What are we doing that supports long-term sustainability for our clients? What else can we do that supports their long-term sustainability? These two questions served as guides for our work as a staff in 2016. We continue to provide emergency services, utility payments, client choice food pantry, rental assistance and a range of emergency response services. These services are a handout which some individuals and families can use to get through a temporary cash shortage created by a life crisis. Other individuals and families often do not have the skills, experience, or the energy to move beyond the level of functioning required in poverty. These clients require more creative approaches. Long-term sustainability requires a significant shift in self-understanding, emotional resilience and flexibility, a sense of personal empowerment, and a network of positive supportive relationships. We actively avoid a one size fits all response to the clients that we serve. We seek to identify the strengths that they have developed on their journey thus far and then through respectful compassionate engagement listen to their dreams and aspirations for themselves and their families. It is from these dreams and aspirations that clients can begin to craft a plan for their future. Through work in the Community Garden; committing to a two-year process with Bridges Out of Poverty; or receiving case management through rental assistance, emergency assistance or the Micah Center that clients can redesign their life towards long-term sustainability. Participation in financial literacy classes, healthy lifestyle classes, art self-expression classes, getting a haircut, having a place to shower, getting two sets of clothes washed are additional options designed to support self-esteem and a sense of personal value. We will continue to listen to our clients as active partners in creating options that build their pathways to long-term sustainability. In 2017, we intend to build on what we are learning from our clients to assist their efforts in building long term sustainability. This annual report describes our efforts. Your prayers, mission trips and financial support are helping Back Bay Mission to realize its mission: Strengthening Neighborhoods, Seeking Justice, Transforming Lives.
2016 Revenue and Expenses

2016 Revenue

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Gifts</td>
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<tr>
<td>Program Fees</td>
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<tr>
<td>Earnings</td>
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<tr>
<td>Investments</td>
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2016 Expenses

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<td>Programs and Services</td>
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<tr>
<td>Management and General</td>
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<td>Fundraising and Public Relations</td>
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Assets

<table>
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</thead>
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<tr>
<td>Current assets (cash and investments)</td>
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<tr>
<td>Other assets</td>
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<td>Property and equipment</td>
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<tr>
<td>Total Assets</td>
<td>$4,544,912.47</td>
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Housing Recovery & Volunteer Services

2016 Project Statistics

- 11 Major Completed Rehabs
- 0 Major In-Process Rehabs
- 1 New Construction
- 2 Minor Completed Rehabs
- 0 Minor In-Process Rehabs

Projects

- 21 Total number of projects undertaken
- 14 Total number of projects completed
- 17 Total number of projects in waiting

Thanks to our Volunteers!

- Number of churches/organizations represented by volunteers: 49
- Number of volunteer work campers utilized: 891
- Number of volunteer hours: 24,586
- Dollar value of volunteer hours: $324,520
Day Center for the Homeless: Micah Day Center

Race/Ethnicity Served
African American .............. 258
American Indian .............. 12
Asian .................................. 55
Caucasian ......................... 503
Native Hawaiian .............. 4
Refused ............................. 8
Unknown ......................... 9
Total .................................. 849

Number of People Served
Female ...................................... 257
Male ...................................... 589
Transgender .......................... 2
Refused ............................. 1
Homeless Veterans Served ....... 99
Total .................................. 849

Age of Homeless Served
0-25 ........................................... 75
26-49 ........................................... 393
50+ ........................................... 381
Total Homeless Served ........... 849
Ms. Dorothy Johnson was recovering in the hospital from a second heart attack. During this trying time she had to deal with the reality that she could lose everything. The time she spent in the hospital made it impossible to keep up with her monthly bills, such as rent, water and electricity. Her finances were spiraling out of control. Once released from the hospital she tried to find help. She was unsuccessful. She heard about Back Bay Mission and the emergency assistance for past due utility bills. Dorothy called Back Bay Mission in hopes they would be able to help. She felt encouraged when she was able to get an appointment to come in and have her past due electricity bill paid.

Dorothy was truly in need of assistance to get out of this debt created by her unfortunate heart attack. Instead of being able to focus on her own recovery she had to focus on a way to maintain a roof over her head.

The Emergency Assistance Caseworker met with Dorothy and listened to her story. Through the time the caseworker took to listen she was able to develop a plan to help her. Dorothy was taken on as a case managed client. As a case managed client, Dorothy received three months’ worth of financial and emotional support. Dorothy’s water, electricity and rent were paid by funds donated to Back Bay Mission. Dorothy was able to recover and get back on her feet. She no longer had the fear of losing the roof over her head. She was able to get out of the downward spiral and become sustainable again. Dorothy credits Back Bay Mission with rescuing her from disaster at a time when she could not find anyone else to help.

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Emergency Assistance Continued

## Dollars Expended to Services

- **Medication Assistance**: $289.41
- **Birth Certificates**: $1,601.00
- **Case Management**: $0.00
- **Rent/Mortgage Assistance**: $3,996.15
- **Transportation**: $1,363.18
- **Misc./Other**: $2,676.63
- **Food Pantry**: $11,374.78
- **Utility Relief**: $28,736.51
- **TOTAL**: $50,037.66

## Age of Emergency Assistant Clients

- **0-19**: 761
- **20-39**: 1,579
- **40-59**: 1,993
- **60+**: 442
- **TOTAL**: 4,775

## Rental Assistance Program

### Emergency Solutions Program

<table>
<thead>
<tr>
<th>Program</th>
<th>Households Served</th>
<th>Clients Served</th>
<th>Total Spent</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rapid Re-Housing</strong></td>
<td>27</td>
<td>59</td>
<td>$33,433.14</td>
</tr>
<tr>
<td><strong>Homelessness Prevention</strong></td>
<td>23</td>
<td>50</td>
<td>$33,500.29</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td>50</td>
<td>109</td>
<td>$66,933.43</td>
</tr>
</tbody>
</table>

### Age

- **0-17**: 48
- **18-24**: 6
- **25-61**: 53
- **62+**: 2

### Race

- **Asian**: 1
- **African American**: 74
- **Hispanic**: 0
- **Caucasian**: 34

### Gender

- **Female**: 67
- **Male**: 42
Outreach In Action

Back Bay Mission’s Home At Last Caseworker was out in the homeless community doing outreach. It is there where the caseworker first met a homeless woman who had been on the streets for over a year. She was a single female who has been on her own for quite a while. The caseworker took time to talk with her. During their conversation, the homeless woman talked about wanting an apartment. The caseworker then informed her about the different programs Back Bay Mission had that could help her. On another visit the caseworker encountered the single woman again. This time she said she was working towards getting a place of her own and might need some assistance from Back Bay Mission. After about a week, she had found and been approved for an apartment. She had gone through all the steps. The last thing she needed to move in was to have the electricity turned on in her name. Through the Emergency Assistance Program Back Bay Mission assisted her with the utility deposit. This made it possible for the single female to finally move towards sustainability. She was now housed and paying her own way. Through the outreach program the caseworker provided her with a bed and linens. She has been in her apartment for several months. The outreach caseworker checks in on her to monitor her progress. The single female is very excited about her place and is very grateful for Back Bay Mission and the caseworker who took the time to help her obtain a home of her own.

Collaboration at Work

Let’s start with the results first; Mrs. W’s last scan showed no cancer! Mrs. W is living peacefully and has attended her first meeting of the Back Bay Mission Cancer Support Group. She is a brave woman who is learning what she can do to be an advocate for herself. They are continuing her on chemotherapy as preventative care. She has stated repeatedly how thankful she is for the help received from Back Bay Mission.

Mrs. W had stage 4 Lung Cancer and had been on chemotherapy and radiation. Her doctor told her she could not work any longer. She needed help and fast. She is a person who raised a family and helped others. When it was her time to ask for help, she did not know where to go.

How did we get to the results? This took a lot of collaboration between many case workers at Back Bay Mission (BBM). BBM’s Community Health Partner (CHP) was attending the East Biloxi Community Collaborative Health Meeting when she met a woman who expressed her concern about her boss. Her boss had cancer and was unable to work full time as a result of her treatments. She knew her bills were past due and had no way, at this time, to catch them up. Mrs. W was working two days a week so that she could keep her health insurance. The CHP from Back Bay Mission asked her to have her boss call BBM and said we would look into her case.

The client contacted the CHP at Back Bay Mission and she was given information about how to proceed as a client. She called in on a Thursday and was able to obtain an appointment to help with her utility bill. The day of the appointment she also met with the CHP and she was informed how she could be helped in other ways.

After receiving help with her utility bill, she was brought to the Micah Day Center where she met with the Day Center Coordinator and the Day Center Outreach Coordinator. These ladies assisted her by helping her fill out the forms to receive Food Stamps.

The CHP contacted the nurse navigator at Ocean Springs Hospital asking if the hospital could help Mrs. W through the process and possibly assist her through a Social Worker. The Social Worker assisted Mrs. W by paying her health insurance until her Medicaid would begin.

Mrs. W returned to Back Bay Mission asking for help with her rent. Because of the seriousness of her health
concerns BBM was able to pay her rent in full for a month to help her become self-sustained.

Not all this process was seamless. There were some difficulties along the way. There was a delay in the filing of the Disability forms. Mrs. W applied for Social Security in the beginning of February and in April, her file was still pending. In order to assist her in getting her disability, the CHP went with her to determine what could be done to speed up the process. At this meeting, the CHP notified the case manager that Mrs. W had Stage 4 cancer and needed Social Security Disability (SSI). New forms were filed immediately. After getting the right papers filled the Day Center Outreach Coordinator continued to assist to make sure her case was being processed.

Mrs. W is now receiving a disability check which enables her to pay her bills on her own. That was a burden BBM was able to help lift. The best part is she is now cancer free! She is still receiving treatment only as a preventative. Mrs. W is now able to focus on her recovery.