



ANNUAL REPORT 2024



Impact Breakdown

2024

3,590

total individuals
helped

957 families served

2,294 children served

90%

of our families exit to
positive/permanent housing

85%

remained housed one
year later

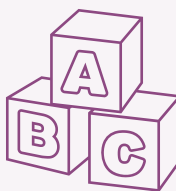


77%

were single
parent
households

26%

were
children
under 5 yrs.



122 children under 5
received early childhood
services and support

We supported

64



families through our
housing programs

200

families were provided
with emergency shelter

How We Serve Our Community

Diversion Services

The Shelter Diversion program is uniquely positioned to meet families in moments of acute need—when they're at the brink of homelessness—and work alongside them to secure stable housing rather than entering emergency shelter. Through individualized case management, rapid support, and trauma-informed problem-solving, we focus on helping families stay in safe housing or quickly transition to new housing solutions. Using this proactive approach not only provides immediate housing stability for vulnerable families, but also significantly benefits the entire community by reducing shelter reliance, minimizing costs, and preserving critical resources.

Emergency Services

FPWM provides family emergency shelter through a variety of different models. We operate over 50 rooms of shelter across Kent county at three shelter locations. Families staying at our locations have access to emergency shelter, case management, hot meals, and laundry facilities. Case managers work closely with the family to develop personalized plans for accessing community resources and achieving their housing goals.

Stabilization Services

The Welcome Home program supports families as they transition out of emergency shelter and into their own safe, stable, and permanent housing. Families are empowered to maintain their homes through a holistic approach by identifying the strengths and needs of the whole family. Welcome Home provides housing counseling, eviction prevention, and resources to meet the families' basic needs: healthcare, education and early childhood development, employment, food, transportation, and more. Families can participate in the Welcome Home program for up to two years, gradually building the families' security and stability – ensuring they never experience homelessness again.

Early Childhood Services

At FPWM, 65% of our total individuals served are children. We understand that any housing insecurity, but especially homelessness and shelter entry, is a traumatic experience for developing children. The Early Childhood Services program is designed to meet the unique needs of children ages 0-5 years old and their parents or caregivers through case management services to these specific families, providing them with developmental screenings, community resources, and the support needed in order to thrive. With Early Childhood Services embedded in our existing program structures, families can receive these services no matter which program they are enrolled in.

Partners in Housing

We are combating the affordable housing crisis by acquiring and refurbishing mobile homes and placing qualified families in those homes. The Partners in Housing program then provides case management as families build assets to support self-sufficiency, take homeownership classes, and address the basic needs of the whole family. Families participate in the program for at least 12 months, gradually building the families' security and stability. When a family completes the program, they are gifted the deed to their home – empowering them to become homeowners without acquisition debt and the burden of a loan. This transformational program allows families to go from homelessness to homeownership within a year.



New Wyoming shelter helps families facing homelessness

The new Wyoming Park Family Shelter will soon give families facing homelessness a place to call home.

The shelter, which is inside the [Wyoming Park United Methodist Church](#), was created in collaboration with the church, [Family Promise](#) and Wolverine Building Group.

Inside are 11 transitional rooms that will give families a chance to start a new life.

"The goal wasn't, you know, like some projects. The goal was just to make money, right? And this was not the goal for this project. It was to do something good, fulfilling promise, " says Wolverine Building Group project manager Kaylee Dillard.

"Our mission is to end homelessness one family at a time," says Family Promise CEO Tenisa Frye. "We have families that will come up to us and say, you know, we're sleeping in our car, can you just give us a pillow or a blanket, and seeing that from day to day, you can't shake that like that goes home with you."

She adds that her organization has identified 43 families that need a home.

A number that Wyoming mayor Kent Vanderwood says a project like this can help decrease.

"The homeless challenge in Kent County is enormous," said Vanderwood. "So, if we can be part of the solution, and I help these families in a temporary way... we feel good about that."

Pastor Kim DeLong says this project also shows how churches can use their teachings to create concrete change.

"I think that's what being a disciple of Jesus is all about. Is that when he didn't tell us to build buildings, and together only on Sunday morning, he said, go out and feed the poor, clothe the, you know, poor. Heal the sick, that's what the in churches about," said DeLong.

The shelter is a transitional shelter and people will be able to receive resources to find a permanent home.

Opening Wyoming Park Family Shelter

Family Promise of West Michigan opened the Wyoming Park Family Shelter (WPFS) inside Wyoming Park United Methodist Church in February 2024. Wyoming Park Family Shelter has 11 individual family shelter rooms of varying sizes, a living room, dining room, kitchen, technology work spaces, two offices, a conference and intake room, a basic needs room for donations, an infant and toddler play area, and laundry facilities.

WPFS has been at full capacity since opening, serving families with children who otherwise would not have a place to sleep. It accounts for over 20% of the shelter rooms Family Promise of West Michigan currently oversees. WPFS has sheltered 54 families and 197 individuals in 2024. Of those 197 individuals, 120 were children.



Transition from the Interfaith Hospitality Network

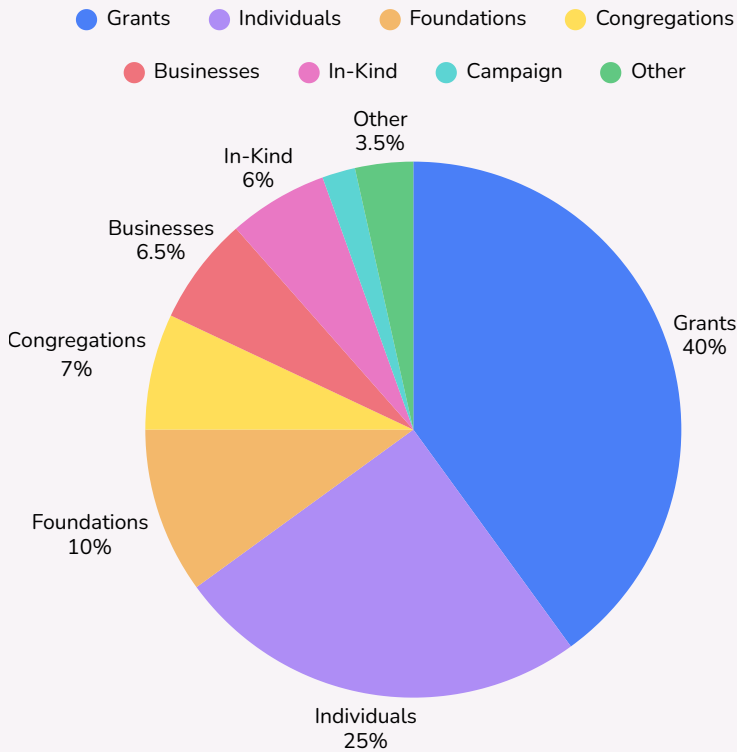
In October 2024, Family Promise made the difficult decision to close our founding rotational family shelter model, the Interfaith Hospitality Network (IHN). This decision was guided by both financial realities and a commitment to enhancing the quality and stability of care for families experiencing homelessness.

Throughout 2024, our organization faced significant budgetary constraints while simultaneously expanding our Pathway Home program through the acquisition of six additional shelter rooms within Mel Trotter Ministries. This expansion allowed us to transition all IHN families into these new spaces, ensuring that no families were displaced and that our overall shelter capacity for the community remained unchanged.

In addition, this transition aligns with a national shift toward static-site sheltering, which supports a more trauma-informed approach for families navigating housing instability. While we remain deeply grateful for the decades of partnership with our hosting and supporting congregations, we recognize that the weekly relocation of families between host churches could add stress and disruption during an already difficult time.

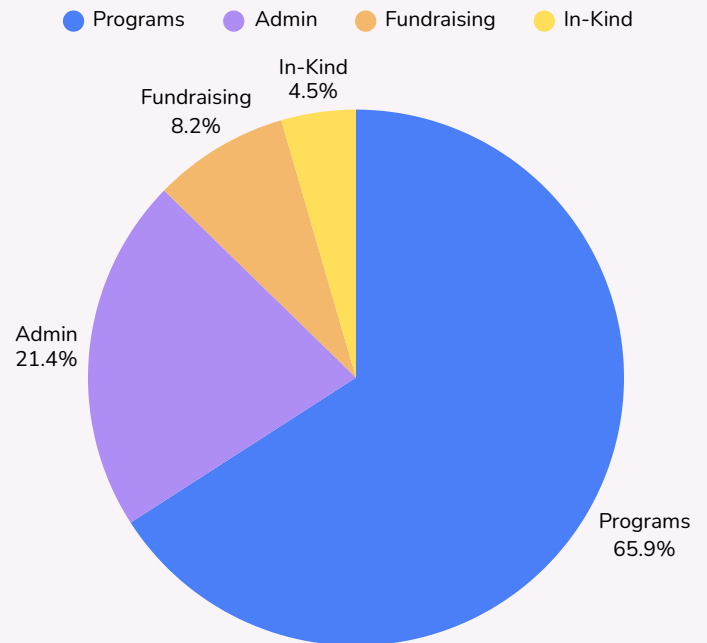
Our faith-based partnerships remain a cornerstone of our mission. The majority of congregations that supported the IHN ministry continue to stand with Family Promise through volunteerism, financial contributions, and meaningful collaboration throughout the year.

2024 Income



***Total Revenue: \$4,857,785**

2024 Expenses



Total Expenses: \$6,441,096

Room to Grow Campaign

Room to Grow Revenue 2023

\$3,764,843

Room to Grow Expenses 2024

General Use - \$1,000,000

100 Homes - \$350,000

*The net loss is due to revenue recognition principles. There was Room to Grow campaign revenue that was recognized in full in 2023, but was spent in 2024.

Our 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 assist families in finding housing and sustaining their independence.



Leadership Team

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Lisa Valk
Chief Finance Officer

Lisa Cruden
Chief Programs Officer

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