Dear Friend,

This Christmas, 60 women and about 80 children will decorate their rooms at Laura’s Home, share a meal together, and open gifts. It’ll be a joyful time, especially for the boys and girls. But each woman will be hoping that the new year sees her in a home of her own.

Frankly, it won’t be easy. Many of our guests are only eligible for minimum-wage jobs, which means they’ll have to work 100 hours a week to afford a basic two-bedroom apartment.

Fortunately, you make it possible for women to overcome these challenges! Your support provides women with education, training, and assistance to find sustainable work. In fact, in the past year, over 43+ women obtained housing and 25+ women gained adequate income.

This coming year will bring its share of challenges for the women at Laura’s Home. However, every challenge is also an opportunity for growth and grace, as you’ll see was true for Amanda in this issue of His Hands. Thanks to you, Amanda and her son will be home for Christmas, decorating a tree in their new apartment.

Every good and perfect gift is from above, coming down from the Father of the heavenly lights…

JAMES 1:17

Sincerely,

Rev. Richard Trickel

Chief Executive Officer
ISAIAH 43:18–19

And now, what does the Lord your God command you today, that you should be careful to do, so that you may live and increase and be prosperous in the land which you are going in to possess.

See, I am doing a new thing!

LAURA’S HOME WOMEN’S CRISIS CENTER

Amanda Achieves Independence at Last

"Laura’s Home gave me a sense of comfort and grace.”

For most of her adult life, Amanda had nowhere to live, but nowhere she really belonged.

As a single parent attending college, Amanda lived with her mother, a relationship she describes as "highly dependent." When her mother was evicted, Amanda and her young son were forced to depend on friends and relatives for a place to live.

"When I finished my classes, I left my friend’s house to live, but nowhere she really belonged. I couldn’t keep jumping from one friend’s house to another’s," she says. When Amanda heard about Laura’s Home, she realized she would not only have a safe, stable place for herself and her son to stay, but resources to help her carve out an independent life.

Comfort and Grace

"I was frightened," Amanda admits, remembering the day she and her son Mark, now seven, arrived at Laura’s Home. The classes offered at Laura’s Home not only helped Amanda with her personal growth, but with her parenting. "DBT (Dialectical Behavior Therapy) was the most influential class," she says. "It’s a nationally recognized system that helps participants recognize boundaries in relationships and build skills for positive personal interaction. I incorporated the skills into my parenting," Amanda says.

After coming to Laura’s Home, the bond between Amanda and Mark grew stronger. "My son comforted me," Amanda recalls of their first days here. Amanda and Mark soon learned to balance the structure of Laura’s Home with peaceful nature walks in the Metro Parks that kept them active and free from stressful thoughts.

"Before The City Mission, I felt lost. BECAUSE OF The City Mission, I feel guided." From Lost to Guided

There is really very simple. When looking at a pair of seemingly opposite truths, we avoid labeling either right or wrong. In fact, they can both be valid at the same time. A good example, which this class teaches is in both our men’s and women’s programs, consent is acceptance and change.

Participants are encouraged to accept their circumstances and see people and situations as they really are. At the same time, they develop an awareness that their setting needs to change. Only by accepting that a problem exists can someone take steps to fix it. In DBT terms, this is called "Radical Acceptance."

Through group activities, games, role-playing, and discussions, participants develop interactive skills that help them manage their emotions. "DBT makes it easier to get through painful situations without making things worse," says Case Manager Marsha Knoke. "We can tell when men and women from the class are practicing these skills. It changes how they interact with each other.”

Case Manager Tommy Mitchell says he sees the changes in her client, Amanda, featured in this issue of His Hands. “Amanda was very guarded when she came to Laura’s Home. She had some issues with trust and self-esteem.” Tommy went on to report that Amanda has grown more confident and even spoke at the Laura’s Home graduation ceremony earlier this year.

The City Mission incorporated DBT into their men’s and women’s programs two years ago. Case Managers are certified to teach the eight-week class after they complete an intensive two-day training course. “We go through the exercises ourselves,” Mombo tells us. “The skills and tools are great!” And they have a profound impact on Case Managers and participants alike.

DBT CLASS PROVES THAT OPPOSITES ATTRACT

Men and Women Learn Interpersonal Skills for Life

FOUR PHASES OF DBT

Mindfulness

Distress Tolerance

Emotional Regulation

Interpersonal Effectiveness

Regain confidence, manage

compliances, and managing

emotions—will benefit her

patients.

"I opened up about a lot of personal things at Laura’s Home," Amanda says. "I learned how to express my feelings. I’ve changed and I appreciate what Laura’s Home did for us.

"Before The City Mission, I felt lost. Because of The City Mission, I feel guided.”
FROM LOST TO GUIDED
Amanda and Son are Home for the Holidays.
Dear Friend,

This Christmas, 60 women and about 80 children will decorate their rooms at Laura’s Home, share a meal together, and open gifts. It’ll be a joyful time, especially for the boys and girls. But each woman will be hoping that the new year sees her in a home of her own.

Frankly, it won’t be easy. Many of our guests are only eligible for minimum-wage jobs, which means they’d have to work 100 hours a week to afford a basic two-bedroom apartment.

Fortunately, you make it possible for women to overcome these challenges! Your support provides women with education, training, and assistance to find sustainable work. In fact, in the past year, over 43+ women obtained housing and 25+ women gained adequate income.

Every good and perfect gift is from above, coming down from the Father of the heavenly lights...

*JAMES 1:17*

This coming year will bring its share of challenges for the women at Laura’s Home. However, every challenge is also an opportunity for growth and grace, as you’ll see was true for Amanda in this issue of *His Hands*. Thanks to you, Amanda and her son will be home for Christmas, decorating a tree in their new apartment.

On behalf of Amanda and her son Mark, and all our guests whose lives you touch with your compassion, I wish you God’s peace this holiday season and throughout the new year.

Sincerely,

Rev. Richard Trickel

CHIEF EXECUTIVE OFFICER
Amanda Achieves Independence at Last

“Laura’s Home gave me a sense of comfort and grace.”

For most of her adult life, Amanda had somewhere to live, but nowhere she really belonged.

As a single parent attending college, Amanda lived with her mother, a relationship she describes as “highly dependent.” When her mother was evicted from their home, Amanda and her young son were forced to depend on friends and relatives for a place to live.

“After I finished my classes, I left my friend’s house.”

“Forget the former things; do not dwell on the past. See, I am doing a new thing!”

–ISAIAH 43:18–19
because I didn't want to be a burden," Amanda remembers. She went to stay with a family member, but that situation had challenges as well. "Mark and I had to leave again. That was when I lost my job."

With no job and no real home, Amanda finally recognized that she had a dependency problem—not on drugs or alcohol, but on other people. "I couldn't keep jumping from one friend's house to another's," she says. When Amanda heard about Laura's Home, she realized she would not only have a safe, stable place for herself and her son to stay, but resources to help her carve out an independent life.

**Comfort and Grace**

"I was frightened," Amanda admits, remembering the day she and her son Mark, now seven, arrived at Laura's Home. The thought of surrendering what little independence she had and submitting to a program felt like a step backwards. Soon, however, Amanda felt at ease and she describes "a sense of comfort and grace."

The classes offered at Laura's Home not only helped

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**DBT CLASS PROVES THAT OPPOSITES ATTRACT**

**Men and Women Learn Interpersonal Skills for Life**

Dialectical Behavior Therapy may sound complicated, but the theory is really very simple. When looking at a pair of seemingly opposite truths, we avoid labeling either right or wrong. In fact, they can both be valid at the same time. A good example, which this class teaches in both our men's and women's programs, is acceptance and change.

Participants are encouraged to accept their circumstances and see people and situations as they really are. At the same time, they develop an awareness that their setting needs to change. Only by accepting that a problem exists can someone take steps to fix it. In DBT terms, this is called "Radical Acceptance."

Through group activities, games, role-playing, and discussions, participants
Amanda with her personal growth, but with her parenting. “DBT (Dialectical Behavior Therapy) was the most influential class,” she says. DBT is a nationally recognized system that helps participants recognize boundaries in relationships and build skills for positive personal interaction. “I incorporated the skills into my parenting,” Amanda says.

After coming to Laura’s Home, the bond between Amanda and Mark grew stronger. “My son comforted me,” Amanda recalls of their first days here. Amanda and Mark soon learned to balance the structure of Laura’s Home with peaceful nature walks in the Metro Parks that kept them active and free from stressful thoughts.

From Lost to Guided

No longer dependent on others, Amanda has a place of her own, close to a good school for Mark and a church they attend every Sunday. She’s working as a pharmacy tech while pursuing her education to become a registered nurse. Amanda says the skills she learned in DBT—like empathy, compassion, and managing emotions—will benefit her patients.

“I opened up about a lot of personal things at Laura’s Home,” Amanda says. “I learned how to express my feelings. I’ve changed and I appreciate what Laura’s Home did for us.


That Opposites Attract

Interpersonal Skills for Life

As participants are encouraged to accept the people and situations they are in. At the same time, awareness that their setting needs to change. Only by accepting that a problem exists can someone take steps to fix it. In DBT terms, this is called “Radical Acceptance.”

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“I came that they may have life and have it abundantly.”
John 10:10b

Merry Christmas!
From the Mission family to yours!

This Christmas, you can honor loved ones while blessing those in need with a gift from our Holiday Gift Catalog!
www.thecitymission.org/holiday-catalog

The best gift?
Hope.

Become a Hope Partner this holiday season, and sustain loving care at The City Mission all year.

Begin making your monthly donation at www.thecitymission.org/hope-partners.
Your latest issue of

HIS HANDS newsletter is enclosed!

Read how YOU are making a difference!
I’ll give my neighbors a home for the holidays!
Yes, Rich, I’ll help more hurting men and women like Amanda find their very own homes for the holidays through The City Mission. I’ve enclosed a gift of:

[]$Ask1  []$Ask2  []$Ask3  []$Ask4

[]Yes! I’d like to receive future versions of His Hands electronically at the following email address:

Email Address: __________________________________________

Mr. & Mrs. John Q. Sample
123 Any Street
Cleveland, OH 12345

[SCANLINE PLACED PER INSTRUCTIONS]
For Your Convenience!

Many friends have requested that we provide them with the ability to make contributions via credit card. If you would like to do so online, go to www.thecitymission.org. To assist you in your credit card giving, please provide the following confidential information:

Credit Card # ___________________ Expiration date ___________________

Name on card ___________________

Gift Amount $ ___________________ The card I am using today is: ☐ Visa ☐ MasterCard
☐ Discover ☐ AmEx

Verification code ___________________ Signature ___________________

Email address ___________________ Phone number ___________________

What you can expect from The City Mission — The City Mission strives to maintain the highest standards regarding our financial integrity, openness and accountability, and relies solely on contributions from the private sector. Please feel free to inquire about us with either the Better Business Bureau or Dun and Bradstreet. If a particular project is overfunded, your gift will be used where most needed to help men, women and children in need here in Cleveland. Thanks for caring and sharing! Please make checks payable to The City Mission. You will receive a receipt for your tax-deductible gift. Please make any corrections to your name and address.

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