

CITY MISSION

2022 ANNUAL REPORT



"I am thankful to the Mission, because, no matter all the mistakes that I've made, I'm forgiven, and I'm able to start new"

Nico, Former Resident



Cover photo:
Former resident, Guadalupe, with
her son, Samson

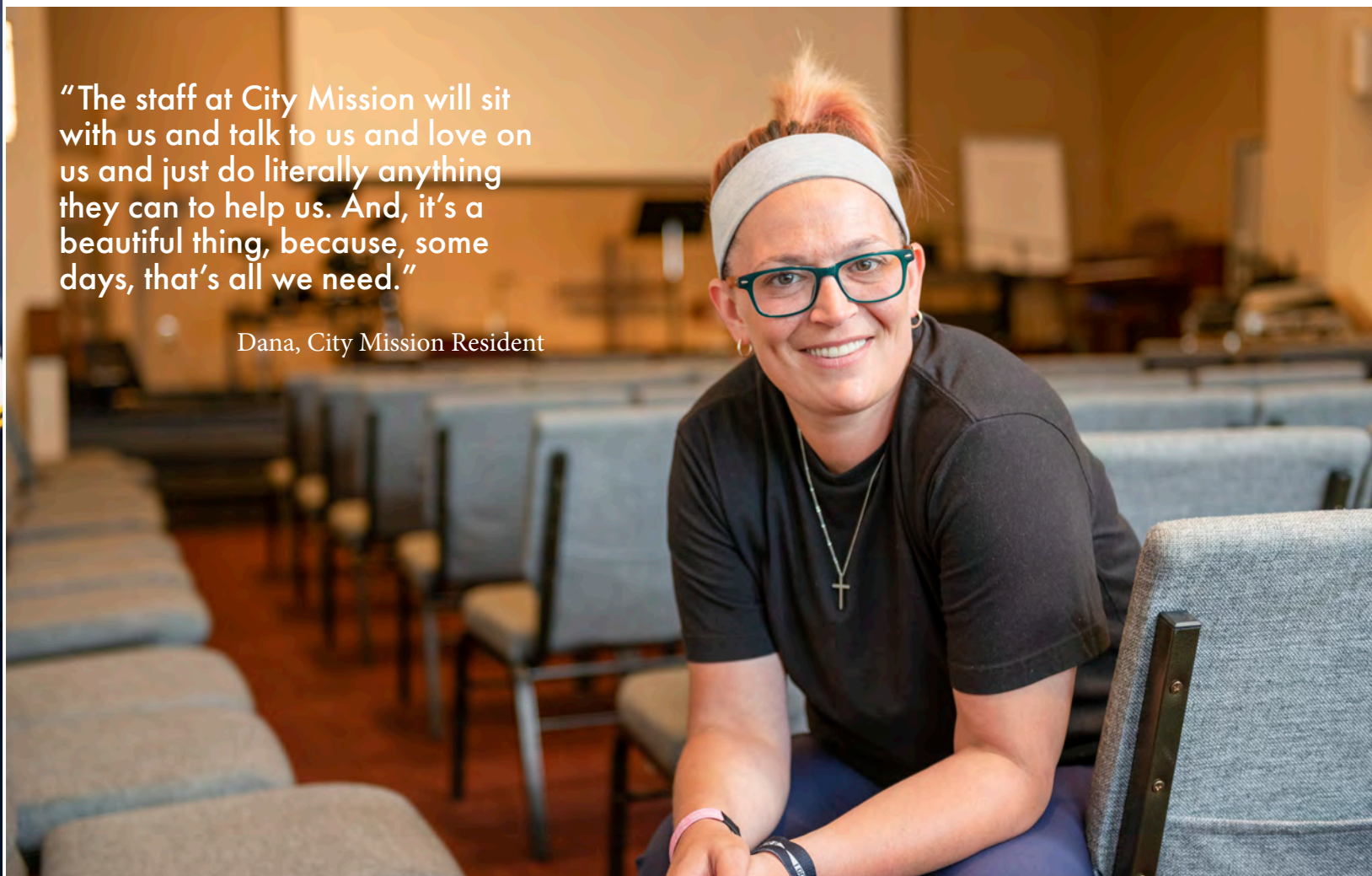
CONTENTS

CITY♥MISSION

President's Message	4
Mission & Philosophy	5
Highlights of 2022	6
Financial Integrity	8
Programs	10
Services	16
Hope Enterprise	20
Volunteers	22
Capital Campaign	23
Partnerships	24
Board of Directors	25
Ways to Help	26

"The staff at City Mission will sit with us and talk to us and love on us and just do literally anything they can to help us. And, it's a beautiful thing, because, some days, that's all we need."

Dana, City Mission Resident



PRESIDENT'S MESSAGE

Dear Friends,

God truly continued to bless us in all things throughout Fiscal Year 2022, our first post-Covid year.

We saw a significant rise in our shelter populations as the government benefits and eviction moratoriums of the Covid-era came to an end. Our meal numbers rose by 33% and our bed nights increased by 34%. We also provided significantly more medical assessments and appointments, and many more counseling hours, and helped more residents obtain jobs.

Financially, City Mission had an excellent year as our donors continued to provide generous, ongoing support. Many of you were able to see the enormous impact these financial gifts made on our resident population during our Annual Celebrate Success Dinner, when several of the men and women who had gone through our programs spoke of the help and hope that had transformed their lives from homelessness to independence---help that we would never have been able to provide in such abundance if not for the many donors who share our vision of ending homelessness, one life at a time, in Southwestern Pennsylvania. For this, I give my heartfelt thanks.

Our "Finish Strong" Capital Campaign was so successful that we were able to raise the full amount of the \$2.236 million New Market Tax Credit building debt we amassed in 2018 in the wake of our devastating 2015 fire. The debt will be paid off in April 2024, allowing us to move into the future debt-free.

A community-wide Needs Assessment we completed in July 2022 underscored what we have long known about this region---that we need more facilities, programs, and services to accommodate the area's rapidly-growing female homeless population. With much prayer, thought, and deliberation, we began plans for the preliminary work on a new 50-bed homeless women's shelter. We hope to break ground on this facility in March 2024.

It has often been said that a good exercise for the heart is to bend down and help someone else up. With your support, and God's, City Mission is able to provide this help over and over to men, women, children, and veterans without hope. There is no greater blessing, and as we move into Fiscal Year 2023, I pray that He continues to allow us to do His work.

God bless,



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

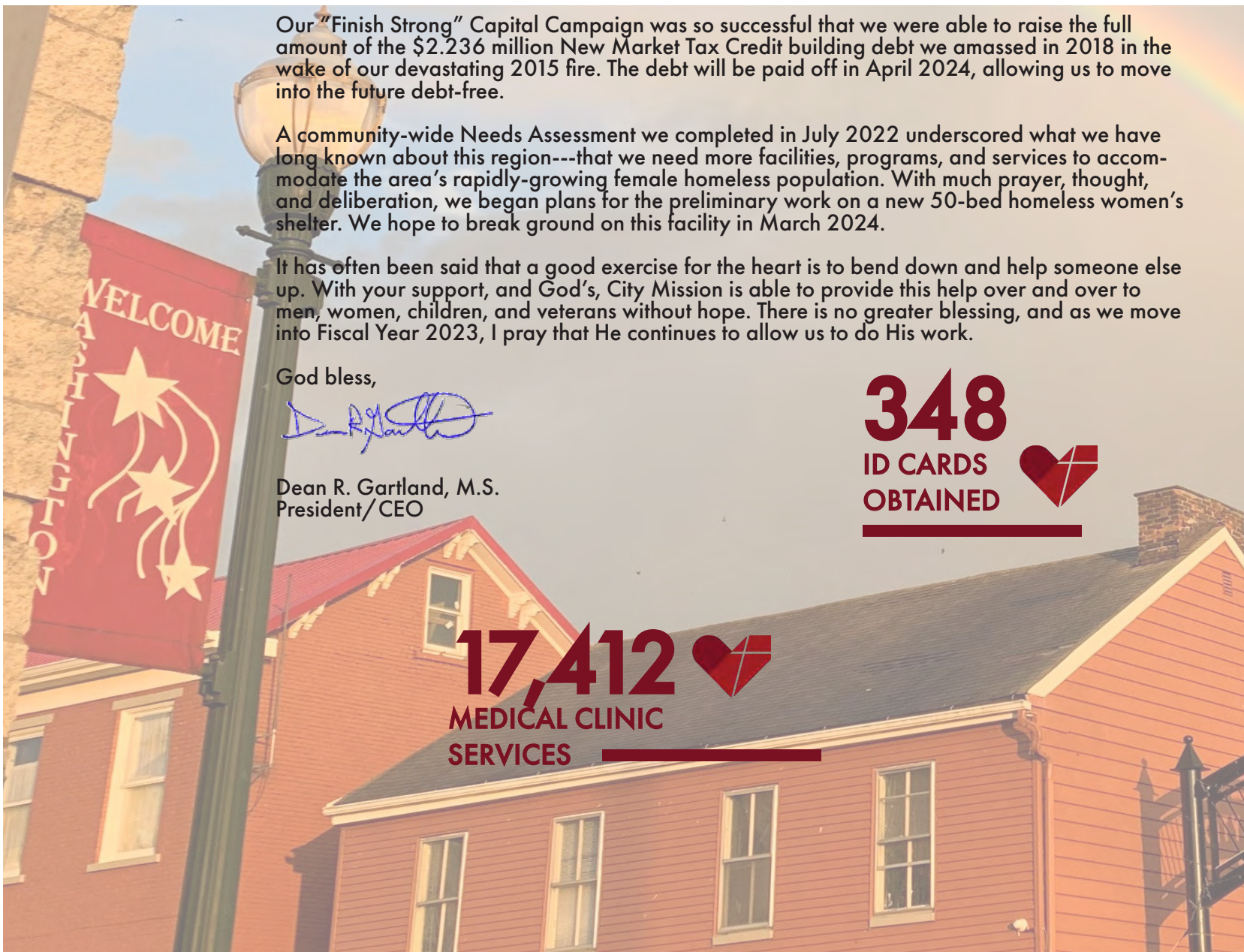
348

ID CARDS
OBTAINED



17,412

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 175-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, Biblically-based Counseling, Anger Management, Relapse Prevention, Parenting, 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.

62%

OVERALL SUCCESS* RATE



68%

OVERALL SUCCESS* RATE
FOR RESIDENTS WHO STAY
90+ DAYS

1,145

UNIQUE INDIVIDUALS
SERVED



116

JOBS OBTAINED THROUGH
OUR CAREER TRAINING AND
EDUCATION CENTER

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

HIGHLIGHTS OF 2022



The year 2022 provided us with our first opportunity in two years to move beyond the looming shadow of the COVID-19 pandemic. We were able to bring in greater numbers of homeless residents, give renewed impetus to our Thrift Stores and Warehouse Sales, and hold several iconic fundraisers completely live and in-person, free of the pandemic-era restrictions.

Tragically, at the end of January 2022, we lost a true, shining light in the community, our very own Manager of Women's Services, Janetta Ledbetter. Miss Nettie spent nearly 20 years serving at City Mission after finding hope here as a resident in 2001. She believed that when a woman came to the Mission broken and battered that the staff here could love her back to life. She truly was an inspiration to all of our staff and residents, and she will be desperately missed.

Our annual Sweet Sunday Dessert Festival, on February 27, 2022, was a celebration of sorts as people flocked to the Hilton Garden Inn in droves, just as the CDC mask mandates were being lifted, to enjoy the music, sweet treats, auction baskets, and Kid's Korner fun. We grossed \$149,500 at this event, our largest amount ever for Sweet Sunday.

On April 1, we hosted a Clean Slate Day in our chapel. Thanks to Southwest PA Legal Aid, the Washington County Bar Association, and Senator Camera Bartolotta, we helped residents and community gain expungements and/or initiate pardon applications.

On April 12, 2022, we honored major donors Dr. Mike Crabtree and Mary Paige Pillow with a moving ceremony naming City Mission's iconic chapel in honor of Mary's parents. The Porter Pillow and Peggie Beaver Pillow Chapel now has a beautiful brass plaque on the outside wall facing West Wheeling Street commemorating these wonderful people, whose faith in God was absolute and whose ethic of helping the less fortunate was ironclad.

A very generous anonymous donor gifted us with a gorgeous building at the

CITY MISSION PROVIDED

105,440
MEALS

38,039
BED NIGHTS

7,033
BAGS OF FOOD
FOR THE COMMUNITY

17,412
MEDICAL CLINIC
SERVICES

IN FY2021-2022



corner of West Wheeling and Franklin Streets in Washington, and “Sally’s House” was born on July 1, 2022—a new Next Step Housing Facility for 15 women. Now, women who have completed their life recovery programming at City Mission and are ready to focus on returning to independence have a special place to call their own as they ready themselves to return to the community.

In July, we welcomed baby Esther to the Mission! Guadalupe was pregnant when she walked through our doors last December. Our Manager of Women and Children’s Services, Sheila Namy accompanied Guadalupe to the hospital on June 21, and Baby Esther became our youngest resident. In August, the family, along with Guadalupe’s three-year-old son, Samson, moved out of the Mission into their very own apartment.

We had a record 162 runners at our 6th Annual Mission Possible Race on August 6, 2022, sponsored by Accutrex and the Northwood Charitable Foundation, and grossed an impressive \$53,500 for City Mission’s Crabtree-Kovacicek Veterans House. The 764th VFW provided the Honor Guard, and their solemn Posting of the Colors and Salute to the National Anthem highlighted for everyone present what a huge debt we owe to our nation’s veterans.

Later that same month, on August 22, we held our 4th Annual Golf Outing with main sponsor Benchmark Capital at Valley Brook Country Club, complete with shotgun start, duck race, and prizes galore. We grossed a record \$70,000 for the event, which was enjoyed by all.

City Mission’s pick-up softball team again managed a resounding victory over Range Resources in their third annual “Hits for the Homeless” on September 8. The gigantic trophy provided by Range Resources sits for the second year in the main office of the Men’s Shelter at City Mission, a reminder of the prowess of City Mission’s enthusiastic team.

We also had a banner year at the WCCF Gives Event on September 15, capping a very successful fiscal year with First Place county-wide finishes in amount given (\$237,200) and number of donors (510).

ON THIS YEAR’S SALLY’S HOUSE INITIATIVE

“This project is one of the last ones I got to work on with Nettie before she passed away. Her spirit and her legacy in recovery live on this house...This house doubles our single women’s beds. When the phone rings today, we can say, ‘Yes we can take you.’ We have 15 more beds to fill, and we’re really excited about that.”

Leah Dietrich
Director of Residential Programs



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

FINANCIAL INTEGRITY

Fiscal Year 2022 proved to be another challenging year particularly in relation to a record-breaking year in FY21. However, the Good Lord continued to bless us financially in so many ways.

- Continued increase in base donations
- Increase in revenue generated by Hope Enterprise
- Increasing strength of balance sheet

Some Specifics...

- Even though FY21 was a remarkable year, we still enjoyed a \$308,000 (6.4%) increase in our base donations
- Through increased store sales, warehouse sales, and recycling revenue, Hope Enterprise was able to generate a surplus of \$500,000, an increase from FY21 of nearly \$150,000 -- all of which supports our programs and services for the homeless.
- Continued improvement in several key financial ratios leading to a stronger balance sheet.

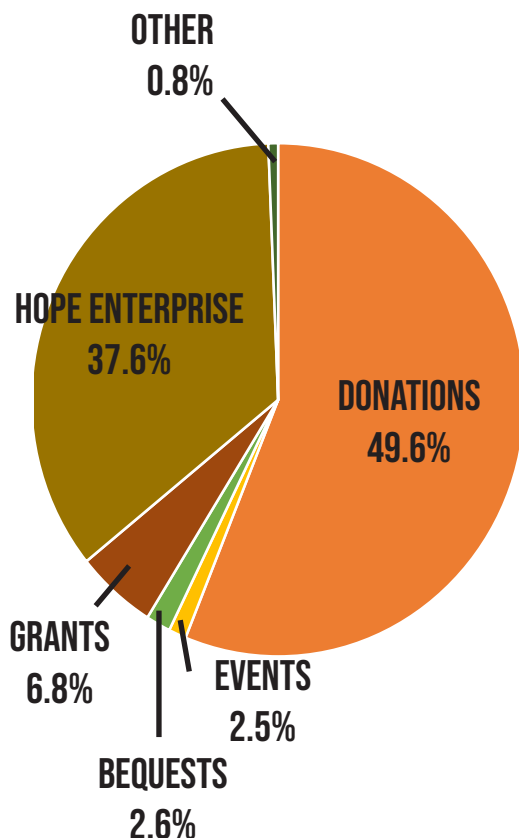
The corresponding graphs on the next page, based on metrics used by Charity Navigator, illustrate the financial strength of the Mission.

FISCAL YEAR 2022 REVENUE & EXPENSES

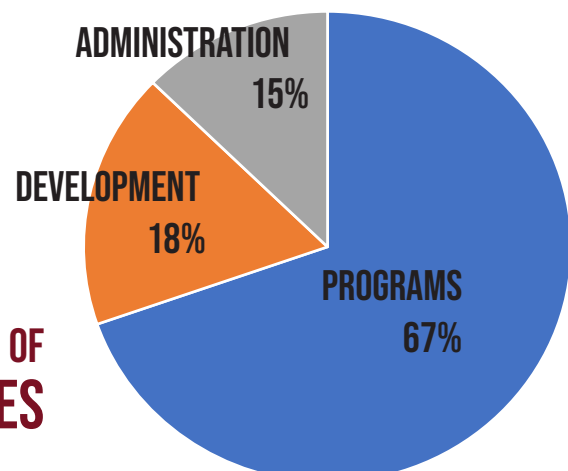
DISTRIBUTION OF OPERATIONAL REVENUE

DISTRIBUTION OF DONATIONS

Individual Donors	72.6%
Businesses	13.9%
Community Organizations	9.5%
Churches	4.0%



DISTRIBUTION OF OPERATIONAL EXPENSES



FINANCIAL HIGHLIGHTS

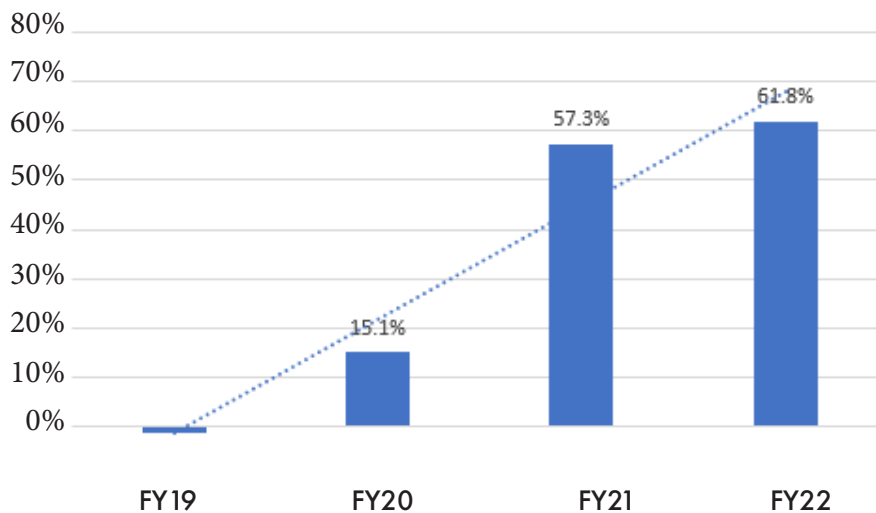
**TOTAL
DONATIONS
\$5.23 MILLION**

**HOPE ENTERPRISE
GROSS REVENUE
\$3.15 MILLION**

**TOTAL
OPERATIONAL REVENUE
\$8.38 MILLION**

BALANCE SHEET

Working Capital/Total Expenses



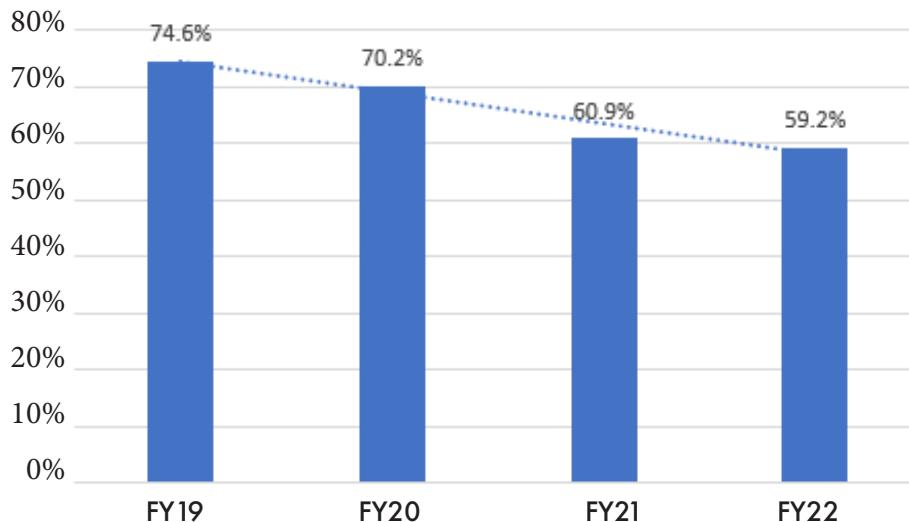
At left are two charts that display balance sheet related ratios. These ratios are used by Charity Navigator in evaluating the financial strength of the Mission. The ratios displayed are:

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 61% in just three years.

Total Liabilities/Total Assets



Total Liabilities/Total Assets

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 59% in FY22.



“I’M THANKFUL FOR THE MISSION BECAUSE I HAVE A LIFE TODAY. I HAVE A FUTURE, AND THEY PROVIDED THAT FOR ME WHEN I DIDN’T THINK IT WAS POSSIBLE.”

**C.J.
FORMER RESIDENT**

Men

The City Mission Men’s program faced many challenges this past year. We had several open positions within the men’s team and were able to promote staff from within to meet the needs of our residents. We had a major increase in referrals at the end of the year as well as an overall increase in retention rates. We watched residents engage in their faith at higher levels than ever before. We also faced an increasing number of clients in need of mental health treatment and a decrease in the number of available appointments, but through collaborations with local service providers and mental health clinic support through PCPs and the Washington Hospital Residency program and Dr. Speicher, we were able to meet the needs of our residents.

During this year we have worked to return to normalcy as much as possible. We reworked our Resident Assistant program and are once again offering 12 weeks of training to help our residents prepare to work in a peer support field.

The men in our program are continuing to thrive. Terrell, one of the fathers in our program, worked to reconnect with his children. He is still fighting for custody of his children and is in the process of saving and moving to be closer to his family. We also watched residents grow through education. CJ got his driver’s license and began CDL school before moving into his own apartment.

As the need in our area continues to rise, we will continue to offer support, and we look forward to another year of facing challenges and meeting the needs of the men we serve.

2022 STATS

62% of the men who came through our shelter were considered a successful completion. The men who stayed in the program for at least 90 days saw the following success rates upon discharge...

HOUSING: 83% obtained sustainable housing.

EMPLOYMENT: 69% had viable employment.

INCOME: 61% had sustainable income

OVERALL SUCCESS: 68% combined average success rate.



Our Single Women's Program provides support to women and meets them where they are. We work with women who are escaping domestic violence, recovering from addictions, overcoming mental health concerns, and working through physical limitations and other life challenges. We work to provide devotions, a spiritual foundation, classes, counseling and case management, as well as medical and career services to equip our residents to become independent.

This year was full of change and transition. At the beginning of the year, our beloved single women's manager Nettie Ledbetter passed away. She had dedicated nearly 20 years to City Mission. We grieved her loss, but our team has been dedicated to honoring her memory by continuing her important work in the community.

Through an anonymous donor, we were able to open Sally's House, a new women's next step facility. Nettie helped to choose the colors and the furniture for the project before her passing. The team, volunteers, and the donor worked hard to create a peaceful, warm, and inviting space for the women. Sally's House, which officially opened in August, doubled the number of single women's beds available in our program.

Learning to develop healthy boundaries and appropriate relationships is a fundamental and foundational aspect of the life recovery program for women and can transform lives. Women come to us truly broken and seeking restoration. They find it through chapel services, relationships with each other, and God's presence and love on this campus. We watch women who have suffered abuse find healing. We watch women share their talents and find joy. We find individuals who struggle with addiction celebrate their recovery. We are privileged to watch God transform lives at City Mission. It is nothing short of a miracle.

Women

52

years is the average life expectancy for a homeless woman, **25 years less** than the average woman in America.

ncbi.nlm.nih.gov

"I'M THANKFUL TO THE MISSION, BECAUSE THEY HAVE TRULY GIVEN ME BACK MY LIFE. I'M DEFINITELY HEALING AND MAKING A LOT OF PROGRESS. I USED TO QUESTION GOD, BUT NOW I KNOW HE HAS A PLAN."

**SUZANNE
FORMER RESIDENT**

Women with Children



This year was a reboot for our Women with Children's program. We were able to connect with new services, create new partnerships, and watch the women thrive as they took on single motherhood. We restarted a post-Covid partnership with Beverly's Birthdays to provide a birthday party for any child in the shelter with a birthday in that month. We celebrated with crafts, games, dinner, cupcakes, children's outfits and of course birthday presents.

65%

of our families successfully completed the Women with Children program this fiscal year.

All of our staff updated our mandated reporter training status with the help of SPHS and one of their fantastic trainers. We also supported our residents through court hearings, custody cases, filing protection from abuse orders, family planning meetings and child placement hearings. We always ensure that each resident knows they are never alone and that there is always hope.

Our Manager of Women and Children's Services actually helped one of our mothers, Guadalupe, develop a birth plan and served as her birth coach during her labor and delivery. We were all thrilled when we were able to welcome baby Esther home. Guadalupe, her son Samson, and daughter Esther were able to move into their own home shortly after this birth. We are so proud of Guadalupe and excited to see this family thrive!

Often, the women in our program are in a process of reunification. For Beth, she and her sons were in that process. Through hard work and determination Beth was able to heal from challenges of the past, including a history of domestic violence and addiction, and was able to regain full custody of her boys. It is a beautiful thing to see them all together again.

READY TO LEARN

This year, we continued to work with WQED and brought **Ready to Learn: Play and Learn Science** to our residents and to the community in our dining room. We had a blast learning together!

We are looking forward to 2023 and watching the program continue to evolve to meet the needs of the families that we serve.

“BY THE AGE OF 12, 83% OF HOMELESS CHILDREN EXPERIENCE VIOLENCE. HOMELESS CHILDREN HAVE THREE TIMES THE RATE OF EMOTIONAL AND BEHAVIORAL PROBLEMS, AND THEY EXPERIENCE FOUR TIMES AS MANY RESPIRATORY INFECTIONS, TWICE AS MANY EAR INFECTIONS, AND ARE FOUR TIMES MORE LIKELY TO DEVELOP ASTHMA.”

**DATA SOURCED FROM
STOPCHILDDHOMELESSNESS.ORG**



Veterans

It was a very exciting year for our Crabtree Kovacicek Veterans House. In December of 2021, our Veterans Program was honored to receive the Kevin S. Richards Humanitarian Award from the Fraternal Societies of Greater Pittsburgh for our work with veterans. We also established a very productive connection with the Veterans Leadership Program, which immensely helps our residents to find apartments, search for jobs, pay for furniture or car repairs, and so much more as they transition to independence.

"This is going to take real discipline, a discipline I don't think I've shown in my life yet. But I know it's there. And that's why I'm taking on this challenge. It's gonna be the hardest thing I've ever done in my life, but it's gonna be incredible to see it happen. I can't wait."

Nico
Former Resident / US Army
Veteran after being accepted to
W&J College

But one of the most exciting things that happened this year was the story of Nico. Nico is a 25-year-old Army veteran, who came to the Mission last year homeless, lost, and broken. He stayed with us for a few months. With the love, encouragement, and support of everyone from the Board of Directors down to the RSS staff, he gained the courage to apply to Washington and Jefferson College and was accepted. He now has a job, lives in the dorms, and is working through his first semester of classes.

Also, this past year, we were fortunate enough to work with A.J., an intern who came to us from California University of Pennsylvania's Social Work Program. He jumped right in and was an asset from day one. He helped out everywhere he was asked to go, and he made such an impact with our veterans.

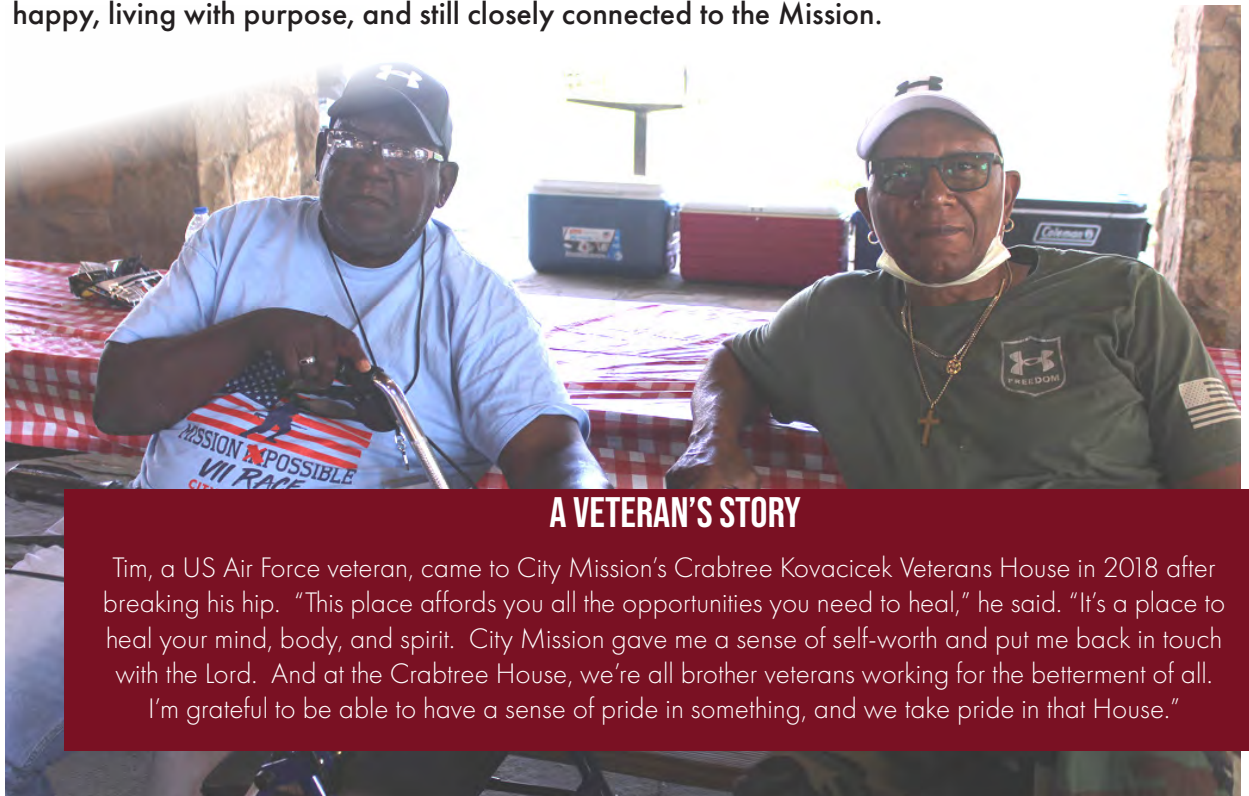
One of the things that makes our Veterans Program so successful is that we help our veterans restore a sense of purpose. Tim came to us in 2018 after falling and breaking his hip. When he first arrived at the Mission, he was cold, guarded, and angry at himself and God. While at the Mission, he found purpose again. On our janitorial crew, Tim took pride in the appearance and cleanliness everywhere throughout the Mission. As a Resident Assistant, he mentored the other veterans and led devotions. He gained leadership skills, built meaningful relationships, and earned the trust of every veteran in the house. This past year, he was able to move into his own apartment. Today, Tim is sober, happy, living with purpose, and still closely connected to the Mission.

22

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

62%

**OVERALL SUCCESS
RATE FOR OUR
VETERANS PROGRAM
IF THEY STAY AT
LEAST 90 DAYS**



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."

**“THE AMOUNT OF TIME AND EFFORT
THE STAFF HERE PUT IN EVERY DAY
FOR YOU IS AMAZING. IT’S SUCH A
RELIEF KNOWING THAT SOMEONE
REALLY CARES ABOUT YOU AND
UNDERSTANDS WHAT YOU’VE BEEN
THROUGH.”**

**MICHAEL
FORMER RESIDENT
US NAVY VETERAN**





SERVICES

"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

Meals

City Mission's Food Service provides nutritious meals to residents and the homeless or poverty-stricken in the community. Last year, we served over 105,000 meals, a 25% increase from the previous fiscal year. We believe that every single one of those meals is an opportunity to share the love and compassion of Christ to those in need. And that can be life-changing, by opening communication pathways from the very first meal.

Many of our residents work in the kitchen and gain valuable life and work experience that they can take with them when they leave the Mission. They can earn ServSafe food handling certificates that can potentially help them earn a job in the food services industry. They also learn how to prepare and cook meals for themselves, something that many of our residents have never done before.

This past year, our kitchen staff along with our resident volunteers planned and executed multiple events, including our 3 Days of Christmas, 5 Days of Thanksgiving, Easter, Mardi Gras, Resident Picnic, Celebrate Success, and the Porter Pillow and Peggie Beaver Pillow Chapel Dedication. Through those experiences, our resident volunteers learned teamwork, time management, responsibility, meal-planning, organization, respect for themselves and others, and so much more.

We have seen lives transformed in our kitchen this past year.

A young man named Aaron recently came to the Mission, fleeing a very terrible and difficult situation. When he first came to us, he was timid and lacked all confidence. After a few months working in our kitchen, he has really come out of his shell. He has gained so much confidence. He is always the first one into work every morning and the last one to leave. He is willing to help in any way and at any time, and this attitude has helped him to develop new skills, build meaningful relationships, and gain confidence.

One of the young residents in our Women with Children Shelter asked if he could have a packed lunch to take to school every morning like the other kids. So we bought him a lunch box, and our kitchen staff packed his lunch every morning before school.

2022 STATS

105,440
MEALS

\$262,546
TOTAL VALUE

Career Training & Education Center (CTEC)

Operations for the CTEC settled into a new and improved normal this year after the upheaval of the pandemic. We served our residents and community in many ways, but our identification program was a highlight of the year. We assisted residents in obtaining birth certificates, social security cards, state IDs, and driver's licenses. Many come to us having lost these items, which can create significant barriers to income and employment. This year, the CTEC provided 348 pieces of identification – a new record for us.

It was also a record-setting year for certifications. Through a partnership with the Citizen's Library in Washington, our residents have access to hundreds of online trainings and certifications, including industrial safety, computer literacy, soft skills, and job skills. CTEC staff developed Career Tracks that our residents work through during their time here, using these courses along with industry standard trainings such as ServSafe and OSHA 10. By the end of the year, our residents earned 438 certifications, an increase of 312 when compared to last year. Thanks to our wonderful volunteer and our partnership with the Literacy Council, we also set a record for GED tutoring hours provided, with 627.

In April, we hosted a Clean Slate Day. Thanks to Southwest PA Legal Aid, the Bar Association, and Senator Camera Bartolotta, we helped residents and community gain expungements and/or initiate pardon applications.

There have been many people who have passed through the doors of the CTEC this year, but one in particular stands out. Travis came to us with prior experience as a manager at McDonald's. During his time at the Mission, he earned 7 certificates, including his CPR certificate from the Medical Clinic. With our help, Travis wrote his resume and attended a job fair in the spring. He was hired at McDonalds as a manager. We are proud to serve the residents and watch them experience success personally and professionally.

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.



2022 STATS

116	Jobs obtained	155	Education & career assessments
348	ID cards obtained	3,088	Visits to the CTEC
414	Certifications earned	104	Hours of Job search assistance
627	GED tutoring session hours	157	Financial training classes



Medical

Early in the year, as Covid-19 cases were continuing to rise in Washington County, City Mission acquired weekly Covid PCR tests through the Cares Act and the diligent work and perseverance of our Director of Residential Programs. The weekly Covid testing provided better control of any potential outbreaks by identifying positive cases quickly and allowing the medical staff to isolate and quarantine them immediately.

2022 STATS

17,412

Medical Clinic Services

627

Physician Visits

2,319

Health screens provided
to residents

The City Mission Medical Clinic's partnership with Centerville Clinics continued to raise the level of care for our residents as the visits by Centerville medical staff increased to two days per week, giving our residents more available appointment options.

Dr. Monica Speicher, from Washington Health Systems, continued to see City Mission residents twice a month, giving them another health-care option. Dr. Speicher and our Medical Clinic Manager continued to volunteer at WeCare Street Outreach twice per month, extending our resources beyond our walls and out to the local community.

Additionally, our Medical Clinic Manager conducted 42 CPR/AED/First Aid classes this past year. 25 residents and 17 staff members obtained certifications. Two people's lives were saved as a result of those trainings this past year. One such case occurred at the Monongahela Thrift store. Renee Dague, Monongahela thrift store associate, used the rescue drug Narcan to revive an overdose customer in the store, saving the customer's life. Also, City Mission Medical Assistant, Tom Whitfield, performed the Heimlich maneuver in the middle of the night, saving his roommate from choking.

The City Mission Clinic continues to screen all incoming residents for contagious disease: HCV, HIV, TB, and Covid 19. We successfully identified 10 residents as Hepatitis C positive this year, and their treatment was coordinated with Central Outreach.

Our Medical Clinic Manager responded to 14 EMS calls on campus where 911 was needed, maintaining care until arrival of EMS services.

The City Mission Clinic continues to be ever grateful for the volunteer hours given to us biweekly by two local Chiropractors, Dr. Chistopher Carr and Dr. Shannon Thieroff. These two chiropractors demonstrate the true spirit of giving when they come here to see our residents. City Mission residents line the clinic hallway on Chiropractor Day. Thank You Dr. Carr and Dr. Thieroff.

Samaritan Care

Food Pantry

City Mission 's Samaritan Care Services offer support to our local homeless individuals, low-income individuals and families in our local community.

We had several new initiatives this past year, which led to broader support for our residents and community. In the past six months, we helped provide close to 100 free cell phones to our residents and community through the Lifeline program. Earlier this year, Highmark Wholecare helped to bring CATE, a mobile COVID vaccination unit, to our campus. They administered nearly 30 vaccines. Over the summer, LuLu's Free Store made its first appearance at City Mission, offering free clothes, toys, and other items. Last Thanksgiving, the 2,000 Turkeys Program partnered with us for the first time, providing 700 Thanksgiving turkeys. We used about 200 for our annual Boxes of Love and partnered with churches, food pantries, and other organizations throughout Washington County to distribute the remaining 500. Additionally, we served nearly 600 hot meals to people in need all over the county who had no transportation and no way of coming to us for a meal.

We also continued to build partnerships with outside organizations like Dress for Success, Blueprints, Lifeline, Highmark Wholecare, Neighbor to Neighbor, SNAP, and others, who helped us offer even more resources and opportunities. We also continued to receive countless donations from business, churches, organizations, and individuals.

The need in our community is rising. We provided twice as many bags of food as the previous year. We also purchased several bus tickets for individuals who needed help reaching other destinations. One woman, who had nothing, needed to get back to her family in North Carolina, so we gave her food, clothing, and a suitcase, and we drove her to the bus station.

Guadalupe came to us in need, with a young son and a baby on the way. At the time, our shelter was full, so we put her up in a hotel and brought her food every day until a bed opened for her. When a bed became available, she entered the residential program at our Women with Children Shelter.

We know we can't save the world. We're just trying to help hurting people have good moments, because sometimes it's those good moments that get you through the difficult times.

2022 STATS

7,033

food bags given to local families in need

195

clothing vouchers distributed

745

individuals served in the 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 \$500,000 to City Mission's surplus funding and providing 21,450 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.

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
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

In our Work Readiness program, residents are matched to work readiness positions all over campus based on their interests and work experience. Our primary goal is to prepare them for outside employment through a combination of work readiness experience and career training in our CTEC.

Our residents engage in assignments in all facets of our organization, including our VTC, Thrift Stores, kitchen, maintenance, janitorial, administration, and development. From these experiences, they learn soft skills as well as job-specific skills, and they can even earn certifications such as forklift operation, OSHA 10, and ServSafe.

One resident that benefited from the work readiness program was CJ. He came through our Resident Assistant program. He was able to receive training in peer monitoring, ethics, and healthy boundaries, which prepared him to come back and work in our program once he graduated. CJ is now part of our Residential Support Staff team.

Paul came through the Mission with a passion for manufacturing and warehouse work. He spent time working in the different areas of the warehouse and learned about bailing, sorting, merchandising and forklift operation. He is now a certified forklift driver.

The work readiness program works hard to provide these positive experiences to the mission residents and also to provide the support needed across the mission.

Participants in our Work Readiness Program Learn...

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

21,450

Work Readiness Hours
this past year
at the VTC

We received a grant this past Fiscal year to hire a Work Readiness Manager. He has done a wonderful job meeting the needs of the Mission and connecting with the residents. He provides support to each resident and meets with the work readiness supervisors to ensure positive experiences for staff and residents. He also maintains all of the schedules for our classes and teaches classes on budgeting as residents work to transition to independent living.



Paul is now a
certified forklift driver

2022 STATS

16,371

total volunteer
hours

\$490,311

worth of volunteer
service hours

1,637

volunteers hours
monthly average

THANK YOU!!

The Volunteer Department has grown into more than just a place to serve, it has become a ministry. This ministry offers a place for volunteers to use their God-given gifts to freely give their time, utilize their talents, and love one another. The Mission offers over 27 locations for volunteers to do God's work and let their light shine to others. Our family of volunteers is one of the Mission's greatest assets and a vital part of the team. Matthew 22: 37-38 says, "Love the Lord your God with all your heart and with all your soul and with all your mind. This is the first and greatest commandment."

We had a small hiatus in the volunteer department from the end of 2021 through the beginning of 2022 due to Covid, but we re-opened our department to the public on May 1st of 2022 with an overwhelming show of support. City Mission has welcomed churches, schools, corporate groups, civic groups as well as individuals and community service participants since that time. Since May, the volunteer family has grown substantially from last year, averaging over 350 hours more per month than 2021. An incredible show of support! We have had almost 600 volunteers since May! Those numbers alone show the growth and wonderful blessings from our family of volunteers at City Mission.

City Mission utilizes volunteers daily in our medical clinic, Career Training and Education Center, kitchen, dining room, child care center, Samaritan Care Community Outreach Center and Food Pantry, and many other areas. We also have volunteers help with some of our fundraising events such as warehouse sales, Mission Possible 5K Run, Golf Outing, Gala, and Sweet Sunday.

One area we have seen a lot of growth is with volunteers helping in Hope Enterprise -- both at our seven Thrift Stores and our Vocational Training Center (our warehouse). All these events and daily activities wouldn't be possible without the support of our caring and compassionate family of volunteers.

John 13:12-14

When he had washed their feet and put on his outer garments and resumed his place, he said to them, "Do you understand what I have done to you? You call me Teacher and Lord, and you are right, for so I am. If I then, your Lord and Teacher, have washed your feet, you also ought to wash one another's feet."

CAPITAL CAMPAIGN



For the last 81 years, City Mission has been a safe place for the homeless to find shelter, healing, and hope as we have continually expanded to meet the growing needs of our community.

An extensive Community Needs Assessment we conducted in May 2022 underscored the critical need for more programs and services for homeless women, so we began mobilizing to build a new 50-bed, \$5.5 million dollar Women's Shelter.

In this facility, vulnerable women will find safety and much-needed resources in their time of greatest need. With a 70-woman waiting list for services, the effort cannot begin quickly enough.

Our Capital Campaign "Hope for Homeless Women" begins in January 2023, and we hope to break ground for the shelter in March, 2024.

TESTIMONIES OF WOMEN CURRENTLY ON OUR WAITLIST

Nicole is panicking. She is stable and sober at a treatment center ready for discharge, but all that waits for her at home are her addicted parents. She knows she will relapse. Still, she has nowhere else to go.

Elena is at a domestic violence shelter after finally escaping her abuser. The stay limit is only 60 days, and she has nowhere else to turn when her time runs out.

Gina lives in her car. We would love to bring her in, but her wheelchair will not fit through the door and there is no elevator, let alone other conveniences for the non-ambulatory.



PARTNERSHIPS

We are enormously grateful for the many partnerships that blessed us in Fiscal Year 2022. The number of individuals, churches, corporations, civic groups, banks, and foundations that supported us throughout the year have humbled us with their generosity and amazed us with their enthusiastic involvement. They have helped us to provide higher-quality programs and services for our residents, leverage funding, reduce debt, and broaden and strengthen our regional impact. And they have reminded us, over and over, that God's blessings come so often from those who are willing to serve as the hands and feet of Jesus Christ, in a world that badly needs His light. 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 and Karen Shanahan
 Centerville Clinics
 Dr. Dan and Linda Lattanzi
 Washington Financial Bank
 Brentwood Bank
 Patrick and Ann Slowey
 Wayne and Janice Hursen
 The United Way of Washington County
 Washington County Community Foundation
 Concordia Lutheran Angel Tear Ministries
 Sunny Days In-Home Care
 Benchmark Wealth Management
 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
 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
 Paul Brierly
 Robert J. Winters

Tom Kennedy
 Women of SWPA
 CNX
 First Energy Corporation
 Roy Zoog
 Al and Diane Patterson
 Mark West Liberty Midstream and Resources
 Liberty Lumber
 Thomas and Yi Wright
 Upper Ten Mile Presbyterian Church
 David and Evelyn Ellenwood
 Michael and Amanda Rost
 Warder and Brenda Smith
 The Centimark Foundation
 Roger Ehrlich
 Carl Moulton
 Dan and Molly Suhoski
 Jim Miller
 Pat and Christine O'Brien
 Jack and Donna Milhollan
 Joan and Charles Schubert
 TC Energy Foundation
 Greg and Lori Weimer
 William and Patricia Gallagher
 Usher Family Foundation Trust
 Lakeview Christian Life Church
 The Estate of Ellen Bednar
 The Estate of Mary Knobloch
 The Estate of Nancy Ann Fox
 The Estate of Virginia Reihner
 Hawthorne Partners
 Windy Gap Presbyterian Church
 Slovenian Savings & Loan
 Michael and Amanda Rost

THANK YOU!!!



BOARD OF DIRECTORS

ROBERT J. WINTERS

CHAIRMAN | ATTORNEY AT GOEHRING, RUTTER & BOEHM

DR. MICHAEL CRABTREE

VICE CHAIRMAN | PSYCHOLOGY PROFESSOR AT W&J

LINDA LATTANZI

SECRETARY | FORMER MD OFFICE ADMINISTRATOR

JIM MEDVED

TREASURER | VP AT WASHINGTON FINANCIAL

RICHARD L. BRYANT

EXECUTIVE DIRECTOR OF MS COMP FINANCE AT CMU

BRIAN KENGOR

COO OF BROWNLEE TRUCKING

KATHY MAKRIPODIS

VP AT D&M PAINTING CORP

JEFF MCCARTNEY

SALES ASSOCIATE AT BERKSHIRE HATHAWAY

THE HONORABLE TRACI MCDONALD- KEMP

WASHINGTON COUNTY COMMON PLEAS COURT JUDGE

DAN PAUL

FORMER CONSULTANT

CINDY PFRIMMER

LICENSED CLINICAL THERAPIST & CO-FOUNDER OF SWEET SUNDAY

DAVE TENISON

GENERAL MANAGER, THE PERRYMAN COMPANY

WALT TURNER

FORMER CEO AT KOPPERS, INC

Note: At the beginning of the FY2022, **Robert J. Winters** was re-instated as the Chairman of the Board of Directors

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/donate 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.



SCAN TO DONATE



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 ajohnson@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