



ANNUAL REPORT 2024

LATEST INFORMATION, INITIATIVES
AND FINANCIAL REPORT

OUR MISSION

To provide emergency shelter and social services that help families move toward independent housing and self-sufficiency.



A MESSAGE FROM OUR CEO TED TAYLOR



As I reflect on 2024, I am overwhelmed with gratitude for what we've accomplished together and excited about the journey ahead.

This year brought incredible milestones. We opened Legacy Village, our groundbreaking housing complex that represents our commitment to breaking the cycle of homelessness. We celebrated with families who took brave steps forward, like the mom who balanced two jobs and, through sheer determination, secured independence for herself and her daughters. These stories fuel our mission every single day.

Recently, an employee told someone requesting a tour, "You know, every member of our team is a little broken. That's why we are all here." I agree, including me. 'Broken' means we have all experienced hardship in our own way, mostly without others even knowing. I believe that's why grace abounds at Family Promise. Working with families is hard, but it creates overwhelming joy when done with grace and love.

As we look toward 2025 and beyond, we envision a future where homelessness becomes rare, brief, and nonrecurring in our community. This vision requires all of us. Whether you volunteer, donate, advocate, or simply share our story, you are part of this family. Together, we're changing individual lives and transforming our entire community, one family at a time.

The journey ahead is filled with possibilities, and we hope you'll join us. Because when we work together, hope becomes reality.

A handwritten signature in blue ink, appearing to read "Ted Taylor".

TED TAYLOR
CHIEF EXECUTIVE OFFICER

ABOUT FAMILY PROMISE - GREATER PHOENIX

When a family loses their home, the impact extends far beyond losing a place to sleep. It can mean the loss of stability, community, and hope. At Family Promise of Greater Phoenix, we provide a path forward. We believe that every family deserves a chance to rebuild with dignity. That's why we offer comprehensive, wraparound services tailored to the needs of each family member, including their beloved pets. From the moment they walk through our doors, families are met with compassion and practical support.



★ PREVENTION

Through our Prevention Program, we assist at-risk families with past-due rent, deposit support, and utility payments, helping them stay in their homes and avoid the trauma of homelessness.

★ SHELTER

We ensure families stay together—including their pets—because in times of crisis, the strength of being together fosters success. By partnering with faith congregations, we provide family-style meals, activities, and private bedrooms for each family.

★ STABILIZATION

When a family transitions into permanent housing, our support continues for up to 24 months. Through ongoing case management, emergency assistance, employment counseling, and financial coaching, we empower families to achieve self-sufficiency and maintain stable housing.





OUR IMPACT IN 2024

577 

Children and Adults (177 families) found safe shelter and essential support through our programs.

21,256 

Shelter nights provided at our Interfaith Congregational Partners and Family Promise facilities.

7,769 

Volunteers showed up with open hearts and helping hands to make this work possible throughout the year donating over 32,000 hours.

33 

Family pets were cared for in our Pet Sanctuary, ensuring families could stay together through crisis.

35.3 

Average number of days our families spent with Family Promise before returning to sustainable housing.

66,888 

Meals were lovingly served by volunteers and partner congregations—nourishment that extends beyond the plate.

80% 

of parents who entered our programs found employment, setting the foundation for long-term success.

82 

Children remained in their homes through our Prevention Program supporting rent, utilities, and other fees.

BEHIND THE NUMBERS



STABILIZATION

The transition from shelter marks the beginning of a new chapter. At Family Promise of Greater Phoenix, we know that lasting stability takes time. That's why our support continues once a family secures permanent housing. Our Stabilization Program supports families for up to two years, providing guidance, resources, and encouragement as they build a sustainable future.

In 2024, we celebrated with families who took brave steps forward, like a mom who moved into her own home after months of hard work and sacrifice. She balanced two jobs, including a warehouse shift that required long hours and travel by electric scooter. With determination and support, she saved enough to purchase a vehicle and begin a new life of independence with her two daughters. Her story reflects the grit and perseverance of so many of our families.

To help smooth the transition, our team checks in with families every 60 days, offering a listening ear and real-time support. These conversations help us address minor issues before they become major obstacles—whether it's resolving a landlord dispute, navigating childcare challenges, or planning a household budget. We also provide monthly food bags to ease financial stress and help ensure that families never have to choose between groceries and rent.

This practical support gives families the breathing room to focus on long-term goals rather than daily survival. In 2024, 73% of families that transitioned out of homelessness remained housed after two years—a powerful testament to the strength of our stabilization efforts. With the help of our Stabilization Director, dedicated volunteers, and generous donors, families are staying housed and thriving.

At Family Promise, we believe that staying housed is equally essential to getting housed. With consistent support, personalized care, and a focus on dignity, we help families transform survival into stability—and stability into success.



BEHIND THE NUMBERS



LITERACY PROGRAM

At Family Promise of Greater Phoenix, we know that stories can change lives. That's why our Literacy Program is designed to inspire a love of reading in children, both in our shelters and beyond. For families facing homelessness, books offer stability, imagination, and a path to possibility.

In our emergency shelter, volunteer-led reading sessions are a weekly highlight. These moments bring calm and connection to children navigating uncertain times. With each story read aloud, children strengthen their language skills, build emotional resilience, and reclaim a bit of childhood joy.

For families who have transitioned out of shelter, our support continues. Each child receives a personalized birthday book, hand-selected to match their age and interests. These books celebrate not only their special day but also their growth and perseverance. In 2024, we expanded this effort with reading challenges and small prizes, turning literacy into a fun, goal-oriented adventure that builds confidence and boosts academic readiness.

Reading opens a gateway to dreams. Whether it's a toddler listening to a picture book or a teen exploring a chapter series, our literacy program empowers kids to see beyond their current circumstances and envision a brighter future. Thanks to our dedicated volunteers, donors, and community partners, we're building leaders, learners, and lifelong readers.

Together, we're proving that every child's story matters—and that the next chapter can be filled with hope.



CONGREGATIONAL PARTNERSHIP

The Heartbeat of Our Mission

As we reflect on 2024, one thing remains abundantly clear—our congregational partners are the living heartbeat of Family Promise of Greater Phoenix. Through open doors, open hearts, and unwavering dedication, these faith communities continue to give families dignity, compassion, and hope.

Do not neglect to do
good and to share
what you have.

Hebrews 13:16



Hosting Congregation

- Chaparral CC
- Christ the King
- City of Grace
- Congregation Beth Israel
- Corpus Christi
- Crossroads Nazarene
- Crossroads UMC
- Crosswinds Presbyterian
- Dayspring UMC
- Dove of the Desert
- First UMC of Gilbert
- Fountains UMC
- Love of Christ Lutheran
- Mission Del Sol Presbyterian
- Mountainview – Ahwatukee
- New Hope Community Church
- New Life
- Open Door Fellowship
- Paradise Valley Seventh Day Adventist

- Phoenix Church of Christ
- Scottsdale UCC
- Shepherd of the Desert Lutheran
- Shepherd of the Hills UCC
- St. Barbabas of the Desert
- St. Benedict Catholic Church
- St. Ignatius
- St. John's Lutheran
- St. Matthew UMC
- St. Patrick Catholic Community
- St. Peter's Episcopal
- Sunrise UMC
- Temple Solel
- University Presbyterian
- Valley Presbyterian
- Victory Lutheran

Supporting Congregation

- Abiding Savior
- Blessed Sacrament
- Our Lady of Perpetual Help
- Temple Chai
- St. Luke's Lutheran

VOLUNTEERS

Nourishing More Than Hunger

In 2024, our volunteers continued to be the soul of Family Promise of Greater Phoenix. Each meal prepared carried a message of care and comfort. Whether served in a congregation or delivered to our shelter door, these meals reminded families that they are seen, supported, and never alone.

Transforming Spaces into Sanctuaries

Volunteers turned everyday spaces into places of refuge. By preparing beds, organizing supplies, and adding thoughtful touches, they ensured families had a place to rest, breathe, and begin again. Their work turned churches and community centers into true sanctuaries of peace.

Every Helping Hand Tells a Story

Behind every volunteer hour is a ripple of impact. In 2024, we saw stories of transformation unfold daily—a dad getting his first job interview thanks to a volunteer mentor, a child lighting up during a craft session, a mom moved to tears by the warmth of a homemade meal. These moments may seem small, but together they form the fabric of recovery and resilience.

Forward Together

As we grow and expand—through programs like Legacy Village and our Pet Sanctuary—it's our volunteers who remain the steady heartbeat of our mission. Your commitment gives families the courage to take their next step. Because of you, hope is not just a word—it's a reality.

Thank you for being part of this journey. Your time, your compassion, and your unwavering belief in our mission are changing lives every day.

BEHIND THE NUMBERS



SHELTER

In 2024, Family Promise of Greater Phoenix provided 21,256 nights of shelter to 177 families, but these numbers only scratch the surface of what our shelter program truly represents.

Behind each night of rest is a parent exhaling for the first time in days, knowing their child is safe. Behind every intake is a story of strength: a family doing everything they can to stay together, to stay hopeful, and to start again.

Our shelters are places of stability, healing, and opportunity. Each family that enters our program is welcomed with dignity and care. They receive a warm bed and a personalized plan built around their needs and goals. Families in our shelter program have access to:

- Private living space and healthy meals
- Job search support and transportation assistance
- On-site case management and life-skills training
- Pet accommodations allow children to keep the comfort of their furry companions
- Community support, including weekly volunteer meals and activities

On average, families spent about 36 days in our care before securing sustainable housing. During that time, 80% of parents gained employment, and many began saving for their future.

The real story centers on the journey. The journey from sleeping in a car to unlocking the door to a new apartment. From uncertainty to confidence. From surviving to thriving.

At Family Promise, we believe that shelter provides the first step toward a solution. With compassion, structure, and unwavering support, we help families turn a temporary setback into a lasting opportunity for change.

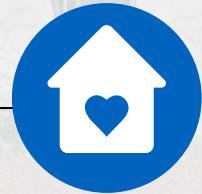
In 2024, we observed a slight increase in the number of families needing shelter services throughout the Valley. Despite this growing demand, Family Promise has risen to the challenge and remains one of the top providers in the region. Our ability to adapt and expand our services has been crucial in meeting the needs of our community.

As we reflect on the accomplishments of 2024, we are inspired by the resilience and determination of the families we serve. We are committed to continuing our mission and look forward to helping even more families in the years to come. Thank you for being an integral part of our journey and for making a difference in the lives of so many.

Together, we are building a brighter future for families in need. We appreciate your ongoing support and look forward to sharing more success stories with you.

STABILIZATION

LEGACY VILLAGE PROJECT: A NEW CHAPTER BEGINS



In June 2025, we opened the doors to Family Promise Legacy Village—a groundbreaking 6-unit, 2-bedroom housing complex that provides families with the time, space, and support they need to transition from surviving to thriving.

Legacy Village sits in the heart of one of Maricopa County's highest eviction zones. Here, families work hard but struggle to find stable, affordable housing. Eviction rates climb. The cost of living rises. Too many parents and children face repeated threats of homelessness.

Legacy Village breaks that cycle. Families transition directly from our emergency shelter program, bringing with them their belongings and dreams. This transitional housing serves as a springboard to a stronger future. Families in the Village Project receive continued support to save money, practice cash flow management skills, and develop good tenancy habits.

This extended assistance helps them secure stable employment, increase their savings, and foster a sense of community. This project demonstrates sustainable, dignity-centered housing. It exists because of the unwavering support of our donors, funders, and partners. Together, we place families in homes and help them rewrite their stories.

To all those who made Legacy Village a reality: thank you. Your belief in this vision transforms lives, restores hope, and plants roots for generations to come.

We look forward to sharing the triumphs of our Village families in the months ahead. At Family Promise, a home marks the beginning.



MAJOR GIFTS

Transformational giving creates lasting change for families rebuilding their lives with dignity and hope. These visionary donors understand that strategic investments in our mission multiply impact across generations, turning crisis into opportunity and survival into thriving.

We extend our deepest gratitude to all donors who choose to remain anonymous while making extraordinary contributions to our mission

- **Diamond**

- Anonymous
- Ergon Foundation, Inc.
- Rick & Christine Kovach
- Local Initiatives Support Corporation (LISC)
- Gary & Joanne Mizell
- Richard and Paula Nelson Fund
- Nina Mason Pulliam Charitable Trust
- Refined Technologies, Inc.
- Robin Roche
- Salt River Project (SRP)
- Whiteman Foundation
- Parkhill Willett Charity Fund

- **Platinum**

- Thomas Nelson Abdella, MD Foundation
- The Banucci Family Foundation
- Terry Keenen
- Bill & Penne McKee
- Thunderbirds Charities

- **Gold**

- Arizona Diamondbacks Foundation
- Daniel & Lisa Brutto
- Carstens Family Funds
- The Charro Foundation
- Joe D'Aleo
- Dennis W. Daniel
- Insearch Trucking Logistics
- Johnson PL Family Charitable Fund
- Gabrielle Lawrence



MAJOR GIFTS

Transformational giving creates lasting change for families rebuilding their lives with dignity and hope. These visionary donors understand that strategic investments in our mission multiply impact across generations, turning crisis into opportunity and survival into thriving.

- **Gold (cont.)**

- Jack Selby
- The Stoelting Family Charitable Giving Fund
- Swiss America Trading Corporation
- TJX Foundation, Inc
- Vadnais Family Donor Advised Fund
- Victory Lutheran Church
- Tyler Wedin
- West Family Foundation

- **Silver**

- Aetna Inc.
- American Endowment Foundation
- Mr. Dean Heskin & Mrs. Bronwin Barilla
- Thomas Bernard
- Mary Ann Bloom
- Betty Boesen
- Arizona Hughes and Bufka Family Fund
- Cardinals Charities
- Sandy Chambers Charitable Giving Fund
- Melinda Conley
- Cox Charities
- Dayspring United Methodist Church
- David & Leeann Feenstra
- Onitia Frazier

- Christy Green-Morris
- Linda G. Herman Charitable Gift
- The Hovey Family Fund
- Dean Lundstrom
- Martori & Company, LLC
- MidFirst Bank
- Judee Morrison
- The Murray Family Fund
- Neighbors Helping Neighbors
- Chris & Nino Pascale
- The Pastoral Care Fund
- Peggy's Arizona Flower Fund
- Daniel & Sally Pike
- Cindy Randoli
- Michael and Enid Seiden
- The Silverman Family Foundation
- Sprayfoam Southwest, Inc.
- Sundt Foundation
- Suntec Concrete
- Martha E. Thomas
- Annette Toms
- Wyss Family Fund
- The Bozena and Josef Zelenda Charitable Foundation, Inc.



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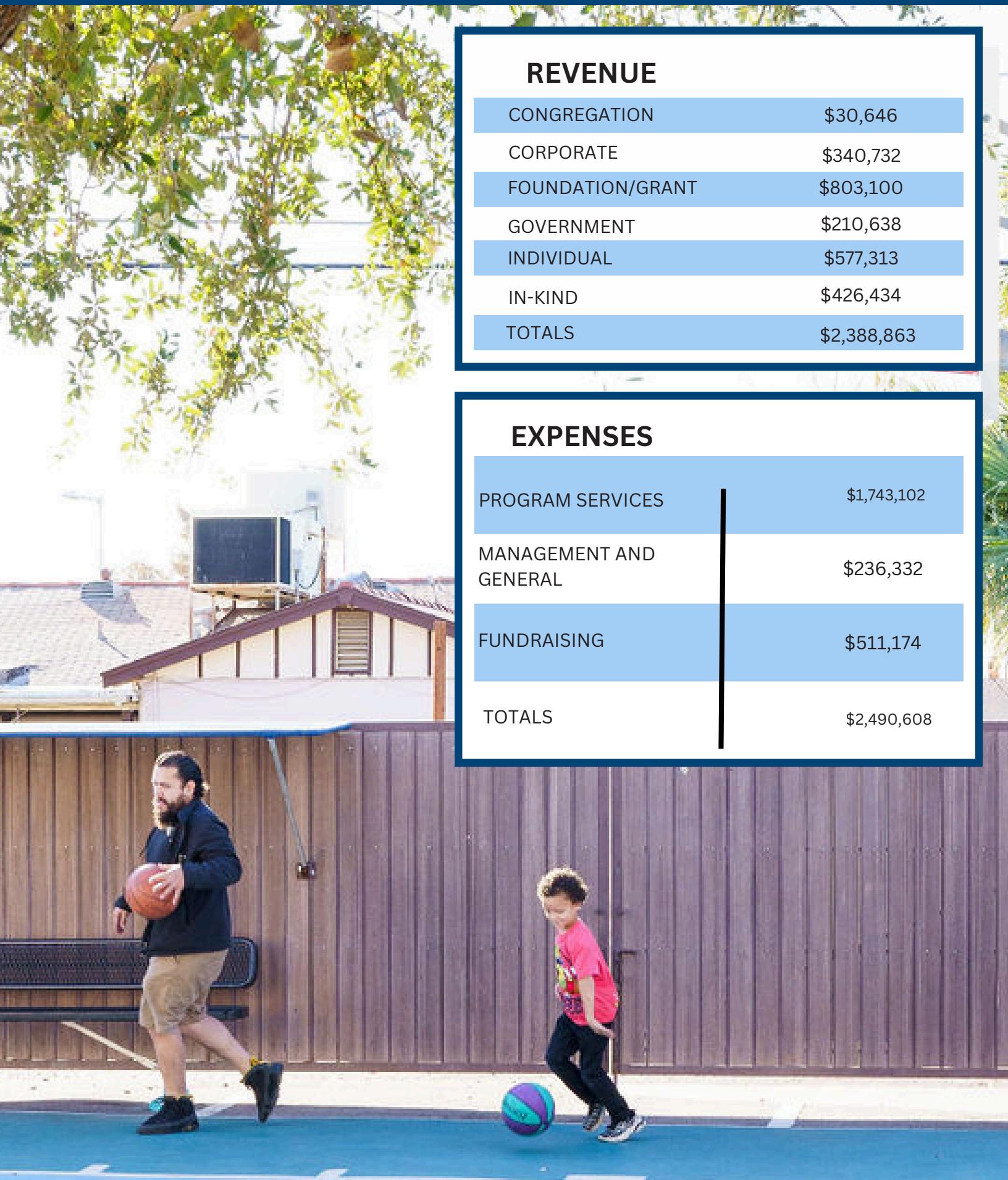
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Bruce Brown	

LEADERSHIP TEAM

Ted Taylor (Chief Executive Officer)
Suzie Bartella (Chief Financial Officer)
Kathy Kaplan (Chief Programs Officer)



FINANCIAL REPORT 2024



REVENUE

CONGREGATION	\$30,646
CORPORATE	\$340,732
FOUNDATION/GRANT	\$803,100
GOVERNMENT	\$210,638
INDIVIDUAL	\$577,313
IN-KIND	\$426,434
TOTALS	\$2,388,863

EXPENSES

PROGRAM SERVICES	\$1,743,102
MANAGEMENT AND GENERAL	\$236,332
FUNDRAISING	\$511,174
TOTALS	\$2,490,608



**Family Promise -
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Familypromiseaz.org

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Phoenix**

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Platinum
Transparency
2024

Candid.

Charity Navigator



FOUR-STAR