



Phoenix
Rescue Mission™

2020 ANNUAL REPORT

BETHE LIGHT

2020: A YEAR OF UNEXPECTED BLESSINGS

This year, we saw how COVID-19 disproportionately affected those already experiencing hardship. Because of God's provision, Phoenix Rescue Mission stood firm as a refuge in our city, and instead of being overwhelmed, we thrived.



JANUARY - Glendale saw the only decrease in homelessness in the Valley's cities-- a direct reflection of the success of our Glendale Works and other outreach programs



MARCH - The Expanding Hope Campaign broke ground and continued on time and on track for completion in spring 2021. The new space will increase our capacity from 160 to 360 men in recovery and double our Rescue-Assess-Place intake program (see updates at hopeforphx.org)



APRIL - Hope for Hunger Food Bank responded to record-breaking need by providing safe options for food assistance and through offering mobile food pantries in new communities, serving 33,983 families since April 1st

JULY - After our Vocational Development team launched the Arizona Career Readiness Credential program in July, 15 clients obtained this certification for better employment opportunities in our community

NOVEMBER - We reimagined our four annual community outreach events in 2020 in a "drive-through style" and safely blessed nearly 2,000 families with Easter baskets and meals, back-to-school supplies, turkeys, gifts and food boxes

DECEMBER - Launched Scottsdale Works, a public-private collaboration to offer people experiencing homelessness a day wage making adobe brick, which will then be used to build affordable housing



From **KEN BRISSA, CEO**

For many among us, 2020 was a year of deep darkness. The pandemic threatened those already living in the shadows to fall deeper into despair. Yet at the Mission, we believe this powerful truth: that no matter how long someone has lived in the dark, the light of restoration is always possible.

Despite many unprecedented challenges, we responded with creative solutions and expanded our service area to touch more lives. Because of your support, hope and healing pierced through the darkest moments and reminded us that light was always near. It lit a path forward for people like Dean and Orry, who struggled for decades under addiction's tight grip. This light rescued Anna in her jail cell and showed her a better way. And it offered relief to the thousands of families who suddenly found themselves in line at our food bank and community markets for the first time in their lives.

Indeed, a glorious light has dawned in the Valley. The hands and feet of Christ were at work, through us and because of you. Thank you for being a light this year.



From **JIM WATKINS, BOARD CHAIR**

As I reflect on 2020, I am proud of how we were not only able to adapt, but to broaden services to care for the hurting. We witnessed historical need; our Hope for Hunger Food Bank and other outreaches saw over three times as many new families as in 2019 - nearly 8,000 families receiving food assistance for the first time. Our RAP (Rescue, Assess, Place) team quickly changed its intake process to test incoming clients for COVID, ensuring a safe and supportive environment. Through God's sustaining power, we pivoted and scaled in ways we didn't know were possible.

The light we shined restored hope for many. We welcomed each person, whether they needed addiction recovery or simply someone to help guide their steps. Your partnership made all the difference to these men and women.

DEAN'S STORY

“

“I would have never found this person that I currently am if it wasn't for the Mission. They absolutely changed my life.”

DEAN

Dean was entangled in a 25-year relationship with alcohol by the time he came to the Mission. A habit, he describes, that captured and trapped him almost to the point of his grave. “Addiction is pretty smooth. It’s tricky,” he describes.

After going through detox for the third time, he hit bottom and planned to end his life. He ran through all the alcohol he had, and as he took his last drink he said, “This should do it.”

But it didn't.

That was two years ago. He checked himself into detox one last time, and was referred to Phoenix Rescue Mission – a moment that he recalls was a “total miracle.” He entered through our RAP program and began his long journey toward healing – both physically and spiritually. “I knew this was my last chance,” he shares.

RAP (RESCUE – ASSESS – PLACE)

He met a support team that day that showed genuine concern -- people Dean describes as key components in his recovery.

From battling jaundice due to pre-cirrhosis to jail time for a DUI sentence, he had much to overcome initially. Yet through it all, he was given what he attributes to ultimately saving his life: extreme accountability and nurturing. Today, Dean is in the second year of our Transformations program, where he is learning leadership and job readiness skills. His dream is to work at Phoenix Rescue Mission.

Now, instead of sharing a drink with his peers, he's sharing his favorite verse, 2 Corinthians 5:17: “the old has gone, the new has come...” He is continuing to navigate his journey toward recovery, but remains vigilant. “Addiction never quits. It's always coming for you. I take that very seriously now, thanks to this place.”



RAP is a short-term, Christ-centered, residential triage program

505

Men and women entered RAP

286

Men and women placed in Transformations or an external program based on their needs



RAP meets basic needs and acts as an advocate, creating opportunities for clients that they would have trouble achieving otherwise

ANNA'S STORY



“

“There’s no other place like this. And for that, there’s no amount of thank you’s in the world.”

ANNA

Anna was a master at avoiding life. In her 30’s, she became addicted to pain medication. “There wasn’t a pill I wouldn’t swallow,” she shares regretfully. A painful divorce followed, and she lost custody of her one-year-old daughter. It all became too much. She started slamming pills and couldn’t stop.

She found herself sleeping on couches and living out of a duffel bag. She had lost everything. “It was a horrible feeling that I never want to go back to,” she remembers through tears.

Barely holding the fractured pieces of her life together, they all came crashing down when she ended up in jail. But in God’s perfect grace, the darkest moment of her life ended up saving it. She entered the Mission’s Inmate Reentry Program and once released, began the slow work of recovery through our Transformations program at the Changing Lives Center.

TRANSFORMATIONS

Anna arrived hardened and resistant. But with time, her heart softened. Hope flooded in. “Once I opened myself up, it changed my world,” she describes. “I didn’t have faith in anything. Now I have an abundance.” Through our program, she attended classes and received case management services, counseling and spiritual guidance – all of which contributed to her healing.

It’s been 16 months since that angry person walked in. Today, you’d barely recognize her. She works on our Mission Possible Cookies team and leads others in devotions. She has rebuilt her relationship with her ex-husband and is working toward partial custody of her daughter. She is full of gratitude.

Anna now has courage to think about the future-- something she never did before. “It’s a wonder I am alive. I’m extremely grateful for this second chance.”

78,696

Bed nights of shelter provided at PRM

395

Decisions for Christ

63

Men and women graduated from our 12-month recovery program



ORRY'S STORY

“

“It was here that I finally let God work in my life.”

ORRY

Old habits die hard. Just ask Orry, who hit every dead-end trying to break his drug and alcohol addiction in Cleveland. With little opportunity, he turned to crime and substance abuse as a way of living – a life he described as a series of “bad situations.” After years with little breakthrough, it was time for a drastic change. Hoping to use his HVAC experience, he left his life in Ohio and came to Arizona in search of a fresh start.

“I tried to geographically cure myself by moving, thinking things would change,” he explains. The problem is, as he found, your problems come with you wherever you go. At the time, Orry knew he was running from something. Little did he know, he was actually running toward something.

Orry discovered Phoenix Rescue Mission and entered our recovery program. “At first, I was just going through

VOCATIONAL DEVELOPMENT

the motions, trying to do it on my own. But my counselor helped me realize it doesn't work without God. And it hit me. This was what was finally going to change me.”

It did. Orry learned to sustain this relationship with God through prayer and Bible study. He entered into our Vocational Development program, got his CDL (Commercial Driver's License) certification and added another trade to his skills. Our team walked with Orry each step of the way, connecting him to job leads, preparing him for interviews, driving him to classes and helping him stay on track.

He is currently a driver for the Salvation Army and is working toward additional endorsements to become more marketable, with the support of the Mission. “They helped me and they are still helping me,” he says with gratitude.

<p>66</p> <p>Men and women who obtained employment</p>	<p>\$16.50</p> <p>Average wage of new hires from our program</p>	<p>19</p> <p>GEDs and high school diplomas received</p>	<p>98</p> <p>Microsoft Office and Customer Service Certifications obtained</p>
---	---	--	---



MISSION SHARING

“

“We moved into spaces of high need where there wasn't enough help. We not only wanted to provide good food but we wanted to make it accessible.”

– Nathan Smith, Chief Program Officer

The torch we carried throughout our community illuminated a path forward for those in the shadows.

One of the most persistent examples of this was our Mission Sharing program, which pivoted and adapted to meet monumental need. This program includes the Hope for Hunger Food Bank, vocational development, case management, our Community Markets and our Community Outreach events.

When the pandemic first hit, we strategized how to creatively scale our services in safe and relevant ways. Phoenix Rescue Mission was committed to do whatever it took to show up for the families who depended on us, and for those who didn't yet know they would.

Repeatedly, the Lord provided for those in crisis through the kindness of many. When the food donations we typically receive decreased, we witnessed an increase in support from businesses and churches who gave selflessly.

We received generous donations from first-time givers and long-time supporters. We forged new partnerships and strengthened existing ones, and together, we wrapped our city in light and promise.

Through God's grace, here are a few ways we accomplished this:

- At Hope for Hunger Food Bank, we distributed food “drive-through” style and launched a mobile food delivery program to reach those who were homebound
- As our Mobile Food Pantry in the Murphy school district experienced a significant increase, we expanded into the South Mountain community and launched a new monthly Community Market to serve many first-time families
- We reinvented our four anticipated annual community outreach events - Easter, Back-to-School, Thanksgiving and Winter Wonderland - to a streamlined drive-through format, allowing us to offer food boxes, household supplies, gifts and clothing to neighbors in need

45,585

Food boxes distributed

44,881

Households served with food assistance

7,855

First-time families served

Over **3x** more than 2019!



A DAY IN THE LIFE

Our Street Outreach program was a significant area of growth during 2020. As the need grew, so did our capacity to substantially impact more lives. We expanded the service area of our Glendale Works program and began a similar program in Scottsdale, building rapport and restoring dignity with the homeless in each location.

The Street Outreach team served as our “boots on the ground,” seeking out the hurting. When the darkness threatened, their compassion served as a beacon and cast a crucial message: **You are not alone.**

“

“We encourage them and let them know that we actually do care – that they’re not just a statistic.”

- **Rich Heitz, Case Manager**

If you’re wondering what this looks like, here is a typical day in the life of Rich Heitz, a Street Outreach case manager:

“At the start of a day, we will go to the warehouse and stock up a van with water, hygiene kits and blankets. Then we hit the streets.

We search for people in need or use leads on specific areas. Because our work is relational, we take the time to listen and help with whatever their needs are; if they’re in need of a detox we will transport them to a detox center. If they’re willing to go to our program or another afterwards, we facilitate to make it happen. We help people with steps towards housing -- we walk with them hand in hand. The water and the kits are just to break the ice. You’d be surprised how far it goes. On any given day, each case manager will see around 20 people – and our team is up to nearly a dozen case managers with the growth we’ve seen in 2020.

A really successful day is getting someone off the streets. Or when I see someone’s got tears in their eyes - not tears of anger but tears of joy, because someone cares about them and that someone’s taking their time to help them.”

STREET OUTREACH

This year we partnered with the City of Scottsdale and expanded our “Will Work” program to put the city’s homeless to work. Participants are offered a day’s wage, a meal and transportation, and access to case management services.

7 to 11

Expanded our Street Outreach team from 7 to 11 full-time staff

4,201

Street Outreach interactions

322

Individuals rescued from homelessness (placed in housing or programs)

TOTAL EXPENSES

\$21,443,760



\$16,347,815 **\$3,799,456**

Programs Fundraising

\$1,296,489

Management & Administration

PUBLIC SUPPORT & REVENUES

\$27,385,876



\$16,935,441 **\$9,116,599**

Contributions Donated Food or Supplies

\$1,333,836

Other



Goes directly to programs!



Phoenix Rescue Mission strives to maximize and steward the impact of the gifts entrusted to us by God and our ministry partners, like you. Because of this, we are proud to share an **increase in the percentage of each dollar** that goes directly toward programs and services from last year's seventy-five cents.



Board of Directors

- | | | | | | |
|---|-----------------------------------|---|--------------------------------------|---|--|
| Jim Watkins
Board Chair | Ted Guy
Chair Elect | Matthew Brinkman
Board Member | Carl Johnson
Board Member | Brad Richardson
Board Member | Paul Senseman
Board Member |
| Mary Kostrivas
Immediate Past Chair | Mary O'Hanlon
Secretary | Ron Eriksson
Board Treasurer | Tony Muller
Board Member | E. Christian Schoenleb
Board Member | Nathaniel Spatz
Board Member |
| | | | Paul Reichert
Board Member | | |

Ambassadors

- | | | | | | |
|----------------|--------------------|----------------|----------------|----------------|----------------|
| Phyllis Barbee | Art Brooks | Kay Ekstrom | Laurie Ficarra | Michael Hunter | Kathryn Murphy |
| Billy Bell | Dinah Brooks | Steve Eriksson | Kathleen Hall | Donna Kent | Gary Nudd |
| Lori Bell | Judi Butterworth | Steve Fedyski | Jody Humber | David Kotter | |
| Kevin Biesty | Marcia Christensen | Tracy Fedyski | John Humphrey | Mike Kuzara | |

Our Team

- | | | | |
|--|--|--|--|
| Ken Brissa
Chief Executive Officer | Leo Salgado, DSL
Chief Administrative Officer | Jussane Goodman
Director of Community Engagement | Michael Simmon
Director of Program Support & Development |
| Ben Parker
Chief Operating Officer | Nathan Smith
Chief Program Officer | Lauren Hooks, MS, LAC
Director of the Changing Lives Center for Women and Children | Todd Smith
Director of the Transforming Lives Center for Men |
| Nicole Peña, CFRE
Chief Resource Development Officer | Abby Muller
Senior Director of Leadership Giving | | |

Mission A leading provider of Christ-centered, life-transforming solutions to persons facing hunger, homelessness, addiction and trauma.

Vision Transformed lives transforming our city.

YOU
ARE
THE
LIGHT

THANK YOU

To those who gave of your time, talents and treasures in 2020:

Thank you. Your support helped to ignite the hope of a brighter tomorrow for the lost, hungry and homeless who came to us. We pray you will continue to partner with us in bringing light to our city in the coming year.

GET INVOLVED

VOLUNTEER

Volunteer and serve in a new way through one of our many recovery and outreach programs.

SPREAD THE WORD

Spread the word and be an advocate for the Mission by telling friends and family how you are involved.

SUSTAIN OUR WORK

Sustain our work financially and consider becoming a monthly Torchbearer to provide consistent funding for our life-transforming solutions.

PRAY

Join us in petitioning God for changed hearts and transformed lives.

1540 W. Van Buren Street, Phoenix, AZ 85007

602-233-3000 | phxmission.org

