



# 2019 Annual Report

## Stronger Together—Rising Above the Storms of Life Respond ~ Renew ~ Rejoice

CityHeart was founded to respond to the needs of our community, a community that in 2019 experienced a very difficult year with disastrous tornadoes and a horrendous mass shooting. Our community came together to serve these neighbors, many of whom are the poorest in our city - who suffered loss, anxiety and uncertainty, and whose livelihoods depend on local businesses that were also negatively affected.

CityHeart RESPONDS to meet their immediate needs, to help fill gaps in services, to provide a safe place of hospitality, to offer critical information and referral services, and assist with financial aid for emergency situations. We are committed to being part of the solution.

CityHeart RENEWS a faith that people really do care about each other; by helping our neighbors move forward beyond crisis, beyond the storms of their lives.

CityHeart REJOICES with those we serve who have made some new connections, found a new path, and have a restored hope in humanity.

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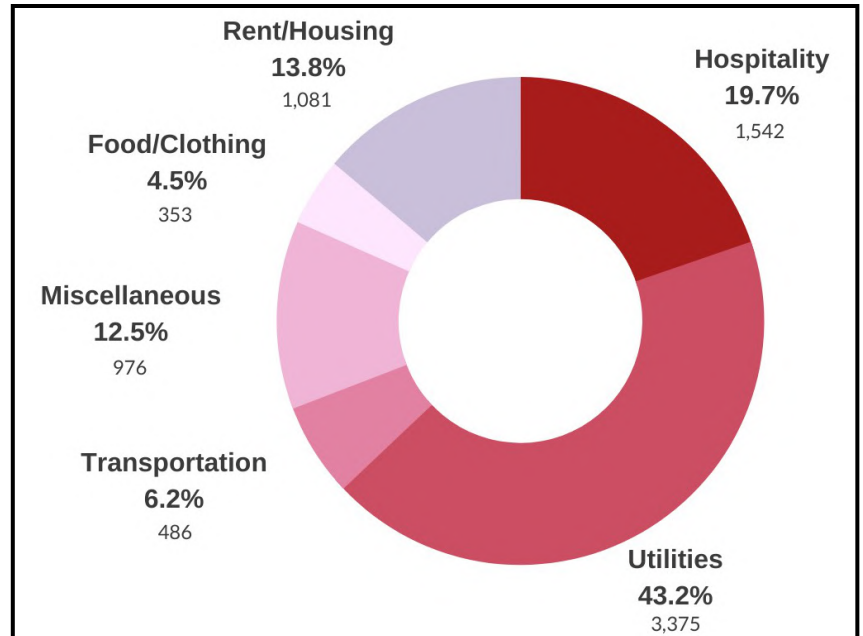
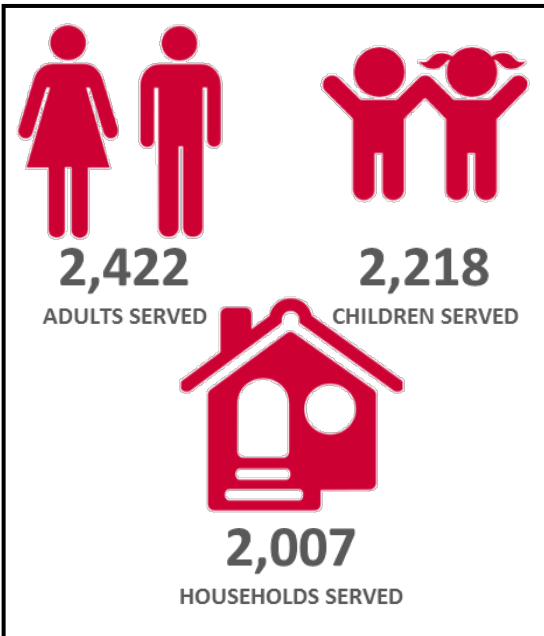
*Never doubt that a small group of thoughtful committed citizens can change the world. Indeed, it is the only thing that ever has.*  
Margaret Mead

2007  
Households

## 2019 Program Service Statistics

*Meeting urgent needs, enabling long term solutions*

7813 Total  
Services Provided



***Sadly, the 2019 Tornadoes affected people already at the highest levels of extreme poverty.***

### HOSPITALITY & TRANSPORTATION

Joey came to CityHeart one afternoon just days after the storm to tell of the scary night he and his wife spent in a rental home that sustained damage. They were alright and had gone to spend a couple nights in a hotel. When he went home to get some things a friend alerted him that their neighborhood was being looted. Joey chose to stay at the house at night to protect his personal belongings and his landlords' property. He was lucky to have work. He didn't ask for much. He used the phone and restroom, we gave him personal toiletries and some bus passes to get back and forth to work, something to help!

### Storm Stories

#### FOOD & HUNGER

Stephen called CityHeart looking for food and hunger resources to feed his family of five. They lost all the food in their home during the aftermath of the storm. Stephen talked to a Resource Specialist and was immediately directed to area relief sites that were offering food and Kroger gift cards. He was not aware of ANY of those resources. He was appreciative for short term help. We also made sure Stephen knew how and where to apply for replacement food stamps, and where to access his local food pantry until the family was stabilized. Stephen, experiencing a first time need, found CityHeart a valuable resource.

#### EMERGENCY ASSISTANCE

Carla is a single mother of two young children who works full time as a home health aid making \$1500 a month. When the tornado hit she lost power in her apartment and was displaced for several days. The business where she works was damaged and closed for a period of time. Two of Chandra's clients were also directly impacted and displaced from their homes. One client in Trotwood and one in Northridge, both unharmed but under alternative care, no longer needing her services. True for many, no work, no pay. Chandra suffered temporary loss of home, food and employment and incurred unforeseen and immediate expenses due to this hardship. She came to CityHeart asking for help with July rent. Chandra applied for FEMA aid, but it won't come quickly. Her monthly rent is \$650, which she is normally able to pay. Her landlord is giving her time to get it together. With \$100 paid by CityHeart, added to what Chandra could pay. Allowed her to prevent eviction and homelessness. Chandra was very grateful for our help!

## Volunteers are the of CityHeart!

Judy Rhynard began volunteering at CityHeart as an Intake Specialist in 2018, greeting and welcoming our walk-in visitors. She then moved into the role of Resource Specialist working with our neighbors on more comprehensive needs. When asked to tell her story, here is what Judy shared . .

God Works in Mysterious Ways:

1. First, I became a widow, living in a rural community outside the city
2. Then, I moved to Dayton and began attending Christ Episcopal Church, where CityHeart started (and where we still operate from leased space)
3. Next, I learned that volunteers were needed at CityHeart

And there it begins: I need a new beginning to my life and CityHeart needs a volunteer. I figured I could volunteer once a week, no real commitment.

Then, I met the people who call downtown Dayton their home. My eyes were opened by the needs of the city—not just downtown, but also many people from throughout the county who need help just to get their feet back on the ground.

Now volunteering isn't just "something to do" one day a week. It is the path God wants me to be on. The path that lets me be that person on the other end of the phone who is trying to lend a helping hand through the generosity of CityHeart, or the person who offers a cup of coffee to one of our visitors.

*God knows the path we need to be on, and I am glad to share this path with CityHeart.*

Judy Rhynard, Resource Specialist

CityHeart is glad to share this path with Judy, who now volunteers twice a week, has trained new volunteers, and helped to coordinate our annual fundraising event. Thanks!

We also want to thank ALL OUR VOLUNTEERS who give their time, talent and treasure every day to respond with care and compassion in serving the poor and needy in our community.

*God knows the path we need to be on, and I'm glad to share this path with CityHeart.*



CityHeart staff and volunteers were celebrated for their dedication at a Holiday Luncheon held at the Dayton Women's Club.

Anne Johnson retired in December, pictured here receiving appreciation award for seven years of passionate volunteer service to CityHeart!



*Judy Rhynard*

### CITYHEART VOLUNTEERS

#### **Intake Specialist:**

Marta Hopkins  
Anne Johnson  
Judy Johnson  
Nancy McKinley  
Valerie Moe  
Peggy Pope  
Katie Russell

#### **Resource Specialist:**

Nancy Evans  
Pam Jeffers  
Jill Johnson  
Joe Kunkel  
Pam O'Brien  
Judy Rhynard

#### **Special Skills/Projects/Events:**

Pene Bishop  
Tom Cruse  
Lonnie Franks  
Marta Hopkins  
Emily Joyce  
Ed Lehman  
Cindy Waggoner

*The meaning of life is to FIND your gift, but the purpose of life is to GIVE it away.*

**THANKS TO MATTHEW 25 MNISTRIES!**

CityHeart received a pallet full of household goods and personal toiletries donated by Proctor & Gamble, we gifted them to our friends at the holidays!



Kris with Rickey, a longtime and very grateful friend of CityHeart !



**CityHeart and our Partners In Mission**

Meeting Urgent Needs . . .

*In terms of Hospitality, CityHeart provides a safe space where we befriend the homeless, mentally ill and those struggling with substance abuse. Emergency assistance is provided to the unemployed, under-employed, disabled, senior citizens and low income working families. Each time we help a family at risk, we help to stabilize the household and keep those individuals and families from becoming homeless.*

Enabling Long Term Solutions . . .

*Our mission is to address immediate needs and then connect our clients to community resources for long-term solutions.*

*We accomplish the best outcomes by working with our collaborative partners to resolve crisis and promote self sufficiency.*

*Together, we give HOPE toward forward movement in their lives.*

*Do you believe CityHeart helps to fill gaps for our most vulnerable citizens? "I sure do! When we're coordinating on services, everybody at CityHeart knows who I am, where I'm calling from, and why I'm calling—tenants needing help financially to keep them from being evicted."*

*Pam Preston, GDPM, Legal Department*

**CityHeart receives support and client referrals from many local worship communities\* that partner with us to resolve emergency crisis situations.**

- ◆ Christ Episcopal
- ◆ Eternal Joy MCC
- ◆ First Baptist Dayton
- ◆ Greek Orthodox
- ◆ Living Beatitudes Community
- ◆ St. Christopher Episcopal
- ◆ St. George Episcopal
- ◆ St. Margaret Episcopal
- ◆ St. Paul Episcopal
- ◆ St. John's UCC
- ◆ Westminster Presbyterian

***\*If your worship community is not on this list, please contact us to find out how we can become partners in mission serving Dayton and Montgomery County.***

**Stronger together—working with local organizations to help our neighbors in need.**

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

## Funding Our Future



David Harrison, Kris Sexton, Lisa Taylor (CareSource) and Jane McGee-Rafal

Giving Tuesday on December 3 brought us new Facebook friends and raised \$1115.00! Thanks to Network for Good who passes along those funds to each nonprofit, with no added fees!

## Development in 2019



## 4th Annual Fundraiser—Rising Above the Storms—Raises \$40,000!

To honor the many people who experienced life changing events this past year and suffered unimaginable loss, we were pleased to celebrate and rejoice in the amazing efforts made to respond to our community and come together in a time of desperate need to lift people up from the storms of their lives.

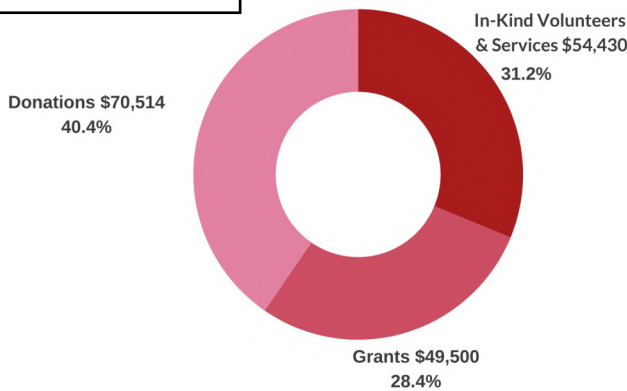
Highlights of the event:

- ◆ \$40,000 Raised in individual donations and pledges to support our mission
- ◆ CareSource Foundation presentation of a \$5000 Responsive Grant
- ◆ Sharing of “Storm Stories” of clients’ real life circumstances
- ◆ Guest Speaker: Angel Barger, PATH Street Outreach, spoke about the benefit of collaborations with CityHeart
- ◆ CityHeart Volunteer Jill Johnson, from St. John’s UCC , spoke about the importance of Partnerships
- ◆ Acknowledgement of special appeal that raised \$8000 in June & July for Tornado Relief
- ◆ A time to celebrate and give thanks to all our faithful donors who share our values and vision

## Financial Snapshot

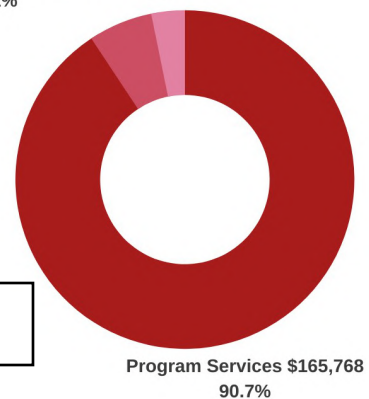
*Where does CityHeart funding come from and how is it spent?*

**Income**



Mgmt. & General \$11,200 6.1%  
Fundraising \$5,839 3.2%

**Expense**



A development goal for 2019 was to increase income from donations. Our year end total of \$70, 514 reflects a 12% increase over 2018. Fundraising efforts were targeted more towards individuals and less on grants to achieve that goal.

Our 2019 Financial Review completed by Manning & Associates CPA’s indicates 90.7% of total expenses are for Program Services. We benefit from in-kind support that keeps our Management and General Expenses at a minimum, and for event space provided by Christ Church that defrays fundraising costs.

The CityHeart Board of Directors has restructured our meeting agendas to focus on strategic plans, and the champions have been methodically working on implementation of objectives to achieve our goals.

**The 2019 highlights include:**

**Board Development**, Champion, Lonnie Franks

- Conducted Board Self-Assessment survey
- Identification of Key Findings and Recommendations
- Board Prioritization of Recommendations
- Areas of focus: Board Orientation, Succession Planning, Governance, Intentional Recruitment

**Fundraising & Marketing**, Champion, David Harrison

- Recruitment of retired professional, Marcia Muller, Chair of Development
- Developed Committee Charter, Annual Plan & Goals
- Launched Donor Management System
- Increased Individual Donations
- Participated in Facebook Giving Tuesday Initiative

**Operations**, Champion, Jill Johnson

- Hired Part Time Program Services Assistant
- Evaluation of HR Best Practices
- Reviewed and Revised HR documents with services of Pro Bono Partnership of Ohio
- Strengthened Program Service Collaborations
- Added Hardware to Expand Capacity for Program Services and New Volunteers
- Evaluated IT Network and Components
- Stabilized and Improved Network Connectivity
- Installed Software Upgrades
- Developing IT/Server/Website Project for 2020

We will continue to address the elements of our 2018-2021 Strategic Plan and will re-evaluate as needed to remain cognizant of changes in our community and be responsive in making adjustments as needed.

We thank our champions, board members, committee members, volunteers, and staff as we work together to improve CityHeart and move forward in our mission!

## 2019 Board of Directors

Jane McGee-Rafal, Board Chair

Kris Sexton, President,  
Executive Director

Jill Johnson, Secretary

Ivy Young, Treasurer

Marcia Muller, Executive  
Committee, Development Chair

David Harrison, Executive  
Committee, Vice Chair

Judith Bankston-Johnson,  
Executive Committee

Judith Barr, HR Chair

John Cloud

Jeffrey Froelich

Joeanna Hill-Robinson

Leonard Roberts

Joyce Young

## An Unexpected Time of Transition—A Sad Farewell

To Everything There is a Season—and a Time for Every Purpose Under Heaven

In early December 2019 we learned the sad news of a cancer diagnosis in the family of our Board Chair, Jane McGee-Rafal. After prayerful consideration, Jane made the difficult decision in the best interest of CityHeart and her family, to step down as chair of the board.

Jane has been a faithful champion of CityHeart since being called to the founding board in 2015. She cares deeply about our mission to serve our neighbors. Jane introduced CityHeart to the organization “100+ Women Who Care” which resulted in a sizeable 2018 grant. Prior to serving as chair, Jane served a three-year term as Secretary of the Board. During her two-year tenure as Board Chair, Jane’s goal was to move CityHeart from an informal platform to a more operational and strategic one. She provided valuable input for these goals in our strategic planning process and was instrumental in board development by creating a position for Vice Chair in the succession plan for the position of Board Chair. How unfortunate for CityHeart that we would be required to implement such a plan so soon. Jane resigned in February 2020. With deep gratitude and much regret, the board prepares to move into a new season. We truly and humbly thank Jane for many years of compassionate service to our community through her leadership roles with CityHeart.

We pray Jane finds peace and a renewed hope to discover the next purpose God has in plan for her journey. Godspeed!

*(A good friend to CityHeart, Robert “Butch” Blair died peacefully on March 15, 2020 surrounded by family. Go in peace our friend.)*



## A Letter from the Board Chair

Dear Friend of CityHeart,

Have you been told you HAVE TO MOVE BY SATURDAY? Could you actually do that? What if you had no place to go?

Have you had to live in a condemned house because your landlord did not pay the utilities, no water, no heat even though you had paid the rent? Have you had an eviction notice? How would you deal with the stress?

These are only a few of the very real problems encountered by our CityHeart clients. During the 2019 holiday season, Kris Sexton shared this “good news” leading into the holiday week when very few agencies are accessible. “CityHeart was open and made help available. CityHeart worked with Homefull to assist 13 clients who were at risk of eviction from their supportive housing program. We helped one desperate young man make connections with estranged family so he could go home to Southern Ohio for the holidays. We helped to keep water service on for a senior aged veteran and his wife who are struggling to make ends meet after his brain surgery. We pledged to help move a working family of 6 out of the Red Roof Inn to permanent housing before Christmas. And those are just a few a few of the situations encountered that week.”

All of us know that life isn’t fair. We all have had our disappointments and struggles, however, the population we serve seems to endure one hardship after another, one lost opportunity after another.

Margaret Mead (an American Cultural Anthropologist, writer and speaker) said, “We are continually faced with great opportunities which are brilliantly disguised as unsolvable problems.”

I know that CityHeart is undertaking these “unsolvable problems”, and finding opportunities and solutions in our community. I am so grateful to you for supporting CityHeart, choosing to be a part of the solution through your time, commitment, skills, gifts and financial support.

“The meaning of life is to FIND your gift, but the purpose of life is to GIVE it away.”

The mission set forth for CityHeart is a “ministry in the heart of downtown Dayton . . .”

I encourage you to discover your gifts as a unique individual that understands the miracles that CityHeart provides on a daily basis. Help spread the good news of CityHeart. Get some CityHeart cards and keep them in your car, wallet or purse to share with those in need and other people like yourself who may have a passion to help others.

My wife Nancy and I invite you to join us in making a pledge to financially support CityHeart on a monthly basis. We feel this gift is one of the most important gifts that we can make to our community.

“Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.” (M. Mead)

God bless our staff, volunteers, Board of Directors and all of our supporters. And God Bless CityHeart!!!

Thank you.

David P. Harrison, Board Chair

### 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.**

### OUR VALUES

- ◆ Hospitality
- ◆ Reconciliation
- ◆ Diversity
- ◆ Inclusiveness
- ◆ Community



There were some amazing items for the silent auction at our 2019 fundraising event!

Thanks to our friends at Heart Mercantile in the Oregon District for this #DaytonStrong bag of hometown goodies.

We can't wait to see what next year will bring, join us to find out!

## SAVE THE DATE—OCTOBER 8, 2020

### 5TH ANNUAL FUNDRAISER



Mark your calendar now and plan to join us!

5:30—7:00 pm 20 W. First St. Dayton, OH 45402

\*Wine \*Heavy Hors d'oeuvres \*Silent Auction \*Stories of Hope & Hospitality

20 W. First St.  
Dayton, OH 45402

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#### A SPECIAL NOTE FOR 2020:

WE ARE COMMITTED TO SERVING OUR COMMUNITY DURING AND THROUGH THE CURRENT CORONAVIRUS PANDEMIC.

THANK YOU TO ALL OUR DONORS WHO SHARE OUR MISSION AND CONTINUE TO MAKE CITYHEART A PRIORITY FOR YOUR GIVING!

TO GET INFORMATION AND UPDATES THROUGHOUT THE YEAR OR DONATE ONLINE, CHECK OUT OUR WEBSITE AT [WWW.DAYTONCITYHEART.ORG](http://WWW.DAYTONCITYHEART.ORG)

PLEASE "LIKE" AND "FOLLOW" OUR [FACEBOOK](#) PAGE FOR TIMELY MESSAGES AND GOOD NEWS STORIES !