



*Meeting
the Challenges of
an Unprecedented
Year*



Looking Back at a Remarkable Year

The year 2020 brought many challenges and changes to the FPTV program. When COVID-19 first hit, we made the difficult decision to close our rotational shelter program. To many of us, this aspect of providing shelter services was central to our program—it was how our families experienced warm support from our host sites, interacted with our generous volunteers, and entered into community with each other. Since congregate sheltering was no longer safe, providing shelter in motels was our only option.



How would FPTV shelter folks in a remote, largely contactless environment while still providing personal warmth and stellar case management? We quickly pivoted and redesigned our program and worked hard to build connections with guests over the phone, via Zoom and through waves and conversations across the parking lot.

With a COVID-safe emergency shelter in the form of a block of 15 motel rooms in Tigard, we quadrupled our shelter capacity while expanding services to both families and adult-only households. We continued intensive case management support to rehouse our guests, and provided lots of love during a time of great need and uncertainty.

In the new remote learning environment, we worked closely with school staff to make sure students had what they needed to access education from the motel rooms. Many of our guests were food insecure prior to coming into our program. Our incredible community partners also adapted, mobilizing their volunteers and providing food for 15 households each week. Although it was a huge task, they took on the work with passion and patience. We also began to address food insecurity for pets in our program.

In addition to food support, our volunteers showed many acts of kindness, including tucking inspirational notes written to our guests into their food bags and providing books and art projects for kids. One youth group member decided that he wanted to give our families 100 cookies as his way of helping, and guests smiled at both the cookies and the story.

The efforts of dozens of volunteers during 2020's holiday season was especially valued by FPTV staff and guests. One recent graduate praised FPTV for the Christmas tree, complete with ornaments and lights, that was delivered to her to enjoy in her motel room, saying that this was the best Christmas she could remember in years as she'd been given the best gift of all—HOPE.

Rose Money, Executive Director

FAMILY PROMISE OF TUALATIN VALLEY

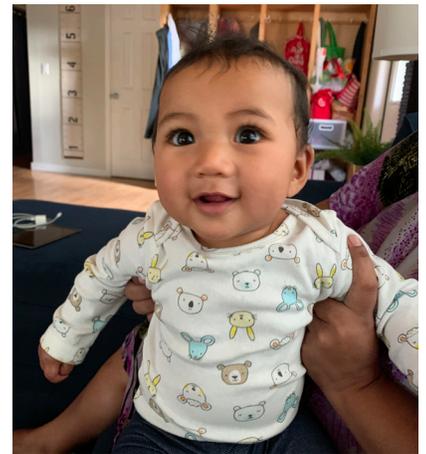
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Who We Are

Our mission is to equip vulnerable families and individuals to end the cycle of homelessness through a community-based response. Family Promise of Tualatin Valley (FPTV) provides families experiencing homelessness with food, short-term emergency shelter, case management and housing navigation services. We provide advice and advocacy for at-risk families to prevent their becoming homeless. We offer equitable, compassionate listening to all who reach out for assistance.



We primarily serve families with children. Keeping families together is one of Family Promise's priorities, and we define a family as any adults(s) with a custodial relationship with children. This includes families of all compositions and can include multi-generational families. In 2020 we opened our adult-only program to respond to the need to shelter folks at high risk of Covid-19 transmission including those with underlying health conditions and our senior citizen community.

Family Promise of Tualatin Valley is a non-denominational, 501(c)(3) nonprofit organization. We provide our services in partnership with a network of volunteers from religious and civic organizations. We are an affiliate of the national Family Promise Program, which has more than 200 affiliates based in 43 states and over 200,000 volunteers.

The Problem

We don't have to look far to see the problem of homelessness—it's happening all around us. The 2019 State Trends in Child Well-Being study conducted by the Annie E. Casey Foundation reports that 27% of Oregon's children have parents that lack secure employment and 32% live in households where there is a high housing cost burden. In Washington and Clackamas Counties, Oregon Department of Education reported that 1,542 students were identified as homeless during the last school year. Adult houseless numbers have sky-rocketed in our region over the past few years due to a lack of affordable housing. The pandemic has only added to this issue with many having lost employment making it even harder to meet living expenses.

Continuum of Care

Family Promise of Tualatin Valley serves families and adults experiencing homelessness from the Tigard-Tualatin, Sherwood, Lake Oswego and West Linn-Wilsonville school districts. Our network of sixteen civic and religious organizations help us to provide shelter, meals and a supportive community for our guests 365 days per year.

Prior to the switch to a motel-based shelter due to Covid-19, students attended school as their parents utilized our day center to meet their case management goals to find work and connect with resources. Our day center offers a kitchen, washer and dryer, showers, a day bed for those working nights, and computer workstations. After school, the children returned to the day center where they spent time with their family, enjoyed our playroom, and explored the landscape and farm next door before they headed off for dinner, and homework and evening activities at our host sites. Our shelter program has changed due to the pandemic and the FPTV Board of Directors and Executive Director are working to determine what the new model will be. Our current motel-shelter program will continue through 2021.

In addition to working one-on-one with individual families, Family Promise of Tualatin Valley advocates for families experiencing homelessness at the city, county and state level. By offering prevention services in our community, sheltering and providing case management to those who experience homelessness, and administering stabilization programs for families placed into housing, Family Promise of Tualatin Valley helps to ensure the long-term independence and economic stability of our families. Our goal is not simply getting families into housing; it is keeping them in housing.

Prevention & Diversion

If a family living paycheck to paycheck suffers a major illness, car accident, or job loss, it can immediately destabilize their housing and security. Without one-time financial help, they will be unable to pay their rent, ultimately resulting in an eviction and the forced loss of their home. The cost of a single intervention to keep a family in their home is significantly less than the cost of rehousing them. In addition to the financial cost, the destabilization caused by losing a home can be traumatic for both children and adults. Losing their home can have a negative impact on children's educational outcomes and mental health. By stepping in and preventing the loss of a home, we also divert families from entering shelter programs.



Graduate Support Services

During their time in the FPTV shelter, parents and kids alike are driven toward one goal: getting into their own home. "I can't wait until I have my own room," is a common refrain. "I'm going to be so excited to sleep in!" say teenagers. But as the move-out date nears, anxiety can also set in. Parents worry what will happen if they fall on hard times again without the safety net of staff and volunteers supporting and encouraging them. They are often surprised and heartened to learn that leaving the program doesn't have to mean goodbye.

Our Graduate Support program begins in the weeks before graduation as we work with families to determine what items they will need to set up their new household. Our Move-In team mobilizes to engage the community in finding donations to fit specific needs and then moves the family into their new home! After move-in, case management support continues during the critical period between exiting the program and becoming stabilized in the community.

We know our open-door culture has an impact, because families often swing by months later to donate clothes or to refer a friend in need. No family needs to feel that they are alone—this is our promise.

2020 By the Numbers



During this chaotic year, the need for Family Promise services quadrupled over 2020. Our staff and volunteers rose to the occasion, serving families and individuals with warmth and personal service despite the need for COVID-19 safety precautions.



Thank You, Volunteers!

We sincerely extend a big THANK YOU for all the exemplary work our volunteers did in 2020, including those hosting families prior to March. Thank you being so flexible with the Covid-19 pivot. Everyone stepped up to provide food and adapt to the new ways of providing for our guests. We could not do this without each and every one of you. Many volunteers help us by moving families into their new homes, bringing furniture and hygiene product donations, organizing and landscaping the Day Center, and bringing birthday cakes to our guests. We had a team build a shed, prepare soup kits for guests, and even build a small playground. Our volunteers are an important part of FPTV and those we serve. They build community around those who need it the most. Many of our guests are touched by the knowledge that so many hands are extended to give them a hand-up. The whole team at FPTV is very thankful to have each of you be a part of this important work in helping solve homelessness, one individual at a time.



In the Words of Our Guests

“Family Promise (of Tualatin Valley) has meant more to me and my family more than most will ever understand. Our family was in a very dark spot when Family Promise reached out to us on behalf of the wonderful staff of our children’s school. We were very unclear of what our next steps would be as we felt lost, scared, and alone. Our family had a very hard year last year and Family Promise helped us end on the most wonderful note of the year; they were able to give us a home right before Christmas! The staff and volunteers in the program have some of the biggest hearts this world has seen and have brought so much joy to my children and helped keep my husband’s and my own spirits up as we went through the program. I will eternally be grateful for the program and giving my family a fresh start and guidance and support to do it right.”

—Bradley and Emmale

“ Family Promise took care of us. The Christmas was wonderful and Santa was too. All of the Family Promise workers are a blessing to my family. Thank you again and again.”

–Laurie

“ I wish I could offer more than just a thank you. It seems too easy to just speak two words. Especially when you weigh it against everything that you and Family Promise of Tualatin Valley has done. You guys made a promise to me, that you would help me find and get into housing. And as I write this letter from the comfort of my new apartment. I'm extremely grateful for the assistance I've received. You guys not only kept your promise to me, but you also went steps further. Just when I thought you guys had given me all the help you could have possibly given me. I was shocked to find out that a vehicle could be provided to help me. I'm still in disbelief, I'm the guy that never wins more than a few dollars off of scratch it. So all of this has been like winning the lottery. Thank you, for everything! I have so much appreciation for you as my caseworkers (Brylee & Gaby) Thank you, Family Promise of Tualatin Valley! And thank you Denise & everyone from 1-800 Charity Cars! You guys have all helped give me hope, stability and now self reliance and opportunity.”

–Derek

“ Thank you so much. I'm excited for my new life. Thank you for standing beside me throughout this journey—I couldn't of done it without FPTV. One day I got a call from Family Promise ... that's how it started. They helped us, coached us as mentors, provided their time, got us healthcare. Now, I'm on my feet, and I'm going to utilize all the resources they showed me, and my family and I are going to move on. Thank you!”

–Teresa

“ Thank you so much. I'm excited for my new life. Thank you for standing beside me throughout this journey—I couldn't of done it without FPTV. We immediately felt like this was the right place for our family... I was constantly stressed about everything. Then I came here, and the FPTV staff has been so amazing, getting us out of that mindset of we're not just surviving today, you've gotta think about tomorrow.”

–Jeff and Nicole



Our Future is Bright



The year we will never forget, 2020 brought us hardships, a “new normal,” and flipped life as we know it upside-down. When the pandemic started, we had to think quick, act fast, and pivot our service model to ensure that we were living up to our mission and accommodating greatly increased needs. We are grateful for the partnership we were able to form with Washington County as a key provider of shelter and prevention services. The CARES funding we received allowed us to quickly shift from the rotational church model (serving two to four families at a time) to managing 15 households in a local motel. This required an entirely new logistical, volunteering, and staffing model. Instead of focusing on what would not work, we focused on what would. The staff and Board never strayed from our mission to end homelessness one family at a time, developing a model for prevention and shelter that quickly made us the standard in the homeless services community.

What does this mean moving forward? We have the talent, passion, and drive to continue to provide creative solutions. With continued funding from individuals, corporations, and state/federal programs we can keep families sheltered and secure. We will continue to look for partnerships and start looking at opportunities for a static site shelter. Together, we can go beyond what we thought was possible. Our 2021 Board President, John Bailey, is well-prepared to lead as we continue carrying out our mission: **“To equip vulnerable families and individuals to end the cycle of homelessness through a community-based response.”**

Jennifer Ayers, President, Board of Directors 2020

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DIRECTOR OF CLIENT SERVICES: Gabrielle Logan
CASE MANAGER: Leah Olson
CASE MANAGER: Brylee Grant
INTERIM CASE MANAGER: Isabel Rooper
CASE MANAGER: Mayra Mendoza (Joined 2021)
CASE MANAGER: Tim Bland (Joined 2021)
VOLUNTEER AND ADMINISTRATIVE
COORDINATOR: Dannica Fetters
FUND DEVELOPMENT MANAGER:
Elise Schaff Laubach (Joined 2021)

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FINANCE COMMITTEE: Laurel Buncak
TECHNOLOGY COMMITTEE: Frank Bubenik

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