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Dear friends, partners, and readers,

You are holding Impact: The Annual Report of Yakima Union Gospel Mission. This edition will tell you about the difference that has been made in lives, families, and our community through the support of people like you, through the hard work of amazing staff and volunteers, and especially through the transforming and saving work of Jesus Christ.

It seems like we are all living in a period of accelerating change. So much is happening so quickly. But we will always start these reports by telling you what has not changed—what cannot change, and will not change.

Our world is a closed system that is slowly winding down. Power, wisdom, and hope must therefore be injected into our world from outside the closed material universe. Only God can save. We believe “that God was reconciling the world to himself in Christ, not counting people’s sins against them. And he has committed to us the message of reconciliation” (2 Cor 5:19).

The Mission grew in scope and scale during “Fiscal Year 22”—the twelve month period ending June 30, 2022. And we want you to know that we will never grow by trading in the only Source of hope in the universe: following Jesus.

Yakima Union Gospel Mission exists to follow Christ by helping people move from homelessness to wholeness. How blessed we are to bring a ministry and message of reconciliation to the most broken lives in our community! Every day we get to see that reconciliation at work in the hearts and families of the people we serve at Yakima Union Gospel Mission.

We see a lot of heartbreak and loss. But we also see repair, healing, and new life!

God made us to love Him and others, and when that gets disrupted bad things happen. In the most severe cases of childhood trauma and abuse, all kinds of destruction occurs. For example, the men and women in our New Life Addiction Recovery Program report rates of childhood sexual abuse 300% higher than average. Most report beginning the regular use drugs and alcohol by age 12.

The only people they’ve ever felt normal around are others who have experienced such drastic childhood adversity! And so far, every attempt to make life work has failed. Thus, when you hear someone say that they have chosen a life of addiction on the streets, you are hearing someone say this is the best they know how to hope for. How heartbreaking is that?
We base our work here on the wisdom of the Bible and the overwhelming amount of corroborating research that clearly demonstrates how chronic homelessness is not really a housing crisis. Rather, it is a personal crisis with housing symptomology. While people need resource assistance during their period of restoration, their problem wasn’t ever really a resource deficit. It was always a deficit of loving, healthy relationships.

Yakima Union Gospel Mission measures our work in five steps. First, we go to the street in a quest to win enough trust with people that they would choose to come in. Shelter is that second step, where we can start helping people assess the damage and choose to pursue repair. The third step is a program of Change, so that we can address the root causes of addiction and homelessness. These courageous overcomers then can move to step four, participation in the job and housing markets, with the goal of taking step five: permanently exiting the cycle of generational poverty.

We call that last step Equity, because the word literally means “an ownership share.” And we believe that God wants every person to experience the joys and the growth that comes from having an ownership share in community. They should get to invest in community and receive the dividends of that investment. Their original family couldn’t give that opportunity, but God is powerful and good!

Fundamentally, this report will tell you about the Impact made with the resources God has entrusted to us through supporters like you!

Because of you, we get to report about expansions in our outreach to homeless people on the streets, expansions to our Thrift enterprise, the hundred of lives changed, the thousands of safe nights for homeless children, the even more thousands of medical and dental care visits, and more! There is also a special section about the Madison House youth program.

That’s a lot of work, because there is a lot of work that needs doing. The need has never been greater. All the things that make childhood trauma and abuse more likely are only increasing—fatherless homes, easy access to drugs, domestic violence, and a broken mental health system. It could easily worry the bravest observer.

But God has already triumphed over darkness. Even death no longer has the final word. There is a power to heal and transform that is greater than every force that destroys. Because of you and your support, the Light of Life is shining further than ever.

And the difference He makes is like night and day.
WHY UGM?

OUR APPROACH

5-SPACE MODEL   Fig. 1
To fulfill our mission of helping people move from homelessness to wholeness, Yakima Union Gospel Mission seeks to advance people through our 5-Space Model.

Our goal is to assist people struggling in street homelessness by connecting them to shelter or treatment options.

We will build relationships of trust that enable clients to seek out personal and healing life-change through participation in our residential programs.

Eventually, our goal is to help people who have experienced transformation find opportunities to participate in the marketplace with employment, and achieve independence.

Finally, once a person is stable, they can move into a place of equity that allows them to become contributors and shareholders in community.

OUR STRATEGY   Fig. 2
We desire to make a meaningful difference to lessen the impact of street homelessness in Yakima and its surrounding areas.

By partnering with police, courts, & service providers to actively steer people from illegal camping and into services, we believe we can visibly reduce the number of people living on the streets.

Our Street Outreach teams are now going out every single day to engage people who are homeless. We build trusting relationships in the hopes of welcoming more people off the streets into shelter.

Once in our Adult Shelter, we can direct guests to explore our life-change programs by enrolling in Discovery.

In these programs, we are able to help these clients find real healing, recovery and victory over the barriers that once kept them enslaved to the streets.

OUR CORE VALUES   Fig. 3
Helping people thrive and develop in the face of a combination of challenges requires us to value love, professionalism and outcomes.

Only love heals. Only love changes anything. In fact, we believe that the love of God expressed in Jesus Christ is the great change agent of the universe.

Professional-grade skills are required to effectively serve people battling chronic homelessness, addiction, and mental illness. This is difficult work to do well. Our staff receive training in Mental Health First Aid and trauma-informed care. Our executives have post-graduate degrees in fields that allow them to lead our teams effectively.

We rigorously measure all of our programs for quality, effectiveness and outcomes. For example, in this reporting period our shelters ended homelessness for 127 people. Our recovery graduates stay sober at five times the national average of other drug treatment programs.
Innovative public-private partnership with police, courts & service providers to actively steer people from illegal camping into services.

Our Adult Shelter welcomes increased use as more people come off the street. Active coordination with jails and hospital to keep people off street.

Intentionally case-managing clients toward participation in addiction recovery, life-change programs, or Family Shelter.

Our big goal: VISIBLY LESS street homelessness in Yakima.
When people arrive at the Mission, they are usually at their lowest. Desperate for relief from their hunger, physical pain, fatigue, and mental health battles, they show up hoping for a change. **But, only Jesus can change a life.**

Yakima Union Gospel Mission made the decision to allow anyone who can be safe to be offered a meal, a bed, and medical care with no strings attached. **Our goal is to love people in their lowest moment of crisis and then earn the right to offer intentional spiritual engagement in the form of prayer, Bible study, and sharing the Gospel- all in the context of relationship.**

Jesus modeled grace and truth in perfect balance yet His message was always clear: I AM the way. Repent, believe, and be saved.

You, our partners, have shown a commitment to making sure every client, family, medical patient, and customer alike knows that it is Christ's love for them that compels your partnership with the Mission.

**IMPACT Story:**

It's the little things that let someone know they are loved and that they matter. The YUGM Outreach team seeks out our friends living in street homelessness to deliver a cake and some cheer for known client birthdays. Relationships of trust pave the way for future opportunities to share hope and help these friends access services.
Hope begins with a meal.

So often, a client’s first experience with the Mission is when they come to us for a hot meal. It seems our meal services program is the gateway to connect the hurting in Yakima with one of the many other services available to help meet their needs. It takes time, trust and relationships, but by having low barrier access to food, we can engage people with an invitation for shelter or medical care or addiction recovery or job skills training or permanent housing.

And it all starts with a meal.

IMPACT Story:

A 58 year old male came into our clinic with diabetic ulcers on his foot and his blood sugar levels out of control. Hannah immediately started him on a wound care schedule while the clinic team worked to get him a vascular ultrasound at Heart Central and consultation at Orthopedics NW. The patient could not afford the consultation, but the clinic team feared he would lose his toes or possibly his whole foot if he didn’t get the treatment he needed quickly. Dr. Baldwin, a volunteer provider, offered to pay for the consultation himself! The man was seen and had surgery, only losing his pinky toe. He stopped in to express his gratitude and is now a regular for med management and glucose monitoring. The Medical Care Center is improving patient outcomes!
YUGM Recovery Services are trauma-informed, faith-based residential programs that seek to aid our clients in moving from homelessness to wholeness. Life-Change Programs at YUGM are designed to be a relational, experience-oriented program, replacing past unhealthy relationships and experiences with loving relationships and healthy experiences.

Out of a person’s internal change, external self-destructive patterns of addiction, abuse, neglect, shame, isolation are replaced by improved emotional and spiritual well-being, healthy coping skills, healthy relationships, and the confidence to live a new life.

Ultimately the goal of Life-Change Programs is for men and women to move from extremely unhealthy patterns of living to a life of holistic health (volitional, emotional, physical, mental, social, and spiritual) through a cognitive behavioral approach, biblical principles and a holistic model.

We met a man nailing together pallets to sleep under. He told our Outreach team he wasn’t ready to give up street life & drugs. They prayed for and hugged him. The next day he overdosed & woke up to EMT’s reviving him via CPR. That’s when he showed up waiting outside the office. He said “I’m ready” as he dumped all his paraphernalia into the trash can. One week later, this man responded to Jesus’ love for him and got baptized, still fighting for his recovery. God is so kind.
Nicole came to the Mission desperate for help getting her life on track and to put her family back together. She joined the Women’s New Life addiction recovery program, engaged with services and followed her case plan. Nicole was joyously reunited with her children and finished New Life and Bridge while maintaining custody of her kids. She is now moving her family into a new home and new chapter of health and victory. "I am not the same person I once was."
Jesus calls us to love our neighbor. Yakima Union Gospel Mission understands that mandate as a call to not only care for the hurting, but to show love, respect, and compassion to our physical neighbors too. Businesses along North First Street and Naches Avenue are especially hard-hit by the impact of street homelessness in Yakima.

Our goal is to lessen that impact by not only taking care of the people who come to us for care, but to be a good neighbor by making a difference for our city friends and partners at all levels.

We encourage our shelter guests to "give back" by serving on Clean Crews to pick up garbage.

We answered the call 36 times this year when neighboring businesses needed help knowing how to address people camped along their property. We work with business owners and city officials looking for meaningful solutions to the street homelessness crisis. Our belief is that affordable housing is only a small part of the solution. We are seeking a whole-person approach that addresses the trauma, addiction, and brokenness which leads to homelessness.
"We go hardest in the most unlikely places, because our Father doesn’t barter with darkness- He *destroys* it."

Heather, Outreach Manager
Economic Outcomes

ACHIEVING HOUSING, EMPLOYMENT, AND SELF-SUFFICIENCY

- 8 professional certifications achieved by clients
- 4 enrolled in college
- 50 different individuals found permanent housing
- 5,707 hours of case management provided to clients at the Mission
- 12 debts paid off by clients
- 72 legal support hours
- 11 legal victories
- 26 unique individuals gained employment

IMPACT Story:

Daryl struggled through Discovery and New Life. Things changed when he realized he couldn't change himself, but God could if he would let Him. He surrendered his life to God and began to focus on his relationship with God through worship and prayer. Daryl found strength for the life he was created to live. "I am nothing short of a miracle. I have friends, a church family, got a job, and started college. I owe it all to God!"
God is not unjust; he will not forget your work and the love you have shown him as you have helped his people and continue to help them.

Hebrews 6:10

IMPACT Story:

A lifetime of abuse, trauma, loss and addiction brought Kelly to Yakima Union Gospel Mission. Here she received many opportunities that led her to Jesus. In New Life, Kelly faced her demons. "The Genesis process was one of the hardest things I've ever done. But it helped me find healing and learn how to protect myself from cravings." She learned about anger management, healthy relationships, coping skills, and financial health. She built community with friends and a church family. "I am eternally grateful."
Emergency Services

RESOURCES FOR NEIGHBORS IN NEED

9,491 office visits provided by our Medical Care Center. 436 Shelter visits for medical attention.

836 unique individuals stayed in Adult Shelter. 36,425 total nights of safe shelter provided.

Family Shelter kept 89 children in 42 families off the streets.

141,629 meals served by YUGM Meal Services team.

Night & day- we are here.
Our Street Outreach team now goes out EVERY. SINGLE. DAY to engage people living in street homelessness. These teams provide life-saving emergency care offering food, bottled water or hot coffee, socks or hand warmers, and basic first aid or wound care. We have encountered 545 unique individuals throughout the course of the year. Our team knows the names and locations of more people on the streets than the official Point-in-Time count has tracked. We believe repeated, friendly and familiar engagement will build the trusting relationships needed for people to choose to come off the street and into shelter or program. Pray for our teams as they connect with our neighbors in need.
Yakima Union Gospel Mission is a resource for those who are poor, vulnerable, at-risk, hurting, homeless, discouraged, or in need of some support to get on their feet. We are specialists in providing wrap-around care. Graduates from our programs are 4x more likely to maintain sobriety than traditional detox programs. The "Union" in our name speaks to the network of partnerships we have been blessed with over the years. We can't do what we do without YOU!

"This is the most professionally rewarding place I've come down to, including other places where I received compensation."
- Dr. Mark Baldwin, PNWU Professor & Chair, Department of Internal Medicine, College of Osteopathic Medicine

"Every dollar donated to Yakima Union Gospel Mission is smart money. They maximize impact and save tax-payers hundreds of dollars."
- Carole Peet, Memorial Hospital CEO

"When we toured the Mission, we were inspired by how they care for the homeless in our community. Our local Walmart team is grateful for YUGM's work and is honored to help them care for those in need."
- Fernanda Jones, West Valley Walmart Manager
New Directions:

Madison House Youth Center underwent some significant challenges this year.

In December 2021, the Board of Directors and Executive Leadership team made the difficult decision to temporarily close Madison House in order to develop better internal systems and policies, train MH staff who had been serving without a Director, and rethink MH mission and goals.

Many members of the MH staff team left during this process, delaying the Mission’s ability to reopen Madison House programs for students.

During the closure, a Madison House stakeholder team of key volunteers and community partners met to flush out goals for Madison House.

Ultimately, the YUGM Board of Directors made the decision to have the Mission step away from directly overseeing MH programming and to seek new, external leadership to carry out programs for youth and families. This change will allow the Mission to focus on serving the homeless in Yakima.

Please join us in praying for God to provide the right leadership for the next chapter of programs at Madison House.


**Financial IMPACT:**

The revenue generated by Thrift has allowed us to use YOUR financial gifts to expand programs and hire more client-facing staff.

We ended FY22 with cash and cash equivalents totaling $1.8 million. Total financial assets were $12.1 million, and total liabilities were $982,570.

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**Stewardship Summary**

**VALUE OF MINISTRY AND FINANCIALS**

**USE OF FINANCIAL DONATIONS:**

- 90.4%: Client Services/Programs
- 9.6%: Fundraising

ALL of Admin Support and 1/2 of Fundraising Costs are covered by Thrift Revenue so MORE donor dollars are available to help clients!

**MINISTRY REVENUE SOURCES:**

- 34.03%: Individual & Estate Contributions
- 35.71%: Donated Goods & Services
- 6.53%: Corporate Gifts, Churches & Grants
- 25.14%: Earned Income
- 1.4%: Other

**MINISTRY OPERATIONS:** $8,078,015

**ALL of our administration costs are now covered by self-generated revenue from Thrift sales! Our goal is to grow our Thrift revenue so that 100% of EVERY DONATED DOLLAR goes to client services.**
YUGM’s third Thrift location, Summit Thrift, celebrated its 1st anniversary this year. Voted Best Thrift Store in the 2022 Yakima Herald’s Reader’s Choice Awards, this store’s success beat revenue projections for year one and enabled Yakima Union Gospel Mission to hire additional staff to better support client programs and services.

With beautiful branding and a boutique shopping experience, customers raved about the eye-catching displays, bright open spaces, and convenient donation sites. Our local community of supporters love that with every purchase they are supporting Yakima Union Gospel Mission and their neighbors in need.

We made the difficult decision to close our original Lighthouse Thrift location on S. Front Street when structural and maintenance expenses exceeded our ability to be good stewards of our resources. We relocated Lighthouse Thrift to 1606 N. First St near the main YUGM campus. This new store better serves client needs at the Mission, added another convenient donation site, and carries the same store feel our customers have grown to love.

$1,292,408 generated in FY22 to support YUGM programs
Board of Directors

Pictured: Jimmie Yarberry, former client, gives back at YUGM by volunteering multiple days each week in our Adult Shelter

Volunteer Impact

TOTAL VOLUNTEER HOURS:
25,301 FY22

VALUE OF VOLUNTEER SERVICES:
$722,908

COMMUNITY CONNECT VOLUNTEER ACCOUNTS:
2,546

Board Chair
Steve Wolcott,
West Side Church

Chair-elect
Kathy Bricel,
Yakima Foursquareh

Laurel Krueger,
The Cross Church

Heather Caton,
Heights Church

Peter Ansingh,
West Side Church

Tyler Galloway,
The Cross Church

Dale Pannatoni,
Restoration Church

Dave Ackerman,
Stone Church

Alex Rule,
Grace of Christ
Data by Program

**ADULT SHELTER:**
- 30,167 nights of safe shelter given to 881 unique individuals
- 56 upward exits out of Shelter
- 436 Shelter Care visits from our medical clinic staff/volunteers

**FAMILY SHELTER:**
- 144 people in 42 families were served in Family Shelter
- 73% had an upward exit
- 22 people found employment

**DISCOVERY PROGRAM:**
- 76 adult shelter clients explored change programs
- 19 entered a life-change program
- 11 exited Discovery into housing

**NEW LIFE PROGRAM:**
- 32 clients in addiction recovery
- 10 Genesis Program completions
- 16 hrs/wk of work therapy per client
- 4 Baptisms; 3 Professions of Faith

**BRIDGE PROGRAM:**
- 23 clients served with 558 hours of case management
- 72 legal support hours with 11 legal victories
- 11 moved into housing; 3 got jobs
- 8 professional certifications and 4 enrolled in college classes

**CLEAN CREW:**
- 3,574 lbs of garbage removed from the streets of Yakima.

**MEDICAL & DENTAL CLINIC:**
- 9,491 Medical visits/ 2,952 patients
- 802 Dental visits/ 284 patients
- $107,143 donated by patients in gratitude for their own care
- 10 volunteer PCPs and 18 Specialists

**MENTAL HEALTH CARE:**
- 80 Shelter/ Program clients who received mental health care services
- 141 Mental Health patient visits
- 252 Hours of Mental Health Services

**STREET OUTREACH:**
- 545 unique individuals served
- 305 rides back to shelter
- 84 Point-In-Time Surveys completed
- 36 Business responses

**RECYCLING:**
- 1,046,392 lbs of material recycled through YUGM
- $120,925 generated through our Recycling program to support the work of the Mission.

**MEAL SERVICES:**
- 141,629 meals served by YUGM
  - Meal Services/ Good News Cafe.

**WAREHOUSE:**
- By working with grocery stores & restaurants, we reduce food waste.
  - 269,015 lbs of food received and distributed.
Yakima Union Gospel Mission exists to follow Christ in helping people move from homelessness to wholeness.

501(c)3 Charitable Nonprofit Organization
Tax ID# 23-7050061
Data by Program

**FISCAL YEAR 2022 AT A GLANCE**

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