



2018 Annual Report

The More We Grow, The More We Sow, Seeds of HOPE!

These are exciting times for CityHeart as we move into a new stage of organizational growth and aspire to build on our key strengths to create a lasting legacy.

We are under new board leadership of Jane McGee-Rafal. The organization continues to grow in size, organizational structure and operations. Jane, a downtown resident, brings new energy, a wealth of experience, and a real passion for the people of the city.

We are recognized for our Vision to become the primary center of welcome and hospitality in downtown Dayton offering information, referral service, emergency assistance and HOPE to our neighbors on the margins of society.

We are cultivating new partnerships in program services to collaborate with existing organizations to offer the maximum benefit for the most vulnerable populations.

We are making connections, and making a difference in people's lives;
Sowing Seeds of Hope - One Person, One Family, One Household at a time!

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Special points of interest

- The Passion is in the Process
- Renovation & Expansion Project Builds Capacity & Adds Staff
- Today's Good News
- Partners In Mission
- Funding Our Future



Our strategic planning team working to plan the next stage of CityHeart growth.



The Passion is In the Process: Strategic Planning

The board and other stakeholders gathered in June and July to share our passion for CityHeart. During the Opening Circle, members of the team were asked three questions: 1) Why they became involved with CityHeart, 2) what did they want to accomplish from the working sessions, and 3) what did they feel they had to contribute to the strategic planning process? The stories, insights, skill sets and heartfelt experiences that were shared during the Circle served as the foundation and backdrop to the strategic planning process.

Jalyn and Steven Roe of The Jael Group led our sessions and helped to guide us in formulating a new three year plan. The team identified champions and areas that the organization will put their focus, energy and resources towards!

- **Board Development**
Champion, Lonnie Franks
- **Fundraising & Marketing**
Champion, David Harrison
- **Operations**
Champion, Jill Johnson

“I’m so glad Steven and I were able to learn so much about CityHeart in this process. Truly, truly a worthwhile organization. And we believe you now have three OUSTANDING CHAMPIONS working with you to move you into this next stage!” Jaylyn Roe

2018 Board of Directors

Jane MGee-Rafal, Board Chair

Kris Sexton, President/
Executive Director

Jill Johnson, Secretary

Ivy Young, Treasurer

Judith Bankston-Johnson,
Executive Committee

Karen Francis, Development
Chair

David Harrison, Executive
Committee

Judith Barr

John Cloud

Jeffrey Froelich

Leonard Roberts

Joanna Hill-Robinson

Joyce Young

From the Chair

Jane McGee-Rafal

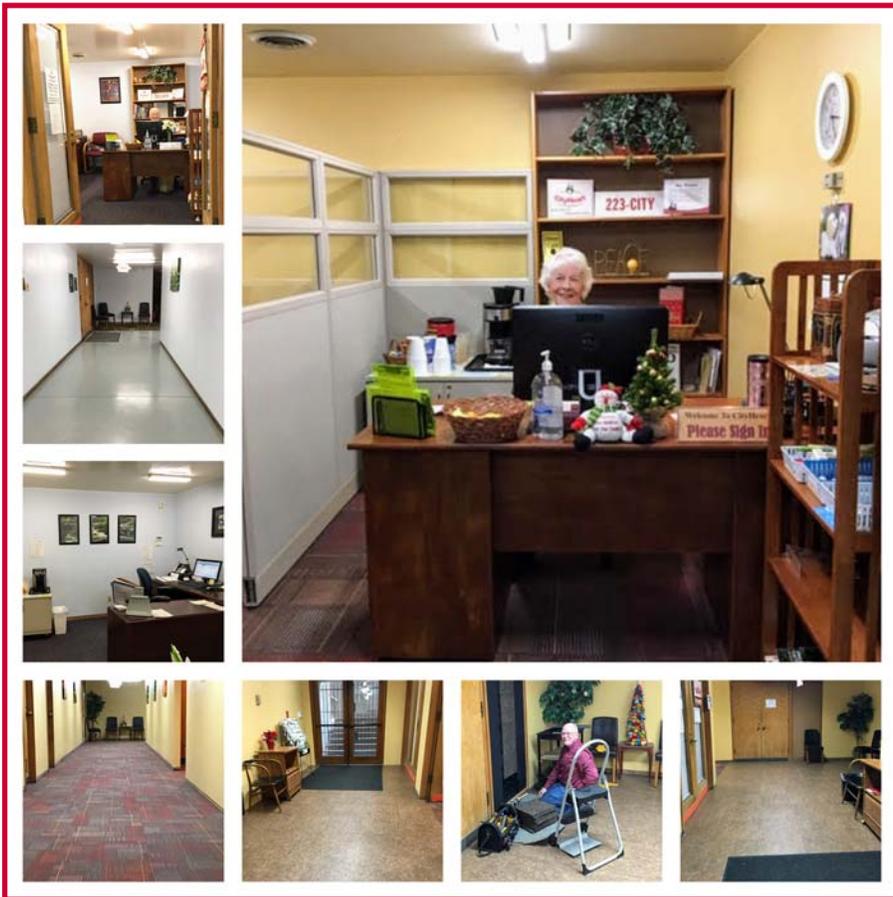
Peter Drucker, the Austrian-born American management consultant, educator, and author postulates that nonprofits are human change agents. He states in *Managing the Nonprofit Organization: Principles and Practices* (1990) a nonprofit is not a business as it does not sell goods or services. He further shares that a nonprofit is not a government entity in that there is no attempt to exert control. Dr. Drucker states a nonprofit such as CityHeart is institution of human change. We change lives because we believe in a vision and a mission of assistance.

The year, 2018, was one of transition. Our founding and first chair, John Paddock, retired from both the ministry of Christ Episcopal Church and from CityHeart. I have the honor of attempting to fill his rather daunting footsteps as chair of the board. We began 2018 with a magnanimous donation from the Dayton 100+ Women Who Care. Their non-restricted funds permit us to draft a new, three-year strategic plan and expand both services and facilities. CityHeart refined our vision and mission in the new strategic plan. Both continue to address our belief that CityHeart is here to assist those among us whose lives are fragile.

Kris Sexton continues to serve as our Executive Director. Her leadership skills and compassion guide our growth. John Paddock mentioned in his last year’s message he hoped we could budget part-time assistance in 2018. We were able to budget and create a position but had difficulty filling it. I am happy to report a resolution early in the 2019 calendar year.

In closing, Peter Drucker reminds us “there is mission...there is implementation.” Our task is converting our beliefs into specific actions. The responsibility before us is to move CityHeart from a rather informal platform to a more operational and strategic one. Through our partnership with ProBono Ohio we are ensuring compliance with 501(c) 3 mandates while we continue to address with compassion and care the needs of our neighbors.

Please join us in this challenge. A one-time pledge or a monthly donation of any size enables us to move forward. Several years ago, I arranged for a monthly donation from my checking. My bank forwards the check on a designated day, and I don’t even pay the postage. I also donate to CityHeart in honor of or in memory of friends and occasions. I encourage you to join in this investment in Dayton and surrounding communities.



Before & after photos with Project Manager Ed Lehman working on bulletin board in waiting area.

Building Capacity: 2018 Expansion Complete!

CityHeart experienced record growth from 2016 to 2018. We were operating at maximum capacity of time, office space and equipment available for volunteers and staff to provide client services. (See Comparison Data on page 5)

We strive to meet client needs and improve their lives by responding with the care and compassion that are the hallmark of our mission. The biggest challenge of the high demand for services is our capacity to respond in a timely manner, critical when addressing immediate and emergency needs.

An Expansion and Renovation Project was developed and funding secured to build capacity for client services. The project added a fourth office, renovated common spaces to reduce noise reverberation, and upgraded equipment to improve our facilities and give CityHeart a more professional atmosphere.

New carpet was installed throughout the offices and hall. Sound reducing vinyl was placed in the entry and waiting area. Soft paint added warmth to our welcome and improved appearance to our work environment. Partitions were added in the front office to reduce the flow of sound within the room. The new office will accommodate additional staff and volunteers to increase our capacity to meet demand. Equipment and IT enhancements include: new router, four new computers, updated software, updated database, and a new printer were added and networked.

We acknowledge our generous donors who made this project possible; the 100+ Women Who Care organization and individual donor Abigail Slenski ensured that the project would be funded in full for the needed expansion and renovations. Thanks so much, we couldn't have done it without you!

CITYHEART VOLUNTEERS

Intake Specialist:

Anne Johnson
 Judy Johnson
 Nancy McKinley
 Valerie Moe
 Katie Russell
 Judy Ryhnard

Resource Specialist:

Nancy Evans
 Pam Jeffers
 Jill Johnson
 Joe Kunkel
 Pam O'Brien
 LindaMay Watkins
 Anthony Ehresmann

Special Skills/Projects/Events:

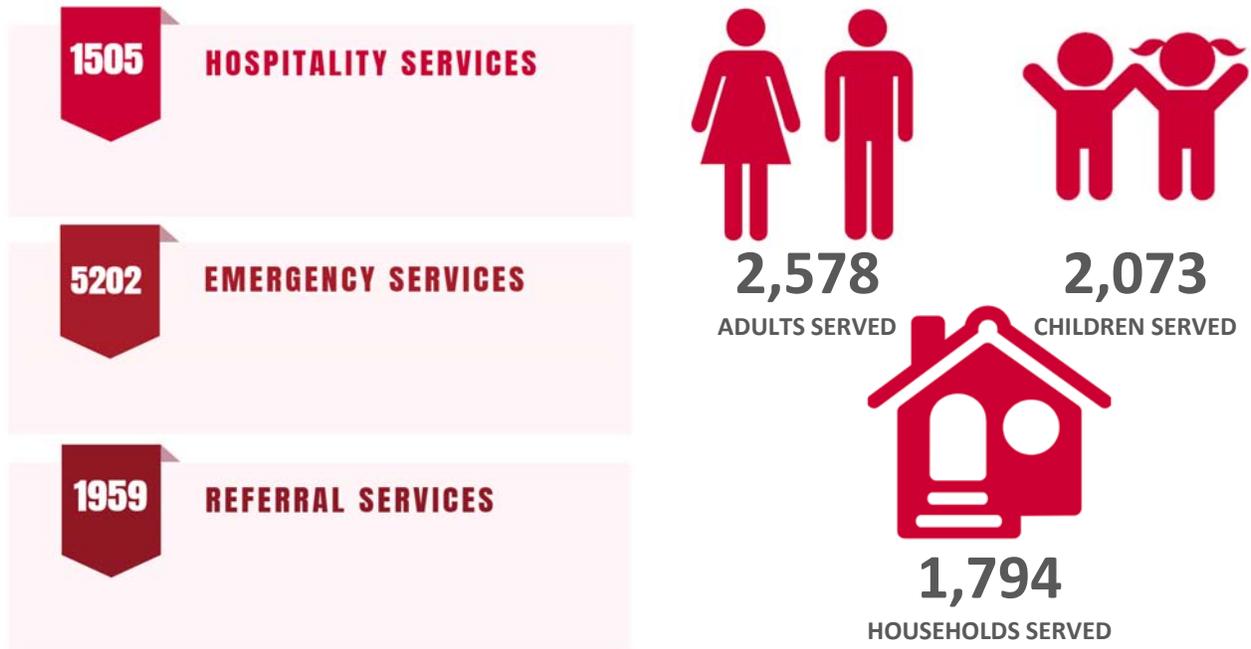
Pene Bishop
 Tom Cruse
 Joan Franks
 Lonnie Franks
 Carole Ganim
 Marta Hopkins
 Emily Joyce



Program Services Assistant

We are pleased to introduce Anthony Ehresmann as our part time Program Services Assistant. He has served as a volunteer with CityHeart for over a year, and brings a wealth of professional experience in non-profit work and a passion to serve our neighbors on the margins of society.

Stabilizing Households at Risk



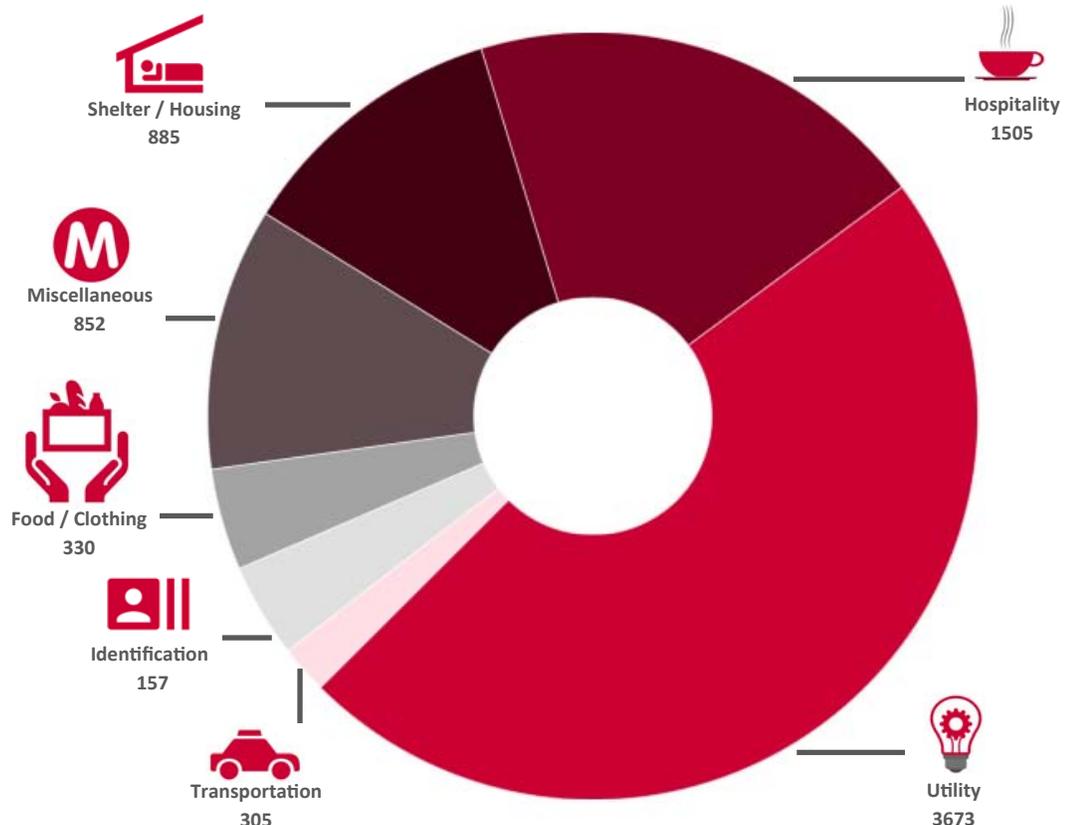
77% of CityHeart clients are either homeless or live in areas of extreme poverty.

COMPASSION & CARE

Jerry & Linda are a couple who visit us often, they're both bi-polar, and struggle with stability in their lives. Being able to maintain permanent housing, keep the utilities on in their home and have the necessities of food and transportation are not easy for them. They feel safe at CityHeart and appreciate the time we have taken to work extensively in helping them to become self sufficient.

Our mentally ill clients are often undiagnosed; with little or no family support, and are often homeless. They have complex needs and find comfort and welcome at CityHeart. We attempt to sort out their problems, assist them in planning strategies to solve their problems, and provide short-term help toward resolutions.

Program Services





Office volunteer and board member Judy Johnson (L) with visitor Dorothy Johnson (R).

The Numbers Tell Our Story of Growth Comparison Data 2016-2018

Service Category	2016	2017	2018	% change
Hospitality Services	1178	1532	1505	+28%
Emergency Services	3664	5016	5202	+42%
Referral Services	1165	1930	1959	+68%

People Served	2016	2017	2018
Total # Households	1505	1576	1794
#Adults	2000	2006	2578
#Children	1440	1842	2073

TODAY'S GOOD NEWS

Many client stories are difficult to hear and some situations are not resolved right away. We have initiated a story board to post "Today's Good News" so that all volunteers and staff can share in the good news when problems are solved in a timely manner.

Brandy and Scott were referred to CityHeart by Westminster Presbyterian Church down the street. They were homeless and living out of their car at the time. We believe they were using the church parking lot to sleep overnight. They had been issued a warning ticket for expired tags. They are both trying to find work. They are living out of a car with expired tags and are at risk of having the car impounded, which would immediately add towing charges and \$100 a day storage fees. They are unable to pay the fee of \$54.91 to update the car registration tags. CityHeart paid the fee online to the Ohio BMV, and tags were mailed to the home of Brandy's daughter. We encouraged the couple to use the shelter system, but we know that unmarried couples are split up and so this is not always their first choice. A few days later we called to follow-up, spoke with Brandy, and she confirmed getting the replacement tags for the car. She reported that Scott got a job and she is interviewing. Brandy said they are doing good and thanked CityHeart for our help. Meeting the immediate need kept this situation from turning into a major problem, quickly going into hundreds of dollars if their car had been impounded. We were happy to help resolve the problem in a timely manner, it's our mission!

Presidents Report

Kris Sexton

The year 2018 was full of many changes and accomplishments. My major focus was building capacity for program services that involved the renovation and expansion project, and the human resources work to develop a job description and all the necessary policies and procedures for hiring our first paid staff position.

Another focus was on developing new relationships for professional services. We contracted with The Jael Group for Strategic Planning and the CPA firm of Manning Associates to complete our 2017 Financial Review and preparation of IRS Form 990, (both are available upon request.)

CityHeart applied for and was accepted as one of the first Dayton area members of ProBono Partnership of Ohio, based in Cincinnati. Probono is a non-profit that provides free legal consultations and services of volunteer lawyers, in an effort to support and strengthen other non-profit organizations. CityHeart participated in a full legal review and identified a list of matters that we will work on in 2019 to update policies and follow best practices. We look forward to the benefits of our engagements with this amazing organization.

Kris Sexton and Jane McGee-Rafal meet with Probono volunteer attorneys for legal review.



Finally, I have continued professional development through training and networking opportunities offered by SCORE, TechSoup, QuickBooks and GrantStation to build my own skill set and ultimately a stronger organization.

“Thank you so much for coming to our St. Vincent DePaul meeting at Queen of Martyrs . . . it was informative to learn about CityHeart. Your work and contribution to our community is quite inspirational! Thanks for working with us and our neighbors!” Louanne Gail, StVdP volunteer

CityHeart receives support and referrals from many local churches that rely on our knowledge and expertise to resolve emergency situations.

- ◆ Christ Episcopal
- ◆ First Baptist
- ◆ Greek Orthodox
- ◆ Living Beatitudes Community
- ◆ St. George’s Episcopal
- ◆ St. Paul’s Episcopal
- ◆ St. John’s UCC
- ◆ Westminster Presbyterian

Partners In Mission

CityHeart partners with local organizations to assist and advocate for mutual clients:

- ◆ Homefull
- ◆ Gateway Homeless Shelters
- ◆ Greater Dayton Premier Mgmt.
- ◆ Miami Valley Housing Opportunities
- ◆ PATH
- ◆ YWCA
- ◆ DayBreak
- ◆ Salvation Army
- ◆ Community Action Partnership
- ◆ St. Vincent de Paul conferences
- ◆ St. Mary Development-Biltmore
- ◆ New Homeowners Initiative
- ◆ Area Agency on Aging
- ◆ Senior Resource Center
- ◆ Montgomery County Job & Family Services
- ◆ Goodwill/Easter Seals
- ◆ CareSource
- ◆ Eastway
- ◆ South Community
- ◆ Daymont Behavioral Health

Funding Our Future

The More We GROW, The More We SOW, Seeds of HOPE!

This was the theme for our 3rd Annual Fundraiser in November, from the creative mind of our fundraising champion, David Harrison. It was a successful event celebrating the growth we are experiencing, the people we are serving, and the hope we are sowing in the hearts of all we touch through our mission and ministry.

On a warm summer evening in June, "Party with a Purpose," a cohort of young professionals hosted a fundraiser at the Dayton Beer Company to benefit CityHeart. Everyone enjoyed a cold brew as Executive Director Kris Sexton, shared our mission of serving the homeless and needy in Dayton. We offered CityHeart as an alternative option to giving money to panhandlers on the street, and a quick \$1000 was collected for our cause. This event also raised the awareness of the many services we provide every day.

CityHeart has taken steps toward a greater electronic and social media presence by adding a secure donation option to our website and opening a Facebook page. Please visit our website www.DaytonCityHeart.org and Like/Follow us on [Facebook!](#)

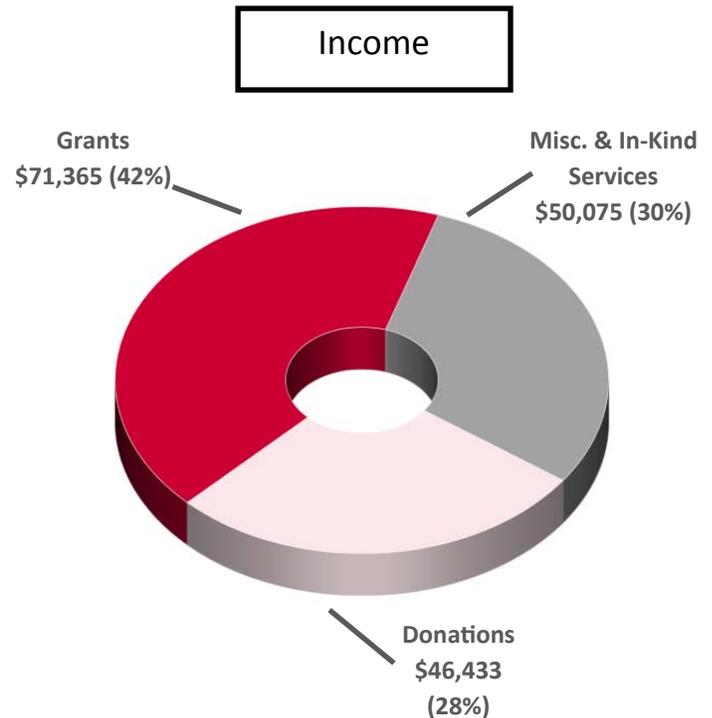
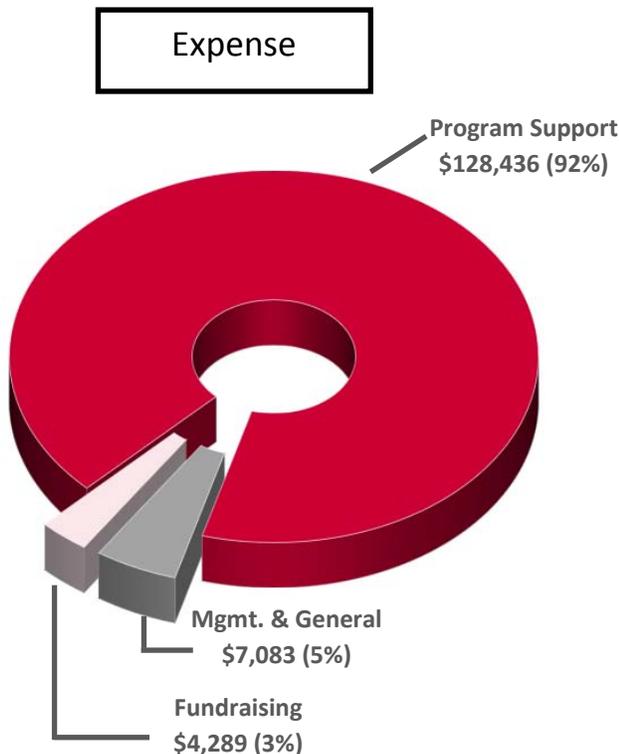


Kris at Party with a Purpose, Dayton Beer Co.

Financial Snapshot

Where does CityHeart funding come from and how is it spent?

Our most recent financial review completed by Manning & Associates for 2017 shows 92% of our total expenses are for Program Support. We are thankful to our numerous volunteers for the in-kind staff support that keeps our management and general expenses to a minimum, and for the event space that Christ Church provides for our annual fundraiser that defrays fundraising costs.



In 2018 we continued to expand our income stream through grants, individual donations, partnership donations, and in-kind donations of volunteer and professional services. An effort to build our donor base of individual contributors is a goal for 2019.

OUR MISSION

CityHeart is a ministry of presence in the heart of downtown Dayton to the needy, transient and homeless population of the city and surrounding communities. We strive to improve their lives by listening with compassion and care, responding appropriately to immediate and emergency needs, and connecting people with other community resources for long term solutions.

OUR VISION

The vision of CityHeart is to become the primary center of welcome and hospitality in downtown Dayton, offering information, referral services, emergency assistance and hope to our neighbors on the margins of society.

SAVE THE DATE—NOVEMBER 7, 2019 4TH ANNUAL FUNDRAISER



Mark your calendar and plan to join us after work from 5:30—7:00 pm
*Wine *Heavy Hors d'oeuvres *Silent Auction *Stories of Hope & Hospitality

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