



2021 ANNUAL REPORT



Family Promise



of Tualatin Valley

A Year of Growth & Opportunities



Dear Friend,

As the world has changed in response to the COVID-19 pandemic, locally, Family Promise of Tualatin Valley has worked hard to address the growing needs of families and individuals experiencing homelessness in our community. FPTV has aimed to transform these challenges into opportunities to develop new programming and grow our footprint of positive results.

2021 has been another year of successful adaptations. Last year, when our rotational shelter model became untenable due to public health conditions, we made the careful and difficult decision to shift to a motel shelter program in an effort to minimize health risks to our vulnerable guests, staff, and volunteers. In 2021, we expanded this program, which enables our guests to cook their own healthy meals with food support from our community and achieve greater independence and stabilization through the autonomy motel rooms provide. We also grew our prevention and diversion services, ensuring fewer families and individuals become homeless in the first place. And finally, we grew our team to ten, allowing us to accomplish more than I ever dreamed was possible when FPTV was just an idea. It's truly been a blessing to see FPTV grow and thrive.

As we look back on this year, I'm struck by the impact of the personal moments of connection, kindness, and community that define FPTV's approach. This personalized attention and care is what makes FPTV unique, and always will. From the bottom of my heart, thank you to all our volunteers, to our amazing board, and to everyone who donated what they could to support us. It does indeed take a village, and I'm grateful you are a part of ours.

FPTV has the grit to evolve with whatever changes and surprises lie ahead, all while staying true to our mission of ending family homelessness. Thank you for being a part of the FPTV community.

In service,



Rose Money

Founding Executive Director | Family Promise of Tualatin Valley

Who We Are



Some of FPTV's amazing staff (left to right): Dannica Fetters, Timothy Bland, Mayra Mendoza, Elise Schaff Laubach, Gabrielle Logan, Rose Money, and Brylee Gnant. **Not pictured:** Shana Beckman, Donna Crews, & Lisa Fu.

Our mission is to equip vulnerable families and individuals to end the cycle of homelessness through a community-based response. We offer families experiencing houselessness from the Tigard-Tualatin, Sherwood, Lake Oswego, and West Linn-Wilsonville school districts short-term emergency shelter, food, case management, and housing navigation services. We provide advocacy for at-risk families to prevent their becoming homeless and support our graduates through graduate services. We offer equitable, compassionate support to all who reach out for assistance. Our network of religious and civic organizations helps us provide shelter, meals, and community for our guests 365 days per year.

We primarily serve families with children—keeping families together is one of our priorities. We define a family as any adult(s) with a custodial relationship with children. This includes families of all compositions, including multi-generational families. In 2020, we began serving some adult-only households whose underlying health issues put them at higher risk of COVID-19. As the public health crisis continued in 2021, we continued serving senior and medically fragile adults experiencing homelessness.

FPTV is a 501(c)(3) nonprofit organization. We are an affiliate of the national Family Promise Program, which has more than 200 affiliates based in 43 states.

Our History

2016

FPTV begins development as a grassroots effort to address family homelessness

2019

FPTV opens its doors to serve families in Tigard, Tualatin, West Linn, Lake Oswego, Sherwood, & Wilsonville

2020

FPTV adopts a motel-based program at the onset of COVID-19

2021

FPTV greatly expands family shelter capacity

Why We're Here

We don't have to look far to see the problem of family homelessness—it's all around us. The 2021 State Trends in Child Well-Being study reports that 27% of Oregon's children have parents that lack secure employment and 29% live in households where there is a high housing cost burden. In Washington and Clackamas Counties, the Oregon Department of Education reported 3,747 students identified as homeless during the 2019-2020 school year.

Families in our community need help—we're here to provide individualized support in their journeys to rehousing. Over the past few years, the number of families facing houselessness has skyrocketed in our region, due to a lack of affordable housing and lost employment from COVID-19.



A guest shared that he is thankful for FPTV because we don't look down on 'people like him.' When I asked what he meant by 'people like him,' he said, 'you know, homeless. I saw myself as worthless and needy and because of your patience and help, I feel seen and needed.'"

— FPTV Case Manager

Continuum of Care

Though our guests no longer visit our Day Center, FPTV's programs remain individualized and caring. Our volunteers wrap around each guest, ensuring they feel our supportive community. **From birthday celebrations to move-in help to budgeting mentorship, we support each guest in shelter and after they stabilize into their new homes.**

In addition to working one-on-one with each guest, FPTV advocates for families experiencing houselessness at the city, county, and state levels. By offering prevention services in our community, sheltering and providing case management and housing navigation to those who experience homelessness, and providing supports for families placed into housing, FPTV helps ensure the long-term independence and stability of our graduates. **Our goal is not simply getting families into housing; it is keeping them in housing.**



Our Programs

MOTEL SHELTER PROGRAM

Our motel shelter program replaced our rotational shelter model at the onset of the pandemic. Through this program, we house up to 15 households, both families and individuals, at a motel which features kitchenettes for easy meal preparation in every room. While guests are in program, each household receives food support delivered directly to their rooms each week by a volunteer, and individualized case management and housing navigation services aimed at addressing barriers and achieving long-term, stable housing. **Benefits of this new model include:**



Ability to
Cook



Greater
Autonomy



COVID
Safety



Increased
Stabilization



On-Site
Food Pantry



The motel shelter program has allowed us to increase our shelter capacity at a time when needs in our community are high. Sheltering in motel rooms also provides unique benefits our rotational shelter could not. Guests can settle into their own space, feeling the independence and stabilization that accompanies this comfort. They can cook food for themselves in their own kitchens, providing nutritious meals for their children each day. Access to healthy meals is a game-changer for many folks who have been living out of their cars or other places not fit for habitation. And, of course, the motel model has reduced the spread of COVID-19 between our guests by ensuring every household has its own space. We will use our motel model through 2022 as we continue to evaluate public health directives.

Our Programs

ST. ANTHONY'S PROGRAM

“It's been eye-opening for many parishioners to see themselves in this community that have children of all different ages, couples that are struggling through the same things they're struggling through—getting their kids ready for school, getting breakfast ready. It's been such a wonderful opportunity to make more personal connections.”

— Danny Rauda, Social Justice Coordinator, St. Anthony Church

FPTV began partnering with St. Anthony Church in 2018. Today, the St. Anthony community hosts one large family at a time in their shelter space. St. Anthony offers families weekly laundry and cleaning services, as well as celebratory meals and gifts on holidays. Families also receive dedicated, individualized food support, thanks to the efforts of outstanding volunteers. These personal touches help families feel right at home in the St. Anthony community. While in program, families receive comprehensive case management services from FPTV staff with the goal of regaining stable housing.



COLD WEATHER SHELTER PROGRAM

FPTV opened our Cold Weather Shelter (CWS) program in partnership with Washington County's Supportive Housing Services team. This seasonal (November – April) program provides 22 families at a time with motel-based shelter, food support, clothing support, resume/budgetary guidance, transportation resources, and some case management services. This life-saving program keeps families safe from the winter elements and connects them with much needed resources. CWS families have access to an FPTV food pantry which also offers pet food, located on the motel campus. **In the last two months of 2021, this program served 25 families and provided 2,241 safe bed nights.**

“Launching the FPTV Cold Weather Shelter Program has enabled us to open our shelter doors wider than ever before. It is a joy to watch families gain momentum toward housing and stability when their essential needs are met.”

— Brylee Gnant, FPTV Case Manager

PREVENTION & DIVERSION



If a family living paycheck to paycheck suffers a major illness, car accident, or job loss, it can immediately destabilize their housing. Without one-time financial help, they may be unable to pay their rent, resulting in an eviction and forced loss of their home. **The cost of a single intervention to keep a family housed is significantly less than the cost of rehousing them.** In addition to the financial cost, housing destabilization can be traumatic for adults and children, lowering educational outcomes and mental health. By preventing evictions, we also divert families from entering shelter programs.

In 2021, FPTV expanded our Prevention & Diversion services by adding an Initial Response Specialist who matches callers with the resources they need to get help with rental arrears, illegal evictions, employment services, and more. We have heard countless stories from people who had never before experienced housing instability, but suddenly found themselves at risk of losing their homes. If a family member has their hours cut or loses work altogether due to the pandemic, they may face a few months of late rent payments, often for the first time in their lives. After getting new jobs, many are able to pay rent again, but not catch up on what they owe. **Through FPTV's assistance, families like these are able to keep their housing and avoid the financial and emotional stress of being evicted and becoming houseless.** FPTV is committed to helping families stay in their housing.

GRADUATE SUPPORT SERVICES

Our Graduate Support program begins in the weeks before graduation as we work with families to determine what household items they need for their new home. After move-in, case management continues during the critical period between exiting program and becoming stabilized in the community.

Recently, a graduate family shared that the father lost his job and they worried how they'd pay their rent. We met with the dad, helped him update his resume, and brainstormed ways to reduce expenses. We are happy to share that the dad regained employment and they are again thriving in their home.

We know our open-door culture has an impact. Graduates often stop by to volunteer or refer a friend in need. **No family needs to feel they are alone—this is our promise.**



By the Numbers

75%

households served
now in stable
housing

45,000+

meals served

273

people
sheltered

1,500+

volunteer hours
contributed

14,342

bed nights provided

454

individuals received
prevention, diversion, and
stabilization help

With greater capacity comes a greater impact. We're working hard to meet the elevated need in our community, all while serving families and individuals with kindness, compassion, and personalized support. These numbers tell the story of supportive programs with demonstrated efficacy. **And we're only continuing to grow our impact.**

We Love Our Volunteers!

Where would we be without the incredible support of our dedicated volunteers? Thank you to every person who contributed their time, expertise, and kindness in 2021; you helped make our guests feel warm, safe, and welcomed!



Food Delivery Program

This year, our volunteers staffed a new food delivery program that brings healthy, fresh foods directly to our guests staying at the motel shelter. Previously, after volunteers dropped off food donations at our Day Center, our case managers spent hours sorting, packing, and delivering the food to program participants. Our volunteer community mobilized to take over the food delivery, freeing up the case managers to focus on rehousing families.



Meet Darlene

Darlene is one of FPTV's original volunteers. Darlene runs our "birthday program," through which she tracks and celebrates guests' birthdays by delivering a birthday cake (in their preferred flavor!) to every guest who has a birthday while in program. In 2021, Darlene has brought her organizing expertise to our furniture storage units, office space, and starting our new clothing pantry. She also helps to organize our CWS food pantry and manages inventory each week on top of filling food order requests.



The Move-In Team

Cherie, Keith, and Keith C. have led our move-in support team since 2019. In 2021, they helped more than 10 graduate families move into their new homes. This not only means helping the family carry in their own belongings, but also includes procuring and delivering donated items, including beds, kitchen supplies, furnishings, and special toys for the kids. Whenever we match Cherie, Keith, and Keith with a family, we know their move-in will go smoothly. This "heart work" does not go unnoticed. One recent guest said, "they were the nicest people we have ever met. The princess bedding they provided my daughter was the cherry on top of our experience with FPTV's program. Thank you!"



In the Words of Our Guests

"My sister and I were homeless for almost a decade. We had almost given up hope of ever living in an apartment again. And one day, a customer at my job who knew I was homeless told me about Family Promise of Tualatin Valley. My sister and I debated calling. We figured that we would be in a shelter for a few months and then back in the van. **But we got into the FPTV program and suddenly all the things that felt so impossible started to become possible.** We found an apartment that is absolutely perfect, we can save money, and I was able to get a new job. I know I couldn't have done this without the support of FPTV, Brylee, and all the volunteers who helped us along the way. Y'all are the best!"

— Jessica



"I am in the driver's seat now. I'm in control. I look around and see that this apartment is our home. After I entered shelter, I was able to get back to work, raise my credit score, make a budget, and plan ahead for rent payments. The weekly food delivery made it easy for me to focus on work and finding an apartment. The weekly case management sessions kept me accountable to my to-do list each week. **FPTV made it easy for me to ask for help.**"

— Beatriz



"The food FPTV provided me while we were in shelter meant that I had daily access to healthy foods which gave me the energy to do the things I needed to do in order to get back on my feet. The shelter food removed the stress of how I was going to feed my kids every day while we settled back into having a roof over our heads. **This mini-fridge is an opportunity for us to pay it forward.**

— Melissa & Derek, program graduates who donated a fridge to FPTV as we worked to build our cold weather shelter food pantry



"Thank you to FPTV for helping us get into an apartment. I feel safe knowing that my elderly parents and sister are safe, warm, and can clean up when they want to. I don't know what to say but THANK YOU."

— Casey

FPTV Staff & Board of Directors

Dear Friends of FPTV,

During my tenure serving on the Board of Family Promise of Tualatin Valley, I have seen personally the impact of FPTV's life-changing work in our community. In times that continue to be uncertain, FPTV programs both meet ongoing challenges and adjust to evolving needs and contexts.

FPTV's accomplishments are thanks to the leadership of Executive Director Rose Money and the dedication and expertise of all FPTV staff, as well as our dedicated partnerships with churches, civic organizations, and a wide network of volunteers. Our amazing team is on the front lines, leading with compassion, energy, and positivity.

Our Board is proud of FPTV's work across all realms, including its diligence in advocating for our guests, using trauma-informed practices, centering DEI and racial equity, and securing funding while complying with the many requirements of its varied funding sources. We are humbled by the respect earned from the many organizations with whom we partner.

As a Board, we are here to help FPTV move ahead with purpose, compassion, and creativity. We're working to build a permanent shelter solution, beyond our current motel model, all while forging new partnerships as FPTV continues expanding its impact in assisting houseless families. As we look back on 2021 with gratitude, we are confident there is a bright future ahead for FPTV—and we're grateful you're a part of it.

Best wishes,



Nancy Scott

2022 President, Board of Directors | Family Promise of Tualatin Valley

FPTV STAFF

Executive Director: Rose Money
Director Of Client Services: Gabrielle Logan
Case Manager: Brylee Gnant
Case Manager: Mayra Mendoza
Case Manager: Timothy Bland
Intensive Housing Case Manager: Donna Crews
Volunteer/Administrative Coordinator: Dannica Fetters
Fund Development Manager: Elise Schaff Laubach
Initial Response Specialist: Shana Beckman
Bookkeeper & Finance: Lisa Fu

BOARD & COMMITTEES

President: John Bailey ('21), Nancy Scott ('22)
Vice-President: Lisa Gadd-Guillot ('21), Jennifer Ayers ('22)
Secretary: Jennifer Ayers ('21), Gina Olson ('22)
Treasurer: Elizabeth Michels ('21), John Bailey ('22)
Board Member: Carol Greenough
Board Member: John Goodhouse
Board Member: Claire Juttelstad
Board Member: Rebecca Quinn
Board Member: Renee Case
Board Member: Cameron Williams
Finance Committee: Laurel Buncak
Technology Committee: Frank Bubenik
Special Projects: Laura Ford



As a community-based organization, we would not be able to provide services without the support of our incredible partners. Thank you for making our work possible!

City of Tigard | City of Tualatin | Countryside Community Church
Grace Point Community Church | Lake Grove Presbyterian | Lake Oswego United Methodist Church
Living Savior Lutheran Church | Mountain Park Church | National Charity League
Resurrection Catholic Parish | Rise Church | Rolling Hills Community Church
St. Anthony Catholic Church | Supportive Housing Services
The Church of Jesus Christ of Latter-day Saints, Lake Oswego Stake
Tigard Foursquare Church | Tigard United Methodist Church | Tualatin Presbyterian Church
Tualatin United Methodist Church | Washington County | Young Men's Service League



Our pets are often considered beloved family members. When houselessness occurs, families often face the gut-wrenching decision to give up their pets. FPTV is proud to offer our guests the opportunity to keep their pets while they are in shelter and consider their pets while providing housing navigation services. We also provide pet food support to our shelter guests.

Meet the pets of FPTV staff—and find so much more—on our website:

www.familypromiseoftv.org

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