

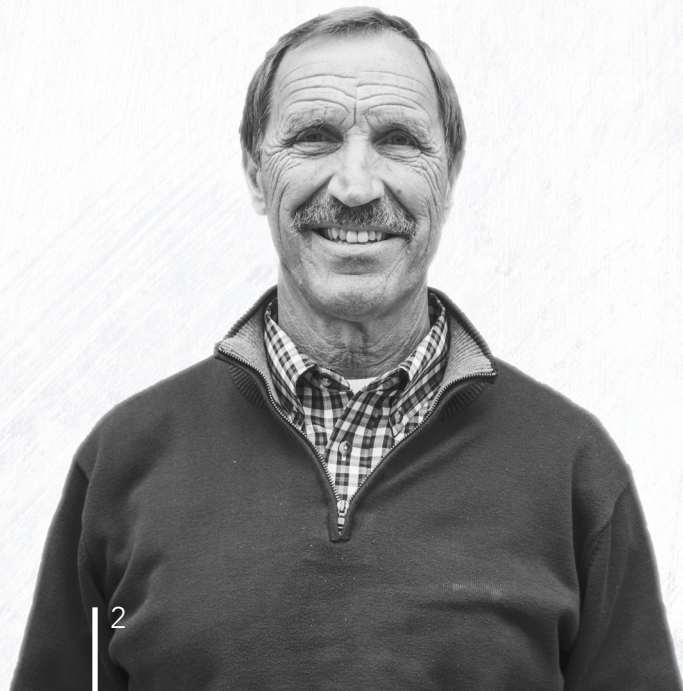
Compassion Demonstrated

2024 Impact Report



MEL TROTTER
MINISTRIES

A Message From Gordon Oosting



Dear Friends,

At Mel Trotter Ministries, our mission is inspired by the words of Matthew 25:35: "For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in." This scripture guides us daily as we work to bring an end to homelessness one life at a time.

It is because of compassionate friends like you who have a heart for individuals and families experiencing homelessness that we are able to fulfill this mission. We are deeply thankful for you—your prayers, your gifts, and your partnership. It is only with your support we can continue the work of feeding the hungry and welcoming those in need with open arms and open hearts.

As you explore the pages of this 2024 Impact Report, I hope you are reminded of the crucial role you play in fulfilling the essential needs of our community.

Most people know us for our main shelter located at 225 Commerce Ave SW. In 2024, we welcomed 4,870 guests through our doors. Our newly renovated kitchen and cafeteria spaces allowed us to serve 185,768 nourishing meals to neighbors experiencing food insecurity. And we rejoiced when 94 of our guests decided to dedicate their lives to Christ!



But Mel Trotter Ministries does more than you think—extending far beyond shelter services. Last year, 118 families were able to avoid eviction, get connected with resources, and be diverted from ever experiencing homelessness in the first place. Our Prevention and Diversion team, in partnership with United Way, is breaking the cycle of homelessness and changing lives, particularly for young children, by providing these stabilizing services.

Our Housing and Jobs programs continue to grow and provide pathways out of homelessness. Despite the affordable housing shortage, we helped 391 individuals find stable housing in 2024. Recognizing the need for affordable housing, we saw an opportunity to move the needle on homelessness by constructing ten apartments at the Next Step of West Michigan campus. The empty spaces will soon be filled with hope as tenants who were once without a place to call their own, begin a new chapter of their story. Through our comprehensive workforce development initiatives, which equip guests the opportunity to learn both technical and soft skills, 361 individuals secured livable-wage jobs.

Behind each statistic lies a unique story filled with hope and purpose. An individual who was once overlooked, hit rock bottom, or exhausted their relationships arrived on our doorstep. There, they were met with care and compassion, and welcomed by a team passionate about walking alongside them on their journey to a fresh start. It is the same story that has guided Mel Trotter Ministries for so long: To demonstrate the compassion of Jesus Christ toward anyone experiencing hunger and homelessness.

We are so humbled by your generosity. Thank you for choosing to partner with us and sustain the work we are called to do. Your prayers and gifts have transformed lives and made an eternal impact on the Kingdom one life at a time.

I am excited for the year ahead as we celebrate what the Lord has done through Mel Trotter Ministries for the past 125 years.

Thank you,

A handwritten signature in blue ink that reads "Gordon Oosting". The signature is fluid and cursive, with the first name "Gordon" and last name "Oosting" clearly distinguishable.

Gordon Oosting
CFO




welcoming new *leadership*

This past fall, the Mel Trotter Ministries Board of Directors unanimously selected Chris Palusky to serve as the organization's tenth President and CEO since its beginning 125 years ago. Chris has over 25 years of experience in the nonprofit sector working with vulnerable communities in domestic and global capacities, including holding leadership roles at World Relief, World Vision, and Bethany Christian Services.

Since his arrival in November, he has been learning about the extensive programs Mel Trotter Ministries offers, like prevention and diversion, shelter services, and helping individuals find homes and jobs. We are excited to have him officially on board and look forward to his Christ-centered leadership as he guides the organization into its next 125 years.



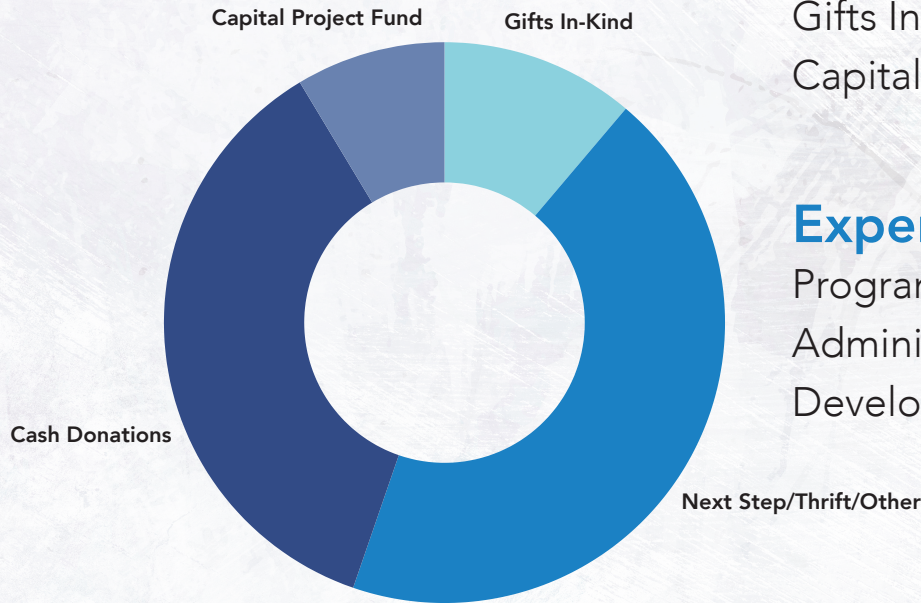


*"When I came to
Mel Trotter Ministries,
I was at my lowest point.
I will forever be grateful
for the second chance
they gave me."*

- Shane



financial summary



Income

Next Step/Thrift/Other	\$9,402,273
Cash Donations	\$7,697,917
Gifts In-Kind	\$2,385,773
Capital Project Fund	\$1,838,716
	\$21,324,679

Expenses

Programs	\$15,437,135
Administration	\$2,943,673
Development	\$1,719,894
	\$20,100,702

Where Each Dollar Goes



your impact in 2024



Lives Dedicated to Christ

4,870



Unique Guests Served

185,768



Meals Served



3,559

Outreach Visits



898

Medical Clinic
Appointments



361

Individuals Secured
Employment





8,321

Volunteer Hours

168,430



Total Nights of
Shelter Provided



316

Families Connected with
Prevention & Diversion Services



391

Individuals Found
Stable Housing

548



Guests Who Enrolled
in Tracks Programs



2,935

Showers Provided in the
Mobile Shower Unit

hope and housing for families

Mel Trotter Ministries in partnership with United Way, launched the Family Stability Program—an extension of our Prevention and Diversion services. This program offers housing support to families in Kent County, aiming to prevent evictions and work toward long-term stability. The program includes personalized family goal planning, connection to community resources, access to support or mediation with the landlord, and financial management workshops.

Since its beginning in the summer of last year, we have supported 37 families, including Felicia's.

Her life had recently taken an unexpected turn. As a newly single mom, Felicia navigated many challenges for herself and her newborn. She discovered Mel Trotter Ministries' Prevention and Diversion services and enrolled in the Family Stability Program, which was the support she desperately needed.

Her journey had not been easy. Complications during her pregnancy had forced her to take time off work, which led to her falling behind on rent. Without the security of paid maternity leave, she was in a difficult situation. "It was as if the world had come crashing down," Felicia said.

We were determined to help her regain her footing. With a local network of support, including two local churches and another partner organization joining forces and pooling their resources, we managed to alleviate a significant portion of her financial burden to cover the entire balance of her overdue rent.

After recovering, Felicia was finally able to return to work without the burden of her overdue payments. She felt relief as she envisioned a brighter future for herself and her baby. "I just wanted to say thank you again," she expressed in a heartfelt message. "I received an email clearance from my job, so I started working again. Things are falling back into place."

*"It was as if the world had come crashing down...
Thank you again for taking over and making
things happen."* - **Felicia**

"Thank you again for taking over and making things happen. Words cannot express how much I really appreciate it and I am more than grateful," Felicia expressed.

Thanks to your compassion, this young mother looks forward to a hopeful future for her and her child. With a home and a new beginning, she can focus on maintaining her stability.



renovations rooted in *compassion*

Last summer, we undertook a major project to refinish the hardwood floors in our cafeteria, replace the kitchen flooring, and upgrade kitchen appliances that had been barely functioning. At Mel Trotter Ministries, we serve over 500 meals a day. With the refreshed space, we can provide a warm and welcoming environment to individuals and families experiencing homelessness and hunger. Because of the renovations that took place, our team can work more efficiently, ensuring that every meal is served with care and compassion.

In response to the increasing demand for shelter, another area of the Mission underwent a makeover. The waitlist for families seeking shelter at the Mission has grown, with the current wait time being about a month. To accommodate more families, we added six new family units to our facility. These units are more than just rooms, they are safe and dignified spaces, designed to extend our support to even more families navigating difficult times.

With homelessness on the rise in Kent County due to the lack of affordable housing, this expansion allows us to provide much-needed space to those in need.

Your generosity and support have been instrumental in creating spaces where our guests can enjoy their meals and get a good night's rest. Thank you for demonstrating the compassion of Jesus Christ.





"I'm so grateful for your support. Thank you for caring for me and praying for me"

- Kevin



"I don't know where I would be today without Mel Trotter. They gave me hope again."

- Linda



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meltrotter.org



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