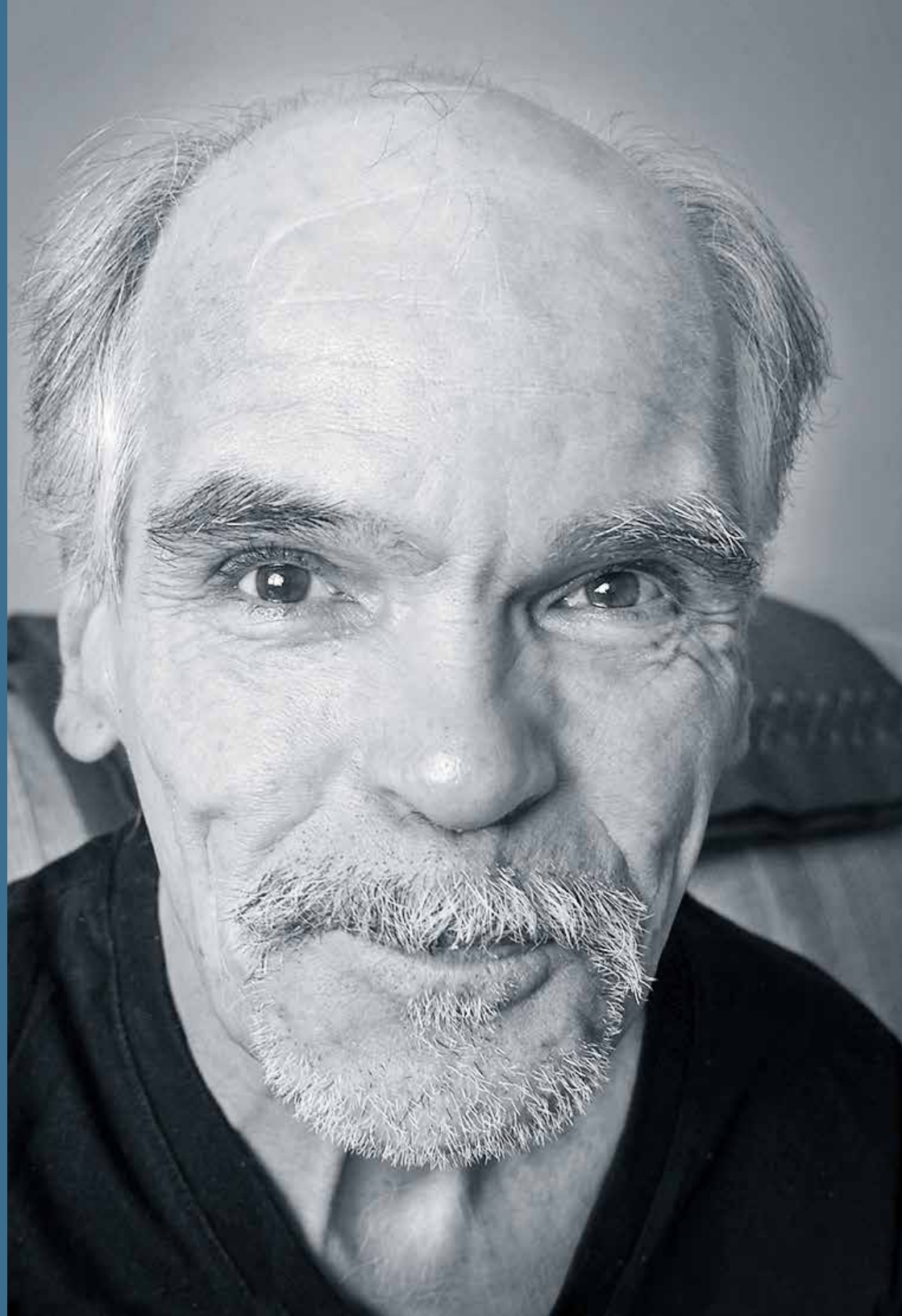


2020
ANNUAL
REPORT

HOPE IN
TIMES OF
TROUBLE


rescue mission



CHIEF EXECUTIVE OFFICER'S MESSAGE



Adapting, Changing, and Serving

How can an annual report accurately sum up the totality of what we experienced at the Rescue Mission in 2020?

Here is a glimpse. We had finished 2019 on a high note. Our annual Hope Awards celebrated our clients and our community champions in November. This was followed by our Thanksgiving meal in our new food service facility. Movie with a Mission with News Channel 9 was in early December, followed by our holiday parties and Christmas meal. We started 2020 feeling optimistic. I vividly remember sitting in a February meeting where I was excited to see how our store sales and financials were trending to date.

In early March, I went to Florida to visit with several former Syracuse residents and Rescue Mission supporters. The coronavirus was a piece of small talk, none of us had an inkling of the reality that was to come. Later that month, when the pandemic hit home, all of our Thrifty Shopper retail operations were forced to close, and we needed to keep our guests and residents safe and fed by any means necessary.

By the end of March, I had to make the hardest phone calls of my career, as the Rescue Mission laid off 285 of our

385 employees.

I remember making and continuing the analogy of the Rescue Mission being a 133 year old ship that just hit rough waters. We had to get most of the staff off the boat, while the remaining 100 needed to bail water until we could bring more help back. The boat is a lifesaving shelter and meal provider for the most vulnerable in our community.

As an organization, we wrote for every available grant dollar and asked the community at-large to step up and help with contributions. You all came through. By May, our staff was reemployed and back to work. And because of you, we provided meals, housing and shelter every single day of the year, with no service interruptions.

We adapted, we changed, we served. Through the darkest, most uncertain of times, we Put Love into Action and endured. Thank you.

A handwritten signature in black ink that reads "Dan S." with a stylized flourish.

Dan Sieburg
Chief Executive Officer

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Meals During COVID

Even during a pandemic, the Rescue Mission continued to feed our hungry neighbors.

Meal service continued at the Rescue Mission, even with COVID-19 restrictions in place. Those most in need in the community and those in the shelter depend on the three meals per day served at the Food Service Center. The meals were even more important during the pandemic.

Changes were made to assure that meals could be distributed safely and in compliance with new COVID-19 regulations and guidelines. Meals were no longer served on plates, but packed in to-go containers. Those coming from the community were able to pick up meals at the door of the Food Service Center, while those staying in the shelter could pick up a meal and sit in the dining room which featured reduced seating and social distancing. Beyond the dining room, Plexiglas was installed on the serving line and temperature checks were taken using the heat sensor by the check-in desk.

Food Service staff also joined forces with Onondaga County to prepare and pack meals to be delivered to anyone on the state ordered quarantine list, as well as those quarantined in area hotels. Supplemental meals were also prepared, transported and distributed to the families in our Auburn Rescue Mission program.

TOP: The Rescue Mission food service team prepared more than 1,000 additional meals every week that were distributed by the county to local seniors at risk of contracting COVID-19.

ABOVE: Community members were able to get meals to go from an added take-out entrance. The main dining room was limited to socially distanced shelter residents only.

Programs During COVID

Caring never stopped.

As the stay-at-home orders went into effect, the Rescue Mission carried on with its operations. Our programs had to continue for the sake of those in need, even with the uncertainty of COVID-19.

At our 192-bed emergency shelter, strategic changes were made to address the need for social distancing. Our residential housing programs continued serving those in need, including Crossroads Residence, our 59-bed adult home for men, Gifford Place, and Whitney

Place in Binghamton.

In Auburn, our staff pivoted to making home deliveries of groceries and meals, along with other daily supplies, rather than having residents come to the pantry. Staff also helped families with their children's virtual learning requirements.

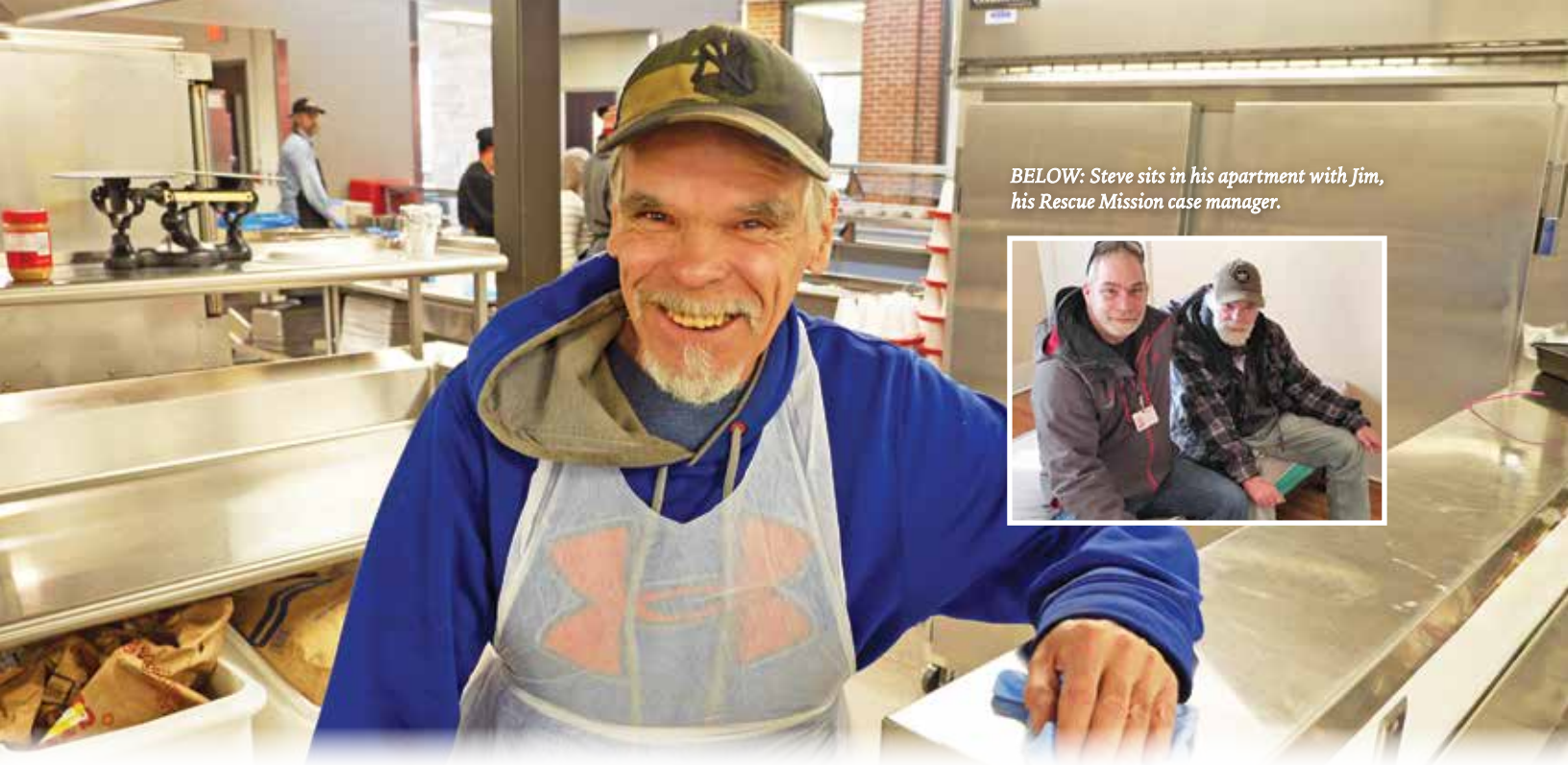
Throughout the pandemic, our program staff learned how to adapt to the ever-changing guidelines while still providing essential services to those most in need.



Visiting groups such as The Purpose Church Worship Team, above, encouraged our guests and residents with their uplifting presentations. The pavilion and courtyard of the Emergency Shelter provided a safe outdoor setting for gathering together.



Distribution of meals and essential supplies continued throughout the pandemic in all three Upstate New York regions served by the Rescue Mission.



BELOW: Steve sits in his apartment with Jim, his Rescue Mission case manager.

Steve's Story "...Life is good. Not perfect, but good."

On cold nights, Steve wrapped himself in a blanket and comforter and settled into a nook, away from the worst of the elements. After years of homelessness, "it got to the point where I really didn't care," Steve says.

"When I was out there it was like people would look at me, but not look at me. It was like they would look through me," Steve says. "It makes you feel like you're nobody, like you don't exist."

In January of 2018 volunteers fanned out across the city and county for the annual "Point in Time Count." The mandated count each January provides a snapshot of the homeless community.

Ben Walsh, the Syracuse mayor, was driving around that night with

outreach workers. Walsh suggested checking a spot he knew about. They found Steve sleeping there.

Steve spoke with the mayor and the outreach workers. He was adamant that he didn't want to go to a shelter. He told them all he wanted was a pair of gloves, if they had them, and a job.

Jim, one of the Rescue Mission's case managers offered to meet with Steve and asked where he would be tomorrow. The next morning, Steve was at the library when Jim came and said he'd found a place.

They worked together to get Steve identification and Jim helped sort things out with Social Services so Steve could receive assistance again. He moved into an apartment of his own. He began volunteering at the Rescue

Mission washing dishes, cleaning counters, and sweeping. He enjoyed volunteering because nobody judged him and he felt like part of a team. He also related to many of the people who come in for a meal, he says. The time spent volunteering in the kitchen led to Steve being hired as an employee, and he joined the Rescue Mission food service staff at the end of 2020.

He says the Rescue Mission played a large part in saving him. "I'd still be in my hidey hole, if I was even still alive because like I said, I'd pretty much given up," Steve says. "And now I realize that life is good. Not perfect, but good."

Donations

Donations from our caring community helped the Rescue Mission continue to serve throughout the pandemic.

As the stay-at-home orders went into effect many found themselves stuck at home and began to “quar-an-clean” their closets and basements. When the Rescue Mission’s Attended Donation Centers reopened, there was a huge influx of donations to sort through. In 2020, donations were up 35% over the previous year. Those

donations keep our stores stocked, and the revenue from the stores provide much-needed funding for our programs.

Supporters of the Rescue Mission also stepped up by donating hand-sewn face masks for our clients and staff, along with hand sanitizer, PPE and other supplies.



ABOVE: In Auburn, Bailiwick Market & Cafe raised money to purchase boots for the children served by our programs in that community. LEFT: Longtime generous donors provided funds to replace the aging HIS Team vehicles. The two new SUVs allow our three outreach staff to venture out at all hours and in all kinds of weather with confidence.



Many businesses, individuals and foundations helped the Rescue Mission continue to serve the community through last year.

Farewell to Our Friend

We celebrate the life of Jerry Lieber.

When Jerry Lieber was homeless, battling mental illness and alcoholism, he lived on whatever he could find to survive. “I was eating small stones like the chickens do,” he once recalled.

When a stranger brought him to the Rescue Mission, Jerry worked closely with our case managers and chaplains and followed their counsel.

As a resident of our Crossroads Adult Home, Jerry started making good choices that changed his life. He reconnected with God and family. He took college courses. He worked at a coffee shop. He made friends.

The Rescue Mission, he said, “They gave me hope.”

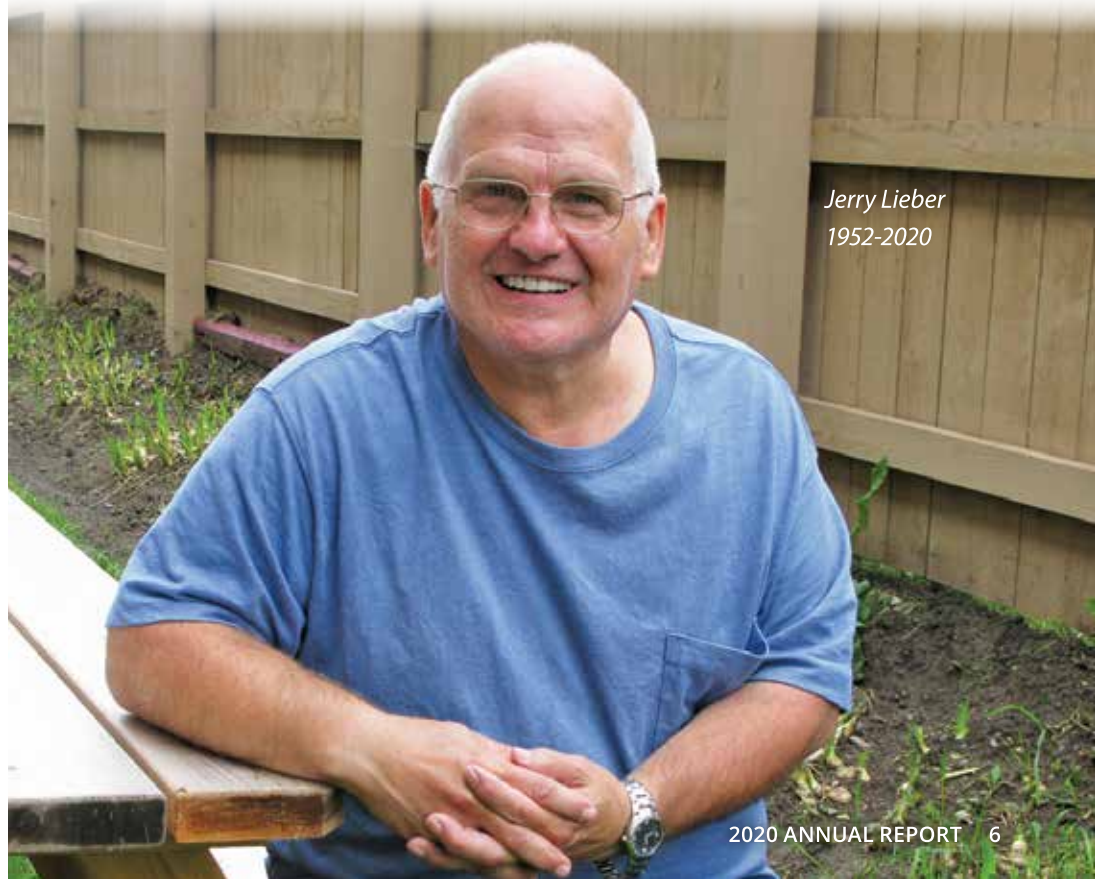
Around the Rescue Mission campus, Jerry was known for his bright smile. He was always smiling. He said we gave him hope, but he brought us great joy.

This fall, after a brief bout with cancer, Jerry left the Rescue Mission. He moved to his final, heavenly home to be with the Lord. We deeply miss our beloved friend and his bright light.



ABOVE: Jerry received job training from the Jobs for Life program and joined the workforce not long after.

TOP RIGHT: Jerry was a Hope Award recipient among many other accomplishments that he achieved during his stay at the Rescue Mission.



*Jerry Lieber
1952-2020*



Events

Despite the challenges of holding events during a pandemic, supporters stepped up and crucial funds were raised.

In February 2020, the Rescue Mission hosted its annual Freeze Out 5K in Binghamton and Syracuse. Those events would be the last of our large-scale, in-person events as the COVID-19 pandemic restrictions took effect in March 2020.

Due to COVID restrictions, our 2020 Ride and Run for the Rescue event pivoted to a virtual format. Supporters of the Rescue Mission chose their own challenge whether walking, running, biking or another challenge at their own time and place to raise money for our programs.

Later in August, 128 golfers gathered for the Mission Possible golf tournament at Skaneateles Country Club and raised more than \$50,000.

And, during the holidays, Scan Away Hunger encouraged shoppers to provide meals for men, women, and children in need at Wegmans and other participating locations, including the Rescue Mission Thrifty Shoppers. With the support of our generous community, we were able to raise an additional \$100,561.

Our Movie with A Mission telethon looked very different due to COVID precautions. Rescue Mission staff broadcasted from our campus while News Channel 9 staff remained at their studio. Check presentations were made both live and also via Zoom. We raised \$162,118, the largest amount of money ever for the event.



ABOVE: Scan Away Hunger is a familiar fundraiser to area grocery shoppers.

BELOW: Rescue Mission CEO Dan Sieburg hosted Movie with a Mission remotely from the Rescue Mission campus during COVID-19.



Thanksgiving and Christmas

Holiday Meal Deliveries Expanded During COVID-19

Thanksgiving and Christmas are special times at the Rescue Mission. Although 2020 brought many COVID-related challenges, we were still dedicated to providing the warmth and joy of the holidays to those we serve while maintaining COVID protocols.

We expanded our home meal delivery service to anyone in the community who was in need, instead of just the elderly and the homebound. We delivered nearly 2,000 meals on both Christmas and Thanksgiving, thanks to the help of close to 100 families on both holidays.

The families we serve in Auburn, along with our Binghamton residents, Gifford place residents and Crossroads residents all received Christmas gifts purchased by sponsors. And our shelter residents received a warm blanket and hygiene items.



All volunteers delivering meals completed a COVID screening and were temperature checked. Volunteers were asked to complete a contactless delivery. For those dining on campus, we had a seated meal for residents in the shelter and those in the community were provided to-go meals.



Volunteering During COVID-19

When the COVID-19 pandemic began, we pulled all volunteers from their assignments for the safety of our volunteers, clients and staff. Not to be deterred by the pandemic, our volunteers stepped up and sewed masks, packed blessing bags, and donated hand sanitizer and other safety items to help our residents weather the pandemic.

As 2020 progressed, we were able to bring back some volunteers to help out at the Thrifty Shopper stores as the stores reopened, and in our Food Service Center. COVID screenings, temperature checks, and required masks became part of the volunteer process.



Stores Survive a Shutdown

Eager Customers Return to Reopened Thrifty Shoppers

In late March of 2020, our Thrifty Shopper Stores were forced to close due to COVID-19 restrictions. It was a devastating loss of revenue for the Rescue Mission. The Thrifty Shopper stores provide sixty percent of the revenue for our programs. Both the Rescue Mission and its loyal Thrifty Shopper customers were thrilled when the stores were able to reopen in early June.

In addition, the Rescue Mission was able to open its first Thrifty Shopper Outlet store, despite the chal-

lenges that the pandemic brought.

We are proud that in 1961, we opened our first thrift store to provide affordable clothing to the community and to generate revenue to support our programs. Today we operate 18 Thrifty Shopper stores in nine counties and two 3fifteen boutique shops in Onondaga County. What we cannot sell in our stores is often recycled or sold to salvage companies, bringing in additional funds for our programs.

Customers were eager to return to shopping for one-of-a-kind deals on gently-used clothing and other merchandise. Upon reopening, Thrifty Shopper store management followed Health Department guidance and regulations closely.



Thrifty Shopper Outlet Store Opens

The first-ever Thrifty Shopper outlet store, opened in 2020. Located in the Shop City Plaza on Teall Avenue, this store offers shoppers the chance to purchase clothes, linens, toys, housewares and books at bargain basement prices. Home goods and bric-brac can be purchased for \$1.29 per pound, and all other items are offered at deeply discounted prices.

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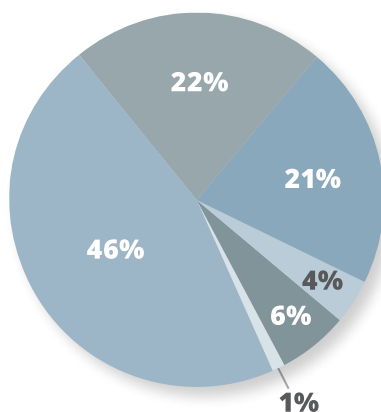
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FINANCIAL SUMMARY

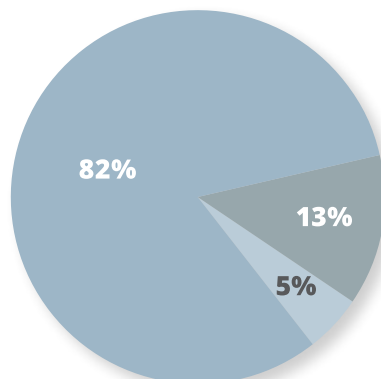
SOURCES OF REVENUE

46%	Stores and salvage operations
22%	General contributions
21%	Government agencies
4%	Program fees
6%	Legacies/bequests
1%	Investments/other



WHERE YOUR DONATIONS GO

82%	Program services
13%	Administration
5%	Fundraising



Total Fiscal 2020 Revenue.....**\$25,837,055**

Net Assets at September 30, 2020.....**\$20,185,745**

Information is for fiscal year ended
September 30, 2020

For complete copies of audited
financial statements and IRS Form
990, please visit our new website:
RescueMissionAlliance.org/financials





RescueMissionAlliance.org

**SYRACUSE RESCUE MISSION/
RESCUE MISSION ALLIANCE HEADQUARTERS**

155 Gifford Street
Syracuse, NY 13202
315-472-6251

AUBURN RESCUE MISSION

51 Merriman Street Extension
Auburn, NY 13021
315-282-7195

BINGHAMTON RESCUE MISSION

56-58 Whitney Avenue
Binghamton, NY 13901
607-201-1030

