Building Hope
2011 Annual Report

Families in Transition
Providing a Home. Building Hope.
Dear Friends,

This year marked the 20th anniversary of Families in Transition (FIT). During those 20 years, we’ve gone from one property to 14; from one city to two; from one employee to 71; from five units of housing to over 200; from nearly 100 volunteer hours to nearly 20,000 hours in one year; and the list goes on! However, most importantly, through these years we’ve focused on providing a home and building hope for over 4,000 people who were homeless.

As you read this report, you’ll see that through the ongoing support of our board of directors, staff, and supporters, even through these challenging economic times, we’ve been able to move the organization forward by expanding our number of housing units, as well as our entrepreneurial business ventures. Some of these highlights include the following:

- Two new housing developments were created resulting in 29 new units of housing. Our Lowell Street Housing program provides 17 units of shared housing, designed specifically for single women and women with their children waiting to move into transitional or permanent housing. Our Belmont Housing program provides 12 new permanent housing units for families and individuals.

- One business venture expanded and a new one was created, both creating additional revenue streams to the bottom line of Families in Transition. Our OutFITters Thrift Store Boutique expanded and relocated onto Main Street in downtown Concord. Our newest business venture, FIT Cleaning Solutions, provides full service office cleaning to businesses in the greater Manchester and Concord communities.

- An expanded and more formalized structure to our long-standing commitment of conducting research and sharing best practices with those who work with the homeless population was established. The New Hampshire Coalition to End Homelessness, a nonprofit created in 1990, is now headquartered at Families in Transition. Through the Coalition, we will continue to research solutions on ending homelessness, educate providers on best practices, and empower those we serve.

The need for our housing and services is greater than ever and because of our ability to not only sustain ourselves, but to grow, we’ve been able to help homeless families and individuals get back on their feet and once again become active and engaged members of our community. However, we would be remiss in not acknowledging and wholeheartedly recognizing that our successes are because of your continued support. And, we thank you for this!

Stay tuned for exciting things happening in 2012, including the acquisition of Manchester Emergency Housing, a family shelter in Manchester. We look forward to a bright future ahead and are dedicated to building hope for every member of our community who enters through our front doors.

With warmest regards,

Maureen Beauregard
President

Sedra Michaelson
Chair, Board of Directors
During 2011, Families in Transition’s Lowell Street Housing program opened as its first housing program specifically designed to provide more immediate, short-term, shared housing for single women and mothers with children. Residents at Lowell Street receive counseling services while they wait to be transitioned into temporary or permanent housing.

In 2011, single mom, Irma found herself and her teenage daughter, Jada, homeless after she lost her job and was no longer able to afford her rent payments. Irma and her daughter lived with family and friends while she sought assistance from public resources. “I felt abused,” Irma recalls. “Everything just really fell apart. It was so traumatic for my family. My daughter still struggles to get over this traumatic time period.” Amidst the struggles, Irma was introduced to Families in Transition through a friend.

Irma and Jada became the first family to move into the newly renovated, yellow building on Lowell Street. “I remember the day [Families in Transition staff] came and said, ‘You are the first ones. You’re going to have so much luck, don’t worry.’ Words that have stayed in my head and my heart,” Irma says.

Upon arriving, Irma recalls receiving new sheets for her new bed and personal toiletries. She immediately started building hope through working closely with her Families in Transition Treatment Coordinator; together they created employment, financial and educational goals for her future. “Just being there really made me feel that I was going for something better, that things were going to get brighter,” Irma reflects.

Today, Irma and Jada reside in a permanent residence at one of the Families in Transition properties. Irma has found employment and is working toward getting her GED. “My Treatment Coordinator always encourages me to do things to better myself. She encourages me to think above working in a factory and to study, so one day I can do something better,” Irma says. With the new positive direction her life has now taken, Irma fondly remembers how she began her transition at Lowell Street, putting her on the path of gaining self-sufficiency and respect. “There’s not a day that I don’t forget to just say thank you to God because I feel peace; I have come to my home.”

On June 3rd, 2011 the Lowell Street Housing program opened, building hope for four single women and 13 single mothers with children.
Donors, Customers, and Volunteers Provide the Foundation of OutFITters Thrift Stores

A Solid Revenue Stream for FIT

In 2011, over 2,000 individuals and businesses donated their new and gently used furniture, clothing, books, and housewares to OutFITters Thrift Stores. Thanks to those donations, the store staff was able to re-stock the stores each day with new and interesting inventory to keep up with the demand of over 170,000 items sold in one year.

According to one of OutFITters' donors, Maria Suprenant, "Donating to OutFITters Thrift Stores is easy and convenient. When my in-laws moved into assisted living, OutFITters Thrift Store came to the home in their truck and picked up the furniture. When I have smaller donations, I just drive to the back of the Manchester store and the man at the loading dock helps me unload my items. They make it so simple."

The donations and the stores' loyal patrons helped OutFITters Thrift Stores profit $150,000 in 2011, which was directed to Families in Transition in order to continue building hope for formerly homeless families and individuals.

In the later part of 2011, OutFITters Thrift Store Boutique in Concord moved from its cozy location in Bicentennial Square to a more visible location at 20 South Main Street, next to the Concord Food Co-op. The move meant the Boutique grew to ten times its original size allowing the product lines to grow to not only include upscale women's clothing, but to also include upscale clothing for men and children, furniture, books and housewares. The expansion was made possible thanks to support from the Community Development Finance Authority and local businesses.

In addition to generous donors and loyal customers, the stores have a dedicated and growing list of volunteers who do everything from sorting donations, to hanging clothes, to cleaning. Over the last year, 142 volunteers spent over 3,500 hours, which is valued at over $71,000, helping the stores run smoothly and look spectacular.

A combined total of over $3.3 million in sales since inception, the OutFITters Thrift Stores have gained a reputation for being popular, socially-responsible shopping destinations.
Families in Transition’s Family Place is the first-in-the-nation trauma-informed childcare center that supports children experiencing homelessness. The goal of the Family Place is to provide youth participants with a combination of family-strengthening therapeutic treatment, high quality trauma and homeless-informed childcare, and opportunities for social activities. The Family Place serves up to 20 preschool students with the staff focused on building hope for children’s futures.

For Families in Transition’s program participant Breanna, a single mother of three, Akira at School the Family Place provides a safe learning environment for her oldest daughter Akira, aged five, to thrive academically, emotionally, and socially. Akira has been enrolled in the Family Place for two years. Breanna is amazed by her daughter’s educational growth at the Family Place, which includes reciting the alphabet both forward and backward.

As part of Family Place’s integrated, family-centered programming, Parent Advisory Council meetings are scheduled between teachers and families to discuss each child’s progress and specific needs. These meetings have become meaningful to Breanna, who is able to hear about her daughter’s growth and address issues.

Breanna has taken notice of Akira’s success at the childcare center enables Breanna to build hope for her child’s future: “I like being involved with everything Akira does. It makes me feel good; I’m doing my best as a mom. Akira is definitely going to be successful. She will graduate high school and go on to college,” she says proudly.

Since enrolling with Families in Transition and receiving the services connected with the Family Place, both mother and daughter have experienced social and emotional transformations. “In the beginning, I was really shy and I didn’t like being around a lot of people,” Breanna recalls. “But, I’m getting used to it now. The girls are around other children and they love it.” Breanna has also taken notice of Akira’s positive change in behavior: “She now knows if she’s upset, she’ll put herself in another room. Then she’ll come to me and explain why she’s upset. Before, she didn’t really talk much when she got upset and threw tantrums.” Positive emotional and physical healthy outcomes are achieved through the strength-based, therapeutic programming provided by clinical staff who are specially trained on the unique needs of children.

Seeing her oldest daughter’s success at the Family Place is building hope for Breanna, as they allow her to hear about her daughter’s growth and address issues. Hearing of Akira’s success at the childcare center enables Breanna to build hope for her child’s future: “I like being involved with everything Akira does. It makes me feel good; I’m doing my best as a mom. Akira is definitely going to be successful. She will graduate high school and go on to college,” she says proudly.

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Thank you to the supporters of Families in Transition. Without your generous and continued support, building hope for participants would not be possible.

Donor Listing:

$20,000 and above
Anonomous Donation
Northeast Nova Scotia

$10,000 - $19,999
Citizens Bank Foundation

$5,000 - $9,999
Arthur L. Setz Charitable Trust

$500 - $999
Anonymous Donation

$500 - $999
Manchester Monarchs

$250 - $499
Cynthia Milten

$250 - $499
Lisa and Bill Allard

$100 - $249
Anonymous Donations

$99 and below
Anonymous Donations

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$250 - $499
* Dana Neitlich and Howard Levy

$20,000 and above
Anonymous Donation

$10,000 - $19,999
Arcadya Salon and Spa

$8,000 - $11,999
Citizens United Way

$5,000 - $9,999
Associated Grocers of New England, Inc.

$2,500 - $4,999
Lori and Bill Allard

$1,000 - $4,999
Ellis T. Anderson Trust

Julia and Frank Rizzo

Saint Raphael Church

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Ann and John Snow

Robert Speeglen and Truda Bloom

The Hair After Salon

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Kirstin and Marcus Zendtman

Darlene Grant

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Denise Gudakemst

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Heritage Plumbing & Heating, Inc.

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Public Service of New Hampshire

Sarah Pumly

Jeffrey Swanz

David Rozner

Rebecca Rentz Real M.D.

John Reger II

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Cynthia Richards

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Cathleen Schmidt

Raymond and Sharon Schultz

Jori Schellings and Joan Izen

Richard and Janice Silverman

Rabbi Susan Silverman

Dr. Gary and Rochelle Lindner

Joey Macdonald

Ignatius and Eleanore MacLean

Northwood Congregational Church, UCC

Gordon and Rima O’Brien

Mark and Michaela Olsen

Phyllis and Clifford Otto

Rich and Doris Paizaloz

Glória Paradise

Northwest Congregational Church, UCC

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Public Service of New Hampshire

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Jeffrey Swanz

David Rozner

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Andrea Stena

Cathleen Schmidt

Raymond and Sharon Schultz

Jori Schellings and Joan Izen

Richard and Janice Silverman

Rabbi Susan Silverman

Dr. Gary and Rochelle Lindner

Joey Macdonald

Ignatius and Eleanore MacLean

Sophia Annas

Dennis and Kathy Aggar

John and Nancy Apfel

Arcom Communications Corporation

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John Bixby

Kate Baker

Robin Banker

Julia Barry

Jennifer and Jason Brodabrax

Lucien and Jason Brodabrax

Ted and Linda Resnette

Robert Black

Carol Brown

Richard and Joanne Bouchard

Stephen Boyd

Louis Brady

Nancy Brin

Katherine Brookby

Theresa Brown

Diana Brinard

Laure and Richard Burben

Germot and Susan Burell

This is my favorite place to live.

Once you choose hope, anything’s possible.

Christopher Reeve

Marine Batchard

Renee Campbell

Chris Campbell

Josephine Carnella

Barbara Caruso

Catholic Medical Center

Melanie and George Cavendish

Robert and Sheryl Cheeny

Chiropractic Associates of Bedford

Meghan and Andrew Collins

Michelle and Patrick Conley

Suzanne Conroy

Kathleen and Joey Cote

Kathleen Crody

Kathleen Cross

Shawn and Carrie Cross

Amy Gagne

Constance Ray Czyzowski

Joan and Joseph Danieli

Jessica Deboom

James Dekler

Dell Direct Giving Campaign

Dell, Inc.

Rev. Charles Domino

Robert and Rachel Denton

Melissa DiBiase

James Domino

Nancy and Bruce Donnely

Estelle Dospau

Sarah Driscoll
Volunteer Listing:
Thank you to the volunteers who dedicated their time and hard work to Families in Transition. Families in Transition is grateful to all the organizers and individuals who dedicated nearly 20,000 hours of three to build up for families in transition’s participants.
Volunteer listing is inclusive of volunteers from January 1, 2011 – December 31, 2011.

Kay Arthun  Concord High School
John Albert  Concord Young Professionals Network
Jason Alexander  John Conway
Dick Angrosno  The Retromusic Family
Kathryn Arty  Xiomara Apollo
Ximena Aponte  Tiffany Arness
Lee Arp  The Arp Family
Ralph Ascoli  Luca Anza
Luna Astara
Peter Bartlett  Kyla Bailey
Kylie Bauleau  Sarah Berrens
Kevin Broussard  Lisa Becker
Angela Beckford  Judy Bergeron
Amy Berestynek  Elizabeth Blanchard
Marshall Bloom  Christian Boheman
Elizabeth Brantley  Lucille Boucher
The Bostoun Family  Allen Brosigian
Deborah Bruns  Breakthrough
Gary Bremner  Peggy Broome
Eugene Brody
Courtney Brison  Tabitha Brobst
Breakside Church  Pascal Ettiene
Barbara Brugnoni  Carol Eganpa
Michelle Burke  Ryan Finn
Kathleen Callahan  April Cameron
Lon Capp  Jessica Fogg
Bradley Canley  Gary Carty
Tom Carty  The Catter Family
Jan Chapman  Steven Friedman
Carolina Chauvette  Caroline Chauvette
Graham Chosnwell  Jessica Finken
Teresa Clayton  Dan Coole
Mark Coro  Zach Colches
Garey Courtney  Christina Georgas
We have made every effort to list the correct information. If we made an error, please contact the development office at 603-930-7900 ext. 1737.

Revenues
Federal, state and other grant support
$2,012,661
Property management fees
16%
Management and general expenses
7%
Program expenses
6%
Interest & Other Income
6%
Revenue from special events
2%

Expenses
Program expenses
71%
General expenses
16%
Management and general expenses
13%
Program expenses
6%
Interest & Other Income
4%
Revenue from special events
1%

STREET ADDRESS
Northampton

CHAPTER 11

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