Rescue Mission of Utica

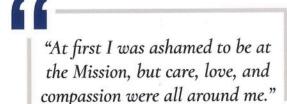
Reaching Out... Changing Lives

2024 ANNUAL REPORT

TABLE OF CONTENTS

From the Executive Director	2
Executive Team & Board of Directors	3
Our Mission & Our Vision	3
Programs & Services	4 - 8
Statistics	8
The Value of Lived Experience	9
John's Inspiring Story	10
Patrick's Story	10
How You Can Help	11
How Your Dollar Helps	11
Sources of Support	11
Tour the Mission	11
Volunteer at the Mission	12
Thread of Life Thrift Store	
Special Events	13 - 14
Thanks for your Support	15

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	and I finally found it here at th
	Mission. They saved my life!"
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From the Executive Director



Since 1890, the Rescue Mission of Utica, Inc. has been serving the area's most vulnerable. We remember and are thankful for the past, and we are overwhelmed with gratitude and excitement for our future.

For the last five years I have had the privilege of witnessing Rescue Mission of Utica, Inc.'s profound impact on our community. The transformative connections that we foster between those we serve and our dedicated staff and volunteers are life changing. From serving those with substance

use disorder, mental health diagnosis, or experiencing homelessness, to providing affordable housing, and gifting homes, the Rescue Mission of Utica, Inc. offers comprehensive programs, wrap around services and ministry to the area's most vulnerable.

You will find in our report a listing of our programs and statistics, but more importantly you will find life changing stories of those we serve.

Our work can only be accomplished with your ongoing support. May the Lord bless you and make His face to shine upon you!

Wendy R. Goetz

Wendy R. Goetz Executive Director

EXECUTIVE TEAM



Wendy Goetz Executive Director



Mike Dow Director of Finance



Jennifer Hatch Corporate Compliance Officer



Leslie Nicolette
Director of
Development



Jace LaPuma
Director of
Human Resources



Ernie Talerico

Director of

Operations

BOARD OF DIRECTORS:

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- Rev. Nelson B. Soggs (1987)
- Tom Wattles (1995)
- · William Worden (2017) Deceased

I serve on the Board of Directors because I believe faith is the foundation we all need. It's not just about meeting physical needs, it's also about meeting the spiritual and emotional needs of our clients, as we embrace and share the values and principles of our faith, while being compassionate, sharing love, and hope as we lift up those in need.

Robert Sylvester, President Board of Directors



Mission

Rescue Mission of Utica, Inc. (RMU) is a Christian ministry established to proclaim, in word and deed, the life-changing Gospel of Jesus Christ, by unconditionally endeavoring to assess and meet the physical, emotional and spiritual needs of anyone seeking assistance.

Vision

Be a conduit for God's love, grace and mercy, from which individuals can be healed, empowered and restored.

Core Values

- · We believe in the God-given potential of everyone.
- · We believe that it is God who changes lives.
- We believe in building relationships throughout our community to establish better care for the people we serve.
- · We strive to instill hope in those who come to us.
- We value "mutual ministry" to every member in our community (including care receivers, staff, volunteers and donors), and strive to assist care receivers in rebuilding key relationships in their lives.





Programs & Services

Rescue Mission of Utica, Inc. provides comprehensive person centered care to individuals by providing a coordinated network of programs and wrap around services. We serve those with substance use disorder, mental health diagnosis, those experiencing homelessness, those who have emotional and behavioral challenges, food insecurity, clothing insecurity, housing insecurity and those recently released from prison. We serve over 2000 unique individuals per year.

Serving those with Mental Health Diagnosis





Enriched Living Center (ELC) is a NY State Office of Mental Health certified 52-single room residential program for men and woman with mental health diagnosis. Rooms come furnished with a bed, dresser, closet or wardrobe storage. While living at the ELC each resident has a person centered service plan and works on goals to improve their level of functioning. Goals can include improving self-care, activities of daily living, socialization skills, financial management, medication management, (with staff supervision as needed), symptom and crisis management; developing coping skills and kills. Transportation is provided and/or arranged



community interaction skills. Transportation is provided and/or arranged for appointments including; mental health, medical, dental, and community based social and recreational programs. All meals are provided and trained staff are available on site 24 hours a day. The residents enjoy a hobbies room, several quiet community rooms, chapel services, and an outdoor green space which includes a garden and other outdoor activities, as well

as games nights and recreational activities. The goal of the program is to assist and empower residents to live as independently as possible.

Representative Payee Program

The Representative Payee program provides financial management assistance for persons who are deemed incapable of managing their Social Security benefits or other income. The program develops a budget for each individual that includes paying for housing, medical needs, food, clothing, and personal comfort items. The primary focus of the Representative Payee is to help keep a person safely housed by ensuring their rent is paid on time.



Veterans Representative Payee Program



We also have a unique program managing the benefits of veterans across the United States. We are a designated Professional Fiduciary with the Veterans Administration. RMU employs staff who understand the unique needs of those who have served, as we employee qualified veterans as Fiduciaries with lived experience in the United States Armed Forces.

Serving Individuals with Substance Use Disorder

Addiction Stabilization Center (ASC)

The ASC is a 25-bed New York State OASAS Certified Residential Addiction Stabilization Center (ASC) for men & women. The Center provides a medically supervised environment in which a person may stabilize withdrawal symptoms, severe cravings, psychiatric and medical symptoms before referral or transition to another program or element of structured treatment / recovery. Medication assisted treatment (MAT), individual and group counseling and activities are provided. A person centered treatment plan is developed based on each individual's unique needs. RMU's stabilization program was one of the first to be certified in Oneida County.

Peer Engagement Services - Certified Recovery Peer Advocates

Peer Engagement services are an important part of treatment and the recovery process. Peers provide confidential voluntary transitional support for adults in different stages of recovery. RMU's Certified Recovery Peer Advocates (CRPAs) draw from personal experience with substance use and professional training to provide non-clinical support services

as identified in an individual's recovery plan. RMU's peers emphasize the knowledge and wisdom of lived experience.

Parker House Residential Aftercare Program

The Parker House Aftercare Program is a sixmonth Christian Discipleship Program offering men a safe living environment in which to grow spiritually while recovering from substance use disorder. The residents of the Parker House, attend substance use outpatient treatment programs, participate in one on one









counseling, are offered pastoral care, attend daily Bible Studies, and weekly Chapel Services. Participants also are provided with case management services, including assistance with finding permanent housing, vocational training and a gym membership.

Serving those recently released from Incarceration

The Community Based Residential Program is a housing initiative to assist releases, under the jurisdiction of NYS Department of Corrections and Community Supervision to attain stability in the community. The program provides safe housing in a structured setting. Meals are provided as well as, case management, assistance with finding permanent housing, counseling, educational/vocational training, mental health support, and social services are all offered or provided through referrals to other organizations.



New York State Certified Emergency Shelter

The Shelter provides emergency housing for 59 men experiencing homelessness. Shelter staff engage residents to develop a resident centered Independent Living Plan with mutually agreed upon goals to achieve permanent housing. Residents are provided with three meals a day, hygiene supplies and clothing in a safe peaceful environment. Our shelter is more than "three hots and a cot" we also provide case management, counseling, mental health services, vocational services, emotional support, assistance with applying for benefits, and life skills training either directly or through referrals. Resident's also have the opportunity to voluntarily attend weekly Chapel & Bible study. Most of the employees of the shelter have experienced homelessness.

Serving Men & Woman Experiencing Street Homelessness

The Drop In Center provides services to adults experiencing street homelessness. The Center provides a warm place to stay in the winter

and a cool place to stay in summer. The Center serves as a bridge, a "one stop shop" for guests to access all services needed to be permanently or temporarily housed. Multiple agencies work collaboratively by providing services to the street homeless in the Drop In Center. Guests have the opportunity to engage in all services offered, some of the services or just Drop In in for a hot meal. Case Management, wellness programs, opportunities for showering, laundry, personal hygiene kites, an endless supply of clothing and many other amenities that support cleanliness, care and wellbeing are offered in a comfortable clean environment to those experiencing street homelessness.

Addressing Housing Insecurity

West street Apartments is a 42unit apartment building that provides affordable workforce housing as well as Shelter Plus Care units, Empire State Housing Initiative units (supportive units) and section 8 units. One and two bedroom units are available. as well as ADA and HVI units. Centrally located in Utica, the apartments are on a city bus line and near day care providers. playground and outdoor tables and grills as well as a large porch and community room are available for residents to enjoy.







Serving those with Food Insecurity



Dr. Alap A Butala Food Pantry

The pantry provides grocery bags full of nutritious food to those in our community experiencing food insecurity. Each bag contains enough product to make 15 meals. Bags are packed to make complete meals, not a random assortment of groceries. We also distribute grocery & hygiene bags to individuals and families who are temporarily housed in hotels, each bag is prepared with the family's housing situation in mind and contain groceries that can be prepared without a full kitchen.

Mary Tilden Clarke Community Dining Room

The Community Dining Room and Industrial kitchen operate 365 days a year, preparing and serving breakfast, lunch and dinner. In 2024, over 207,180 individual meals were distributed to a hungry community. We also host Utica's Great Thanksgiving and Christmas Feast. Utilizing over 200 volunteers, we coordinate the home delivery of over 2500 Turkey and Ham Dinners to the Community. Many Turkey Giveaways are also held during the Holiday Season. A special Easter meal is also served.









Skills for Success...Giving Away Homes and Training in Construction, Building & Trades

In January 2021 and in January 2024, we gifted two homes to first time homeowners. The new homeowners were required to participate in classes at the Homeownership Center to prepare them for success as first time homeowners. The homes were built by the clients participating in RMU's Skills for success program with collaboration of MVCC's Youth Build program, Human Technologies Corporation, ACI Construction Inc. Pathfinder Mgmt. Group and the City of Utica.

Gifted to John....

"I couldn't do anything without drugs." says John, the son of a minister. Like so many of the individuals at the Mission, John was intruded to drugs as a young man. For nearly 25 years the power grip of substance use disorder cast a dark cloud over his life. "I lost my family, I was homeless and I've been to prison". "I came to the Mission because I was sick and tired of being sick and tired. John participated in many mission programs eventually graduating from the Parker House Program in 2015. John is now continuing his recovery journey and has reconnected with his family. John was gifted our first small house!

The second small home was gifted to Catherine, a single Mom, who has experienced homelessness and participated in Rescue Mission Programs and Services.









Serving Those with Clothing Insecurity

Community Clothing Closet

The free community "Clothing Closet" supplies used clothing to all; men, women and children! Once per week anyone can choose at least six items of clothing from the Closet. The Community Clothes Closet also works closely with area case managers and other non-profits to ensure those most in need receive free clothing. In the fall a HUGE community winter coat drive is held.





Statistics

	2024 Nights of Care	2024 Unique Individuals Served	2023 Nights of Care	2023 Unique Individuals Served
Serving people with substance use disorder: OASAS Certified Residential Addiction Stabilization Center	3,693	181	4,162	152
Serving people in recovery from substance use disorder: Parker House – Spiritual Life Aftercare Program for Men in recovery	2,276	29	2,352	29
Serving people experiencing homelessness: OTDA Certified Emergency Shelter, for men who are experiencing homelessness	s 20,085	412	18,957	397
Serving people experiencing street homelessness: Drop In Center for those experiencing street homelessness	8,867	447	7,777	450
Serving people recently released from incarceration: Certified Department of Corrections & Community Services Community Based Residential Program for Men	2,328	42	2,815	51
Serving people with mental health diagnosis: OMH Certified Enriched Living Facility Residential Program	18,794	61	18,401	61

	2024	2023
Serving people with Food Insecurity: Mary Tilton Clark Kitchen & Dining Room – Meals Served	182,263 meals	170,738 meals
Alap A. Butala Food Pantry – each food bag contains groceries to prepare 15 meals Each Food Bag contains groceries to prepare 15 meals	13,807 food bags 207,105 meals	10,941 food bags 164,115 meals
Serving people with Clothing Insecurity: Free Community Clothing Closet – Articles of Clothing Given Away	12,296 articles of clothing	11,300 articles of clothing
Representative Payee Program: Representative Payee Program Participants United States Veterans Representative Payee Program Participants	639 participants 61 participants	566 participants 45 participants

We conducted over 400 Chapel Services & Bible Studies

The Value of Lived Experience

What is Lived Experience?

"Lived experience" refers to the knowledge and understanding gained from firsthand involvement in everyday events, rather than through second-hand information or research. Many RMU staff and board members have lived experience.



A Message from Rich Williams, Board Member with lived experience:

Well, I was an alcoholic and it was actually through my addiction that I was introduced to the Addiction Stabilization Center. At that time, it was the only place that would let me come in to detox and get back on my feet. The Mission believes in giving people second, third, and more chances. I've gone through that program four different times. Through various struggles, I had a relapse and I was homeless. I then ended up at the Men's Emergency Shelter. Edgar, who was in charge of the Shelter then,

helped me get into housing and then back into my career as a registered nurse. If it was not for the Rescue Mission, I don't know where I'd be.

One thing that I love about being on the Board of Directors of Rescue Mission of Utica is that to me, it has always been client centered. I think I bring that client centerdness to the board. We have a wonderful board, but I am the only one that has the life experience that has gone through every program that the Rescue Mission has had. I have been on the board for the last three and a half years and again, I bring a certain level of experience to that. I think with any board, one of its main challenges is making enough money to make sure that your programs are running efficiently and you have the money to cover them. We have excellent community partners through the county, through the city, that we work with to help get the funding that we need.

When I worked for a local health care center, we actually started a clinic down at the Drop-in Center. That way we were able to assist the Rescue Mission in getting people moved through the system a little bit quicker. They could see a primary care provider; they could get on any medications or referrals that they needed in a timelier manner. This enabled them to get into permanent housing a lot quicker; thus creating a new opening at the Men's Shelter.

Since 1890, the Rescue Mission has been helping people in this community and, over the years, has grown into being more than a hot meal. I want to introduce people or remind them of how important the Rescue Mission is in our community. I mean, the hot meal is important for people, but we have the West St. Apartments that people can live in, the Men's Shelter, and many other programs. It is a complete entity right here in the city. We are able to provide continuity of care and create relationships with our community. If you are struggling with addiction, you can start at the Addiction Stabilization Center then transition into the Men's Shelter or into some type of Independent housing with case management or even possibly the West St. Apartments.

You can turn your life around if you are willing to do the work. I am not saying it is easy, because it's not, but if you're willing to do the work, you can turn your life completely around under the umbrella of the Rescue Mission.

John's Inspiring Story

"I'm a good dad now... The cycle has been broken."

John grew up in a world of addiction and violence. "My father was an alcoholic who abused my mom and held a shotgun to my head," he says. He longed for a father who would love, protect and guide him, so when he was 13, he began numbing the pain of his wounded heart with drugs. "They were a way to escape all that had happened to me." Over the next 24 years, John's drug use escalated, costing him jobs, relationships and the custody of his children. "I used to write down a description of the kind of father I wanted to be, but I couldn't be that man without help," he says. "I needed structured living



Then John gave his life to Christ and felt led to seek help at our Parker House Aftercare Program. Through our Bible studies, chapel services and Christian counseling, he's grown strong in the Lord and experienced God's unconditional love for the first time in his life. "He's a good Father," John says. "God gives me grace and shows me that it's okay to mess up." John has also developed healthy coping skills and learned to be the kind of father he's always wanted to be. "I'm steady and caring. I get to see my kids now and they know I'm a good dad," he says. "The cycle has been broken." He plans to graduate from the program, get a place of his own where his kids can stay, and become a drug and alcohol counselor, with hopes of working here one day. "I want to give back to this wonderful place," he says. This Christmas, because of your compassion and God's love, John's story has a new beginning. Through the gift of Christ's birth, his future is filled with joy and meaning. "The Mission saves lives, families and children's futures. That's a priceless gift. It's an endless inheritance."

Patrick's Story

and Accountability."



Patrick's journey started in 2013. At that time, he began using drugs and alcohol. He was couch surfing at friends' homes, living under a bridge, and stealing food to survive. For many years, he continued these negative behaviors. Finally, about 2 years ago, after just returning from purchasing beer, he decided that he had had enough. Patrick's life changed in that moment. He dropped the beer and he made a call to a rehab facility to see if there was a bed available. Patrick went from being a homeless drunken man; to someone that now rents his own place, holds a job, and is an average citizen. "It is a great feeling." Patrick says.

Patrick became a Mission volunteer then employee. He is a Certified Peer Advocate and Certified Peer Specialist and is currently employed as a Residential

Specialist at our Men's Emergency Shelter. He receives a sense of fulfillment from assisting others and pointing them in the right direction. When working at the Shelter, he likes to consider each client's specific needs, while assisting them to accomplish their goals. In doing so, they gain a sense of purpose and fulfillment when they reach those goals and encounter success. He says "It's all about trying to help. The Mission is a place to go just to get back on your feet."

Patrick loves it when previous clients return and tell him how well they are doing. "It is a wonderful feeling and it makes all the work that we do worthwhile. "We are creating one miracle at a time."

How You Can Help

As we reflect on the achievements and challenges of the past fiscal year, we are excited to share with you our accomplishments and vision for growth.

Rescue Mission of Utica, Inc. has achieved significant milestones this past year, thanks to the unwavering support of individuals like you who believe in our cause. We provided more nights of care than ever, gave out 30% more food, and have given away 2 homes! However, we recognize that there are still more needs to be met and much work to be done.

Your continued support is crucial in helping us achieve our objectives and to make a meaningful impact in the lives of those we serve. Therefore, we kindly invite you to consider donating with our Monthly Miracle Partner Program or making a donation to support our ongoing initiatives. Your gift, no matter the size, will directly contribute to the many programs mentioned within.

If you would like to contribute or learn more about our organization and how your support can make a difference, please visit our website at uticamission.org. You may also contact me directly at (315) 735-1645 extension 2104 or leslie.nicolette@uticamission.org.

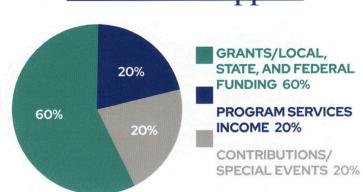
Thank you for your consideration and continued support. Together, we can create positive change and build a better future for the Mohawk Valley.

Gratefully,

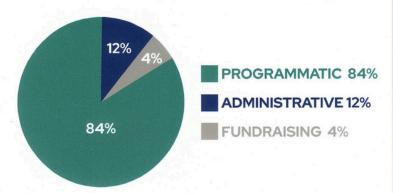
Ledie Micoletts

Leslie Nicolette
Director of Development and Communications

Sources of Support



How Your Dollar Helps



To make a donation:

- · Scan the QR code
- · Visit uticamission.org to make a donation
- Mail a check to Rescue Mission of Utica Inc. 293 Genesee St., Utica, NY 13501
 - Call 315-735-1645 extension 2104 to make a donation over the phone

- · Explore plan giving options
 - · Volunteer your time
 - Pray for the mission
- · Share the mission with others
- · Participate in fundraising events



Miracle Partners

TOUR THE MISSION

Would you like to see firsthand how your financial and prayer support is making a difference? Then join us for a tour of our campus. We encourage you to see the Rescue Mission for yourself and draw your own conclusions. It will change you, challenge you and give you a vision for how you can make a difference.

Volunteer at the Mission

At the heart of Rescue Mission of Utica is a community of compassionate volunteers who bring hope, dignity, and support to those in need. Our Volunteer Services program connects individuals, groups, and organizations with meaningful opportunities to serve—whether through preparing and serving meals, organizing donation drives, preparing care packages, or assisting with lawn care and cleanup.

Volunteers are essential partners in our mission to restore lives and rebuild futures. Whether for a day or a regular part of our team, our volunteers are making a lasting difference.





Thread of Life Thrift Store



Thread of Life Thrift Store, located at 130 Oriskany Blvd in Whitesboro provides household goods and gently used clothing at reasonable prices. Proceeds are used to support the programs and services of the Rescue Mission of Utica, Inc. Any items that are not sold are redistributed to other local community organizations. Threads is solely run on donations and staffed by volunteers. To volunteer at Threads please reach out to Leslie Nicolette, 315 735–1645 ext 2104 leslie.nicolette@uticamission.org. Thread of Life is the only local Thrift Shop operated by the Rescue Mission of Utica, Inc. and all proceeds stay local.



Special Events

Walk A Mile in My Shoes

"to understand someone's perspective, experience, or situation before judging them"

Walk A Mile in My Shoes, held every February, raises our community's awareness of homelessness and being homeless in an Upstate New York Winter. The one mile walk begins at City Hall and continues to our Shelter on Rutger Street and returns to City Hall. If you'd like to participate in future walks or sponsor the Walk, Registrations & Sponsorships begin just after the 1st of the year www.uticamisison.org.







Annual Golf Tournament

Our Annual Golf Tournament is held every June at Twin Ponds and brings together the community in an enjoyable round of golf to raise funds for the Mission. An early morning shot gun start begins the day. Prizes are awarded to teams in this best bell tournament. The day concludes with the famous Twin Ponds buffet lunch. Sponsorship information goes live online in April at www.uticamisison.org.







Mission of Hope at Hart's Hill Inn

Every fall, as the leaves begin to turn we gather at Hart's Hill Inn to celebrate the transformation that has taken place in people's lives. Men & Woman share their stories on how their life has been impacted, volunteers are recognized and a wonderful time of community is had by all who attend. To attend the Mission of Hope or sponsor a table, or learn more about the event, check our website www.uticamisison.org in July.





Isaiah 61:1-3:

"He has sent me to bind up the brokenhearted, to proclaim freedom for the captives and release from darkness for the prisoners"

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Rescue Mission of Utica

Reaching Out... Changing Lives

uticamission.org