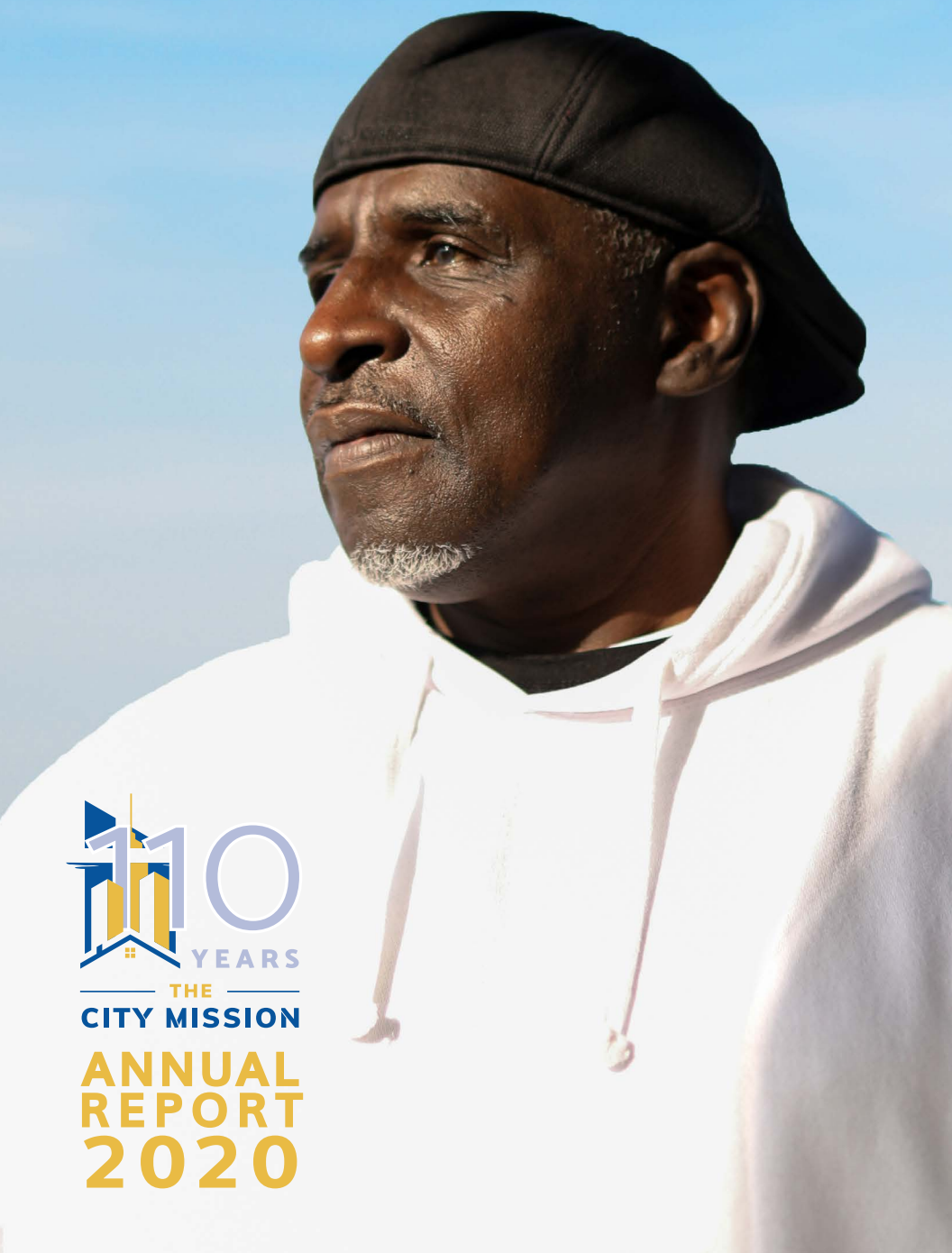


History in the Making



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... we will tell the next generation
the praiseworthy deeds of the Lord,
His power, and the wonders He has done.

PSALM 78:4





FROM THE CEO

HISTORY IN THE MAKING

Dear Friend,

It's safe to say 2020 was a year of great historical significance. There was no one, anywhere in the world, who was not affected either directly or indirectly by the COVID-19 pandemic. When the first cases showed up in the Cleveland area, all of us at The City Mission were immediately concerned about the impact the virus would have on the homeless population — and on our residents, staff, and volunteers.

We took whatever protective measures were necessary, which—as always—included entrusting our Mission to God. We also trusted in your generosity throughout the pandemic, and you did not disappoint! You can read more about the impact you made in the following pages.

Thanks to you, The City Mission remains open and able to serve those who come to us seeking help and hope just as we have for the past 110 years. And we know that our work is not done.

The people of Cleveland need the Mission now more than ever. As more and more individuals and families face crisis, it's important that we come together as a community to support the most vulnerable among us. Thank you for sharing the hope given to us in Jesus Christ to help these men, women, and children make their own histories.

In Christ,

Rev Richard Hickey

*He changes times and seasons ...
He gives wisdom to the wise and knowledge to the discerning.*

DANIEL 2:21



COVID-19 RESPONSE

REIMAGINING SERVICE

On March 11, 2020, The City Mission suspended all individual and volunteer activities, and allowed many on our staff to work from home in light of the emerging COVID-19 pandemic. None of us could have prepared for the ways in which our lives would change in the coming months.

The safety and well-being of the men, women, and children at the Mission has always been our top priority. We took a variety of preventative measures that included an intensified daily cleaning regimen of our facilities, the conversion of various areas to allow better spacing for clients, spaces for telehealth access, and much more!

While the pandemic has been difficult for all of us, it's been devastating for the more vulnerable members of our community. COVID-19 became another crisis in the lives of those already seeking help and hope here.

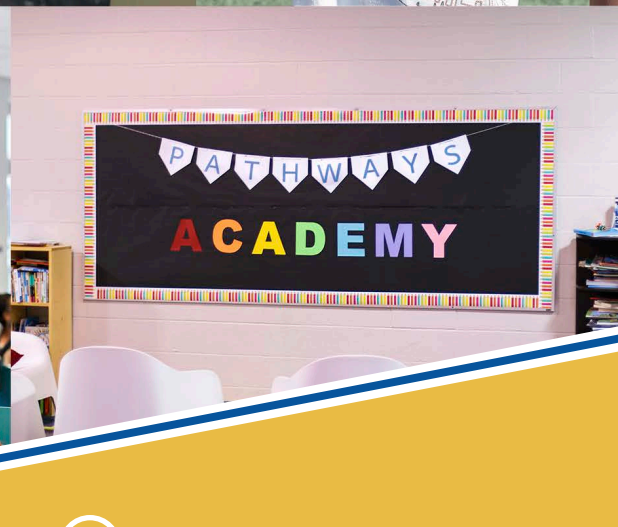
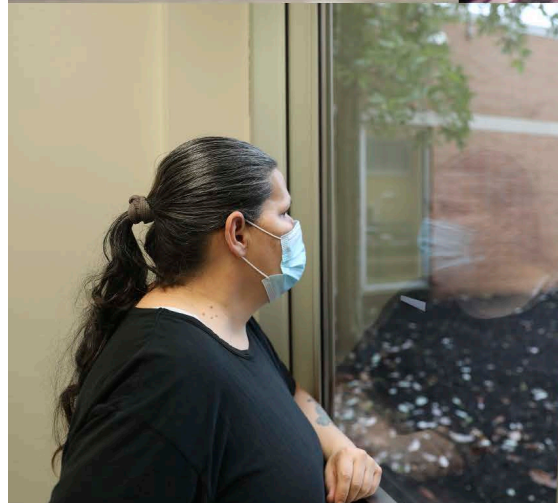
As summer gave way to autumn, we prepared to help our mothers and children with the significant challenges of remote learning.

Thanks to our community partners and your generous support, we created Pathways Academy and Academic Learning Pods!

COVID-19 also forced us to reimagine our favorite events. Running with a Mission was rescheduled and finally switched to a fully virtual race. Still, almost 300 of us came together to raise more than \$100,000 for men, women, and children experiencing homelessness!

With a little creativity and a lot of love, events like Ride with a Mission, our Fall Fun Fest, and our Christmas celebrations were able to happen safely and create a warm experience for those who needed it most. None of this would have been possible without God's provision and your caring support.

You sent notes of encouragement for our clients and staff battling the pandemic. You raised over \$7,000 for #GivingTuesdayNOW in May, collected school supplies in August, and raised another \$37,000 for #GivingTuesdayTCM in December. You made a difference. Thank you!



LAURA'S HOME

"MY FUTURE IS BRIGHT!"

When each of Rose's four children reached 18, she vowed to make a change in her own life: to get a job, pay taxes and bills, and be responsible for herself and her family. But she was too deeply entrenched in the system and didn't know how to get out of it. That decision was made for her on the 18th birthday of her youngest child. Now a single person with no dependents, Rose was on her own—and on the streets.

"I was hopping from bed to bed and couch to couch," Rose recalls. "By the time I was 50, I was tired of running around, looking for somewhere to lay my head." Now it truly was time to make that change she had thought about for so many years.

Someone told Rose about Laura's Home last April. "I called them and they said to come in by 5:00. It was easy. When I came in, they made me feel at home."

With help from her case manager and counselors, Rose stopped drinking and using drugs. She got a job and began saving money for a home of her own. "This was my last chance to get myself together," Rose admits. "I've finally got my life on track."

Today, Rose hopes to share what she has learned with her oldest daughter. "She's in the same position I was in, doing drugs, staying in hotels. All I can do is tell her about Laura's Home. When she gets ready for a change, she'll come in."

In the meantime, Rose is setting an excellent example for her daughter—and her fellow residents at Laura's Home. "I have so many options in front of me," she tells us. "My future is bright. I've just got to stick to what I'm doing."

*There is surely a future hope for you,
and your hope will not be cut off.*

PROVERBS 23:18



"GOD HAS GIVEN ME FAVOR."

"Being alone has been an issue in my life," says Curt. He came from a close-knit family, but by the time Curt was 33, all three of his brothers had committed suicide. "My support system was gone."

That support system, however, had led Curt to drug abuse at a very age. By the time he reached adulthood, he was addicted to heroin. He had gone from the military to prison to college and settled into a successful career. But his addiction got the better of him and he lost everything. It seemed his only option was to follow in the footsteps of his brothers again and end his life.

Curt went into the woods and prepared to hang himself. "I needed some peace and comfort. I asked God to catch me when I passed over." God had other plans for Curt, who woke up on the floor of a gas station without a scratch on him.

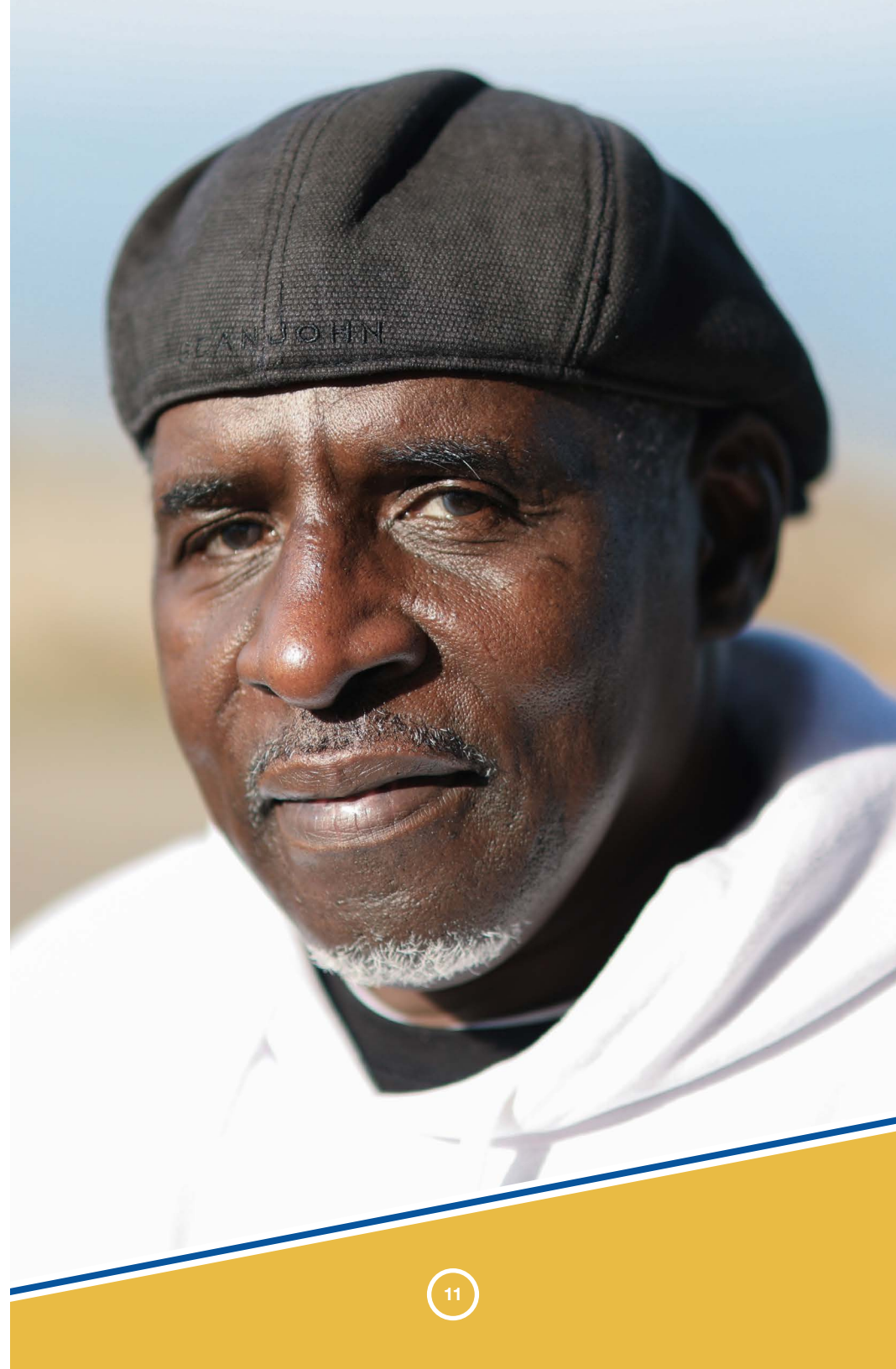
To this day, Curt does not know how he ended up in that gas station. But not long after that, he was in Crossroads Men's Crisis Center. Here, with a truly solid support system, he says, "God began to do something in me. My focus changed. I'm becoming the person God intended me to be."

Today, Curt has a relationship with his older sister, a pastor and the only other surviving member of his family. He is actively involved with Narcotics Anonymous and accepted a sponsor for the first time in his life. "It was one of the best decisions I ever made."

Now a licensed Chemical Dependency Counselor Assistant, Curt is actively pursuing a career in this field so he can provide support for men who struggle as he once did. "God has given me favor," he says. "For the first time in my life, I have peace."

*... the Lord bestows favor and honor; no good thing does
He withhold from those whose walk is blameless.*

PSALM 84:11





FROM HOMELESS TO HOUSED TO HOMEOWNER

Finding affordable housing is a tremendous challenge for women completing the program at Laura's Home. New Horizons meets this need by offering moms with children a pathway to home ownership. The process begins when The City Mission acquires a blighted home, and a Laura's Home family is identified as a match. Faithful volunteers and contractors renovate the home. The mom and her children move in and receive approximately two years of case management. Upon completion of individualized vocational, employment, and financial goals, the mom receives the title of the home, free and clear. In just a few years, she and her family move from homeless to housed to homeowner!

In this fiscal year, through a partnership with the First District Cleveland Police Department, the sixth home was completed and occupied by Christmas. Renovation work began on two more homes. One, donated by a family estate, is

being rehabbed through a generous partnership with Donley's, a local Cleveland construction company. The other is being prepared through the efforts of a local church. We expect both homes to be completed early this year.

Three families, including eight children, were served through New Horizons this fiscal year. The moms faced the challenge of virtual schooling for their children and its impact on their jobs and income. Despite this, they accomplished much, with your help.

Two single women also lived in one of the New Horizons homes for about nine months, giving each time to grow her income and stabilize vocationally, ensuring a successful exit into permanent housing. We plan to grow this "transitional housing" model and offer more women a place to stabilize after Laura's Home but before entering permanent housing.



(above) Star and her family visit their new home for the first time.
(below) Star receives her title becoming a homeowner.





CREATIVE OPPORTUNITIES FOR SERVICE

We have always treasured the contributions of the hundreds of volunteers that serve with us each year. When we were forced to pause volunteer involvement in March, the personal separation was hard, but it also left a gap in support that our staff had to fill. Important daily work like serving meals, providing childcare, managing clothing, teaching classes, and answering phones were immediately affected.

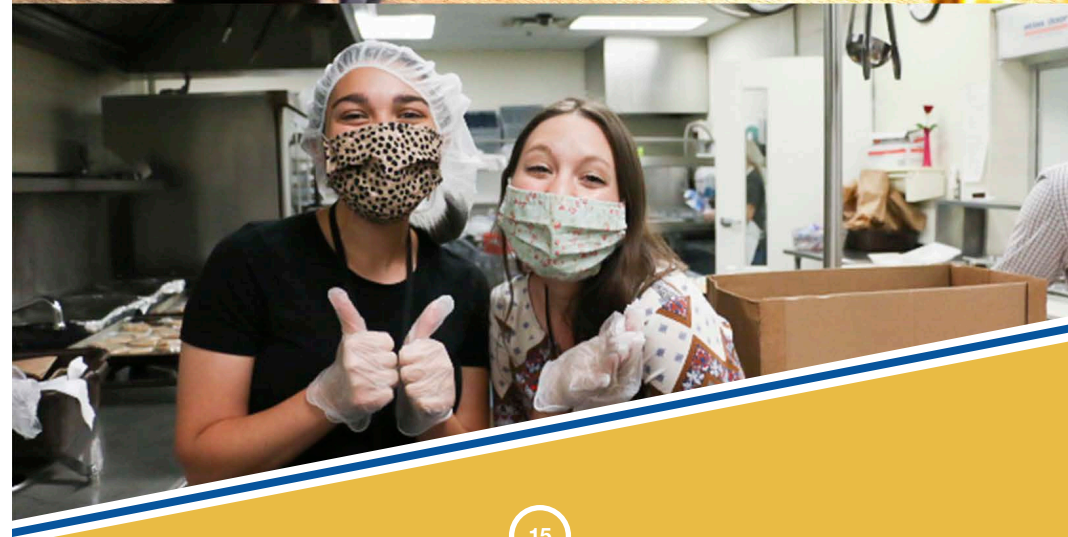
The absence of our usual volunteer opportunities has definitely renewed our appreciation for this vital role. Fortunately, 2020 created some very creative opportunities to serve together as well.

Our two major events, *Running with a Mission* and *Ride with a Mission*, had to be reimaged. We are incredibly grateful to the volunteers who served behind the scenes and adapted with us, helping both of these events succeed despite the changes.

Women who manage our clothing boutique at Laura's Home swapped out two season's worth of clothes by sorting outside under tents. Volunteers helped children at Laura's Home celebrate the 4th of July and Trunk or Treat by decorating their cars and parading them through our parking lot while throwing candy. And this Christmas, an army of wrapping paper warriors picked up toys and other gifts, wrapped them at home, and brought them back again.

We cherish the moments we shared with our volunteers this past year. We are grateful that the carefulness and distance has kept us all safe. Still, we long for the day when we can serve together unrestricted and be social without the distance.

We are restarting Volunteer 101 classes in 2021, held virtually as long as necessary. If you'd like to join us, please visit www.thecitymission.org/volunteer.





YOUR

IMPACT

1,602 INDIVIDUALS SERVED



907
Men

344
Women



151
Children

85,695
TOTAL NIGHTS OF SHELTER



48,003
Women & Children



37,692
Men

143,135
TOTAL MEALS



79,847
Women & Children



63,288
Men

143
PEOPLE WHO FOUND
EMPLOYMENT/INCOME



43
Men



100
Women

225 PEOPLE WHO
FOUND
HOUSING



146
Men



79
Women

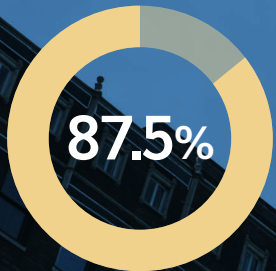


FINANCIAL REPORT

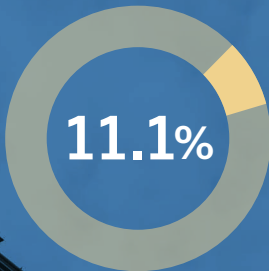


OUR ANNUAL
INCOME 2019-20

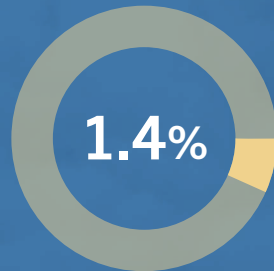
\$9,359,656



PRIVATE SUPPORT

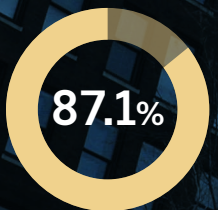


FOUNDATIONS



OTHER

HOW YOUR GIFTS ARE USED



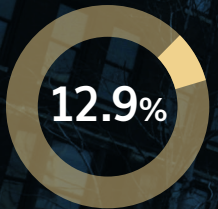
PROGRAMS



46.6% Laura's Home

36.0% Crossroads

4.4% New Horizons



FUNDRAISING &
ADMINISTRATION

A complete audited statement
is available upon request.

2,901 VOLUNTEERS



12,291

VOLUNTEER HOURS

VALUED AT

\$262,552



163

FIRST TIME
VOLUNTEERS



COVID IMPACT

To ensure the safety of volunteers, clients, and staff all volunteer activity was stopped in March, with only limited opportunities opening again.

As a result, volunteer activity was reduced to roughly half its expected amount.

MISSION STATEMENT

Providing help and hope to all people through the transforming power of God's love.

CORE VALUES

- Directed by the Bible
- Energized by Collaboration
- Inspired by Responsibility
- Bound by Integrity
- Dedicated to Transformation
- Strengthened by Commitment

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Vice President
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