



**WATER STREET  
MISSION**

# 2025 Annual Report

**Standing Together**



# A Journey of Your IMPACT Over the Past Year

## NOTE FROM Jack

This past year at Water Street Mission was shaped by faithfulness in ordinary moments and some not so ordinary as well. In 2025, beds were prepared night after night, meals were served, life coach meetings continued day in and day out, but also The 12 & 1 Center opened its doors, Teen Haven expanded its programming, and children at Wonder Academy stepped into the school's first permanent home in 30 years.

None of this happened in isolation. It happened because people like you chose to stand with us to care for our neighbors experiencing poverty and homelessness. Thank you for your generosity, your prayers, and your steady partnership in this work.

Our goal of fully living out Isaiah 61, walking along those experiencing marginalization so they can become restorers of our community, continues to become more of a reality with each passing day. In this annual report you'll see how our Reframing Restoration campaign is helping make this happen. We hope you enjoy it as much as we enjoyed making it.

Once again, thank you for walking with us as we do this work. We wouldn't be here without you.

In His Service,



**Jack Crowley**  
President | Water Street Mission



**1,181**

Nurse Care Management meetings took place



**77,240**

Meals served to guests in our dining hall



**47,264**

Nights of shelter provided



**1,370**

Volunteer nurse and physician hours logged



**1,902**

Social Worker and Life Coach meetings



**4,818**

Total medical visits to Water Street Health Services



**809**

Behavioral Health visits

# Ongoing IMPACT

**389**

Dental and hygiene appointments



# 2025 Highlights

## Mission Impact

**350**

Unique men who stayed with us in 2025

**248**

Unique women who stayed with us in 2025

**114**

Unique children who stayed with us

## Next Generation Impact

**3,591**

Teen and elementary student participations in Teen Haven programs

**130**

Young Adults participated in Compass programs

**91**

Unique students attended Wonder Academy over two academic years

## Community Care

**20,625**

Food pantry visits over the year

**202**

Chapels held

**1,361**

Donation pickups by our truck team

# REFRAMING Restoration

*who are weary*  
*will go*  
*Matthe*



Reframing Restoration is our capital campaign focused on building pathways beyond crisis. Through housing, education, outreach, and next-generation care, we are investing in spaces where healing can continue, and growth can deepen. These initiatives create stability today while shaping stronger, more hopeful futures for our neighbors and community. Thanks to your continued support, we were able to launch many initiatives in 2025, and we wanted to take the time to highlight those for you.

While fundraising for the campaign continues, there is exciting news to share...



# INTENTIONAL Communities

## Problem

For many women completing our Residential Program, the hardest step comes after completion. Without stable, supportive housing, progress can stall. Isolation, financial strain, and limited community make it difficult to sustain healing. Too often, neighbors ready for independence lack the relational foundation needed to keep moving forward.

## What Happened This Past Year

Intentional Communities aim to foster a Christ-centered and supportive transitional living environment for individuals who have completed our Residential program. Construction and program design for our first Intentional Community began over this past year. This home is intended for women ready for the next step—offering structure with flexibility, independence without isolation, and Christ-like community rooted in mutual encouragement. Here, growth will continue through connection, responsibility, and shared life.

## Program Elements

- **Stable housing designed for women** Residential Program
- **Shared rhythms that encourage accountability**, growth, and healthy independence
- **Built-in community reducing isolation** during critical post-program transitions
- **Ongoing staff support** for individualized goals, fostering long-term spiritual, social, and financial stability.

# IMPACT: Veoniss's Story



**They've taught me that staying isolated isn't really what I need to do.**

After the death of her sister, Veoniss came to Pennsylvania carrying deep grief, depression, and years of isolation. When she arrived at Water Street, she felt broken and unsure of what came next.

Over time, through counseling, classes, and relationships with life coaches and others around her, Veoniss learned she didn't need to stay isolated. With support and community, she began healing, growing more confident, and taking steps toward work and stable housing.

## Future Plans

- **Open our first Intentional Community home** for women program graduates
- **Expand housing options** supporting long-term stability beyond residential care
- **Build sustainable community models** rooted in accountability and belonging



# NEXT

# GENERATION Teen Haven

## Problem

Many students carry deep distrust toward adults, faith, and institutions shaped by past hurt. Academic struggles, unstable environments, and emotional barriers can limit hope. Without consistent, caring relationships, young people often disengage—believing no one truly sees them or expects good things for their future.

## What Happened This Past Year

Throughout 2025, Teen Haven met students where they are—inside schools and community spaces—through consistent presence and earned trust. By building relationships over time, staff offered mentorship, encouragement, and space for honest questions about life and faith. Transformation happens slowly, rooted in relationship rather than pressure.

Additionally, this year we expanded the Teen Haven program and building to include elementary students so we can reach our teens at a younger, more impressionable age. We completed the renovation to accommodate the added students over the summer.

## Key Elements

- **Consistent school-based presence** through trusted partnerships like School District of Lancaster
- **Relational mentorship** centered on listening before leading
- **Safe space** for students to explore faith honestly
- **Long-term engagement** rather than one-time interventions
- **Growth and leadership training** to equip students for their future after graduation
- **Designed environments** that communicate welcome and respect

# IMPACT: Deric's\* Story

When a Teen Haven staff member first met Deric, he was guarded and dismissive, unsure why anyone was showing up at his school or what they wanted from him.

As Teen Haven staff kept showing up, trust grew through consistent presence. Deric began opening up about his life, his questions about faith, and his complicated relationship with church.

Now, he seeks out Teen Haven staff when they visit, asks honest questions, and works through the tough things he wrestles with each day. What began as resistance became connection—and growth followed.

## Future Plans

- **Expand school partnerships** to reach more students consistently
- **Increase mentorship capacity** for deeper relational impact
- **Develop next-phase programming** for older students

*\*name changed to protect identity*



# The 12&1 CENTER



## Problem

Neighbors experiencing poverty often face barriers to basic needs like food, and connections, often taking a toll on their sense of dignity. Traditional assistance can feel transactional, impersonal, or overwhelming. Without welcoming spaces designed for relationships, people may receive help, but still feel unseen, isolated, or hesitant to return when needs arise again.

## What Happened This Past Year

The 12 & 1 Center was finished in 2025 through the Reframing Restoration campaign, created as a place of welcome—where groceries, meals, and resources are shared through relationship. Designed to feel dignified and accessible, it invites neighbors into a community where care is personal, choice is honored, and connection grows alongside practical support.

## Key Elements

- **Dignified, choice-based food** access through the 12 & 1 Market
- **Relational outreach** centered on hospitality, not transactions
- **Expanded space** for classes, conversation, and connection
- **Central hub** connecting neighbors to additional support services
- **Designed environments** that communicate welcome and respect

# IMPACT:

## Launching The 12&1 Market



**“It’s about more than groceries, it’s about community.”**

**Kenny Bowman**  
Outreach Director

On opening day, neighbors stepped into the 12 & 1 Market with curiosity—and relief. Instead of a line, they found shelves. Instead of being handed a box, they were invited to choose.

Kenny, our Outreach Director, watched conversations form between staff and neighbors as groceries were selected. The space felt different—calmer, warmer, human. What began as food distribution is quickly becoming a connection point, restoring dignity and reminding neighbors they are seen, known, and welcome.

## Future Plans

- **Expand market capacity** to serve more neighbors weekly
- **Provide case management support** through The 12&1 Center
- **Strengthen volunteer engagement** within outreach spaces





# WONDER ACADEMY

## Problem

Many children facing poverty in Lancaster enter school already behind. Trauma, frequent moves, and stress can impact learning and confidence. Without consistent support, small academic struggles can quickly feel overwhelming—leading children to believe they “can’t do it” before they’ve had a real chance.

## What Happened This Past Year

This past year, Wonder Academy started a new chapter in the old St. Joseph school in Southwest Lancaster. With a permanent space for the first time in 30 years, Wonder Academy was able to provide high-quality early education paired with enhanced care, patience, and encouragement. Teachers continued to meet children where they are, creating safe spaces to try, fail, and try again. Through stability and relationships, children built confidence in 2025—learning not just academics but also resilience, trust, and joy in discovery.

## Key Elements

- **High-quality early education** rooted in stability and consistency
- **Trauma-informed classrooms** fostering safety and confidence
- **Individualized learning** with small classrooms
- **Strong family partnerships** supporting long-term success
- **Faith-shaped care** expressed through biblical lessons

# IMPACT: Matthew's\* Story



**I can do it.**

**Matthew**  
Wonder Academy Student

Matthew had reached a breaking point with reading. He shut the book and said, “I can’t do it.” He had spent some time without a home, only the care of his loving single mom.

His teacher didn’t rush him—she leaned in. With encouragement, he tried again and read two full sentences on his own. His eyes widened in surprise. Moments like that matter. Today, Matthew is thriving in kindergarten, and his mom is in her own home. Tiny victories are shaping a whole new future.

## Future Plans

- **Expand classroom capacity** to serve more families
- **Increase early literacy** and family engagement initiatives
- **Strengthen long-term educational support** partnerships

*\*name changed to protect identity*





# Additional Core Programs

Even as new spaces and initiatives moved forward through our capital campaign, the everyday work of Water Street never paused. Throughout 2025, core programs continued to meet needs, offer support, and provide consistent care across our campus.



## Career and Financial Services

Equipping neighbors with job readiness, financial skills, and confidence to pursue sustainable employment and long-term independence.

**870**

Career and Financial Service meetings were held in 2025.



## Recuperative Care

Providing a safe place for those experiencing homelessness to heal after hospital discharge, reducing readmissions & restoring dignity through medical respite care.

**23**

Unique patients were served in 2025 in our pilot Recuperative Care Program.



## Family Engagement

Walking alongside families with resources, encouragement, and support that strengthens stability, relationships, and long-term flourishing.

**1,479**

Family Emergency Shelter nights provided in 2025.



## Pastoral Care Team

Offering spiritual support, prayer, and compassionate presence for guests and neighbors in our community.

**185**

total attendance of Pastoral Classes or Workshops in 2025.



## Santiago Social Hall

A welcoming gathering space for connection and community. Significantly, over half of shelter guests, often in survival mode, chose to engage here, a steady increase from last year.

**52%**

of Emergency Shelter guests connected with Santiago Social Hall.

# Thank You for PARTNERING With Us



Because of your generosity, neighbors found shelter, students found mentors, families found stability, and communities found space to grow. You are part of what makes restoration possible—not just for individuals, but for whole futures. As we look ahead, we invite you to continue partnering with us. Your support helps ensure that those who are restored can become restorers themselves, strengthening our community for generations to come.



**EVERY DOLLAR  
MAKES A  
DIFFERENCE**

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