

2020 Annual Report



"This place has given me a lot of hope
and a lot of help. The biggest thing I've
learned here is how to help others. It's a
great place. It really is."

Garrick, City Mission Resident



Cover photo:
Mike, a City Mission
resident, volunteered to make
personalized masks for his
fellow residents during the
COVID pandemic.

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"Before I came to the Mission, I was broken and fearful. Since coming here, I'm happy. I can say that with all my heart."

Matt, City Mission Resident



PRESIDENT'S MESSAGE

CITY  MISSION

Dear Friends,

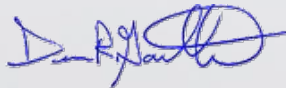
This past fiscal year has been a momentous one for City Mission. We have seen the outpouring of God's blessing when we needed it the most. To say that our donors have been generous with us this past year is truly an understatement. THANK YOU!!

The COVID-19 Pandemic that struck our community in our second quarter has devastated so many businesses and non-profits, and we were not exempt. Having to close our stores in mid-March was a crushing blow and we were not sure how we were going to weather yet another storm. However, when the federal government initiated its Payroll Protection Program, which was initiated to help small businesses, we quickly went into action to apply for this forgivable loan. We are grateful to Community Bank for helping us through this process to get our application in early and to qualify for this loan program. This was a turning point for the City Mission and started us on a journey that I can only say was a God-led effort. Our Development team was able to put together a very transparent emergency request to our donors, and they responded in a tremendous way. We have been in awe of what God has done and continues to do to show mercy to the homeless and needy that He has called this Mission to serve. Additionally, we are honored and humbled by our donors' consistent and caring generosity.

We are now in the best position we could have hoped for given the challenging circumstances we encountered. Thanks to the Allegheny Foundation, RK Mellon Foundation and many individual donors, board members, businesses and churches, we finished the year on solid financial footing with a modest operating cash reserve.

I am truly grateful and honored to serve Jesus Christ as President/CEO of City Mission through these most challenging of times.

God bless,



Dean R. Garland, M.S.
President/CEO




MISSION & PHILOSOPHY

City Mission exists to share Christ, to shelter, to heal, and to restore the homeless to independent living...without discrimination.


We are a 160-bed homeless rehabilitation program, which has four distinct shelters for four populations: men, women, women with children, and veterans. We provide food, clothing, shelter, counseling, case management, medical interventions and referrals, mental health stabilization and legal assistance, as well as a life-transforming recovery program which includes: Addiction Recovery, Anger Management, Relapse Prevention, Parenting, Trauma Recovery, Budgeting, Job Training, Work Readiness, Career Assessments, and Vocational Classes.

Underscoring everything we do is the enduring premise that Christ's healing love and redemption can work genuine miracles.

66% 
OVERALL SUCCESS* RATE

 **75%**
**OVERALL SUCCESS* RATE
FOR RESIDENTS WHO STAY
90+ DAYS**

 **\$82,880**
**WORTH OF FOOD GIVEN OUT TO
LOCAL FAMILIES IN NEED THE FIRST
2 MONTHS OF THE COVID CRISIS**

2,421 
**UNIQUE INDIVIDUALS
SERVED**

WELCOME
WASHINGTON

 **MISSION**
YESUS SAVES

* Success is evaluated using our HEIRS model, based on Housing, Employment, Income, Recovery, and Spirituality

HIGHLIGHTS OF 2020



We had just completed a wonderful holiday season and finished a record-breaking Sweet Sunday when the Coronavirus pandemic changed life as we knew it at City Mission.

By early March, we had a detailed COVID-19 plan in place, which was thoroughly reviewed by our Medical Director and Medical Clinic Partner Executives at Centerville Clinics. We procured supplies of food, disinfectants, masks and hygiene products, and began immediately implementing steps to ward off the pandemic. We set off quarantine areas and established procedures for COVID testing and emergent medical care. We paused all volunteer services, closed the mission to the general public, and began remote work plans for all non-essential staff. Except for emergency appointments, all residents were confined to City Mission buildings and grounds.

On March 18, in compliance with a mandate from Governor Wolf, we closed our seven City Mission Thrift Stores. The stores continued to accept donations and several locations began serving as Pop-up Pantries for the unemployed and underserved community members of the region. With the help of a grant from the Washington County Community Foundation, and gifts from our own generous donors, we provided over 4,000 bags of food to people in the region.

In an effort to protect our vulnerable population, we paused City Mission services to new intakes for 4 months, and resumed intakes by July 5th. Our programs to current City Mission residents remained open and our homeless men and

CITY MISSION PROVIDED

119,631
MEALS

42,461
BED NIGHTS

9,492
BAGS OF FOOD
FOR THE COMMUNITY

10,789
MEDICAL CLINIC
SERVICES

IN FY2019-2020



women continued to have rehabilitation programming, work therapy, work readiness assessments, and recovery classes every day.

We also put our \$4M "Finish Strong" Capital Campaign on hold until the end of June, determining that the beginning of July would be a more effective time to begin fundraising. Additionally, we moved quickly to apply for a loan under the Payroll Protection Plan (PPP) and submitted it on Friday, April 3 to Community Bank in Washington PA, a SBA lender. Fortunately, we received PPP funding, which helped offset the financial loss suffered by the closure of our seven City Mission Thrift Stores.

Also in April, we greatly ramped up our fundraising efforts by sending 12,600 letters to our donors and were overwhelmed by their generosity.

On May 22, we reopened our City Mission Thrift Stores and began preparing resumed warehouse sales.

The first of August marked our Mission Possible V Run, held virtually due to the pandemic. It was a huge success, as was our 3rd Annual Golf Outing, held on August 23, 2020. We held modified celebrations for the 2nd Anniversaries of both our Crabtree-Kovacicek Veterans Shelter and our Women with Children's Shelter.

This year, we were blessed by a significant grant through the generosity of Allegheny Foundation, who contributed to both our Capital Campaign and our annual operations funding. A grant from RK Mellon also provided much-needed assistance during the COVID crisis as did many other grantfunders.

And for WCCF's Day of Giving on September 10, 2020, City Mission's donors, ever generous, provided record-breaking gifts. City Mission placed first in both donor gifts and number of donors, for the sixth year in a row.

**THANK YOU FOR YOUR
GENEROSITY AND
KINDNESS DURING
THIS CHALLENGING
YEAR!!**



**During COVID19
Lockdown, Josiah, a
City Mission
resident, taught a
tye-dye workshop
for all the residents.**

FINANCIAL INTEGRITY



FY20 was certainly a landmark year, but in spite of several daunting challenges, it is a year that we will long look back on with pride.

In the first quarter, we received an unbudgeted grant from the Allegheny Foundation. We earmarked this grant to retire a previous loan, which saved us significant interest expense over the course of the year.

By March, the world found itself in the grip of the COVID-19 pandemic. In compliance with PA state regulations, we were forced to shut down all seven City Mission Thrift Stores. Given that the stores and related retail activity at the warehouse account for roughly one-third of our overall revenue, we had reason to be very concerned. We were also worried that the pandemic would drag down our donation revenue. We monitored cash levels daily and had very real concerns that we would not be able to keep our doors open if things did not turn around quickly.

It was at that point that our development team went to work on an emergency appeal. Concurrently, we filed an application to the Federal government to gain a measure of financial relief through the Paycheck Protection Plan (PPP). The results of these two endeavors represented a turning point in our fiscal year.

The response from the public to the emergency appeal was nothing short of overwhelming. Donations began to flow in at record levels. We cannot thank you enough for your immense kindness and generosity during these unprecedented times.

FINANCIAL HIGHLIGHTS

TOTAL REVENUE

\$7.9 MILLION

23% favorable to budget

25% over FY19

TOTAL EXPENSES

\$6.09 MILLION

4% under budget

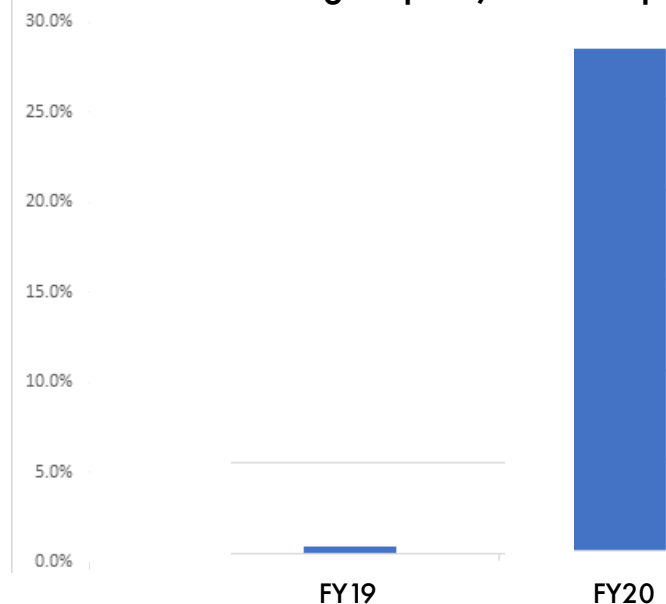
7% less than FY19

Regarding the PPP application, in mid-April we got the wonderful news that our application had been approved by the US Government and, on 4/20/20, the money hit our bank account. Initially, it was classified as a loan, eligible for forgiveness, if we could justify the appropriate use of the funds over the subsequent 24-week period. In early October, we filed the relief application. Shortly thereafter we were informed by Community Bank, who had originally supplied the funds, that they intended to recommend full forgiveness to the Small Business Administration.

The good news continued in May, when we were given clearance to re-open our seven restores. We were able to build a modest cash reserve and end the year with a healthy working capital base.

BALANCE SHEET

Working Capital/Total Expenses

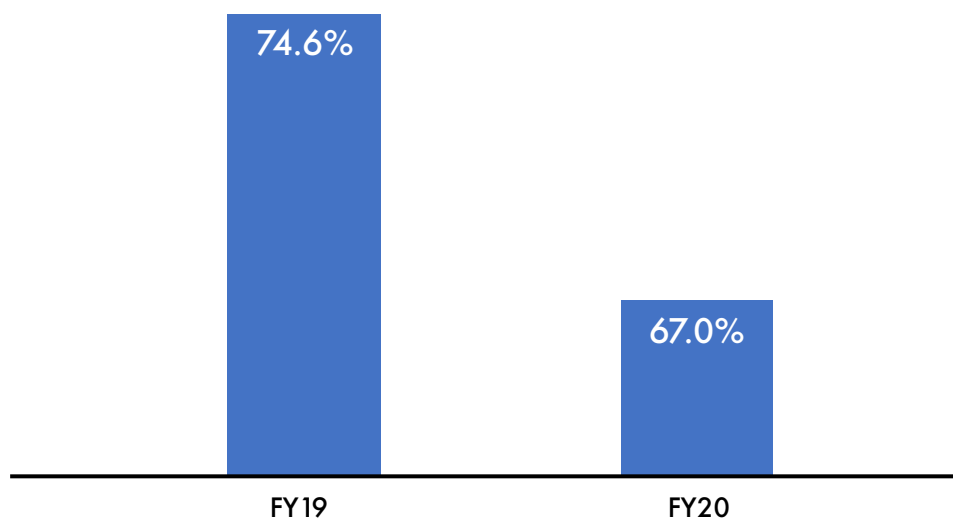


As noted earlier, the PPP money gave our checkbook a powerful shot in the arm. That, combined with the extraordinary fund-raising year, left us with a balance sheet that reflects considerable improvement from last year. At left are two charts that display balance sheet related ratios. These ratios are used by Charity Navigator in evaluating the financial strength of the Mission. The ratios displayed are:

1. Working Capital/Total Expenses
2. Total Liabilities/Total Assets

Update: The PPP money was originally shown as a debt. As of year-end it was still shown in that manner, but all the necessary applications had been made for forgiveness and approved by our lender, Community Bank. Since then, the forgiveness of the loan has been approved by the Small Business Administration.

Total Liabilities/Total Assets



PROGRAMS

“THERE SHOULD BE A CITY MISSION IN EVERY CITY. DO YOU KNOW HOW MANY LIVES THAT WOULD SAVE? IF I WAS A BILLIONAIRE, I’D BUILD A CITY MISSION SOMEWHERE IN SOME OTHER CITY THAT’S JUST LIKE THIS ONE.”

TOM
CITY MISSION RESIDENT



The Men’s Shelter had a successful year despite the effects of the global pandemic. We created policies to encourage social distancing and mask-wearing, and our residents rose to the occasion, working with us to help keep everyone safe. There has not been a single case of COVID-19 across all the programs.

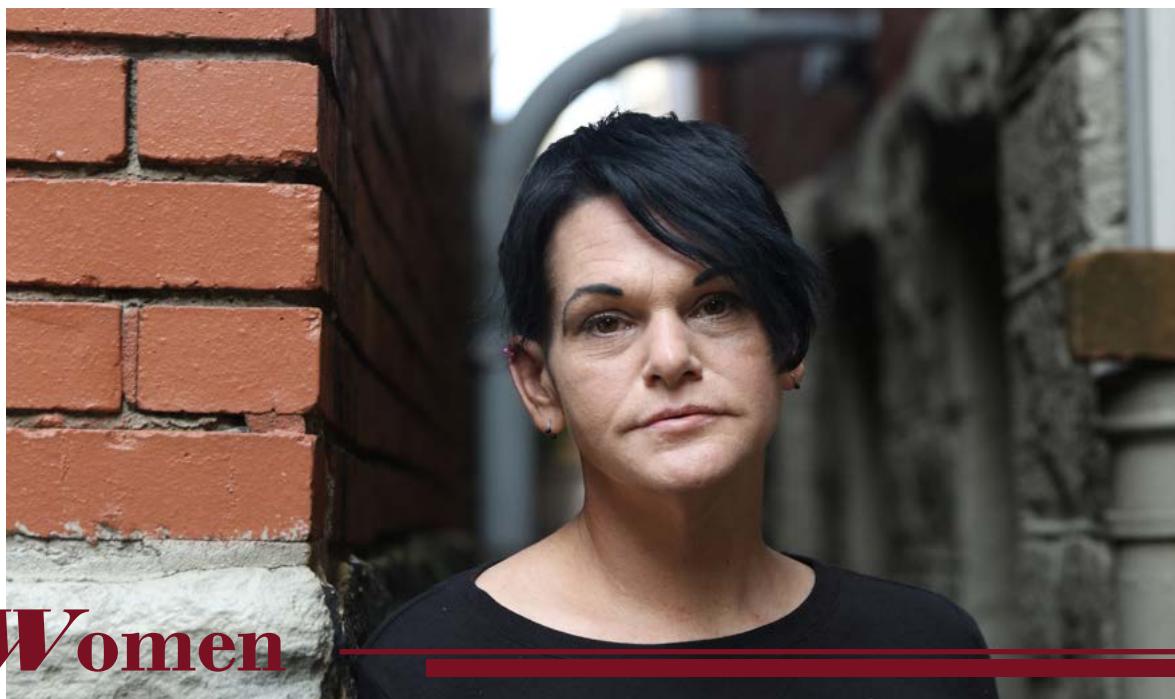
During this time of COVID-19, we stepped up our services, providing increased classes and recreational activities on our campus at the height of the Governor’s stay-at-home order. Recovery meetings remained onsite. Residents received hybrid treatment through both onsite and teleservices with outside providers. As state restrictions for COVID-19 were reduced, outside visits to providers increased, and residents slowly returned to outside meetings that follow the CDC’s COVID-19 guidelines.

Jim is another successful example of our men’s program. He came to us after a one-year incarceration with a history of ten years non-consecutive total incarceration time since age 19. He suffered from substance abuse and had multiple drug and alcohol treatment episodes. Jim engaged in our program and connected with mental health services. He became a peer leader and mentor and worked to stabilize in Life-Recovery. We assisted in a successful exit strategy, helping him secure sustainable housing and income. Since discharge, he has achieved 20 months of consecutive sobriety. Most importantly, he has reconnected with Our Lord and Savior, growing more and more in the image that God intended for him.

2020 STATS

The shelter served **377** men. Of those residents who discharged, **75%** were considered a successful completion. The men who stayed in the program for more than 90 days saw the following success rates upon discharge...

HOUSING: 78% obtained sustainable housing.
EMPLOYMENT: 72% had viable employment.
INCOME: More than 60% had income over \$1012/mo..
RECOVERY: 69% combined average success rate.



Women

Our single women's program offers a holistic approach to life transformation, from intake to recovery and re-entry. Many of the women in the program work while balancing their recovery and their spiritual walk. They attend devotions, Bible studies, chapel services, groups, work readiness, drug and alcohol counseling, outpatient therapy, mental health counseling, and one-on-one case management with their House Coordinator. This year, the single women's shelter has had **106** women go through the program. Many of those women completed the program successfully like Jacquie, pictured above. Her story demonstrates City Mission's life-transforming success at getting women back on their feet and into society living healthy, independent, and productive lives.

Jacquie stayed at City Mission for 9 months. In that time, she accomplished a great deal. She came into the shelter working two part-time jobs, but while at the Mission, she was able to land a full-time job. She also obtained a driver's license, purchased a car, and went back to college to study social work.

This year, City Mission also helped Kimberly turn her life around. She stayed here at the mission for about 14 months after being released from the Washington County Jail. She is a veteran and was attending veterans court, which she completed. During her stay here, she worked on her recovery through drug and alcohol and mental health counseling. She also worked to pay off her debt to society through volunteer work and community service here at City Mission.

21%

The poverty rate in Washington, PA --

9% above the national average.
datausa.io

59%

of those living in poverty in our community are women
datausa.io

"I CAN SIT HERE AND TALK ABOUT THE THINGS I'VE GAINED MATERIALISTICALLY IN SOBRIETY, BUT THE THINGS THAT MEAN THE MOST TO ME ARE THE THINGS YOU CAN'T SEE, AND THAT'S MY RELATIONSHIP WITH GOD AND THE JOY I HAVE IN MY HEART."

JACQUIE
CITY MISSION RESIDENT

Women with Children



41%
of the homeless
population are
families with children,
84% of which are
led by women.

**We had 5 mothers go
back to school this past
year, which is a major
step in breaking the
barrier of poverty and
homelessness.**

Every year is unique in the Women with Children (W&C) Program, and it is a blessing to serve, but this year really took the cake. COVID-19 hit us out of nowhere. Schools closed overnight. Our Program Team had to come up with ways to keep the whole campus safe and living at peace and harmony with each other for who knew how long. Not every day during the COVID lockdown was paradise, but everyday love was there in the Women with Children Program. We created lasting memories and the mothers and children bonded in a unique way with each other that would have never happened if COVID hadn't hit.

When the schools closed, it was left to us to figure out a strategy to keep the 15 kids in our program engaged in their studies. We turned one of the rooms below the chapel into a classroom for the school-age kids. They all worked together on Chromebooks that the school provided. They helped each other, and the moms would help as well. Some of the kids had packets they worked on. We met the teachers at the school during provided hours, swapped out the old work for the new work, and kept it going until the end of the school year. The residents seriously had so much fun, and everyone grew so much in the process. It was a blessing to see.

One mother came to us after getting kicked out of a halfway house. She was on our waiting list already, but she was so desperate to stay clean that she pounded on the door one day with her little daughter. When we were able to get her into the program, she was so grateful, she broke down in tears. When she moved in, she was able to reunite with her son, who was 5. Today, she is 17 months clean. She has given her life to Christ. She started school for welding at Penn Commercial, and recently, she got the keys to her own place for her and her two children. "I want to stay close to The Mission," she said, "because this place changed my life so much, and I want to give back."

33 families served in our Women with Children shelter
since it opened in 2018, including **54** children.

**“MORE THAN 2.5 MILLION CHILDREN ARE
HOMELESS EACH YEAR...THE IMPACT OF
HOMELESSNESS ON CHILDREN AND THEIR
FAMILIES IS DEVASTATING, AND THE
EFFECTS MAY BE LIFELONG.”**

**“RESETTING POLICIES TO END
FAMILY HOMELESSNESS”
BY THE BASSUK CENTER**



Veterans

The Crabtree-Kovacicek Veterans House is a Christ-centered homeless shelter where we assist our veterans in working through their various challenges in an effort to help them move toward independence. Our focus is on drug and alcohol recovery, medical recovery, mental health stability, employment, housing, and spiritual growth. Throughout a veteran's time in our program, he participates in a structured residential program which includes mandatory drug testing, morning devotions, work readiness, veteran groups, 12-step recovery meetings and sponsorship, as well as mental health and Drug & Alcohol outpatient programming within the community.

"This is like heaven to be here. This place helped me turn my life around. I got a second chance, and I thank God for that."

Richard
Resident / US Marine Veteran

Gateway

When a veteran enters our program, we spend the first 30 days getting to know him and assessing his specific needs. We help him gain access to the Veterans Affairs office and other community resources. The senior veterans in the program, mentor him to take full advantage of the opportunities available.

Life-Recovery

In the next phase of the program, our veteran is connected with our Career Training & Education Center as well as veteran-specific programs to find school and/or employment to help him feel proud of what he is able to accomplish. He will begin a work readiness assignment and work closely with the Manager of Veterans Services to develop an individualized plan.

Re-entry

Once the veteran achieves stability, he moves on to the re-entry phase, where he will actively pursue career and housing opportunities. During this phase, we utilize veteran organizations like Veteran Leadership program, Soldier On, Pittsburgh Hires Vets, and more to provide an extra layer of support as the veteran moves toward independent living.

22
VETERANS COMMIT
SUICIDE EVERY DAY IN
THE UNITED STATES



A VETERAN'S STORY

Steve arrived in June. He had just lost his job and was going through a marital separation. He was looking for a new way in the world. We connected him with the Vet Center for counseling, where he stabilized mental health and drug and alcohol issues. With the support of the Mission, he went to school and earned his CDL certificate. He is now filled with hope for his future and is considering multiple job opportunities to find the one that is the right fit for him.

**“NO TWO WAYS ABOUT IT, A YEAR
AGO, BEFORE I CAME TO THE MISSION,
I DIDN'T FEEL LIKE I HAD ANY KIND OF
A FUTURE. BUT NOW, YOU KNOW, THE
LIGHT'S ON THE ROAD NOW.”**

**TOM
CURRENT RESIDENT
US ARMY VETERAN**



SERVICES

CITY♥MISSION

Meals



City Mission's Food Service provides meals to residents and community every day. This past year was a difficult one, as you might imagine, but our Food Service staff rose to the challenge.

In March, when the COVID-19 virus first swept into the area, Food Services took action to ensure the safety of residents and community. The first thing we did was stock up on food and supplies.

We got detergent to keep everything clean and sanitized, and we stocked up on food like canned stew, canned chicken – anything we could get creative with to make meals. In the beginning, as schools and restaurants were closing, a lot of food donations came in, but that died down after the first month.

Food Services also implemented some procedural changes. Everyone had to wear masks, of course, except when eating. We also began staggering the mealtimes to thin out the crowds in the dining room. We reduced the capacity at each table in the dining room from 8 to 5. The salad bar, drinks, and condiments were all moved behind the serving line to reduce the number of people touching those items. Hand sanitizer was installed at the beginning of the serving line for all residents to use before eating.

To ensure the safety of everyone, instead of having community members come into the dining room for meals, Food Services began meeting them at the door with boxed meals. The meals were served hot and ready to eat. Each box contained utensils, napkins, and a drink.

2020 STATS

119,631
MEALS

\$270,366
TOTAL VALUE

Career Training & Education Center

Gaining consistent employment is crucial to living independently. City Mission's Ansys Career Training and Education Center (CTEC) provides vocational services to all City Mission residents as well as an on-site computer lab, classrooms, and study areas. Services include: educational & career assessments, assistance with obtaining documentation for employment, job readiness training, resume & professional portfolio assistance, job search assistance, connections to various local training & certification programs, and networking opportunities with local employers.

The CTEC had 7 work readiness residents assist in the day-to-day operation of the department last year by helping residents apply for welfare, medical insurance, social security, and free cell phones through the Lifeline Assistance Program. They mentored residents and answered general questions.

The CTEC also had support from a pair of skilled volunteers who helped the Mission provide a wider scope of services this past year. Dee Dee Zinn, a retired GED tutor, patiently supported and encouraged our residents as they pursued their GED. Julio worked with her for three hours twice a week over the past year. He actually moved out of the Mission, and he still kept coming back for tutoring, because he knew this was going to give him opportunities that he wouldn't otherwise have.

Jessie Jablonski, using curricula from Financial Peace University, taught a weekly financial training course for our residents, teaching them about budgeting, getting out of debt, and saving money. Even during the pandemic, when she couldn't volunteer on-site, she engaged with her students virtually via Zoom.



"You can't do anything without a GED or diploma," said Mandy, a City Mission resident who worked on her GED at the CTEC. "I'm finally starting to think more about what I can do instead of what I can't do."

2020 STATS

122	Jobs obtained	138	Education & career assessments
209	ID cards obtained	5,397	Visits to the CTEC
41	Certifications earned	115	Resume builds
570	GED tutoring sessions	255	Hours of financial training

Medical

Rick came to City Mission this past fall from a drug rehabilitation facility. He had been in a car accident that left him suffering with severe foot pain. He had trouble walking and even standing. Within 72 hours of intake, he was able to see a Primary Care Physician, receive an orthopedic consultation, and get x-rays.

When residents first come to us, many suffer from neglected medical conditions. When they come through our medical intake process, they often feel immediate improvement, which encourages them to take ownership of their own healthcare. They feel better, and their quality of life improves.

The COVID-19 pandemic was the central issue of this past fiscal year, and City Mission's Medical Clinic, which provides preventive, primary, and urgent healthcare, stood right in the center of that storm. By the grace of God and the efforts of our staff, there were zero positive cases of COVID-19 at the Mission last year. The City Mission Medical Clinic consulted with Centerville Clinics, Washington Health Systems, and our own Medical Director to create an action plan to respond to the pandemic. By testing, creating quarantine areas, and limiting exposure, our Medical Clinic was able to keep our staff and residents safe.

This past year, in addition to battling a pandemic, our Medical Clinic also partnered with Centerville Clinics. They provide on-site primary care services every week, which improves the overall continuity of care for our residents. This partnership also allows residents to see a Primary Care Physician within a very short time after intake. And since the services are on-site, residents do not need to worry about transportation.

Over the summer, the Medical Clinic also onboarded a new pharmacy service, Washington Care Pharmacy. Residents with insurance are able to get their medication the same day they get a prescription. For residents with cognitive issues, Washington Care provides bubble packs with medications separated by date and time.

2020 STATS

10,272

Medical Clinic Services

413

Physician Visits

104

Health screens provided
to residents

0 CASES OF COVID 19
in FY 2019-2020



Samaritan Care

Food Pantry

City Mission's Samaritan Care Services provide support to low-income individuals and families in our community.

When COVID struck this past year, Samaritan Care ramped up services to help those who had lost their jobs or needed assistance for any reason by providing food bags at 6 different locations in 3 local counties. Forced to close during the pandemic, City Mission Thrift Stores became "Pop-up Pantries." Kickstarted by a grant from the Washington County Community Foundation and supplemented by generous monetary and food donations, our Pop-up Pantries gave out 4,144 bags of food during the first two months of the crisis. For many, it was a critical stopgap until unemployment and stimulus checks came in.

On an ongoing basis, Samaritan Care also provided non-perishable food items for those in need. A total of 9,492 bags, each valued at approximately \$20, were given out this year -- that's a **190% increase** from the previous year.

During the cold months, there were 957 visits to our warming center. We provided coffee, food, toiletries, coats, hats, gloves, scarves and other cold weather items.

Samaritan Care also hosted several events throughout the year as well. Our Bags of Love event distributed 275 bags full of ingredients for a Thanksgiving meal at home. Santa's workshop allowed community members to select toys and other Christmas gifts for their children. Fifty families received backpacks full of back to school items at our Back to School event in 2020.

2020 STATS

9,492

food bags given to local families in need

4,144

given out during the first 2 months of COVID-19

\$189,840

worth of food given out to those in need in our local community



Work Readiness

The purpose of work readiness is to help our residents learn or relearn skills that can help them obtain and maintain viable employment in the community.

Residents are matched to work readiness positions around the City Mission campus based on their interests and work experience. They are placed with a work readiness supervisor, who helps them develop both practical and interpersonal skills. A successful work readiness program helps residents learn the value of work and gives them skills so they can flourish in future employment. Ultimately, we desire to help them find and maintain employment that gives them the best chance at achieving their life goals.

Residents can engage in work readiness assignments in all facets of our organization. Examples include our VTC, Thrift Stores, kitchen, maintenance, janitorial, administration, and development.

For our residents, Work Readiness provides a:

- Supportive yet disciplined program.
- Safe environment where residents can make mistakes and receive constructive feedback
- Collaborative place to learn time management, problem-solving skills, self-confidence, punctuality, attention to detail, teamwork, organization, and communication skills.
- Key opportunity to gain resume-building skills & career-enhancing certifications as they move toward independent living.
- Myriad of learning options within all facets of our infrastructure.

2020 STATS

122

Jobs obtained

41

Career-enhancing
certifications earned



HOPE ENTERPRISES



CITY  MISSION

Hope Enterprises, City Mission's long-term sustainability project, which accounts for roughly one-third of our annual revenue, is comprised of our seven City Mission Thrift Stores along with our Vocational Technical Center (VTC).

Our VTC organizes the donated items we receive from our generous donors and distributes them to our seven Thrift Stores for resale. It also acts as a vocational training ground for our residents, where they learn valuable job skills and earn resume-boosting certifications. All proceeds from the Thrift Stores benefit the Mission's life-changing programs. Items that cannot be sold are recycled, and those proceeds benefit the Mission as well.

During the COVID-19 crisis, our seven stores closed in compliance with a mandate from the Governor on March 18, and re-opened on May 22, resulting in the loss of 2-months worth of revenue. During that time, we developed and implemented protocols to keep staff and customers safe and continued to accept donations. We received an abundance of donations and were busy stocking our shelves with new items. Also, while they were closed for retail sales during the pandemic, several of the stores were used as "Pop-up Pantries" and provided 4,144 bags of food to the community during a very difficult time. Since re-opening, we have continued monthly 50% off sales in each store, as well as our highly successful quarterly Warehouse Sales. All proceeds support our life-changing programs.



Our VTC organizes our donated items and distributes them to our seven Thrift Stores for resale. It also acts as a vocational training ground for our residents and is the site of our highly-successful, quarterly Warehouse Sales.

VOLUNTEERING

CITY♥MISSION

2020 STATS

17,781
total volunteer
hours

\$452,170
worth of volunteer
service hours

1,124
total volunteers

THANK YOU!!



In a typical year, volunteers flood the Mission with compassion, energy, and support in all phases of our ministry, from Sweet Sunday, to our dining facility, our warehouse and Thrift Stores, and our administrative, development, and programs offices.

This year, our volunteering was severely curtailed to prevent the spread of the pandemic. We stopped bringing volunteers to City Mission on March 18, 2020. This hiatus continued until the end of the fiscal year. We began bringing volunteers back to City Mission individually, and in groups no more than six in October.

Our Volunteer Department used the hiatus to gather food and necessities for individuals in the community affected by the coronavirus. We received a grant from the Washington County Community Foundation for this purpose, and City Mission matched this funding with generous donations from the community. Using our closed City Mission Thrift Stores as Pop-Up Pantry locations, the Volunteer Department was able to pass out over 4,000 bags of pasta, canned goods, cereal, milk and other necessities (each valued at \$20) to the needy in Washington, Canonsburg, Waynesburg, Rostraver, and Belle Vernon. Large donations of milk from the Marketplace at Emerald Valley and chocolate from Sarris candies, along with an outpouring of other food donations, allowed us to give even more to the community.

The Volunteer Department also purchased new software to streamline the volunteer sign-in and tracking process. We love our volunteers and believe the ease of use of our new system will create a better volunteer experience.

CAPITAL CAMPAIGN



At the beginning of the fiscal year, we hired Dickerson-Bakker and Associates to help us with our “Finish Strong” Capital Campaign, and the results have been excellent...this year, we raised almost a million dollars in pledges and gifts. The purpose of this three-year, four million dollar campaign is to raise enough capital to:

- o pay off our New Market Tax Credit Loan by May 2024
- o begin planning the final project of our Strategic Plan, our 55-bed single women’s facility.

The New Market Tax Credit Loan helped us rebuild our chapel, dining hall, kitchen, and medical clinic and expand our men’s shelter by 30 beds after the devastating fire of 2015. It also enabled us to build our Crabtree-Kovacicek Veterans House, and expand our Women with Children Shelter.

Paying off this Loan will enable us to begin raising funds for an expanded Women’s Shelter, which is critical to assisting the many single women who come to us for help. We see tremendous success in the lives of our residents, and it is our desire to expand that life-transforming success to a greater population of single women. The new facility will increase our capacity from 16 to 55 beds for single women.

27

Homeless veterans
to independence

**SINCE 2018, OUR NEW
SHELTERS HAVE HELPED**



33 families get back
on their feet, including
54 children

**COMPLETING THE “FINISH STRONG”
CAMPAIGN WILL HELP US TURN OUR
ATTENTION TO YET ANOTHER
PRESSING NEED IN OUR COMMUNITY**



up to **60** women
on the waiting list for our
Single Women’s Shelter at
any given time.

PARTNERSHIPS



City Mission could not exist without the many, varied partnerships which form a generous and enduring web of support around our ministry. These partnerships, many of them decades long, are with banks, churches, civic groups, and individuals. Each partnership contributes significantly and uniquely to our success year after year.

Unfortunately, It would be impossible to list every partnership here, but we thank you all, and specifically want to mention the following:

- The Allegheny Foundation, for underwriting City Mission's Loan B debt
- RK Mellon Foundation
- The Hillman Foundation, Rossin Foundation, Eden Hall Foundation, Stauton Farms Foundation, WCCF, Bridge the Gap, and Women of Southwestern PA
- Community Bank for helping us obtain the Payroll Protection Plan Loan.
- Washington Health Systems, for ongoing financial support to our Medical Clinic.
- Centerville Clinics and City Mission's Medical Director for their tremendous assistance during the ongoing COVID-19 crisis.
- Dollar Bank
- Washington Financial
- Brentwood Bank
- WeCare Street Outreach, for their tireless efforts
- Washington County Community Foundation, for their generous fundraising efforts through WCCF Gives and Close to Home Disaster and Emergency Fund.
- The Northwood Charitable Foundation, VFW 674, and the Mission Possible Steering Committee for their dedication to the Mission Possible 5K Run
- Sunny Days In-Home Care for their Premier Sponsorship of our Golf Outing.
- Makripodis Olive Oil, who for several years, has been the Premier Sponsor for Sweet Sunday
- The United Way
- Westminster Presbyterian Church
- **And to countless others, Thank you! We are forever grateful!**

City Mission President/
CEO, Dean Gartland,
with Pastor Greg Adkins
from Peters Creek Baptist
Church, who held a
food drive and donated
truckloads of items to
our Pop-up Pantries



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Note: At the beginning of the FY2021, **Robert J. Winters** was instated as the new Chairman of the Board of Directors

SENIOR LEADERSHIP TEAM



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PRESIDENT/CEO

BRIAN R. JOHANSSON

CHIEF OPERATING OFFICER

DR. SALLY MOUNTS

CHIEF DEVELOPMENT OFFICER

DENNIS KENNEDY

CHIEF FINANCIAL OFFICER

WAYS TO HELP



FINANCIAL DONATIONS

Your gift to City Mission provides us with the resources we need to restore hope to the homeless. City Mission relies on the compassion and generosity of friends like you to keep our doors open. You can donate at www.citymission.org/ways-to-help/donate#donate-money or call 724-222-8530. Or send your donations to 84 West Wheeling Street, Washington, PA 15301.

LEGACY GIVING

Leave a lasting impact by including a donation to City Mission in your will. Contact 724-222-8530 or Klemesh@citymission.org for questions and details.

JOIN OUR CIRCLE OF BREAD AND HOPE

Partner with City Mission by pledging ongoing, monthly gifts. You can make an impact for years to come. Together, let's make the future a brighter place for all of us. Call 724-222-8530 for more information.

DONATE CLOTHING, SHOES, AND HOUSEHOLD ITEMS

City Mission is grateful to accept the donation of your excess items. Visit <https://www.citymission.org/ways-to-help/donate#donate-goods> for a list of items we accept. Your donation of household items greatly benefits the Mission. Clothing and shoes, for example, can be worn by residents who have very little; are collected at our warehouse and distributed to our stores, giving work training opportunities to our residents; and are sold at our Thrift Stores, raising money to support the Mission's life-changing programs.

DONATE FOOD

Providing the help needed to transform someone's life from homelessness to independent living takes extensive efforts and resources. Providing a good meal to someone who is struggling is often the first step to a new life of recovery and independence. Call 724-222-8530 for more information.



VOLUNTEER

We are so grateful for our volunteers. Volunteers have always been partners in the work of the Mission and are an integral part of our future. Call us at 724-705-7137 or email scoquet@citymission.org for more information about volunteering.

PARTNERSHIPS

CORPORATE

Contact City Mission's Donor Relations Manager, Eric Smith: esmith@citymission.org or 724-222-8530 x284 for more information on how your organization can partner with City Mission.

CHURCH AND COMMUNITY GROUPS

Contact City Mission's Church and Community Engagement Manager, Shelley Kubincanek: skubincanek@citymission.org or 724-222-8530 x282 for more information on how your church or community organization can partner with City Mission.

HOST A FUNDRAISER

Gathering people together for a fun afternoon or evening to benefit City Mission, or donating the proceeds from an existing event, are great ways to give your time and talent for a wonderful cause. For more information, contact Shelley Kubincanek at skubincanek@citymission.org or (724) 222-8530 x 282.

AMAZON

AMAZON SMILE

The next time you purchase something on Amazon, you can make a purchase on smile.amazon.com (<http://smile.amazon.com/>) and select Washington City Mission, Inc. as your organization of choice. A percentage of what you buy will go to caring for the hungry and homeless at City Mission.

AMAZON WISHLISTS

You can also go to our Amazon Wishlists at <https://www.amazon.com/hz/wishlist/ls/19QVO-POHMX4VK> and purchase donations to be shipped directly to us!

**THANK YOU FOR YOUR CONTINUED GENEROSITY! THE
WORLD IS A BETTER PLACE BECAUSE OF THE KINDNESS
AND COMPASSION OF PEOPLE JUST LIKE YOU.**





84 West Wheeling Street | Washington, PA 15301
citymission.org
724-222-8530