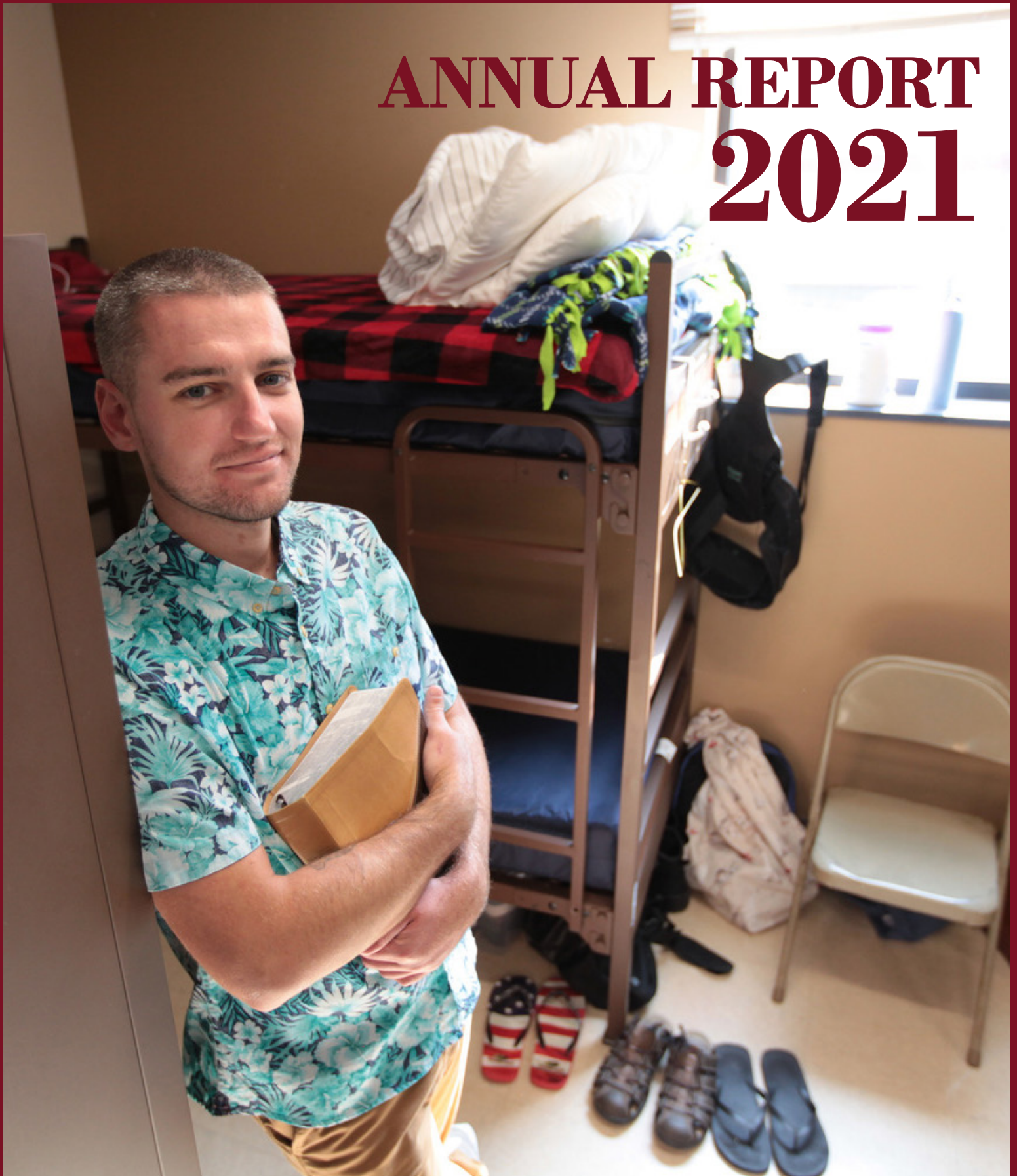


# ANNUAL REPORT 2021





"I'm just grateful for the Mission. It's a blessing to be here. The staff works very hard. And they love you. They love you no matter what!"

Mo, City Mission Resident






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CITY♥MISSION

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"City Mission completely saved my life. It made me a better person. It made me a better mother. I can't even begin to think of where I would be right now if I didn't make the choice to come here."

Autumn, City Mission Resident

# PRESIDENT'S MESSAGE

Dear Friends,

God has continued to bless us abundantly through the past fiscal year.

Although we began the year still troubled by COVID-19 in our nation, state and county, City Mission's careful observance of quarantining and testing policies, developed in conjunction with our local medical community, helped us avoid the high infection count that plagued other facilities. At the beginning of February, residents and staff received their first vaccine shot, and on March 4, we breathed a sigh of relief as we received the second.

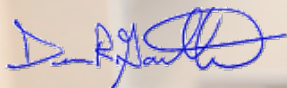
Concerns surrounding the coronavirus along with increased government benefits and a state-wide eviction moratorium kept our resident population lower than in previous years, which is reflected in our lower numbers and statistics this year. As the fiscal year went on, we saw the need in our area increase and our resident population slowly began to return to normal. But the temporary decrease in numbers afforded our staff an opportunity to deepen relationships with current residents, create new programming initiatives, expand our services, and find creative solutions to the myriad challenges that this fiscal year presented.

Through this period, our donors supported us magnificently. The notion that we "do better together" is well-documented in the social science research on Cooperation, but here the phrase gained special significance as individuals, civic groups, churches, corporations and foundations opened their hearts and wallets so generously...impacting the world right where we live. It is indeed gratifying that so many in the region share our vision for the homeless in Southwestern PA. With all of my heart, I thank you.

City Mission is poised to begin plans for the preliminary work on a new 55-bed homeless women's shelter. Before COVID-19, our waiting list for women was over 60 individuals, and we have long felt called by the Lord to address this pressing need.

With hearts filled with hope and deeply grateful for our many blessings, we finish out this fiscal year and begin a new one, confident that He who promised that the last shall be first (Matthew 20:16) will lead us in our work.

God bless,



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

**249**

**ID CARDS  
OBTAINED**



**15,601** 

**MEDICAL CLINIC  
SERVICES**

# 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.

**56%**   
OVERALL SUCCESS\* RATE

 **71%**  
OVERALL SUCCESS\* RATE  
FOR RESIDENTS WHO STAY  
90+ DAYS

 **111**  
JOBS OBTAINED THROUGH  
OUR CAREER TRAINING AND  
EDUCATION CENTER

**1,085**   
UNIQUE INDIVIDUALS  
SERVED

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



# HIGHLIGHTS OF 2021



COVID-19 continued to cast a long shadow over Fiscal Year 2021.

With the world virtually on pause, government benefits offering temporary support, and a nationwide moratorium on housing evictions, our area experienced a brief decrease in homelessness. Although we would love for this to continue, we knew it was only a matter of time before the need would increase once again, so we used this time to expand programming, increase strategic partnerships, spotlight our commitment to public health, reassess and improve our technology infrastructure, and increase our agility in response to external stimuli like the still-devastating Opioid Epidemic.

To keep staff, residents, and volunteers safe, we made the difficult decision to pause volunteering for our Thanksgiving and Christmas meal celebrations, but we still worked hard to make these holidays meaningful and enjoyable for our residents. Many generous donors helped us with our Angel Tree project, providing our residents with wonderful Christmas gifts such as casual clothing, spiritual books and jewelry, insulated drinking cups, and hats, scarves and gloves. Our resident children were thrilled by a visit from Santa Claus, Christmas trees in their suites, and gifts on Christmas. And over 200 adults in the outside community received gifts and stocking stuffers for their children through our Santa's Workshop.

Our first large fundraiser, Sweet Sunday at Home, was a hybrid of same-day delivery of hundreds of boxes of sweets by dedicated volunteers, seven online auctions for adults and children, and a Facebook concert by Scott Blasey. While we are happy to move back to our traditional Sweet Sunday celebration this coming February 27, 2022, at the Hilton Garden Inn in Southpointe, we will never forget how much fun it was to pack and deliver sweets boxes from our dining facility, and how much our residents enjoyed the leftover treats! We owe a thank you to our many vendors and volunteers, and a special thank you to the Wedding Cookie Table Group of Monongahela, PA, for their tireless efforts in support of this event.

We also saw an important opportunity to help the community in a new arena as major donor, Dan Smith, approached us with the idea of benefitting community

## CITY MISSION PROVIDED

**79,204**  
MEALS

**28,364**  
BED NIGHTS

**3,766**  
BAGS OF FOOD  
FOR THE COMMUNITY

**15,601**  
MEDICAL CLINIC  
SERVICES

IN FY2020-2021



restaurants through purchased meals. He donated a generous sum to jumpstart the **"Heroes Fighting Hunger" project**. This joint donor-restaurant effort to feed our homeless residents was a win-win in every sense---restaurants provided purchased meals and our residents looked forward to the delicious food provided straight to their doorstep.

In December, we opened the City Mission Library in Memory of Saige Knapp. The library was a dream two years in the making for City Mission Donor Relations Manager, Shelby Lonce, who collected, sorted, and tagged thousands of donated books to honor the memory of her brother, Saige, who passed away in 2017. The library has become a peaceful and important space for our residents.

On July 17th, we celebrated the re-opening of our Monongahela Thrift Store, bringing our total of City Mission Thrift Stores to seven. Additionally, our Thrift Stores enjoyed record sales numbers this year, and our monthly 50% off sales and quarterly Warehouse Sales continued to attract our area's bargain hunters and those looking for fun ways to support our life-transforming programs and services.

Over the summer, we hosted an inspiring 3rd Anniversary of the Crabtree-Kovacicek Veteran's House, and a beautiful 3rd Anniversary of our Women with Children Shelter. Additionally, the record numbers of participants at our 6th Annual Mission Possible Run and 4th Annual Golf Outing in August demonstrated the important role our community partnerships play in successful fundraising.

Another effort we emphasized this fiscal year was our Finish Strong Capital Campaign. We remained intent on paying off the loan incurred through a New Market Tax Credits agreement we entered in 2015 in the wake of our devastating fire, and on starting the preliminary work for a new Women's Shelter. The campaign, spearheaded by board member Walt Turner and strongly supported by major donors and community leaders, continues to be an enormous success.

We know we can do more. With God's help—and yours—we can provide greater hope to the homeless in Southwestern PA and beyond. We can provide another bed, another meal, another glimmer of hope, another intervention, and another life transformed through the love of Christ.

## ON THIS YEAR'S HEROES FIGHTING HUNGER INITIATIVE

"We're all struggling to get to the other side of this terrible pandemic. Anything that unites us in this effort is a bonus for the whole community. And since so much of our ministry centers around food and shelter, it helped us provide a real bright spot for our residents."

Dr. Sally Mounts  
Chief Development Officer



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

# FINANCIAL INTEGRITY

Fiscal Year 2021 was a challenging year, but God continued to bless us financially in many ways.

- A significant surge in Thrift Store Sales
- An increase in donation activity
- The reimbursement benefit of the Payroll Protection Plan

Some specifics...

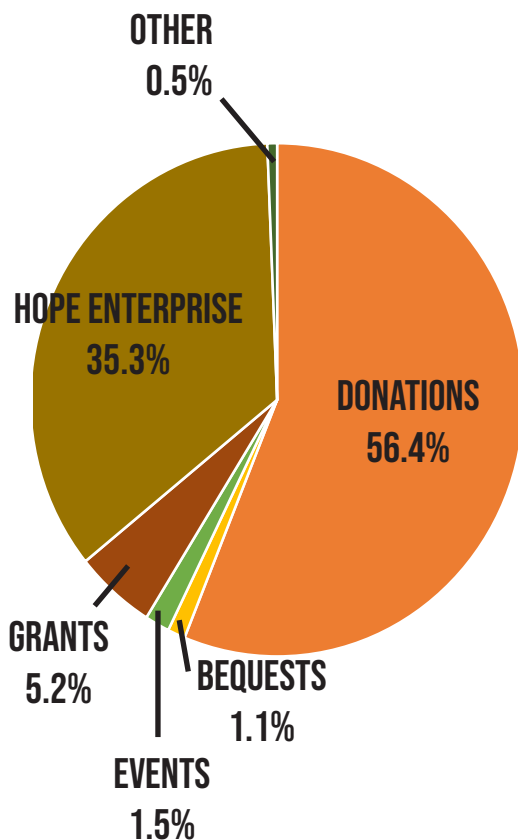
- Our general donations were \$4.9 Million.
- Hope Enterprise reached \$2.6 Million.
- Despite the above, our overall expenses increased by just \$220,000 (3.3%).

The corresponding graphs on the next page, based on metrics used by Charity Navigator, illustrate the sound financial health of the organization.

See page 23 for info on our "Finish Strong" Capital Campaign

## FISCAL YEAR 2021 REVENUE & EXPENSES

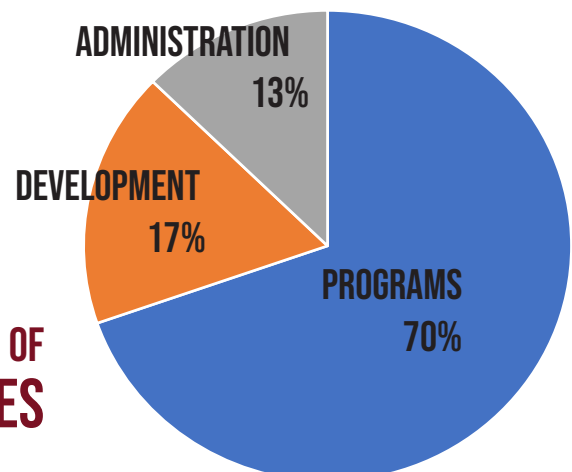
### DISTRIBUTION OF OPERATIONAL REVENUE



### DISTRIBUTION OF DONATIONS

Individual Donors	84.1%
Businesses	7.1%
Churches	4.5%
Community Organizations	4.3%

### DISTRIBUTION OF OPERATIONAL EXPENSES





## FINANCIAL HIGHLIGHTS

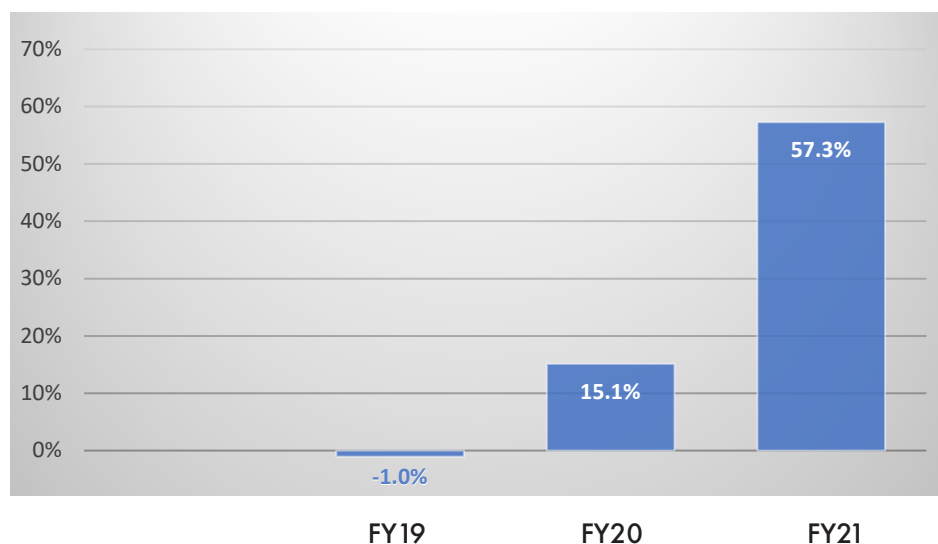
**TOTAL  
DONATIONS  
\$4.9 MILLION**

**HOPE ENTERPRISE  
GROSS REVENUE  
\$2.6 MILLION**

**TOTAL  
OPERATIONAL REVENUE  
\$7.5 MILLION**

## BALANCE SHEET

### Working Capital/Total Expenses



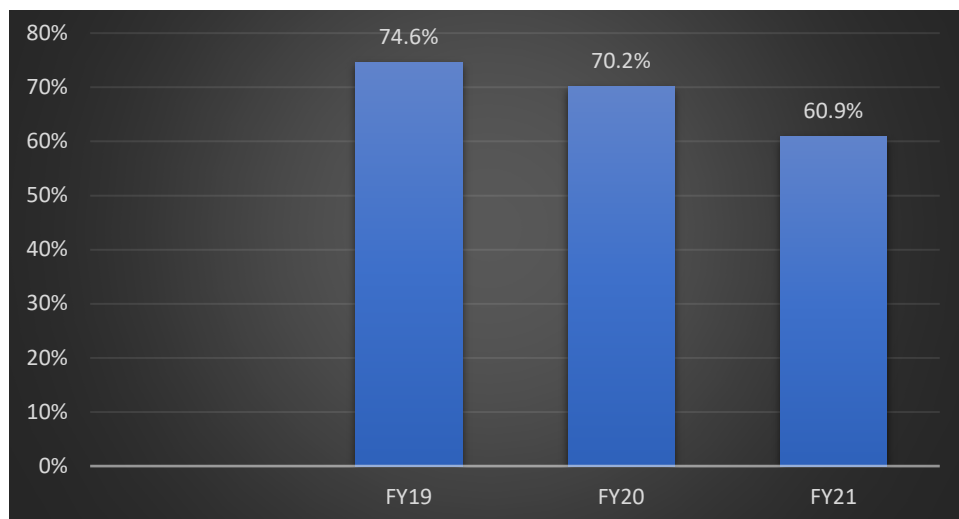
At left are two charts that display balance sheet related ratios. These ratios are used by Charity Navigator in evaluating the financial strength of the Mission. The ratios displayed are:

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

#### Working Capital/Total Expenses

Working Capital is defined as the difference between current assets and current liabilities. This amount reflects the Agency's ability to meet current obligations. When this result is compared to Total Expenses you get a measurement of the Mission's liquidity; therefore, you would like to see increases. As the graph illustrates, this rate for the Mission has gone from a slight negative amount to over 57% in just two years.

### Total Liabilities/Total Assets



#### Total Assets/Total Liabilities

This metric is the exact opposite of the one above. It reflects the strength of the Mission's balance sheet so it is a ratio where you would prefer to see decreases over time. For the Mission, this ratio has decreased from 75% in FY19 to 60% in FY21.

# PROGRAMS

“WHEN I WALKED IN THE DOOR, INSTANTLY, THEY WERE LOVING ME AND AT A POINT IN TIME WHEN I DIDN'T FEEL I COULD BE LOVED OR EVEN KNOW HOW TO LOVE. CITY MISSION TAUGHT ME BOTH OF THOSE THINGS. I WOULDN'T TRADE THIS PLACE FOR ANYTHING IN THE WORLD.”

JESSE  
CITY MISSION RESIDENT



The City Mission Men's Program faced many challenges this year due to Covid, including campus restrictions and limited access to outside meetings, but even in the face of these challenges, programming never stopped. During this time, when our census was low, our staff was able to spend additional 1:1 time with residents, helping them to navigate an extremely isolating time.

During FY 2021, we added a new house coordinator, and with that came renewed energy. We were able to expand our services by providing additional Christ-centered classes, recovery meetings, and more. We increased work readiness support by expanding class time, training programs, and resume building. When individuals needed to quarantine, we continued to find ways to provide them with life-transforming support.

Don arrived at our program and jumped headlong into his recovery and spiritual growth. He immediately began attending 12 step meetings and drug and alcohol treatment on an outpatient basis. He became a role model and provided positive peer support in the City Mission community. Soon after stabilizing in our Life Recovery program, Don found suitable, safe, and sustainable employment. He was able to attain subsidies for housing through an outside agency. Don continues to attend both drug and alcohol and mental health one-on-one therapy since successfully graduating from our program. He participates in several spiritual fellowships and has a foundation rooted in a belief in Jesus Christ. Don is a shining example of what can happen to a man when he becomes willing to change and is placed in an environment that serves the whole person with an emphasis on spiritual development. "I now see my potential is limitless" - Don

## 2021 STATS

The shelter served **274** men. Of those residents who discharged, **52%** 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:** 80% obtained sustainable housing.

**EMPLOYMENT:** 79% had viable employment.

**INCOME:** 64% had sustainable income

**RECOVERY:** 64% combined average success rate.



# Women

## 29

single women  
successfully moved  
out of the Mission  
and into their very  
own places this  
past year.

Our single women's program offers a holistic approach to life transformation. Residents attend devotions, Bible studies, groups, work readiness, drug and alcohol counseling, outpatient therapy, mental health counseling, and one-on-one case management with their House Coordinator.

At City Mission, we value family, and we support the women as they work to restore broken relationships. Many of the women have adult children they are estranged from as a result of their addiction. Others have younger children who have been taken away, and they are working to regain custody. In any case, we invest in repairing and healing those relationships.

In FY 2021, we watched our women's program grow and change as we welcomed new staff and expanded programming in the summer of 2021 to include both single women and women with children. This programmatic change allowed us to double the group offerings for our women and has helped us to offer a more comprehensive and holistic program.

Allison called City Mission home for 9 months. In that time, she accomplished a great deal. She came into the shelter homeless, broken, and hopeless but with a desire to change. She worked hard, attending all the requirements of the program. Once she was ready, she worked with City Mission to establish career goals. She chose to get her CDL license. Allison studied hard and applied all she had learned. Today she is driving for a prestigious company, has a one-bedroom apartment and is living, as she says, "her best life."

Allison's story demonstrates City Mission's life-transforming success at getting women back on their feet and into society living healthy, independent, and productive lives.

## 59%

of those living in  
poverty in our community  
are women  
[datausa.io](https://datausa.io)

**"CITY MISSION SAVES LIVES. IT GIVES PEOPLE A CHANCE TO GET THEIR LIFE BACK. AND IT HAS GRANTED ME THE OPPORTUNITY AND TIME TO BE EXPOSED TO RESOURCES THAT CAN ASSIST ME IN ESTABLISHING A FULFILLING LIFE."**

**ALLISON  
CITY MISSION RESIDENT**



## Women with Children

# 41%

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



Every year is unique and wonderful at City Mission, and this year has been no different. We focused on the importance of strengthening the family and designed programming to intentionally build family bonds and heal the trust that has been broken. In the program, there are building blocks, with the cornerstone being the family's relationship with God. We have classes designed for different ages with activities the families do together. We call this programming "Families Together." Many of the women coming through our doors have lost custody of their children and are working toward getting their children back.

**13**  
families successfully completed the Women with Children program this fiscal year and moved out of the Mission into their very own places.

Rita and her 2 children came to City Mission from Ohio. She came here expecting to stay with a friend. When she arrived, things did not work out as planned, and she needed somewhere for her and her two children to stay. While at the mission, Rita obtained employment and found a safe home for her and her children. But more than that, she gained a sense of who she is as a woman and who they are as a family.

They have a stronger bond and are happy doing things together. They spent time creating their own family traditions. For example, when they wake up, they always sing and play Christian music. It was common to hear their voices through the halls in the morning. Upon leaving the mission, they decided to leave their Fall decorations up for the next family coming in to start their journey here at the mission.

## READY TO LEARN

This year, we kicked off our Partnership with WQED as part of their Ready-to-Learn program. As a Ready-to-Learn Learning Neighborhood, we will expand our reach with the children we serve. Through creative and impactful activities, reading centers, interactive tablets, and passive learning centers on our campus we will help families learn together.

In spite of the pandemic we watched many families grow together. Our women were thankful to have one another's support as they faced challenges with virtual schooling and isolation, and they still found ways to bring joy across campus. They hosted movie and game nights, did crafts, and invested time and energy into one another.

**“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.”**

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





# Veterans

The Crabtree Kovacicek Veterans House, a 22-bed homeless shelter, is a Christ-centered life recovery program for Veterans. The Crabtree House program runs two Christ-centered groups per week, which are run by Veterans or veteran organizations. Our veteran residents participate in our work readiness program, morning devotions, chapel services, monthly service projects, community and/or VA mental health and/or drug and alcohol treatment to assist in their structure and stabilization.

**“City Mission has helped me to do the one thing my recovery required of me. And that is to help me help myself.”**

**Rickie**  
Resident / US Navy Veteran

When a veteran enters our program, he begins his stay in a semi-private space with 4 beds, where we spend time getting to know him and assessing his specific needs. During this phase, the veteran is connected to Veteran Affairs for medical, service connections, as well as our community partners for drug and alcohol treatment. We have a buddy system, where senior veterans mentor our new veteran residents. The manager of Veteran Services works closely with each veteran to develop goals.

The next phase of the program is where our veterans continue to stabilize. They work within our work readiness programs and the Career Training and Education Center, where they learn the skills necessary to enter into the work force in positive ways. The manager of Veteran Services works with each veteran to build upon the goals already established for the veteran.

Once our veterans achieve stability, they move into our re-entry phase. During this phase of their process to independence, the veteran works to gain employment and/or secure housing. During this phase, veteran organizations really step into the process to help our veterans. Veterans Leadership Program, Veterans Place, our amazingly supportive church community, and others work to help our veterans make the final moves to a successful and independent life.

**22**  
VETERANS COMMIT  
SUICIDE EVERY DAY IN  
THE UNITED STATES

**77%**  
OVERALL SUCCESS  
RATE FOR OUR  
VETERANS PROGRAM

Photo courtesy of  
Katherine Mansfield/  
Observer-Reporter



## A VETERAN'S STORY

Tim, a US Air Force veteran, came to City Mission's Crabtree Kovacicek Veterans House in 2018 after breaking his hip. "This place affords you all the opportunities you need to heal," he said. "It's a place to heal your mind, body, and spirit. City Mission gave me a sense of self-worth and put me back in touch with the Lord. And at the Crabtree House, we're all brother veterans working for the betterment of all. I'm grateful to be able to have a sense of pride in something, and we take pride in that House."



**"BEFORE I CAME HERE, I WAS ON A  
PATH OF DESTRUCTION, BUT I'M IN A  
MUCH BETTER SPACE NOW. I HAVE  
A SMILE ON MY FACE AGAIN. AND I  
HAVEN'T SMILED IN A LONG TIME."**

**ED  
RESIDENT  
US NAVY VETERAN**





# SERVICES

## Meals

**“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.”**

**MATTHEW 25:35**



City Mission’s Food Service provides nutritious meals to residents and the homeless or poverty-stricken in the community. Last year, we served almost 80,000 meals to those in need. However, our goal is not merely to fill empty stomachs but to be a ministry. The mission of the Food Service Department is to serve every single individual with Christ’s love and compassion. We believe that showing love and kindness to everyone who walks through our doors can be life-changing and can open up communication pathways from their very first meal. Many individuals come off the streets to have their first hot meal in a long time, and we look at this as an opportunity.

Over the past year, the food service department faced many obstacles including Covid-19, product shortages, and ever-changing regulations. We implemented many safety protocols and worked with local supply companies to ensure we provide the safest food handling and COVID-19 protocols. We actually were trained on proper cleaning techniques by a local janitorial company to keep everything disinfected up to the highest of standards.

One goal that the Food Service Department really wanted to accomplish this past year was to find a way to offer daily healthy options. As a homeless shelter with limited funding and resources, this wasn’t an easy task, but thanks to help from our staff, volunteers and many local farms and businesses who donated fresh items, we accomplished this goal by providing a daily salad bar with fruits, vegetables, and homemade soups. We also provide breads, milk, potatoes, eggs and other bakery items for each breakfast.

Also, the Food Service Department started offering daily meal options for the children in our program. This project gave the mothers and children an opportunity to not only pick meals they like but also find healthy options for the children. It also gave us an opportunity to teach children about making healthy choices.

## 2021 STATS

**79,204  
MEALS**

**\$179,001  
TOTAL VALUE**

# Career Training & Education Center

Training and employment are crucial steps for our residents as they prepare for independence. 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 and career assessments, assistance with obtaining documentation for employment, job readiness training, resume and professional portfolio assistance, job search assistance, connections to various local training & certification programs, and networking opportunities with local employers.

The fiscal year started off slow for the CTEC. Due to social distancing guidelines, fewer residents were able to visit the CTEC and engage in services, so we had time to develop new programming to further engage residents.

The CTEC's new, expanded programming allowed the residents to take even fuller advantage of a 2018 partnership with Citizen's Library in Washington, giving them access to hundreds of online training courses. By the end of the fiscal year, City Mission residents earned 126 certifications, tripling last year's number.

Work readiness residents in the CTEC have helped to create a culture of learning and engagement. This year, the CTEC had 5 work readiness residents assist in the day-to-day operations of the department. They assist fellow residents by helping them apply for government benefits, answering general questions, and providing on-going assistance with personal development tasks. Each of the CTEC Work Readiness resident brings their unique gifts to the Career Center and work hard to help other residents. The CTEC team labored faithfully to help City Mission residents get identification, earn resume-boosting certificates, and gain sustainable employment.



There are a tremendous number of barriers to our residents receiving sustainable employment. These barriers are incredibly difficult to overcome alone, so our team of case managers, medical staff and career counselors, work with each client to overcome their unique barriers to find a path for success.

## 2021 STATS

111	Jobs obtained	109	Education & career assessments
249	ID cards obtained	3,421	Visits to the CTEC
126	Certifications earned	45	Hours building resumes
447	GED tutoring session hours	387	Financial training classes



# Medical

The COVID-19 pandemic continued to dominate the time and energy of our medical clinic over the past year. The highlights of the year came in February, March, and April, when we hosted Curtis Pharmacy for COVID-19 Vaccination clinics. These clinics were extremely successful and after the vaccinations were provided on campus, we saw improved numbers of COVID-19 cases among residents.

This summer, we also welcomed a new Medical Clinic Manager. Richard Moore has taken over and is doing a wonderful job continuing the efforts of the medical clinic and implementing expanded programming, including work with Central Outreach to provide Hepatitis C and HIV testing and treatment. Our medical clinic staff have received training to provide this testing and Central Outreach provides support.

Throughout the past year, we worked closely with Centerville Clinics and the residency program of Washington Hospital, led by Dr. Monica Speicher, to provide care and guidance to City Mission through the pandemic. Their support was invaluable.

Our medical clinic continues to triage our client's medical issues and guide them to a plan for better health. They provide connections to primary care physicians, medication support, and assistance in navigating the health care system.

Darrin came to the Mission, afraid and overwhelmed by all the medical issues that were unraveling his health and mental/emotional well-being. He was in desperate need of help managing his medical care. He received a diagnosis of cancer and had a host of other medical challenges. City Mission's Medical Clinic and his team of house coordinators supported Darrin throughout his treatment process. In spite of his fears and uncertainties, Darrin has been able to rise above his medical challenges and successfully manage his health. Even at times when he was still recovering and not feeling his best, he continued to give back to other residents by supporting them in the CTEC. As a work readiness resident at the CTEC, he helped the residents secure identification cards and forge a path to independence through education and employment.

## 2021 STATS

**15,601**

Medical Clinic Services

**700**

Physician Visits

**410**

Health screens provided  
to residents



# Samaritan Care

## Food Pantry

City Mission's Samaritan Care Services offer support to low-income individuals and families in our local community. Since March 2021, we have been conducting a needs assessment by gathering input directly from those we serve. Unfortunately, with COVID-19 still a real, looming presence, many families and individuals in our community are struggling to make ends meet. Based on our knowledge of the community along with our new findings through the pandemic, we revitalized our Christ-centered, holistic plan to serve our community to the fullest.

First, we reaffirmed our resolve to make Christ the centerpiece of everything we do. We share the gospel with everyone who comes through our doors and hand out Bibles on a daily basis. And we have seen multiple people come to accept Jesus as Savior right here within the walls of Samaritan Care.

Second, we worked to bring community organizations into Samaritan Care to assist with applications to programs for drug/alcohol addiction, housing, medical insurance, government assistance, and mental health needs. Some of the organizations we have partnered with include SNAP, Area Agency on Aging, Dress for Success, Blueprints, Senior Life, Gateway Health, Neighbor to Neighbor, and multiple organizations specializing in mental health and drug/alcohol treatment.

Third, we focused on practical basic necessities by serving 724 individuals through multiple services and distributing 3,766 bags of food.

Finally, Samaritan Care found that there are many people in need in our area who have no way of getting to City Mission's campus, so we decided to partner with a local church, which enabled us to bring help to the individuals in their area. For example, there was a single mother who was displaced from her home due to flooding. She and her two children lost all their clothing, school supplies, shoes, and housing. Samaritan Care was able to bring help to them and connect them with local resources. They now have a place to live and the children are back in school.

### 2021 STATS

**3,766**

food bags given to local families in need

**178**

clothing vouchers distributed

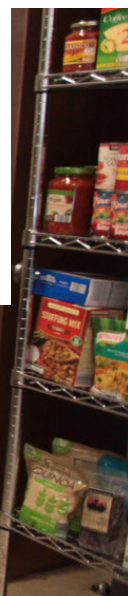
**\$112,980**

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



**THIS IS MY  
COMMANDMENT, THAT YOU  
LOVE ONE ANOTHER AS I  
HAVE LOVED YOU."**

**JOHN 15:12**





# HOPE ENTERPRISE



Hope Enterprise, which consists of our seven City Mission Thrift Stores and our Vocational Training Center (VTC), experienced a banner year, contributing a record high of \$342,000 to City Mission's surplus funding and providing 18,000 hours of work readiness training to our residents. We also generated record highs at our quarterly warehouse sales and monthly 50% off sales at many of our stores.

Hope Enterprise is an integral part of City Mission's sustainability and brings in about one-third of the Mission's overall annual revenue. Our goal is to continue opening successful Thrift Stores throughout the community and continue to improve our sustainability. A new City Mission Thrift Store is planned for the coming year in Uniontown, PA.

Grants obtained through the Neighborhood Assistance Program (underwritten by Dollar Bank in Pittsburgh) and the Local Share Account Funding (approved by the Washington County Commissioners) provided new infrastructure equipment---a new industrial-strength trash compactor, a new heavy-duty clothing baler, and 33 large steel clothing bins, which will be placed strategically throughout the community to collect donations.

On July 17th, we celebrated the re-opening of our Monongahela Thrift Store, bringing our total of City Mission Thrift Stores to seven. Increased community advertising of the stores and our quarterly Vocational Training Center Warehouse Sales attracted our area's bargain-hunters and thrifty-minded, first in trickles and then in droves. The Warehouse Sales, a favorite spot for Southwestern PA "pickers", now boasts a long line of eager shoppers waiting for the doors to open before each sale.

**CITY MISSION**  
**THRIFT STORE**  
& DONATION CENTER

**City Mission  
Donation Center**  
1000 Sheffield St  
Washington, PA 15301

**Washington Thrift Store**  
382 W. Chestnut St  
Washington, PA 15301

**Canonsburg Thrift Store**  
48 W. Pike Street  
Canonsburg, PA 15317

**North Strabane Thrift Store**  
2510 Washington Road  
Canonsburg, PA 15317

**Waynesburg Thrift Store**  
100 Greene Plaza  
Waynesburg, PA 15370

**Monongahela Thrift Store**  
211 W. Main Street  
Monongahela, PA 15063

**Belle Vernon Thrift Store**  
370 Tri-County Lane  
Belle Vernon, PA 15012

**Rostraver Thrift Store**  
1729 Rostraver Road  
Belle Vernon, PA 15012





# Work Readiness

The literature on homelessness indicates that underemployment and low wages are frequent causes of homelessness. At City Mission, we have a robust Work Readiness program that helps remove barriers to employment. In both our Career Training and Education Center (CTEC) and Vocational Training Center (VTC), we address:

- Low educational attainment levels
- Limited past work experience
- Mental Health and substance abuse problems
- Lack of access to transportation
- Bad credit and criminal histories

In this fiscal year, we helped **111** residents obtain sustainable income through employment.

In our program, 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.

## Participants in our Work Readiness Program Learn...

Time Management  
Problem-solving skills  
Self-confidence  
Flexibility  
Punctuality  
Attention to detail  
Teamwork  
Organizational skills  
Communication skills



# 18,000

Work Readiness  
Hours this past year  
at the VTC

Our **48,000** square foot VTC facility organizes 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

## 2021 STATS

**15,558**  
total volunteer  
hours

**\$444,025**  
worth of volunteer  
service hours

**950**  
total volunteers

**THANK YOU!!**



The Volunteer Department provides opportunities for volunteers to use their God-given gifts of time, talent, and treasure to serve in purposeful ways that support our mission. Volunteers remain one of our most valuable resources and an integral part of our team, serving in over 25 locations, spanning across all departments.

Last year, we averaged 1,297 volunteer hours monthly. Volunteers came to us from church, corporate and civic groups as well as individuals, including court ordered community service participants, and they all consistently made a positive and loving impact on our residents.

In the first quarter of the fiscal year, we had to pause volunteerism during the busy holiday season due to a rise in COVID-19 cases in the local area.

The second quarter focused on planning Sweet Sunday volunteer activities with our virtual "Sweet Sunday at Home" fundraising event. We were able to utilize 153 volunteers serving 305 hours to help us successfully deliver sweets to your door.

By May, we welcomed volunteers back. Focused on increasing volunteers in Hope Enterprise, we rolled out a campaign called "Give Back & Get Back," offering a store discount to volunteers. Through this effort, we added 53 volunteers to Hope Enterprise, helping to offset a low employee retention rate at our stores.

We also supported other City Mission events by scheduling volunteers for our quarterly Warehouse Sales, Mission Possible 5K Run, Golf Outing, and the Grand Opening of our Monongahela Thrift Store.

In the upcoming fiscal year, we hope to enhance ongoing communication to our active volunteers by introducing a monthly newsletter. We are also looking to host Open House events at our Thrift Stores and invite prospective volunteers to see how their help in our stores can positively impact our overall organization.



# CAPITAL CAMPAIGN



In 2015, we had a devastating fire that caused significant damage to several facilities. Since that time, we spent more than \$11 M to rebuild the campus and meet the needs of a growing opioid and homelessness crisis in PA. The destruction caused by the fire created a mandate for quick funds to rebuild lost beds and facilities. At that time, \$3.4 M of debt was assumed to fully meet the needs of our clients. To retire the debt accrued and to build program capacity and sustainability, we began the **FINISH STRONG CAMPAIGN**.

This past fiscal year brought a much heavier emphasis on the Campaign. The Steering Committee, helmed by Board Member Walt Turner, and assisted by Board Member Linda Lattanzi and major donors Pat O'Brien, Damon Faldowski, David Campsey, and Nora Cotugno, worked extremely hard to reach out to potential funders. This effort paid off as we generated \$1.8 M in donations and pledges. The Board of Directors were enormously supportive of this effort and gave to it generously, capped by a substantial pledge by Vice Chairman of the Board Dr. Mike Crabtree. The accumulated total has brought us within \$150,000 of our goal to have adequate funds set aside to liquidate the New Market Tax Credit debt in April, 2024.

"I became interested in Washington City Mission in 2015 when the organization began a capital campaign to rebuild several structures that were destroyed by a large fire, as well as a new veteran's facility for the area's homeless vets. I later joined the City Mission board after witnessing the great success of returning homeless people back to independent living. I am very excited to be a part of City Mission. My wife and I are pleased to donate to this vital Finish Strong campaign as an investment in the future of City Mission and our southwestern PA communities."

**WALT TURNER**  
CITY MISSION BOARD OF DIRECTORS

"We know we can do more. With God's help and yours, we can provide greater hope to the homeless in Southwestern PA and beyond. We can provide another bed, another meal, another glimmer of hope, another intervention, and another life transformed through the love of Christ."

Dean Gartland  
President/CEO



# PARTNERSHIPS

The many diverse, generous partnerships City Mission is blessed with are crucial to our success. In a time when non-profits are competing for every dollar, it is easy for organizations to focus on the money raised with the assistance of banks, corporations, churches, civic groups, and individuals. But here at City Mission, we know that the long-term relationships we foster have consequences that are far more powerful than the dollars raised. Our partners remind us that God is our True North, and reinforce for us, over and over, that the work we do is worth the effort.

We especially want to thank the following:

Dr. Mike Crabtree and Mary Paige Pillow  
 Walt and Arlene Turner  
 Wayne and Cindy Pfrimmer  
 Jeff McCartney  
 Northwood Charitable Foundation  
 Westminster Presbyterian Church  
 Dr. E. Ronald Salvitti  
 Brian Shanahan  
 Centerville Clinics  
 Dr. Dan and Linda Lattanzi  
 Washington Financial Bank  
 Brentwood Bank  
 Jamie Bails Richardson  
 Patrick and Ann Slowey  
 Wayne and Janice Hursen  
 The United Way  
 Washington County Community Foundation  
 Lutheran Concordia Angel Tear Ministries  
 Sunny Days In-Home Care  
 Benchmark Capital  
 WeCare Street Outreach and Dr. Monica Speicher

Rossin Foundation  
 Dave and Brenda Tenison  
 Damon and Dianne Faldowski  
 EQT Foundation  
 VFW Post 764 in McMurray, PA  
 Range Resources  
 Rick Bryant  
 Our Redeemer Lutheran Church  
 PNC Bank  
 Key Bank  
 Senator Camera Bartolotta and the  
 PA Department of Education  
 County Commissioners Diana Irey Vaughan,  
 Larry Maggi, and Nick Sherman  
 Dollar Bank  
 Mike and Kathy Makripodis  
 Community Bank  
 Dan Smith  
 Paul Brierly

**THANK YOU!!!**

Mary Paige Pillow with  
 Board of Directors  
 Vice-Chairman, Dr.  
 Michael Crabtree, and  
 Director of Residential  
 Programs, Leah Dietrich.





# BOARD OF DIRECTORS



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EXECUTIVE DIRECTOR OF MS COMP FINANCE AT CMU

## DAVE TENISON

GENERAL MANAGER, THE PERRYMAN COMPANY

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

## NEW BOARD MEMBERS ADDED THIS YEAR



### CINDY PFRIMMER

LICENSED CLINICAL  
THERAPIST & CO-FOUNDER  
OF SWEET SUNDAY

### BRIAN KENGOR

COO OF BROWNLEE  
TRUCKING



THE HONORABLE TRACI  
MCDONALD- KEMP  
WASHINGTON COUNTY  
COMMON PLEAS  
COURT JUDGE



## SENIOR LEADERSHIP TEAM



### DEAN GARTLAND

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](http://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](mailto: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 [snamy@citymission.org](mailto:snamy@citymission.org) for more information about volunteering.

## PARTNERSHIPS

### CORPORATE

Contact City Mission's Donor Relations Manager, Eric Smith: [esmith@citymission.org](mailto: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](mailto: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](mailto: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) (<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.**



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