

# ANNUAL REPORT 2021

A Year  
of Building





# A Note From Cheryl



Dear Family Promise Community,

It's an amazing feeling to be writing this note to you in our 25th year of service to children and families in our community! What began as The Greater Grand Rapids Interfaith Hospitality Network (IHN), with a handful of host churches and the ability to serve a few families with shelter each night, has grown into

a holistic system of care that in 2021 **served more than 1,400 individuals** (792 families!) with safe family shelter, homelessness prevention services, affordable housing opportunities and support to families as they move from a place of homelessness to new homes and real hope.

**This past year was focused on building.** We have been building an expanded staff team that is diverse, humble, laser-focused on our mission and our families, and extremely hard-working. We have built on the lessons learned during the Covid-19 Pandemic - that our families are resilient and flexible, and that our staff are dedicated and innovative, even in the face of adversity and challenge.

We were reminded this fall that our model of rotating and shared shelters, in collaboration with partner congregations in IHN and organizations like Mel Trotter Ministries - home of our Pathway Home shelter, allows us to build community and provide the best possible support and consistency for our families - especially the kids! We resumed our community model of family shelter in October after a season of relying solely on hotel shelter during the pandemic. We are incredibly grateful to our hotel provider, Grand Hospitality Management, who partnered with us in amazing ways over the past two years!

We built upon our existing efforts around Prevention and Stabilization services for families in our community. Thanks to support from incredible philanthropic partners and broad community initiatives, we have collaborated to build systems to support families community-wide. Prevention programs with layers of community support allow families with children to stay out of shelter by helping them keep their homes or navigating them to new housing before a shelter stay is needed.

Our rapidly growing Stabilization and Engagement Services program, known by our families as *Welcome Home*, supports families who have experienced homelessness or are housing insecure to move home with support that is tailored to their families' needs and goals. We walk alongside these families for up to two years, ensuring they never become homeless again!

Last year was also a season of Re-Building! Our Partners in Housing program completed the renovation of more than 25 manufactured home units in 2021, located throughout Kent and Ottawa Counties. This has allowed 20 families in our Welcome Home program to have a beautiful, safe, affordable place to call home with the opportunity to become homeowners!

**We continue to build each day, and encourage you to walk alongside and partner with us** as we support families in building more stable, hope-filled futures! We ask for your continued prayers and support as we work to end homelessness, one family at a time.

Blessings,

Cheryl Schuch  
Chief Executive Officer





# Who We Are



## Leadership Team:

**Cheryl Schuch**, *Chief Executive Officer*

**Lisa Valk**, *Chief Operating Officer*

**Lisa Cruden**, *Vice President of Programs*

**Francisco Calderon**, *Vice President of Business Intelligence*

**Kate O'Keefe**, *Vice President of Advancement*

**Aurelia Bouwhuis**, *Vice President of Finance*

**Jim Davis**, *Director of Housing*



## We Are Stronger Together



## Board of Directors:

**Karen Ricketts**, *Foremost Insurance Company - Board President*

**Tenisa Frye**, *Farmers Insurance - Vice President*

**Darren McKnight**, *Stryker - Treasurer*

**Crystel Imperi**, *Fifth Third Bank - Secretary*

**Cheryl Schuch**, *Family Promise Executive Director*

**Trenessa Allen**, *Hope Community*

**Amanda Brand**, *Mindscape*

**Tenisa Frye**, *Farmers Insurance Group*

**Joe Howard**, *Junk King*

**Christian Huyge**, *Polaris Real Estate*

**Renee Mika**, *Cherry Health*

**Michael Moody**, *Johnson Center for Philanthropy, GVSU*

**Laura Morris**, *Warner Norcross & Judd*

**Susan Stoddard**, *Eastbrook Homes*

**Karina Zarate**, *C2AE*



# Our Services



## Prevention Services

When parents and their children are about to become homeless, Family Promise intervenes quickly to keep the family safe, minimize stress on kids. This saves shelter space for other families who desperately need it. So if a landlord is preparing to evict a family, Family Promise intervenes to work towards a solution to keep the family in their home.

Sometimes families are already homeless and living with a relative or friend. If that housing is safe and working for everyone, Family Promise can support the family staying in that temporary living situation. In the meantime, we work with them to create additional supports and help them find their own place to call home.

## Housing & Homeownership

It's our goal to move a family home as quickly as possible. It's always a big deal when a family receives the keys to their home because it symbolizes a fresh start, new beginnings and a family ready to soar. We want a family to live in a place they are proud to call home, a place where they can set roots, a place where they can thrive. Together, we are ending homelessness one family at a time through different housing solutions like shared housing, Partners In Housing and other innovative solutions.

## Family & Children Support

After a family moves into their home, we offer family and early childhood support services to address housing stability, health disparities and any gaps in service. Our team walks alongside families for up to two years to help them create and accomplish goals for employment, education, transportation, health and community engagement. This overcomes the root causes of poverty, allows a family to become self-sufficient and creates generational change.

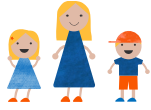
## Emergency Services & Basic Needs

No family should be without a place to call home, but sadly, it's a reality for many families here in Kent County. Family Promise of Grand Rapids provides emergency shelter and basic needs to families with children experiencing homelessness. While a family stays in our homeless shelter, we provide a welcoming and safe place to land and connect families with resources to help them thrive. We provide family emergency shelter through a variety of different settings and models.





# 2021 Impact Report



792

Families served



over 1,000

Children served



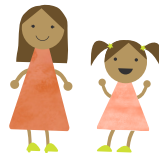
51%

Of children in  
shelter were  
0-5yrs old



90%

Of our families find a  
new place to call home  
after experiencing  
homelessness



85%

Single parent  
households



85%+

of our families are  
still housed one  
year later



553

Individuals served  
with Prevention Services



93

Families served  
in 2021 with  
Stabilization Services



64%

Of people in shelter  
were children



20

Families became  
homeowners in 2021  
through  
Partners in Housing



# 2021 Highlights



2021 was a year of adjusting to the "new normal" that the the pandemic had caused us to live into as families and as an organization. While our traditional shelter spaces remained closed for most of the year, our staff returned to serving our families in-person as appropriate, and many of our usual activities and services resumed as well.

## Re-opening Congregant Shelter

After months of planning and preparation, Family Promise of Grand Rapids re-opened our Pathway Home and IHN shelters, as well as our Grand Rapids and North Kent Day Centers. We were grateful for the opportunity to offer emergency shelter in local extended stay hotels throughout the pandemic. But there is truly no place like "home," and for our families who are experiencing homelessness, it was a blessing to be able to provide these spaces to our families once again, complete with eager and caring volunteers, home cooked meals, and comfortable spaces.



## NEW North Kent Day Center

When our community partner North Kent Connect in northern Kent County decided to renovate their facility in 2020, Family Promise of Grand Rapids was invited to share their new space and create a Day Center for our IHN North Kent shelter families. This beautiful new space includes a comfortable family space and kitchen, bathrooms with showers, as well as storage space for our families' belongings, play space for kids, and offices for our staff. North Kent Connect held a ribbon-cutting ceremony in June of 2021 at this wonderful new space.

## 100 Homes for 100 Families

In 2019 a local philanthropist discovered the Partners in Housing program at Family Promise as he began learning about the issue of homelessness in our community. Drawn to finding a solution to family homelessness, he began talking with friends and community members about investing in the purchase and renovation of manufactured homes, and supporting Family Promise families in these homes - all for \$20,000 per home, each home benefiting one family. As of the end of 2021, 200 homes were invested in through Partners in Housing overall. In 2021, 25 houses were renovated, and 20 families have moved home with the opportunity to become homeowners of these homes!





# Volunteer Impact

Family Promise wouldn't be what it is without our volunteers. Family Promise is a community effort providing a community solution to family homelessness. We know that without the time, energy, and talent of our volunteers families wouldn't have a place to call home. You painted bedrooms in PIH Homes, you assembled bunk beds, and planted bulbs, you made dinner for families moving home, you crafted welcome home banners and celebrated the wins alongside us. It's not lost on us that YOU are our secret sauce.



**Number of Volunteers: 808**  
**Number of Volunteer Hours: 7,670**



## Thank You, Volunteers!

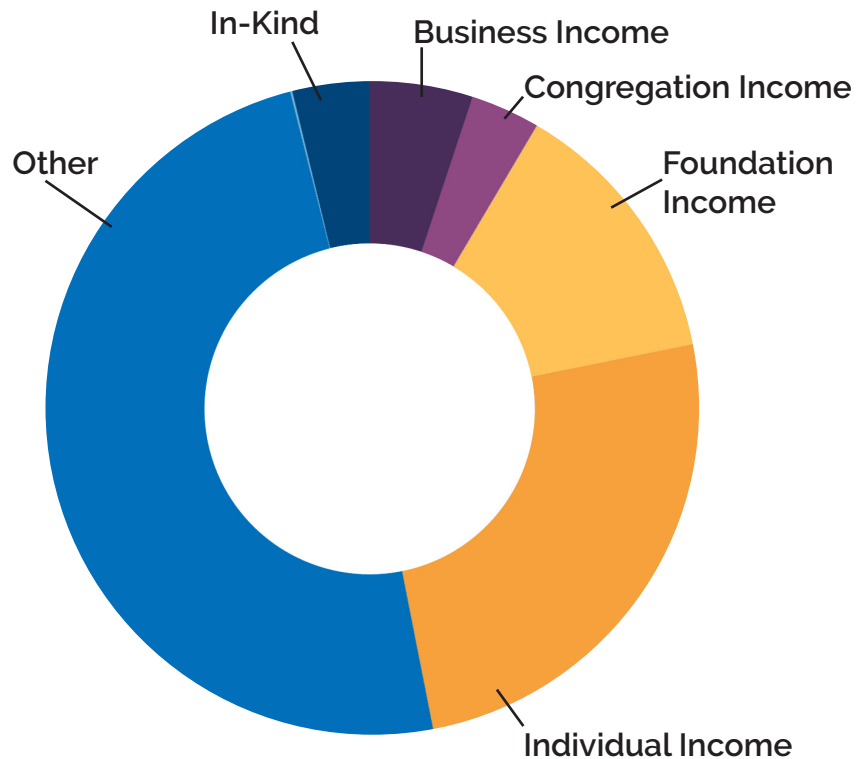
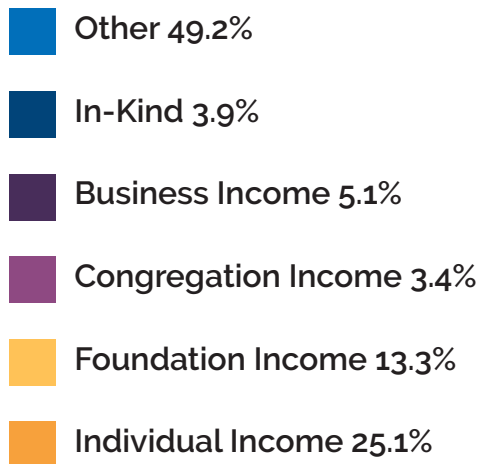




# Financials

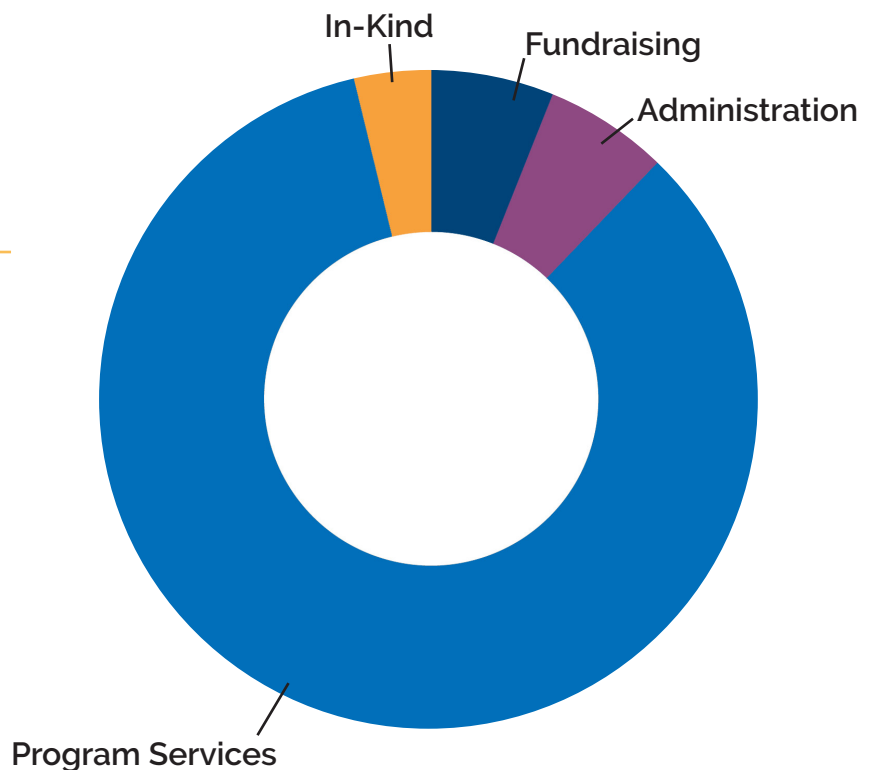
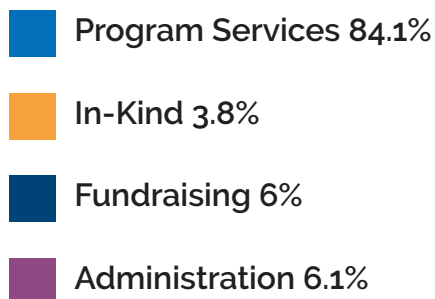
## Income

Total Income: \$5,486,238



## Expenses

Total Expenses: \$5,400,108







# IHN Congregational Network

## Host Congregations

Cornerstone Church  
Crossroads Bible Church  
East Congregational Church  
Fairway Christian Reformed Church  
Fifth Reformed Church  
First Congregational Church of Rockford  
First United Methodist Church  
Grace Episcopal Church  
Hillcrest Community Church of God  
Ivanrest Christian Reformed Church  
Mamrelund Evangelical Lutheran Church  
Mayflower Congregational Church  
Neland Avenue Christian Reformed Church  
Peace Lutheran Church - Sparta  
Plymouth Heights Christian Reformed Church  
Plymouth United Church of Christ  
Princeton Christian Reformed Church  
Sparta Baptist Church  
The Springs Church  
St. Andrew's Episcopal Church  
St. Luke's Lutheran Church  
Thornapple Covenant Church  
Trinity Lutheran Church  
Wyoming Park United Methodist Church



## Support Congregations

All Souls Community Church of West Michigan  
Alpha Family Center  
Brookside Christian Reformed Church  
Cascade Fellowship Christian Reformed Church  
Cedar Springs United Methodist Church  
Congregation Ahavas Israel  
East Nelson United Methodist Church  
Eastminster Presbyterian Church  
First Reformed of Grandville  
Fountain Street Church  
Grand Valley Community of Christ  
Hahn-In Christian Reformed Church  
Holy Spirit Episcopal Church  
Hope Lutheran Church - Rockford  
Renaissance Church of God in Christ  
Rockford United Methodist Church  
St. Stephen Catholic Church  
Zion Lutheran Church



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