

200th Anniversary  
**FRIENDS ASSOCIATION**  
IT STARTS WITH A HOME

2021-2022 Impact Report





## OUR VISION

Our vision is to lead the community in eliminating homelessness for families with children, so they will thrive in homes with safe and stable environments.

## OUR MISSION

Friends Association promotes the independence of families with children by providing shelter, programs, and services that prevent and end homelessness in Chester County.

## OUR 4 PILLARS OF SERVICE

### Prevent Homelessness

Eviction Prevention Court  
Homelessness Prevention Program  
Housing Navigation Services  
Emergency Rent & Utility Assistance

### Partner for Stabilization

Home-2-Stay Program  
Peer Support Program

### Provide Emergency Housing

The Family Center  
NIA House

### Promote Systemic Change

Raising awareness  
Mobilizing community  
Addressing root causes

## Dear Friends.

It starts with a home. Whether it's an address so you can be employed or being able to stay in the same school all year (as Emma's mom tells us in her story) or having a place to cook a healthy meal together - we know that the root of all good things is a sense of place and a sense of home. Yet many families in our community don't have a safe and stable home or are one missed rent payment away from homelessness.

We've long known that the least traumatic, most cost-effective way to prevent homelessness is to keep families in their hard-won homes. A bright side of the pandemic has been the infusion of funding to support this common-sense solution. With federal and state rental assistance, Friends distributed over \$5 million dollars and helped more than 500 families keep their homes. But those funds are limited and will be gone soon and there are many more families that need help.

These remain tough times, but it is important to reflect on the good we have done for so many families in 2022. We all play a part in resolving homelessness. Whether it's through volunteering, donating, making a cause-based career choice, or simply talking through solutions with friends and neighbors, we can all make an impact and spark real change.

This year has revealed so much more about the abundant kindness of so many and our communities are strong together for it. None of this would be possible without your generosity and goodwill and belief that every family deserves a place to call home. We are deeply grateful.

  
Jennifer Lopez  
Chief Executive Officer



At Friends, we believe that opportunity begins when families are rooted in a safe, healthy, affordable place to call home & it grows with access to good schools, jobs, transportation & healthcare.



## A Letter from the President of the Board

2022 has been a significant milestone for Friends Association where we celebrated our 200th anniversary. While the needs of our neighbors have certainly changed, our vision has remained constant. Over the years that Friends Association has been helping our neighbors, the support from the community has never wavered, and we are grateful for that. Unfortunately, the challenge to end homelessness is far from over.

Being able to identify needs in the community and pivot toward solutions is one of the keys to Friends Association's continued success. Whether it is through the Family Center Emergency Shelter, Eviction Prevention Court Program, or Nia House, the goal is the same, permanent housing where there is stability, safety, and hope – a place to call home.

Our continued strength is a reflection of your generous ongoing support. Thank you for sharing our vision. Together we can work towards ending homelessness.

Barbara Diorio  
Board President



## Your Impact in 2022



427 Families served  
917 Individuals  
75% were households of color



116 Family members participated in  
[Home-2-Stay](#) housing stabilization  
support  
85% maintained stable housing



398 Children served  
28% were under age of 4



82 Family members avoided  
homelessness in our  
[Homelessness Prevention Program](#)  
**8 out of 10 families** had improved  
financial health



57 Family members stayed together in  
[Emergency Housing](#)  
More than **8 out of 10 families** moved from  
homelessness to stable housing



362 Households received legal,  
financial, & social service support in  
[Eviction Prevention Court](#)  
92% avoided eviction

534 Households (not counted in above) received  
[Emergency Rental & Utility Assistance](#) payments through Friends  
Association totaling **\$5.6 million dollars**.



## *My name is Chanel and this is a chapter in our family's story...*

My name is Chanel, and I would like to start this off by saying thank you for letting me share our story. The past few years were a hard and long road for my family. We became homeless when the pandemic hit. Like so many businesses, Vince's work hours were reduced, and eventually, he was out of work. Finding a new job was virtually impossible, everything was closed.

As the days turned into weeks and then months, our money became tighter and tighter. We were heartbroken when we finally had to leave our home. For months, we bounced around from family member to family member. This was especially difficult on our daughter Emma because she is in school, and the instability and transfers started to take a toll on her schoolwork. When our family could no longer help us, we called 2-1-1.

We were placed, TOGETHER as a family, at Friends Associations' Family Center. We were so grateful we could all stay together because we had heard that there was a chance that we might be split apart and stay at different shelters. We finally did not have to worry about where we were going to sleep at night, and we had an entire apartment to ourselves. It was the ordinary things that meant so much to us, having a kitchen to make dinner, falling asleep to the hum of the clothes dryer, and seeing Emma happy.

While we were at the Family Center, we had support and stability. Emma transferred to the local school district and started to really thrive with her consistent routine. As the pandemic eased, Vince went back to work and I picked up more hours at my job. The case managers at Friends worked with us and helped us find an apartment in the same school district, so Emma would not have to transfer again. We are now in the Home-2-Stay program. Emma is thriving in school. Plus, she had a great time this past summer at Friends Association's "Camp Friendship" and she is looking forward to attending it again this summer. I am so grateful that I had the opportunity to work with Friends Association and all the programs they offer.



# Program Highlights



Peer Support



NIA House Community Dinner



200th Anniversary Mural



Camp Friendship

## PEER SUPPORT LAUNCHED

Our Certified Peer Specialists have been using their knowledge, experience, and wisdom to provide emotional, social, and practical help to our neighbors.

## NIA HOUSE OPENED

On July 25, 2022, our first resident moved into NIA House, our Safe Home for women who are reentering their community. Since then, we've moved in two more women, making it a full house.

## HAVE YOU SEEN OUR MURAL?

Dedicated November 14, 2022

"Our hope is that for the people that pause to take in the mural, that they'll see its message about housing, that it will remind them of Friends' role in our community and it will be a catalyst for change to inspire them and every citizen to be part of the solution to end homelessness in Chester County."

- Jennifer Lopez

## CAMP FRIENDSHIP

Our first ever summer camp was a huge hit. Over 20 children participated in nature lessons, stem activities, and baking buns on Fridays. Thank you to Justamere Foundation & First Presbyterian Church-our children made memories for a lifetime.



## Partnering with the Courts: Eviction Prevention Court - Chester County

April 2022

In this case study, we highlight how the Eviction Prevention Court in Chester County, Pennsylvania, reduced evictions in communities with high rates of eviction filings. We also detail how the program was created and discuss important considerations for other communities exploring similar court-based eviction prevention programs.

Our EPC Program continues to be the only legal service in Chester County focusing on eviction prevention by assisting residents with legal representation and social services. We are set to expand over the next year. Through the work of EPC, eviction cases are 3x more likely to be withdrawn, and 2.5x more likely to be settled. We have helped save the county & taxpayers over 3.9 million dollars.

## Our 200th Anniversary Celebration

2022 marked the 200th anniversary of Friends Association. We honored this milestone with a Family Picnic at the Chester County History Center. Many friends, supporters, community leaders and neighbors turned out to celebrate Friends commitment to our community. The afternoon was filled with stories and relived memories of those involved with Friends over the years.

## FAMILY CENTER RENOVATION

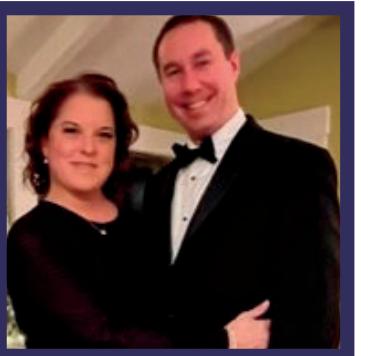


Friends Association has been serving Chester County for decades by supporting families that are experiencing homelessness. Our goal is to support them as they regain their footing. For more than a decade, the beloved Family Center in West Chester and its six fully furnished apartments has provided more than 118,000 nights of emergency housing for families experiencing the trauma of homelessness.

The restoration of the aging building was critical in enabling us to continue serving our neighbors in Chester County with dignity for decades to come. With this investment, Friends Association continues to work to ensure that everyone – every individual, family, and child – has a safe, healthy place to call home and the opportunities that come with it.

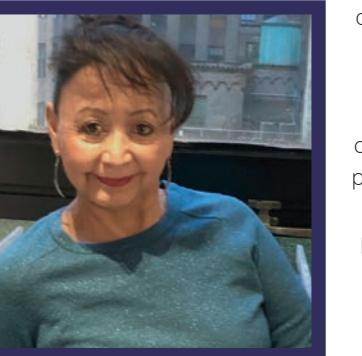
# Thank You

Thanks to your support, and the collective support of so many individual donors, foundations, organizations, and businesses, we're moving closer to our dream of every family healthy and thriving in a home of their own.



Rachel and Marc McGlensey

"Friends Association's unparalleled love for our community matches our desire to give back and support those around us that need all of the love and support that a community like ours can give."



Martha Ortega

Follow us on social media

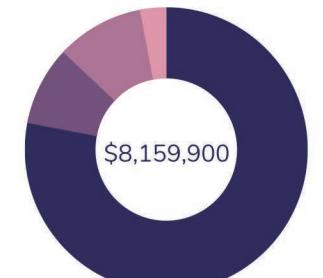


Learn more about volunteering or providing in-kind donations at [www.friendsassoc.org](http://www.friendsassoc.org)

## Financials

Families are stable in our community because of the generous contributions of our community of donors & funding partners.

### Revenue



\$8,159,900

Events: 3%

Foundations/Grants: 9%

Individual Contributions: 10%

Government: 78%

Total Assets \$3,306,511

Total Liabilities \$406,592

Total Unrestricted Net Assets \$2,496,034

### Expenses



\$7,573,006

Fundraising: 2%

Administration: 8%

Programs: 90%

Over \$6,000,000 in Revenue and Expenses were directly related to the Federal Emergency Rent & Utility Assistance Program

## Board of Directors Staff

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Silver  
Transparency  
2022

Candid.



★★★★★  
**CHARITY NAVIGATOR**  
Four Star Charity

Your gift will ripple across neighborhoods & generations.

## Ways to Give

### 1 Online

Visit [www.friendsassoc.org](http://www.friendsassoc.org)  
to make a secure donation

### 2 By Phone

Call our Development Team  
at 610-431-3598

### 3 By Mail

Friends Association  
113 W. Chestnut Street  
West Chester, PA 19380

SCAN ME



Friends Association for Care & Protection of Children is a 501c3 nonprofit organization and donations are tax-deductible to the extent allowed by law. We are grateful to all who make our work possible.