




# A Mission of Hope

## 2011 Annual Report



 Douglas used to supply addicts with drugs. Now he helps lead them to recovery, and he's reconnected with his family. See his video story online at [www.PortlandRescueMission.org/Douglas](http://www.PortlandRescueMission.org/Douglas)



Eric Bauer, Executive Director, leads a weekly prayer group for our New Life Recovery Residents.

God is at work in the lives of our homeless guests and recovery residents. In this annual report, you'll meet a former drug dealer who is now a Mission volunteer, rejoice over a reconciled family relationship for one of our graduates and discover how our recovery residents get involved in the Portland community. These are just a few illustrations of how the grace of Jesus and the compassion of community members help create hope at the Mission every day.

Each person's story includes obstacles—whether it's years of abuse and addiction, unpredictable outside forces, or a singular traumatic incident. The men, women and children at the Mission often show astonishing resilience to persevere through those obstacles, and it's by God's grace that they are able to overcome them.

Because of your support, we have expanded our services to meet ever-growing needs in spite of difficult economic times. By addressing the root causes of homelessness and addiction, together we're helping transform lives and better our community.

So I invite you to read on and rejoice. You are a vital part of the redemptive work God is doing in this mission of hope.

ERIC BAUER, EXECUTIVE DIRECTOR



Watch dozens of recovery videos at [www.PortlandRescueMission.org/StoriesOfHope](http://www.PortlandRescueMission.org/StoriesOfHope)

"I found myself without any cash, no job, no place to live. I thought, 'This is not me. I am capable of so much more than this.'

"So I came to Portland Rescue Mission to get something to eat. And they asked if anybody needed special prayer. I stood up. From the bottom of my heart, I wanted direction and guidance."



Hear Russel's story of total life recovery  
[www.PortlandRescueMission.org/Russel](http://www.PortlandRescueMission.org/Russel)



**RUSSEL, NEW LIFE RECOVERY RESIDENT**



**ERIN, GRAD JOB-TRAINING PARTICIPANT**

"In recovery at Shepherd's Door, I focused on myself. I was letting God change me. I was vulnerable. There's a huge difference from being a resident and being a GRAD.

"As a GRAD, I help and serve others. I walk in the responsibility and the tools and all the stuff that I learned as a resident. I'm walking it out now."



Meet Erin and her two daughters  
[www.PortlandRescueMission.org/Erin](http://www.PortlandRescueMission.org/Erin)

"I believe in myself. I can go out and have a successful life. Portland Rescue Mission gave me an opportunity to receive hope, and I'm very grateful for that."

Eddie graduated from New Life Recovery Ministry, job-trained in our kitchen for a year as a GRAD, and now has a job through The Boilermakers Union.



Revisit Eddie's Mission experience  
[www.PortlandRescueMission.org/Eddie](http://www.PortlandRescueMission.org/Eddie)



**EDDIE, NEW LIFE RECOVERY GRADUATE**





What started as a humble soup kitchen more than 60 years ago leads people to total life recovery today. Portland Rescue Mission provides compassionate care to homeless and hurting people through addiction recovery, life skills training and spiritual healing.

More than 200 men, women and children were touched by the New Life Recovery Ministry at Portland Rescue Mission last year. Thousands of others received a hot meal and essential care when they came to our Burnside Shelter from the streets. The restored hope in each life will affect countless others, and that's all possible because of the generous support from our community of friends.

Homeless guests outside the Burnside Shelter, circa 1970.



## A Mission of Relationship

Every day of the year, our Outreach Ministry team shows Christ's love to hundreds of homeless and hurting guests at our Burnside Shelter. Beyond meeting the tangible needs of the people we meet, our dedicated staff and volunteers build relationships with homeless men and women who desperately need hope in their lives, and we point them toward a vibrant relationship with God.

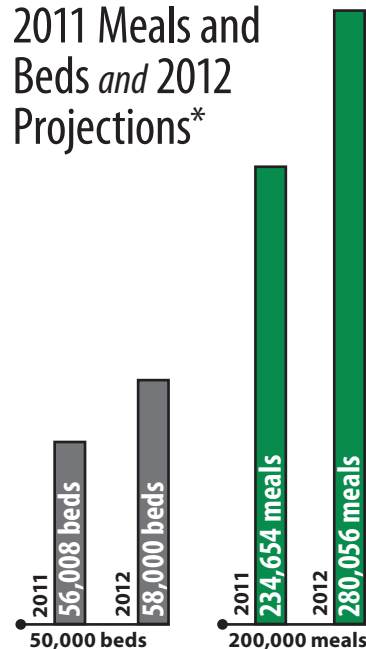
**MEALS** • Hundreds of men and women come in from the streets each day for a hot breakfast and hearty dinner. Hot coffee, cool water, nourishing food and encouraging words help build relationships and start the process to heal wounded spirits.

**BEDS** • Good sleep leads to a better state of mind for the 58 homeless men who sleep at the shelter each night. An additional 76 mats are available during the fall and winter months.

**GUEST RELATIONS OFFICE** • The Burnside Shelter is open 24 hours a day—a refuge, day and night. Volunteers and staff distribute clothes and toiletries, provide access to safe bathrooms, sort and deliver guest mail, connect guests to other agencies, answer phones, and wash and recycle blankets. In many ways, it's the very heart of the Mission.



### 2011 Meals and Beds and 2012 Projections\*



\*Projections based on recent trends and our new weekend lunch service (see following page).

### Guest Relations Areas of Service



**24-HOUR RESTROOMS:**  
Approx. 500 flushes a day.



**LAUNDRY:**  
900 pounds of exchanged linens and guests' clothes laundered nightly.



**MAIL:** 1,200 pieces of guest mail is on hand (held for 2 weeks).



**SOCKS:**  
On a rainy day, hundreds of pairs can be given out.

### NEW IN 2012

**WEEKEND LUNCH SERVICE** • We provide more than 300 hot lunches to guests each weekend, at a time when meals are most scarce. Beyond the tangible benefit, this meal service creates more relational opportunities for our homeless guests and hundreds of volunteers.

**WORK EXCHANGE MINISTRY** • During busy seasons, we offer homeless men a bed in exchange for their assistance with our dinner and shelter services. This introduces more men to our recovery ministry as they work alongside staff, volunteers and residents.



## A Mission of *Healing*

Many of the 80+ men and women in our New Life Recovery Ministry first came to the Mission for a meal or bed. This critical step from homeless guest to recovery resident means deep healing can take place. For 12–16 months, residents pursue total life recovery in three major areas:

**ADDICTIONS RECOVERY** • All addictions are potentially devastating. Through classes, groups and individual counseling, residents face their addictive behaviors and confront their root issues.

**LIFE SKILLS** • Men and women learn how to take care of themselves, manage their finances, develop and refine job skills, and move forward in educational goals. This helps instill confidence and equip residents for successful independent living.

**SPIRITUAL GROWTH** • Spiritual guidance and encouragement strengthen residents' recovery, pointing them to a source of hope and strength in God that exceeds what any human can offer. The environment nurtures growth through Bible study and times of prayer.

Our residents benefit from daily one-on-one and group counseling—  
more than **3,000** sessions in 2011.

## Where We Serve

A healthy environment is essential to recovery, and our ministry sites put that principal to work:

**BURNSIDE SHELTER** • Beyond meals, shelter and other Outreach services, our Burnside Shelter houses New Life Recovery men in their early months. Bringing them off the streets and into a safe home provides stability as they adjust to a life of recovery.

**NEXT STEP** • This men's recovery site in northeast Portland houses approximately 20 residents in private rooms as they

complete recovery and begin transition to self-sufficient living.

**SHEPHERD'S DOOR** • Up to 35 women live at the beautiful, spacious Shepherd's Door in northeast Portland. Private bedrooms and comfortable spaces create a nurturing environment.

Young children may live with their mothers at Shepherd's Door and attend our state-certified childcare facility. Older kids attend public school and participate in our after-school and summer programs.



When Philip came to the Mission, he was mad as the world. He transformed in recovery—[www.PortlandRescueMission.org/Philip](http://www.PortlandRescueMission.org/Philip)

## NEW IN 2012

Staff, volunteers and community members have worked tirelessly for years on expansion plans for Next Step, our men's recovery site in northeast Portland. This expansion will double the capacity and allow men to begin recovery in a peaceful, more remote environment. Renovation starts in Spring 2012.







## A Mission of *Total Life Recovery*

2011 was a big year for Jessica. She graduated from New Life Recovery Ministry at Shepherd's Door, began her year-long position working as a GRAD and started to volunteer in the Mission's Outreach Ministry at our Burnside Shelter. She even spoke...

...in front of local civic groups about her story of recovery. And she's done it all with a beaming smile and a willing spirit.

But this bubbly, outgoing, up-for-anything young woman at the Mission is not the same distressed woman who walked into Shepherd's Door back in 2010. Just out of jail, Jessica had endured a series of events that left her completely hopeless. In 2007, she lost custody of her two older sons. Right after that, she gave up her baby boy for adoption. Her motherhood had been taken away, and she was completely lost. "I just decided at that point I was going to be a drug addict because I didn't know what else to do."

Ultimately, drugs led Jessica to jail, but a phone call to her family's house that Christmas changed everything. Her step-sister, Jackie—someone she barely knew—answered the phone. "I was so sad she was in jail," Jackie recalls. "I knew there was a reason I got the call. And all of a sudden, I remembered Shepherd's Door."

It took some time to work with the courts, but Jessica's family pleaded her case. She soon made her way to the Mission's recovery center for women and children, and the layers of distrust and fear slowly began to peel away.

For some, recovery involves uncovering trauma buried so deep it's nearly invisible. But for Jessica, the pain she had endured was impossible to forget. Jessica was molested hundreds of times

in her childhood and lived on her own as a teenager. She learned at an early age that being close to people only caused problems. "When I came to Shepherd's Door, I didn't trust people at all. I wanted nothing to do with them."

One day at a time, she slowly opened up and discovered that trust—difficult and painful as it can be—is a necessary part of life. "I learned here that you need people. Learning to grow with people and allowing people to help me grow was a big step. But you can't recover on your own."

When Jessica let others into her recovery process, she blossomed as a young adult. Staff noticed a smile they'd never seen before. Other residents realized they could confide in Jessica with their own struggles. She became the positive, confident woman we know today—the woman God created her to be.

Jessica illustrates all that's possible in recovery. She came straight from jail as a hopeless, lost woman. She found recovery for her life and discovered her identity in Christ. She's developed job skills as a GRAD and gives back to our hurting, homeless guests as a volunteer. She looks forward to attending college this year. Her story traces hopelessness to potential—a true testimony to God's provision in even the most painful stories.

 Because of God's provision and the generous support from our donors, Jessica found recovery. Watch the rest of her story online at [www.PortlandRescueMission.org/Jessica](http://www.PortlandRescueMission.org/Jessica)



## A Mission of *Job Skills*

The GRAD Ministry is a job-training program for New Life Recovery Ministry graduates who demonstrate the determination to excel in their commitment to life change and community involvement. It grows participants vocationally, spiritually and relationally over the year-long program.

The GRAD Ministry builds independence and self-sufficiency through on-site

vocational training, a leadership curriculum, and placement into internships at the Mission and with local business partners.

GRADs are guided to embrace the concept of teamwork and have a renewed sense of self-esteem with the confidence to succeed. They integrate into their communities and learn to serve others with a message of hope!

Cecilia is a GRAD in the Shepherd's Door kitchen. She's developed skills that will help her find a stable job and a safe apartment for her and her daughter, Adriana, after she graduates.

 See how Cecilia got to the Mission  
[www.PortlandRescueMission.org/Cecilia](http://www.PortlandRescueMission.org/Cecilia)



## A Mission of *Transformation*

By the time New Life residents reach their final phase of recovery, they've walked through intense healing and internal change. They're ready to look outward again with a new vision of God's purpose for their life.

Transition is a 7-month phase of recovery when residents work alongside staff to find employment or pursue education and find stable housing. More than a phase, Transition is an agreement with the Mission that holds residents accountable to recovery as they plan their next chapter.

When John was in Transition, his mother in Georgia contacted him for the first time in three years. Staff and his church community supported him as he reunited with his family.

 Hear John share his story in his video  
[www.PortlandRescueMission.org/John](http://www.PortlandRescueMission.org/John)

And since residents find church homes and mentors in the early recovery phases, those relationships deepen during Transition, laying a foundation in the community for men and women when they graduate.



## A Mission of Partnership

Our dedicated volunteers get their hands dirty every day at Portland Rescue Mission, providing an enormous support system for our homeless guests, recovery residents and staff. They foster hope through healthy relationships, and they reduce our overhead. We truly could not do what we do at the Mission without them.

Last year, more than 5,500 volunteers donated over 30,000 hours to the Mission—that's 15 full-time staff positions! From long-term relational mentoring and tutoring to dish-scrubbing and wall-painting, our volunteers do it all.

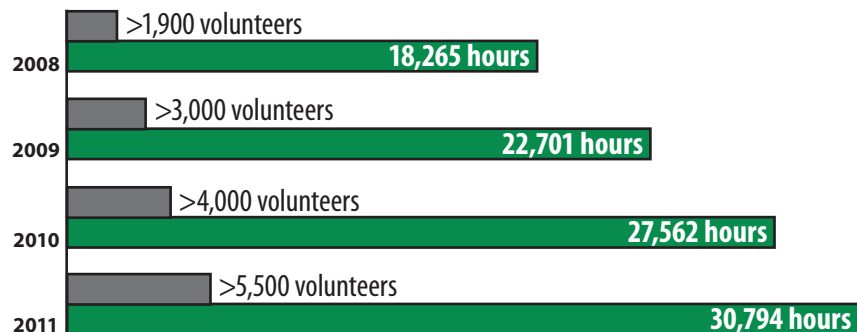
This year, we added hundreds of new volunteers. Staff at all of our facilities work with volunteers to ensure they are equipped to serve others. We regularly meet with churches and organizations to share all the ways people can get involved.



Steve and Dottie have helped their church serve dinner and lead devotionals at our Burnside Shelter for years. When volunteer numbers started to lag, they prayed and talked to their church leadership, and now their church has enough volunteers to serve five times a month!

As they work side by side with residents and staff, many volunteers say they receive more than they give, and they remain faithful friends of the Mission.

## Volunteers and Hours Served



## NEW IN 2012

Young people are part of our volunteers, and the benefit of their service goes beyond their time at the Mission. *My Night in a Box* is an overnight experience for youth groups that focuses on education, service and advocacy, connecting students to the issue of homelessness in a creative way. At the Mission, students meet our homeless guests and recovery residents while they volunteer, and they learn that they can make a difference in the world through service.





## A Mission of *Gifts*

In-kind gifts have a way of being made at just the right time.

The Mission picks up and distributes donations around our ministry sites every day, and food is often part of the cargo. Last year, Walmart came forward with a generous gift to help us purchase a refrigerated truck for those deliveries. As the largest truck we use, this gift helps us save on costs of gas and maintenance by making fewer trips, and it keeps donated food properly chilled for safety.

Another need at the Mission in 2011 was to remodel the kitchen that serves outreach guests and our men's recovery residents every day of the year. Over a 12-month period from planning to execution, donors caught the vision of the project and came forward to see it to fruition.

It's creative gifts like this that remind us that everyone can serve at the Mission.



Men's jeans are some of our most needed items—clothing drives and second-hand donations help meet this need.

## Donation Values Based on annual audit values.



**Food**  
\$1,197,972



**Clothes**  
\$943,208



**Toiletries**  
\$83,857



**Autos**  
\$1,126,011

A typical car sale  
helps feed more than  
**585** hurting people.



*Recovery residents like Robert learn job skills and help prepare donated vehicles for sale.*

## A Mission of *The Community*

Our Car Sales and Donations Ministry supports the Mission—proceeds of every vehicle sold go toward costs of our Outreach and Recovery Ministries.

Beyond finances, recovery residents work at these sites to sharpen their skills and develop work habits they'll use in the real world. And marketing efforts go far to spotlight the needs of homeless men, women and children in our community.

But there's another important aspect to this ministry. Every day, recovery residents and staff who work at our vehicle sites interact with and

serve the people of Portland and the surrounding communities. They build relationships and trust. Both donors and buyers come to recognize the Mission's Car Sales and Donations Ministry sites as places where trust and dignity lead every interaction. We take pride in that, and our customers benefit.

Vehicle donors receive maximum tax deductions, and proceeds stay in Portland and go straight to the Mission. Every vehicle we sell has been safety-checked. And each sale is completed with the same dedication to integrity by our staff that we teach to our recovery residents every day.



## A Mission of Support

### REVENUE

Cash donations	\$5,342,383
Investment income	(35,932)
Other cash revenue	131,033
Auto program donations	1,126,011
Other in-kind contributions*	2,391,505

**Total Revenue \$8,955,000**

### EXPENSES

Program services	\$6,472,650
Fundraising/Development	1,530,883
Administration	797,926
<b>Total Expenses</b>	<b>\$8,801,459</b>

**CHANGE IN NET ASSETS: \$153,541**

\*Includes food, clothes, toiletries and other items.

### EVALUATED COSTS

**\$6.44**



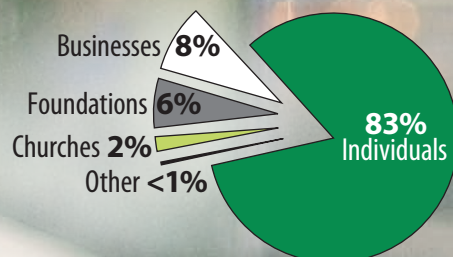
offers a warm bed for one night.



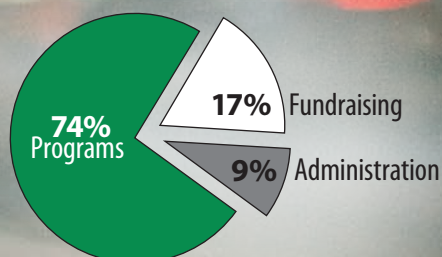
**\$1.88**

provides a hot, nutritious meal.

### FUND SOURCES AND USES



**Where Funds Come From**



**How Funds Are Used**

### WHAT OTHERS SAY



Portland Rescue Mission has been recognized as a Four-Star Charity by Charity Navigator, earned the Guidestar Exchange Seal and is accredited by the Better Business Bureau. Go to [www.PortlandRescueMission.org/Ratings](http://www.PortlandRescueMission.org/Ratings) for more information. The Mission is a long-time member of the national Association of Gospel Rescue Missions.



Steven stumbled upon the Mission and his life changed forever. Find out how at [www.PortlandRescueMission.org/StevenStory](http://www.PortlandRescueMission.org/StevenStory)





503-MISSION (647-7466)

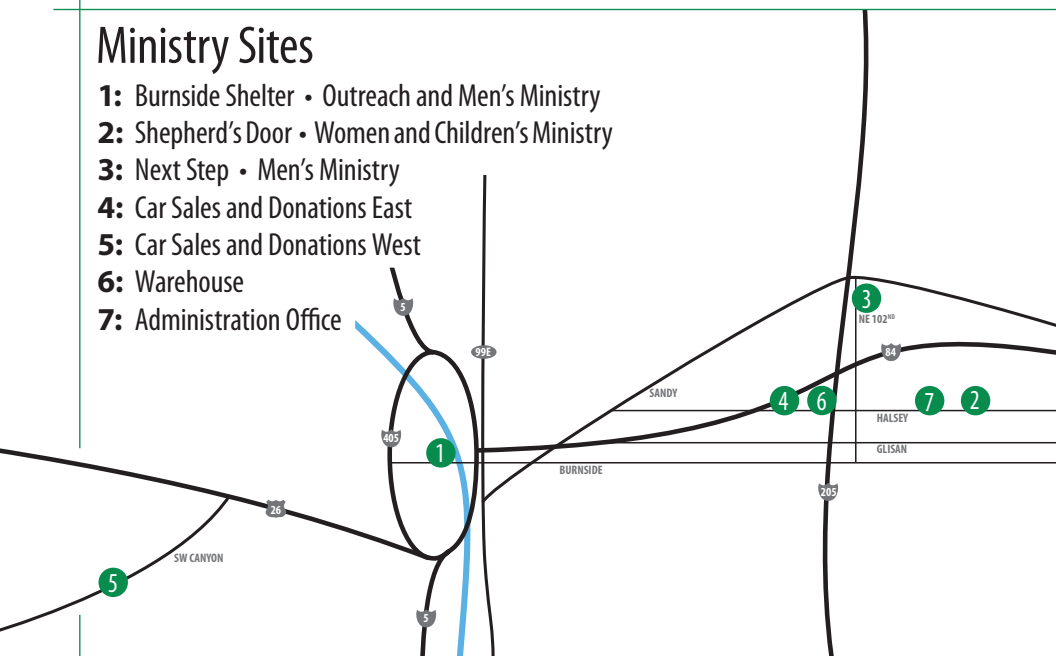
PO Box 3713

Portland, OR 97208-3713

[www.PortlandRescueMission.org](http://www.PortlandRescueMission.org)

## Ministry Sites

- 1: Burnside Shelter • Outreach and Men's Ministry
- 2: Shepherd's Door • Women and Children's Ministry
- 3: Next Step • Men's Ministry
- 4: Car Sales and Donations East
- 5: Car Sales and Donations West
- 6: Warehouse
- 7: Administration Office



[www.PortlandRescueMission.org/Locations](http://www.PortlandRescueMission.org/Locations)

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Your support gives more than a meal.  
More than a bed. **You give HOPE.**

**GIVE SOMETHING MORE**