

# In His Image

THE 2024 ANNUAL REPORT OF YAKIMA UNION GOSPEL MISSION



**YAKIMA**  
UNION GOSPEL  
**MISSION**  
EST. 1936



## OUR MISSION

*Following Christ in helping people move  
from homelessness to wholeness.*



## OUR CORE VALUES



*LOVE*

*PROFESSIONALISM*

*OUTCOMES*

*The quest of the Mission is to build on the legacy of love and innovation by  
adding an ever-increasing amount of professional skills.*



# MESSAGE FROM THE CEO

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Human beings are, in a word, beautiful!

Don't get me wrong, we as humans are fatally flawed, hopelessly inadequate, and horribly self-centered. Yet, in the midst of all the brokenness that human history lays bare, there is a beautiful, remarkable core to our humanity.

The great irony is that when you look into the eyes of another person, you are actually looking into the eyes of God, the true Creator of life. That life comes from Him and is intended to reflect all His beauty and perfection.

The story of the Bible is that God loves us more than we will ever comprehend. Yet our insistence on doing things our way has damaged that relationship of love. We no longer see ourselves, or others, as we truly are. Our self-awareness is terribly blinded. Neither do we see God as He truly is. We are caught in a trap the Bible calls sin. "For all have sinned and fall short of the glory of God" (Romans 3:23).

God describes Himself as a loving Father and is likened to a nurturing mother. Because we are meant to be His kids. Every human being is made in His image. Theologians for millennia have referred to this with a Latin term: imago dei. In our language it simply means "the image of God."

Consider this: Jesus revealed His heart when He said, "I have come that they may have life, and have it to the full" (John 10:10). Jesus came to replace that broken nature and reconcile our relationship with God. By placing our faith in Jesus, we experience the freedom of forgiveness and learn to follow God's Spirit in becoming the kind of humanity we were designed to be.

Why does this matter? Because homelessness, or any other human ailment, can be overcome only when seeing one another as made "in His image." Will you join the team at YUGM by choosing to see the homeless among us as God sees them: as broken, but beautiful, and invited to receive God's love through Jesus?

In Christ's Service,



# RIISING HOMELESSNESS IN WASHINGTON STATE



**5% increase** in sheltered\*  
homelessness since 2023

**26% increase** in unsheltered\*\*  
homelessness since 2022

**52.2%** of homeless population  
in WA is unsheltered

Data according to Washington State Department of Commerce 2024 Point-in-Time Summary

\*Sheltered homelessness refers to individuals in shelters or transitional or temporary housing

\*\*Unsheltered homelessness refers to individuals residing in a place not meant for human habitation





# Our Process

At Yakima Union Gospel Mission, we are dedicated to **helping people move from homelessness to wholeness**, guided by our *5-Space Model*.

It begins with **meeting people where they are** – connecting those experiencing street homelessness to shelter, treatment, and immediate care. From there, **we build trust** through genuine relationships, encouraging individuals to take steps toward personal growth and healing through our **residential programs**.

As transformation takes place, we support individuals in regaining independence by helping them find meaningful employment and create a **stable foundation for their future**.

But our vision doesn't stop there. We aim to see **lives fully restored**, where individuals not only thrive but also become contributors and stakeholders in their community—helping to create a **cycle of hope and renewal**.

*Together, we're making a lasting impact, one life at a time.*

## 5-SPACE MODEL

1

2

3

4

5

*Street*

*Shelter*

*Change*

*Market*

*Equity*

# Step One: **STREET**

*engage • motivate • pray*



**964**

*unique individuals  
served in street  
outreach*



**545**

*rides back to  
Adult Shelter*



**187**

*jail outreach visits  
(avg. 15 per month)*



**29**

*overdoses responded  
to on/near campus  
42 Narcan treatments*




**30,974**

*lbs of garbage removed  
from the streets of  
Yakima*

In this stage of our 5-Space Program, our Outreach Ministries Team goes into the community to connect with individuals experiencing unsheltered homelessness. Through meaningful relationships, we shine the light of Jesus's love and remind each person they are created in God's image and deeply loved.

Our goal is to guide them into Shelter, where they can begin a journey of lasting transformation.





*"Coming here was the best  
decision I ever made in my  
entire life."*

- Andy, YUGM Recovery Services Client





*"It means so much to have  
someone there for us, to help us  
out and direct us... it lets you  
know that there are people out  
there that really do care."*

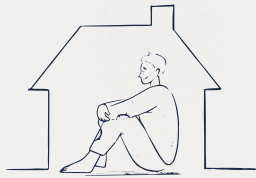
- Tony, YUGM Family Shelter Client



Step Two:

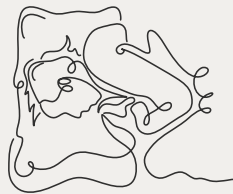
# SHELTER

safe • dignifying • opportunity



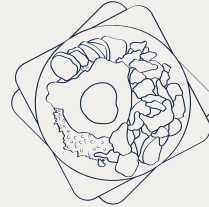
**728**

*individuals served  
in Adult Shelter*



**37,856**

*nights of safe  
shelter given  
(avg. 105/night)*



**134,814**

*meals served by  
Meal Services  
(avg. 369/day)*



**32**

*individuals moved out  
of Shelter directly to  
treatment or housing*

Our Adult Shelter provides individuals experiencing homelessness with the essentials many of us take for granted—hot meals, warm showers, and a safe place to rest.

On average, 105 people find refuge with us each night, with numbers rising to as many as 149 during the colder winter months.

Building trust is key to getting people into shelter. Once here, our Case Managers and Adult Shelter staff work closely with each individual, offering love, safety, and kindness. Together, we help them identify their needs and connect with family, housing, benefits, and/or treatment.

# Step Three: **CHANGE**

*transformation • programs • opportunity*



**66** → **59%**  
*individuals served in recovery programs*    *of those 66 are still in active recovery*

## **Of our current and former clients\*:**

**10** celebrated **1 year** clean & sober

**5** celebrated **2 years** clean & sober

**8** celebrated **3 years** clean & sober

**3** celebrated **4 years** clean & sober

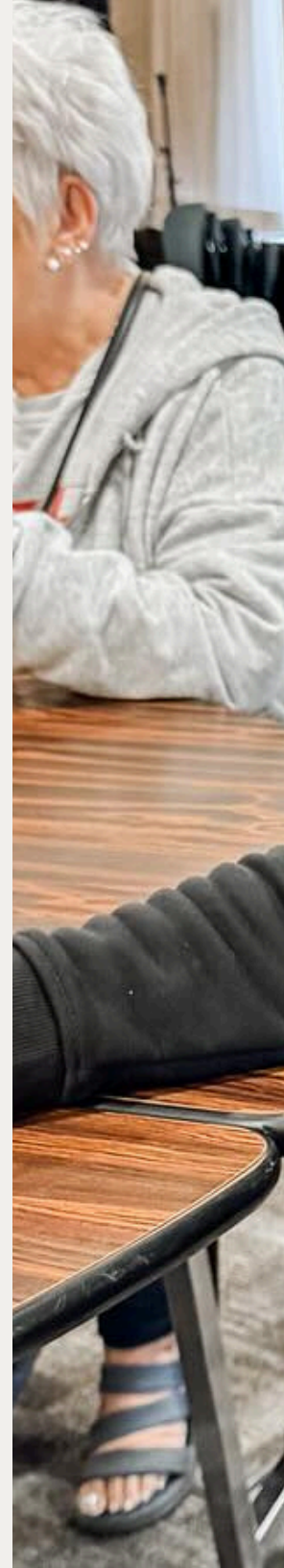
**3** celebrated **5 years** clean & sober

**1** celebrated **9 years** clean & sober

*\*This number is limited to those we are actively engaged and communicating with*

Our Recovery Ministries provide a Christ-centered, safe, and supportive environment where individuals struggling with addiction can begin their journey from homelessness to healing.

Through a 3-phase, trauma-informed, and faith-based residential program, we guide clients toward lasting transformation. By replacing destructive patterns and unhealthy relationships with biblical principles, loving connections, and positive experiences, individuals can achieve emotional, spiritual, and holistic well-being.







*"I see God clear people's  
minds... give them hope. He  
moves here every day."*

- Dana, YUGM Outreach Specialist



*"I really came into my own  
at YUGM. I found my  
strength again."*

- Kam, YUGM Family Shelter Client





# Step Four:

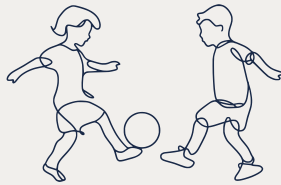
# MARKET

employment • housing • participation



**66**

*families served in  
Family Shelter*



**126**

*children served in  
Family Shelter*



**9**

*clients completed  
or enrolled in  
further education\**



**20**

*clients secured  
employment\**

We surround families and recovery clients with love, support, and accountability, creating an environment where trust and healing can begin. Through job readiness, financial education, and housing support, we help families and clients build a path forward. Our goal is to empower them with the tools and confidence needed for long-term success.

Our Family Shelter provides a secure and caring refuge for families with children experiencing homelessness. Here, they receive essentials like food, clothing, and safe shelter—and so much more.

*\*Combined Outcomes From Family Shelter & Recovery Services*

# Step Five: **EQUITY**

*breaking the cycle • giving back*



*YUGM staff providing  
ongoing support With*

**18**

*former recovery clients*



*Of all program  
graduates since 2021*

**69%**

*remain clean & sober*

Space Five is where transformation comes full circle—where those who once struggled on the margins become valued contributors to their community. No longer seen as liabilities, they emerge as assets, breaking generational cycles and creating lasting change.

Today, we are actively engaged with 18 former clients who have stepped into this stage of stability. Since 2021, 69% of those who exited upward remain clean and sober, a testament to the power of perseverance and God's grace.

Equity means more than stability—it means ownership. Those who once watched from the edges of society are now invested in its success, proving that restoration isn't just possible—it's happening.



*"Being here is a relief. It's a dignified existence. There is such a beautiful community here."*

- Aracelli, YUGM Recovery Programs Client

# *Community Benefit* **CARE CENTER**



**8,175**

*medical & dental  
patient visits*



**2,756**

*specialty provider  
patient visits across 17  
specialties*



**3,486**

*volunteer hours in  
the Care Center*



*Over*

**\$7.1 Million**

*in uncompensated  
care diverted from the  
hospital emergency  
room*

Since 1995, the YUGM Care Center has been a lifeline for Yakima's most vulnerable, providing free medical, sliding-scale dental, and mental health care. Our medical clinic is often the only place where individuals facing poverty can receive treatment for complex health conditions. Recognizing that dental care is vital to overall health, yet often unattainable for those without insurance or financial means, our Dental Clinic steps in to fill the gap. Thanks to a dedicated team of local dentists and volunteer professionals, we offer full dental services to ensure that even the most underserved receive the care they need.







**SELAH LOCATION  
COMING SOON!**

FALL/WINTER 2025

*Community Benefit*

# THRIFT STORES



**49,575**

*donation drop-offs to  
YUGM Thrift Stores*



**\$59,885**

*total value of  
emergency vouchers  
distributed through  
Community Referrals*



**108 Nonprofits**  
*received over*

**\$7,650**

*in gift cards through our  
Gift Card Program*



**\$39,735**

*in donations to YUGM  
made at registers*



**\$1.73M**

*after-cost revenue  
returned to support  
YUGM outcomes*

By shopping at YUGM Thrift Stores, you are changing people's lives by supporting and funding the incredible work and programs you just read about. So while you are getting great things, you are also **giving** great things to those in need here in our valley! We offer three physical locations, an e-commerce shop, and will be opening a new location in Selah in 2025!



@yugm\_thriftstores



YUGM Thrift Stores

# Community Benefit

## RECYCLING & FOOD DISTRIBUTION



Over

**1.3 Million lbs**

*of material have been recycled and kept out of the landfill, including metal, cardboard, clothing, shoes, and miscellaneous items*



**775,380 lbs**

*of food received through partnerships with local grocery stores and restaurants, reducing food waste*



*Through Grocery Rescue, YUGM distributed food to*

**9**

*local food banks*



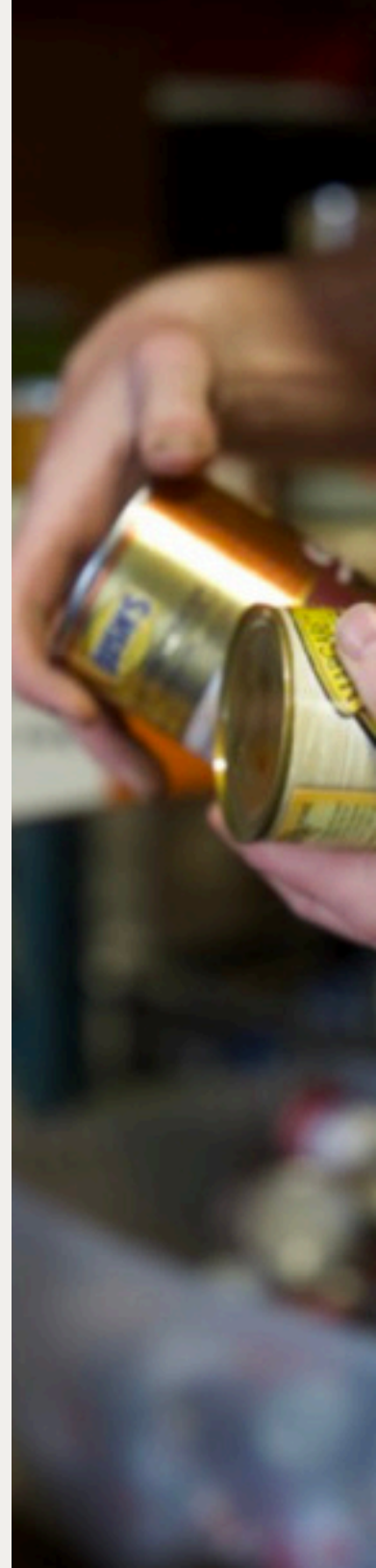
Over

**258,000 lbs**

*of food distributed back into the community through local food bank partners*

At YUGM, nothing goes to waste. Our Recycling Program repurposes what we can't sell in our thrift stores, diverting over **1.3 million pounds** of materials from landfills—turning excess into impact that continues to support our Mission.

Through the Grocery Rescue Program, we partner with local grocery stores and restaurants to recover surplus food, ensuring it feeds those in need rather than going to waste. Any food we can't use is shared with local food banks and farmers, maximizing every resource to serve our community.



# Community Spotlight **BUSINESSES**



## *Answering The Call*

In 2024, we were truly blessed by our partnership with Yakima Healthy Vending. Their unwavering support and quick response during times of urgent need made an incredible difference in our work this year. We are so thankful for their generosity and dedication!

## *Community Partnerships Award*

This year, we awarded our first ever Community Partnership Award to Pacific Power and Ecomodus, LLC for their support of YUGM through initiatives such as the WattSmart program. The program has resulted in an annual utility cost savings of over \$19,000/year for YUGM! This award recognizes their incredible work in helping us continue to provide essential services in Yakima Valley!



## *Thank You to Borton Fruit!*

A huge thank you to Borton Fruit for being a Diamond Sponsor of our 2024 fundraiser, *Evening of Hope*, and for your continued support of our mission to help people move from homelessness to wholeness!

# Summary of **VOLUNTEERISM**



# OF ACTIVE VOLUNTEERS:

**323**

TOTAL HOURS:

**13,083**

## HONORING

*Dr. John Place*

Dr. John Place faithfully and lovingly served the Yakima community for over 52 years, leaving a legacy of compassion and dedication. For more than a decade, he was a high-impact volunteer at our Care Center, where his passion for patient care and teaching truly shone. Dr. Place donated countless hours of his time, as well as his resources, to support our mission. Even on days he wasn't scheduled to volunteer, he often showed up to assist with urgent orthopedic cases, embodying selflessness and reliability.

Beloved by both patients and providers, Dr. Place was described as kind, loving, and endlessly patient. His contributions made the clinic better in every way, and he played an integral role in shaping it into what it is today. We honor Dr. Place for his extraordinary impact on our community and the lasting legacy he leaves behind.



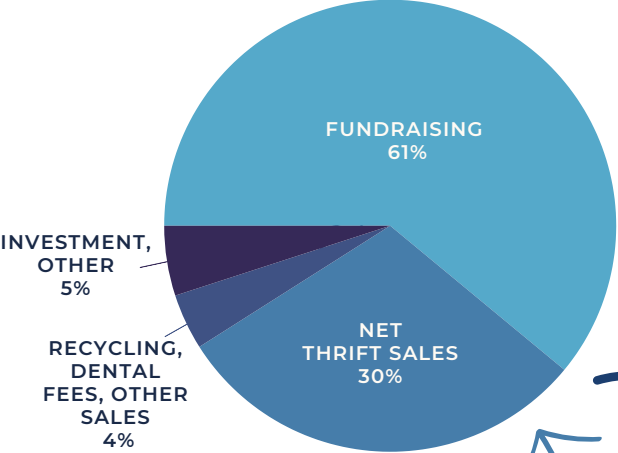


# Summary of STEWARDSHIP

## CASH SUPPORT

Cash Donations, Social Enterprise, Other

\$5,663,634



## THRIFT SOCIAL ENTERPRISE

GROSS SALES	\$4,846,433
EXPENSES	\$3,165,238
NET RETURN TO MISSION	\$1,681,196

## EXPENSES

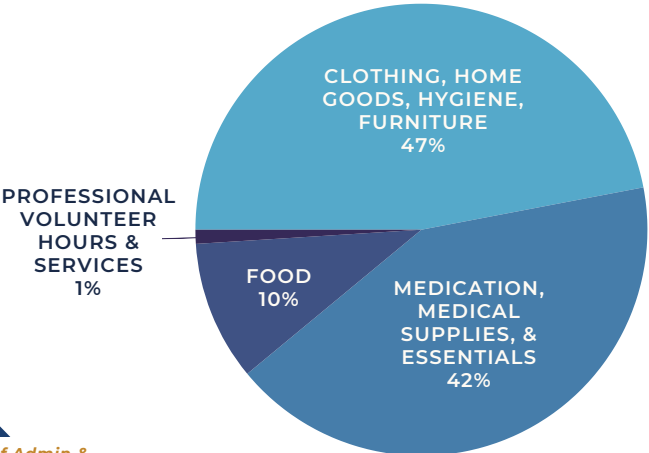
	PROGRAM COSTS	% OF TOTAL
ADMINISTRATIVE	\$710,888	11%
COMMUNITY ENGAGEMENT	\$1,098,300	18%
PROGRAM COSTS	\$4,446,009	71%
	\$6,255,197	

NET LOSS AFTER EXPENSES: (\$591,563)

## GIFTS IN-KIND

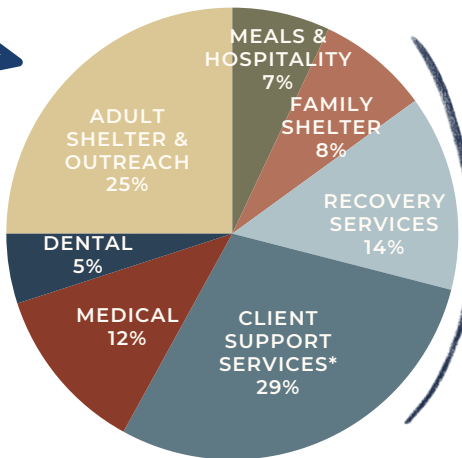
Non-Cash Donations

\$10,600,308



100% of Admin & Community Engagement expenses covered by self-generated sales revenue!

## EXPENSE % BY PROGRAM



100% of every donated dollar goes direct to client programs!

\*Includes client food pantry and clothing/essentials warehouse and distribution, facilities maintenance, janitorial, and general client support services

# Meet Our SENIOR LEADERSHIP



**Scott Thielen**  
*Chief Executive Officer*



**Autumn Bernier**  
*VP of Enterprise & Analytics*



**Marty Davis**  
*Sr. Director of Operations*



**Jason Johnston**  
*Sr. Director of Client Services*



**Dr. Kristi Trickett**  
*Sr. Director of Care Center Ministries*



**Patti Thielen**  
*Sr. Director of Administration*



**Tyann Whitworth**  
*Director of Human Resources*

# Meet Our BOARD OF DIRECTORS



**Dale Panattoni**  
*Director of Technology Services,  
Yakima County  
Restoration Church*



**Jana Alderman**  
*Executive Assistant,  
Washington State Patrol  
Grace of Christ Church*



**Steve Wolcott**  
*Retired, Pastor  
West Side Church*



**Tyler Galloway**  
*Attorney, Galloway Law Office  
Instructor of Business Law,  
Yakima Valley College  
The Cross Church*



**Kathy Brice**  
*Retired, Ministry  
Yakima Foursquare Church*



**Eric Borton**  
*Director of Business Development,  
Borton Fruit  
West Side Church*



**Misael Hernandez**  
*Pastor, New Life Bible Church  
Chaplain, Marketplace Chaplain  
New Life Bible Church*

**Want to get involved? Reach out to learn more about serving on our board at [board@yugm.org](mailto:board@yugm.org).**



# Get Involved

## **Donate Financially:**

Support YUGM financially by making a one-time or monthly donation at [yugm.org/donate](https://yugm.org/donate).

## **Add YUGM To Your Will:**

Leaving a gift in your will is a simple way to leave a legacy. Email us at [donations@yugm.org](mailto:donations@yugm.org) to learn more.

## **Donate Goods To Our Thrift Stores:**

Donate your gently used clothing and home goods at any of our YUGM Thrift Locations. [yugm.org/thrift](https://yugm.org/thrift)

## **Volunteer:**

Volunteer your time at YUGM, anywhere from meal services to thrift to the Care Center! [yugm.org/volunteer](https://yugm.org/volunteer)

## **Take A Tour:**

Come see first-hand the impact of the work being done. Schedule a tour by emailing [info@yugm.org](mailto:info@yugm.org)

## **Get Involved With Your Church:**

Encourage your church to get involved! Find out how at [yugm.org/ways-to-help/](https://yugm.org/ways-to-help/)

## **Stay Tuned In:**

Check in and receive regular updates at [yugm.org/whats-new/](https://yugm.org/whats-new/)

**or**

Follow us on social media!

Facebook: Yakima Union Gospel Mission

Instagram: @yakima\_ugm





1300 N FIRST ST, YAKIMA WA 98901



@yakima\_ugm



Yakima Union Gospel Mission

NONPROFIT ORG  
US POSTAGE

**PAID**

YAKIMA, WA  
PERMIT #256

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



[www.yugm.org](http://www.yugm.org)