Against All Odds

Citygate Network
Annual Conference and Exposition
Lexington, Kentucky
June 11 – 14, 2024
HOW DO YOU MEASURE UP?

We believe God is at work transforming lives and entire communities through your faithful service—and as you serve those in need, it is also important to steward and serve your donors.

Our latest research examines donor engagement trends from 75 organizations, including rescue missions, and we are ready to share the results with you!

Stop by our booth to join in the deeper conversation on key takeaways that can help ministries like yours achieve greater fundraising results.

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JOIN OUR SESSION:

10 Keys to Growing a Mid-Level Program
Presented by Christa Huff
Senior Vice President of Client Services
June 13, 2024 | 2:30pm

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ABBREVIATED SCHEDULE

This schedule-at-a-glance does not list all conference events. For comprehensive details, including activity descriptions, and locations, see the Complete Schedule starting on page 20.

MONDAY, JUNE 10
3:00 p.m. – 4:30 p.m. District Officers and Regional Coordinators Event
3:00 p.m. – 7:00 p.m. Mission Tracker: Measuring What Matters
5:30 p.m. – 7:30 p.m. Donor and District Officers Dinner

TUESDAY, JUNE 11
8:00 a.m. – 9:30 a.m. Leading Ladies Breakfast $
8:30 a.m. – 11:30 a.m. Lexington Rescue Mission Tour
8:30 a.m. – 1:00 p.m. Counseling Training: "ACT" on Change $
9:00 a.m. – 11:30 a.m. HUD/HHS Forum $
9:00 a.m. – 12:00 p.m. Rising Leaders Intensive: Beyond High Performance $
12:00 p.m. – 1:30 p.m. New CEO Luncheon $
1:30 p.m. – 2:15 p.m. All Things New: Welcome Party
2:30 p.m. – 3:45 p.m. Track Seminars Group I
4:00 p.m. – 5:00 p.m. Exhibit Hall Sneak Peek
5:30 p.m. – 7:30 p.m. Tuesday Night General Session and Dinner
7:30 p.m. – 8:30 p.m. Exhibit Hall Grand Opening with Dessert
8:30 p.m. – 9:30 p.m. Worship Celebration: Songs and Stories of Hope and Transformation

WEDNESDAY, JUNE 12
7:45 a.m. – 9:00 a.m. Exhibit Hall Breakfast
8:30 a.m. – 9:00 a.m. Refresh: Devotions with Our Daily Bread
9:30 a.m. – 11:00 a.m. Wednesday Morning General Session
11:15 a.m. – 12:45 p.m. Networking Groups Lunch
1:15 p.m. – 2:30 p.m. Track Seminars Group 2
2:30 p.m. – 4:30 p.m. Exhibit Hall Open, with Brian Peterson demonstration
5:30 p.m. – 8:30 p.m. Dinner and Exclusive Private Screening of the No Address Film
8:30 p.m. – 10:00 p.m. Exhibit Hall Dessert, with No Address team

THURSDAY, JUNE 13
7:45 a.m. – 9:00 a.m. Exhibit Hall Open with Coffee and Coaching
8:30 a.m. – 9:00 a.m. Refresh: Devotions with Our Daily Bread
9:30 a.m. – 10:30 a.m. Hot Topic Plenary Session: The Science of Spirituality in Mental Health and Thriving
11:00 a.m. – 12:15 p.m. Track Seminars Group 3
2:30 p.m. – 3:45 p.m. Track Seminars Group 4
4:30 p.m. – 9:00 p.m. Kentucky Horse Park Offsite Dinner and Special Event

FRIDAY, JUNE 14
7:30 a.m. – 8:00 a.m. Refresh: Devotions with Our Daily Bread
8:00 a.m. – 8:30 a.m. Continental Breakfast at Seminar Locations
8:30 a.m. – 9:45 a.m. Track Seminars Group 5
10:15 a.m. – 11:45 a.m. Friday Morning General Session
12:30 p.m. – 3:30 p.m. Lexington Rescue Mission Tour $
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PRESIDENT’S WELCOME

Welcome to Lexington!

We are in the “horse capital of the world”, home to bluegrass — both the blades of turf and the music! — and down the road from the birthplace of President Abraham Lincoln. Many of our missions and ministries in Citygate Network are within a five-hour drive from this southern city, best known for horse racing and purchasing thoroughbreds.

Our gathering provides the opportunity for encouragement and inspiration, while connecting with others who have joined the movement; the like-minded and like-hearted who serve those who are experiencing homelessness, working to overcome addiction, and confront the challenges of mental health and emotional equilibrium. Our annual celebration gives us occasion to worship together, support each other, and gain strength to face the ministry demands that are before us daily.

Against All Odds, our 2024 conference theme, draws its focus from 1 John 5:4:

... for everyone born of God overcomes the world. This is the victory that has overcome the world, even our faith.

Because of the myriad challenges we navigate — not only in our work and ministry, and in our lives and leadership, but also those we carry alongside the ones we serve — we could easily feel crushed or devastated. We are reminded that against all odds, when we lean into our faith, we have God’s power, protection, and provision on our side. No matter how overwhelming it may feel, we can still be overcomers.

My prayer is that during our time together you will be encouraged to lean into your faith. My hope is that you can discover God’s grace, healing, and redemption in a fresh way that renews and re-energizes you to share these gifts with your team, as well as your guests and clients.

Through general sessions with powerful stories and communicators, through worship that can strengthen your heart and fortify your soul, through learning from some of the most innovative and cutting edge practitioners in our movement, through times of networking and reconnection, through the laughter, tears, and memory-making that we’ll share, may this gathering reignite your vision and reawaken your divine calling.

Our Citygate Network team will be here to help and support you to make this experience especially meaningful and purposeful. Please do not hesitate to reach out to ask for assistance in any way. We want to ensure that together we can achieve the victory that God has planned for us!

Together in the Cause,

Tom De Vries
President/CEO

Against All Odds
1 John 5:4
Serving your team so

you can go farther & faster.

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BOARD CHAIR’S WELCOME

Welcome to the Citygate Network Annual Conference and Exposition. Every year when I stand in the opening general session, worshiping alongside my colleagues from across North America, it always hits me: There are a lot of Christian conferences around the country, but none of them brings together this many people focused on serving the least, last, and lost quite like Citygate Network does.

This event attracts the largest gathering of feet washers in the country. It’s the largest gathering of people who open the door at 2:00 a.m. It’s the largest gathering of people who extend their hands to hands that look untouchable. It’s the largest gathering of people who make rock bottom not feel like a rock.

One question I wonder about every year: How many? How many lives did the ministries gathered at this conference save? How many saved lives, saved other lives? How many fathers created a new trajectory for their families? How many women became the mothers God created them to be? As I look around, I know that whatever that number is, it is not small.

On behalf of the Citygate Network Board of Directors, we hope this week brings you peace, edification, inspiration, connection, and blessing. We hope you will build new relationships, foster existing ones, and most of all, feel the value of the work you do. Make no mistake, when Citygate Network members gather ... the Lord smiles.

Matt Dildine
Board Chair

CITYGATE NETWORK BOARD

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The Reviews Are In.

Top Reviews

Ken Brissa
CEO Phoenix Rescue Mission

“*We made the right decision hiring Oneicity. They feel like an extension of our Mission team.*”

Rev. Bill Roscoe
President/CEO, Boise Rescue Mission Ministries

“*Hiring Oneicity was the best decision I’ve made in 27 years of ministry.*”

Jeff Gilman
Executive Director, Redwood Gospel Mission

“I hired Oneicity 15 years ago, and I’ve never regretted it for a day.”

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CONFERENCE INSIGHTS

Wanting to make the most out of your conference experience? Here are some insider tips and suggestions to maximize your time in Lexington:

- **Name Badge.** Your name badge isn’t just an accessory — it’s your ticket to all the action. Remember to wear it at all times for entry to general sessions, seminars, meal events, the Exhibit Hall, tours, etc.

  Keep an eye out for those wearing a name badge with a horse sticker; they’re conference newcomers! Extend a warm welcome and help them feel right at home.

- **Attendance.** While we’ve packed the schedule with a plethora of events, there’s no pressure to attend every single one. Craft your own schedule based on what best aligns with your interests, although you won’t want to miss any general sessions.

- **Whova.** This conference app gets more and more engagement every year, with almost 90 percent of attendees using it in 2023. Whova allows you to personalize your conference schedule, receive the latest updates, network with others, share pictures, and rate seminars. See page 11 for detailed instructions on setting it up on your cell phone, tablet, or other device.

- **Networking.** Explore the Exhibit Hall for prime networking opportunities. Engage with our business partners, consult fellow attendees for advice, and forge valuable connections. Remember to take notes, exchange insights, and build relationships — that’s what it’s all about! Plus, Whova’s QR code will help you gather contact information.

- **Party.** If this is your first conference or your ministry is new to Citygate Network, don’t miss out on attending the All Things New: Welcome Party happening at 1:30 p.m. on Tuesday, just before the conference officially begins. It’s a great opportunity to gain insights into maximizing your conference experience and perhaps make some new connections along the way. This party will probably spill over into the Winner’s Circle Lounge too. See page 23 in the Complete Schedule for more details.

- **Prayer.** Because we believe prayer makes a difference every day, we’ve designated a place where you can go to receive prayer support at specific times throughout the conference. Check out page 15 for the hours and location where Citygate Network prayer warriors will make themselves available to pray with you.

- **Name and Number.** Finally, just in case you misplace your program, write your name and cell phone number in the space provided at the front. That way, anyone who finds it can ensure it gets back to you.

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*Against All Odds*

1 John 5:4
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Using Whova: the event app

If you’d like to switch from using this program to digital tools during the conference, simply access the Whova app on your Apple or Android phone or tablet! An email sent beforehand should include all the necessary instructions. However, if you’re seeing this for the first time, scan the QR code to get started.

Once you’ve successfully set up the app and logged in, use the tabs to explore different areas of interest. Take some time to familiarize yourself with the app’s features; you’ll find that you can …

- View the agenda and customize your own digital schedule
- Communicate with other participants in chat rooms or direct messages
- Participate in discussions on the community board
- Join virtual meetups
- Review the exhibitor pages, complete with offers and downloads (as available)
- Rate the seminars
- Take notes
- Exchange contact information with other attendees or exhibitors by using your own unique QR code (accessible by tapping the profile picture in the upper left corner of the Whova app home screen or on your badge)
- Post photos to share your conference experiences

There may be some goodies in store for those who participate in this! So take pictures, hit the Photos tab on the home screen, and upload your image(s)! During sessions, photos posted on the app may be displayed on the big screen. Remember to use the hashtags #AgainstAllOdds, #CitygateNetwork, #CitygateLexington, and/or #2024AnnualConference when posting on Whova or your preferred social media platform.

If you need assistance with this process, visit Citygate Network Registration/Information and explain that you need some help and they’ll be happy to assist you. Our Whova guru, Marvin, will be onsite so feel free to email him (mharrell@citygatenetwork.org) if you need additional support. See you online!

Please be aware that by attending Citygate Network’s Annual Conference and Exposition and its related events, you consent to being photographed, filmed, and/or otherwise recorded. Your entry constitutes your consent to the capture of your image and/or statements for any purpose by Citygate Network, whether now known or hereafter devised, in perpetuity. If you do not agree to the foregoing, please register your objection at conference Registration/Information so that we can try to accommodate your desire.
GENERAL INFORMATION
Think of this section as your go-to for frequently asked questions! Reading this information will likely save you from making multiple trips to Citygate Network Registration/Information (or the hotel concierge). But don’t let that sway you from stopping by — we love meet-n-greets!

LEXINGTON
Known as the “Horse Capital of the World,” Lexington has much to offer beyond the equine world. You can explore anything from stables and farms to parks and farmer’s markets to museums and historic sites. Lexington has it all. In addition, the city boasts a diverse culinary scene, offering a range of dining experiences from locally sourced to internationally inspired restaurants.

AREA RESTAURANTS AND ATTRACTIONS
If you’re seeking nearby restaurants and attractions, we’ve got you covered! Simply scan the QR code for an interactive map of the area. (For reference, Central Bank Center is located off W. High Street; #77 once you have the map pulled up).

Here are some quick highlights:
- The Courtyard Deli (351 Church Street) has been a downtown favorite for decades, known for its soups, sandwiches, salads, and homemade pies.
- Craving a slice of NY-style pizza? Try out Goodfello’s Pizzeria (110 N Mill Street).
- Zim’s Cafe (215 W Main Street #25) offers an easy-going option for regional, southern cooking.
- DV8 — East End (594 E Third Street #100, roughly one mile away) serves delicious breakfasts and lunches with a staff who are individuals overcoming addiction.
- Lex Live (301 S Broadway) gives you a range of entertainment choices that include movies, bowling, arcade games, and a sports bar.

Looking to stretch your legs?
- Enjoy a leisurely stroll at Frankfort Pike, McConnell Springs, or the arboretum near the University of Kentucky. Gratz Park Historic District lies just a few blocks away from the Central Bank Center and features a city park and elegant residences.
- Hikers might enjoy traversing the vast 734-acre Raven Run Nature Sanctuary or embarking on a section of the legendary Appalachian Trail.

PUBLIC TRANSPORTATION
You have several options for getting around town. Lextran, the local bus system, offers 21 routes passing through downtown and operates every day of the week for a $1.00 bus fare. Taxis, Uber, and Lyft provide other options, as well as 500 Spin bicycles available throughout the city. But transportation shouldn’t pose a problem since Lexington scores an 88 out of 100 for walkability.
CENTRAL BANK CENTER
We’ll gather in the Central Bank Center, a versatile, multi-purpose event facility, just a short walk from downtown hotels, restaurants, and shops — an area which combines small-town charm with big-city amenities. Home to nationally renowned Rupp Arena, the large spaces inside the venue provide ample room for our general sessions, Exhibit Hall, seminars, and bookstore. You’ll also find plenty of places to network and connect.

HOST HOTEL INFORMATION
Skybridges conveniently connect the Hilton and Hyatt facilities to the Central Bank Center, while the Marriott and Residence Inn are just a few blocks away.

Parking
▶ Guests staying at the Hilton or Hyatt receive complimentary parking.
▶ Those staying at the Marriott and Residence Inn will be charged $15 per day.
▶ Central Bank Center parking is available behind the Center off of High Street for $12 per day.

Wi-Fi and Amenities
Complimentary Wi-Fi is available in all guest rooms at our four host hotels, each of which also features indoor pools and fitness centers.

Restaurants
With the Hilton and Hyatt directly linked to the Central Bank Center, there are a few close dining options for those seeking a quick bite to eat:

▶ Central Bank Center: Snacks and beverages will periodically be available for purchase at the Winner’s Circle Lounge gathering spot next to Registration on the second level.

▶ Hyatt: BlueFire Bar & Grill — Offering a fusion of exotic recipes and locally sourced ingredients; open daily for breakfast (6:30 a.m. – 11:00 a.m.) and dinner (5:30 p.m. – 10:00 p.m.).

*They will be open for lunch on Thursday, June 13 from 12:00 p.m. – 2:00 p.m.

▶ Hilton: Crossroads Café — The local coffee shop where you can also find a hot breakfast sandwich, light lunch, or snack (6:30 a.m. – 2:00 p.m.). Alternatively, for a more traditional breakfast or lunch, head to the Triangle Grille (6:30 a.m. – 2:00 p.m.). In the evening, the BBM lounge serves light dinner and appetizers from 2:00 p.m. – 10:00 p.m.

▶ Marriott/Residence Inn: Infinity Rooftop Restaurant offers beautiful views and modern food (11:00 a.m. – 10:00 p.m.), while the Greatroom @ City Center serves breakfast daily (6:00 a.m. – 11:00 a.m.).

*If you are a guest of the Residence Inn, a complimentary continental breakfast is served daily across from the front desk.
REGISTRATION/INFORMATION

This area is the "info hub," and likely where you acquired this program! Whether you need assistance from the registration or Whova app teams, or have questions about seminar rooms, the bookstore, Exhibit Hall, or general sessions — you’ll find your answers here! Our dedicated staff and volunteers will be happy to meet and assist you. The Complete Schedule section on pages 20–31 outlines the hours of operation.

WINNER’S CIRCLE LOUNGE

Head to the Winner’s Circle Lounge for all your networking and connecting needs! Here, you can pick up resources from Citygate Network, connect with your peers, and sit down for a refreshing beverage or quick snack. Rumor has it ... there may be some cool giveaways. Do you remember that ticket you received upon check-in? Drop it in the box there for a chance to win a free registration to next year’s conference!

GENERAL SESSION AND SEMINAR ETIQUETTE

General session seating can fill up quickly. If you are among the first through the doors when they open, we don’t mind if you save seats, but we ask that you don’t save seats past the start time.

As for seminar seating, the capacity of each meeting room is determined by the local fire marshal. If you don’t arrive a little early, you might need to select a back-up seminar to attend, just in case your first-choice seminar is already full.

It wouldn’t be an etiquette section without talking about phones. While in any session or seminar, please switch off your cell phone or place it in silent mode!

SEMINAR EVALUATIONS

We highly encourage your participation in the seminar evaluations to share feedback on each session you attend. Your brief input is immensely valuable to us. Access to the survey is exclusively available through the Whova app. Please refer to page 41 for instructions on accessing it.

GENERAL SESSION AND SEMINAR RECORDINGS

Piper Media will record MP3 audio of all seminars and MP4 videos of general session keynote addresses. These are available for purchase and download at the Piper Media table located outside the general session ballroom. After the conference, you can also place orders online at www.piper.media.

Note: Piper Media does not sell individual seminar recordings; their MP3 includes everything. This flexibility allows you to skip a seminar to network with friends and catch up on missed sessions during your journey home.

DISTRICT INFORMATION

Districts represent geographic regions where our member ministries are located. At the first general session, we encourage you to sit at tables grouped by district. Look for district flags representing each of our nine districts and choose a table accordingly. If you are unsure of your district, check out page 42, which shows what states and provinces fall into each designated district.

MORNING DEVOTIONALS — REFRESH WITH OUR DAILY BREAD

Thanks to the partnership with Our Daily Bread (ODB), you can join daily devotional sessions with ODB leaders every morning at the Winner’s Circle Lounge from Wednesday through Friday, as shown in the Complete Schedule on pages 20–31. Over the last year, ODB has crafted a monthly devotional tailored for Citygate Network ministries and will have samples available on the tables at our opening general session. Stop by their booth in the Exhibit Hall to learn more about subscription options for your organization.
PRAYER ROOM AND NEEDS
Recognizing the importance of prayer, we’ve designated Meeting Room 9A as our Prayer Room during specific times throughout the conference. Attendees can receive prayer support from Citygate Network prayer warriors who will be available to pray with you and/or for you. Prayer cards and boxes will be available outside the Prayer Room and at Registration for those who prefer to submit requests in writing, either anonymously or with your name. If you miss the designated times, but would still like to connect with someone on the prayer team, please text Penny Kievet at (904) 545-9985.

Prayer Room Hours:
Wednesday, June 12
8:00 a.m. – 9:00 a.m.; 2:30 p.m. – 5:00 p.m.

Thursday, June 13
8:00 a.m. – 9:00 a.m.; 1:00 p.m. – 2:30 p.m.

SOCIAL MEDIA
Share your conference pictures and reels! Don’t forget to tag us and use the official hashtags:
- X (formerly Twitter): @CitygateTweets
- Facebook and Instagram: @citygatenetwork.official

Hashtags:
- #AgainstAllOdds
- #CitygateNetwork
- #CitygateLexington
- #2024AnnualConference

VOLUNTEERS AND GUIDES
The dedicated volunteers from Lexington Rescue Mission are the ones you see bustling around the venue, arranging materials, assisting with name badges, guiding attendees to seminars, and more. Easily identifiable by their yellow vests, please take a moment to express your gratitude for their service! Additionally, our regional coordinators, district leaders, and board members contribute to staffing various activities and opportunities for our attendees.

LOST AND FOUND
We’ll gather items people have lost or found at Registration/Information, so if you seem to have misplaced something, head there. Check out the Complete Schedule on pages 20–31 for the hours.

CONFERENCE BOOKSTORE
Located in the foyer by the ballroom on the first floor (where general sessions take place), our conference bookstore awaits! Browse through books written and/or recommended by many of our conference presenters. You can even get your purchases signed by various authors onsite. Check out the easel at the bookstore for the signing schedule.

Thanks to American Bedding Manufacturing, this year, every $15 purchase earns you a branded bookmark, while supplies last!

Conference Bookstore Hours:
Tuesday, June 11 12:00 p.m. – 10:00 p.m.
Wednesday, June 12 7:30 a.m. – 8:30 p.m.
Thursday, June 13 7:30 a.m. – 4:00 p.m.
Friday, June 14 7:30 a.m. – 12:30 p.m.

CONFERENCE EVALUATION
Once the conference concludes, be on the lookout for an email with a link to the conference evaluation. Your insights will greatly assist us in planning our future annual conferences. As a token of appreciation for your participation, all completed submissions will be automatically entered into a drawing to win a free 2025 conference registration!
EXHIBIT HALL
You’ll find the Exhibit Hall on Level 3, just above Registration. Our business partners have promised plenty of fun, refreshments, resources, and networking opportunities throughout the 96 booths! These organizations are deeply committed to our network of missions and life-transformation ministries, offering valuable insights and solutions. Explore the Exhibit Hall to uncover inspiring ideas, resources, and potential savings that could make your conference investment well worthwhile!

Exhibit Hall tips:
1. Take a few minutes ahead of time to look through the Exhibitor Directory and Information on pages 56–64 to get familiar with who, what, and where. You’ll also find a map of the Exhibit Hall on the Whova app.

2. If you came with others, consider walking the aisles together. It can lead to engaging conversations and more than likely, you’ll accumulate more well-rounded information and inspiration.

3. Don’t feel like you have to “snatch and run” for the goodies at the various booths. Take a moment to say hello, grab a treat, and pick up a brochure or business card to learn more. Not only is it a great way to show appreciation, but you never know, a coworker back home could benefit from the connection.

Exhibit Hall Hours:
We always invite our business members to participate in the rest of the conference with us, and as a result, the Exhibit Hall will only be open during specific times. Please see the schedule below.

Tuesday, June 11
4:00 p.m. – 5:00 p.m. Exhibit Hall Sneak Peek
7:30 p.m. – 8:30 p.m. Exhibit Hall Grand Opening with Dessert

Wednesday, June 12
7:45 a.m. – 9:00 a.m. Exhibit Hall Breakfast and Coffee
2:30 p.m. – 4:30 p.m. Exhibit Hall Open/Activity*
8:30 p.m. – 10:00 p.m. Exhibit Hall Dessert/Activity**

Thursday, June 13
7:45 a.m. – 9:00 a.m. Exhibit Hall Coffee

*Exhibit Hall Activity:
Join mural artist Brian Peterson for an interactive art project that will bless the halls of Lexington Rescue Mission’s new facility. Brian will provide instruction about his design process and offer ideas about how to involve volunteers and patrons in contributing to something lasting, while exploring the healing power and message in art. Warning: You might get a little messy in the process!

**No Address Movie Recap:
Grab a dessert and meet us at the center of the Exhibit Hall where you’ll experience a slice of Hollywood! Visit a reconstructed set from the filming of No Address and meet some of the actors, producers, and crew. Suggestion: Get a picture of your team on set with the cast!

You’ll find Exhibit Hall information in the back of the program. See the Directory on page 56 and Exhibitor Information beginning on page 59.
CONFERENCE SPONSORS

These organizations have played an enormous part in funding this conference. Citygate Network appreciates their involvement and is extremely grateful for their help. Please take time during the conference to thank representatives of these companies for their participation and support.

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Our Daily Bread.
DANIELLE STRICKLAND
Danielle Strickland has co-founded and led several entrepreneurial charities and nonprofits, authored six books, and hosts a podcast, all in between speaking internationally. Currently she leads Boundless Communications Inc., which launches creative initiatives like IMBY, Brave Global, Infinitum, and Hagar’s Voice. A champion of diversity, she deeply longs for wrong things to be made right.

JASON JAGGARD
Entrepreneur, coach, and author Jason Jaggard has dedicated himself to inspiring a community of the world’s best leaders and teams. His new book, *Beyond High Performance*, made the *New York Times* bestseller list as soon as it came out last summer, and corresponds with the award-winning podcast he hosts by the same name.

DERWIN GRAY
Derwin Gray played football at BYU and in the NFL before founding Transformation Church, where he serves as the lead pastor of a multiethnic, multigenerational, mission-shaped community outside Charlotte, North Carolina. His speaking inspires not only his congregation, but conference audiences nationwide through a combination of his dynamic speaking style, shepherd’s heart, and intense passion for transformation.

DR. LEW STERRETT
For over 30 years, Dr. Lew Sterrett has combined his expertise as a professional horse trainer, certified counselor, licensed pastor, and successful businessman to create a unique event demonstrating powerful life-lessons as he interacts with an unbroken horse.

DR. LISA MILLER
Lisa Miller, PhD, wrote the *New York Times* bestseller *The Spiritual Child* and is a professor in the clinical psychology program at Teachers College at Columbia University. She founded and directs the Spirituality Mind Body Institute, an Ivy League graduate program in spirituality and psychology. With innovative research published in numerous leading journals, Dr. Miller holds joint appointments in the department of psychiatry at Columbia Medical School.
We welcome some of the team behind the *No Address* film:

**WILLIAM BALDWIN**, lead actor in the *No Address* film and narrator for the documentary, is a renowned actor, producer, and writer, with over 60 film credits and a legacy in entertainment.

**ROBERT CRAIG**, founder and producer of Robert Craig Films, established the platform in 2019 to produce inspiring movies with redemptive, socially impactful storylines, collaborating with industry leaders to shed light on critical social issues.

**DR. ROBERT MARBUT**, executive producer of *Americans With No Address*, the documentary, and *No Address*, the feature film, has a distinguished career dealing with homelessness issues, implementing transformative principles nationwide.

**JENNIFER STOLO**, CEO/producer at Robert Craig Films, brings nearly 30 years of nonprofit leadership, championing impactful cinema for positive change.

**JULIA VERDIN**, director and screenwriter of the feature film, and co-producer of the documentary, has made a name for herself with contributions to social impact and independent cinema.

**MATT LUNDGREN AND FRIENDS**

Our worship band reunites several collaborators from former Willow Creek days. Lead Matt Lundgren brings his gifts as a creative director, musician, songwriter, arranger, and producer in both church and corporate settings. Sharon Irving contributes her talents as an inspiring and passionate wordsmith singing songs of life and love motivated by her personal experiences and Christian beliefs. Rounding out the group, we welcome Marshall Hall, a singer, songwriter, and producer, best known for his time as a member of the Gaither Vocal Band.

**ADAM CHRISTING**

Adam will be our talented emcee for the conference. Adam is an accomplished comedian, speaker, and entertainer with a passion for bringing joy to audiences all over the world. He works with organizations who want to experience how the magic of laughter can open doors and hearts in business and in life. In 2021, he received the “Best of Los Angeles Award” as the top event master of ceremonies.
**MONDAY, JUNE 10**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>2:00 p.m. – 5:30 p.m.</td>
<td>Registration and Winner's Circle Lounge Open</td>
<td>Second Level Landing</td>
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<tr>
<td></td>
<td>Throughout the conference, meet up at the Winner's Circle Lounge.</td>
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<tr>
<td></td>
<td>It's the perfect place to purchase a beverage or snack and connect</td>
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<tr>
<td></td>
<td>with colleagues and friends for a business meeting or just to catch</td>
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<tr>
<td></td>
<td>up. Did you receive a special race ticket when you checked in?</td>
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<td></td>
<td>Turn it in at the Winner's Circle Lounge for a chance to win a free</td>
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<td>registration to the 2025 annual conference!</td>
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<tr>
<td>3:00 p.m. – 4:30 p.m.</td>
<td>District Officers and Regional Coordinators Event</td>
<td>Meeting Room 12</td>
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<td>Those elected to leadership positions in our nine districts will</td>
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<td></td>
<td>gather to discuss district governance and determine what best</td>
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<td>serves our constituents in the days ahead.</td>
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<tr>
<td>3:00 p.m. – 7:00 p.m.</td>
<td>MissionTracker: Measuring What Matters</td>
<td>Meeting Room 11</td>
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<tr>
<td></td>
<td>MissionTracker has developed a cloud-based software system for</td>
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<tr>
<td></td>
<td>life-transformation ministries of all sizes and has compiled video</td>
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<td>demonstrations and testimonials from actual users around the country</td>
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<td>to showcase their success in measuring outcomes and achieving</td>
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<td></td>
<td>goals. Learn how this system can assist in your collection of</td>
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<td>outcomes data and hear from founder Gerald Bauer about the</td>
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<td>direction the platform will take through 2024 and into 2025. Light</td>
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<td></td>
<td>refreshments will be available.</td>
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</tbody>
</table>
5:30 p.m. – 7:30 p.m.  
Donor and District Leader Appreciation Dinner  
*Limestone Hall, 215 W Main Street (Third Floor)*

Donors and our district leaders will gather for a special dinner and state-of-the-network presentation led by Citygate Network President Tom De Vries at Lexington’s historic courthouse. You’ll also get a little teaser from our multi-talented, award-winning conference emcee, Adam Christing.

7:30 p.m. – 9:00 p.m.  
Emerging Leaders Suite Gathering  
*Hilton Hotel Suite 417*

If you are an emerging leader (we don’t quite have that defined, but generally 20s-to-40s!), drop by to mingle with La Manda Broyles and Jordan Smith, and fellow attendees, grab some refreshments, and learn about other events happening for emerging leaders throughout the week!

8:00 p.m. – 10:00 p.m.  
Northern Lights Dessert  
*Hilton Hotel Suite 313*

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**TUESDAY, JUNE 11**

5:00 a.m. – 11:00 a.m.  
Horse Farm and Race Track Tours  
*Book your behind-the-scenes experience at a local horse farm or famous race track. Head over to horse country to watch the horses work out as you enjoy breakfast on your own at the cafeteria. Choose from a variety of tour options at www.visithorsecountry.com.*

7:30 a.m. – 6:00 p.m.  
Registration and Winner’s Circle Lounge Open  
*Second Level Landing*

If you find yourself early and want to take part in pre-conference events, make your way to Registration and Sonya, Jennifer, or Christine can help!

Head to the Winner’s Circle Lounge for all your conference meetups! It’s perfect for enjoying refreshments, and catching up with friends and colleagues. Don’t forget to swing by Citygate Network’s information table, conveniently situated in the lounge.

8:00 a.m. – 9:30 a.m.  
Leading Ladies Breakfast  
*Meeting Room 9B*

Leading Ladies regularly brings together female CEOs from Citygate Network member missions and ministries. If you’re a woman holding the position of CEO, president, executive director, or any similar title, you’re warmly invited to join us for breakfast and an informal program.

To attend, please ensure you’re pre-registered and come prepared with at least one leadership-related question to discuss with your peers at the table. If you meet the criteria for admission but haven’t purchased a ticket in advance, visit Citygate Network Registration/Information to inquire about availability.
**TUESDAY, JUNE 11**

**8:30 a.m. – 11:30 a.m.**  
Lexington Rescue Mission Tour $  
For those signed up for this tour, a continental breakfast will be provided at 8:30 a.m. in the Central Bank Center foyer on the first level near the general session ballroom. Buses will load from the breakfast location to leave promptly at 9:00 a.m. for the Lexington Rescue Mission.  
The tour will highlight the mission’s new headquarters, located in the heart of downtown Lexington. Currently undergoing renovations, this building will serve as a central hub for services, including the mission’s street outreach team, community meals, clothing bank, resource assistance, employment services, re-entry support, violence intervention, housing placement, and spiritual care. The building is also home to ministry partners, including Isaiah House, which is operating a clinic that provides medical, dental, and behavioral health care.

**8:30 a.m. – 1:00 p.m.**  
Counseling Training: “ACT” on Change $  
Meeting Room 12  
This immersive, dynamic session is tailored for direct care professionals seeking to enhance their skills in fostering meaningful connections and driving positive change for challenging clients. Through experiential learning and participation, you will delve into the principles of Acceptance and Commitment Therapy (ACT), equipping yourself with practical tools and strategies to effectively engage with and motivate even the most resistant individuals... and hopefully learn a few things about yourself along the way! Don’t miss this opportunity to deepen your therapeutic abilities and make a positive, lasting impact in your clients’ lives. A continental breakfast and box lunch are included in the fee.

**9:00 a.m. – 11:30 a.m.**  
HUD/HHS Forum $  
Meeting Room 10  
Dr. Que English from the U.S. Department of Health and Human Services (HHS), Dr. Joe Savage from the U.S. Interagency Council on Homelessness (USICH), and Brett Esders from the Department of Housing and Urban Development (HUD) will join us for agency updates, discussion and a Q&A session about government programs and relevant initiatives. A snack break is included in the fee.

**9:00 a.m. – 12:00 p.m.**  
Rising Leaders Intensive, Beyond High Performance: Taking a Deep Dive into Self-Leadership Coaching Tools $  
Meeting Room 6  
Jason Jaggard and his cutting-edge Novus Global team offer an intensive session that encourages rising leaders (and the young at heart) to dive deep into some of the foundational tools utilized by top global leaders, entertainers, and professional athletes. These tools enable individuals to lead themselves and others to go beyond high performance. Don’t miss out on a session that will help you surpass the boundaries of traditional leadership models. A continental breakfast is included.
11:00 a.m. – 11:30 a.m. **Exhibitor’s Huddle**
*Exhibit Hall A*

For all those with a booth in the Exhibit Hall, here’s your chance to get in on some event orientation information with Sam Edwards, get the lowdown on the Whova app from Marvin Harrell, and hear some of the latest news from Citygate Network’s President, Tom De Vries.

12:00 p.m. – 10:00 p.m. **Bookstore Open**
*Ballroom Foyer (First Floor)*

Explore our onsite bookstore, stocked with recommendations from seminar presenters, publications authored by general session speakers, and plenty of timely and relevant literature. We’ll advertise scheduled book signings that give you a chance to meet many of the authors at the event. Plus, purchases over $15 will earn you a complimentary branded bookmark as a conference souvenir.

12:00 p.m. – 1:30 p.m. **New CEO Luncheon $**
*Meeting Room 12*

New to the CEO role in the last few years? Begin your annual conference experience surrounded by peers on the same journey. The New CEO Luncheon is more than a meal — it’s an opportunity to hear from seasoned CEOs and key stakeholders who’ve blazed the trail and bolstered mission work from coast to coast across North America. Be ready to forge connections, gain insights, share challenges, and build lasting relationships with other like-minded leaders within Citygate Network. Your CEO adventure starts here — make the most of this transformative experience!

1:30 p.m. – 2:15 p.m. **All Things New: Welcome Party**
*Meeting Room 8*

New to Citygate Network? First time at the annual conference? We’ve got a seat at the table with your name on it, figuratively speaking of course! Join conference veterans (Aly Zadurowicz, La Manda Broyles, and Jordan Smith) to learn what you need to know about Citygate Network and the Annual Conference and Exposition. This welcome session offers connections and resources that will help you maximize your time in Lexington. Since a party isn’t a party without balloons and swag, come prepared to kick things off with fellowship, laughter, and a few goodies!

1:30 p.m. – 2:00 p.m. **Moderator Meeting ☢**
*Meeting Room 9A*
OFFICIAL START OF THE ANNUAL CONFERENCE AND EXPOSITION

TUESDAY, JUNE 11  Continued

2:30 p.m. – 3:45 p.m.  Track Seminars Group I
See pages 32–41 for seminar descriptions and locations
All meeting rooms are on the Second Floor

We are officially kicking things off with track seminars! What better way to start than by connecting with others and learning? Each group offers diverse tracks to select from, ensuring there is something for everyone.

4:00 p.m. – 5:00 p.m.  Exhibit Hall Sneak Peek
Exhibit Hall A (Third Floor)

Shhhhh. The Exhibit Hall isn’t open quite yet, but we have the key. Come and sneak a first peek at all the displays. Get a jump on connections with our numerous business partners and start gathering those coveted giveaways ahead of time.

4:30 p.m. – 5:15 p.m.  Emerging Leaders Gathering
Winner’s Circle Lounge (Second Floor Landing of Central Bank Center)

Calling all emerging leaders! In between events, make your way to the Winner’s Circle Lounge for valuable networking opportunities and to further enrich your time at the conference.

5:30 p.m. – 7:30 p.m.  Tuesday Night General Session and Dinner  ●
Ballroom (First Floor)

Title Sponsor: MDM Fundraising
Supporting Sponsor: Vanderbloemen

It’s opening night! We encourage you to sit at tables with other attendees from your district, giving you an opportunity to mix and mingle with people working in nearby regions. Locate your district flag on the tables and get to know your neighbors (information on districts can be found on page 42)! Emcee Adam Christing will host a night filled with laughter, corporate worship, multimedia presentations, delicious food, and an inspirational keynote from well-known author and speaker Danielle Strickland.
7:30 p.m. – 8:30 p.m.  
Exhibit Hall Grand Opening with Dessert  
Exhibit Hall A (Third Floor)

After the general session, head up the stairs or hop on the escalator to the third floor, where you'll find our expansive Exhibit Hall featuring nearly 100 exhibits. This is the perfect space to stroll with friends, learn about the latest products and services, and munch on some delightful sweet treats.

8:30 p.m. – 9:30 p.m.  
Worship Celebration: Songs and Stories of Hope and Transformation  
Ballroom (First Floor)

Citygate Network members have the privilege of participating in life transformation ministry on a regular basis. But in all honesty, we face hard and discouraging situations every day, and can lose our focus. Join us for a special session that celebrates the victories through music and testimony, and points to the work God does in individuals, as we rejoice together in the hope we hold.

WEDNESDAY, JUNE 12

7:30 a.m. – 6:00 p.m.  
Registration and Winner's Circle Lounge Open  
Second Level Landing

7:30 a.m. – 8:30 p.m.  
Bookstore Open  
Ballroom Foyer (First Floor)

Check out all the resources we've brought together under one roof. The bookstore tends to sell out before the conference ends, so be sure to grab what you need before it's gone.

7:45 a.m. – 9:00 a.m.  
Exhibit Hall Breakfast  
Exhibit Hall A (Third Floor)

There is no better way to start your day than coffee (or tea), breakfast, and quality time — with exhibitors and friends! Breakfast will be served at 8:15 a.m.

8:00 a.m. – 9:00 a.m.  
Prayer Room Open  
Meeting Room 9A

Feel free to enter and spend some quiet moments for personal meditation and prayer whenever the room is open. The prayer team will be present during this time. If there are other instances when you would like someone praying with you, please reach out to Penny Kievet at (904) 545-9985. She or another qualified member of our prayer team will be available to pray with you.

8:30 a.m. – 9:00 a.m.  
Refresh: Devotions with Our Daily Bread  
Winner’s Circle Lounge (Next to Registration)

Will Oechsler, senior vice president of U.S. operations at Our Daily Bread Ministries — producers of the popular devotional, Our Daily Bread — will lead an impactful devotional from God’s Word during this daily refresh session.
**WEDNESDAY, JUNE 12**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>9:30 a.m. – 11:00 a.m.</td>
<td><strong>Wednesday Morning General Session</strong>&lt;br&gt;&lt;br&gt;<strong>Ballroom (First Floor)</strong>&lt;br&gt;&lt;br&gt;Major Sponsor: Douglas Shaw &amp; Associates&lt;br&gt;&lt;br&gt;Data Partner: MissionTracker</td>
<td>Ballroom (First Floor)</td>
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<td>We’ll gather again with our dynamic worship team, have opportunities for networking, recognize accreditations and media competition winners, and more. Plus, we’ll hear from cutting-edge coaching guru, Jason Jaggard about how to up your leadership game. Our corporate times together never disappoint. Make the most of every opportunity to share in the victories and challenges with so many others doing what you do all over North America.</td>
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<td>11:15 a.m. – 12:45 p.m.</td>
<td><strong>Networking Groups Lunch</strong>&lt;br&gt;&lt;br&gt;This is your opportunity to connect, collaborate, and build community with individuals from across the country who share your role. Grab a box lunch from the foyer and find the meeting room where your networking group will be gathering. Don’t miss out on key discussions related specifically to your ministry role. These gatherings often lead to the development of long-lasting professional relationships.</td>
<td>Administrative Assistance — Meeting Room 12&lt;br&gt;Associate Leadership — Exhibit Hall&lt;br&gt;Board — Meeting Room 9B&lt;br&gt;Case Management — Exhibit Hall&lt;br&gt;CEO Executive Leadership (Central and Pacific Time Zones) — Ballroom&lt;br&gt;CEO Executive Leadership (Eastern and Mountain Time Zones) — Ballroom&lt;br&gt;Counseling — Meeting Room 1&lt;br&gt;Development ($5M budget and up) — Ballroom&lt;br&gt;Development (Under $5M budget) — Ballroom&lt;br&gt;Entrepreneurship — Room 9B Foyer Table&lt;br&gt;Facility Management — Meeting Room 11&lt;br&gt;Financial Management — Meeting Room 4&lt;br&gt;Food Service — Meeting Room 7&lt;br&gt;Human Resources — Meeting Room 2&lt;br&gt;Pastoral Care — Meeting Room 3&lt;br&gt;Program Management (Men’s Programming) — Meeting Room 10&lt;br&gt;Program Management (Women’s Programming) — Meeting Room 13&lt;br&gt;Volunteer Coordination — Meeting Room 5&lt;br&gt;&lt;br&gt;If you don’t find your professional group listed, feel free to join any one of them!</td>
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<td>11:30 a.m. – 12:30 p.m.</td>
<td><strong>Insurance Committee Meeting</strong>&lt;br&gt;&lt;br&gt;Meeting Room 9A</td>
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**COMPLETE SCHEDULE**
11:30 a.m. – 12:30 p.m.  Data and Outcomes Committee Meeting 🌐 📅
14A Foyer Table

1:15 p.m. – 2:30 p.m.  Track Seminars Group 2
See pages 32-41 for seminar descriptions and locations
All meeting rooms are on the Second Floor

2:30 p.m. – 4:30 p.m.  Exhibit Hall Open
Exhibit Hall A (Third Floor)
During this special time, share an experience with the incredibly talented mural artist, Brian Peterson. He’ll host a live and interactive painting session to create a mural that will end up on the walls at Lexington Rescue Mission. Note: things could get a little messy, so come prepared.

2:30 p.m. – 5:00 p.m.  Prayer Room Open
Meeting Room 9A
Because we believe in the power of prayer, we’ve designated specific hours in Meeting Room 9A for attendees needing prayer support. If you prefer to submit a written prayer request, you will find prayer cards and boxes outside the Prayer Room and at Registration. If you can’t meet during the designated hours, please text Penny Kievet at (904) 545-9985 to make special arrangements.

4:30 p.m. – 5:15 p.m.  Emerging Leaders Gathering
Winner’s Circle Lounge (Second Floor Landing of Central Bank Center)
This is the last official time the Emerging Leaders will gather, but these relationships can extend beyond the conference. Make sure to exchange QR information in the Whova app to stay in touch!

5:30 p.m. – 8:30 p.m.  Dinner and Exclusive Private Screening of the No Address Film 🍽
Ballroom (First Floor)
MasterWorks
Supporting Sponsor: Oneicity
Conference attendees are in for a treat with dinner and an exclusive pre-screening of the highly anticipated feature film No Address (scheduled for a September 2024 release). We’ll also enjoy the opportunity to hear from the creators and talent involved in the film. Don’t miss out on the fun, and learning too — as we will share how to use the No Address: Interactive Study Guide, designed to help your community engage with the impactful work you do. But wait, there’s more...

8:30 p.m. – 10:00 p.m.  Exhibit Hall Dessert 🍨
Exhibit Hall A (Third Floor)
You’ve had dinner and a movie, now make room for dessert, which you’ll find in the Exhibit Hall. Not only can you network with almost 100 exhibitors, but you might enjoy a special meet-and-greet with the No Address crew, including Billy Baldwin and several others involved in the filming of the documentary and feature film. You’ll find them hanging out at the No Address interactive display, where you can also get more information about participating in the Big 5 Giveaway.
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>7:30 a.m. – 4:00 p.m.</td>
<td>Registration and Winner’s Circle Lounge Open</td>
<td>Second Level Landing</td>
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<tr>
<td>7:30 a.m. – 4:00 p.m.</td>
<td>Bookstore Open</td>
<td>Ballroom Foyer (First Floor)</td>
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<tr>
<td>7:45 a.m. – 9:00 a.m.</td>
<td>Exhibit Hall Open with Coffee and Coaching</td>
<td>Exhibit Hall A (Third Floor)</td>
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<td>Stop in for a freshly brewed cup of coffee and a free coaching session or two. Our exhibitors will be available one last time to coach and brainstorm with you and your team. No appointment necessary!</td>
<td>RKS GROUP</td>
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<td>8:00 a.m. – 9:00 a.m.</td>
<td>Prayer Room Open</td>
<td>Meeting Room 9A</td>
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<td>8:30 a.m. – 9:00 a.m.</td>
<td>Refresh: Devotions with Our Daily Bread</td>
<td>Winner’s Circle Lounge (Next to Registration)</td>
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<td></td>
<td>Our devotional speaker today is JR Hudberg, senior director of global content with Our Daily Bread.</td>
<td>Gallagher Insurance Risk Management Consulting</td>
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<tr>
<td>9:30 a.m. – 10:30 a.m.</td>
<td>Hot Topic Plenary Session: Awakening in Recovery, Resilience and Renewal: The Science of Spirituality in Mental Health and Thriving</td>
<td>Ballroom (First Floor)</td>
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<td>Sponsor: Gallagher</td>
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<td></td>
<td>Dr. Lisa Miller, professor of psychology at Columbia University, will reveal our greatest resource in times of utter despair, according to science. The answer might surprise you. With 25 years of peer-reviewed clinical science under her belt, Dr. Miller points to spirituality as our ultimate source of resilience and renewal in the face of severe challenges, providing both an opportunity for spiritual growth as a way out of suffering and a catalyst for drawing closer to God.</td>
<td>Gallagher Insurance Risk Management Consulting</td>
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<tr>
<td>11:00 a.m. – 12:15 p.m.</td>
<td>Track Seminars Group 3</td>
<td>See pages 32–41 for seminar descriptions and locations</td>
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<td>All meeting rooms are on the Second Floor</td>
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<tr>
<td>11:30 a.m. – 12:30 p.m.</td>
<td>Accreditation Meeting</td>
<td>Meeting Room 9A</td>
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<tr>
<td>12:15 p.m. – 2:15 p.m.</td>
<td>Lunch on Your Own</td>
<td>Check out the plethora of restaurants located throughout this foodie city. We’ve gathered a few suggestions to get you salivating on page 12 of this program, or scan the QR code.</td>
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</tbody>
</table>
12:30 p.m. – 2:00 p.m.  
Citygate Network Board Lunch  
Hilton Hotel — Grand Kentucky Ballroom B (Second Floor)

1:00 p.m. – 2:30 p.m.  
Prayer Room Open  
Meeting Room 9A

Although this is the final scheduled time the prayer room is open, you can continue to submit prayer requests on the prayer cards available outside the Prayer Room and at Registration. Prayer warriors will still be actively checking to pray for requests.

2:30 p.m. – 3:45 p.m.  
Track Seminars Group 4  
See pages 32–41 for seminar descriptions and locations

All meeting rooms are on the Second Floor

4:30 p.m. – 9:00 p.m.  
Kentucky Horse Park Offsite Dinner and Special Event  
The Big Barn at 4089 Iron Works Pkwy

Major Sponsor of the Dinner and Special Event: BDI

We’ve got an unforgettable event planned for this evening at the Big Barn at the famed Kentucky Horse Park. Things will kick off with a catered dinner followed by a moving presentation by Dr. Lew Sterrett, who will demonstrate the parallels between finding fulfillment in our relationship with Jesus, and the process of breaking and training a wild horse. This powerful illustration will challenge and inspire your journey with the Lord, and provide insight and perspective in working with your guests.

Please note: Buses will be boarding at the lobbies of both the Hilton and Hyatt hotels. Please refer to your district for your designated bus time below. If you don’t remember your district, refer to page 42. Note, your name badge serves as your ticket onto the bus. Don’t forget to wear it!

**Bluegrass, Deep South, Evergreen, Northern Lights, and Rawhide:**

4:30 p.m. – Meet the bus at either the Hyatt or Hilton hotel lobby

4:45 p.m. – Buses depart

5:15 p.m. – Buffet dinner

5:45 p.m. – 6:20 p.m. – Square dancing/line dancing in the Big Barn

6:30 p.m. – 7:30 p.m. – Dr. Sterrett’s horse presentation

7:45 p.m. – Buses depart to return to the hotels

**Great Lakes, Heartland, Liberty, and Sierra:**

5:45 p.m. – Meet the bus at either the Hyatt or Hilton hotel lobby

6:00 p.m. – Buses depart

6:30 p.m. – Buffet dinner

7:00 p.m. – 7:35 p.m. – Square dancing/line dancing in the Big Barn

7:45 p.m. – 8:45 p.m. – Dr. Sterrett’s horse presentation

8:45 p.m. – Last round of buses load to return to hotels
Partnership

Fellow Citygate Network members! Welcome to Lexington.

Years ago, we started with just a handful of member ministries. We’re still growing with 1 out of 3 Citygate Network members, providing support for today’s ministry and developing solutions for tomorrow's challenges. In addition to “the usual” insurance products & services:

- **our team understands more than “just the numbers” and helps match you with the right program to meet your goals.**

- **our risk managers help dig into your unique challenges and develop strategies to keep your ministry thriving while improving insurability.**

- **our dedicated claims advocates will be there for you every step of the way, making the claims process as smooth as possible.**

It is easy to start a conversation with the team trusted by 1 out of 3 Citygate Network members. Stop by our booth in the exhibit hall or send us a text after the conference. We’re here to support your team as you lead into the next phase of your ministry.

---

**Eastern US**
James Dick, CPCU, AAI
518.222.2910 (cell/text)
James_Dick@ajg.com

**Western US**
Jon Barron, AAI
719.352.9535 (cell/text)
Jon_Barron@ajg.com

**Northern Lights (Canada)**
Victoria Ireland
519.286.1585
Victoria_Ireland@ajg.com

**Health & Benefits**
Michael Asterino
518.935.0296
Michael_Asterino@ajg.com

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AJG.com  The Gallagher Way. Since 1927.
FRIDAY, JUNE 14

7:30 a.m. – 8:00 a.m.  Refresh: Devotions with Our Daily Bread
Winner’s Circle Lounge (Next to Registration)

To wrap up our Refresh devotionals for the week, we have Jed Ostoich, executive director of Our Daily Bread’s Discovery Series, which offers topical studies geared toward spiritual growth.

7:30 a.m. – 12:30 p.m.  Registration and Winner’s Circle Lounge Open
Second Level Landing

7:30 a.m. – 12:30 p.m.  Bookstore Open
Ballroom Foyer (First Floor)

8:00 a.m. – 8:30 a.m.  Continental Breakfast at Seminar Locations
Be sure to come over to the foyer outside your seminar room before seminars get started this morning so that you can grab a light breakfast and coffee to hold you over through the final sessions designed to equip you before you head home.

8:30 a.m. – 9:45 a.m.  Track Seminars Group 5
See pages 32–41 for seminar descriptions and locations
All meeting rooms are on the Second Floor

10:15 a.m. – 11:45 a.m.  Friday Morning General Session
Ballroom (First Floor)
Major Sponsor: MDM Fundraising
Supporting Sponsor: The Timothy Group

The final general session gives you one last opportunity to gather with your peers and colleagues before heading back home. It will send you away with a heart filled with joy and gratitude as you worship together and hear an impactful message from former college football and NFL standout Derwin Gray, who now pastors a large multi-ethnic, multi-generational church outside of Charlotte, North Carolina.

OFFICIAL END OF THE ANNUAL CONFERENCE AND EXPOSITION

12:30 p.m. – 3:30 p.m.  Lexington Rescue Mission Tour $
For those signed up for this tour, a box lunch will be provided at 12:30 p.m. in the Central Bank Center foyer on the first level near the general session ballroom. Buses will load from the lunch location to leave promptly at 1:00 p.m. for the Lexington Rescue Mission.

The tour will highlight the Lexington Rescue Mission’s new headquarters, located in the heart of downtown Lexington. This building is undergoing a renovation that will enable it to serve as a hub for services, including the mission’s street outreach team, community meals, clothing bank, resource assistance, employment services, re-entry support, violence intervention, housing placement, and spiritual care. The building is also home to ministry partners, including Isaiah House, which is operating a clinic that provides medical, dental, and behavioral health care.
<table>
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<tr>
<th>Seminar Group</th>
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| 1 | Tuesday, June 11, 2:30 p.m. – 3:45 p.m. | 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 |
| 2 | Wednesday, June 12, 1:15 p.m. – 2:30 p.m. | 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 |
| 3 | Thursday, June 13, 11:00 a.m. – 12:15 p.m. | 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 |
| 4 | Thursday, June 13, 2:30 p.m. – 3:45 p.m. | 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. |
| 5 | Friday, June 14, 8:30 a.m. – 9:45 a.m. | 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 |
Leadership and Staff Development

Inspiring Intentionality and Growth for Ministry Leaders

Meeting Room 1

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

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

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

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

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

Organizational Growth

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

Meeting Room 2

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

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

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

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

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.
**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*

**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*

**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*

**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.*

**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*

**Transformational Programming I**
**Inspiring Life-Changing Programs**
**Toward Next-Level Outcomes**
**Meeting Room 12**

**Transformational Programming II**
**Meeting Room 13**

**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.

*Angeline Koning, associate VP of program services, and Tiffany Washington, director of referral & intake, Seattle’s Union Gospel 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*

**Victimology in Domestic Sex Trafficking**
Using 10 years of data collected from Institute for Shelter Care (formally 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*

**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*

**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*
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 value. Don’t miss this interactive exploration into the transformative potential of AI in fundraising!

Mike Rogers, chief intelligence officer, BDI

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

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

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

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

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

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
Public Image and Branding

Deepening Community Connections through High-Impact Communications and Branding

Meeting Room 6

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

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

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

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

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
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

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

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

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 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

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

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

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 your 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

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
**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*

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**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*

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**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*

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**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*

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**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*

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**Hot Topics I**
Addressing the Burning Questions and Provocative Subjects of Today and Tomorrow
Meeting Room 7

**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*

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**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*

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**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*

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**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 focus on how assisted outpatient treatment (AOT) can stop this revolving door. When implemented effectively, AOT reduces use of jails, hospitals, and crisis 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

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 Micheal Woods, CEO/president, Western Carolina Rescue Mission

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 to 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

Special Session: Winner’s Circle Lounge
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
YOUR MISSION MATTERS

Your work is important, inspiring, and worth investing in. i58:10 Media’s personalized fundraising strategies will help you maximize your impact and expand your engagement.

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Leadership and Staff Development:
- ARROW LEADERSHIP
- BEST CHRISTIAN workplaces
- corePurpose

Resource Development I
- MDM FUNDRAISING
- theTIMOTHYgroup
- VANDERBLOEMEN
- missionTracker

Resource Development II

Organizational Growth
- Leadership and Staff Development:
- ARROW LEADERSHIP
- BEST CHRISTIAN workplaces
- corePurpose

Resource Development I
- MDM FUNDRAISING
- theTIMOTHYgroup
- VANDERBLOEMEN
- missionTracker

Resource Development II

Step 1: Download Whova then sign-in to find the event

Step 2: Click ‘Agenda’

Step 3: Open Track Seminar Group

Step 4: Find Seminar

Step 5: Select ‘Rate’ then answer questions and submit!

Don’t Forget To Fill Out The Seminar Evaluation Form
What and where are districts?

Citygate Network has always embraced a grassroots approach, and its nine districts facilitate geographic connections among ministry members. These districts offer meetings, resources, information, learning, fellowship, spiritual inspiration, and mutual encouragement!

Citygate Network District Leadership

District presidents and vice presidents represent their regions by actively participating in monthly calls with Citygate Network leadership to stay informed about new developments or initiatives, share valuable feedback from their areas, and coordinate district conferences to foster stronger connections among members.

- Ryan Duerk Bluegrass District President
- Danita McCartney Bluegrass District Vice-President
- Buddy Morrow Deep South President
- Fred Clayton Deep South Vice-President
- Jim McCormick Evergreen District President
- Kim Cook Evergreen District Vice-President
- Buddy Morrow Deep South President
- Eric Lane Great Lakes District President
- Michael Brown Great Lakes District Vice-President
- Rob Swiers Heartland District President
- Terry Megli Heartland District Vice-President
- Anna Valeria-Iseman Liberty District President
- Jeremy Montgomery Liberty District Vice-President
- Michelle Porter Northern Lights District President
- Carmen Rempel Northern Lights District Vice-President
- Steven Whitaker Rawhide District President
- Errol Hada Rawhide District Vice-President
- Jeff Gilman Sierra District President
- Troy Vaughn Sierra District Vice-President

Citygate Network Regional Coordinators

As seasoned mission and ministry leaders, regional coordinators bring rich experience to support leaders, boards, and staff. They offer insight and advice to enhance organizational strength through consultation, connections to resources and events, and attentive listening and faithful prayer.

- Bob Gehman Northeast Regional Coordinator
  (410) 812-0260
  bgehman@citygatenetwork.org
- Herb Smith Northwest and West Regional Coordinator
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  hsmith@citygatenetwork.org
- Ken Peterson Midwest and Mid-Central Regional Coordinator
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  kpeterson@citygatenetwork.org
- Rick Alvis Northeast Regional Coordinator
  (317) 430-8249
  ralvis@citygatenetwork.org
- Tom Zobel South and South-Central Regional Coordinator
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  tzobel@citygatenetwork.org

Looking for contact information for your district leader? Head to the Districts Officers page on our website for contact information.

www.citygatenetwork.org/agrm/District_Officers.asp
2024 District Events

We hope you deepen district connections during your time in Lexington. You can enhance these networks further by attending district conferences this fall! Each conference will provide valuable learning and rejuvenation for your staff and team members.

The theme for district conferences is *Uncharted Territory* (Joshua 1:9). As we step into the future, we’re met with rapid and unprecedented change. How do we react? How do we respond? In this uncharted territory, our trust is tested, our faith is strengthened, and we witness God’s responses beyond our imagination. Join your district for a time of equipping, encouragement, and empowerment!

**New this year:**
In addition to the program elements organized by your district leaders, each event will feature a session led by Tod Bolsinger, bestselling author of *Canoeing the Mountains*, and Citygate Network President Tom De Vries.

Have I not commanded you?
Be strong and courageous!
Do not be terrified nor dismayed,
for the Lord your God is with you wherever you go.

—Joshua 1:9

Stay current with district events at:
www.citygatenetwork.org/agrm/District-Event-Calendar.asp
UPCOMING 2024–2025 CITYGATE NETWORK EVENTS

Mark your calendars for these events that will help you keep the momentum going ...

CEO Summit

August 27 – 29, 2024
Marina Inn at Grande Dunes
Myrtle Beach, South Carolina
www.citygatenetwork.org/ceosummit

The CEO Summit offers an unequaled outlet for much-needed, highly relevant, deep-level, heartfelt conversations among those occupying the top leadership position at member missions and ministries. It provides an opportunity to step away, get boldly honest with each other, and address the serious issues we face, both personally and professionally.

One of our featured speakers: Cory Scheer, President and CEO of TrustCentric Consulting and author of Closing the Trust Gap

Ripple Effect

Ripple Effect is a two-day conference designed specifically for board members, encompassing the board chair and CEO. The program provides a lasting framework for board excellence that will strongly influence each organization’s future board members.

October 18 – 19, 2024
Venue TBD  •  Pittsburgh, Pennsylvania
www.citygatenetwork.org/rippleffect

For more details about any of these events, visit our website or contact Lisa Miller, Director of Meetings and Events, at lmiller@citygatenetwork.org.
Next Year’s Annual Conference

Get ready to pack your bags for an unforgettable journey to Phoenix, Arizona, as we host the 2025 Annual Conference and Exposition at the Arizona Grand Resort and Spa.

Our theme, *Lead Me Home*, draws inspiration from the story of the prodigal son:

*But while he was still a long way off, his father saw him and was filled with compassion for him; he ran to his son, threw his arms around him and kissed him.* —Luke 15:20 (NIV)

Mark these dates on your calendar now so that you can join us for some sunshine and inspiration May 28 – 31, 2025.

**Guess what? Get the all-time low rate of just $519 PLUS every 5th person is FREE*!**

Yes, you read it correctly. To secure this exclusive in-conference rate, you must register online by July 31, 2024. Visit [www.citygatenetwork.org](http://www.citygatenetwork.org) to register today!

*To qualify, member ministries must register five, full-time program participants in a single transaction to get the fifth registration free. The fifth program fee will be waived in our system prior to processing and receipting. No refunds for cancellations as part of this promotional, but attendee names can be changed.

We’ve already started building our speaker lineup, including ...

- **Bishop Claude Richard Alexander, Jr.**
  Senior pastor, The Park Church

- **Megan Marshman**
  Teaching pastor at Willow Creek Community Church and the director of women’s ministries at Hume Lake Christian Camps

- **Ed Stetzer**
  Scholar, author, and dean of Talbot School of Theology

- **Gabriel Salguero**
  Pastor of The Gathering Place, and president and founder of the National Latino Evangelical Coalition (NALEC)
You believe in transformation. We do too.

Our Daily Bread Ministries is dedicated to fueling a lifelong love for the Bible so lives are transformed through the power of God’s Word. Our devotionals, podcasts, videos, and more are designed to help people desire to know and follow Jesus.

Explore how our resources can help in healing, hope, and recovery. Sign up at go.odb.org/citygate2024.
Why does an organization with membership dues also seek donations?

Excellent question! Here’s why:

1. **Donations serve as a tangible affirmation of our life-transformation movement.** Citygate Network operates on a national/international scale and lacks a local donor base made up of individuals and organizations invested in their community.

   The donations we receive all go toward propelling the movement forward and equipping our members with the tools, resources, networking, and inspiration they need to make a Kingdom difference in communities all over North America.

2. **Donations bridge the gap.** Membership dues and event fees cover approximately 75 to 80 percent of our operating costs. Without additional support from foundations, grants, and donations, certain benefits and initiatives would be challenging, if not impossible, to provide.

   Donations can provide support in the following areas:

   ▶ **General funds**, which address the most pressing needs of Citygate Network.

   ▶ **Membership assistance**, aiding under-resourced missions and ministries with membership dues and event scholarships.

3. **Donations are crucial for sustaining this momentum and funding new initiatives.** With our transition into a new era of leadership and programming, we’re excited about the energy building within the life-transformation arena.

   On Wednesday evening, you will receive a Faith Promise card and envelope. Kindly take time to prayerfully consider and review it. Envelopes will be collected at the door or can be dropped off at the Citygate Network Registration/Information Center until the conference concludes.

   We genuinely appreciate your generous commitment to the future of Citygate Network!
Full-Circle Fundraising.

Fundraising at the Speed of Tomorrow.

For more information about TrueSense and our full range of powerful, data-driven fundraising solutions, email us at: Info@TrueSense.com

Visit us at BOOTH 411 and enter the raffle to win a Yeti cooler!
SEMERN SPEAKERS

If you wish to connect with the seminar presenters, have questions that couldn’t be addressed during the session, or would like to request their slides or notes, here is their contact information.

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Tiffany Washington  
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Todd Baker  
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Tracy Brooks  
tilbrooks@denrescue.org

Victoria Jeffs  
victoria@findcorepurpose.com

Wendy Buttacy  
wendyb@teenchallengeusa.org

Yolanda Campusano-Pilarte  
ycampusano@miraclehill.org
Never miss a gift to your mission.

Meet your fundraising goals by meeting your donors where they are.

Legacy Gifts | DAFs | Stocks | QCDs | Crypto

FreeWill has inspired substantially more bequests, QCDs, and stock gifts even beyond what we see come directly through their tools. The simplicity of their tools has enabled us to confidently put non-cash giving options in front of our donors on a regular basis and make sure they’re all aware of how they can maximize their impact.

Les Fout
Senior Stewardship Advisor
Knox Area Rescue Ministries

VISIT US AT BOOTH 500
CITYGATE NETWORK TEAM

Here’s a comprehensive list of everyone diligently working for Citygate Network and behind the scenes for this event.

Citygate Network Staff and Conference Team

Alice Gifford  Executive Assistant / Staff Writer — Logistics  
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Marvin Harrell*  Communication Services Assistant — Event App  
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Sam Edwards  Sr. Director of Development — Exhibits and Sponsorships  
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Shelese Bonacquista*  Comptroller — Bookkeeping  
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Tom De Vries  President and CEO — Conference Chair  
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*Contractor

Additional Citygate Network and Conference Support Team

Contractors, Volunteers, or Freelancers:

Bruce Koblish  Hope in the Gate Facilitator
Christine Matos  Conference Registration
Evan Hampton  Conference Photography
Herb Smith  Ripple Effect Director — Conference Moderator Lead
Holly Johnson  Instigate Managing Editor
Jay Ashmen  IT Manager
Jesse Ralph  Conference AV and Staging
Jonathan Ruybalid  Attorney
Laura Carr  Conference Local Mission Support

Lily Wright  Special Projects Assistant
Mike Hames  Graphic Designer
Penny Kievet  Ripple Effect Instructor/Coach — Conference Prayer Support
Rachel Aden  Event Venue Consultant, Arrowhead Conferences & Events
Reid Lehman  Ripple Effect Associate Director
Steve Slaign  Web Developer
Ty De Vries  Stage Producer
Zea Shipman  Conference Volunteer Coordination
BREAKING DOWN BARRIERS to Build Connections

Why missionTracker?

Breaking Down Internal Data Silos
We're improving communication between departments and data silos within organizations.

Breaking Down External Data Silos
We're developing collaborative community partnerships with Continuums of Care (CoCs) through secure and seamless HMIS sharing options.

Building Connections
We're listening to the needs of clients and partners like Citygate Network as they seek to use data to tell their stories to broader audiences.

A Client-First Approach to Shelter Management Software.

- Dynamic Intake System for easier data collection with various guest types.
- Seamless tools for managing residents, volunteers, and staff.
- Easily configurable program management tools, with case notes, program goals, outcomes, and assessments.
- Robust user permissions to allow and restrict access as needed.
- Detailed, customizable resource tracking for meals, items, or services.
- Multi-layer calendar for coordinating complex events & schedules.
- Universal Time Clock to allow for easy time tracking across events, classes, and work/volunteer shifts.

Schedule a Demo at missiontracker.io

Visit Us at Booths #615 and #616
**EXHIBIT HALL DIRECTORY**

**Triple Crown A**: Masterworks  
**Triple Crown B**: MDM Fundraising  
**Triple Crown C**: Douglas Shaw & Associates  
**Triple Crown D**: RKD Group

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**Exhibit Hall Schedule**

**Tuesday, June 11**
- 4:00 p.m. – 5:00 p.m. Exhibit Hall Sneak Peek
- 7:30 p.m. – 8:30 p.m. Exhibit Hall Grand Opening with Dessert

**Wednesday, June 12**
- 7:45 a.m. – 9:00 a.m. Exhibit Hall Breakfast and Coffee
- 2:30 p.m. – 4:30 p.m. Exhibit Hall Open
- 8:30 p.m. – 10:00 p.m. Exhibit Hall Dessert/Activity

**Thursday, June 13**
- 7:45 a.m. – 9:00 a.m. Exhibit Hall Open with Coffee and Coaching
Secure Retail is the most extensive point of sale offering for the Thrift industry, built by thrift-knowledgeable people with years of experience in the thrift and used clothing industry. Our solution is a “source to sales” approach and has been developed to give you the ability to manage thousands of unique, one-off products across many categories.

Secure Retail produces extensive data and reporting to help you
- understand profitability at all stages of your supply chain,
- understand your unique processes,
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- track all your products, new and used
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Secure Retail’s offering is affordable and extremely easy to implement, learn, and use. We know you needed specific easy-to-use software to run your stores effectively. This is why we designed the entire Secure Retail experience to make it as easy to use as possible while supporting the unique needs of the thrift industry.

Today, Secure Retail is a leader in the Thrift Store Technology business with over 1,400 thrift stores using this software suite across North America. We bring specialized experience to your business. Partner with Secure Retail today and experience Thrift’s top choice of POS!

Why Partner with Secure Retail POS System?

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- New Product Tracking
- Shelf Label and Talkers
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- BI Cloud Report Center
- E-commerce Integration
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- RFID (Tags and Labels)
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- Customization

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<thead>
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<th>EXHIBITOR INFORMATION</th>
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| **108** | **Best Christian Workplaces**  
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www.homelessnomore.com

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Everything you need to manage your Thrift Store

- Do more with your donations
- Save time and resources
- Fund your mission with Roundup donations
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Use ThriftCart to run and operate a thrift store that helps support a mission and its initiatives.
FULLY REALIZE YOUR VISION.
Do I need to hide the Gospel in my Fundraising?

No! You should amplify the Good News.

The Hope of Christ is the most important thing you have to offer your community.

MDM Fundraising believes that a Gospel Ministry should fundraise like one. It will set your fundraising apart so that the lives rebuilt and the hope renewed through your Ministry will be evident to all.

Let's talk at Citygate Network's Conference!
MDM Fundraising is excited to participate this year as Title Sponsor. Be sure to visit our booth and learn more about how MDM Fundraising can help you reach your fundraising goals.