

### A letter from our CEO

There are more than 75,000 people experiencing homelessness in Los Angeles. With numbers so high, some people might wonder, is homelessness just too big a problem to solve? Is there any way to make a difference?

The answer to that question is clearly *YES!* As you read through Union Rescue Mission's 2024 Impact Report, you'll see that you are making a difference in Los Angeles through your caring, compassionate support of URM's downtown ministry, Hope Gardens, and Angeles House.

Just this year, hundreds of men and women, once trapped in addiction and homeless, have graduated from our programs, moving from hopeless to hopeful, from broken to transformed, from addicted to set free, from alone to loved. Here, they found a community that loved them. Here, they found Jesus. Here, they found hope for today—and for eternity—because of you!

As you'll see in these pages, you are a part of every one of God's miracles we see here every day—one man, one woman, one child at a time.

Union Rescue Mission alone can't solve the overwhelming tragedy of homelessness in Los Angeles. I don't believe God's called us to do that. What God has called us—and you—to do is help those we can. And together we're doing that. Together, we're making a difference. So in the coming year, I encourage you to continue making a difference. Continue to believe. Continue to . . . Just Help 1.

Thank you and God Bless You All.

Mark Hood

Chief Executive Officer

Mark Tool





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## **Homelessness in Los Angeles:**

# Too many of our neighbors have no place to call home.

More than 75,000 men, women, and children in LA County are experiencing homelessness—more than 52,000 of them living without shelter.

### Why Is Homelessness So Difficult To Solve?

**Barriers That Keep People Trapped in Homelessness** 



Lack of affordable housing for low-income residents in LA. There is a dire shortage of 500,000 affordable housing units in Los Angeles County which leads to soaring rent prices and an increased housing burden.

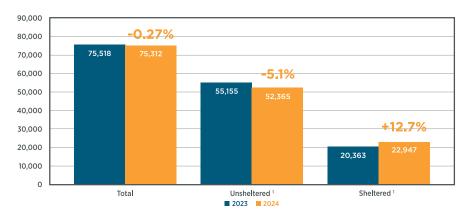


Barriers to employment: lack of transportation, lack of storage for belongings; daily search for food, shelter, hygiene, sanitary facilities, and safety; criminal records.



Lack of access to healthcare services, medications, and treatment programs for chronic health conditions, mental health disorders, and substance use.

Across the county\*, unsheltered homelessness **dropped by 5.1%**, while the number of people in shelters **rose by 12.7%**.



<sup>\*</sup>Including data from Glendale CoC, Pasadena Coc, and Long Beach CoC. 1 Unsheltered numbers are an estimate, while Sheltered numbers have been counted.





#### SHANE: addicted to drugs, living on the streets

At night, I sleep on the sidewalk. There's a lot of bad people out here—crazy people. Sometimes they'll try to rob you when you're sleeping. It's scary out here. You could get **killed** out here.



### **LORRAINE: new Union Rescue Mission guest**

I spent almost 40 years on these streets. It's not nice what happens to women down here. It's very **dangerous** for women down here, but here at the union, I like this. It's like a big family. You got support in here all day.



# YOUR COMPASSION IS BREAKING DOWN BARRIERS AND LIGHTING THE WAY HOME— ONE PERSON AT A TIME

## **Barrier #1:** Lack of Affordable Housing



The average rent for a two-bedroom in LA County is \$2,498. Renters need to earn \$48.04 per hour to afford it. Currently 495,000 households do not have access to an affordable home.

#### **HOW YOUR SUPPORT LEADS TO HOUSING**

Union Rescue Mission has long said that we are not home—we are the way home. Ending homelessness means empowering the men, women, and children we serve to move from homelessness to their own permanent housing.

#### HOW?

Thanks to your support, all of our life-transforming programs at Union Rescue Mission, Hope Gardens, and Angeles House include life-skills training that help our guests learn to better manage their income so they have a better chance at affording housing.

#### **Training includes:**

- Financial Management
- Budget Planning and Savings Training
- Assistance in Finding Permanent Housing

#### Other support includes:

- Ongoing Case Management
- Pepperdine Legal Aid Clinic This service helps men and women overcome past legal issues that prevent them from obtaining housing.

#### Services include:

- · Interviewing, advising, and counseling
- Assistance in resolving tickets and warrants
- Expungements
- Government benefits
- Assistance with income tax settlements
- Preparation for Homeless Court

In 2023, more
than **500** men, women,
and families at URM, Hope
Gardens, and Angeles House
found permanent housing—
thanks to you!



# YOUR COMPASSION IS BREAKING DOWN BARRIERS AND LIGHTING THE WAY HOME— ONE NEIGHBOR AT A TIME

# **Barrier #2:** Barriers to Employment



Many men and women experiencing homelessness at URM, Hope Gardens, and Angeles House have been out of work for years. They want a job so they can be productive and be able to take care of their families. But it's not easy. Many have little education or job skills, or even much of a work history.

#### **HOW YOUR SUPPORT LEADS MEN AND WOMEN TO EMPLOYMENT**

Giving someone a job is the best way to end homelessness. By helping just one person gain employment, you're giving them an opportunity at a second chance. Thanks to you, they're equipped with all the tools they need to go back to work.

#### Your support provides access to:

**Emergency Services:** Guests receive warm meals, safe shelter, hygiene, sanitary facilities, and storage for their belongings so they can focus on rebuilding their lives.

**Learning Center:** This center is equipped with 30 online computer terminals and staffed by fully credentialed instructors who help students develop an Individual Learning Plan and then work toward their educational and employment goals.

#### This program includes:

- Computer/typing literacy
- Graphic arts/design
- Business marketing & retail
- English as second language
- Literacy tutoring
- GED preparation
- Specialized vocational services

#### **Transformation Programs:**

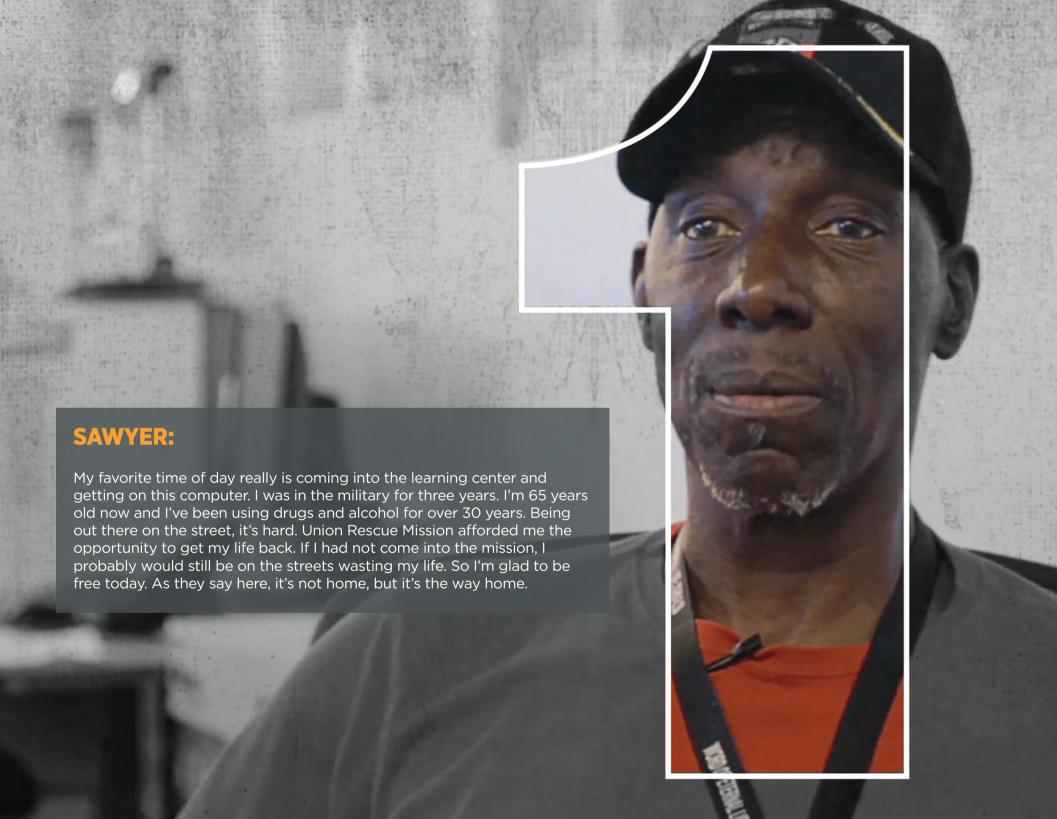
These programs include:

- Work therapy
- Training to create a resume
- Job readiness skills

**Thrift Stores:** Not only do proceeds go to support URM's downtown ministry, Hope Gardens, and Angeles House, but these stores also provide our guests with:

- Job skills and training
- Opportunities to be part of a team
- Business experience
- Employment opportunities

In 2023-24,
nearly **300** men and
women enrolled in our
life-transforming programs
and received the help they
need to obtain adequate
employment.



# YOUR COMPASSION IS BREAKING DOWN BARRIERS AND LIGHTING THE WAY HOME— ONE LIFE AT A TIME

## Barrier #3: Lack of access to healthcare, mental health services, and addiction recovery



Maintaining employment and self-sufficiency can be difficult for people struggling with medical or mental health conditions, or with substance abuse. The problem is made worse when people don't have access to adequate health care, mental-health care, or recovery services.

### HOW YOUR SUPPORT PROVIDES ACCESS TO FREE MEDICAL AND MENTAL **HEALTH CARE, AS WELL AS RECOVERY SERVICES**

In order to truly end someone's homelessness, it's important to address all their needs — mind, body and spirit. Thanks to your support, all our guests have access to:

#### **UCLA Health—Homeless Healthcare Collaborative:**

Our healthcare clinic is one of only a few full-time clinics in the Los Angeles area devoted to caring for the primary medical needs of people devastated by homelessness.

#### **USC Dental Clinic:**

Faculty, students, and interns from the USC School of Dentistry provide free comprehensive care to underserved people in the downtown Los Angeles area. This program is the only dental clinic on Skid Row that cares for children.

#### **Pepperdine Mental Health Clinic:**

Our mental-health clinic provides crucial psychological services for people as they strive to overcome homelessness and addiction. Treating their trauma and diagnosing disorders dramatically increases their chances for long-term recovery and employment.

#### Christian Life Discipleship Program for Men and Hope Gardens and Damascus Program's for Women:

Our life-transforming programs offer 12-step recovery classes and addiction education to help men and women overcome substance-abuse issues.

Graduates from Men's Christian Life Discipleship Program:	229
Graduates from Women's Damascus Program:	12
Graduates from Hope Gardens Women's Program:	63



"Our healthcare clinic provides more than medical care, we give people hope and we restore dignity. We do a lot of urgent care and primary care, and we see a lot of chronic diseases—out-of-control diabetes or hypertension, inflammatory conditions, skin infections, or the worst, respiratory illnesses. It's what I call the illnesses of poverty."

Dr. Mary Marfisee, Family Medical Services Director at Union Rescue Mission



# THE DIFFERENCE YOU MADE IN THE LIVES OF MEN, WOMEN, AND CHILDREN AT URM'S **DOWNTOWN MINISTRY, HOPE GARDENS, AND ANGELES HOUSE**

Throughout the past year, your compassionate support has made a profound, humanitarian difference in the lives of men, women, and children experiencing homelessness in Los Angeles—ONE LIFE AT A TIME!



484,315 Total nights of safe shelter provided



**730,000**Number of meals served



Number of people housed every night







6,000+

Men, women and children moved into URM and off the streets of LA over the past year.

**500** Families served at URM's downtown ministry (including 1,731 children)

116 Families served at Hope Gardens Family Center (including 162 children)

180 Families served at Angeles House (including 407 children)

#### **Union Rescue Mission's Downtown Ministry:**

Union Rescue Mission is a life-saving refuge in Skid Row, offering safety to over 800 guests nightly. Beyond meals and shelter, we provide programs that support the whole person—mind, body, and spirit—to those facing homelessness, hunger, and addiction.

### **Angeles House:**

Angeles House in South LA offers shelter and hope to unsheltered families—including fathers, mothers, intact families, and children—providing interim housing, support services, rehabilitation programs, spiritual care, and a path to permanent housing for up to 340 families.

### **Hope Gardens:**

Hope Gardens Family Center is a 77-acre haven in Sylmar, California, offering long-term rehabilitation, services, and spiritual care to homeless women and children. It also supports women overcoming addiction and provides permanent housing for senior women.







# HOW YOUR ONGOING FAITHFUL SUPPORT WILL LIGHT THE WAY TO A BETTER AND MORE HOPEFUL FUTURE—ONE PRECIOUS SOUL AT A TIME

Homelessness is an overwhelming humanitarian crisis on nearly every corner of Los Angeles County. Many people look at the numbers and ask, "Are we making any progress?" We here at Union Rescue Mission want to assure you that, through your continued support, we are making a difference in lives every day.

Addictions are broken, families are reunited, hearts and minds are mended, and men, women and families move on to stable and productive lives. We want to continue that life transformation process, but we also want to look for opportunities to grow our programs and our reach.

Here are a few of our plans to make a bigger impact in the lives of the people we serve.

#### **Expand Hope Gardens**

- More apartments for women and children
- Transitional apartments for graduates

#### Add Training Programs to Help Men and Women Learn Valuable Trades

- Equip students with valuable trades in the Los Angeles area, such as: automotive repair, solar panel installation, welding, plumbing, electrical skills, and HVAC
- Build partnerships with existing trade programs
- · Align with other trade schools in the LA area

#### **Broaden Relationships with Local Businesses**

- Invite area businesses to offer scholarships for our trade programs
- Work with businesses to create job opportunities for our graduates

### Cultivate Stronger Relationships with Area Churches

 Create a healthy, spiritual community for our graduates beyond Union Rescue Mission to encourage more stability and longterm success after they complete our programs







Union Rescue Mission's two Thrift & Boutique stores, located in Covina and Whittier, generate important revenue to help fund operations of the mission, as well as create jobs for graduates of our programs.

These stores are stocked with brand new apparel and shoes donated by the fashion industry, as well as numerous contributions from the retail and wholesale sectors. Stores also feature quality thrift items donated from URM supporters.

**COMING SOON IN 2025:** URM will open a third Thrift & Boutique Store in Torrance, near the Del Amo mall, in a former Tuesday Morning location.

Your support through donations or shopping will truly have a positive impact on the success of these operations. THANK YOU!











Martin, a current URM guest and former team member at the URM Thrift and Boutique in Covina, shared some of his experiences with us. He now works at the URM Distribution Center, which supports both locations.

What did you enjoy most about your experience working at the thrift store? Everything! Now I feel rich because URM gave me a job.

#### What were your duties?

pray every night.

I learned how to work with my coworkers and with customers. I never had a job like that before.

Why do you believe URM is important? URM is a place that helps people recover. It's a place where you get your health back and you learn about God. I now read my bible and go to church. I

What would you say to our donors?

God bless you. I appreciate your support. You have no idea how much you've helped me.

### **URM FUNDRAISING EVENTS:**



Our 2024 Over the Edge event was held at the Universal Hilton Hotel on September 27-28. It was the most successful OTE event ever! We had 180 individuals participate and, along with our incredible sponsors, we raised \$1.8 million to fight homelessness!



This year's broadcast was in front of a LIVE television audience on the set of *The Talk* on April 13th. It was viewed throughout Southern California and around the country on CBS and raised a record breaking \$3.4 million.



Our 2024 URM 5K was held at the Rose Bowl on Saturday. June 8th. We had over 600 runners and walkers participate in the event, who helped us raise \$889,000.





























### **Board of Directors**



**David Wood** Chairman of the Board Board Member Since 2019



**Steve McKenzie** Vice Chairman of the Board 2021- Present



Jonathan M. Lee Audit and Finance Chair Board Member Since 2019



**Caryn Ryan** Programs Chair 2008- Present



**Evan Taranta** Philanthropy Chair 2021-Present



**Eugene Tsai** Board Member Since 2020



Shervi Kataoka Endo Board Member Since 2023



**Josh Hamilton** Board Member Since 2023



Uleses C. Henderson. Jr. Board Member Since 2020



**Scott Watt** Board Member 2000-2018 2020-Present



Board Member Since 2022



Helen E. Williams, EDD D. Michael Van Konvnenburg Board Member Since 2023



**Jackie Lacev** Board Member Since 2023

# **Senior Leadership**



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**Richard Baker** President



Dan Roleder, Chief Financial Officer



LaTonja Lindsey Vice President, Emergency Services



Richard D. Newcomb Vice President, Philanthropy & Social Enterprise



**Kitty Davis-Walker** Vice President, Public Relations



**Yeilen Hernandez** Vice President, Human Resources



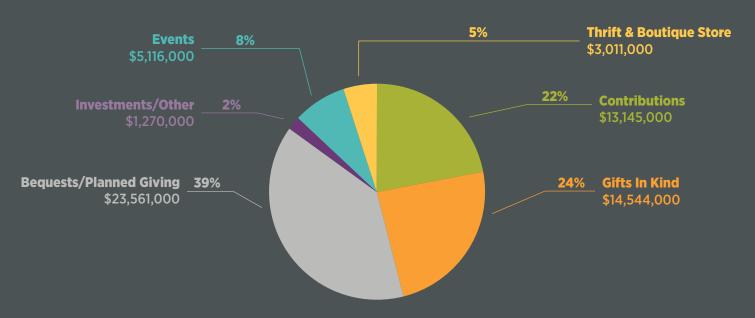
**Albert Kae** Vice President, Men's Ministries

**Help One Person, One Family** 

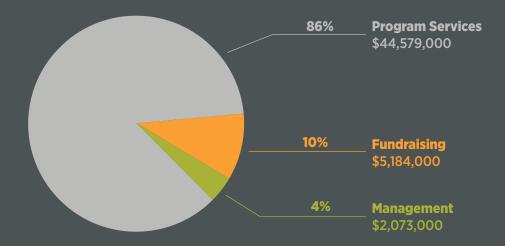
Homelessness in LA can feel overwhelming, but you can make a difference! For 133 years, Union Rescue Mission has changed lives, helping people escape the streets. Together, we can continue this work—one person, one family at a time.

# **Financial Information**

### **Sources of Income**



### **Where Your Donations Go**



## **Ways to Help**

We can only provide our life-saving services through the support of caring and compassionate donors like you. Your sacrificial gifts ensure we can continue to help men, women, and children escape homelessness.



### **Donate**

Visit our website and find out about all of the different ways to give.



### **Volunteer**

There are many opportunities for individuals or groups to help at our main building in Downtown L.A., Hope Gardens Family Center, Angeles House Family Center, or at our Thrift & Boutique Stores.



## **Planned Giving**

Legacy giving is a meaningful way to both help us continue to fight homelessness today and for future generations, while realizing significant financial, tax, and estate planning benefits. The process is simple, but the impact will be felt for generations to come.

**JUST** 



**HELP** 



ONE



JustHelp1.org





 YOU CAN DONATE TO US WITH CONFIDENCE.

"The first guestion which the priest

and the Levite asked was: 'If

I stop to help this man, what will

happen to me?' But . . . the good Samaritan reversed the question:

'If I do not stop to help this man, what will happen to him?"

—Martin Luther King Jr.





