

JULY 2025

HOPE *Rising*

THE NEWSLETTER OF PHOENIX RESCUE MISSION

CODE: RED

Ride Along With Us This Summer!

A Day in the Life of a Case Manager

When he was a patient care technician working in a local emergency room, Dom got to help a lot of people. But every day he found himself wanting to do more.

"I just felt really called to do more hands-on ministry or work with people," he says. "I heard that Phoenix Rescue Mission did homeless outreach, and I thought, 'That's really cool. . . I would love to work hands-on and help people.' So I interviewed, got the job, every door opened, and I've been here since. I love it."

In the year and a half since Dom has been one of our Street Outreach Case Managers, he's seen firsthand how Code:Red, our heat relief campaign, saves and changes lives. Here's what a day on the streets in the height of summer is like – and an example of how your love and support is making an undeniable, life-impacting difference.

Your generosity makes it possible for our Case Managers, like Dom, to provide life-saving water and heat relief this summer.

602.233.3000 ■ TTY: 711
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A Day in the Life of a Case Manager continued from cover

An Early Start

"We get to the Mission at 7:45am for a 15-minute devotion. Then we load up our ice water and 'Hope Totes' and head out around 8:30am."

When fully loaded, Dom can get up to 120 bottles of water in his car at one time.

"I have 20 locations I go to," Dom explains. "Any day I could go to 5, 8, or 10 of them. My coworkers will hit the other ones. But the route always changes depending on appointments I might have."

The Heat is a Catalyst

The main focus is on meeting immediate needs and using that connection to begin building relationships.

Scan this code to watch Dom's news ride-along! >>>



"As a Case Manager, I usually drive anywhere from 50 to 90 miles a day. I've had it be north of 100."

"The heat is a catalyst. It makes people lower their walls for help," Dom explains. "They're way more receptive to a cold bottle of water. They're way more receptive to help because they're a little bit more desperate. . . We never miss an opportunity."

After immediate needs are met – or at least offered – two things can happen.

1. The person says thank you and walks away.
2. A conversation is started, and the person makes some of their needs clear and waits to see if our Case Manager can help. And that's the opening we pray for!

"In my own experience, water bottles are just a foot in the door," Dom says. "The water bottle does very much help, but it's what comes after that's important."

We Never Lose Hope!

When handing out water bottles and "Hope Tote" hygiene kits, the team also passes out referral cards, so clients know that they have someone to call when they are ready for help.

"I had a lady keep my card for three months, and then she called me," Dom says. "She ended up wanting to go to detox and she got out and she's living with her daughter right now, sober and happy."

Dom has dozens of stories like that. All our Case Managers do, and because the deadly heat makes people more open to help, Code:Red is the time of year when your support has priceless impact!

"For donors, anything given towards our efforts is to ultimately love people," Dom says. "No matter how minor you think it might be upfront, it actually contributes so, so much to showing people that they're loved, that they have value. Your love brings hope, healing, and ultimately leads people to finally make that jump into recovery."



Your Water is Priceless

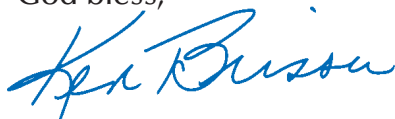
As we get further into this horrendous heat, I want to thank you. The water you provide isn't just important, it's priceless.

Water is the tangible thing that gives us a reason to talk to people. And by giving them something that they so desperately need, their walls begin to lower, especially because of the way our water is offered.

Our Case Managers don't just hand out water through the windows of cars. They get out in the heat with our neighbors. They sweat alongside them. They sit and talk to them. They show them that they care about them so much that they are willing to put their own comfort aside.

That's what love looks like, and that's what your support makes possible!

God bless,



Ken Brissa
Chief Executive Officer



3 Phases of Street Outreach

The goal of Street Outreach is always to help people get off the streets and start living a new life! There are three phases to making that happen.



Phase 1: Contact – Beginning of relationship

"It's things like, 'Here's a bottle of water,'" Dom says. "That could be anywhere from 10 to 50 people a day."



Phase 2: Engagement – Meeting additional needs.

"This list is long and includes providing food, transportation, detox, documentation, and other needs," Dom says. "Eventually...we want the engagement to progress to a rescue."



Phase 3: Rescue – Getting someone off the streets!

"This happens when we've been working with them for a few days, or typically a few weeks, or months, and we've cleared all the obstacles we need to and now they're ready to end their homelessness," Dom says.

Thanks to partners like you, 1,044 people were rescued last year – almost 50% of all rescues happened during these brutal summer months.



Your partnership makes it possible for us to meet essential needs, while building relationships with our neighbors on the streets. Because of you and our partners across the Valley, we are able to walk alongside men and women, supporting them with solutions to exit homelessness. Together, we are saving lives today and for eternity.

With your help, we distributed almost 810,000 bottles of life-saving water to neighbors across the Valley in 2024.

Amidst record-breaking heat, for the first time in a decade, the number of heat-related deaths declined, from 645 to 602. Likewise, our team rescued 1,044 men and women from the streets, a 20.5% increase from the year prior!

This is all thanks to you and our partners helping us to expand our reach and provide essential care and case management across the Valley.

Thank you for joining us in saving lives this summer.

Scan here to give online ►►



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We provide Christ-centered, life-transforming solutions to people facing hunger, homelessness, addiction and trauma.

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