



UNION  RESCUE MISSION®  
The Way Home

# Offering hope that transforms lives

2017 ANNUAL REPORT



Rev. Andy Bales  
Chief Executive Officer

Homelessness is devastating communities nationwide, but nowhere more than in Los Angeles. We now have more than 58,000 men, women, and children living on Skid Row and throughout Los Angeles County each day.

We see our neighbors experiencing homelessness as people in great need of God's love.

That's why we embrace each person with the compassion of Christ. Because when the light of Christ shines through us, lives are changed — physically, emotionally, spiritually, and vocationally.

My prayer is that you would find hope and inspiration as you read this year's annual report, dedicated to people who have experienced physical, emotional, spiritual, and vocational transformation as a result of your partnership.

**YOU helped make all these stories possible. Thank you!**

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# The first step to hope

When our guests arrive at Emergency Guest Services, they have a safe place to rest their heads, three meals a day, showers, haircuts, and a clean change of clothes. Counseling and medical care are also available, along with the opportunity to enter one of our long-term recovery programs.

## YOUR IMPACT IN 2017 AT A GLANCE

**1,104,080** Lifesaving meals served at Union Rescue Mission in Downtown Los Angeles and Hope Gardens Family Center

**447,773** Nights of safe shelter for men, women, single moms, and families

**10,229** People received medical and dental care



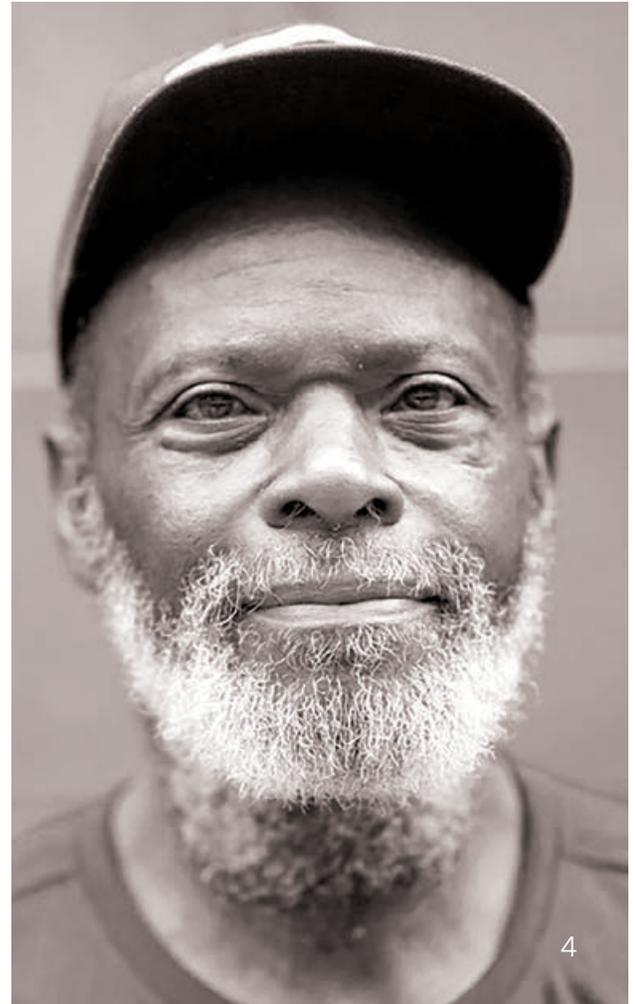
## PHYSICALLY TRANSFORMED

Whether it's a single mom desperate to protect her kids, a hardworking family who can't make ends meet, or the man who's given up on life . . . everyone who comes to Union Rescue Mission is looking for hope. Even if it's just a glimmer. Because hope has the power to absolutely transform a life . . .

But the process is grueling. There aren't any shortcuts to hope and transformation. The first step is meeting physical needs.

After a meal, a night of rest, a warm shower — an individual's dignity is affirmed. They begin to see they are beautiful. They are valuable. They are worthy to be loved.

That's why our emergency and basic needs services are so important. They're not all we do. Not by a long shot. But they're the doorway for individuals to walk through and discover the potential for their lives.



# When it's time for a change

For those who are serious about changing their lives, the **Gateway Project** offers more personalized and comprehensive solutions to the issues that are affecting the lives of those experiencing homelessness. Participants have access to health and dental services, and life-skills classes, in addition to three meals a day and a bed each night. Ongoing case management ensures that these people are working toward getting themselves off the streets for good.



## YOUR IMPACT IN 2017 AT A GLANCE

**320** Individuals are in the Gateway Project each night

**684** Gateway participants currently employed

**171** Gateway guests transitioned to long-term housing during 2017

## EMOTIONALLY TRANSFORMED

For 6 years, Crystal didn't have much to give her hope.

She was living on the streets, addicted to drugs, and involved in an abusive relationship. "I was walking around like a zombie," she remembers. "I knew I had to make a big change."

The "big change" she made was coming to Union Rescue Mission, not just for a meal and a bed but to get a fresh start. That's how she ended up enrolling in our Gateway Project.

While here, Crystal worked with a counselor who helped her to address the problems that were keeping her trapped on Skid Row, including her inability to save up enough money from her disability checks to get into a safe, affordable place of her own.

Now her savings account is growing, much to her delight. "Wow! I'm still here, with a roof over my head and three meals a day," she says. "I'm doing good!"



"I was walking around like a zombie. I knew I had to make a big change."

# Difficult . . . but worth it!

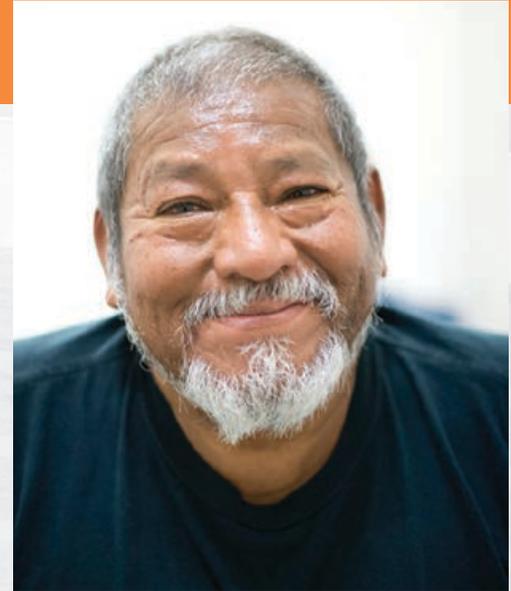
Overcoming addiction is not easy. But with the help of the structured phases of our Life-Transformation Ministry, mens lives were changed. Through Christian discipleship, a 6-month apprenticeship, and then a transitional living program, men learn to function in the outside world in a way where they are not only a positive influence to those around them, but can be a force for good in their community.

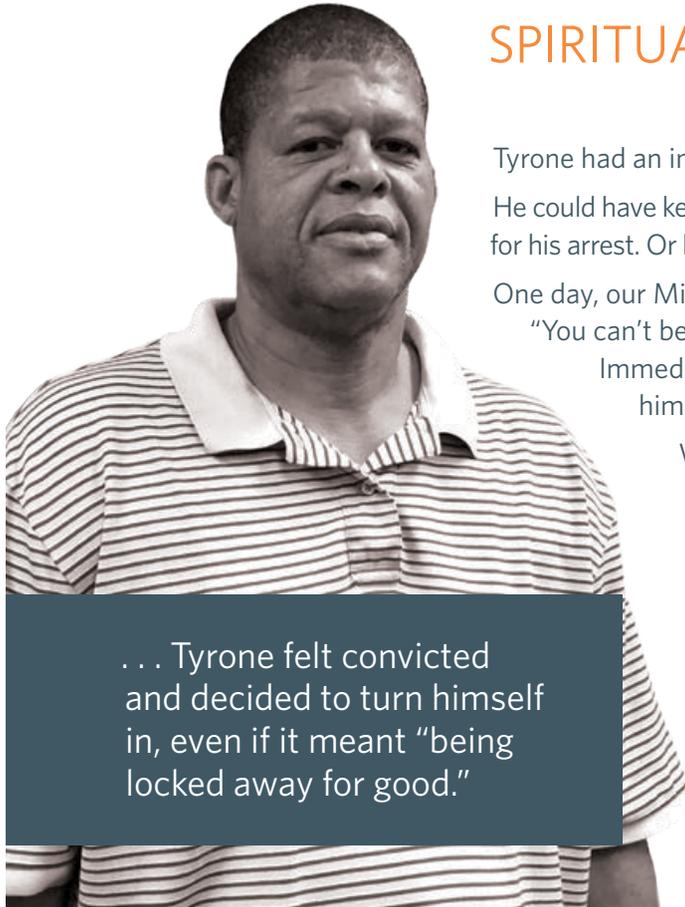
## YOUR IMPACT IN 2017 AT A GLANCE

**100** People looking for hope received a Bible

**60** Individuals engaged in a discipleship relationship

**21** Men surrendered their hearts and gave their lives to Jesus





... Tyrone felt convicted and decided to turn himself in, even if it meant “being locked away for good.”

## SPIRITUALLY TRANSFORMED

Tyrone had an important decision to make . . .

He could have kept running, even though the authorities had a warrant for his arrest. Or he could have kept his “other life” a secret.

One day, our Mission chaplain was speaking on truth and explained, “You can’t be free from your problems if you’re living a lie.”

Immediately, Tyrone felt convicted and decided to turn himself in, even if it meant “being locked away for good.”

When the judge heard he was enrolled in our Life-Transformation Ministry — he dropped all the charges. Tyrone realized that once again, God’s grace and mercy had triumphed!

As he prepares to graduate, Tyrone is preparing to be a chaplain to minister to other men who are traveling the same road he once did.

# For the sake of the children

No child should be raised on the dangerous, unforgiving streets of Los Angeles. That's why we created Hope Gardens Family Center — offering sanctuary to single women and children who are experiencing homelessness. This ministry helps women transition from homelessness to independence over a period of 12 to 36 months by offering long-term rehabilitation programs, services, and spiritual care.

## YOUR IMPACT IN 2017 AT A GLANCE

**2,028** Women enrolled in life-changing programs

**1,270** Moms with children rescued from the streets

**3,137** Children given a chance to succeed



## VOCATIONALLY TRANSFORMED

"I need your help saving my life," Paloma pleaded. "I just got out of prison. If I go back to the streets, I feel like I'm going to die!"

*"And I want to get my child back!"*

It is her daughter who is motivating Paloma to stay strong, and finish the program. "Every time I talk about my daughter, I feel like crying," she says. "She keeps me pushing forward, just seeing her smile . . . the way she loves life."

Knowing that this may be her best chance to build a future for the two of them, Paloma is working as an apprentice in the kitchen at Hope Gardens.

Her future plans include either cooking in a restaurant, she says, or becoming a cosmetologist like her mother.

"I'm willing to try anything once," she says, "just to give my daughter a new life."



"I just got out of prison. If I go back to the streets, I feel like I'm going to die!"

# Volunteers: the hands and feet of Jesus

We're so grateful to our volunteers — who show God's love in so many amazing ways to people who need it the most. There wouldn't be a Union Rescue Mission without each of you. Thank you for pouring your lives into making tomorrow better for those experiencing homelessness in our community.

Want to join our team of volunteers? Sign up online at [urm.org/get-involved/volunteer](http://urm.org/get-involved/volunteer) and see how good it feels to make a difference!

## VOLUNTEER IMPACT IN 2017 AT A GLANCE

**26,322** Men, women, and families volunteered at Union Rescue Mission and Hope Gardens

**118,952** Total hours of service



## WHAT'S AHEAD IN 2018

With the challenges surrounding homelessness in Los Angeles County, we believe God is calling us to set out a very big agenda for 2018, including:

- Funding a huge, heated tent to provide year-round care for an additional 200 women who are desperately seeking safety and security.
- Adding a wing for families on our 5<sup>th</sup> floor so we will be able to continue to welcome all families who come to our door.
- Adding 15 units of permanent, supportive housing at URM's Hope Gardens for families.
- Moving ahead with plans to break ground next spring and build a satellite emergency shelter for 81 families in Compton.

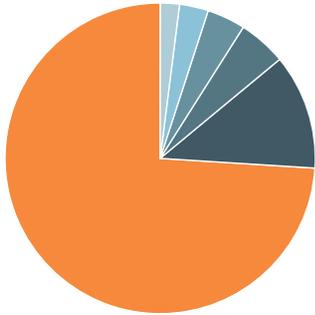
These are the projects that God has laid upon our hearts for the coming year as we follow His leading to embrace

people with the compassion of Christ.

If God is calling you to partner with Union Rescue Mission in any of these projects, I invite you to say "Yes!" by returning the enclosed response card with a generous gift today.

Alone, the task before us is much too great. But with God's divine guidance, and good friends, the chance for new life is possible for those experiencing homelessness throughout Los Angeles County.

# OUR 2017 ANNUAL INCOME

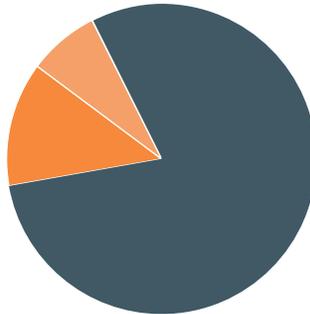


## SOURCES OF INCOME

- 74% Contributions — \$22,746,000
- 12% Gifts in Kind — \$3,834,000
- 5% Bequests/Planned Giving — \$1,557,000
- 4% Investments/Other Income — \$1,154,000
- 3% Events — \$887,000
- 2% Thrift Store Revenue — \$561,000

## WHERE YOUR DONATIONS GO

- 76% Program Services — \$16,804,000
- 15% Fundraising — \$3,324,000
- 9% Management/General — \$1,873,000



## BOARD MEMBERS

- David Dow, Chairman
- John Campa
- Kevin Dretzka
- Rob Eitel
- Jeff Hudson
- W. Cedric Johnson
- Cary Mitchell
- Richard D. Newcomb
- Will Nicklas
- Karen Preston
- Caryn S. Ryan
- Lisa Sloan
- Pastor Edward Smith
- J. Scott Watt
- Rev. Tim Yee



**If this Annual Report has inspired you to partner with Union Rescue Mission in transforming lives, please visit us at [urm.org/Hope](http://urm.org/Hope) because your help is still needed.**



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