



There were some amazing items for the online auction of our 2021 fundraising event, such as this original print donated by Andy Snow, framed by Custom Frame Services.

Thanks to all our auction donors and the winning bidders!

We can't wait to see what next year will bring, join us to find out!

**SAVE THE DATE—OCTOBER 6, 2022**

**7th ANNUAL FUNDRAISER**



**Mark your calendar now and plan to join us!**

**5:30—7:00 pm**

**Format and Location TBA. We are praying for an in-person event!**

20 W 1ST ST  
DAYTON, OH 45402

CityHeart Corporation

20 W. First St.  
Dayton, OH 45402

Phone: 937-223-CITY  
Fax: 937-223-2416  
E-mail: [info@daytoncityheart.org](mailto:info@daytoncityheart.org)  
Website: [www.daytoncityheart.org](http://www.daytoncityheart.org)



**A SPECIAL NOTE FOR 2022:**

We are committed to serving the most vulnerable people in our community that have been economically impacted by the COVID pandemic.

Thank you to all our donors who share our mission and continue to make CityHeart a priority for your giving!

To get information and updates throughout the year or donate online, check out our website at [www.daytoncityheart.org](http://www.daytoncityheart.org)

Please "Like" and "Follow" the CityHeart Facebook page for organizational information updates at [www.facebook.com/cityheartdayton](https://www.facebook.com/cityheartdayton)



# 2021 Annual Report

## CityHeart overcomes obstacles-thrives in 2021!

CityHeart is dedicated to being the heart of the city and the hope of the community for people in Dayton and Montgomery County. Our organization thrived in 2021, remaining a viable and valuable resource.

Our Board of Directors continued to implement plans and strategies to keep CityHeart sustainable in spite of the adverse conditions of an extended pandemic. Our Staff and Volunteers persevered, providing exemplary services resulting in positive outcomes for our clients.

As COVID-19 continued to assault the people of our city and threaten the stability of their lives, CityHeart was there, helping to alleviate the economic impact. As the demand for services increased, CityHeart met that demand by raising funds to provide our highest level of response to date.

CityHeart is building pathways to success for families by supporting the community response to economic security, particularly in regard to housing instability of individuals and families. We are committed to meeting urgent needs and making connections for long term solutions.

CityHeart is strong because of the confident support of our funders. With deep gratitude, we would like to thank all of our funding partners; individual donors, congregational partners, family foundations, local foundations, and all other grantors and mission partners.

**With YOUR help, we have overcome obstacles and press on towards a renewed mission in 2022, where we will Dream, Believe and Achieve new goals for a new year!**

Find it Inside

- Letter from the Chair ..... 2
- Board Reports ..... 3
- Program Services ..... 4
- Funding our Future ..... 5
- Finance Snapshot.....5
- ED Report..... 6
- Making Connections.....7
- Volunteer Highlight..... 7
- Save the Date.....8

**DREAM  
BELIEVE  
ACHIEVE**



## A Letter from the Board Chair

Dear Friends of CityHeart,

As I reflect over this past year, I am extremely proud of the dedication, commitment and passion of our Board of Directors. Even though we accepted, with regrets, the resignations of two Board members last year, we have accomplished a great deal. We greatly appreciate the contributions of Joeanna Hill-Robinson and Marcia Muller to CityHeart and wish them well.

We are a *Working Board*. Everyone is on at least one committee, which meet monthly between Board meetings. Every meeting uses an agenda, takes minutes, identifies action items with deadlines and persons responsible to complete. We are also a *Caring Board*. Each member supports other members to accomplish our tasks as we work together as a team.

These two important characteristics define us and help us use our talents, time and energy effectively in accomplishing CityHeart’s mission: *Meeting urgent needs . . . enabling long term solutions.*

I am especially proud of;

The Governance committee, working with Pro Bono, to create and update our legal, policy and procedures documents to comply with all Federal, State and local guidelines.

Last fall CityHeart received a \$10,000 grant from the Invest in Others Charitable Foundation. CityHeart was selected from 48 other non-profits, on a nationwide basis, to receive this grant. Our first National Grant!

And most importantly, last month CityHeart achieved Accredited Charity status with the Better Business Bureau. CityHeart has met all of the 20 standards to receive this accreditation. Our Executive Director, Kris Sexton, has been working the last year to accomplish this.

In January, I selected a theme and 5 goals for our Board of Directors to accomplish in 2022; *Dream, Believe and Achieve – Bringing CityHeart to the Community*. This year for the first time CityHeart reached out to the community at large to help identify potential board candidates. The Nominating Committee selected two applicants, Lisa J. Taylor and Richard S. Posey, who were elected to the Board of Directors at our annual meeting.

“The meaning of life is to find your gift, but the purpose of life is to give it away.” I encourage you to discover your gifts as a unique individual that understands the miracles that CityHeart provides on a daily basis. Help spread the good news of CityHeart. “Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.” (Margaret Mead)

God bless our staff, volunteers, Board of Directors and all of our supporters. And God Bless CityHeart!!!

Thank You,  
David P. Harrison, Board Chair

## Making Connections is the Heart of it All

### Katie Russell, CityHeart Volunteer

### Celebrating 10 Years of Service in 2021

Katie Russell has been a dedicated CityHeart volunteer for 10 years. When asked why she volunteers for CityHeart, her simple reply is that she enjoys helping people. Twice a week Katie's work as Intake Specialist at CityHeart gets her out of the house, greeting clients, volunteers and staff. She is the ultimate definition of hospitality to our neighbors in the community.

Thanks Katie for your many years of service!

*We would also like to honor volunteers who left active service at CityHeart during the pandemic; Pene Bishop, Tom Cruse, Pat Goudy, Joe Kunkel, Pam O'Brien, Nancy McKinley, Peggy Pope, and Judy Rhynard.*

If you are interested in volunteering for CityHeart, please contact Kris Sexton, Executive Director by phone or email. 937-223-2489—director@daytoncityheart.org



Katie Russell  
Intake Specialist

### CITYHEART VOLUNTEERS

2021 Office Volunteers:

- Debbie Anderson
- Nancy Evans
- Paula Ewers
- Pat Goudy
- Marta Hopkins
- Pam Jeffers
- Jill Johnson
- Judy Johnson
- Karla Miles
- Valerie Moe
- Leslie Nogle
- Monica Neiderman
- Judy Rhynard
- Katie Russell
- Sue Sutton
- Eva Thornber

### Special Skills/Projects/Events:

- Emily Joyce
- Stephanie Sexton
- Ed Lehman

*Never doubt that a small group of thoughtful committed citizens can change the world. Indeed, it is the only thing that ever has.* Margaret Mead

### OUR MISSION

CityHeart is a ministry of presence in the heart of downtown Dayton to the needy, transient and homeless population of the city and surrounding communities. We strive to improve their lives by listening with compassion and care, responding appropriately to immediate and emergency needs, and connecting people with other community resources for long term solutions.

### OUR VISION

The vision of CityHeart is to become the primary center of welcome and hospitality in downtown Dayton, offering information, referral services, emergency assistance and HOPE to our neighbors on the margins of society.

### OUR VALUES

- ◆ Hospitality
- ◆ Reconciliation
- ◆ Diversity
- ◆ Inclusiveness
- ◆ Community

## Maintaining Critical Connections with our Partners In Mission

**Kudos to staff member Anthony Ehresmann** who continues to work tirelessly through the pandemic to coordinate Program Services. He is determined to maintain critical connections and advance collaborative partnerships to assist our mutual clients for the best possible outcomes. CityHeart works with our partners to bridge gaps and find resolutions. CityHeart provided **2358 referrals in 2021**, resulting in thousands of dollars in financial assistance to the most vulnerable in our community.

### A Special Thanks to our Partners at:

**St. Vincent DePaul Society**

**Salvation Army**

**Miami Valley Community Action Partnership**

### THANKS PBPO!

**Pro Bono Partnership of Ohio was recognized at our Annual Board Meeting in honor of the valuable in-kind legal services that have been provided to CityHeart since 2018 totaling over \$20,000!**



Pictured R-L: Suzanne Beck, PBPO Dayton Counsel, David P. Harrison, CityHeart Board Chair, and Kris Sexton, CityHeart Executive Director

## Executive Director Report

The following is a summary of goals identified by the Executive Director and accomplished in 2021.

- ◆ **Continued Safety of Volunteers and Staff**
  - ◆ With strict protocols, there was no COVID spread at CityHeart!
  - ◆ All staff and volunteers are fully vaccinated & boosted.
  - ◆ The longevity of the pandemic was a challenge, continuing to strain staff and volunteers.
- ◆ **Raising Funds for Expanded COVID Response - \$19,100 added to budget**
  - ◆ COVID-19 Response Fund 10k, Amos Fund 5k, Rotary 3k, Waffle Shop.
  - ◆ An additional \$10k National Grant from Invest in Others Foundation was awarded to CityHeart in the fall of 2021 (deferred for COVID Response in 2022.)
- ◆ **Operations – IT Project (Funded in part by the Physician’s Charitable Foundation of the Miami Valley)**
  - ◆ Investment in technology improvements and upgrades to provide independent, robust and secure system for data storage and management.
  - ◆ Project Included: Server, Software, Backup, Wi-Fi, VPN, and Maintenance Contract
- ◆ **CityHeart receives Charity Accreditation by Better Business Bureau**
  - ◆ CityHeart meets the 20 Standards of Accountability to receive Accreditation.
- ◆ **Completion of 2018-2021 Strategic Goals**
  - ◆ Most goals and objectives of the plan were completed, a few were left undone due COVID-19.
- ◆ **Full Reopening of Office to Public – Hospitality Returns!**
  - ◆ After significant planning by Reentry Task Force, we opened to Walk-in visitors in September
  - ◆ Five new volunteers were added for Intake and Hospitality



**CityHeart  
Receives \$10,000  
National Grant  
from  
Invest in Others**

Staff members Anthony Ehresmann and Kris Sexton are pleased to receive this check to assist our neighbors in need!

*Celebrating 15 Years of Connecting, Recognizing  
and Supporting the Philanthropic Passions of  
Financial Advisors, Firms, and Their Employees*



Always proud to serve, volunteer Debbie Anderson poses with grateful CityHeart visitor Daryl Wortham.

### 2022 Executive Director Goals

- ◆ Work w/Board Chair & Vice Chair to Implement Strategic Planning Process for 2022  
“Dream, Believe, and Achieve”
- ◆ Fundraising: Secure New Grant Funding for Direct Client Services and Capacity Building
- ◆ Create & Implement Plan to comply with Measurable Effectiveness Policy
- ◆ Complete Operations Manual and Update Procedural Manuals

## A Summary of Board Accomplishments in 2021

### Governance Committee

- Worked with Pro Bono Partnership of Ohio (PBPO) to review and amend CityHeart Bylaws and combine with Code of Regulations
- Board Policies Approved in 2021: CEO Performance Policy, Measurable Effectiveness Policy, Media Release Policy, Website Privacy Policy
- Worked with Board Chair to create a Nominating sub-Committee to establish recruitment process for nomination of new board members

### Human Resources Committee

- Recognized Joanna Hill-Robinson’s service on the Board of Directors, (2018-2021) chaired the HR committee in 2021, resigned in August
- Revised the Executive Director’s annual evaluation criteria
- Completed Executive Director’s annual evaluation
- Reviewed Executive Director’s compensation, researched comparable data and recommended a compensation increase for 2022 Budget
- Worked with Pro Bono regarding COVID-19 return to work procedures
- Worked with Pro Bono regarding SIMPLE IRA retirement plan
- Finalized Volunteer Manual and distributed to all volunteers
- Secured ERISA Bond for CityHeart Employees

### Finance Committee

- Met monthly to review Financial Reports and other matters
- Transitioned from manual payroll to QuickBooks Enhanced Payroll
- Applied and Received PPP Loan Forgiveness
- Authorized Jill Johnson, Vice Chair, as Check Signer
- Set up new bank account – Operating Reserve
- Set up Accounting Drive on new server and added VPN Access
- Worked w/HR Committee on:
  - Research and approval of ED Compensation
  - SIMPLE IRA Retirement Plan Requirements
- Reviewed Financial Management Policies and Procedures  
Will be reviewed by Pro Bono in 2022
- Completed Annual Budgeting Process

### 2021 Board of Directors

**David P. Harrison**, Chair

**Kris Sexton**, President  
Executive Director

**Jill Johnson**, Vice President  
Operations

**Marta Hopkins**, Secretary  
Development Committee

**Ivy Young**, Treasurer  
Finance Committee Chair

**Marcia Muller\***  
Development Committee Chair

**Judith Bankston-Johnson**  
Executive Committee  
HR Committee

**John Cloud**  
Development Committee  
Governance Committee

**Jeffrey Froelich**  
Governance Committee Chair

**Joanna Hill-Robinson\***  
HR Committee Chair

**Leonard Roberts**  
Development Committee  
Governance Committee

**Joyce Willis**  
Fundraiser Event Committee

\*Resigned during 2021

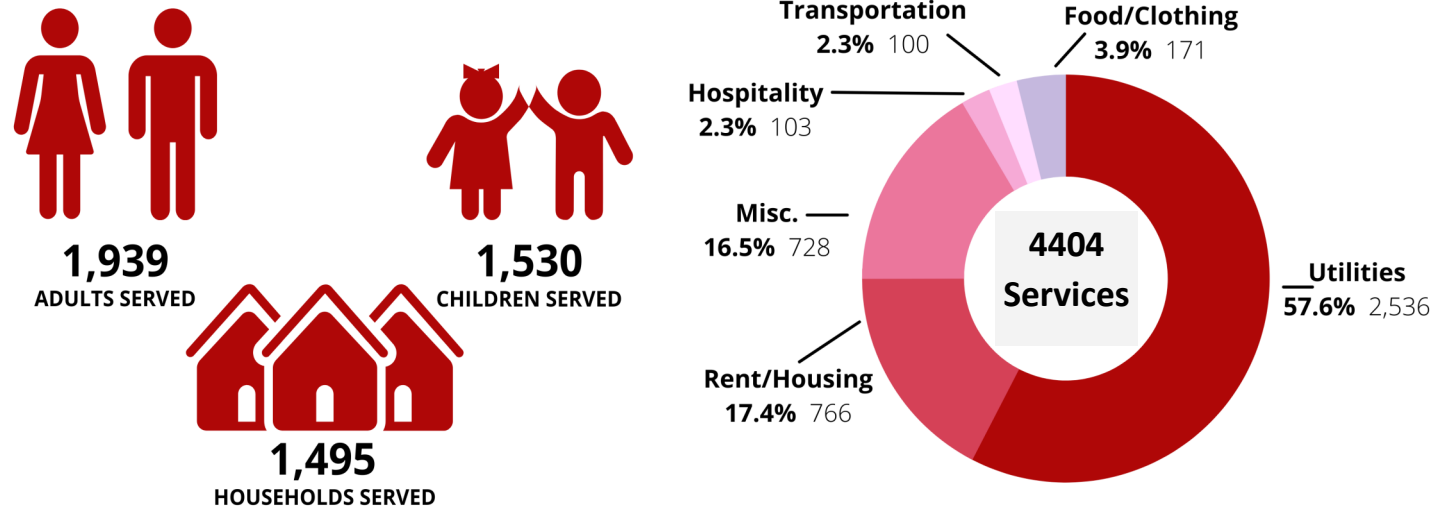
***We are a working board, we are a caring board - using our talents, time and energy to accomplish CityHeart’s mission of meeting urgent needs and enabling long term solutions.***



2022 Board of Directors—Front row L-R: Judy Bankston-Johnson, Lisa Taylor, Joyce Willis, Kris Sexton, Marta Hopkins  
Back row L-R: Rick Posey, John Cloud, Jeff, Froelich, Ivy Young, Jill Johnson, David Harrison (Not pictured: Len Roberts)

## 2021 Program Service Statistics

Meeting urgent needs, enabling long term solutions



**CityHeart received \$19,100 in COVID grants to expand our financial assistance by 60% in 2021, providing a total of \$49,079 in direct client services!**

### CITYHEART HELPS FAMILIES STRUGGLING FROM ECONOMIC IMPACTS OF COVID—Renee’s Story

Renee called in December for help with her electric bill. She is a hard working single parent with one child. She has never asked for help before but was unable to pay her bill this month. She was very emotional when telling her story.

Renee had to take off of work because her daughter had COVID. Renee is an hourly wage earner and does not get paid when she takes off work, so she quickly fell behind on her bills. It was hard to have a child suffering from COVID, and being unable to provide for her child was disheartening for this mother, especially with the holidays coming. Within 24 hours CityHeart was able to stop the disconnection of her electric service and stabilize this household.

CityHeart provides help in temporary circumstances like this, allowing Renee to get back to work and self sufficiency. She expressed her gratitude by saying, “I don’t know what I would have done if it weren’t for you guys, thank you so much!” CityHeart was happy to resolve the problem quickly and give Renee some much needed hope during a really difficult time. She is one of more than 1000 clients who were first time recipients of CityHeart services in 2021.

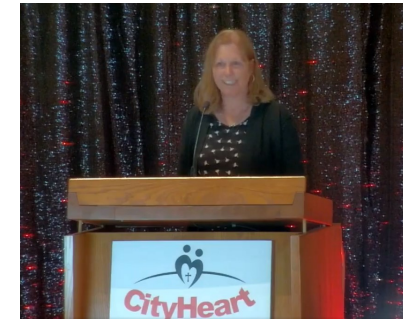
**71.6% of all households served by CityHeart this year were clients new to our program!**



### Hospitality Returns to CityHeart!

Our program was founded to respond to the needs of the people in the heart of the city. For the safety of our staff and volunteers, all services were provided by email and phone in 2020 and early 2021 due to the pandemic. We then started assisting clients with basic needs by providing bus passes and sack lunches handed out the door. We were pleased to reopen to the public in October 2021, welcoming our walk-in visitors for hospitality, information and other services!

## Funding Our Future



Guest, Deb Smith, speaks about the value of the collaborative partnership shared by CityHeart, StVdP and MVCAP in working with our most vulnerable citizens.



## 6th Annual Fundraiser & Auction Raises \$43,488

## Development in 2021



CityHeart guest Kristine, a local downtown neighbor shares her story of gratitude for the services provided by CityHeart to herself and her friends.

## Heart of the City, Hope of the Community

The CityHeart Development Committee and Events Committee are extremely grateful for the response to our 6th annual fundraiser, raising much needed funds to sustain our mission. Event Highlights:

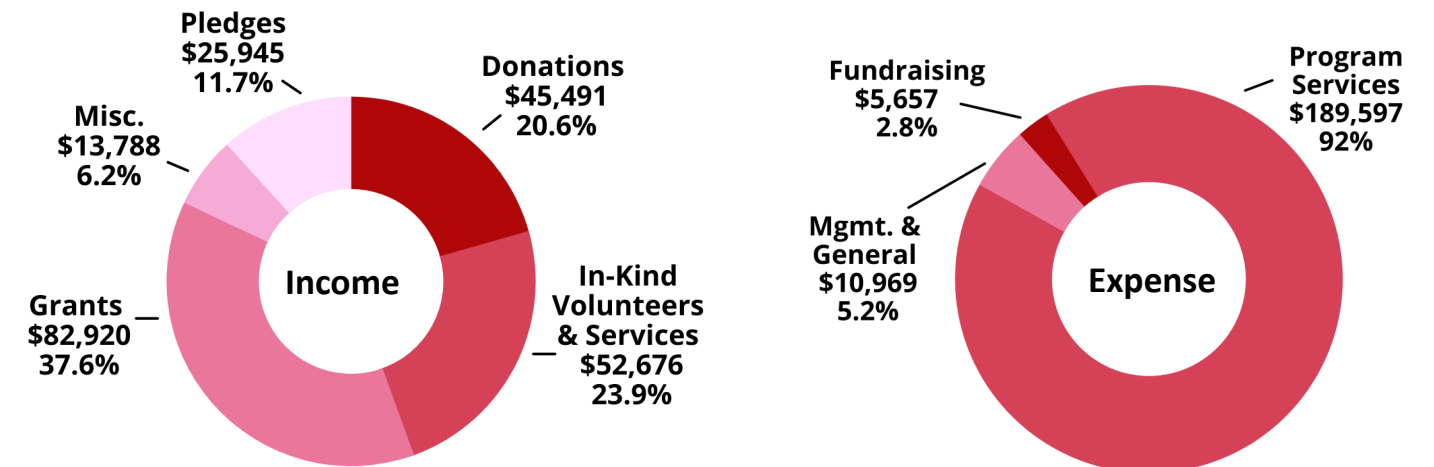
- ◆ Exceeded our goal of \$40,000, raising \$43,488 in individual donations, pledges, and online auction.
- ◆ Shared stories of hope through: Gratitude, Volunteering, Mission Impact and Partnership
- ◆ Guest Musicians: Yun Kim (Harpsichord) and Nancy Harrison (Flute) graced our guests with a live performance.

The Development Committee recognizes the efforts of Marcia Muller, who served the Board of Directors and chaired the committee from 2019 until her resignation in June of 2021. We were honored by her professional experience in advancing the mission of CityHeart and blessed with her passion for the people we serve. Thanks Marcia!

**THANKS TO OUR 2021 DONORS AND SUPPORTERS  
WE COULDN'T HAVE OVERCOME THE PANDEMIC WITHOUT YOU!**

## 2021 Financial Snapshot

Where does CityHeart funding come from and how is it spent?



Our overall income for 2021 represents individual and partnership donations, pledges, grants and in-kind services. The grants category includes \$19,100 in funds to expand our Covid relief efforts in 2021.

Our 2021 Financial Statements and IRS 990 prepared by Manning & Associates CPA's include this breakdown of functional expenses, showing 92% Program Services. A real commitment to serving our neighbors in need.