



FRIENDS[™]
of the FAMILY

Take Back Tomorrow. Today.



"I thank God everyday for Friends of the Family.

I wouldn't have been able to do this without you."

—Housing Client



"I can't express enough how grateful I am for Friends of the Family.

You guys gave me a real chance to start over and create a nice life for me and my children, which is something I am forever grateful for."

—Domestic Violence Survivor



"Iowa Nice"

I have grown up and lived my entire life in the Midwest. One thing that keeps me here is the “Iowa Nice” attitude, small time vibe, and all of my friends and family. As the son of a pastor and a nurse, I grew up with a mind on service and an appetite to make my community a better place to live, work, and raise a family. To that end, when I looked around the community for a place that I could fulfill that, I was fortunate to become acquainted with Friends of the Family.

As a board member, and now board president, I am proud to be part of this amazing organization. But more importantly, I have been able to have a courtside seat to watch the people that make it so effective. The staff at Friends of the Family are dedicated, caring, compassionate, and committed to not only supporting people in need, but to raising them up, supporting their journey to independence and becoming thriving members of our community.

These attributes have made it possible for FOF to grow the impact of their support and allow them to create more and more positive experiences for people each year. This growth comes from a place of true intent to make our families stronger, our communities better, and our “Iowa Nice” a reality.

If you are not familiar with Friends of the Family, I would ask that you spend some time getting to know them and looking for ways to support this great group of people through donating your time, money, or talent. If you do know Friends of the Family, I would ask that you join me in thanking them by reaching out to help them to expand their mission, grow their impact, and help spread the “Iowa Nice”!

Sincerely,
Mike Isaacson, Board President

CONTENTS

letter from board president . 2

our core values . 3

client success stories . 4

community impact data . 5

2020-2021 highlights . 6

new program and volunteer story . 7

financial data . 8

our team . 10

OUR MISSION



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

OUR VISION

Everyone has a home.

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
- Do the right thing
- Own your role
- Embrace & drive change
- 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.



"Shelter is a process,
housing is the solution."

—Ben Brustkern, Executive Director

CLIENT SUCCESS STORIES

Journey to Safe Housing

Bethany and her teenage daughter were experiencing physical, emotional, & financial abuse from their abuser for years. When he threw a pot of boiling water at her daughter, Bethany knew they had to get out. She called our crisis line, and they were immediately provided safe shelter.

After a brief stay in shelter, our housing support specialist was able to assist them with identifying, inspecting, and coordinating a move into an apartment. Then after a short break, Bethany was able to go back to work. She and her daughter are working through their trauma together, and finally able to support themselves in a safe environment.

Stable Housing

Sara was referred to FOF after fleeing a 16- year abusive marriage that resulted in a skull fracture. Pain management for Sara's injury led to her becoming addicted to opiates, which she worked to recover from and has now been clean and sober for seven months.

Sara and her two teenage children, fled the home with only the clothes on their backs. She had no income due to the abuse and controlling nature of her marriage.

At the time she connected with FOF, Sara and her kids were homeless and living in their car. She was able to find and maintain employment to build some income, but still couldn't find stable housing.

With the help of an FOF housing support specialist Sara was able to secure a three-bedroom apartment which is close to her children's schools, well as her job. She has since been able to maintained her housing and her job.

At the beginning of her journey, Sara said "I didn't think anyone cared about us; he was just going to kill me someday. Now I have a safe place to live, and I have hope."

3,550

SHELTER 3,550 nights of safety provided to 379 adults and 62 youth.

94
63

HUMAN TRAFFICKING 88 adults + 6 children = 94 human trafficking survivors served. 63 human trafficking prevention and awareness presentations given.

7,250

CRISIS LINE CALLS RECIEVED

442
85%

HOUSING 231 adults + 211 children = 442 people served in housing programs, with 85% exited to permanent housing; averaging 19 days from enrollment to housed.

"I support Friends of the family because so many people benefit from the organization. People find themselves in situations they never would have believed they would be in and would not have a place to go if Friends of the family was not there to give them support. Friends of the family connects them with resources they need to move beyond their current situation instead of feeling stuck and hopeless. Thanks for all you do!

—Julie Brunscheon

793 donors gave \$187,512.

200 NEW donors gave \$44,043.

Many of our "new" donors were gained through a fundraiser where we sold masks that were donated by Kim Brustkern.

Chefs Take a Stand was able to raise almost \$14,000

before we had to make a hard last minute decision to cancel the event. We still held a silent auction through the HandBid app and were so thankful for our sponsors and several ticket holders who considered keeping their donation to us even after canceling the event. We are looking forward to an in person event come 2022.

A Night In Napa Valley was able to raise just shy of \$40,000

in 2020 despite going virtual due to COVID-19! We are so thankful for our donors and sponsors who stuck through the event and had a great time joining us live in their homes for A Night In Napa Valley!



"I became a Board member in 2016. As someone who works with low income and vulnerable individuals, I know the challenges faced in obtaining safe and affordable housing and escaping violent relationships. I would often refer clients to Friends of the Family for help with their most critical and basic needs of safety and housing. I saw firsthand how wonderful their advocates were in working with mutual clients. I believe in the mission of Friends of the Family, and I wanted to use my time and talents to help."

—Michelle Jungers,
Board Member

VOLUNTEER STORY

Positive Impact

Marilyn Armstrong and her group of 8 ladies, are members of the Presbyterian church in Monticello, Illinois. Each summer they choose a non-profit in a surrounding state to support, visit, and volunteer. They've chosen FOF 3 years in a row, and we are so very grateful!

Each visit they bring all the supplies to make lunch for our shelter guests and staff, and also do a journaling activity with those who would like to join.

Marilyn shared, "Our women's mission group enjoyed a relaxing time with the clients at the Friends of the Family facility. We wanted to give them a few hours to take their minds off of their problems and to show them that they are loved. It was very rewarding to bring them some peace and to see them smile. The staff was very welcoming and very appreciative of the lunch we served and of the craft project we did with the clients."

Safely Home

This program provides transitional housing or housing assistance for survivors of domestic violence, sexual assault, or human trafficking which has led to them experiencing homeless for residents of Benton, Black Hawk, Delaware, Dubuque, Grundy, Jones, Linn, and Tama Counties.

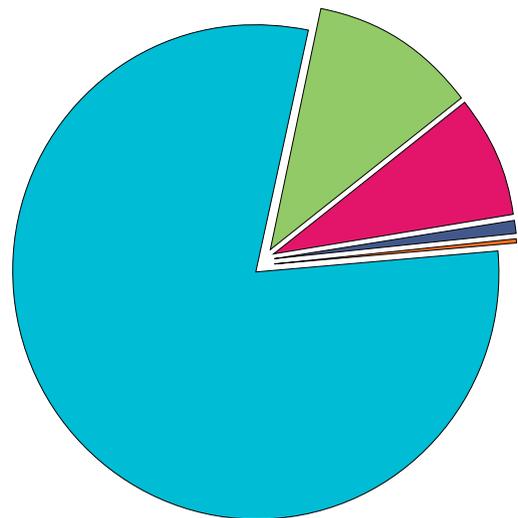
Black Hawk County Housing Project

With the support of the Otto Schoitz Foundation, we have been able to create a new program with the goal of ending homelessness in Black Hawk County. This program provides rental assistance, case management and advocacy to qualified individuals. We are excited to work with several other community partners to bring this program to life and move Black Hawk County to our goal of functional zero.

"The Otto Schoitz Foundation is pleased to be in partnership with Friends of the Family. The Foundation's three-year award will assist Friends of the Family in their efforts to develop, staff, and lead a collective team of support agencies to systemically address homelessness in Black Hawk County. Securing safe and stable housing for those experiencing homelessness is fundamental to improving one's quality of life. All interested parties are welcome to join this community coalition and can find out more by contacting Friends of the Family." —Funder, The Otto Schoitz Foundation

FINANCIAL DATA

Income Overview



- **FEDERAL/STATE/COUNTY GRANTS: 81.08%**
- **LOCAL GRANTS & FOUNDATIONS: 10.7%**
- **EVENTS/CONTRIBUTIONS: 6.23%**
- **MISC. INCOME: 1.93%**
- **INVESTMENTS INCOME: 0.06%**

"Prior to joining the board, I was humbled to learn that so many people are affected by domestic violence, sexual assault, and even struggle with homelessness right here in our community. I knew that I needed to get involved in what FOF stood for, **providing support to our friends and neighbors when they need it most.** And now, I am honored to play a role in this organizations fight to ensure that everyone in has safe, stable home.
—Michele Knaack, Board Treasurer

"Year over year, Friends of the Family is approached with new opportunities to have impact on our communities. **Even during a pandemic services expanded and had more impact** on helping people find permanent housing. This is due to all the hard work of the Board of Directors, Staff, Volunteers and Donors that believe in what we do every single day."
—Ben Brustkern, Executive Director

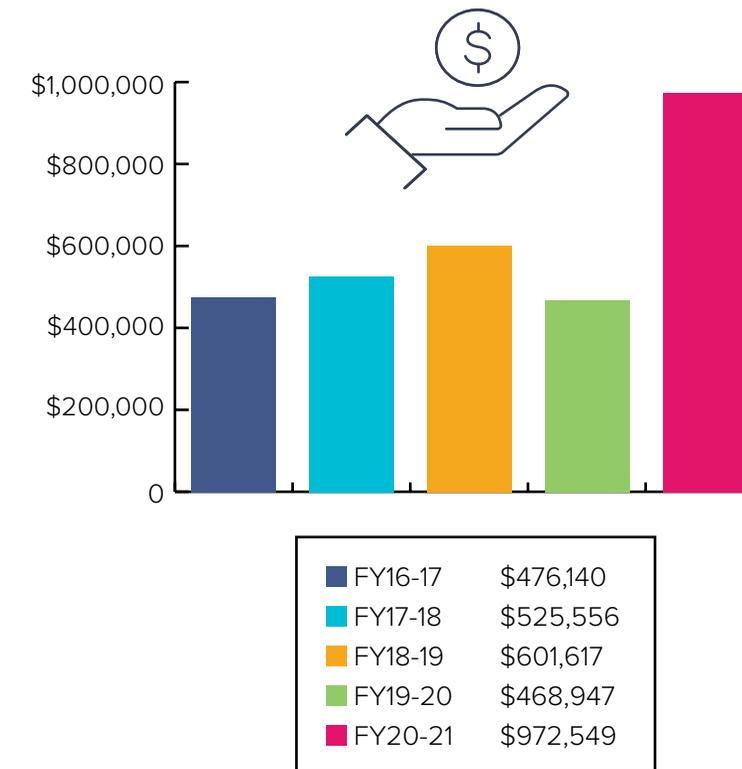
Income

Federal/State/County Grants	2,428,556
Local Grants & Foundations	320,462
Events & Contributions	186,661
Misc. Income	57,781
Investment Income	1,880
TOTAL INCOME	\$2,995,340

Expenses

Payroll	1,290,348
Client Assistance	972,549
Employee Benefits	85,270
Payroll Taxes	97,534
Travel & Training	33,771
Contract Services	206,770
Rent	38,253
Other	1,273
Supplies	45,390
Repairs & Maintenance	18,025
Insurance	25,995
Communications/Phone	42,340
Utilities	19,032
Business Expense	24,925
Advertising	14,535
Fundraising/Outreach	11,090
Depreciation Expense	42,951
TOTAL EXPENSES	\$2,970,051

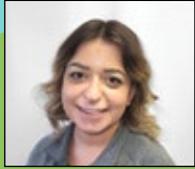
Amount Spent on Client Assistance



OUR TEAM



Adrienne Ploeger,
Housing Support
Specialist



Alyssa Boranian,
Housing Support
Specialist



Alyssa Trapp,
Crisis Servives
Coordinator



Amber Gilson,
Housing Support
Specialist



Amela Moeller,
Case Management
Coordinator



Amie Kujabi,
Housng Support
Specialist



Annemarie
Woods, Grant
Manager



Athena Hansen,
Housing Support
Specialist



Bailee Burks, Safe
Housing Advocate



Ben Brustkern,
Executive Director



Caitlyn Kupka,
Service Access
Coordinator



Candi Lanning,
Director of Finance



Catilin Atkins, Black
Hawk County Housing
Project Coordinator



Clare Davis, Crisis
Advocate



Courtney Wilkins,
Housing Support
Specialist



Emily Burke, Housing
Support Specialist



Emma Wendel,
Housing Support
Specialist



Erin Hinton,
Development
Director



Grace Epley,
Housing Support
Specialist



Greyson
Langenwalter,
Crisis Advocate



Johanna El-Afandi,
Housing Support
Specialist



Josh Brood,
Transition Specialist



Kelley Schmitz,
Director of
Operations



Maria Renken,
Housing Support
Specialist



McKenna DeBuhr,
Housing Support
Specialist



Michelle Hall,
Dir. of Community
Engagement



Monique Wise,
Office Manager



Morgan Stockman,
Crisis Advocate



Nic Fens, Crisis
Services Director



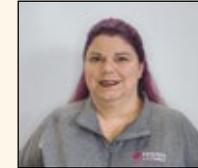
Nichole Copper,
Housing Support
Specialist



Nicole Jacobs, Housing
Support Specialist



Nicole Winters,
Housing Support
Specialist



Nikki Marcurella,
Housing Support
Specialist



Rechelle Hindman,
Crisis Advocate



Sabrina Welcher,
Crisis Advocate



Tammy Anderson,
Crisis Anderson



Tiphonie Schaetzle,
Housing Support
Specialist



Trace Carman, Safe
Housing Advocate



Victoria Dietz, Crisis
Advocate



Will Bird, Housing
Services Director

BOARD OF DIRECTORS

Mike Isaacson, President
Jim Denholm, Vice President
Heather Lepa, Secretary

Michele Knaack, Treasurer
Michelle Jungers
Melissa Hardman

Roshawn Berry
Melissa Haberstich

Not pictured:

Hannah Boecker, Crisis Advocate
Emily Camargo, Crisis Advocate
Kennedy Hiles, Crisis Advocate
Josie Jones, Crisis Advocate
Olivia Walsh, Crisis Advocate

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, Grundy, Hamilton, Hancock, Howard, Jones, Kossuth, Linn, Mitchell, Tama, Winnebago, Winneshiek, Worth, Wright

CONTACT US

Ph: (319) 352-1108

Fax: (319) 483-1730

OFFICE LOCATIONS

PO Box 784

Waverly, IA 50677

3835 W. 9th Street

Waterloo, IA 50702

799 Main St. Suite 322

Dubuque, IA 52001

5250 N. Park Place NE Suite 105

Cedar Rapids, IA 52402

206 3rd Street NE

Mason City, IA 50401

