



**IMPACT
REPORT**

**20
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A LETTER FROM THE CEO AND COO

109 years ago, our community came together and started a gospel rescue mission—the Erie City Mission. It was the Evangelical churches of Erie who answered the call to create a place where those who found themselves in desperation could find hope; food for the hungry, shelter for the homeless, recovery for those struggling with addictions, a safe and welcoming community, and access to the saving and transforming power of Jesus Christ. Since then, our community has continued to provide generosity, service and leadership to sustain this great organization, year after year.

What a year 2020 has been. In addition to our normal high utilization of programs and services, we were faced with the historic coronavirus pandemic. The Mission provides 'essential services' and we needed to remain open. We immediately began to mitigate risk through increased sanitation protocols, social distancing efforts, masks, reducing any mass gatherings, and greatly reduced public access to our newly constructed campus facilities. This has been especially difficult for us because close proximity to the needs of our guests and participants is what makes our Mission, and other rescue missions, unique.

This year has also brought about increased attention to racial unrest, highlighting inequities and injustices that have been tolerated in our society far too long. This cannot continue. Our Mission is to restore hope and transform lives, and as an organization we seek to represent ourselves and our community as a diverse place for that hope and transformation.

In the midst of these significant challenges, we have also experienced profound blessings from you, our donors, and from our community. You stepped up and gave to make sure our Mission remained stable and strong—allowing us to continue focusing on the need and not the funding. We have never experienced such an outpouring of love and support in the midst of so much uncertainty. What a great community we have!

As you read through this year's annual Impact Report, you will see stories of lives transformed and possibilities restored, showing the necessity of our Mission—we must carry on.

On behalf of the Board, staff and volunteers, we want to thank you for investing in hope for another year. This is truly 'Our City, Our Mission'.

Stephen L. Westbrook, CEO

Darrell A. Smith, COO

\$2.65 COST OF A MEAL



40 CRISIS REQUESTS FULFILLED THROUGH OUR THRIFT STORES FOR A VALUE OF **\$5,424**

128,191 MEALS PROVIDED

NEW LIFE PROGRAM | Chris

Chris grew up as the oldest of nine children in the 1960s. In a time when the mantra was, "if it feels good, do it," Chris remembers experimenting with drugs early on. Experimenting quickly turned to regular and habitual use. After a back injury resulted in four different surgeries, Chris found himself addicted to the pain killers he had been prescribed. Over the next 30 years, Chris would spend his life in a cyclical pattern of buying and using drugs, getting sober, moving to a new area and then relapsing.

Chris's addiction fractured most of his relationships and left him disengaged from his family. He was missing out on big life moments with his nieces and nephews. His family didn't want to watch him continue down this path of destruction, and even his mother told him that if something ever happened to her, she hoped he wouldn't attend her funeral.

"I was a step away from being on the street."

Chris realized that his relationships with family and his cycles of missing out wouldn't change unless he was willing to get clean, and more importantly, stay clean.

"This was like standing alone and realizing there is nothing, nobody or nothing left to blame except me... it's the guy looking back in the mirror. I was pretty much exhausted by all that. I just realized that if I didn't do something right now, that there might not ever be another opportunity."

At the age of 62, Chris had been in and out of more than 40 treatment programs, and out of

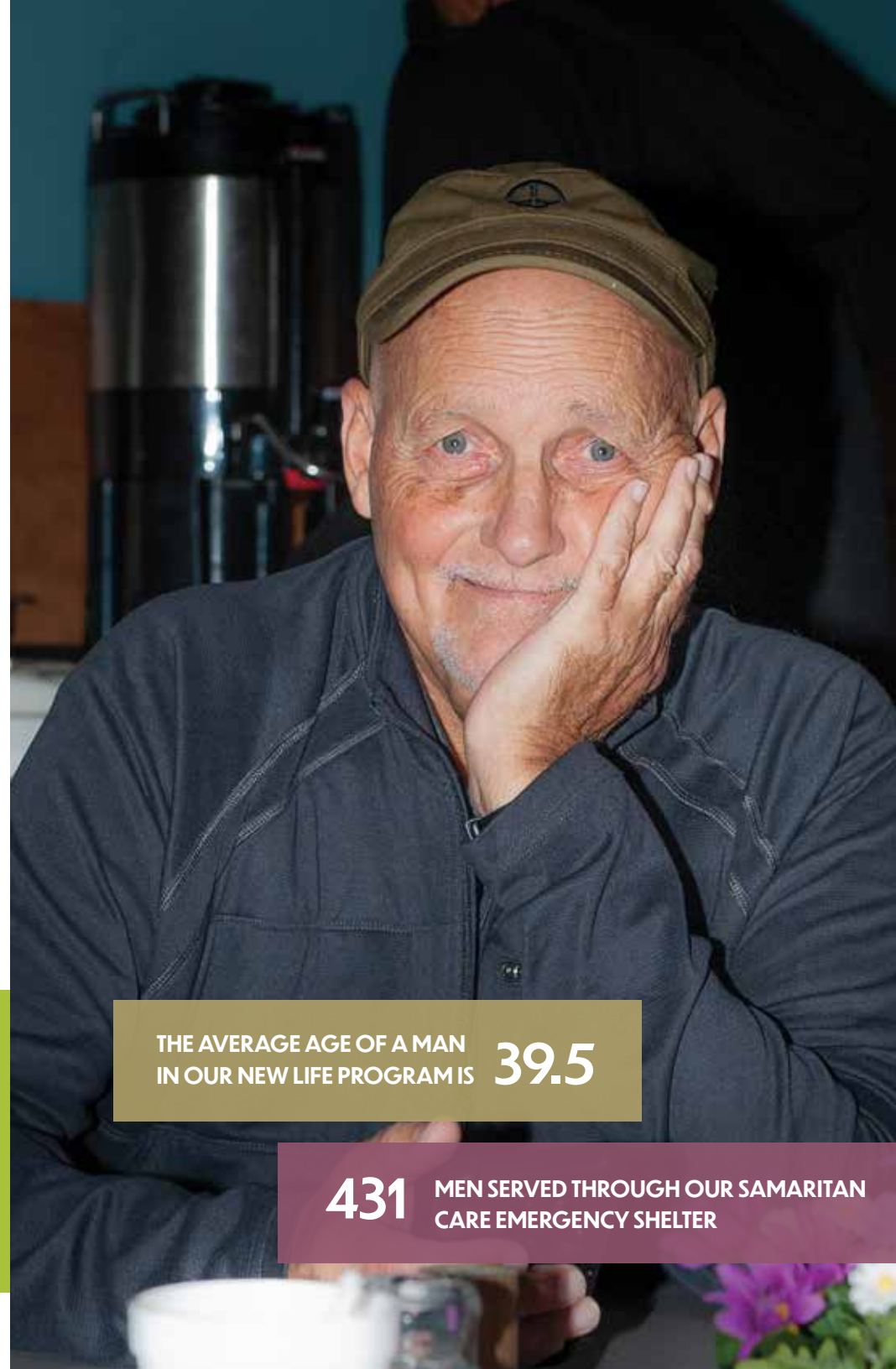
desperation, he came to the Erie City Mission for an interview to enter into the New Life Program.

It doesn't matter how many times a person tries to get clean with treatment—at some point, it might just click and they will get it, and that's what happened for Chris. After years and years of addiction, sobriety, relapse and continuing the cycle, Chris made lifestyle changes, got clean, and worked on not only his addiction, but his whole health, addressing the physical, mental, emotional and spiritual aspects of his life. He got more involved with his sponsors and support systems, and eventually was able to make things right with his family. When his mother passed, she was happy and peaceful, and she died knowing that Chris was ok.

Chris, who used to be motivated by self-need and self-love, now lives his life caring for others: he is engaged in service work, reaching out to those who need help like he did. He loves being a part of something bigger than himself.

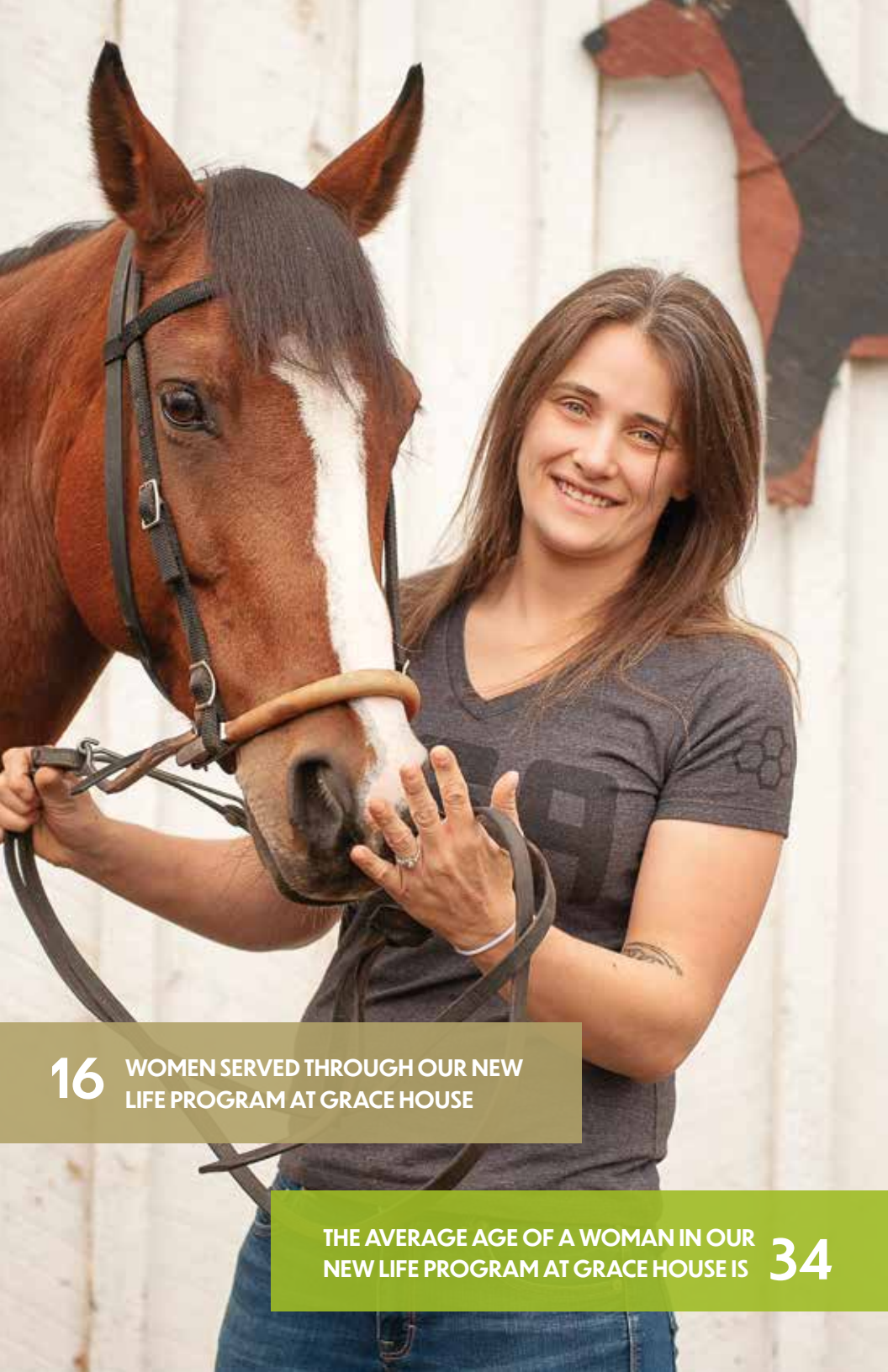
"THERE'S MAGIC THAT TAKES PLACE HERE [AT THE CITY MISSION], THAT TRANSFORMS PEOPLE'S LIVES...WE GET FRONT ROW SEATS – A FRONT ROW SEAT TO A PARADE OF MIRACLES."

Chris



THE AVERAGE AGE OF A MAN
IN OUR NEW LIFE PROGRAM IS **39.5**

431 MEN SERVED THROUGH OUR SAMARITAN
CARE EMERGENCY SHELTER



GRACE HOUSE | *Ashlee*

By the time she was 17, Ashlee was a functioning alcoholic, just like her father—working full time and drinking all of the time. She felt that she was an adult. Within a few years, Ashlee would marry a man who would enable her addiction. She soon found herself so deep into drugs that nothing could make her stop; not even the births of her children. As her drug abuse progressed from alcohol to pills and eventually doing and making meth, Ashlee realized her decisions were ruining her life and the lives of her three children.

“We were functioning drug addicts and we had our lives together, or at least we thought we did.”

As Ashlee’s addiction deepened, her decision to make meth and get high would lead to the endangerment of her son and an accident with liquid lightning—an acid used in making meth. “My worries were more on the drug than they were on him,” Ashlee said. “That’s how important in that time of my life that drug [meth] had become.” Although her son was okay in the end, CYS was called and Ashlee found herself in jail facing the hard truth that she may never see her children again.

Like many women in addiction, Ashlee faced a significant challenge: she needed to get well in order to do what was best for her children. She began to examine her life. She had hopes that she could do better and get her children back. But, she says, when she really looked at her life, she realized she needed help. “I’m not doing this on my own. I was taking

responsibility, I was ready. And that’s how I found the Grace House.”

“It was like a turning point for me, because...at that time I was living life my way. And that’s the biggest thing you learn is that your way obviously is not the right way, so it’s time to listen to someone else.”

While at the Grace House, Ashlee began to confront and deal with the things in her past that she had been ignoring. She found balance in her life and started to give herself grace. “I feel like I’m worth life, and in that time, I constantly didn’t think I was.” Ashlee faced significant challenges, battled turning points, and navigated steps to recovery successfully.

Ashlee has been sober for three years as of July 2020, and she says she is ok with who she is today, and “that’s the best thing.”

16 WOMEN SERVED THROUGH OUR NEW LIFE PROGRAM AT GRACE HOUSE

THE AVERAGE AGE OF A WOMAN IN OUR NEW LIFE PROGRAM AT GRACE HOUSE IS **34**

“AND THAT’S THE BIGGEST THING YOU LEARN IS THAT YOUR WAY OBVIOUSLY IS NOT THE RIGHT WAY, SO IT’S TIME TO LISTEN TO SOMEONE ELSE.”

Ashlee

NEW LIFE PROGRAM | *Matt*

Five years ago, Matt admitted that he needed help battling his addiction. He suddenly realized the cost of that addiction—his future, his family, his friendships—everything he held dear. Today, he has a job he loves, a house, healthy relationships and his life is better than he ever imagined.

"I was 17 the first time I drank alcohol. I was 19 when I started using pills and then heroin [followed] shortly after that."

"It's hard to say if I considered myself in active addiction. I was using, on and off, and for a long time I did not consider myself to have a problem. I considered myself to be the exception, that I could handle what I was doing."

Matt had convinced himself that he was in control of his addiction, that he could live a productive life while continuing to use and have "fun". He didn't struggle to find or keep a job, he graduated college while using; he was doing the things that successful people did. But a growing addiction couldn't be ignored.

"Things got worse...and rather than try to fix anything about myself, I told myself I needed to change location."

Having lived in the eastern part of Pennsylvania for several years, Matt had the opportunity to attend graduate school in Youngstown, Ohio, bringing him closer to home. Matt would spend the next three years telling himself he didn't have a problem, while his outward life fractured around him. Rock bottom came in late 2015 when

he found himself with an eviction notice, an impounded car and no money.

"That was the first time that my entire life had crumbled in front of me, and I had nothing left."

Matt had reached the point where he was willing to do whatever he needed to, to get his life back. Having familiarity with the programs of the Erie City Mission, Matt made the decision to enroll in the Mission's New Life Program.

"The New Life Program was exactly what I needed."

Through participating in classes, outside meetings and counseling, Matt began to see a change. He learned new ways of coping with life's challenges. His relationships with his family were repaired and he found close friends. "All the things that I struggled with as a result of being in active addiction, I don't struggle with those things anymore."

"ALL THE THINGS THAT I STRUGGLED WITH AS A RESULT OF BEING IN ACTIVE ADDICTION, I DON'T STRUGGLE WITH THOSE THINGS ANYMORE"

Matt



80 MEN SERVED THROUGH OUR NEW LIFE PROGRAM

26 MEN GRADUATED FROM OUR NEW LIFE PROGRAM

WHERE YOUR DOLLAR GOES

Based on unaudited FYE 9/30/2020



\$.79

LIFE-CHANGING PROGRAMS AND SERVICES

\$.11

ADMINISTRATION

\$.10

COMMUNITY AWARENESS/DEVELOPMENT

WHAT YOUR DOLLAR DOES

We are committed to helping people who are experiencing hunger, homelessness and addiction in our city transform their lives. This commitment means that for every dollar you donate, at least 79 cents goes directly to the programs and services of the Erie City Mission that are feeding the hungry, sheltering the homeless and changing the lives of those struggling with addiction and hopelessness. Thanks to the financial support of friends like you, we are able to meet the needs of those we serve through emergency services, rehabilitation, transitional programs, and community outreach.

TYPES OF DONORS

- Individuals – 45%
- Corporate – 10%
- Foundations – 9%
- Churches – 3%
- Major Donors – 10%
- Erie Gives – 9%
- EITC – 2%
- Restricted – 12%

5,486 donors gave to the Erie City Mission

979 new donors gave to the Erie City Mission

\$43,500 was donated to our Urban University Youth Program through the EITC program from 5 participating businesses.

FINANCIALS

REVENUES*

Donations: Individuals, Churches, Businesses, Foundations, Other	\$2,116,271
Social Enterprise/Program**	\$851,686
Government	\$504,040
Bequests/Endowments	\$51,210
Events, net	\$35,970
Total Revenues	\$3,559,177

EXPENSES*

Prevention	\$198,207
Intervention	\$1,403,563
Social Enterprise/Program**	\$760,353
Community Awareness/Development	\$354,409
Total Expenses	\$2,716,532

*Fiscal year October 1, 2019 through September 30, 2020. These numbers are unaudited and do not yet include In-kind and Depreciation. We receive an annual independent financial audit at the end of every year.

**Includes Thrift Stores/Donation Center



DONOR SPOTLIGHT | Donna

When Donna Bish is asked about the Erie City Mission, her short answer is always, "They love people and they serve God."

For more than eight years, the Erie City Mission has been an important part of Donna's life and that of her children. It began back in 2012 when her home church became a host site for the Mission's



youth ministry summer camp—Bonkers 4 Jesus. Having young children of her own, Donna volunteered during the week-long sports and arts camp and experienced first-hand the impact the Mission was having on the inner-city youth in her area.

"I just was so impressed with how everything went." One short week was all it took for Donna to become invested in the work and vision of the Erie City Mission beyond her normal charitable involvement. "I asked where my daughter and I could continue to volunteer." Donna and her teenage daughter Clara would spend the next

several years volunteering at the Mission's food pantry, becoming a crucial part of the volunteer team. Their passion and desire to serve was seen by the staff and guests, many of whom would comment about their warm and friendly manner.

Once Clara began high school, the mother-daughter duo made the decision to "step back" from their regular volunteering. Although they weren't seen as often, Donna found new ways to serve the organization they had grown to love.

If you ask Donna why she continues to support the work of the Erie City Mission she will tell you it's because they love people and embrace them for who they are. "Everything the Mission does, is done with excellence," Donna says. "In my opinion, they are above any organization for me that I would give to, because their goal is to reach people for Christ."

"THERE ARE SO MANY WAYS TO GIVE BEYOND MONETARY. PRAY FOR THE STAFF AND THE PEOPLE THEY SERVE. DONATE ITEMS, SHOP IN THEIR THRIFT STORES. THERE ARE JUST SO MANY DIFFERENT WAYS TO SUPPORT THEIR MINISTRY."

Donna



DONOR SPOTLIGHT | Luther & Connie

You get an overwhelming feeling of nostalgia when you talk to the Manuses, as Luther recounts memory after memory of the Erie City Mission, walking you through decades of history. From the different locations the Mission held to the interactions with the Mission's second executive director, Rev. C.A. Blackmore. "I have always given to local charities, but the City Mission was always one of those that was at the top of the list for regular giving," shared Luther.

Luther's wife Connie has similar memories. She can recall when she first moved to Erie in 1980 and learned about the Erie City Mission. "When I move to a new city, I look to support organizations that help other people in the community," she explained. As Connie learned about the work of the Mission, she began to volunteer and grow close with many of the staff. "It's a treasure of people and treasured organization, that's the main reason why I got involved."

Luther and Connie's support for the Erie City Mission extends far beyond their financial giving. Having both worked in the Erie School District, they saw the Mission as a tremendous resource to their community, encouraging students to volunteer and connecting school families to the Mission's services when they were struggling.

"All of us fall on hard times and all of us take different paths in our life," says Connie. "To have an organization that can give you your daily bread, but also get you back on the right path. It adds to the community."

"THEY [THE MISSION] PICK UP THOSE WHO HAVE FALLEN BY THE WAYSIDE AND PUT THEM BACK ON THEIR FEET, AND FOR THAT THEY SHOULD GET SUPPORT."

Luther

19,206 VOLUNTEER HOURS RECORDED FOR A TOTAL SAVINGS OF **\$153,648**

\$190,976 WAS RAISED FOR THE ERIE CITY MISSION DURING ERIE GIVES 2020 BY 1,029 DONORS



17,538 SHELTER BED NIGHTS



47,851 CUSTOMER VISITS TO OUR THRIFTY SHOPPER STORES LOCATED IN ERIE AND GIRARD



41 URBAN YOUTH SERVED IN OUR URBAN UNIVERSITY PROGRAMS

HOPE IN UNCERTAIN TIMES

Since 1911, the Erie City Mission has served the most vulnerable in the city of Erie. We have restored hope and transformed lives while enduring two world wars, an international depression, many foreign war conflicts and numerous recessions.

Amidst the COVID-19 health crisis, we have not wavered in our commitment to care for the men, women and families who come to the Mission experiencing hunger, homelessness and addiction. Now more than ever, we recognize that our commitment to our guests and participants, the support of our community, and our trust in God will continue to sustain us.

We invite you to join us on this journey of hope.

WHAT WE ARE DOING

We continue to serve the more than 110 men and women who stay with us each night in our program and aftercare facilities.

We transitioned our free lunch program from a hot nutritious sit-down meal to a hot nutritious to-go meal, limiting public campus gatherings.

Our youth ministry program, Urban University, continues to provide after-school courses to inner-city students.

Our Stores and Donation Center remain open for business with increased social distancing and mask procedures. We experienced a temporary mandated closure of our stores in March-May 2020.

We suspended most volunteering and all four experiences on our campus and are limiting public campus access to essential staff and volunteers.

We vastly increased the scope and frequency of our cleaning and sanitation procedures.

We continue to educate and remind staff and guests of proper hygiene and cleaning protocols.

We continue to offer practical hope to those in desperation: shelter for the homeless, food for the hungry, and recovery programs for those struggling with addictions to drugs and alcohol.

We remain rooted in Christ, recognizing that our ultimate hope is found in Him.

OUR SAMARITAN CARE SHELTER BEDS WERE ON AVERAGE

86% FILLED



OUR MISSION

Restoring Hope, Transforming Lives

OUR VISION

Cultivating a Community of New Life,
Breaking the Cycle of Hopelessness,
Building the Kingdom of God

BOARD OF DIRECTORS

Leo Heintz, Chairman	Joseph Kuvshnikov
Alan Hamilton, Vice-Chairman	Marsha Marsh
Greg Paulding, Treasurer	Doug Nelson
Benjamin Wilson, Secretary	Marshall Piccinini
Albert Ganzer, Jr.	D. Rick Prokop
Kathy Griffith	Matthew Sahlmann



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