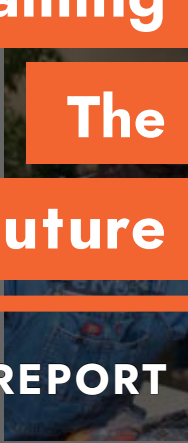


Reframing

The

Future



2023 ANNUAL REPORT



WATER STREET MISSION



*“I love the fact that  
we are challenged  
to believe who God  
says we are, not  
who the world tells  
us we are.”*

*Water Street Mission Guest*

# Reframing The Future: A Look Back at 2023

When I look back at 2023, I see a year filled with reframing. We helped those who can't afford a home or groceries find stable jobs and housing. We saw guests reach deeper places of healing and experience restored relationships and independence. And we did all this with the goal of seeing them live out a brighter, reframed future.

For these outer changes to take place, we first needed to see inner transformations occur. It starts with a hope that the future can be different, and it grows into a faith that all things are possible. Finally, these changes end with the realization that God has moved in ways we never expected.

As we end 2023 and move into a new year, I want to remember that what we see as certain, isn't always what God has in store. He's using each and every one of us to make something new and unexpected. I'm proud to share this Annual Report with you, and to thank you for being a part of *Reframing the Future* for Lancaster, Water Street Mission, and those we serve!



A handwritten signature of Jack Crowley in blue ink, written in a cursive style.

**Jack Crowley**

*President, Water Street Mission*



# Stepping Into A Brighter Future

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Burlin spent 25 years spiraling down into addiction, hooked on cocaine. It was so severe that he grew to see jail as a “refuge from the streets.” Yvonne was struggling with bad relationship after bad relationship, mirroring the pattern of abuse that started from her father. Neither had any clue what God would do in their lives next.

Yvonne and Burlin came together while on their journey at Water Street Mission. They both learned how to navigate their lives while in our residential program and decided to become a couple after leaving.

From there, it was nothing but unexpected blessings. Today, they’ve been married for over a decade, own their own home together, and even give back by volunteering each week at Water Street.

**Their future was nothing like they predicted it would be, it was renewed and reframed by their Water Street experience, allowing them to step into lasting restoration.**



***“Me and Yvonne came on these mission grounds without a dime in our pocket. I was incapable of running my life. And I came here, and I was obedient to what God wanted me to do, and this mission program, and He seen fit to bless us with our own home.”***

***Burlin, Former WSM Guest***





# 2023: A Year Of Reframing



**2,147**

Unique Neighbors received groceries at our Outreach Center



**55**

Children stayed at Water Street



**541**

Adult guests stayed at Water Street



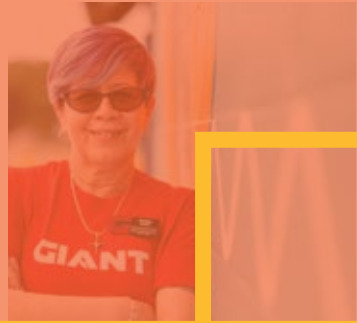
**23**

Guests got new jobs





**45,383**  
Nights of shelter  
in 2023



**85,211**  
Meals served  
in our dining hall



**314**  
teens, kids &  
young adults  
connected with  
our Next Gen  
ministry



**3,619**  
Life coach &  
social worker  
meetings took  
place



**For Water Street Mission  
& Lancaster**



# Rethinking Social Engagement



Santiago Social Hall finished its first complete year in 2023. Guests used this space to learn how to have fun and socialize in new ways, a departure from negative coping mechanisms. It's helped to create safe new habits, exemplify dignity, and spark joy, all key ingredients in motivating oneself to keep fighting.



8







# Over 130 events took place in Santiago Social Hall in 2023,

including an Art Coffee House, which takes place every other month. There, guests share personal poems and their own handmade artwork. Art is not only a positive mindfulness activity, but it helps guests practice vulnerability so they can engage more deeply in learning. This art was all made by guests, many of whom were experimenting with new mediums or self-expression through art for the very first time.

Over **80** open art studio hours were held in 2023

**51** Books were checked out in the last six months



**4,895** Guest check ins to Santiago Social Hall in 2023



**9**

# Reshaping Mindsets In The Classroom

As we work with men and women experiencing homelessness, classes are a powerful way we help our guests take a deeper look at themselves.

In 2023, **43** new residential guests created their own action plans to pick what classes they need, while dozens more continued forward on plans they already created. Classes cover a wide range of topics, such as life-skill classes like Faith and Finance and Smoking Cessation, to classes that answer deeper questions like Identity Matters and Safe People.

Regardless of the class, our goal is to help each person rethink how they look at each topic and themselves. These quotes are a few of the takeaways we've seen this year!



**Guests in the  
Residential  
Program take  
a minimum of  
**5**  
classes in less  
than 6-months**





*"Mindfulness helps us recognize what emotions are happening inside us in a tense moment and gives us tools to deal with them effectively and immediately."*

*"Faith and Finances are important... at ANY part of one's journey. I initially believed that taking THIS class at THIS point in my journey was self-defeating...I'm fully aware of the fact that I have NOTHING (at this point). I'm up to my eyeballs in debt...the immediate future looks BLEAK..."*

*Well, I'm glad to say that by the end of the class my outlook has changed...This class IS IMPORTANT... at ANY point in one's journey!"*

## **What Our Guests Learned In 2023**

*"God can be the cure from shame."*

*"One thing that I have taken from the classes is that we don't have to put on our mask. Be who you are. Let people know how you are doing in a safe way."*



# Teens Rewriting the Future

This year Teen Haven students had more opportunities to grow in science and technology. 3D printers taught students design while robotics activities helped them practice mechanical engineering and computer programming. During summer camp, **90 students also had the opportunity to learn hands-on from a local business using robotics.** In the end, we want students to feel equipped and confident about the decisions they will soon be making, decisions that will help rewrite the future of Lancaster!



*Teen Haven*

## Introducing Compass

Exploring young adulthood is hard, especially for those without a community. Whether working, studying in college, or beginning their family, Compass came alongside young adults to provide spiritual and practical guidance, so they can grow in the right direction.

Compass is the newest ministry to Water Street Mission and is already helping to **fill a gap for over 100 young people in Lancaster.** Here's one testimony of the impact it's making in a young person's life!

COMPASS





***“Nothing is written in a rule book, and becoming an adult may be one of the hardest things you do in life. Me personally, I’m 22 and a single mom. Compass never hesitated to welcome me in along with my 2-year-old daughter to every meeting and event. Knowing that I have somewhere that not only am I loved and encouraged to grow, but she is too, truly is what this is all about.”***

***Carissa, Compass Member***



***“Prayer is powerful because you get to make whatever they’re going through your top priority for one moment. You take time out to put their situation above anything that you’re going through.”***

**Kenny Bowman**

**Director of Outreach Services At WSM**

# Prayer At The Outreach Center

Recently a woman started to quarrel with another person in line while waiting for her weekly groceries. By the time she made it to collect what she needed for the week, she was filled with remorse, turning around to apologize. "You don't know the week I've had," she lamented.

Some of the volunteers heard her as she explained the situation she was in, and notified Kenny Bowman, our Director of Outreach Services. After he asked if they could pray together, she agreed and received groceries and prayer for the day. It's an important reminder that we are not simply here to give out food but to be the hands and feet of Jesus to our neighbors.

**In 2023, The Outreach Center became more able to focus on prayer and other support services, introducing it when appropriate for our guests.**



## Learning God's Name At Wonder Academy

God's Galaxy was this year's theme for Wonder Academy and its 47 pre-K and Kindergarten students. While lessons from the bible are always a big part of our school, this year we had a special focus on God's names, along with inspiring a fun interest in space! Thank you to our partners who helped us fill another year with learning and God's love for dozens of Lancaster City kids!

# Reframing The Impact of Water Street Health Services

Water Street Health Services is a place where hundreds of people receive free medical and dental care each year. But it's not just people experiencing homelessness who qualify, uninsured neighbors struggling with poverty receive services each day.

Just this last year, we've greatly expanded our efforts to get the word out about Water Street Health Services, **and in 2023 we saw a 30% increase in medical patients and a 110% increase in dental patients.**

Clearly, there is a great need for dental and medical services among our low-income neighbors that remains unmet. We'll continue to spread the word and expand our services in 2024.

We had  
**2,472**  
medical visits last year

Water Street Health  
Services taught  
**50** hours  
of health classes  
last year



**81**  
dressing changes  
were performed in  
the last 6 months



**971**

**Nurse Care Management visits took place in the last year**



**10** languages are spoken at Water Street Health Services including English, Spanish, Arabic, French, Creole, Russian, Ukrainian, Ethiopian, Egyptian & Cantonese

**334**

**fillings were performed at the Dental Clinic in the last 6 months.**

**54**

**dental cleanings were performed at the Dental Clinic in the last 6 months**

**We had**

**547**

**dental visits last year**

**174**

**patients were served at the Dental Clinic in the last 6 months**

**An average of 28 blood draws were performed each month for the last 6 months**



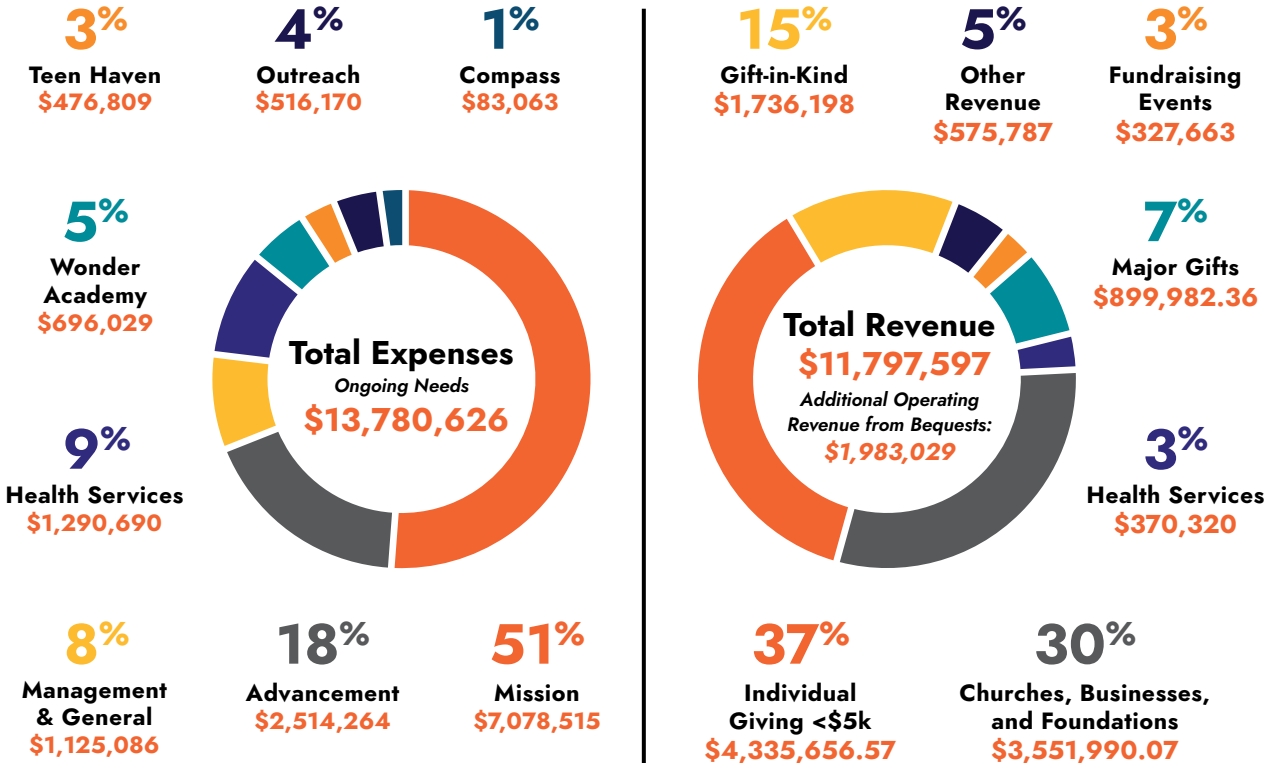
**62,676** pills were dispensed at Water Street Health Services last year

**22** Doctors volunteer at Water Street Health Services each year

# Fiscal Year 2023

The 2023 Fiscal Year, spanning from July 2022 to June 2023, brought forth various economic changes. We, like many missions across the country, felt the impact of inflation and an economic downturn, which led to decreases in contributions from many individuals, corporations, churches, and foundations.

**Thankfully, we were blessed to receive higher than expected bequest revenue of nearly \$3.4 million dollars.** Due to this, we were able to redirect a portion of those funds to meet our annual operating needs for the fiscal year.



# A Thank You From Our Staff



***“One of the guests, with tears almost welling up in his eyes, said ‘This is the first place where people have actually believed in me’.”***

***Janelle Kramer, Senior Life Coach***

***“Thank you to our partners for choosing Water Street, for choosing our guests, and for choosing our community.”***

***Luis Rodriguez, VP of Residential Life and Residential Ministries***

***“It’s been a joy to see students’ smiles as they engage with our programs. Thank you for all you do to contribute to Teen Haven.”***

***Ambria Brown, Director, Teen Haven***

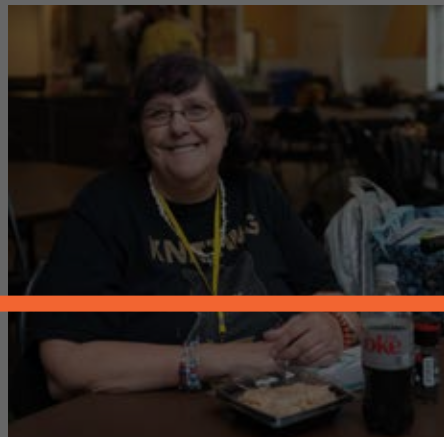
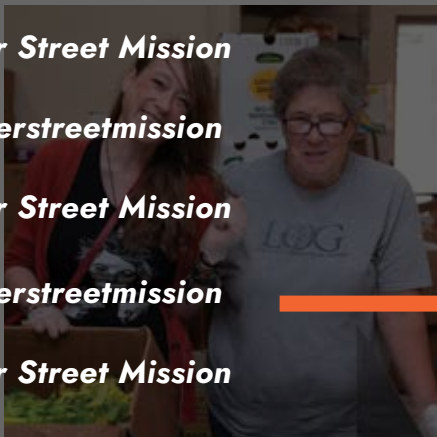
***“Every day is an exciting day here at Water Street. We’re able to provide so many meals to so many people here.”***

***Terence Reed, Executive Chef***

**As a partner you serve right alongside us.**



**Follow Us**



*Water Street Mission*



*@waterstreetmission*



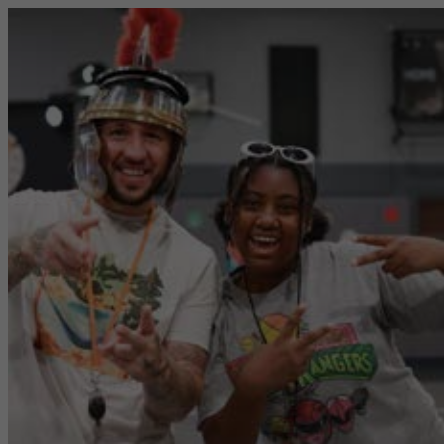
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