



**FRIENDS**  
of the **FAMILY**

Take Back Tomorrow. Today.



"Without Friends of the Family  
I don't know where my baby or I  
would be right now. Thank you for  
everything that you have done for me."

—Victim Services Client

2019-2020 ANNUAL REPORT



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"We live in Iowa, not Chicago."

## Why it matters...

These are thoughts that I, and many other people have had in regard to human trafficking and homelessness in their lives. While not directly harmful thoughts per se, they show a certain amount of ignorance to issues being faced by people in our own community, in our own back yards.

Iowa is not immune to human trafficking and homelessness, and no community is immune to domestic violence. Often times, if a community member is not directly impacted by these issues via their personal lives or volunteer activities, they would be none the wiser. Throughout my tenure on this board, I have seen our agency experience exponential growth in scope of services offered, which has seen additional proportional impact on our community.

I serve on this board because what this agency does matters; therefore, my time and service on the board matters. It matters to the 1,043 clients served this past year by our victim services programming. It matters to the individuals that received 6,168 nights of shelter. It matters to each person on the other side of the phone for the 4,038 crisis calls our team took last year. It matters to our community.

If this matters to you as well, there are many ways to get involved, from board membership to volunteering to donating time and resources. If this is you, contact the agency to learn more and we will be happy to have you on-board, because it matters.

Drew T. Kahler, Board President

## COMMUNITY IMPACT DATA

6,168

127  
1,979

4,038

127  
96%

290  
95%

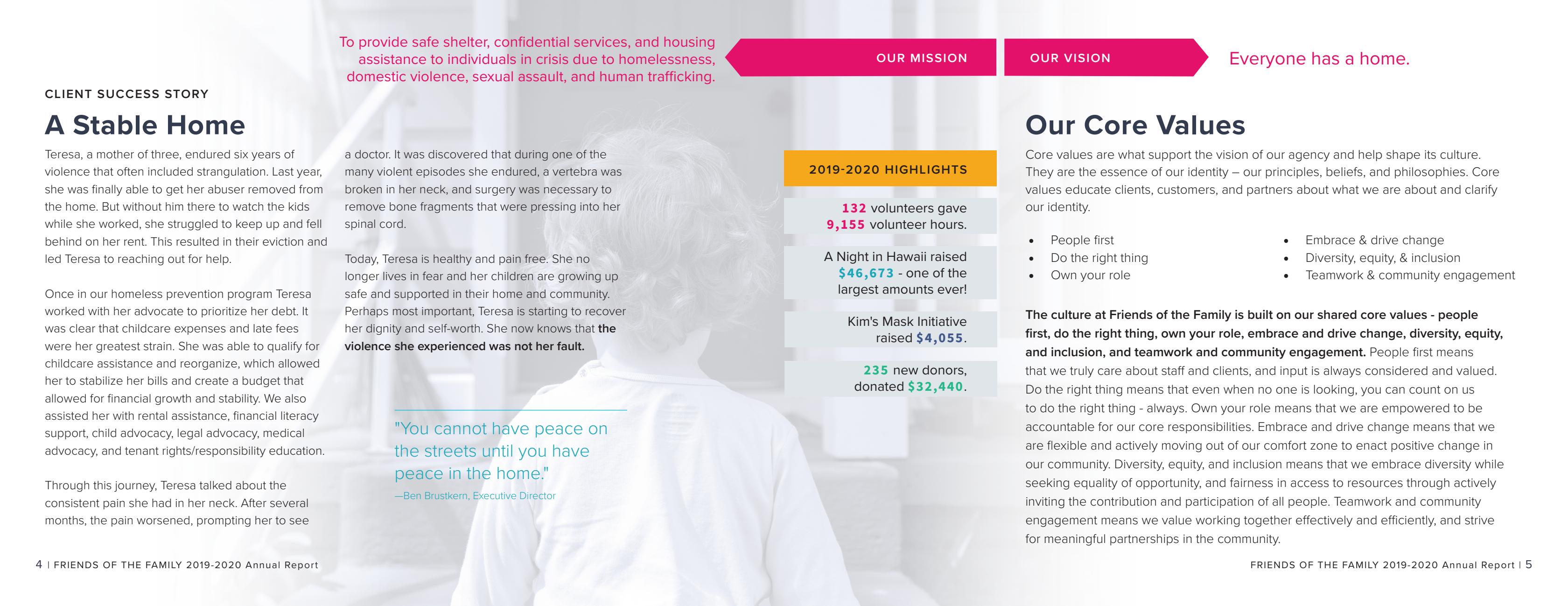
**SHELTER** 6,168 night of safety provided to 1,043 individuals

**HUMAN TRAFFICKING** 101 adults + 26 children = 127 human trafficking survivors served. 54 human trafficking prevention and awareness presentations were provided to 1,979 individuals.

**CRISIS LINE** 4,038 crisis calls received. 935 shelter assessments completed: 54% offered a shelter response that was accepted, 45% were successfully diverted, 1% declined shelter response.

**HUD HOUSING** 59 adults + 68 children = 127 people served in HUD programs, with 96% exited to permanent housing; averaging 21 days from homeless to housed.

**RAPID REHOUSING** 134 adults + 156 children = 290 people served in rapid rehousing programs, with 95% exited to permanent housing; averaging 30 days from homeless to housed.



To provide safe shelter, confidential services, and housing assistance to individuals in crisis due to homelessness, domestic violence, sexual assault, and human trafficking.

## CLIENT SUCCESS STORY

### A Stable Home

Teresa, a mother of three, endured six years of violence that often included strangulation. Last year, she was finally able to get her abuser removed from the home. But without him there to watch the kids while she worked, she struggled to keep up and fell behind on her rent. This resulted in their eviction and led Teresa to reaching out for help.

Once in our homeless prevention program Teresa worked with her advocate to prioritize her debt. It was clear that childcare expenses and late fees were her greatest strain. She was able to qualify for childcare assistance and reorganize, which allowed her to stabilize her bills and create a budget that allowed for financial growth and stability. We also assisted her with rental assistance, financial literacy support, child advocacy, legal advocacy, medical advocacy, and tenant rights/responsibility education.

Through this journey, Teresa talked about the consistent pain she had in her neck. After several months, the pain worsened, prompting her to see

a doctor. It was discovered that during one of the many violent episodes she endured, a vertebra was broken in her neck, and surgery was necessary to remove bone fragments that were pressing into her spinal cord.

Today, Teresa is healthy and pain free. She no longer lives in fear and her children are growing up safe and supported in their home and community. Perhaps most important, Teresa is starting to recover her dignity and self-worth. She now knows that **the violence she experienced was not her fault.**

"You cannot have peace on the streets until you have peace in the home."

—Ben Brustkern, Executive Director

## OUR MISSION

## OUR VISION

Everyone has a home.

### 2019-2020 HIGHLIGHTS

132 volunteers gave  
9,155 volunteer hours.

A Night in Hawaii raised  
**\$46,673** - one of the largest amounts ever!

Kim's Mask Initiative raised **\$4,055**.

235 new donors, donated **\$32,440**.

### Our Core Values

Core values are what support the vision of our agency and help shape its culture. They are the essence of our identity – our principles, beliefs, and philosophies. Core values educate clients, customers, and partners about what we are about and clarify our identity.

- People first
- Embrace & drive change
- Do the right thing
- Own your role
- Diversity, equity, & inclusion
- Teamwork & community engagement

The culture at Friends of the Family is built on our shared core values - people first, do the right thing, own your role, embrace and drive change, diversity, equity, and inclusion, and teamwork and community engagement. People first means that we truly care about staff and clients, and input is always considered and valued. Do the right thing means that even when no one is looking, you can count on us to do the right thing - always. Own your role means that we are empowered to be accountable for our core responsibilities. Embrace and drive change means that we are flexible and actively moving out of our comfort zone to enact positive change in our community. Diversity, equity, and inclusion means that we embrace diversity while seeking equality of opportunity, and fairness in access to resources through actively inviting the contribution and participation of all people. Teamwork and community engagement means we value working together effectively and efficiently, and strive for meaningful partnerships in the community.

## NEW PROGRAM

# Safe Workplace Partnership

### FOR EMPLOYERS

This employment program provides education and awareness to employers about the effects of trauma in the workplace, and how having a trauma informed work place can increase productivity and decrease staff turnover.

### FOR SURVIVORS OF VIOLENCE

This employment program provides employment focused advocacy for survivors of violence that need assistance with maintaining employment while coping through their trauma, as well as obtaining employment that will assist people in becoming self-sufficient.

### FREE BENEFITS OFFERED:

- Onsite training and education
- Trauma informed workplace
- Sexual harassment and cultural competency training
- Ongoing customized follow-up training
- Basic tools for trauma informed supervision
- Policy/procedure review and development
- Consultation regarding employees and domestic violence/ sexual assault/ human trafficking
- FOF client and employer referral partnership
- Increased applications for open positions
- Increased support to employees



"When one thinks of what we take for granted in life... housing, clothing, food, safety, family time, etc ... it's amazing to think that not all people have those basic needs. Supporting Friends of the Family is a way to not just give back to the community, but directly support real people."

—Chuck Rowe, Supporter

## CLIENT SUCCESS STORY

### Anne's Story

Anne has accessed our services several times throughout the last 6 years, when fleeing her abusive partner. This is not uncommon, on average, survivors will leave their abuser seven times.

This time, Anne felt she was being controlled with alcohol, a reoccurring tactic used by her abuser. She made the decision to seek treatment for substance abuse, hoping the abuse would be minimized when she returned to him post-treatment. But within a month of returning, she contacted our crisis line after being pushed out of a moving vehicle by her abuser.

After her initial stay in our emergency shelter, we were able to assist Anne in securing housing only eight days after her entering the program. Her new home was near her daughter, who could help to provide a level of support she did not have in previous attempts

to leave her abuser. During her 6 months in the program, she was able to regain custody of her son who had been put into a youth shelter.

Since maintaining her independence, we connected her with the support of a comprehensive domestic violence advocate, and continue case management to provide additional support through her journey. Lack of income was also a serious barrier, due to multiple back surgeries and her mental health, she had been unable to work. We guided her through the application process for disability, and will stay connected with her to ensure that she is supported.

Anne has a long road ahead of her, but through her journey she has regained some of her lost confidence and self-worth. She now knows that she deserves to be happy.

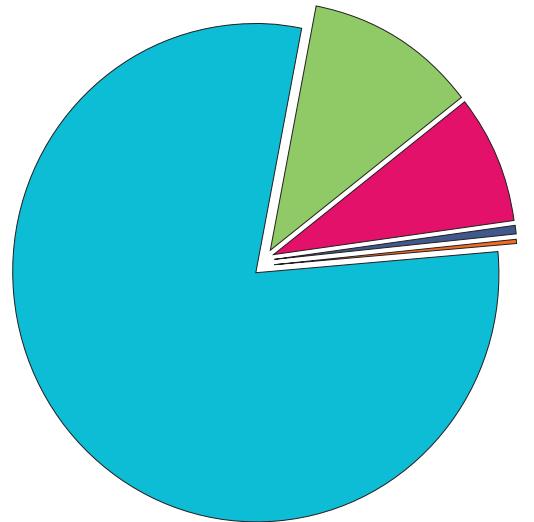
## VOLUNTEER STORY

### Giving Back

Volunteers play a significant role in our offices and when we shifted to working from home due to COVID-19, it was necessary to suspend volunteer time to keep folks safe. But through the chaos, one amazing supporter decided to give back to her community, and FOF, in a huge way.

Kim enjoys crafting and knew she had the skills to take on a new project. With supplies ordered, patterns made, and her sewing machine ready, she set to work on providing masks to the community to help prevent the spread of COVID-19. She made hundreds of mask, and did not take payment for any of them. Instead, she asked each recipient to make a donation to FOF, and Kim's Mask Initiative brought in \$4055 to support our services.

## Income Overview



"There is only one known solution to ending homelessness, and it is housing."

—Ben Brustkern, Executive Director

"My advocate has gone above and beyond to advise me, and provide all the necessary resources. She is very genuine and caring, and by far, the best I have ever worked with. I am so blessed to have worked with her, she helped me grow and develop some important life skills. Without her, I'm not sure what the outcome of situation would have been. Thank you for everything that you have done for me!"

—Victim Services Client

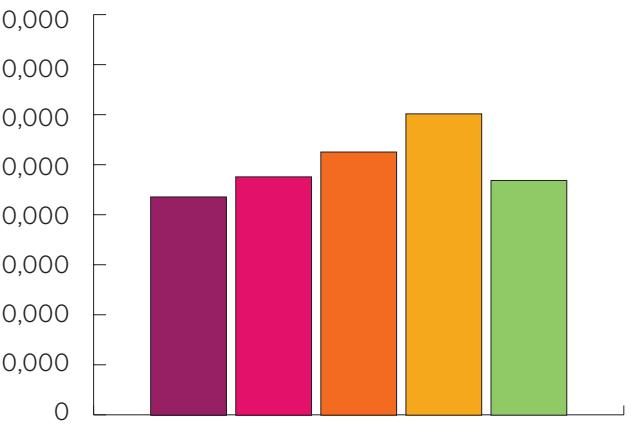
## Income

|                             |                       |
|-----------------------------|-----------------------|
| Federal/State/County Grants | \$1,724,343.20        |
| Local Grants & Foundations  | \$245,913.04          |
| Events & Contributions      | \$179,202.08          |
| Misc. Income                | \$12,172.54           |
| Investment Income           | \$2,285.14            |
| <b>TOTAL INCOME</b>         | <b>\$2,163,916.00</b> |

## Expenses

|                            |                       |
|----------------------------|-----------------------|
| Payroll                    | \$1,158,341.48        |
| Client Assistance          | \$468,947.90          |
| Employee Benefits          | \$103,518.90          |
| Payroll Taxes              | \$85,191.37           |
| Travel & Training          | \$40,120.82           |
| Contract Services          | \$77,266.89           |
| Rent                       | \$38,832.00           |
| Other                      | \$12,157.94           |
| Supplies                   | \$33,176.80           |
| Repairs & Maintenance      | \$23,843.44           |
| Insurance                  | \$31,243.94           |
| Communications/Phone       | \$26,300.57           |
| Utilities                  | \$18,568.07           |
| Business Expense           | \$18,021.48           |
| Advertising                | \$7,143.83            |
| Fundraising/Outreach       | \$17,727.60           |
| Depreciation Expense       | \$8,886.54            |
| Workforce Development-SUTA | \$1,987.36            |
| <b>TOTAL EXPENSES</b>      | <b>\$2,171,276.93</b> |

## Amount Spent on Client Assistance



## OUR TEAM



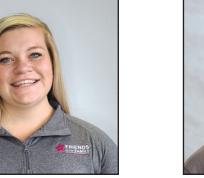
Alyssa Trapp,  
Safe Housing  
Advocate



Amela Moeller,  
Housing Support  
Specialist



Annemarie Woods,  
Grant Manager



Athena Hansen,  
Housing Support  
Specialist



Ben Brustkern,  
Executive Director



Brittany McClain,  
Human Trafficking  
Specialist



Caitlyn Kupka,  
Housing Support  
Specialist



Carrie Diesburg,  
Crisis Services  
Director



Chrissy Ries,  
Crisis Services  
Coordinator



Connor Fasse-Shaw,  
Housing Support  
Specialist



Courtney Williams,  
Crisis Advocate



Erin Hinton,  
Director of  
Development



Grace Epley,  
Human Trafficking  
Specialist



Hilary Cole,  
Human Trafficking  
Specialist



KarLee Kearns,  
Housing Services  
Director



Kelley Schmitz,  
Director of  
Operations



Kyndra Lobdell,  
Housing Support  
Specialist



Melinda Wilmer,  
Fiscal Director



Michelle Hall,  
Director of Comm.  
Engagement



Monique Wise,  
Office Manager



Nic Fens,  
Services Access  
Coordinator



Nichole Cooper,  
Housing Support  
Specialist



Nicole Jacobs,  
Housing Support  
Specialist



Nikki Murcurella,  
Crisis Advocate



Rechelle Hindman,  
Crisis Advocate



Shida Thomas,  
Human Trafficking  
Specialist



Tammy Anderson,  
Crisis Advocate



Trace Carman,  
Safe Housing  
Advocate



McKenna Crotty  
Courtney Wilkins

Not pictured:  
Megan Rodgers, Housing Support Specialist  
Olivia Walsh, Crisis Advocate  
Vanessa Mamabolo, Crisis Advocate

Josh Brood  
Courtney Wilkins



Victoria Dietz,  
Crisis Advocate



Will Bird,  
Case Management  
Coordinator

"When I began serving on the Friends of the Family Board of Directors, I was unaware of the challenges that face our community. Friends of the Family staff help people when they are the most vulnerable and assists them in getting their life on track. I appreciate how this organization not only helps house those in need but has programs to help the survivors of domestic violence, human trafficking, sexual assault, and homelessness establish a plan to recovery. The rapid rehousing program gives the survivors a path to permanent housing along with counseling to help them recover."

—Jim Denholm, Board Treasurer



## BOARD OF DIRECTORS

Drew Kahler, President

Nick Cleveland, Vice President

Michelle Jungers, Secretary

Jim Denholm, Treasurer

Jim Atty

Stacy Hesse

Kim Maclin

Ken Cutts

Mike Isaacson

Melissa Hardman

Michele Knaack

# CRISIS LINE 24/7

CALL 1-800-410-7233

EMAIL [admin@fofia.org](mailto: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, Grundy, Hamilton, Hancock, Howard, Jones, Kossuth, Linn, Mitchell, Tama, Winnebago, Winneshiek, Worth, Wright.

## CONTACT US

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## OFFICE LOCATIONS

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Mason City, IA 50401

