily difficult for teenagers, but Zack has been a peer with whom they can speak freely and simply be together.

Yet for Zack, it didn't stop there. In 2016, he created a website, Kids Empowering Kids, designed to pair other teen volunteers with children in our program. Parents at the shelter can log into their accounts to contact trained teen volunteers to schedule arts and crafts, sports lessons, music lessons, or tutoring for their children. He secured funding for the site and has a plan in place for its ongoing maintenance when he heads off to Middlebury College next year. We applaud Zack's passion and perseverance, knowing his imprint will be on our organization for years to come.

**MOTIVATED FAMILIES... DEDICATED STAFF... PASSIONATE VOLUNTEERS... GENEROUS DONORS
THIS IS FAMILY PROMISE.**

our impact: 2016

Providing Safe Shelter



Our unique approach to shelter utilizes 19 host congregations and a network of volunteers to provide meals and housing while professional case managers offer assistance to families in setting goals that address the root causes of their homelessness.

Transportation

100
percent

OF FAMILIES

ESTABLISHED A RELIABLE
TRANSPORTATION PLAN TO
SUPPORT EMPLOYMENT
BEFORE LEAVING SHELTER.



Finances

63
percent



of families reached
their savings goal prior
to leaving the shelter.

Housing

77
percent

OF FAMILIES
MOVED INTO
AFFORDABLE,
PERMANENT
HOUSING IN THE
COMMUNITY.

Extending Support through Transitional Living

Our Transitional Living Program provides families with ongoing case management and resources in order to ensure long-term sustainability.

100
percent

- of families maintained school, after-school and safe child care for preschool-aged children.
- of families maintained or improved their transportation plan.
- of families maintained insurance and primary care physicians for each family member.
- of families continued mental health support (if needed).
- of children who began a new school year advanced to the next grade.
- of families achieved their debt reduction goal.

71
percent

of families
reached their
savings goal
within one year.

86
percent

of families
remained
in safe, affordable
housing one year
after leaving
program.



76
percent

of adults enrolled
in educational or
training programs.



100
percent

of adults and teens
utilized the PFM
network to support
their employment
or education goals.

35
percent

of adults served by
steps to success were
employed when
entering shelter...

were employed
at shelter exit.

100
percent

Health



100
percent

of families obtained
health insurance and
primary care physicians
for each family member.



of families addressed outstanding
medical needs including mental
health services if needed.

Parenting

100
percent

of families established
affordable, safe child care
for preschool age children
and/or after-school care
for school-age children.



**100% OF CHILDREN WHO
BEGAN A NEW SCHOOL
YEAR WHILE IN SHELTER
ADVANCED TO THE NEXT
GRADE LEVEL.**



Enhancing Outcomes with Steps to Success

Our Steps to Success Program is a comprehensive education and employment program that assists families in maximizing their earning potential in order to achieve and sustain community housing.

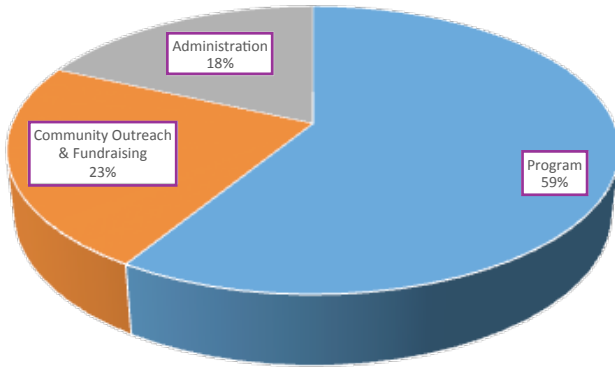
76
percent

of families achieved
an income level...

THAT ALLOWED
THEM TO MOVE
INTO STABLE,
AFFORDABLE
HOUSING OF
CHOICE.

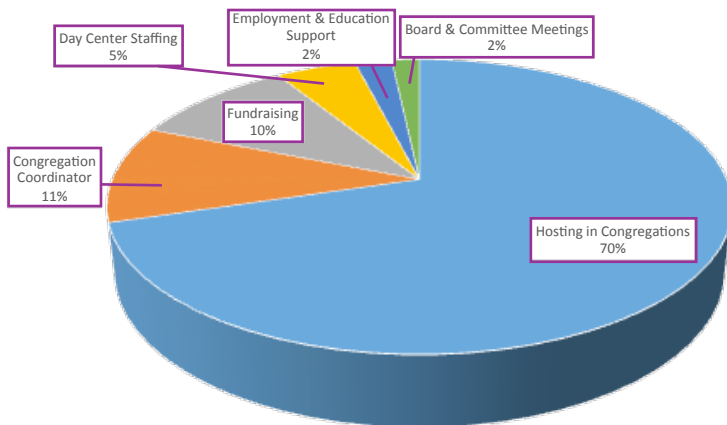
our financials

RESOURCE DESIGNATION



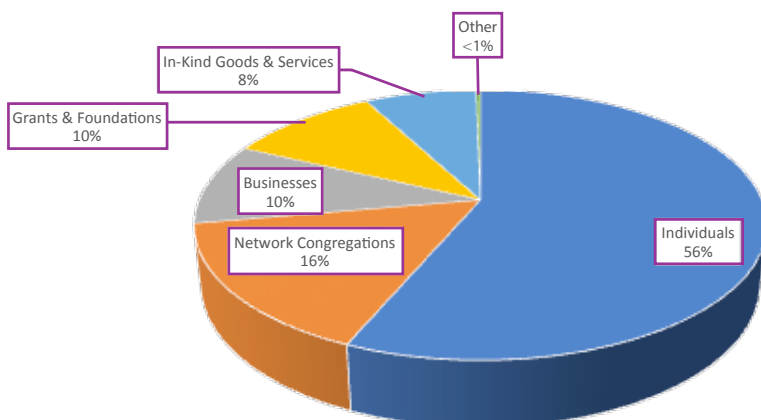
	\$ amount	% of total
Program	312,544	59%
Community Outreach & Fundraising	122,472	23%
Administration	96,863	18%
TOTAL	531,879	100%

VOLUNTEER SUPPORT



	hours
Hosting in Congregations	15,272
Congregation Coordinator	2,322
Fundraising	2,176
Day Center Staffing	1,074
Employment & Education Support	495
Board & Committee Meetings	372
TOTAL	21,711

SOURCES OF INCOME



	\$ amount	% of total
Individuals	386,374	56%
Network Congregations	108,023	16%
Businesses	66,903	10%
Grants & Foundations	69,783	10%
In-Kind Goods and Services	51,493	8%
Other	2063	<1%
TOTAL	685,171	100%

our donors

As our organization continues to grow, we are truly grateful for our individual donors who humble us with their commitment and outpouring of support.

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