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Thank you for helping me and my family... I will never forget you all. You save lives and you give hope.



FRIENDS
of the **FAMILY**

Take Back Tomorrow. Today.



“many thanks”

I want you to know how grateful I am. Receiving housing assistance is truly what helped me get my kids back. I really don't know quite what would have happened had we not received help getting housing during that time. It's hard to think about. –Housing Client

When you are homeless and don't have a safe place to stay, mentally, it's a lot to deal with. So having someone to help with that, it means a lot. I couldn't handle it by myself, I'm very thankful for the help. –Housing Client

My experience at Friends of the Family (FOF) was a blessing. The staff all are great and have lots of patience with everyone. I can say that they genuinely care and do their best in helping each family with any needs whether it be diapers, bottles, school supplies, or just to sit down and talk. I appreciate each and everyone here. I know it can be difficult at times dealing with so many problems, each family has their own story. It takes a lot of strength from the staff to have that braveness and compassion. FOF has a sincere heart. Thank you for helping me and my family through this chapter of my life. I will never forget you all. You save lives and you give hope. –Shelter Client

My time at the shelter was truly life changing in such a positive way. I will never forget the love, encouragement, and caring motivation you all gave to me during my stay. –Shelter Client

CONTENTS

letter from board president . 3

community impact data . 4

client story . 5

client story . 6

2018-2019 highlights . 7

financial data . 8

our team . 10

board of directors . 11

Far from the Truth

Most people understand that homelessness and human trafficking are serious problems, but think that it's not in their town or even in Iowa.... that these things only exist in Chicago or New York. Through Friends of the Family, I have come to understand how far from the truth that statement is.

This has been another great year, that saw Friends of the Family increasing the services provided to people affected by violence and homelessness. In 2018-2019, Friends of the Family:

1. Doubled the number of human trafficking survivors served, for the third consecutive year.
2. Increased the number of people we were able to place into stable housing in all of our housing programs.
3. Provided over 17,000 nights of safety through our shelter and rental assistance programs.

These numbers sound amazing, and they are. They are a testament to the tremendous impact our hard-working staff has in the communities they serve.

As we move into 2019-2020, we call on you, our friends, to help us in this fight. There are many ways that you can support Friends of the Family's services, from donating to volunteering. Volunteer time has value. Not only do volunteers help to save money, but they can help us provide better service to clients, increase contact with the community, and provide their expertise. FOF board members or staff would be happy to talk to you more about how your skills may be the perfect fit. We appreciate your support of our mission to end homelessness and violence in our communities.

In partnership,

Drew T. Kahler, Board President

17,314 SHELTER 17,314 nights of safety provided to adults and children fleeing violence.

83 HUMAN TRAFFICKING 72 sex trafficking + 4 labor trafficking + 7 survivors of other victimization (sexual abuse, domestic violence) = 83 human trafficking survivors served.
93% 121 human trafficking prevention and awareness presentations were provided to 5,753 individuals. Presentations completed in 13 counties (93%) of our services region.

198 HOUSING 198 people served in HUD programs, with 96% exited to permanent housing; averaging 25 days from homeless to housed.

5,516 CRISIS LINE 5,516 crisis calls received. 100% of domestic violence callers who screened lethal were provided safe shelter. 56% of callers identified as victim/survivor.

2,183 PREVENTION 2,183 students educated. Students averaged 41% increase of understanding that sexual abuse perpetrators are not usually strangers, but are typically someone the family knows and trusts. 26% students increased understanding that bystanders can and should safely intervene when they witness bullying.

Stepping Stones

When I first got connected with Friends of the Family in 2014, life was very hard. I had been with my children's father for a very long time, but it progressively was getting more abusive, especially toward the end. Everything sort of came to a peak and it got so bad one night that he ended up being arrested. We were already in a bad spot financially, so I ended up going to stay with my mother.

The lowest point for me was when I ended up losing custody of my children because of their exposure to his abuse.

For about six months I struggled. Like, really struggled. I was homeless. I didn't have a car. I didn't have a job. I was looking for work, a home, and a vehicle, but it all just seemed impossible at the time.

I was told I couldn't get my kids back until I had secured safe housing. The programs I looked into would turn me away because they were only for mothers with children, but all I needed was to secure housing in order to get them back. It didn't make any sense.

Your organization was the only one that was willing to help me when I was in that position. Housing was the only thing

I absolutely couldn't do on my own – to get first month's rent and deposit paid for up front. After I was housed, my Friends of the Family caseworker visited regularly to see how things were going and brought me a basket of some basic things I needed. I will never forget what she did for us.

Shortly after getting housed, I got my kids back. FOF providing me with that couple months of housing assistance is what made that happen. I really don't know what would have happened had I not received help with housing. It's hard to think about.

My kids had been through a lot of trauma and they were young. I really worried about the memories they would have, but within a few years they have blossomed and don't have any bad memories. They are doing amazing. They're everything in the world to me.

Shortly after being housed, I started a new job that I'm blessed to have. I'm married now and we are in the process of buying a house. Friends of the Family was the stepping stone to help get me and my children to an amazing place in life.

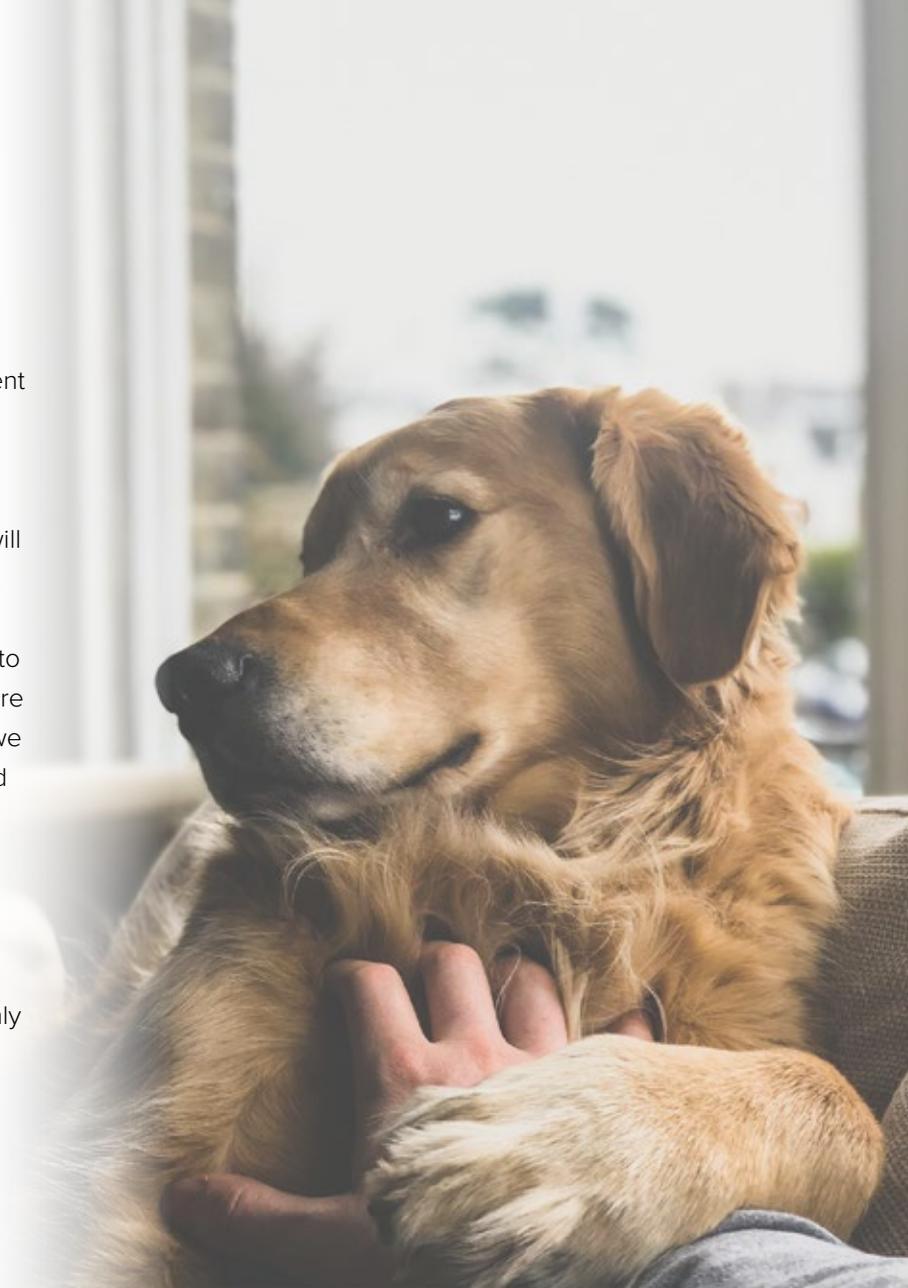
—Briana, domestic violence survivor and mother

Fostering for Hope

"Angie" recently called our crisis line looking for assistance with housing. At the time, she was living with her dog in a tent in a local campground. Not only was it a challenge to find a home for herself, but also for her pet. Our staff was able to work with Angie, and through our rapid rehousing program, she was able to secure housing. And moving forward, we will be able to help her with six months of rental assistance.

During this process, Angie's faithful companion was not up to date with his shots. As is so often the case when finances are a challenge. But through our Fostering for Hope program, we were able to take care of that. Allowing her to keep him and begin the process of having him certified as a service pet, ensuring that her loyal friend will remain by her side.

Currently, Angie and her furry pal are stable and she is searching for employment. She expressed her gratitude for the assistance she received from FOF. Assistance that is only possible through the generosity of our supporters.



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My staff and I feel that we are better equipped to deal with employees that are currently (or in the past) experiencing domestic violence. Knowing the warning signs is the first step in making a safe working environment and I feel we gained that knowledge through our training with Friends of the Family.

—Shannon Schmidt, Director of Operations
Ross Marketing International LLC

When I give to Friends of the Family I feel that my gift is pleasing God because I know I'm really making a difference for local abuse victims in need. Not only are donations helping family members who are victims with shelter and basic needs; but as Friends of the Family has grown, education and awareness has become such an integral part of what this organization is all about. I admire the leadership and staff of Friends of the Family and am a joyful giver because of the work this organization continues to do.

—Jayne Hall, Business Solutions Advisor
The Accel Group

x2

Doubled the number of human trafficking survivors served

124

124 volunteers gave 11,083 volunteer hours

\$40k

A Night in Ireland - biggest year at over \$40,000 raised

338

338 new donors

\$10,340

Shelter kitchen appeal - \$10,340 raised to replace cabinets/counter tops

120

HUD Housing - Turning Point

93%

- 120 people served
- 93% exited to permanent housing

45%

- 45% of participating adults increased their income

40

HUD Housing - Permanent housing program

100%

- 40 people served
- 100% exited to permanent housing

33%

- 33% of participating adults increased their income

38

Rapid Rehousing Initiative of North Iowa

96%

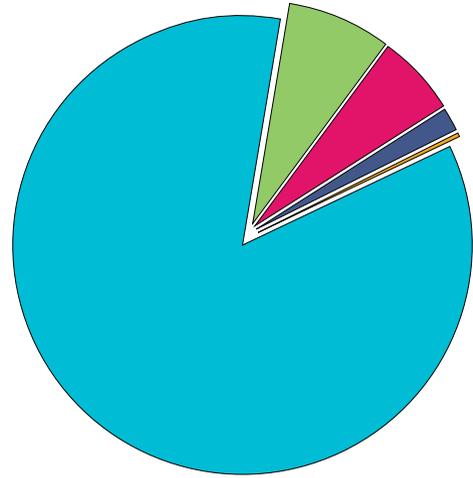
- 38 people served
- 96% exited to permanent housing

67%

- 67% of participating adults increased their income

FINANCIAL DATA

Income Overview



- **FEDERAL/STATE/COUNTY GRANTS: 84.8%**
- **LOCAL GRANTS & FOUNDATIONS: 7.5%**
- **EVENTS/CONTRIBUTIONS: 6%**
- **MISC. INCOME: 1.6%**
- **INVESTMENTS INCOME: 0.1%**

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Each day is a gift to have an impact on the lives of people we have never met. So many of you have trusted us with your valuable resources of time and money. I cannot thank you enough for allowing us to partner with you in ending homelessness and violence in our community.

—Ben Brustkern, Executive Director

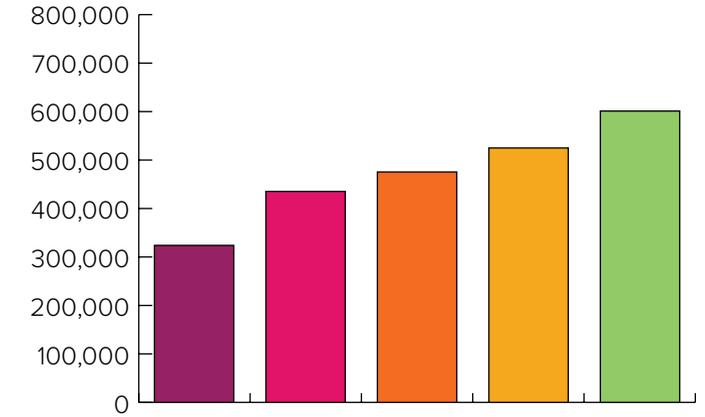
Income

Federal/State/County Grants	\$2,076,011.76
Local Grants & Foundations	\$182,531.00
Events & Contributions	\$145,727.84
Misc. Income	\$40,142.80
Investment Income	\$2,822.33
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TOTAL INCOME	\$2,447,235.73

Expenses

Payroll	\$1,230,426.97
Client Assistance	\$601,616.89
Employee Benefits	\$132,776.63
Payroll Taxes	\$91,986.68
Travel & Training	\$75,319.52
Contract Services	\$53,070.97
Rent	\$42,552.00
Other	\$40,637.47
Supplies	\$32,870.51
Repairs & Maintenance	\$28,029.25
Insurance	\$27,387.10
Communications/Phone	\$26,599.01
Utilities	\$20,282.87
Business Expense	\$19,577.52
Advertising	\$17,247.37
Fundraising/Outreach	\$15,015.63
Depreciation Expense	\$8,202.96
Workforce Depvelopment-SUTA	\$4,462.44
Bank Service Charges	\$115.50
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TOTAL EXPENSES	\$2,468,177.29

Amount Spent on Client Assistance



FY14-15	\$325,051
FY15-16	\$436,140
FY16-17	\$476,140
FY17-18	\$525,556
FY18-19	\$601,617

OUR TEAM



Anthony James
Prevention Ed.
Coordinator



Ben Brustkern
Executive Director



Caitly Walte
Safe Housing
Advocate



Carrie Diesburg
Outreach Services
Manager



Cassidy Powell
Crisis Advocate



Connor Fasse-
Shaw, Housing
Support Specialist



Felicia Shumpert
Housing Support
Specialist



Genna Schilling
Housing Support
Specialist



Harper Wells
Crisis Advocate



Heather Kriener
Housing Resource
Specialist



Jodie Schmidt
Shelter Services
Manager



KarLee Kearns
Housing Services
Manager



Kayla Mehlert
Human Trafficking
Specialist



Kelley Schmitz
Director of Operations



Kosette Brown
Office Manager



Kyndra Lobdell
Housing Support
Specialist



Megan Lindner
Housing Support
Specialist



Melinda Wilmer
Fiscal Director



Michelle Hall
Director of Comm.
Engagement



Nicole Fens
Housing Support
Specialist



Nicolle Bryant Safe
Housing Advocate



Rhonda Tovar
Overnight Advocate



Rosie Young-Julion
Youth & Family
Advocate



Shida Thomas
Human Trafficking
Specialist



Talye Anderson
Homeless Resource
Specialist



Tara Moeller
Director of
Development



Trace Carman
Crisis Advocate



Will Bird
Housing Support
Specialist

Not pictured:
Dragoslava Barzut, Safe Housing Advocate
Brittany Naylor, Human Trafficking Specialist
Tammy Anderson, Crisis Advocate
Shelly Matthys, Crisis Advocate
Grace Epley, Crisis Advocate

BOARD OF DIRECTORS

Drew Kahler, President
Nick Cleveland, Vice President
Michelle Jungers, Secretary
Jim Denholm, Treasurer

Melissa Payne
Jim Atty
Stacy Hesse
Connor Kenney
Kim Maclin
Ken Cutts
Courtney Frey
Melissa Hardman
Mike Isaacson



I support FOF because it is an organization with many people who truly care about helping others and making a difference in the community. I couldn't be more proud of the hard work the people involved with FOF put in every day. I've felt connected to FOF since the first day I joined because this organization is a family and you truly see that when you meet the incredible individuals who work every day helping people who use our services.

—Connor Kenney, Promotions Manager, NRG Media

CRISIS LINE 24/7

CALL 1-800-410-7233

EMAIL admin@fofia.org

Friends of the Family is a 501(c)(3) nonprofit agency providing victim services, violence prevention and homeless programming to 20 counties across Northeast Iowa. We are the only shelter and housing program designated to serve domestic violence survivors in the Cedar Valley. Our programs create safety and stability for the individuals and families we serve.

Serving the following Iowa counties: Allamakee, Benton, Black Hawk, Bremer, Buchanan, Butler, Cerro Gordo, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Floyd, Franklin, Howard, Jones, Linn, Mitchell, Winneshiek, Worth.

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