

2016 Annual Report

Hope for Better Housing

A Message From the President-Elect, Daryl Skoog

Today in Colorado Springs 24,000 households are housing cost burdened. They pay 30-50% or more of their income for housing. Along with this dramatic affordable housing shortage, rent costs have been rising much faster than the national average. Valuable members of our community that provide critical nursing, police, teaching and other services are spending more and more of their income to just have a roof over their heads. This makes them vulnerable to health issues, family break-ups, or job losses causing families to lose homes and resort to living in their vehicles or doubling up with friends or family. You can imagine that for a family working for minimum wage the challenges are even greater, and there may be no family safety net or emergency fund to help get by.

Losing a home is a major life trauma for all members of the family and psychologists tell us that the trauma on children is similar to the PTSD suffered by combat soldiers. The impact of this early life trauma doesn't go away with age but stays with the children affecting their ability to perform in school. Our staff and volunteers supporting Family Promise/IHN are doing the important work of helping families avoid and recover from these negative effects.

It is with heartfelt thanks to our loving community of volunteers that the families in the IHN program have experienced their relief from the trauma and have had restored

hope for their futures. I want to share thanks from our board of trustees as well. You all make a marvelous difference!

As we experience the challenges of helping our guest families, one of the greatest barriers to their return to normal lives is finding transitional and permanent affordable housing. We are hopeful that our new initiative called Hope Homes, which seeks to supply more affordable housing, will enable our families to more closely match their housing costs with their income levels.

The model for Hope Homes was started in Grand Rapids, Michigan and has been successfully growing over the past 7 years. The homes that are utilized are manufactured homes, i.e., mobile homes that can be purchased at affordable prices, refurbished, and made available for families to occupy. While the inventory of mobile homes in Colorado Springs doesn't match that of Grand Rapids, we are confident that we will be able to develop a solution that works in our local context. We would be delighted to talk with you further about this program and how we as a community can help our guest families return to a normal life with hope for the future.

Once again, thank you for your faithful support of Family Promise/IHN and thank you in advance for your interest and support of our new Hope Homes initiative.



IHN provides more than shelter and services to families—it provides HOPE. Hope is key to every families' success. Hope Homes is one more way we will provide lasting Hope for low income families.

Over 12 months time, individuals, congregations, and volunteers donated to IHN:

- 15,133 meals and 5,157 bed nights of shelter.
- Over 14,300 hours hosting families and 2,854 hours in Day House work teams.
- More than 89% of the resources and finances needed to operate our Network.

The mission of IHN is to engage the community and its resources in providing basic, preventative, and supportive services to families with children who are in homeless situations or at risk of becoming so.

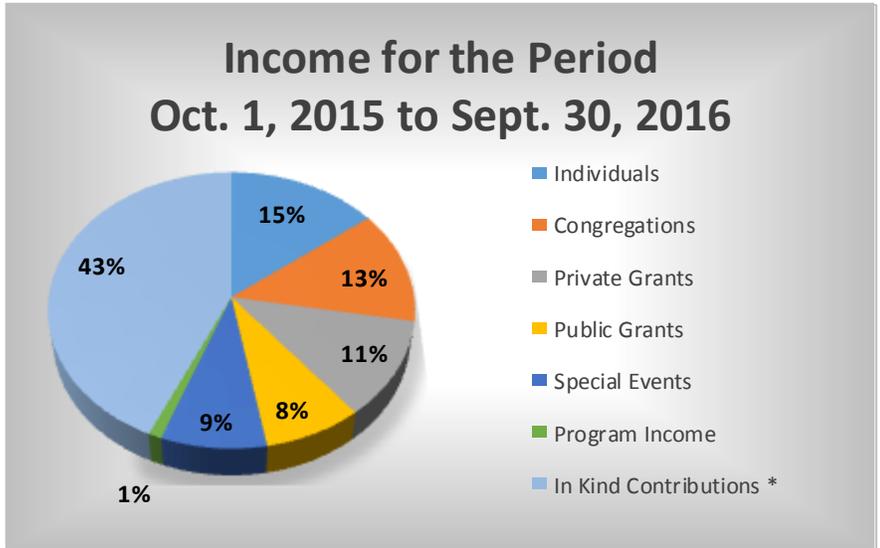
FINANCIAL INFORMATION

INCOME

Individuals	\$94,835
Congregations	\$86,290
Private Grants	\$74,600
Public Grants	\$51,814
Special Events - Hearts Luncheon/Concert	\$55,693
In Kind Contribution*	\$281,945

(*Fiscal Year Estimate, based on 2015 Audit)

Total Income*
\$652,209



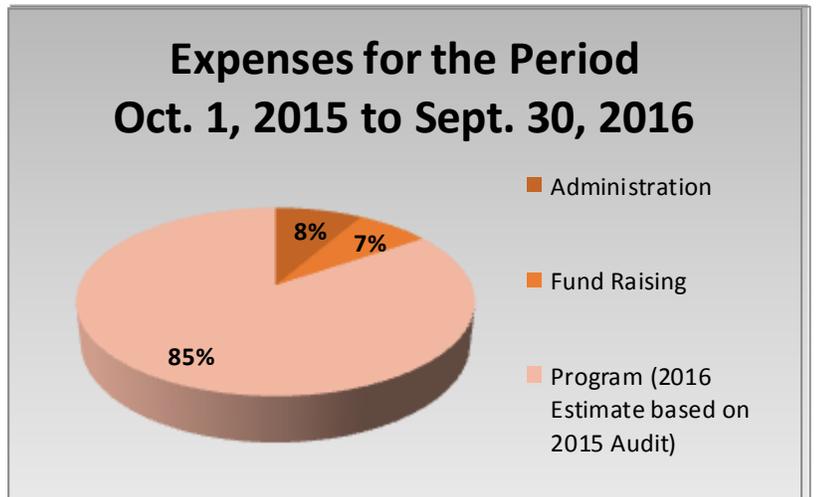
*All Figures are preliminary pending finalization of end of year.



EXPENSES

Administrative	\$52,670
Fundraising	\$44,894
Program**	\$532,271

Total Expenses*
\$629,835



*All Figures are preliminary pending finalization of end of year.



**Note: Program includes \$250,326 of Direct Program Expense plus \$281,945 of In Kind Volunteer Hours and Shelter Night Program Expense

NETWORK PARTNERING CONGREGATIONS

(H)- Host (S)- Support (\$) - Financial Donors

Ascension Lutheran (H)(\$)	First Christian (H)(\$)	Sacred Heart Catholic (\$)
Bethel Lutheran (H)(\$)	First Congregational (H)(\$)	Sisters of St. Francis (\$)
Beth-El Mennonite (H)	First Lutheran (H)(\$)	St. Dominic Catholic (S)
Black Forest Lutheran (\$)	First Presbyterian (H)(\$)	St. Francis of Assisi Catholic (S) (\$)
Boulder Street Church (S)	First United Methodist (H)(\$)	St. Gabriel Catholic (S) (\$)
Calvary United Methodist (H)(\$)	Gateway Presbyterian (S)	St. Mary's Catholic Cathedral (H)
Central United Methodist (H)(\$)	Grace & St. Stephen's Episcopal (H)(\$)	Church of St. Michael the Archangel Episcopal (H) (\$)
Chapel of Our Saviour Episcopal (H)(\$)	Grace Lutheran (H)(\$)	St. Patrick Catholic (S)
Catholic Diocese of Colorado Springs (\$)	Holy Apostles Catholic (\$)	Temple Beit Torah (S)
Christ the King Lutheran (S)	New Life Church (\$)	Temple Shalom (S)
Faith Lutheran (H)(\$)	(North & Downtown Campus)	Vista Grande Community Church (S)
Faith Presbyterian (H)(\$)	Our Lady of the Pines Catholic(\$)	
Fellowship Bible Church (H)	Passionate Giving Ministries (S)	
First Baptist (H)(\$)	The Sanctuary Church (H)	

Family Promise of Colorado Springs—2016 Annual Report

Thank You!

ACHIEVEMENTS

- **IHN Families:** in 12 months, served 109 individuals/28 families, at a 75% graduation rate with jobs and housing
- **Community Care Transitional Housing:** in 12 months, provided 30 individuals/6 families with 1051 bed nights with 83% moving into independent affordable housing
- **Community Care Post-Graduate Support:** provided 47 individuals/10 families with additional support post progression into permanent housing, facilitating families to maintain positive budgeting and to allow them to continue to build their on-going support network
- **Family Day Center:** In collaboration with Catholic Charities of Central Colorado, from Sept. 1, 2015—July 30, 2016 FDC served 439 individuals/123 families. This program will continue, as the pilot program showed there was major demand for these services in our community
- **Family Mentor Alliance:** collaborated with Springs Rescue Mission/Catholic Charities and IHN congregations to provide case management and mentoring to 9 families
- **Workgroup Teams:** Served over 2,854 hours at our Day House, ensuring the Day House was in good condition, providing administrative support to staff, and helping with the many programs we offer to our families to help them obtain self-sufficiency.
- **CROP Walk:** raised over \$10K for hunger and poverty interventions with IHN receiving 25% of the giving. We hope to continue this success with the 1st Annual Family

Promise Walk scheduled for Oct. 23rd, 2016.

- **Hearts Luncheon 2016:** nearly \$55K raised and more than 340 in attendance

April 2016: The ladies of Family Promise of Colorado Springs with National Family Promise Founder, Karen Olson



BOARD OF TRUSTEES 2015 — 2016

Keith Thompson: *President*

Daryl Skoog: *President Elect*

Rev. Daniel Smith: *Past President*

Robin Bredl: *Treasurer*

Lindsey Carnick, John Hayes,

Dave Somers, Roberta Stein

Incoming Board Members 2016—2017

Jim Brown, Guy Childs,

Margie Ruckstuhl

STAFF 2015 — 2016

Michael Royal: *Executive Director*

Kat Lilley: *Director of Operations*

John Shepherd: *Director of Finance*

Natalie Real: *Family Services Manager*

Erin McNab: *FDC Program Manager*

Rev. Ann McClellan: *Volunteer Manager*

Luke Cammack: *Congregational Care Manager*

Volunteers Make All the Difference

Rev. Ann McClellan: Volunteer Manager

Volunteers are the lifeline of Family Promise and Inter-faith Hospitality Network! Without volunteers we could not function as we currently do. We have folks who come into the FP office to work on administrative projects, problem solve with our computers, and answer phones. Answering phones means that the volunteers (and staff) listen to people's stories: often stories of hardship and challenges. With patient and loving ears, volunteers hear about what is going on in the caller's life and offer some hope to them. This occurs as they do a phone application together, or the volunteers make suggestions of other support services and agencies which might better match their needs. There are volunteers (individuals and work teams) who come in and help out with many projects around our Family Promise Day House building, which is over 100 years old. Without volunteers Family Promise could not reach out to and serve as many families as we currently do!

Volunteers are the lifeline of Family Promise! Volunteers in the congregations serve the families as they open their congregation doors to the families in need. Volunteers serve the families through shopping, cooking, cleaning, listening to and talking with the families, playing with the children, helping with homework, and much, much more. Each congregation has at least one Volunteer Coordinator who organizes all the volunteers for the week. This is a TON of work, but we all approach the privilege of serving the families in a



humble posture of service to others. For in serving others, we can all help to make the world a better place! Offering HOSPITALITY to the families who are guests at the congregations is a privilege, and the volunteers create a home-like environment for the families who reside at their congregation for the week. Volunteers make all the difference!

Volunteers are the lifeline of Family Promise! Volunteers who serve on the Family Promise Board help to govern our nonprofit organization in many ways. The Board works on policy making, over-seeing the budget, human resourcing, partnering with staff through committee support, supporting events such as Hearts Luncheon, Family Promise Walk, and much, much more. Family Promise could not exist without volunteers!

We are so very thankful for the support, dedication, and hours of service offered by volunteers who help out with Family Promise. We are thankful to the point of doing back flips with a twist...all the way to the moon and back! And, the precious families thank the volunteers also! Thank you from the bottom of our hearts for all you do, Volunteers. If you find yourself with some free time and want to help out an amazingly effective organization which is truly making a difference in the lives of so many families, give us a call. We can always use more volunteers.....no matter your skill-set!

Volunteers are the lifeline of Family Promise!

Succeeding Together—As a Team and a Family

by Natalie Real, Family Services manager



As I reflect upon the last year in working with Family Promise, I well up with tears of joy, pain, and deep sentiment. Wow, what a journey this has been! I still have an overwhelming sense of gratitude for IHN staff, volunteers, and especially, the families. I have an incredible job here, and consistently feel a sense of purpose in the work that Family Promise allows me to do. Helping families feel understood, comforted, and have a better sense of direction are just a few aspects of the job which keep me coming back every day.

Some of you know that I am in a double master's program with University of Northern Colorado, and am studying both School and Clinical Mental Health Counseling. I recently began my first internship at a local high school, where I am serving two days per week. I am excited for this new venture! Similar to my work at Family Promise, I am feeling a great sense of purpose at my internship site. I am also feeling as though I am in a professional-life purgatory as I am only working at Family Promise, three days per week. I have less time to complete my daily tasks, work with our families, and to be of support to my colleagues. My colleagues are doing a tremendous job of caring for our families while I have not been as accessible. This experience reminds me to be grateful to have a team who is so overwhelmingly supportive.

This is team a who truly believes in my own personal dreams and has kept me grounded in love, as I have experienced the ups-and-downs of my professional development. This team helps encourage me when I feel I can't move forward. This team helps to comfort me when I am feeling beat-up. And this team believes in me, especially when I don't believe in myself. Our team has the best sense of community, and better yet, the best sense of family, than ANY other team I have been a part of, ever. I express this to you to communicate that our Family Promise Team's sense of community and family overflows into the hearts of our IHN families, and helps them to build community around them, as they travel their own life journeys.

Our families often have broken relationships in their lives. They typically do not have a soft place to land. They often do not have others to support their emotional and relational needs. As time passes, I am reminded of the importance of relationships, especially with families who are experiencing such high levels of stress and heartache. Just as our team helps me, our team does an amazing job of tending to the needs of our families. We help them to feel understood by listening to and sitting within their stories. We help them to feel comforted with a warm hug and perhaps a friendly smile. We help them to gain a better sense of direction by providing knowledge of systems, access to resources, and ensuring our program guidelines.

From the moment a family calls us to conduct a phone interview we become intricately woven into the details of their lives. As we work alongside families on their road to self-sufficiency, we hear stories from deep and dark places. Through our work and ability to support, we are able to spread light. This light allows for some healing as our families trudge through life's most, murkiest of muck.

I believe that our families probably don't realize exactly what they give back to us. By including us in their journeys, our hearts are fulfilled. We watch as our families become more successful and gain stability. We learn from our families through trial-and-error on just how to better support others. Our families' stories allow us to reflect on our own lives and how blessed we are, even by the simplest of things. If you can't tell by reading this yet, I love what I do. I am even more grateful at the end of this fiscal year as I was with the last. Thank you all for your generosity and support as we help families experiencing homelessness in our community.



Strengthening for the Greater Good

By Michael Royal, Executive Director

After a phenomenal 2014-15 year of new beginnings, this past year has been about strengthening our programs, processes, staff, and finances to further our mission. Our core program, the Interfaith Hospitality Network, has worked tirelessly to support families through our incredible congregational support. Our Network provides the reciprocal relationships where both our families and our volunteers receive mutual blessings in sharing the good and the tough times. We are blessed to be a blessing; we understand that trials allow us to remain humble and serve with deep compassion and gratitude.

With increasing calls for our help, it's necessary to be wise and efficient in best utilizing resources. To better serve those needs, we began the Family Day Center, and have now handed staffing over to Catholic Charities. It remains a good partnership where we direct many calling us to the FDC for practical case management and life support resources we haven't capacity to manage ourselves. Our phone interview process is now quite refined to better determine best fits within our program, as well as outside referrals. Partnering with Mt St Francis and First Pres allows us the ability to help 6 families at a time with additional Transitional Housing options. We continue to lean into the Family Mentor Alliance and our own Community Care program to strengthen support systems for our families as they progress out of our Shelter program.

Several staffing transitions this year will strengthen us for the future. A talented and committed Kat Lilley became our Operations Director. John Shepherd took a COO role with a charter high school but continues part time as Finance Director. Erin McNab helped launch the Family Day Center in a very challenging Program Management position, and after 3 years of service with FP/IHN, left to begin work with Aspen Pointe. Natalie Real, who brings deep passion as part-time Family Services Manager, will be leaving us in January to pursue her work in School and Clinical Counseling. Rev. Ann McClellan left a Board role to become our Volunteer Manager and further efforts working with our Volunteer Coordinators, their volunteers, and Day House volunteers. Additionally, the first IHN Executive Director, Luke Cammack, returns to staff to build up our relationships with congregational leadership and to help launch the first Family Promise Walk.

We are so grateful especially to our congregations and their members who are responsible for the majority of our funding and strengthened our finances with more becoming regular givers this past year. Of course, we are so very thankful as well for the foundations and businesses whose grants also support our mission. ***T******ogether we are stronger as we bring compassion, stability, and shelter to vulnerable families.***

The Power of Relationships

By Luke Cammack, Congregational Care Mgr

Rejoining the Family Promise/IHN team after an 18 year absence is both a humbling and exalting experience. To see how the organization has grown over the years is truly impressive and invigorating.

Nonprofit organizations, like people, grow through an identifiable life cycle with certain stages of development. In the early days, the "start-up phase," faith along with prayer and hard-work were what sustained IHN until it slowly progressed into the ensuing stages of growth and maturity.

As our nonprofit has matured, one of the most wonderful changes has been the expansion of service we now offer our families, epitomized by the caliber of casework. From the start of intake to relevant trainings, we provide a more comprehensive and holistic approach with supportive/interventive actions designed to more effectively assist the families return to self-sufficiency. Similarly, having a facility with showers, kitchen, a living room and other amenities is a growth that offers a setting of relative comfort and security to our families.

Something that hasn't changed is the continuing heartfelt involvement of so many volunteers, congregations and temples. The selflessness of volunteers is a living example of Martin Luther King's challenge: "Life's most persistent and urgent question is, 'What are you doing for others?'" Our response to this question gets to the heart of the great spiritual teachings found in all the world's great religions – getting off of self and helping others.

As our fiscal year begins and as I step more fully into the new position of Congregational Care Manager, my actions and intent will be guided by Martin Buber's notion "In the beginning is the relationship." Our relationships with our families and children, with our co-workers, our congregations and volunteers, and with our donors all play an integral role in the success of our mission and our endeavors.

Please know your involvement is so deeply appreciated. I look forward to learning more about your passion for Family Promise and how we can strengthen and nurture the "ties that bind us together."



IHN Volunteers at Grace Lutheran Church



Building community, strengthening lives.

Our Newest Initiative: *Hope Homes*

The Problem: Lack of Affordable Housing

The housing market in Colorado Springs is booming! For families looking to re-enter the rental market after homelessness, this presents an *overwhelming* barrier.

- In Colorado Springs School District 11 alone, there are currently **1,160 children who are homeless**, living in situations without shelter, in shelters, doubled up in housing, and living in motels.
- In Colorado Springs, the average monthly rent for a 2-bedroom apartment is **\$1,018 per month**. This is unattainable for most single parents and many two parent households.
- At least **24,000 units** of affordable housing must be built in Colorado Springs to fill the need. However, construction for affordable housing will not meet demand in the next **ten years**.
- Building traditional single-family homes and apartment buildings are much too expensive and slow to develop, and few are planning to build truly affordable housing.
- A solution to this problem should include housing that has *ownership* potential, is **affordable** for low income families, and can be **available quickly**—within months, not years.

We have a solution that will move families from homeless to homeowner in less than a year!



The Solution: Hope Homes

Family Promise of Colorado Springs presents *Hope Homes*, a solution pioneered by Family Promise of Grand Rapids six years ago. *Hope Homes* is a program to restore older mobile homes and use them for **permanent, affordable housing** for graduate families from the IHN shelter program.

For about \$7,600 a family will go from *homeless to homeowner in less than a year!*

How Does It Work?

Family Promise locates a suitable manufactured home, then receives it as a donation or purchases it. Family Promise will then perform all necessary repairs and upgrades to the home. Then a *graduating family* from the IHN shelter program is given the opportunity to move into the home. For 9 months, the family will live in the home, participate in *Community Care Life Skills* and *Home Ownership Training* with regular onsite Case Management and goal setting. Upon successful completion of these programs, Family Promise will GIVE the title of the home to the family — fostering their ongoing stability with an asset for economic development *AND* permanent affordable housing.

Will you partner with us in funding or volunteering for Hope Homes?



The Magic in Family Promise

By Kat Lilley, Director of Operations



Tears of joy as one of our family's children learn they are moving into their new home.

It's hard to reflect on the last year at Family Promise and not think about the daily structural struggles we experienced with our Day House this summer. In thinking about the fire, the reconstruction, and the flooding, I remember the feeling each day, coming to work, wondering what was going to go wrong today; I remember many days having to focus on just making it through one day at a time. I can't help but draw a parallel with what our guest

families are feeling when they apply with us.

Families experiencing homelessness have no choice but to spend *all* of their energy merely surviving, one day at a time. There is no time to focus on tomorrow, let alone next week or next month. Parents spend their time, energy, and resources working to come up with a new place to sleep each night and to provide food for their children, many times going hungry themselves to provide enough for their children. Every day is a struggle – and each day that passes in that struggle leaves them feeling exhausted and with dwindling hope. When it is a struggle to meet basic needs, there is not time to think about the future – or to work towards a better one.

When Family Promise and our Interfaith Hospitality Network come alongside a family, we shift parents' focus from surviving today to goals for tomorrow, next week, and next month. Families finally know where they will sleep each night and that there will be food on the table, and are able to focus on the skills which will carry them to self-sufficiency. This renews the hope for a better tomorrow, and that hope is what allows families to experience the *"magic"* of Family Promise.

Our congregations, donors, and volunteers make *magic* happen, many times without realizing it. Our partner congregations open their doors, and provide our families the security of a consistent place to sleep each night. Our donors allow us to assist our families in overcoming the survival mentality of homelessness. Our volunteers provide meals and show love and compassion to our families, expecting nothing in return.

Many of our families have no support system – and haven't for a long time. Often, families come to us with no one to call when they need a friend after a bad day and no one to brainstorm ways to overcome crisis with. Homelessness is very isolating, especially for families with children. Our volunteers work *magic* through bringing families out of the isolation of homelessness. Through shared meals and kind words, they remind parents and children they are loved. Being loved is *magic* which rebuilds our families' self-confidence and trust in others. Parents and children see a different person staring back at them when they look in the mirror after experiencing the *magic* of Family Promise. They finally know they are loved and valued, and this teaches them to love and value themselves – allowing them to have healthier relationships, succeed in employment and to find happiness.

Our partner congregations, donors, and volunteers are *magic* –



without you, we wouldn't have a lasting impact on families. **You make the difference, and we are so grateful! Thank you for being our *magic*!**

One of our guests, celebrating moving into his family's new home.

Many Thanks to "Hope, Hearts, & Home" Sponsors and Advertisers

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Catholic Diocese of Colorado Springs	InFaith Community Foundation	Thrivent Financial; Thrivent Choice
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Special Thanks to the Individuals and Businesses Who Donated Items to the 2016 “Hope, Hearts, & Home” Auction

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