



# Annual Report 2022





# A Note from Tenisa

Dear friends of Family Promise,

I am writing to express my sincere gratitude for your unwavering support and dedication to Family Promise of West Michigan. In 2022, our collective efforts made a significant difference in the lives of the families we serve. Together, we provided prevention, emergency shelter, basic needs assistance, and stabilization services to over 3,000 individuals (815 families), that includes an impressive 90% finding a place to call home. The impact of our work cannot be overstated.

I am continually inspired by the generosity of our donors, the commitment of our partners, and the tireless dedication of our staff. Even in the face of unprecedented challenges, you have shown resilience and a steadfast belief in our mission. Your contributions have transformed lives, offering families the opportunity to regain stability and security.

As the CEO of Family Promise of West Michigan and a former Vice President of our Executive Board of Directors, **I am excited about the growth that lies ahead in 2023.** Together, we have achieved remarkable milestones in providing assistance and hope to thousands of children and families experiencing homelessness. Our success is a testament to the power of collaboration and compassion.

Looking forward, I am enthusiastic about the possibilities that await us. Our team is committed to building upon our accomplishments and expanding our reach. This year, we have launched the Room to Grow campaign, and we have two upcoming events: the **Family Frolic** on July 23 and our **Annual Golf Outing** on September 11.

Furthermore, FPWM remains dedicated to our housing initiatives. We have observed a concerning trend of outside entities acquiring manufactured

home parks, resulting in inflated costs and decreased accessibility for families.

To address this issue, we have proactively identified two manufactured communities for acquisition in 2023. This strategic move will help preserve affordability while generating a sustainable revenue stream to support our manufactured home rehabilitation program, Partners in Housing. By taking proactive measures, we uphold our mission and contribute to addressing the pressing need for affordable housing in our community.

Additionally, our partnership model with congregations and organizations such as Interfaith Hospitality Network (IHN) and Mel Trotter Ministries through our Pathway Home shelter has proven effective in providing support and consistency to our families.

Together, we will continue to provide essential resources, advocate for affordable housing, and create lasting solutions for family homelessness.

Thank you for being an integral part of our community and for joining us in this important work. With your continued support, we can make an even greater impact and ensure that every family has a place to call home. Together, let's create a sustainable future for all.

Blessings,



Tenisa Frye  
Chief Executive Officer



# Who We Are

## Mission:

Family Promise of West Michigan's mission is to end homelessness, one family at a time. We engage diverse and inclusive community and faith-based organizations to provide emergency shelter and basic needs to families with children who experience homelessness. We offer culturally informed services to prevent homelessness and to assist families in finding housing and sustaining their independence.



## Leadership Team:

### Tenisa Frye

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



## 2022 Board of Directors:

### Susan Stoddard

FPWM Board President

Affiliation: Eastbrook Homes

### Tenisa Frye

FPWM Vice President

Affiliation: Farmers Insurance

### Nate Trathen

FPWM Board Treasurer

Affiliation: Hope Network

### Crystel Imperi

FPWM Board Secretary

Affiliation: Fifth Third Bank

### Cheryl Schuch

FPWM CEO

### Trenessa Allen

Affiliation: Grand Rapids

Housing Commission

### Linda Anderson

Affiliation: Kellogg's

### Bridgette Baker

Affiliation: Fifth Third Bank

### Christian Huyge

Affiliation: Polaris Real Estate

### Sara Knoester

Affiliation: Mixed Staffing and Recruiting

### Michael Moody

Affiliation: Johnson Center for Philanthropy, GVSU

### Laura Morris

Affiliation: Warner Norcross & Judd, LLP

### Rev. Ben Taylor

Affiliation: Sparta Baptist Church

### Eric Williams

Affiliation: United Methodist Community House

### Glenda Williams

Affiliation: Cherry Health





# Our Services



## Prevention Services

FPWM promptly intervenes to ensure a family's safety and mitigate the adverse impact on the well-being of the children when faced with the imminent threat of homelessness. By doing so, we provide immediate relief to the family in crisis and free up shelter accommodations for other families in dire need of such assistance. In cases where a family is on the verge of eviction, our dedicated team intervenes, collaborating with landlords and seeking viable solutions to enable the family to retain their home.

In situations where families are already without a permanent residence and are temporarily staying with relatives or friends, we assess the safety and functionality of their current living arrangement. Simultaneously, we offer comprehensive assistance, including establishing additional support systems and actively facilitating their transition toward securing a space they can truly call their own.

## Family & Children Support

Once a family moves into their home, we extend a comprehensive array of family and early childhood support services designed to tackle housing stability issues and any existing service gaps. Our dedicated team stands in solidarity with families, providing guidance and support for up to two years. Together, we walk our families through a transformative journey, collaboratively establishing and pursuing goals encompassing vital aspects of life, including employment, education, transportation, health, and community engagement.

## Housing & Homeownership

At FPWM, our utmost aspiration is to facilitate the expeditious transition of families into stable housing. Each time a family is handed the keys to their new home, it signifies far more than a mere acquisition of property; it represents the dawning of a fresh chapter, the commencement of new opportunities, and a family poised for remarkable growth. Our profound desire is for families to reside in residences they can proudly call their own—a sanctuary where they can establish firm foundations and flourish to their fullest potential.

To accomplish our mission, we embrace a range of innovative housing solutions, such as shared housing initiatives, the transformative program of Partners In Housing, and a multitude of other forward-thinking approaches.

## 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. We extend emergency shelter provisions and address families' most fundamental needs. Throughout their stay in our homeless shelter, we strive to create an environment that is accommodating and imbued with a sense of safety and warmth. Concurrently, we work diligently to forge connections between families and a comprehensive range of resources tailored to their unique circumstances, fostering an environment wherein they can flourish and thrive.

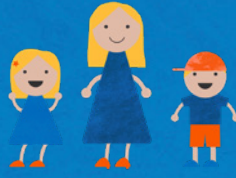


# 2022 Impact Report



3,005

Total  
people helped



Families served:

815



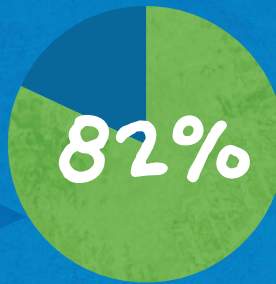
Children served:

1,602



90%

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



Single-parent  
households



85%+

Of our families are still  
housed one year later



392

Families served in 2022  
with stabilization services



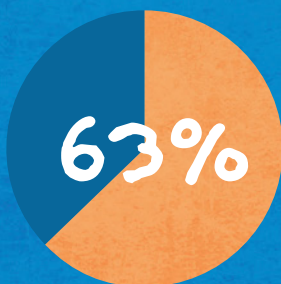
418

Individuals served with  
prevention services



32

Families were welcomed  
home in 2022 through  
Partners in Housing (PIH)



Of people in shelter  
were children



Room  
to Grow

Launched our  
Room to Grow  
campaign

Over  
70%

Of our services  
are now in prevention  
and stabilization

# 2022 Highlights

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## The Room to Grow Campaign

Every child has an innate promise waiting to blossom. It thrives within a stable home, surrounded by the warmth of family and community. Unfortunately, thousands of children in Kent County face the alarming risk of losing this safety and belonging due to homelessness. The disruption, uncertainty, and stress they experience can be overwhelming. In today's tight housing market, working families find themselves without a permanent home, resorting to couch-surfing, sleeping in their cars, or enduring life on the streets. The detrimental effects of housing insecurity are particularly harmful to the growth of young minds and bodies, leaving lasting scars. That's why the Family Promise *Room to Grow* campaign is dedicated to ensuring that more children always have a reliable and supportive place to call home—where they have the space they need to thrive and flourish.



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## Prevention

FPWM recognizes the importance of prevention services in keeping families housed and has made significant investments in this area. We spearheaded a successful three-year pilot program in collaboration with six other organizations, establishing themselves as pioneers in this field. FPWM partners with local entities such as the Intermediate School District, public school liaisons, and Ready by Five resources to expand our prevention efforts. By prioritizing prevention, we aim to address the limited availability of family shelter space and proactively work towards preventing homelessness. We provide ongoing case management to families who have stayed in their emergency shelter, ensuring they never experience homelessness again. Additionally, when faced with capacity constraints, FPWM collaborates with families to explore alternative housing options and connect them to relevant resources, enabling them to retain their current homes with additional support.

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## Expanding Shelter Through Creative Models

In April 2023, FPWM obtained a site plan and special use approval to convert unused office space inside Wyoming Park United Methodist Church into 10-12 units of transitional housing aimed at assisting families at risk of homelessness. This collaborative effort with the Wyoming church showcases our commitment to expanding shelter options through innovative models. By repurposing an existing building, we can provide a safe and supportive environment for families in need. This approach not only increases shelter capacity but also addresses the urgent issue of family homelessness in the community. FPWM recognizes the importance of leveraging community resources and fostering collaborative solutions, as exemplified by our partnership with the church. Finding creative and sustainable ways to expand shelter options and meet the evolving needs of families experiencing homelessness is crucial to our organization's growth.



## Housing *(thinking of innovative solutions while expanding stabilization)*

Building upon the success of our prevention work, FPWM has transitioned to the next phase, focusing on long-term solutions for family homelessness. The FPWM Family Engagement and Stabilization program offers up to two years of supportive housing services to families transitioning from shelters. Our staff provides ongoing support to ensure housing stability and address health disparities among these families. They employ tools like BSAFE and EMpath to measure social determinants of health and utilize intergenerational models encompassing all aspects of family life. By targeting the root causes of poverty, we facilitate long-term change and connect children to resources like Ready by Five for optimal

development. We are the sole local service provider offering Stabilization Support and access to Ready by Five. Another critical focus is the expansion of early childhood support programs, where we provide outreach, screening, and navigation services for children aged 0-5 and their families. Children undergo an intake process during their shelter stay to assess their needs and strengths. FPWM collaborates with parents to secure housing and achieve employment or educational goals while screening children for social determinants of health and facilitating referrals for child development and community resources.

## Introduction to the Consumer Advisory Council

In 2022 we welcomed our Consumer Advisory Council! The Family Promise of West Michigan Consumer Advisory Council is comprised of Latrice, Octavia, Sharleitta, Joy, and Tiffany, who have all successfully completed our organization's programming and are now thriving in their own homes.

These remarkable women gather every other month to review and provide input on FPWM's programming, paperwork, policies, and procedures. Similar to the Board of Directors, this Council plays a vital role in ensuring the delivery of high-quality services, minimizing stress points for families in our programs, and enhancing

the FPWM cultural competencies. They are an exceptional group of women, contributing to our overall success.

Their journey from being helped by the organization to now offering support to other families going through similar experiences is an inspiring example of coming full circle and making a positive impact on the lives of others. Their involvement and insights contribute to the continuous improvement of FPWM's work, benefiting everyone involved.





# Volunteer Impact

In total, our volunteers this year served over 25,000 hours towards ending family homelessness in our community—a value of more than \$675,000.



## Shelter Support

Our shelter support volunteers donated nearly 18,000 hours of their time this year making meals, making beds, helping with homework, and providing a supportive presence in our rotational shelters in 2022. They continue to be the backbone of our shelter work, with dozens of individuals, families, and faith communities coming together to give families safety, privacy, and the critical respite needed to move forward.

## Partners in Housing

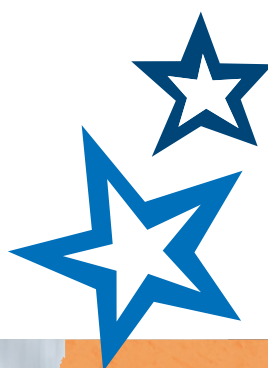
In our Partners in Housing Program, over 150 groups served in 2022, including corporate groups, churches, schools, families, sports teams, and social clubs, all coming together to renovate and ready mobile homes for families moving out of emergency shelters. Many of these groups served with regularity. Our incredible partners at Ridgewood CRC, Aquinas College, Gordon Food Service, Amway, Amazon, and others coming back to this mission again and again to create safe spaces for families on their journey home.

## Skilled/Professional

Our work relies on generous hearts and big brains! In 2022, 21 skilled volunteers and professionals donated their time through electrical, plumbing, drywalling, and other renovation work to our housing work through pro bono legal support, financial education, and realtor services for families in shelter and stabilization.

## Basic Needs Support & Administration

Dozens of volunteers continue to serve in regular and ad hoc roles supporting administrative projects, event roles, and organization and distribution of basic needs items to families in our programming.



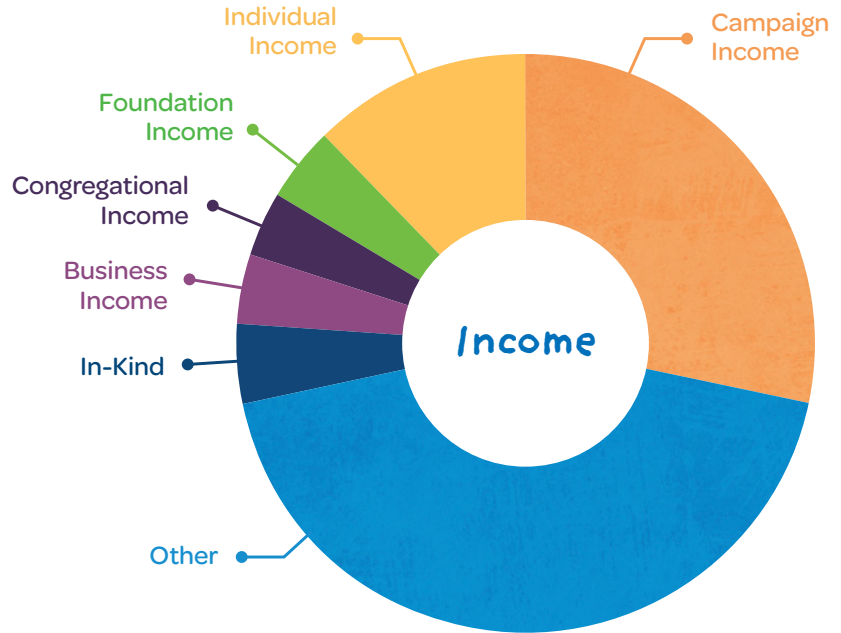
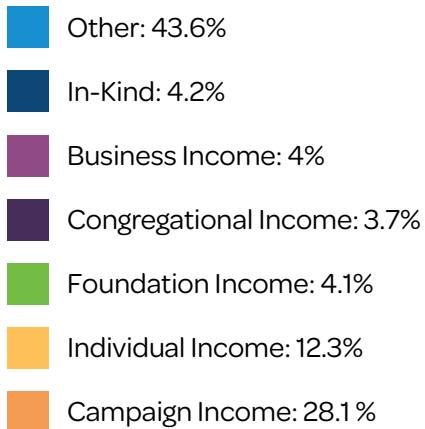
Thank you,  
volunteers!



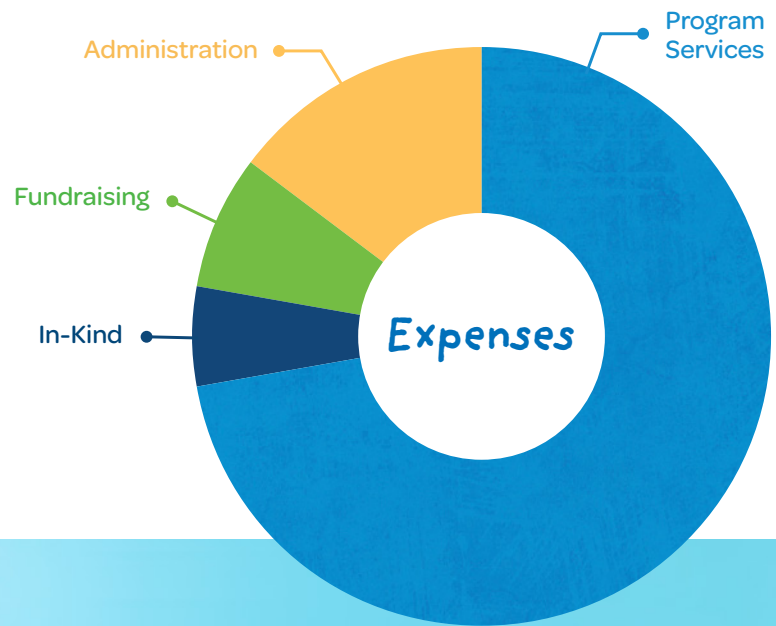
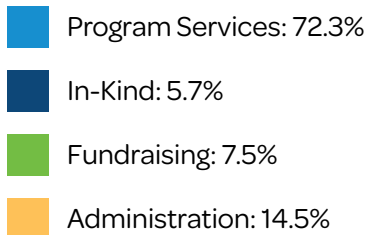


# Financials

**Total Income:**  
**\$8,181,606**



**Total Expenses:**  
**\$6,064,576**



*"Family Promise  
helped us find  
a home!"*

# IHN Congregational Partners

## Host Congregations:

Cornerstone Church  
Crossroads Bible Church  
East Congregational Church  
Fairway Christian Reformed Church  
Fifth Reformed Church  
First Congregational Church of Rockford  
Grace Episcopal Church  
Hillcrest Community Church of God  
Ivanrest Christian Reformed Church  
Mamrelund Evangelical Lutheran 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  
Bread of Life Lutheran Church  
Blythefield Christian Reformed Church  
Cedar Springs United Methodist Church  
Congregation Ahavas Israel  
East Nelson United Methodist Church  
Eastminster Presbyterian Church  
Fountain Street Church  
Grand Valley Community of Christ  
Hahn-In Christian Reformed Church  
Holy Spirit Episcopal Church  
Hope Lutheran Church – Rockford  
Indwelling Community Church  
North Kent  
Rockford United Methodist Church  
St. Stephen Catholic Church  
Zion Lutheran Church

