

Honoring Our Friend Bill Maloney...

In early 2021, Open Door Mission lost a cherished member of its team – Bill Maloney. Bill began at Open Door Mission as a student in the addiction recovery program. Upon his successful graduation, he started as a staff member in our Caring Center and then worked overnight shifts in our shelter for many years. Bill was kind, dedicated and had a warm, gentle spirit. He was a talented artist and our cover photo, as well as the photo to the right, depict two of his beautiful pieces of art.

Bill was a father, a friend, a co-worker and a beloved team member. He made a lasting impact on the Open Door Mission and he will be greatly missed.

January 15, 1958 to January 2, 2021





Leadership Team

Anna Valeria-Iseman Executive Director

Ramon Cintron Director of Community Services

Susan Lebbon *Controller*

Kate Munzinger Director of Development

Ashley Roose Director of Organizational Development

Jesse Valeria Director of Residential Programs

Robert Williams Director of Operations

Letter from Executive Director and Chair of the Board

Dear Friends:

2020 was like no other year we have ever seen. The COVID pandemic took a physical, emotional and financial toll on our community but together, with your help, the Open Door Mission came out stronger than ever. In 2020, we served more meals than ever, housed more guests than ever and helped more families than ever before. In the face of so much uncertainty, Open Door Mission was supported by the faith of our supporters and the love of our community.

2020 was an uphill battle for not for profits across the country, particularly in New York State. We are so proud to say that our staff at Open Door Mission rose to the challenge. We quickly adjusted our protocols and procedures, so that we were able to continue services to those who needed them most. In March, we began implementing procedures quickly – we provided PPE for our staff, implemented social distancing measures and changed our communal meal service to a grab and go style. As the pandemic progressed, we administered testing clinics twice a week for guests and staff and safely isolated those who became infected with COVID 19.

COVID caused us to restructure some of our services while expanding others. In March, we decided to restructure our clothing program. While we continue





Anna Valeria-Iseman Executive Director

Vivek Thiagarajan Chair of the Board

to accept clothing donations and distribute clothing to those in need, we closed our storefront boutique which we had been offering for several years. We also partnered with Monroe County to move some guests to the Raddison and Rodeway hotels in an effort to keep our numbers low in our shelters and provide for distancing. We continue to serve up to 30 additional guests daily at the Rodeway Inn. When the pandemic began, we braced for a hard financial hit but ended up being overwhelmed by the generosity of our donors who gave and supported us like never before. It is because of your kindness that we were able to keep our doors open.

We could not do any of the work we are doing without you – your financial support, your prayers, and your generous donations of food and clothing keep us going and allow us to serve our homeless guests and families. Thank you for your unprecedented support in 2020 and please continue your prayers of protection over the Open Door Mission through 2021! May God bless you in the coming year.

With gratitude,

Anna Valeria-Iseman *Executive Director*

Vark Thug

Vivek Thiagarajan Chair of the Board

Addiction Recovery

who stay for

graduate after

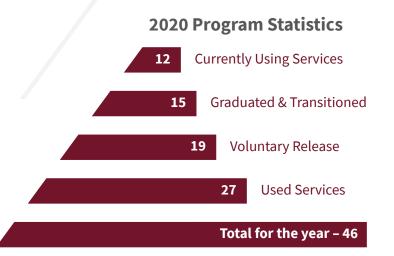
care services,

secure successful employment.

In 2020, Open Door Mission's addiction recovery program served a total of 46 addiction recovery students. Our successful phased recovery program supports individuals suffering from addiction who are trying to turn their lives around. We offer an array of services, including: a 60-day stability program (residential or non-residential); discipleship; comprehensive case management; 8-12 month residential program; counseling; life skills; transitional living program; and transportation facilitation for medical services. Our dormitory, located at our Caring Center on Plymouth Avenue in the City of Rochester, has maximum space for up to 20 students.

92% of graduates,





"Most people only know the Mission because of food or clothing, or as a homeless shelter but they do so much more. Because of the Mission and the Christian Life Recovery Program at the Open Door Mission, I became free."

Introducing the Women's **Day Treatment Program**

In 2020, Open Door Mission launched its Women's Day Treatment Program. This is one of Rochester's only addiction recovery programs exclusively for women. The new Women's Day Treatment Program entails a 60 day curriculum that meets daily from 9am to 12:30pm Monday to Friday.

Emergency Shelter

The Samaritan House Crisis Center, located at 210 Main Street, provides shelter to those in need. In addition to overnight accommodations, we give our guests access to warm meals, essential laundry services and personalized case management assistance for those seeking permanent housing and other person centered services.

From Jan 1, 2020 to Dec 31, 2020, the shelter served a total of 14,517 beds for overnight stay. That's an average of approximately 39 guests per night. From November to March, Samaritan

House Crisis Center also served as one of two warming centers in the City of Rochester. As a warming center, the Samaritan House kept its doors open 24 hours a day to help those suffering from the frigid temperatures.









In 2020 Safety of Our Guests was our Number One Priority

The COVID pandemic made 2020 a challenging year for everyone, especially the homeless.

At Open Door Mission, our staff went the extra mile to make sure our guests were safe and we were able to keep our doors open every day throughout 2020! Safety protocols put in place include:

- Personal Protective Equipment for staff;
- Mandatory mask guidelines for guests;
- Routine testing of guests and staff;
- Increased sanitation and cleaning procedures;
- Changed group dining to individually boxed meals;
- Distancing of guests;
- Isolation area for guests who are feeling sick.

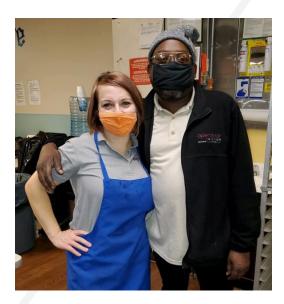
In partnership with Monroe County in an effort to limit the number of homeless guests at shelters, Open Door Mission served up to an additional 50 guests a night at the Rodeway Inn during 2020.

Food/Clothing Program

At the center of what we do at Open Door Mission is to provide food and meals to those in need. ODM has offered a food program to the community since its inception in 1952. In 2020, we served more meals than ever before – 92,307.

Meals Served Annually





Food Distributed to Local Pantry Partners by ODM in 2020

Fragrance of Christ Ministries: 613.5 On Call Partners: 3,968.5 Emergency/F.A.C.I.T: 4,782 All God's Children: 10,025.5 Life Solutions: 34,089 First Genesis: 43,011.5 GO Christian Church: 63,572

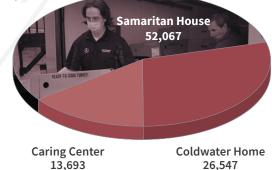
Glad Tidings Baptist: 129,861

In addition to serving meals to those in need, we distributed a total of 289,923 pounds of food to local pantries in 2020. Due to COVID, we estimated that there was a 200 percent increase in the request for food support and delivery to individuals and families in 2020. These requests were driven by high unemployment due to layoffs, lack of access to childcare and the lack of access to some pantries who traditionally are staffed by volunteers but could not operate during the pandemic.





92,307 Meals Served at ODM Facilities in 2020



In 2020, Open Door Mission collected a total of 310,000 pounds of donated clothes from the community.

Women and Children

Coldwater Women and Children's Home has been filled to capacity since we opened our doors in 2018. There are many different reasons that moms have come to our Coldwater shelter. Sometimes they have been left homeless due to job loss, sometimes they are escaping a dangerous or abusive situation. Whatever the reason, we offer them a safe place to stay to rebuild their lives and strengthen their families. Since the inception of the program, 69 families have stayed at Coldwater with a total of 111 children.



Volunteers at Coldwater have filled many roles – they have taught classes on various life skills, offered tutoring services or worked as guest chefs.

While every situation is different, on average, women and their children stay approximately 3 months in our program. Each week, moms are provided with different courses by the case manager and interns such as budgeting, self care, coping skills, and mental health awareness classes. Our dedicated team assist moms with job searching and career readiness skills. When a mom is ready to move from Coldwater,

Open Door Mission helps provide whatever support she may need for sustained success including: furniture; household goods; rental assistance; and other person centered services.





In 2020, 40 families stayed in Coldwater – a total of 33 new moms with 7 moms carried over from 2019.



Located in the Town of Gates, our Coldwater Women and Children's Home has been embraced by the Gates community.





In 2020, tutoring services were provided to all school aged children who lived at Coldwater. Often children attended school remotely from our Coldwater shelter.

"We loved being at Coldwater House. We all developed a deeper relationship with God. I plan to finish my education and the Mission made it possible."

Responsible Stewardship

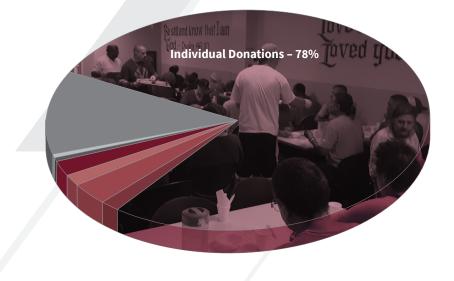
Open Door Mission has relied on the generosity of its donors to keep its doors open. Since opening in the 1950s, we estimate that approximately 98 percent of our operations have been funded by private sources including individual donors, community organizations and local businesses. We are proud of our legacy of fiscal responsibility and are thankful to our dedicated, faithful donors. Our fiscal year runs from July 1st to June 30th, with an operating budget for 2019-2020 of approximately \$4.8 million.

ESTATE GIFTS

2020 was an immensely challenging year for so many non profits. Open Door Mission was able to run services without disruption, as a result of the amazing support we had from the community. We would like to pay special tribute to the memory of these special individuals who left us very impactful gifts in 2020.

Beverly Bowen Gregor Calender Lillian Ebner Dawn Kahler Virginia Nusbaum Gladys Winkworth

Sources of Support



Church Giving – 1.5%

- Estate Gifts 3.6%
- Memorial/Honorarium Gifts 1.4%
- Events/ROC the Day 2.3%
- United Way > 1%
- Businesses/Corporate > 1%
- Foundations/Grants 12%







What's Happening Next

Exciting new chapter beginning in 2021

On February 3, 2021, Open Door Mission was notified that we will be receiving \$6,084,520 in Homeless Housing and Assistance Program (HHAP) funds to build 24 permanent supportive apartments in the City of Rochester. HHAP provides capital grants and loans to not-for-profit corporations, charitable and religious organizations, municipalities and public corporations to acquire, construct or rehabilitate housing for the homeless.

The proposed apartments will be located at 226-234 West Main Street in the City of Rochester in an existing, vacant property known as the Miller Building. The Miller Building is currently owned by the Open Door Mission and is neighboring to our Samaritan House emergency shelter.











The Miller Building, remembered by some as Archie's department store, will undergo a substantial rehabilitation to become 24 permanent supportive apartments. The property will offer 13 studio apartments and 11 one bedroom apartments. Open Door Mission will provide on-site support services for residents including: case management, job readiness training, financial management skill training, and job search assistance. The project has a 12 month construction period and is expected to be ready for occupancy by Spring of 2022.

For more information or to find out ways you can help us, please contact Kate Munzinger at kmunzinger@ opendoormission.com.



Thank You to Our Generous Donors

Open Door Mission would like to thank those individuals, known as our Grant Speicher Heritage Society donors, who have given over \$1,000 in 2020

Adams, Mary Allred, Steven & Jewel Argenta, LuAnn Argetsinger, Gail & Jerry Asaly, Maryanne Austin, Brett & Suzanne Backscheider, Nick Bair, Karen Bajus, Gary Barcomb, James Barletta, Mary Barnhart, Carolyn Bates, Timothy & Cheryl Baxter, Michael Baxter, Jennifer Beach, Nina Beck, Paul Beiter, Chris Beitter, John Benjamin, Lucy Berman, Barbara Bernard, Lynn Biondolillo, Mark & Heather L. Bisognano, John Blanchette, Peter Blodgett, Brenda Blowers, Stephen Boese, Doyle Boland, John Booth, Maureen Booth, Daniel Bradley, Carly Breithaupt, James A. Brennan, Don Brennan, Patrick & Marie Brubaker, Dan Bruno, Marie Buchta, Chad & Alicia Buell, Bruce & Heidi Burrows, Louis Burt, Fae Burton, Richard I. & Margaret L. Calarco-Cohen, A. Campbell, Jim & Cindy Cantillolewis, Juan Cappotelli, Gary Caroselli Rintels, Patricia Ann Casciani, Angelo & Marie Cenname, Guy Cerquone, Peter Chadbourne, John Chambery, Dale & Kathleen Chapman, Laura Christenson, Gary Chrzan-Williams, Loretta Churukian, Irene Ciociola, Michael & Karen Clark, Dana Clarke, James T. Clements, Robert Clifford, Jeremiah & Mary Lou Cointot, John Coleman, Karen Collins, Don Colucci, Christine Comparetta, Christopher & Caitlin

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Open Door Mission would like to thank our very generous Church partners who have given over \$1,000 in 2020.

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Open Door Mission relies on food donations from the community to keep our food program running. Thank you to our many supporters who donated food items in 2020.



