

Questions & Answers

1. Why did CityTeam Ministries update its name to CityTeam International?

Today, this small humble ministry that once served only the homeless in San Jose, California, is now reaching out to compassionately serve those living in poverty around the world as well as training, equipping, mentoring and coaching ordinary people to become disciples who in turn, care for the needs of their neighbors and communities plus disciple the next generation to transform their communities. Over the past five decades, God has evolved the ministry that once was known as the *San Jose Rescue Mission (SJRM)* to *CityTeam Ministries*, and now, a half-century later, as *CityTeam International* that reaches out in over 42 international countries. Think of it as the same mission – just a bigger neighborhood!



There are three specific reasons why CityTeam Ministries is becoming CityTeam International:

1) During the past few years, we have found that the name *CityTeam Ministries* only describes a small portion of our ministry in a given region and doesn't share what is happening across North America and internationally. The updated name "CityTeam International" unites our North America and International teams together with one name. This update best explains how God is touching lives, locally in San Jose, Oakland, and San Francisco, California, Chester, Pennsylvania, and Portland, Oregon as well as in 42 countries around the world in international regions such as: East Africa, West Africa, Southern Africa, South East Asia, South Asia, the Middle East, Central America, and the Caribbean.

2) For most of our history, CityTeam employees have faced significant risks as they serve people in great need of compassionate care and the gospel. From living or working in violent neighborhoods, our teams have willingly sacrificed their personal security for the sake of serving people in need. The name and logo of *CityTeam Ministries* presented obstacles for our staff, especially, those traveling in restricted access countries. Some CityTeam staff have been pulled out of airport security lines for extensive interrogation. These factors underline the point that CityTeam needed to change the logo and do everything it can to protect the safety of our employees, partners and those we serve.

3) The name “CityTeam International” best describes who we are today and how we focus on seeing lives transformed for the long-term. What makes CityTeam unique as an organization is that we are fully committed to God’s commandment to love and care for our neighbors locally and around the world through our compassion ministries (Matthew 22:36-40) **AND** to fulfill the Great Commission to disciple the nations (Matthew 28:16-20). Jesus always cared for the whole person wherever they lived – one’s health, family, work, values, relationships, behavior toward others, and their personal relationship with Him. Jesus’ ministry even went beyond compassion ministry; it embraced the process of transforming people’s whole lives, so they could also touch the lives of the people around them with that same hope, care and compassion. These same Biblical principles hold strong today at CityTeam with its “team” approach with volunteers, donors and prayer partners to reach out and compassionately impact the lives of those in need around the corner and around the world. CityTeam focuses on the whole person, the whole gospel, and the whole world.

CityTeam’s leadership team, the Board of Directors and the staff have been inspired to recommit it’s mission to the Lord and not solely focus on compassionately serving those living in poverty but **ALSO** become highly intentional about training, equipping, mentoring and coaching ordinary people to become obedient disciples that care for their neighbors and rapidly disciple the next generation to transform their communities. God has blessed CityTeam over the last six years to train and equip over 600,000 new believers who have planted over 18,000 new churches – and number of lives we touch are still growing.

2. What do partners think of CityTeam?

A year ago, we surveyed thousands of our donors and volunteers through Internet and phone interviews. Our entire organization listened carefully to what our partners had to say:

- From the survey, it was very apparent that our partners highly valued CityTeam and how we serve the poor and lost everyday. No matter where the interviewee lived, their answers were consistent across the nation.
- A large percentage used these words to describe the organization: caring, compassionate, spirit-led, community-based, honest, effective, humble, responsive, life-changing and passionate.
- They also highly valued that we care about the physical, emotional and spiritual needs of the whole person that comes to us in need.
- Another important portion of the survey showed that our partners wanted us to continue to serve those in need in our local communities where we have locations but also reach out and train, equip and mentor local leaders around the world to care for their communities.
- They wanted us to continue to be grounded in scripture and disciple the nations.
- Survey results also showed that we needed one name to represent our teams throughout North America and international.

We can truly say moving forward, our partners can expect to see these same qualities and much more. It is God who has pressed it upon the hearts of our small staff to love the homeless and those in need as well as intentionally focusing on training, equipping, coaching and mentoring disciples around the world who will launch Disciple Making Movements.

We can’t do this alone – it is a partnership and kingdom investment with our donors, volunteers, foundations, corporate sponsors and other organizations to impact the lives of desperate people in need of hope and transformation.

3. What is CityTeam's Mission statement and will it change?

This new name and logo will not change our mission statement. It remains as follows:

In obedience to Christ, passionately transforming individuals, their families and communities throughout the world. To glorify God:

- *By establishing self-replicating Communities of Believers who will serve people in need, proclaim the Gospel and make disciples in the cities and among the peoples of the world.*
- *By mobilizing, training and equipping local believers to meet felt needs, engage families with the Bible, and establish communities of baptized believers who, in radical obedience to the Word of God, are being transformed by Christ, are transforming their communities, and are going to other communities to do the same.*
- *By actively partnering with others to catalyze these Kingdom outcomes worldwide.*

4. Was the staff involved in this transition?

During the past year, several large collaboration meetings took place where our staff, board members and clients developed the roadmap for this transition to take place. Our internal staff designed the new logo. Our previous logo was over 29 years old and the new logo gives us a fresh new look that unites our global teams together as one organization. We will be gradually updating the new logo in all print and Internet components over the next twelve months.

5. Will we still provide compassionate care for low-income families and the homeless in our North America locations?

Yes, CityTeam is still passionately serving the needs of our local community. Homelessness, hunger, addiction and poverty are growing rapidly in the United States. Over 14.9% of Americans are living in poverty – about 46.2 million people, including 2.6 million more than the previous year. The poverty rate for children under age 18 increased to 22% in 2010, now more than 1 in 5 children in America live in poverty. There is a great need for CityTeam's programs that serve the poor with hot meals, warm shelter, clothing, food boxes, long-term recovery programs, medical and dental services, education and vocational training, mother & baby programs, furniture, backpacks with school supplies and other essential care.

In North America, we have locations in San Jose, San Francisco, and Oakland, California, Chester, Pennsylvania, and Portland, Oregon. In the past several years, we have also included community outreach programs that don't require individuals in need to come to our door for services – we go out into the community where they live. Plus, we build long-term relationships with low-income families, so we can go deeper into their lives and discover what their true needs are, and share with them the real hope that real change is possible. We work with parents and children/teens in developing important family values and bonds or reuniting families that are broken. Our prayer is to help transform the whole family. CityTeam's programs are focused on transforming the lives of individuals, their families and communities. It is all about the Biblical principle of love thy neighbor by reaching out and caring for them and providing training and coaching so they can disciple the next generation.

6. **When did CityTeam start working in international locations and in what countries?**

In 1997, CityTeam's international division started ministering in South Africa, Cuba, Ireland, Cambodia, and Vietnam to help people living in poverty situations.

Now, our international teams focus on building long-term relationships with people in over 42 countries through compassion ministries, including: medical, dental and eye care; education, safe water, emergency food relief; seeds and farming agriculture; transportation and so much more. Meeting their physical needs is the first step towards training, equipping and coaching them to help their neighbors and disciple those who are seeking God. CityTeam's international division is especially focused in the "10/40 window" – where the majority of the people live and die without a chance to respond to the good news of God's love. A large majority of these families are the poorest of the world's poor!

Our ministry focus is to train, equip, mentor and coach local leaders. It is not necessary for us to have permanent buildings because our staff and church planters are very mobile. They travel to the most remote locations by bicycles, boats, vehicles, motorcycles or walking.

We are currently ministering in North America and in 42 international countries in the following regions: East Africa, West Africa, Southern Africa, South East Asia, South Asia, the Middle East, Central America, and the Caribbean.

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| - Djibouti | - Guinea | - Cambodia |
| - Eritrea | - Ivory Coast | - Indonesia |
| - Ethiopia | - Liberia | - India |
| - Somalia | - Mauritania | - Lebanon |
| - Sudan | - Mali | - Syria |
| - Kenya | - Niger | - Honduras |
| - Tanzania | - Nigeria | - Nicaragua |
| - Uganda | - Republic of Congo | - El Salvador |
| - Rwanda | - Senegal | - Mexico |
| - Dem. Republic of Congo | - Sierra Leone | - Peru |
| - Burkina Faso | - Gambia | - Argentina |
| - Cameroon | - Chad | - Jamaica |
| - Central African Republic | - South Africa | |
| - Ghana | - Madagascar | |

7. **Will donor's financial gifts still help the exact program or city that they have been previously helping?**

One of the unique things about CityTeam is our ability for our partners to tell us which programs they feel led to support. If a donor wants to donate only to the Mother/Baby program in Chester, PA or Heritage Home in San Jose, CA – that is exactly where we will use their funds to support that specific program. We will not use the donation in another city or international location without the donor's specific desire. Many donors like to support multiple locations such as our emergency food box program for low-income mothers in San Jose and our International ministry in Kenya. Again that will be used exactly how the donor requested their donation to be used. If, for any reason, a donor would like to update his/her donor record and gives us specific instructions of how to use their financial investment in our ministries – they can contact Desiree Chapman, Manager of our Donor Relations department at: donorrelations@cityteam.org or 408-232-5600.

8. **Can I still volunteer?**

Because CityTeam operates with a very small staff, we need thousands of volunteers each year to help us serve those in need. Volunteers help the homeless feel welcomed and safe in our programs while they receive services. Once the homeless see the “real hope” that “real change” is possible, some will enter into our long-term recovery program to start the process of transforming their lives.

Some volunteers ask whether they need to be of a certain faith to serve at CityTeam – the answer is “no”. There are numerous ways that people can get involved and make a difference. We have corporate volunteer teams who help with larger projects, and we also have individuals who help us cook and serve meals each night. To find out more about volunteering in your community, visit our website at www.cityteam.org/volunteer/ .

Serving with your time is a gift of compassion, grace, and patience to our neighbors in need that live in our community and around the world. Generosity comes in many forms such as volunteering, donating financially, hosting a food or clothing drive, praying, etc.

For where your treasure is, there your heart will be also. (Matthew 6:21)

Can I volunteer in a foreign country? We do not station missionaries overseas. Our work is to train national leaders to help those in need in their local community. Sometimes we take international vision trips with partners to see how transformation is impacting a community.

9. **Does CityTeam International accept government funds and how is the organization governed?**

CityTeam does not take government funds. Our programs are totally supported by individuals, corporations, foundations, estate gifts, churches, and other organizations. Our recovery programs for men and women see the highest rates of long-term transformation compared to secular programs. Over 80 percent of the men and women who graduate from CityTeam’s programs stay clean, sober and attending college or gainfully employed.

Our audited financial statements are prepared yearly by an independent certified public accountant and are available to all who ask. CityTeam has been a charter member since 1980 of the Evangelical Council for Financial Accountability (ECFA).

We are constantly improving our programs to meet the changing needs of the communities we serve and improving our ability to reach out to more individuals and families through volunteers. This in turn helps us become an even better organization, providing effective programs for an ever-changing world. We are good stewards of each dollar donated to provide these vital services on a daily basis.

10. How can I learn more about what is happening at CityTeam International?

Our CityTeam International website is a great resource center (www.cityteam.org) to share with you what is happening locally and around the world.

Two exciting events that are happening in the next few months are the publishing of two books from Thomas Nelson Publishing about CityTeam International and the launch of CityTeam’s idisciple Seminar Series.

Books:

CityTeam has been working on two books that will be launched in 2012 by Thomas Nelson Publishing, the leader in Bible distribution. The reason we took the time to carefully write these books is because we know that God has blessed this ministry and we want to shout it from the mountaintop to everyone. The first book is titled “Miraculous Movements” by Jerry Trousdale, Director of International Ministries at CityTeam International, and it will be available mid-March of 2012. The second book is titled “The Father Glorified” by Patrick J. Robertson, President of CityTeam International, and it will be available in the Fall of 2012. These books will describe the Biblical practices for engaging “lostness” and will show how ordinary people are doing extraordinary things to provide compassionate care and disciple the next generation, locally, and around the world.

idisciple Seminar Series:

During the year of 2012, there will be a series of *idisciple* seminars that will train and equip people around the world about the Biblical practices of caring for the needs of your neighbors and discipling those that are unreached or unengaged with the Gospel. The trainers are CityTeam staff members who have first-hand experience in the field. These one-day *idisciple* seminars will inspire and equip attendees to be able to say “*idisciple*” too. To register visit www.cityteam.org.

North America:

San Jose, CA	March 17
Atlanta, GA	April 14
Houston, TX	May 12
Nashville, TN	May 19
Detroit, MI	July 14
Washington, DC	July 21

International:

London, UK	April 11-13
Johannesburg, South Africa	July 24-26

11. What’s next?

As we embark on this exciting era of God’s expanded vision for CityTeam International to compassionately serve people around the corner and around the world, we seek partners who desire to impact lives for eternity by partnering with us. By volunteering, attending training, financially investing, or by praying for the team and new believers, you can help plant the seeds of hope and change. We invite you to join us on this exciting journey. Think of it as the same mission – just a bigger neighborhood!

Thank you

We would like to thank all of our donors, volunteers and partners who over the past 54 years have made a kingdom investment of time or financial donations to CityTeam so we can compassionately serve those in need and see people’s lives transformed. We couldn’t have done this without you! We have been blessed by your partnership – you are an important part of our CityTeam family and we look forward to the next 50 years of serving those in need locally and internationally with you.