



2020 Annual Report

Family House Toledo
669 Indiana Avenue
Phone: 419-242-5505
Fax: 419-242-3420



CHAIRMAN'S MESSAGE

2020 presented enormous challenges in the world and Family House had their own unique set of challenges. I believe we came through a stronger and better organization. We looked at everything top to bottom and reevaluate ourselves. We looked at cost savings, growth opportunities, and partnerships. Because of the hard work of the Board and staff, Family House continues to be a leader in the homeless community.

We agreed as a board and staff to keep our mission fully intact. We agreed to go into the year and develop an improved strategic plan while finding new and exciting ways to grow our mission to better serve the community at large. We did a top down evaluation of our strengths and weaknesses to find areas of improvement. I'm excited to announce that our strategic plan is complete! We are beginning the work to implement the plan as we move forward.

I am excited with the work we did in 2020 and the direction that Family House is going. We appreciate the continued support from the community and confident of the bright future ahead.

Thank You for your Continued Support

Dino Peluso II

President of the Board of Directors



EXECUTIVE DIRECTOR'S MESSAGE

I think everyone exhaled as we transitioned from 2020 to 2021. This was no exception for Family House staff and clients! We began this year with a lot of grand plans however, COVID-19 changed how we do business in the early Spring. In early Spring 2020, Family House staff began working a pared down schedule, eliminated in person volunteer opportunities and increased the amount of cleaning and sanitizing that occurred throughout the building.

As the year and pandemic continued, we transitioned to ensuring safety protocols were in place to keep staff and clients safe. These safety protocols included but, were not limited to temperature scans upon building entry; immediate handwashing before moving throughout the building and hand sanitizer strategically placed for easier use. Along with these protocols, Family House decreased the number of families served to ensure we were able to social distance and if necessary quarantine families on site. Equipment was also purchased to sanitize different areas of the building. Computers were also purchased to ensure any child that needed to had the ability to complete their school work on site and parents were able to apply for employment and complete any other paperwork deemed necessary to obtain housing and transition to permanent housing.

During the 2020 year, Family House Board of Directors along with the administrative staff worked to create a Strategic Plan to move the organization forward. I believe the goals espoused in the Strategic Plan are capable of being implemented and will have a profound impact on the families served as well as the Lucas County community.

As 2021 evolves, it is our hope and prayer that Family House will begin to allow more volunteers and transition back to housing families at full capacity. Additionally, we will begin working toward implementing the goals outlined in the Strategic Plan. I believe the support from the Northwest Ohio community specifically, the City of Toledo and Lucas County has been phenomenal and has resulted in Family House remaining faithful to its mission during the 2020 Calendar year.

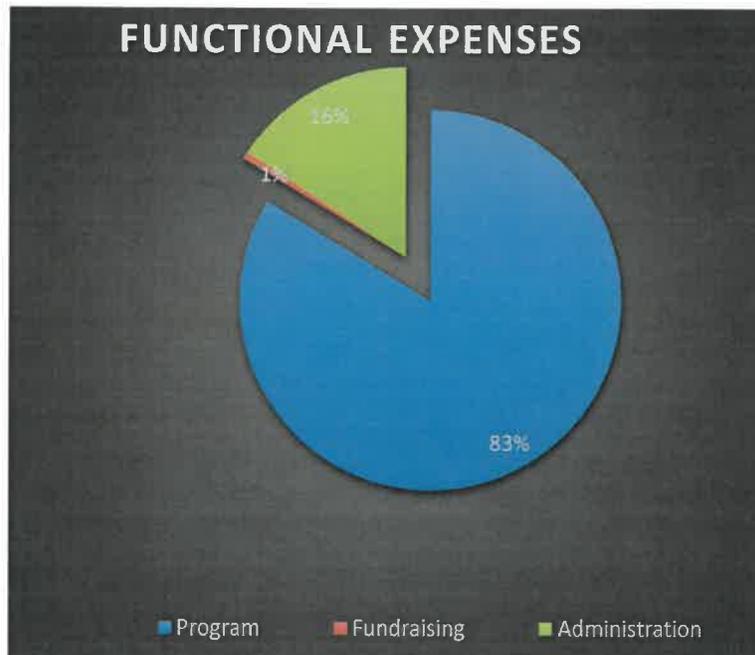
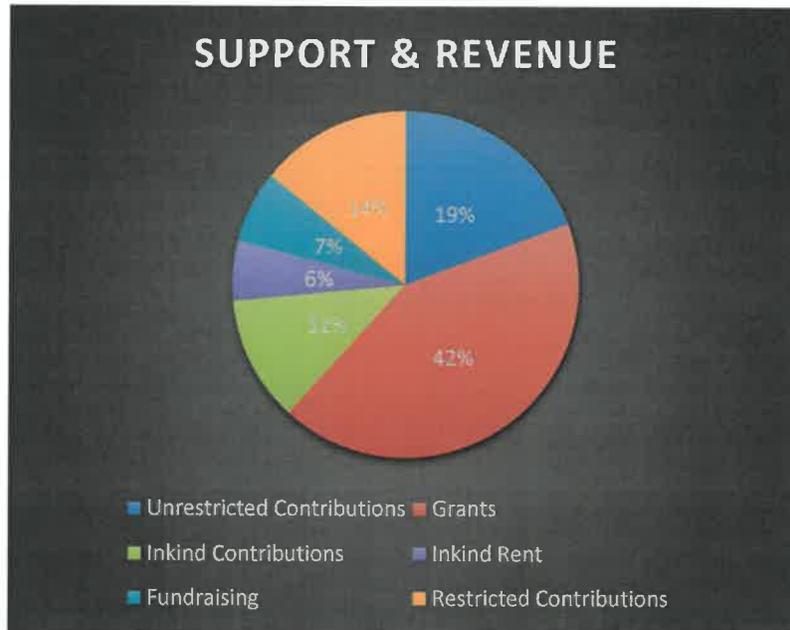
Thank you for your support!

Tonia R. Pace, PhD, LSW

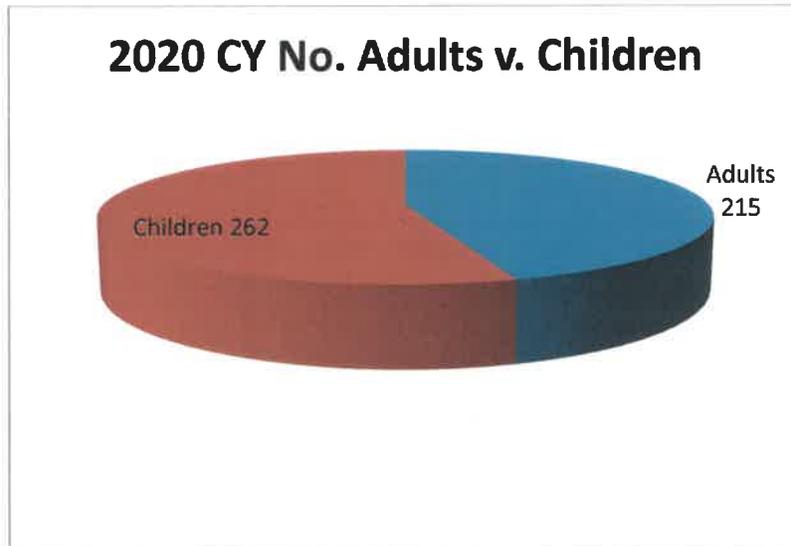


FINANCIAL OVERVIEW

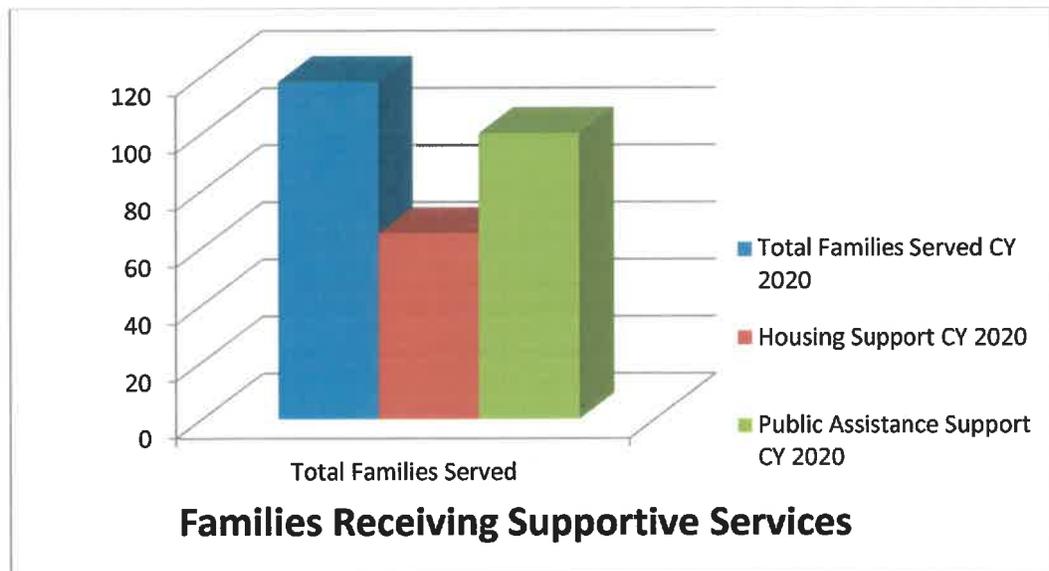
Family House was able to end a successful year of providing families facing the crisis of homelessness with a safe place to live and tools to become self-sufficient. We reflect on the support that we received that made all of this possible. Support for Family House came in a variety of ways such as private donations, grants, in-kind contributions and fundraising. Also, Family House received Covid-19 revenue to help with the salaries, equipment and supplies to help with the day-to-day operations during the pandemic. Family House is able to carry out their mission with your generous contributions, and various forms of support received from the community.



CASE MANAGEMENT, HOUSING AND SUPPORTIVE SERVICES



The above pie chart displays the number of children and adults receiving services from Family House during the 2020 Calendar year.



CASE MANAGEMENT, HOUSING AND SUPPORTIVE SERVICES (CONT.)

Of the 118 families served during the 2020 calendar year, Family House had the honor of assisting three (3) United States veterans. For those veterans as well as the other families temporarily housed at Family House, the average length of stay was seventy-five (75) days. Of those men, women and children who left and moved into stable, affordable housing, 64 received Aftercare support. Organizations that partnered with Family House in an effort to move families from the emergency shelter to stable, safe housing include: Catholic Charities; Leading Families Home; Lutheran Social Services and Neighborhood Properties, Inc.

HOUSING PARTNERS



FACILITIES MANAGEMENT

Family House began this year with Jerry Taylor, an employee of thirty years planning to retire. With that in mind, Family House began the arduous task of finding a person who would become the new Facilities Director. In August 2020, Earl Fair began his journey as the new Facilities Director for Family House. Earl has worked diligently to ensure Family House continues to be a safe place of refuge for homeless families. For example, with the assistance of COVID-19 specific funding, Family House was able to purchase new washers and dryers and an ice machine. The washers and dryers will enable families to increase the size of the load being washed and the frequency. Additionally, the washers and dryers will assist in ensuring all donations are clean and sanitized before distribution to the clients we serve. Family House also purchased an ice machine with COVID-19 funds in an effort to decrease the transmission of infectious diseases such as COVID-19 and Influenza.



FACILITIES MANAGEMENT (CONT.)

COVID-19 SAFETY MEASURES

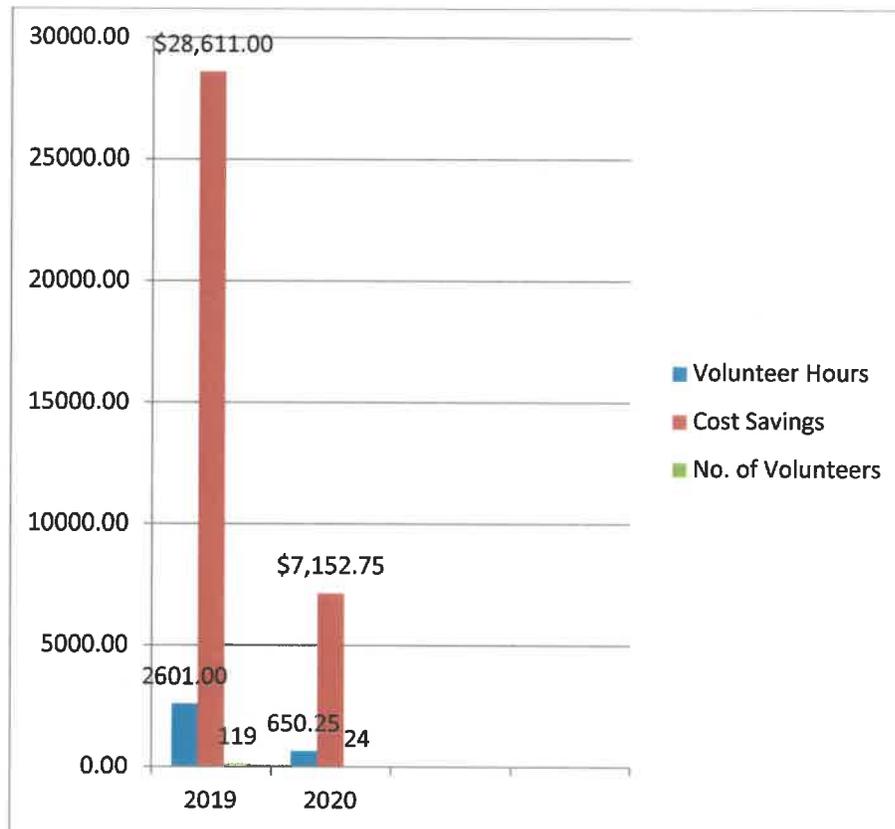
- Increased Cleaning and Sanitizing
- Separating Meal Times
- Temperature Scan Upon Building Entry
- Hand Washing Upon Entering Building
- Hand Sanitizer Distributed throughout building

FACILITIES PARTNERSHIPS



VOLUNTEERS

COVID-19 had a drastic impact on volunteer opportunities at Family House! During the 2020 Calendar year, 620.25 volunteer hours were logged. This is approximately 1/4 of volunteer hours donated during a 'normal' year. The wonderful news...the 620.25 volunteer hours was completed by **24 individuals!!**



VOLUNTEER OPPORTUNITIES

- Donation sorting and organizing
- Clothing Sorting and washing
- General cleaning/janitorial assistance
- Preparing Meals
- Family Activity Night
- Neighborhood Beautification Event
- Hair cuts and other professional services

VOLUNTEERS (CONT.)

DONATIONS ACCEPTED

- Monetary Donations
- Cleaning Products
- Hygiene Items
- Paper Products
- Bedding
- Clothing
- Food
- Diapers and Wipes
- Household Items
- In Kind Donations



**2020 FAMILY HOUSE
BOARD OF DIRECTORS**

**DINO PELUSO II
BOARD PRESIDENT**

**REV. DR. WILLIE PERRYMAN JR.
VICE PRESIDENT**

**CATHY LEONARD
SECRETARY**

DAVE ANDERSON

HEATHER BAKER

SHEENA BARNES

KATTIE BOND-HANCOCK

TAMI HARRIS

PATRICK DONNELLY

KEITH NELSON

FRANK PERTZ

TIM WALBOLT

