

# ANNUAL IMPACT REPORT 2024





# FROM OUR CEO



Dear friends,

Every day, thousands of families across the United States wake up without the security of a safe, affordable home. And every day, Family Promise is there to help change that.

The crisis of family homelessness is growing. The U.S. Department of Housing and Urban Development’s 2024 Homelessness Assessment Report revealed a stark and troubling reality: family homelessness across the United States surged by 39 percent nationwide. This crisis, fueled by a severe lack of affordable housing, rising inflation, stagnant wages, and natural disasters, has disproportionately impacted families with children.

Despite this daunting reality, we continue to serve as many families as we can. From eviction prevention and emergency shelter to affordable

housing and long-term stabilization, we’re expanding our reach and serving more families than ever before — 67,000 in 2024 alone.

We’re proud of this progress. But the need is urgent, and our work is far from finished. In this report, you’ll see how Family Promise is bringing communities together to uplift families, and how compassion and commitment are changing lives every day.

You’ve been a champion for families in need, and as we face rising demand and greater challenges, your support will go even further in 2025. Together, we can transform lives and bring lasting change to communities across the country.

With gratitude,

Cheryl Schuch  
CEO



Together, we can transform lives and bring lasting change to communities across the country.

# ABOUT FamilyPromise

Founded in Summit, New Jersey, Family Promise is a national leader in the movement to prevent and end family homelessness. With nearly 200 sites nationwide, we deliver family-centered, trauma-informed services through a holistic continuum of care that includes eviction prevention, emergency shelter, stabilization, and affordable housing. We ensure families have the support they need from the moment a crisis arises until they regain secure, sustainable housing.

Our mission is rooted in keeping families together and equipping them with the tools for lasting independence. In addition to our core programs,

we engage communities and collaborate with local partners to provide essential services such as food pantries, clothing closets, and other resources tailored to local needs. Through this comprehensive approach, Family Promise is making a transformative impact nationwide.

Since our founding in 1988, we have served more than one million family members and remain at the forefront of efforts to strengthen the stability, resilience, and well-being of families and the communities they call home.

A **stable**  
**home** is the  
foundation  
for a **brighter**  
**future.**





# 2024 IMPACT AT A GLANCE

Our core programs of Prevention, Shelter, Housing, and Stabilization 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 to long-term stability.



1,500

families served with  
housing programming



67,100

families served  
in 2024



100,200

children served  
in 2024



18,200

families served with  
homelessness  
prevention  
programming



4,500

families found shelter  
when they had nowhere to turn



6,200

families supported with  
stabilization services

## THE REASON WE DO WHAT WE DO AT FAMILY PROMISE

1/7/25 "Letter To Family Promise"

First off, we would like to say, thank you for everything. You guys have helped us in ways that we've never imagined. It all started when I lost my job due to car problems. Shortly after, we ended up being in a homeless situation. I wasn't alone, together it was my wife, our two children and I. For the first time in our life we hit rock bottom. My wife is a strong woman who stands and ~~is~~ firmly walks on faith, ended up finding out about the "family promise" and still to this day I don't know how. But, long story short, it was the best thing for our family. Family Promise welcomed us in with lots of joy and love. They gave us shelter, provided us food, transportation, clothes, and etc. They even helped us with things we needed for school and gave us gifts on holidays and things of that nature. And, now we are at the end of this roller coaster it's time to say our goodbyes. Once again, we appreciate you guys. I can say, this was a big blessing. I ended up graduating from my school, the children didn't miss school, my wife has what she needs for school, and I'm back in a position to provide again.

At Family Promise, we support families through every phase of a housing crisis, accompanying them on their journey to lasting independence. Our approach makes a proven difference — more than 80% of families exit our Shelter Program to stable outcomes.



# PREVENTION

Eviction prevention and shelter diversion are among the most effective ways to address the crisis of family homelessness, which has long-term repercussions for children. By preventing this traumatic experience, families can focus on their immediate needs — housing and stability. Our Prevention Program provides families with the support and resources they need to remain in their homes while overcoming the challenges that threaten their housing security. In addition, shelter diversion services help families who have lost housing quickly regain stability and independence.



When a family is facing eviction and has nowhere to turn, the relief Family Promise can provide is life-changing.

—Autumn Sines, Executive Director, Family Promise of Cobb County

18,200 families served with homelessness prevention programming

## STAYING ON TRACK

Janice, a teacher and mother of two teenage sons, was doing everything right when she suddenly found herself at risk of homelessness. After several years in their apartment, the family was hit with an overwhelming rent increase of \$650 per month. Despite her best efforts, even maxing out her credit cards to cover expenses, Janice simply couldn't keep up with the rising rent. Served with an eviction notice, she was faced with the unthinkable.

Janice reached out to Family Promise for help, and our Prevention Program was the safety net her family needed. Working with Family Promise, Janice found a new home within her budget, sparing the family the trauma of homelessness. Family Promise even helped with move-in deposits to ensure the family could settle into their new home as quickly as possible.

"It wasn't for lack of trying, but a teacher's salary with two teenagers just wasn't enough," says Autumn Sines, executive director at Family Promise of Cobb County in Georgia, the local site that worked directly with Janice's family.



In a nation where rents continue to skyrocket, many families struggle to find housing they can afford. But Family Promise's community connections, including partnerships with local landlords, help families like Janice's find new homes.

Today, Janice and her sons are thriving. What could have been a devastating setback is now just a bump in the road in the rearview mirror.





# SHELTER

Traditional shelters, which often separate family members by age or gender, can exacerbate the trauma of homelessness. At Family Promise, our Shelter Program is more than just a roof overhead. It's the first step to a new beginning. **We prioritize keeping families together**, which is critical for healing and long-term success. Through safe shelter, nutritious meals, and extensive case management, we help families lay the groundwork to rebuild their lives with hope and resilience.

**4,500** families found **shelter** when they had nowhere to turn

## A FRESH START

James, a former auto mechanic, lost everything after a serious injury left him unable to work. He moved into a friend's unheated garage, doing his best to get by.

Then came a call that changed everything. His teenage son, Steven, reached out. Living with his

mother was no longer an option, and he needed his dad. James knew it was time for a change, not just for himself, but for his son's future.

They shared the two-room garage for seven long months, trading a portable heater between rooms to stay warm. Steven was happy to be with his father, but the stress of their situation affected every part of his life, especially school.

Then they found Family Promise. Through the Shelter Program, they moved into a temporary apartment that was furnished and warm. When Steven walked through the door on move-in day, he headed straight to the kitchen and turned on the faucet in relief. It was the first running water he'd had in months.

With support from Family Promise, James bought a used car. Steven, motivated by the newfound stability, renewed his focus on school and his grades quickly improved. Before long, the family moved into a permanent home with a big backyard and space to breathe, grow, and dream.



Steven graduated high school with extra credits, and James is now exploring ways to give back.

"Homelessness can happen to anybody," he says. "I had a house, a car, money in the bank. Then everything went bad. But Family Promise helped us do things we couldn't have done on our own."



**When families in crisis don't have a home or a safe place to sleep at night, they can't focus on all the other struggles and barriers in their lives.**

—Matt Fultz, Executive Director, Family Promise of Greater Indianapolis



# HOUSING

One of the toughest challenges families face today is a shortage of **affordable housing**. A child’s future begins at home, yet millions of families find themselves unable to secure a safe, affordable home connected to essential community resources. Family Promise’s Housing Program provides **stable solutions** for families facing homelessness. Through initiatives such as **rapid rehousing, master leasing, refurbishing vacant properties**, and other innovative approaches, Family Promise expands the availability of affordable housing in communities nationwide, ensuring families have a place to call home.

**1,500** families served with **housing programming**



**Stable housing is the key that opens the door to a future filled with better educational, health, and financial outcomes for the families we serve.**

—Kathie Southern,  
*Executive Director, Family Promise of Greater Orlando*

## THE KEY TO HOPE

Ellen’s world was falling apart. Struggling with recurring health issues, she was already overwhelmed, but the challenges she faced went beyond illness. She and her five-year-old son, Matt, had lost their home and were living out of their car. Ellen was too sick to work, and Matt, who should have been in kindergarten, spent his days in the backseat.

Then came a call from Family Promise that was a turning point.

With renewed hope, Ellen sprang into action. Family Promise worked with local landlord partners to help the family find an affordable apartment, and Matt was thrilled to learn the complex had two swimming pools. For Ellen, the greatest joy was having a place to call their own.

With a stable home and her health improved, Ellen could finally focus on rebuilding. With encouragement from Family Promise, she advocated for herself at work and earned a raise. Matt returned to a regular school routine, and life began to feel normal again.

Now, Ellen is looking to the future. She’s studying for her truck driving certification to supplement her income on weekends.

“I’m not scared of those trucks!” she says with a grin, determined to pay off the family’s bills.

Ellen and Matt are no longer just surviving — they’re thriving. With a roof over their heads and plans for the future, the world looks brighter.





# STABILIZATION

A family’s well-being depends on a **comprehensive support system** that addresses essential areas such as **employment**, **financial literacy**, **education**, **health and wellness**, **transportation**, and **food security**. Family Promise’s Stabilization Program is a support network that connects families to the expertise and resources they need to navigate and overcome unexpected challenges, maintain economic stability, and remain housed, keeping them on track for long-term success.

**6,200** families supported with **stabilization services**

## A RECIPE FOR SUCCESS

The Silva family’s journey has been one of unimaginable loss and steadfast determination. When wildfires devastated their neighborhood, the family of five lost everything — their home, their restaurant business, and the tight-knit community they’d built.

“We lost our house, and we lost our jobs, as well,” says mom Gloria. “We were left with nothing.”

Like thousands of others, they faced the daunting reality of starting over from scratch. Dad André soon found a new job, but the children’s schools remained closed, and the family had nowhere to live. With heavy hearts, they made the difficult decision to separate temporarily. Gloria and the three children moved out of state to stay with relatives and enroll the kids in school, while André stayed behind, unsure of what the future held.

The separation took a toll on the entire family, especially the children. With no end in sight, the Silvas turned to Family Promise.

That decision changed everything.

Family Promise helped the Silvas find a new home in their old community and provided essential furnishings, supplies, and support. Most important, the family was reunited under one roof, a vital step toward healing.

Today, the Silvas are rebuilding and continue to work with Family Promise to maintain stability. Their dream of reopening their restaurant is within reach, and hope is back on the menu.



We felt such extreme relief knowing we were going to have a place to stay and that our family could be together again.

—Gloria,  
Family Promise mom





# OUR PARTNERS

Preventing and ending family homelessness **requires a community response.** Family Promise maximizes impact through extensive **partnerships** and **collaborative contributions** at the national level, as well as through **local businesses** and **community organizations** within every community we serve.

- Belk

Bob's Discount Furniture

Bristol Myers Squibb

Cadence Bank

Cailíní Coastal

Clayton

Extended Stay America

Free Charity Cars

The Gems Group

Gerstner Philanthropies

Google

Greenfiber

Help Us Move In

Hobbs Foundation

Homeaid

IKEA

Kiddie Academy

The Meadows Foundation
- Motel 6

National Auto Body Council

NCMEC

Oak Foundation

Progressive

Pulte Family Foundation

Red Hat

SchoolHouse Connection

Sesame Street

Siemer Institute

Target

TJX

Wedbush

# A FUTURE BEGINS AT HOME

At Family Promise, we believe a home is the foundation of every child's future. Since 2019, we have partnered with Clayton, a national single-family homebuilder, to serve families at risk of homelessness. Our joint initiative, *A Future Begins at Home*, helps families achieve housing stability through eviction prevention, shelter diversion, case management, rental assistance, and housing. In 2024, grants distributed across the Family Promise network and two home donations helped prevent more than 4,100 families from experiencing the trauma of homelessness.

## MEET LANA

When Lana learned she was pregnant, she should have been preparing a nursery, not bracing for a storm. She was already caring for her young daughter and her aging mother, whose health was rapidly declining. As her mother's medical needs intensified and Lana's pregnancy was classified as high-risk, she had no choice but to take time off work. The bills didn't stop, but her income did. Soon, Lana fell behind on rent and received notice that eviction was imminent.

Thanks to *A Future Begins at Home*, Lana and her family received the support they needed — financial assistance to stabilize their housing and guidance to help navigate a situation that could have broken the family. Instead of falling into homelessness, Lana and her family stayed together, safely housed and able to focus on healing and rebuilding.

For Lana and so many others, *A Future Begins at Home* is more than a safety net. It's a lifeline that prevents trauma before it starts, keeps families together, and ensures that home remains a place of stability.

With three generations under one roof and nowhere to go, the future looked frighteningly uncertain.



Our partnership with Family Promise reflects our commitment to taking meaningful action in preventing homelessness and expanding access to stable, secure housing for families nationwide.

—Susan Brown, Director of Philanthropy, Clayton





# OUR FOUNDING LOCATION

## FAMILY PROMISE UNION COUNTY

Family Promise Union County in Elizabeth, New Jersey, is the location where Family Promise got its start and currently operates under our national office. For decades, the site has been a leading service provider in the region, tackling the crisis of family homelessness through comprehensive services and compassionate housing solutions that address homelessness prevention, emergency shelter, stabilization, and affordable housing.

### OUR 2024 TEAM

Geleen Donovan,  
*Executive Director*

Brenda Almanzar  
Debbie Almanzar  
Claire Boylan  
Rhonda Brown  
Diane Esty  
Ris  Grady  
Robbin Sims

# FAMILY PROMISE VOLUNTEERS

Tens of thousands of families turn to Family Promise for support every year. But we wouldn't be there for them without our volunteer network. As a community-driven organization, our volunteers are at the heart of our work. Across the country, volunteers work with us to deliver innovative solutions to the crisis of family homelessness.

## FROM HOMELESSNESS TO HOPE

Rebecca never imagined she would end up without a place to live. A marketing professional and mom of two teenagers, her family had always had a stable home.



But a relocation to Texas that didn't go as planned, followed by a tight job market, led Rebecca down a path she hadn't foreseen. Unable to find employment in her field, she took work cleaning homes, but it wasn't enough to make ends meet. She and her

children stayed with a friend, then moved from hotel to hotel, quickly draining their savings.

It was hard to admit they needed help, but when the family entered the Shelter Program at Family Promise of Bell County, Texas, Rebecca recognized they had turned a corner.

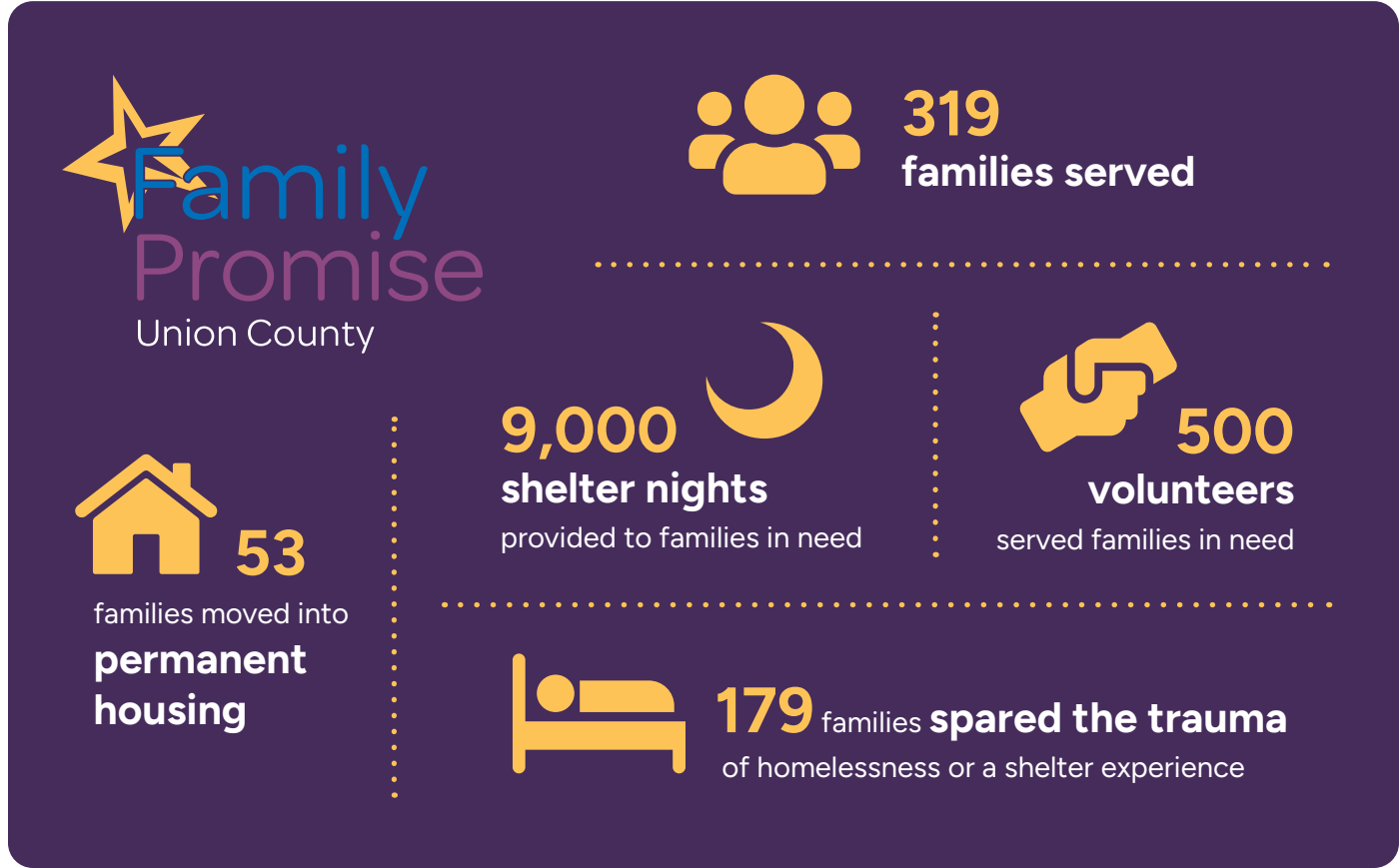
"Family Promise was there for us in every way," she recalls. "We had a place to stay, and I was able to start saving money again and look for another job."

With Family Promise's support, Rebecca eventually found a new job and a new home for her family. When she asked how she could give back to the organization that had helped her, Family Promise of Bell County invited her to join its board of directors.

"I was pretty beaten down when we came to Family Promise, but they made me feel human again," she says. "They cared about us and wanted to be part of our story."

Now, as a volunteer and board member, Rebecca offers families the same warmth and support she and her kids once received. She believes the thoughtful, holistic approach Family Promise takes to homelessness is what helped her family navigate that turbulent time, and it's why she continues to be so involved.

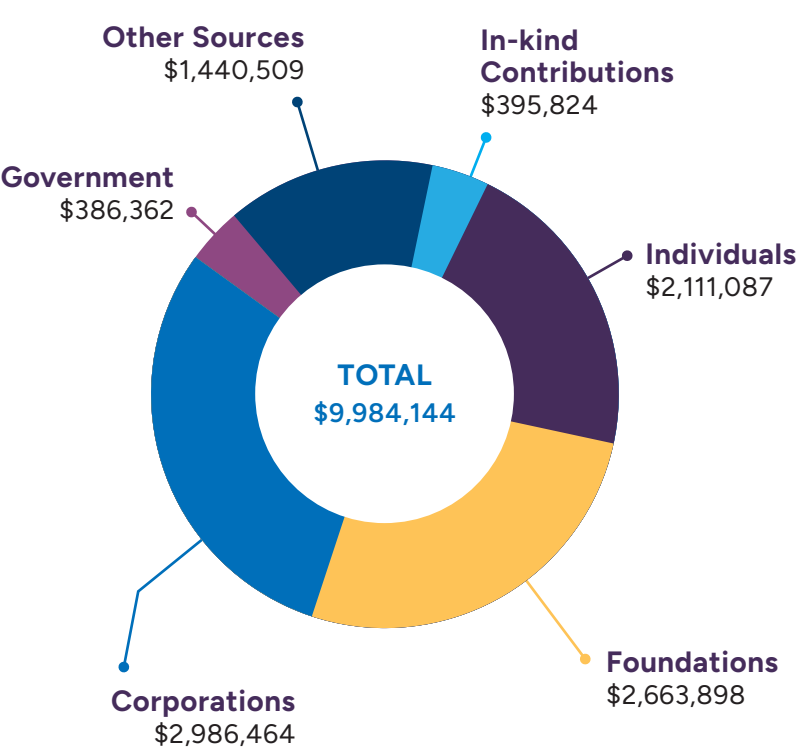
"We all know someone going through something difficult, whether that's homelessness or something else," Rebecca says. "I'm grateful to be part of a community that made such a difference for me and my family."



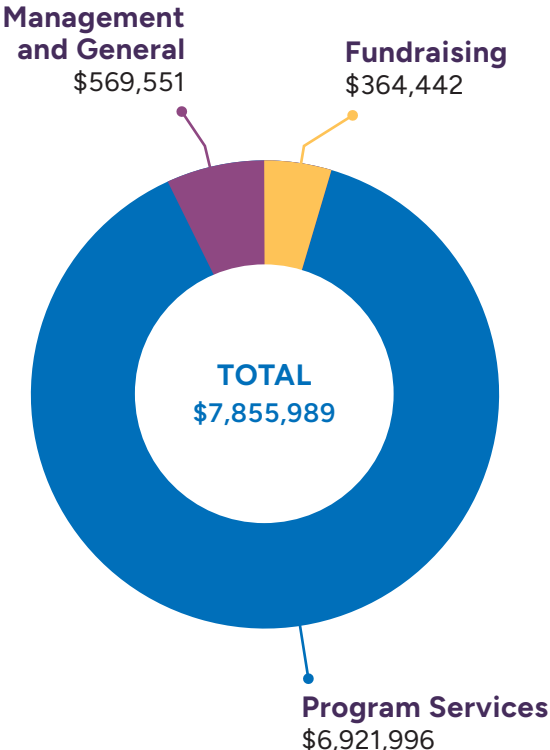


# FINANCIAL REPORT

## REVENUE



## EXPENSES



# OUR 2024 TEAM



## FAMILY PROMISE NATIONAL OFFICE

Cheryl Schuch,  
*Chief Executive Officer*

Shari Competiello,  
*Chief Operating Officer*

Carolyn Gordon,  
*Chief Program Officer*

Britt Hegarty-Darrow,  
*Chief Financial Officer*

Mike Kerkorian,  
*Chief Development Officer*

Sandra Miniutti,  
*Chief Network Officer*

Maggie Bernhard

Melissa Biggar

Corina Borg

Allison Eckles

Lorraine Grover

Nakeshia Hedrick

Caroline Lamar

Paula Massa

Lindsay Moore

Kristin Mossa

Cassidy O’Lear

Jason Parry

Mitchell Petit-Frere

Stacy Pollard

Christine Tolleson

Amber Young

## BOARD OF TRUSTEES

Betsy Bernard, *Chair*

Michael Moody, *Vice Chair*

Stacey Slater, *Secretary*

Linda Henry, *Treasurer*

Joshua Barer

Kevin Barrett

Sarah Bird

James Block

Alex English

John Ferrie

David Fleck

Tim Gamory

Leah Griffith

Robert J. Hugin

Mary Muliatt

Stephen Wallace

Rev. Vernon Williams

Lori Winkler



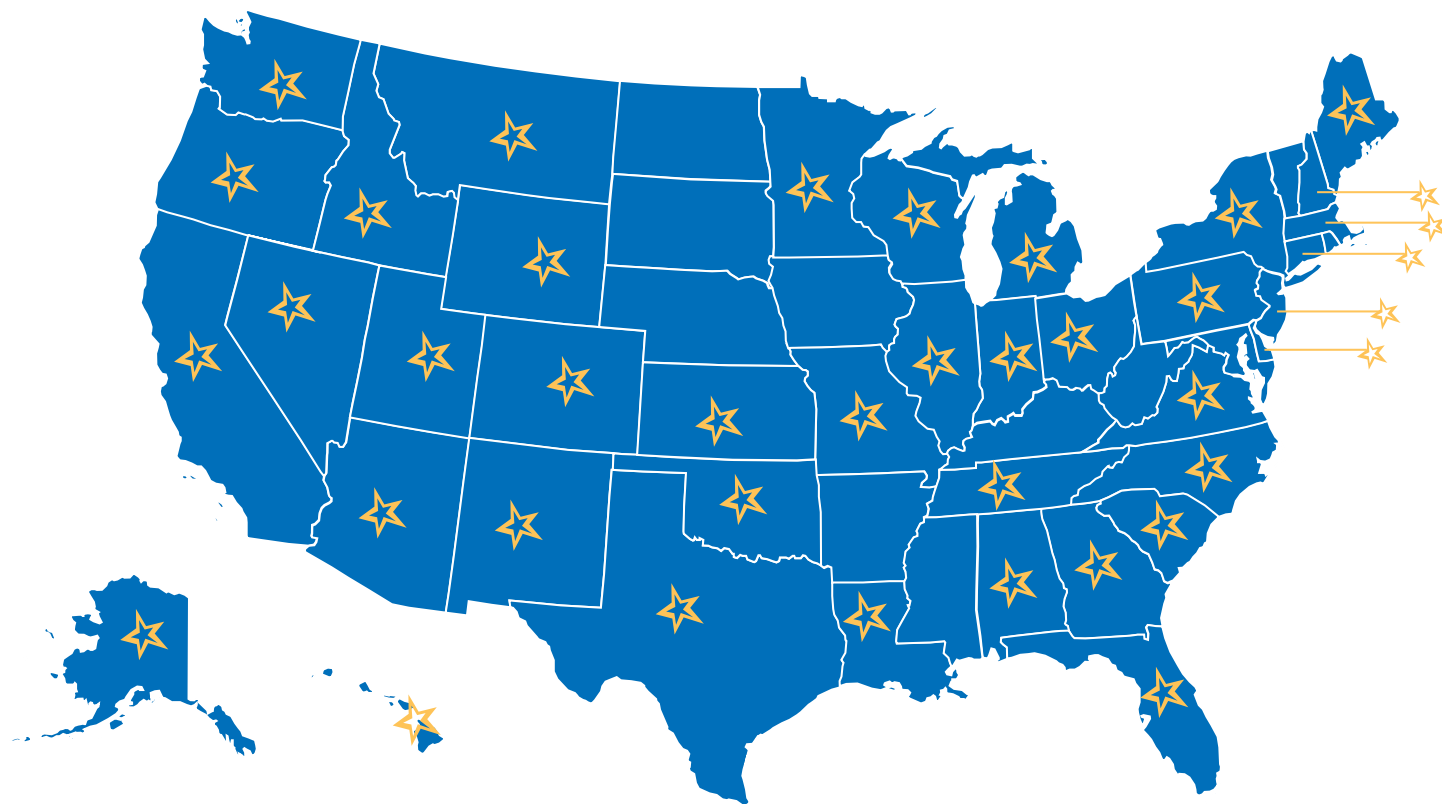
Family Promise’s model provides innovative solutions that directly address the crisis of family homelessness, changing the future for thousands of families and communities across the country.


–Betsy Bernard, Board Chair, Family Promise





# NATIONAL NETWORK



 Family Promise  
operates in this state

Family Promise is a national leader addressing the crisis of homelessness for families with children. With nearly 200 sites nationwide, Family Promise leverages 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 more than one million family members since we were founded in 1988.

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

