



# 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

### PREVENTING HOMELESSNESS



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

### PROVIDING EMERGENCY HOUSING



- The Family Center (Emergency Shelter)
- NIA House

### PARTNERING WITH FAMILIES FOR STABILITY



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

### PROMOTING SYSTEMIC CHANGE



- 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."*

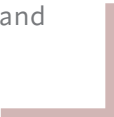


**SELENA'S FAMILY OF FIVE DAUGHTERS** have been involved with Friends Association since 2019, when she entered our Family Center after struggling with homelessness for two years. Selena is a single parent with a history of trauma, substance abuse, and mental health issues, along with an involvement in 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.



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## 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.

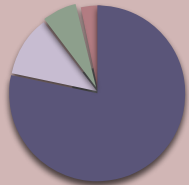


## FINANCIAL

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

### REVENUE

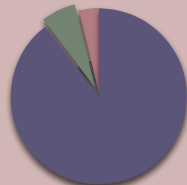
\$ 7,706,331



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

### EXPENSES

\$ 6,661,769



3%	Fundraising
7%	Administration
90%	Programs

\$ 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*

### OUR STAFF

Joyce Chester  
Robin Senss  
David James  
Loreen Kempf  
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

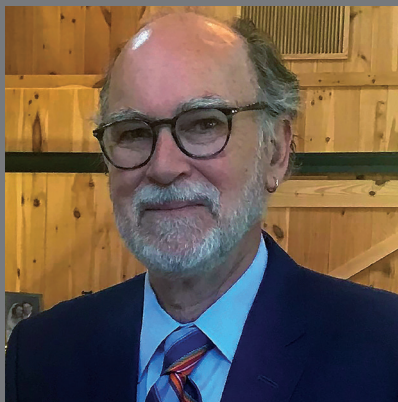
Yolanda Van de Krol  
William McGrath  
Barbara Diorio  
Troy Vogt  
Joseph Keefer  
Rev. Caroline Cupp  
Jeffrey Garrett  
Michael Hazley  
Holly Humphrey  
Steve E. Jarmon  
Matthew Korenoski  
Raef Lee  
Rebecca Louick  
Jim MacFadden  
Frank Monterosso  
Stephen Nicolai

# 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](https://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.**

Follow us!



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/friends.cares

## WAYS TO GIVE

### ONLINE

To make a secure donation, visit  
[friendsassoc.org](https://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.