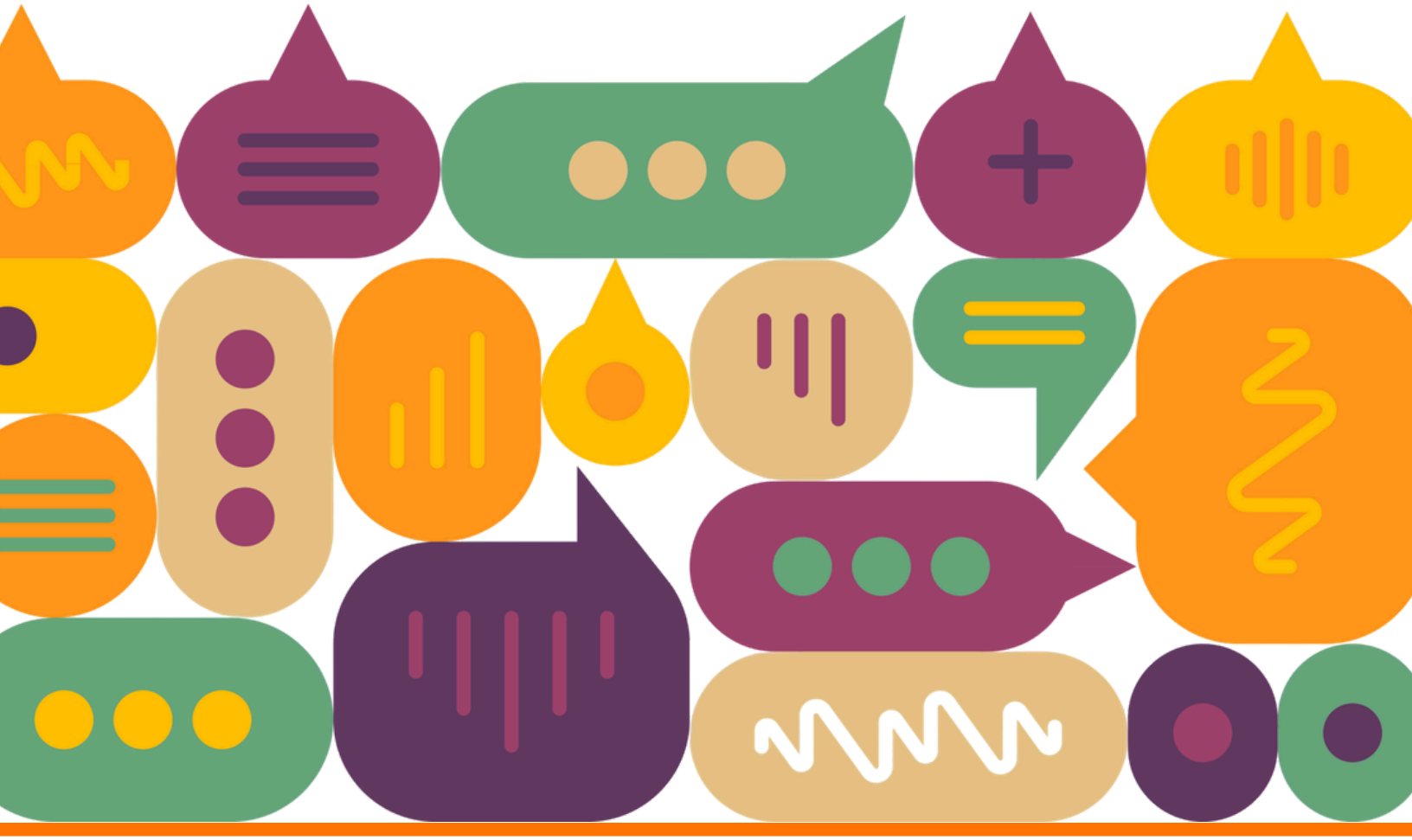
In Their Own Words

Quotes and Reflections from Families Served by Homeward House



Homeward House COLLABORATIVE

The work of Homeward House Collaborative is on the ancestral lands of the Coast Salish Peoples, in particular, the Tulalip, Snohomish, Stillaguamish, and Sauk-Suiattle tribes. We honor the original caretakers of the land they continue to cherish and protect.

We are committed to fostering racial equity.
Read our full Race and Social Justice Statement on our website to learn about our commitment and the steps we are taking to change the systems and practices that perpetuate inequities.

For more information, contact us at
homewardhouse@ywcaworks.org

homewardhouse.org

© 2025, Homeward House Collaborative.
A project of the YWCA Seattle | King | Snohomish.
Al rights reserved.

Table of Contents

1. Introduction
2. Trusted, Judgement-Free Support: Experiences with Parent Ally Mentors
3. A Home-Like Space: The Family Visitation & Resource Center
4. Barriers and Needs: What's Still Hard to Access
5. Real Impact: What the Program Has Mean
6. Why It Matters: The Role of Homeward House in the Community
7. Suggestions and Ideas for the Future
8. Closing Reflections

Addendums:

Participant Outcome Rankings

Participant Demographics



Introduction

At Homeward House, the voices and experiences of the families we serve are at the heart of everything we do.

In the summer of 2025, we conducted a survey with current and recent clients of Homeward House. This document offers a summary and highlights of the 35 thoughtful responses we received.

The insights they shared reflect both the challenges families face and the unique and meaningful support they have received through the Homeward House Collaborative.

We are deeply grateful to each participant for their honesty and willingness to help shape the future of our work. Their feedback will directly inform how we strengthen our programs, improve services, and continue building a more supportive and responsive community for families.



Trusted, Judgement-Free Support

Experiences with Parent Ally Mentors

Across all responses, clients described a consistent experience of feeling supported, respected, and understood by their parent ally mentor. A common theme was the sense of having someone they could count on — especially during difficult moments. Respondents often highlighted the importance of lived experience, emotional availability, and the importance of judgment-free guidance.

"They have helped me all the way through my CPS case...When I needed someone the most at my worst in my case, they were there lifting me up."

"(She) knows the struggle of addiction and was there for me when nobody else was and I believe I am sober today because of the support she gave me."

"I love knowing that I always have someone in my corner
NO MATTER WHAT!
I can reach out regardless of how big or small my current issue is and they are there to help me through it."

Additional voices:

- *"Thank you for reinforcing that this isn't a battle that has to be fought alone and that I'm capable of coming out on top."*
- *"My parent ally mentor hasn't handed me anything, but helped me with equal effort to help me accomplish what I needed — just not alone."*
- *"My parent ally and all the Homeward House staff made me feel more confident in myself and taught me how to properly advocate for myself which was beneficial to me in so many ways."*

A Home-Like Space

The Family Visitation & Resource Center

Clients frequently shared that the Family Resource Center provided a welcoming and home-like space for visits and support. Many responses pointed to the comfort, respect, and dignity they felt while using the space. Consistent themes included access to essential supplies, freedom to care for children in a natural setting, and the absence of judgment.

"It feels like home, they have a large variety of toys for all ages, plenty of snacks and food to make meals. They provide diapers and wipes, anything you need is accessible."

"I really like the amount of respect I feel like I received and I was left to be with my children and not feel like somebody was trying to hover over me or watch everything I did."

"It was so kid friendly and my kids and I were able to bond is a safe and comfortable environment."

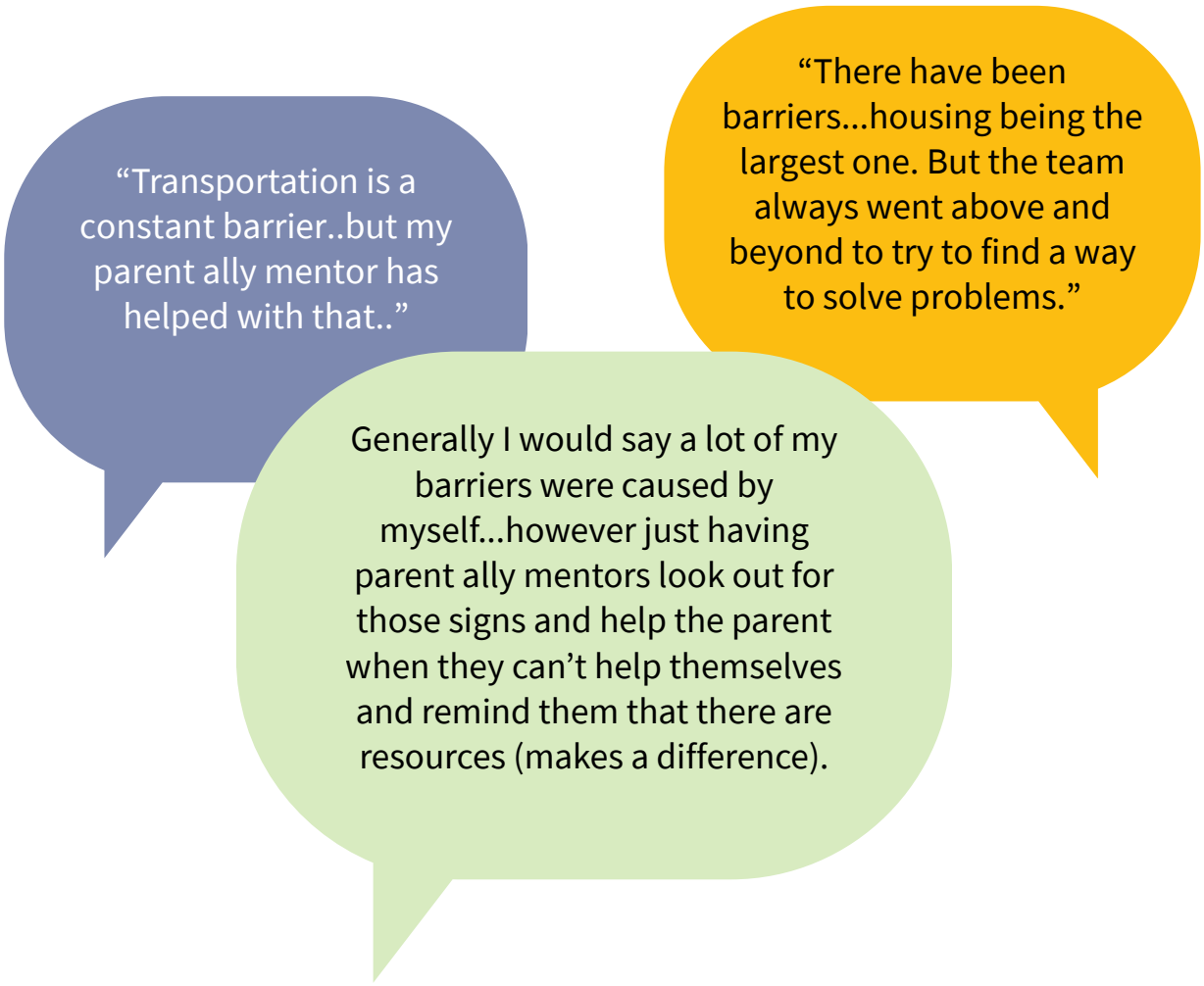
Additional voices:

- *"(What I found helpful) Being able to do laundry while the kids play instead of having to go to the laundry mat and have the kids become restless and spending money we truly don't have..."*
- *"(What I most enjoyed) The comfortability I felt. I was very easy just to come and do my visits. I didn't feel as if I was walking on eggshells, they really made me feel as if it was my home."*
- *"(What I found helpful) The staff. How it looks like a home. You can cook there."*

Barriers & Needs

What is Still Challenging

While many clients reported receiving helpful support, some described ongoing barriers to accessing resources—most commonly transportation and housing. A consistent pattern in responses was that even when clients struggled, parent ally mentors often stepped in to help navigate or reduce those challenges. A few noted that personal readiness and mental health also influenced access at times.



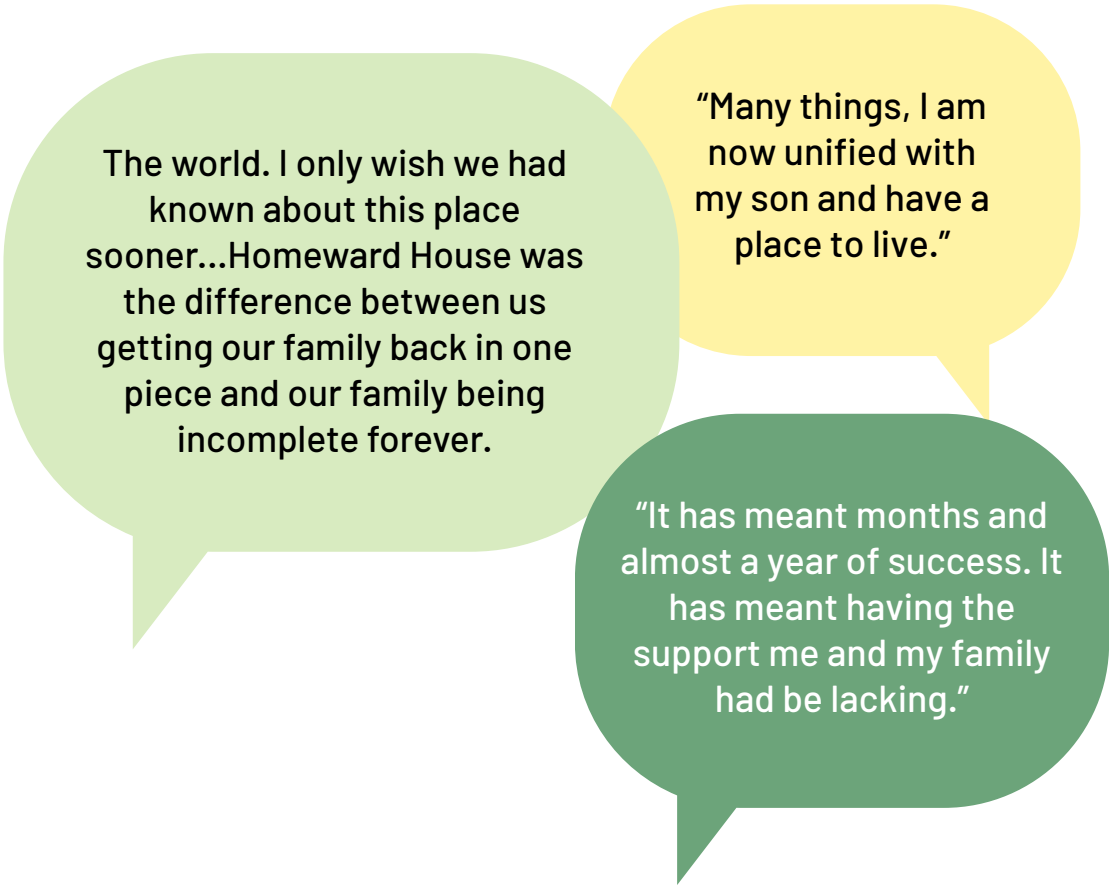
Additional voices:

- *"The infant mental health and childhood services have been offered several times and I have just not been in a place to receive that service. I really do want to engage in it though. My circumstances are different now and I'm in my own place and I am able to do so at this time."*
- *"Homeward House as helped me break through barriers."*

Real Impact

What Homeward House has Meant

Clients commonly described the Homeward House program as life-changing. Recurrent themes included reunification with children, recovery from addiction, improved housing stability, and emotional growth. Many participants emphasized that the program helped them succeed during a time when they felt alone or uncertain about the future.



Additional voices:

- *"I have been fortunate to experience an overwhelming amount of support, regardless of what I'm going through. Ifeel like the love Homeward House has for parents and kiddos is unconditional."*
- *"Homeward House services is a huge reason that I have made it to where I am at today. Housed and with a healthy baby!"*
- *"Getting connected with resources for housing so I can secure permanent housing for my family."*

Why It Matters

The Role of Homeward House in the Community

Nearly all responses emphasized that Homeward House plays an essential role in the community. Common themes included its unique ability to support parents involved in CPS, provide meaningful peer mentorship, and offer a home-like setting for family connection. Several participants expressed that more programs like it are urgently needed.

"Without this program, I think that we would see a drastic increase in children being removed from their families or having children being placed in foster care for a longer period of time than necessary."

"It is more than needed honestly...This has been the ONLY program/resource that has got me clean and kept me clean and given me the milestones I've accomplished thus far...This program does work and has changed my family's life completely."

"I think it's important to have people that have gone through similar situation help people out and get them what they need. There's a very personalbe aspect when working with someone who knows what you're going through."

Additional voices:

- *"It's needed absolutely for parents who have nowhere to have visits with their kids."*
- *"It's a steeple in our community and helps women/moms and their babies get to a better place in life. Hard times could fall upon us all. Programs like this are essential!"*
- *"It bridges a large gap... baby supplies, supportive allies, and a place for visits."*

Suggestions and Ideas for the Future

Though most feedback was overwhelmingly positive, some clients shared ideas for how services could be expanded or improved. Consistent suggestions included offering weekend hours, increasing community awareness, and adding more classes or housing-related resources. A few also expressed concern for staff well-being and encouraged more support for mentors themselves.

"They give everything to their clients—they need to care for themselves, too."

"Just make sure they stay connected with clients who are high risk of relapse."

"Weekend hours would help a lot."



Additional voices:

- *"Make it bigger and add more staff"*
- *"Continue to reach out to parents, even after a safety plan."*
- *"Getting connected with resources for housing so I can secure permanent housing for my family."*
- *"More resources and a bigger center"*

Closing Reflections

The voices shared in this report echo a powerful and consistent truth: judgment-free support, grounded in real-life experience, has the power to transform lives. Whether by supporting recovery and reunification after separation, or by helping prevent parent-child separations in the first place, the impact is profound.

Comments Backed by Results

These quotes are validated by tangible outcomes. As shared in our ***Update for 2025,*** Homeward House supported 120 families in 2024, with a reunification rate of more than 90%. We connected more than 240 families to essential resources ranging from housing support to mental health services—demonstrating that our model not only uplifts individuals but strengthens families and the broader community.

Looking Forward

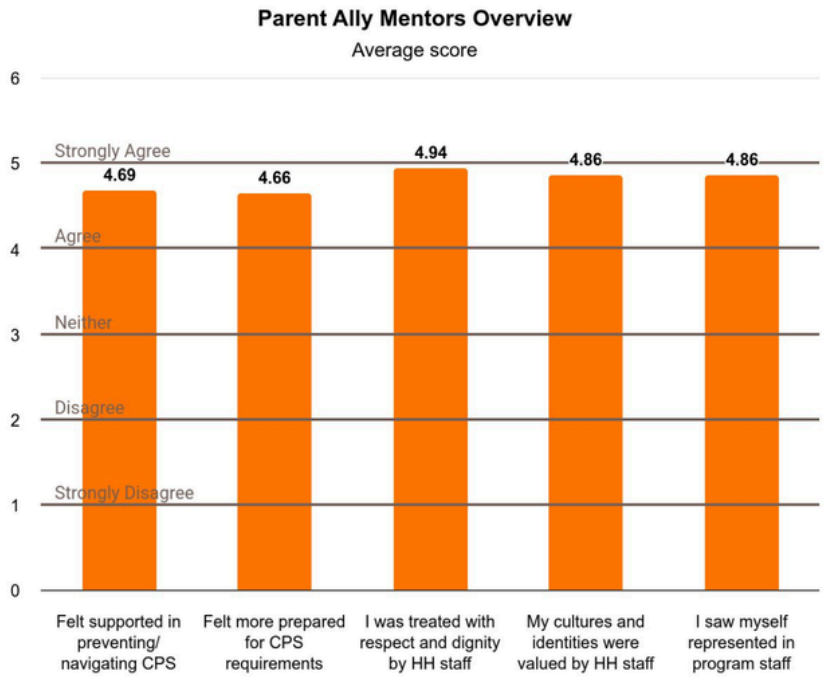
We are honored by the trust these families have placed in Homeward House and inspired by their strength. Together, we can keep building a community where every parent is seen, every child is safe, and every family has the support they need to thrive.



Outcome Rankings from Participants

Brief summary.

Please provide data in spreadsheet for formatting.

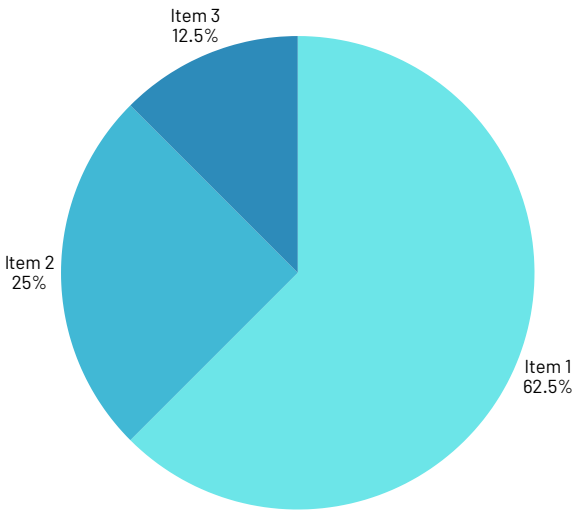


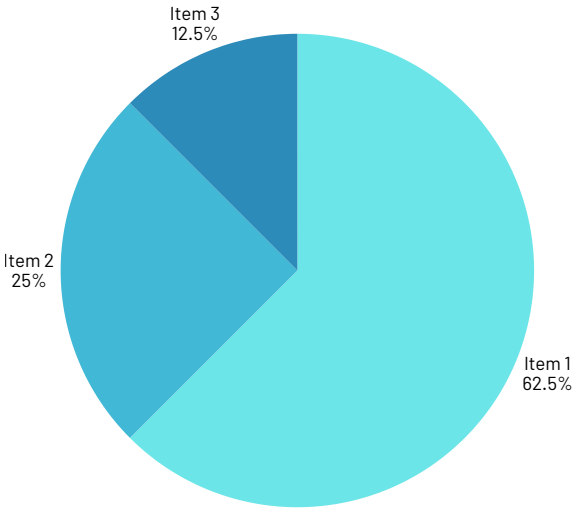
add photo

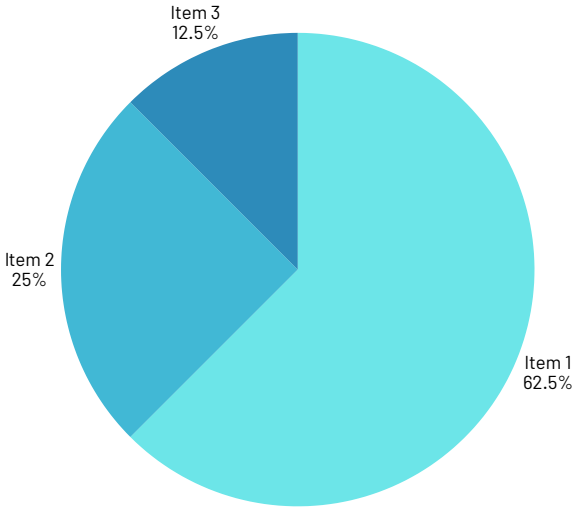
Demographics of Survey Participants

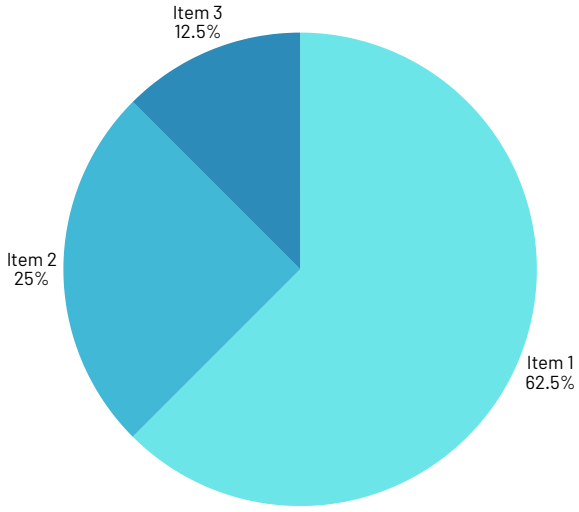
Brief summary.

Please provide data in spreadsheet for formatting.









Homeward House COLLABORATIVE

Specialized peer support, without judgment, for parents of young children and expectant parents who are facing substance use disorders and related challenges, including poverty, homelessness, and the risk or reality of intervention by Child Protective Services.

Snohomish County, Washington

homewardhouse.org

Parents recover, children thrive.

Advisory Committee

LEADERSHIP

eliminating racism empowering women ywca Seattle | King | Snohomish

ChildStrive Child • Family • Community

Domestic Violence Services of Snohomish County Intimate Partner Violence Centered

HOUSING HOPE we keep hope alive

Homeward House PARENT VOICE GROUP

INTERFAITH Family Shelter

LAW OFFICES OF BRICE & TIMM

SNOHOMISH COUNTY HEALTH DEPARTMENT

PARTNERS

F.I.R.S.T. CLINIC

Ideal Option

IBJ INSTITUTE FOR BLACK JUSTICE

Providence

SNOHOMISH COUNTY THERAPEUTIC COURTS "WE WALK WITH YOU ON YOUR JOURNEY TO RECOVERY"

Snohomish County Recovery Coalition "Bringing Recovery to the Surface"

sound pathways A WAY FORWARD

TULALIP TRIBES

HOPE RISING CLINIC

WithinReach