



Friendly House Annual Report 2020-2021



“TO LIVE; TO LOVE; TO LEARN; TO LEAVE A LEGACY.”

~STEPHEN R. COVEY

OUR MISSION: TO RESPOND TO THE NEEDS OF CHILDREN, FAMILIES AND SENIORS THROUGH QUALITY, AFFORDABLE SERVICES THAT WILL ENRICH LIVES AND STRENGTHEN OUR NEIGHBORHOODS AND THE COMMUNITY.

Since 1896, Friendly House has been providing quality, affordable programs and services to children, families and seniors in the Quad City community.

A MESSAGE FROM OUR DIRECTOR, TERRY HENDERSHOTT

An annual report is something that Friendly House puts together every year and my portion serves as the introduction. But what is the real purpose of an annual report? This is a document that's designed to highlight our accomplishments, inform readers about the organization's mission, build trust and confidence with the agency, and thank & acknowledge people for their support.

This past year has been an unprecedented time in regards to everything, no different at Friendly House. Some words, phrases or concepts that defined 2020-21: Coronavirus, social distancing, masks, no toilet paper, working from home, Zoom meetings, PPE, PPP, remote/ virtual, Hybrid learning, covid, hand sanitizer, taking temperatures, supply chain, help wanted signs, DIY projects, lock down, pandemic, and derecho. While we are not completely over these phrases, we are definitely returning to some normalcy.

This past April, Friendly House celebrated its 125th Anniversary! Unfortunately, we could not celebrate like we wanted or deserved to. We look forward to some type of celebration in 2022.

As I am writing this, it is the week of Thanksgiving, and I am truly thankful for so many things.

So thank you . . .

To the Children we serve: Thank you for allowing Friendly House to be part of your childhood and development. To the people we serve: Thank you for being part of Friendly House and always reminding us why we do what we do.

To our families: Thank you for trusting us with your children and loved ones.

To our staff: Thank you for doing what you do every day! Somehow a “thank you” never seems like enough. You truly demonstrated what a “team” effort looks like.

To our volunteers: Thank you for providing that “extra” help we needed to reach our goals. To our board: Thank you for providing the guidance, support and understanding we needed.

To our community partners: Thank you for believing and investing in Friendly House and helping us live our mission. I hope after you read this annual report, you see our accomplishments despite the pandemic. I hope you understand and feel connected to our mission. I hope you know and appreciate that we do everything in our power to do things the right way. I hope you know how thankful we are for everyone who supported us in any way and you are greatly appreciated!

YOUTH SERVICES

FULL & PARTIAL DAY PRESCHOOL

- » 2 preschool classes: partial day MWF (4 year olds) & partial day TTh (3 year olds)
- » 63 preschoolers served
- » 40,164 units of service (1 unit = 1 hour of service)
- » We utilize The Teaching Strategies GOLD® assessment system. GOLD is organized into ten areas of development and learning. We measure six of these: social-emotional, physical (gross motor and fine motor), language, cognitive, literacy and math.



K-5 PROGRAMS

- » 3 Programs: Afterschool, Summer Daycare & Plus Days
- » 63 students (ages 5-12) served
- » 35,051 units of service (1 unit = 1 hour of service)
- » 90% of parents stated that as a result of the program their child demonstrated an increased sense in problem solving and life skills.

FAMILY SERVICES

EDUCATIONAL SCHOLARSHIPS

- » 4 scholarships awarded:
Ivory-Optimist, Levy & Micka
- » 4 recipients were awarded \$6,000 total

EMERGENCY ASSISTANCE

- » 106 clothing, 20 gas, 76 laundry & 14 prescription vouchers given
- » 38 social needs met (birth certificates, driver's licenses & work clothing)

FAMILY NIGHT EVENTS

- » 3 Family Night events
- » 499 individuals attended

FOOD PANTRY

- » 677 families & 2138 total individuals served
- » 344 families visited the pantry only one time
- » Average of 7 food pantry visits weekly
- » 4,512 pounds of food purchased through River Bend Food Bank



HOLIDAY ASSISTANCE

- » 26 bikes distributed to children
- » 44 children attended Santa's Secret Workshop
- » 580 individuals served through Holiday Baskets
 - 157 families received a Holiday Basket
 - 300 children received gifts
- » 11 Holiday Basket community sponsors



RENT REBATES

- » 31 Rent Rebates completed
- » \$25,377 refunded from Rent Rebates



SENIOR SERVICES

ON-SITE PROGRAMMING

- » 27 seniors served
- » 156 days of senior programming
- » 846 trips given to seniors in the Senior Bus
- » BINGO played every Tuesday & low-impact aerobics done every Friday
- » 137 meals served
- » 62 seniors served thro
- » 47% of seniors would not be able to participate in outings and other Friendly House Senior Service programming without financial assistance.



FIELD TRIPS & OUTINGS

- » 9 Lunch Bunch trips taken
- » Favorite Lunch Bunch locations- Culver's, Portillo's, Clark's Landing, Pizza Ranch, & Cabos Cantina
- » Favorite field trips - Little Red Barn, Niabi Zoo, Rhubarb Fest, & Vanderveer Park

2020-2021 Board of Directors

Jim Farber- President
Andy Erpelding- Vice President
Mike Goben- Secretary
Chris Koerperich- Treasurer

Becky Eiting
Rob Frieden
Sue Gallagher
Beth Hancock
Andrew Harris
John Kessler
Brett Ketelsen
Greg Larrison
Doug McDonald
Erin McKay

Paul Neuharth
John Oliger
Jennifer Randazzo
Dan Riefe
Chris Shumpert
Beth Tinsman
Andy Trasoweck
Tom Wagner
Bob Waterman

FY21 Financials

