



# Hope Begins with Home

ANNUAL  
IMPACT  
REPORT  
2023



 Family  
Promise

# CEO Message



Dear friends,

As the nation's foremost nonprofit addressing the crisis of family homelessness, Family Promise believes that every family deserves a secure and stable home—because that's where hope begins.

Today, families face tough challenges. Greatest among them is a lack of affordable housing. Across the country, millions of families struggle to afford a home that is safe and connected to the resources they need: safe neighborhoods, good schools, employment that pays a living wage, reliable transportation, and high-quality healthcare.

The affordable housing shortage also underscores the problem of inequity. Families of color are disproportionately affected by this crisis, accounting for nearly half of those we served in 2023. To be successful in solving this crisis, efforts to end family homelessness in the United States will need to take on the root causes of this disparity.

Since assuming the role of CEO last year, I've been inspired by the way our national network comes together in an equitable and trauma-informed way for families facing homelessness. We continue to keep pace with the changing landscape and evolving needs of families in a housing crisis, and I couldn't be prouder of the impact we've made and continue to make. Stable housing is central to the health and wellbeing of all families, and we're providing solutions that mitigate trauma for children and keep families housed for the long term.

Last year, more than 63,000 families turned to Family Promise for assistance, and we were there for them because of you. In this report, you'll see how you've helped to change the future through their strides. Thank you for being part of our community and sharing our belief that every family deserves a place to call home.

With gratitude,

A handwritten signature in black ink that reads "Cheryl Schuch". The signature is fluid and cursive, written in a professional style.

Cheryl Schuch  
CEO, Family Promise

# About Family Promise

Founded in Summit, New Jersey, in 1988, Family Promise is the nation's foremost organization addressing the crisis of family homelessness. We lead a network that extends to hundreds of communities across the country, where we build on local assets, activate real solutions, and advocate for families facing homelessness. By taking on the full range of issues that can lead to a housing crisis, we help families build stability, access critical resources, and achieve lasting independence.

To thrive, everyone needs a home. Especially during childhood, when potential and possibilities begin to unfold. Family Promise is here to help make that happen, working with thousands of partners and families across the country—and you.



## ELEVATING EXPERIENCE + EQUITY

We are proud that 81% of the Family Promise network engaged the perspectives and wisdom of community members who have lived the experience of family homelessness. Ensuring representative voices and meaningful involvement is a key piece of our commitment to equity and the effectiveness of our work.



# Impact at a Glance

Our core programs of prevention, shelter, stabilization, and housing offer support and intervention for families experiencing homelessness or at risk of losing housing. Together with community services that provide wraparound support, these programs meet families where they are on their journey, from helping them achieve immediate safety to long-term housing stability. With your support over the past year, Family Promise served 27,000 families—including 45,000 children—through our core programs.

Between our core programs and our community services, we served a total of

**63,000**  
families—including  
**97,300** children.



## NATIONWIDE PROGRAMS

### Prevention

The Family Promise eviction prevention program provides families with the support and resources to remain in their homes while overcoming the challenges that jeopardize their housing security. Our shelter diversion work helps families who have lost housing avoid a shelter experience and quickly regain independence.



**13,400**  
families served with homelessness prevention programming.



**4,400**  
families found shelter when they needed it most.

### Shelter

Families make up 30 percent of the nation's homeless population. Safe, secure shelter that keeps families together during a housing crisis helps ensure the best outcomes for long-term stability. While traditional shelters tend to separate families by age or gender, Family Promise keeps families together in safe settings with support from the local community. More than 80 percent of the families in our shelter program exit to stable housing.





## Stabilization

Our stabilization program activates a custom, community-based support system of high-impact solutions to ensure families have access to the expertise and resources they need to increase their economic stability and remain in their homes despite future challenges they may face.



**7,200**

**families** supported with stabilization services.



**2,200**

**families** were housed in a new way to better meet their needs.

## Housing

Through rapid rehousing, master leasing, transitional housing, and other innovative permanent housing solutions that meet the unique needs of families in crisis, Family Promise ensures families have a place to call home while increasing the amount of affordable housing inventory in communities across the country.

## Community Services

Across the country, Family Promise supports a host of basic needs outside of our core programs of prevention, shelter, stabilization, and housing. Based on unique local resources, we play a variety of roles in providing essential goods and services that families need to thrive. We also orchestrate meaningful connections and collaborations to ensure a strong, supportive community.



**36,000**

**families** received additional services supporting basic needs.

# Stories of Hope

## Preventing Trauma at Family Promise of Lawrence in Kansas

*Avoiding homelessness altogether spares children and their families serious trauma.*

**Family Promise of Lawrence** helps hundreds of families each year avoid a shelter experience and remain in stable housing through its prevention programs. This enables families to more quickly overcome challenges that can lead to a housing crisis.

“We’re showing families that they have more power than they realize,” says Vanecia Hazel, Director of Family Services at Family Promise of Lawrence. “We make sure they have the resources and guidance to solve problems so they don’t lose their homes or find themselves forced to enter shelter.”

“Housing alone isn’t the answer,” Hazel adds. “But from there, we can work with families so they get the support they need to keep moving forward.”



Thanks to Family Promise, we were able to stay in our home and rebuild our savings. My kids lived their lives and never even realized we were on the verge of becoming homeless. Family Promise helped us avoid a terrible catastrophe.”

—Family Promise dad





# Staying Together at Family Promise of Hall County in Georgia

*Where affordable housing is scarce, even families who are ready to move to a home find they have nowhere to go.*

**Family Promise of Hall County** gives families experiencing homelessness the security of safe, reliable shelter through its static shelter site. The facility—which includes private living quarters for up to 11 families, as well as bathrooms, kitchens, laundry amenities, a computer lab, counseling space, and a daycare center—is a one-stop shop that helps families achieve lasting independence by providing shelter, meals, and support services in a central location. Families develop a housing plan and are able to access other resources to help them quickly find a new home.

“This model is really stable for families, especially kids,” says Family Promise of Hall County Executive Director Lindsey McCamy. “The center allows families to be in their own private space, but it also lets them connect with others in the program. It’s great for families to have easy access to everything they need.”



As we learned, anyone can become homeless. But being together as a family made all the difference. Staying together in shelter at Family Promise was key. If it weren't for that, I don't know how we would have survived.”

—Family Promise mom





## Building Stability at Family Promise of the Poconos in Pennsylvania

*The shortage of affordable housing has made it more critical than ever to keep families in their homes and avoid or quickly resolve a crisis that could lead to homelessness.*



Yacine Tom Wing, Program and Staff Manager at **Family Promise of the Poconos**, says families facing a housing crisis need a robust support network that addresses all the issues that can lead to homelessness. She and her team assisted 16 families with stabilization support last year.

Recounting the story of a family that was doing everything right but still couldn't meet expenses, Tom Wing says, "Mom was employed, and the family had a home, but as expenses grew, she couldn't put enough food on the table. Through our stabilization program, we provided case management and helped the family with grocery gift cards so they could stay on track and avoid a series of disruptions that would likely have led to the loss of their home."



People need a support system. Even when you've overcome major hurdles, it's good to know that Family Promise is always there for you. They guide you to independence and financial freedom so you can be successful."

—Family Promise dad





## Increasing Real Options at Family Promise of West Michigan

*Everyone benefits when more families have a safe, stable place to live—especially children.*

**Family Promise of West Michigan** provides manufactured homes to assist families on the path to homeownership and increase the affordable housing inventory in the region. Families move into the homes while they work with Family Promise to become self-sufficient. After a year, successful families receive the title to their home, many becoming homeowners for the first time. Last year, Family Promise of West Michigan purchased two manufactured housing communities, dramatically increasing the number of families it can serve with affordable housing. By providing stable housing while addressing unique needs, Family Promise helps families develop skills that will last a lifetime.

“Homeownership is something people desire, but they don’t really know what it entails if they’ve never owned a home,” says Family Promise of West Michigan CEO Tenisa Frye. “We want to set people up for success when they’re coming out of the trauma of homelessness and give them a pathway out of poverty.”



I come home to my own home now. The kids love it—they have a backyard and their own room. We finally have a place we can call home.”

—Family Promise dad



## Contributing to Community at Family Promise of Gallatin Valley in Montana

*A spectrum of serious and often unexpected needs can put the housing security of local families at risk. From food banks and diaper drives to transportation assistance and health and wellness guidance, Family Promise is there to support families in need.*

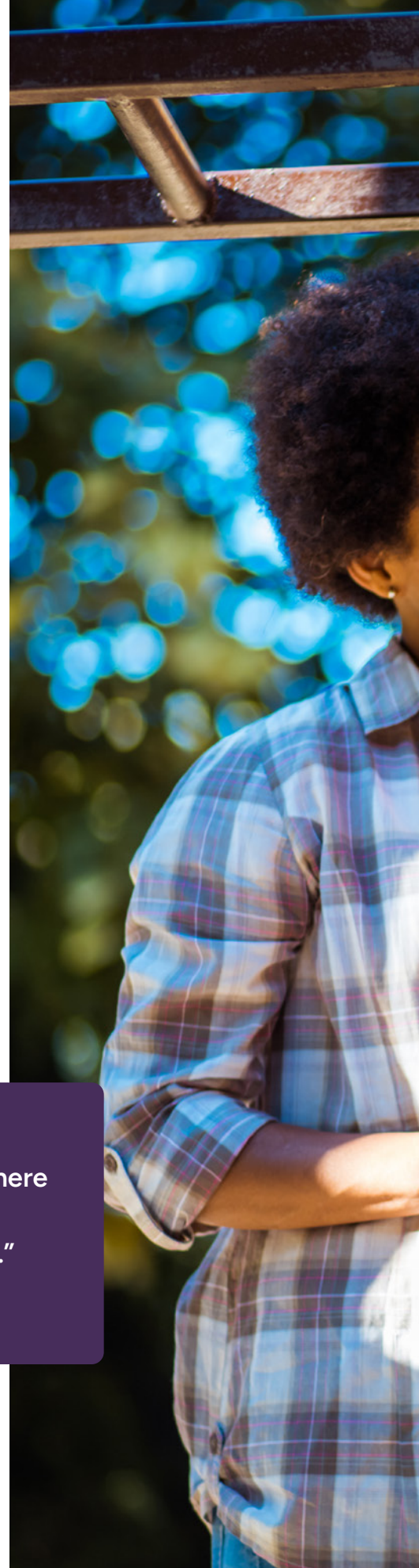
**At Family Promise of Gallatin Valley**, the Rising Stars Early Learning Center serves hundreds of local families. In an area where finding childcare is especially challenging, the facility is open to the community and provides scholarships based on a family's ability to pay.

Family Promise of Gallatin Valley Executive Director Christel Chvilicek says, "Safe, affordable childcare can be a barrier to employment—and ultimately, housing—for parents trying to make ends meet. We recently worked with a mom who became unemployed and couldn't afford childcare so she could look for another job. We enrolled her children in Rising Stars. Knowing they were safe and well cared for, she was able to quickly find a new job without disrupting the family's life."



The great thing about Family Promise is that we bring communities together to support one another. We're there for our neighbors in whatever way is possible. We build better communities by meeting people where they are."

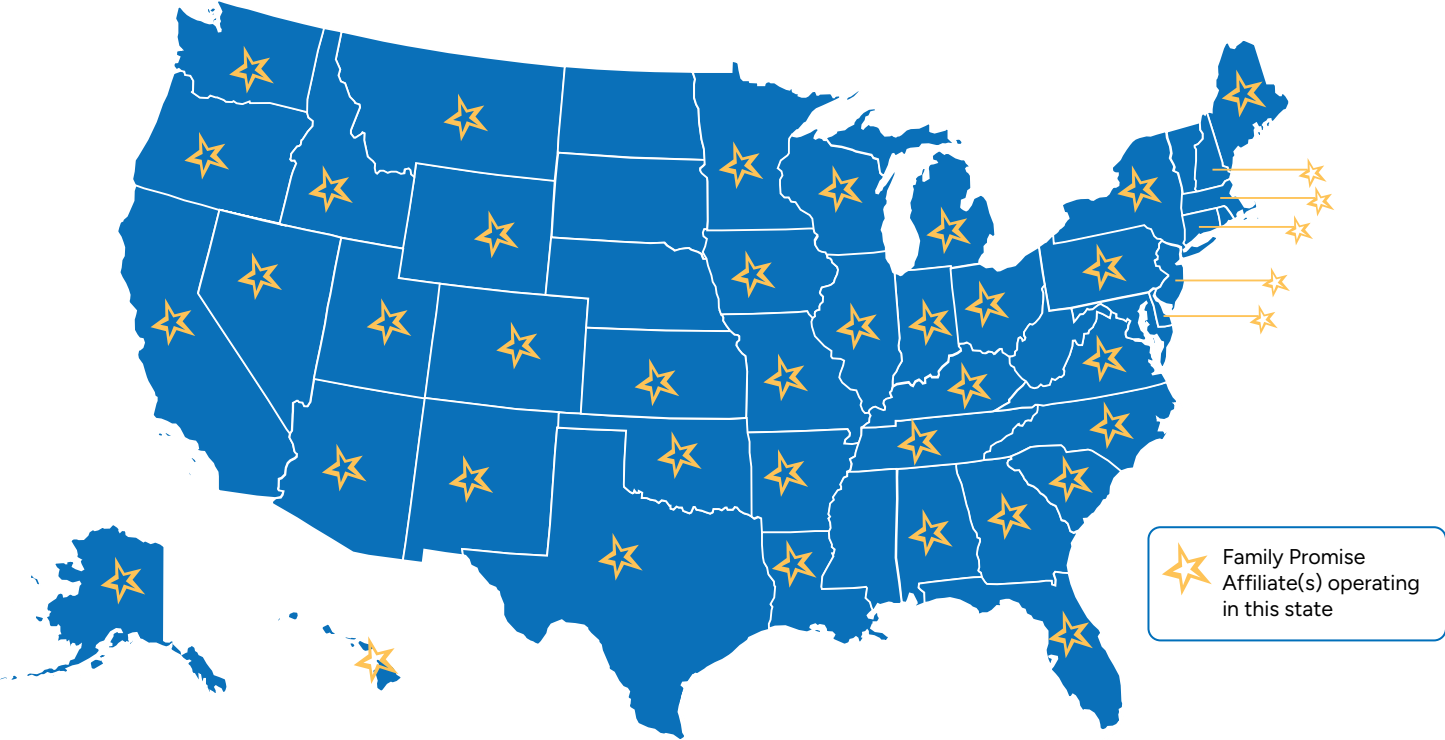
—Family Promise local executive director





# National Network

The Family Promise network is deeply rooted in communities across the country, with nearly 200 locations in more than 40 states.



# Founding Location

**Family Promise Union County** is the New Jersey location where Family Promise got its start and continues to this day. Today, the program operates under our national office. For decades, Family Promise Union County has been a leading service provider in the region. In 2023, it led the effort for the state of New Jersey to offer shelter diversion, a strategy that quickly rehouses families facing homelessness to spare them a shelter experience. Our hometown location also spearheaded an innovative housing initiative, partnering with a local congregation to transform unused space into residences for families facing homelessness.



## UNION COUNTY IMPACT IN 2023:



**335 families** served



**104 families**

avoided experiencing homelessness



**10,000**

shelter nights provided to families in need



**100% of families**

served in shelter exited program to stable housing



**240 landlords**

partnered with us to ensure families had secure housing



# Partnerships

The work of Family Promise is made possible through extensive partnerships and collaborative contributions. This involves businesses and community organizations within every community where we are located—and also a host of partners at the national level who offer time, resources, and other support to end and prevent homelessness across the United States.

Ashley HomeStore

Avocado Green Mattress

Belk

Bloomerang

Bristol Myers Squibb

Cadence Bank

Cailini Coastal

Charity Cars

Church Mutual

Clayton

Extended Stay America

Foundation for Workforce Mobility

The Gems Group

Gerstner Philanthropies

Google

GrantStation

Greenfiber

Help Us Move In

Hillsdale Fund

Hobbs Foundation

HomeAid

IKEA

Kiddie Academy

Mattress Firm

Motel 6

MRI Software

NABC Recycled Rides

PwC

Peerless Beverage Company

Progressive

SchoolHouse Connection

Sesame Street

The Pulte Family Charitable Foundation

TJX

Target

Wedbush





# Volunteers

Volunteers are at the heart of Family Promise’s work to bring communities together in support of families facing homelessness. From corporate, civic, and school groups to individuals and families, tens of thousands of volunteers across the country help us deliver innovative solutions for families in crisis.

The volunteer program at **Family Promise of Bell County in Texas** exemplifies the many ways Family Promise draws communities together to serve families in need with dignity and respect. Volunteers provide meals for families in the shelter program. Student groups help with tutoring and moving families into housing. Local librarians read to children, while families with children of their own often volunteer together for activities like holiday celebrations.

“There are so many opportunities to get involved,” says Family Promise of Bell County Executive Director Rucker Preston. “Anyone can make a difference. Our volunteers are an integral part of our work.” This attitude and approach echoes across the Family Promise network.







# Our 2023 Team

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## LEADERSHIP TEAM

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Britt Hegarty-Darrow, *Chief Financial Officer*  
Michael Kerkorian, *Chief Development Officer*  
Sandra Miniutti, *Chief Program Officer*

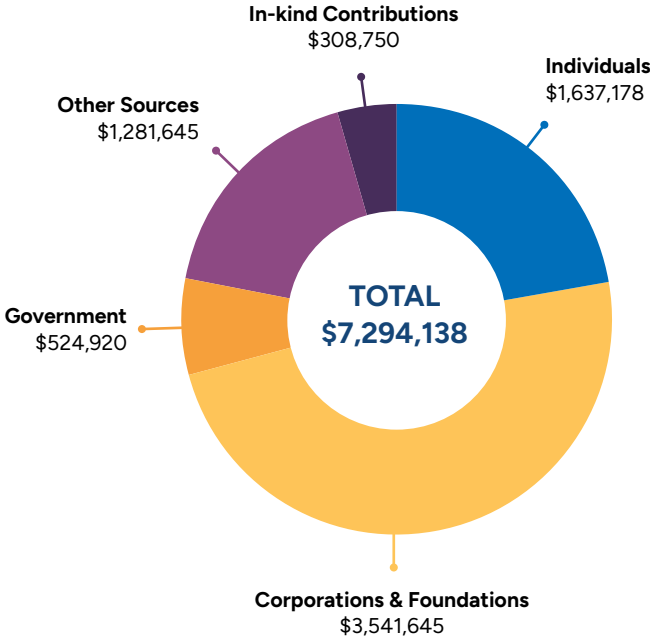


**The Family Promise model is an innovative solution to the crisis of family homelessness."**

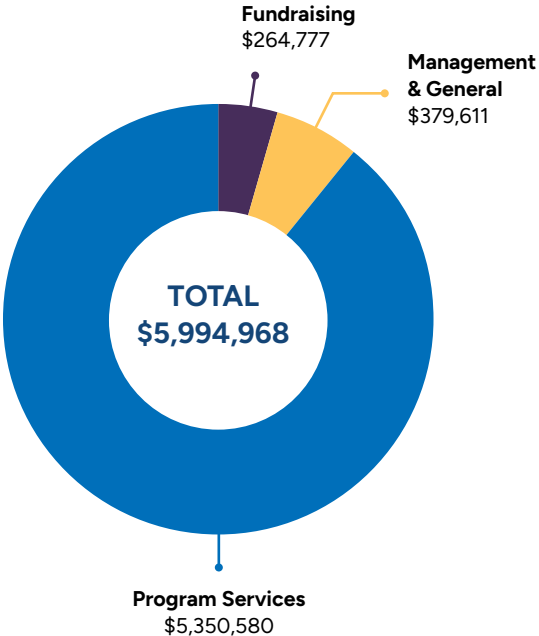
**-Betsy Bernard, Board Chair**

# Financial Report

## REVENUE



## EXPENSES



# Family Promise



Platinum  
Transparency  
2023

Candid.

Charity  
Navigator



+ FOUR-STAR +

Family Promise is here to prevent and end family homelessness in the United States. We are the nation's foremost organization at work on this all-important issue. With nearly 200 locations in more than 40 states, Family Promise builds on local assets, activates real solutions, and advocates for families facing homelessness. We work in ways that create impact, reduce community costs, and keep families together. Family Promise has served 1 million family members since we were founded in 1988.

[Learn more and get involved at FamilyPromise.org](https://www.familypromise.org)