



FRIENDS[™]
of the **FAMILY**

Take Back Tomorrow. Today.

"Thank you so much for helping my kids and I. **I have been crying out for help for months** and this is the first time I felt truly heard and helped. I don't know what I would have done without FOF. Words cannot express how much I appreciate you all."

—shelter client

"As FOF moves into its 30th year of serving our community I promise you that we will continue to bring innovative services that move the needle towards **ending homelessness and creating safety for those fleeing domestic violence**. If we do our job right we may not need to be here in 10 more years."

—Ben Brustkern, Executive Director

30
YEARS

Cheers to 30 YEARS

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If you can, I would love for you to reflect to August 1992. What was happening in your life 30 years ago?

I was just getting ready to start my senior year at Waterloo West High School. I had big dreams for where my life was going and planning for college after graduation. This time of my life was carefree as I hung out with friends playing sports and video games with late nights at the Burger King on University Avenue.

At that time something else much bigger was brewing in Waverly. Church Women United were working hard towards creating a new non-profit agency that would impact so many people's lives. I cannot imagine all the work that went into the project and how each individual cared so much about people they never met. They wanted to ensure that if you were experiencing domestic violence that you had someone to talk to and feel safe. They wanted to ensure that shelter, hope, and healing was available in the community.

Over the next 30 years, Friends of the Family would grow and change, but

the core remains the same: **people who need us in the community are offered hope and healing.** Through the years, we've moved further down the spectrum from shelter to permanent housing. Whether it is 1996, 2006, 2016, or 2026, our agency continues to have impact that is immeasurable. Today, the once small agency that took phone calls in a small closet in the basement of a church, now serves 25 counties across Iowa and provides hope to thousands of people each year.

When they founded Cedar Valley Friends of the Family, I cannot imagine that they ever would have envisioned Friends of the Family to look like it does today. When a small seed is planted it grows a tree and with each new branch more people's lives are impacted. We will forever be grateful for everyone that planted that seed and everyone that has watered and nourished the growth of this tree as an employee, volunteer, donor, or Board member.

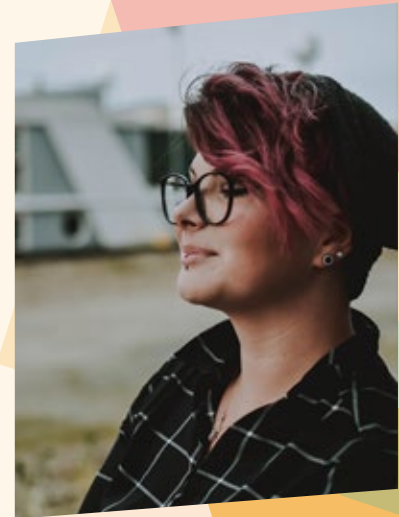
Cheers to 30 years,
Ben Brustkern, Executive Director

Stable Housing

Samantha met her abuser when she was young. They moved in together and started building their lives. He treated her with love and respect until one day things changed. He became increasingly more violent and short-tempered with Samantha. He grew jealous and possessive, always checking on her and questioning her every move. Samantha started to stay home more, and even stopped working due to his constant harassing. He had embarrassed her on several occasions at work, and even shown up unannounced demanding to see her in the middle of her shifts as a CNA.

Things escalated to their breaking point one night when her abuser choked her, threw her out of their apartment and down the hallway stairs. He locked her out of their apartment without any of her belongings and refused to let her back in, so she went to stay with a friend. No matter where Samantha ended up, her abuser would find her. He would blow-up her phone from blocked numbers and try to make her feel guilty for leaving by threatening suicide. She needed a safe place of her own to start rebuilding. Samantha heard about Friends of the Family's services online and after months of bouncing between friends' houses she decided to give us a call.

Samantha was pulled into our program and given the financial reassurance to go full force into her housing search. She found a unit in just one week. The unit had outside security that prevented her abuser from entering the building, even if he did find out where she was living. This gave Samantha a sense of safety that she hadn't had for years. With the support of case management, Samantha was able to set and achieve goals in other aspects of her life. She connected with a comprehensive domestic violence program to help her work through her trauma and heal from the violence she'd experienced. She started working with a local employment agency to renew her CNA license and was able to get back to the career she loved. Samantha's power and control was taken from her for so long and finding housing of her own was the first step in taking it back.





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.

Our Core Values

People First - Everyone matters and you regard people's well-being and success as a priority.

Emotional Intelligence - EQ allows us to step back and review the consequences of a decision using our emotions as a point of reference rather than as a basis for the decision. It is the ability to understand and manage your own emotions, and those of the people around you.

Equity & Inclusion - Believe that diversity makes us all better and enjoy working with people of different backgrounds. Work to make every client, colleague, and stakeholder feel welcome and understand that we must provide equitable opportunities for all.

Drive Change - We learn not to fear change but instead embrace it enthusiastically. It is even more important that we encourage and drive it. That keeps us in a healthy state of change readiness. Change is based around humbleness and an understanding that we can always grow and get better.

Grit - Individuals high in grit can maintain their determination and motivation over long periods despite experiencing failure and adversity. Grit is having the passion, resilience, determination and focus that helps you to be optimistic, persevere and achieve any goals that you may have.

5 STEP PROVEN PROCESS

What is a proven process?

A proven process is the proven way we provide our services to the individuals we serve. We do it every time and it produces the same result. It is how we ensure we are providing a consistent level of service to achieve the desired results.

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.



CLIENT SUCCESS STORY



Journey to Safe Housing

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. On the verge of eviction, Teresa allowed her abuser to move back in.

Things quickly escalated to violence occurring on an almost daily basis, and Teresa knew they couldn't continue to live like this and would have to find a way to escape. Teresa reached out to Friends of the Family to see what her options were. After an assessment, it was determined that Teresa and children could not stay in this dangerous situation. They were offered safe shelter at Friends House and accepted. As soon as they arrived, she worked with an advocate to put a plan in place for how they would move forward.

Soon Teresa was placed into a housing program and began to work with staff 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

"Our vision of "Everyone Has a Home" is the driving force in our work. Whether you are homeless, fleeing domestic violence, or human trafficking you cannot feel safe without a home. You cannot recover from trauma, substance abuse, or overcome barriers like mental health until you have a place to call home. That is why we work to create more housing opportunities daily."

—Ben Brustkern, Executive Director

stability. We supported Teresa by connecting her with a landlord, and she was able to start the moving process into a stable home. We 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.

How do you measure the impact that you have on someone's life?

As we go about our daily lives and interact with our families, friends, and co-workers, do we know if we are making a difference?

At Friends of the Family, the staff and board are continually measuring outcomes, impact of services, and the overall effectiveness of the work that is being done each day. Constantly striving to reach more people in need, be better as an organization, be better as a board, Friends of the Family and those associated with it take pride in “moving the needle” and working towards our common vision...Everyone has a home!

So how do we know that we are making a difference? Well, here are just a few stats that show we are moving in the right direction...

- Each month we support over 225 households with deposit, rental, or utility assistance.
- We have increased our capacity to service and provide housing to people through the creation of successful programs such as Safely Home, Home Free, and the Black Hawk County Housing Project.
- We have added caring and committed employees, now over 55 amazing people, to grow our reach into all of the communities we serve.
- There are so many more numbers to show the difference the dedicated staff of Friends of the Family are truly making in our communities. What doesn't show up on the “stats sheet”?
 - » 1000's of smiles on the faces of those we help regain independence.
 - » The countless sighs of relief for mothers that are able to provide a safe and structured home for their children.
 - » The number of bedtime stories read to kids sleeping in their own rooms.

Friends of the Family is committed to all of the numbers, creating positive change in all of our communities, and striving to empower families to be safe and independent for generations to follow. This is all done by focusing on the most important number of all...

That 1 person right in front of them, looking for their help, looking to make a change! Together we can continue to make a difference, together we can reach our vision and ensure that **EveryONE has a home!**

Mike Isaacson, Board President

2021-2022 HIGHLIGHTS

A Night In Las Vegas presented by ACES and Farmer's State Bank sold out and raised a record breaking **\$52,000** during the 8th annual event. The Isle Hotel & Casino were the stars of the show bringing table games entertainment to the event! There was a lot of fun had prior to the event with our 'Hangover' series video remakes and we cannot wait to see what the location and entertainment for the 9th annual event will be.

The 1st Annual **Putt an End to Homelessness** presented by Green State Credit Union was able to raise over **\$25,000** and was a HUGE success even after having to reschedule due to rain. We were happy to be able to bring a new event to the Cedar Valley and look forward to another successful year at our 2nd Annual Putt an End to Homelessness event.

Chefs Take a Stand presented by Farmer's State Bank sold out and was able to raise over **\$24,000!** We were back in person for this event at the Hilton Garden Inn. Several new chefs, as well as returning chefs and beverage vendors, helped make this event a huge success. Aaron Broshar from Blue Barn BBQ was our Best Dish Award winner!

209 NEW donors gave

\$48,612

846 donors gave

\$223,966

(7/1/21-6/30/22)

We were excited to bring in several new donors through our first golf outing and are so grateful for everyone that joined us for events.

5,077

SHELTER 5,077 nights of safe shelter; 268 adults, 77 youth served

4,432

VICTIM SERVICES HOTLINE = 4,432 CALLS RECEIVED

- 269 calls seeking shelter: 41% accepted shelter, 52% successful diversion
- 949 calls from individuals who identified as survivors
- 3214 calls for general crisis support

28 days
71%

HOUSING 349 adults, 280 youth served in housing programs

- averaged 28 days from homeless to housed
- 71% successfully exited to permanent housing

24 & 7

HUMAN TRAFFICKING 24 adults & 7 youth served

- 13 identified as sex trafficking, 7 as labor trafficking, & 4 as both

"What could be a better way to give back to others than to help those who are facing some of the most difficult times of their lives? All of us at one time or another need help or have needed help. If I can contribute in any small way to a worthwhile cause such as Friends of the Family, I count myself lucky. I've always felt we are put here to help make this a better place to live. Friends of the Family hits the very heart of my belief system with their strong commitment to eliminating homelessness – everyone should have a place to call their own."

—Melissa Haberstich, Board Member

UPDATES

Hotline Update

In February of 2022, FOF separated its crisis line into two, service specific hotlines to better serve callers and clients. For almost 30 years, FOF has operated one crisis line that has responded to all FOF services: domestic violence, sexual assault, human trafficking, other violent crimes, and homeless programming. Responding staff were cross-trained to conduct assessments, divert and direct callers to other programming or resources, provide crisis counseling, and victim advocacy. Staff answering the phone lines worked to connect callers to the right service paths and answer questions, but as the agency continued to grow it became more difficult to adequately train all program staff on the many responses to crisis line.

With the continued addition of homeless programming throughout our service area, we decided to make the move to separate hotlines. The housing services hotline is staffed by Diversion and Assessment Specialists, trained specifically to run housing assessments and interventions over the phone. The victim services hotline runs through the Iowa Victim Services Call Center. The call center helps us funnel calls to the correct agency and connects those actively fleeing a violent situation with an FOF Crisis Advocate for emergency response and safety planning. This has helped us prioritize client safety and provide a quality response to survivors.

The elimination of cross-training and updating all staff on frequent policy changes and eligibility requirements has helped us to develop a more productive and effective hotline service. This change has also allowed many of our staff to prioritize their expertise in their core responsibilities. For example, a housing support specialist will be able to devote the majority of their work days to case management instead of attending hotline training to help fill the gaps. Our hotline staff are now the experts in call response for the agency and can offer a consistent and quality response for those reaching out to us for assistance.



Working with Friends of the Family was a great experience. Your program is a really wonderful thing. Without your help in finding a place, I would have never gotten my daughter back. Thank you all for your help.

—housing client

Program Updates

The Black Hawk County Housing Project has started programming for shared housing. With limited housing availability locally, and the challenge of rising rent costs, this offers individuals a unique way of securing housing and keeping rent payments affordable. The goal of this programming is to pair like individuals together in units to essentially split the cost of rent. This builds community, supports, and keeps housing affordable. Friends of the Family has been using a new form of case management called Critical Time Intervention that focuses on early intervention and rapid connection to resources to ensure the wrap-around services an individual is connected to works for their long term stabilization. As of July, Friends of the Family has received a new funding stream called ERA that will serve an additional 75 households across North Central Iowa, Northeast Iowa, and Black Hawk/Tama/Grundy.



This is an amazing team of people! When I reached out to them I was a homeless drug addict, who had DHS involvement and was in the process of losing my children. They took me in, they helped me find a place to live, and then continued to pay my rent

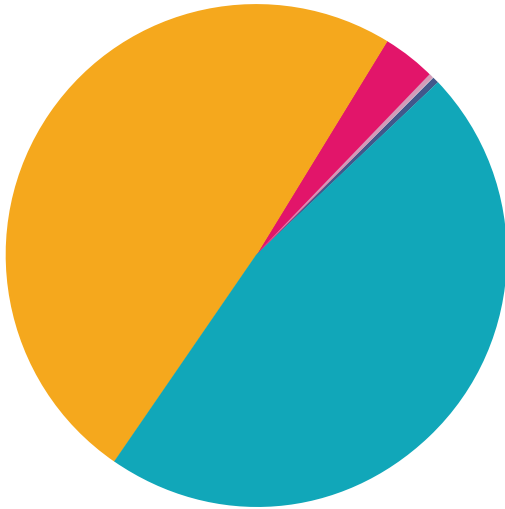
until I could do so on my own. During the year that I worked with them, they helped me find myself, regain housing, recover my sobriety, and played a major role in getting my kids back. Without them, I would never have stood a chance on my own. Thank you to everyone at FOF that helped make this possible for me!

—housing client

A friend on the board introduced me to Friends of the Family, knowing the organization embodies values important to me. When she invited me to an event, I knew right away I wanted to be a part of helping to achieve the FOF mission. The energy and passion for finding safe housing for the community that thrived in every FOF team member I met was amazing. It is inspiring to find an organization like FOF that values putting "people first" and is driven in helping the community. I am honored to be a part of an organization like FOF and to support their mission that everyone deserves a safe home.

—Jazzlyn Douglas, Board Member

Income Overview



- **FEDERAL/STATE/COUNTY GRANTS: 46.90%**
- **LOCAL GRANTS & FOUNDATIONS: 49.17%**
- **EVENTS/CONTRIBUTIONS: 3.65%**
- **MISC. INCOME: 0.09%**
- **INVESTMENTS INCOME: .095%**
- **UNREALIZED LOSS: .185%**

"I am always amazed at the human spirit to help people you have never met. The care that each of our donors and staff put into our community and the people we serve is a blessing. Wanting better for our neighbors is who we all want to be."

—Ben Brustkern, Executive Director

"I joined the FOF board because I wanted to be a part of an organization that is passionate about their mission. After having many conversations with the FOF team members, I knew that FOF was the place that I wanted to serve."

—Jordan Shanks, Board Member

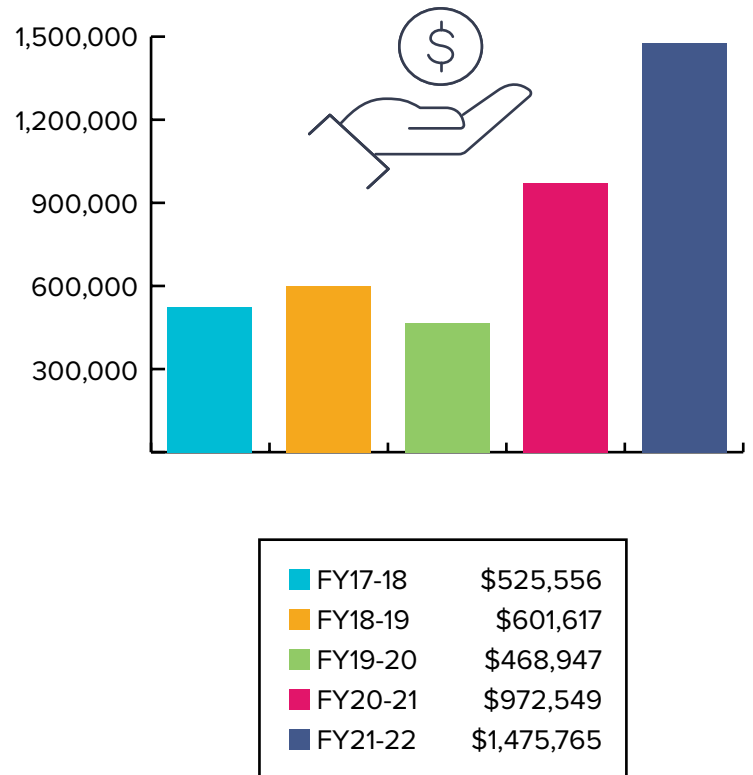
Income

Federal/State/County Grants	\$2,967,041
Local Grants & Foundations	\$3,110,025
Events & Contributions	\$231,069
Misc. Income	\$5,195
Investment Income	\$11,706
Unrealized Loss	-\$653,348
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TOTAL INCOME	\$5,671,688

Expenses

Payroll	\$1,707,532
Client Assistance	\$1,475,765
Employee Benefits	\$132,299
Payroll Taxes	\$136,400
Travel & Training	\$78,310
Contract Services	\$254,268
Rent	\$59,368
Other	\$17,984
Supplies	\$66,847
Repairs & Maintenance	\$22,559
Insurance	\$29,904
Communication/Phone	\$38,471
Utilities	\$27,727
Business Expenses	\$20,441
Advertising	\$20,940
Fundraising/Outreach	\$28,977
Depreciation Expenses	\$33,321
TOTAL EXPENSES	\$4,151,113

Amount Spent on Client Assistance



OUR TEAM



Adrienne Ploeger,
Housing Support
Specialist



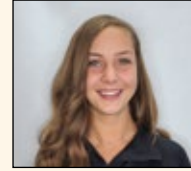
Alyssa Boranian,
Diversion & Assessment
Specialist



Alyssa Roney,
Housing Support
Specialist



Alyssa Trapp,
Grants Manager



Amela Moeller,
Case Operations
Manager



Amie Kujabi,
Housing Support
Specialist



Candi Lanning,
Director of Finance



Catilin Atkins, Housing
Projects Manager



Courtney Wilkins,
Diversion &
Assessment Specialist



Danny Cash,
Housing Support
Specialist



Emma Wendel,
Housing Resource
Specialist



Erin Hinton,
Development
Director



Michelle Simon,
Director of Community
Engagement



Monique Wise,
Office Manager



Morgan Stone,
Housing Support
Specialist



Nicole Jacobs,
Outreach & Diversion
Specialist



Nicole Winters,
Housing Support
Specialist



Nikki Marcurella,
Housing Support
Specialist



Saysha Schoulte,
Crisis Advocate



Shayna Weldon,
Administrative
Assistant



Sydney Ward,
Crisis Advocate



Tammy Anderson,
Crisis Advocate



Tiphonie Schaeztle,
Housing Support
Specialist



Will Bird,
Director of Programs



Anna Petri,
Housing Resource
Specialist



Ashley Schneider,
Housing Support
Specialist



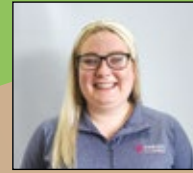
Athena Hansen,
Housing Navigator



Bailee Burks,
Crisis Services
Manager



Ben Brustkern,
Executive Director



Caitlyn Kupka,
Service Access
Manager



Giselle Rodriguez,
Crisis Advocate



Grace Epley,
Shelter Site Supervisor



Greyson
Langenwaller, Crisis
Advocate



Kelley Schmitz,
Director of
Operations



Maria Renken,
Transitions
Specialist



Olivia Walsh,
Crisis Advocate



Rahmana Causevic,
Housing Support
Specialist



Sabrina Welcher,
Housing Advocate

Not pictured:

Anna Blake, Housing Support Specialist
Hann Boecker, Housing Support Specialist
Emily Carmargo, Crisis Advocate
Abigail Carver, Housing Support Specialist
Kristine Denning, Housing Resource Specialist

Liz Hartshorn, Housing Support Specialist
Ronnie Jackson, Housing Support Specialist
Josie Jones, Crisis Advocate
Mazene Laughlin, Crisis Advocate
Channai Williams, Housing Advocate

BOARD OF DIRECTORS

Mike Isaacson, President
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Melissa Hardman
Roshawn Berry
Jordan Shanks
Heidi Solheim
Jazzlyn Douglas

CRISIS LINE 24/7

HOUSING SERVICES HOTLINE
319-233-3094

VICTIM SERVICES HOTLINE
319-352-0037

EMAIL
admin@fofia.org

Friends of the Family is a 501(c)(3) nonprofit agency providing victim services and homeless programming to 25 counties across Northeast and Northcentral Iowa.

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

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