

Against All Odds

Citygate Network
Annual Conference and Exposition
Lexington, Kentucky
June 11 - 14, 2024



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CITYGATE[™]
NETWORK

TRACK SEMINARS

Location ▶

Seminar Group 1

Tuesday, June 11
2:30 p.m. – 3:45 p.m.

Seminar Group 2

Wednesday, June 12
1:15 p.m. – 2:30 p.m.

Seminar Group 3

Thursday, June 13
11:00 a.m. – 12:15 p.m.

Seminar Group 4

Thursday, June 13
2:30 p.m. – 3:45 p.m.

Seminar Group 5

Friday, June 14
8:30 a.m. – 9:45 a.m.

Client and Culture

Tracking Global Trends and
Other Critical Ministry Topics

Meeting Room 4

Leverage Program Data for Insightful Evaluation and Compelling Storytelling

Boost your data literacy to unlock the power of data in program management and storytelling. We will not only discuss the nuances of outcomes, outputs, and impact, but will learn practical applications of data in program evaluation and development. Join this session to explore strategies for utilizing data effectively to substantiate the impact of your work, and provide valuable insights for both program enhancement and compelling narratives for donor engagement.

Ashley Irwin, VP of operations, and **Tracy Brooks**, VP of homeless resolution, Denver Rescue Mission

Honoring Tradition While Embracing Innovation

Many rescue missions and similar ministries have adapted to tremendous social and cultural changes. How do we adjust and remain faithful to our core values and instill them in our staff? What should never change? Together we'll examine the past and present to answer these questions and explore shaping the future of the movement. Workshop facilitators represent 50+ years of history in the rescue mission movement and innovative leaders within the movement.

Dr. Andrew Sears, president, City Vision University; **Jack Briggs**, CEO, Springs Rescue Mission; and **Eric Burger**, CEO, Shelter KC

One Ministry, One Team

Fostering relationships and healthy communication between departments impacts organizational success. Explore strategies to break down silos and build collaborative relationships essential for mutual dependence. Discover techniques to work effectively with other departments, cultivate a supportive organizational culture, and implement best practices for cross-departmental communication.

Mark Hunter, director of community engagement, Union Gospel Mission of Salem

The Neuroscience of Purpose for the Homeless

Neuroscience research shows the homeless community suffers from a loss of hope and future more than any other group, believing they have wasted their lives and are disqualified from a God-given purpose. Yet Jer. 29:11 reminds us we do have a purpose, which gives us hope and future. People with purpose in life (PIL) enjoy benefits, including resiliency, protection against suicidal ideation/completion, reduced addictions, and anti-social activities. PIL creates open mindsets, compassion, healthy relationships, improved performance, and community engagement. God ensures nothing is wasted. We can never be disqualified from His purpose. Purpose changes lives!

Victoria Jeffs, MSc, Neuroscience and Psychology for Mental Health, president and CEO, Core Purpose

Unpacking Effective Change Management

Navigating a leadership transition, especially a sudden one, presents unique challenges. Learn practical steps, including 30-day, six-month, and one-year plans for assessing and promoting organizational health, recognizing staff loss indicators, and identifying traits that make leaders successful during transitions. Lead with confidence through times of change.

Andrew Neal, CEO, Outreach, Inc.



Leadership and Staff Development

Inspiring Intentionality and
Growth for Ministry Leaders

Meeting Room 1



Organizational Growth

Investing in the Team's Capacity to Ensure Healthy
Growth Across the Entire Mission

Meeting Room 2

BEST CHRISTIAN
workplaces

Career Paths for Everyone

Empower your organization of any size to develop effective career paths for staff, and foster growth and talent retention. Discover the simple impact career paths can have, even outside traditional managerial structures. Gain actionable insights and materials to implement career paths that ensure a thriving and motivated workforce dedicated to ministry success. This session specifically addresses the unique roles associated with rescue ministries.

Giselle Jenkins, consulting director, Best Christian Workplaces

How Kingdom-Centered Innovation Can Positively Impact Your Ministry

If innovation feels out of reach, the Chalmers Center's Innovate training can teach you a simple, three-step, creative process that equips your ministry to address local challenges in creative and Christ-honoring ways. Incorporate and use these tools right away and see an immediate difference in how your ministry functions.

Tabitha Kapic, director of innovation, The Chalmers Center for Economic Development

Navigating Change Management

As leaders, we face challenges navigating change and innovation. In this training, we'll discuss the psychology and theory behind effective change management. We'll also explore the practical realities of leading through change and discuss strategies to prepare for common roadblocks that leaders encounter while implementing significant organizational changes. Let's work together to become more effective change agents for our organizations.

Wendy Buttacy, chief operating officer, Adult & Teen Challenge

Prepare Your Organization to Hire Higher

Nonprofits face huge staffing challenges these days. Learn how to prepare your organization to attract superior talent, improve retention, and create a culture that maximizes mission impact. You'll walk away with practical steps to attract top talent and avoid compromises that could jeopardize hiring success and retention.

Kat Landa, CFRE, senior VP, talent solutions, DickersonBakker

Leadership as Influence

Leadership is far more than a title or a role, it's ultimately about influence. This hands-on workshop explores leadership as influence and helps participants see themselves as God sees them — as influencers with Jesus.

Dr. Taylor Williams, VP of development & engagement, Arrow Leadership

Can Your Team Answer These Four Questions?

As organizations grow, they become more complex, and complexity impacts clarity. But if clarity fuels effectiveness and efficiency, then leaders must do a better job of inspiring and equipping the team. Unpack the four questions everyone in your organization should be ready to answer to cut through the complexity of organizational leadership, and better serve your community.

Tensley Almand, president and CEO, Atlanta Mission

Creating a Culture of Staffing Sustainability

Discover the keys to attracting, retaining, and cultivating a thriving ministry team. By prioritizing the well-being of your staff, we'll explore how to support a healthy team that enhances and sustains ministry outcomes. Learn strategies that foster competency and create a positive impact on the residents you serve and that contribute significantly to the success and growth of your organization.

Craig Pederson, operations director, Hope Gospel Mission

Elevate Your Planning

Do your mission's plans seem fragmented, pulled from different areas, and then bundled as strategy? Explore a shift toward a more visionary, Jesus-empowered direction for impactful change. Discover the distinctions between planning and dynamic strategy, uncovering opportunities for better service. Navigate proven frameworks that breathe life into strategy, balancing current operations with future-focused moves. Transform planning into a catalyst for deeper missional impact.

David Kay and Cheryl Leonhardt, managing partners, Proventure Advisors

Increase Your Bench Strength

Organizations face a continual challenge to recognize, develop, and retain leaders. Benefit from lessons learned while creating an internal leadership development program that resulted in a 67 percent promotion and retention rate over a period of three years. Gain tools to help you build your own leadership development program based on insights from real-life success and failure stories, while discovering resources that other organizations have already vetted and used.

John Thexton, sr. director of community life, Denver Rescue Mission

The Ecosystem of an Outcome-Based Ministry

This seminar will concentrate on the fundamental principles necessary for creating a sustainable and scalable growth ecosystem for your ministry. Drawing from years of organizational growth and innovation, you will learn the principles, building blocks, and techniques that can be applied to your ministry. Gain insight into distinguishing between outcomes and outputs, as well as strategy versus tactics, and understand why recognizing these differences is crucial for developing successful programs and enhancing donor engagement.

Dan Rogers, vp, senior client strategist, MDM Fundraising

Seminars continued on next page.

Transformational Programming I

Inspiring Life-Changing Programs
Toward Next-Level Outcomes

Meeting Room 12



Transformational Programming II

Meeting Room 13

Seminar Group 1

Tuesday, June 11
2:30 p.m. – 3:45 p.m.

Increase Retention in Recovery Through Life Skills

Join us for an informative session on how life skills development is crucial for enhancing retention in recovery. While hard skills such as educational and career readiness and financial management are essential, we must recognize the significance of soft skills in long-term employment, healthy relationships, and lasting connections within a recovery community. This session will explore the importance of developing soft skills and emotional intelligence (EQ) in clients. Learn how acquiring these skills could lead to deeper motivation for change and better retention in addiction recovery.

Wendy Buttacy, chief operating officer, Adult & Teen Challenge

Building a Best-in-Class Referral and Intake System

How do you begin to address a broken referral and intake system? Learn about the creation and success of a ministry's Referral & Intake (R&I) team, a unified intake system, rebuilt relationships, and simplified processes. Explore the partnership approach that increases trust and opens doors, resulting in a surge of guests entering mission programming. Gain insights into the methodologies and technologies used for data capture and improved decision-making. Learn valuable lessons for fixing a broken referral and intake system for more effective and compassionate care.

Angelina Koenig, associate VP of program services, and **Tiffany Washington**, director of referral & intake, Seattle's Union Gospel Mission

Seminar Group 2

Wednesday, June 12
1:15 p.m. – 2:30 p.m.

Reins to Recovery

Explore one ministry's innovative approach to homelessness through an enhanced shelter model. Discover how this transformative programming provides homeless neighbors with temporary homes, fostering strategic planning beyond daily survival. Gain insights into the philosophy, strategy, and practical details of this model, emphasizing relational support over transactional aid. Learn how skilled case managers guide guests toward recovery infused with the love of Jesus, and uncover practical tips for adapting guests to a structured environment.

Lisa Mauga, associate VP of women and children's ministries, and **Scott Cleveland**, VP of program ministries, Seattle's Union Gospel Mission

Victimology in Domestic Sex Trafficking

Using 10 years of data collected from Institute for Shelter Care (formerly The Samaritan Women) will provide a victim-centered way of looking at the trauma of domestic sex trafficking. Through statistics, case studies, and anecdotal analysis, you will gain an understanding of what renders an individual vulnerable to sexual exploitation, the most common traumas that occur in domestic sex trafficking, and what challenges the survivors face in social re-entry.

Jeanne Allert, PhD, founder and executive director, Institute for Shelter Care

Seminar Group 3

Thursday, June 13
11:00 a.m. – 12:15 p.m.

Preventing First-Time Homelessness from Escalating into Chronic Homelessness

Address the growing issue of first-time homelessness by exploring a crucial two-week service dedicated to preventing the transition to chronic homelessness. Through intentional relationship building and resource awareness, this program focuses on deterring new guests from a life of homelessness and the pitfalls of a flawed system. Gain insights into the detailed programming and how it fosters a stable environment for guests to make informed decisions about future plans.

Brandon Andrews, director of men's residential programs, Wheeler Mission

Managing Recovery for Transition and Aftercare

The first 12 months following the completion of a recovery program represent the most critical time for building new habits. Reengaging with the responsibilities of life can trigger overconfidence, isolation, and/or old thoughts and feelings. Discover tools and strategies that will help you support your program graduates as they transition into living a new life of recovery.

Dean Perry, president, Genesis Process

Seminar Group 4

Thursday, June 13
2:30 p.m. – 3:45 p.m.

Creative Housing Problem-Solving: Success with Diversion

Over the last four years, Outreach, Inc. has developed a highly successful diversion program as part of the Youth Homelessness Demonstration Program. Learn about diversion as a philosophy while gaining an understanding of program structure and analyzing outcomes that demonstrate the effectiveness of the approach.

Andrew Neal, CEO, Outreach, Inc.

Overcoming and Healing from Abuse

At least 90 percent of those entering a mission have experienced domestic abuse, either as a child or adult. Have you noticed that your clients make great progress, but their relationships are still a mess? Without help, they will continue to struggle in their relationships. This session aims to help you recognize and understand the nuances of different types of abuse, and learn how you can help your clients heal and develop healthy relationships.

Stacey Womack, executive director, Abuse Recovery Ministry Services

Seminar Group 5

Friday, June 14
8:30 a.m. – 9:45 a.m.

Trauma-Integrated (Focused) Treatment

Building on the foundation of trauma-informed care, trauma-integrated (focused) treatment addresses symptoms through therapy focused on the trauma while integrating resources, incorporating coping and mindfulness skills, and providing education and healing for family relationships.

Eric Lane, co-founder and executive director, Fellowship Missions

Optimizing Housing-Focused Case Management

This pragmatic approach to housing-focused case management uncovers a proven framework for achieving successful outcomes while simultaneously integrating community partnerships. Gain guidance on building resources and ensuring collaboration in product delivery and client engagement throughout your organization. Walk away with tangible tools and insights to understand the underlying principles that help you structure your team and workload effectively.

Deb Butte, director of homelessness resolution, Denver Rescue Mission

Resource Development I

Leveraging Resource Pathways
to Maximize Ministry

Meeting Room 10



Resource Development II

Meeting Room 11



A Deep Dive into AI Fundraising

Curious about how your organization can benefit from artificial intelligence (AI) in fundraising? This engaging session will give you answers to these key questions: What is AI and how does it work? How can AI enhance marketing and fundraising results? Learn to utilize AI without compromising your organization's core values. Don't miss this interactive exploration into the transformative potential of AI in fundraising!

Mike Rogers, chief intelligence officer, BDI

Capital Campaign Excellence from Inspiration to Impact

A variety of events inspire capital campaigns, from a real estate opportunity to a passionate local leader to a community need to a strategic organizational goal. How do we as mission leaders, board members, and staff ensure we pursue a vision aligned with our true mission and purpose? Take a closer look at the journey to vision realization by starting at the beginning with an impassioned mission, leading through focused strategic planning, and finishing with a comprehensive capital campaign and grand opening.

Laura De Vries, senior consultant, and Bruce Berglund, founder and CEO, DBD Group

Giving Circles 101

Giving circles mobilize donors and supporters around a specific focus of your ministry, like women's ministries, education, or recovery. Giving circles create the opportunity to rally, educate, and engage like-minded people to your cause, ultimately generating avenues to giving fueled by their passions.

Mark Hunter, director of community engagement, Union Gospel Mission of Salem

Increase Results through Donor Research and Analysis

Giving personnel access to wealth-screening software and empowering them to learn more about existing donors and prospects can result in more realistic goals and results. Enhance major gift fundraising by managing portfolios strategically and avoiding transactional approaches. Learn to present donor information effectively by balancing giving capacity with an understanding of each donor. Explore key metrics for maintaining a healthy development program.

Jeff Boxell, sr. director of donor relations, and Ryan Mathews, donor research analyst, Wheeler Mission

Tips to Improve Your Digital Marketing

Ministries possess a significant opportunity to enhance regular interaction with donors and potential donors through a variety of channels. Learn how to use paid media platforms to expand reach and engagement with Christian audiences. Discover tactics to run a successful email marketing program. Hear real-life examples of how some of the largest ministries productively use video for paid media.

Seth La Tour, executive creative director, and Kelly Linstedt, VP, group account director, Masterworks

50 Fundraising Ideas in 50 Minutes: Adapting to Economic Challenges

This fast-paced and highly interactive seminar will provide you with the best new donor acquisition strategies that are working today, vital in light of today's economic challenges. Furthermore, it will present today's best practices for digital and cultivation efforts aimed at the growth of rescue missions and ministries. In addition, we will explore donor loyalty tactics — hands-on techniques that can be implemented to ensure donors remain loyal to your cause.

Todd Baker, vp, senior client strategist, MDM Fundraising

Ten Keys to Growing a Mid-Level Program

Discover the untapped potential of mid-level donors and learn to define, identify, cultivate, and engage this valuable segment while maintaining faithful stewardship. Gain insight into implementing multi-channel strategies that foster donor relationships, and effectively report progress to leadership and the board. Expand your capacity and maximize the impact of your ministry by leveraging the generosity of mid-level donors, and do all that God has called you to do.

Christa Huff, senior VP of client services, Douglas Shaw & Associates, and Jason Wood, CFRE, VP of outbound solutions, Synergy Direct Marketing Solutions, LLC

Inspiring Board Members to Fundraise

With the proper motivation and training, board members can become effective evangelists for your ministry. Learn how to select, recruit, and train board members who can help discover where God might have money hidden. Inspire them to give generously and even encourage their friends to invest. Teach your board the tools and give them valuable confidence to make a compelling ask.

Pat McLaughlin, founder and president, The Timothy Group

A Million-Dollar Day: Creating Events That Generate Mega Gifts

Learn the art of organizing events that inspire transformational giving, departing from conventional ticket sales or table sponsor models. Discover the secret ingredients to success, such as valuing quality over quantity, emphasizing direct asks, addressing substantial needs for impactful gifts, and more.

Roy Jones, CFRE, founder and CEO, Fit Fundraising

Educate, Motivate, Activate Your Donors

Learn to build transparent relationships with donors using Philippians 1:9–11. This passage can equip you to share stories effectively, think like a donor, and seize everyday moments for impactful narratives. Discover a formula for truthful storytelling across platforms as you invite donors into partnerships that engage them in solutions and give them an understanding of the good, bad, and ugly of your ministry.

Julie Larocco, strategic advisor, blue dawg



Seminars continued on next page.

Location ►

Public Image and Branding

Deepening Community Connections through High-Impact Communications and Branding

Meeting Room 6

theTIMOTHYgroup®

Seminar Group 1

Tuesday, June 11
2:30 p.m. – 3:45 p.m.

Leveraging Social Media: Leading the Narrative. Impacting Community.

Beyond asking for funds and posting images, social media provides a powerful tool to build a community of supporters who can become your biggest and most influential ambassadors. Learn the basic steps to build a social media presence consistent with your organization's strategies, goals, and culture. Hear tips, tricks, and stories to help you achieve a strong presence on various platforms, while understanding concepts like content pillars, engagement tracking, key performance indicators, and Meta pixels.

Yolanda Campusano-Pilarte, public relations manager, and Michael Livingston, digital storyteller, Miracle Hill Ministries

Seminar Group 2

Wednesday, June 12
1:15 p.m. – 2:30 p.m.

Multi-Channel Strategies to Maximize Monthly Giving

Looking to boost your monthly donors? (Who isn't?!) Explore the multi-channel strategies behind BDI's Sustainer Campaign employed for Helping Up Mission (Baltimore, Maryland). Discover fresh and innovative messaging to reach across digital, media, and CTV spots. Delve deeply into how each channel contributes to an effective, integrated campaign to achieve maximum impact and increased monthly revenue. Gain new insights on how to implement similar strategies to foster a culture of sustained giving at your ministry.

Jennifer Bedon, chief philanthropy officer, Helping Up Mission; James Read, chief creative officer, and Mindy Sherfy, VP client strategy, BDI

Seminar Group 3

Thursday, June 13
11:00 a.m. – 12:15 p.m.

Smaller Missions, Smaller Cities, Niche Programs

In smaller cities, generating public interest and support for missions, particularly when overshadowed by larger neighboring cities, can pose unique challenges. Explore the success story of one smaller-scale mission that has strategically targeted homeless veterans in western New York. Learn how that niche focus has generated impact, amplified awareness, and even boosted fundraising.

John Cooper, executive director, Niagara Gospel Rescue Mission

Seminar Group 4

Thursday, June 13
2:30 p.m. – 3:45 p.m.

Crisis Management and Media Engagement

Prepare for the inevitable. Crisis planning is a strategic process that alleviates panic when the unexpected occurs. Explore how to assess situations before they escalate into full-blown crises. Learn effective strategies for reputation recovery following a crisis, while safeguarding your fundraising efforts and organizational standing.

Stephen Ruppe, principal, Steve Ruppe Public Relations

Seminar Group 5

Friday, June 14
8:30 a.m. – 9:45 a.m.

A Comprehensive Guide to Effective Rebranding Strategies

There are many things that may spark a rebranding campaign: programmatic shifts, new positioning, cultural realignment, etc. Start with knowing the "why" behind your rebranding, and then this workshop will walk you through a complete rebranding strategy, including how to introduce your new brand and avoid mistakes with your key stakeholders.

Jeremy Montgomery, president and CEO, Philly House, and Jeremy Blume, branding specialist, Guardian Agency



Operations and Administration

Galvanizing Ministries with Best Practices in HR, Finances, Facilities, Technology, and More

Meeting Room 3



Enterprise and Retail

Catalyzing Entrepreneurial Spirit for Ministry Outcomes and Resource Growth

Meeting Room 9B

Help! I'm New to HR in Ministry

Working in human resources requires a variety of skills that range from recordkeeping and filing to strategic decision-making, policy, and legal compliance. Acquire valuable knowledge about the fundamentals of maintaining excellent records, discover important retention requirements, and learn what laws apply to your organization. This critical instruction will help you protect and exercise the rights that specifically impact your faith-based nonprofit.

Angie Criner, president, Career Cross Training

Expanding Brand Awareness through Social Enterprise

Maximize community engagement with intentional interactions through your social enterprise. Learn to effectively connect with customers and volunteers to enhance your mission's visibility. Explore strategies to ask for financial donations at checkout and educate on the mission impact of a purchase. Discover the power of volunteers as storytellers and equip them with tools that invite others to join their efforts. Elevate the influence of your social enterprise to make it a key driver for community awareness and support.

Evan Crass, VP, and JR Slack, president, SMCo Thrift

Most Common Ministry Insurance Claims and What to Do About Them

Whether you're a seasoned leader or new to ministry, the practical strategies you learn will help you navigate common insurance claims and enhance your risk management toolkit. Explore prevalent risks like auto incidents, resident volunteers, slip and fall accidents, and thrift store customer injuries. Gain insight into managing these risks effectively and discover strategies to mitigate potential challenges.

Jon Barron, consultant and broker, and James Dick, advisor, Gallagher

Launching a Thrift Store in Today's Market

Seize current market advantages to open your next or first thrift store to maximize funding and brand awareness for your rescue mission. Explore generational wealth transfer, real estate opportunities, and IRS benefits that make now a good time to start or expand. Leverage your thrift store for an ongoing profit stream and incorporate numerous connection points that engage customers, donors, and volunteers. Discover how opening a thrift store aligns with current market trends to provide a strategic avenue for growing financial resources and increasing visibility.

Evan Crass, VP, and JR Slack, president, SMCo Thrift

Nonprofit Lawyer Language for Dummies

Explore the dynamic legal landscape affecting rescue mission ministries with Citygate Network attorney Jon Ruybalid. He will discuss key legal issues, including recent developments in religious freedom laws, challenges related to tax-exempt status, and regulatory changes impacting charitable organizations. Learn best practices for compliance and risk management in light of evolving legal trends and gain valuable insights and practical strategies to navigate the complex legal environment facing faith-based nonprofits today.

Jon Ruybalid, Citygate Network attorney

Best Practices for Merchandising and Layouts

Does your thrift store ministry include a master plan for floor layouts and effective merchandising? What else could you do to drive sales and expand community engagement? Assess and improve your donor and customer experience, and connect with rescue mission colleagues to share ideas and strategies that positively impact thrift store operations. Bring questions and tactics to contribute to an interactive and informative session.

Jeremy Montgomery, president and CEO, Philly House

The Who, What, Where, When, and Why of Internal Controls

Internal controls play an important role in organizations of all sizes. Dive deep into how they impact every level and provide staff and donors confidence in your organization.

Julie Beasley, senior compliance associate, ECFA

From Community Need to Sustainable Revenue

Explore the transformative journey of Arukah, a respite center born from a community need that evolved into a sustainable revenue stream for Waterfront Mission. We'll delve into the strategic process and practical steps behind this success story and demonstrate how this innovative approach not only meets critical community needs but also strengthens the mission's ministry outcomes and resource growth.

Clay Romano, president and CEO, Waterfront Rescue Mission

From Precaution to Ministry: Security as a Ministry Opportunity

Whether you have an established and polished safety plan or you have just begun to form some ideas, safety remains near the top of the list for missions and ministries these days. Learn what steps to take to better secure the safety of your guests, staff, and volunteers as you leverage safety as a ministry opportunity instead of just as a necessary precaution.

Breck Ellison, director of safety, Knox Area Rescue Ministries

Recruit Personnel to Grow Your Social Enterprise

Hiring and retaining employees is the greatest challenge for North American businesses today. To meet this need, your social enterprise must identify individuals that fit your needs, pursue them strategically, and reward them appropriately. Discover how to leverage volunteers and program participants to fill labor needs and create a pipeline for future employees.

Evan Crass, VP, and JR Slack, president, SMCo Thrift

Seminars continued on next page.

Foundations of Counseling

Merging Clinical Approaches
with a Ministerial Heart

Meeting Room 5

Hot Topics I

Addressing the Burning Questions and Provocative
Subjects of Today and Tomorrow

Meeting Room 7



Seminar Group 1

Tuesday, June 11
2:30 p.m. – 3:45 p.m.

The Power of the Collective: Engaging the Ecosystem for At-Risk Clients and Helpers

With an emphasis on Ecomap training for social work as well as assistance for at-risk clients and professionals combating burnout, you'll get a visual overview of social networks, supports, and stressors. Through collaboration, you can gain insight into relationships, identify support gaps, and develop intervention strategies, while learning self-awareness, healthier boundaries, and self-care. This dual-purpose tool enhances the well-being of both clients and professionals, promoting personal growth through theoretical understanding and support identification.

Kimberly Ernest, PhD, LPC, president, Pennsylvania Counseling Services

Create a High-Growth Culture

Novus Global has identified the number one tool for introducing a high-growth culture and the team has created a presentation to share this valuable insight and information with Citygate Network members. No matter the size or shape of your organization, you can foster and develop progress and growth by understanding the value of getting and giving feedback.

Jason Jaggard, founder, Novus Global

Seminar Group 2

Wednesday, June 12
1:15 p.m. – 2:30 p.m.

How Helping Others Makes Us Stronger

Explore how various counseling techniques compel personal growth through willingness to engage in the emotional lives of others and develop your own identity in the process. The LiveUp Resources equip participants for more effective ministry assistance and foster individual maturity in service to those around them. As you give within your ministry, you simultaneously nurture personal growth and identity.

Dr. Roy Smith, MDiv, PhD, founder, Pennsylvania Counseling Services

Give Me Shelter: A Response to Permanent Supportive Housing

Permanent Supportive Housing (PSH) has created challenges for modern rescue missions. Following federal funding requirements, many cities have adopted PSH as the only solution to homelessness, in spite of mounting evidence demonstrating the problems inherent with this approach. We'll discuss the history, context, weaknesses, and opportunities of PSH methodology, and address responding to critics of emergency shelter programs and strategize working within the system to most benefit our guests and communities.

Joel Siebersma, sr. director of transformation & research, Springs Rescue Mission

Seminar Group 3

Thursday, June 13
11:00 a.m. – 12:15 p.m.

Heart to Heart (Part I)

Master heart-to-heart conversations with clients, colleagues, and yourself. This two-part workshop will tackle challenges that accompany assisting individuals in turmoil while providing realistic and effective solutions. Delve into fundamental identity formation theories and apply them directly in both therapy and/or team building. With a focus on personal growth, LiveUp Resources seeks to equip participants for more effective ministry and holistic individual development while serving others.

Dr. Roy Smith, MDiv, PhD, founder, Pennsylvania Counseling Services

Addressing the Opioid Crisis

The Drug Enforcement Administration, Louisville Field Division, will explore the evolving landscape of illicit drugs and delve into the rise of potent synthetic opioids, the growing availability of highly addictive counterfeit pills, and the emergence of new illicit substances. Learn the impact of legalization movements and technological advancements on drug-use patterns. Gain a comprehensive understanding of current trends and informed solutions, and discuss identifying persons at risk for substance misuse and how to support them.

Robert J. Scott, assistant special agent in charge, Alyssa E. Gullion, diversion prevention specialist, and Stephanie B. Elliott, community outreach specialist, DEA, Louisville Field Division

Seminar Group 4

Thursday, June 13
2:30 p.m. – 3:45 p.m.

Heart to Heart (Part II)

This continuation of training will focus on cultivating heart-to-heart conversations with clients, colleagues, and yourself. With an emphasis on the language of emotion, you'll explore understanding client messages and responding appropriately. Delve into how various personality types impact helpers. Recognize the importance of self-awareness in uncovering client motivations, unfulfilled needs, defensive mechanisms, and identity issues. LiveUp Resources seeks to equip participants for more effective ministry and holistic individual development while serving others.

Dr. Roy Smith, MDiv, PhD, founder, Pennsylvania Counseling Services

The Impact of Outcomes

It's difficult to solve a problem that you haven't defined, or gauge the effectiveness of a solution you're not measuring. What's more, collecting outcomes data helps your ministry strengthen its programs and equip staff — and position your organization for success with potential donors and community partners. This panel discussion will highlight ways to track and increase program retention and graduation as well as share results effectively.

Elaine Muselli, manager of data & analytics, Orange County Rescue Mission, and Paul Armstrong, VP of programs, San Diego Rescue Mission

Seminar Group 5

Friday, June 14
8:30 a.m. – 9:45 a.m.

Listen Up: Authentically Connecting with Your Client's Journey

Focus on assessing and managing diverse personalities, needs, and motivations. Explore how various response styles tailored to individual needs can promote personal growth. An authentic therapist-client connection can reveal identity struggles and help guide effective assistance. LiveUp Resources seeks to equip participants for more effective ministry and holistic individual development while serving others.

Dr. Roy Smith, MDiv, PhD, founder, Pennsylvania Counseling Services

Engaging Volunteers in a Post-Pandemic World

Whether you lost a strong volunteer base because of the pandemic, or are new to the role and grappling with the learning curve, you recognize the important role volunteers play in your ministry. In this session, learn tips and tricks for measuring impact, creative ideas for volunteer appreciation, strategies to equip your team with necessary resources, and helpful tools to breathe new life and growth into your volunteer department.

Celia Lively, director of volunteer engagement, Knox Area Rescue Ministries

Hot Topics II

Meeting Room 8

Stop the Revolving Door

Individuals with untreated serious mental illness often get caught in the revolving door of incarceration, homelessness, and hospitalization. In fact, jails around the country are filled with low-level, non-violent offenders who are there simply because they did not participate in treatment for their illness. This workshop will look at how assisted outpatient treatment (AOT) can stop this revolving door. When implemented effectively, AOT reduces use of jails, hospitals and crises services, improves quality of life for individuals with SMI, increases public safety, and reduces costs to society.

Betsy Johnson, assisted outpatient treatment advisor, Treatment Advocacy Center

Nurturing Your Well-Being for Effective Service

If you put yourself on the back burner to get the job done and take care of others above yourself, you do a disservice to those you serve. Discover six assessment areas of self-care and learn the importance of incorporating spiritual disciplines that prevent burnout and foster a strong connection with the Father. Learn practical strategies to implement restorative activities that bring balance to your life and ensure you serve from the best version of yourself, sustained by God.

Angela Washington, director of philanthropy, City Rescue Mission

Outsourcing For Growth – Are You Ready?

Nonprofit leaders wear many hats, including some that do not directly align with their strengths. While most would prefer to focus on mission rather than administration, the shortage of accounting graduates and a challenging hiring environment have made that increasingly difficult. Learn when to outsource, how to identify the benefits and risks, and where to find a good outsourcing partner.

Dan Schmidt, and **Denise M. Henning**, partners, Mission Accounting & Advisory Partners LLC

Canvas of Compassion: Unveil the Role of Creativity and Art in Ministry

Acclaimed artist Brian Peterson will unwrap the transformative power of creativity by exploring the connection between artistic expression and the gospel's call to minister to the marginalized. Examine the theological connection between creativity and compassion through engaging discussions that demonstrate its pivotal role in journeying alongside the poor. Gain practical insights and innovative approaches that bring artistry into ministry spaces and outreach efforts.

Brian Peterson, artist and founder

Maintaining Mission Momentum During Leadership Transition

This candid conversation about real life experience in leadership transitions will focus on creating a positive experience for all mission stakeholders. Learn practical strategies that maintain forward momentum in spite of leadership transition. Gain insight on commitment, founder-successor dynamics, and self-management. Discover key considerations that help promote a seamless transition as well as establish how long outgoing leaders and successors should work together.

Bob Gehman, president emeritus, and **Daniel Stoltzfus**, CEO, Helping Up Mission

Hot Topics III



Special Session: Ballroom

Explore What You're Capable Of

The Novus Global team will walk you through practical exercises that can help you go beyond high performance to achieve lasting success and accomplish more than you ever imagined possible. Bring your best leadership questions and challenges to explore solutions and viewpoints from a meta-performance coaching perspective.

Jason Jaggard, founder, Novus Global and the Novus Global team

Special Session: Winner's Circle Lounge

Rooting for Rivals: Unleashing Our Collective Impact

Unleash the "rooting for rivals" mindset within your Citygate Network district. In God's economy, He owns everything, and collaboration diminishes unmet needs. Envision the impact of working closely, and filling each other's resource gaps. Explore ways to share your ministry's time, talents, and treasures. Dive into ideas on resource sharing and the collective pursuit of regional resources for impactful, collaborative ministries.

Eric Lane, co-founder and executive director, Fellowship Missions

Special Session: Winner's Circle Lounge

Just Show Up: Generous Justice

We live in a busy world, engaging in chaotic work. How can you care for yourself, your staff, and your clients simply by showing up? Join Michael Woods, CEO/President of Western Carolina Rescue Mission, for a Just Show Up Book Club featuring *Generous Justice* by Tim Keller, and learn about the innovative approach to staff care by the Grace and Mercy Foundation. Book provided!

Catie Shoemaker, grants associate, Grace and Mercy Foundation; and **Michael Woods**, CEO/president, Western Carolina Rescue Mission

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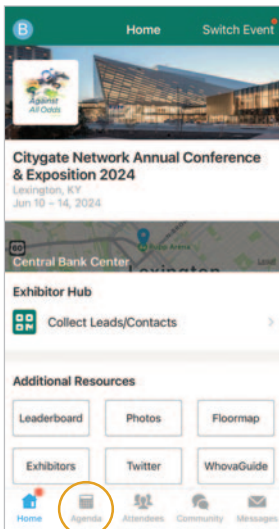


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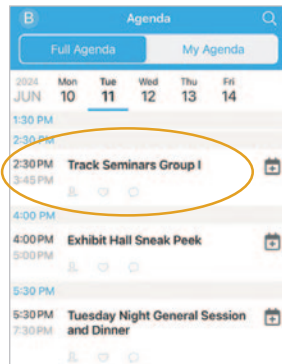


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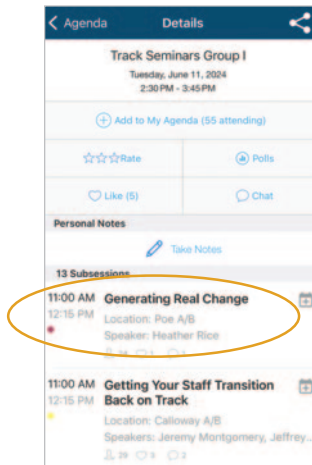
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