We’re strong alone, but much stronger together.

As we celebrate this past year, our hearts are filled with gratitude for everyone who has shown their ongoing support in our fight to end homelessness and hunger. Also filled are our hearts – with humanity and kindness for every man, woman, and child that still needs our help. Sometimes things need to fall apart so we can fall together.

Throughout 2018, we witnessed and acknowledged every quiet act of courage from our supporters and volunteers. Purpose has been present. Because of your bravery, we reached a milestone of more than 608 people served through our Mission gates.

And it continues. Today, more people are being rescued from homelessness, addiction, and trauma thanks to our family of staff, volunteers, and donors like you. More families are being fed each week. And more lives have access to our life-changing services. We are truly blessed to have your continuing support.

The stories we share with you in this report are personal stories of redemption, second chances, and transformative power within us all. Each of us has come to the Mission for different reasons. But we share one thing in common: we believe that every individual has a unique contribution to make to the world, and we’re committed to doing everything in our power to help each person develop the strength they need to reach their God-given potential.

Gratefully,

MARY KOSTRIVAS
“The best way to find yourself is to lose yourself in the service of others.” - Ghandi

This quote reminds me of each of you -- the donors, volunteers, and supporters -- who make up the collective heartbeat behind Phoenix Rescue Mission. I envision you as people who “found yourselves” through service, commitment, and passion for those we serve.

We chose the theme of this year’s report, My Mission, because our mission became yours. This spirit championed Phoenix Rescue Mission as it moved through the streets in our Hope Coach, as it showed up inside our city’s prison cells through our B.R.I.D.G.E. program, and as it echoed in the halls of our Transforming Lives Center where recovery happened every day.

This year, we made great strides in tackling chronic homelessness through our Glendale Works program, which employs homeless individuals to clean parks and landscape areas. At Mission Possible Café, we celebrated our one-year anniversary, and congratulated 193 individuals who now have gainful employment.

Most excitedly, as I look toward where we are heading, I feel a deep sense of ownership rising among the community. I hope you feel the same as you read through these stories of lives who were touched by us in some way because of you. It altered the course of their lives so significantly that they also chose to make our mission their mission.

Your impact is just beginning. Thank you for all you make possible,

JAY CORY
Transformations is our Christ-centered addiction recovery program for men at our Transforming Lives Center (TLC). It offers a blend of discipleship, recovery education, group, and one-on-one counseling, and vocational services.

“I came to the Phoenix Rescue Mission not knowing what it was about, and with reluctance, but I had nothing left. I had no other options. I lost everything from a worldly sense that I ever had – and I had significant achievements in life – but in time I became my worst enemy.”

Ken had worked for an enterprise-level company for 12 years, working his way up to Regional Controller. He made significant strides in his professional career and was the epitome of a successful corporate business leader. Until it all fell apart. Ken was killing himself with prescription painkillers, and he couldn’t stop. He finally reached out for help, and he found there was nobody there.

“When I came to the program at the Mission, I sat there for four days and didn’t know what to think. And then finally someone came and said ‘well what do you want to do?’” Ken was given the option to go into the Solutions program or into the Foundations program.

“I was scared, but the one thing I did was I said okay, I have no choice; I have to try and follow this program. I looked at a bible and thought...
‘it’s time to get this in my head and in my heart.’"

During his time in Transformations Program, Ken had a spiritual awakening. He began to forgive himself – a freeing up of the guilt and sadness he felt for more than 10 years. He began to develop a personal relationship with Jesus Christ.

“For me to develop a relationship with God, it’s not understanding it that’s important; it’s applying it. The first verse I learned was ‘Whatever you do, work at it with all your heart as if working for the Lord.’”

When Ken finished Inner Healing and graduated from the program, he prayed. He prayed to God for a sign as to what he should do – stay with the Mission or venture out to live independently as part of society. He opened his heart to the Lord and asked him, “Lord, will you be in charge, to manage me, to guide me? I don’t want to do things without you.”

Ken is now a paid employee at the Phoenix Rescue Mission as a Work Therapy Supervisor.

Enhancing the vocational skills of clients, and assisting with the ongoing operation of the ministry.
“I haven’t worked in 20 years. I quit work when my daughter went into the first grade and I dove into volunteering.”

Some people describe “volunteering” as the journey of God’s will – keeping in mind that it’s the journey that counts and not the destination. But sometimes the destination is where you find faith, hope, love ... and yourself.

“For more than 12 years, I volunteered in technology. This began at my daughter’s school, but I continued on long past her graduation. Eventually, I knew I had to leave the school so I prayed to the Lord, for about a year, to use me somewhere else. That’s when a friend of mine invited me to tour the opening of the Changing Lives Center. Through the tour I saw the technology room and I thought, ‘I wonder if I could ever volunteer here?’ But that’s as far as it went. And then I put it out of my mind.”

After some time, Deb was asked by a friend to attend a new bible study group at the Mission.
“Inside, I was a little emotionally ‘flipped out.’ What [my friend] didn’t know is that my older sister had died 10 years ago from drug and alcohol toxicity. I didn’t know if emotionally I could work alongside the women in this setting; it was too close to home. But I went.

At first, I thought the Lord was going to heal my heartache. But really, He was just using it. I’m on the very same journey as these women. It’s not just their journey, it’s my journey also. It’s about using the things in our lives to glorify Him in a way that advances His Kingdom.”

Deb has been serving at the Changing Lives Center for more than six years. There is no doubt her impact of service has powerfully contributed to the many women that have found hope, incarnate. But in order to help them open themselves up to the power of this grace and glory, she had to do the same.

Deb currently serves on Phoenix Rescue Mission’s Board of Directors while she continues to lead bible study every Tuesday at the Changing Lives Center.

TRANSFORMATIONS: RECOVERY FOR WOMEN & CHILDREN

At our Changing Lives Center, we house up to 200 women and children, whether battling addiction, escaping domestic violence or suffering other trauma. Here, they live in secure, apartment-style housing with access to childcare as they receive counseling, life skills education, and career assistance.
Bed Nights of Shelter Provided
99,192
Volunteer Service
Hours Logged
41,085
Volunteer Program

Volunteering at the Mission is a life-changing ministry. No matter your skills or talents, no matter how much time you have, whether you’re an individual or part of a group, you can transform a life. Our volunteers are committed to affecting positive change in our community. It’s more than social responsibility. It’s real passion to make a difference to countless people.

When you go up against two of the biggest challenges facing humanity, homelessness and hunger, you need a fantastic tribe of volunteers.

Our volunteers affect significant positive impact. They’re passionate and professional, and the result is monumental. They have no off switch and are constant champions; purpose and passion for the Mission integrate into their daily lives. And when you have the right volunteers on board, friendships form and it feels like family.

Geoff came to the Mission about a year ago as a volunteer. He was brought up in an active Christian family. Looking back, he realized God was planting things in him since the young age of three.

Geoff’s 34-year professional journey in the for-profit world provided him with seasoned skills and field expertise. But it also aroused conflict as his heart was mission-driven. Fast forward to retirement, a stage in one’s life that most look forward to with eagerness and anticipation. Instead, Geoff’s retirement was less about relaxing and smelling the roses, and more about receiving God’s plan for this new journey that was just about to begin.
“During my time in Los Angeles, my wife and I would volunteer at the [local] rescue mission. And it just hooked me. Helping homeless people, the people that are down and out just seemed to hook me. We moved out of LA and came to Arizona, and I kept telling my wife, ‘someday I’m going to be able to volunteer at the Phoenix Rescue Mission.’”

Geoff realized his calling and began volunteering on the Hope Coach. “It was phenomenal. We were actually going out to homeless camps and seeing what we can do to help these people.” The experience brought Geoff to the employment page of the Phoenix Rescue Mission website. “I loved the Mission and I wanted to be more involved.”

“I prayed about it. I asked God, ‘what do you want me to do?’ because I’m going to leave retirement. God responded, ‘Geoff, there’s a fork in the road. You can take your path, or you can take my path. Free choice.’”

Geoff now serves as a full-time employee at the Phoenix Rescue Mission working as a Grant Writer in the Development Department.

To identify, establish, and cultivate long-term relationships which will result in funding for the immediate and long-term goals of the Mission.
It was 43 years ago that Gabe was found abandoned on the steps of a police station, his umbilical cord freshly cut.

He was adopted when he was seven months, but it wasn’t a forever home. At the age of 12, he was kicked out of the house.

“From that time on, I was always bouncing from different friends’ houses. I was never truly part of anything, I was always someone else’s problem. Then, when I was 15, I discovered meth.”

Then Gabe’s life took a turn. He was arrested and sent to Tent City. While inside, he was introduced to the Phoenix Rescue Mission’s B.R.I.D.G.E. program.

The Mission’s B.R.I.D.G.E. program reaches out to inmates in that crucial moment to plant seeds of encouragement and hope. The program meets inmates where they are and prepares them to enter our full recovery program the moment they are released.
“I’d never been a Christian; I didn’t really know what I believed at that point. If someone talked about God, I would shut myself off to it. But for whatever reason, the Mission started sticking. God really put these people in place for our paths to cross when I needed it the most.”

When his prison sentence was up, Gabe was invited to the Mission. He wasn’t prepared for what he would find. “It was another world than what I was used to. I wanted to stay. And I really haven’t looked back.”

Today, he’s a new man. He’s a graduate of not only our Recovery program but our Servant Leadership program and Ministry Training program.

“I’ve been given a direction– to serve the Lord. Something greater than me has given me a whole new outlook. It’s changed me. God is in this place. God is on this campus.”

Gabe is a new employee of Phoenix Rescue Mission and spearheads Glendale Works program.
Permanent Job Placements
193

Active Volunteers
3,053
Total Meals Provided
1,502,023

Water Bottles Given
893,455
R.A.P. (Rescue – Assess – Place)

R.A.P. is the first step of admission into our residential recovery program. Through a structured 7-day temporary shelter program, we assess men and women who are motivated for change and place them in the best solution pathway for their situation.

Hope Coach

Hope Coach is Phoenix Rescue Mission’s mobile street outreach program. The goal is to bring the unsheltered homeless into the R.A.P. Program. Nearly every day of the year, our marked Hope Coach vans drive the streets of Phoenix to hand out life-saving items, including hygiene kits, water, and socks.

Vocational Development

Our Vocational Development program provides solutions to help homeless men and women obtain and retain jobs. Our classes and one-on-one counseling allow us to tailor solutions to equip clients with confidence and practical skills needed to land gainful employment.
MISSION SHARING

Our Mission Sharing program mobilizes volunteers and organizations to reach low-income and homeless individuals, providing clothing and holiday events focused on families. It operates weekdays at the Hope for Hunger food bank, and on Saturdays at the Transforming Lives Center.

SOCIAL ENTERPRISE

Phoenix Rescue Mission's social enterprise is Mission Possible Industries and is fully integrated with our programs to generate revenue and provide vocational development and leadership training. Social Enterprise currently operates Mission Possible Cafe, Mission Possible Cookies, and Mission Possible Catering.

MEALS

Phoenix Rescue Mission serves over 2 million meals a year in our dining room and through our Mission Sharing program. We believe that hope begins with a meal, and that we are called to meet the basic needs of the hungry and homeless.
Seventy-Five Cents of Every Dollar Spent Goes to Programs and Services
The Phoenix Rescue Mission is a 501(c)(3) non-profit organization and is funded almost entirely by individuals, churches, businesses, foundations, and other organizations. We have more than six decades of proven history bringing hope, healing, and new beginnings to the hurting in our community. Currently, seventy-five cents of every dollar spent goes directly to programs and services.

We are an accredited charity with the Better Business Bureau, the Evangelical Council for Financial Accountability, and GuideStar. We are also members of the CityGate Network, which holds us accountable for stewardship and other vital aspects of the ministry.

### Fiscal Year 2018 Financials

**JULY 1, 2017 - JUNE 30, 2018**

- **Total Expenses**: $16,313,131
- **Total Revenue**: $18,633,486
- **Contribution**: $10,683,691
- **Social Enterprise**: $173,954
- **Gifts-in-Kind**: $6,600,577
- **Management & General**: $828,536
- **Fundraising & Development**: $3,307,100
- **Other**: $1,175,264

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The Phoenix Rescue Mission is a place of hope, healing, and new beginnings for men, women and children in our community struggling with homelessness, addiction, and trauma.

(602) 233-3000  |  www.phoenixrescuemission.org  |  prm@phoenixrescuemission.org