

Restored *to be* Restorers

ANNUAL REPORT
2015-2016



WATER STREET
MISSION



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Restored to be Restorers

By *Charquè Bacon*

There's a hopelessness that can take over
like a dark cloud,

And strike like thunder that's so loud,
you can hear it from miles out,

It can toss you like the waves in the ocean,

Until your life is a mess filled with
chaotic commotion,

The type of stress that can make you feel like
you're under the weather,

You're trying to gather your thoughts but you
can't get it together,

And before long it's like you're broken
in pieces,

Trying to find the right words instead you're
standing there speechless.

“ There's a hopelessness
that can take over like a dark
cloud, ”



*But what happens when a new voice comes
to light,
A voice that strengthens the weak and brings
hope through the night,
To assure, to the poor, that they don't have to
carry that ton,
And that the once broken-hearted can have
chains come undone,
As that voice shares the joy of a new day
to come,
Because of a victory, years ago, that has
already been won.*

**“ A voice that strengthens the
weak and brings hope through
the night, ”**



*And... no one's to say getting past the past
would be easy,*

*It's one heck of a journey and a hard one
believe me,*

*But there's developing growth and becoming
equipped,*

*With the knowledge to sow a new seed and
to give,*

*Gaining awareness of skills and the gifts that
you have,*

Letting go of the old as you gain a new path,

And a new form of hope plays out and begins,

It's as if you're becoming a new person again,

*That once hopeless person is now rooted and
grounded,*

*Faith stronger than ever even you are
astounded,*

*At the crown of beauty that's been replaced for
those ashes,*

*As you remember a time thinking, you'd never
get past this,*

The oil of joy scents your mornings,

No more despair and no more mourning,

Breathing in the freshness of a new start,

*Reflecting on giving back and doing
your part.*



*Now you see the world through a new set
of eyes,
Through the blood on the cross and
resurrection of Christ,
You've been made whole and made complete,
and you see those who've met defeat,*

*So now you're anxious to help out and meet,
them where they are in need,*

*The desire to make a difference is dwelling
within your soul,*

*It weighs on you in your heart and it's
something that you know,*

*You want them to experience the same thing
that you have felt,*

*It's deep inside you to see the oaks of their
righteousness come out,*

*By doing this you know it will be for the
splendor of the Lord,*

*And the power it will have will be sharper
than a sword,*

*So you develop new relationships with these
other broken people,*

*And you don't view them any less, no, you see
them as your equal,*

*And you pray with them, and grow with them,
and fellowship together,*

*And as your bond becomes more real,
the chain reaction's
getting better.*



*You see there's a trend that has been started,
When the hopeless and the broken-hearted,
Decide that they are going to be helpers to the
hopeless and broken-hearted.*

*Darkness cannot win, ancient ruins can be
built back up, but how can all this happen?*

Simple - They will know us by our Love,

*The time has come for us to be a part of
something more,*

*We were restored so that we could then
become restorers. ●*

***“ We were restored so that we
could then become restorers. ”***

John's Story

An alcoholic by the time he was 15, John sold drugs and was incarcerated before winding up at the Mission.

John is currently a Life Coach at Water Street, which he describes as the "best job in the world." Every day John uses his past experiences and perspective of being "on the other side of the fence now." John is happy that he has the testimony to be able to tell people, from experience, that with God, all things are possible. ●



A Message From The President

Restored to be restorers is more than just a slogan. At Water Street Mission, that phrase embodies the journey we believe all of us are on. Our staff is here because we have personally experienced the restorative work God does in an individual's life. Our volunteers and financial partners give because they have experienced restoration and want to help others. And each day we have the privilege to see Jesus begin that work again in the lives of our guests.

Even in the most difficult circumstances and the most broken lives, Jesus can bring healing, hope, and good news. At Water Street, we provide each guest with an environment that communicates both hope and dignity when they sometimes can't find it in themselves.

This year we were blessed with the support of the community in helping transform the physical environment of the Mission to help further celebrate the value our guests were created with.

“We continue to rely on the funding from our community rather than the government.”

- Women's residential dorms were all improved with the help of dozens of churches and small groups.
- Calvary Church transformed all of our men's residential dorms in a single weekend.
- Our Access Center is now a warm and welcoming lobby for those seeking help.
- The 7-day Mission Makeover of our dining hall and kitchen was made possible by the remarkable support of Lancaster churches, businesses and individuals.

In addition to the physical improvements, we continue to refine our new program model to create an environment where healing and restoration can take place. The individualized focus and relational



approach has led to more of our guests choosing to actively engage in working with a life coach.

We've expanded and deepened our partnerships across all of our ministries, including Teen Haven and Wonder Club. Partnership with churches and other non-profits help us provide greater expertise and breadth of support to our guests and students in their restorative journey.

As we build these partnerships and gather the resources needed for our work, wise stewardship is a priority. God has blessed Water Street with generous financial partners who have enabled us to improve our facilities and ministry models. We continue to rely on funding from our community rather than government. The guidance and accountability our Board of Directors and Board Committees provide ensures that Water Street staff maximizes the impact of every dollar we receive.

We are so grateful for all the individuals, churches, businesses, and non-profits that partner with us to ensure that “restored to be restorers” continues to embody what we do. Through their support, and the work of God's spirit in the lives of our guests, we can celebrate the many who have embarked on the journey from brokenness to oak of righteousness to restorer. ●

Blessings,

Jack Crowley
President





On a crisp fall day, Rick Rutter checked in at Water Street Mission. He had walked out on his wife and young son 16 months earlier to live a life on the streets, but guilt had become a heavy load. “I was at the end of everything,” Rick said.

“I saw Jesus lived out in the lives of the staff and volunteers, and I saw something different.”

Although he didn’t want to wear the label of ‘homeless’, the Mission was right where God wanted him. “I saw Jesus lived out in the lives of the staff and volunteers, and I saw something different,” Rick said. A month later, he surrendered his life to Christ.

That was 24 years ago. As Rick has been faithful to God, God has been faithful to him, gently restoring his life. Today, Rick is the Executive Director of the Southern New Hampshire Rescue Mission, the father of eight and has been happily married for 19 years. ●



Our Whole-Person Model And Approach

Every life is unique and all who come through the Water Street Mission Access Center have their own individual stories, needs and brokenness that have brought them to this place. Many —perhaps most—are simply seeking a meal, or overnight shelter, or medical help. In all cases, we serve them with love, grace and authenticity while beginning to assess their needs and present the opportunities for true restoration.

Whether it is when they first seek shelter at Water Street, or whether they have left and returned, many guests experience renewed hope and awakened desire for addressing deeper needs. They become ready to actively work with a case manager and life coach. These guests embark on a journey of true renewal to experience restoration with God and become contributing members of the community.

With Spiritual Health at the core, Water Street's Whole Person Model seeks to address the eight dimensions of health to help every guest move beyond their individual challenges and address issues that could prevent them from a successful and sustainable re-entry into the community.

Guests who dedicate themselves to this process put themselves in a position where God can not only restore them, but equip them to be restorers of others (Isaiah 61). ●



“ Water Street has a state-of-the-art dental clinic where they offer dental services to those in need. I'm a member of the local dental society and I knew that they were in need of volunteers to provide dental care. That's why I'm here and I bring my entire team.

“...they have looked myself and everyone of my team members in the eye, and thanked us for being here... That makes us want to come back.”

We had a patient who broke his front tooth and we were able to make it look new again. He was thrilled and had a smile when he left. I feel good that he has more confidence and is able to do what he needs to at work. We also just repaired a tooth for a woman who needed it fixed so her denture would stay in.

I find peace in the gift that I'm giving. All of the staff and patients have been gracious here. They've kept their appointments and they have looked myself and every one of my team members in the eye, and thanked us for being here today. That's huge. That makes us want to come back.” ●

—Dr. Laura Harkin DMD



Mission

Our purpose is to advance the kingdom of God through the gospel of Jesus Christ and do missionary, relief, and rescue work of all kinds.

Core Values

- 1 | Dependence Upon God**
We look to God as our source of vision, provision, and transformation.
- 2 | Partnership With The Community**
We desire to team with others in caring for the poor.
- 3 | Grace As Our Model**
We demonstrate God's love in the context of personal responsibility.
- 4 | Service To The Church**
We exist as a resource of and in service to the Body of Christ.
- 5 | Authenticity In Relationships**
We minister with sincerity to everyone because each is a priority to Christ.

...They will be called oaks of righteousness, a planting of the Lord, for the display of his splendor.

Isaiah 61:3



At 53, Craig found himself at Water Street with no job, no money, and nowhere left to go. His struggle with alcoholism had taken everything from him.

Craig applied himself at Water Street – graduating from the Life Recovery Program for his addiction, dealing with anxiety and stress issues, taking business classes online through the Enrichment Center, and getting spiritually re-established.

Today, Craig is back into a place of his own. He’s producing music and has a renewed vision for his life. Without the help and guidance he received at Water Street, Craig says he would be in a totally different place right now. ●

“Water Street is a wonderful asset that other counties don’t have... it’s changed my life for sure.”

Water Street's Rescue and Renewal services are the front line of intervention in a guest's life — Providing a bridge to further programs and coaching to help bring about complete restoration.



Born in Lancaster, Christina, a single mom, had a difficult time keeping a job due to the erratic demands of her son's autism. Homeless, she spent days trying to find someplace to sleep for the night. When that didn't work, the park was the only option.

“All the staff came and hugged me and said, ‘It’s okay. You’re good now. You’re okay now.’ ... This place really changed me.”

One frigid evening, Christina was laying on a bench and it started snowing. Her kids were cold and huddled up, trying to keep each other warm. She woke them up at 3 in the morning and came to Water Street.

Experiencing this kind of love and protection inspired Christina. She started going to church and classes. She took advantage of all Water Street had to offer in order to secure a job and sustainable housing. ●

Our Women and Children's program is designed to employ our Whole Person Model to meet the unique needs of families. From providing childcare while Moms work or attend classes, to helping children cope with what could otherwise be a traumatic time in their lives, we are constantly adapting and improving our service to these precious guests.



Having lost his health insurance and without being able to afford his medications or good nutrition, Shawn's health deteriorated and he had a stroke – preventing him from working.

With no income, no health insurance, and a very serious health condition, Shawn came to Water Street Health Services in need of hope and healing.

The doctor helped Shawn get on the right medications and together they developed a long-term health and life management plan.

Shawn is feeling much better and more energetic. He looks forward to getting back to work and giving back to Water Street and the community. ●

“I don't know what I would have done if I hadn't found Water Street.”

Water Street Health Services includes a full medical and dental facility, as well as behavioral health counseling, to address core physical and emotional issues of our guests.



With the educational level of guests ranging from fourth grade to graduate school, Water Street Mission's Enrichment Center fills a vital role in holistic restoration.

“Next to my walk with Christ, the Enrichment Center is the best thing about this place.”

Beyond a typical “career center” that focuses solely on improving employability, our Enrichment Center offers Bible studies, personal and life skills classes, as well as GED completion and access to online college courses.

One guest, Jeff, had dropped out of school and given up on learning. He had always felt overwhelmed, especially when it came to math. But, through the encouragement and patient tutoring from staff and volunteers, Jeff was able to attain his GED. Since then, he has gone on to graduate from Thaddeus Stevens and get a job in the HVAC trade. ●

The Water Street Mission Enrichment Center provides our guests with valuable resources to improve their education, create a resume, apply for jobs, and even take life skills and Bible classes. Beyond a computer lab, our caring staff and volunteers are there to assist guests and assist with tutoring when needed.



Tydeja is a beautiful, sweet, shy, funny girl who wants to be a Pediatrician. She has been a guest at the mission since last school year and became involved in Teen Haven during summer camp.

Upon hearing about the Princess Experience, she seemed uncertain, as if she doubted whether or not she was “Princess” material. However, she was the first to register for this amazing multi-week program designed to help teen girls understand their true identities in God.

“Through the Experience, she emerged from her shell and now continues to freely discover more of who she is in Christ.”

Throughout the Princess Experience a more confident Tydeja was revealed. She shopped with other girls (which had previously made her nervous) and began helping others after she found her dress. She even made an appearance on WJTL radio with Lisa Landis, sharing what she loved about the Princess Experience. Through the Experience, she emerged from her shell and now continues to freely discover more of who she is in Christ. ●

Teen Haven helps launch teens from the city into a life of leadership and purpose. We provide a healthy community to thrive in and mentor youth to become leaders in their city, churches, and schools.



“Wonder Club has strong academics and teaches kids from a Christian point of view. That’s why we decided to have our child attend. We’ve raised her in a church, but want to have her in that environment all the time. We’ve seen such a change in her. All those years we had her in Sunday school, she never came home singing songs about Jesus or God. Now, pretty much every day she goes to bed singing the songs she learns in school. She can recite scripture which is really awesome, and she has good friends. It’s been a great experience for her. We’re very thankful for Wonder Club.” ●

— **Kevin** | Wonder Club Parent

“I think Wonder Club is a real blessing because it puts your kids in a smaller, private school setting. It can cost a lot, even as a working family. I appreciate how they have worked with us so we could have our kids here, and for all the people who donate to make it possible. It’s so awesome to have a program like this – with teachers who really care about the students and show them so much about the gospel. When our kids come home, they’re fired up. If my stomach hurts, they want to pray. If my head hurts, they want to pray. We love Wonder Club.” ●

— **Carlos & Lakisha** | Wonder Club Parents

Wonder Club Early is an early learning environment for children in families that cannot afford traditional Pre-K and Kindergarten classes. Daily classes promote language and number readiness skills, crafts, music, large and small motor development skills, and social skills.



Bob Stoner was only 7 when his father left his family. While his mom worked hard as a teacher to provide for Bob and his two sisters, she was concerned that they would not be able to make it through the summer months without a paycheck. They were all afraid their family would have to be broken apart.

Bob remembers an Elder from their church visiting their home. He overheard the man presenting his mom with a check for \$500. This made it possible for them to stay together.

That made an indelible impression on Bob. He knew that people were caring for him and he wanted to find ways to give back. True to his intention, Bob became characterized





by generosity. While he made a good living through his teaching career and ownership of a custom furniture shop, Bob would never have been considered a rich man, but he was an excellent steward of his finances.

“In his last decade, Bob continued to give, not only financially, but physically as well. Bob was a wonderful volunteer. He served our Lancaster community through Water Street’s Outreach Center every Tuesday for over ten years”

In his last decade, Bob continued to give, not only financially, but physically as well. He was a weekly volunteer in Water Street’s Outreach Center. He set up a charitable trust in order to help support Water Street Mission. He loved the idea of helping those experiencing the hardest times in their lives ... times like the one his family went through.

Bob went home to be with the Lord on August 24, 2016. Because of his giving, his legacy will live on as individuals and families find hope and restoration at Water Street Mission. ●

Our Outreach Center provides a food pantry of fresh and packaged goods for our often overlooked Lancaster neighbors, many of whom represent the working poor who fall below the poverty line.



3,700
Volunteers



31,473
Hours of
Volunteer
Service

1,228,927
Pounds Of
Food Donated



646,550
Pounds Of Donated Food
Distributed Through
Our Outreach Center

11,388 Individuals
Who Received Donated
Food Through Outreach



579,377
Pounds of Donated Food
Used In Our Kitchen

148,000
Meals Served In
Our Kitchen

1,947
Unique
Individuals
who received
clean clothing



15
Number Of Teens
Who Participated In
Leadership Training



60
Number Of Volunteers and
Students from Teen Haven
who participated in
the City Wide Cleanup



85
An Average of
Teens Who Actively
Participated In
Teen Haven
Every Week

64,000+
Individual Nights of
shelter provided



13
Young Ladies Were Part
Of The Princess Experience



WATER STREET MISSION

Contributions/Expenses

Total Revenue

Total Expenses

Other 2.26%

**Investments & Trusts
5.40%**

**Non-Cash
Contributions
25.33%**

**Cash
Contributions
55.27%**

**One-Time
Restricted Donation
11.74%**

\$10,663,910

**Fundraising
14.7%**

**Administrative
6.9%**

**Program
78.4%**

\$8,977,896



1,808
Medical Visits

388
Medical Patients



1,376
Dental Visits

380
Dental Patients

372
Open Door Visits

69
Open Door Patients
(Spiritual guidance
as part of a holistic
wellness Program)



TOTAL NUMBER OF VOLUNTEERS



23
Physician
Volunteers



16
Nurse
Volunteers



11
Dental
Volunteers



12
Dentist
Volunteers



6
Office
Volunteers



11
Other
(Open Door,
Dieticians,
Physical
Therapist)

WATER STREET HEALTH SERVICES

Contributions/Expenses

Total Revenue

Total Expenses

Other 0.05%

Non-Cash Contributions
21.99%

Cash Contributions
15.87%

Related Organizations
62.09%

Fundraising
13.8%

Administrative
4.4%

Program
81.8%

\$1,164,470

\$1,290,930

Leadership



Jack Crowley
PRESIDENT



Colleen Adams
VP OF PROGRAMS



Cathie Kearsley
DIRECTOR OF HUMAN RESOURCES



Greg Kessler
EXECUTIVE DIRECTOR OF HEALTH SERVICES



Jon Eisenberg
VP OF ADVANCEMENT



Marjorie Wilcox
VP OF FINANCE AND OPERATIONS

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CENTERVILLE DENTAL

Marlin Thomas
WILLOW VALLEY ASSOCIATES



Ways To Help

1 | INVEST YOURSELF

Pray for our city, our guests and former guests, volunteers, financial partners, and for our staff and families

Volunteer – Come serve and connect directly with our guests

2 | INVEST YOUR INFLUENCE

Invite others to discover more about Water Street through wsm.org, a campus tour, or an event.

Like our Facebook page ([FB.com/WaterStreetMission](https://www.facebook.com/WaterStreetMission)) and share posts that your friends may like or be inspired by.

3 | INVEST YOUR RESOURCES

Help provide for the ongoing needs of our guests at Water Street Mission through a financial donation or gift of stock or property.

Prayerfully Consider becoming a **Sustaining Monthly Partner** to provide a stable financial base for Water Street.

Become an Event or Corporate Sponsor.



About Water Street Mission

Since 1905, Water Street Mission has been providing an environment of hope and healing where Lancaster County's hurting men, women and children can find rescue, renewal and complete restoration with God. In addition to providing food, shelter, medical, dental and behavioral care for individuals and families experiencing homelessness, Water Street provides groceries and clothing to those in our community who are living in poverty. Water Street Mission also seeks to empower young people in Lancaster through our Wonder Club pre-K and Kindergarten, as well as our Teen Haven youth leadership programs. Water Street Mission is a non denominational 501(c)(3) organization.

Contact Us

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Visit wsm.org/partnerships to see the list of Foundations, Community and EITC Partners



Water Street Mission is a member in good standing of the Evangelical Council for Financial Accountability (www.efca.org). EFCA is an accreditation agency dedicated to helping Christian ministries earn the public's trust through adherence to "Seven Standards of Responsible Stewardship."



Water Street Mission is a certified member of the Association of Gospel Rescue Missions (www.agrm.org). The AGRM exists to proclaim the passion of Jesus toward the hungry, homeless, abused and addicted, and to accelerate quality and effectiveness in member missions.