



Joy Sylvester-Johnson, CEO
Roanoke Virginia



JULY 2nd 1948 Roanoke Virginia



Our Objective Then and Now
“Helping hurting people in Jesus’ name”

THE WHAT: there are many ministries under one roof





THE HOW: our strategy

- **The Rescue Mission invites the entire community to engage the suffering of marginalized people in a “hands on way,” with God’s blessing, through acts of mercy and justice.**
- **We offer pragmatic programs using the best business and therapeutic models available, in an environment that is safe, respectful, transparent and encouraging.**
- **Our emphasis is to build healthy relationships and minister to people in a holistic way.**



THE WHY

This is our grateful response to God.

We sustain these practices by being good stewards and inviting others of good will to join us.



THE WHO



Joy
CEO



Anders
COO



Kim
Director of Administration & HR



Tracy
Director of Development



Helen
Director of Programs



Leslie
Director of Industry



Bryon
Assistant Director, Shelter Services



Steve
Controller



Debbie
Finance Assistant



Marcela
Volunteer Coordinator



Stacy
Assistant Volunteer Coordinator



Amy
Development Associate



Marian
Development Associate



Uneita
Events/DASH Director



Gina
Administrative Assistant



Chelsie
Receptionist



Darla
Receptionist



Zack
Receptionist



Phil
IT Technician



Ray
IT Technician/Programmer



Karl
Men's Shelter Manager



Richard
Men's Shelter Supervisor



LaQuante
Men's Shelter Supervisor



Greg
Men's Shelter Supervisor



Dewey
Men's Shelter Supervisor



Eddie
Men's Shelter Supervisor



Nick
Men's Shelter Supervisor



Bruce
Men's Shelter Supervisor



Ronald
Men's Shelter Transporter



Derrick
Men's Shelter Transporter



Katrina
WCC Manager



Melissa
WCC Manager



Bernice
WCC Supervisor



Carol Lee
WCC Supervisor



Beth
WCC Supervisor



Ebony
WCC Supervisor



Amanda
WCC Supervisor



Julie
WCC Supervisor



Elizabeth
Case Management Team Leader



Amanda
WCC Case Manager



Carolyn
Men's Shelter Case Manager



Haley
Recovery Office Administrator



David
Recovery Coach



Charlie
Recovery Coach



Maria
Recovery Coach



Ed
Recovery Associate



Taylor
Recovery Associate



Terry
Learning Center Coordinator



Gary
Spiritual Formations Coordinator



Burt
Genesis Coordinator



Tim
Assistant Genesis Coordinator



Jennifer
Studio Arts Coordinator



Laura
Tabitha Manager



Karen
Tabitha Supervisor



Lana
Chaplain, Manager



Joe
Children's Minister



Natalie
Assistant Children's Minister



Pam
Food Services Manager



Stephanie
Food Services Supervisor/Cook



Carmen
Food Services Supervisor/Cook



Amanda
Food Services Supervisor/Cook



Mike
Pantry/Manna Manager



Jordan
Pantry Assistant



Faith, MD
Clinic Medical Director (Vol)



Crystal
Clinic Coordinator



Caroline
Clinic Assistant



Chris
Clinic Assistant



Laura
Dental Coordinator



Lindsey
Dental Assistant



Ken
SOAR Specialist



Stan
Operations Manager



Dean
Maintenance Administrator



Chris
Maintenance Assistant



Rankin
Maintenance Assistant



Karrie
Housekeeping Manager



Vickie
Housekeeping Supervisor



Reynae
Housekeeping Supervisor



Kelli
General Manager, Industry



Charlotte
460 THRIFT Manager



Rhonda
460 THRIFT Co-Manager



Veronica
Retail Associate



Sheila
Retail Associate



Carolyn
Retail Associate



Kelley
Retail Associate



Maury
Retail Associate



Charles
Retail Associate



Sarah
Retail Associate



Terri
DRC Manager



Nassser
DRC Assistant Manager



Paul
DRC Associate



Sheila
DRC Associate



Barry
DRC Associate



Peggy
DRC Associate



Charles
DRC Associate



Josh
DRC Associate



Chris
DRC Associate



Charity
DRC Associate



Dale
DRC Associate



Lee
DRC Associate



Dalphney
DRC Associate



Duwayne
DRC Associate



Bev
DRC Associate



Larry
DRC Associate/Driver



Louis
DRC Associate/Driver



Darrell
DRC Associate/Driver



Peter
DRC Associate/Driver



Ashley
2nd Helpings Shop Co-Manager



Cody
2nd Helpings Shop Co-Manager



Rhonda
2nd Helpings Sr. Sales Associate



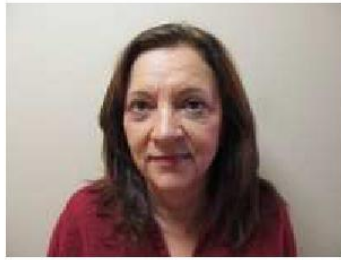
Terry
2nd Helpings Sr. Sales Associate



Dru
2nd Helpings Sales Associate



Austin
2nd Helpings Sales Associate



Carolyn
2nd Helpings Retail Associate



Ruth
2nd Helpings Retail Associate



Haley
2nd Helpings Retail Associate



Janie
2nd Helpings Retail Associate



Ernest
2nd Helpings Retail Associate



Larrison
2nd Helpings Gallery Manager



Deb
2nd Helpings Gallery Associate



Georgia
2nd Helpings Café Manager



Sandra
Café Associate



Autumn
Café Associate



Donna
Café Associate



Kimberly
Café Associate



Kevin
Café Associate



Rossie
2nd Helpings Driver



Vickie
2nd Helpings Custodian



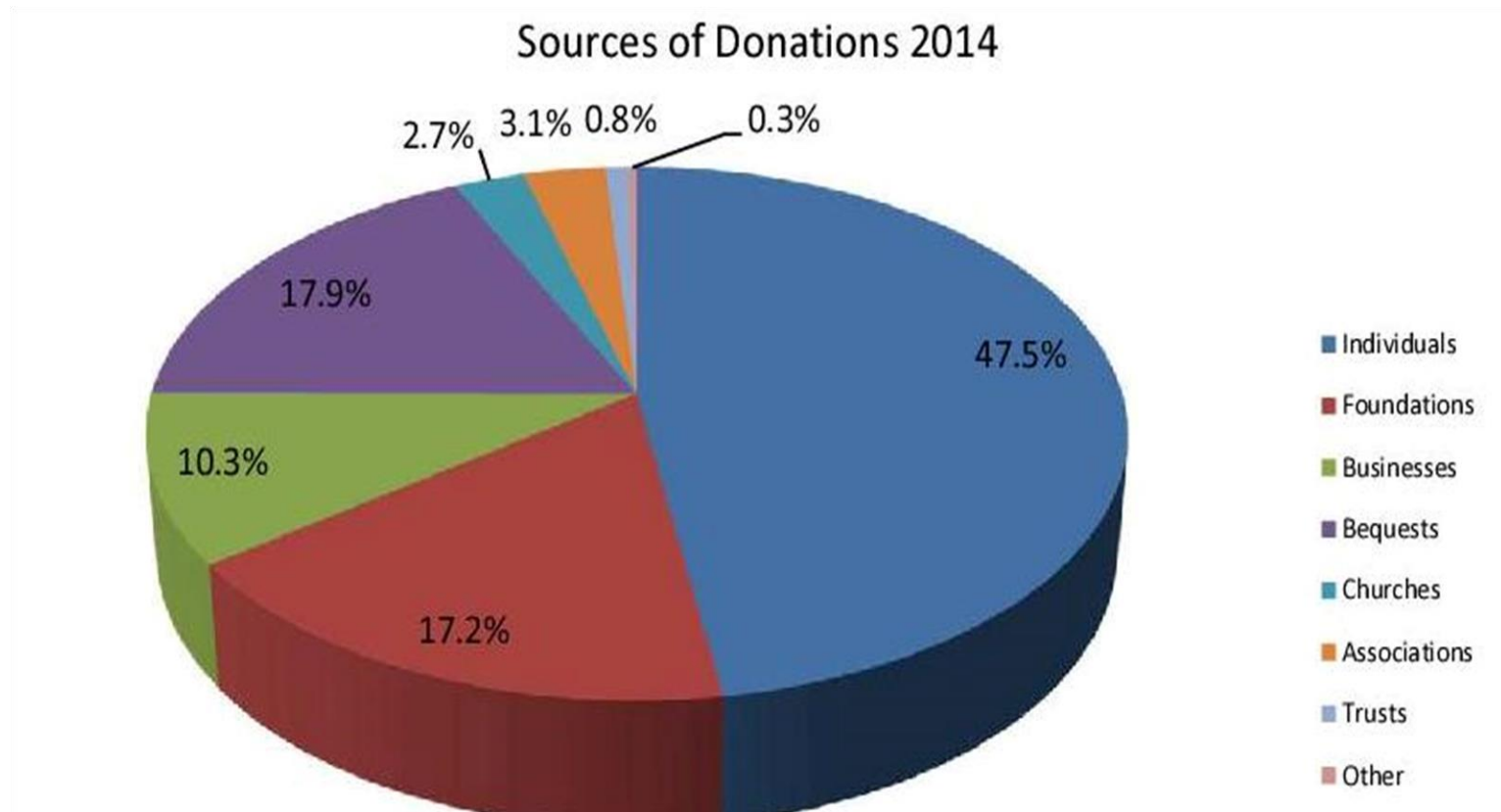
Becky
Juilee Acres Caretaker (Vol)

VOLUNTEERS

In addition to our paid staff (*many of whom are graduates of our programs*) there are more than 5,000 volunteers donating more than **112,000 hours of service** each year which equates to more than **56 full time employees.**



- **Annual operating budget is \$5.3 million**
- **It is all raised privately without any city, state or federal monies**
- **We are not a United Way agency**



ON OUR CAMPUS

- **A Residential Recovery Program for men and women**
- **A Tabitha Program for Chronically Homeless People**
- **Women & Children's Shelter**
- **Women's Emergency Shelter**
- **Men's Emergency Shelter**
- **Adult Learning Center**
- **Kitchen/Dining/Pantry**
- **Manna Food Distribution Ministry**
- **Distribution and Recycling Center**
- **A Free Clinic (medical, behavioral, dental, vision)**
- **Respite Care**
- **Staff Housing**
- **Graduate Housing**
- **A Hair Salon**
- **A Legal Clinic**
- **A Studio Arts Program (pottery and metal arts)**
- **Chapel**

Rescue Mission Main Building



Rescue Mission Women & Children's Center



Rescue Mission Distribution & Recycling Center





**The Rescue Mission
Free Clinic for the Homeless**

Rescue Mission Staff Housing





RESCUE MISSION
GRADUATE HOUSING
(18 units total)

OFF CAMPUS SITES

Jubilee Acres Camp/Retreat Center



Rescue Mission Thrift Store



Rescue Mission Shop, Gallery & Cafe

Second Helpings

Shop-Gallery-Cafe

2nd
helpings
FINE METAL BUSINESS



DEVELOPMENT PORTFOLIO

Mission Tours

Direct Mail

Major Gifts

Business

Events

Grants

On Line Giving

Planned Giving

 **Earned Income Practices**

DISTRIBUTION AND RECYCLING CENTER



INDUSTRY - RECYCLABLES

<u>ITEM</u>	<u>POUNDS</u>	<u>SALE AMOUNT</u>
Recycled Plastic	320	No Revenue (yet)
Recycled Pallets	199	209.00
Recycled Electronics	13,023	445.19
Recycled Cardboard	41,122	584.57
Books		1,639.69
Recycled Metal	29,759	3,695.92
Recycled Textiles	384,214	<u>96,433.14</u>
		\$103,007.51

THRIFT STORE

**Retail Sales:
\$493,238**



2nd HELPINGS SHOP

**Retail Sales:
\$556,493**

**E-Bay Sales:
\$64,500**



2nd HELPINGS GALLERY

**Gallery Sales:
\$79,482**



2nd HELPINGS CAFÉ

**Café Sales:
\$395,309**



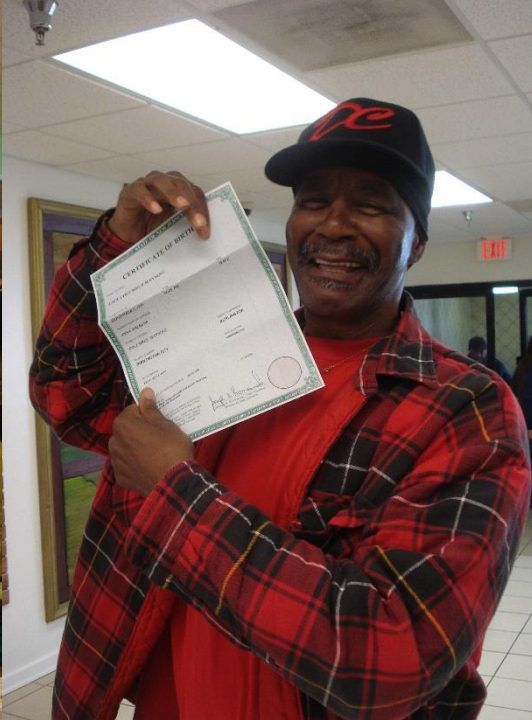
EARNED INCOME PRACTICES

- **Do not let the earned income activity become the main mission.**

“Don’t let the “tail wag the dog.”
- **Make sure the earned income activity compliments the main ministry. We use ours to help distribute goods to those with economic challenges and as a skills training site.**
- **Let the ethics of the organization inform and dictate the ethics of the earned income practice.**

- **Count all the costs.** Many will look at the hard costs of rent or utilities or product, but there are other costs. How will the new practice impact staff, volunteer base, attention of leadership.
- **All earned income practices involve some risk.** How much risk can the organization afford to take?
- **Timing is important.** It may have been a good idea or perhaps it will be a good idea—but the real question is -- is it a good idea today?









OBSTACLES AND OPPORTUNITIES (OUR THEME FOR 2015)

- Every opportunity has an obstacle and every obstacle is an opportunity.
- We have to be intentional about seeing both.
- Create a culture where everyone is encouraged to dream.
- Ask “how” you can rather than focusing on why you “can’t.”
- Think “could” instead of “should.”
- Lead by example.
- Welcome others in.
- It’s ok to be in trouble----as long as it is for the right reasons.
- Let your mistakes educate you. (There are 25 more letters in the alphabet if Plan A doesn’t work.)
- Persevere. (Keep showing up.)