

Allentown Rescue Mission:

Annual Report Fiscal Year 2011

(July 1, 2010-June 30, 2011)



Table of Contents

From the Executive Director	2
Gateway Center	4
Life Recovery Treatment Program	5
Christian Living and Values Program	7
The Clean Team	10
Permanent Housing	12
Food Service	13
Finance	14
Fundraising	15
Board of Directors	17



Darryl applied for the Mission’s Christian Living and Values Program with the hope of achieving stability to be a good father for his son.



Our Purpose:

Rescue, rehabilitation and restoration for people in crisis.

Our Core Values:

- Christ-centered
- Compassion
- Restoration
- Enrichment
- Excellence
- Leadership

From Gary Millspaugh, the Executive Director



Gary Millspaugh
Executive Director

This fiscal year has brought many challenges, as the economy continues in a long-term period of slow growth, 9% unemployment, and high uncertainty.

The Allentown Rescue Mission is more than shelter — much more. Our Mission can make an extraordinary offer to every man who walks into our emergency shelter, “Follow our program steps, and in as few as 60 days, we can guarantee you a paying job. In as little as 90 days, we can guarantee you an apartment you can afford.” Throughout the nation, few rescue missions and homeless shelters can deliver on such a promise. In the 12 months beginning July 1, 2010, more than 150 men accepted our offer to break free from the streets, homelessness, addiction, and being separated from the blessings of family, church and all our society has to offer. Providing much more than shelter, our [Christian Living and Values Program](#) guided 30 men to successful program completion. In our low cost [Housing Program](#), 47 Mission clients found clean, affordable places to live. The Mission’s [Clean Team](#) employed 38 men during the year, providing wages and workplace skills training. In our [Life Recovery Addictions Treatment Program](#), 74 clients were given professional and Christian solutions to their dependence crises. And as in previous years, our [Gateway Center Emergency Shelter](#) was busy, serving 715 individuals.

This fiscal year has brought many challenges, as the economy continues in a long-term period of slow growth, 9% unemployment, and high uncertainty. The state of the economy is critical to the Mission because our clients must leave the Mission and its services to join the workforce, in sustainable jobs. When the economy is not supporting entry-level jobs, and other employment opportunities appropriate for our clients, they cannot leave the Mission and succeed on their own. Since the Mission depends on private donations, not government grants, a sluggish economy means that some of our donors are out of work, and cannot give. In spite of these adversarial conditions, the Mission ended its financial year more than covering the operating expenses. The “Combined Financial Statements and Auditors’ Report” for fiscal year 2011, appear on page 14.

Looking ahead, the needs of our client population will continue to increase. The nation’s poverty rate climbed to 14.3 percent in 2010, or 1 in 7 Americans. For this organization, which has a focus of helping people in poverty and related crises, the increased demand is daunting. Add to that an ailing economy and fewer dollars to share with charities competing for

Looking ahead, the needs of our client population will continue to increase. The nation's poverty rate climbed to 14.3 percent in 2010, or 1 in 7 Americans.

funds, the challenges of the future will require more resolve, dedication and creativity than ever.

The staff and I here at the Mission are ready. The Allentown Rescue Mission has been enormously blessed, with both resources and the opportunity to serve some of God's people who are most in need. We will meet these difficult times energized by thankfulness. Inspired by hope, knowing that there are so many whose lives can be enriched through the Mission. We are uplifted by your confidence in us, and by your generous support.

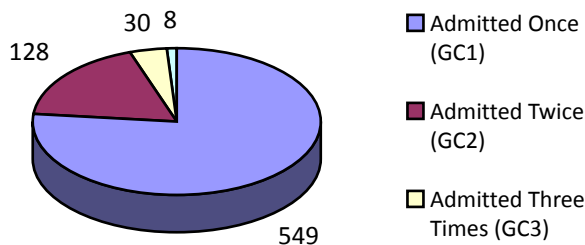
In His Service,

A handwritten signature in black ink, appearing to read "Gary". The signature is written in a cursive, flowing style with a long, thin tail extending downwards from the end of the word.

Gateway Center

The Gateway Center (Emergency Shelter) is the most basic of the Mission’s programs and is the entry-point for the Mission’s long-term programs. The Center has a 14-day stay limit, to encourage guests to make a commitment to changing their lives instead of just receiving “three hots and a cot.” While Gateway Center guests do receive food, clothing and shelter, they also receive much more: assessments for needs, referrals for appropriate resources, and an invitation to hear the Gospel message through nightly chapel services provided by local churches, and through pastoral counseling sessions with our full-time chaplain.

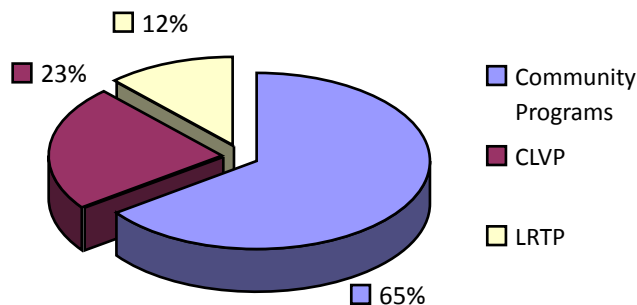
FY 2011 Gateway Center Admissions



The unique “more than a shelter” feature of the Gateway Center is that in addition to the admission intake for each guest which obtains demographic and other factual data, there is a separate interview which is called a the “WYN” (What You Need) Assessment. This helps staff interpret and assess the guests’ needs so staff can make appropriate recommendations and referrals to both in-house and community resources which will address those needs. In FY 2011, 604 WYNs were completed.

A referral goes beyond merely suggesting a guest get involved with resource; a referral verifies placement.

FY 2011 Gateway Center Referrals/"Placements"



In FY 2011, 715 individuals were served by the Gateway Center

- 549 once (GC1)
- 128 needed services twice this year (GC2)
- 30 needed a third time (GC3)
- 8 guests were enrolled a fourth time, or more

In FY 2011, the Gateway Center helped guests make these connections for services.

- 394 referrals to various community programs
- 139 referrals to Christian Living and Values Program (CLVP)
- 73 referrals to Life Recovery Treatment Program (LRTP)

Additional Results

- 284 guests obtained housing*
- 178 guests obtained employment while in the GC*

*There is duplication of data since some guests obtained housing and employment.

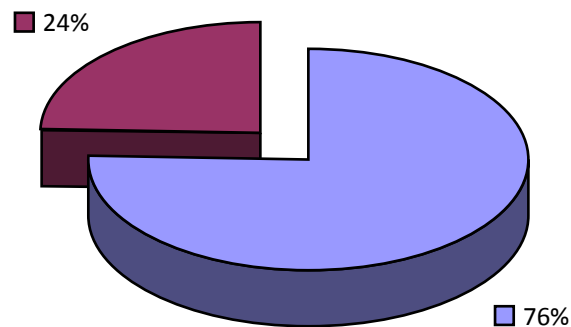
More than Shelter: Addictions Treatment

Licensed by the PA Department of Health, the Life Recovery Treatment Program (LRTP) combines clinical and cognitive treatment with faith in Jesus Christ. The program continues to provide FREE inpatient treatment for clients committed to treatment who lack funding sources. The program provided \$300,000 in free treatment in FY 2011, as the financial statements show.

Clients receive individual counseling and care coordination as well as group therapy. Group topics include 12 Steps, Coping Skills, Relapse Prevention, Interpersonal Relationships, Healing for Damaged Emotions, Spirituality and Recovery, Men's Issues, and others. Participants also attend traditional drug and alcohol 12-step meetings both in-house and off-site as well as Bible study and chapel services.

FY 2011 Life Recovery Treatment Program Results

■ Successful ■ Unsuccessful

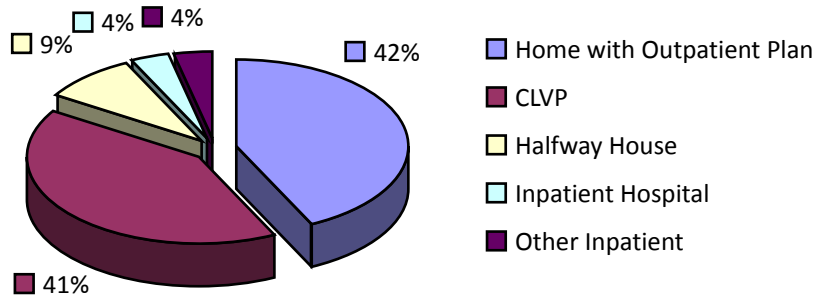


In FY 2011, **74** total clients
(4 were already in the program prior to July 1, 2010)

- **70** were admitted into the LRTP
- **74** discharged (by June 30, 2011)
 - 56** successful
 - 18** unsuccessful

A successful discharge is defined as when a client: completes his treatment plan, is discharged "With Facility Advice"; and has an approved aftercare plan.

FY 2011 Life Recovery Treatment Program Successful Discharges (56 clients)



56 Successful Completions

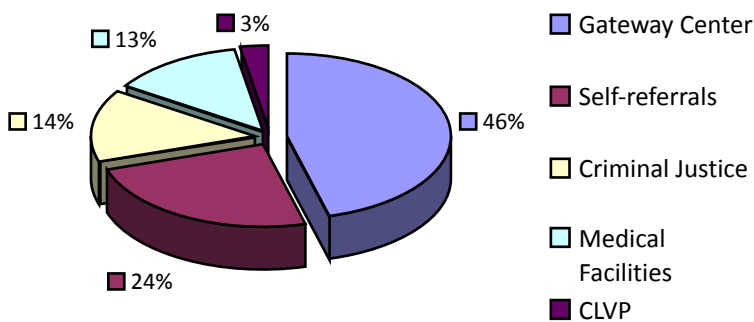
- 24 returned to their homes with an outpatient treatment plan (OPT) arranged for aftercare
- 23 enrolled in the Mission’s Christian Living and Values Program (CLVP)
- 5 were accepted in sober shared living arrangement (Halfway House)
- 2 were transferred to an inpatient hospital setting (hospital)
- 2 were transferred to another inpatient treatment (Tx) program

18 Unsuccessful Discharges

- 18 dropped out without a forwarding address or outpatient treatment
- No clients were discharged for drug use.

In FY 2011, clients entering the Life Recovery Treatment Program came from five major referral sources: the criminal justice system, such as prison, probation, and parole; self-referrals; the Mission’s Gateway Center; medical facilities; and the Mission’s Christian Living and Values Program (CLVP).

FY 2011 Life Recovery Treatment Program Admission Referrals (70 clients)



L RTP Referral Sources

- 32 Gateway Center
- 17 Self-referrals
- 10 Criminal justice system referrals
- 9 Medical Facilities
- 2 CLVP

More than Shelter: Christian Living and Values Program

The Christian Living and Values Program (CLVP) is a Christ-centered residential program focused on helping homeless men end their homelessness and return to the community. The program has four phases, from a waiting list to long-term housing, which can provide up to 18 months of services. One of the components of the Christian Living and Values Program is Life Skills education, in which the men commit to 8 weeks of classes, including Bible study, emotional support classes, basic computer skills and employment readiness classes, which includes three sessions per week on the Mission's Clean Team. Clients also receive individual case management for guidance in accessing resources from outside service providers.

Success Formula The one key factor in the success of CLVP clients is the role of faith. Those clients who accept Jesus Christ as their Lord and Savior or who rededicate their lives to Jesus Christ, regularly attend a home church, and participate regularly in a men's supportive group (such as AA, or men's Bible study) have a nearly 100% success rate in living successfully and independently in the community.

CLVP is evangelistic, intending to provide homeless men the opportunity to accept Jesus Christ and begin a lifestyle of walking with Christ. Some of the program clients have already accepted Jesus Christ but have "fallen by the wayside." The Christian Living and Values Program allows these fallen men the opportunity to get up, dust themselves off and start again. We believe that once a man accepts Christ as his personal Savior and turns from his former lifestyle, he will begin striving to live a self-sufficient life, earning a paycheck, attending and eventually joining a church, taking care of his family and becoming a respected member of our community.

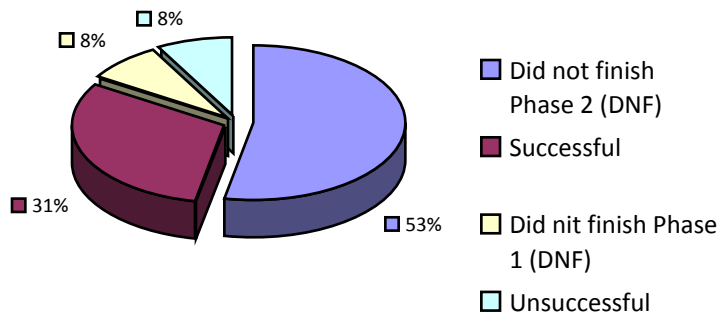
In FY 2011, all successful clients moved on, having employment or a Social Security Disability income. They also had established a relationship with a local home church and followed through with weekly aftercare meetings at the Mission.

Basic requirements for admission to the Christian Living and Values Program (CLVP) are: a willingness to change, an acceptance that one's current lifestyle has caused his homelessness, and an agreement to comply with the rules and regulations of the CLVP. The Christian Living and Values Program does not discriminate, and accepts men from many belief backgrounds. Being a "born again" Christian is not necessary for acceptance to the program. All candidates are required to attend Bible study and chapel services.

While at the Mission, Darrin says he has been challenged in his faith. He was raised agnostic, and says that he was introduced to Christ many years ago, and believed in Jesus "philosophically." Darrin says that he can no longer settle for "fence-sitting" in his relationship with Christ and has made "full



**FY 2011 Christian Living and Values Program
Applications and Completions (94 Applicants)**



Total Applicants	94
Phase 1—Did not finish	7
Phase 2—Did not finish	50
Successful	30
Unsuccessful Completions	7
Active as of 6/30	15

CLVP has four progressive phases:

Phase 1 — Waiting List — Clients are assessed for medical, mental health, welfare, criminal justice and social security disability issues. These candidates have agreed in principle to the goals of the CLVP and are awaiting the start of the next CLVP Day Program (Phase 2, below).

In FY 2011, **94** clients entered the Waiting List Phase; with **87** moving on to Phase 2, and **7** dropping out.

Phase 2 — The CLVP Day Program — This phase constitutes formal enrollment into the CLVP, and is the orientation and preparation for advanced phases. The clients participate in 8 weeks of classes including: life skills, anger management, drug and alcohol relapse prevention, computer and internet classes, resume preparation, job interview skills, and Bible study. The Day Program clients receive formal case management to guide their progress and must work on community service projects. At the conclusion of the session, each participates in a graduation ceremony.

In FY 2011, **87** clients started the CLVP Day Program with **30** successfully completing the life skills phase and graduating; **50** dropped out; **6** were still enrolled in Phase 2 as of 6/30/2011.



John says he hopes that the CLVP will help him change and get a closer relationship with God. He says he wants God to help him become “more willing to give up my ways, obey Him and take on His ways.”

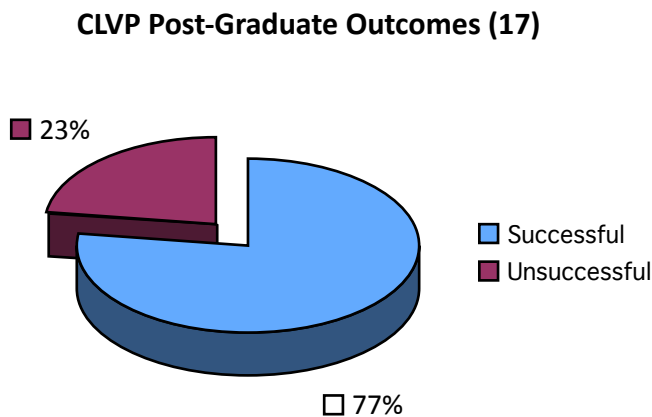
Phase 3 — Job Search and Employment — Day Program graduates begin looking for employment the first business day after graduation. The CLVP computer lab is available for job search and on-line applications. Once a client has secured a job, he submits his entire paycheck to his case manager for deposit in his institutional account. Saving comes first. Then ALL withdrawals for essentials and limited spending money must be approved by his case manager. Some graduates enter the Mission’s 18-week Workforce Development Program and work on its Clean Team, 32 to 40 hrs/week or more, earning \$7.50/hr. Their free time is spent seeking full-time employment.

In FY 2011, 43 CLVP graduates went into The Clean Team (Workforce Development), 10 of that total were still employed on 6/30/11. There were 10 individuals who were discharged unsuccessfully.

Phase 4 — Long-term Transitional and Permanent Housing (See page 12).

More than a shelter! The CLVP Post-Graduate Phase (Phase 2 PG) In FY 2011, the Christian Living Program continued to use a Post-Graduate Phase to assist successful graduates who have lost their jobs, apartments, or had a drug or alcohol relapse. They do not become homeless again; and they do not “start over” in the Gateway Center. Conversely, they return to the Mission for new goals, directives and job search, giving them the opportunity to “try again.” Standard length of stay is 60 days. 77% of men who enrolled in this phase obtained employment and moved into a Mission apartment or obtained their own housing.

In FY 2011, 17 men enrolled in the Post-Graduate phase.

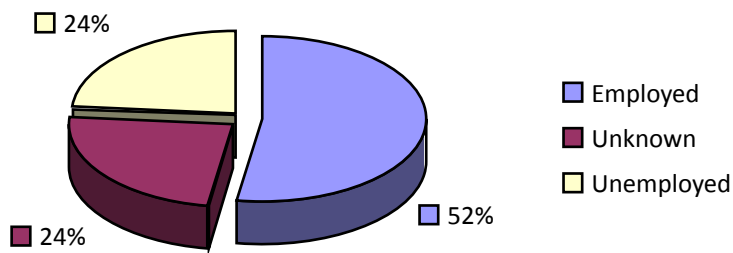


Total CLVP Post Grad	17
Successful and moved Into permanent housing	12
Unsuccessful	5
Asked to leave, not working toward goals	2
Relapsed to substance abuse (Refused offer of treatment)	2
Discharged for theft	1

More Than Shelter: The Clean Team — Paying Jobs and Workforce Training

Clean Team participants are homeless clients of the Allentown Rescue Mission, doing real work in neighborhoods of downtown Allentown, usually picking up litter on scheduled routes. They also perform temporary labor work for more than 50 customers; local companies, churches and event providers. The Clean Team is a workplace skills training program, which helps men working their way out of homelessness by teaching important values and transferable workplace skills needed to become successful. Participants have a structured schedule, through which they learn workplace safety, discipline, accountability, productivity, cooperation, workplace ethics, and teamwork skills. Graduates of the program are more competitive in getting a job, and then more productive and keeping it.

FY 2011 Employment Results for the Clean Team Graduates (38)



In FY 2011, 38 workers completed the Clean Team

- 20 were employed in the community
- 9 unknown
- 9 were unemployed

Jerry is one of dozens who joined the Clean Team after graduating from the Christian Living and Values Program.



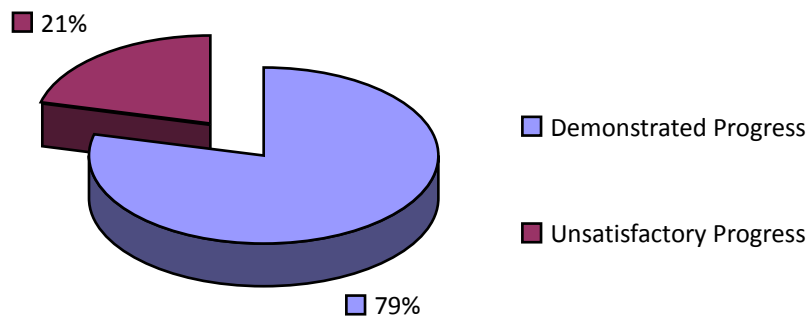
Clean Team's Transferable Skills Growth

The Clean Team expects its members to demonstrate increased knowledge of transferrable workplace skills. This is measured using a point scoring system.

FY 2011, **38** men were employed by the Clean Team.

- **30** clients demonstrated progress in all transferrable workplace skills objectives
- **8** clients failed to demonstrate satisfactory progress

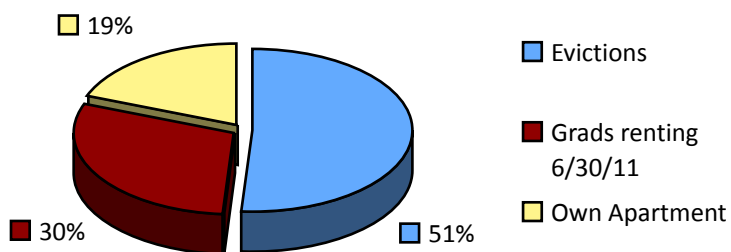
**FY 2011 Results for the Clean Team's Scoring
of Transferrable Skills**



The Pinnacle of More Than Shelter: Housing

CLVP Apartment Program (Phase 4) – Stable, affordable housing is an essential element in ending homelessness. Clients who graduate from the CLVP (Phases 2 and 3) and, obtain employment and save money in their custodial accounts, are eligible to apply for a reduced rent, shared living arrangement in one of The Mission’s apartments. In FY 2011, 9 apartments accommodated 31 graduates in shared-living arrangements. Typically, 3 individuals will share a three-bedroom apartment or row-home. Individual rents vary from \$150 to \$375 per month depending on the size of the bedroom, amenities of the particular apartment, and sometimes, the client’s ability to pay. These new tenants must sign a 1-year, closed end lease with the Mission, and agree to additional requirements. Clients must have a home church, participate in weekly aftercare groups at The Mission, maintain employment, keep a personal budget, abstain from alcohol and drug use and agree to “full disclosure” of any rule violations they observe in their rental unit. Non-compliance results in removal from the apartment, either back to the Mission, or by eviction if he so chooses.

FY 2011 CLVP Apartment Results



Total CLVP Apartment Tenants Served 47
Active on 6/30/2011 14

Total Dismissals through 6/30/2010 33

- Obtained own permanent housing 9
- Evictions 24
 - Failure to pay rent 10
 - Relapse to substance abuse 10
 - Theft 2
 - Apartment rules violation 2

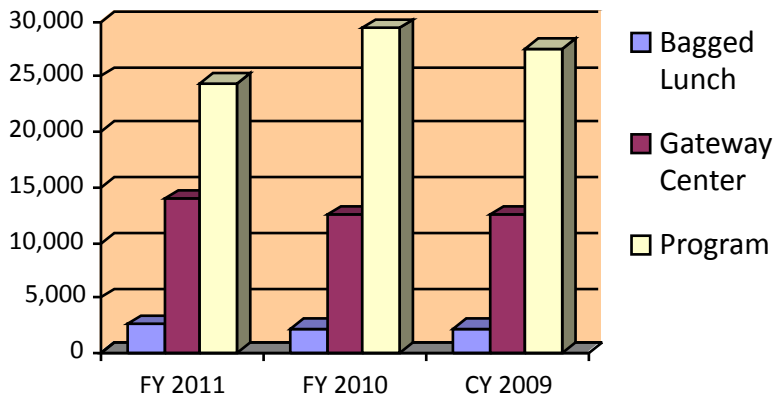


Mission owned apartments and row homes like these are “home” to formerly homeless clients, like Stephen (right) who came to the Gateway Center when he lost his job, his savings, and his apartment.

Food Service: *Serving the Hungry — More Than 40,000 Meals*

In FY 2011 the Mission experienced an increase in meals served to Gateway Center guests and an increase in bagged lunches over FY 2010. Meals served to program clients decreased in part due to the reduction of the Life Recovery Treatment Program.

FY 2011, FY 2010, and CY 2009 Meal Comparisons



Throughout FY 2011, the Mission continued to improve its efforts to purchase and serve healthier meals. White sugar was limited, more whole grains, fresh vegetables and fruits were added to the menu. These changes were made to address the fact that many of our clients have had ongoing poor nutrition and food selection habits, causing malnutrition and illness.

With the addition of whole grains, fresh vegetables and fruits to provide a more balanced diet for our shelter guests and long-term clients, food costs increased.

	FY 2011	FY 2010	CY 2009
Program	24,428	29,296	27,582
Gateway	13,903	12,501	12,482
Bagged Lunch	2,566	2,201	2,171
Total Meals Served	40,897	43,998	42,235

Program includes meals served to clients in the Christian Living and Values Program and the Life Recovery Treatment Program. Any meals for staff are excluded.

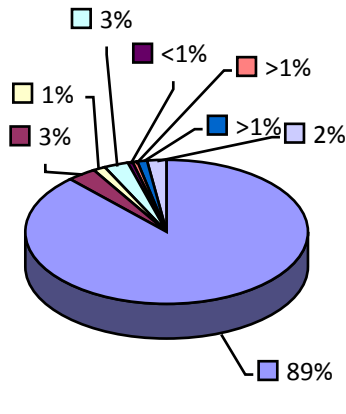


Nearly 41,000 meals provided for men in the Gateway Center and in the Mission's long-term programs.

Finance

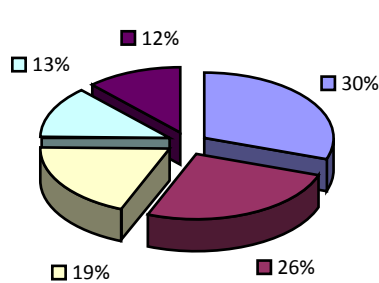
The Mission's 2011 Fiscal Year was July 1, 2010-June 30, 2011. The audit was conducted by Campbell, Rappold, and Yurasits of Allentown, PA, in July 2011.

FY 2011 Income Sources (excluding bequests)



Category	Amount
Contributions	\$2,660,368
Foundations	29,130
Government Grants	51,777
Clean Team Revenues	120,128
Drug and Alcohol Treatment Fees	153,385
Rents	171,562
Investment Income	60,347
Other Revenue	23,771
Subtotal (excluding bequests)	3,270,468
<u>Bequests</u>	<u>252,422</u>
Total Income	\$3,522,890

FY 2011 Program Expenses



Category	Amount
Life Recovery Treatment Program (L RTP)	\$ 579,556
Christian Living and Values Program (CLVP)	542,298
Gateway Center	397,915
Housing and Community Outreach	264,848
The Clean Team (Workforce Development)	313,406
Total Program Expenses	\$2,098,023

Supporting Services

Fundraising	\$711,858
Management/General	177,867
	\$889,725

Summary

Total Income	\$3,522,890
Program Expenses	2,098,023
<u>Other Expenses</u>	<u>889,725</u>

Fundraising

Fiscal Year 2011 closed with contributions of \$2,660,368 from 44,027 donations; the average gift was \$48.84. Bequests were \$252,422

Spaghetti Dinner Raised \$50,116

The Newstalk 790 WAEB Spaghetti Dinner to benefit the Mission was held at Asbury United Methodist Church in Allentown. The event served 802 guests and raised **\$50,116**.



Radio personality **Bobby Gunther Walsh** hosted the dinner and made 2,000 of his famous meatballs.



Thanks for Giving Supplies and Food Drive

With the donations of shoppers at tWalmart and Giant store and the contribution from local Boy Scouts the **The Thanks for Giving Supplies and Food Drive** collected approximately 26,000 pounds of food, paper products and cleaning supplies. Using a conservative estimate of \$2 per pound our operating budget relief was **\$52,000**.

Local Subway Restaurants Raised \$7,170



During February 2011, 57 Subway Restaurants throughout the Greater Lehigh Valley participated in the first "Have a Heart" campaign to raise funds for the Allentown Rescue Mission. Subway customers were offered the opportunity to donate a \$1 for the Mission and receive a coupon for a free 6" sub with the purchase of a 6".

Photo: 57 Subway Restaurants participated in Have a Heart to raise \$7,170 for the Mission. Representatives from these Subway Restaurant

locations raised the most money and stopped by to present the funds donation to the Mission (shown left to right): Bethlehem, represented by George and Tanya Thanhauser, 5th place, raising \$410; Gary Millsbaugh, Executive Director of the Mission; Fulton Brown, Development Agent, Subway Restaurant; 1st place Art Hoehne, Brodheadsville, raising \$1,077; Gary and Jackie Lentz, Schnecksville, 4th Place with \$455. Not pictured is Kerry Paules of the Lehighton and Jim Thorpe Subways, which placed 2nd (\$856) and 3rd (\$460) respectively. Thanks to Subway, and to everyone who donated for Having a Heart!

99.9 the Hawk Raises More Than \$8,000 from Cookbook Sale

The Michaels and Layne Cookbook prepared by 99.9 the Hawk and sold at local Top Star Express locations raised more than \$8,000 for the Allentown Rescue Mission! The cookbook is an annual project for the Michaels and Layne morning team, and the Mission is honored to have been chosen as the beneficiary this year. Thanks to all who bought a cookbook, and to 99.9 the Hawk and Top Star Express for making this a huge success!



Board of Directors

OFFICERS

Mr. Tom Gibson, President
Dr. John Kerckmar, Vice President
Mr. Timothy Gemmel, Secretary
Mr. Will Hahn, Treasurer

MEMBERS

Mr. Dean Browning
Mr. Dale Heffner
Mrs. Nancy Heilman
Dr. Laurence Karper
Mr. Kris Kapoor
Mr. Gary F. Millspaugh
(Executive Director)
Mr. Brad Osborne
Ms. Melanie Sanchez-Jones
Dr. Wayne C. Stuart
Ms. Evett Vega