

Survive to Thrive!



2020 Annual Report

Committed to Being Part of the Solution!

In March of 2020 COVID-19 became a worldwide pandemic and quickly shut-down life as we knew it in our city, in our state, our country and the world. Experts predicted that 25% of small business and nonprofits would not survive the crisis. Our challenge, “If we only get a few things right in the coming days, what should they be?”

CityHeart quickly pivoted operations to meet required restrictions, focused attention on how to continue our mission, formulated a plan to keep volunteers and staff safe, and adjusted throughout the year on how to best deliver services for as many families as possible.

CityHeart was determined to survive the crisis, because our neighbors would need us! We knew the people served by our program would be one of the most vulnerable populations affected. As the economy slowed hard working people lost their jobs without any margin money.

CityHeart remained available to meet immediate needs, to help fill gaps in services, to offer critical information and referral services, and assist financially. We are an important piece of the puzzle in resolving emergency situations. With compassion and care, we bring hope to the lives of all the people served by CityHeart.

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Thanks to YOUR help, CityHeart will THRIVE in 2021!



A Letter from the Board Chair

Dear Friends of CityHeart,

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

M. Scott Peck's book, "The Road Less Traveled," was on the New York Times best seller list for 10 consecutive years. The very first sentence of the book simply reads: "Life is Difficult." Yes, under normal circumstances life is difficult. In 2020, life became extremely difficult. Suddenly our world turned upside down. Everything began with no; no job, no school, no church, no.....unfamiliar words became part of our regular vocabulary; unprecedented, pandemic, social distancing, and zoom.

In the summer of 2018 the CityHeart Board created a strategic plan that spans 2018 through 2020. Goals were established in four areas. Board Development, Operations, Finance-Fundraising and Marketing.

In March of 2020, a Strategic Plan Crisis Response Team was created within the Board to consider the impact of COVID-19 on our current Strategic Plan. The Team met for 6 months beginning in July, to measure the impacts of the pandemic on our Strategic Plan. The Team found negative and positive outcomes, and provided recommendations to the full Board and staff. No substantive changes were made to the plan, it will be extended through 2021 to accomplish final goals. (If you would like a copy of the full report, contact the Executive Director, Kris Sexton, at director@daytoncityheart.org)

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 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." 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.

"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

Presidents' Report & Executive Summary of Board Committees

Kris Sexton

The year 2020 has been the most challenging year for me and for CityHeart since the Great Recession of 2008. The similarities are that people hit the hardest in both crisis are people of color and low income wage earners. These are the people identified in the mission of CityHeart - to serve the homeless, poor and marginalized. They have always been one paycheck away from crisis and they have now lost their livelihood at a staggering rate. I am so thankful for our staff and volunteers that have enabled CityHeart to be part of the solution for them. I am thankful for the support of our board and their willingness to work through this difficult time, focusing on the philosophy—survive to thrive! Together we have worked to accomplish these immediate goals:

- ◆ Sustainability of CityHeart during COVID-19
- ◆ Keeping CityHeart Mission Centric
- ◆ Ensuring the Safety of Staff and Volunteers
- ◆ Maintaining Critical Collaborative Partnerships
- ◆ Providing Relief and Connections for Clients
- ◆ Raising Funds for Expanded COVID Response

The Committees of the Board have focused on objectives of our strategic plan while recognizing and adjusting to potential impacts of the pandemic. Highlights of 2020 include:

Governance Committee

- Worked with Pro Bono Partnership of Ohio to establish recommended policies
- Continued work to establish policies for application and compliance with BBB Nonprofit Standards of Accountability
- Policies Approved in 2020: Diversity Policy, Whistleblower Policy, Document Retention & Destruction Policy
- Worked with Executive Director & Board Chair on Nomination of New Board Members for 2021-2024

Human Resources Committee

- Worked w/Executive Director to hire part time staff in position of Bookkeeper
- Worked on HR Committee leadership transition
- Conducted Annual Evaluation of Executive Director
- Negative impacts of COVID: forced remote operations, difficulty in training of new bookkeeper, reduction in volunteer staff
- Positive outcomes of COVID: Maintained 1 Full Time and 2 Part Time staff during the crisis, secured by PPP loan

Development Committee

- COVID Appeal in April helped to stabilize organization
- Early and intense planning for shifting Fall Fundraiser to a virtual event
- Virtual Fundraiser resulted in new donors & new pledges
- Overall giving increased, online giving increased

Operations/Crisis Response

- COVID forced Remote operations March – May
- Reentry Task Force met weekly April – June for Phase 1 of Office Restart
- Followed all State of Ohio & CDC guidelines for safety of staff & volunteers
- Negative Impact of COVID: Reduction in volunteer staff to due capacity limits, remote operations difficult, IT project put on hold due to uncertainty of finances, heightened awareness of network security
- Positive Outcomes of COVID: ability to quickly pivot to remote, never fully closed for client services, discovered new ways of doing things, greater partner collaboration, NO COVID spread

2020 Board of Directors

David P. Harrison
Board Chair

Kris Sexton
President
Executive Director

Jill Johnson, Secretary
Operations Champion

Ivy Young, Treasurer

Marcia Muller
Executive Committee
Development Chair

Judith Bankston-Johnson
Executive Committee.
HR Committee

John Cloud,
Development Committee
Governance Committee

Jeffrey Froelich
Governance Committee
Chair

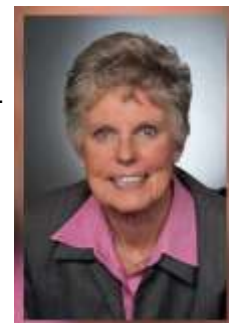
Joeanna Hill-Robinson
HR Committee

Leonard Roberts
Development Committee
Governance Committee



In Memory of Joyce Young

We fondly remember our dear friend and fellow board member, Joyce C. Young, who passed away on Dec 26, 2020, a victim of the pandemic. She served on the CityHeart Board of Directors from 2018 until her resignation in February of 2020. Joyce was very active in the community, serving in leadership roles of several organizations. We honor Joyce for her passion and her unfailing service. May she rest in peace.

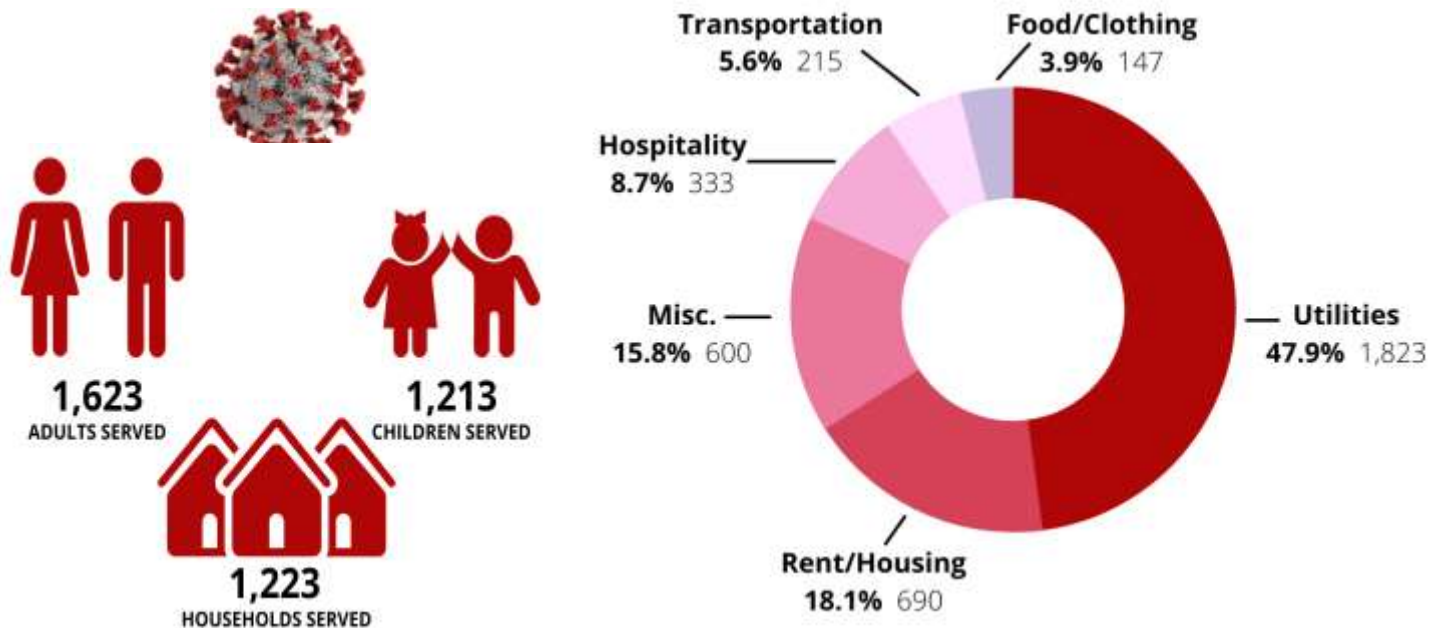


2020 Program Service Statistics

Meeting urgent needs, enabling long term solutions

1223
Households

3808 Total
Services Provided



CityHeart assisted 116 clients to apply for CARES Act relief funds resulting in an average award of \$3000 in aid for those households—and estimated \$348,000!

CITYHEART HELPS TO BRIDGE THE GAPS—A Story of One Family

YOU ARE THERE AND YOU CARE... IT CAN SAVE SOMEONE'S SANITY, SOMEONE'S LIFE

ANDREA'S STORY, JULY 2020

Andrea reached out to CityHeart for help in July, just after protections for disconnections were lifted by the utility companies.

She needed help with a water bill and had exhausted all her options. She didn't qualify for help from other local agencies. Like so many people, Andrea used all her resources in helping her sisters who were both laid off and had lost income due to COVID. Then she ended up falling behind on her own bills. The uncertain times really put pressure on families. Struggling herself, she realized that she may not have made the best decisions, but it was her family and she felt compelled, because family helps family!

"I am a worrier...no, I am a WARRIOR," Andrea said. "I take care of my mother with Dementia, and helped my family putting me behind on my bills. COVID has really affected my family. But CityHeart was understanding and worked quickly to help me in my time of despair and worry. I was treated with total respect...I didn't feel like just a number. The person on the other end of the phone was genuine...sent by God. You are there, and you care...It can save someone's sanity, someone's life."

CityHeart was able to help resolve the payment of the water bill and give this family much needed referrals. Overwhelmed with gratitude, Andrea said she wants to find a way to back it back, or to "pay it forward". We recommended she take care of herself first, then help take care of her family, that is paying it forward!

A note of thanks represents the MANY property owners grateful for our help!

Thank you so much for your kindness, compassion and generosity is assisting our resident. With all that is happening in today's world, it is such a blessing to have people like you with such giving hearts! We are truly grateful and know the tenant is as well. Thank you and God bless you all!

(Signed, VP of Operations, Mobile Home Park)

Making Connections is the Heart of it All

A volunteer story—CityHeart saved me. ❤️

Pam Jeffers has been a dedicated CityHeart volunteer for over 8 years. She lives downtown and worships with the Living Beatitudes Community just down the hall from where the CityHeart offices are located in the Christ Episcopal Church building. While sharing how volunteering at CityHeart has been meaningful in her life, Pam simply stated that "CityHeart saved me."

Twice a week Pam's work as an Resource Specialist at CityHeart gets her out of the house, problem-solving with clients and staff, and being Part of the Solution in our community.

"Recently when I was able to offer a CityHeart pledge to stop a utility shutoff for an 85 year old woman, she was so happy that she started to cry, and so did I.

CityHeart's work not only impacts the lives of the clients we serve, but everyone that walks through the door...volunteers and staff included!

CityHeart always welcomes new volunteers! Our volunteers have a range of skills and gifts. Be part of the solution -- become a volunteer today!

CityHeart's work not only impacts the lives of the clients we serve, but everyone that walks through the door... volunteers and staff included!



*Pam Jeffers
Resource Specialist*

CITYHEART VOLUNTEERS

Active Office Volunteers:

Nancy Evans
Pat Goudy
Marta Hopkins
Pam Jeffers
Jill Johnson
Judy Johnson
Emily Joyce
Judy Rhynard
Katie Russell
Sue Sutton

Leave of Absence for COVID:

Intake & Resource

Joe Kunkel
Nancy McKinley
Valerie Moe
Pam O'Brien
Peggy Pope

Special Skills/Projects/Events:

Pene Bishop
Tom Cruse
Lonnie Franks
Ed Lehman

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

Maintaining Critical Connections with our Partners In Mission

Kudos to staff member Anthony Ehresmann who has worked tirelessly throughout the pandemic to coordinate Program Services and cement our collaborative partnerships. Knowing what resources are available at any given time and communicating this to staff, volunteers, clients and other service providers, has permitted CityHeart to be on the critical path for solutions. These connections are imperative in assisting our mutual clients for the best and most timely response. CityHeart works with our partners to bridge the gaps, we especially want to thank the folks at St. Vincent DePaul, Salvation Army and Miami Valley Community Action Partnership. In 2020 CityHeart provided 1759 referrals to 809 households resulting in thousands of dollars in aid.



Angel Barger receives items for MVHO. When CityHeart closed to walk-in clients in March of 2020, we gifted our partners at Miami Valley Housing Opportunities with supplies of sack lunches, bus passes, and toiletries to help continued their mission to the street homeless.

Hospitality looks different, but we are still trying to help.

Sack lunches and bus passes have been available for "walk-up" clients by passing items out the door. And in December, Anthony and his husband Matt donated backpacks filled with winter weather items. We gave these out at CityHeart and each of us also carried them in

our cars to hand out on the streets and at the highway ramps. ❤️



Funding Our Future



CityHeart
5th Annual
Fundraiser
& Auction
Goes
VIRTUAL
Raises
\$35,000!

Development in 2020



Summer of 2021 Backyard Concert featuring "grit & Harmony" was among items that delighted online auction winners!

Thank you for Being Part of the Solution

CityHeart was pleased to find an alternative way to come together to celebrate our 5th anniversary and raise much needed funds to sustain our mission. We shifted our annual in-person fundraiser to a successful online virtual event.

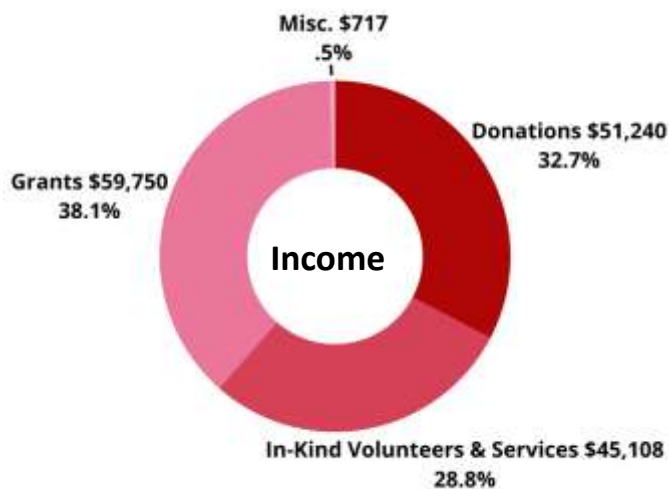
Highlights:

- ◆ Raised \$35,803 in individual donations, pledges, and online auction—\$5000 over our goal!
- ◆ Shared real life stories of the pandemic impact on the lives of many families and how CityHeart gives them hope!
- ◆ Guest Musicians: Jim "The Guitar Man" McCutcheon, live entertainment, and Yun Kim, recorded music
- ◆ Jennifer LaDu of Homefull, spoke with CityHeart staff Anthony Ehresmann about the benefit of collaborations.
- ◆ "Goodie bags" were delivered to guests in advance and we had a celebratory toast as the event Finale!

*When everything else went online, CityHeart experienced an **84%** increase in online giving!*

Financial Snapshot

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



Our overall income for 2020 represents an even balance between donations, grants and in-kind services. The grants category includes many donor advised funds.

Our 2020 Financial Statements prepared by Manning & Associates CPA's indicates 90.9% of total expenses are for Program Services. We benefit from in-kind support that keeps Management and General Expenses at a minimum.

Circle of Compassion

CITYHEART LEVELS OF GIVING



Helper
\$ 100 - 499



Responder
\$ 500 - 999



Connector
\$ 1,000 - 2,499



Affirmer
\$ 2,500 - 4,999



Champion
\$ 5,000 - 7,499



Sustainer
\$ 7,500 - 9,999



Beacon of Hope
\$ 10,000 & Above

Donors of every level are vital to CityHeart's work . . .
Thank you for joining our Circle of Compassion!
Learn more at daytoncityheart.org/donate.

Thank You For Being Part of our Circle of Compassion

\$10,000+ Beacon of Hope

100+ Women Who Care, CareSource Foundation, Christ Episcopal Church, Episcopal Community Ministries, Fidelity Charitable-William H. and Denise Coyle Hedley Fund, Anne F. Johnson, Joseph S. and Nancy Kunkel Family Foundation, Physicians Charitable Foundation of the Miami Valley, George & Mary Slenski/Slenski Family Fund, The Living Beatitudes Community

\$7500—\$9999 Sustainer: Miles and Linda Schmidt, Abigail J Slenski, Christ Episcopal Church Waffle Shop

\$5000—\$7499 Champion: Amos Fund, Margaret Baird, Dayton Foundation - Anonymous, Nancy Jane Evans, John and Ann Paddock, Ann Pettee, Network for Good, Rotary Club Foundation, St. Paul's Episcopal Church

\$2500—\$4999 Affirmer: Judith Adams, Judith Barr, Dayton Foundation-Discretionary Fund, David and Nancy Harrison, John & Judith Kovacs, Jane McGee-Rafal, Marcia Muller, Stan and Elaine Musick, Pamela O'Brien, Amy Rowland, Greg and Kris Sexton, Robert Wilda—Wilda Family Fund

\$1000—\$2499 Connector: Judith Adams, Judith Barr, Raymond & Lynanne Kunkel Family Fund, Pene Bishop, John and Linda Cloud, Martha and David Cottrill, Tom and Katherine Cruse, M.O. and Nancy Diggs, First Baptist Church of Dayton, Lonnie D. Franks, Joan T. Franks, Jeffrey E. Froelich, Douglas Grewe, Marta Hopkins & Terry Murray, Joseph C. and Mary Anne Kunkel, Gary and Karen Kuziinsky, Monica Neiderman, Philoptochos-Greek Orthodox Church, New Homeowners Initiative, Richard S. Posey & A. Anne Posey, Leslie Nogle, Catherine Russell, Gregory and Margaret Sammons, Catherine Skardon, St. Anne Episcopal Church, St. George's Episcopal Church, St. John's United Church of Christ, St. Margaret's Episcopal Church, Ivy Young, Joyce C. Young, Margaret R. Young, Richard Young

\$500—\$999 Responder: Barbara Amantea, Dr. Victor and Kathleen Bean, Maureen V. Boyles, Greg and Kathleen Cleary, Mary Dahlberg, Paula Ewers, Greater Dayton Premier Management, Joanna Hill-Robinson, Gary L. Hunt, Susan C. Kolze & William E. Smith, Emily Sexton Joyce, Edward Lehman, Matthew S. Loges & Anthony C. Ehresmann, Kathryn Nelson, Julie and Tom Preisser, Judith D. Rhynard, Nancy Kay Schiffer, Patricia Anne Stricker & Tom Stricker, Jean and Terry Tarr, St. Christopher's Episcopal Church, Westminster Presbyterian Women

\$100—\$499 Helper: Tim Adams, Deborah Anderson, Kathleen P. Anderson, Bernard R. Barsky, Benevity Community Impact Fund, Donna and Frank Boensch, Linda G. Bush & Nancy J. McGill, Glen and Lynn Carr, Clarence Carver, Cindy L. Cary, Charles and Barbara Cerny, Martha A. Clarke, Anonymous, Cindy Cooke & Tom Schaefer, Charles J. & Linda H. Curtoys, Toni Daniels, Patricia A. DeArmond, Susan Jean DeLuca, Pamela Dolence, Marylyn Doyle, Tom and Warly Duvall, Donna Ehresmann, Peter and Beverly Ewers, Karen Francis, David and Elizabeth Geis, Pat and Doug Goudy, James Hoffman, Peter and Lynne Homeyer, Thomas Ioanes, Jill Johnson, Judith Rucker Johnson, Wallace Johnson, Percy Jones, Robert and Mary Jones, Paul and Donna Joyce, Yun Kim, Gary and

Patricia Leppla, Valerie G. and Marwood A. Moe, Millie Mooney, Kelli M. Myers, Robbie T. Nash, Linda Novak, Ceri Paul, Pamela G. Preston, Ronald and Dolores Rehling, Phyllis Risner, Thomas K. Robbins and Sophia Fisher, Leonard E. Roberts, Marilyn Schwinn, Lewis and Karen M. Seibert, Stephanie Sexton & Dave Knoll, L. Joy Simpson, Lynn Sinnott, Carole L. Smith, Debra Smith, Jerry & Pat Smith, Jo Smith, Sherry Smith, Patsy Stem, Sue Story, Mark Theobald, Laura Underwood, Cornelia Weierbach, Douglas Whiting, Al and Malinda Wolf, Shannon P. Wood, William S. Zimmerman, Your Cause, LLC **Other:** Madonna R. Allread, John Merritt Atkins, Rosalee Bradley, Ethel Burns, Karen Clark, Carmela Daniels, Levia F Davila, Richard Dixon, Mary Donnellan, Eternal Joy MCC, Victoria Fox, Frances Curtis Frazier, Patricia A. Goin, Catherine Grimes, Douglas Hammell, Ed R. Hardin, Michael J. Heaton, Luther Henry & LaQuita Henry, James and Kamela Kordik, Hazel Latson, Lisa Loftin, Charles and Jean Loveless, Barry and Debbie Mancz, Leslie Masterson, William and Patricia May, Nancy K. McKinley, Karla Miles, Anthony Mosley, New Hope Church, Lynn Olive, Jeffrey Paddock, Linda Parsons, PayPal Giving Fund, Patricia Perilman, James and Janet Sexton, Kathleen Shanahan-Aughe, John Snizik, Sue Sutton, Dick A. Trapp, Steve Vining, Charles Watts, Joyce Willis, Patricia Wynn

This is a cumulative listing from the 2016 founding of CityHeart as a 501 c 3 nonprofit charitable organization.

SAVE THE DATE—OCTOBER 7, 2021

6th ANNUAL FUNDRAISER



Mark your calendar now and plan to join us!

5:30—7:00 pm

Format and Location TBA. We are praying for an in-person event!



Thanks to all our auction donors, there were some amazing items for the online auction of our 2020 fundraising event.

Gifts baskets are always a favorite!

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

20 W. First St.
Dayton, OH 45402

CityHeart Corporation

20 W. First St.
Dayton, OH 45402

Phone: 937-223-CITY
Fax: 937-223-2416
E-mail: info@daytoncityheart.org
Website: www.daytoncityheart.org



A SPECIAL NOTE FOR 2021:

WE ARE COMMITTED TO SERVING OUR COMMUNITY DURING AND THROUGH THE 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

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