



2022-2023 ANNUAL 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 provides programs and services that prevent homelessness and promote the independence of families with children.

OUR PROGRAMS



- Eviction Prevention Case Resolution
- Homelessness Prevention Program
- Housing Navigation Services



- The Family Center (Emergency Shelter)
- NIA House



- Home-2-Stay Program
- Peer Support Program
- NIA Beyond



- Raising Awareness
- Mobilizing Community
- Addressing Root Causes



In recent years, Friends Association has grown dramatically as we sought ways to help more of our neighbors with children to secure and maintain stable housing. We strive to make meaningful differences in the lives of those in need by providing long-term solutions. As an example, we work to break the cycle of housing insecurity for families so that children are able to maintain continuity with their education rather than moving from school to school. We are grateful for the funding - provided from grants, governmental support, and private donors - that makes our work possible. We also must extend our thanks to Jennifer Lopez, our former CEO, who led Friends Association for nearly five years with dedication and profound vision. Additionally, we are excited to welcome Joyce Chester as the

organization's new CEO. Their leadership, past and present, will continue to shape the way we support those experiencing homelessness in Chester County. The work is not easy; the small but mighty team and the dedicated board of directors, together with our new CEO, will continue to work tirelessly to address the evolving needs of our community and deliver essential services to those facing housing crises in Chester County.

Yolanda Van de Krol

Yolanda Van de Krol, Board President



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

YOUR IMPACT IN 2023

**640 FAMILIES SERVED
1772 INDIVIDUALS
86% HOUSEHOLDS OF COLOR**

**830 CHILDREN SERVED
30% UNDER THE AGE OF 4**

**82 FAMILY MEMBERS STAYED
TOGETHER IN EMERGENCY
HOUSING**

**153 FAMILY MEMBERS
PARTICIPATED IN HOME-2-STAY
HOUSING STABILIZATION
SUPPORT
81% MAINTAINED STABLE
HOUSING**

**98 FAMILY MEMBERS AVOIDED
HOMELESSNESS IN OUR
HOMELESSNESS PREVENTION
PROGRAM
7 OUT OF 10 FAMILIES HAD
IMPROVED FINANCIAL HEALTH**

**7 OUT OF 10 FAMILIES MOVED
FROM HOMELESSNESS TO
STABLE HOUSING THROUGH OUR
EMERGENCY HOUSING PROGRAMS**

**526 HOUSEHOLDS RECEIVED
LEGAL, FINANCIAL, AND SOCIAL
SERVICE SUPPORT IN OUR
EVICTION PREVENTION CASE
RESOLUTION (EPCR) PROGRAM**

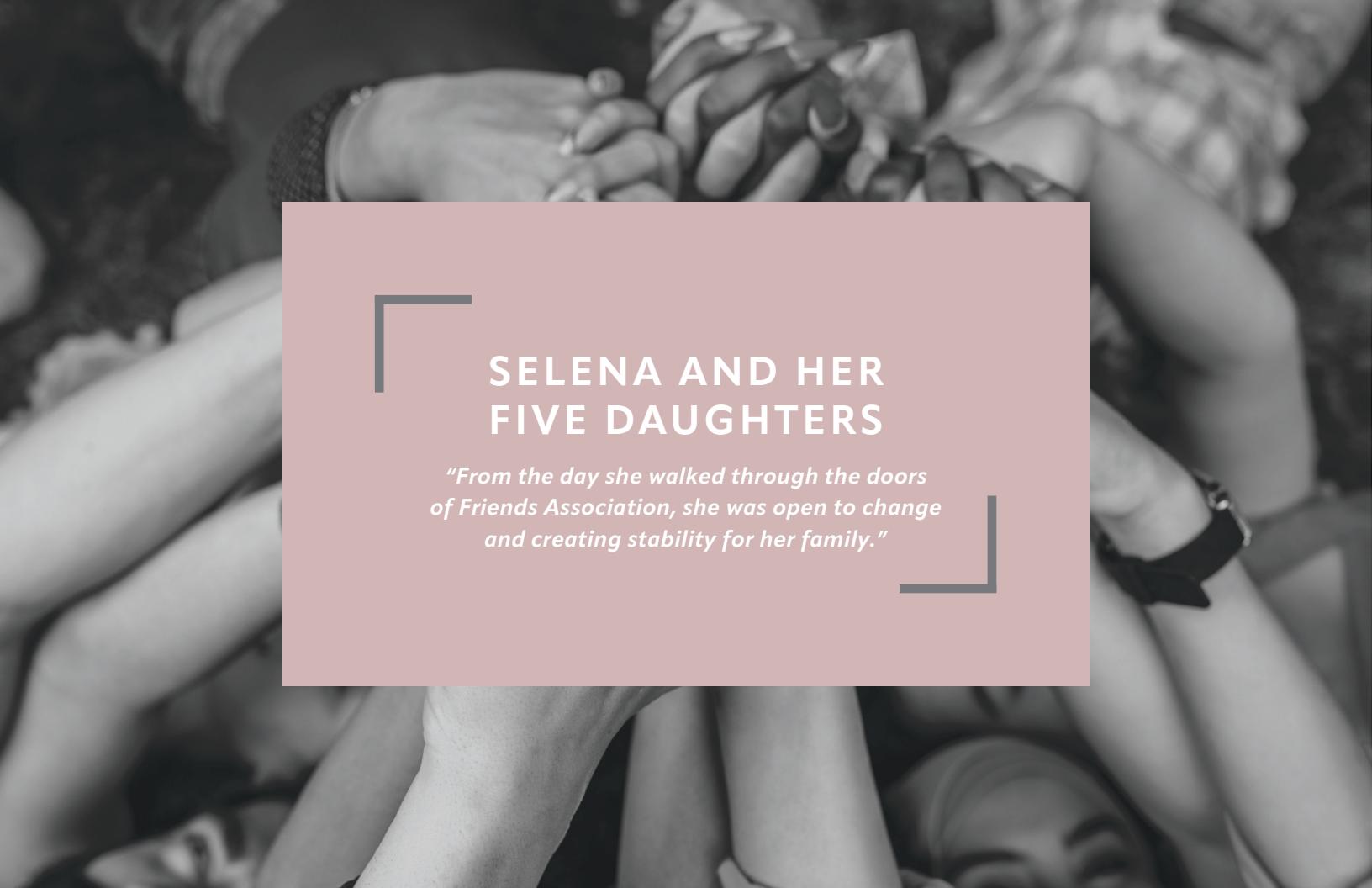
**67% OF HOMELESS PREVENTION
HOUSEHOLDS AVOIDED LEGAL
FILINGS DUE TO LANDLORD
NEGOTIATION**

**96% OF HOUSEHOLDS IN
EVICTION PREVENTION
CASE RESOLUTION
AVOIDED EVICTION**

**682 HOUSEHOLDS (NOT
COUNTED IN ABOVE) RECEIVED
EMERGENCY RENTAL & UTILITY
ASSISTANCE PAYMENTS
THROUGH FRIENDS ASSOCIATION**

**89% OF HOME-2-STAY
HOUSEHOLDS MAINTAIN STABLE
HOUSING FOR 1 YEAR
AFTER PROGRAM EXIT**

**73% OF HOME-2-STAY
HOUSEHOLDS REPORT IMPROVED
MENTAL HEALTH SINCE PROGRAM
ENTRY**



SELENA AND HER FIVE DAUGHTERS

"From the day she walked through the doors of Friends Association, she was open to change and creating stability for her family."

SELENA'S FAMILY OF FIVE DAUGHTERS have been involved with Friends Association since 2019, when she entered our Family Center after struggling with homelessness for two years. Selena is a single parent with a history of trauma, substance abuse, and mental health issues, along with an involvement in the Criminal Justice and Children, Youth & Families (CYF) systems. Friends Associations' Case Management was instrumental in helping Selena regain her housing subsidy, get into treatment, find employment, and actively coordinate with the adult probation and CYF to ensure her success. Once Selena was stably housed, she began to build a support system for herself and her daughters and continued to move forward.

Last year, her landlord decided he did not want to continue with the subsidy program and told Selena they would not renew her lease. Her case manager feared this might slow her progress to independence, but Selena had support in place, and her emotional health was stronger. Selena knew this unsettling news would not break her.

She worked with her Friends Association case manager to locate another affordable apartment that allowed her daughters to remain in the same school district and put Selena within walking distance of her job. Selena recently graduated from Chester County Probation's Drug Court program. She received high praise from her probation officer and the judge for being a survivor and an example of a strong woman leading her family with confidence. Selena is a present and patient parent. She hopes to become a home health aide, working with others in need, specifically in hospice care.

Selena's home in West Chester reflects the pride she feels in herself and her children. She and her case manager worked side by side in organizing spaces, setting up proper bedrooms for her and her daughters, and even helping put together her living room furniture. To Selena, Friends Association means family.

PROGRAM HIGHLIGHTS

WHAT DOES CASE MANAGEMENT LOOK LIKE AT FRIENDS?



Our case management program has continued to grow as the need for supportive services for families experiencing housing instability in Chester County continues to increase. In 2023, our case managers worked with 98 families who were either transitioning out of shelter living or who were at risk of becoming unstably housed. Our case managers support our families by working with them on goal planning, budgeting, and strengthening life skills. They are often out in the community, meeting with families one-on-one in their homes, working to encourage and promote the family's independence.

EPCR EXPANSION

Our Eviction Prevention Case Resolution (EPCR) Program continues to remain the only legal service in Chester County, focusing on eviction prevention by assisting tenants with legal representation and social services. Our EPCR program in the Downingtown and Coatesville courts served 526 families last year. 677 members of these families were children, and 96% of these households maintained their housing. In November 2023, the program expanded to one of the courts in West Chester. We decided to expand to the West Chester court due to seeing an increased need in this area. This expansion has been well received by the judge and court staff, and additionally, both landlords and tenants have been grateful for the EPCR Program and the help

FAMILY CENTER COMPLETION

On August 30, 2023, we officially opened our newly renovated Family Center (Emergency Shelter). After serving an estimated 300 families since the Family Center opened in 2010, a newly renovated space was much needed. The renovation was driven by a desire to continue to support families in a trauma-informed space that provides those experiencing homelessness with a temporary place to call home on their way to permanent housing stability.

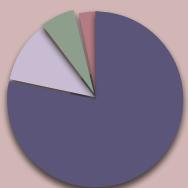


FINANCIAL

Families we serve in Chester County are stabilized because of the generous contributions of our community of donors and funding partners.

REVENUE

\$ 7,706,331



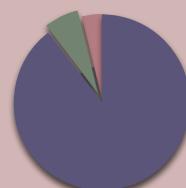
2% Events
5% Individual Contributions
17% Foundations/Grants
76% Government

\$ 5,462,636 Total Assets
\$ 1,364,517 Total Liabilities
\$ 2,985,451 Total Unrestricted Net Assets

*Included in revenue is \$5.0 million related to ERAP
Included in expenses is \$4.6 million related to ERAP*

EXPENSES

\$ 6,661,769



3% Fundraising
7% Administration
90% Programs

OUR STAFF

Joyce Chester
Robin Senss
David James
Loreen Kemps
Tracey Iezzi
Vanessa Hunter
Karina Olmeda
Elizabeth Almodovar
Roune Betts
Lisa Buchanan
Urias Cole
Danielle Dorais
Ellen Haines
Leah Johnson
Maria McDowell
Daphne Miller
Karen Polen
Marcus Sass
Lauren Swift
Reilly Weiser

BOARD OF DIRECTORS

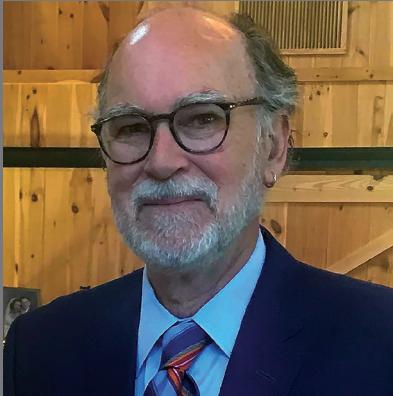
Yolanda Van de Krol
William McGrath
Barbara Diorio
Troy Vogt
Joseph Keefer
Rev. Caroline Cupp
Jeffrey Garrett
Michael Hazley
Holly Humphrey
Steve E. Jarmon
Matthew Korenoski
Raef Lee
Rebecca Louick
Jim MacFadden
Frank Monterosso
Stephen Nicolai

THANK YOU

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

In-kind contributions and volunteers are many times the unspoken backbone of non-profit organizations. Last year, we collected thousands of in-kind gifts from various groups and individuals and benefited from the services of hundreds of volunteers. Thank you to everyone that contributes in this way!

Learn more about volunteering or providing in-kind donations at friendsassoc.org.



"The Friends Association is one of those rare organizations that fills a critical human need and does so with care, dedication, and true compassion. Their holistic approach to keeping families together in a safe, comforting environment means that my support will help make a home for those who most need it."

– John R. Gailey III



"I started volunteering with Friends Association several years ago after finding out there was a need for meal bags during the Winter school break. Since then there have been different areas around the community where I am able to help simply with my time! I love working with the Association because of the difference they make in helping to keep families together and creating a solid foundation with a place to call home."

– Trisha Duffie

**YOUR GIFT
WILL RIPPLE
ACROSS
NEIGHBORHOODS
AND
GENERATIONS.**



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WAYS TO GIVE

ONLINE

To make a secure donation, visit
friendsassoc.org

BY PHONE

Call our Development Team at
(610) 431-3598

BY MAIL

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

DONATE NOW!



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.